



**ALMR User Council
Meeting Minutes**

Date: November 2, 2022

1. Attendance.

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

Primary				
N/A	Atkinson	Ross	Mr.	Federal Non-DOD DOI, BLM-Alaska Fire Service
T	Berrian	Keith	Deputy Chief	Municipalities North, Chena Goldstream Fire & Rescue
E	Cole	Henry	Mr.	SOA DOT
T	Goggia-Cockrell	Tammy	Ms.	Municipalities Central
	VACANT			DOD US Army - Alaska
N/A	Hernandez	Brandon	SSgt	DOD USAF, Joint Base Elmendorf-Richardson
T	Kalwara	Erann	Lt	Municipalities Southeast
T	Kroona	Jon	Mr.	Federal Non-DOD DOJ, FBI
T	Nelson	James	Officer	Federal Non-DOD All Others, US Forest Service
T	Martin	Chris	Mr.	DOD USAF, Eielson AFB
T	Rockwell	John	Mr.	SOA DPS, Chair
	VACANT			SOA All Others, DNR Forestry

Alternate				
T	Acone	Abigail	SrA	DOD USAF, JBER
N/A	Brown	David	Mr.	Fed Non-DOD DOJ, FBI
T	Carter	Bobby	Mr.	Federal Non-DOD All Others, TSA
T	Clendenin	John	Mr.	SOA DOT
N/A	De Hart	Kaitlyn	A1C	DOD USAF, JBER
T	Green	Kyle	Fire Marshal	Municipalities North, University Fire Department
P	Goodman	Jim	Mr.	Municipalities Central, MatSu Borough
N/A	Maley	Christopher	TSgt	DOD USAF, Eielson AFB
T	Nelsen	Scott	Mr.	SOA All Others, DMVA, Vice Chair
T	Redington	Robert	Mr.	Federal Non-DOD DOI, US Fish and Wildlife Service
N/A	Roberts	Rick	Captain	SOA DPS
N/A	Scott	Heath	Chief	Municipalities Southeast, Haines Borough PD
E	Williams	Rick	Mr.	DOD, US Army - Alaska

Supporting Staff and Guests:

T	Butcher	Jacob	Mr.	MATCOM
T	Butcher	Joel	Mr.	Palmer PD
P	Christensen	Marty	Mr.	JVC-Kenwood VP US Government Sales
P	Fahnestock	Nik	Mr.	System Manager
P	Fussey	Paul	Mr.	Incoming Operations Manager
T	Hellenga	Ryan	Mr.	ALMR System Technologist
T	Hugi	Robert	Mr.	CISA
T	Jordan	Mark	Mr.	Icom America
P	Long	Joshua	Mr.	JVC-Kenwood Manufacturer's Representative
P	Nelson	Dan	Mr.	Outgoing Operations Manager



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T	Patterson	Dave	Mr.	Motorola Solutions
T	Reed	David	Mr.	ALMR ISSM
T	Shafer	Sherry	Ms.	ALMR Document Specialist
T	Thometz	Tim	Mr.	Icom America
T	Ulrich	Naomi	Ms.	Motorola Solutions
P	Torres	Rudy	Mr.	JVC-Kenwood Western Regional Director
P	Woodall	Timothy	Mr.	ALCOM J6 PM/COR

2. Meeting Minutes and Action Items.

Agenda Item	Discussion	Action Items Assigned
Call to Order	Mr. John Rockwell called the meeting to order at 1:33 p.m.	
Roll Call	Roll call was taken, and a quorum of User Council (UC) members was in attendance.	
Introduction of Guests/Special Announcements	Dan stated he would let the JVC Kenwood personnel introduce themselves at the presentation at the conclusion of the business meeting.	
Previous Meeting Minutes	<p>John opened the floor for any questions, updates, changes, any issues with the October meeting minutes. Ms. Sherry Shafer noted she did not know who had seconded the approval of the October minutes and John stated he believed it was Mr. Henry Cole. John asked if there were any other changes and hearing none, he requested a motion to approve the meeting minutes.</p> <p>Motion: Approve the October meeting minutes as presented.</p> <p>Motion: Deputy Chief Keith Berrian Second: Ms. Tammy Goggia-Cockrell</p> <p>There were no objections or further discussion. The motion passed.</p>	
Issues & Risks Log	Updates	Action Items Assigned
	John asked Ms. Sherry Shafer if there were any updates to the Issues and Risks Log and she stated there were not.	
	Issues closed at, or since, last meeting	
	N/A	
Action Items	Review	Resolution
	John stated there were no Action Items from the last meeting.	
Operations Management Office	Mr. Dan Nelson, Operations Manager	Action Items Assigned



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2021.1 Upgrade	1. Mr. Dan Nelson stated it has been fairly busy with finishing up the upgrade and it's going well with just a few leftover items to be addressed but he deferred to the System Management Office (SMO) to discuss those.	
Annual Membership Agreements	2. Dan reminded the council that when he talked last month, The Operations Management Office (OMO) was still waiting for a couple of agreements and that has been completed. He stated he appreciated everybody that got those in and that we got to check it off for another year. Dan stated there were officially 134 agencies now, but there were potentially one or two others pending receipt of their paperwork, so we do have a few new agencies joining ALMR.	
October Document Reviews	3. Dan briefed the OMO had reviewed the Executive Council Charter, the Information Systems Clearing and Sanitization Policy and Procedure, the Vendor Equipment Evaluation, and the Talkgroup Development Policy and Procedure. He reminded the members from the discussion last month regarding the approval of the substantive changes to Talkgroup Development Procedure where we added some policy language for inactive talkgroups. Dan noted it was very likely the council would see similar language being proposed when the subscriber unit policy and procedure comes up to be able to mirror that policy framework and that will just simply come up the next time that policy is up for review.	
October System Metrics	4. Dan noted for group and individual calls there were 1,330,000 and change. He noted this was an increase of 272,000 from October of last year and similarly with the push to talk corresponding numbers. Dan stated if you look at the graph and metrics there is a downward slide from that peak in June that we attributed to some fires as well as simply high tourist season, but we are still seeing higher utilization of the system versus last year pretty steadily and consistently. He stated the busies were up 289 for the month of October from September and again that really could not be tied to anything too specific, but it is suspected that the upgrade had something to do with that. Dan pointed out that there were channels down, sites down, and probably some diminished capacity here and there that might have driven that increased busy amount. He also noted that there is some discrepancy in this data gathered during the upgrade process simply due to the work being done and the Genesis system did not receive all the information. He suspected it was probably a bit lower on the part of push to talks and calls just because there is some missing data in there due to the upgrade. Dan briefed for sites under three nines again, there were 14 sites. He stated there were some generator and power	



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Other	<p>issues that contributed to that and some commercial circuits. Dan reminded the council there are some sites connected outside of the SATS network which use commercial circuits and those continue to be a bit problematic, but the SATS team and SMO have been working hard to resolve that with the various TELCOs that are involved.</p> <p>For our website, Dan noted there were 811 total page views. He explained he received a couple emails this weekend and there had been a small issue with the domain name which caused some downtime from Friday through Sunday. Dan briefed the site was back up Monday morning and he and the team have worked out the issue with the vendor and it shouldn't be repeated.</p> <p>5. Dan stated ALMR conducted an acceptance test procedure (ATP) with JVC Kenwood yesterday and Monday and there were a couple of new radios added to the system that are TDMA capable and met the new ATP.</p> <p>Dan advised a couple of months ago Mr. Nik Fahnstock, the System Manager, had streamlined the ATP and it took a lot less time than it used to take to complete although it is still about a six- to seven-hour process. He noted that a lot of inefficient testing was removed. Dan briefed the approved equipment list on the website is updated with the new radios and we expect to have some additional acceptance tests.</p> <p>Dan noted he has also talked to many vendors at some of the conferences and he's been trying to encourage them to get their radios tested. He pointed out that probably six or eight months ago he had talked about the new NFPA standards for firefighter radios and the fact there are no current radios on the market that meet that standard. Dan briefed he had been told the lab has been stood up this year and we may see some vendors starting to make models available in the beginning parts of next year. He encouraged attendees if they were in a fire department that may be interested in those standards to please encourage those vendors to present those radios to ALMR for an ATP as soon as possible or at least give us a heads up so we can get that scheduled appropriately and make sure that the appropriate staff is here because even though we're now down to about six hours, it is a full-day process and with new models things can come up.</p>	
Annual Survey	<p>6. Dan stated the last thing he wanted to talk about was the ALMR Annual Coverage Survey and User Customer Satisfaction Survey. He noted this has been done in the past as two different surveys, but this year it was combined into one survey. Dan advised the survey, according to the Microsoft software, takes less than ten minutes to fill out and</p>	



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	<p>would have some questions about the newsletter, the user experience, whether agencies have used the Help Desk, and training that agencies may want, but also questions about portable coverage, mobile coverage, and areas where we don't have coverage.</p> <p>Dan briefed it is very, very critical this information gets presented to User Council to help them adjust their priorities each year for potential expansion of sites, so if we do get funding, we have a good, vetted list from the User Council put together that's been approved and can be shared with the leadership of the Department of Public Safety even though the budget process for the state is still ongoing.</p> <p>Dan noted we don't necessarily always hear from the users on the ground. He added agencies may not necessarily pick up the phone or have something to report to the Help Desk, but if there is an issue that's known in their area and ALMR is not able to do anything with that unless we know that information and the survey is one of the main ways we do that.</p> <p>Dan stated everybody is still free to contact the Help Desk or contact the OMO, but the survey is critical. He added it was released by e-mail at the beginning of October after the last User Council meeting. He briefed that in three and a half weeks, the OMO has only received 14 responses and with about 30,000 radios on this system, that's a very, very small percentage. Dan asked everyone, but especially User Council representatives, or leadership of any of your agencies to please send that link out and encourage their boots on the ground radio users to fill out the survey.</p> <p>Dan stated we want to hear from everybody, but we really want to hear from the first responders and the folks that use those radios every day, what their experience is, and it takes less than 10 minutes to do it. He added the OMO would send the e-mail out again to our points of contact, but everybody can visit the website alaskalandmobileradio.org and the link is on the front page that will take you to the user survey. Dan stated last year there were about 35 responses, which were not enough to give the User Council appropriate information and asked the User Council reps and everybody else to please get that survey out to folks and ask them at their coffee break to take ten minutes to fill that out.</p> <p>John added before moving on he would like to emphasize what Dan was talking about as far as the council member's involvement noting that the system is only as good as we can make it and with very few responses to either surveys and/or questionnaires, we might not be representing.</p>	
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	the user base to the best of our ability. He encouraged everybody on the call to try to reengage with the ALMR User Council, to make sure they work with their users, and to make sure that they get that information to us.	
System Management Office	Mr. Nik Fahnestock, System Manager	Action Items Assigned
<p>2021.1 System Upgrade</p> <p>Scheduled Site Maintenance</p>	<p>1. Mr. Nik Fahnestock briefed ALMR is still dealing with the upgrade stuff and there have been a few little bugs and quirks that we're still working out, but for the most part, it went very well. He added the Verint logger portion of the upgrade is currently going on and as far as he could tell, it's good at this moment.</p> <p>2. Nik stated the only other thing he had to brief was there are no PMIs scheduled for the week.</p> <p>John noted there was one question that came up yesterday, and he was surprised that ALMR hadn't heard from more dispatch centers when ALMR was going to take the recorder offline for several hours and dispatch centers are not going to be able to record on their recording system. He noted for example up in Fairbanks, the team is going to be swapping out hardware, so it's very difficult to keep both systems online while you swap out the physical hardware due to limited rack space. John stated he had instructed the dispatchers that during that time period they should keep recording on their 9-1-1 call system and make sure that anything that comes up that they immediately try to pull that recording off, so it's not lost in the in the mix. He asked if there anything Nik would suggest that the dispatchers do during these variant upgrades.</p> <p>Nik stated the dispatch consoles have the instant recall (IR) recording application on their dispatch computer that should fill in the blanks, otherwise as John had mentioned to use the E9-1-1 or something along those lines for the other side of it.</p> <p>John asked how long the IRR is retained because he had a captain that expressed concern if there was a call and they didn't realize the impact for six to eight months, would the recordings still be available that far out in the future.</p> <p>Nik briefed for the IR, it really depended upon how it was configured initially on that computer but could certainly be reconfigured for longer periods of time, but ultimately, he believed it defaults to 230 days. He stated he thought it could be configured to record for basically forever, but at some point, the hard drive would get filled up and that would not be a good day for anyone.</p> <p>John encouraged the dispatch managers to think through how they were going to be recording the calls and the radio</p>	



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	traffic during the upgrade period if their system was going to truly be offline for hours like Fairbanks.	
State of Alaska	Mr. Scott Stormo	Action Items Assigned
	Mr. Scott Stormo and Mr. Buckley Clark were both unavailable for this month's meeting.	
Department of Defense	Mr. Timothy Woodall	Action Items Assigned
Risk Management Framework and Authority to Operate	<p>1. Mr. Timothy Woodall stated the next big step in the upgrade is the routers and switches for the risk management framework (RMF). He noted they hoped to have that completed by the end of November and at that point the as-built drawings will have to be updated with the new component identification.</p> <p>Mr. Woodall briefed once all that is done, and for those federal agencies that need a copy of the authority to operate (ATO), it will be available after the 1st of January. He requested anyone needing a record copy of the authority to operate and its compliance with RMF to please contact him and he would get them a copy.</p> <p>Mr. David Reed advised the Motorola cybersecurity team would be in the ALMR office scanning the systems and that they have also started patching the systems again after the upgrade. He noted toward the end of this month, ALMR would be sending out notifications to everyone to reboot their computers and to please ensure this is done as it is essential to making sure our accreditation gets completed properly.</p> <p>John noted that does bring up a conversation that Dan had with the Executive Council regarding rebooting the computers and asked Dan if he would just recap a little bit of that conversation.</p> <p>Dan advised he had forgot to mention one thing during his report and that Dave reminded him that quarterly patching is starting again. He stated that ALMR had just sent out a reminder to dispatch centers regarding the upcoming quarterly patching and although it had just been patched as part of the upgrade about three weeks ago, we are back in our quarterly patching cycle. Dan reiterated the reminder had gone out and that rollover for patching is occurring next Wednesday and Thursday during that 5:00 a.m. maintenance window that everyone is used to. He stated the ALMR staff will make those personal calls and follow up and agencies can always watch the daily report.</p> <p>Dan noted the other thing he wanted to add was what he and David talked about six to eight months ago were the Motopatches, which is what the Windows machine consoles run off of and when those patches get deployed, it does</p>	



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<p>Issues and Risk Log Annotations</p>	<p>require that system to restart. He added if operators don't restart the console system, the patches don't apply and that has been identified as one of the biggest security issues we have on ALMR. Dan stated he was going to request dispatchers get in the habit of restarting consoles on a regular basis, but certainly as soon as you receive the e-mail from the Help Desk or perhaps that evening restart your machines one at a time. He assured agencies we don't want to impact their operations, but the cybersecurity posture of the system is essential, especially as we start talking about new things like APX next. Dan asked David if he had anything more.</p> <p>David pointed out there is no current plan to schedule reboots, but ALMR will be looking at it over the next few months to see what's going on and whether people are actually restarting the systems as requested before we decide to take action on any of that.</p> <p>2. Mr. Woodall noted the Issues and Risks Log was still tracking the need for an appointment and asked if that was still the case or if there has been any update.</p> <p>Mr. Woodall also noted the two bottom microwave issues and asked if those had not been resolved with the microwave upgrade that just occurred under the DOD upgrade and he thought they were close to bringing those off because they had done nine microwave shots. Mr. Woodall pointed out that he believed all of those identified should be resolved soon if they haven't already. He noted that the council might want to update the log to say that they are being addressed under the update.</p> <p>Ms Sherry Shafer advised the last time she asked Mr. Rick Williams about the primary representative position, he said that it would remain vacant for the time being. She also noted at the last DOD project meeting, she believed Mr. Derek Moore had stated the microwave work would not be completed until the spring, but there was another meeting tomorrow, and she would get that clarified.</p>	
<p>User Council Representative Reports</p>		<p>Action Items Assigned</p>
<p>SOA DOT</p> <p>SOA DPS</p>	<p>1. Mr. John Clendenin stated he had nothing to report.</p> <p>2. John reported for DPS stating they had received over half of their 660 radios and were going to start programming them in the very near future. He added one thing he instructed the staff to do is to make sure that as they replace and add a radio, they take one offline and contact the Help Desk to ensure it is deleted, so we can keep the numbers accurate.</p>	



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<p>SOA All Others</p>	<p>3. Mr. Scott Nelsen advised he was going to be out of state for the better part of a year starting in December.</p> <p>John stated that the council would miss him and thanked him for being the Vice chair. He noted he personally appreciated Scott's help and all the efforts he had done to keep moving forward and looked forward to his return. John hoped it was nothing too serious and thanked Scott once again.</p>	
<p>DOD Eielson</p> <p>DOD JBER</p> <p>11ABN/USARAK</p>	<p>1. Mr. Chris Martin noted he had nothing for the group today.</p> <p>2. SRA Abigail Acone stated there was nothing from JBER.</p> <p>3. Mr. Rick Williams was out of state and unavailable.</p>	
<p>Federal Non-DOD All Others</p> <p>Federal Non-DOD DOJ</p> <p>Federal Non-DOD DOI</p>	<p>1. Mr. Bobby Carter stated he had nothing from TSA.</p> <p>2. No update was requested.</p> <p>3. No update was requested.</p>	
<p>Munis – Central</p> <p>Munis-North</p>	<p>1. Ms Tammy Goggia-Cockrell advised she didn't have anything to bring to the meeting today.</p> <p>Mr. Jim Goodman stated they were doing some fantastic upgrades and movement out there at Bailey Hill to give some better coverage across the valley and down into the Y and that was the only thing he was aware of that they were working on.</p> <p>2. Deputy Chief Keith Berrian briefed he didn't have anything new to report for municipalities North, but one of the things we'd like to do is to go on record from the User Council, strongly encouraging the Executive Council to strive to get the APX Next and integrated data systems coordinated and integrated into ALMR. He noted they were definitely experiencing a lot of situations where they have areas with wonderful cellular coverage but next to no ALMR coverage. Deputy Chief Berrian added it is becoming fairly obvious that the cell companies, both Verizon and AT&T, are pushing out their infrastructure very hard and if we can leverage that into the ALMR system by combining systems, it would definitely benefit us in the long run.</p> <p>John stated he agreed 100 percent and asked Dan if there was any update regarding certifying those on the DOD side. Dan deferred to Mr. David Reed to address this.</p> <p>David explained the last information he had gotten was that it was still in the hands of ICE right now and they are having a meeting with Motorola in the first couple weeks in November</p>	



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Munis-SE	<p>and after that he should have some kind of update and be able to brief something next month.</p> <p>John asked Sherry to add this to next month's agenda</p> <p>3. Lt Erann Kalwara stated with Dan leaving it reminded her they had a debrief last month for the Ironman Alaska event that occurred in August and they again let us know that they really appreciated the use of the ALMR system and that worked well for our responders and for them and a lot of that was just due to Dan's help, so she just want to say thank you again to Dan publicly.</p>	<p>1. John requested APX Next be added to December's agenda.</p>
New Business	Discussion	Action Items Assigned
OMO Transition	<p>1. Dan briefed he wanted to give an update on the Operations Management Office transition that's taking place. He noted he has been the Operations Manager for probably about 14-15 months but unfortunately, he is not able to continue that due to some personal and family commitments making it difficult to give the attention to the Operations Manager position that it requires. Dan stated they have been going through a transition plan over the past month or two and he was very happy and he thought they had a good transition going. He stated he just wanted to thank everybody for being able to work with them, and it has certainly been an honor to continue working on this system in this role.</p> <p>Dan advised he would still be around, because the OMO has been restructured just a bit. He explained for those that have been around the system for a while, before this new contract, the OMO had a training person as well as the Operations Manager and the Documentation Specialist and would be transitioning back to that model. Dan advised there would be three individuals in the OMO, and he would be continuing in a training and outreach role and also a backup role for Paul, and just being available for the OMO, if needed. He concluded he would still be around even though he officially handed off the reins on November 1 to Mr. Paul Fussey as the incoming Operations Manager. Dan turned it over to Paul to introduce himself to those that may not know him.</p> <p>Mr. Paul Fussey stated he had been on for about two weeks now and it's been a lot of trial by fire and a lot of information to try to get up to speed on everything, but he was looking forward to the new position and working with everyone.</p>	
Annual Election	<p>2. Sherry reminded everyone that at the last meeting, the nomination process was started for the annual election of the Chair and Vice Chair position. She added she had not received a quorum of responses, with only 5 out of the 12 sectors responding, therefore there were not enough</p>	



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	<p>nominations to begin voting. Sherry stated she would send out another reminder after the meeting regarding nominations but advised since Mr. Nelsen is going to be unavailable for the next year, he was not available as a possibility for the Vice Chair or the Chair position. She noted anyone who had already submitted their nominations, which included Mr. Nelsen, would have to submit somebody else. Sherry asked the group when they get those emails from her that they please respond to them because otherwise in January they will come in and there will be no user council.</p> <p>John encouraged everyone to get their nominees in, because he would hate to not be able to meet on a monthly basis since we don't have any other format.</p>	
Next meeting	Discussion	
	<p>John stated the next meetings are December 7 and January 4, 2023.</p> <p>He reminded everyone the JVC Kenwood presentation would take place after the meeting adjourned.</p>	
Adjournment	Discussion	
	<p>John asked if there was any other discussion and hearing no response, he requested a motion to adjourn the meeting.</p> <p>Motion: Adjourn the November monthly User Council meeting.</p> <p>Motion: Mr. Chris Martin Second: Mr. John Rockwell</p> <p>There were no objections. The motion passed and the meeting adjourned at 2:12 p.m.</p>	