



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
T	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
E	Fournier	Doug	Deputy Chief	Municipalities North, North Star VFD
T	Kalwara	Erann	Ms.	Municipalities Southeast
T	Kroona	Jon	Mr.	Federal Non-DOD DOJ, FBI
U	Nelson	James	Officer	Fed Non-DOD All Others, US Forest Service
T	Martin	Chris	Mr.	DOD USAF, Eielson AFB
T	Monteleone	Dan	Mr.	SOA DOT
T	Rockwell	John	Mr.	SOA DPS, Chair
T	Skinner	Nate	Mr.	SOA All Others, DNR Forestry

Alternate				
N/A	Boyce	Timothy	Mr.	Fed Non-DOD DOI, National Park Service
N/A	Brown	David	Mr.	Fed Non-DOD DOJ, FBI
T	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
U	Loughton	Mike	Special Agent	Fed Non-DOD All Others, US Forest Service
T	Mlynarik	Pete	Chief	Municipalities Central, Soldotna PD
T	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
E	Young	Sam	Mr.	Fed Non-DOD All Others, TSA

Supporting Staff and Guests:

T	Adams	Brendan	Mr.	System Definitions Inc.
T	Briese	Frank	Mr.	System Definitions Inc.
T	Butcher	Jacob	Mr.	MATCOM
P	Conant	Travis	Mr.	System Manager
P	Letterman	Chris	Mr.	Operations Manager
T	Caltagirone	Paolo	Mr.	Motorola Solutions
T	Eubank	Greg	Mr.	SOA DMVA
T	Garcia	Ray	Mr.	Air Force Research Lab (AFRL) Sensors
T	Hayden	Ty	Mr.	COPERS
T	Reed	David	Mr.	Information Systems Security Manager
T	Reddington	Rob	Chief	US Fish & Wildlife Service



T	Richter	Bruce	Mr.	DHS CISA
T	Shafer	Sherry	Ms.	Document Specialist
T	Smith	Del	Mr.	Operations Manager (proxy)
P	Stormo	Scott	Mr.	SOA APSCS
T	Thometz	Tim	Mr.	Icom America
T	Ulrich	Naomi	Ms.	Motorola Solutions

2. Meeting Minutes and Action Items.

Agenda Item	Discussion	Action Items Assigned
Call to Order	Mr. John Rockwell called the meeting to order at 1:32 p.m.	
Roll Call	Roll call was taken and a quorum of User Council (UC) members was in attendance.	
Introduction of Guests/Special Announcements	Special guests in attendance were Mr. Frank Briese, System Definitions Inc., Mr. Ray Garcia, AFRL Sensors, Mr. Ty Hayden, COPERS, and Mr. Brendan Adams, Systems Definitions Inc., who were present to provide a briefing on the Advanced Personnel Accountability Application (APAA) and Common Operating Picture (COP) for Event Response Situational Awareness (COPERS).	
Previous Meeting Minutes	<p>John asked if everyone had a chance to review the March meeting minutes and if there were any requested changes. There were no responses and he asked for a motion to approve the previous minutes.</p> <p>Motion: Approve the March 3 meeting minutes as written.</p> <p>Motion: Mr. Scott Nelsen Second: Mr. Henry Cole</p> <p>There were no objections. The motion passed.</p>	
Issues & Risks Log Item Number	Active Issue	Action Items Assigned
	John asked Ms. Sherry Shafer, Operations Management Office, to provide the update for the Issues and Risks Log. She noted there were not changes from the last meeting.	
	Issues Closed at, or since, last meeting	
Action Items Review	Opened Items	Resolution
	<p>John asked Sherry Shafer to also provide the update for the Action Items.</p> <p>Sherry stated there was one item still open from the December 2 meeting and that was the User Council was to develop a transition policy regarding the timeline for</p>	



	replacement of non-TDMA radios after the lifecycle briefing to the Executive Council (EC).	
Operations Management Office	Mr. Chris Letterman, Operations Manager	Action Items Assigned
Outreach	1. Chris briefed the outreach activities were still continuing and he reported he had completed reaching out to all the state agencies that are on ALMR and had been really nice having those conversations and getting the voice of the customer. He stated he would be moving on to the federal agencies probably next week.	
Annual Inventory Confirmations	2. Chris informed the council 84 agencies have responded to date and reminded everyone the Operations Management Office (OMO) needs all forms returned by April 30, so there are just a couple more weeks left. He added there will be weekly reminders going out to the agencies that have yet to respond.	
Training	3. Chris advised the first video vignettes are now being completed. He explained these are short training recordings on a singular or specific topic. Chris noted last week the OMO recorded a programming assistance video on changing a radio from the old incident Command talkgroup setup to the new interoperability setup that was put into effect in January, and that Mr. Nic Fahnestock from the System Management Office (SMO) was assisting with guiding the OMO through the software. He added as we continue working on editing that down, he thought this program would be a very well received. Chris briefed there is a whole list of topics that have been assembled from both the outreach and from the User Council members, and we hope to have a whole library of these in the end. Chris stated there is also an interoperable communications 101 course that will be our next classroom-style training, and the date is still to be determined because we are still working on some of the fine tuning. Chris announced Mr Joe Quickel, who has been the training coordinator will be retiring this June, so we are looking for a training resource to help us put together and continue our work on training and getting things out onto the website for the users. He asked the members if they knew of anyone, or if they were interested, to please reach out to him or Sherry.	
March Document Reviews	4. Chris noted the OMO had reviewed the membership agreement, the SMO Customer Support Plan, the Virus Protection Policy, Records Management Policy and Procedure, System Backup and Recovery Policy and	



<p>March Metrics</p>	<p>Procedure, and the System Key Usage Policy and Procedure. He advised this process is part of the document lifecycle and making sure that our policies and procedures are kept are up to date.</p> <p>5. Chris briefed there were 1,210,518 group calls, which was up 170,293 from March. He added there were approximately 2,221,686 push-to-talks, which was an increase of 333,946 from February and there were 257 busies, which was an increase of 86. Chris advised there were 23,303 subscribers which was a gain of 31. He also reminded everyone that as you add new radios to the system to please remember to get with the Help desk and remove old radios from the inventory so that we don't continually keep just adding numbers up when you in fact are just replacing radios and you're taking some out of service.</p> <p>Chris advised the last metric, which has been only briefed verbally at the meetings show ALMR sites that are falling below the three nines, he noted the reporting runs a month behind, so we are looking at February information where there were five sites that were on the under the three nines. Chris stated those were Donnelly Dome, Pillar, Mountain, Sitka, Whittier, and Womens Bay and on the bottom half of this slide is to capture in one word what the major reason was for the site being below that threshold, so what will be shown will be something like power or backhaul or weather. Chris added if there are any questions about any of those, or you would like some further details, just reach out to us and we can get those to you.</p>	
<p>Website Analytics</p>	<p>6. Chris announced the new website at alaskalandmobileradio.org has been configured to use an analytics engine and so now we're getting stats and usage information, which we weren't able to do before with the previous website. He shared that in March there were 147 unique visitors accounting for 211 web sessions and 58.7 percent of those users found us through an organic search, such as using Google or some other search engine that had a redirect and 37 percent found the site by just going directly by typing the URL into their web browser. Chris stated what the OMO hoped to do is to share with the council how the website is doing as we progress throughout the year.</p>	
<p>DiagnostX</p>	<p>7. Chris stated about half of the agencies on ALMR came up with failed radios on the DiagnostX report and have received the list of their failed radios from Sherry. He added the remaining members agencies will be getting their lists shortly. Chris also reminded everyone to remember when they fix their radios, or if they are going to be taken them out of service, to please let the Help Desk know so those</p>	



May User Council Meeting	<p>subscribers can be removed from the DiagnostX report going forward.</p> <p>8. Chris shared that at the May meeting Mr. Del Smith, who is still on contract with Wostmann Associates for this first transition year, would be covering the user Council meeting, because he will be out attending training.</p>	
System Management Office	Mr. Travis Conant, System Manager	Action Items Assigned
GTR Upgrade	<p>1. Mr. Travis Conant briefed 18 sites have GTRs installed as FDMA only and the GTR racks for the other sites are in Alaska at the warehouse. He noted Motorola is currently verifying the programming and also doing a baseline optimization prepping them before they go out to the sites. Travis stated this will save a lot of downtime and work at the remote sites when they get there to do the installations.</p> <p>Travis advised the next site that is planned is Willow Creek which already has GTRs installed but is still FDMA. He noted they are planning on doing the tower work to add the new antennas, turn it up as TDMA, and then do the testing there so it will be the first ALMR site as TDMA.</p> <p>Travis added Motorola is also going to be doing the master site work to push out the new TDMA band plan onto the system, and then as sites are installed, they will turn on the sites as TDMA. He noted once they get the baseline optimizations done and the TDMA install at the master sites, the first part of May they should be in a position to really move forward installing the remainder of the sites.</p> <p>Travis stated agencies will see in our daily reports when the SMO/Motorola is going to be in their area and can expect the downtimes at those sites. He noted in the past, installations have taken about six hours to pull out the old Quantars and install the GTRs, and they are going to keep trying to keep that downtime to a minimum.</p>	
Bendix King ATP	<p>2. Travis informed the council the SMO was going to do an acceptance test with the BKR5000 and it is scheduled for Tuesday and Wednesday, next week. He stated it is also a TDMA capable radio, so they have a GTR lab set up with the new band plan and will be testing that capability with the radios, as well. Travis advised if it passes, it will be added to the website as an approved radio to be added to the system.</p>	
State of Alaska	Mr. Scott Stormo	Action Items Assigned



<p>Flash Upgrades</p> <p>DOD Payments</p>	<p>1. Mr. Scott Stormo advised they have worked through the ordering process with Motorola for the initial batches and now they are working through the rest of the State and local agencies. He stated they will be getting all those ordered and then will reach out to the State and local agencies to get those handed off to the right people, and also they will be working with those agencies to perform the flash upgrades on any APX radios.</p> <p>2. Scott directed his comments specifically to the Department of Defense (DOD) and briefed there has some behind the scenes work for a while to try to collect overdue payments for the contracts with Motorola and Wostmann, but if they had not seen any of those emails to contact Mr. Tim Woodall. He added some payments have been generated over the past few months from the conversation, but there is still other invoices that are still not getting paid. Scott asked the DOD representatives to double check to make sure they were getting the bills paid.</p>	
<p>Department of Defense</p>	<p>Mr. Timothy Woodall</p>	<p>Action Items Assigned</p>
	<p>Mr. Timothy Woodall was not present for the meeting.</p>	
<p>New Business</p>	<p>Discussion</p>	<p>Action Items Assigned</p>
<p>Demonstration Briefing on New Capability</p>	<p>A presentation on the APAA and COPERS was presented by System Definitions, Inc., COPERS, and AFRL immediately following the approval of the March meeting minutes.</p>	
<p>Next meeting</p>	<p>Discussion</p>	
	<p>Chris reminded everyone the next meetings are scheduled for May 5 and June 2.</p>	
<p>Adjournment</p>	<p>Discussion</p>	
	<p>Chris asked if there was any other discussion for the good of the group and hearing no response, he requested for a motion to adjourn the meeting.</p> <p>Motion: Adjourn the April monthly User Council meeting.</p> <p>Motion: Mr. Dave Jones Second: SSgt James Angell</p> <p>There were no objections. The motion passed.</p> <p>The meeting adjourned at 2:5 p.m.</p>	