Attendance Roster

Key:	X =	In attendance	P =	In attendance via telephone

User Council Members

P	Adams	Ocie	Mr.	AK DOT&PF, Primary
X	Fisher	Bryan	Mr.	AK DMVA –Primary representing all other AK Agencies
P	Fronterhouse	Bev	Ms	BLM, Primary, Fed non-DoD
P	Hull	Dave	Chief	Southeast Rep, Primary
P	Johnson, Vice Chair	Brad	Chief	Northern Rep, Primary, Fairbanks PD
X	Leveque, Chair	Matt	MAJ	AST, DPS, Primary
P	McGillivray	Tod	Sgt	Central Rep, Primary, Soldotna PD

Alternates

P	Fenimore	Kyle	SrA	Eielson AFB, Alternate, 354 CS/SCMR
P	Krill	Jack	Mr.	Central Rep, Alternate, Central Mat-Su
X	Poindexter	Corey	Mr.	US Army AK, Alternate
P	Tucker	Jeff	Chief	Northern Rep, Alternate North Pole Fire

Other Attendees

X	Dixon	Toni	Ms..	DOD Project Office
X	Hauck	Jeff	Mr.	59th Signal Corp. Fort Richardson
P	Horn	Ken	Mr.	AK Railroad
X	Jones	Ken	Dr.	Division of Military and Veteran's Affairs
X	Marshall	Melissa	Ms.	DoD Project Office
X	Phillips	Robb	Mr.	Motorola
P	Quickel	Joe	Mr.	DoD Project Office
X	Sinclair	Kyle	Mr.	NLECTC
X	Stout	Jim	Mr.	ALMR Operations Manager

Alaska Land Mobile Radio

II. Meeting Minutes and Action Items

Agenda Item / Topic	Discussion	Action Items
Welcome	MAJ Leveque extended a welcome to Chief Dave Hull of the Tongass Volunteer Fire Department. Chief Hull joins the User Council (UC) as the Southeast Regional Representative. Chief Hull has an extensive background in EMS work and MAJ Leveque looks forward to his assistance in building a bridge between the UC and the EMS community.	
Minutes	Sgt McGillivray made a motion to accept the minutes from the June 7 meeting of the UC. Ms. Fronterhouse provided a second to the motion. The motion passed.	
Service Level Agreement – levels redefinition effort	Mr. Quickel presented a report regarding the SLA cost differentiation effort. The initial breakout of the three service levels yielded little difference in cost. The group, made of members Freed, Hauck, Poindexter, Quickel and Stout first reviewed Service Level A. After some discussion, the group decided that instead of setting up three levels, they would develop a maintenance level that (1) is doable (satisfies the minimum requirements of all of the members), (2) achievable, and (3) is a manageable level of service. For example, they noted that a 1 hour response time to a helo site isn't expected so it shouldn't be required. Further, the system is currently monitored Monday thru Friday from 8 am to 5 pm, those hours don't require duplicate monitoring.	Mr. Quickel and Ms. Dixon to develop ALMR Site Category list by region, to include geographic markers (being careful with sensitive information). The list will be sent to UC members with instructions regarding what information is needed and the turnaround time. MAJ Leveque to share Trooper Training DVD with Mr. Sinclair.

The group developed a single maintenance level that applies to each Subsystem. The response times are based on Severity 1 events. Monitoring is only needed after hours/weekends/holidays.

RF sites were broken into 3 categories:
- Category 1 – a critical site within 30 miles of a military base, the cities of Anchorage, Juneau, Palmer/Wasilla, Soldotna, or any site so designated.
- Category 2 – Other drive-to sites – not critical
- Category 3 – Helo sites

The group noted the importance of ensuring a service level contract with a maintenance provider includes measurable response metrics and with reward/recourse for meeting/missing response times.

The next steps are to deliver this service level to the vendor for a ROM (Rough Order of Magnitude) cost estimate, obtain other shared cost components, e.g., ALMR portion of SATS costs from the state, and pass the assembled information to the ALMR Cost Share Taskforce.

The group agreed to this service level and to the next steps in the SLA process.

A lengthy discussion ensued. Key points:

- The User Council will determine the category assigned to each site. Individual agencies will advocate and provide input for their classification.

- Presently DoD is paying for all of the system maintenance. SATS connectivity is currently provided at no

	charge by the State. Other individual agencies may have their own costs as well. ▪ This effort is to define what level of service is needed. Before we figure out who pays what, we need to decide how often we want to change the oil in the car. ▪ Mr. Stout added the State signed a contract with GCI to monitor the microwave system. The delivery of service is only as good as the links that deliver it. The GCI Service Center will handle all trouble tickets. They already do this for the state. ▪ Dr. Jones added that the UC may want to consider Sitka a Category 1 site as Sitka is the backup for Juneau in terms of Disaster Recovery. Two questions need to be answered: 1. Are these levels and monitoring metrics adequate for responders? 2. For each Region, which sites are Category 1, Category 2 or Category 3? Mr. Quickel and Ms Dixon will develop a list of sites by region that UC members can use to begin the categorization process. Mr Quickel will provide the model to the vendor for a ROM.	
Action Items	The action item list was reviewed. Several items remain open. Those items are listed in a reformatted and formalized Issues and Risks Log attached to these minutes. It was noted that the North Star Borough is	

	putting a conventional radio site at mile 25 of the Chena Hot Springs Road. This will provide conventional coverage to the end of the road.	
Updates	Mr. Stout: ▪ Mr. Stout is continuing to work on an Operations Strategic Plan. An outline will be finalized in the next few weeks. ▪ Mr. Stout is working on Motorola Help desk issues. ▪ Mr. Stout is working to distribute information relative to the support of the sites. Additional groups are being brought into the fold now. Cooperation from GCI has been excellent. Someone will need to work on the USD – trouble ticket system. Dr. Jones: ▪ The State has signed a contract with GCI to do PMIs for the SATS microwave system. ▪ Mr. Callahan and Dr. Jones are working to fill empty ETS employee slots. ▪ In the future, ETS will open a radio shop in Fairbanks with a staff of five.	
Next Meeting	August 2, 2006 and September 6, 2006 are the next meeting dates. Meetings begin at 1:30. The bridge number is the same. Our new location in Anchorage is 6411 A. Street.	Ms. Dixon to send the UC directions for the new meeting location.
New Business	Chief Johnson and MAJ Leveque will present at the Interoperability Summit. Their session will focus on the workings of the User Council – what works, what doesn't. MAJ Leveque noted if anyone has suggested topics, e.g., advantages or shortcomings of our system please forward suggestions to MAJ Leveque. Mr. Sinclair advised that many federal	

| | agencies will send representatives; there will be quite the group of heavy hitters in town providing presentations. The summit provides a higher-level view of interoperability. There has also been talk about developing a PacWest Interoperability Consortium. The summit is scheduled for July 18, 19, and 20. Information is available on line.

Mr. Stout reminded the attendees that Motorola's PMO schedule for has been distributed. The schedule is published a month in advance. August's PMI will be published 7/6/06.

Mr. Sinclair asked if NLECTC could assist the ALMR training effort by developing a User Training CD. This item will be added to the agenda for the August meeting.

Robb announced that Motorola has authorized funding to support the firmware upgrades.

Robb Phillips is leaving ALMR, Motorola has transferred him to New York. Gratefulness and best wishes were extended. | |
| Adjournment | The meeting was adjouned at 2:34 pm. | |