



ALMR User Council Meeting Minutes

Date: January 7, 2026

1. Attendance.

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

Primary				
U	Adams	Nathan	Mr.	DoD USAF, Eielson AFB
U	Atkinson	Ross	Mr.	Federal Non-DoD DOI, BLM-Alaska Fire Service
T	Berrian	Keith	Deputy Chief	Muni-North, Chena Goldstream Fire & Rescue
T	De Hart	Kaitlyn	Ms.	DoD USAF, Joint Base Elmendorf-Richardson
E	Goggia-Cockrell	Tammy	Ms.	Municipalities Central, Vice Chair
T	Kalwara	Erann	Ms.	Municipalities Southeast, Juneau PD
E	Kroona	Jon	Mr.	Federal Non-DoD DOJ, FBI
P	Nelsen	Scott	Mr.	SOA All Others, DMVA
U	Nelson	James	Officer	Federal Non-DoD All Others, US Forest Service
T	Rockwell	John	Mr.	SOA DPS, SWIC, Chair
T	Shumpert	Amber	Ms.	SOA DOT
U	Smith	Eric	Mr.	DoD US Army - Alaska

Alternate				
U	Brown	David	Mr.	Fed Non-DoD DOJ, FBI
T	Carter	Bobby	Mr.	Federal Non-DoD All Others, TSA
T	Cole	Henry	Mr.	SOA DOT
N/A	Dante	Ray	SSgt	DoD USAF, Joint Base Elmendorf-Richardson
N/A	Draves	Kayla	MSgt	DoD USAF, Joint Base Elmendorf-Richardson
T	Edwards	Karl	Mr.	DHS, SOA All Others
E	Endres	Benjamin	Lieutenant	SOA DPS
E	Green	Kyle	Fire Marshal	Municipalities North, University Fire Department
U	Goodman	Jim	Mr.	Municipalities Central, MatSu Borough
U	Guetaloreto	Christian	SSgt	DoD USAF, Eielson AFB
U	Higginbotham	Dave	MSgt	DoD US Army - Alaska
U	Roberts	Nathan	TSgt	DoD USAF, Eielson AFB
U	Barry-Garland	Eli	Mr.	Federal Non-DoD DOI, BLM-Alaska Fire Service
N/A	VACANT			Municipalities Southeast

Supporting Staff and Guests

T	Becker	Max	Chief	University of Alaska – Fairbanks Police Dept.
P	Burnham	Mary	Ms.	Operations Management Office (OMO)
T	Clyde	Zoey	Ms.	Motorola Solutions
T	Cook	Casey	Mr.	Mat-Su Borough
T	Erickson	Trygve	Mr.	MOA
P	Fahnestock	Nik	Mr.	Systems Manager - SMO
T	Fernandez	Preston	MSgt.	176 th Wing
P	Fussey	Paul	Mr.	Operations Manager - OMO
T	Lane	Donald	Mr.	SOA 911 Coordinator



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T	Marlow	Ryan	Mr.	Department of Transportation (DOT)
T	Neuman	Mark	Mr.	AWARN
P	Rambo	Rikk	Mr.	WISN
P	Reed	David	Mr.	Motorola Solutions – Security Manager
T	Richter	Bruce	Mr.	DHS CISA
T	Rogell	Pete	Mr.	BK Technologies
T	Rose	Teresa	Mr.	SOA
P	Stormo	Scott	Mr.	State of Alaska (SOA) - APSCS
T	Summers	Peter	Mr.	University of Alaska Anchorage Police Dept
T	Thometz	Tim	Mr.	iCom America
T	Wiley	Naomi	Ms.	Motorola Solutions

2. Meeting Minutes and Action Items.

Agenda Item	Discussion	Action Items Assigned
Call to Order	Mr. John Rockwell welcomed everyone and called the meeting to order at 1:34 PM. John asked Ms. Mary Burnham to read the roll call.	
Roll Call	<p>Roll call was presented by Mary and she stated that at this time there was not a quorum.</p> <p>Ms. Erann Kalwara, Ms. Naomi Wiley, and Ms. Zoey Clyde joined the meeting after the roll was taken.</p> <p>John thanked Mary and stated that before starting the introductions of guests and new members, he would like to thank Mr. Scott Nelsen for serving the previous year as Chairman of the Alaska Land Mobile Radio (ALMR) User Council. He commented that he knows that Scott N. will be continuing to participate and the council really appreciates all Scott N.'s help and effort.</p>	
Introduction of Guests and Special Announcements	<p>John noted that he would move on to introductions of guests and new members.</p> <p>John stated that he would like to introduce Ms. Amber Shumpert, who is going to be the primary DOT representative to the ALMR user group. He noted that Amber is the Statewide Safety Systems Manager from the Department of Transportation (DOT) and he asked Amber if she was online and would she like to introduce herself.</p> <p>Amber stated that she was online and thanked John, then stated she was happy to be joining the council, has a lot to learn, but she is excited to get started.</p> <p>John thanked Amber for being in attendance and asked if there were any other new guests joining the group that would like to introduce themselves. He stated that hearing none the council</p>	



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	<p>could move to the next agenda item, which is the review and approval of the December meeting minutes. John noted that since the council does not have a quorum, he would have to table that until either later on in the agenda or address it at the next meeting, but he just wanted to check with Mary or Mr. Paul Fussey to see if the council is still under the number of council members to form a quorum.</p> <p>Paul confirmed that the council is still short one member to have a quorum.</p> <p>John thanked Paul and stated that he would move on to the review of the Issues and Risks Log and asked Paul if there were any changes since the last meeting.</p>	
Issues & Risks Log	Review	Resolution
	<p>Paul briefed that there is an update for the DOT, item UC98, as of January 6th, Ms. Amber Shumpert will be filling the primary representative position and Mr. Henry Cole will be the alternate representative.</p> <p>Paul noted that for the alternate representative for the Southeast item there are no changes, however the Operations Management Office (OMO) did reach out to Ms. Erann Kalwara, but there is no update on that one.</p> <p>Paul stated that the OMO has been updating the items as the time progresses.</p> <p>Paul asked Henry if the OMO should still keep item UC98 up until another alternate is selected.</p> <p>Henry answered in the negative and stated that he felt UC98 could be closed.</p> <p>Paul asked the Chair for their approval so the OMO could close out UC98.</p> <p>John answered in the affirmative.</p> <p>Paul noted that he would remove that for the next meeting. He stated that was all that he had for the Issues and Risk Log.</p> <p>John stated that he would move onto the next agenda item.</p>	
Action Items	Updates	Action Items Assigned
	<p>Paul briefed that there are two items on the Action Items list and at the last meeting Motorola gave a presentation on the APX NXT radios and SmartConnect. He noted he left the items on the list to</p>	



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	<p>make sure that the presentation that was given last month was approved by everyone, so he opened it to the chair and board for the actions they would like to take.</p> <p>John asked if there were any questions before opening up the floor on the issue of the action items. He stated that hearing no issues with the continuation of the functionality of the APX NXT radios and the integration with SmartConnect, he asked Paul if he had a recommendation for next steps.</p> <p>Paul noted that with the presentation from Motorola, as it is stated in the Action Items, Motorola covered the functionality of the APX NXT radios. He stated that he reached out to the members and sent emails out to see if anybody had any other suggestions. Paul commented that he is leaving it up to the board and to the chair whether they want these items removed, because he wants to make sure that the presentation covered everybody's concerns.</p> <p>John stated that it does and thanked Paul for bringing that up, so again he opened it up to the board members that either attended or heard about the presentation and inquired if they had any additional questions or were there any topics that needed to be readdressed to go into more detail. He commented that if there were not any he was going to recommend that the council close these Action Items.</p> <p>Paul stated he did not hear any dissent, so he would remove them for the next meeting, so both items number one and number two.</p> <p>John noted that hearing no questions or comments, the council can move on to the next agenda item, and at this point he would like to bring up the OMO's overview, which he turned over to Paul.</p>	
<p>Previous Meeting Minutes</p>	<p>Paul noted that he has been advised that the council does have a quorum now, so if the Chair would like, the council can go back to the December meeting minutes.</p> <p>John noted that before moving on to the OMO he would go back to the agenda item to review and approve the December meeting minutes. He stated that he hoped everybody had a chance to review those meeting minutes, and he opened up the floor for any questions, comments, concerns, or updates. Hearing none, he commented that he would entertain a move to approve the December 3rd minutes.</p> <p>Motion: Approve the December 3, 2025, monthly User Council meeting minutes.</p> <p>Motion: Mr. Scott Nelsen</p>	



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	<p>Second: Mr. Henry Cole</p> <p>John thanked the gentlemen and stated that he appreciated that. He asked again if there were any issues or questions before approving the meeting minutes, and then noted that the meeting minutes were approved.</p> <p>John stated the council could move on to the OMO overview.</p>	
Operations Management Office (OMO)	Mr. Paul Fussey, Operations Manager	Action Items Assigned
Training	<p>1. Paul briefed that Mr. Dan Nelson has created a new training video on the "Scan" functions of the radio, which has been updated and uploaded to the ALMR website (https://alaskalandmobileradio.org/training-videos-2/).</p> <p>Paul noted that he and Dan met on December 23rd and worked to create a preliminary training video schedule for 2026, which they have about six training videos already selected. He stated that if the board and/or the members have a topic that they want the OMO to cover and create a training video on, the team will be happy to do that, just send an email to him or Mary and they will work with Dan to get that video out there.</p> <p>Paul stated that the OMO is still working on how they can incorporate a YouTube channel that was discussed at the last meeting.</p>	
Outreach	<p>2. Paul briefed that Mary will be starting to send out emails to all the members to confirm and update their contact information for their membership agreements. He noted that it needs to start being done now if there are any changes. Paul stated that Mary will start working on the airtime calculations and once completed she will send out membership agreements, so expect an email from her. He commented that it is very important that you reply with changes or if everything is still the same, that way the OMO can get the membership agreements going and have everything completed by June 30th.</p> <p>Paul noted that he and Mr. Patrick Thornton will be attending the Alaska Fire and Building Officials forum that will take place on January 13th, and they will be giving a Bi-Directional Amplifier (BDA) and Distributed Antenna System (DAS) presentation, which will have local fire inspectors, fire marshals, and fire chiefs in attendance.</p> <p>Paul stated that the Association of Public Safety Communications Officials (APCO) and National Emergency Number Association (NENA) will be starting up their meetings again on 29 January, which he will attend, they had taken a couple of months hiatus during the holidays.</p>	



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<p>System Upgrade</p>	<p>Paul commented that the Alaska Partnership for Infrastructure Protection (APIP) meeting on January 15th will be online and also at the AT&T building in Anchorage, and he will be attending. He noted that when he attends those meetings he goes there and listens to the different agencies and answers any radio questions or ALMR issues that they might have.</p> <p>Paul briefed that the quarterly Insider newsletter is complete and has been sent off to the publisher, and will be posted on the 15th.</p> <p>Paul noted that on 29 December he and the Systems Management Office attended a meeting with the Kenai Peninsula Borough IT Director, Mr. Ben Hanson, regarding current talks to possibly add a cell tower in Turnagain Pass with a substation for power. They are sitting in on the initial meetings because if they are going to put a substation in there for cell towers ALMR might be able to put in or at least try and coordinate with them to put an ALMR tower out there, which will give ALMR better coverage in the Turnagain Pass area.</p> <p>Paul stated that the OMO has been working with the Legislative Security office out of Juneau and they are now ALMR members, so we have another new member as of this month.</p> <p>3. Paul briefed that the Eielson Air Force Base Snow talkgroup, are now TDMA and it was turned on a little bit ago. He noted that the Systems Management Office (SMO) and the OMO have been monitoring that on the zone control boards. Paul stated that the Snow talkgroup includes all the snow removal plow units, so ALMR has another entity that is now TDMA.</p> <p>Paul noted that weekly meetings are still taking place regarding the fiber upgrade on Joint Base Elmendorf-Richardson (JBER).</p> <p>Paul stated that the Genesis upgrade team will be in town installing the new software, so Mr. Nikalus (Nik) Fahnestock, Mr. Scott Stormo, and the Anchorage Wide Area Radio Network (AWARN) team will be working with them for that upgrade. He commented that team is looking forward to how that is going to take effect, since ALMR uses the Genesis system to pull all reports, look at the radios on the system, and monitoring push-to-talks, so it will be nice to see how this upgrade is going to take place.</p> <p>Paul briefed that one thing he wants to point out to the board is that the current ALMR Astro 25 operating system is 2021.1 and the end of that standard support period was 13 January of 2025, and the end of the extended support is scheduled for 13 January 2028. He noted that he knows that is two years out, but he wanted to bring that up because the team is already working on state budget proposal. Paul brought up a chart so the council and</p>	
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	<p>Chair could see it. Paul stated that ALMR had a 7.17 operating system and now ALMR is working on 2021.1, and according to the timeline on the chart for the initial ship dates, the extent of the standard support period, and the end of the extended support period, so ALMR is currently operating 2021.1, which he is just putting out there for everyone's situational awareness.</p> <p>Mary stated that John put a comment in the Teams chat, and she asked if he wanted that read.</p> <p>John responded that anybody could see the chat, but he was getting some notes from Juneau and it appears that even some of the buildings in Juneau, like the AST Post, is being evacuated due to excessive loading of snow from the roof. He noted that Juneau has had a tremendous amount of snow and now it looks like it is going to start raining on top of that, so he wanted to be just cognizant of all of our Juneau partners. John stated whether they are state or local to just be aware that there are things going on down there and everyone is hoping that things are not going to be that aggressive.</p> <p>Paul asked Scott N. if he had anything he wanted to talk about from the State Emergency Operations Center (SEOC) side for Juneau.</p> <p>Scott N. briefed that, other than they are deploying a person down there on Thursday the 8th to help manage things that are going on, that is all they have at the moment.</p> <p>Paul stated that he would proceed with the document reviews.</p> <p>4. Paul briefed that the Catastrophic Natural Events (CNE) Contingency Plan; New User policy and procedure; Grant Guide; User Council 2025 Annual Assessment on System Operations and Management Performance; 2025 Annual Business Case; and OMO 2025 Annual Information Assurance (IA) Audit Report of Findings were completed.</p> <p>5. Paul briefed that for ALMR's monthly group and individual calls ALMR had 1,962,180. He noted that the OMO has only been showing 2 years with the graph and what he would like to do and is starting it in 2026 he wants to show all the members a three-year pattern, so the group has some more historical data than just two years. Paul stated that the OMO has added 2026 starting next month, and the group will see three lines on these graphs to give everybody a better understanding of how ALMR is doing. He commented that the monthly push-to-talks (PTTs) were 2,885,933. Paul noted that ALMR's monthly busies were 146.</p> <p>Paul noted that he saw that Mr. Henry Cole had his hand up.</p>
December Document Reviews	
December System Metrics	



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	<p>Henry noted that it is the largest number of push-to-talks in at least two years by a substantial margin, not counting November and a very small number of busies relative to again the last two years. He stated that he thinks that deserves kind of a metaphorical round of applause, but then also does ALMR have historical data that can look back a couple more years to see if this an outlier. Henry commented that he knows there has been a lot going on in the month of December, but it is pretty impressive showing it at the very least.</p> <p>Nik asked through the chair if Henry was wanting to get more in depth on the per month thing or go back further years.</p> <p>Henry asked can the group, for example, say that December 2025 is the most push-to-talks on the radio and it is in the system's history, for example, it is certainly the most since the last two years. He stated that then again the low number of busies is also the lowest in the last two years and he thinks that second lowest that synchronicity is pretty impressive, something worth bragging about, if nothing else, with the legislature coming into session soon and budget season approaching, that might be worth documenting.</p> <p>Nik suggested that maybe just a little note up top saying maximum push-to-talk was on this month of this year or lowest busies or something along those lines.</p> <p>Henry stated that something like that, like if 2023 was an outlier year that had a higher number, which he does not believe so but he does not recall but he thinks this is the kind of thing the team could use to demonstrate that the system works really well. He commented that frankly all of Alaska has pretty dreadful weather conditions in December and the system worked really well in all types of bad winter weather the state gets. Henry noted that he is just trying to think of a way to show off this data and get some use for bragging rights, if nothing else.</p> <p>Paul stated that he has an older graph that he can pull up and send out to the user members of what ALMR has looked like for the last three to four years.</p> <p>Mary noted that there is a question through the Teams chat from Mr. Peter Summers with the University of Alaska Anchorage Police Department. She stated that Peter wanted to know if the numbers compiled include the AWARN and ALMR traffic or direct radio to system contacts.</p> <p>Nik stated that it is the system as a whole, it does not exclude AWARN at all, they are all inclusive to this, "We are one team, one fight, one system."</p>	
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<p>2025 Annual System Metrics</p>	<p>Paul asked Peter if that answered his question and Peter responded in the affirmative.</p> <p>Paul stated that what he can do is compile the last couple of years and then with that information he will send it out to all the user members.</p> <p>John thanked Paul, and then also Henry for bringing up the fact that the Alaska Public Safety Communications System (APSCS) and ALMR need to market themselves better, because every year they go in front of the legislators and it is always a difficult push to get additional funding. He noted that he is sure the group has heard Scott S. mention many times about how the ALMR state office is underfunded compared to many other states having systems much smaller than Alaska has. John stated that looking at this holistically, how does APSCS market the fact that this is one statewide system, this is the best of the breed, and that it is working extremely well. He thanked Henry again for the reminder that he thinks when they go into session everyone should take advantage of anything like this as they are talking to the commissioners and/or directors as they help fund future builds for the system.</p> <p>Paul thanked the chair then stated that the sites below three nines were only three, and were caused by Microwave Backhaul issues at Money Knob, Nenana, and Valdez.</p> <p>Paul noted that as the group looks at the subscriber counts per zone, which once again the other question was does it include AWARN, so Zone 4 is AWARN and there is 6,298. He stated that the ALMR total, which back in August ALMR hit 33,000 and he wanted to say thank you to everybody who has been turning in subscriber requests and getting rid of radios they are no longer using, has made it go down to 32,451. Paul commented that the State of Alaska (SOA) had 9,399; DoD 9,229; the Alaska Municipal League 11,924, which includes AWARN, and the federal non-DoD had 1,899.</p> <p>6. Paul briefed that the annul system metrics for the year were 20,096,810 calls, which was a 12% increase and the PTTs were 31,645,127, which was a 9% increase from the previous year.</p> <p>Paul asked if there were any questions on the metrics from anyone.</p> <p>John asked Paul for the last bit of numbers if Paul was presenting a chart, because currently he still had agencies per month.</p> <p>Paul stated that he did not have those in a chart, just compiled into his notes.</p>	
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Other Items	<p>John noted that he just wanted to make sure the PowerPoint presentation was currently working. He then asked if there were any questions at that time for Paul.</p> <p>7. Paul briefed that the quarterly Executive Council meeting will be held on January 15th.</p> <p>Paul noted that the quarterly vulnerability scan report was completed, which was created by the SMO and is required under the System Vulnerability Management Policy 400-6, so that has been completed and submitted.</p> <p>Paul stated that ended his briefing pending any questions.</p> <p>John thanked Paul and asked if there were any questions for Paul, hearing none, he stated that the council could move on to the Systems Management Office, so he turned the floor over to Nik.</p>	
System Management Office (SMO)	Mr. Nik Fahnestock, System Manager	Action Items Assigned
	<p>Nik briefed that it has been pretty quiet for the past month. He noted that overall, 2025 was a pretty good year, not the best he has seen, but overall, it was pretty good. Nik stated that, obviously, ALMR is still in the winter months, so preventative maintenance inspections (PMIs) still are at a slow pace. He commented that he really does not have a whole bunch to say right now, it is like he said, it has been pretty quiet.</p> <p>John thanked Nik and asked if there were any questions for the SMO, hearing none, he stated the council could move on to the SOA and the Department of Defense (DoD) overviews, and he stated he would start with Scott S. for SOA.</p>	
State of Alaska (SOA)	Mr. Scott Stormo	Action Items Assigned
	<p>Scott S. briefed that he did not have a whole lot to add, and he asked Paul if he could jump back to the chart from Motorola real quick. He noted that Motorola has told ALMR that ALMR is in the Northwest region, and of all the systems that exist, he is not sure how many members that is, but ALMR is the only one that is not on a System Upgrade Agreement (SUA). Scott S. stated that basically a SUA is like having a maintenance agreement that gets system upgrades every two years, so ALMR never runs the risk of going out of any kind of support. He commented that by ALMR not being on that, which the group has talked about for the 12 years he has been with ASPCS, and they have been talking about it the whole time. He has been trying to get funding for it, but not being on a SUA makes ALMR do some incredibly bad things. Scott S. noted that he does not think everybody</p>	



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	<p>completely understands, but there is a lot of risk in trying to do the upgrades the way ALMR is doing them. As a perfect example, when ALMR goes from 2021.1, they can buy 2025, but technically they are supposed to do two system level jumps. He stated that ALMR is going to be able to jump maybe to 2025 by Motorola doing 2022, 2023, or 2024, whichever one it is of the numbers, they will do a two system jump and basically it is like going to Windows 7, where people had to install Windows 10 before they could install Windows 11. Scott S. commented ALMR will be buying those even though they never used the middle one except for the day or two that it is upgraded past it and in doing that, say they are buying 2025, which was shipped in October of 2025, which ALMR might be getting that in 2027 and it means ALMR lost/used up two years of its usefulness already. He noted that by being on a SUA it takes that whole problem away because ALMR is getting upgraded every two years and not being on a SUA means not knowing when you get it, if you can get it, because it went beyond four years. Scott S. stated that Motorola is basically forklifting the stuff, which means they are just installing 2032 or something in the future, and ALMR is running on what they have right now, Motorola is going to try, if ALMR has space, Motorola will install a 2032 system and ALMR will turn off the old one, and switch to the new one with whatever kind of outage that may cause. He commented that ALMR is one of the very few systems that does things in that very bad way. Scott S. noted that is not news, but he wishes the legislature, and the administration was able to understand that and fund the SUA, and make this process a whole lot easier for everyone. He stated that he just wanted to make sure everybody knows that.</p> <p>Scott S. noted that a couple other things everybody should know is that the MCC-7500 platform has been around for quite a while and there is not a hard end to those consoles yet, but members should start seeking funding for replacing your consoles with the AXS platform. He stated that the Department of Public Safety's Fairbanks Dispatch Center's upgraded to the AXS consoles, and he believes they are the only ones on the system at the moment that have done that, but there are a lot more consoles out there.</p> <p>Scott S. stated that just one last thing he wanted to bring up is ALMR is coming to the end of a 10 year contract that they have had with Motorola Solutions for support. He commented that it was a fixed price contract, and he does not think it would be a surprise to anyone that it worked out very well for ALMR because of the inflation years and the pandemic impacts did not change ALMR's pricing. Scott S. noted that the pricing is going to go up considerably in the following contract and the resources may not be allocated to cover the cost of that, so ALMR is going to be looking at a lot of different options, and he will have to engage with all the different agencies that have coverage through that contract to see what their requirements or feelings are on what they want to try to pursue or to continue with in order to be taken</p>	
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	<p>care of or not taken care of, depending on the cost. He stated that he will be reaching out to the different agencies like Soldotna's dispatch center, and other state agencies around, however, Goose Creek prison pays their own way because they are not part of the VHF system, but the rest of it has been covered essentially. Scott S. commented that he needs to have conversations with the Department of Natural Resources (DNR) and Department of Public Safety (DPS) about the cost of their portions of the infrastructure going forward. He noted that he just wanted to give everybody kind of a heads up that similar pricing for similar services right now is more than doubled, and that he is pretty sure he is not getting more than double his budget from the governor's budget announcement, so that is not going to be able to work, and everyone is going to have to figure that out.</p> <p>Scott S. stated that is all he had unless there were any questions.</p> <p>John stated that before he opens up the floor for questions, he asked Scott S. if he would address some of the issues regarding the weather that the state has had, where there have been horrific winds and snow, and how the ALMR system, for the most part, is doing extremely well under these circumstances. He commented that maybe some anecdotes just to give people a flavor of what Scott S. deals with day-to-day.</p> <p>Scott S. commented that ALMR is just a service that operates on the SOA Telecommunications System (SATS) infrastructure, and it is one of thousands of services that operate on the SATS infrastructure. He briefed that the council is here usually talking about ALMR, which is a tiny piece of what a site is comprised of. Scott S. noted that a site is basically two racks of equipment, two antennas that run up the tower, and the other 90% of the equipment, the tower, the shelter, the power, the road to get to there is SATS. He stated that everything else that goes to that is not ALMR, it is SATS infrastructure, completely different budget, and it is getting old. Scott S. commented that some of what John was talking about is with this rough winter weather APSCS had this happen frequently because there is a couple 100 dishes on the towers, but the windstorms usually cause some grief, which the state had a dish go out of alignment at Cooper Mountain. He noted they hired contractors to go up and put a new dish on, and that was not an old dish, by the way, it was a couple of years old. Scott S. stated that the contractor just got it swung up and were laying on the ground, when another group of people who have equipment up at that site were up there with the helicopter and when the helicopter took off, the wind from the helicopter sent the dish off the mountain and down into the deep, steep drop below. That dish is remaining out of service at the moment until the state can get another dish ordered and put up in there. He commented that another example is that APSCS lost service to Valdez, which is one of the sites that was on the three nines report. There was a dish on the Divide site that feeds down to</p>	
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	<p>Valdez that has been knocked out of alignment that the team has tried to address a couple of times and it is challenging anywhere on that part of the system to work on those mountain top sites with weather. It completely went away and they were able to look at the camera, see it moving around on the tower. Scott S. noted they tried to get up there, but the weather was too bad, and they could not get up there because the helicopter would not fly. He stated that when they watched it hanging by the wave guide, pulling in the wind, it ripped off the tower and is now laying out in the ground. Scott S. commented that part of what keeps the system working is that they have redundancies built into it, and it just so happened that they were working on getting redundancy established through a local telco who kind of co-locates on some of the state's stuff down there, and they owed us a circuit from Valdez to Tolsona, which they had not turned up yet, but APSCS was able to get them to jump through hoops and get it turned up within about 24 hours to restore connectivity down to Valdez. He noted that there is a lot of stuff and again he feels like he is going negative on this, but members do not see the outages as much as in the old days when they were seeing outages all the time, every day. Scott S. stated that members do not see it much now because of how the technology has more redundancies built into it, and it can flow in two directions instead of when traffic just used to go one direction. He commented that there are a lot of things breaking that members do not see, and, unfortunately, that makes it harder to breakingocate for this stuff, which is getting painful. Scott S. noted that he needs more money to fix it, but in the old days, it was not hard to advocate for it because it was broke all the time and everybody was upset about it, and now he is the only one that is upset about it because he is the one that knows it is broke. He stated that none of the users are seeing the break, so it makes it harder to advocate for the resources needed, but as Paul said, and he has said many times, APSCS has 25 people and the Washington State Patrol system that does 1400 radios for the Washington State Patrol has 75 people in the tiny state of Washington, and seven offices around the tiny state of Washington to support their system. He commented that APSCS pretty much tries to support the entire system across the entire state out of Anchorage, which does not work like that, and they are doing a lot of stuff wrong in Alaska that he wishes they could figure out how to fix. Scott S. noted that he only has a few years left to try and he will keep trying, and he was surprised John wanted him to speak on these concerns.</p> <p>John noted that he wanted Scott S. to bring it up because he wanted to start the new year by saying thank you to Scott S. for his efforts. He stated that this is not an easy task, Scott S. is undermanned, underfunded, has some older equipment, and every single day he has to make decisions with the limited resources and asks what problem does he tackle first, so again thank you Scott S.</p>	
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	<p>John stated that Henry put in the Teams chat: “thank you for all you do and for your team,” and John just wanted to echo that from Henry and he thanked Henry. He then commented that everyone appreciates everything Scott S. does, which John knows is a tough job, and with limited resources and every day he hears from Scott S., and Scott S. is telling him: look at this video the of the arm breaking off and the dish is floating; they just had three sets of batteries blow up down in the Kenai area because of the cold weather; they have this going on and have to replace all these generators; or the HVAC systems are aging out and we need to start a new project to replace all the HVACs. John noted that from the end users, all they see is they have got this radio on their belt or in their vehicle and they just know it works, the unsung heroes are Scott S. and his team.</p> <p>Scott S. also briefed that the generators is broke on this building, too, which was 15 to 20 years old, and it was a miracle because, since he is all about redundancies, they just finished the project a month or so ago to put a shore tie out there, so if APSCS had to roll up a portable generator, they could run this facility. He noted that they are in the process of renting a portable generator, so if that generator does not get fixed, there is at least a couple of hours of battery time, and hopefully somebody can get here and fire up a portable generator. Scott S. stated that, unfortunately, it apparently has to come from Fairbanks because they do not have one local, which is concerning.</p> <p>Scott N. stated that SEOC has trailers.</p> <p>Scott S. asked Scott N. if SEOC has generators.</p> <p>Scott N. answered in the affirmative stating they have a lot like 7500, which he corrected to 75000 watts, and a bunch of 4500. Scott N. said they are huge, on trailers, and are 4 tons.</p> <p>Scott S. noted that the one at the APSCS building is 125000.</p> <p>Scott N. stated that Scott S. could have to get a couple of those and hook them up.</p> <p>Scott S. commented that the short of it is, if something goes bad they cannot try to find one to rent and then find out that it has to come from Fairbanks, because then they would be down for a while, so he noted that he would engage more with Scott N. Scott S. asked if DOT or anybody else has generators, so if something really bad happens, APSCS could grab one immediately.</p> <p>Scott N. noted that their generators are all stored at Alcantra, and Scott S. is free to drive in there and just take a look at them.</p>	
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	John thanked Scott S. and Scott N. for the discussion on the generator itself and asked if there were any questions before moving on, hearing none, he continued on.	
Department of Defense	Mr. Timothy Woodall	Action Items Assigned
	Mr. Timothy (Tim) Woodall was not in attendance. John stated that he would move on to the council representatives starting with the SOA.	
User Council Representative Reports	Represented Areas	Action Items Assigned
SOA DPS SOA DOT SOA All Others	1. Mr. John Rockwell stated that he had no updates. 2. Ms. Amber Shumpert stated she did not have anything. Mr. Henry Cole stated that he had nothing to add. 3. Scott N. stated that he had nothing new. Mr. Karl Edwards stated that he had nothing new.	
DoD US Army Installations DoD JBER DoD Eielson	1. No representatives were available to provide an update. 2. Ms. Kaitlyn De Hart stated that they had nothing new at this time. 3. No representatives were available to provide an update.	
Federal Non-DoD DOJ Federal Non-DoD DOI Federal Non-DoD All Others	1. No representatives were available to provide an update. 2. No representatives were available to provide an update. 3. Mr. Bob Carter stated he had nothing for the good of the order.	
Munis-Central Munis-North Munis-Southeast	1. No representatives were available to provide an update. 2. Deputy Chief Keith Berrian stated that he had nothing to add today. 3. Ms. Erann Kalwara stated that the only thing she had is from Juneau and they are going to be doing console upgrades January 19th through the 30th. She noted that they will have	



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	<p>technicians in town working on that in the Communications Center.</p> <p>Erann briefed that she did reach out again to the person who expressed an interest in being an alternate for Southeast and that person has moved to a different position. She noted that she is not sure that they use ALMR, but she is going to be trying to have a conversation with him about it just to see if he would be interested in using ALMR, and if he would be interested in being an alternate.</p>	
New Business	Discussion	Action Items Assigned
	<p>John stated that brings the council to New Business and asked if anyone had any new business they would like to bring up.</p> <p>Paul briefed that he knows there are a lot of supporting folks online, but this is for user council members only. He noted that Mary will be sending out an email for the 2025 Annual Business Case, the Operation Management Office Annual IA Audit Report of Findings, and the User Council 2025 Annual Assessment of System Operations and Management Performance. Paul asked members to please take a look at those, review them, and either approve or reject them before the Executive Council meeting on January 15th. He stated that it is similar to the budget that these reports will go to the User Council members first and then they will go to the Executive Council. Paul commented if there are any questions, comments, or concerns please let us know and he noted that these are required by the User Council to have all these reports in.</p> <p>Paul stated that is all he had and asked if there were any questions.</p> <p>John asked if there were any questions for Paul regarding these reports and asked if there was any other new business that anybody would like to bring up.</p> <p>Mary asked Mr. Bruce Richter, from Cybersecurity and Infrastructure Security Agency (CISA), if he had any updates he wanted to share.</p> <p>Bruce stated that just a Happy New Year to everybody, and that everyone made it through 2025 and looking forward to good things ahead this year.</p>	
Next Meeting	Discussion	
	<p>John briefed that the next meetings are currently scheduled for February 4 and March 4.</p>	
Adjournment	Discussion	



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	<p>John stated that he would like to open the floor for any comments or questions. He stated that, hearing none, he would entertain a motion and a second from any one of the council members to adjourn the January 7th User Council meeting.</p> <p>Motion: Adjourn the January 7, 2026, User Council meeting.</p> <p>Motion: Mr. Scott Nelsen</p> <p>Second: Mr. Bobby Carter</p> <p>John stated that the meeting was now adjourned.</p> <p>The meeting was adjourned at 2:21 p.m.</p>	
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