



Alaska Land Mobile Radio

User Council Meeting
Wednesday 11 July 2007
1330 - 1530

State Public Health Laboratory
4500 Boniface Parkway – see attached map
Conference call in number (907) 465-1100

- | | |
|------|--|
| 1330 | Welcome / Roll call / Introductions of guests |
| 1335 | Meeting Minutes Status / Review issues and risk log |
| 1400 | Help Desk Overview – Casey Borg |
| 1415 | AS/NE07 After Action Report Final – Joe Quickel |
| 1425 | Motorola Trunked User Group – Matt Leveque |
| 1435 | DoD & SOA Joint Project Team Status Update – Tim Woodall
and Jim Kohler |
| 1445 | Operations Management Office Status Update - Del Smith |
| 1510 | Next meeting |
| 1515 | New business |
| 1530 | Adjourn |



I. Attendance Roster

User Council Members and Alternates

X = In attendance XP = In attendance via telephone A = Absent

XP	Adams	Ocie	Mr.	AK DOT&PF, Primary
X	Fisher	Bryan	Mr.	AK DMVA –Primary representing all other AK Agencies
XP	Fronterhouse	Bev	Ms	DOI, Primary, Fed non-DoD
A	Hooks	Wilbur	Mr.	Fed non-DoD, Primary, TSA
XP	Hull	Dave	Chief	Southeast Rep, Primary
XP	Johnson	Brad	Chief	Northern Rep, Primary, Fairbanks PD, Vice Chair
X	Leveque	Matt	MAJ	AST, DPS, Primary, Chair
XP	McGillivray	Tod	Sgt	Central Rep, Primary, Soldotna PD
X	Murphy	Peter	Mr.	Fed non-Dod, Primary, FBI
A	Newman	Natalie	Ms.	US Army AK, Primary
A	Taylor	Marlon	MSgt	EAFB, Primary
A	Vacant			Eielson AFB, Primary

Alternates

X	Blaine	Scott	TSgt	EAFB, Alternate
A	Borrego	Susan	Ms.	FBI, Alternate, Fed non-DoD
X	Caldwell	Jim	Mr.	TSA, Alternate, Fed non-DoD
XP	Fenimore	Kyle	SSgt	Eielson AFB, Alternate, 354 CS/SCMR
A	Hansen	Glenn	Mr.	SOA Other, Alternate
X	Henderson	Randy	Mr.	MOA, Central Rep, Alternate
A	Lewis	Mike	Mr.	DOI, Alternate, Fed non-DoD
A	MacDonald	Craig	LT	AST, DPS, Alternate
A	Patz	Greg	Mr.	SOA DOT, Alternate
XP	Poindexter	Corey	Mr.	US Army AK, Alternate
A	Schmitt	Sheldon	Chief	Southeast Rep, Alternate
XP	Tucker	Jeff	Chief	Northern Rep, Alternate North Star Fire

Other Attendees

XP	Ackerman	Russ	Mr.	Fairbanks North Star Borough
X	Borg	Casey	Mr.	Motorola
X	Dixon	Toni	Ms.	DOD Project Office
X	Erickson	Trygve	Mr.	MOA
X	Handyside	Heather	Ms.	Executive Council Member/MUNI
X	Leber	Rich	Mr.	ALMR OMO Technical Advisor



Alaska Land Mobile Radio

*ALMR User Council
Meeting Minutes*

Date: June 6, 2006

X	Muffler	Ruthi	Ms.	DoD Project Office
X	Quickel	Joe	Mr.	DoD Project Office
X	Smith	Del	Mr.	ALMR Operations Management Office
X	Woodall	Tim	Mr.	DoD Project Manager
X	Burris	Seth	Mr.	REVL Communication
X	Heun	Michelle	Ms.	DHS Emergency Management Specialist
XP	Clifton	Kristine	COL	ALCOM J6
X	Bushey	Bob	Mr.	EF Johnson
XP	Tamagni	Al	Mr.	Anchorage Fire
XP	Kohler	James	Mr.	ETS Program Manager

II. Meeting Minutes and Action Items

Agenda Item / Topic	Discussion	Action Items
Meeting called to order at:	Meeting called to order at 1330.	
Roll Call	Roll call was taken and quorum achieved.	
Introduction of Guests	<p>Major Leveque introduced Colonel Kristine Clifton from the ALMR Executive Council and welcomed Mr. Jim Kohler, the new SOA ALMR/SATS Program Manager.</p> <p>Jim Kohler has joined the SOA Enterprise Technology Services. Jim has been in Alaska for 30 years and spent the last 8 or 9 years in wireless in the private sector. Most of his career has been in the management-consulting world on a project-by-project basis. He is excited about the ALMR project and hopes to meet everyone soon.</p>	
"Busies" Issue in Fairbanks	<p>Brad Johnson provided an overview of the "busies" issue. The busies occurred not just during the exercise, but recently when there was an emergency landing of a Blackhawk helicopter. The system was completely busied out, and Brad estimates that at least a ¼ of the transmissions were busied out. They saw busies at the consoles and in the field. Now that all of the agencies in the interior are using ALMR, Brad believes we are exceeding the capacity of the repeaters. Brad observed</p> <p>1. At least four channels in the area are not operational because of frequency conflicts.</p> <p>2. The number of available channels on the repeaters is insufficient to support the needs of the area. The Fire Chiefs in the area are wondering if</p>	<p>1. DoD to work with the FCC to determine the source of the interference at Ester Dome.</p> <p>2. OMO to survey System users regarding the percentage of use between portable and mobile radios to help determine future need for coverage.</p>



	<p>they need to go back to the old conventional system.</p> <p>There is a need for a repeater in North Pole. When the transportable went up during the exercise, it resolved the problem.</p> <p>There are also some interference issues. There is an unidentified sporadic transmission source affecting Ester Dome.</p> <p>Tim Woodall indicated that the interference is in the 138 to 144 spectrum that belongs to the DoD.</p> <p>Jeff Tucker notes that his team uses the simplex channels when they run into coverage problems. The channels are already programmed in their radios and they have written procedures to support the process.</p>	
<p>EF Johnson Radio Q & A with Bob Bushey, Territory Manager</p>	<p>Bob Bushey provided a status report regarding a variety of issues impacting the Fairbanks area. This report is posted in the User Council section of the ALMR web site. The EFJ team is conducting its analysis and testing through Friday, June 8th.</p> <p>The need for improved coverage in North Pole was included in Bob's report. Russ Ackerman has some unexpended funds that could be used to support an effort to improve coverage in North Pole</p>	<ol style="list-style-type: none"> 1. Matt Leveque, Jim Kohler, Ocie Adams, and Dave Hull to discuss the current ETS Build Out plan and ensure that the problems in North Pole are considered. 2. Russ Ackerman to work with Michele Heun regarding funds for North Pole.
<p>AS/NE07 After Action Report Summary</p>	<p>Joe Quickel provided a summary of the After Action report that will be presented to the UC in July. The report is posted in the User Council section of the ALMR Website.</p> <p>The exercise went very well but there are lessons learned to be analyzed and a variety of improvements to be made.</p> <p>A slide showing System Usage during the exercise is part of the report and shows a grand total of 42,092 calls with 1,818 Busies (4.2%). There is no firm "best practice" percentage of allowable busies, but 3 – 4% has been mentioned in a variety of industry literature.</p> <p>Major Leveque noted that the Fairbanks area agencies have been using their protocols on a daily basis for several months. There is already a day-to-day linkage between Dispatch and the participating agencies. Even though agencies may not talk to each other every day, they all interface with</p>	<ol style="list-style-type: none"> 1. The System Management Office will perform an analysis of the AS/NE07 "busies" and attempt to identify and categorize the users who were impacted, i.e, who were the people who got busies, is this a problem, and did it primarily effect the first responders or did it impact others?



	Dispatch on a daily basis. This greatly contributed to their success with AS/NE07.	
DHS Homeland Security 2007 Grants Overview	<p>Michelle Heun presented a DHS Homeland Security 2007 Grants Overview. The presentation is posted in the User Council section of the ALMR Website.</p> <p>DHS has worked hard to make the process transparent. Current challenges include increasing need in Alaska and a reduction in funding from the Feds.</p> <p>Ms. Handyside asked if the current requirements for interoperability included P25 compatibility. Ms. Heun replied that P25 compatibility is still required. One change this year is that funding for OTAR (Over The Air Rekeying) will most likely be included as a fundable feature.</p> <p>Chief Hull inquired about those communities who will never join ALMR – is the requirement the same for them? Ms. Heun replied that P25 is a federal requirement.</p>	1. Michelle Heun and Chief Hull will meet for further discussions in Ketchikan next week.
DHS & SOA Joint Project Review	<p>Mr. Woodall: An effort is underway to ensure that the 7.x upgrade isn't having a negative impact on the system infrastructure, that repeaters are functioning properly, the system is properly optimized, and the infrastructure is not contributing to any of the issues that we are experiencing in the Fairbanks area.</p> <p>Mr. Kohler: the next few weeks will be spent becoming more familiar with several of the issues that have been addressed today. Jim is hoping to resolve some of these problems in the near future. The immediate goal is to see the Cooperative Agreement signed by the State next month. That document will help ETS address many of the pending issues. He hopes to have additional information to present at the July Meeting.</p>	
Operations Management Office Status Update	<p>Del Smith, Manager of the ALMR Operations and Management Services Office, presented a status update. The slide presentation is posted in the User Council section of the ALMR Website. The following topics were presented and discussed:</p> <ul style="list-style-type: none"> • 800 Help Desk # - some first responders come to the state with cell phones without a 907 area code. • Poll UC Education & Training opportunities and needs • An outreach visit to Glennallen is scheduled for June 13th 	<ol style="list-style-type: none"> 1. User Council to make suggestions re education and training needs and opportunities. 2. UC to provide feedback regarding the content of future system maintenance reporting at future UC meetings. 3. UC members to respond to an e-mail poll regarding date and location of the Annual Meeting, attendance at an MTUG presentation and the date of the



	<ul style="list-style-type: none"> • Talk Group Sharing Agreement – adding signatures to the form • ALMR/SOA/DoD Joint Newsletter – the first issue is targeted for July • System Maintenance and Operations “busies” update – May 2007 • Talkgroup Usage • Maintenance Activity – UC members should indicate the level of detail they prefer for a monthly System Maintenance report • Deconfliction - ETS needs to determine how to handle these conflicts, and the issue is on Jim Kohler’s hit list. • The preferred date of UC Annual Meeting 	<p>July meeting.</p>
<p>Confirm date for future meetings</p>	<p>July 11th was selected via e-mail poll by the membership for the next meeting. August 1 and September 5 are dates for other future meetings. The September meeting may be conducted as part of the Annual Meeting in September.</p>	
<p>New Business</p>	<p>Tod McGillivray inquired about coverage in Nikiski – is there a plan to put a site across the inlet in Beluga or Tyonek or in an additional location in Nikiski? Tim Woodall and Del Smith are not aware of an effort in that area. In order to do this, a system design and cost figure would be requested from the vendor who would provide an indication of the coverage that would result. Then it would need to be funded. Since this is critical infrastructure, it should be discussed with DHS. DoD doesn’t have any sites in the area, so this would be a state/local issue.</p> <p>Major Leveque briefly discussed the MTUG – Motorola Trunked User Group. There will be a teleconference on June 20th and UC members will be invited via e-mail.</p> <p>Major Leveque noted outage notifications for site maintenance that are coming out with exceptionally short notice.</p> <p>Tod McGillivray had a question from one of the Borough folks who wants to know where he can find information about the “dynamic regroup talkgroup.” Casey responded that this is a console function, not a talkgroup. Tod will advise that it is a dispatch function, and that, at this point, Casey Borg handles it. There is a learning curve for some of the new users on the Kenai Peninsula.</p>	<p>1. The System Management Office will work on the planned outage notification issue.</p>



Alaska Land Mobile Radio

*ALMR User Council
Meeting Minutes*

Date: June 6, 2006

	<p>Tim Woodall noted that the Integrated Wireless Network (IWN), a collaborative effort by the Departments of Justice, Homeland Security, and the Treasury to provide a consolidated nationwide federal wireless communications service. IWN is designed to that replace stovepipe standalone component systems, and supports law enforcement, first responder, and homeland security requirements with integrated communications services (voice, data, and multimedia) in a wireless environment.</p> <p>DoD is assisting IWN with its planning efforts in Alaska. IWN is evaluating the use of the current ALMR infrastructure and will investigate the potential for adding a zone of their own. Mr. Woodall will provide more details as they become available. Maj. Leveque suggested an IWN presentation at the annual meeting.</p>	
Adjourn	Meeting was adjourned at 1520.	



Active Issues No. Initiated	Research	Approval	Title	Description	Status / Actions	Opened	Targeted / Closed
32	Leveque	UC	Customer Support Plan	Motorola Customer Support Plan	Update: 06/06/2007: The Customer Support Plan is still in process, Casey Borg hopes to have more specific information for the July meeting. Update: 06/06/2007: Del Smith is continuing his efforts to identify banner radios for Fairbanks.	4-Oct-06	31-Aug-07
43	Johnson	UC	Missing Audio	Chief Johnson reported missing audio problems in Fairbanks and with MATCOIM.		1-Nov-06	31-Aug-07
44	Johnson	UC	Implement Regional ICS Zones	At the ICS Zone Workshop on December 14, 2006, the ICS zone was redefined into a State zone and 6 regional zones.		6-Dec-06	31-Aug-07
48	Hull	UC	EMS and Regional Support for smaller communities	Smaller communities need assistance with technical analysis and grants writing	Update: 06/06/07: Dave Hull and Del Smith are continuing their efforts to secure completed surveys from the SE EMS agencies. Telephone contacts will be made to ensure that there is a mutual understanding of the needs identified.	7-Mar-07	31-Aug-07
49	Quickel	UC	Documentation Review Process	Documentation Review Subcommittees will be formed to review ALMR documentation	OMO will develop and publish a process and schedule for document review.	7-Mar-07	31-Aug-07
50	Leveque	UC	Validation Process for Radios	User Council members want to research a process that validates equipment prior to its addition to the System.	Update: 06/06/2007: Del Smith to coordinate a meeting between Matt Leveque, Tod McGillivray, Brad Johnson, Bryan Fisher, Dave Hull and Pete Murphy to meet to discuss the ramifications of prohibiting radios that have not been vetted by a validation process.	2-May-07	31-Aug-07
51	Leveque	UC	Southeast Build Out	The UC will request a copy of the System Design the SOA is using for the buildout in Southeast Alaska in order to verify priorities and location.	Update: 06/06/2007: Matt Leveque will meet with Tim Kohler, Ocie Adams and Dave Hull to discuss build out priorities, including North Pole.	2-May-07	31-Aug-07
52	Johnson	UC	Ester Dome Interference	There is an unidentified, sporadic transmission affecting Ester Dome.	DoD will contact the FCC and arrange a field visit to determine the source of the interference at Ester Dome	6-Jun-07	31-Jul-07
53	Leveque	UC	Busies	The System Management Office will perform an analysis of the ASINE07 "busies" and attempt to identify and categorize the users who were impacted. I.e., who were the people who got busies, is this a problem, and did it primarily effect the first responders or did it impact others?	Update	6-Jun-07	31-Jul-07
54							
Issues closed at or since the last meeting							
45	McGillivray	UC	Alternate for Central Region	The UC needs to determine if there is a vacancy for the Alternate Representative for the Central Region.	Update: 05/02/2007: Tod McGillivray announced that Randy Henderson from the MOA will be the new alternate for the Central Region. Tod will send Toni Dixon a copy of the Appointment Letter. <Closed>	7-Feb-07	7-Mar-07
39	Johnson	UC	Funds for In-building Analysis	UC members want to know why ETS did not request 2006 funds for in-building analysis.	Update: 05/02/2007: UC Members should send their in building lists to Toni Dixon ASAP. <Closed>	1-Nov-06	7-Mar-07
Pending Issues							
2	UC	UC	SATS Pricing	Dr. Jones to provide SATS pricing to the User Council.	Update: 06/06/2007: Jim Kohler has joined SOA. ETS and will work this issue in the future. <Pending>	7-Jun-06	31-Jul-07
42	Johnson	UC	Emergency Notification	Chief Johnson received an e-mail string regarding NOAA in South Dakota broadcasting a weather report daily over a digital trunked radio system.	Update: 06/06/2007: Sam Albanese of NOAA is working with their Valdez station to arrange for a daily broadcast. He will provide a status later this month and Toni Dixon will report status at the July meeting. <Pending>	1-Nov-06	11-Jul-07
45	Johnson	UC	Annual Meeting	The User Council would like to hold an annual meeting that would bring all members together at the same location.	Update: 06/06/07: User Council member were polled for Annual Meeting dates and locations via e-mail. It was determined that the third week of September, 17 - 21, would be targeted. The 5 Star Team has been contracted to coordinate the event. <Pending>	3-Jan-07	30-Sep-07
13	UC	UC	Firmware Upgrade	Motorola to provide a plan/process to upgrade the radios.	Update: 06/06/2007: Dwayne Sakumoto has been working with Program on this issue. They have already flashed radios for Homer and Soldotna when they upgraded the radios. Dwayne will finalize by next week the remaining radios that will require flashes and order them accordingly. ProComm will be working with individual agencies to flash radios. Dwayne will keep the User Council updated. <Pending>	7-Jun-06	31-Aug-07

ALMR information contained in this document is "Sensitive But Unclassified" and "For Official Use Only" in accordance with DoD Directives 5200.1 and 5400.7 and may be exempt from mandatory release to the public under the Freedom of Information Act (FOIA). This document is LAW ENFORCEMENT SENSITIVE and is a CONFIDENTIAL RECORD per Alaska Statute 40.25.120 (a) (3) E, F, & G.



Alaska Land Mobile Radio (ALMR) System Management Office

Help Desk Overview

July 11, 2007

Casey Borg
System Manager



Bering Straits Information Technology, LLC
A Subsidiary of the Bering Straits Native Corporation

ALMR Help Desk

The single point of *accountability* for:

- Problems / Troubleshooting
- Issues
- Complaints
- New account requests
- Changes to current accounts
- Checks for unresponsive radios
- Inhibits lost or stolen radios

Help Desk “Track It!”

Software is used to track user-reported issues, called trouble tickets. This program allows:

- Tracking service request tickets and related resolution response time
- Determining issue frequency
- Identifying top issues
- Generating reports.
- Providing up-to-date inventory of all assets and end-user information

Help Desk Contact Information

Help Desk support is available by telephone, e-mail or in person.

Help Desk In Anchorage: 334-2567

Toll Free within Alaska: 888-334-2567

E-mail: ALMR-helpdesk@inuitservices.com.

Help Desk visits in person can be made at 5900 East Tudor Road during normal working hours.



Help Desk Hours of Operation

- **8:00 a.m. to 5:00 p.m. Alaska time**
- **Monday through Friday, excluding federal holidays**
- **To support after hours requirements, the System Support Center (SSC) is staffed 24 hours per day, 365 days per year**
- **In the event of an emergency Help Desk may be staffed 24 X7X365 until released by the Functional Commander**

Help Desk After Hours Contact

- In case of Emergency, follow the Help Desk prompts to have calls automatically forwarded to the 24x7 SSC
- Provide your Site ID (SZ0142) and respond to additional questions to help identify your location, your issue and your contact information
- Record the 'case' number for reference
- An ALLMR system technologist will respond to your issue.
- For non-emergency issues leave a message with the Help Desk and it will be responded to the next day

ALMR Severity Definitions

SEVERITY LEVEL	PROBLEM TYPES
Severity 1	<p>Major system failure</p> <ul style="list-style-type: none"> •33% of System down •33% of Site channels down •Site Environment Alarms (smoke, access, temperature, A/C Power) •Response is provided continuously
Severity 2	<ul style="list-style-type: none"> •Significant System Impairment •Intermittent problems
Severity 3	<ul style="list-style-type: none"> •Parts Questions •Upgrades •Intermittent problems •System problems presently being monitored
Severity 4	<ul style="list-style-type: none"> •Scheduled Maintenance •Scheduled Upgrades

ALMR Response Matrix

Subsystem Name	RF Site Category	Severity Level 1		Severity Level 2	
		Remote Telephone Technical Support Response Time	On Site Technical Response Time	Remote Telephone Technical Support Response Time	On Site Technical Response Time
Master Site Zone Controllers	1	1 hour	2 hours	2 hours	2 hours
	2	2 hours	8 hours	4 hours	8 hours
	3	4 hours	24 hours	8 hours	24 hours
Management Terminals Used for Maintenance		2 hour	8 hours	4 hours	8 hours
System Gateways		2 hours	8 hours	4 hours	8 hours
Vendor Maintained Microwave		1 hour	2 hours	2 hours	2 hours

Category 1 – A critical site within 30 miles of a military base; Anchorage, Fairbanks, Juneau, Palmer/Wasilla, Soldotna/Kenai, or any site so designated
 Category 2 – Other drive-to sites – not critical
 Category 3 – Helo sites (some helo sites were classified as Category 1)

Help Desk Contact Information

Help Desk support is available by telephone, e-mail or in person:

Help Desk In Anchorage: 334-2567

Toll Free within Alaska: 888-334-2567

E-mail: ALMR-helpdesk@inuitservices.com.

Help Desk visits in person can be made at 5900 East Tudor Road during normal working hours.





Alaska Land Mobile Radio
Communications Planning and
AS/NE '07 Readiness and Support
User Survey Results

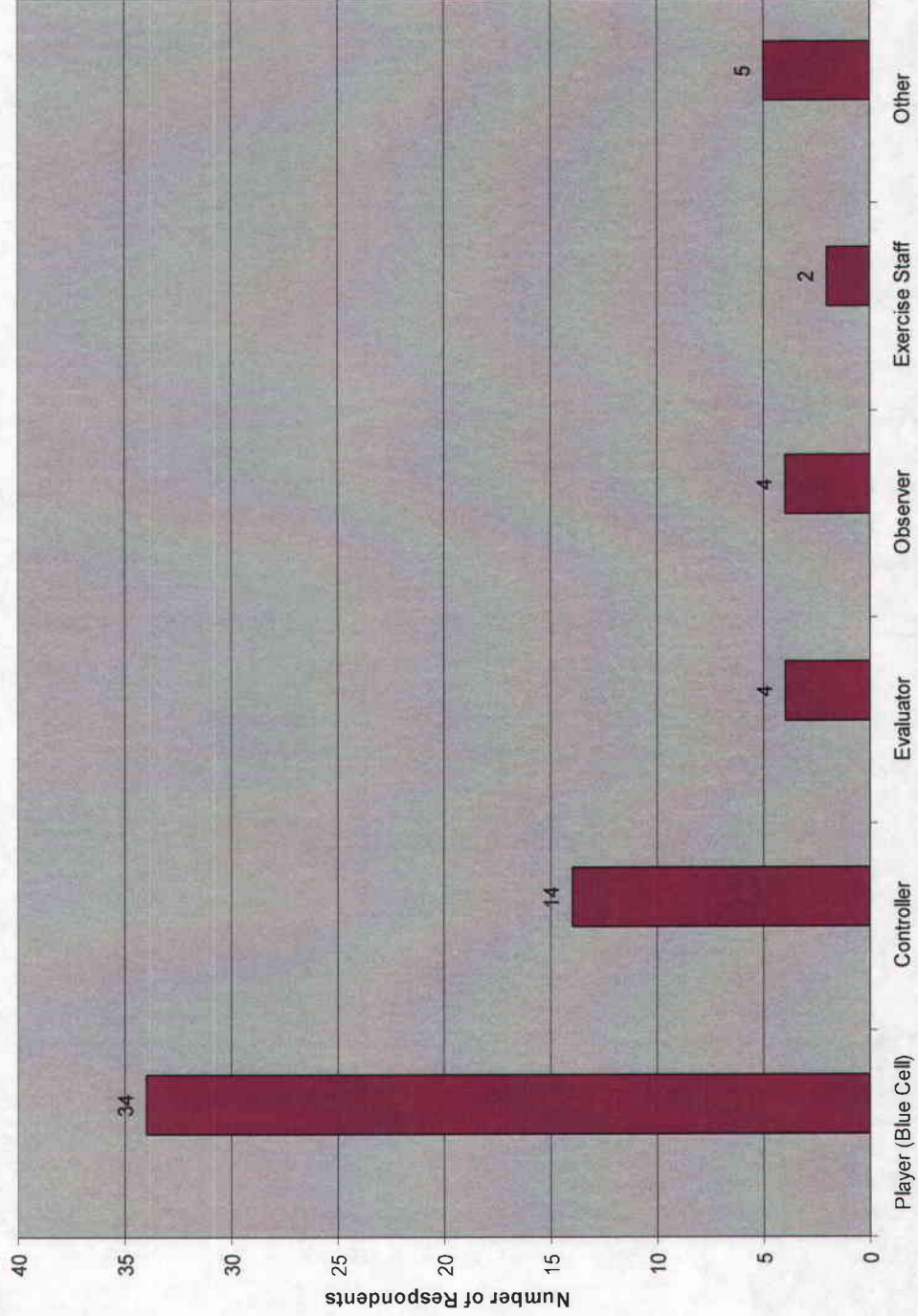
July 11, 2007

Types of Surveys

- 5 question Limited Survey available to all types of participants
- 38 question Expanded Survey for very involved participants
- Collected using the web tool Survey Monkey

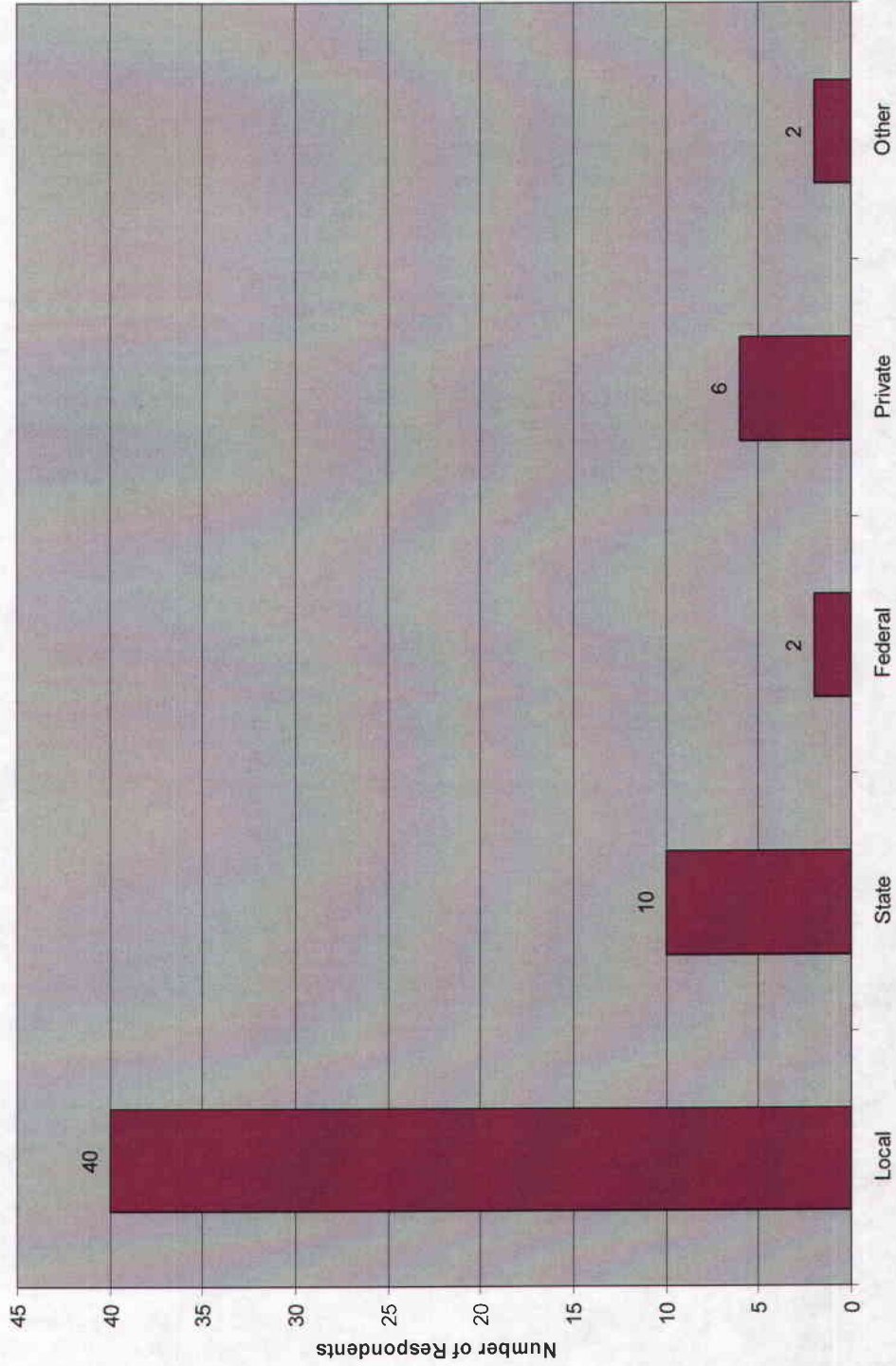
Limited Survey

AS/NE 07 EXIT POLL RESULTS
PARTICIPANT ROLES
(56 Respondents)



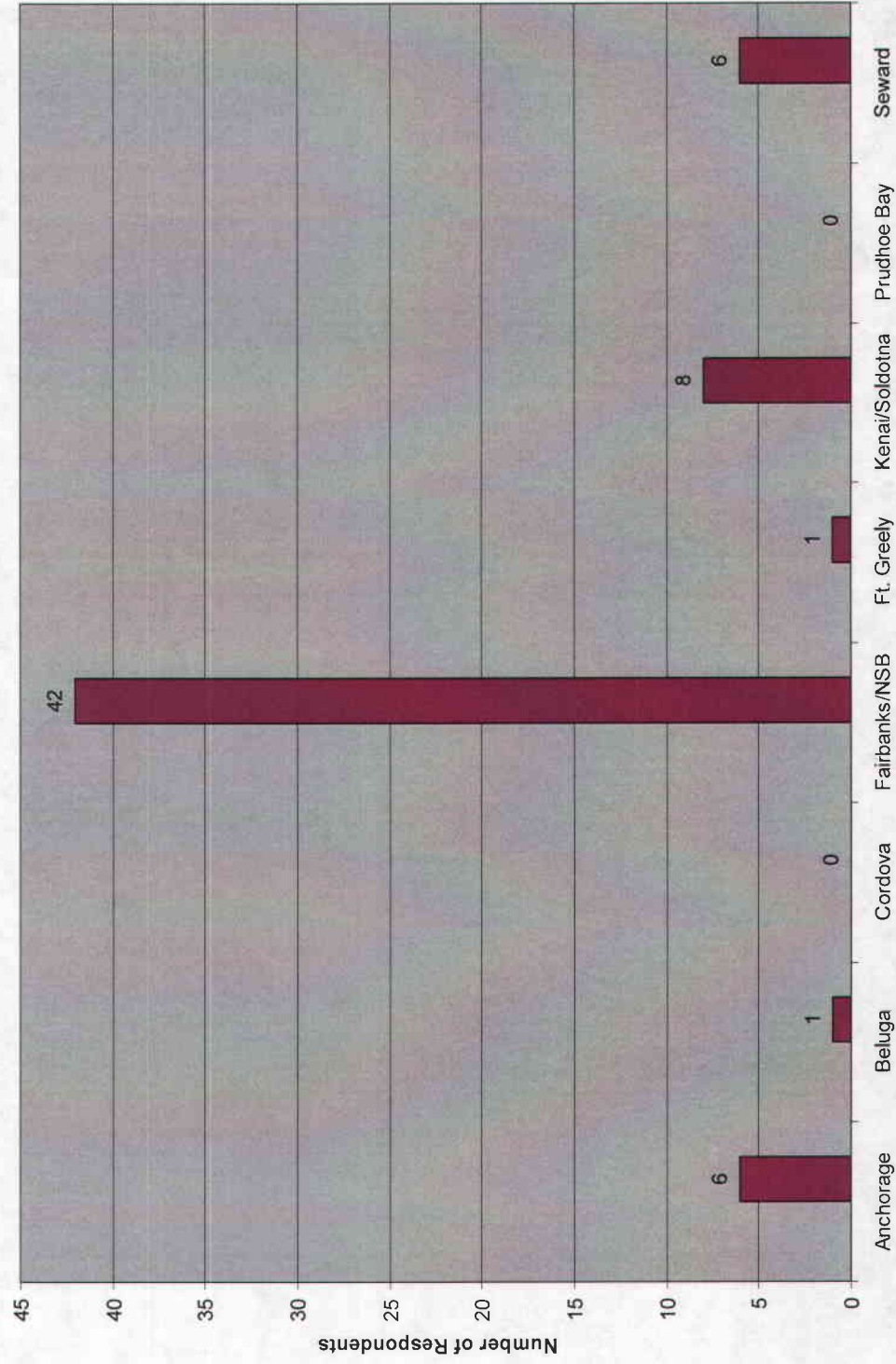
Limited Survey

AS/NE EXIT POLL RESULTS
ALMR SYSTEM USER PROFILE
(60 Respondents)



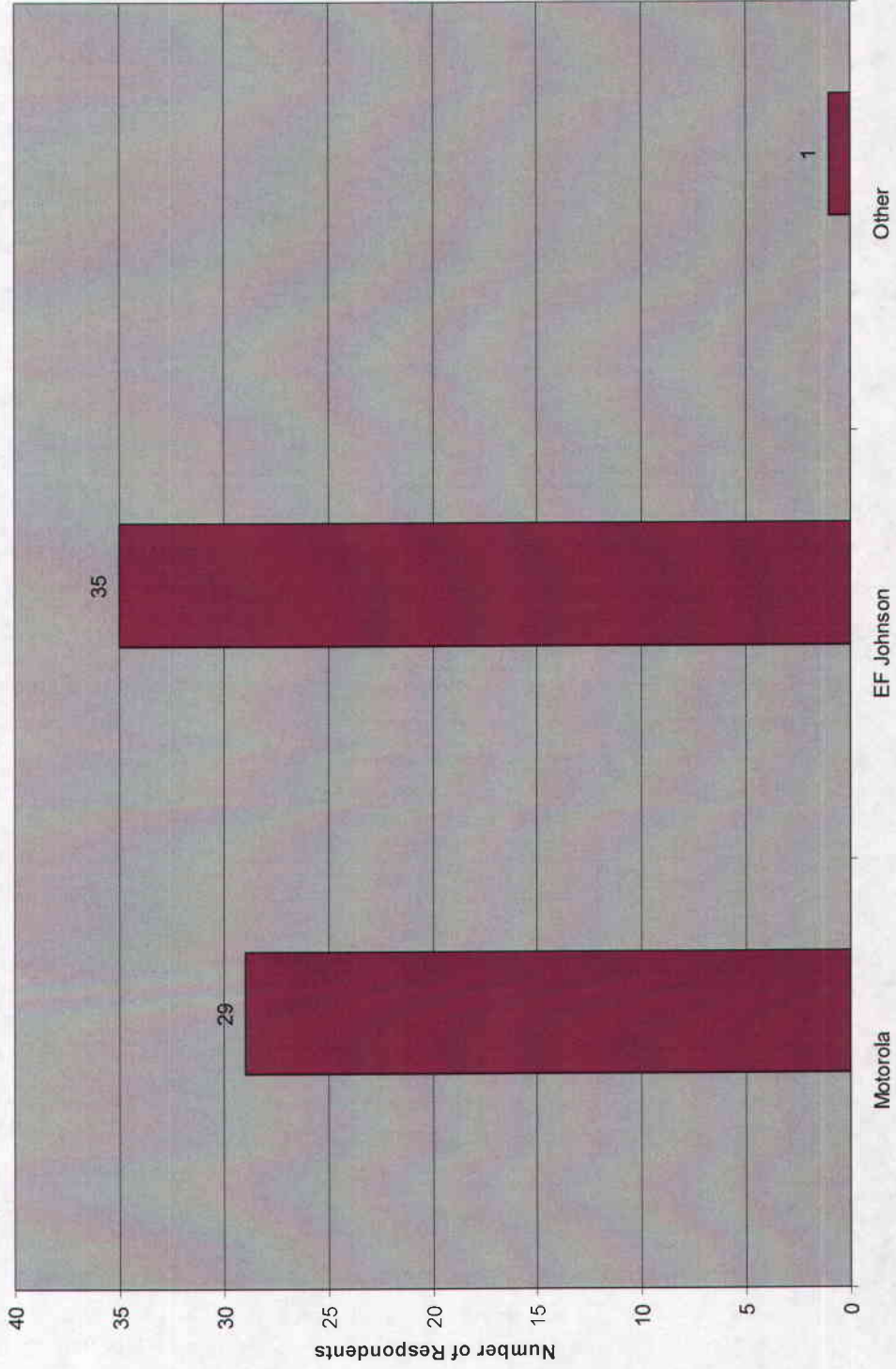
Limited Survey

AS/NE 07 EXIT POLL RESULTS
RESPONDENT LOCATIONS
(56 Respondents)



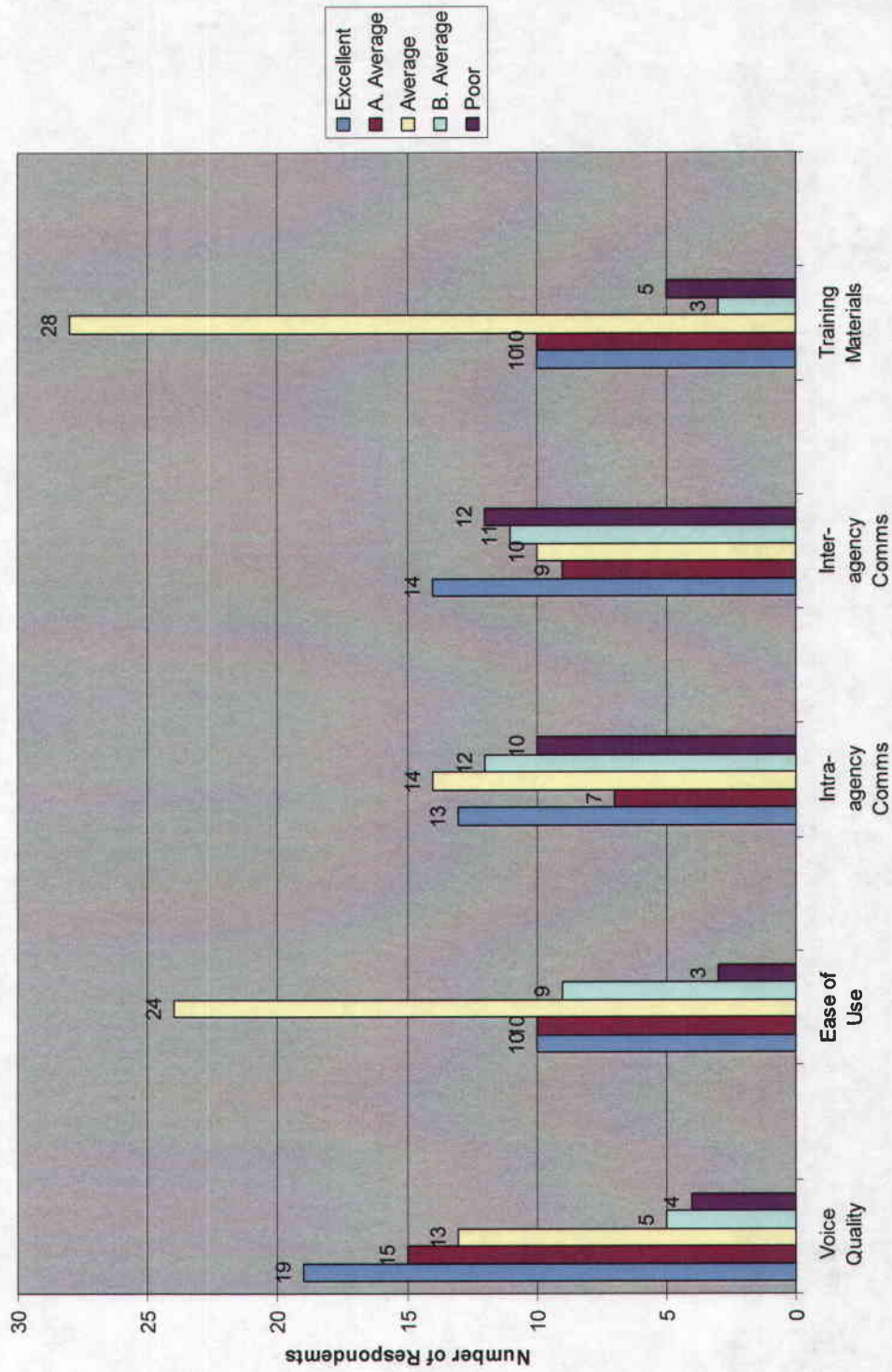
Limited Survey

AS/NE 07 EXIT POLL RESULTS
SUBSCRIBER UNIT MANUFACTURER
(56 Respondents)



Limited Survey

AS/NE 07 EXIT POLL RESULTS
ALMR SYSTEM USE
(66 Respondents)



Expanded Survey

Exercise Location	Response Percent	Response Count
Cardova	16.7%	2
Fairbanks North Star Borough	50.0%	6
Municipality of Anchorage	8.3%	1
City of Seward	16.7%	2
Kenai Peninsula Borough	8.3%	1
	<i>answered question</i>	12
	<i>skipped question</i>	0



Expanded Survey

Did you receive and read a copy of your region's TICP?

	Response Percent	Response Count
Yes	45.5%	5
No	54.6%	6
answered question		11
skipped question		1

Have you reviewed the Regional TICP?

	Response Percent	Response Count
Yes	44.4%	4
No	55.6%	5
answered question		9
skipped question		3

Expanded Survey

Which Region Was it for?	Response Percent	Response Count
Region A	0.0%	0
Region B	0.0%	0
Region C	0.0%	0
Region D	75.0%	3
Region E	25.0%	1
<i>answered question</i>		4
<i>skipped question</i>		8



Expanded Survey

Did you find the Regional TICP accurate?

	Response Percent	Response Count
Yes	100.0%	4
No	0.0%	0
	<i>answered question</i>	4
	<i>skipped question</i>	8

Did you find the Regional TICP helpful?

	Response Percent	Response Count
Yes	100.0%	4
No	0.0%	0
	<i>answered question</i>	4
	<i>skipped question</i>	8



Expanded Survey

Did you receive a copy of the TICP Lite?		
	Response Percent	Response Count
Yes	50.0%	5
No	50.0%	5
	answered question	10
	skipped question	2

Did the TICP Lite help in your exercise planning process?		
	Response Percent	Response Count
Yes	50.0%	2
No	50.0%	2
	answered question	4
	skipped question	8

Expanded Survey

Did you complete a form 205, Communications Plan?

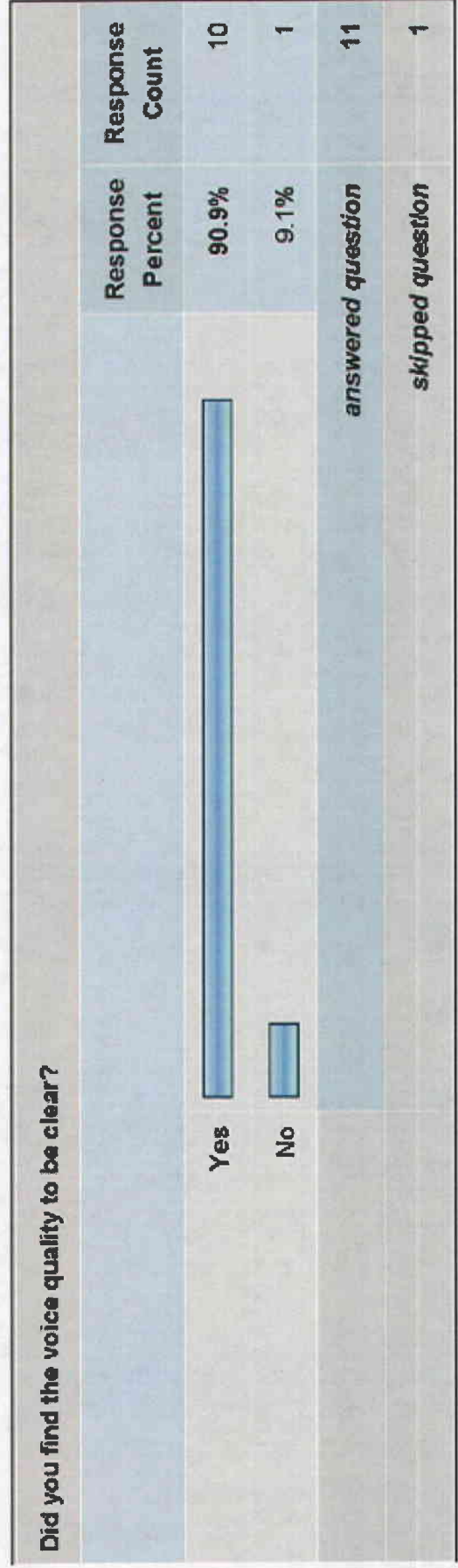
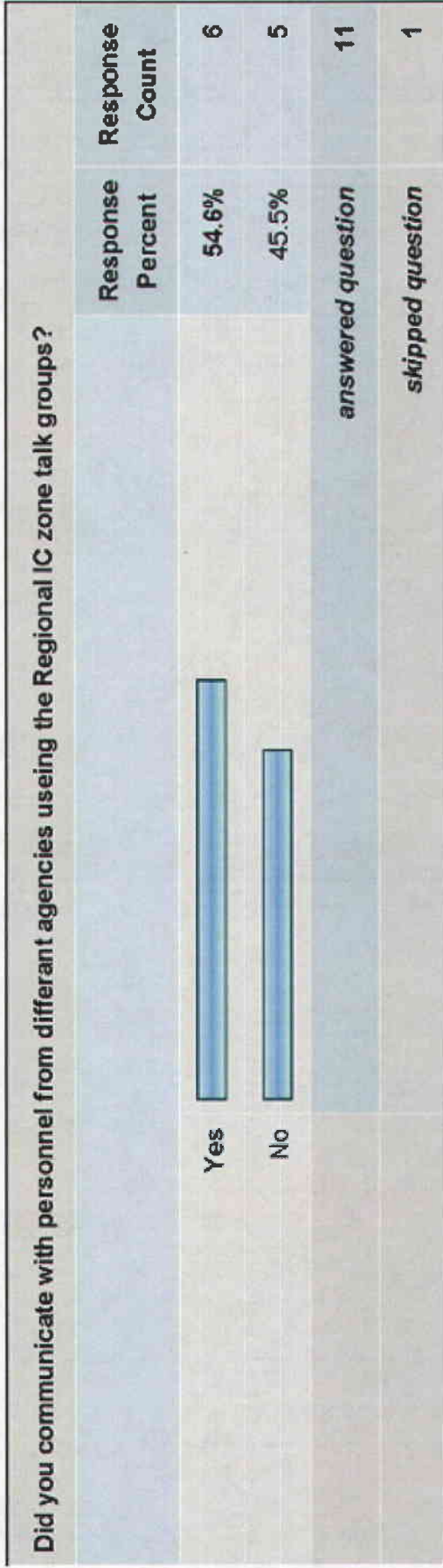
	Response Percent	Response Count
Yes	10.0%	1
No	90.0%	9
<i>answered question</i>		10
<i>skipped question</i>		2

Did you use the Regional IC zone talk groups?

	Response Percent	Response Count
Yes	72.7%	8
No	27.3%	3
<i>answered question</i>		11
<i>skipped question</i>		1



Expanded Survey



Expanded Survey

Did you experience any busies during the exercise?

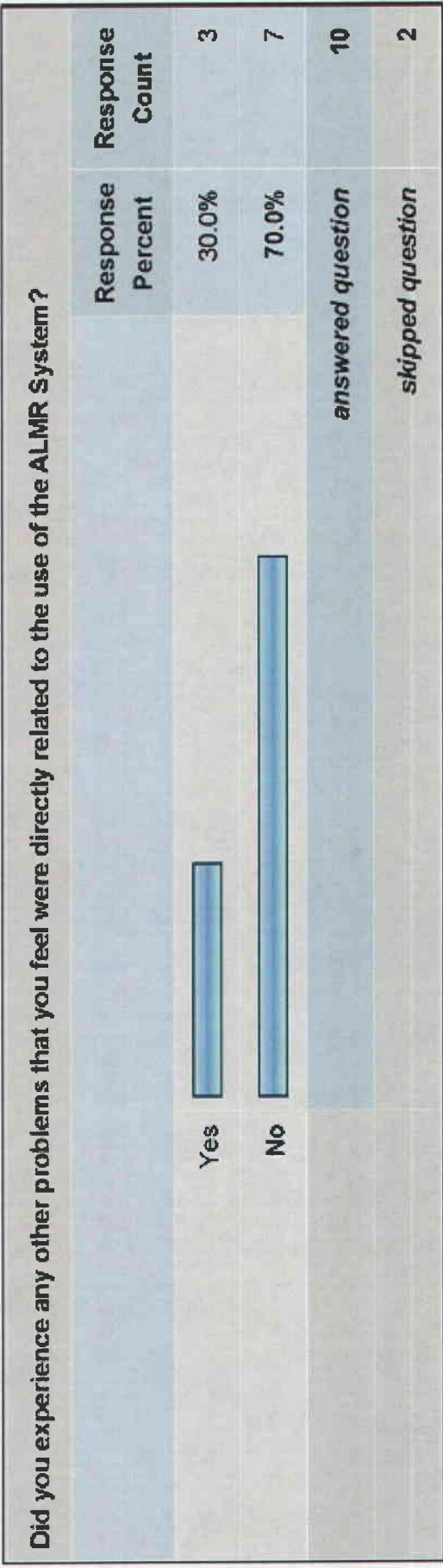
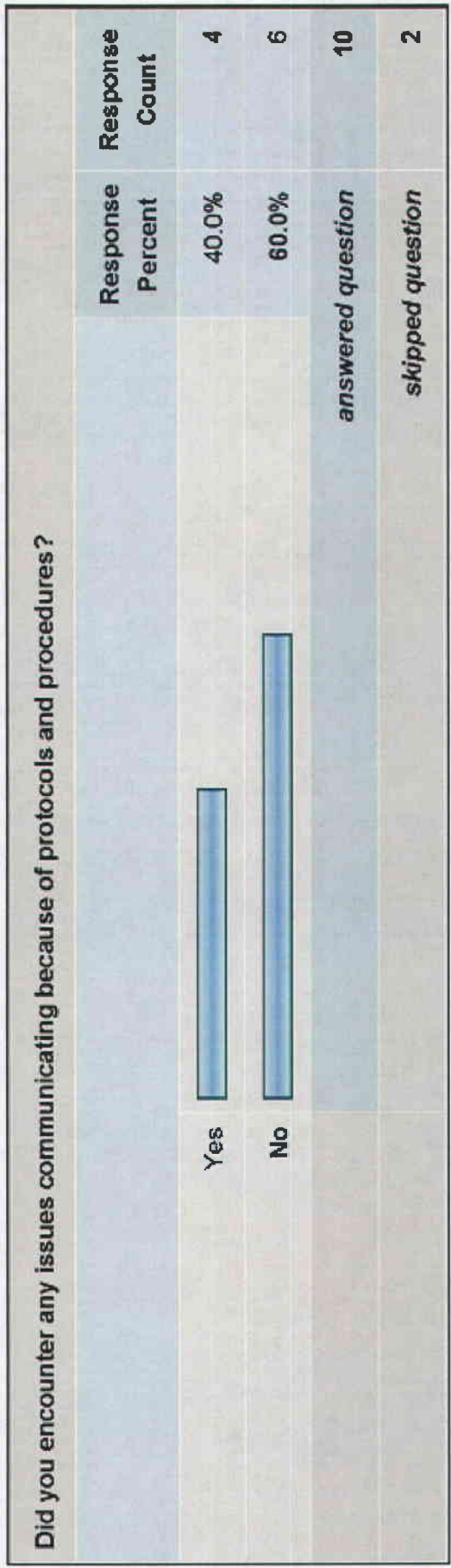
	Response Percent	Response Count
Yes	72.7%	8
No	27.3%	3
answered question		11
skipped question		1

Did you find that the busies impacted your ability to complete your mission?

	Response Percent	Response Count
Yes	62.5%	5
No	37.5%	3
answered question		8
skipped question		4



Expanded Survey



Expanded Survey

Who was the manufacturer of the radio equipment that you used during the exercise?

	Response Percent	Response Count
Motorola	54.6%	6
EF Johnson	45.5%	5
Other	0.0%	0
	answered question	11
	skipped question	1

Who assigned frequencies, channels and ALMR talk groups during the exercise?

	Response Percent	Response Count
COML	0.0%	0
Dispatcher	45.5%	5
Technician	0.0%	0
Other	54.6%	6
	answered question	11
	skipped question	1



Expanded Survey

As the incident ramped up, did the communications keep pace with the incident escalation?

	Response Percent	Response Count
Yes	81.8%	9
No	18.2%	2
	answered question	11
	skipped question	1

Expanded Survey

Was common/plain language used during the exercise?

	Response Percent	Response Count
Yes	81.8%	9
No	18.2%	2
<i>answered question</i>		11
<i>skipped question</i>		1

Were local/regional Emergency Response Plans/Incident Management Plans followed?

	Response Percent	Response Count
Yes	100.0%	10
No	0.0%	0
<i>answered question</i>		10
<i>skipped question</i>		2

Expanded Survey

IF local/regional Emergency Response Plans/Incident Management Plans were followed, Were they effective?

	Response Percent	Response Count
Yes	80.0%	8
No	20.0%	2
<i>answered question</i>		10
<i>skipped question</i>		2

Did you receive any pre-exercise training on radio usage?

	Response Percent	Response Count
Yes	54.6%	6
No	45.5%	5
<i>answered question</i>		11
<i>skipped question</i>		1

Expanded Survey

Did you receive any training on usage of the new Regional IC zones?

	Response Percent	Response Count
Yes	63.6%	7
No	36.4%	4
answered question		11
skipped question		1

Do you feel that additional training should have been available?

	Response Percent	Response Count
Yes	70.0%	7
No	30.0%	3
answered question		10
skipped question		2

Expanded Survey

Do you utilize the ALMR System on a daily basis?

	Response Percent	Response Count
Yes	45.5%	5
No	54.6%	6
answered question		11
skipped question		1

Did you receive the handout informational cards that were available at most venues?

	Response Percent	Response Count
Yes	63.6%	7
No	36.4%	4
answered question		11
skipped question		1

Expanded Survey

Did you have the ALMR Help Desk point of contact information?

	Response Percent	Response Count
Yes	81.8%	9
No	18.2%	2
answered question		11
skipped question		1

Did you have any contact with the Help Desk?

	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	9
answered question		9
skipped question		3



Expanded Survey

If you did have any contact with the Help Desk, were they helpful and able to answer your questions?

	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	2
<i>answered question</i>		2
<i>skipped question</i>		10

Are you aware of the ALMR Operations Management Office (OMO) and their responsibilities?

	Response Percent	Response Count
Yes	90.9%	10
No	9.1%	1
<i>answered question</i>		11
<i>skipped question</i>		1

Expanded Survey

Do you have the OMO point of contact information?

	Response Percent	Response Count
Yes	100.0%	8
No	0.0%	0
<i>answered question</i>		8
<i>skipped question</i>		4

Did you have any contact with the OMO?

	Response Percent	Response Count
Yes	54.6%	6
No	45.5%	5
<i>answered question</i>		11
<i>skipped question</i>		1



Expanded Survey

If you did have any contact with the OMO, were they able to assist you with your issue?

	Response Percent	Response Count
Yes	100.0%	6
No	0.0%	0
<i>answered question</i>		6
<i>skipped question</i>		6

Do you feel that the OMO needs to provide more opportunity to exercise the ALMR System in simulated real life exercises?

	Response Percent	Response Count
Yes	100.0%	11
No	0.0%	0
<i>answered question</i>		11
<i>skipped question</i>		1

Expanded Survey

In your opinion, has the ALMR technology, procedures, protocols and processes improved interoperability at the tactical first responder level?

	Response Percent	Response Count
Yes	90.0%	9
No	10.0%	1
	<i>answered question</i>	10
	<i>skipped question</i>	2

Have you participated in AS/NE exercises before?

	Response Percent	Response Count
Yes	81.8%	9
No	18.2%	2
	<i>answered question</i>	11
	<i>skipped question</i>	1



Expanded Survey

Should the OMO continue the same level of exercise support in the future, or should that responsibility fall on the regional emergency response management personnel?

	Response Percent	Response Count
OMO Responsibility	100.0%	10
Regional Emergency Response Management Personnel Responsibility	0.0%	0
	<i>answered question</i>	10
	<i>skipped question</i>	2



Top 12 Comments

- The need for **more exercises** exposing “Blue Cell” users to the radio usage outside of their normal day-to-day talk groups and/or channels, including familiarization and usage of the Regional and State Incident Command zones.
- **Training on radio usage** for those personnel that do not utilize the radios on a day-to-day basis but are required to do so in and emergency/crisis situation. Train on the different audio indicators that the radio gives, like bunks and talk permit tones.
- **“Plan to Talk” Training** for Incident and real life events to include completion of 205s and development of TICP Lites. Also, training on what to expect and how to adjust to backup communications if/when the ALMR System goes down and how to overcome/adjust to the temporary recovery period.
- The need for an operational **scan** function on the portable and mobile radios.
- **The willingness** of some agencies **to interoperate** with others still has yet to be achieved, even though we now have the technical ability to do so.



Top 12 Comments

- The **ALMR System Busies** during the initial ramp up of the exercise were excessive at times causing delays in the incident/emergency response. A need for processes and procedures needs to be established to alleviate some of the unnecessary communications during the initial golden hour of incident ramp up and once response units arrive on scene.
- There should not be **reprogramming** of radios a week before major events or exercises. It should be done months in advance with training to follow on the changes in the programming.
- Add more **channel capacity** to the current ALMR System to alleviate day-to-day system busies.
- Lack of **User Council information/materials dissemination**.
- **Holes in RF coverage**, especially with the portable radios.
- **Controllers tying up ALMR channel assets** during exercise play causing busies on the system.
- Add communications personnel in the **exercise planning** process.



Closing

Questions?

Thank you!



Alaska Land Mobile Radio (ALMR) Operations Management Office (OMO) Overview

July 11, 2007

Del Smith
Operations Manager

Richard G. Leber
Technical Advisor



WOSTMANN & ASSOCIATES, INC.



Operations Management Office Report

- OMO Personnel Changes
- Generic e-mail addresses for emergency notifications
- Contacts Update – make sure POC receives survey
- Motorola Flash Upgrades – State and Local agencies
- System Maintenance and Operations Report
- Newsletter
- Website Update
- Annual Meeting Planning
- Future UC Meeting dates



System Voice and Data Detail

TOTAL CALLS PER MONTH

	Data Calls	6-Month Average	Voice Calls	6-Month Average
System	539,422	310,680	840,637	690,671
Zone 1	145,763	91,886	497,347	454,906
Zone 2	393,659	218,754	512,992	369,620

BUSIES

Site Name	# For Month	6-Month Average	Total Channels	Active Channels
System	3,631	534	329	286
Zone 1	1,595	260	227	197
Zone 2	2,750	416	102	89

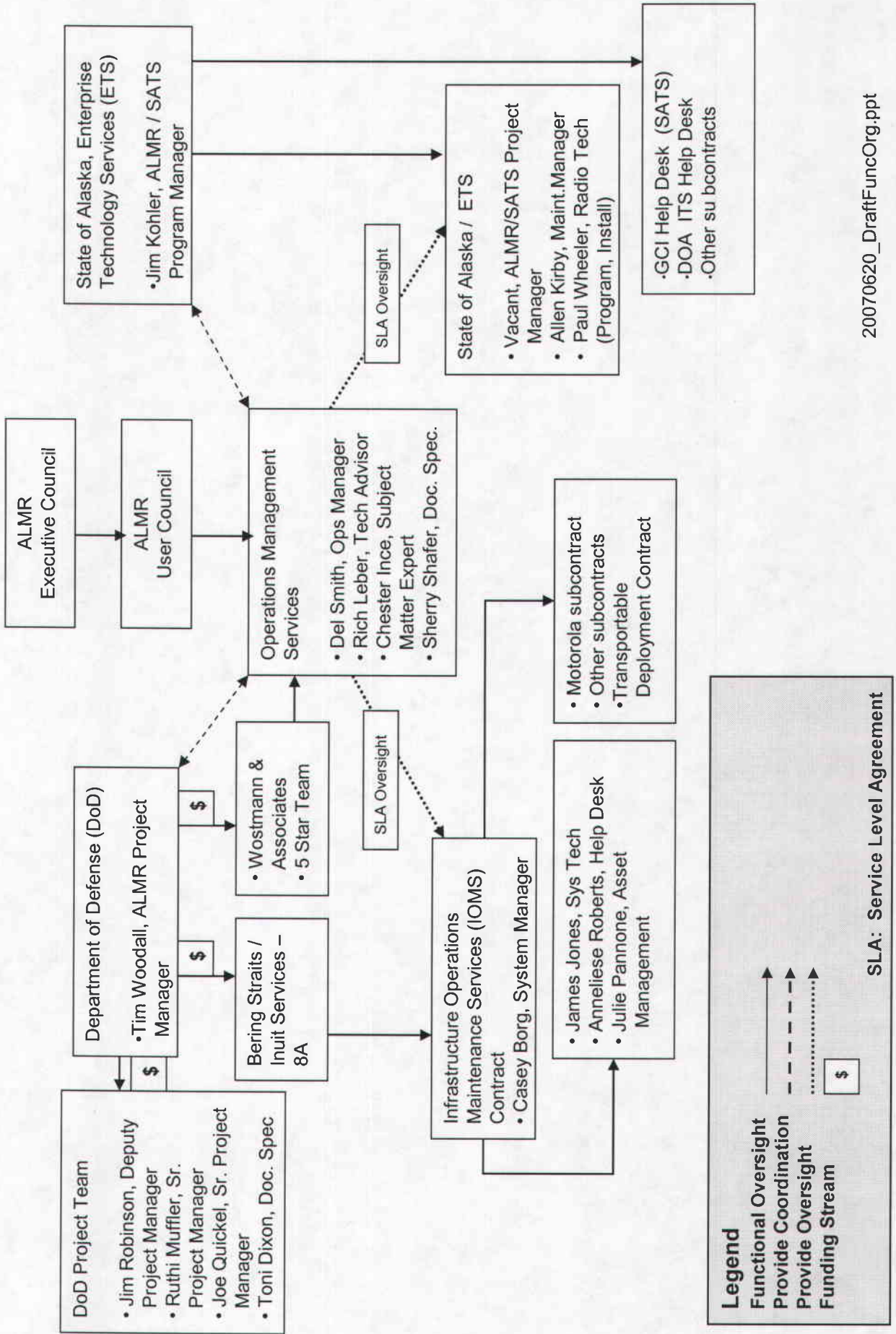
Frequency Conflicts Zone 1

Site	Channel	Reason
Alcantra	3	Conflict with DOC Hiland Mt and Mat-Su Pretrial
Atwood VHF	4	Conflict with Pager System
Atwood VHF	8	Not licensed with NTIA
Atwood VHF	9	Not licensed with NTIA
Atwood VHF	10	Not licensed with NTIA
Bailey Hill	2	Conflict with Palmer Correctional Facility
Bailey Hill	5	Conflict with Palmer Correctional Facility
Cooper	4	Conflict with Wildwood Correctional Facility
Fire Station 12	All	Interference with Garage Doors
Honolulu	All	Not installed yet
Hope	5	Conflict with DHS EMS
Tsina	All	No power source yet

Frequency Conflicts Zone 2

Site	Channel	Reason
Birch Hill	5	Conflict Fairbanks Airport Operations
Ester Dome	3	Conflict with DHS FBKS Youth Fac
Ester Dome	4	Conflict with Fairbanks Airport Security
Gerstle River	All	No Power Source Yet
Harding Lake	3	Conflict with Ester Fire
Quarry Hill	4	Conflict with Fairbanks Correctional Facility

ALMR Functional Organization





FCC Narrow-band Mandate Primer Impact and ALMR Compliance

Alaska Land Mobile Radio

Why the move from wideband to narrow band?

This issue first appeared about 1994 when the Congress mandated the change. The intent was to achieve more efficient use of the frequency spectrum by "narrowing" the bandwidth to allow the creation of additional frequencies within the same frequency bands. By decreasing bandwidth from 25 kHz to 12.5 kHz, the FCC could effectively increase the total number of available frequencies within an existing band, making more frequencies available for auction.

In a nutshell

This Federal mandate requires that all currently deployed

- 25 KHz "wide-band" only (*conventional and trunked*) radios
- VHF and UHF two-way radios
- handheld portables
- vehicle-mounted mobiles
- base/control stations (called *subscriber* radios),
- and any associated 25 KHz conventional or trunked repeaters or relay stations (called *infrastructure*)

Must be replaced with

- 12.5 KHz "narrow-band" equipment
- **No later than December 31, 2012**
- IF you wish to continue *legal use* of your licensed radio frequencies *beyond* that date, **your FCC license must be modified** to reflect this change in the technical parameters of your system

The ALMR System infrastructure, licenses and subscriber units already comply with FCC Narrowband Mandate.

One Strategy

Organizations planning to stay on conventional systems should have already begun their "narrow-band" migration process by replacing older 25 KHz only subscriber radios with *dual-mode* subscriber radios (those capable of *both* 25 KHz and/or 12.5 KHz operation) as they add new radios to their system, and, as older radios are lost, damaged beyond repair, or otherwise removed from service.

ALMR radios fit into this category. While this strategy is a cost-effective and reasonable migration method for many, particularly those with large numbers of subscriber radios in their fleets and/or repeaters in their system, remember that this method only addresses the *first step* of a multi-step process

Technical Issues

It is important to realize that many - *if not all* - dual mode replacement subscriber radios (handhelds, vehicle-mounted mobiles, and base/control stations), sold into most conventional (and some VHF/UHF trunked) radio systems over the last 5-9 years have typically been programmed for "*wide-band*" only (25 KHz) operation.

This was done to maintain compatibility with existing "wide-band" radio systems in service at that time and to avoid the expense and logistics involved in an "all at once deployment" or replacement of **both** subscriber radios **and** infrastructure with "narrow-band" equipment. At the time, the year 2012 was perceived to be a long ways off.

Why the sense of urgency?

Until your entire radio system - including each and every subscriber radio and all repeaters (if any) have been replaced and reprogrammed to operate in the "narrow-band" mode you will be *out of compliance*.

- Do you have a plan to replace 25 KHz subscriber radios that are still in use?
- Do you have a plan to re-program radios?
- Do you need to procure and install any narrow-band repeaters or other infrastructure?
- Have you explored funding sources?
- Do you have a budget?
- Did you know that after January 1, 2011, wide-band compatible equipment will no longer be available?
- Do you know how to modify your radio station license to complete the narrow-band migration process and become fully FCC Compliant?

Notes for the future

In a March 2007 decision, the FCC deferred setting any deadlines for converting to "very narrowband" technologies, i.e., 6.25 KHz per voice channel or equivalent, but emphasized that it ultimately intends to require such a conversion. The FCC determined that the 6.25 KHz technology is not mature enough to warrant setting a migration schedule. More information about this will be published as it becomes available.

Additional Information

<http://www.apcointl.com/frequency/documents/NarrowbandOrder.html>
http://hraunfoss.fcc.gov/edocs_public/attachmatch/FCC-04-292A1.pdf