



**ALMR User Council
Meeting Minutes**

Date: February 2, 2022

1. Attendance.

P = Present	T = Via Telephone	E = Excused	U = Unexcused	N/A = Not required
-------------	-------------------	-------------	---------------	--------------------

User Council Members

Primary				
T	Angell	James	SSgt	DOD USAF, JBER
U	Atkinson	Ross	Mr.	Fed Non-DOD DOI, BLM-Alaska Fire Service
T	Goggia-Cockrell	Tammy	Ms.	Municipalities Central
	VACANT			DOD US Army - Alaska
				Municipalities North, Chena Goldstream Fire & Rescue
T	Berrian	Keith	Deputy Chief	
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
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
N/A	Carrier	Chasen	A1C	DOD USAF, JBER
T	Cole	Henry	Mr.	SOA DOT
N/A	Green	Kyle	Fire Marshal	Municipalities North, University Fire Department
T	Goodman	Jim	Mr.	Municipalities Central, MatSu Borough
T	Maley	Christopher	TSgt	DOD USAF, Eielson AFB
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	Conant	Travis	Mr.	ALMR System Manager
P	Fink	Mike	Mr.	Motorola Solutions, Strategic Project Team
P	Nelson	Dan	Mr.	ALMR Operations Manager
T	Redington	Robert	Mr.	US Fish & Wildlife Service
P	Reed	David	Mr.	Information Systems Security Manager
T	Shafer	Sherry	Ms.	ALMR Document Specialist
P	Simmons	Carlos	Mr.	Motorola Solutions, Regional Manager
T	Stormo	Scott	Mr.	APSCS
T	Ulrich	Naomi	Ms.	Motorola Solutions
T	Woodall	Timothy	Mr.	ALCOM PM/COR



*ALMR User Council
Meeting Minutes*

Date: February 2, 2022

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.	
Introduction of Guests/Special Announcements		
Previous Meeting Minutes	<p>John asked if everyone if they had reviewed the January meeting minutes and if there were any requested changes. Hearing none, John requested a motion to approve the January meeting minutes.</p> <p>Motion: Approve the January meeting minutes as presented.</p> <p>Motion: Ms. Tammy Goggia-Cockrell Second: Deputy Chief Keith Berrian</p> <p>There were no objections. The motion passed.</p>	
Issues & Risks Log	Updates	Action Items Assigned
	<p>John noted one update regarding UC84 for the vacant alternate position for DOD Eielson and advised the members a motion would be forwarded to the Executive Council for the approval of the appointment of Sargent Maley as a new alternative representative to the ALMR User Council for the DOD Eielson Air Force Base.</p> <p>John asked if there was an update on the issue OP05 to replace the legacy microwave causing outages between the Glenn and Richardson Highways.</p> <p>Mr. Scott Stormo advised the majority of the microwave has been replaced and although there is a lot more microwave components to be replaced over this next summer, that is not what drove that initial action item and it can now be closed.</p> <p>Mr. Travis Conant noted he had an update for OP06 regarding the rectifiers at R1 North. He stated his guys went out there to do the annual PMI and they verified the rectifiers had been replaced at some point In the last year but there were no more alarms, and that item could be taken off the list.</p>	
	Issues Closed at, or since, last meeting	
	N/A	



***ALMR User Council
Meeting Minutes***

Date: February 2, 2022

Action Items	Review	Resolution
	<p>John noted there were no new action items, just the one currently being carried over from December 2020.</p> <p>Dan requested to give an update regarding the development of the transition policy for the non-TDMA radios. He stated that upgrade is in progress now, but until the schedule gets a little bit tighter and a little bit more definite, it would be good to keep this action item listed and continue to carry it forward until there is bit more information on the exact timeline.</p>	
Operations Management Office	Mr. Dan Nelson, Operations Manager	Action Items Assigned
Training	<p>1. Mr. Dan Nelson advised that he had previously announced the next live training was going to be sometime this week, but due to some other conflicts that had been rescheduled for the first week of March on the Tuesday before our next User Council meeting. He stated the OMO would get an invitation out soon and the training session will go over programming best practices.</p>	
Console Reboots	<p>2. Dan reminded the group he had talked about this last month that in some of our annual security reports the reboots to consoles and other items that are attached to the LMR system came up in the annual security assurance briefing. He advised monthly Motorola and Windows patches and other security updates are pushed to consoles attached to the system, but they do require reboots to take effect. Dan briefed both the OMO and the System Management Office (SMO) have noticed that there are a number of consoles on the system that haven't been rebooted in some time, causing the updates/patches to stack up, which creates a potential security issue. He stated that ways to push out reminders or some other scripts on those systems are being looked at. Dan emphasized the ALMR offices are very cognizant these are operational consoles and don't want to interrupt any process or force anything to happen. Dan noted the discussion is still ongoing and he will probably be talking to dispatch center managers to get their input before we go forward. He stressed to please take this as a reminder to restart the consoles when the Help Desk sends out the reminders that patches are available to be applied. Dan noted consoles that are months behind may require several restarts to bring them up to date. He stated for members who have questions, the Help Desk is happy to talk about that.</p>	
Vendor Outreach	<p>3. Dan briefed the OMO had conducted a vendor outreach call yesterday and there were 11 attendees. He noted he had provided an update on the system upgrade and other items that will be upcoming over the next several months. Dan stated we know that there are probably some new</p>	



***ALMR User Council
Meeting Minutes***

Date: February 2, 2022

	<p>products and new radios coming out and will need to work with vendors/manufacturers to put them through the acceptance testing process. Dan stated we will need a heads up on the products coming out because the SMO will be very busy with their regular field work and PMIs along with the remaining GTR installations and preparing for the system upgrade. He emphasized the demos/testing has to be closely coordinated with the staffing schedules so that we have the folks available to make sure those ATPs get done in a timely manner.</p>	
<p>Annual Inventory Confirmation</p>	<p>4. Dan reminded the group in the last part of the year 2021, the Help Desk sent out the inventory lists for folks to check and update as needed for their subscriber units. He briefed, as required by audit, all member agencies must certify that those are correct. Dan advised that about a quarter of the agencies have returned their confirmations so far and responses are due by April 29. He asked the User Council reps that are on, to remind their agencies to get those signed off and to submit any corrections to the Help Desk.</p>	
<p>Document Reviews</p>	<p>5. Dan advised that last month the OMO looked at the Catastrophic Natural Events Contingency Plan, Service Level Agreement, and the New User Policy and Procedure. He also reminded the council last month the OMO did an out-of-cycle update for the Grant Guide to give some updated guidance to folks that maybe will be looking into applying for grant. Funding. Dan noted the updated guide is now on the web site and there is also an article in the most recent ALMR newsletter for members.</p>	
<p>System Metrics</p>	<p>6. Dan stated the system metrics went up just a little bit from December with about 1,149,000 group and individual calls push to talks were up about 2,085,000 and it was quite an increase from January last year to January this year. He advised there were 217 busies, which was down 169 from last month when there were quite a few exercises in Zone 2 driving some of those busies. Dan briefed there were a total of 24,636 subscribers on the system, excluding the Municipality of Anchorage radios. He noted the last graph is our sites below three nines and those have increased from January from 6 to 14 but 5 of those are due to preventative maintenance inspections. He advised the others were issues with some communications and power failures. Dan stated he did want to specifically bring up the Hill 3265 site in Zone 2, which has a potential power cable or fiber cut but is currently inaccessible due to the road condition and has been down since January 6th. He noted it was an Air Force site and recommended they work out a plan to get that addressed. Dan advised the ALMR Motorola technician up there was going to touch base next week but Fairbanks had quite a bit of ice and severe weather, so there are some</p>	



*ALMR User Council
Meeting Minutes*

Date: February 2, 2022

<p>Divide Site Extended Maintenance</p> <p>UC Representative Reports</p>	<p>concerns about getting up there at this point, but they are working on that. He requested this be added to the Issues and Risks Log so we can track it; there were no objections</p> <p>Dan briefed the web site had the 813 page views and 246 different unique sessions with most of those being accessed by a desktop. He reminded folks the OMO is still working on transitioning some of the site over to a new server, to try to address issues the DOD customers are experiencing. Dan stated if there are any issues where it looks like it's broken, contact him or Sherry and one of them will get it right away, He noted he had a meeting on this tomorrow and is hoping that's going to get resolved here in the next couple days.</p> <p>7. Dan briefed the OMO/SMO offices have reached out to some of the users in the Thompson Pass area regarding the Divide site due to the potential for long-term construction this summer in order to replace power and the shelter. He noted they are currently assessing what the impacts of this project will be and implication for the City of Valdez and possible contingency planning and he would report on that when there is more information.</p> <p>8. Dan checked with the User Council representatives if they had anything to share or any questions starting with the Southeast.</p> <p>Ms. Erann Kalwara, Juneau Police Department, stated she did not have any new updates.</p> <p>Dan checked with the Central representatives next.</p> <p>Tammy advised they still have a vacancy for their alternate position, and she hasn't heard of any interest yet, but would be putting the word out to try and see what interest there is in filling the position.</p> <p>Dan reminded the council this vacancy was due to the Chief Mlynarik retiring from Soldotna PD. He also welcomed Mr. Jim Goodman back and stated he was glad to have him back with us.</p> <p>Dan asked if there were any updates from the northern region next.</p> <p>Deputy Chief Keith Berrian briefed there was nothing new to add new to this meeting other than they still working on getting dialed down contact information for a few of our representative agencies.</p> <p>Dan Nelson thanked everyone and reminded them if there was anything they heard from your users or any questions to</p>	
--	---	--



*ALMR User Council
Meeting Minutes*

Date: February 2, 2022

	and would like to who should they contact and Travis advised they could contact him directly or the Help Desk.	
State of Alaska	Mr. Scott Stormo	Action Items Assigned
Legacy Microwave Replacement	<p>1. Mr. Scott Stormo stated he wanted to add a little bit more to what Travis had said regarding the DOD proposal for upgrading some microwave spots and the system upgrade which was recently awarded and part of what's in that award will replace that legacy microwave that is out at a few of the Air Force sites. He noted his shop had loaned out some equipment to get the backup out there. Scott advised with the replacement, they will get their equipment back, but the other advantage to this happening is basically the microwave shot can be completely replaced from R1 North to Alcantra and it should not result in any outages to the base during that time frame. He briefed it is always a lot nicer when you can take dishes off towers and change out equipment to not be under the gun and having a bunch of outages going on during that work so hopefully this will help with that project if that moves forward.</p> <p>Scott noted nowadays the microwave and the network equipment is all software driven so just like the consoles are getting patched and have to be rebooted all the time, his shop is in a never ending phase of falling multiple iterations behind on software, so they are going to continue throughout the year upgrading microwave software or upgrading the network equipment software, which results in reboots and momentary outages but all that will get coordinated and he appreciates the understanding as that work continues on.</p> <p>Scott pointed out the advantages of the modern microwave system where right now if they have two links that are broken, whether it's the microwave or the network. in the old days that would have been multiple sites behind that microwave or network link that were offline until it got fixed. He noted they have been living with a problem up between Fairbanks and Delta for about the last month and probably going to live with it for another month until it warms up. Scott briefed if they didn't have this modern equipment, no one would be past Cathedral but with the new system connected back to dispatch, it's much nicer situation than they had. maybe five to ten years ago. He stated he know it is painful to have to deal with the software all the time and painful to replace and upgrade stuff all the time, it has run for 15-20 years. Scott pointed out that anymore there is a lot of commercial off the shelf stuff that has patching and replacements and life cycles that aren't as long as they used to be.</p>	
Upgrade Contract Award	2. Scott stated they still needed the Municipality of Anchorage to sign their proposal for the system upgrade for	



**ALMR User Council
Meeting Minutes**

Date: February 2, 2022

	<p>the master sites and the software to version 20.20. He noted this the current plan is the upgrade is scheduled for later in the fall in the September or October timeframe, but there will be a lot more coordination and conversation as it gets to that point so.</p> <p>John stated he appreciated Scott bringing up the fact that we are looking at a very sophisticated system and that he had to do a white paper for his boss last week on ALMR and one of the things that he described is that this is a \$220 or \$250 million system and that you can't take a system of this magnitude and just assume it's going to keep working without doing patches, upgrades, and periodically replace equipment. He stated we have that investment here and it's important to make sure that we keep our eyes on that fact.</p>	
Department of Defense	Mr. Timothy Woodall	Action Items Assigned
Upgrade Funding	<p>Mr. Timothy Woodall briefed it looks good with the Air Force funding for the upgrade and for the task order being awarded, so they are in line for that. He noted they are also tracking the other service agencies getting money, but they are currently in a continuing resolution as Congress hasn't finished the business of passing a Defense authorization act at this point. Mr. Woodall advised that getting money decisions made is difficult at this point, but they are moving forward with the plan to have an upgrade completed this year and also get on track so that they don't fall behind in the future. He stated he thought it was going to be an education process and a continual push to ensure that upgrade dollars are in place to do so in the future. Mr. Woodall noted the DOD folks attending the meeting were free to add any comments at this point.</p> <p>Hearing none, John thanked Mr. Woodall for the update and stated he appreciated all that he has done for the group and couldn't think of anybody that has more history that I personally know involved in the ALMR.</p>	
New Business	Discussion	Action Items Assigned
	John asked for any New Business items and there were none.	
Next meeting	Discussion	
	John reminded everyone the next meetings are scheduled for March 2 and April 6.	
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 February monthly User Council meeting.</p>	



*ALMR User Council
Meeting Minutes*

Date: February 2, 2022

	<p>Motion: Mr. Nate Skinner Second: Mr. Henry Cole</p> <p>There were no objections. The motion passed.</p> <p>The meeting adjourned at 2:04 p.m.</p>	
--	---	--