



**ALMR User Council  
Meeting Minutes**

**Date: January 4, 2023**

1. Attendance.

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

<b>Primary</b>				
N/A	Atkinson	Ross	Mr.	Federal Non-DOD DOI, BLM-Alaska Fire Service
T	Berrian	Keith	Deputy Chief	Municipalities North, Chena Goldstream Fire & Rescue
T	Cole	Henry	Mr.	SOA DOT
E	Goggia-Cockrell	Tammy	Ms.	Municipalities Central, <b>Vice Chair</b>
	<b>VACANT</b>			DOD US Army - Alaska
N/A	Hernandez	Brandon	SSgt	DOD USAF, Joint Base Elmendorf-Richardson
T	Kalwara	Erann	Ms.	Municipalities Southeast
T	Kroona	Jon	Mr.	Federal Non-DOD DOJ, FBI
N/A	Nelson	James	Officer	Federal Non-DOD All Others, US Forest Service
E	Martin	Chris	Mr.	DOD USAF, Eielson AFB
P	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
N/A	Brown	David	Mr.	Fed Non-DOD DOJ, FBI
T	Carter	Bobby	Mr.	Federal Non-DOD All Others, TSA
N/A	Clendenin	John	Mr.	SOA DOT
N/A	De Hart	Kaitlyn	A1C	DOD USAF, JBER
T	Edwards	Karl	Mr.	DHS
N/A	Green	Kyle	Fire Marshal	Municipalities North, University Fire Department
E	Goodman	Jim	Mr.	Municipalities Central, MatSu Borough
E	Maley	Christopher	TSgt	DOD USAF, Eielson AFB
T	Nelsen	Scott	Mr.	SOA All Others, DMVA
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
T	Williams	Rick	Mr.	DOD, US Army - Alaska

**Supporting Staff and Guests:**

T	Butcher	Joel	Mr.	MATCOM
P	Fahnestock	Nik	Mr.	System Manager
P	Fussey	Paul	Mr.	Operations Manager
T	Nelson	Dan	Mr.	Training Coordinator
T	Patterson	Dave	Mr.	Motorola Solutions
P	Reed	Dave	Mr.	Security Manager
P	Richter	Bruce	Mr.	DHS CISA
T	Rogell	Pete	Mr.	BK Technologies
T	Sather	Andrew	Mr.	DMVA



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T	Shafer	Sherry	Ms.	ALMR Document Specialist
T	Stormo	Scott	Mr.	ALMR/ASPCS Manager
T	Thometz	Tim	Mr.	Icom America
T	Tunks	Ryan	Mr.	Soldotna Public Safety Communications Center
T	Ulrich	Naomi	Ms.	Motorola Solutions
P	Woodall	Timothy	Mr.	ALCOM J6 PM/COR

2. Meeting Minutes and Action Items.

Agenda Item	Discussion	Action Items Assigned
<b>Call to Order</b>	Mr. John Rockwell called the meeting to order at 1:30 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 – Mr. Jon Kroona, Mr. Joel Butcher, and Mr. Tim Woodall.	
<b>Introduction of Guests/Special Announcements</b>	Mr. Paul Fussey stated after the meeting today, there would be a short presentation from the state Emergency Operations Center with Mr Andrew Sather and Mr. Scott Nelsen talking about their mobile emergency operations center.	
<b>Previous Meeting Minutes</b>	John asked if there were any changes to the December meeting minutes and hearing none, he requested a motion to approve the meeting minutes.  <b>Motion: Approve the December meeting minutes as presented.</b>  <b>Motion: Mr. Henry Cole</b> <b>Second: Mr. John Rockwell</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 Mr. Scott Nelsen will be staying on the council under the SOA All Others position, but Mr Karl Edwards also has joined, and his appointment was approved on December 8th by the Executive Council. She noted UC 90 is now closed.	
	<b>Issues closed at, or since, last meeting</b>	
	N/A	
<b>Action Items</b>	<b>Review</b>	<b>Resolution</b>



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	<p>John asked Sherry to also provide an update on the Action Items.</p> <p>Sherry advised there was one item carried over from the December meeting, which was APX Next and it would be discussed under New Business, so that item is now closed</p>	
<b>Operations Management Office</b>	<b>Mr. Paul Fussey, Operations Manager</b>	<b>Action Items Assigned</b>
<b>System Software Version 2021.1 Upgrade</b>	<p>1. Mr. Paul Fussey wished everyone a Happy New Year and advised the 2021.1 project closeout meeting was held on December 16 with only a few state punch list items still open. He asked Mr. Stormo if he remembered what those items were.</p> <p>Scott stated any of the punch items still open would be taken care of in other follow-on type projects, so there were no further outstanding items.</p>	
<b>Change to the Annual Inventory Confirmation Process</b>	<p>2. Paul briefed the annual inventory confirmation process has changed and that notification letters and confirmation forms will no longer be sent out in January of each year. He noted agencies should expect the membership agreement forms in mid-to-late May and these changes and updates had been conveyed via an e-mail sent out by Sherry on January 3rd to our users. Paul added the change of verbiage is added to the membership agreement form, and by signing each year, agencies will attest to the fact that they have conducted an annual inventory and can account for all their subscribers.</p>	
<b>Annual Information Assurance Report of Findings</b>	<p>3. Paul reported the Annual Information Assurance Report of Findings was completed and would be distributed after the meeting via e-mail for a vote of approval prior to going to the Executive Council.</p>	
<b>UC Annual Assessment Report</b>	<p>4. Paul also noted the User Council 2022 Annual Assessment of System Operations and Management Performance would be distributed to the council by email for approval before going to the Executive council</p>	
<b>December Document Reviews</b>	<p>5. Paul advised for the month of December, the Operations Management Office (OMO) had reviewed the Security Control Review Policy and Procedure, Radio Usage and Transmission Protocols Policy and Procedure, System Account Control Policy and Procedure, System Vulnerability Management Policy and Procedure, Roles and Responsibilities Document and the System Description.</p>	
<b>December System Metrics</b>	<p>6. Paul stated the monthly group and individual calls were at 1.1 million last year, and this year they were at 1.6 million. He added there were approximately 520k more push to talks than December last year and busies were down from last</p>	



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<p><b>Other</b></p>	<p>year but up slightly from November. Paul advised there were 13 sites below three nines and some of them were Pillar Mountain, Womens Bay in Kodiak, which were due to a GCI software upgrade.</p> <p>Henry stated with the remarkable increase from 2021 to 2022 and overall traffic with no real increase in busies is a sign the system is working really well.</p> <p>7. Paul briefed Mr Dan Nelson was back in the country, and we are trying to set up some training sessions and to get some more videos out on the website. He noted he had a meeting with him on January 12 to discuss the next training sessions and what they will look like.</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>Personnel Changes</b></p>	<p>Mr. Nik Fahnestock stated the System Management Office (SMO) had lost Nate Skinner as a technician and he moved back to the state for retirement and personal reasons, but noted they had gained Mr. Evan Rockwell as a new technician</p> <p>Nik added Mr. David Rice, who some or all probably know, also retired. He stated they have a replacement, but he has not started yet. Nik asked the group if they were emailing Mr. Rice directly that they redirect any emails to the Help Desk and they will do their best to get what you need. He stated the new guy should start around the 9th, but it was going to take some time to catch him up the speed.</p>	
<p><b>State of Alaska</b></p>	<p><b>Mr. Scott Stormo</b></p>	<p><b>Action Items Assigned</b></p>
<p><b>Process Improvement</b></p> <p><b>What's Next After the 2021.1 Upgrade</b></p>	<p>1. Mr. Scott Stormo stated he just wanted to comment on the change in the annual inventory process, which is an enormous undertaking every year and in many cases, it was very likely duplicating something that the agency was already required to do under their own property countable procedures. He added it was a great process improvement and you're validating every year when you sign your annual membership agreement that you have property accountability procedures in place and place and that you will keep the Help Desk informed as you add or remove any radio and that it will probably save a lot of people a lot of time.</p> <p>2. Scott briefed the remaining portion of the 2021.1 upgrade is some juniper routers at the RF sites and the master sites, the APX Next critical connects or smart connect that will be coming on board, and some location on push-to-talk capabilities that will be coming on board.</p> <p>Scott added the Army has purchased the location functionality as well as the Department of Public Safety and</p>	



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	<p>that allows you to have, let's say, some kind of map up on the wall that shows where your radios are at or a much more close cadence. He noted otherwise it's maybe normally like a minute apart that it might tell you where you are and that if you're driving, that's probably not as accurate as you'd like to be. But with the location on push-to-talk it, it brings a little more rapid cadence of updating to the system. So, you get a better view where your people can be.</p> <p>Scott noted there is a lot more things than infrastructure that go on with the system to enable that, and he wanted to bring that up if somebody wants to see it, they can probably figure out how to get you either seeing what the Army is doing or seeing what the Department of Public Safety is doing if anyone is interested. Scott pointed out this might help everyone understand what else they might need to procure and the other thing that is notable.</p> <p>Scott mentioned they are also in the process of procuring Radio Management for a bunch of the state radios and it works with APX Next radios and allows you to do remote programming and remote flash upgrades, either through the system, through Wi-Fi, or through potentially LTE if you have a radio capable of doing that. He emphasized again, there's a lot of configuration and setups that need to happen to be able to make it work for your radios, but wanted to let everyone know that it is something that we've talked about over the years and it's actually something that's going to get put on to the system hopefully over the next couple of quarters. Scott stated this could simplify how you manage radios across a system as wide as we have and as many miles apart as all these radios can be. He briefed once that's up and going, we'll talk more about that and be happy to demo its capabilities to people.</p>	
<p><b>Department of Defense</b></p>	<p><b>Mr. Timothy Woodall</b></p>	<p><b>Action Items Assigned</b></p>
<p><b>Next Upgrade Planning</b></p>	<p>1. Mr. Timothy Woodall advised everyone to begin planning for the next upgrade from a fiduciary standpoint and that he will be asking Motorola to provide pricing for the next upgrade soon. He reminded everyone it takes between two and five years to do the proper financial planning to ensure they have the funds to do these upgrades, so even though we are just finishing one, we have to begin the planning for the next one.</p> <p>Mr. Woodall he would be requesting information from Motorola and then promulgating it out to the DoD side so they can begin to do the financial planning actions that need to be taken to ensure that they are on spot for next time and hopefully all the components are financed together, and they don't have too many delays.</p>	



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<p><b>Fiduciary Document</b></p>	<p>2. Mr. Woodall stated they have a reservist legal officer working on a fiduciary responsibility agreement, and although she is taking her time with it, it is in the works and he suspected in the next 60 days that it should be out for review by the infrastructure owners that cost share the infrastructure via the maintenance contract, the Operations Management Office, and the upgrades.</p> <p>Scott added he was talking with Motorola earlier today about that exact subject of needing to start the process for some budgetary figures for the next upgrade, because, as Tim pointed out, it takes a couple years to get that funding and the upgrades need to happen every couple of years. He emphasized they have to really start right away, and he is getting that lined up. Scott noted there were some challenges with the last year getting all the partners lined up together, so if we can get started on that conversation this summer, I think we'll be in a better place than in probably two or four years when we're doing our next upgrade.</p>	
<p><b>User Council Representative Reports</b></p>		<p><b>Action Items Assigned</b></p>
<p><b>SOA DOT</b></p> <p><b>SOA DPS</b></p> <p><b>SOA All Others</b></p>	<p>1. Henry stated he had nothing to report today.</p> <p>2. John reported DPS had nothing to report.</p> <p>3. Mr. Scott Nelsen stated he had nothing for today.</p>	
<p><b>11ABN/USARAK</b></p> <p><b>DOD JBER</b></p> <p><b>DOD Eielson</b></p>	<p>1. Mr. Rick Williams noted the Army had the OMO and SMO costs covered but would have to discuss the SUA and any upgrades at length.</p> <p>2. SRA Abigail Acone stated there was nothing from JBER.</p> <p>3. Both representatives were still out on holiday, so no update was provided</p>	
<p><b>Federal Non-DOD DOJ</b></p> <p><b>Federal Non-DOD DOI</b></p> <p><b>Federal Non-DOD All Others</b></p>	<p>1. There was no response</p> <p>2. Mr. Rob Redington stated he had nothing for the group.</p> <p>3. No update was requested.</p>	
<p><b>Munis – Central</b></p> <p><b>Munis-North</b></p> <p><b>Munis-SE</b></p>	<p>1. Ms Tammy Goggia-Cockrell was out so there was no update.</p> <p>2. Fire Marshal Kyle Green stated he had nothing today.</p> <p>3. Lt Erann Kalwara stated she had nothing</p>	
<p><b>New Business</b></p>	<p><b>Discussion</b></p>	<p><b>Action Items Assigned</b></p>



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<b>ATO</b>	1. Mr David Reed advised he is currently working on the ATO to keep ALMR up to date. He added as far as accreditation to operate under the DOD now, it is accredited through July at this point, but the package for the new accreditation has been sent up to the control assessor at this point to start looking through the paperwork and ensure everything is good. Dave added he will be receiving the rest of the documentation from the upgrade from Motorola tomorrow, which will also be added to that package.	
<b>APX Next</b>	2. Dave stated as far as the APX next is concerned, the last update he had from Homeland Security is that it will be approved and ready to go here in the first quarter for the cloud system. He briefed once that approval comes through, he will be writing up a change request for ALMR, and it will list everything in there that needs to be changed in order to allow us through and it'll be brought up to the Executive Council for approval.	
<b>CISA Products on Denial of Service Attacks and Phishing</b>	<p>3. Mr. Bruce Richter stated there is some work that has been done on distributed denial of service attacks, which has been an ongoing problem with 911 centers in the City of Seattle. He noted since the last meeting, there were two other products that he wanted everybody to be aware of and the first one is on GPS Interference with Public Radio Systems and a whole bunch of other systems. Bruce briefed one took place in January 2022 near Denver International Airport and it impacted railroads, law enforcement communication systems, and aircraft navigation systems. He added it was a low frequency event, but certainly a real threat and when it happens, having a plan, knowing who to contact and who to report to, and how to try to mitigate it is important.</p> <p>Bruce also pointed out that even if a system is resilient enough, has some backup precision timing, and is not impacted by the event, it's important to report it anyway, so that other people can deal with it because there have been other instances in the country of intentional interference and accidental interference, and I just want people to be aware it exists. He noted it is a short read of three pages and has some good references in there, so keep that handy if you would.</p> <p>Bruce advised the other document is on what still remains, probably the highest dollar loss threat for cybercrime, which is the compromise of business e-mail and one of the primary vectors for gaining access to be able to pull that off is phishing. He added this is a short two-page infographic that kind of walks through what some of the more successful attack vectors look like and what some of the services it</p>	



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	<p>offers that might help mitigate that. Bruce stated it is just some common-sense checklist kind of things you can implement through your organization. He advised the goal is to harden the target and make it harder for an adversary or bad actor to make it so your agency can't do its job. Bruce reminded everyone to just look at what's going on in the country and most recently in Washington state where a couple of low-intelligence wannabe burglars took out power to hundreds of thousands of customers, so they could pull off a business burglary. He briefed when you think about what it would take to combine that with interfering with the public safety communications at the same time, the threat is real.</p>	
<b>Next meeting</b>	<b>Discussion</b>	
	John stated the next meetings are February 1 and March 1.	
<b>Adjournment</b>	<b>Discussion</b>	
	<p>John asked if there was any other discussion and hearing no response, he offered a motion to adjourn the meeting.</p> <p><b>Motion: Adjourn the January monthly User Council meeting.</b></p> <p><b>Motion: Mr. John Rockwell</b> <b>Second: Mr. Henry Cole</b></p> <p>There were no objections. The motion <b>passed</b> and the meeting adjourned at 2:01 p.m.</p>	