



ALMR User Council Meeting Minutes

Date: January 3, 2024

1. Attendance.

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

User Council Members

Primary				
U	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
N/A	Kroona	Jon	Mr.	Federal Non-DOD DOJ, FBI
T	Nelsen	Scott	Mr.	SOA All Others, DMVA
N/A	Nelson	James	Officer	Federal Non-DOD All Others, US Forest Service
N/A	VACANT			DOD USAF, Eielson AFB
U	Murtiff	Zachary	MSgt	DOD USAF, Joint Base Elmendorf-Richardson
P	Rockwell	John	Mr.	SOA DPS, Chair
	VACANT			DOD US Army - Alaska

Alternate				
T	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
T	Edwards	Karl	Mr.	DHS, SOA All Others
P	Endres	Benjamin	Lieutenant	SOA Department of Public Safety
T	Green	Kyle	Fire Marshal	Municipalities North, University Fire Department
P	Goodman	Jim	Mr.	Municipalities Central, MatSu Borough
U	Hammer	Nathan	SMSGT	DOD USAF, Joint Base Elmendorf-Richardson
U	Herman	Mary	Captain	DOD USAF, Joint Base Elmendorf-Richardson
U	Maley	Christopher	TSgt	DOD USAF, Eielson AFB
U	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
E	Williams	Rick	Mr.	DOD, US Army - Alaska

Supporting Staff and Guests

P	Crank	Tony	MSgt	168 th Wing
P	Fahnestock	Nik	Mr.	System Manager
P	Fussey	Paul	Mr.	Operations Manager
T	Haas	Zach	Mr.	Motorola Solutions
P	Reed	Dave	Mr.	Security Manager
T	Reiter	Simon	MSG	US Army
T	Piksa	Joe	Mr.	Motorola Solutions
P	Richter	Brice	Mr.	DHS CISA
P	Rockwell	Evan	WO1	Alaska State Defense Force (ASDF)



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T	Rogell	Pete	Mr.	BK Technologies
T	Shafer	Sherry	Ms.	ALMR Document Specialist
P	Stormo	Scott	Mr.	APSCS Manager
T	Ulrich	Naomi	Ms.	Motorola Solutions
T	Woodall	Tim	Mr.	ALCOM 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 1:32 p.m.	
Roll Call	Roll call was taken, and there was a quorum of User Council (UC) members in attendance for the meeting. Mr. Tim Woodall joined after the roll call was read.	
Introduction of Guests/Special Announcements	There were no special announcements or guests.	
Previous Meeting Minutes	John stated hopefully that everybody had a chance to read the minutes and asked if there were any questions, comments, updates to the meeting minutes. There were no responses. John requested a motion and a second to approve the meeting minutes. Motion: Approve the December 6 monthly User Council meeting minutes. Motion: Mr. Jim Goodman 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, at the last meeting, it was indicated that Chris Martin would be retiring at the end of the year and a new appointment letter was requested. She noted she was informed that had it been sent to the Commander for signature at Eielson, For UC93, Sherry briefed that Chief Heath Scott retired and he was the alternate SE representative. She stated the OMO had sent out an email to the southeast agency points	



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	<p>of contact requesting a volunteer to fill that position and at this time, no responses had been received.</p> <p>For OP15, -R1 North battery plant will not hold a load, Sherry stated this had been briefed at the last meeting and she had received an update email from JBER noting that an unfunded requirement had been submitted.</p>	
	Issues closed at, or since, last meeting	
	N/A	
Action Items	Review	Resolution
	<p>John asked Sherry to also continue and brief the Action Items.</p> <p>Sherry briefed the first item was a carryover from the October 2023 meeting where John requested a reminder to be put in place when the implementation of Smart Connect gets closer that we request Motorola provide demonstration of some of the functionality using the APX NXT radios, that item is still open. She stated the second item was to add the R1 North battery plant to the Issues and Risk Log, which had been done, and that item is closed.</p>	
Operations Management Office	Mr. Paul Fussey, Operations Manager	Action Items Assigned
<p>Training</p> <p>Outreach</p>	<p>Mr. Paul Fussey wished everyone a Happy New Year to start off.</p> <p>1. Mr. Paul Fussey briefed there was a new video vignette posted to the web site called "Advanced Radio Features.</p> <p>2. Paul reported he had finished sending out individual e-mail reminders to agencies regarding their TDMA radios in December. He explained his process noting he sends an email to each individual member organization to let them know what radios they have on the system, and by the serial numbers if they are TDMA or FDMA. Paul noted he also attached a Subscriber Request Form and has already gotten a couple forms sent back to the Help Desk to take some of the FDMA radios off the system. Paul advised that he explains to the agencies when the cutoff is and then puts links in the email to the approved equipment website page and also the training videos on TDMA.</p> <p>Paul stated there is a new president for the AFEA and the OMO is working with her, and she will be signing the outstanding user agreements for the Federal non-DOD entities.</p> <p>Paul added he had attended the APOA meeting earlier in the week.</p>	



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<p>December Document Reviews</p>	<p>John stated for agencies looking at replacing some of their FDMA radios, especially if they are with the state, to please utilize the ALMR Help Desk to help configure and make sure that those radios are done correctly so they are able to be put on the system without issues or problems.</p>	
<p>December System Metrics</p>	<p>3. Paul advised the Security Controls 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 System Description were all reviewed by the Operation Management Office (OMO) in December.</p>	
	<p>4. Paul stated the individual calls with one 1,478,785 and for the push to talk, there were 2,383,082, and looking at the monthly busies, there were 484. For the sites below three nines, he added that although ALMR has been talking about the Genesis system upgrade for the past several months and being able to see when radios are actually transmitting in FDMA or TDMA, the OMO and SMO offices have discovered a glitch in the Genesis upgrade.</p>	
<p>Other Items</p>	<p>Paul briefed the Genesis issue concerns sites under three nines and they are working with the Genesis IT department for clarification. He explained right now the slides shows seven sites which are Bailey Hill, Beaver Creek, Girdwood, Tahnetta Pass, Pillar Mountain, Tok, and Womens Bay, but some of the glitches they have seen were some of the towers were showing they were below three nines, and they were not, and then other towers were showing that they were not under three nines, but they actually were.</p> <p>Paul reiterated that the OMO and SMO were working with Genesis to figure out what went wrong with the upgrade so when they run the report, they get an accurate number for the towers. He added for now they are having to go through each individual tower to verify which towers are below three nines.</p> <p>5. Paul briefed on the website there were 381 sessions and 88 percent were new visitors, which is encouraging. He noted that when he does the FDMA-TDMA report he puts all the website links in the email he sends to the users.</p> <p>Paul advised the Genesis upgrade occurred the week of December 11 – 15 and Nik and his team have been working with Genesis and learning all the new features. One of the new features shows how many radios are affiliated to each tower and Paul noted he would ask Nik to talk about that.</p>	



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	<p>Paul stated the next Insider newsletter would be distributed on January 15.</p> <p>Lastly, Paul noted that this was Sherry's last UC meeting, as she would be retiring.</p> <p>John told Sherry she had been such an incredible part of this effort from the beginning, and that most people would say that she was the glue that has held us together and he would say that as well. He stated she had just done an incredible job and he wished her the best as she moved forward. John offered that he would give Sherry a chance to make any comments when the meeting gets into New Business, but he just wanted to say that he meant that from the bottom of his heart.</p>	
System Management Office	Mr. Nik Fahnestock, System Manager	Action Items Assigned
<p>Genesis Upgrade Issues</p> <p>Site/Tower Traffic Indicator</p> <p>Maintenance Inspections</p>	<p>Mr. Nik Fahnestock wished everyone a Happy New Year first off.</p> <p>1. He noted there are some Genesis issues that they are working with Genesis themselves trying to figure out the deal with the three nines information and the problem is exactly as Paul said where some sites are showing far below three nines and others are not and vice versa.</p> <p>2. Nik provided some additional information regarding the new Genesis feature that Paul was talking about regarding tower traffic. He added the information is more the number of radios that are on the tower mixed with the number of talkgroups that are on the tower to show you kind of an overall busy potential. Nik provided an example stating if the tower had three channels and you had 50 radios across 50 talk groups, it would give a kind of a percentage or a graph showing this site has a high potential for busies. He stated this is just one of quite a few different features that ALMR had gained out of the upgrade.</p> <p>3. Nik briefed site maintenance is business as normal, and they are still doing periodic maintenance inspections (PMIs) and if you are on the list, you will receive those notices from the Help Desk.</p>	
State of Alaska	Mr. Scott Stormo	Action Items Assigned
Donnelly Dome	<p>1. Mr. Scott Stormo briefed there were lots of power issues this last month, and weather knocked a lot of the commercial circuits down. He stated he did not know if there had been any luck getting hold of somebody to respond to get the generator going again at Donnelly Dome.</p> <p>Nik responded that Claire had been in contact with multiple people trying to get some kind of forward motion.</p>	



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Tahneta Pass	<p>Scott advised he was not sure what happened with that one, because they have somebody that runs their generators after hours and on a holiday weekend, so that helped that out.</p> <p>2. Scott briefed there were a couple of sites that showed up on the three nines list. He noted Tahneta Pass had a commercial power outage and it ran on the generator for a while and then the generator started failing, so that site went down for a while. Scott stated when they got out there to investigate the generator, the commercial power was back up and they discovered the maintainers for the commercial power had disconnected the state's power line to the site from the commercial power, but luckily, they were still in the area and fixed the issue. He advised the state still does not have a generator that will carry the site at the moment, but they are working on getting a contractor out there to take a look at it.</p> <p>Scott briefed the site has been in a bad situation coming up on two months. He stated it has a short-run generator that has been going for 60 days or so and finally started having a lot of trouble, but the good news is they have a contractor who is laying a temporary line starting today and hopes to have it done by Friday. They may have a temporary power line right on top of snow and trees and bushes and whatever else they can get it over to get backup power. Scott added the generator is having trouble, and they have somebody out looking at it today and he would not be surprised if they have to swap it out in the near future.</p> <p>Scott stated he guessed the moral of the whole conversation is even though we are spending \$24 million to refresh a bunch of stuff, like one rack of equipment that makes this stuff work, there are still generators, battery plants, power lines, towers, shelters, microwaves, and another million other pieces of equipment in this system that just spending \$24 million on the Motorola equipment, from the state's perspective, doesn't do anything for the rest of the \$100 million worth of infrastructure that requires constant life cycle and operations and maintenance done on it. He noted that the funding was not necessarily there from either the DOD's perspective or the State's perspective, so we both suffer taking care of this enormity of that infrastructure.</p> <p>Scott briefed the reason he was bringing that up is if anyone ever gets a chance to talk to the right people, they might mention to them that it would be good to have some support towards ALMR because it is not something that they really know about and that the cost that goes into supporting public safety is not cheap because it is not a profit center</p>	
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	<p>and that the equipment is something he thinks should be like a governmental function and that the government should be supporting and paying for it like they do National Defense. He reiterated if anyone gets a chance to talk to the right people to knock on their door in meetings to take advantage of the opportunity to make mention of that.</p> <p>Mr. Jim Goodman stated he wanted to pass along to Scott's office and his folks too, that during the response in the area for greater Palmer fire, he was kept in the loop to what was coming, how to prepare, and they did have a call while that was down. He added the communication coming from the ALMR direction was almost minute by minute on what was happening and as soon as it was back on, Jim stated he was made aware of it, so if anyone is not on the Help Desk e-mail for updates, they should consider it.</p>	
Department of Defense	Mr. Timothy Woodall	Action Items Assigned
Software Upgrade Agreement	<p>1. Mr. Tim Woodall stated the DOD has been working with Motorola to get a lifecycle management plan that they could use along with the fiduciary responsibilities agreement. He added a lifecycle management plan was delivered to them and also to the State of Alaska for the infrastructure owners. He briefed the plan has a component breakdown to transition to an annual software upgrade agreement (SUA) plan versus every three to five years. He explained the upgrade costs that they typically pay would be budgeted on an annual basis versus a three-to-five-year basis for those life cycle upgrades. Mr. Woodall advised they will be entering into a new contract in 2026, and he was unsure if those numbers would be sustained. He noted he would get something together and get those numbers out to the DOD folks that relate to DOD costs and asked that they move that information up to those who do the financial planning and budgetary processes. That way they can get those funds aligned to move to an annual O&M approach for the software upgrade agreement. He stated he wanted to provide a heads-up on that and should get that out probably around mid-week next week so the agencies could start looking at it and ask any questions. Mr. Woodall reiterated this would give an idea of what the ten-year cost would be for ALMR and also an annual over the next ten years, so both annually for ten years and then outward for ten years so that we can get ahead of the financial planning process.</p>	
Maintenance Contract	<p>2. Mr. Woodall reminded those agencies who have not paid their annual maintenance cost, to please get that processed into the to the State of Alaska and keep him in the loop. He stated he would be following up with those who haven't currently paid.</p>	



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Departure	3. Mr. Woodall then thanked Sherry for all the years and stated it was probably one of the best decisions they had made in ALMR from a governance and operational and administrative standpoint was to hire her. He added much thanks to her for all that she had done and that she kept them together, kept them organized and kept them informed. Mr. Woodall ended saying she was going to be sorely missed.	
User Council Representative Reports		Action Items Assigned
SOA DPS	1. Lt Ben Endres reported they are also in the process of replacing their remaining non TDMA radios and it was in the governor's budget, but they would see how that goes. He mentioned the ongoing communication problem in the Fairbanks courthouse and that the problem was identified in the past and apparently funding was a problem. Lt Endres added the BDA system that was described in the ALMR newsletter is a potential fix for the Fairbanks courthouse, so he just wanted to keep that on the table and bring some attention to it because it is an issue for them up there and all they need is money.	
SOA DOT	2. Mr. Henry Cole stated they are working on funding, and as Mr. Fussey had mentioned sending out notifications to users who have lots of FDMA radios and DOT is probably one of the bigger offenders in that regard. He noted he was working on that and had requested funds again this year and it was in the governor's draft budget, but as anyone who has any experience dealing with the state budget process knows, that is a long way from the finish line, so fingers crossed again. Henry advised they are hoping to do a three-year replacement cycle, which would get them in under the wire, but again it is a long way to go before the finish line, because they have about 1000 FDMA radios, but he is hoping to get them all replaced in that three-year cycle. Henry stated the next thing he had was not really a question, but more of a comment about the system metrics that council members are shown every month. He noted for December and November, in particular, that the number of both push to talk and group calls is down significantly from 2022, but the number of busies for both months is up significantly. Henry stated he was sure there is good reason for that due to all the notifications about system failures and power outages he has seen, but requested maybe if it was possible they could get an analysis of why the busy spike occurred in a given month. He noted he did not know how easy that is to do and did not know if our technical systems allow for that but thought that would be potentially beneficial for when he occasionally hears ALMR doesn't work and why	



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<p>SOA All Others</p>	<p>are we spending this money on it to have more quantitative things to push back on that with.</p> <p>Lastly, he stated he just wanted to echo what several people have said with Happy New Year and especially a thank you and congratulations to Sherry both from this organization and the User Council, but also especially from him as an individual member because she has been very helpful, so he wanted to say thank you and good luck in retirement.</p> <p>3. Mr. Scott Nelsen advised his organization was also preparing to replace their radios and at the same time update their inventory and pull some old radios off of the network and decommission those. He added, as Paul mentioned earlier, they will be assisting the National Weather Service in Anchorage and Fairbanks with some of their communication needs. Other than that, Scott noted he did not have anything radio wise to report but thanked Sherry for all her help over these past few years and would miss her greatly.</p>	
<p>DOD US Army Installations</p> <p>DOD JBER</p> <p>DOD Eielson</p>	<p>1. There was no representative present.</p> <p>2. There was no representative present.</p> <p>3. There was no representative present.</p>	
<p>Federal Non-DOD DOJ</p> <p>Federal Non-DOD DOI</p> <p>Federal Non-DOD All Others</p>	<p>1. The attending representative did not respond.</p> <p>2. There was no representative present.</p> <p>3. Mr. Bobby Carter advised he had nothing to add for TSA but wanted to make a quick comment though because he was kind of curious what Sherry was going to do in retirement now that she doesn't have the void to fill trying to get everybody to respond to her requests in her emails, so kind of curious how that's going to go for her.</p> <p>John asked Sherry if she wanted to answer now or wait until New Business, and she responded she would wait.</p>	
<p>Munis-Central</p>	<p>1. Mr. Jim Goodman advised that he knew that several of the agencies in the valley were working on going to TDMA radios. He added that with the upgrades, he has been talking quite a bit about Bailey Hill, and it seems, unless somebody else knows differently, that no news is good news. Jim stated he had not heard anything negative about the upgrades, including penetration down there into the courthouse, which was excellent. He noted they are moving forward and striking radios out of inventory as they are removed and Palmer's trend is to adhere to that, but he had not talked to the borough about that yet and did not know if</p>	



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<p>Munis-North</p>	<p>they have been removing quite a few, but he believed that was on the agenda, although 2026 is going to be here awfully quick.</p> <p>2. Fire Marshal Kyle Green stated the big thing that he had was a shout out to Sherry. He explained he recently had a question come in from one of their users and he had forwarded it on to Sherry. Kyle stated there was some back and forth and he appreciated Sherry's patience and guidance, and her responses were thorough and helped answer the questions their user was looking for. He added he appreciated that and congratulated her on her retirement, but there were big shoes to fill for the next person.</p> <p>Kyle briefed the other thing was he wanted to tag on to Mr. Cole's comment about metrics as it was one of those things that he learned a couple years ago when he had made a request about more detailed metrics as far as where all those things were happening at, more of like a location analysis. He noted, what they discovered, and gave a thank you to Nik for his work to help them understand that, was there was quite a bit of background work that had to be done because the Genesis system cannot spit out specifics related to a site like where traffic is coming from and where those busies are coming from. Kyle advised that he sent his comments off to Genesis but did not hear back. It was something that, as a User Council representative, he could do to help ALMR get more specific data that is consumable by folks that are making budgetary decisions such as our legislators or folks in DC. So whatever work we can do there, that would be awesome. Kyle expressed his appreciation to Mr Rockwell who had to do something similar and the immense amount of work with the data just to get it to something that looks like regional-based data for how and where the ALMR system is being used. He echoed the request that any advancements there would be awesome, so there is more visibility for those folks that make decisions.</p>	
<p>Munis-Southeast</p>	<p>3. Ms. Erann Kalwara stated she did not have any updates from southeast today.</p> <p>John asked how their dispatch center was going and Erann replied the center was doing okay and the radios are doing just great. She noted their 9-1-1 upgrade was postponed at the last minute, so they were working to reschedule that.</p>	
<p>New Business</p>	<p>Discussion</p>	<p>Action Items Assigned</p>
<p>Retirement</p>	<p>1. Ms. Sherry Shafer stated she did not have anything prepared but had made the decision to retire over the last couple of months. She noted she was not afraid to tell her age and she would be 66 soon and had a granddaughter</p>	



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	<p>who is five and just started pre-K this year, so her plans were really to catch up on all the projects that she had constantly put on hold around her house that she wanted to do and to spend more time with her granddaughter and just kind of sit back and enjoy herself a little bit more and do some of the things that she had not been able to do for a long time that she really enjoys doing.</p> <p>Sherry noted that she had offered to Paul and to her company, if they needed her to fill in, that she would be available, but that she really did not want to work full-time anymore. She stated she appreciated everybody in the ALMR community and has always advocated for ALMR because it is a fantastic system. Sherry stated she has discussed this with Paul before and she believes that sometimes people forget where they were 20 years ago, before ALMR existed and that that kind of leads to a little bit of apathy about the system and about what a really great asset it is to the State of Alaska and to the public safety community. She added it is hard to think about agencies using conventional and only talking to themselves, and that was the reality when there were stovepipe systems.</p> <p>Sherry noted the person that will take her place is going to have a, what she calls a drinking from a fire hose type situation, and they have a lot to learn. She stated she grew up along with ALMR and gave a brief history of still being in the Air Force and Mr. Woodall was a Senior Master Sergeant working for the J6 as the frequency manager. Sherry explained ALMR was initially envisioned as a Federal only system, and that she had helped Mr. Woodall prepare surveys that were going to go out to the Federal non-DoD agencies to gauge their interest in an Alaska-wide federal system. She added when she retired from the Air Force, she went away from ALMR for a little bit, but Mr. Woodall hired her when the project started, and it has been 16 1/2 years since the project up until to now. Sherry admitted ALMR has its ups and downs, but in the long run, if everybody takes a moment to reflect on where they came from to where they are now, that when those sites go down for weather or whatever, that they might take a moment to say, it is not that big a deal and the System Management Office is going to get that site up or the State is going to get that site back up as soon as possible, and maybe they should not be so critical and say ALMR does not work. She stated ALMR has heard that a lot and ALMR does work, and it works fantastically, so she would just leave everyone with that. Sherry thanked everyone and added she appreciated them working with her throughout the years and giving her the opportunity to help educate them as much as she was able, because she certainly did not know it all. She thanked</p>	
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<p>CISA Update</p>	<p>everyone for the all the kind words and hopefully she would come back now and then.</p> <p>Mr. Rockwell said he also wanted to echo the words everybody else had said and told Sherry she had been a role model of helpfulness and cooperation and growing together. He added that the people involved in this critical infrastructure, and it was pointed out how this really is critical infrastructure people's lives rely on, and she had been just such a key unsung hero of that whole effort, so he thanked her you for that.</p> <p>2. Mr. Bruce Richter briefed he want to tell a couple of stories, if the group would indulge him. He started with one that happened around December 7, or maybe the second week of December, when the Daily News picked up and reprinted the Washington Post story about the Chinese Cyber Army. Bruce advised if you didn't read that, take the time to read it; it was pretty good reporting, some pretty good quotes by a couple of people from back in Arlington.</p> <p>Bruce briefed the essential concept is if you look at what's going on around the world, and China has made no secret that they would like to reacquire Taiwan and they feel that is their real estate. He added with the tensions of us leaving Afghanistan in the lurch and now what's going on with Ukraine and potential of whether we still support Ukraine or do we leave Ukraine, things could happen in this hemisphere that relates to Taiwan. Bruce stated the easiest way for China to win that war is make sure it is very difficult for forces to surge from the West Coast ports and from the western bases to help and how would they do that. He noted in that article they talked about that, and what we have already seen happen in Hawaii and Guam, in some other places is all open-source stuff. Bruce pointed out that what they have gone after are telecommunications networks, they've gone after electrical infrastructure, they've gone after water utilities, and that is just the stuff we know about. He noted how dependent ALMR is on the commercial power lines supporting the sites, certainly at Womens Bay, and stated it is worth reading. He added since that article came out, there were some updates that CISA had released on their alerts and advisories website, so take a look at it.</p> <p>Bruce stated the next story he wanted to tell was from the 9-1-1 center in Eugene Oregon, on the Saturday of Christmas weekend. He stated they received a phishing phone call from somebody purporting to be from Microsoft Customer Secure Center, telling them that their computer has a virus, and they want to fix their computer for them. Bruce pointed out if you look at some of those ransomware updates that</p>	
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	<p>were released, there is a really strong social engineering component tool where they convince people that they need to engage in online chat and then they convince people that they have got some tech support they would like to help them with, and that is kind of the direction some of this ransomware is going where these people are trying to portray themselves as helping the worker problem. He continued, noting the call taker at the Eugene dispatch center was smart enough to realize it was spam and told them not to call back, then, very shortly after, for a 20-minute period, the center got hundreds of robocalls interfering with the incoming lines. Bruce briefed their advice to people has been to know who your phone provider is, know how to get ahold of them on the weekend and the holidays and call them if needed. He stated CISA records show these calls are coming from bandwidth.com which are Internet providers as far as he knows, and so they were not able to immediately do anything to cut those calls off and then after 20 minutes, they just stopped and so far, they have not reoccurred. Bruce advised the moral of this whole story was that we kind of take it easy over the holidays and think that status quo is going to continue, but there are multiple adversaries thinking about how they can get in and mess with your service and your critical infrastructure.</p> <p>Lastly, Bruce pointed out that APCO Magazine did a very good job of writing up another incident from Arlington that happened down in Washington County, Oregon, right next to Portland. He noted their friend Mark Bucholz, who is the Washington County Oregon 911 Center director. there, had an incident where they were still installing a new system and the ransomware infection hit the server that was being used to program the radios on the maintenance side and that had happened before Mark took the job. Bruce stated whoever got involved in cleaning it up, thought they had cleaned it up, but they did not do anything to change passwords and secure it from the same attack vector several months later when Mark was there. He noted it was a short four-page article and he had already shared it with John and Paul who could feel free to forward it, but it was it was really a good little writeup and some good lessons learned from something that happened in this region and could happen again.</p> <p>John thanked Bruce for the updates and warnings and that their website cisa.gov is an excellent resource, especially for some of the articles that were mentioned.</p> <p>Mr. David Reed stated if anyone had any questions about anything they do read on the CISA website and how it might affect our network, they could get in contact with him, and he would give them some more specific information</p>	
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Next meeting	Discussion	
	John stated the next meetings were on February 7 and March 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 January 3 User Council meeting.</p> <p>Motion: Mr. Jim Goodman Second: Mr. Bobby Carter</p> <p>There were no objections or further discussion and the motion passed.</p> <p>The meeting was adjourned: at 2:21 p.m.</p>	