



1. Attendance.

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

Primary				
T	Adams	Ocie	Mr.	SOA DOT&PF, <b>Chair</b>
				Fed Non-DOD, US Forest Service (a/w EC confirmation)
T	Brinley	John	Capt	
N/A	Chastain	James	LTC	DOD US Army
E	Goggia	Tammy	Ms.	Municipalities Central, <b>Vice Chair</b>
T	Jennings	David	MSgt	DOD USAF, JBER
T	Johnson	Brad	Chief	Municipalities Northern, Fairbanks PD
T	Kaizer	Bill	Mr.	Fed Non-DOD, FBI
T	Kalwara	Erann	Ms.	Municipalities Southeast
T	Martin	Chris	Mr.	DOD USAF, Eielson AFB
N/A	Morgan	Leon	Mr.	SOA DPS
P	Skinner	Nate	Mr.	SOA All Others, DNR Forestry
T	Wolfe	John	Mr.	Fed Non-DOD DOI, US Fish & Wildlife Service

Alternate				
N/A	Brown	David	Mr.	Fed Non-DOD, FBI
T	Cicciarella	Bob	Chief	Municipalities Central
P	Eubank	Greg	Mr.	SOA All Others, DMVA
N/A	Flowers	Alvin	Mr.	Fed Non-DOD, TSA
N/A	Gibbs	David	Mr.	Municipalities Northern, Fairbanks North Star Borough Emergency Manager
P	Hallett	Kenneth	Mr.	Fed Non-DOD, Bureau of Land Management
N/A	Jones	Dave	Mr.	DOD USAF, Eielson AFB
N/A	Kain	Paul	Mr.	Fed Non-DOD, USFS
N/A	Patz	Greg	Mr.	SOA DOT
P	Rockwell	John	Mr.	SOA DPS
T	Scott	Heath	Chief	Municipalities Southeast, Haines Borough PD
P	Williams	Rick	Mr.	DOD, US Army
N/A	Williamson	Anthony	SSgt	DOD USAF, JBER

**Supporting Staff and Guests:**

P	Conant	Travis	Mr.	System Manager
P	Nicholl	Jim	Mr.	Motorola Solutions
P	Richter	Bruce	Mr.	OEC Region 10
T	Shafer	Sherry	Ms.	Document Specialist
P	Smith	Del	Mr.	Operations Manager
P	Stormo	Scott	Mr.	SATS/ETS Manager



2. Meeting Minutes and Action Items.

<b>Agenda Item</b>	<b>Discussion</b>	<b>Action Items Assigned</b>
<b>Call to Order</b>	Mr. Ocie Adams 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>	Ocie welcomed Chief Heath Scott who is the new alternate Municipalities Southeast representative.	
<b>Previous Meeting Minutes</b>	<p>Ocie asked the council members if they had any changes to the draft March minutes. There were no requested changes. Ocie requested a motion to approve the minutes.</p> <p><b>Motion: Approve the March 1 meeting minutes, as written.</b></p> <p><b>Motion: Mr. Bill Kaizer</b> <b>Second: Mr. John Wolfe</b></p> <p>There was no discussion and no objections. The motion <b>passed.</b></p>	
<b>Issues &amp; Risks Log</b>	<b>Active Issues</b>	<b>Action Items Assigned</b>
<b>User Council Vacancies</b>	<p><b>Item #57</b> is now <b>CLOSED.</b></p> <p>Ocie stated this was now closed with all positions being filled.</p> <p><b>Pending Issues</b></p> <p>There were no pending issues.</p> <p><b>Issues Closed at, or since, last meeting</b></p> <p>Item 57 – Vacant positions.</p>	
<b>Action Items Review</b>	<b>Opened Items</b>	<b>Resolution</b>
	Ocie noted there were no actions items from the March meeting.	
<b>Operations Management Office</b>	<b>Mr. Del Smith, Operations Manager</b>	<b>Action Items Assigned</b>
<b>Service Level Agreement</b>	1. Mr. Del Smith advised the council members the Service Level Agreement (SLA) was approved by the Executive Council (EC) on March 16 and had been distributed to the appropriate authorized partners for signature.	
<b>System Keys</b>	2. Del briefed he had some concern about individuals who are programming radios and wanted to ensure they know what they are doing. He stated there had been some recent requests for System keys and that anyone having programming questions/concerns should contact the System Management Office (SMO) or the Operations Management Office (OMO).	



<p><b>Twitter Account</b></p>	<p>3. Del advised the council he now had the required login information for the account and had sent out the February and March System statistics.</p> <p>Del also stated he had found out about an exercise that had taken place at Fairbanks International Airport but that the ALMR offices had not been made aware of. He reminded the council that knowing about these events ahead of time and having agencies coordinate with ALMR could alleviate misunderstandings regarding System capabilities.</p>	
<p><b>Second Quarter Master Site Rollover</b></p>	<p>4. Del briefed of the upcoming event later in the month and turned the discussion over to Mr. Travis Conant, System Manager, for further details.</p> <p>Travis stated the rollover would proceed much the same as it had in January, starting the week of April 24. He advised the System would be rolled to the backup controller on April 26 and patches would be applied to the primary controller, then on April 27 the process would be performed in reverse.</p> <p>Travis reminded the group the outage would be scheduled in the State of Alaska (SOA) maintenance window between 4 and 6a.m., and would likely occur at 5a.m. He advised there would be staff personnel at each Master Site Zone Controller and the Zones would be done consecutively starting with Zone 2, then Zone 1 and lastly Zone 4. Travis explained the sites would be in site trunking during the rollover which should last about 45 seconds in duration.</p>	
<p><b>Annual Subscriber Audit</b></p>	<p>5. Del advised the group out of the 126 member agencies, 85 had returned their inventory confirmation forms. He reminded everyone the suspense was April 28.</p>	
<p><b>March Document Reviews</b></p>	<p>6. Del stated the Outage Reporting Procedure, Records Management Procedure, System Backup and Recovery Policy and Procedure and System Key Usage Procedure were all updated during the month of March.</p>	
<p><b>March System Metrics</b></p>	<p>7. Del briefed the voice calls and noted they were up while the busies had dropped.</p>	
<p><b>Agency Maintenance of Subscribers</b></p>	<p>8. Del noted there had been some complaints in the recent past about the System not working but the ultimate cause of the problem turned out to be agency subscriber units. He stated that radios should be checked every year and tuned up. Del advised there were multiple organization listed on the web site that provide radio services and that Enterprise Technology Services provides maintenance for radios for SOA.</p>	



<p><b>SAFECOM Continuum</b></p> <p><b>Regional Follow-up Meetings</b></p>	<p>Del also reminded the group to make sure their code plugs were appropriate and that the Incident Command Zones were required in all radios per the EC mandate.</p> <p>Travis stated that although they don't provide programming services, the SMO is more than happy to take a look at agency code plugs and advise them if there are any issues.</p> <p>9. Del briefed there would be an article in the April <i>Insider</i> newsletter on the continuum and that ALMR is to the far right in all but one area which is training and exercise. He reminded the group they could engage in both tabletop and practical exercises to stay in practice for multi-agency responses.</p> <p>Del stated he had picked up some good information at the International Wireless Communications Expo (IWCE) and to call him if interested.</p> <p>10. Del reminded the council members, per the User Council (UC) Charter, there is the expectation they will convene regular meetings in their area and talk to agencies not represented directly on the council about what's going on with ALMR. He stated UC representatives are also the conduit to bring other agency concerns to the council so make sure they know you are there and they can talk to you.</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>Donnelly Dome Battery Plant</b></p> <p><b>Console Upgrades Continue</b></p>	<p>1. Mr Travis Conant stated the battery plant was replaced at Donnelly Dome on March 21 and the output was rechecked a week later to ensure all the batteries were functioning properly.</p> <p>2. Travis advised that six Gold Elite consoles were replaced at the Soldotna Public Safety Communications Center with the MCC7500 last week.</p>	
<p><b>State of Alaska</b></p>	<p><b>Mr. Scott Stormo, SOA</b></p>	<p><b>Action Items Assigned</b></p>
<p><b>Subscriber Programming</b></p> <p><b>Delta Junction Site</b></p>	<p>1. Mr. Scott Stormo stated he just wanted to follow up on Del's remarks stating he had also heard example after example about issues with LMR communications and the common theme was incorrect subscriber programming along with a lack of training. He noted it was a good practice to have someone else review your codeplug because a fresh set of eyes might find something you overlook.</p> <p>Scott advised that minimizing codeplug problems can go a long way in preventing communications issues if you catch it at the beginning.</p> <p>2. Ocie asked Scott, as a follow-up from a previous meeting, if the State planned on rebuilding the old Delta Junction site.</p>	



	Scott stated there was an on-going effort to put a five-channel ALMR site at the old Delta location and another five-channel ALMR site at the Municipality of Anchorage's Knik location. He stated June 30 was the desired completion date, but sometime during the summer is most likely.	
<b>Department of Defense</b>	<b>Mr. Tim Woodall, ALMR DOD Representative</b>	<b>Action Items Assigned</b>
	Mr. Tim Woodall was not present for the meeting.	
<b>New Business</b>	<b>Discussion</b>	<b>Action Items Assigned</b>
<b>ALMR Support Letter</b>	Del advised the group the President of the Alaska Association of Chiefs of Police and the President of the Alaska Fire Chief's Association had signed a joint letter of support for ALMR and SATS funding to the Senate and House Finance Co-Chairs and the Governor's office regarding the importance of continued public safety support.	
<b>Next meeting</b>	<b>Discussion</b>	
	Ocie advised the next regularly scheduled meetings were May 3 and June 7.	
<b>Adjournment</b>	<b>Discussion</b>	
	<p>Ocie asked if there were any other comments or discussion items. Hearing none, he requested a motion to adjourn the meeting.</p> <p><b>Motion: Adjourn the April monthly User Council meeting.</b></p> <p><b>Motion: Bill</b> <b>Second: Mr. Nate Skinner</b></p> <p>There were no objections. The motion <b>passed</b>.</p> <p>The meeting adjourned at 2:01 p.m.</p>	