



**ALMR User Council
Meeting Minutes**

Date: July 12, 2023

1. Attendance.

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

Primary				
T	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
T	Kalwara	Erann	Ms.	Municipalities Southeast
T	Kroona	Jon	Mr.	Federal Non-DOD DOJ, FBI
T	Nelsen	Scott	Mr.	SOA All Others, DMVA
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			DOD US Army - Alaska
	VACANT			DOD USAF, Joint Base Elmendorf-Richardson

Alternate				
N/A	Acone	Abigail	SrA	DOD USAF, JBER
N/A	Brown	David	Mr.	Fed Non-DOD DOJ, FBI
E	Carter	Bobby	Mr.	Federal Non-DOD All Others, TSA
T	Clendenin	John	Mr.	SOA DOT
T	De Hart	Kaitlyn	A1C	DOD USAF, JBER
T	Edwards	Karl	Mr.	DHS, SOA All Others
T	Endres	Benjamin	Lieutenant	SOA DPS
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	Redington	Robert	Mr.	Federal Non-DOD DOI, US Fish and Wildlife Service
N/A	Scott	Heath	Chief	Municipalities Southeast, Haines Borough PD
U	Williams	Rick	Mr.	DOD, US Army - Alaska

Supporting Staff and Guests:

T	Butcher	Joel	Mr.	Palmer PD
P	Fahnestock	Nik	Mr.	System Manager
P	Fussey	Paul	Mr.	Operations Manager
P	Reed	Dave	Mr.	Security Manager
P	Richter	Bruce	Mr.	DHS CISA
T	Shafer	Sherry	Ms.	ALMR Document Specialist
P	Stormo	Scott	Mr.	ALMR/ASPCS Manager
T	Ulrich	Naomi	Ms.	Motorola Solutions
P	Woodall	Timothy	Mr.	ALCOM J6 PM/COR



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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 for the meeting. Mr. Jacob Butcher joined the call after roll had been read.	
Introduction of Guests/Special Announcements		
Previous Meeting Minutes	John stated hopefully everybody had a chance to review the June meeting minutes and asked if they had any changes. There were no responses and John offered a motion to approve the meeting minutes. Motion: Approve the June 7 User Council meeting minutes. Motion: Mr. John Rockwell 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 for the updates to the Issues and Risks Log. Sherry advised for UC87, Mr. Scott Nelsen was appointed as the new primary representative and approved by a quorum of the Executive Council and that item is now closed. She added under the operational issues, those concerning the microwave hops that are at end of life. At the ALMR Upgrade Project Status meeting on June 29th, it was briefed that the equipment was shipping approximately on the 30th and installation of the four DoD microwave links should be completed by the end of August.	
	Issues closed at, or since, last meeting	
	N/A	
Action Items	Review	Resolution
	There were no Action Items from the June meeting.	
Operations Management Office	Mr. Paul Fussey, Operations Manager	Action Items Assigned



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Training	<p>1. Mr. Paul Fussey briefed Mr. Dan Nelson has a new video vignette on ALMR Inventory Maintenance and another video on Talkgroup Sharing Agreements out that have been posted to the web site. He noted there had been questions from folks on how to do Talkgroup Sharing Agreements, so Dan did a video on that and the proper forms. Paul stated the quarterly live training was postponed until August due to the summer fishing season and with everybody out and about, we decided to push it back till next month. That way we'll hopefully have more people attend that one.</p>	
Outreach	<p>2. Paul reported the FY23 membership agreements will remain valid until the FY24 membership form is approved and distributed to members to sign and return. He added the State and DOD had requested some wording changes and we're still waiting for final approval on that. Paul briefed that the newsletter is scheduled to be sent out on July 15th and he had just picked it up from the printer today.</p> <p>Paul advised that he, the SMO, and the Help Desk had been working over the last week to ensure dispatch centers were making sure their personnel are completing their annual cyber security awareness training, either level one or two and sending proof of completion (i.e., the certification) to the SMO. He stated this is required under the ALMR Privileged User Accessible Use Procedure 400-7, so we've been reaching out to the dispatch centers around the state letting them know what is required.</p>	
June Document Reviews	<p>3. Paul advised the Risk Management Plan, Technology Policy and Procedure 300-2, Standard Channel Naming Conventional Policy and Procedure 400-10, Operations and Maintenance Organizational Chart, and ALMR Concept of Operation had all gone through updates and approved.</p>	
June System Metrics	<p>4. Paul stated the June data only reflected Zone 1 counts. He explained that when the when the Juniper routers were installed, they weren't completely talking with Genesis so what happened when we started pulling the data and the numbers, we noticed a significant drop. Paul briefed Genesis was only picking up Zone 1, so the numbers that the council was looking at do not reflect Zone 2 or Zone 4, but since we've discovered this, we've been working on a fix and should have updated numbers hopefully by next week. He added Nik and his team have been working to fix and reconfigure the software. Paul noted for Zone 1 there were 1.6 million calls, right at 2 million monthly push to talks and the monthly busies, which we're a little bit higher, were at 1,290 but that still is only .0007 percent. Paul stated the monthly system performance sites below 3 nines dropped to seven sites - Cooper Mountain, Dimond Courthouse, Honolulu, Hurricane, Valdez, Willow, and Wolcott – for</p>	



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<p>Other</p>	<p>maintenance on the brackets, the towers, the antennas and doing our PMIs.</p> <p>Paul noted that we're up a little bit with the website and he has been talking to a lot of people with our outreach, once again pointing them to website when we get questions about new radios, what's approved and what's not approved, and we walk them through that.</p> <p>5. Paul advised under other items there were two things, the first was for the JVC Kenwood Portable VP8000. He stated the company had done a software upgrade and due to that, with the reconfiguration of the portable, we did another ATP test to make sure it was compatible, and it passed with flying colors last week.</p> <p>Paul briefed the second was a Motorola patch issue with the AIS, which is your archiving interface server, and a potential issue impacting audio recording solutions that utilize the Motorola AIS. He advised it has been recently patched with Motopatch for Windows and what we're getting from MTUG from the field is that audio recording solutions may stop capturing usable audio after the Motopatch for Windows is applied, but the solution from MTUG and Motorola is to immediately reboot the AIS following completion of the patching process, and that will restart the services and ensure the audio recording continues, so we want to make sure people are aware of that.</p>	
<p>System Management Office</p>	<p>Mr. Nik Fahnestock, System Manager</p>	<p>Action Items Assigned</p>
<p>Genesis Time Stamp Issue</p> <p>Periodic Maintenance Inspections Continue</p>	<p>1. Mr. Nik Fahnestock stated there is an NTP, which is a network time protocol, issue within the system right now which does partly play a role with the Genesis data, as well. He stated they are working to fix it, but he asked if any of the attendees notice that your computer times for Motorola are registering as 2003 instead of 2023, to let him know so he can get that fixed.</p> <p>2. Nik advised he has his guys out doing some PMIs all this week and next week and while we are in the summer months, they are going to be hitting them a lot.</p>	
<p>State of Alaska</p>	<p>Mr. Scott Stormo</p>	<p>Action Items Assigned</p>
<p>Antenna Remediation</p>	<p>1. Mr. Scott Stormo provided a quick update on the \$24 million state project noting the tower mediation was continuing with the change out of antennas and brackets. He advised this is resulting in four-to-six and sometimes longer hour outages so they appreciate agencies understanding as that work continues and that hopefully that will be wrapped up this summer and then everything else would be indoors.</p>	



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Federal Non-DOD DOJ	2. There was no response from the representative.	
Federal Non-DOD All Others	3. There was no response from the representative.	
Munis-North	1. Deputy Chief Keith Berrian stated he had nothing.	
Munis-Central	2. There was no representative present at the meeting.	
Munis-SE	3. There was no response from the representative.	
New Business	Discussion	Action Items Assigned
SAFECOM National Survey	<p>1. Mr. Bruce Richter reminded the group that they are in the middle of the SAFECOM nationwide survey which is a national effort similar to but smaller than the census. He pointed out the last time they did this survey was 2018 and everyone can think of all the things that have changed in the world of emergency communications and within their agency since 2018. Bruce stated they are trying to get the ground truth of what is going on across the country, so this is the chance to participate in the SAFECOM National Survey and any agency or organization with a public-safety related mission or involved in emergency communications is encouraged to take the survey. He added that so far, they have only 13 completed surveys from Alaskan agencies and 14 more agencies that got the e-mail with the link and at least opened it and started the survey but had not completed it.</p> <p>Bruce requested if agencies have any interest at all, they can go to cisa.gov and find the information there or they can get in touch with him richter@cisa.dhs.gov and he would help get an individual link for the agency sent to you, but it's really pretty easy process. He explained that yesterday he was on the phone with a guy from Washington Department of Corrections who was interested and was able to set him up to get the link and by half an hour later he had completed the survey Bruce also stated his son is a volunteer firefighter up at Chena Goldstream outside of Fairbanks, and he was able to work with his Battalion Chief and get the survey completed, so it's easy to do if you can block out half an hour of your time to do it, and he knows that's asking a lot during the summer in Alaska, but it hasn't been the best summer, so maybe there's the time. He thanked everybody that has taken the time to participate in this survey.</p> <p>Bruce provided the following lists of those agencies who have completed the survey and those that had received the link but have not completed it at the time of the meeting.</p> <p>Completed the survey:</p>	



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<p>FirstNet ROG Demo</p>	<p>suggestion that they've come up with is installing a bi-directional amplifier (BDA). He advised the Deputy Commissioner of Public Safety requested it be asked if there are any problems with them moving forward with the purchase and installation of a BDA up in the Fairbanks Courthouse and would like an endorsement from this group. John stated he was not asking for a vote at this time for this issue, but would like to know if there were any terms for DPS to install a BDA in the courthouse to bring them up now.</p> <p>Lt Ben Endres asked if a BDA was a repeater and John responded that in larger terms, it's just an enhancer or repeater but if he wanted more detail, he could get Scott Stormo back on to get into the nitty gritty.</p> <p>Fire Marshal Kyle Green reminded John the BDA installation should be run through the Fairbanks Fire Department Fire Marshals Office to ensure it was also available to other area first responders' emergency needs at the courthouse.</p> <p>John responded that was why they were looking at that technology because it just enhances the footprint of the ALMR groups. He noted others have asked why they don't just put a FirstNet repeater, but what they want to do is make sure that whoever is responding, whether it's fire, police, troopers, or the court service officers inside the courthouse, we are able to still talk on their normal talkgroups.</p> <p>Kyle stated as far as through fire, we'll definitely do that, and it is a permissible thing through the Fire Marshals Office there in Fairbanks Fire Department as they keep track of those systems, and there are some inspection statements, inspection testing, and maintenance requirements for those things on an annual basis. He added a couple of weeks ago, probably a month ago now, he participated in a presentation to the FirstNet Authority board and there was an advocacy board and to his surprise, the issue with Fedramp approval is actually a nationwide hindrance that the FirstNet Authority board is making note of and doing what advocacy they can on their end to help encourage further advancements with FedRamp. In his personal opinion, professional opinion it's absolutely important that those security things are taken care of and so he is willing to be patient as it is slowing things up for University Fire Department's, development in comms using FirstNet wireless, even just Wi-Fi, and being able to utilize that on ALMR.</p>	
	<p>4. John briefed FirstNet is going to have the Response Operations Group (ROG) demo in Anchorage on July 18th from one to four o'clock at the Alaska State Crime Lab at</p>	



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<p>FirstNet Response to North Slope Borough</p>	<p>4805 Dr Martin Luther King Jr. and they will be bringing out some of their toys for display and they'll be putting some type of deployable demo and then giving different demos and kind of a show and tell on the response operations infrastructure that they have. He added before that the FirstNet five-year plan will be briefed at 8:30a.m. and again, that's at the Alaska State Crime Lab, and we're going to be working on the next five-year rollout for FirstNet so we're going to have FirstNet and AT&T and me as the State of Alaska single point of contact. John advised they will work through some of the coverage area issues and problems for the State of Alaska and invited anybody who would like to attend to let him know if you're going to be there. He added on July 19th, FirstNet will be doing the response operations demo in Juneau at the Juneau airport from one to four o'clock, but he didn't know who the point of contact was for that.</p> <p>Sherry advised the group on the website the OMO has added the information about SAFECOM National survey and the FirstNet ROG on the calendar events. She stated if anyone had something that's going on that is of interest to public safety in Alaska, they can send the OMO the information on it and the OMO will post it out there. Sherry stated, regarding the BDA at the Fairbanks Courthouse, the OMO will need a System Change Request for that if it goes forward.</p> <p>5. Bruce stated he had one more item and that he wanted to extend his appreciation to FirstNet for the support they provided to North Slope Borough Police Department over their recent power loss with the fiber cut. He noted FirstNet was up there within 48 hours and they put a deployable up there that provided a bubble of voice and text coverage for any FirstNet users in the North Slope Borough Police Department, and he was very impressed with that kind of fast response.</p>	
<p>Next meeting</p>	<p>Discussion</p>	
	<p>John stated the next meetings were August 2 and September 6.</p>	
<p>Adjournment</p>	<p>Discussion</p>	
	<p>John asked if there was any other discussion, and hearing no response, he made the motion to adjourn the meeting.</p> <p>Motion: Adjourn the July 12 User Council meeting.</p> <p>Motion: Mr. John Rockwell Second: Deputy Chief Keith Berrian</p>	



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	<p>There were no objections or further discussion and the motion passed.</p> <p>The meeting was adjourned: at 2:08 p.m.</p>	
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