

# Transcript: ALMR User Council Training

Welcome to the Alaska Land Mobile Radio training presentation. This is ALMR user Council training. This presentation was based upon live training given at the ALMR User Council meeting in February 2025.

This training is designed to review the governance structure of the ALMR system and specifically to define the function of the user Council. We will explain the roles and best practices for Members that are on the user Council. This training is designed for new user Council members and is a refresher for members that have been on previously.

The Executive Council is part of the ALMR governance structure. The user Council may make recommendations and send policy and procedure changes to the Executive Council.

In general terms, Executive Council members provide for leadership and oversight for the operations and management of the ALMR system and generally provide long term and strategic oversight and input.

Members of the Executive Council include representatives from the Alaska Department of Public Safety, Alaska Command, the Alaska Municipal League, the Municipality of Anchorage and the Department of Defense Alaska Command.

The Executive Council meets on a quarterly basis and may provide for input to the user Council and vice versa. The Operations Management Office serves both the Executive Council and the User Council in the governance structure.

In contrast with the strategic decisions made by the Executive Council, the ALMR User Council makes operational and maintenance decisions that more closely affect the day-to-day operations of the all of our radio system.

The user Council is designed to represent the needs of all users throughout the system and throughout the different sectors of public safety that all of our serves. The goal of the user Council and its monthly meeting schedule is to represent the needs, concerns and other input from the users and bring that up through to the operations and system management offices and to the Executive Council, if necessary, to ensure that the structure and usage of the AMR system continues to serve all users throughout its area.

In that case, the user Council is responsible for maintaining a user based management system and that is how operational and policy procedures and decisions are made.

The user Council also operates and maintains the system with the oversight of the Executive Council, the User Council Charter provides more detailed information as to the role and responsibilities of the user Council as a body. In order to fully represent the users throughout the area of our system, membership in the user Council is distributed amongst the user base.

There are 4 main categories of users, including the state of Alaska Local Municipalities, Department of Defense and federal agencies. For State of Alaska, a seat is held by the Department of Public Safety and the Department of Transportation and Public Facilities, with an additional representative representing all other departments within the state that use ALMR.

Municipal representation is divided based on geography in the North zone, central zone, and SE zone with one representative for each municipality.

Department of Defense is divided amongst joint base Elmendorf, Richardson as well as Eilson and clear bases, with a third seat designated to U.S. Army Alaska. Finally, federal seats that are not Department of Defense agencies have a seat for the Department of the Interior Department of Justice and an additional seat for all other representatives.

Generally, all seats have an alternate member that is able to represent and attend meetings and stay in communication with members. If the primary member is not available. The user Council is supported primarily by the Operations Management Office.

The ALMR system and structure is a cooperative operations and maintenance agreement. The chart on the screen shows the relationship between the different local, federal and state agencies, as well as contracted support that maintain and administer the aid of our system. Members of the ALMR system include local governments, as represented by the Alaska Municipal League and other local agencies.

Note that the Municipality of Anchorage administers its own zone that is connected to the ALMR system known as AWARD, or the Anchorage Wide Area of Radio Network.

The state of Alaska supports the system through the Department of Public Safety and a division known as APSCS, or the Alaska Public Safety Communication Services the federal government to participates both in Department of Defense and federal non DoD entities and the main membership of the cooperative operations and maintenance and the governance is made-up of the executive and User Council.

The Operations Management Office and the System Management office in general terms, the state of Alaska is active in administering the contracts for the system management and Operation Management Office and works closely with all of our staff through their role in

maintaining the SATS system, also known as the State of Alaska Telecommunication System.

The operations and system management divisions of ALMR work and are responsible for the operation of the system itself. However, the wide area network that provides backhaul through the various ALMR sites is SATS, which is administered by the state of Alaska.

In day-to-day effects this joint operation where both agencies are Co located and worked together on a daily basis is very effective and allows for coordination between the state and the contracted entities. The state of Alaska also administers contracts for funding of the all of our system and other administrative overhead.

The state owns most of the sites that are using ALMR or that are feeding the ALMR system, as in the physical radio sites. However, the Department of Defense does own some sites which they are responsible for the operations and maintenance.

The user Council is supported mainly by the Operations Management Office and the contracted operations manager, which provides for Executive, council and User Council support, documentation management and also provides for quality assurance and contract compliance for the system management office and other entities, the system Management Office, which consists of the system manager, technicians in the help desk are responsible for day-to-day technological issues such as help desk zone controllers, downtime, scheduled maintenance, equipment management, and others. The state of Alaska also assists with frequency management and corporate cooperation with the Department of Defense for the actual frequencies and licenses that are required to run the ALMR system.

The entire system is also supported by Motorola Solutions through security management and other maintenance.

As we have reviewed previously, the operations Management Office is in charge of representing the interests of the user Council and then by extension, all our users on a daily basis. They maintain documentation and supports the system management office as well as other partnership and member agencies.

Focusing on the user Council and its members, let's go through the responsibilities of each user Council member as it relates to the overall system.

The basic expectation is that the user, Council member or alternate is able to attend the meetings. These meetings occur on the first Wednesday of every month at the APSCS facility in Anchorage. Members are welcome to attend in person. They can also dial in via phone or attend the teams meeting.

During this meeting, there is scheduled time to allow for each user Council or each area representative to report any issues, questions or concerns.

They also are available to vote on policy changes and provide input to the operations management, system management and state of Alaska representatives that attend each user Council meeting. In addition, they can ask to serve or recommend any ad hoc committees or working groups that may be required due to current issues. Article 4 of the user Charter reviews some of the requirements around these meetings and the user Council members.

In addition to attending the meetings, we ask that user Council members participate in document reviews. The operations management and System Management Office periodically updates documents like policies and procedures. Documents are scheduled to be reviewed once a year and the schedule is maintained with the OMO to allow for those documents to be reviewed periodically throughout the year.

The operations manager or system manager or both as appropriate WILL initially review them and recommend any changes that may need to be required. If any of these documents are modified substantially, they are subject to approval by the user Council.

Finally, the core requirement for user Council members and the expectations that you're able to maintain engagement with your users. We recommend periodic check-ins with the users you represent, perhaps on a monthly or quarterly basis. Your users should be encouraged to participate in the trainings, webinars and utilizing the ALMR website and ex account to keep up with information, training and new developments. You're also encouraged to distribute the ALMR newsletter and other information that may come from the ALMR office to your users.

On an annual basis, generally two different surveys are undertaken with all members, one focusing on any operational issues as it relates to coverage and the other a general. Research on the usage, effectiveness and any issues with the ALMR system. Please assist the operations management Office in publishing these surveys and getting them out to the people that use radios and use the system every day. Finally provide update to users from the Omo. You can create an e-mail list or some other way of communication and pass on the items that we just discussed.

These core responsibilities help maintain the connection between the operations, management and system management offices and the individual users on the line to ensure that the radio system continues to work effectively and for the needs of all users.

If you have any questions on this training, contact the operations Management Office for assistance.