



**ALMR User Council
Meeting Minutes**

Date: December 1, 2021

1. Attendance.

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

Primary				
U	Angell	James	SSgt	DOD USAF, JBER
E	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
T	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
T	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
U	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
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
U	Williams	Rick	Mr.	DOD, US Army - Alaska
T	Young	Sam	Mr.	Fed Non-DOD All Others, TSA

Supporting Staff and Guests:

P	Clarke	Buckley	Mr.	SOA APSCS
P	Conant	Travis	Mr.	ALMR System Manager
P	Fahnestock	Nik	Mr.	ALMR SMO
P	Fletcher	Michael	Mr.	Rescue 42
P	Gilbert	Andrea	Ms.	Arcticom
T	Goggia-Cockrell	Tammy	Ms.	Soldotna Public Safety Communications Center
P	Hollenga	Bruce	Mr.	Arcticom
P	Miller	Fred	Mr.	Motorola Solutions
T	Nelson	Dan	Mr.	ALMR Operations Manager
P	Reed	David	Mr.	Information Systems Security Manager
T	Richter	Bruce	Mr.	DHS
T	Rogell	Peter	Mr.	BK VP of Strategic Accounts



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T	Shafer	Sherry	Ms.	ALMR Document Specialist
P	Thometz	Tim	Mr.	Icom America

2. Meeting Minutes and Action Items.

Agenda Item	Discussion	Action Items Assigned
Call to Order	Mr. John Rockwell called the meeting to order at 1:30 p.m.	
Roll Call	Roll call was taken, and a quorum of User Council (UC) members was in attendance. Mr. Dave Jones and Mr. Bruce Richter joined the meeting after the roll was taken.	
Introduction of Guests/Special Announcements		
Previous Meeting Minutes	John asked if everyone if they had reviewed the November meeting minutes and if there were any requested changes. Hearing none, John requested a motion to approve the November meeting minutes. Motion: Approve the November meeting minutes with the noted change. Motion: Mr. Henry Cole Second: Mr. Scott Nelsen There were no objections. The motion passed.	
Issues & Risks Log	Updates	Action Items Assigned
	John noted there was one issue that was updated since the last meeting. He stated Chief Ciccirella resigned from his position as a primary for central municipalities and Miss Tammy Goggia-Cockrell has been nominated to replace Chief Ciccirella. John asked Ms. Sherry Shafer where we were in the nomination process, and she replied this action will go forward to the Executive Council as a motion for their approval and that would happen via email.	
	Issues Closed at, or since, last meeting	
	N/A	
Action Items	Review	Resolution
	John noted there were no new action items.	



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Operations Management Office	Mr. Dan Nelson, Operations Manager	Action Items Assigned
Training	<p>1. Dan advised for the month of November, the Operations Management Office (OMO) was fairly busy and was able to deliver some training. He stated the recent live training for this quarter was targeted to 9-1-1 dispatch operators, and that took place on November 18. Dan briefed there were 15 attendees on the teams meeting as well as a couple follow up requests for the course with dispatchers doing 24/7 operations. He noted the presentation had been published to the web site and hopefully some of those folks could watch the video on their shifts. Dan also advised there is a link in that presentation video for a training evaluation and the dispatchers that watch after the fact are certainly free to fill out the evaluation. He briefed it really does help the OMO staff to plan trainings that are useful for the members.</p>	
Coverage/Site Prioritization Survey	<p>2. Dan stated he was still working through the coverage and site prioritization survey. He reminded the group during the last few meetings that the survey closed a few weeks ago, and that's when the OMO asked the members to identify areas that may need more coverage or have site issues. Dan advised that ALMR is working to tie this survey to some of the previous reports and make sure the data is good. He apologized it was taking longer than anticipated, but it was time consuming. Dan concluded stated he did not see any areas that we weren't previously aware of.</p>	
Document Reviews	<p>3. Dan briefed the Emergency Button Activation Policy and Procedure, System Recovery Policy and Procedure, System Incident Response Policy and Procedure, Site Book Policy and Procedure, Help Desk Policy and Procedure, and the Subscriber Acceptance Testing Policy and Procedure were all reviewed during November with only very minor changes. He noted the Subscriber Acceptance Testing Procedure would be revisited as we transition to TDMA.</p>	
Metrics	<p>4. Dan briefed the total group and individual calls for the month of November were 1,061,664, which was down a bit from October and that is normal as we get into the winter months. He advised the total push-to-talks were about 1,930,000 and that also was down a bit from the previous month but an increase from November last year. Dan briefed the busies were at 150 busies for the month and that was down by 137 from last month.</p> <p>Dan stated the subscriber count for the month was 24,696 units, which is 103 over last month. He advised for the sites under three nines, we had 13 sites in October and seven of those were due to TDMA upgrades or some type of maintenance. Dan pointed out the number is definitely diminishing from the very busy summer season.</p>	



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<p>UC Representative Reports</p> <p>TDMA Transition</p>	<p>Finally, Dan mentioned the website had 234 unique sessions for the previous month which is down 29% from October with 54% new visitors and most of those visits are on the desktop rather than mobile. He also noted the OMO is trying to make the website as accessible and usable as possible and certainly appreciate suggestions. Dan briefed there is a lot of good information on the web site now and chances are you might find an answer to your question on there, but certainly feel free to reach out to the Help Desk or the OMO if any member requires assistance.</p> <p>5. To start, Dan asked if there were any comments or questions from the Municipality North representatives.</p> <p>Deputy Chief Keith Berrian sated they were working to update the contact list that was sent out for the various represented agencies, and they had found that quite a few of those had bad information, so he was working to try to update that list.</p> <p>Dan continued with the Municipalities Central and the Municipalities Southeast and neither had any updates to share.</p> <p>6. John asked if there were any questions for Dan and Mr. Henry Cole noted he had been in a funding meeting in his section of DOT this morning and one of the topics was hardware replacement and a question he had received was what the anticipated drop-dead date from TDMA transition was, if there is one, or if that's still kind of up in the air.</p> <p>Dan stated there is no drop-dead date at this time. He added that would be an action coming from the User Council and accepted by the Executive Council to establish that date. Dan explained because ALMR is still in the middle of the GTR upgrades and then the software/hardware upgrades will probably start early next year. Dan further explained ALMR will likely wait until those upgrades are completed and any challenges are addressed before recommending a date to the User and Executive Councils. He stated it was just a little too early in the process to establish a drop-dead date but we certainly want to be preparing for the transition.</p>	
<p>System Management Office</p>	<p>Mr. Travis Conant, System Manager</p>	<p>Action Items Assigned</p>
<p>Alcantra Antenna Engineering</p>	<p>1. Mr. Travis Conant stated the System Management Office (SMO) has been meeting with Motorola Engineering and also Arcticom trying to do a detailed design review on what antenna system needs to be installed at Atwood. He stated they had two meetings so far and they have a pretty good plan in place, so once that's finalized, they'll order the antennas and then can schedule a GTR install at the site. Travis briefed he was hoping to have it installed after the first</p>	



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<p>System Software Platform Upgrade</p>	<p>of the year and they are also still on schedule to do the remaining five SE sites around the March timeframe, depending on the weather and daylight.</p> <p>2. Travis advised they had received a preliminary schedule from Motorola on the next system upgrade and depending on the DoD contract and the Municipality of Anchorage getting everything done, the plan was for the upgrade to occur in September of 2022.</p> <p>John asked what the current software version was and Travis stated it was 20.21.</p> <p>Travis briefed over the next few months the SMO was planning on doing local preventable maintenance at the RF sites starting with the local drive-to sites in the next few weeks after the holiday. He reminded everyone those are announced through the Help Desk daily report and to contract them if they had any questions.</p> <p>John stated how much he appreciated all the work that the SMO and the contractors were doing with the upgrades and that it's been a Herculean effort to get out to all the different sites.</p>	
<p>State of Alaska</p>	<p>Mr. Scott Stormo</p>	<p>Action Items Assigned</p>
	<p>Mr. Scott Stormo was on vacation and Mr. Buckley Clarke stated there were no updates for the State of Alaska.</p>	
<p>Department of Defense</p>	<p>Mr. Timothy Woodall</p>	<p>Action Items Assigned</p>
	<p>Mr. Timothy Woodall was on vacation and there were no other updates for the DOD.</p>	
<p>New Business</p>	<p>Discussion</p>	<p>Action Items Assigned</p>
<p>Annual User Council Election</p>	<p>1. Ms. Sherry Shafer advised the council that voting had concluded on November 29 and Mr. John Rockwell had been re-elected as the Chair and Mr. Scott Nelsen had been re-elected as the Vice Chair. She added their new term would be with the January meeting.</p>	
<p>Statewide Tactical Interoperable Communications Plan (TICP)</p>	<p>2. Mr. Bruce Richter expressed his appreciation to the whole ALMR community. He stated there could not be a more essential service in the state of Alaska than what ALMR is providing and to have had it continue so seamlessly during this whole pandemic year was really impressive.</p> <p>Bruce went on to thank Scott Stormo and Nate Skinner who were part of an update to the Alaska Statewide Tactical Interoperable Communications Plan (TICP). He stated the document is now ready to be delivered and he would send it to Sherry, Nate and John to share it as widely as possible.</p>	



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DOT Radio Purchase	<p>Bruce noted any effort like this is always really just the start of the next call for corrections and upgrades, but it's really a nice piece of work and wanted to thank those involved</p> <p>3. Henry advised that during their budget meeting they had discussed purchasing new radios and were looking at the Motorola APX 4500. He stated one of the takeaways from the meeting was he was asked to extend an open invitation to anyone with any other state agencies to consolidate their purchase with DOT since the more radios bought in in one batch, the cheaper this undertaking would be. Henry stated DOT was going to try and do several batches a year for the next couple of years, so if there's anyone on who is with another state agency that's looking at replacing radios if you want to reach out to him as it would be more cost effective to pool resources.</p> <p>John agreed that the more radios put on the same contract, the better price they get and that just helps everybody. He added that he knew DPS had some end-of-year money and if Henry would reach back out to him, he would see if DPS could join DOT on that on that purchase order.</p>	
Next meeting	Discussion	
	John reminded everyone the next meetings are scheduled for January 5 and February 2, 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 December monthly User Council meeting.</p> <p>Motion: Deputy Chief Keith Berrian Second: Mr. Chris Martin</p> <p>There were no objections. The motion passed.</p> <p>The meeting adjourned at 1:54 p.m.</p>	