



1. Attendance.

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

Primary				
T	Angell	James	SSgt	DOD USAF, JBER
U	Atkinson	Ross	Mr.	Fed Non-DOD DOI, BLM-Alaska Fire Service
T	Cicciarella	Bob	Chief	Municipalities Central
N/A	Eike	Erin	LTC	DOD US Army - Alaska
	VACANT			Municipalities North
T	Kalwara	Erann	Ms.	Municipalities Southeast
N/A	Kroona	Jon	Mr.	Federal Non-DOD DOJ, FBI
T	Nelson	James	Officer	Fed Non-DOD All Others, US Forest Service
T	Martin	Chris	Mr.	DOD USAF, Eielson AFB
	VACANT			SOA DOT
T	Rockwell	John	Mr.	SOA DPS, Chair
E	Skinner	Nate	Mr.	SOA All Others, DNR Forestry

Alternate				
U	Boyce	Timothy	Mr.	Fed Non-DOD DOI, National Park Service
T	Brown	David	Mr.	Fed Non-DOD DOJ, FBI
N/A	Carrier	Chasen	A1C	DOD USAF, JBER
T	Cole	Henry	Mr.	SOA DOT
T	Berrian	Keith	Deputy Chief	Municipalities North, Chena Goldstream Fire & Rescue
T	Goodman	Jim	Mr.	Municipalities Central, MatSu Borough
T	Jones	Dave	Mr.	DOD USAF, Eielson AFB
T	Mlynarik	Pete	Chief	Municipalities Central, Soldotna PD
U	Nelsen	Scott	Mr.	SOA All Others, DMVA, Vice Chair
N/A	Roberts	Rick	Captain	SOA DPS
N/A	Scott	Heath	Chief	Municipalities Southeast, Haines Borough PD
T	Williams	Rick	Mr.	DOD, US Army - Alaska
T	Young	Sam	Mr.	Fed Non-DOD All Others, TSA

Supporting Staff and Guests:

T	Butcher	Jacob	Mr.	MATCOM
T	Clarke	Buckley	Mr.	Alaska Public Safety Communication Services
T	Coombs	Daniel	TSgt	Clear Air Force Station
T	Conant	Travis	Mr.	System Manager
T	Cordova	Jeremy	TSgt	Clear Air Force Station
	Flores	Mickey	Mr.	BK Regional Sales Manage - Alaska
P	Hollenga	Bruce	Mr.	Articom
P	Letterman	Chris	Mr.	Operations Manager (outgoing)
P	Miller	Fred	Mr.	Motorola Solutions
P	Nelson	Dan	Mr.	Operations Manager (incoming)
P	Nicholl	Jim	Mr.	Motorola Solutions
P	Reed	David	Mr.	Information Systems Security Manager



T	Rowland	Clifton	Mr.	BK Field Application Engineer
P	Rogell	Pete	Mr.	BK VP of Strategic Accounts
T	Shafer	Sherry	Ms.	Document Specialist
T	Stormo	Scott	Mr.	Alaska Public Safety Communication Services
T	Thometz	Tim	Mr.	Icom America
T	Woodall	Timothy	Mr.	ALCOM PM/COR

2. Meeting Minutes and Action Items.

Agenda Item	Discussion	Action Items Assigned
Call to Order	Mr. John Rockwell called the meeting to order at 1:35 p.m.	
Roll Call	Roll call was taken, and a quorum of User Council (UC) members was in attendance. Mr. Dave Jones joined the call after the roll was taken.	
Introduction of Guests/Special Announcements	Mr. Chris Letterman had advised the council members prior to the start of the meeting that BK Technologies would be providing a presentation on their products after the adjournment of the meeting and encouraged everyone to stick around for it.	
Previous Meeting Minutes	John asked if everyone had reviewed the July meeting minutes and if there were any requested changes. Mr. Henry Cole advised Mr. Dan Monteleone had retired in July and his position should be noted as vacant. John requested a motion to approve the August meeting minutes. Motion: Approve the August meeting minutes with the noted change. Motion: Mr. Jim Goodman Second: Mr. Henry Cole There were no objections. The motion passed.	
Issues & Risks Log	Updates	Action Items Assigned
	John asked Ms. Sherry Shafer, Operations Management Office, to provide an update for the Issues and Risks Log and she responded that there were no changes since the last meeting.	
	Issues Closed at, or since, last meeting	
	N/A	
Action Items	Review	Resolution
	John also asked Sherry to provide an update for the Action Items list and she noted the one item from the December 2020 meeting was still pending.	



Operations Management Office	Mr. Chris Letterman, Operations Manager	Action Items Assigned
GTR Upgrade	1. Chris deferred this update to Mr. Travis Conant during the System Management Office (SMO) update but stated the crews have been doing an incredible job of trying to get through this process before the winter weather hits up north. and in the southeast.	
Training	2. Chris announced training has now been moved over officially to Katmai Solutions and Mr. Dan Nelson has been working on the tabletop exercise that Mr. Joe Quickel started and noted that development is still progressing with the scripting out and aligning the individuals to the roles. Chris advised the other thing that Dan is working on is ALMR administrative training which are all the things related to agency responsibilities such as inventory confirmations, membership agreements, talk group sharing agreements, any forms and paperwork that are required, or responsibilities of the user agency. He added the target for that is hopefully in the next 30 to 40 days, but once he gets things under his feet, he'll get that going. Chris added the other thing Dan is going to be working on is a User Council Representative 101 course touching on our policies and procedures and the responsibilities of the User Council representatives to the agencies that you are representing on the council. He explained he thinks a lot of folks get into this position because they either missed the meeting or they were late to a meeting, or they're the new person in the organization, so he thinks this can bring everyone to the same baseline so that we understand what the representative's role is to the organization. Chris noted he recognized the representatives were all volunteers, but the positions are very important as the User Council is responsible for bringing issues to the Executive Council.	
Surveys/Outreach	3. Chris advised one of the things that he were trying to do before the end of August was to get the coverage and prioritization survey as well as the customer satisfaction surveys out the door and those were both released on August 26. He requested that the council representatives check with their agencies and make sure that that links to both surveys were shared widely across the agency community because the Operations Management Office (OMO) was trying to get a firm response from as many agencies as possible.	
APCO Conference	4. Chris stated the APCO conference and the MTUG conference were both held in San Antonio and during the APCO conference he presented twice on cybersecurity concepts of zero trust in land mobile radio systems which was well received. He noted many agencies that were in attendance are starting to take more heed to cybersecurity	



	<p>when it comes to public safety communications. Chris added other topics under wireless communications technologies were FirstNet and land mobile radio, LTE interoperability, the future of emergency communications with next Generation 9-1-1, and P25 compliance and where that's headed.</p>	
<p>Motorola Technical Users Group (MTUG)</p>	<p>5. Chris noted he also attended the MTUG conference, which was held 18 – 29 August at the end of the conference week and was extremely valuable for him and it covered all the product lifecycles, incoming products from Motorola, updates, and feature sets as well as the Motorola manager session, which was very interesting to witness. He noted the MTUG assembles a list of questions from the MTUG users group and then they assemble all of the top Motorola managers on a stage and the MTUG users essentially get to pepper them with questions for an uncomfortable 90 minutes. Chris stated this was interesting and provoking to see an organization as large as Motorola put those folks up there and be unguarded. He noted he was happy to learn several things are changing from the Motorola side of things as a result of MTUG advocacy.</p>	
<p>August Document Reviews</p>	<p>6. Chris briefed during the month of August the OMO reviewed the Cybersecurity Policy and Procedure, Privileged User Acceptable Use Policy and Procedure, Asset Management Policy Procedure, Spectrum Licensing and Management Policy Procedure, and the Grant Guide.</p>	
<p>User Council Charter</p>	<p>7. Chris reminded the council members he touched on a little bit earlier on was the User Council representative's role. He advised the council is governed by the User Council Charter and when we looked at some of the preliminary results from the survey folks are indicating that they don't know who their user council representative is. Chris added the OMO has been working on a roster that identifies each representative and the agencies that a representative "is responsible for." He noted that the path forward on this is after this meeting the OMO would distribute the draft list to all the representatives to look at and give us feedback to ensure the agencies that we have listed under them are actually the agencies that they represent and if there are obviously agencies that are being represented that are not on the draft list to let the OMO know so they can be added and make the list as correct as possible. Chris stated after the review the OMO would then distribute the list to the member agencies so that folks know who their rep is and their contact information.</p>	
<p>August System Metrics</p>	<p>8. Chris advised there were a total 1,187,410 calls and that was down 26,000, push-to-talks were 2.2 million, down 56,000, and 620 busies for the month and that's down 430 which could be attributed to the fires being out. He noted for</p>	



	<p>the subscriber count, we gained another 66 subscribers so we're at 23,950 on the system and he reiterated he would keep reminding them every month as you add new subscribers to call the Help desk and get your old subscribers out of the system. Chris stated there were 25 sites in July that were under three nines.</p> <p>Chris briefed for the website traffic we had quite a bit of traffic, we had 213 sessions total, 786 page views that was up 42% from last year last month and then 66% of those visitors were new to the site, so it looks like the website is finally starting to get some traction.</p>	
<p>System Management Office</p>	<p>Mr. Travis Conant, System Manager</p>	<p>Action Items Assigned</p>
<p>GTR Upgrade</p>	<p>Mr. Travis Conant advised he wanted to update on the GTR upgrade and the progress they have made in the last few months. He stated it has been a really busy few months, but they were down to 15 sites left to install the GTRs at, so that was great progress. He briefed the sites are mainly helo sites and also fly-to sites down in southeast so there's a big push to try to get these done, but at this time of year it's weather permitting and they are also losing a lot of daylight. Travis stated during this next month they were really going to push to try to get those knocked out and this week they were working on the two helo sites around Cantwell on the Parks Highway which are Byers and Reindeer Hills. He advised they hoped to get those done Thursday and Friday and then move onto finishing the Parks Highway and the few sites around Tok in the next couple of weeks. Travis noted they should then have all the sites done north of Anchorage and would then concentrate on the southeast and a couple sites on Kodiak.</p> <p>Travis thanked Motorola and Arcticom who have done a great job this last month really out pushing hard to get through these installs and also the SMO staff for staying late and doing whatever it takes to support everybody out in the field. He added with all these changes that they are making adding new antennas and the GTR upgrades at all these sites for agencies to please contact the Help Desk if there's any changes in coverage, good or bad. Travis noted it should be improving out there, but if there are any kind of changes out there with your guys in the field, the SMO would really like to hear that from you and that way while they are traveling around, they can test and troubleshoot to make sure that the services are meeting a standard out there.</p> <p>John stated he would also like to thank everybody that's been working hard and diligent on the upgrade process. I know that there's been many late nights and early mornings and work and coordination and all that kind of stuff, one thing that I didn't even think about before you mentioned</p>	



	<p>Travis is it's not only are we looking at high sites or weather permits for helos but also daylight, you know we're going to be running into when you only have a four hour window of daylight, we have a 6 hour project you can't fit it. You know then that's going to have to wait for both weather and you know the daylight to turn around. So, I hear great things about what you're doing, and I do also echo what you and Chris were saying that thank you very much.</p>	
<p>State of Alaska</p>	<p>Mr. Scott Stormo</p>	<p>Action Items Assigned</p>
<p>Vacant Positions</p>	<p>1. Mr. Scott Stormo stated they have been making progress on filling the vacancies, a turnaround from almost ten vacancies, which was getting close to half of our staff, down to four and hopefully they are going to fill a couple more of those. He stated he didn't want to sound overly optimistic with this news because the reality of it is they had people who had been in this business for 20 or 30 years and they are now replacing them with people off the street that aren't necessarily in this business, so they are going to have some serious gaps in capabilities. Scott briefed they have a lot of the new people out there doing basic preventive maintenance at the sites to get them familiar with all the locations and familiar with some of the issues and things that they need to work on. He added there are most definitely some things that they no longer have the ability to do and are working to figure out how to get contractual support if necessary.</p> <p>As an example, Scott stated that right now they have a power line that appears to be having issues and they do not have any lineman who can go find a break in a power line or whatever the issue is and try to resolve that. He briefed in the past they didn't have any linemen, but they had people who had been putting power lines into sites for the last 30 years, so they were maybe not technically licensed to do that type of work, but they had been doing it for decades and they were able to go out and find those issues and get them fixed. Scott advised the only thing good to say is there's no snow on the ground yet because if there was, they would not be able to even attempt to fix it, so we are working through challenges like that.</p> <p>Scott reiterated if there is any chance to partner with any of the local user agencies around the state, even something simple as the ability to get help to get some trees removed that have grown into the way of a microwave shot. He added a lot of times it's easier for the locals to know who the landowner is or to know who the local tree cutter is to be able to figure things out like that then for the State to try to figure out who those people are and how to get that done, so just things as simple as that, electricians that you may have</p>	



	available in your local government that could potentially help out if we needed some electrical work done at the site; any way we can partner like that, I am always open to figuring out how we can do that and work better together for this system that everybody is getting supported there.	
Department of Defense	Mr. Timothy Woodall	Action Items Assigned
Fiduciary Responsibilities	<p>1. Mr. Timothy Woodall stated the only thing he want to talk about is where we're going with the Executive Council and looking into the fiduciary responsibility of the infrastructure owners and member agencies under Alaska Land Mobile Radio. He briefed for those not familiar, the infrastructure owners joined with the State of Alaska in a infrastructure, operations and maintenance contract to provide services and also an additional contract for operations management. Mr. Woodall explained typically between federal agencies and state and local agencies, contracting requirements are drastically different where under federal agencies it falls under the Federal Acquisition Regulation and it's very uncommon for federal, state, and local agencies to share a common contract, which we do. He added the program passed by Congress in 2016 that permits federal, state, and local agencies to share a common services contract is called the Community Partnership Program and is a program where federal, state, and local agencies who have a common interest, a need for a similar service or the same type of service can join in a in a single procurement or contractual action for services. Mr. Woodall noted we were one of the first to be involved in that and on the Department of Defense side of the house it created some significant issues because on their contracting side of the House is tied very closely to our financial management processes, and it's pretty much automated and they really don't facilitate a manual process for fixed firm price service type contracts. He explained they have run into some procedural issues related to that and the Executive Council asked us to look into that and to develop a problem statement and then come up with a solution set. Mr. Woodall noted the reason he wanted the council to know is that not only DoD, but state agencies and then any agency that is providing funds in order to meet your fiduciary responsibilities, as associated with Alaska Land Mobile Radio partnership, will be addressed through this process. He added they are working on that process and will try to keep the council updated, but it is very critical to get it established properly and have the right policy procedures in place to correct some significant issues we've had in getting this program to work for us.</p>	
RMF Certification	<p>2. Mr. Woodall briefed for the DoD folks, and general information for others that are interested, that in order to be able to operate on Alaska Land Mobile Radio the Department of Defense or in federal government to operate</p>	



	<p>on a land mobile radio system that is a IP-based type of system approach, you have to have a certification, a risk management framework certification of some sort that looks at the cyber protection and puts in controls for DOD are providing for the system and they have a person on board that is part of the contract that works that that process.. He noted they have an authority to operate now which is connected to the status of our system and what that means is that the system up to date and meeting all the requirements to comply with the controls, which requires us to have periodic upgrades. Mr. Woodall explained the connection between the authority to operate on this system and its link to an agency's ability to operate on the system and the requirement for system upgrades. He added they have planned upgrades that are required through the lifecycle process which have to be funded and failure to fund them on any part of any of the agencies that are infrastructure owners creates significant issues with our ability to sustain the authority to operate, so as we come towards 2022 and the necessity to do an upgrade he really want to push to each the importance of and the criticality of obtaining ensuring that we have funding to meet the upcoming upgrade requirement, and if an agency didn't have that funding he really needed them to let him know as soon as possible.</p> <p>Mr. Scott Stormo advised Mr. Woodall that they still needed to talk about the proposal and those outstanding invoices. He then added sometimes it helps to explain this situation to in a different manner. Mr. Stormo then stated everybody understood that Windows XP and then eventually Windows 7 were no longer supported by Microsoft, and everybody had to get a new computer with a new operating system. He added nobody questioned the operating systems from Microsoft having to be replaced and spending tens of millions of dollars on new computers depending on how big your organization was, it just happened, and that's the same situation as this; we can't run on a version of the ALMR system when it's no longer supported.</p> <p>John thanked Scott and stated he was really excited about the progress we've got going on right now with the upgrade for all the GTR's, but we're looking at the new 20.1 version upgrade that would follow and that they've got most of the funding already dialed in.</p>	
New Business	Discussion	Action Items Assigned
Vendor Demonstrations	1.Mr. Chris Letterman announced there are a couple new items that we'd like to bring up and then we'll open it up to the floor and the first one is that at the User Council meetings, we're trying to get a little bit of excitement generated and one of those things that we think will help do	



<p>New Operations Manager</p>	<p>that and bring in some interest and more participation is at the end of the meeting we are going to start a new feature where we are inviting a vendor to come and introduce either new product, new service, new feature or whatever they would like to share with us. This is our first month that we will be featuring a vendor, and that's BK technologies who will be joining us here after we stop recording. For October we have Icom and Icom/Iridium lined up to do a maybe a demo, but they're definitely going to be talking about the presentation of push to talk satellite and the ALMR interoperability demonstration took place about a month ago and they're just going to demonstrate how they were able to make it work. We're still looking for November and December to finish out the calendar year, so when you receive the User Council invite, share that with anyone in your agency that might be interested in hearing about or learning about the new products and technologies that are coming out in support of public safety.</p> <p>2. Chris announced he was moving on from this role and taking a position back with the State of Alaska effective October 4, but the good news was that an individual he thought most of the council probably knew would be moving into the Operations Manager role was Mr. Dan Nelson who was present with him at the meeting and they would be working on transitioning for the entire month of September, so that Mr. Nelson is up to speed.</p>	
<p>Next meeting</p>	<p>Discussion</p>	
	<p>John reminded everyone the next meetings are scheduled for October 8 and November 3.</p>	
<p>Adjournment</p>	<p>Discussion</p>	
	<p>John asked if there was any other discussion and hearing no response, he requested for a motion to adjourn the meeting.</p> <p>Motion: Adjourn the September monthly User Council meeting.</p> <p>Motion: Mr. Jim Goodman Second: Deputy Chief Keith Berrian</p> <p>There were no objections. The motion passed.</p> <p>The meeting adjourned at 2:19 p.m.</p>	