



## ALASKA LAND MOBILE RADIO

# Alaska Land Mobile Radio Communications System

## New User Procedure 300-4

Version V18

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## **Document Revision History**

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## **Acronyms and Definitions**

**Abuse of User Privileges:** repeated violation of system guidelines, procedures, protocols, or violation of the membership agreement may result in termination of the Membership Agreement, subject to the review and direction of the Executive Council. A decision by the Executive Council is final and non-appealable.

**Alaska Federal Executive Association (AFEA):** federal government entities, agencies, and organizations, other than the Department of Defense, that operates on the shared ALMR system infrastructure.

**Alaska Land Mobile Radio (ALMR) Communications System:** the ALMR Communications System, as established in the Cooperative and Mutual Aid Agreement.

**Alaska Municipal League:** a voluntary non-profit organization in Alaska that represents 165 cities, boroughs, and unified municipalities.

**Alaska Public Safety Communication Services (APSCS):** a State of Alaska (SOA) office in the Department of Public Safety (DPS) that operates and maintains the SOA Telecommunications System (SATS) supporting ALMR and providing public safety communication services and support to state agencies.

**Anchorage Wide Area Radio Network (AWARN):** the 700/800 MHz Anchorage node of ALMR. AWARN makes up Zone 4 of the system.

**Department of Defense (DoD) – Alaska:** Alaskan Command, US Air Force and US Army component services, operating under United States Pacific Command and United States Northern Command.

**Department of Public Safety (DPS):** a State of Alaska (SOA) department where the SOA Telecommunications System (SATS) and ALMR programs reside.

**Executive Council:** governing body made up of three voting members and two associate members representing the original four constituency groups: the State of Alaska, the Department of Defense, Federal Non-DoD agencies (represented by the Alaska Federal Executive Association), and local municipal/government (represented by the Alaska Municipal League and the Municipality of Anchorage).

**Help Desk:** where repair, maintenance, and programming issues/problems are reported; and assigned under the ALMR System Manager.

**Local Governments:** those Alaska political subdivisions defined as municipalities in AS 29.71.800(14).



**Member:** a public safety agency including, but not limited to, a general government agency (local, state, tribal, or federal), its authorized employees and personnel (paid or volunteer), and its service provider, participating in and using the system under a membership agreement.

**Membership Agreement:** the agreement entered into between the ALMR Operations Management Office, as the designated agent for the Executive Council, and the user agency, which sets forth the terms and conditions under which the system provides services to the user agency and the user agency's responsibilities while operating the system. Also referred to as a user agreement.

**Municipality of Anchorage (MOA):** the MOA covers 1,951 square miles with a population of over 300,000. The MOA stretches from Portage, at the southern border, to the Knik River at the northern border, and encompasses the communities of Girdwood, Indian, Anchorage, Eagle River, Chugiak/Birchwood, and the native village of Eklutna.

**Operations Manager:** represents the User Council interests and makes decisions on issues related to the day-to-day operation of the system and any urgent or emergency operational or repair decisions, establishes policies, procedures, contracts, organizations, and agreements that provide the service levels as defined in the ALMR Service Level Agreement in coordination with the User Council.

**Operations Management Office (OMO):** develops recommendations for policies, procedures, and guidelines; identifies technologies and standards; and coordinates intergovernmental resources to facilitate communications interoperability with emphasis on improving public safety and emergency response communications.

**State of Alaska (SOA):** primary maintainer of the state's infrastructure system, and shared owner of the system. The State of Alaska sponsors local/municipal agencies onto the system.

**System Management Office (SMO):** team of specialists responsible for management of maintenance and operations of the system.

**Talkgroup:** electronic equivalent of a channel on a trunked system; a unique group of radio users that can communicate with each other.

**User:** an agency, person, group, organization, or other entity which has an existing written membership agreement to operate on ALMR with one of the parties to the Cooperative and Mutual Aid Agreement. The terms user and member are synonymous and interchangeable. All terms and conditions of the Cooperative and Mutual Aid agreement defined apply to local/municipal government agencies that are sponsored/represented by the State of Alaska.



**User Council:** governing body responsible for recommending all operational and maintenance decisions affecting the system. Under the direction and supervision of the Executive Council, the User Council has the responsibility for management, oversight, and operation of the system. The User Council oversees the development of system operations, plans, procedures, and policies.



## **1.0 Purpose**

The purpose of this procedure is to provide agencies who want to become a member agency on the Alaska Land Mobile Radio (ALMR) Communications System with the information required to apply and operate on the system.

## **2.0 Roles and Responsibilities**

### **2.1 Executive Council**

The Executive Council (EC) shall be responsible for the management and enforcement of sanctions when violations of the New User Procedure warrant such action.

### **2.2 User Council**

The User Council (UC) shall be responsible for the formal approval of the New User Procedure and any substantial revisions hereafter.

### **2.3 Operations Management Office**

2.3.1 The Operations Manager, as the executive agent for the Executive Council, will review all new membership agreements, approve/disapprove them, or return them for more information.

2.3.2 Membership materials can be obtained from the Operations Management Office (OMO):

Ms. Mary Burnham, 907-777-1113 (Document Specialist)  
Email: [mary.burnham@wostmann.com](mailto:mary.burnham@wostmann.com)

2.3.3 Completed membership materials can be converted to Adobe format or scanned and emailed back to the OMO Document Specialist, faxed to 907-269-6797, or mailed in hard copy to the OMO.

Mailing Address:      Operations Management Office  
                            5900 E. Tudor Road, Suite 121  
                            Anchorage, Alaska 99507

2.3.4 After the Operations Manager reviews the membership materials, the applicant will receive either: 1) an approved agreement and a letter of approval to operate; or 2) a letter of denial with an explanation.

2.3.5 Some agencies may require an in-depth review to determine if they meet the defined public safety and/or government agency criteria outlined in the Spectrum



Sharing Memorandum of Agreement.<sup>1</sup> The OMO will then make a recommendation to the User Council regarding membership approval.

2.3.6 The OMO will provide the System Management Office (SMO) with a copy of the membership agreement, once approved, and any requested Talkgroup Sharing Agreements (Appendix A or <https://alaskalandmobileradio.org/membership/forms/>). The approved membership agreement authorizes the SMO to contact the agency to obtain the necessary information to set up the agency talkgroup(s) and program agency subscriber IDs onto the ALMR system.

2.3.7 The OMO will update the ALMR membership roster when members are added or deleted. A list of current member agencies will also be posted on the ALMR web site (<https://alaskalandmobileradio.org/who-we-are/agencies-on-almr/>).

2.3.8 The OMO will add the new agency point of contact to the e-mail distribution list for the ALMR *Insider* newsletter and other important notices. Agencies should, in turn, add members of the ALMR staff to their email "safe senders" list to prevent rejections by their email servers.

## **2.4 System Management Office**

2.4.1 The SMO will contact new user agencies to provide (once size has been determined) subscriber IDs, identify talkgroup aliases, and identify agency points of contact.

2.4.2 The SMO will ensure the OMO has copies of all Talkgroup Sharing Agreements, as applicable, if received directly from the user agency and when finalized.

2.4.3 The SMO will ensure the OMO is notified when a user technical representative/ point of contact (POC) changes from the one listed on the signed membership agreement or Authorized Agency Point of Contact Roster.

## **2.5 Member Agency**

2.5.1 Member agencies are responsible for complying with all terms and conditions as outlined in the signed membership agreement.

2.5.2 Member agencies are responsible for complying with all policies and procedures related to operations on ALMR.

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<sup>1</sup> Memorandum of Agreement Between Assistant Secretary of Defense for Networks and Information Integration and Commissioner, Public Safety, State of Alaska, signed July 25, 2003, and July 18, 2003, respectively.



**NOTE:** Policies and procedures are located on the ALMR website on the "Governing Documents" page (<https://alaskalandmobileradio.org/policy-and-procedures/>).

2.5.3 Member agencies are responsible for immediately providing the SMO with any changes to their POC list, any subscriber unit additions, deletions, and any lost or stolen subscriber units.

2.5.4 Member agencies should be aware of who their User Council representative is and provide any issues to their representative to address at the monthly meeting, as necessary. A current list of primary User Council representatives can be found on the ALMR website. (<https://alaskalandmobileradio.org/user-council/>)

2.5.5 Member agencies should review the New Member Checklist (Appendix B) for additional areas of consideration. **NOTE:** The checklist is for agency internal use only and not a required item for membership.

2.5.6 Member agencies should contact the OMO to check the availability of, and request, training (when funded). Training videos are also posted to the web site for member agency convenience (<https://alaskalandmobileradio.org/training-videos/>).

### **3.0 Compliance**

Compliance with the New User Procedure is outlined in ALMR New User Policy Memorandum 300-4.



## **Appendix A Interagency Talkgroup Sharing Agreement**



**Alaska Land Mobile Radio Communications System  
Interagency Talkgroup Sharing Agreement - Reciprocal**

In order to provide the highest level of interoperability and mutual aid services to the residents of the State of Alaska, responding agencies must have access to interoperable communications. It is the intent of the undersigned to share Public Safety frequencies and talkgroups (as listed on page 2) between agencies within the following guidelines:

1. Agencies requesting to share their talkgroups with another organization must have a signed Membership Agreement on file with the Operations Management Office. Only an authorized agent for the below organizations (on file with the ALMR offices) may sign this agreement.
2. The sharing of frequencies and talkgroups that provide regional and statewide interoperability is **for official use only**.
3. Agencies who have a signed Talkgroup Sharing Agreement may use another agency's frequency or talkgroup when operationally necessary. This occurs most frequently at the host agency's request, or when acting in a mutual aid capacity.
4. Some agencies routinely operate their radios in an encrypted state, necessitating the sharing of security keys in order to enable radio interoperability. As such, each agency agrees that the programming of another agency's security keys/encryption will not be shared with other agencies or organizations outside the scope of this agreement. Doing so violates the terms and conditions of the Membership Agreement and ALMR policies and procedures.
5. Nothing in this agreement limits an agency from sharing their own frequencies, talkgroups and/or security keys with other agencies or organizations. This agreement only applies to the undersigned agencies. No other agency may be added without initiating a new agreement. (fill in gray fields - page 1)

**Requesting Agency:**

Agency Name:

\_\_\_\_\_  
Contact Phone Number:

\_\_\_\_\_  
Contact Email Address:

\_\_\_\_\_  
Typed/Printed Name:

\_\_\_\_\_  
Signature/Date (required)

\_\_\_\_\_  
Signature/Date (required if reciprocal)

**Owning Agency:**

Agency Name:

\_\_\_\_\_  
Contact Phone Number:

\_\_\_\_\_  
Contact Email Address:

\_\_\_\_\_  
Typed/Printed Name:

\_\_\_\_\_  
Signature/Date (required)

\_\_\_\_\_  
Signature/Date (required if reciprocal)

**NOTE: If this is a reciprocal agreement; both sides must be completed by both agencies.**

**INSTRUCTIONS: Fill in all fields below, as applicable. Owning agencies may be requested to provide their codeplug to the requesting agency for programming purposes.**



## Interagency Talkgroup Sharing Agreement (page 2)



Alaska Land Mobile Radio Communications System  
Interagency Talkgroup Sharing Agreement - Reciprocal

TALKGROUP ALIAS/NAME	TALKGROUP ID (TO BE COMPLETED BY ALMR)	CKR Do You want to share your encryption codes (Y/N) NOTE: If "Y" - you must also provide the CKR number

CONVENTIONAL ALIAS/NAME	CALL SIGN	EXPIRATION DATE	TRANSMIT FREQUENCY	TRANSMIT PL/DPL	RECEIVE FREQUENCY	RECEIVE PL/DPL	POWER/ERP

\*PL – Private Line Code

\*DPL – Digital Private Line Code

Provide special instructions to be followed in the area below. Examples of special instructions are (i.e. special interest groups, drug enforcement, SERT, console/subscriber only, etc.) or any other required restrictions. You may add a separate page of instructions, if desired.

Please separate the two agencies' associated talkgroups by one line space in the area above.

This agreement is not valid until submitted to the ALMR Help Desk and they have completed their required actions. Talkgroups may not be programmed into any subscriber until a completed copy of this agreement is returned to the requesting agencies from the Help Desk. Doing so is in violation of ALMR policies and procedures.

**NOTE: If either agency cancels any part of this agreement, the entire agreement becomes null and void and a new Talkgroup Sharing Agreement must be executed.**



## **Appendix B New Member Checklist**

Welcome to the Alaska Land Mobile Radio (ALMR) Communications system. This checklist is designed to assist you by providing guidelines for operating on the system, and by addressing specific questions which will help you become an active member of the premier public safety communications system in Alaska.

**NOTE:** This checklist is for your internal use only and is not required to be returned to the OMO.

**1. Evaluate ALMR benefits.**

- Who do you require interoperability with?
- Are you within the statewide coverage area?
- Do you require 24/7 system monitoring?
- Do you require system maintenance?

**2. Compare the ALMR Coverage to your needs.**

- What regions do you operate in (statewide, boroughs, municipalities)?
- Do you require in-building coverage?

**3. Identify your operational needs.**

- What make/model of mobile radios do you currently use?
- What make/model of portable radios do you currently use?
- What accessories (i.e., chargers, headsets, etc.) do you use?
- What make/model of consoles do you currently use?
- Do you require gateway access? (subject to the availability of devices on the system)
- Do you require communication with disparate radios?
- Have you defined your radio talkgroups?

**4. Order/Verify Radios**

- Verify radio compatibility with ALMR system (must be TDMA capable/enabled)
- Verify that required options are available.
- Do you require intrinsically safe radios and batteries?
- Do you require radios that meet NFPA standards?
- Do you require secure (encrypted) radios?
- Do you require multiple encryption keys?

**5. Communications**

- Describe how you operate within your agency or department.
- Who do you want to talk to?
- Who is your point person for the templates?
- Who will program your radios?

**6. Coverage tests**

- Define your coverage area for testing.
- Identify specific areas of concern.
- Identify participants in the test.
- You will need to schedule your coverage tests (if required)
- Will additional infrastructure be required?



**7. Agreements**

- A signed membership agreement is required prior to adding subscribers.
- A valid membership agreement is required to remain on ALMR; agreements are renewed annually.
- An approved talkgroup sharing agreement allowing the use of another agency's talkgroups is required before finalizing any template designs that involve shared talkgroups.

**8. Program Radios**

- Radio model, control head type, portable model, flash, and options have been identified.
- Programming has been tested and verified as accurate.

**9. Program Encryption Keys**

- ALMR common keys are loaded by ALMR personnel.
- Agency keys are loaded by vendor or agency.

**10. Security**

- All management console or dispatch console operators read the ALMR security policies and sign written acknowledgment.
- Comply with ALMR security policies and any organizational/local security policies.
- No unauthorized components are connected to the system; no unauthorized connections are made to any port on the system.
- No non-standard, unapproved applications are loaded on ALMR computers, servers, or routers.
- No unauthorized personnel are allowed access to system management components (e.g., management consoles).
- Encryption is used whenever appropriate.

**11. Training**

- Identify training needs of potential users.
- Identify training availability and cost (ALMR Operations Management Office can help identify training available, in state)
- Request funding, if necessary.
- Schedule training (the success of a transition to ALMR is proportional to the training provided to users).

**12. Transition to ALMR**

- Provide Help Desk number to dispatchers and staff for system support issues or problems.

**NOTE:** The ALMR Help Desk (ALMR-Helpdesk@beringstrait.com) can assist you with assessing your requirements and determining your interoperability needs.