



**ALMR User Council  
Meeting Minutes**

**Date: December 7, 2022**

1. Attendance.

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

**User Council Members**

<b>Primary</b>				
N/A	Atkinson	Ross	Mr.	Federal Non-DOD DOI, BLM-Alaska Fire Service
N/A	Berrian	Keith	Deputy Chief	Municipalities North, Chena Goldstream Fire & Rescue
T	Cole	Henry	Mr.	SOA DOT
T	Goggia-Cockrell	Tammy	Ms.	Municipalities Central
	<b>VACANT</b>			DOD US Army - Alaska
N/A	Hernandez	Brandon	SSgt	DOD USAF, Joint Base Elmendorf-Richardson
T	Kalwara	Erann	Lt	Municipalities Southeast
N/A	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, <b>Chair</b>
	<b>VACANT</b>			SOA All Others, DNR Forestry

<b>Alternate</b>				
T	Acone	Abigail	SrA	DOD USAF, JBER
T	Brown	David	Mr.	Fed Non-DOD DOJ, FBI
E	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	Edwards	Karl	Mr.	DHS
T	Green	Kyle	Fire Marshal	Municipalities North, University Fire Department
E	Goodman	Jim	Mr.	Municipalities Central, MatSu Borough
N/A	Maley	Christopher	TSgt	DOD USAF, Eielson AFB
T	Nelsen	Scott	Mr.	SOA All Others, DMVA, <b>Vice Chair</b>
T	Redington	Robert	Mr.	Federal Non-DOD DOI, US Fish and Wildlife Service
E	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
P	Clarke	Buckley	Mr.	APSCS
P	Fahnestock	Nik	Mr.	System Manager
P	Fussey	Paul	Mr.	Operations Manager
T	Patterson	Dave	Mr.	Motorola Solutions
T	Richter	Bruce	Mr.	DHS CISA
T	Shafer	Sherry	Ms.	ALMR Document Specialist
P	Stormo	Scott	Mr.	ALMR/ASPCS Manager
T	Thometz	Tim	Mr.	Icom America



**ALMR User Council  
Meeting Minutes**

**Date: December 7, 2022**

T	Ulrich	Naomi	Ms.	Motorola Solutions
---	--------	-------	-----	--------------------

2. Meeting Minutes and Action Items.

<b>Agenda Item</b>	<b>Discussion</b>	<b>Action Items Assigned</b>
<b>Call to Order</b>	Mr. John Rockwell called the meeting to order at 1:32 p.m.	
<b>Roll Call</b>	Roll call was taken, and a quorum of User Council (UC) members was in attendance.  The following individuals joined after the roll was read – Fire Marshal Kyle Green, Ms. Naomi Ulrich, Mr. Rob Redington and Mr. Jacob Butcher.	
<b>Introduction of Guests/Special Announcements</b>	Mr. Karl Edwards introduced himself and stated he would be filling in for Mr. Scott Nelson while he was out.	
<b>Previous Meeting Minutes</b>	John opened the floor for any questions, updates, changes, any issues with the November meeting minutes. Hearing none, he requested a motion to approve the meeting minutes.  <b>Motion: Approve the November meeting minutes as presented.</b>  <b>Motion: Fire Marshal Kyle Green</b> <b>Second: Mr. Chris Martin</b>  There were no objections or further discussion. The motion passed.	
<b>Issues &amp; Risks Log</b>	<b>Updates</b>	<b>Action Items Assigned</b>
	John asked Ms. Sherry Shafer if there were any updates to the Issues and Risks Log.  Sherry stated UC83 has been closed. It was open for a vacancy for the alternate Municipalities-Central position when Chief Mlynarik retired, but they also have Mr Jim Goodman as an alternate, so we are going to go ahead and close that. She also noted UC90 for the alternate SOA position is vacant, but Mr. Scott Nelsen will remain on the council and rejoin when he is back from his absence. Sherry added Mr Karl Edwards, as he said, will be filling in as a secondary alternate representative.	
	<b>Issues closed at, or since, last meeting</b>	
	N/A	
<b>Action Items</b>	<b>Review</b>	<b>Resolution</b>
	John asked Sherry to also provide an update on the Action Items.	



**ALMR User Council  
Meeting Minutes**

**Date: December 7, 2022**

	Sherry advised at the last meeting it was requested that APX Next be added to the December agenda and that has been done, so that item is closed	
<b>Operations Management Office</b>	<b>Mr. Paul Fussey, Operations Manager</b>	<b>Action Items Assigned</b>
<b>2021.1 Upgrade</b>	<p>1. Mr. Paul Fussey briefed that the majority of upgrade is completed. He noted the Verint loggers were completed except for Fairbanks AST who was waiting for some additional licenses and then that cutover should be completed around the December 14th time frame.</p> <p>Paul noted all NICE loggers have been upgraded. He advised there were a couple of issues, one of which was configuring credentials in Zone 2, but they have been resolved.</p> <p>Paul advised the final meeting with the Motorola project manager is scheduled for December 16th to wrap up anything else that should be hanging out there.</p>	
<b>I-Button Dongles</b>	<p>2. Paul stated under the new system software version that I-button dongles require reprogramming. He noted the dongles have a three-year lifespan on them and the software should give you count down data when you get closer to the time frame on those. Paul also reminded everyone not to throw their dongles away once they reach the three-year lifespan because they are hard to come by and should be reused.</p>	
<b>Talkgroup Sharing Agreements</b>	<p>3. Paul recommended all agencies review and update their talk group sharing agreements. He stated he had come across some that were antiquated in that the parties that have signed them have long moved on.</p> <p>Fire Marshal Kyle Green asked if there was an age that was appropriate when they were required to be renewed and asked for clarification on how often that was.</p> <p>Paul responded that as long as the talk share agreement is still applicable to what frequencies and encryption you want to share, then it would remain on file. He clarified that one agency was renewing their agreement, because the frequencies they wanted to share had changed, but there is no ALMR policy to require the talk share agreements to be revisited at any intervals.</p>	
<b>KVL Upgrades</b>	<p>4. Paul noted the KVL software upgrades are on-going, and the System Management Office (SMO) has been completing those as they're coming in. He asked Nik if it was just for the 5000 or if it was for the 4000 and 5000?</p>	



***ALMR User Council  
Meeting Minutes***

***Date: December 7, 2022***

<p><b>Quarterly Zone Controller Rollover</b></p> <p><b>Outreach</b></p> <p><b>Annual Survey</b></p> <p><b>November Document Reviews</b></p> <p><b>November System Metrics</b></p>	<p>Nik stated it was for the 4000 and the 5000 and added the 3000 models are not getting the software upgrades.</p> <p>5. Paul briefed the quarterly zone control rollovers were completed on November 9th and 10<sup>th</sup> and that everything went smoothly with no issues.</p> <p>6. Paul stated he has been working on contacting member agencies on ALMR and has accomplished 14 of them so far. He added it is a slow process and the phone calls can be quite long, but it's good to reach out to the users and listen to their concerns or any issues or ideas that they have.</p> <p>7. Paul advised the annual survey ended on November 30 and the Operations Management Office (OMO) did get 80 responses, which was still not the amount they hoped for, but it was a lot larger number than the 14 received last year. He thanked the agencies that participated.</p> <p>8. Paul briefed the OMO had reviewed the High Level Strategy, 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 during the month of November.</p> <p>9. Paul stated there were 1,458,288 group and individual calls which was up approximately 128,000 from October and monthly push to talks were 2,398,986 which is up 255,990 from last month. He noted the site busies were at 141 which was down 298 from October. Paul advised the sites under three nines went from 14 to 12.</p>	
<p><b>System Management Office</b></p>	<p><b>Mr. Nik Fahnestock, System Manager</b></p>	<p><b>Action Items Assigned</b></p>
<p><b>Periodic Maintenance Inspections (PMIs)</b></p>	<p>Mr. Nik Fahnestock stated there wasn't much going on, but they did have some PMIs going on this week and last week. He noted everything was going pretty smoothly and the upgrade was coming to a completion with the little details and whatnot being ironed out but besides that, he had nothing else to add.</p>	
<p><b>State of Alaska</b></p>	<p><b>Mr. Scott Stormo</b></p>	<p><b>Action Items Assigned</b></p>
	<p>Mr. Scott Stormo briefed he had people that have used snowmachines into their Divide site the last couple of days, including contractors who are working on restoring the microwave path back on the new tower that got built. He stated they had been run out of there because of weather before winter came, and they had been trying to get back in there since then. Scott stated using helicopters hadn't been working so well, so both the contractors and his technicians snow machined into the site, and it looked like they got the</p>	



***ALMR User Council  
Meeting Minutes***

***Date: December 7, 2022***

	<p>microwave path back towards Valdez working. He noted the Divide site is not fully restored yet, but it is going to be in a lot better shape for the rest of the winter at this point, which is good news, because the outages at the Divide site were causing us problems at the Tsina site as well. Scott stated hopefully that that will stop at this point, because those two Thompson pass sites get a lot of snow, so not having radio coverage in there is high risk and not a good situation to be in. He concluded by saying they were glad to have this behind them and thanked not only his people but the contractors who are going above and beyond by taking snow machines to the mountaintop site.</p> <p>John opened the floor for questions or comments and Mr. Mr. Henry Cole passed on thanks from DOT to the field personnel as well stating that not having working radios in the plow trucks at Thompson Pass was no fun at all.</p>	
<b>Department of Defense</b>	<b>Mr. Timothy Woodall</b>	<b>Action Items Assigned</b>
	Mr. Timothy Woodall was not in attendance due to the closure of Joint Base Elmendorf-Richardson.	
<b>User Council Representative Reports</b>		<b>Action Items Assigned</b>
<b>SOA DOT</b>	1. Henry stated he didn't have a lot to report, but DOT has put together a couple options for the Commissioner's Office about new radio purchases spread over three to five years and he was hopeful that they'll make it a proactive decision on one of those soon.	
<b>SOA DPS</b>	2. John reported DPS had received their radio purchase and quite a few of them had been installed in the vehicles and so far, he had not heard any complaints at all on the new radios.	
<b>SOA All Others</b>	3. Karl stated he had nothing for today.	
<b>DOD Eielson</b>	1. Mr. Chris Martin stated he had no updates I can give you guys, but they were looking at TDMA phase two radios.	
<b>DOD JBER</b>	2. SRA Abigail Acone stated there was nothing from JBER.	
<b>11ABN/USARAK</b>	3. Mr. Rick Williams was out of state and unavailable.	
<b>Federal Non-DOD DOJ</b>	1. Mr. David Brown stated he had no updates.	
<b>Federal Non-DOD DOI</b>	2. Mr. Rob Redington stated he had nothing for the group today.	
<b>Federal Non-DOD All Others</b>	3. No update was requested.	
<b>Munis – Central</b>	1. Ms Tammy Goggia-Cockrell advised there was nothing of significance to report for the Municipalities Central.	



**ALMR User Council  
Meeting Minutes**

**Date: December 7, 2022**

<b>Munis-North</b>	2. Kyle stated there were no updates of significance to report at this time for the North region.	
<b>Munis-SE</b>	3. Lt Erann Kalwara stated there was nothing for the southeast.	
<b>New Business</b>	<b>Discussion</b>	<b>Action Items Assigned</b>
<b>APX Next</b>  <b>CISA-FBI Document on Distributed Denial-of-Service Attacks</b>	<p>1. Paul explained Mr Reed was out this week, so unfortunately there would be no discussion.</p> <p>John asked it to be added to the January agenda.</p> <p>2. Mr. Bruce Richter stated he had dropped in chat a document that he thought would be of interest to particularly 9-1-1 center managers. He explained it is a joint FBI-CISA publication that they put together on understanding and responding to distributed denial-of-service (DDOS) attacks, and we've seen some recent examples of that around the region. Bruce added it was a short read of only eight pages plus some references, but it's better to have a plan before something like that happens than it is to try to deal with it after the fact, and this is their attempt to give some guidance. He added he did not think he had shared it at any previous meetings and wanted to make sure people knew that existed.</p> <p><b>Chat notes:</b> CISA and the FBI released a guide on Understanding and responding to distributed denial of Service attacks. On our home page at Homepage <a href="https://www.cisa.gov/">https://www.cisa.gov/</a></p> <p>One more to share SAFECOM Publishes Guidance on Cyber Incident Response for Public Safety. <a href="https://www.cisa.gov/blog/2022/11/14/safecom-publishes-guidance-cyber-incident-response-public-safety">https://www.cisa.gov/blog/2022/11/14/safecom-publishes-guidance-cyber-incident-response-public-safety</a></p>	
<b>Annual Election</b>	3. Sherry reminded the group the nomination process had ended November 30 and it was time to start the voting process. She stated she would be sending out ballots to everybody with instructions after the meeting.	
<b>Training</b>	<p>4. John stated he didn't see any additional training for this meeting and asked Paul if there was any after the meeting.</p> <p>Paul responded that there was no training/presentation today and that Mr. Dan Nelson was out of country right now, but the OMO will work with him when he gets back to set up some training for one of the upcoming meetings.</p>	
<b>Next meeting</b>	<b>Discussion</b>	
	John stated the next meetings are January 4 and February 1, 2023.	
<b>Adjournment</b>	<b>Discussion</b>	



*ALMR User Council  
Meeting Minutes*

*Date: December 7, 2022*

	<p>John asked if there was any other discussion and hearing no response, he requested a motion to adjourn the meeting.</p> <p><b>Motion: Adjourn the December monthly User Council meeting.</b></p> <p><b>Motion: Mr. Henry Cole</b> <b>Second: Mr. John Rockwell</b></p> <p>There were no objections. The motion <b>passed</b> and the meeting adjourned at 2:12 p.m.</p>	
--	--	--