



**ALMR User Council
Meeting Minutes**

Date: January 5, 2022

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	Goggia-Cockrell	Tammy	Ms.	Municipalities Central
	VACANT			DOD US Army - Alaska
N/A	Berrian	Keith	Deputy Chief	Municipalities North, Chena Goldstream Fire & Rescue
U	Kalwara	Erann	Ms.	Municipalities Southeast
T	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
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
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	Nelsen	Scott	Mr.	SOA All Others, DMVA, Vice Chair
N/A	Roberts	Rick	Captain	SOA DPS
U	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
P	Conant	Travis	Mr.	ALMR System Manager
T	Flores	Mickey	Mr.	BK Technologies
T	Nelson	Dan	Mr.	ALMR Operations Manager
T	O'Connor	Christine	Ms.	
T	Redington	Robert	Mr.	US Fish & Wildlife Service
P	Reed	David	Mr.	Information Systems Security Manager
T	Richter	Bruce	Mr.	DHS
T	Rogell	Peter	Mr.	BK VP of Strategic Accounts
T	Shafer	Sherry	Ms.	ALMR Document Specialist
T	Stormo	Scott	Mr.	APSCS
T	Ulrich	Naomi	Ms.	Motorola Solutions
T	Woodall	Timothy	Mr.	ALCOM PM/COR



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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 1:30 p.m. and wished everyone a Happy New Year.	
Roll Call	Roll call was taken, and a quorum of User Council (UC) members was in attendance. Mr. Dave Jones, Mr. Jacob Butcher, Ms. Naomi Ulrich, Fire Marshal Keith Green, Ms. Scott Stormo, SSgt James Angell, Mr. Rick Williams, 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 December meeting minutes and if there were any requested changes. Hearing none, John requested a motion to approve the November meeting minutes. Motion: Approve the December meeting minutes with the noted change. Motion: Mr. Scott Nelsen Second: Ms. Tammy Goggia-Cockrell There were no objections. The motion passed.	
Issues & Risks Log	Updates	Action Items Assigned
	John noted there were two updates since the last meeting. He stated Ms Tammy Goggia-Cockrell's nomination to replace Chief Bob Ciccirella as a primary Municipalities Central representative had been approved by the ALMR Executive Council. John welcomed Tammy to the council. John also announced that Chief Pete Mlynarik was retiring at the end of the week. Although the Chief was not present for the meeting, John thanked him for his service to the public safety community and to ALMR.	
	Issues Closed at, or since, last meeting	
	N/A	
Action Items	Review	Resolution
	John noted there were no new action items. The one item remained open	
Operations Management Office	Mr. Dan Nelson, Operations Manager	Action Items Assigned



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<p>Training</p>	<p>1. Mr. Dan Nelson advised there was not a lot of training in December, but there was a training plan for the first quarter of this year and that some additional vignette videos will hopefully get produced. He reminded everyone the vignettes are the three-to-six-minute videos on a specific topic and have a YouTube-style of training.</p> <p>Dan noted for the first quarter, there will be a live training on teams related to programming best practices and more aimed towards the folks who do radio maintenance and programming for a few specific agencies. He emphasized it is not a programming course, but we want to really show a few things in there that the Help Desk sees quite a bit of issues on that can cause operational impact. Dan stated it would probably occur in early February and he would get that announcement to everybody as soon as possible.</p> <p>Dan reminded everybody that there is also a training request form on the website, and it has been modified slightly to make it easier. He encouraged everyone if they had a request for a specific topic, to please fill out the request form. Dan also explained this helps The Operations Management Office (OMO) to adjust the training plan accordingly and provides an idea of what folks want to see from a training perspective. He also stated that agencies can reach out to him or Sherry as well if you want to have a discussion around some of the training issues.</p>	
<p>Website</p>	<p>2. Dan advised there have been some issues occurring with the web site, particularly with the DOD customers accessing certain information, due to where that information is currently being stored. He stated the OMO is preparing to move servers and that should resolve the issue, but that the move is a little bit technically involved and we haven't quite gotten everything in line yet with our hosting provider to do that. Dan noted, in the meantime, if there is anybody out there isn't able to access information on the web site to please contact Sherry or him and we will get you what you need right away.</p>	
<p>Console Reboots</p>	<p>3. Dan briefed that console reboots continue to remain an issue. He stated during the review of our security assurance findings, this item specifically came up. Dan reminded the group that all agencies with dispatch consoles should be familiar with the email from the Help Desk sent out monthly that indicates patching is required. He noted he had reviewed the most current report and some of those consoles have gone many months without rebooting and when they don't get rebooted the patches don't get applied. Dan requested that any of the members who represent dispatch centers, to please encourage those folks to reboot them weekly to ensure those patches are applied. He stated if</p>	



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Annual Reports	<p>agencies are not getting the email notification, please send an email to the Help Desk and get on that list.</p> <p>4. Dan briefed the council would be receiving two of the annual reports today or tomorrow and then they will go to the Executive Council at their January 20 meeting. He noted the three reports are the Business Case, the Annual Information Assurance Report of Findings, which is the security report he had been speaking about under console reboots, and the Annual Report on System Operations and Management Performance and members should keep an eye out for those.</p>	
December Document Reviews	<p>5. Dan advised the Security Controls Review Policy and Procedure, Radio Usage Protocols Policy and Procedure, System Account Control Policy and Procedure, System Vulnerability Management Policy and Procedure, Roles and Responsibilities document, and the System Description. were all reviewed with no substantive changes in December.</p> <p>Dan also stated he wanted to talk about the Grant Guide as the OMO was currently conducting an out of-cycle review. He explained the OMO had been looking at grant options and different resources for members, especially as it relates to the TDMA transition, and one of the questions that is asked often by agencies is what are some of the grant opportunities and where they can potentially get funding for equipment. Dan noted those types of questions are certainly becoming more and more relevant with potential funding sources such as the CARES Act and the infrastructure bill, so he thought it appropriate to look at the Grant Guide, which has some guidance for our members, good best practices, and sample language. He briefed he wanted to help clarify a few other things and add some sample language specifically for folks that may be applying for TDMA radios going from that Phase 1 to Phase 2 that may be helpful both for grants and also for business case justification and the budget process.</p> <p>Dan asked Sherry to verify that it was going to be sent out along with a request for an email vote of approval of the substantive changes and she responded she would be distributing the Grant Guide either later in the afternoon or tomorrow.</p> <p>Dan stated he would appreciate the members getting back to the OMO with any comments or their approval as soon as possible</p> <p>Dan also pointed out there would also be an article about grant opportunities in the ALMR newsletter coming out on January 15 that references the Grant Guide.</p>	



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<p>Vendor Calls</p>	<p>6. Dan advised he would be reaching out to the radio vendors here locally and the manufacturers to set up a call, probably near the end of this month. He reminded everyone this was something that was happening last year before the upgrade hit, but this is a way for us to maintain good communications with our radio vendors on behalf of our members and let them know what's going on with ALMR, especially with the upgrade and the TDMA transition, as well as keeping us informed on what's going on in their world and what they're seeing with their customers.</p> <p>Dan briefed that we know the upgrade is certainly going to be a topic of discussion, but also as a point of reminder, last year the NFPA standard for firefighter radios came out, and right now there is no radio on the market that is compliant with this standard. He advised early 2022 we should start seeing some of those models come out and a number of our fire departments are interested in that, and if they are planning on making those radio purchases, we need to get them information on whether they need to wait for the new models. Dan also pointed out any new radios have to go through our acceptance test procedures</p>	
<p>Metrics</p>	<p>7. Dan briefed the total group and individual calls were 1,148,000 and the total push-to-talks were about 2.1 million in December. He noted busies were up to 386 busies and there may have been some exercises going on with some of our DOD customers that might have contributed to that. Dan stated for the sites below three nines, there were six total and those were mostly due to weather issues and backhaul issues that some that are known and some that are still being worked on, especially some of the sites in Kodiak.</p> <p>Dan stated from the end of 2020 versus the end of 2021, ALMR gained three member agencies, an additional 15,133 subscriber units, and push-to-talks increased by almost 2.4 million, so certainly the system is continuing to be utilized and growing.</p>	
<p>UC Representative Reports</p>	<p>8. Dan asked consecutively if there were any comments or questions from the Municipalities Central, Southeast, or North representatives.</p> <p>Fire Marshal Kyle Green stated they were working on the updates to their contacts for the area that we represent up and asked where to send those when finished.</p> <p>Dan requested they be sent to Sherry. Kyle asked if there any timeline yet when they might be able to see the results of the coverage survey or the customer satisfaction survey?</p>	



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	<p>Dan responded that he had provided a summary here of just the Customer experience survey last month but had not written up anything specific for the coverage survey due to the low response and not receiving any new information. He noted he would be happy to formalize that and summarize that data.</p> <p>Kyle added both he and Deputy Chief Berrian are learning their roles here and have a desire to more communication with the members they represent in the northern region, and so part of that learning is what questions do they need to ask their users</p> <p>Kyle also stated in the Annual Assessment on System operations and Management Performance he noted one of the areas in the interior is Chena Dome and Chena Hot Springs Road. He advised it has been on the list since 2013 and revitalizing those conversations are of interest to him and Deputy Chief Berrian but they can't start the conversations if they don't have additional information from our user groups to go to our delegates to talk about the coverage up there on the Chena Dome, So whatever we could get to help us get up to speed to make progress in their Northern representative area would be certainly helpful and much welcomed.</p> <p>Dan advised he would get that information for the entire council in the next packet, and he would also be happy to talk with both Kyle and Deputy Chief Berrian, if they'd like on that coverage issue, and maybe in potentially going together and talking with some of their elected representatives</p>	
System Management Office	Mr. Travis Conant, System Manager	Action Items Assigned
<p>Severe Winds in Valley</p> <p>Upcoming SMO Trips</p>	<p>1. Mr. Travis Conant briefed there were severe winds in the valley over the last weekend with gusts up over 90 mph. He noted there was a lot of damaged buildings out there, but ALMR had no shelter, tower, or antenna damage that he was aware of and didn't experience any kind of outage on any of the sites.</p> <p>2. Travis advised he would be going down to Kenai/Soldotna towards the end of next week to do some work on the Kenai site and then he and Dan would be traveling up to Fairbanks to visit some of the sites up there in that area. He stated anyone in those areas could reach out to him directly or the Help Desk if they wanted to meet and discuss ALMR or have any questions or concerns while they are out traveling around.</p>	
State of Alaska	Mr. Scott Stormo	Action Items Assigned



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<p>Storm Status Update</p>	<p>1. Mr. Scott Stormo stated they were pretty lucky they didn't have any damage. He pointed out there are a lot of big dishes on the towers, and even with the extra bracing that's on those, they don't often survive winds that get that high without getting pointed in the wrong direction Scott noted a few places lost commercial power and the generators did not start and they are not entirely sure what caused that yet, but it is probably because it was extremely cold in the generator shelter at the time when they were trying to start it, and the generator probably just wouldn't get started. He advised the generators are exercised weekly, so normally if they weren't going to work, they would have at least had a heads up that it didn't start during the last exercise process, but overall, they were pretty happy with how the system held up during the storm.</p>	
<p>Upgrade Contract Award</p>	<p>2. Scott advised some of the group probably remembers when they awarded the upgrade for the system to Motorola a year and a half ago and there were TDMA flash upgrades for state and local radios provided as part of that award. He stated within the next month or so they will have those in their office and will be getting in touch with the local agencies representatives to get those boxes of flash upgrades shipped out along with some information on what they would need to do with those for their APX-style radios that they had on hand at the time when the contract was rewarded so they could flash upgrade those to support TDMA.</p> <p>Scott reminded the group TDMA has not yet turned on the system so there won't be the benefit of that until that happens, which probably will be sometime next fall or later after the entire system is upgrade is complete.</p>	
<p>APSCS Maintenance</p>	<p>3. Scott noted they are continuing with some microwave upgrades and refreshes and battery plant installs and have started some life-cycle repairs and replacements on HVAC systems that are starting to wear out as the system is over 15 years old in many places.</p>	
<p>Department of Defense</p>	<p>Mr. Timothy Woodall</p>	<p>Action Items Assigned</p>
<p>Upgrade Funding</p>	<p>1. Mr. Timothy Woodall briefed the DOD was tracking with their funding for the upgrades. He advised the Air Force has acquired all of their funding and they are looking hopefully to get a task order executed against those funds sometime fairly quickly. Mr. Woodall stated Army senior leadership is aware of the requirement for funding and the understanding is that funding will probably be available by the end of the second quarter, at least that's the that's the push, so from that perspective, with regard to upgrading DOD equipment in the fall, they should be on track with that.</p>	



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<p>TDMA</p> <p>XTS Radio Turn In</p>	<p>Rick stated he was not aware of funding pending in third quarter for ALMR purposes and the feedback that he had received has been quite non-committal. He advised if Mr. Woodall had different information, then he was very excited to hear about it, but it's been fairly doom and gloom from his foxhole.</p> <p>Mr. Woodall stated that Colonel Davis had met with the USARPAC Commander, Colonel Miller, and some other key personnel and during that meeting there was an acknowledgement that the funding was required and an acknowledgement that it would be found and provided so that's what our senior leadership is tracking. He briefed that was at the command level senior leadership level, so it might be a good idea if Rick could touch base at his level and see if he was getting some other message so it could be given to Colonel Davis and they can go from there.</p> <p>2. Mr. Woodall stated that as far as TDMA goes on subscriber radios, he thought everyone was tracking. He reminded everyone it is more imperative than ever to have a compliance by date and it would certainly help them to make sure that they got appropriate fiduciary planning into place. Mr. Woodall also advised in order to get to funding associated with some of the upgrades that are coming through that there are some provisions for some subscriber updates to TDMA for the APX and also any new subscriber buys for DOD, so if you're buying new subscribers ensure they have the TDMA capability added at the time of purchase.</p> <p>3. Mr. Woodall noted they would be turning in a couple hundred XTS 5000 radios in the next several weeks to the DRMO process, so if there were State or federal agencies interested in getting those radios, they would have to attend to the DRMO process to obtain those resources.</p>	
<p>New Business</p>	<p>Discussion</p>	<p>Action Items Assigned</p>
<p>FEMA Region 10 RECCWG</p> <p>RECCWG Tidbits newsletter</p>	<p>1. Mr. Bruce Richter briefed the FEMA Region 10 RECCWG is hosting a free webinar and FEMA zoom later this month Using somebody from Lane County, Oregon, who after some sad lessons learned from a big snow event, realized they needed a little longer lasting backup power at some of the remote sites, and so the agency is going to present on a remote power solution that they adopted that they claim is providing up to 28 days or more backup power. And that session should be recorded and on the record website</p> <p>2. Bruce also noted if anyone was interested in getting more information about what's going on with the region in the Regional Emergency Communications Working Group. That there is a pretty good biweekly newsletter that comes out</p>	



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<p>Army Four-Star Exercise</p>	<p>that's called "Tidbits" twice a month, and if you want to be added to it, please just shoot him an email and he'd would get you on that email list.</p> <p>3. Rick briefed the Army would be using the LMR for a four-star exercise that involves some of the changes that are going on with the Arctic partnerships between military forces. He noted the observer controllers for this exercise are all 100 percent LMR show and he had no doubt it will perform absolutely flawlessly out there in the in the great white Donnelly training area. Rick pointed out that was up by Delta if anyone hadn't been there. He added they would have over 200 participants that will be relying on LMR for administrative, logistics and operational control of this exercise and that it is a pretty big deal in army circles.</p> <p>Scott asked when the exercise was.</p> <p>Rick stated about mid-February starting around the 5th and ending sometime after the 17th, and that's when they'll be out doing tactical training, so this is something that's especially important as there are proposed changes to Army forces in Alaska and proposed changes to Army missions in Alaska that are pretty significant.</p>	
<p>Demo for Next Meeting</p>	<p>4. John noted there was no demo listed for this meeting and asked Dan if that was correct or if he missed something.</p> <p>Dan stated we have a commitment here from Motorola for a demo of the APX next product, which is not available in the system yet, but I know there's a lot of interest in it and it is the product that that really combines a lot of land mobile radio plus radio-over-LTE, and that is scheduled for February.</p>	
<p>Next meeting</p>	<p>Discussion</p> <p>John reminded everyone the next meetings are scheduled for February 2 and March 2.</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 January monthly User Council meeting.</p> <p>Motion: Mr. Henry Cole Second: Mr. Scott Nelsen</p> <p>There were no objections. The motion passed.</p> <p>The meeting adjourned at 2:11 p.m.</p>	