



**ALASKA LAND MOBILE RADIO EXECUTIVE COUNCIL
(A Federal, State and Municipal Partnership)**



MEMORANDUM FOR ALMR Executive Council

February 9, 2012

FROM: DOD Executive Co-Chair

SUBJECT: February 16, 2012, ALMR Executive Council Meeting Agenda

TO: See Distribution

1. **Call to Order.** Colonel George Hays, DOD Executive Council Co-Chairman, will call the meeting to order at 1:30 p.m. The roll will be taken. (5 Min)
2. **Opening Statements and Other Announcements.** (5 Min)
3. **Approval of Previous Meeting Minutes.** Draft ALMR Executive Council minutes from the December meeting. (5 Min) (Atch 1)

Motion: Approve December 15, 2011, Executive Council meeting minutes, as written.

4. **Old Business.** (30 Min)

a. Alaska Federal Executive Association (AFEA) Funding. There has been little change in the status of the funds transfer from the Federal Non-DOD agencies to the DOD. The only completed documents received to date are from BATF&E. The FBI, NOAA, and the FAA have submitted their documents.

b. Army Site Equipment Divestiture. The equipment inventory has been completed at all sites which are accessible by road except Valdez. Ernestine and Divide sites are tentatively scheduled for February 14. Weather dependent, Valdez will also be completed on February 14. The only remaining site, after these are completed, will be Wolcott Mountain.

c. ALMR System Life Cycle and Update. The Army has forwarded their share of the funds to support the update. The Air Force had previously agreed the update was required. Mr. Spillers stated he would recommend to the Anchorage Administration to consider seeking funding for their portion.

5. User Council Update. (Major Matt Leveque) (10 Min)

User Council 2011 Annual Assessment on System Operations and Management Performance (Atch 2)

6. Operations Management Office (OMO). (Mr. Del Smith) (10 Min)

- a. 2010 - 2011 System metrics comparison (Atch 3)
- b. January 2012 System metrics (Atch 4)
- c. 2011 Annual Information Assurance Audit Report of Findings (Atch 5)
- d. State of Alaska Telecommunications System (SATS) issues

7. New Business.

- a. Update on the Cost Share Working Group (ETS Director Pat Shier) (15 Min)
- b. Introduction of the interim DOD Co-Chair (Colonel Hays) (5 Min)

8. Next Meeting. The next meeting is scheduled for March 15, 2012, 1:30 p.m. at the Department of Public Safety Training/Conference Room, 5700 E Tudor Road. (5 Min)

9. Adjourn Meeting.



GEORGE W. HAYS, Colonel, USAF
Department of Defense Co-Chair
ALMR Executive Council

5 Attachments:

1. Draft December 2011, Executive Council Meeting Minutes
2. User Council 2011 Annual Assessment on System Operations and Management Performance
3. 2010 - 2011 System Metrics Comparison
4. January 2012 System Metrics
5. 2011 Annual Information Assurance Audit Report of Findings

Distribution:

ALCOM/J6, Colonel George Hays
SOA DPS, Commissioner Joseph Masters
AFEA, U.S. Attorney Karen Loeffler
AFEA, ASAC Darin Jones
AML, Chief Jeff Tucker
MOA, Mr. Kevin Spillers
SOA DOA Deputy Commissioner John Cramer
ALMR User Council, Major Matthew Leveque
ALMR OMO, Mr. Del Smith
ALCOM/J64, Mr. Timothy Woodall
SOA DOA, Mr. James Kohler
MOA, Mr. Trygve Erickson



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MEMORANDUM FOR ALMR Executive Council

December xx, 2011

FROM: DOD Executive Co-Chair

SUBJECT: December 15, 2011, ALMR Executive Council Meeting Minutes

TO: See Distribution

Executive Council Members Present:

Colonel George Hays	Department of Defense (DOD) Alaskan Command
Commissioner Joe Masters	State of Alaska (SOA) Department of Public Safety
Assistant Special Agent in Charge Darrin Jones	Alaska Federal Executive Association Federal Bureau of Investigations
Chief Jeff Tucker	Alaska Municipal League (AML) North Star Volunteer Fire Department (via teleconference)
Mr. Kevin Spillers	Municipality of Anchorage (MOA) Office of Emergency Management (via teleconference)

ALMR Support Team Members and Guests Present:

Mr. Pat Shier	State of Alaska Director, Enterprise Technology Services
Deputy Chief Brad Johnson	User Council Vice Chairman
Mr. Del Smith	Operations Manager
LTC Mike Brown	ALCOM/J604, Deputy J6
Mr. Tim Woodall	Department of Defense PM/QA/QC
Mr. Bruce Richter	Regional Office of Emergency Management Representative
Ms. Sherry Shafer	Operations Management Office

1. **Call to Order.** Colonel George Hays, Department of Defense (DOD) Co-Chair called the meeting to order at 1:33 p.m.

2. **Opening Statements and Other Announcements.** Colonel Hays welcomed Assistant Special Agent in Charge (ASAC) Darrin Jones to the Executive Council as the newly appointed Federal Non-DOD representative for the Alaska Federal Executive Association.

3. **Approval of Previous Meeting Minutes.** Colonel Hays asked the Executive Council if they had reviewed the November minutes and if they had any requested changes. There was no discussion or comments.

Motion: Approve November 23, 2011, Executive Council meeting minutes, as written.

The motion was made by Colonel Hays and seconded by Commissioner Joseph Masters. There were no objections. **The motion was carried and approved.**

4. **Old Business.**

a. Alaska Federal Executive Association (AFEA) Funding. Colonel Hays requested Mr. Tim Woodall update the Executive Council on this item. Mr. Woodall stated there has been no change in the status of the funds transfer from the Federal Non-DOD agencies and it was unlikely any transfers would occur by Friday, which was the requested date.

Mr. Del Smith explained that Wostmann/5 Star, whose contract the funds were to be applied to, were to discuss the issue later in the afternoon. However, on the interagency agreements they received some of the coding was incomplete.

ASAC Darrin Jones asked what the process was for requesting and collecting the funds.

Colonel Hays stated that the Federal Non-DOD portion for FY11 was approximately \$68K and that it was an issue of finding the mechanism to transfer the funds and not the agencies willingness to pay that was the issue.

ASAC Jones stated he was willing to step in and assist in whatever way he could. He said he could contact those agencies that had not transferred funds yet.

Mr. Woodall stated he would send the information on the remaining 13 agencies.

b. Army Site Equipment Divestiture. Colonel Hays gave a brief history behind the U.S. Army participation in ALMR and the mission change that led to the divestiture of equipment to the State.

Mr. Woodall explained to the council that the U.S. Army in Hawaii has instructed the U.S. Army in Alaska to perform a complete inventory of the equipment to be divested not later

than the end of the calendar year. The 59th Signal Battalion will be the Army representative to conduct the inventory. Currently, no State representative has been identified. The Army has stated that they must do the inventory regardless of whether a State representative accompanies them, or not.

Commissioner Masters asked if anyone at ETS had been talking about it.

Mr. Smith stated not to his knowledge.

Mr. Woodall stated Ms. Julie Pannone, ALMR Asset Manager, could go if the State accepts her as their representative. He advised that State pays half of the Bering Straits Information Technology (BSIT) contract which is applied to the System Management Office function but the Army would need a letter appointing her to do so. Mr. Woodall advised that there were three possible courses the State could take: 1) the State could assign someone to accompany the Army; 2) Ms. Pannone could act as their agent; or 3) the State could waive the inventory.

Director Pat Shier stated that State would accept Ms. Pannone as their representative.

Mr. Woodall stated the Army would need a letter and he would draft one for Director Shier to put on State letterhead and that he would also notify the Army of the State's decision.

Director Shier also stated that the State was prepared to fund the 13 sites in break/fix and effective July 1, 2012, return the State-owned sites to a regularly scheduled periodic maintenance inspection schedule. He advised that Mr. Jim Kohler should have been in contact with BSIT regarding this.

Commissioner Masters stated that he was very concerned about the level of maintenance being provided for SATS and historically it had been substandard.

Director Shier stated the past month and a half was certainly not the State's best moment with SATS, but money had been committed, \$3M over the past two years, and funds had also been requested in the FY13 Capital Improvement Program (CIP). He said the State also hoped to generate some costs savings by coordinating maintenance with other site visits. Director Shier also stated that the State was working with DOT on possibly taking over some of the plant maintenance so ETS could focus on the core competencies.

c. ALMR System Life Cycle and Update. Colonel Hays asked Mr. Woodall if there were any updates.

Mr. Woodall stated there was no change in status but that both the Air Force and Army were seeking funding. He stated that in order to get the contract in place, they would need approximately a six-month lead. This meant that the funds needed to be identified no later than the March timeframe. Mr. Woodall emphasized that all the involved parties would need to update at the same time

Director Shier stated that the Department of Administration had requested the State's portion of the funding for the update and they were also trying to identify funds under the CIP, but there was still some work to do with regard to funding for the Operations Management Office and System Management Office contracts.

Mr. Spillers stated he would recommend to the Anchorage Administration to consider seeking funding for their portion.

Colonel Hays stated as the cooperative worked through the cost share discussion, these were all things they would need to keep in mind and discuss.

5. User Council Update. Deputy Chief Brad Johnson, User Council Vice Chair, stated he was sitting in for Major Matt Leveque who was out of state.

Deputy Chief Johnson announced that Major Leveque had been re-elected to the Chair position. He also announced that after serving for six years he was finally getting a break and that Mr. Pete Murphy, Federal Bureau of Investigations-Anchorage, had been elected to the Vice Chair position and would assume office in January.

Deputy Chief Johnson stated he would still be serving on the User Council as the Municipalities-North representative.

6. Operations Management Office (OMO).

a. Mr. Del Smith stated that the recent outages had been brutal. ALMR had lost 19 sites in Zone 1 on November 3 due to the Tudor Tower losing commercial power then the batteries dying, all which occurred and no alarms existed to notify the ETS staff.

Mr. Smith advised that on November 16, ALMR lost 16 sites on the Kenai Peninsula for two and a half hours when the Sterling site lost commercial power and the generator had been disabled due to a part not being installed. ETS failed to take immediate action and dispatch a contractor, because they had to wait for approval from Juneau. Then again on December 4, during extreme winds, ALMR lost 12 sites and ETS ultimately rerouted the connectivity but it took in excess of 24 hours.

Mr. Smith stated that on December 8 both generators at Tsina failed causing Divide, Valdez and Heney Range to go into site trunking. Then on the December 12 Wolcott was experiencing power issues and the batteries were not charging; and Hope, Silvertip, and Rabbit Creek were running on generators due to commercial power issues. Del advised responses to many of the sites were delayed due to weather. Del emphasized that ALMR is vital to both AST and DOT, and that it is interdependent upon the SATS system, and that allowing SATS to continue in its current state of disrepair is not acceptable when both public safety personnel and the general public's welfare depend on it.

b. Mr. Smith stated Mr. Casey Borg had advised him there was no contract in place for monitoring or maintenance of the 13 sites to be divested or for Mt Sunny Hay.

Director Shier stated he would meet with Mr. Borg after the meeting to resolve the issue.

c. Mr. Smith presented the System metrics to the council and stated that the increase in busies was due in part to the State updating the microwave system. Also, the recent site failures had increased the numbers.

Director Shier stated while talking with Mr. Leon Morgan, DHS&EM, and the State technicians, the question came up that if you continue to key the mic after you receive a "busy" notice, does this keep elevating the busy numbers. He asked Mr. Smith if this was correct.

Mr. Smith stated he would check with the System Management Office after the meeting and get back to him.

7. **New Business.** There was none.

8. **Next Meeting.** The next meeting is scheduled for January 19, 2012, 1:30 p.m. at the Department of Public Safety Training/Conference Room, 5700 E Tudor Road.

9. **Adjourn Meeting.** Colonel Hays adjourned the meeting at 2:16 p.m.

GEORGE W. HAYS, Colonel, USAF
Department of Defense Executive Council Co-Chair
ALMR Executive Council

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A FEDERAL, STATE AND MUNICIPAL PARTNERSHIP

Alaska Land Mobile Radio Communications System

User Council 2011 Annual Assessment on System Operations and Management Performance

February 13, 2012

1.0 Introduction

Per the Alaska Land Mobile Radio (ALMR) Communications System Cooperative Agreement, Article 8 - User Council, Section 16.2, Performance Monitoring.

The User Council will monitor and evaluate the performance of the System, including the efficiency and effectiveness of its operation and management, as well as the performance of contracts and user agreements. The User Council will report to the Executive Council their assessment of the operational health of the System annually, or as requested by the Executive Council.

This report provides a high-level overview of ALMR System performance monitoring by the User Council (UC) and their oversight of the day-to-day Operations and System Management functions.

2.0 Membership

At the beginning of 2011, there were 106 agencies operating on ALMR. At the end of the year, the total had increased to 110 agencies utilizing 15,030 subscriber units.

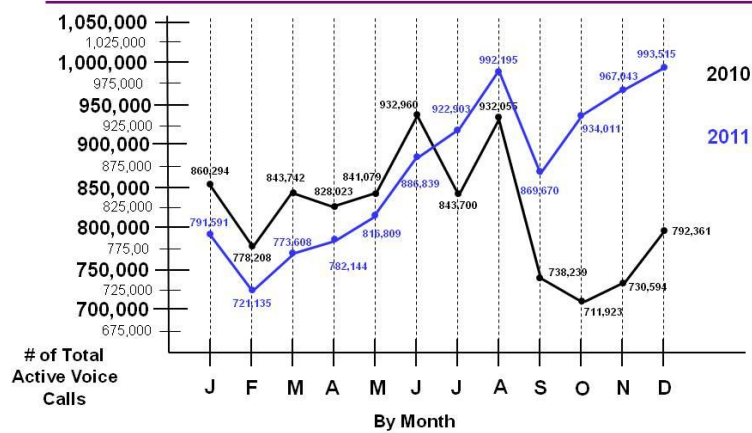
3.0 Metrics

The UC is responsible for monitoring System performance and tracking various parameters including busies and voice calls per month in order to note any trends which may indicate System deficiencies. To accomplish this, they employ the Operations Management Office (OMO) to provide periodic reports. The OMO presents ALMR System metrics at the monthly UC meeting and also at the Executive Council meetings, as scheduled.

The UC has established a performance baseline standard, with respect to System busies, which identifies day-to-day and emergency operations data for individual sites by both the percentage and duration. Several sites exceeded established standards in 2011. SATS downtime has been responsible in some situations but others have involved multiple agencies responding to an incident where the radios affiliated with the only sites available, which were three-channel sites. The OMO provides monthly statistics to the UC to determine whether those sites exceeding the standard are experiencing excessive traffic due to normal seasonal traffic or exercises, or whether there is an insufficient channel capacity at the site. This data continues to be examined periodically by the UC for long-term trend analysis.

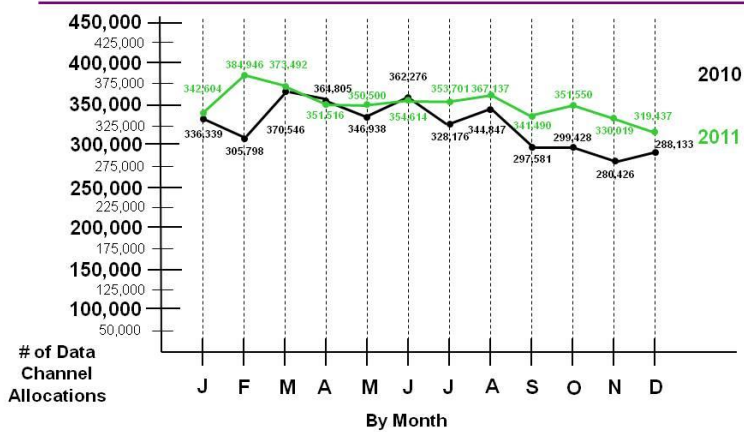
The following charts examine the total numbers of System voice calls and data allocations per month. A comparison of the 2011 data is made to the 2010 data.

2010 – 2011 Comparison System Performance - Voice



1

2010 – 2011 Comparison System Performance - Data



2

In 2011, the ALMR System supported a total of 10,451,463 voice calls and 4,221,006 data allocations.

4.0 Conflicts/De-conflicts

There is only one remaining site with conflicts due to continued utilization of conventional frequencies by the State of Alaska (SOA). The following provides the de-confliction accomplished during calendar year 2011, resolution to a long-standing interference issue and the remaining conflict.

- Conflicts
 - Site Summit Channel 6 (SOA) was turned off at the request of the Coast Guard due to suspected interference. The Coast Guard moved their equipment to Glen Alps in June and Channel 6 was turned back on. (Closed)
 - Frequency conflicts remain between Fire Station 12 Channel 10 (SOA) and the Municipality of Anchorage
- De-conflicts
 - The frequency conflict between Pillar Mountain Channel 3 (SOA) and the Marine Highway was resolved in November when the Alaska Marine Highway System was narrowbanded

5.0 Build out

The ALMR System was originally designed to support 105 sites. At the end of 2011, site equipment ownership was as follows (original design number and current build-out status/ownership):

- US Army Alaska (USARAK) – 45/45
- Joint Base Elmendorf-Richardson – 1/1
- Eielson Air Force Base – 3/3
- Clear Air Force Station – 1/1
- Municipality of Anchorage (MOA) – 15/6
- SOA – 40/34

There are currently 90 operational sites including the six MOA Anchorage Wide Area Radio Network (AWARN) sites. All Department of Defense (DOD) sites have been completed. The State has completed the build out of all funded sites.

NOTE: St Paul Island is not included in the above numbers due to the fact it has no reach back capability to the rest of the ALMR System. It is an ALMR VHF site, but operates in site trunking mode.

- In 2011, there were two unscheduled SOA sites completed
 - Mt Sunny Hay (aka Mt Sunny Hae)
 - Goose Creek Correctional Center 700MHz (not operational, not included in site count)
- There are no planned/funded SOA sites scheduled for completion in 2012, per Enterprise Technology Services (ETS)

The pending divestiture of U.S. Army radio frequency (RF) equipment at 41 SOA sites will affect the above numbers in 2012.

6.0 System Coverage Issues

ALMR was originally designed and built to provide coverage along the major roadway system in Central and South Central Alaska, major population centers in Southeast Alaska, and some portions of the Marine Highway.

During 2011, several previously identified coverage issues continue to be tracked by the OMO.

- Skagway (carried forward from 2010)
The ALMR site at Skagway does not provide coverage over the last six miles of the Klondike Highway. This is the section that is most intensively maintained, and the area where whiteouts, blowing snow, and avalanches occur. When maintenance crew works are in these areas, they must use a conventional DOT frequency for communications, which is often interfered with by truckers using the highway.

DOT has suggested that a second repeater be activated on Mine Mountain. This would cover the portion of the highway that currently has no ALMR coverage. However, Mine Mountain is remote and does not have power. The DOT&PF planning section offered to assist with funding, if a plan can be put together.

NOTE: There was no change to the status in 2011.

- Houston (carried forward from 2010)
The Technical Advisor traveled to the Houston area to investigate an issue with poor portable coverage reported by Houston PD. One of the immediate problems noted was that the radios did not have a "most preferred" tower site programmed. During the coverage checks in the Houston area, the only tower sites that were accessible were Site Summit, Cottonwood, and Rabbit Creek. Of the three, Site Summit provides the best site coverage for the affected area. It

was suggested to the agency when they program their radios, they should consider making Site Summit the "most preferred" site.

The System Manager noted that there had been some discussion about a new tower site along the Knik Goose Bay Road in Wasilla. There is an existing tower in the area which could provide excellent coverage throughout the Houston area. However, it may take several years to add an additional radio site if/when funding was approved.

Subsequently, the only option available at this time, which could improve Houston PD portable radio coverage in the near future, would be for them to acquire/install in-vehicle repeaters. It was suggested they contact Soldotna PD, who had recently installed several in their police vehicles and were reportedly satisfied with the improved reception capability.

NOTE: Houston PD lost all law enforcement officers in 2011 and are no longer members of the ALMR System.

- Palmer/Wasilla update (carried forward from 2009)
In September 2009, the OMO conducted coverage tests in the Wasilla area as a follow-up to reported issues from the Wasilla PD. At that time, there were limited areas where coverage issues were experienced.

One item of particular attention was that the Cottonwood site was not being affiliated to by the agency as much as it should have been. Given that the site is in the middle of Wasilla, it should be most preferred 90 percent of the time. The issue was passed on to the SMO and they did identify some areas that had a high bit error rate on the Parks Highway on the south side of Wasilla.

In order to improve coverage, the ALMR technician worked with ETS personnel to relocate the antennas to another side of the Cottonwood tower. Subsequently, this action did improve the coverage along the Parks Highway. The SMO contacted Wasilla PD to see if this resolved the issue. The SMO was advised there were still other outstanding issues.

The technician then worked with Wasilla PD to update their firmware version, which provided for a stronger signal roaming capability. At this time, Wasilla PD hasn't completed the firmware upgrades in all their subscriber units. The SMO will continue to periodically check the situation for final resolution.

- North Pole update (carried forward from 2008)
Previously, a System Design/System Analysis was completed at the request of Fairbanks North Star Borough and local public safety agencies regarding the potential for an additional site in the North Pole area. The report was published in March 2008.

At the time of the original ALMR System design, it was determined that a site was not required in the North Pole area as the projected coverage met the design requirements for mobile subscriber units. Funding options for a North Pole site continue to be explored.

- Delta Junction update (carried forward from 2008)
Delta area agencies advised the OMO in 2008 that ALMR coverage was no longer satisfactory and had degraded over the course of time. At that time, the OMO requested Motorola determine if the initial projected coverage in the area had been detrimentally affected by the relocation of the former Delta Junction site to Donnelly Dome, concurrent with the relocation of the former Donnelly Dome site to Ft Greely, and/or finally by the addition of a cellular antenna array to the Ft Greely tower.

Motorola performed a thorough preventative maintenance inspection of the ALMR transmission/receiver equipment and a sweep of all lines/antennas and determined that all equipment was working within specifications. Additionally, Motorola determined there was a strong possibility that the Ft Greely tower cellular antennas, and additional lines, were causing an RF shading/obstruction condition to occur in the direction of Delta Junction.

Motorola documented they believe an interference condition does exist in the area and is causing the observed radio behaviors and changes to the over-the-air signal levels. The source of this interference is a combination of tower obstruction/shading, land clutter (foliage), multi-path, and potentially outside RF interference.

USARAK advised the UC at the Annual Training Conference in September 2009 that they would work with AT&T and the SMO to isolate the antenna on the tower in order to determine if the modifications by AT&T were causing degradation. Testing by the SMO indicated that there was no RF interference. USARAK is continuing to work the issue from their end.

7.0 On-going Projects

There were no on-going projects in 2011.

8.0 Contractor Performance

8.1 The OMO is responsible for auditing and control of the policies and procedures, which provide for accountability, compliance, monitoring, and performance assessment of the ALMR System. Therefore, documents are reviewed annually and updated, as necessary, to reflect changes to System performance parameters or operational mandates. The status of ALMR documentation for 2011 is:

- 68 reviewed/updated by OMO
- 62 approved by the UC
- 3 retired by the UC

8.2 The OMO performs third party Quality Assurance/Quality Control of Systems Management Office and general System oversight on behalf of the stakeholders/member agencies. Two of the areas of oversight are Key Variable Loader (KVL) and subscriber inventory audits.

The Technical Advisor began performing audits of the KVLs mid-year 2011. Audits will now be performed on a quarterly basis. The results are as follows:

- June 21 - All KVLs were located and identifying numbers verified.
- October 20 - All KVLs were located and identifying numbers verified.

The Technical Advisor performs subscriber unit audits on a quarterly basis. Agencies do not always respond at the same time, or at all. Dates listed are dates the reports were generated. The results of those requests are as follows:

- January 13 - a request for Nikiski Fire Department subscriber information was originally sent out on 6 October 2010. The Nikiski Fire Department responded that the units had no current ALMR programming.
- February 8 - requests for subscriber unit information from the Bureau of Alcohol, Tobacco, Firearms, and Explosives, Anderson Volunteer Fire and EMS, Cantwell Volunteer Fire Department, and the Federal Aviation Administration (FAA) Fairbanks Flight Standards District Office were sent out on 21 January, 2011. All agencies responded. There was a single discrepancy - the error in the FAA

Fairbanks Flight Standards District Office subscriber count was found to be the fault of the FAA for not requesting a new ID number for the base station.

- May 2 - requests for subscriber unit information from the Ester Volunteer Fire Department (VFD), City of Fairbanks, Alaska Railroad Corporation, and the State of Alaska Department of Homeland Security and Emergency Management was sent out on April 19. All agencies responded and all units were available and active. Fairbanks Fire Department was to deactivate one radio, per their response.
- August 3 - requests for subscriber unit information from the Bureau of Alcohol, Tobacco, Firearms, and Explosive, Civil Air Patrol, Copper River Native Association, Federal Aviation Administration Fairbanks Flight Standards District Office, North Pole Police Department, and Valdez Fire Department were sent out on July 15. All agencies, except Copper River Native Association, responded and all units were available and active.
- November 30 - requests for subscriber unit information from the Alaska Pioneer Homes Division, Alaska Professional Volunteers, Chitina Fire and Rescue Department, and the State of Alaska Enterprise Technology Services was sent out on October 20. Only the Alaska Pioneer Homes Division responded and all units were available and active.

9.0 Periodic Maintenance Inspections (PMIs)

The OMO provides Quality Assurance/Quality Control (QA/QC) oversight of periodic maintenance inspections (PMIs) conducted by the SMO on ALMR sites on behalf of the UC. This process ensures the sites are maintained to a standard in accordance with the Service Level Agreement (SLA) and identifies outstanding discrepancies that could potentially affect site operations.

Per the OMO Performance-Based Work Statement (PWS), 25 percent of the total infrastructure sites should be inspected annually, and 100 percent must be inspected within a four-year period. The SMO, in coordination with SOA, provides the OMO with the annual PMI inspection schedule. A total of 31 PMIs, out of the 82 operational DOD/SOA sites, were QA/QC inspected in 2011.

10.0 System Enhancements

There were no System enhancements done in 2011.

11.0 Supported Events

Many opportunities exist to allow the UC to further interoperability throughout the State, and remain up to date on current national standards. The Performance-Based Work Statement for the OMO allows the UC to utilize the OMO staff to contact member agencies, prospective member agencies, legislators, and other interested groups to disseminate information about ALMR. In 2009, the User Council elected to not to fund outreach efforts or agency training. This remained in effect throughout 2011. However, the quarterly newsletter was funded through the end of the calendar year under the SOA-funded User Council support CLIN.

12.0 Finance/Budget

In accordance with the Cooperative Agreement, the UC will establish a budget process and each year develop a proposed budget for the next fiscal year to meet the operating, maintenance and capital replacement needs of the System and shall submit the proposed next year's budget to the Executive Council. All proposed expenditures and activities of the System, as well as funding sources, shall be reflected in the proposed budget. The proposed FY2013 Operating Budget was approved by the UC on June 1, 2011, for presentation to the Executive Council. The Executive Council approved the budget on July 21, 2011, and agreed it should be submitted into the SOA budget cycle for consideration of funding.

Many services by the OMO remain unfunded at this time and should re-addressed annually during the budget review process.

13.0 Other Issues

Not all areas requiring oversight were identified in the paragraphs of this report. Additional areas not covered, but currently being monitored:

- Outstanding Maintenance
 - Delays in addressing R56 grounding at sites continue to be a major concern, some being over seven years old.
 - There were two major System outages in November
 - The first one occurred on November 3 when the Tudor Tower site went down for 20 minutes due to a power outage, which caused 19 sites in the South Zone to go into site trunking. The site went on battery back-up and there were no alarms to alert the ETS technicians to this fact.

- The second one occurred on November 19. The Sterling site lost commercial power and the generator had been disabled due to deferred maintenance. When the batteries failed, it disabled Soldotna Dispatch and put 16 sites on the Kenai Peninsula in site trunking for one and a half hours until a contractor could get to the site and bring it back up
- Unscheduled SOA outages caused by failures at SATS microwave sites continued to affect ALMR coverage throughout December, as well.
 - Both generators at Tsina failed on December 8 and the site shut down on December 12; this put three other sites in site trunking
 - Wolcott experienced power issues on December 13 putting Seward and Moose Pass in site trunking
 - The Hope generator ran out of fuel on December 19, which put Girdwood into site trunking
 - The Hope site went down again on December 30 due to the generator running out of fuel and the depletion of battery power
- Connectivity

SOA continues to work on a long-term solution to the SOA Telecommunications System (SATS) connectivity issues caused by previously deferred maintenance and aging infrastructure. SOA issues are briefed at the monthly UC meeting.
- USARAK Divestiture

On March 10, 2010, General Atkins, Commander Alaskan Command, advised the SOA, that USARAK intended to divest itself of the majority of its land mobile radio equipment located at SOA sites. The initial planned divestiture of equipment at 13 sites was to be completed by July 1, 2011, and equipment at an additional 28 sites was planned for divestiture on July 1, 2012. The State of Alaska Department of Administration was not prepared to accept the initial 13 sites on July 1, 2011. Therefore USARAK agreed to continue to fund maintenance at a break/fix level through the end of the calendar year. The contract with the servicing maintenance organization was modified to support this action. The equipment at the remaining 28 site will be divested on July 1, 2012, as planned.
- 7.9 System Update

The User Council recommended to the Executive Council that the infrastructure owners should seek funding to update the System to the current Motorola 7.9 system software release, and also seek funding for the Motorola Software Update Assistance II (SUA II) to ensure the System remains current in future years. The Executive Council has expressed their support for the partners pursuing funding for the update and SUA II.

The Department of Defense partners, USARAK, and USAF advised they were seeking funding in Federal FY12 to support the update and SUA II. The State of Alaska advised the funds to support the update and SUA II will be requested in the State FY13 Governor's budget. The Municipality of Anchorage is currently conducting internal discussions with regard to the update and SUA II funding.

- **AFEA Funds transfer**

The 673rd Communications Squadron agreed to accept the funds from the Federal Non-DOD agency in late September. However, many agencies had already either obligated all their funds or returned them to the Treasury.

Continuing resolutions and no approved budget by Congress hampered availability of funds to apply to the OMO contract. As a result, some User Council support, the Insider Newsletter, web site support, and travel (beyond funds already received) ended on December 31, 2011.

- **Cost Share solution**

This is one of the greatest areas of concern. With the State becoming the primary infrastructure owner, it is highly probable that the current method and approach will change. A Cost Share Working Group was formed at the direction of the Executive Council and was made up of members from all of the cooperative partners. Members were appointed in December and discussions were to begin in January 2012.

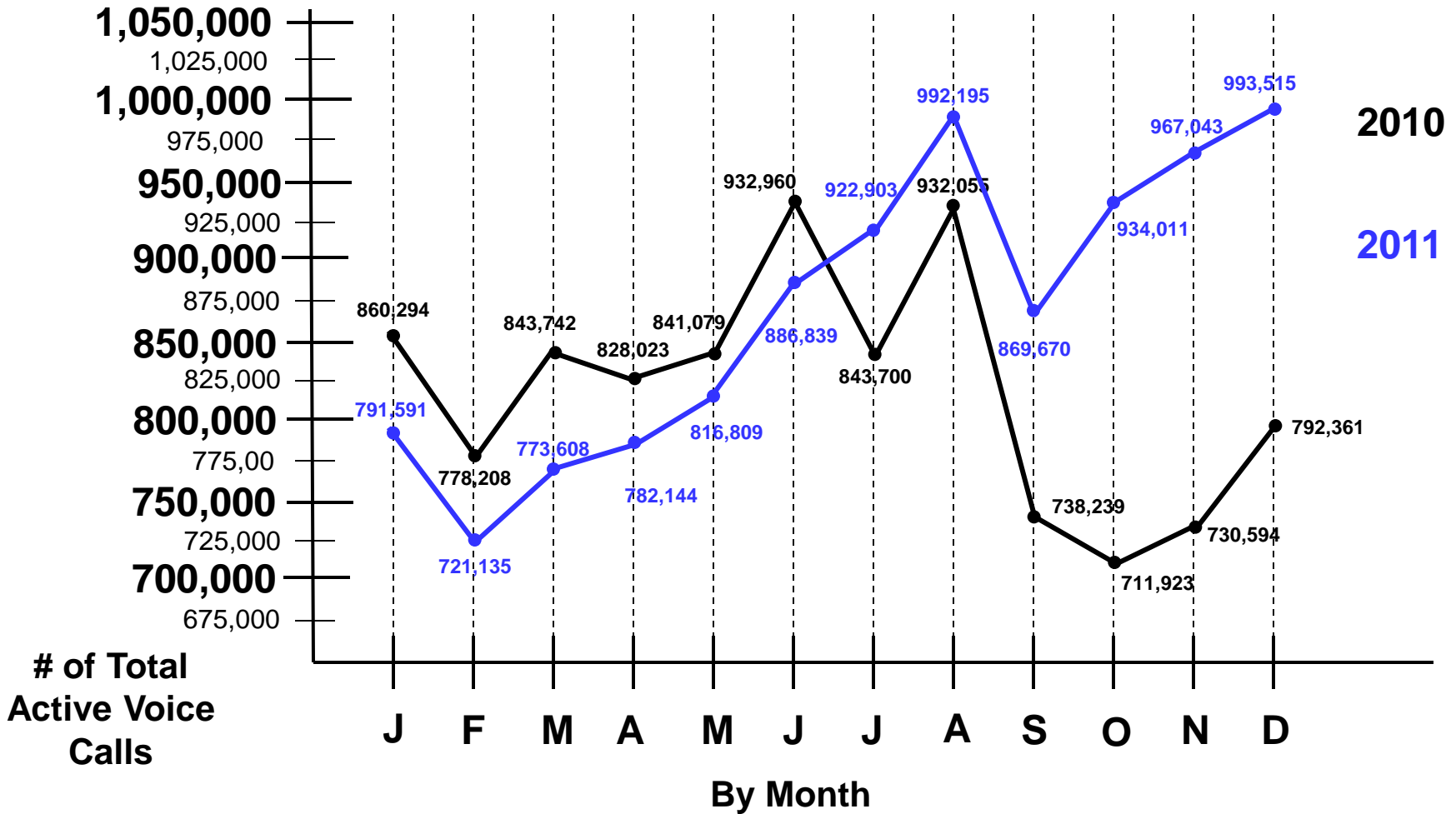
14.0 Conclusion

This report addresses the status of various issues regarding the operation and management of ALMR and outstanding items noted during this calendar year, or carried forward from previous years.

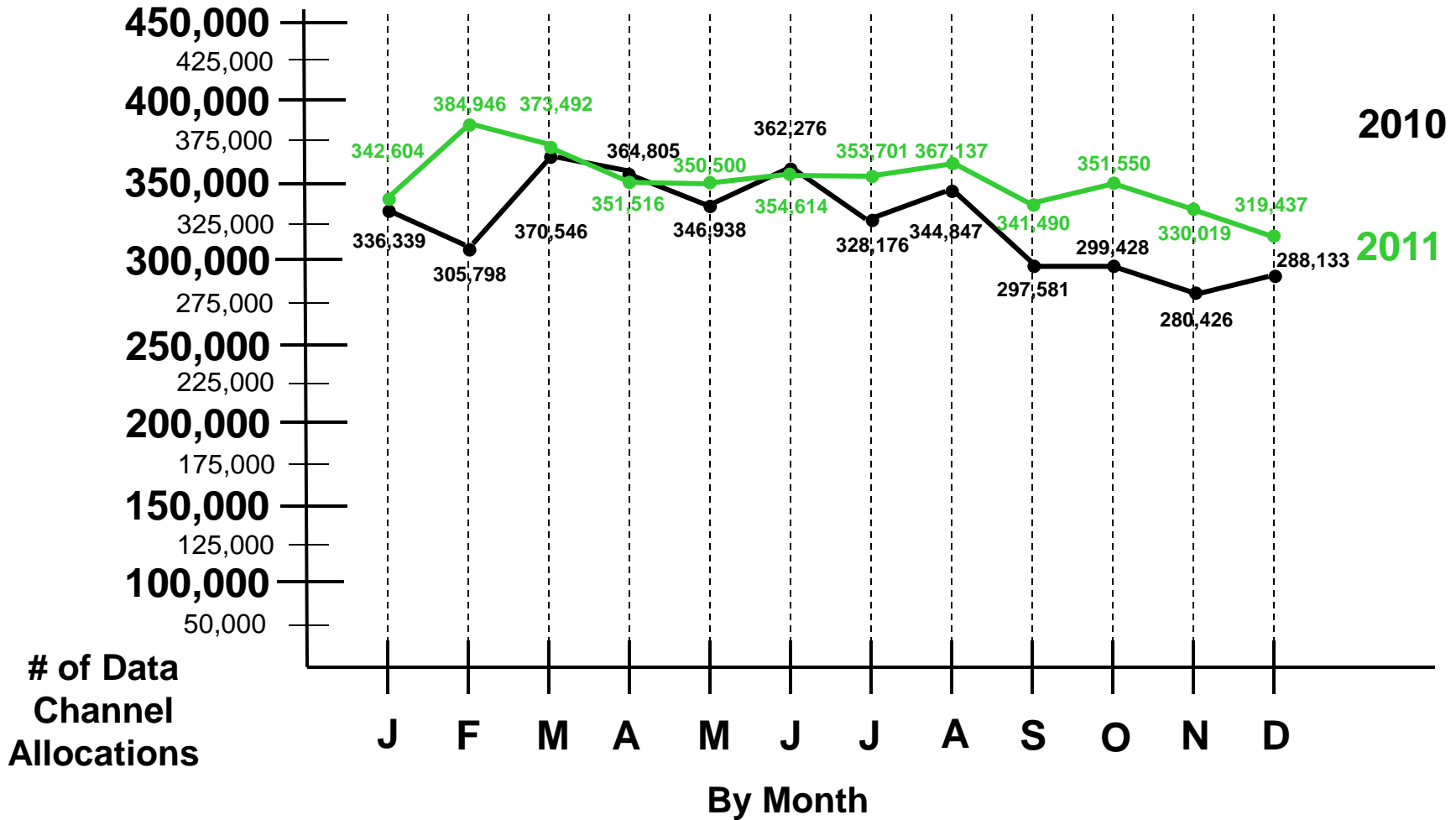
The efficiency and effectiveness of the OMO and SMO in performance of their contract functions meet the expectations of the UC.

The greatest areas of concern, that continue to be monitored by the OMO, are: 1) a long-term solution SATS maintenance; 2) updating of the ALMR System to 7.9 software release; and 3) a final Cost Share solution which addresses life-cycle funding for the System.

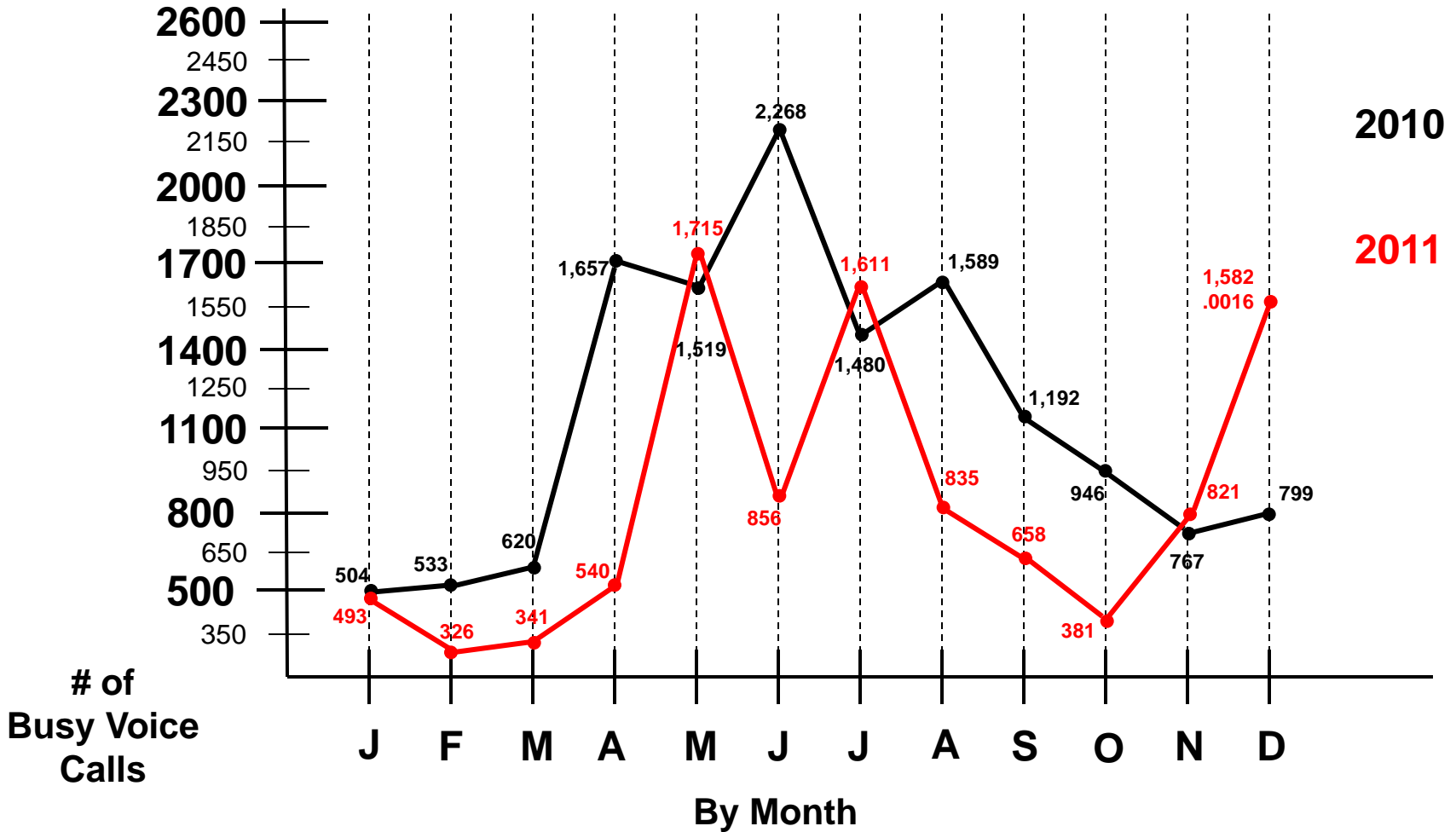
2010 – 2011 Comparison System Performance - Voice



2010 – 2011 Comparison System Performance - Data

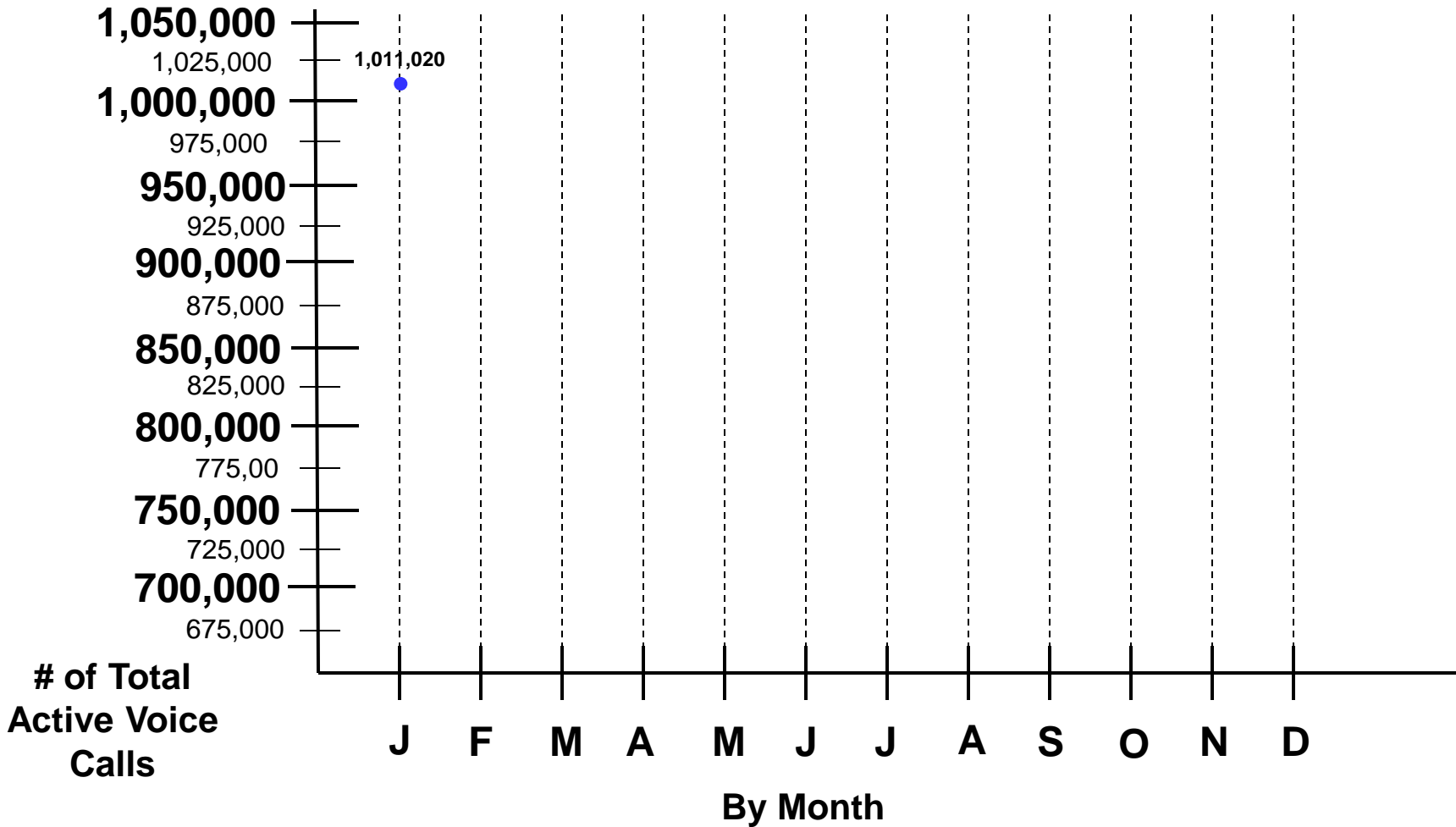


2010 – 2011 Comparison System Performance - Busies

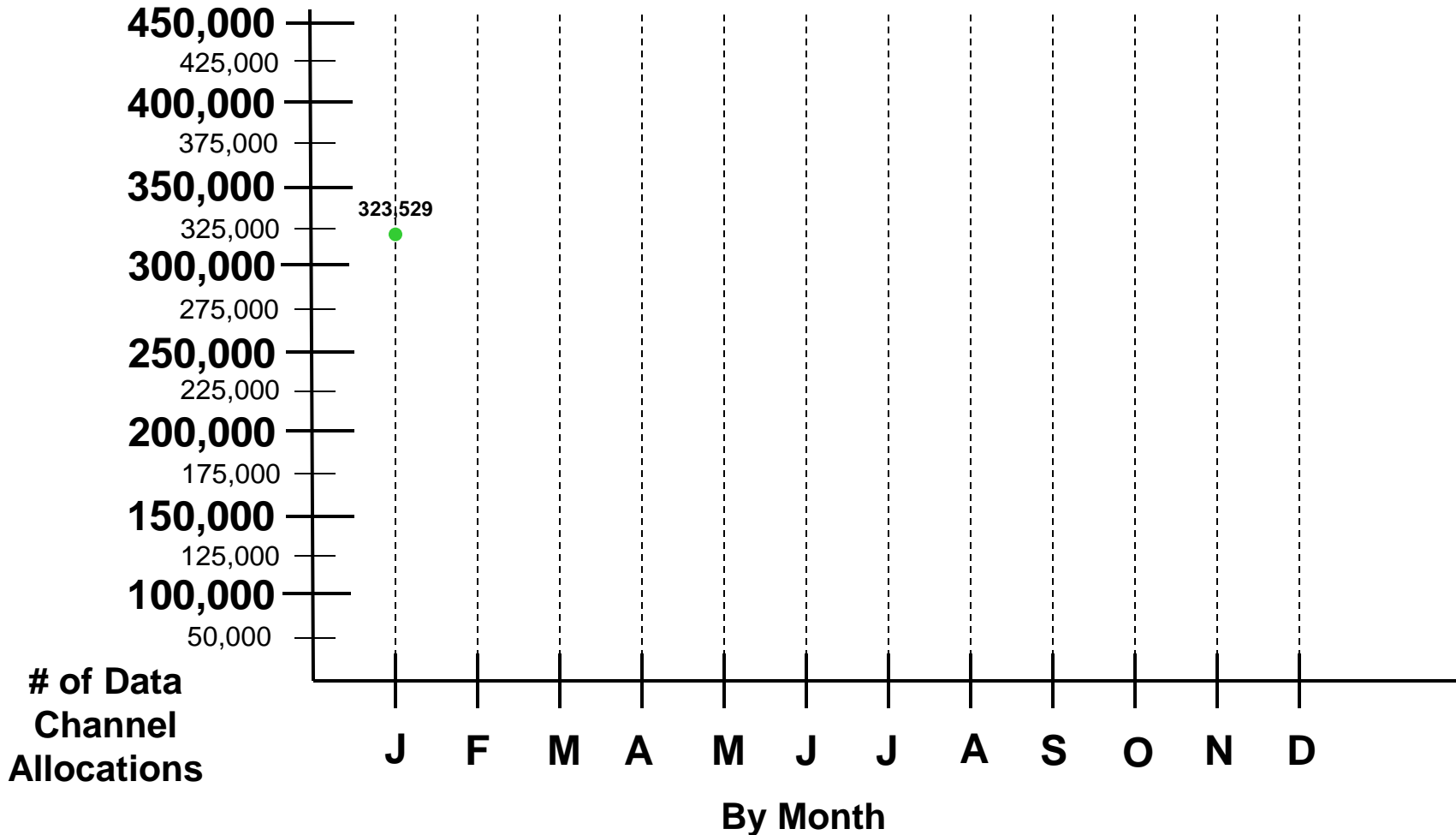


2012 System Performance

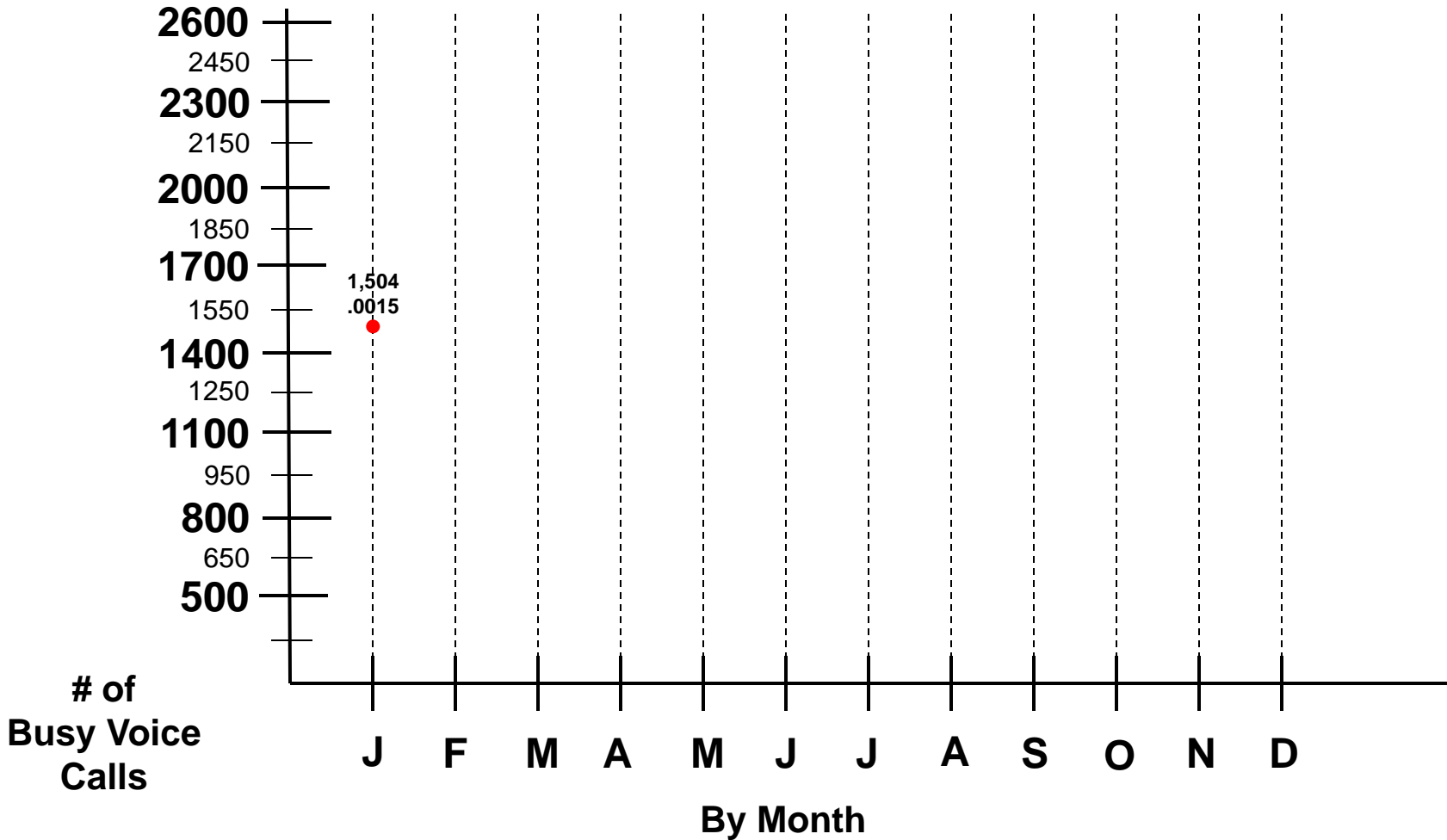
Active Voice Calls



2012 System Performance Data Channel Allocations



2012 System Performance Busy Voice Calls





A FEDERAL, STATE AND MUNICIPAL PARTNERSHIP

Alaska Land Mobile Radio Communications System

Operations Management Office 2011 Annual Information Assurance Audit Report of Findings

January 23, 2012

The Alaska Land Mobile Radio (ALMR) Communications System Operations Management Office (OMO) is tasked with day-to-day oversight of the operational System. As part of their responsibilities they randomly audit the administration and controls of certain tasks required under the Information Assurance Program. There are three areas of audit/inspection the OMO oversees:

- Physical Security – managed by State of Alaska (SOA) Enterprise Technology Services (ETS)
- System Management Data Backup Storage – managed by the System Management Office (SMO) and the ALMR Security Manager
- System Log In Report – managed by the ALMR Security Manager

1.0 Physical Security

Physical security areas encompass the OMO, SMO, zone controller space, and the routes to access any of these areas.

Physical security audits consist of unannounced penetration attempts by any visitor to bypass existing security policy/measures and gain access to a location with an opportunity to potentially cause harm to persons or property within the below described areas. The audit complies with established ALMR Facility Security Penetration Policy 200-2. The OMO will conduct unannounced security penetration auditing at a minimum of once each calendar year at the SOA ETS facility located at 5900 E. Tudor Road, Anchorage, Alaska. Penetration attempts will focus on the ALMR OMO, SMO, and the Zone Controller areas of the facility, and the access routes to them.

Date of Audit: July 26

Procedures: Operations Management Office (OMO) Technical Advisor Richard G. Leber walked the perimeter of the ETS facility and tested all entry points seeking to enter the facility unannounced.

Observations: All entry points to the facility were found to be secured and unannounced access to the facility was not achieved.

Follow-up Actions: None required; a re-check will be conducted during the 2012 calendar year.

2.0 System Management Data Backup Storage

Backups enable the rapid recovery of the ALMR System in the event of a disaster, either man-made or natural. Established controls and procedures minimize the impact to System users and ensure an expeditious return to operations. Backup tapes must be stored and protected in a manner which minimizes the risk of loss, damage, or destruction.

Policy: All backup media will be clearly labeled to ensure the media content can be quickly recognized. Back-up copies (or the original media) of the operating system and other critical software shall be stored in a fire-rated container and not located on site with the operational software. This material will be stored within a secure area that is restricted to authorized individuals only. Additionally, all backup media created from daily/weekly backup procedures will be stored in an offsite location.

All backup media for the South Zone Controller is stored at Department of Public Safety (DPS), 5700 E. Tudor Road, in Anchorage and for the North Zone Controller at the Fairbanks Police Department, 911 E. Cushman Street, in Fairbanks.

The OMO conducts unannounced, random monthly audits of the tape storage facility. Due to travel funding issues, audits of the North Zone Controller backup storage are only conducted when OMO staff is in the Fairbanks area for other activities.

Results of the monthly audits are as follows:

- **Date of Audit:** January 13
Location: 5700 E. Tudor Road
Findings: No issues were raised with access to the building; access card worked and both the Alaska State Troopers (AST) exterior door and the tape storage room door were secure. The safe was in an acceptable place and door to the conference room was secured.
Corrective Action: None
- **Date of Audit:** February 8
Location: 5700 E. Tudor Road
Findings: No issues were raised with access to the building; access card worked and both the Alaska State Troopers (AST) exterior door and the tape storage room door were secure. The safe was in an acceptable place and door to the conference room was secured.
Corrective Action: None

- **Date of Audit:** March 3
Location: 5700 E. Tudor Road
Findings: No issues were raised with access to the building; access card worked and both the Alaska State Troopers (AST) exterior door and the tape storage room door were secure. The safe was in an acceptable place and door to the conference room was secured.
Corrective Action: None

- **Date of Audit:** April 12
Location: 5700 E. Tudor Road
Findings: No issues were raised with access to the building; access card worked and both the Alaska State Troopers (AST) exterior door and the tape storage room door were secure and the safe was in an accessible place.
Corrective Action: None

- **Date of Audit:** May
Location: 5700 E. Tudor Road
Findings: The daily backup tapes and weekly KMF CDs are not current and do not comply with the dated material requirements as set forth in the System Backup and Recovery Policy and Procedure 400-5.
Corrective Action: The System Manager (SM) has tasked the Help Desk with tracking initiation and completion of the daily and weekly backups being delivered to the secure storage sites through creation of work order.

- **Date of Audit:** June 17
Location: 5700 E. Tudor Road
Findings: No issues were raised with access to the building; access card worked and both the Alaska State Troopers (AST) exterior door and the tape storage room door were secure and the safe was in an accessible place.
Corrective Action: None

- **Date of Audit:** July 14
Location: 5700 E. Tudor Road
Findings: No issues were raised with access to the building; access card worked and both the Alaska State Troopers (AST) exterior door and the tape storage room door were secure and the safe was in an accessible place.
Corrective Action: None

- **Date of Audit:** August 3
Location: 5700 E. Tudor Road
Findings: No issues were raised with access to the building; access card worked and both the Alaska State Troopers (AST) exterior door and the tape storage room door were secure and the safe was in an accessible place.
Corrective Action: None

- **Date of Audit:** September 23
Location: 5700 E. Tudor Road
Findings: No issues were raised with access to the building; access card worked and both the Alaska State Troopers (AST) exterior door and the tape storage room door were secure and the safe was in an accessible place.
Corrective Action: None

- **Date of Audit:** September 30
Location: 911 Cushman Street, Fairbanks
Findings: Arrangements were made in advance for access to the Fairbanks Police Department dispatch area where the filing cabinet is located. The cabinet was in an acceptable location and locked.
Corrective Action: None

- **Date of Audit:** October 6
Location: 5700 E. Tudor Road
Findings: No issues were raised with access to the building; access card worked and both the Alaska State Troopers (AST) exterior door and the tape storage room door were secure and the safe was in an accessible place.
Corrective Action: None

- **Date of Audit:** November 3
Location: 5700 E. Tudor Road
Findings: No issues were raised with access to the building; access card worked and both the Alaska State Troopers (AST) exterior door and the tape storage room door were secure and the safe was in an accessible place.
Corrective Action: None

- **Date of Audit:** November 10
Location: 911 Cushman Street, Fairbanks
Findings: Arrangements were made in advance for access to the Fairbanks Police Department dispatch area where the filing cabinet is located. The cabinet was in an acceptable location and locked.
Corrective Action: None

- **Date of Audit:** December
Location: 5700 E. Tudor Road
Findings: The System Software Book is currently being updated by the Motorola System Technologist.

Corrective Action: The OMO Technical Advisor will verify its return during the January 2012 audit.

3.0 System Log In Report

To ensure the System Management Office observes and reports on the established control for the Department of Defense Information Assurance Certification and Accreditation Process (DIACAP) Authority to Operate, the OMO performs unannounced, random monthly audit inspections of the System Log In Report though out the calendar year.

Each user is permitted to attempt to log in three times prior to being locked out of the System. System user passwords are changed, at a minimum, every 90 days.

- **Dates of Audit:** 3 – 9 January
Findings: There were no instances of three failed login attempts during the period.
Corrective Action: None
- **Dates of Audit:** 21 – 25 February
Findings: There were no instances of three failed login attempts during the period.
Corrective Action: None
- **Dates of Audit:** 13 – 19 March
Findings: There were no instances of three failed login attempts during the period.
Corrective Action: None
- **Dates of Audit:** 11 – 17 April
Findings: There were no instances of three failed login attempts during the period.
Note: There were a number of failed system authentication attempts. All of these attempts were caused by a faulty domain controller in Zone 2. Those failed attempts did not constitute a security event.
Corrective Action: None
- **Dates of Audit:** 1 – 7 May
Findings: There were 6 instances of three failed login attempts during the period. The failed authentication attempts were made from the Zone 1 domain controller for Elite-Zone1 as part of troubleshooting
Corrective Action: None
- **Date of Audit:** 5 – 11 June
Findings: There were no instances of three failed login attempts during the period.
Corrective Action: None

- **Date of Audit:** 3 – 9 July
Findings: There were no instances of three failed login attempts during the period.
Corrective Action: None
- **Date of Audit:** 7 – 13 August
Findings: There were no instances of three failed login attempts during the period.
Corrective Action: None
- **Date of Audit:** 18 – 24 September
- **Findings:** There were no instances of three failed login attempts during the period.
Corrective Action: None
- **Date of Audit:** 2 – 8 October
Findings: There were no instances of three failed login attempts during the period.
Corrective Action: None
- **Date of Audit:** 6 - 12 November
Findings: There were no instances of three failed login attempts during the period.
Corrective Action: None
- **Date of Audit:** December 4 - 10
Findings: The following was received from the ALMR Help Desk in response to Work Order 19705 generated by the Operations Management Office for a Random System Login Audit for December 4-10, 2011: ***"Unfortunately the logs required to produce this audit were deleted so we are unable to provide you with the requested information."***
Corrective action: The System Manager (SM) advises the SMO staff member responsible for deleting the system login log has been directed to ensure the deletion of the logs does not occur until an audit has been conducted. He also stated he would look into whether they could do periodic backups of the data.

4.0 Conclusion

Based on the findings in each of the three audit areas and corrective actions taken, the OMO determines that ETS, the SMO, and the Security Manager are following the established methods/ measures of DIACAP administration and control for certain tasks required under the Information Assurance Program with the exception of those areas noted. All discrepancies were addressed with the System Manager and involved staff members. The OMO determinations apply to calendar year 2011 only.