



**ALMR User Council
Meeting Minutes**

Date: November 3, 2021

1. Attendance.

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

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

Alternate				
N/A	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	Green	Kyle	Fire Marshal	Municipalities North, University Fire Department
E	Goodman	Jim	Mr.	Municipalities Central, MatSu Borough
T	Jones	Dave	Mr.	DOD USAF, Eielson AFB
T	Mlynarik	Pete	Chief	Municipalities Central, Soldotna PD
E	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
N/A	Young	Sam	Mr.	Fed Non-DOD All Others, TSA

Supporting Staff and Guests:

P	Acone	Abigail	A1C	JBER
T	Butcher	Jacob	Mr.	MATCOM
P	Conant	Travis	Mr.	ALMR System Manager
T	Goggia	Tammy	Ms.	Soldotna
P	Miller	Fred	Mr.	Motorola Solutions
T	Nelson	Dan	Mr.	Operations Manager
P	Reed	David	Mr.	Information Systems Security Manager
T	Rogell	Peter	Mr.	BK VP of Strategic Accounts
T	Shafer	Sherry	Ms.	Document Specialist
P	Thometz	Tim	Mr.	Icom America



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2. Meeting Minutes and Action Items.

Agenda Item	Discussion	Action Items Assigned
Call to Order	Mr. John Rockwell called the meeting to order at 1:37 p.m.	
Roll Call	Roll call was taken, and a quorum of User Council (UC) members was in attendance. Mr. Tim Thometz joined the call after the roll was taken.	
Introduction of Guests/Special Announcements	John welcomed Fire Marshal Kyle Green as the newest member of the ALMR User Council.	
Previous Meeting Minutes	John asked if everyone had a chance to review the October meeting minutes and if there were any requested changes. Hearing none, John requested a motion to approve the October meeting minutes. Motion: Approve the October meeting minutes with the noted change. Motion: Deputy Chief Keith Berrian Second: Mr. Dave Jones There were no objections. The motion passed.	
Issues & Risks Log	Updates	Action Items Assigned
	John asked Ms. Sherry Shafer for any updates to the Issues and Risk Log. Sherry advised there were two changes, one was the receipt of the appointment letter for Fire Marshal Kyle Green as for the Municipalities North. She noted the motion was presented to the Executive Council at their October 27th meeting to move Deputy Chief Keith Barry into the primary position and appoint Fire Marshal Kyle Green as the alternate representative, which was approved, and that item is now closed. Sherry briefed for item UC 82 that Mr Rick Williams had requested that Lieutenant Colonel Erin Eike be replaced with Lieutenant Colonel Jason Miller, and the Operations Management Office (OMO) was awaiting the appointment letter at this time. Mr. Williams stated the primary position would remain unfilled at this time and Sherry noted she would make an annotation to the Issues and Risks Log.	
	Issues Closed at, or since, last meeting	
	N/A	
Action Items	Review	Resolution



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	John also asked Sherry for any updates to the Action Items list, and she stated there are no updates pending the same open item from December of last year.	
Operations Management Office	Mr. Dan Nelson, Operations Manager	Action Items Assigned
Training	<p>1. Dan advised there were two training videos completed this month, one of those is the User Council training which is about a six-minute video which talks about some of the roles and responsibilities and what we're trying to accomplish with the User Council through the OMO and SMO to engage our users and have good paths of communication both ways.</p> <p>Dan briefed the other training video is administrative responsibilities for our member agencies, and it relates to maintaining inventory and accountability of subscriber units, cables, and those types of things. He added it also goes through the process for using some of the forms and communicating with the Help Desk and other basic administrative issues that may not always be passed on as points of contact change. Dan advised both videos are live on our website now.</p> <p>Dan stated the OMO is scheduling live training for 9-1-1 dispatch console operators which will through some of the features of the 7500 and 7500E consoles and also talk about the system design, how to report issues, and some of those things we want to really concentrate towards our dispatch audience as opposed to our responder user audience because they often see a different aspect of the system. He noted it would also be advantageous to talk about some of the things that may help us track down issues and to give a little bit of a technical overview for some of those folks. Dan stated the OMO would get the date and time out here, and the training would be taking place in a couple weeks. He noted the OMO would also record and post it with the hope it would be used for new folks that come online with their new positions as part of their training programs.</p>	
October Document Reviews	2. Dan noted there were four document reviews this month, the Information Systems Clearing and Sanitization Policy and Procedure, Talkgroup Development Policy and Procedure, the Executive Council Charter, and finally the Vendor Equipment Evaluation Policy. There will be some further review of the Vendor Equipment Evaluation Policy with the SMO in the future as we look at acceptance testing for TDMA.	
Surveys	3. Dan stated there were two surveys, the coverage and site prioritization survey and the ALMR customer survey, which concluded at the end of October. The coverage survey is designed to allow our users to give us feedback on areas where coverage might be poor or there might be other issues	



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<p>October System Metrics</p> <p>UC Representative Reports</p>	<p>and help the executive decision makers prioritize additional coverage, or maybe look at additional system changes. The written results will be shared in the future.</p> <p>The other survey was the user satisfaction survey or just general user survey and I want to share there were 52 respondents, so it was a small sample of our users and some of these respondents were duplicates from other agencies. We have here over 130 agencies, so less than 50 unique responses per agency. Dan went over some of the questions and responses and noted these are some things that we are going to be thinking about and continuing to talk about regarding outreach and engagement and he would be responding to individually with those points of contact here in the next week or so.</p> <p>4. Dan briefed group calls were about 1,068,000 which was up 4,774 from last month, the push-to-talks were down about 555 at 1.9 million and busies were 287 which was down 57 from last month. He added the subscriber counts went up; 683 subscriber units were added to the system. Dan reminded everyone if they are doing replacements for radios as things are coming in and as purchases are being done and agencies are decommissioning old radios, especially those older FDMA ones, to make sure the Help Desk gets the deletions, so ALMR can get those off the system if they are no longer being used.</p> <p>Dan noted for the monthly sites below three nines, there were 23 in the September period. He added although this is still a high number, a lot of those are attributed to GTR upgrades, microwave upgrades, and preventative maintenance.</p> <p>5. Dan polled each of the sectors asking if there were any reports from those User Council representatives. He added he appreciated everybody attending and would continue to call the sectors by group and eventually he would like to do so by their names.</p>	
<p>System Management Office</p>	<p>Mr. Travis Conant, System Manager</p>	<p>Action Items Assigned</p>
<p>GTR Upgrade</p>	<p>1. Mr. Travis Conant stated over this last year, they have done a lot of upgrades for the GTRs. He briefed they had installed GTR hardware equipment at about 65 RF sites, and in addition to that they had installed new antennas at around 45 sites. Travis advised some of the antennas went from zero to three and six db gain, so there's been a change in the coverage footprint. He briefed there should be better coverage and not as many holes, but it is a different pattern on those types of antennas.</p>	



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<p>Duplicate Radio IDs</p>	<p>Travis stated he appreciated all the feedback that they have been getting from the users out there and asked the members if they see anything out there where they might have had coverage before and now they do not, if it's better or worse, or any kind of feedback, that it will help them know if they need to troubleshoot a little bit more to make sure that the systems running is as good as it can be with these upgrades.</p> <p>Travis explained that on the system side, they are able to see alarms if there's a hardware failure, but it's the guys out in the field that see a difference and the System Management Office (SMO) needs to hear about that so they can make sure it is being taken care of.</p> <p>John asked if they had stopped the installations for the winter and Travis stated that was correct.</p> <p>John asked Travis if he had a time period where you're looking at maybe starting up again.</p> <p>Travis explained Atwood was the one site they have left in Anchorage, but the antenna needed to be looked at more by the Motorola engineers regarding what type of antennas they want to install. He advised the GTR install could happen during the winter because they can do that anytime, but the other five sites down in the southeast in Skagway, Ketchikan, and Juneau will probably be pushed off for better weather and more daylight around mid to late March.</p> <p>2. Travis advised they have been seeing more and more duplicate IDs in the field with all the programmers out there. He noted, just recently they had Mr. Nate Skinner and Mr. Nik Fahnestock giving an agency a hand with radio programming and found multiple radios sharing the same ID. Travis explained if you duplicate an ID while you're programming, the system only sees that one ID, so if there are ten radios that sharing that same radio ID, and they're on multiple sites, it can cause things like missed calls or only hearing parts of conversations. He encouraged anybody programming radios to share their code plug with the SMO and they would be happy to look at it.</p>	
<p>State of Alaska</p>	<p>Mr. Scott Stormo</p>	<p>Action Items Assigned</p>
	<p>Mr. Scott Stormo was on vacation, and no other State representative was present to provide an update.</p>	
<p>Department of Defense</p>	<p>Mr. Timothy Woodall</p>	<p>Action Items Assigned</p>
	<p>Mr. Timothy Woodall was not present, and no other DOD representative provided an update.</p>	



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New Business	Discussion	Action Items Assigned
Annual User Council Election	Ms. Sherry Shafer advised the council that the nomination process had concluded on October 29. She stated she would be sending out an email after the meeting with the instructions and the ballot for voting.	1. OMO to send out the ballot and instructions for voting for the annual election after the meeting.
Next meeting	Discussion	
	John reminded everyone the next meetings are scheduled for December 1 and January 5, 2022/	
Adjournment	Discussion	
	<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 October monthly User Council meeting.</p> <p>Motion: Mr. Henry Cole Second: Mr. Dave Jones</p> <p>There were no objections. The motion passed.</p> <p>The meeting adjourned at 2:04 p.m.</p>	