



**ALMR User Council
Meeting Minutes**

Date: May 3, 2023

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
T	Cole	Henry	Mr.	SOA DOT
E	Goggia-Cockrell	Tammy	Ms.	Municipalities Central, Vice Chair
	VACANT			DOD US Army - Alaska
	VACANT			DOD USAF, Joint Base Elmendorf-Richardson
T	Kalwara	Erann	Ms.	Municipalities Southeast
N/A	Kroona	Jon	Mr.	Federal Non-DOD DOJ, FBI
E	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				
N/A	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
E	Clendenin	John	Mr.	SOA DOT
T	De Hart	Kaitlyn	A1C	DOD USAF, JBER
T	Edwards	Karl	Mr.	DHS, SOA All Others
E	Endres	Benjamin	Lieutenant	SOA DPS
T	Green	Kyle	Fire Marshal	Municipalities North, University Fire Department
T	Goodman	Jim	Mr.	Municipalities Central, MatSu Borough
N/A	Maley	Christopher	TSgt	DOD USAF, Eielson AFB
E	Nelsen	Scott	Mr.	SOA All Others, DMVA
T	Redington	Robert	Mr.	Federal Non-DOD DOI, US Fish and Wildlife Service
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	Fahnestock	Nik	Mr.	System Manager
P	Fussey	Paul	Mr.	Operations Manager
T	Haas	Zack	Mr.	Motorola Solutions
T	Hawkins	Michael	Mr.	Motorola Solutions
P	Reed	Dave	Mr.	Security Manager
T	Reiter	Simon	MSG	US Army Alaska
T	Richter	Bruce	Mr.	DHS CISA



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T	Rogell	Pete	Mr.	BK Technologies
T	Shafer	Sherry	Ms.	ALMR Document Specialist
P	Stormo	Scott	Mr.	ALMR/ASPCS Manager
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 1:31 p.m.	
Roll Call	Roll call was taken, and a quorum of User Council (UC) members was in attendance for the meeting. Mr. Rob Redington and Mr. Jim Goodman joined the call after roll had been read.	
Introduction of Guests/Special Announcements	There were no special guests or announcements.	
Previous Meeting Minutes	John asked if everyone had an opportunity to review the April meeting minutes and asked if they had any changes. There were no responses and John requested a motion to approve the meeting minutes. Motion: Approve the April User Council meeting minutes. Motion: Fire Marshall Kyle Green Second: Mr. Henry Cole There were no objections or further discussion. The motion passed.	
Issues & Risks Log	Updates	Action Items Assigned
	John asked Ms. Sherry Shafer if there were any changes to the Issues and Risks Log. Sherry noted the JBER primary representative position was vacant. She noted she also did change the end dates for OP12 and OP13 as the response dates had passed, and she pushed those out to the end of June and hopefully they will be able to complete the work by then. Mr. Scott Stormo advised he wanted to bring up a couple of potential active operational issues where we have had power lines to two sites that have failed. He advised one is Heney Range, near Cordova, and they are currently lucky enough in that case there are other people at the top of the mountain who have a power line. They have been able to get power from them for the moment until they can get ours repaired.	



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	<p>Scott added the other site is Saddle Mountain near Juneau and the unfortunate news at the moment is that it seems like there are no parts available to fix it. It would probably take at least a year to get the parts, so they were trying to figure out a Plan B or that site was going to be going up and down a lot over the next year as they try to run it on the generators. He stated he thought that was the type of thing that should probably be added to the operational issues.</p> <p>John asked if there were any details of either of those two sites and what are the areas impacted.</p> <p>Scott responded that Heney Range covers Cordova and currently they are getting power from somebody else, so they expect to be in good shape there until they can get their powerline repaired. He noted that at Saddle Mountain there is not another option for the moment so if they lose that, it will have some coverage impact in the Juneau area. Scott added there are three other sites down there that probably have some level of overlapping coverage, so it won't be a complete blackout to the area. He advised the other issue is there are other organizations co-located up at that site. Scott stated the FAA has some equipment, but he is not entirely sure what its purposes are, but he believed it had something to do with helping airplanes take off and land, so that's probably not a good thing if that doesn't work. He also noted the Juneau Police Department radio system is up there so lots of impacts if that site is down.</p> <p>John asked Sherry to document those for the operational issues list and she responded she would add them for the next meeting.</p> <p>Fire Marshal Kyle Green asked if there was an update today about the Birch Hill master site as that target date closeout is for the end of May.</p> <p>MSG Reiter stated he did not have any updates at this moment, but he would gather the information and back brief at the next meeting.</p> <p>Mr. Tim Woodall requested MSG Reiter send an e-mail to Sherry and then Sherry could publish that to the members.</p>	<p>1. Add item regarding failed power line for each site to the Issues and Risks Log.</p>
	<p>Issues closed at, or since, last meeting</p>	
	<p>N/A</p>	
<p>Action Items</p>	<p>Review</p>	<p>Resolution</p>
	<p>John asked Sherry to provide the update for the Action Items.</p>	



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	<p>Sherry stated item number one was a carryover from the February meeting and it is now closed, and item number two Paul will address.</p> <p>Paul briefed Nik and he were working on this at the request of Fire Marshall Green and discovered the Genesis software can only produce the report for the entire system and not zone specific. He added they attempted to run different types of reports for Zone 2 using different algorithms, but the report exceeded the 1,000,000 maximum lines for Excel and the file size quit at 20 megabytes when it stopped calculating. Paul stated they talked with Lori from Genesis and the way that it is set up, it uses different algorithms for system wide reporting when they do monthly but trying to break it down to towers or specific zones won't work with the algorithm that is set up. He added that Nik has talked to Lori, and they are working with Genesis, they're looking at different algorithms, but at this point the software is just not able to produce the requested report. Nik explained he asked her to put in a feature request and she noted she would put it in, but it could take anywhere from a couple days to a couple years before that gets implemented.</p> <p>Kyle asked if there was any benefit of additional feedback from the User Council members to request that feature and Paul responded it couldn't hurt.</p> <p>Kyle stated perhaps he would draft something and encouraged his fellow User Council members to consider the same, so they have the opportunity for more detailed reports for our constituents. He added sometimes with system software, and it's not the first RMS system he's dealt with, the more people saying we really are very interested in this, the more encouragement it provides their development team to follow through. He looked forward to receiving that contact information and drafting something to send on and will look forward to the future of hopefully getting more detailed metrics.</p> <p>Paul stated the OMO could compile all the emails and send them over to Lori at Genesis but recommended the item be closed until the software is able to produce the requested report.</p> <p>John stated he was okay with closing it out but did not want to forget it and would like to keep this on the burner, but he was okay programmatically, closing this item out on the action item list.</p>	
<p>Operations Management Office</p>	<p>Mr. Paul Fussey, Operations Manager</p>	<p>Action Items Assigned</p>



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Antenna Work	<p>1. Mr. Paul Fussey briefed Ester Dome was repaired last week and at Black Rapids the road was finally plowed out and the site was returned to service on April 26th. Paul added they were still waiting for the road to be cleared over by Nenana, which was operational, but the antenna is at a slight angle. He stated there were a couple more that had been done down in the Kenai Peninsula area, Kenai Beacon was one, Sterling was another, and they are working on Anchor River today.</p> <p>Scott stated he wanted to bring up something that he had heard about and he was not exactly sure what happened, but when one of the sites was down for the four to six hours maintenance window, there was an agency who had, and he wasn't sure if it was all of their radios or many of their radios, but they were programmed to lock to that particular site, which meant they were out of business while that site was offline, because their radios wouldn't go on to another site.</p> <p>Scott briefed that he was not sure why that would have been done, but it's not the first time in the ten years that he has been here that we've had issues and it was discovered that people's radios were programmed to preferred sites or were locked to sites. He added it is something to pay attention to and if your radios are programmed that way, make sure there's a very good reason to do that, because ALMR is a statewide system, and you are limiting your abilities if you do stuff like that.</p>	
Training	<p>2. Paul reported Mr Dan Nelson is working on a training video for portables.</p> <p>Paul noted he is continuing to reach out and talk to members regarding TDMA upgrades and tower coverage and is also stressing when they get new TDMA radios and those are up and running to please fill out the subscriber request form to remove their old FDMA, portables and mobiles so that we were opening up the system, but also to make sure agencies are not running out of ID numbers.</p>	
Outreach	<p>3. Paul briefed he had attended the monthly APOA statewide meeting yesterday and tomorrow he would be attending the monthly Alaska Fire Chiefs Association meeting. He noted he has also been reaching out to AACOP to sit on their meetings to talk about the ALMR system and TDMA upgrades and later on this month the Alaska Search and Rescue Association will have their monthly membership meeting and he would be discussing radios.</p>	
April Document Reviews	<p>4. Paul advised that the Employee Termination Policy and Procedure, Facility Security Penetration Policy and</p>	



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<p>April System Metrics</p>	<p>Procedure, Emergency Operations Policy and Procedure, System Change request Management Policy and Procedure, Outage Reporting Policy and Procedure. and membership agreement were all updated.</p> <p>5. Paul announced there were 1.4 million calls which was down 200k from last month and about 200k from last year, push to talks were 2.3 million which was down about 350k from last month and about 250k from last year at this time, and busies were 365 which was down 1,200 from last month and 115 from last year at this time. He reminded the council that at the last Executive Council meeting he briefed there was a big exercise up north which attributed to the busies in April.</p> <p>Paul briefed how many monthly sites below 9s there were. Some of those were Black Rapids which he mentioned earlier with a failed T1 card and the delay to get access through the road due to snow. He added there were also some PMIs and some antenna repairs.</p> <p>For the website, Paul stated there were 311 sessions with 913-page reviews. He added he is putting out tweets and the OMO is also updating the website with new information and attaching associated hyperlinks throughout.</p>	
<p>Other</p>	<p>6. Paul briefed that he had attended a Starlink demonstration on April 18 at the FEMA Disaster Response Support Facility which included the use of the apps, antennas, power sources and routers and he found it very interesting.</p> <p>Paul advised he had also attended the Interface Anchorage Expo on April 27 with some other entities at the Dena'ina Center in downtown Anchorage. He noted this was the second one of the year, and it is held in eleven different cities. Paul stated there were 35 vendors at the event and there were also three seminar rooms set up for speakers and demonstrations. He briefed some of the different topics by the speakers were data storage infrastructure, unified communications, information security, data center technology, and strategic management so it was very informative.</p>	
<p>System Management Office</p>	<p>Mr. Nik Fahnestock, System Manager</p>	<p>Action Items Assigned</p>
<p>Zone 2 Issue</p>	<p>Mr. Nik Fahnestock stated Paul had briefed most of the events but there was one issue that the SMO got resolved for Zone 2 where the link for the over-the-air rekeying took a hit and went down. He added this only affected Zone 2 rekeying, but between himself and Mr. Andy Strait, they were able to identify the problem and get it back up and operational in a pretty quick fashion.</p>	



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State of Alaska	Mr. Scott Stormo	Action Items Assigned
Core Routers	Mr. Scott Stormo provided an update on the status of the State's upgrade project. He noted there are no big changes to it, and they still have the core routers coming in May to get installed, which is the initial effort of us being able to migrate over to Ethernet services out to our various sites. Scott stated the month of June is still on schedule to have the Smart Connect feature installed and configured although it may be turned right back off when it's done if they don't have Fed Ramp approval. He added they have not heard anything saying that's not going to happen and like he mentioned last time, it's through the process to where it should happen, it just hasn't happened yet, but it seems like it made it through the hard part.	
Department of Defense	Mr. Timothy Woodall	Action Items Assigned
Microwave Routers	1. Mr. Woodall noted there had been some discussions about the router that would be used with the microwave and whether that router needed to be FIPS compliant or not. He stated the authorizing official for the authority to operate (ATO) on the system made the decision that it did not need to be FIPS compliant, meaning that it could be standardized with the routers that were being used for the State's microwave. Mr. Woodall briefed the DOD side of the house on the procurement by Motorola, they were instructed to buy the same standard as they are supplying for the State microwave sites.	
ATO	2. Mr. Woodall briefed regarding the ATO stating that it is in the final stage at the authorization official for review and then should be signed, and it will be part of the continuous monitoring process. He summarized that it will be a three-year ATO with continuous monitoring, meaning they will inspect one third of the system every year in terms of the controls assessment and other responsibilities.	
Upgrade Status	3. Mr. Timothy Woodall stated, just in case anyone asks, whatever Motorola is doing to the State side of the system, they should be doing the same to the DOD side of the system, because it is a single system of shared infrastructure, so they must match. He emphasized if anyone is hearing about something being different, please run that to ground through the Operations Management Office, back to Scott, or to him to try to work it out, so we don't end up with some incompatibilities in the system.	
User Council Representative Reports		Action Items Assigned
SOA DOT	1. Mr. Henry Cole stated he had nothing to add for DOT.	



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SOA DPS	2. John reported DPS was currently working through the budget cycle.	
SOA All Others	3. The representative was not addressed for comments.	
DOD Eielson	1. Mr. Chris Martin stated he had nothing.	
US Army Installations	2. There was no response from the representative.	
DOD JBER	3. There was no response from the representative.	
Federal Non-DOD DOJ	1. Mr. David Brown stated he had nothing.	
Federal Non-DOD DOI	2. Mr. Rob Redington stated he had nothing.	
Federal Non-DOD All Others	3. There was no response from the representative.	
Munis-North	1. Keith stated he had nothing.	
Munis-SE	2. Ms. Erann Kalwara noted they were a couple years into the project to connect to ALMR and would be working with the State to address the Saddle Mountain power issues.	
Munis-Central	3. There was no response from the representative.	
New Business	Discussion	Action Items Assigned
Apple IOS Security Update	Mr. Bruce Richter advised there was an unusual notice from CISA to all our employees that Apple released a special iOS security-related update for anybody using an iPhone or an iPad and that it was mandatory for all sorts of people and a good idea for anybody else. He added it was a very fast update, at least when he did it. Bruce explained this was an unusual approach by Apple, and it's because there is a known exploit out there that they're trying to help people guard against.	
Next meeting	Discussion	
	John stated the next meetings were June 7 and July 5.	
Adjournment	Discussion	
	John asked if there was any other discussion, and hearing no response, he made the motion to adjourn the meeting. Motion: Adjourn the May User Council meeting. Motion: Deputy Chief Keith Berrian Second: Mr. John Rockwell There were no objections or further discussion and the motion passed. The meeting was adjourned: at 2:00 p.m.	