I. Attendance Roster

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

User Council Members

X	Freed	Andrew	MSgt	EAFB, Primary
X	Fisher	Bryan	Mr.	AK DMVA –Primary representing all other AK Agencies
XP	Fronterhouse	Bev	Ms	BLM, Primary, Fed non-DoD
XP	Johnson, Vice Chair	Brad	Chief	Northern Rep, Primary, Fairbanks PD
X	Leveque, Chair	Matt	MAJ	AST, DPS, Primary
XP	McGillivray	Tod	Sgt	Central Rep, Primary, Soldotna PD
XP	Mitchell	William	MSgt	Eielson AFB, Primary

Alternates

XP	Krill	Jack	Mr.	Central Rep, Alternate, Central Mat-Su
X	Poindexter	Corey	Mr.	US Army AK, Alternate
XP	Tucker	Jeff	Chief	Northern Rep, Alternate North Pole Fire

Other Attendees

XP	Ackerman	Russ	Chief	Fairbanks North Star Borough Fire Department
X	Dixon	Toni	Ms..	DOD Project Office
X	Erickson	Trygve	Mr.	Municipality of Anchorage
XP	Gross	Dave	Mr.	Motorola Project Manager
X	Hauck	Jeff		59th Signal Corp. Fort Richardson
X	Marshall	Melissa	Ms.	DoD Project Office
X	Phillips	Robb	Mr.	Motorola
X	Quickel	Joe	Mr.	DoD Project Office
X	Stout	Jim	Mr.	ALMR Operations Manager
X	Woodall	Tim	Mr.	DoD Project Manager

II. Meeting Minutes and Action Items

Agenda Item / Topic	Discussion	Action Items
Welcome / roll call / introductions of guests	The meeting was called to order at 1:31. Roll call was conducted and quorum was achieved. MAJ Leveque announced he is working with Chief Dave Hull from Ketchikan (North Tongass Volunteer Fire Department) regarding the open SE seat.	
Discuss / approve minutes from May 3rd, 2006 meeting	Motion: Mr. Corey Poindexter Second: Chief Brad Johnson **Carried**	
Update from Mr. Quickel regarding SLA action by ALMR EC	Mr. Quickel provided a status of the Service Level Agreement (SLA). The Executive Council (EC) has it under review and no substantive changes are anticipated. Approval is expected at the next EC meeting tentatively scheduled for July 13, 2006. Mr. Woodall noted that the SLA is an appendix to the Cooperative Agreement, along with a Membership Agreement, System Description and Organization Charts. The Cooperative Agreement requires signature by an approving authority at each consortium member, e.g., the Governor, General, etc. Mr. Woodall took the SLA to the maintenance provider (Motorola) to get a cost basis. The State will provide a cost basis for State of Alaska Telecommunications System (SATS). Mr. Quickel and Mr. Gross (Motorola) reviewed the slides and noted that there is a very small variation in pricing between the three levels. Mr. Gross requested that the User Council (UC) review the respond and restore requirements, as a revision to the maintenance levels is needed to develop a more accurate cost basis. The UC should re-examine the requirements for each level considering an à la carte approach. For example, all of the heavily populated areas could be placed into one level of service, and the remote sites into another, or perhaps for some services leave	1. MSgt Freed, Mr. Gross, Mr. Hauck, MAJ Leveque, Mr. Quickel, Mr. Poindexter and Mr. Stout to redefine service level requirements and present results to a special meeting of the User Council June 21, 2006. 2. Dr. Jones to provide SATS pricing to the User Council.

	monitoring at level B and cut response time at C. MSgt Freed, Mr. Gross, Mr. Hauck, MAJ Leveque, Mr. Quickel, Mr. Poindexter and Mr. Stout will redefine the service level definitions and present them for approval at a special meeting of the Wednesday, June 21st at 1:30 p.m. The location and bridge number are the same. Mr. Woodall noted that response, restore and monitoring are the primary requirements to consider when determining a cost basis. Changes to the requirements will result in changes to the cost basis but care needs to be taken in order to maintain operational quality.	
Updates from project team regarding Talkgroup Sharing Agreements, Tech Bulletins, and ALMR Membership Agreements	Mr. Quickel reported regarding the Talk Group sharing agreement. As no feedback was received the document will be finalized. Mr. Poindexter provided the only comment on the Technical Bulletin. Mr. Quickel will revise and circulate to UC members. The Membership Agreement is under review by the EC. Members who have already executed a Beta version of the agreement are grandfathered into membership. When the updated Membership Agreement is approved by the EC, User Council comment and input will be requested.	1. Quickel/Dixon to send a fresh set of documents to the UC distribution list (Technical Bulletin, Talk Group Sharing agreement and the 12/8/04 version of the Beta membership agreement).
Discussion regarding ALMR outreach efforts and UC's role in same	Major Leveque presented the e-mail from Chief Jeff Tucker, and added that there seems to be a disconnect with the EMS community state-wide. Chief Jeff Tucker noted that the EMS community is not hearing correct information and they want to get into the loop for information. Chief Tucker asked who is the SPOC? Mr. Woodall clarified the organizational structure. The Joint Project Office is actually 2-3 independent agency teams that get together to discuss common issues. Each agency has a project manager and it is the responsibility of that project manager to conduct outreach for their own user/constituent base. Outreach to State agencies is the responsibility of the State PM, Dr. Ken Jones. Outreach to the municipal agencies is the responsibility of Mr. Trygve Erickson. Outreach to	1. Ms. Dixon to get UC e-mail addresses to Ken Jones for newsletter distribution. 2. Mr. Erickson to provide contact information to AML membership.

	the DoD agencies belongs to Mr. Woodall. After further discussion, MAJ Leveque noted that a good first step would be to use various State-wide organizations to disseminate the newsletter prepared by the State. A link to the Website could be included. It would be helpful if UC members could receive the newsletter via e-mail. Mr. Woodall noted that if it is related to the operations side, the User Council is responsible for Outreach. Mr. Erickson noted that he will provide his and Ms. Handyside's contact information to the Alaska Municipal League (AML) membership so they have can call with inquiries.	
Status updates from Mr. Woodall, Mr. Stout, Dr. Jones, including status / costs (if known) of 7.x upgrades, Change Control Board (CCB), Root Cause Analysis (RCA), and others	The UC agreed to extend the meeting through 3:30 p.m. in order to cover the agenda items. <u>Mr. Stout</u> noted the recent outage at Sawmill spurred the development of a Root Cause Analysis (RCA) process and procedure. The RCA will be provided to the UC for review in the near future. The State of Alaska has a Change Control Board (CCB) that reviews requested installs, adds moves and changes (IMACD) to network systems. Mr. Stout will work with the State CCB to ensure proper notification is provided for any IMACD that impacts ALMR. Mr. Stout will also work ensure that ALMR members are notified of changes that will affect their regions. <u>7.x upgrade requirements:</u> Mr. Erickson reported the biggest change is the very simple talkgroup merge. No upgrade is required for radios. A straightforward upgrade is required for consoles. Mr. Woodall has asked Motorola to give DoD a cost to upgrade all consoles currently on the system. Mr. Woodall noted that the Joint Project Office will prepare a grant application to DHS to pay for the console upgrades. Additional funding will also be requested from the Alaska Congressional Delegation (CODELS) in July.	1. Ms. Dixon to publish RCA documents when they are ready for UC review. 2. Mr. Stout to collect contact information for agencies in reference to change notifications. 3. Mr. Erickson to attend the Technical review on Thursday at 10 a.m.

	Mr. Woodall added that approval of the upgrade contract is expected soon. The review of the technical proposal is scheduled for tomorrow, June 8, 2006. The upgrade to 6.8 should occur in November and 7.x in January/February 2007.	
Discussion regarding ALMR UC committee structure, possible in-person meeting	User Council members did not see the need for an Outreach subcommittee. Chief Brad Johnson noted that conversations during the crime conference related to DHS funding. There are agencies that will never come on to ALMR but are being told by DHS that they can only purchase ALMR compatible radio equipment. Somewhere between ALMR and DHS this issue needs to be addressed. Mr. Erickson noted that perhaps DHS is saying "ALMR compliant" instead of "P25 compliant." MAJ Leveque noted another frequent complaint is "why didn't they tell me I did/didn't need this or that?" Chief Tucker noted that with multiple sites and coverage areas, to whom should members address their issues, e.g., "I am having trouble getting through this house or over this hill?" Mr. Woodall suggested that MTUG, the Motorola Trunking Users Group, might be helpful. MTUG addresses all kinds of issues related to P25 technology. EF Johnson may have something similar. Mr. Woodall suggested UC ask both vendors to provide presentations on their user groups at the next meeting. Chief Tucker noted that it that decision makers and radio buyers don't know the difference between P25 and ALMR. More outreach is needed. Mr. Woodall noted that intrinsically safe radios are another issue. DoD and SOA own some cached radios that could be used in case of emergency. Local agencies could apply to use them. Mr. Woodall suggested the UC ask Motorola to brief	1. Mr. Fisher to address P25 compliant vs. ALMR compliant issue with DHS to reduce confusion. 2. MAJ Leveque to speak with Messrs. Motz and Schmitt and provide contact information for Mr. Erickson. 3. Mr. Quickel to get suggested feature set information to Mr. Fisher so it can be posted on the Website. 4. MAJ Leveque and Mr. Erickson to work together to plan an e-mail effort that targets outreach issues. 5. Mr. Stout and MAJ Leveque to work on the dynamic regrouping issue re: upgrading firmware in radios statewide. 6. Mr. Stout to invite representatives from Motorola and EF Johnson to a future User Council meeting to present information regarding Help Desk services and User Groups. 7. Mr. Stout to invite Dave Gross from Motorola to present the Customer Support Plan to the UC.

	on the Customer Support Plan (CSP) and help desk. This would help members understand what support is available. Mr. Phillips noted that a recent Service and Repair Note (SRN) announced a firmware issued related to use of a dynamic regrouping channel. This only affects the XTS3000 and causes the radio to lock. There is a fix available. Mr. Phillips noted several thousand portables require the fix. Motorola is subcontracting with a local vendor to provide the fix free of charge. Ms. Marshall reported on the planned implementation of the Kenai sites	
Confirm date for next meeting: July 5th, 2006	July 5th and August 2nd. The meetings are at the same location and use the same bridge number. If the NLECTC office moves, Ms. Dixon will advise of alternate meeting location.	
New business	1. Chief Johnson reported that AST's encryption and access for EMS agencies is an issue. Those agencies always monitor AST main. MAJ Leveque advised that AST will share their principal key with credentialed police in the area. They will not share the keys with EMS or Fire departments. Other PD's are in concurrence with that decision. Chief Tucker added that they often monitor Trooper main to find out what is going on at the scene, saving valuable time. This is a key issue for EMS and Fire responders. Chief Tucker noted that what we are gaining through interoperability we are restricting operationally. MAJ Leveque shared that the AST concern is for remote troopers. Identifying exactly where those three units may be on a given shift is an issue. Troopers need the ability to say where they are and not have to worry about someone making decisions because of their location. MAJ Leveque agreed to discuss this further with Chiefs Tucker and Johnson offline. 2. There are significant coverage problems in the North zone. Chena Hot Springs Road has no coverage past mile 10. North Pole has some in-building penetration issues. Mobile repeaters are not a possible solution.	1. Mr. Leveque to discuss encryption keys with Chiefs Tucker and Johnson. 2. Mr. Woodall to determine if a gateway solution has already been developed for Chena Hot Springs and get back to Mr. Ackerman and Chief Johnson. 3. Mr. Quickel to check with Mark Christensen regarding Chena Hot Springs. 4. Dr. Jones to address the issue of in-building analysis at the next UC meeting.

	Mr. Woodall suggested tying the conventional system to an ALMR permanent gateway and into a talkgroup. That would be less expensive than a new site. He noted that Motorola is currently doing an SDA (System Design Analysis) for gateway solutions; perhaps Chena Hot Springs Road is part of that analysis. Mr. Woodall said it is unknown if SOA will address in-building issues. DoD conducted in-building analyses on 64 critical buildings. In-building analysis is very helpful when planning for emergency communications situations. He suggested that members consider performing an analysis on buildings that are critical, e.g., schools. Chief Johnson reiterated the need for a User Council stand-alone website. Many of the issues that came up today can be addressed there.	
Adjourn	Time: 3:39 p.m.	