



ALMR User Council Meeting Minutes

Date: October 4, 2023

1. Attendance.

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

User Council Members

| Primary | | | | |
|----------------|-----------------|---------|--------------|--|
| E | 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 |
| T | Goggia-Cockrell | Tammy | Ms. | Municipalities Central, Vice Chair |
| E | Kalwara | Erann | Ms. | Municipalities Southeast |
| E | Kroona | Jon | Mr. | Federal Non-DOD DOJ, FBI |
| P | Nelsen | Scott | Mr. | SOA All Others, DMVA |
| N/A | Nelson | James | Officer | Federal Non-DOD All Others, US Forest Service |
| T | Martin | Chris | Mr. | DOD USAF, Eielson AFB |
| T | Murtiff | Zachary | MSgt | DOD USAF, Joint Base Elmendorf-Richardson |
| T | Rockwell | John | Mr. | SOA DPS, Chair |
| | VACANT | | | DOD US Army - Alaska |

| Alternate | | | | |
|------------------|---------------|-------------|--------------|---|
| E | Brown | David | Mr. | Fed Non-DOD DOJ, FBI |
| T | Carter | Bobby | Mr. | Federal Non-DOD All Others, TSA |
| E | Clendenin | John | Mr. | SOA DOT |
| N/A | Edwards | Karl | Mr. | DHS, SOA All Others |
| T | Endres | Benjamin | Lieutenant | SOA Department of Public Safety |
| T | Green | Kyle | Fire Marshal | Municipalities North, University Fire Department |
| T | Goodman | Jim | Mr. | Municipalities Central, MatSu Borough |
| N/A | Hammer | Nathan | SMSGT | DOD USAF, Joint Base Elmendorf-Richardson |
| T | Herman | Mary | Captain | DOD USAF, Joint Base Elmendorf-Richardson |
| N/A | Maley | Christopher | TSgt | DOD USAF, Eielson AFB |
| N/A | Peace | David | Mr. | DOD USAF, Joint Base Elmendorf-Richardson |
| U | Redington | Robert | Mr. | Federal Non-DOD DOI, US Fish and Wildlife Service |
| | VACANT | | | Municipalities Southeast |
| T | Williams | Rick | Mr. | DOD, US Army - Alaska |

Supporting Staff and Guests

| | | | | |
|---|------------|--------|-----|---------------------------|
| P | Fahnestock | Nik | Mr. | System Manager |
| P | Fussey | Paul | Mr. | Operations Manager |
| T | Haas | Zack | Mr. | Motorola Solutions |
| T | Hawkins | Mike | Mr. | Motorola Solutions |
| P | Neuman | Mark | Mr. | Municipality of Anchorage |
| P | Reed | Dave | Mr. | Security Manager |
| T | Reiter | Simon | MSG | US Army |
| P | Richter | Bruce | Mr. | DHS CISA |
| T | Shafer | Sherry | Ms. | ALMR Document Specialist |



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| P | Stormo | Scott | Mr. | APSCS |
| T | Thometz | Tim | Mr. | ICOM America |
| T | Ulrich | Naomi | Ms. | Motorola Solutions |

2. Meeting Minutes and Action Items.

| Agenda Item | Discussion | Action Items Assigned |
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| Call to Order | Mr. John Rockwell called the meeting to order at 1:31 p.m. | |
| Roll Call | Roll call was taken, and there was a quorum of User Council (UC) members in attendance for the meeting. Lt Ben Endres and Mr. Bruce Richter joined after the roll call was read. | |
| Introduction of Guests/Special Announcements | There were no special guests. John thanked Ms. Tammy Goggia-Cockrell for running the September meeting. | |
| Previous Meeting Minutes | John asked if everybody had a chance to review the September meeting minutes and if they had any questions, additions, changes, or updates. There were no responses. John requested a motion and a second to approve the meeting minutes. Motion: Approve the September 6 monthly User Council meeting minutes. Motion: Mr. Jim Goodman Second: Mr. Scott Nelson 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 under the active Council issues the appointment of the JBER representatives had changed and the new appointment letter was received on September 7 and the Executive Council approved those appointments on September 13. She added that on September 28 Chief Heath Scott retired, so the alternate Southeast representative position is now vacant. Sherry briefed that under the active operational issues the Clear to Kobe microwave hop replacement is in progress right now and the R1 North to Alcantra hop was completed on September 29. For OP15 and OP16, she reminded Mr. Scott Stormo that he had requested those items remain on | |



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| | <p>the Issues and Risk Log for one more month just to make sure nothing happened and requested permission to close those, as well.</p> <p>Scott responded they had been running for about a month and could be closed at this point.</p> | |
| | Issues closed at, or since, last meeting | |
| | N/A | |
| Action Items | Review | Resolution |
| | There were no Action Items from the September meeting. | |
| Operations Management Office | Mr. Paul Fussey, Operations Manager | Action Items Assigned |
| FY24 Membership Agreements | <p>1. Mr. Paul Fussey briefed for the membership agreements, there are now 121 that are final and there are two agencies that are nonresponsive, and the Operations Management Office (OMO) is working on those. He added there are 11 Federal non-DOD agreements pending final signature by the AFEA representative and he has been working to get those finalized.</p> <p>Paul advised the council there will be 30-day termination notification letters sent out tomorrow to the non-compliant agencies and hopefully those will be resolved by next week.</p> | |
| Outreach | <p>2. Paul reported there was a Town Hall held on September 16 and the recording from that has been posted to the web site. He added he has also been working with other agencies and other interest groups and had attended the monthly Alaska Municipal League infrastructure meeting on September 19, the Alaska Partnership for Infrastructure Protection (APIP) meeting on September 21, and the Alaska Police Officers Association (APOA) meeting on October 3. Paul advised he would also be attending ArcticCon 2023 on October 12, which is Alaska's Information Security Conference that would be held downtown Anchorage.</p> <p>Paul stated that when he talks to the ALMR member agencies some of the information he has been talking to them about are any concerns with the current upgrade work, any downtime that they have been seeing, the TDMA radios, the processes and where to find it on the website, how to make sure that when they're ordering the radios that they are TDMA capable, and then also what is on the website and the training videos available.</p> | |
| September Document Reviews | <p>3. Paul advised the Social Media Account Use Policy and Procedure, Asset Management Policy and Procedure 400-8, and Cooperative and Mutual Aid Agreement were all reviewed.</p> | |



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| September System Metrics | <p>4. Paul stated for the group individual calls, there were 1.4 million, which was a little bit higher than last month, and for the monthly push to talks, there were 2.3 million, which was higher than last year. For the monthly busies, Paul noted they had dropped precipitously this year and were at 253, which is phenomenal at .0001% with all the work that's been going on with the upgrade project and with the PMIs.</p> <p>Paul briefed for the sites below three nines, some sites were down for PMIs and some outages were beyond our control, like the GCI circuit failures at Pillar Mountain and Woman's Bay and outside carrier backhaul issues.</p> <p>For the website, Paul briefed there were 224 users this past month, 88 percent were new and a lot of them have been focusing on the policies and procedures, the training videos, and also what radios they can get.</p> | |
| Other Items | <p>5. Paul briefed that Motorola representatives came over and gave a new product presentation on September 26. He added the SMO and he tested and certified the Bendix King BKR 9000 portable, and it is now listed on our web site, and it is TDMA capable, and if you hover over the model number, there's the hyperlink that will pop up which will have the menu on there just like every other radio.</p> <p>Paul stated he attended the webinar on Public Safety Radio Uplinks which focused on radio interfaces, BDAs, and building structures and was very informative. He noted with Cybersecurity Month coming up this month, he attended the virtual training for the artificial intelligence (AI) and machine learning (ML) risks for public sector on what is out there and what threats might be out there for the systems.</p> <p>Paul reminded the group the Executive Council meeting will be on October 19 at 1:30 and the meeting link is on the web site. He also added the quarterly newsletter would be sent out on October 16, and that will also be posted on our web site.</p> <p>As a final thought, Paul advised the Information Systems Clearing and Sanitization Policy and Procedure 200-4, which is on the ALMR web site, states when agencies are turning in a Subscriber Request Form to delete their radios from the system, the agencies need to make sure that the radios are scrubbed and sanitized. He explained the ALMR offices take them off the system, but it's up to the agency to make sure whatever radios have been deleted off the system have been completely scrubbed, so the codeplug, the talkgroups, and the encryption have been removed from those radios if they are going to get rid of them.</p> | |



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| System Management Office | Mr. Nik Fahnestock, System Manager | Action Items Assigned |
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| Periodic Maintenance Inspections | Mr. Nik Fahnestock stated Paul pretty much covered the policy part that he was going to mention and outside of that just his guys are doing PMIs as seen in the in the sites below three nines slides and right now, they are in the Cordova area hitting up both sites. He noted other than that he had nothing new to add. | |
| State of Alaska | Mr. Scott Stormo | Action Items Assigned |
| Arrival of Snow | <p>1. Mr. Scott Stormo stated he has been watching the snow come down the mountains, that means an end to the opportunity to do work, especially at the higher sites, but there is nothing major sitting out there that they did not get to and hopefully, it stays that way.</p> <p>John thanked Scott for all the work they have been doing, especially the power issues and generators that they have been having to work on and replace and just wanted to state for the record that you're doing an excellent job, and he appreciated it.</p> | |
| TDMA Flash Upgrades | <p>2. Scott briefed his guys were going to start pushing out the TDMA flash upgrades to get that done. He advised his team would be doing the State radios and that they had handed out most of the flash upgrades to those local government agencies that they had them for and had less than ten still to get distributed. He noted the flash upgrades were part of their \$24 million purchase and if agencies had any questions on how to execute those flash upgrades on their radios, there should have been a sheet in the package with instructions and which people to contact if you needed any assistance or had questions on that.</p> | |
| Radio Management | <p>3. Scott advised they had gotten Radio Management installed a couple of weeks ago on the system which will, at least for the initial phase, allow us to program State Trooper radios that we purchased with that licensing and capability. He added that the way they are set up right now, it can just be small changes to a code plug, not big changes yet, but they are trying to work with the IT side and figure out how to build and use Wi-Fi, which will allow them to push firmware updates, flash upgrades, and large changes to the code plugs. Scott briefed the application would allow agencies to do quite a bit remotely, which in at least in their case, since they have customers all over the State, like the Troopers and DOT, that it has a good potential for saving them a lot of time driving around the State to service people's radios and update codeplugs. He noted this may not be as big of a deal for a small group and all the radios are right there in your firehouse, for instance, but it is potentially an option for others to be able to pursue using in the future. Scott stated</p> | |



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| <p>Smart Connect</p> | <p>once they get it figured out, and if an agency is interested, they can reach out to his office or Motorola and they can have a conversation about what it may or may not be able to do for you.</p> <p>4. John asked if there were any updates on the Motorola Smart Connect software or the acceptance of the functionality that we've been working on recently.</p> <p>Scott responded there has been no word on the FedRamp authorization that he has seen, but that at the end of the MTUG conference, he and Paul got the opportunity to corner some higher ups at Motorola and at least one of the guys that kind of started the process for Smart Connect got put in touch with the person who is more tightly tied to that status right now and there is nothing more at the moment as to when it would be done. He added he thought they were expecting it to be soon just based on how they've seen other people flow through the process. Scott noted the FedRamp federal government group that does that work does not really have like a list of where they are on the process, so it's in the final kind of step of the office, assuming it passes, they hope to be seeing something in the next month or so.</p> <p>John requested a tickler be put out there where when we do get close with the Smart Connect that we could have Motorola do another demonstration of some of the functionality where we can use the APX radios like the 9000 on utilizing some of the other technologies like push to talk via the Wi-Fi or such. He stated he thinks there's going to be some functionality that if we don't remind ourselves that we won't take advantage of and asked Paul that after one of the meetings, to get someone from Motorola to do that.</p> | <p>1. OMO to add Action to request demonstration of Smart Connect capabilities from Motorola after Fed Ramp approval.</p> |
| <p>Department of Defense</p> | <p>Mr. Timothy Woodall</p> | <p>Action Items Assigned</p> |
| | <p>Mr. Woodall was not present for the meeting</p> | |
| <p>User Council Representative Reports</p> | | <p>Action Items Assigned</p> |
| <p>SOA DOT</p> <p>SOA DPS</p> | <p>1. Mr. Henry Cole stated he had nothing to add.</p> <p>2. John stated he had nothing and asked Lt Ben Endres if he had anything.</p> <p>Lt Endres reported, for the remote radio management that was discussed, their first batch of portables were getting ready to be issued to the field. He added they were the APX6000s, and they were ready to have the software installed before they were issued out to the field, so they are ready when it goes online.</p> | |



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| SOA All Others | 3. Mr. Scott Nelson advised he had nothing new to share. | |
| DOD US Army Installations | 1. MSG Reiter stated he had nothing significant to offer. | |
| DOD JBER | 2. MSgt Zachary Murtiff stated he had nothing. | |
| DOD Eielson | 3. Mr. Chris Martin stated he had nothing. | |
| Federal Non-DOD DOJ | 1. There was no representative present. | |
| Federal Non-DOD DOI | 2. There was no representative present. | |
| Federal Non-DOD All Others | 3. Mr. Bobby Carter stated he had nothing from TSA. | |
| Munis-Central | 1. Ms. Tammy Goggia-Cockrell stated she had nothing | |
| Munis-North | 2. Fire Marshall Kyle Green stated he just wanted to say thanks for the update about shaking the tree for FedRAMP and continuing that, because they have been hearing any day for some time. He concurred with putting a tickler out there for this group so awareness of what other additional user needs are going to be present to actually engage in the Motorola system when that is able to be turned on, and having those discussions as soon as we know that date and any additional requirements that would be required of the users to be able to engage in that system. Kyle added that other than that, UFD has deployed and is operating off of the APX8000s portables and they are ready to engage and assist with that onboarding of the Smart Connect system utilizing the Wi-Fi side of it, because their portals can do that, so they want to be a part of that test and trial and look forward to contributing where they can. | |
| Munis-Southeast | 3. There was no representative present. | |
| New Business | Discussion | Action Items Assigned |
| | <p>1. John asked if there was any New Business and Mr. Bruce Richter responded.</p> <p>Bruce advised he just wanted to give a couple of updates of general interest to the group. He advised the next FEMA Region 10 Regional Emergency Communications Working Group (RECWG) will be on November 18 down in Bothell, but also virtually for anybody that wants to participate and as it gets closer to that time, he will share the agenda and the meeting link, so it can be distributed widely.</p> <p>Bruce stated he had just gotten back from a Region 10 all hands meeting down in Seattle, and they had a couple of interesting briefings that he wanted to share, and one of</p> | |



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| | <p>them was from a representative from the insurance industry and her particular area of expertise for cyber insurance who noted they are seeing explosive demand, both in victimization across government agencies, business entities, nonprofits, and they are limiting availability of coverage unless entities take on some of the initial steps for themselves. He added the second was that October is National Cybersecurity Awareness Month, and our Alaska Governor issued a proclamation on October 1 supporting that for the State of Alaska.</p> <p>Lastly, Bruce briefed that very recently the Tribal Cyber Security Grant Program opened up, which potentially is available for 270 Alaska communities to take advantage of but in that grant program, which ties in with the State and local cybersecurity grant program that's been ongoing, it kind of lays out some of the basic recommended steps for building into a cybersecurity plan and you can get more information on that online at cisa.gov.</p> <p>2. Sherry announced October is the beginning of the annual election process for the Chair and the Vice Chair positions. She noted nominations are done in October and then voting occurs in November, so the selectees can be announced in December and take office in January. She stated after the meeting, she would be sending out the email notification to all the members, and for those new to the process, the email is explanatory on what you need to do. Sherry added that when members respond, they should only respond to her and that there is no announcement for who is being nominated or who is chosen until December, and just wanted to make everybody aware of that.</p> | |
| Next meeting | Discussion | |
| | John stated the next meetings were on November 1 and December 6. | |
| Adjournment | Discussion | |
| | <p>John asked if there was any other discussion, and hearing no response, he requested a motion and a second from the council members to adjourn the meeting.</p> <p>Motion: Adjourn the October 4 User Council meeting.</p> <p>Motion: Fire Marshal Kyle Green Second: Mr. Henry Cole</p> <p>There were no objections or further discussion and the motion passed.</p> <p>The meeting was adjourned: at 2:00 p.m.</p> | |