



Alaska Land Mobile Radio

**User Council Meeting**  
**Wednesday – October 3, 2018**  
**1330 - 1530**  
**5900 E. Tudor Road – OIT Conference Room**

- Welcome/Call Meeting to order
  - Roll call
  - Introductions of guests
- Review/approve September Meeting Minutes
- Review Issues and Risks Log
- Review of Action Items
- Operations Management Office (OMO) Overview - Del Smith
  - Third Quarter Master Site Rollover
  - MCC7500/Verint Logger Maintenance Contracts
  - Wasilla BDA
  - Exercise Arctic Anvil 19-01
  - UPS at Tudor Master site
  - September document reviews/approvals
  - September System metrics
- System Management Office(SMO) Overview – Travis Conant
- State of Alaska (SOA) and Department of Defense (DOD) Overviews
  - SOA – Scott Stormo
  - DOD - Tim Woodall
- New Business
- Next meetings
  - Next schedule meetings are November 7 and December 5
- Adjourn



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	Brown	Byron	LTC	DOD US Army - Alaska
T	Cicciarella	Bob	Chief	Municipalities Central
N/A	Connolly	Ryan	MSgt	DOD USAF, JBER
	<b>VACANT</b>			Municipalities Northern, Fairbanks PD
T	Kalwara	Erann	Ms.	Municipalities Southeast
N/A	Kroona	Jon	Mr.	Federal Non-DOD, FBI
T	Loughton	Mike	Special Agent	Fed Non-DOD, US Forest Service
T	Martin	Chris	Mr.	DOD USAF, Eielson AFB
N/A	Patz	Greg	Mr.	SOA DOT
P	Rockwell	John	Mr.	SOA DPS, <b>Chair</b>
E	Skinner	Nate	Mr.	SOA All Others, DNR Forestry, <b>Vice Chair</b>
U	Wolfe	John	Mr.	Fed Non-DOD DOI, US Fish & Wildlife Service

Alternate				
T	Brown	David	Mr.	Fed Non-DOD, FBI
T	Cole	Henry	Mr.	SOA DOT
P	Eubank	Greg	Mr.	SOA All Others, DMVA
N/A	Gangstad	Linda	Ms.	Fed Non-DOD, TSA
T	Gibbs	David	Mr.	Municipalities Northern, Fairbanks North Star Borough Emergency Manager
N/A	Goodman	Jim	Mr.	Municipalities Central, MatSu Borough
	<b>VACANT</b>			Fed Non-DOD DOI, Bureau of Land Management
T	Jones	Dave	Mr.	DOD USAF, Eielson AFB
E	Kain	Paul	Mr.	Fed Non-DOD, USFS
N/A	Morgan	Leon	Mr.	SOA DPS
E	Mlynarik	Pete	Chief	Municipalities Central, Soldotna PD
P	Paice	Stephen	SSgt	DOD USAF, JBER
U	Scott	Heath	Chief	Municipalities Southeast, Haines Borough PD
P	Williams	Rick	Mr.	DOD, US Army - Alaska

**Supporting Staff and Guests:**

P	Kilbourne	Randy	Mr.	SOA OIT SATS
t	Poyer	Mo	Mr.	TSA
P	Richter	Bruce	Mr.	OEC Region X Coordinator
	Roberts	John	Mr.	DPS
T	Shafer	Sherry	Ms.	Document Specialist
P	Smith	Del	Mr.	Operations Manager
P	Stormo	Scott	Mr.	SOA OIT ALMR
T	Ulrich	Naomi	Ms.	Motorola Solutions
P	Woodall	Timothy	Mr.	DOD PM/COR



2. Meeting Minutes and Action Items.

<b>Agenda Item</b>	<b>Discussion</b>	<b>Action Items Assigned</b>
<b>Call to Order</b>	Mr. John Rockwell called the meeting to order at 1:30 p.m.	
<b>Roll Call</b>	Roll call was taken and a quorum of User Council (UC) members was in attendance.	
<b>Introduction of Guests/Special Announcements</b>	<p>John announced that Deputy Chief Brad Johnson had retired and acknowledged his involvement and achievements regarding ALMR during his tenure and how much he would be missed.</p> <p>Del advised the group that Brad was going to work for the Idaho State Police in a civilian command position and Stephanie, who has been a major force with the dispatch community, would be joining him in Idaho as soon as she sold their house.</p>	
<b>Previous Meeting Minutes</b>	<p>John asked if everyone had a chance to review the August meeting minutes and if there were any changes. There were no requests for changes.</p> <p><b>Motion: Approve the August 1 meeting minutes with the requested change.</b></p> <p><b>Motion: Mr. Rick Williams</b> <b>Second: Mr. Chris Martin</b></p> <p>There were no objections. The motion <b>passed</b>.</p>	
<b>Issues &amp; Risks Log Item Number</b>	<b>Active Issue</b>	<b>Action Items Assigned</b>
	John requested Ms. Sherry Shafer to update the group on any changes from the last meeting and she noted there were two highlighted items – one was the retirement of Deputy Chief Brad Johnson and the vacancy for the Municipalities-North position and the other was the status of the replacement of the Tudor Road Master Site UPS.	
	<b>Issues Closed at, or since, last meeting</b>	
	None	
<b>Action Items Review</b>	<b>Opened Items</b>	<b>Resolution</b>
	There were no action items from the August meeting.	
<b>Operations Management Office</b>	<b>Mr. Del Smith, Operations Manager</b>	<b>Action Items Assigned</b>
<b>FY19 Membership Agreements</b>	1. Mr. Del Smith advised all of the FY19 membership agreements were completed in August.	



<p><b>Third Quarter Master Site Rollover</b></p>	<p>2. Del briefed the original event was cancelled on August 7 due to issue with Zone 4 in which the cause was originally unknown. He explained Mr. Jason Beach, Municipality of Anchorage, was able to isolate the error. Del noted the rollover will now occur September 26 and 27, with pre-rollover preparations beginning on September 24.</p>	<p>1. Travis to check with Motorola on having agencies contact the Help Desk first about issues for new consoles/loggers.</p>
<p><b>DiagnostiX</b></p>	<p>3. Del stated funds for any additional infrastructure probably won't be available anytime soon and recommended taking this off the agenda. John agreed it could be removed.</p>	
<p><b>MCC7500 Console/Verint Logger Maintenance</b></p>	<p>4. Del briefed the maintenance for the Ketchikan and Fairbanks Alaska State Troopers (AST) consoles and the console at Fairbanks International Airport is provided by Bering Straits Information Technology (BSIT). He noted the consoles at Soldotna, Valdez, MATCOM and Palmer are all currently under warranty and maintenance is being provided by ProComm.</p>	
	<p>Del pointed out Ketchikan recently had an issues with their Verint® logger and the dispatcher who called was passed around from one agency to the next over the course of several days. He stated the maintenance or at least the point of contact should be in one place to call, so something can get done in a timely manner. Del advised he didn't know what was going to happen at the end of the warranty period but this is something that needs to be figured out ahead of time.</p>	
	<p>Mr. Travis Conant, System Manager explained, for those agencies with consoles under warranty, they need to call Motorola Solutions® first and they would open a case number that would then go to ProComm.</p>	
	<p>John asked if the process was so new it was causing confusion.</p>	
	<p>Travis clarified the site ID wasn't properly set up with Motorola® and that the System Management Office (SMO) had followed up on the issue and gotten the ID linked to Motorola®.</p>	
	<p>Mr. Scott Stormo suggested agencies should always call the Help Desk and requested an action item be opened.</p>	
	<p>Travis stated he would contact Mr. Jim Nicholl and get a solution worked out and back brief both Del and Scott.</p>	
<p><b>August Document Reviews</b></p>	<p>5. Del advised the High Level Communications Strategy, OMO Customer Support Plan, System Recovery Policy and Procedure 400-1, Privileged User Acceptable Use Policy</p>	



<p><b>August System Metrics</b></p>	<p>and Procedure 400-7 and Spectrum Licensing and Management Policy and Procedure 400-12 had all been reviewed in August.</p> <p>6. Del briefed the Troopers had discovered the new MCC7500 consoles had the ability to provide a marker tone on a channel and were going to utilize it as a signal for their field personnel for only essential traffic involved with incident during 10-33 situations. He noted it was implemented on August 27 and it may cause an increase in the monthly push-to-talk (PTT) count.</p> <p>Travis advised the tone was sent as a data packet but it grabs a voice channel when the burst is sent out. He stated he did not believe it would increase the PTTs.</p> <p>Del briefed the monthly group calls were 1,210,482 which were up by about 40K from Jul. He also stated there were 2,249,103 PTTs, up by about 60K and busies had dropped by about 200 from 1020 in August to 804 in September.</p>	
<p><b>Annual User Council Elections</b></p>	<p>7. Del reminded the council the annual election process would begin next month with the nominations taking place in October and the voting in November. He stated the nominations should go to Sherry and the final results would be announced in December.</p>	
<p><b>System Management Office</b></p>	<p><b>Mr. Travis Conant, System Manager</b></p>	<p><b>Action Items Assigned</b></p>
<p><b>UPS Replacement</b></p> <p><b>Security Manager</b></p>	<p>1. Travis briefed the A-side UPS was completed last week and went smoothly and the B-side UPS had been prepped yesterday and would be installed tomorrow.</p> <p>2. Travis advised the new ISSM security manager had been hired and would start Monday. He briefed he and Del planned on sitting down with her on Tuesday for a discussion.</p> <p>Del noted there were 10 – 12 items in the ALMR procedures that address the Security Manager functions/requirements and when an issue comes up, he wants to be assured that we will have access to someone who understands the RMF.</p> <p>Mr. Timothy Woodall pointed out this individual is temporary until a full-time person is selected and hired. He noted the position is funded by the Department of Defense (DOD) as a requirement of the Risk Management Framework (RMF) and would be working here (at Tudor Road) and also at Joint Base Elmendorf-Richardson (JBER), so they have access to the E-MASS system. Mr. Woodall also noted the DOD Legal Office is currently doing a review whether</p>	



<b>MCC7500 Installs</b>	<p>Motorola can provide this individual permanently and if they are sufficiently isolated from other Motorola services.</p> <p>3. Travis advised the cutover at Fairbanks AST was last week and they are still waiting on the completion of the finishing work at Palmer.</p>	
<b>State of Alaska</b>	<b>Mr. Scott Stormo and/or Mr. Randy Kilbourne</b>	<b>Action Items Assigned</b>
<b>FirstNet</b>	<p>Mr. Scott Stormo stated <u>he had been in early conversations with AT&amp;T to get FirstNet PTT to operate with ALMR. He added Motorola has an offering they are pursuing with the potential to allow phones to talk on ALMR and it appears to be a possible solution. Scott explained there are still a lot of policies and procedures to be worked out, but the State has a need to get to villages in Western Alaska and it is possible the AT&amp;T PTT App will be viable. He also advised the members if someone is talking to them directly about FirstNet to make sure to involve the Help Desk in the conversation. Scott stated when the App is up and running he would share the information with the group.</u></p>	
<b>Department of Defense</b>	<b>Mr. Timothy Woodall</b>	<b>Action Items Assigned</b>
<b>Funding</b>	<p>1. Mr. Timothy Woodall stated the funding was on track. He also explained the Army was having some of their operations folks from US Army Pacific (USARPAC) coming out to do a survey because obtaining the funding requires them to validate the need before they can request funds.</p> <p>Rick stated funding receipt would be pending the completion of the questionnaires.</p> <p>Mr. Woodall advised both JBER and Eielson are tracking for their funding but it was fuzzy if Clear, who is under US Space Command would be able to obtain their funding. He stated they may not be funded but they are just one site so there shouldn't be an impact.</p> <p>John asked if there was any news on the SOA funding for 7.17 and Scott advised it was on the calendar for May.</p> <p>Mr. Woodall added the DOD would be looking to complete the update no later than the second quarter of FY19 with the funding being in place in the first quarter.</p>	
<b>Separation Study Update</b>	<p>2. Mr. Woodall advised the DOD got the updated Separation Study report from Motorola for the Executive Council (EC) with regard to the cost. He pointed out with FirstNet coming to Alaska, the DOD is required to produce a five-year funding outlook in accordance with the Program Objective Memorandum (POM) and it would include the projected cost of separation. Mr. Woodall stated the DOD</p>	



	<p>would have to move out of the VHF band into the UHF band, which would be a complete infrastructure and subscriber swap out should the SOA CIO decide not to upgrade ALMR and the DOD could not continue to be a participant in the System due to the RMF. He emphasized not to take this as meaning the DOD is ending the partnership, only that they are required to exercise prudent planning and project for the required funds for an enterprise network should something happen to the ALMR cooperative.</p>	
<p><b>New Business</b></p>	<p><b>Discussion</b></p>	<p><b>Action Items Assigned</b></p>
<p><b>Statewide Interoperability Governing Body (SIGB)</b></p>	<p>1. John advised the council members an administrative order had been signed by the Governor last Thursday establishing the SIGB. He explained the body is to be the umbrella for emergency communications and he is hoping to announce the personnel makeup of the body by the end of the month, with the first meeting taking place by the end of October.</p> <p>John then read the vision/mission statement for the group. He noted he had drafted some of the rolls and responsibilities and didn't have a lot of answers yet.</p> <p>John noted the Alaska Interoperability Coordinating Committee (AKICC) would probably be dissolved and had been inactive for the past 2 – 3 years. He also pointed out the SIGB would supplement the State Emergency Response Commission (SERC).</p> <p>Del stated for purposes of the current spectrum waiver, the EC was designated as the State Interoperability Executive Committee (SIEC), but that function may now be more appropriately housed with the SIGB.</p> <p>Mr. Greg Eubank agreed with Del.</p> <p>Mr. Woodall explained the SIGB was not an entity when the original waiver was granted and therefore the Federal Communications Commission (FCC) and National Telecommunications and Information Administration (NTIA) had accepted the ALMR EC as the equivalent of an SIEC at the time.</p> <p>John stated the SIGB should help give us a little more authority as they would accept recommendations from various steering committees. He noted there is also the requirement to report to the Legislature and the Governor annually, so they would be able to bring up issues and move them forward, which was difficult in the past.</p>	



<p><b>National Emergency Communications Guide</b></p> <p><b>Government Emergency Telecommunications Service/Wireless Priority Service</b></p>	<p>2. Mr. Bruce Richter announced the Emergency Communications Governance Guide for State, Local, Tribal and Territorial Officials produced by the SAFECOM body is now available on the SAFECOM website in pdf version.</p> <p>3. Bruce pointed out the issue of the Government Emergency Telecommunications Service (GETS) and Wireless Priority Service (WPS) not operating on the Apple operating platform has been resolved and the app is now available, free and downloadable from the App Store and the Playstore™ for Android phones and works flawlessly.</p> <p>Mr. Woodall provided a synopsis of what GETS/WPS is/does for the good of the group.</p>	
<p><b>Next meeting</b></p>	<p><b>Discussion</b></p>	
	<p>John stated the next regularly scheduled meetings are October 3 and November 7.</p>	
<p><b>Adjournment</b></p>	<p><b>Discussion</b></p>	
	<p>John asked if there were any other discussion and hearing none, he asked for a motion to adjourn the meeting.</p> <p><b>Motion: Adjourn the September monthly User Council meeting.</b></p> <p><b>Motion: Rick</b> <b>Second: SSgt Stephen Paice</b></p> <p>There were no objections. The motion <b>passed</b>.</p> <p>The meeting adjourned at 2:27 p.m.</p>	





ALMR User Council  
Active Issues and Risks Log

Active Council Issues								
No.	Initiated	Research	Approval	Title	Description	Status / Actions	Opened	Targeted Close Date
UC67	OMO	UC	EC	Vacant UC position	The alternate Federal-Non DOD DOI position is vacant.	<b>23Apr18:</b> The OMO was informed that Mr. Kenneth Hallett is no longer working for the BLM.	<b>23-Apr-18</b>	<b>30-Dec-18</b>
UC70	OMO	UC	EC	Vacant UC position	The primary Municipalities-North position is vacant.	<b>22Aug18:</b> Deputy Chief Brad Johnson has announced his resignation from the User Council effective immediately, pending his retirement on September	22-Aug-18	<b>30-Dec-18</b>
UC71								
Active Operational Issues								
No.	Initiated	Research	Approval	Title	Description	Status / Actions	Opened	Targeted Close Date
OP02	OMO	USARAK	UC	Birch Hill Master Site	Four of eight rectifiers have failed.	<b>7Feb18:</b> Per discussion at Feb 7 UC meeting, Mr. Rick Williams took action item to follow up on status of paperwork submittal for the funding to correct this discrepancy. <b>7Mar18:</b> Mr. Williams advised the funding request had been submitted but there is no forward motion on getting this resolved. <b>19Jul18:</b> USARAK expects funds to be available in DOD FY19	7-Feb-18	<b>28-Feb-19</b>
OP05	OMO	OIT	UC	MW Refresh	Outages caused by MW bouncing (Glenn Hwy to Richardson Hwy)	<b>7Feb18:</b> Funds were identified to replace this string of legacy MW last last year. Request to purchase was denied.	7-Feb-18	<b>Unknown</b>
OP06								
Issues CLOSED at, or since, the last meeting								
OP03	OMO	OIT	UC	Tudor Rd Master Site	UPS needs to be replaced.	<b>7Feb18:</b> Several attempts made to correct issue with UPS by parts replacement have failed. A new UPS is required. Circuits have been rerouted to prevent loss of master site, but no weekly generator checks are being performed. <b>15May18:</b> UPS replacement is scheduled for May 17. <b>29May18:</b> New breakers had to be ordered from the lower 48 by the vendor installing the new UPS units and should be here by June 8. <b>19Jul18:</b> Additional required parts ordered. <b>28Aug18:</b> The A-side UPS was replaced and cutover completed. B-side tentatively scheduled to be completed next week. <b>6Sep18: The B-side UPS was replaced and cutover completed.</b>	7-Feb-18	<b>CLOSED</b>
OP04	OMO	DOD	UC	No Approved Budget	Funding at risk for 7.17 update	<b>7Feb18:</b> DOD funding is now below the red line. The addition of higher priority requirements have put update at risk. Security patching expires June 30, which will put the ATO at risk for downgrade to an Interim approval or will negate ATO in whole. <b>19Jul18:</b> DOD expects funds to be available in DOD FY19. <b>5Sep18: Security patching has been extended through the end of calendar year 2018.</b>	7-Feb-18	<b>CLOSED</b>

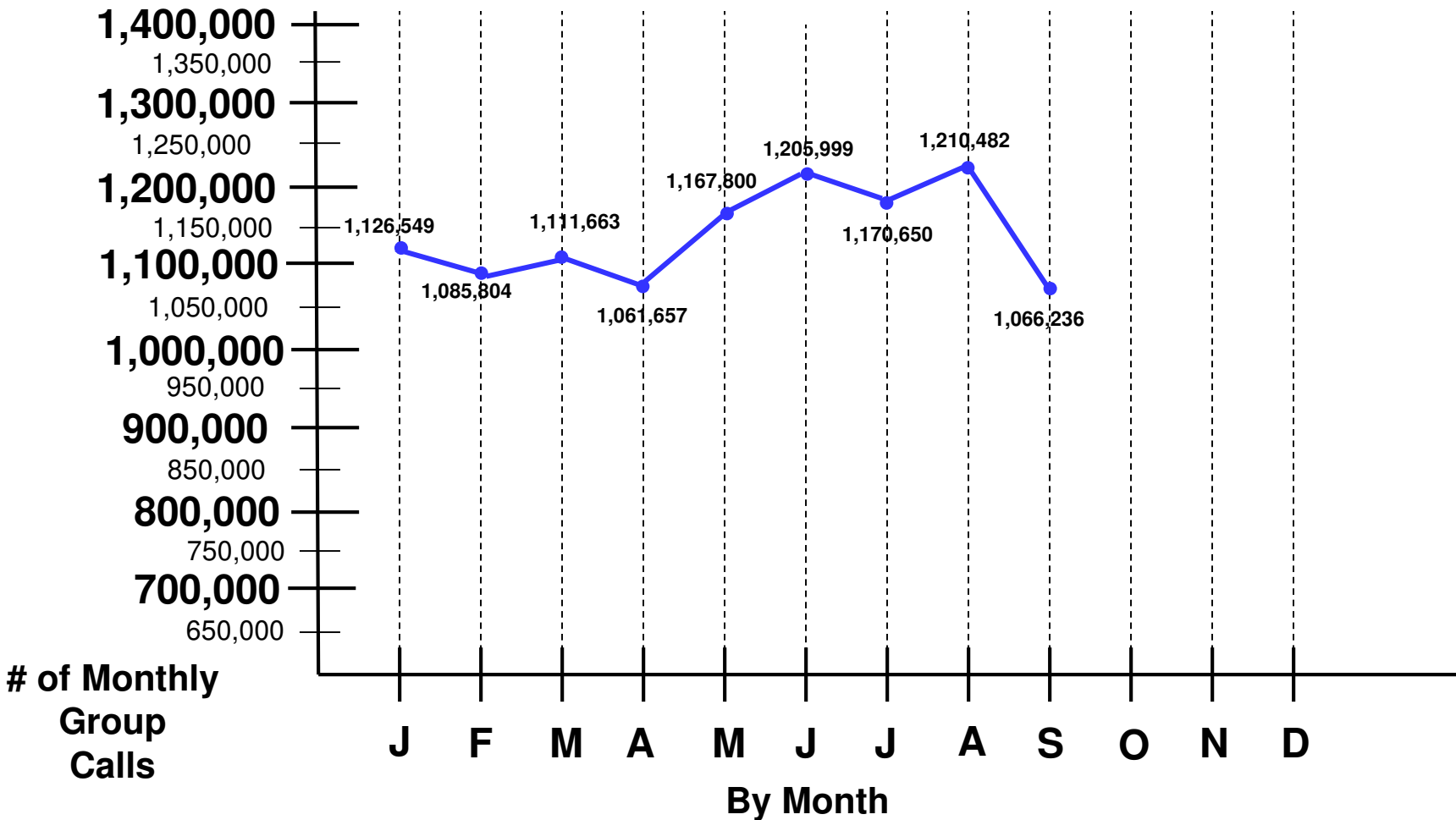
**NOTE: Yellow highlight indicates change since last meeting**

**User Council Action Items Status  
September 5, 2018 Meeting**

1. Mr. Travis Conant, System Manager, to follow up with Mr. Jim Nicholl, Motorola Solutions, regarding the maintenance contracts for the MCC7500 consoles and discuss the establishment of a single point of contact for all dispatch console issues, regardless of who is doing the console maintenance.

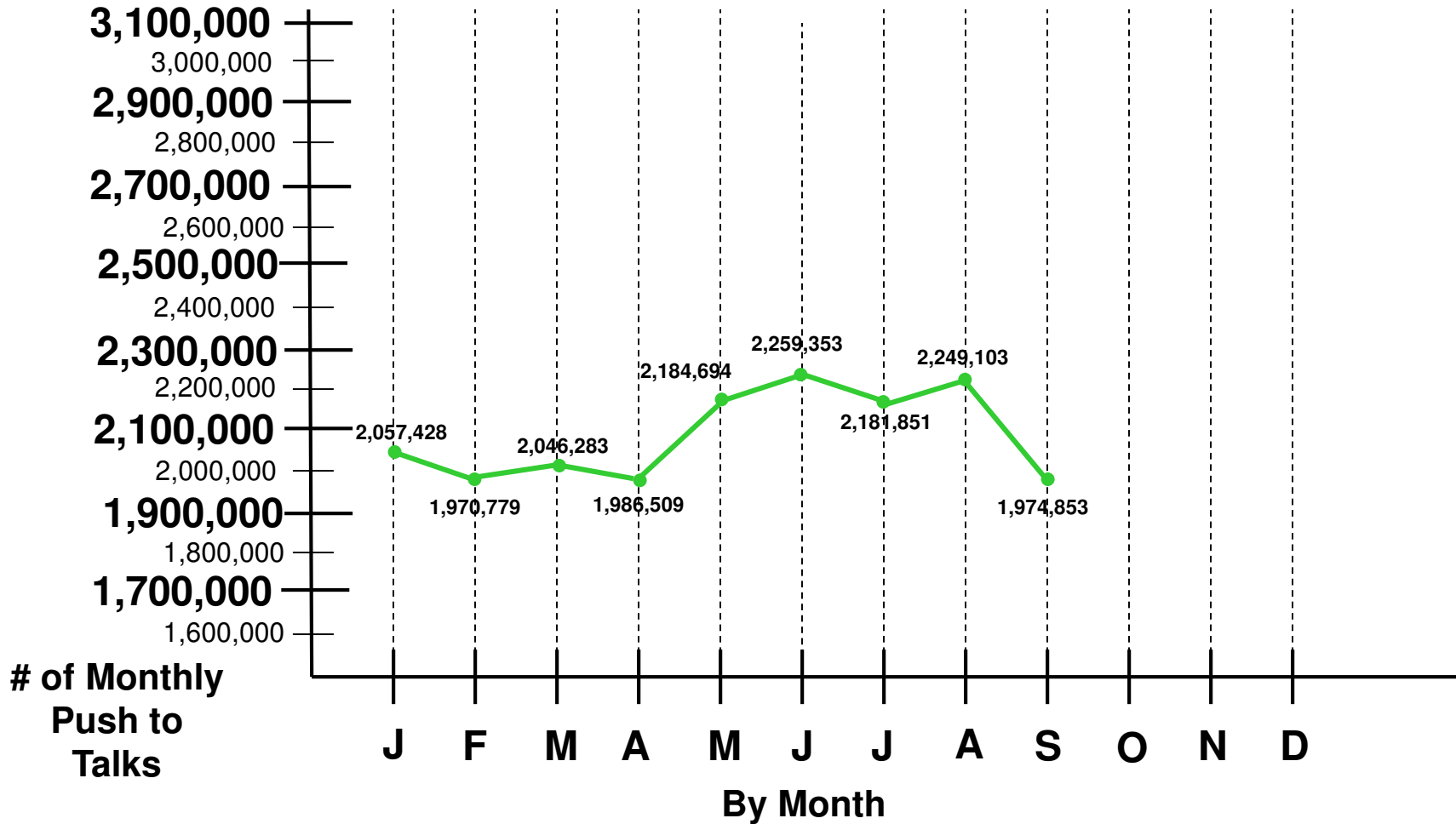
# 2018 System Performance

## Monthly Group Calls



# 2018 System Performance

## Monthly Push-to-Talks



# 2018 System Performance Monthly Busies

