



1. Attendance.

P = Present	T = Via Telephone	E = Excused	U = Unexcused	N/A = Not required
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User Council Members

Primary				
N/A	Cicciarella	Bob	Chief	Municipalities Central
N/A	Eike	Erin	LTC	DOD US Army - Alaska
E	Fournier	Doug	Deputy Chief	Municipalities North, North Star VFD
T	Kalwara	Erann	Ms.	Municipalities Southeast
T	Kroona	Jon	Mr.	Federal Non-DOD DOJ, FBI
N/A	Nelson	James	Officer	Fed Non-DOD All Others, US Forest Service
T	Martin	Chris	Mr.	DOD USAF, Eielson AFB
T	Monteleone	Dan	Mr.	SOA DOT
E	Rockwell	John	Mr.	SOA DPS, Chair
T	Skinner	Nate	Mr.	SOA All Others, DNR Forestry, Vice Chair
N/A	Spitler	Cory	MSgt	DOD USAF, JBER
E	Wolfe	John	Mr.	Fed Non-DOD DOI, US Fish & Wildlife Service

Alternate				
N/A	Brown	David	Mr.	Fed Non-DOD DOJ, FBI
N/A	Cole	Henry	Mr.	SOA DOT
T	Eubank	Greg	Mr.	SOA All Others, DMVA
E	Berrian	Keith	Deputy Chief	Municipalities North, Chena Goldstream Fire & Rescue
N/A	Goodman	Jim	Mr.	Municipalities Central, MatSu Borough
	VACANT			Fed Non-DOD, DOI
T	Jones	Dave	Mr.	DOD USAF, Eielson AFB
T	Loughton	Mike	Special Agent	Fed Non-DOD All Others, US Forest Service
T	Mlynarik	Pete	Chief	Municipalities Central, Soldotna PD
T	Nelsen	Scott	Mr.	SOA All Others, DMVA
E	Roberts	Rick	Captain	SOA DPS
T	Schwing	Brandon	TSgt	DOD USAF, JBER
N/A	Scott	Heath	Chief	Municipalities Southeast, Haines Borough PD
U	Williams	Rick	Mr.	DOD, US Army - Alaska
N/A	Young	Sam	Mr.	Fed Non-DOD All Others, TSA

Supporting Staff and Guests:

P	Conant	Travis	Mr.	System Manager
T	Kostelnik	Sean	Mr.	Motorola Solutions
P	Letterman	Chris	Mr.	Operations Manager
P	Reed	David	Mr.	Information Systems Security Manager
T	Richter	Bruce	Mr.	DHS OEC
T	Shafer	Sherry	Ms.	Document Specialist
T	Stormo	Scott	Mr.	SOA APSCS
T	Ulrich	Naomi	Ms.	Motorola Solutions

2. Meeting Minutes and Action Items.



Agenda Item	Discussion	Action Items Assigned
Call to Order	Mr. Nate Skinner called the meeting to order at 1:30 p.m.	
Roll Call	Roll call was taken and a quorum of User Council (UC) members was in attendance. Ms. Erann Kalwara joined the call after the roll was read.	
Introduction of Guests/Special Announcements	There were no guests or special announcements.	
Previous Meeting Minutes	Nate asked if everyone had reviewed the August meeting minutes and if there were any changes. There were no response and he asked for a motion to approve the previous minutes. Motion: Approve the August 5, meeting minutes as written. Motion: Mr. Dan Monteleone Second: Mr. Chris Martin There were no objections. The motion passed.	
Issues & Risks Log Item Number	Active Issue	Action Items Assigned
	Nate asked Ms. Sherry Shafer to brief on the status of the Issues and Risks Log and she noted there had been no changes since the last meeting.	
	Issues Closed at, or since, last meeting	
Action Items Review	Opened Items	Resolution
	There were no Action Items from the August meeting.	
Operations Management Office	Mr. Chris Letterman, Operations Manager	Action Items Assigned
FY21 Membership Agreements	1. Chris briefed the membership agreement for Joint Base Elmendorf-Richardson (JBER) was still with the Squadron Commander at the last update the Operations Management Office (OMO) had received.	
Service Level Agreement	2. Chris stated there has been a lot of discussion on the revision and the OMO is working to align it with the industry standard. He reminded the council that a new term, operating level agreement (OLA), had been introduced and it would address the responsibilities of the member organizations regarding infrastructure equipment that delivers services for ALMR. Chris added the goal was to make the SLA clearer and to call out in detail who is	



	<p>responsible and for what. He noted the hope was to wrap it up next week. Chris stated the subcommittee had been having weekly meetings during the revision process and the plan is to distribute a final draft to them prior to the next meeting. He felt this revision was overall a step in the right direction.</p>	
<p>ALMR Outreach</p>	<p>3. Chris advised he was going to continue reaching out to the member agencies. He added the original goal as to complete this by the end of August, but he had only reached the Gs in the list at this time. Chris stated all the contacts had been very positive and the outreach would probably continue into next year.</p> <p>Chris briefed under the new contract, there was also a redesign of the website in progress and he was also posting to the Twitter account.</p>	
<p>Incident Command Zone Communications</p>	<p>4. Chris noted the subcommittee had been working on a flyer to send out to the member agencies and it was included in the meeting materials for today for the council to review. He advised that if anyone had any feedback, they could send it to him via email.</p> <p>Chris also briefed the plan for the next piece is a dispatch flyer which is in draft, and it will be sent out once completed. He added the System Management Office (SMO) planned to schedule calls with the dispatch centers and coordinate the reprogramming of the consoles. Chris stated one of the good things about this part, is it can be done remotely and the goal date for completion of the console reprogramming was January 2021. He added following that, we would go into Phase 2, which was the subscriber reprogramming. Chris noted that the use of Teams and video meetings would be explored to accomplish this and that the plan was to also review codeplugs at the same time. He stated once everything was flushed out, it would be posted on the website.</p>	
<p>GTR Upgrade</p>	<p>5. Chris stated that the weekly meetings with Motorola were on Thursdays and asked Mr. Travis Conant if he wanted to add anything.</p> <p>Travis added that we were still going over the Detailed Design Review (DDR) of the first ten sites. He noted he had been talking with the Motorola Program Managers about installing the GTRs this fall and doing the antenna work in the Spring. Travis noted that once the install plan is finalized, he would get it out so everyone was aware of any planned outages.</p>	



<p>Console Reboots</p> <p>International Wireless Communications Expo (IWCE)</p> <p>August Document Reviews</p> <p>August Metrics</p>	<p>6. Chris advised there were still several consoles that hadn't been rebooted for an extended period. He added that this was also a good time to remind the Department of Defense (DOD) and the Municipality of Anchorage (MOA) to begin budget meetings for the next software platform update.</p> <p>7. Chris reminded everyone he had attended the virtual conference for IWCE, which was well attended. He noted he had made a number of contacts with different state system managers. Chris also added there was a lot of interest during the conference on the subjects of radio over IP (RoiP), push to talk (PTT), push to talk over cellular (PTOC), mission critical PTT (MCPTT), integration with long-term evolution (LTE) and getting data to first responders.</p> <p>8. Chris briefed the OMO reviewed the Cybersecurity Policy and Procedure 200-5, System Recovery Policy and Procedure 400-1, Asset Management Policy and Procedure 400-8, Privileged User Acceptable Use Policy and Procedure 400-7, Spectrum Licensing and Management Policy and Procedure 400-12 and Talkgroup Development Policy and Procedure 4001-14 in August.</p> <p>10. Chris advised he had not had an opportunity to compare the August metrics with those from July. He noted there were 1,047,850 group calls, 1,969,541 push to talks and 279 busies, which were .0002 percent</p>	
<p>System Management Office</p>	<p>Mr. Travis Conant, System Manager</p>	<p>Action Items Assigned</p>
<p>Genesis Upgrade</p> <p>Coverage Issues</p>	<p>1. Mr. Travis Conant advised the Genesis upgrade, both hardware and software, was scheduled for the week of September 14 and would provide a Unified endpoint management (UEM) enhancement that would help produce reports on site alarms.</p> <p>2. Travis also encouraged users to call the Help Desk with coverage issues that were not there before and provide as much feedback as possible. He added this will assist the SMO as they troubleshoot the problem.</p>	
<p>State of Alaska</p>	<p>Mr. Scott Stormo</p>	<p>Action Items Assigned</p>
<p>Talketna Coverage Issue</p>	<p>1. Scott asked Travis to expand a little more on the coverage issues and describe the issue that was discovered at Talketna and the end result.</p> <p>Travis explained there had been a complaint about the coverage around Talketna area and dead spots where there didn't used to be. He added his team did some testing at Willow Creek and found the signal level to be low. Travis noted that in further evaluation of the site, they discovered the polyphaser connection was damaged and pulling away from the cable. He stated once it was repaired, they did</p>	



	<p>another analysis and there was improved coverage in the area.</p> <p>Scott reemphasized that agencies should call the Help Desk and report any unusual issues.</p>	
Department of Defense	Mr. Timothy Woodall	Action Items Assigned
	Mr. Timothy Woodall was not present for the meeting.	
New Business	Discussion	Action Items Assigned
Phase 2 Radios	<p>Nate asked if there were any New Business items for the group.</p> <p>Mr. Chris Martin stated they have a lot of radios up there that are not Phase 2 capable, and if the busy rate on the System is only .0002, isn't it a minimum return on the expense and time to go to Phase 2 radios.</p> <p>Mr. Greg Eubank stated the non-TDMA radios will utilize two TDMA channels and could potentially cause busies.</p> <p>Scott explained there is no date set to transition, and it is up to agencies if they want to transition at this time, but any new radios purchased need to be TDMA Phase 2. He added, with the existing radios, just transition as you can.; there is nothing driving the change right now. Scott also briefed the busies during normal day-to-day operations are not the focus of what they are trying to address, but it's the impact when there are emergencies/incidents that impact operations.</p> <p>Greg added this is another opportunity to think ahead because it also allows for remote updates.</p>	
Next meeting	Discussion	
	Nate reminded everyone the next meetings were on October 7 and November 4.	
Adjournment	Discussion	
	<p>Nate asked if there was any other discussion and hearing no response, he requested for a motion to adjourn the meeting.</p> <p>Motion: Adjourn the September monthly User Council meeting.</p> <p>Motion: Mr. Scott Nelsen Second: Mr. Dave Jones</p> <p>There were no objections. The motion passed.</p> <p>The meeting adjourned at 2:06 p.m.</p>	