

Users Council Kickoff Meeting

Monday October 03, 2005

13:30 - 16:00

Ft. Richardson, Bldg 7, Room 212/214

Dial-In Number: (907) 384-5115

- 13:30 Welcome - ALMR briefing and understanding of the ALMR program
- 13:50 Understanding of current managed services contract for O&M and systems management
- 14:05 Understanding the ALMR governance structure
- 14:15 Understanding the Users Council responsibilities under Article 9 of the ALMR Cooperative Agreement
- 14:30 Facilitate group in electing lead chair position and establishing a charter under Article 9 of the ALMR Cooperative Agreement
- 15:00 Review of Strawman Users Council Charter
- 15:15 Conclude the orientation with election of a lead chair, set next meeting date and establish a task list that the User's Council must complete as deliverables to the EC by end of October
- 16:00 Adjourn meeting

⇒ ROLES & RESPONSIBILITIES
DOCUMENT ??

DRAFT

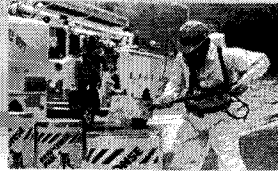
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User's Council kick-off meeting

Monday October 03, 2005
13:30 - 16:00
Ft. Richardson, Bldg 7, Room 212/214

- 13:30 . Welcome ALMR Briefing and Understanding of ALMR program
JOE (Mr. Tim Woodall, ALMR Project Manager, DOD or Mr. Joe Quickel Sr Program Manager)
- 13:50 Understanding governance structure
JOE (Mr. Tim Woodall, ALMR Project Manager, DOD or Mr. Joe Quickel Sr Program Manager)
- 14:00 . Understanding of the User's Council responsibilities under Article 9 of the cooperative agreement
TONY (Mr. Tim Woodall, ALMR Project Manager, DOD or Mr. Joe Quickel Sr Program Manager)
- 14:15. Understanding of current managed services contract for O&M and Systems management
ROB (Mr. Robb Phillips, ALMR System Manager)
- 14:30. Facilitate group in electing lead chair position and establishing a charter under Article 9 of the cooperative agreement
KYLE (Mr. Kyle Sinclair, ALMR Program Technical Officer)
- 15:00. Review of Straw man User's Council Charter
KYLE (Mr. Kyle Sinclair ALMR Program Technical Officer and Mr. Joe Quickel Sr Program Manager)
- 1515 Conclude the orientation with election of ~~lead~~ chair set next meeting date and establish a task list that the User's Council must complete as deliverables to the EC by end of October.
(Mr. Tim Woodall, ALMR Project Manager, DOD or Mr. Joe Quickel Sr Program Manager)
- 1600 Adjourn meeting

TONY: Review Charter
Call 2,3 deliverables for next review session.
- monthly.



Alaska Land Mobile Radio

DRAFT **Users Council Kickoff Meeting** **October 3, 2005**



ALMR

Kickoff Meeting Agenda

- ▶ **Introductions**
- ▶ **Program Overview**
- ▶ **Current Managed Services**
- ▶ **Governance Structure**
- ▶ **User Council Responsibilities**
- ▶ **Elect Users Council Chair**
- ▶ **Review Strawman Charter**
- ▶ **Action Items for the Executive Council**

What is Interoperability?

Key Need...

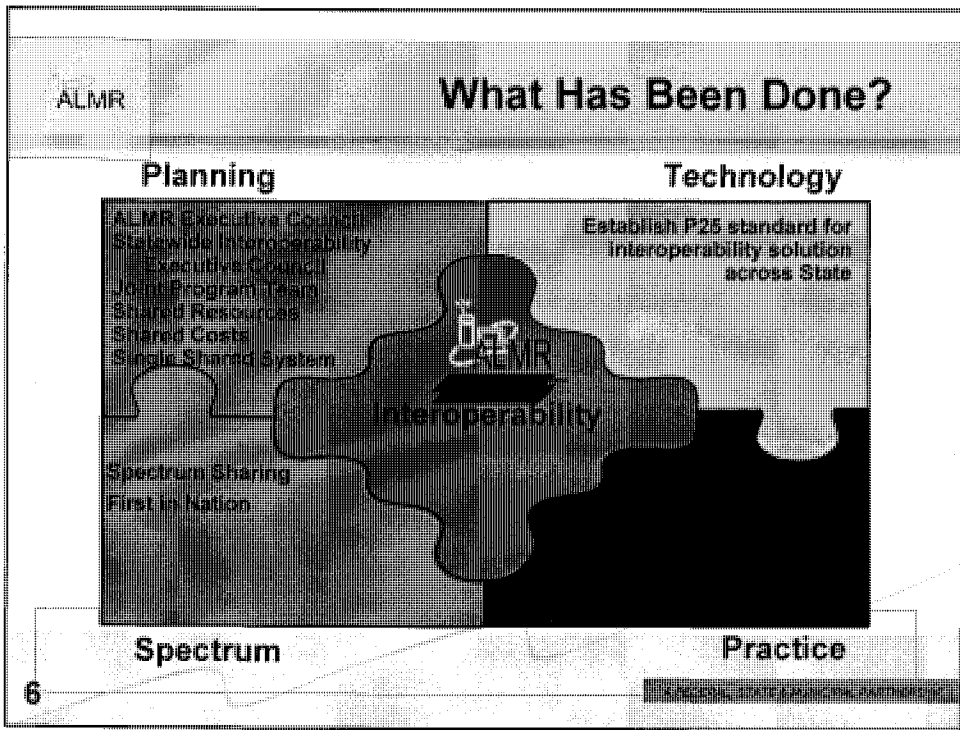
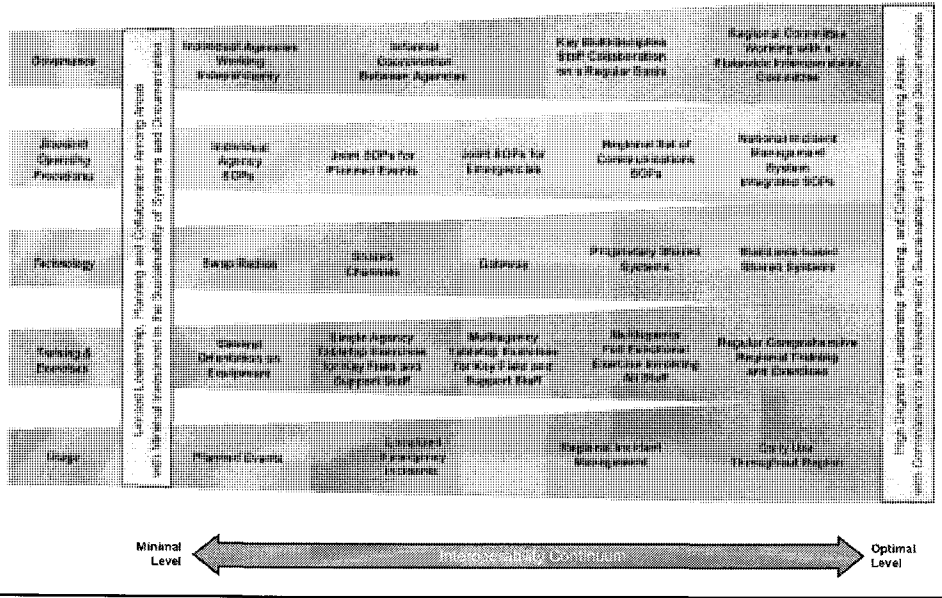
Full featured, on demand and in real time secure interoperability between Federal, State, and Local Public Safety First Responders

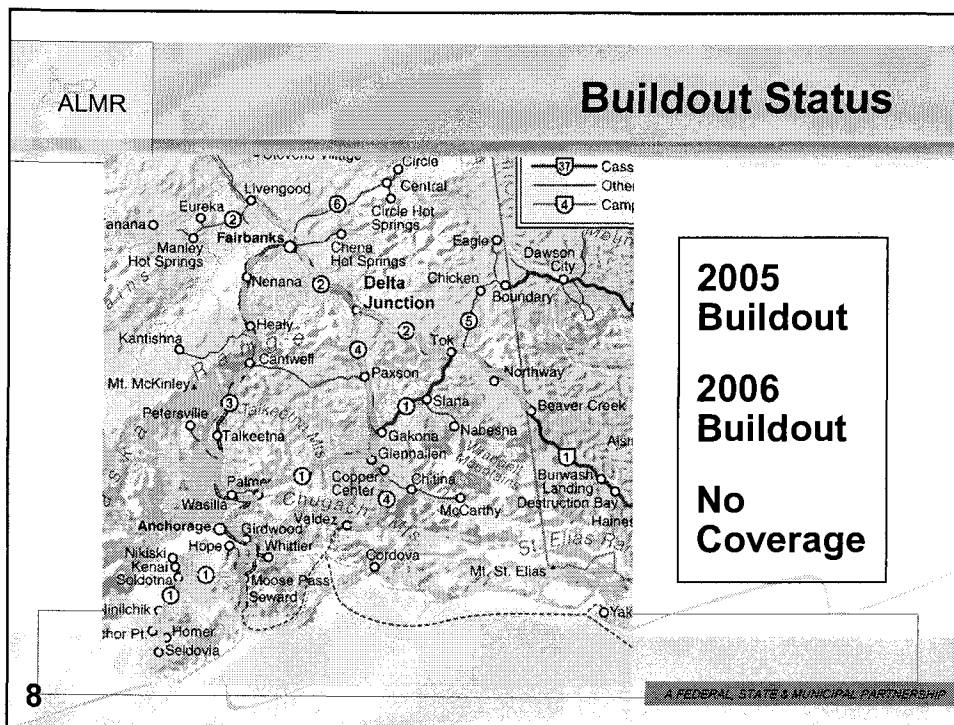
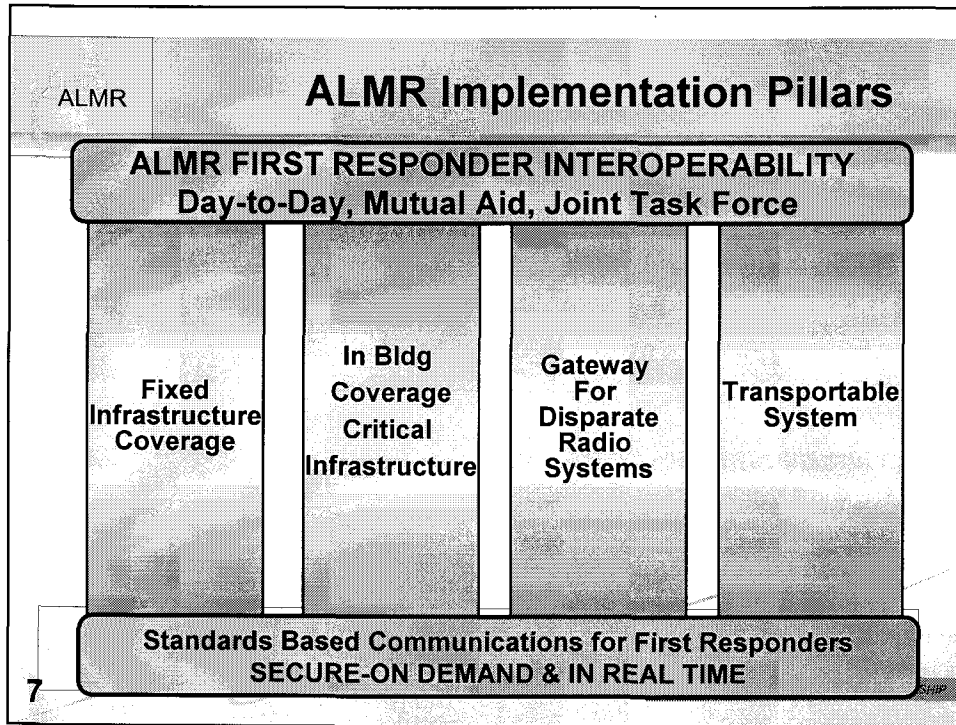
Three Types...

Day-To-Day, Mutual Aid and Task Force Interoperability

SAFECOM/PSWN Interoperability Standards

	Benefits	Issues	Best Applications
6 Instant Interoperability Full system features and range Talk to each other via infrastructure or talk around Backward compatible	Instant interoperability Full system features and range Talk to each other via infrastructure or talk around Backward compatible	Funding Region must be operating within a standard Extensive pre-planning	Small to massive scale events Urban to rural locations Any band/bands
5 Connects to multiple types of systems Instant Interoperability Full system features and range	Connects to multiple types of systems Instant Interoperability Full system features and range	Extensive pre-planning May not be cost-effective for infrequent applications	Small to large scale events Cross band Limited response areas
4 Radios talk to each other via link established by dispatcher, unmanned interface box, or mobile apparatus Cost efficient Connects different systems/vendor's brands	Radios talk to each other via link established by dispatcher, unmanned interface box, or mobile apparatus Cost efficient Connects different systems/vendor's brands	Overlapping coverage required Multiple systems required Loss of key public safety features Console/field intervention may be required to "set up on the fly"	Small to moderate scale events (1-2 sites or 2-4 agencies) Preplanned events to avoid channel crowding
3 Agencies manually switch to assigned frequencies when instructed to do so Cost efficient Available almost everywhere	Agencies manually switch to assigned frequencies when instructed to do so Cost efficient Available almost everywhere	Radio reprogramming required Frequency dependent Requires conventional and trunked systems within the radio	Small to moderate scale events Emergency operations/unplanned events (channel plan required in advance) Works for urban/rural
2 For situations when no infrastructure is available, compatible radios talk directly to each other in conventional mode Cost efficient Easy to implement	For situations when no infrastructure is available, compatible radios talk directly to each other in conventional mode Cost efficient Easy to implement	Limited range Requires compatible systems	Small/pre-planned events Emergencies only
1 Easy to implement (agencies physically exchange radios with each other upon arrival at scene) No administration required	Easy to implement (agencies physically exchange radios with each other upon arrival at scene) No administration required	Limited range Slow to set up exchange	Immediately following disaster Small/pre-planned events with key players coordinating





What Will Be In Place By 4th Quarter 2005

- ✓ Continuous coverage along most of the Parks, Alaska, Glenn, Richardson and Seward Highways
- ✓ Coverage at 3 sites in Juneau
- ✓ Dispatch centers at MATCOM and 911 Cushman
- ✓ Motobridge installations at MATCOM, Anchorage EOC and 911 Cushman
- ✓ In-building coverage at the Ted Stevens Anchorage International Airport and in the Whittier Tunnel
- ✓ Transportable Unit staged at Northern Telecom

Development of Critical Plans Is Underway

- ▶ Risk Management
- ▶ Roles and Responsibilities
- ▶ Quality Assurance
- ▶ Operations
- ▶ CONOPS
- ▶ Cutover
- ▶ Training
- ▶ Dispatch
- ▶ Maintenance
- ▶ Service Level Agreement
- ▶ Customer Support Plan

Approved ALMR Maintenance Approach

- ▶ **Managed services approach centrally managed by ETS**
- ▶ **ETS contracts for system management and maintenance services while buildout occurs**
- ▶ **Scope of maintenance and management services is standardized and scaled**
- ▶ **ETS provides sites and maintains SATS**
- ▶ **DoD reimburses ETS for ALMR radio infrastructure maintenance costs, splits costs for management**
- ▶ **ETS charges non-DoD and non-SOA users on a per radio basis with credit for contributed infrastructure**
- ▶ **DoD and ETS split new subscriber fees, driving down their costs**

Who Provides Managed Services

Management Services

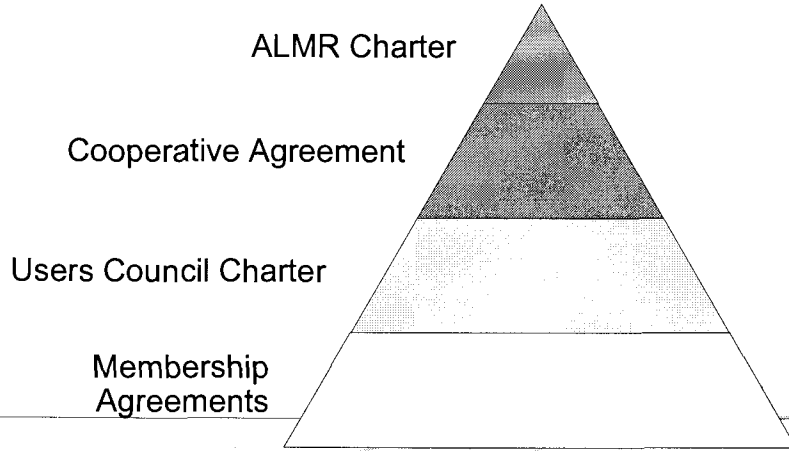
- Network Management
- Infrastructure Maint
- Asset Management
- Configuration Management
- Network Security Management
- User Support
- Site Management
- Vendor Management
- Billing Management
- Network Planning

Contractor Supplied

State Supplied

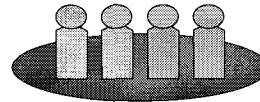
User Council & Exec Council

Governance Document Hierarchy



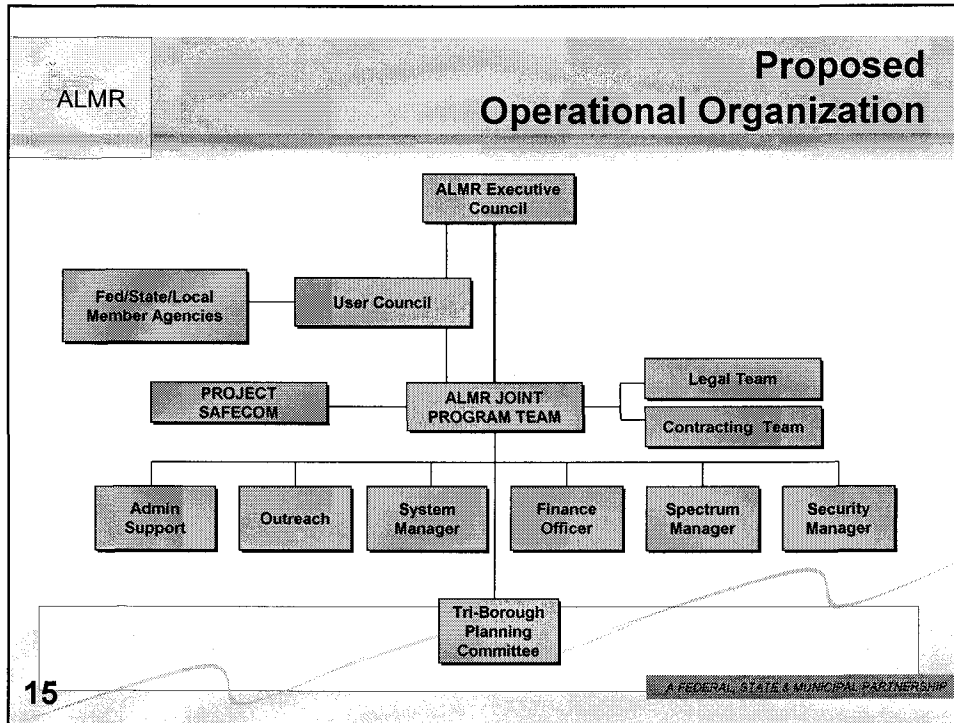
ALMR Executive Council Members

- ▶ **State of Alaska**
Commissioner Bill Tandeske
- ▶ **Alaska Municipal League**
Ms. Heather Handyside, MOA
- ▶ **Federal Agencies Non - DOD**
Mr. John Madden (Acting)
- ▶ **Department of Defense (DOD)**
Col. Kristine Clifton, ALCOM J6



LAND MOBILE RADIO EXECUTIVE COUNCIL
(A Federal, State and Municipal Partnership)





- ALMR
- ## User Council Qualifications
- ▶ **Willing to participate in the formation of the Users Council and the development of the processes and procedures for the operation and maintenance of the System**
 - ▶ **Nominated by an agency currently using ALMR**
 - ▶ **Appointed by the appropriate Executive Council member**
 - ▶ **Authority to commit their agency financially and functionally**
- 16
- A FEDERAL, STATE & MUNICIPAL PARTNERSHIP

User Council Responsibilities

**The ALMR User Council (UC)
is responsible for making all Operating and
Maintenance decisions affecting the
ALMR Communications System
(the "System").**

All decisions, policy making and actions of the User Council are subject to the authority, oversight and approval of the Executive Council (EC).

User Council Responsibilities

Specific Responsibilities

1. Develop a written User Council **Charter** stating its purpose, goals, objectives, duties and responsibilities in managing, operating and maintaining the System.
2. Develop written **Procedures** for the Operation, Maintenance and Administration of the System.
3. Propose User Council **Members** to the EC, as developed in the User Council Administrative Procedures.
4. Develop **Voting** methods and procedures, including:
 - o Classes of Voters
 - o Weighting scheme for voters
 - o Establishment of quorum, majority and super majority rules
 - o Any other voting provisions deemed necessary by the EC
5. Develop recommendations to EC regarding Operating and Maintenance **Standards**, such as:
 - o Minimum Technical standards
 - o Protocols for the modification of talk group assignments and their usage
 - o Minimum PM standards and schedules for system equipment
 - o Problem reporting and resolution practices and procedures
6. Recommend to EC the terms and conditions of **User Access**, and the approval of all **User Agreements**.

User Council Responsibilities

Specific Responsibilities

7. Develop and conduct **Dispute Resolution** processes to provide EC with final resolution recommendations.
8. Investigate any alleged **Breaches** of the User Agreements, formulate remedies and provide the EC with final resolution recommendations.
9. Receive and review **Quarterly Progress Reports** and modifications to System implementation schedules to determine whether Parties are meeting their obligations. Make recommendations to the EC regarding actions or decisions needed by the EC.
10. Monitor **Funding, Expenditures and Cost Recovery** for the System.
11. **Designate Agents** to procure and install the System's common network controller equipment.
12. **Designate Agents** to operate and maintain the System's common network controller equipment.

ETS is
now
working
these
issues

19

A FEDERAL, STATE & MUNICIPAL PARTNERSHIP

User Council Responsibilities

Other Responsibilities

- | | |
|-----------------------------------|---|
| • Organizational Structure | Organizational structure, committee structure, ad hoc committees, subcommittees. |
| • Performance Monitoring | Efficiency and effectiveness of operations and management, contractor performance, user agreements. |
| • Financial Planning | Short and long term, funding, capital replacement, enhancement. |
| • Auditing and Control | Accountability, compliance, basis for monitoring and assessing performance (QA). |
| • Risk Management | Risk Management Plan, security procedures, protection and safety of the System. |
| • Procurement | Procurement policies and plan. |
| • Reporting | Federal, State and Local reporting requirements, User Council policies, contracts and agreements: management, budget, administration, finance, communications, outreach, etc. |

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A FEDERAL, STATE & MUNICIPAL PARTNERSHIP

ALMR

Elect Users Council Chair

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A FEDERAL STATE & MUNICIPAL PARTNERSHIP

ALMR

Review Strawman Charter

22

A FEDERAL STATE & MUNICIPAL PARTNERSHIP

Users Council Action Items

- ▶ **Determine next meeting date and frequency**
- ▶ **Attend Technical Roadmap Briefing on October 6, 2005**
- ▶ **Review and endorse ALMR Service Level Agreement (SLA)**
- ▶ **Review and endorse Customer Support Agreement**

Closing

- ▶ **Thanks for your time**

- ▶ **Are there any questions?**



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User Council Responsibilities

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9. Receive and review **quarterly progress reports** and modifications to System implementation schedules to determine whether Parties are meeting their obligations. Make recommendations to the EC regarding actions or decisions needed by the EC.
10. Monitor **funding, expenditures and cost recovery** for the System.
11. **Designate Agents** to procure and install the System's common network controller equipment.
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Other Responsibilities

- | | |
|-----------------------------------|---|
| ● Organizational Structure | Organizational structure, committee structure, ad hoc committees, subcommittees. |
| ● Performance Monitoring | Efficiency and effectiveness of operations and management, contractor performance, user agreements. |
| ● Financial Planning | Short and long term, funding, capital replacement, enhancement. |
| ● Auditing and Control | Accountability, compliance, basis for monitoring and assessing performance (QA). |
| ● Risk Management | Risk Management Plan, security procedures, protection and safety of the System. |
| ● Procurement | Procurement Policies and Plan. |
| ● Reporting | Federal, State and Local reporting requirements, User Council policies, contracts and agreements: management, budget, administration, finance, communications, outreach, etc. |



Alaska Land Mobile Radio

Users Council Charter

(Discussion Draft 03 October 2005)

Name

ALASKA LAND MOBILE RADIO COMMUNICATIONS SYSTEM USERS
COUNCIL

Mission Statement

The Council is responsible for making all operational and maintenance decisions affecting the ALMR Communications System (the "System"). This responsibility is derived from the delegated authority of the ALMR Executive Council and is subject to their review and approval.

Authority

The authority for the creation and operation of the ALMR Users Council derives from Article Nine (9) of the Alaska Land Mobile Radio System Cooperative Agreement. The Users Council will function under the guidance and oversight of the Executive Council and the Joint Project Team.

For the purpose of assisting and advising the Joint Project Team on transition, operations, maintenance and management of operational portions of the System during the implementation phases of the System build out, the Users Council may be established by motion and vote of the Executive Council prior to the total completion of all tasks and responsibilities for implementing the Alaska Land Mobile Radio System; and/or the entire system having been committed to sustained operations and maintenance solely by the users.

Goals

The Users Council will adopt a written charter stating its purposes, goals, objectives, duties and responsibilities in managing, operating, and maintaining the System. The Users Council will also adopt written operating procedures and administrative procedures, pursuant to the charter.

The ALMR Users Council, under the direction and supervision of the Executive Council, shall assume the responsibility for management oversight and operations of the ALMR

System from the Joint Project Team upon declaration of beneficial use sustained operation of the ALMR System, as determined and directed by the Executive Council. The ALMR Users Council shall oversee the development of System operations plans, procedures, and policies, under the direction and guidance of the Executive Council. Adoption of the Users Council's Charter, its operating and administrative procedures, System plans, procedures, and policies are subject to approval by the Executive Council.

Objectives / Duties

The objectives of the ALMR Users Council is to create and maintain a collaborative user-based management system to establish policy and operational procedures, and to operate and maintain the ALMR System, under the oversight of the ALMR Executive Council. These objectives and duties include, but are not limited to:

1. The Users Council shall be responsible for providing recommendations to the Executive Council regarding approval of the System design and approval of all proposed modifications to the System design, including defining performance standards, modifications to approved performance standards, extensions and expansions of the System, addition of users to the System, and addition of new parties to this agreement.
2. The Users Council shall provide recommendations to the Executive Council regarding the adoption of System operation and maintenance standards, which at a minimum shall include: identification of minimum technical standards for System equipment and subscriber units; identification of protocols for the modification of talk group assignments and their usage; identification of minimum periodic maintenance standards and schedules for System equipment; and identification of problem reporting and resolution practices for System equipment.
3. The Users Council shall provide recommendations to the Executive Council regarding approval of the terms and conditions of access of users of the System, and the approval of user agreements.
4. The Users Council is responsible for conducting the dispute resolution process set out in the ALMR Cooperative Agreement, and for providing recommendations to the Executive Council regarding the final resolution of disputes.
5. The Users Council is responsible for investigating any allegation of breach of the Cooperative Agreement, formulating proposed remedies in instances of alleged breach, and providing recommendations to the Executive Council regarding the final disposition of alleged instances of breach.
6. The Users Council shall receive and review quarterly progress reports and modifications to System implementation schedules from each responsible Party and shall use such reports and schedules as one basis to determine whether Parties

- are meeting their obligations as set forth in this agreement. Upon completion of such a review, the Users Council may make recommendations as necessary to the Executive Council regarding actions or decisions needed from the Executive Council.
7. The Users Council shall be responsible for monitoring funding, expenditures and cost recovery for the System, as provided in Article 10 and Article 12 of the Cooperative Agreement , and for developing a budget process for the System, as provided in Article 11.
 8. Subject to the approval of the Executive Council, and to the extent permitted under federal, state and local laws, the Users Council may designate a consenting Party or consenting Parties to act as the User Council's agent to procure and install the System's common network controller equipment. . Such procurement and installation shall be:
 - a. consistent with the System's design as approved by the Executive Council;
 - b. subject to User Council supervision and oversight; and,
 - c. subject to the record-keeping, audit and reporting requirements established by the User Council, as provided in the Cooperative Agreement.
 9. Subject to the approval of the Executive Council, and to the extent permitted under federal, state and local laws, the User Council may designate a consenting Party or consenting Parties to act as the User Council's agent to operate and maintain the System's common network controller equipment or to negotiate, execute and oversee an operation and maintenance agreement with a private or public entity to operate and maintain the System's common network controller equipment in accordance with standards of operation and maintenance approved by the Executive Council; provided further that, said agreement shall contain adequate provisions for emergency repair or replacement of the System's common network controller equipment.

Membership

Membership of the Users Council will consist of one representative from each agency or organizational entity participating in, or using the services of, the ALMR System, plus one or more at large members, as determined by the Executive Council. The Executive Council shall nominate, and approve the appointment of members to the Users Council. Members shall serve at the pleasure of the Executive Council and may be removed or replaced at the Council's discretion.

Organizational Procedures

The Users Council will provide a fundamental organizational structure for the management and operations of the System, via the development of a committee structure. Committee functionality is discussed more fully in a subsequent section labeled "Committees."

Chair

A chair will be elected to be responsible for coordinating and facilitating the User Council meetings and agenda items.

Co-Chair

A Co-Chair may also be elected with responsibilities as defined by the Users Council.

Meetings

Regular meetings will be established and shall be composed of action items as well as new business introduced by members. Written notes shall be kept from all meetings and distributed to User Council members and the Executive Council, at a minimum.

Attendance

Meetings may be attended by teleconference to facilitate statewide participation. Members not able to attend a regularly scheduled meeting may designate a representative from their agency to represent and cast the agency's vote in matters before the Council, provided that advance notification is made to the Council Chair prior to the meeting.

Quorum

A quorum for regularly scheduled meeting shall be one-half, plus one, of members appointed by the Executive Council.

Voting

Only members appointed by the Executive Council shall have a vote to decide matters brought forth for adoption and recommendation to the Executive Council. Matters brought forth before the Users Council may be approved by simple majority of those member in attendance at any regularly scheduled meeting.

Committees

The Users Council will provide an organizational structure for the management and operations of the System, including the development of a committee structure for receiving advisory input on executive matters, management matters, operating matters, technical matters, user concerns, concerns of local disaster response groups and other matters as deemed necessary by the Users Council. Ad hoc committees and subcommittees may be formed as deemed necessary by the Users Council.

Appointed committees shall provide reports and recommended action to the Users Council at each regularly scheduled meeting.

Reporting

The Users Council shall develop a reporting system to meet the System's various reporting requirements. The reporting system will encompass reporting requirements which arise from federal, state and local laws and regulations, from policies of the Users Council, from contracts and agreements, and from policies and decisions of the Executive Council. Areas of reporting, as determined by the Users Council, may include management, budgeting, administration, finance, communications, outreach, and other areas deemed necessary.