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

MEMORANDUM FOR ALMR Executive Council **May 9, 2013**

FROM: DOD Executive Co-Chair

SUBJECT: May 16, 2013, ALMR Executive Council Meeting Agenda

TO: See Distribution

1. **Call to Order.** Colonel Scott Moser, Department of Defense (DOD) Co-Chair 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.** Review of the draft ALMR Executive Council minutes from the April meeting. (5 min) (Atch 1)

> **Motion: Approve April 18, 2013, Executive Council meeting minutes, as written.**

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

a. State of Alaska (SOA) Tower at Donnelly Dome. Mr. Woodall advised the council the package was still pending approval at Pacific Air Force (PACAF) and it was anticipated it was be completed by the end of April.

b. Operations Management Office (OMO) Contract. Mr. Jim Kohler had advised the Executive Council at the April meeting that the OMO FY14 contract was written and should be out within a week. He advised it was a multi-year contract with an option for renewal he anticipated it would be awarded not later than July 1 preventing a break in provided service.

5. **User Council Update.** (Major Matt Leveque, Chair) (5 Min)

Next Site Selections. The User Council voted at their May 1 meeting on the next priority sites.

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

   a. 7.13 Migration status update

   b. Clear site status

   c. State of Alaska audit

   d. FY14 Membership Agreement (Atch 2)

   e. April System metrics (Atch 3)

7. **New Business**. (15 Min)

8. **Next Meeting**. The next meeting is scheduled for June 20, 2013, 1:30 p.m. at the Department of Public Safety Training/Conference Room, 5700 E Tudor Road. (5 Min)

9. **Adjourn Meeting**. (5 Min)

SCOTT E. MOSER, Colonel, ALCOM/J6
Department of Defense Alaska Co-Chair
ALMR Executive Council

3 Attachments:
1. Draft April Meeting Minutes
2. Draft Membership Agreement
3. April System Metrics

Distribution:
ALCOM/J60, Colonel Scott Moser
SOA DPS, Commissioner Joseph Masters
AFEA, ASAC Darrin Jones
AML, Chief Jeff Tucker
MOA, Lt Ken Spadafora
User Council, Major Matt Leveque
OMO, Mr. Del Smith
ALCOM/J64, Mr. Timothy Woodall
SOA ETS, Mr. Jim Kohler
SOA ETS, Mr. Adam Paulick
MOA, Mr. Trygve Erickson
MOA, Mr. Jason Beach

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

MEMORANDUM FOR ALMR Executive Council **May XX, 2013**

FROM: SOA Executive Co-Chair

SUBJECT: April 18, 2013, ALMR Executive Council Meeting Minutes

TO: See Distribution

Executive Council Members Present:

Commissioner Joe Masters	State of Alaska (SOA) - Department of Public Safety
Assistant Special Agent in Charge Darrin Jones	Alaska Federal Executive Association (AFEA) - Federal Bureau of Investigations

ALMR Support Team Members and Guests Present:

Mr. Pete Murphy	User Council Vice Chairman - Federal Bureau of Investigations
Mr. Del Smith	Operations Manager, ALMR
Mr. Adam Paulick	Acting Director, Enterprise Technology Services (ETS)
Mr. Jim Kohler	ETS Telecommunications Special Projects Administrator
Mr. Tim Woodall	Department of Defense QA/QC
Ms. Sherry Shafer	Operations Management Office (via teleconference)

1. <u>Call to Order</u>. Commissioner Joe Masters, State of Alaska (SOA) Co-Chair, called the meeting to order at 1:25 p.m.

2. <u>Opening Statements and Other Announcements</u>. Mr. Tim Woodall advised the council he was authorized to vote as the proxy for Colonel Scott Moser, Department of Defense (DOD) Co-Chair.

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3. <u>Approval of Previous Meeting Minutes.</u> Commissioner Masters asked the Executive Council if they had reviewed the March meeting minutes and if they had any requested changes. Hearing no changes, Commissioner Masters requested a motion be made.

> **Motion: Approve March 18, 2013, Executive Council meeting minutes, as written.**

The motion to accept the minutes was made by Mr. Woodall, proxy for Colonel Moser, and seconded by Assistant Special Agent in Charge (ASAC) Darrin Jones. There were no objections. **The motion was carried and approved.**

4. <u>Old Business.</u>

a. State of Alaska (SOA) tower at Donnelly Dome. Mr. Woodall stated there was no change in the status of this item. The package was still at the Headquarters of Pacific Air Force (PACAF) going through the final approval. He stated Colonel Moser had followed up after the March meeting and the anticipated completion was the end of the month.

Commissioner Masters asked Mr. Adam Paulick, Acting Director Enterprise Technology Services (ETS), if there was any reason to elevate it.

Adam stated there was no reason to escalate it to higher command levels at this time. He stated if it had not been received by the next Executive Council meeting, then he would request it be elevated.

b. Operations Management Office (OMO) FY14 contract. Mr. Jim Kohler advised the OMO FY14 contract was written and should be out on the street next week. He advised it was written as a multi-year contract with an option for renewal. Mr. Kohler stated he anticipated it would be awarded not later than July 1 to preclude a break in service.

c. Service Level Agreement (SLA). Mr. Del Smith reminded the Executive Council members that during the March meeting he had briefed them regarding the User Council approving a new System Key Management Procedure and the language in the new procedure made a section of Attachment C to the SLA attachments obsolete. He stated the OMO had prepared and distributed to them the proposed change earlier and requested they vote on approval of the attachment change.

ASAC Jones asked what it meant in paragraph 3.7.3.3 of Attachment C by the vendor was responsible for the cost of reprogramming subscribers.

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Mr. Woodall explained that I-buttons were provided to the vendors to program subscribers. If the vendor lost or misused the I-button, they were responsible for the cost to reprogram the radios involved.

Commissioner Masters asked how this was enforced.

Mr. Woodall stated the vendors had to sign an agreement when they accepted the dongle, which is a programming hardware device similar to a USB. He explained this requirement is a security feature.

Mr. Smith clarified that I-buttons are specific to Motorola® subscribers and others utilize similar devices and software keys.

Mr. Woodall advised the Executive Council that the SLA defines how contracts are operated, maintenance restoral priorities, and System standards.

Mr. Smith briefed that at some point in the future, particularly with regard to infrastructure ownership and the new Cost Share, the council would need to address reviewing and updating the entire SLA.

Commissioner Masters asked if there were further questions or comments. Hearing none, he requested a motion be made.

> **Motion: Approve the change to Attachment C to the Service Level Agreement, as written**

The motion to accept the minutes was made by ASAC Jones and seconded by Mr. Woodall, proxy for Colonel Moser. There were no objections. **The motion was carried and approved.** This item is **closed.**

5. User Council Update.

Mr. Pete Murphy advised the Executive Council members that he was sitting in for Major Leveque today. He briefed that at the last User Council (UC) meeting the members had discussed the priority list for the next site upgrades and new requirements. Mr. Murphy stated the discussion was to continue at the May UC meeting. He also advised that a sub-committee of User Council members was to meet with Mr. Paulick next week to discuss the proposed North Pole site.

Mr. Murphy briefed the User Council had also discussed the Clear site shutdown and any issues from it.

Mr. Woodall advised the Executive Council the site was off and the equipment was scheduled to be removed after May 1 and transferred to the State. He stated the proposed disposition of the equipment was to utilize it to replace the three channels at

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the Nenana site with the five channels removed from the Clear site. The three removed channels would become spares for placement in other sites.

ASAC Jones asked if there had been any concerns or complaints since the site had been turned off.

Mr. Woodall stated the National Guard unit at Clear was significantly affected because they perform the security mission and they were not consulted or notified of the site shutdown. Currently, they are using conventional channels as a workaround solution.

Mr. Smith advised the Operations Management Office (OMO) would check back with the Guard before the site was removed to see how the conventional solution was working. He reminded the Executive Council that fire season was coming up and suspected the increased capacity at the Nenana site would be needed.

Commissioner Masters asked who would make the decisions where the five channels removed from the Clear site would go.

Mr. Smith stated the User Council would be the ones to approve the move.

Mr. Woodall stated, from a frequency perspective, the channels are compatible with the North Zone and therefore should stay in the North Zone.

6. <u>Operations Management Office</u>.

a. System Metrics. Mr. Smith briefed the council that overall System calls were down but the data allocations were up for the month of March. He also advised busies were down significantly and this was due in part to the upgrades of the two Kenai Peninsula sites.

Commissioner Masters asked what measurements were used for the metrics.

Mr. Smith responded that the User Council had determined the one percent or greater busies lasting two seconds or longer would be the standard measurement.

b. 7.13 Migration Mr. Smith advised the council that he would be meeting with Motorola® on the next Tuesday to go over the detailed impact timeline (ITL). He stated the cutover is still on track for Aug 5 - 20 and site outages were currently scheduled for approximately 15 minutes total per site.

Mr. Smith briefed the council he had scheduled a dispatcher "all hands" via teleconference next Wednesday to go over the cutover ITL and answer those questions he was able to. He advised that the MotoBridge™ was a potential for backup

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operations for some of the dispatchers but most were using their conventional systems or operating in the site trunking mode. Mr. Smith also stated Motorola® had also offered to meet with the dispatchers in the June timeframe to go over the cutover process.

ASAC Jones asked if once the sites were committed into the 15-minute cutover period could they go back.

Mr. Smith advised that once Motorola® begins, they are in it until it is completed. He stated that Motorola® was going to utilize the test sites prior to the actual cutover to do some dry runs. He also stated there were specific GO/NO GO criteria in place in case of real world situations ongoing at the scheduled site cutover times.

Mr. Woodall briefed one such instance was the Red Flag exercise scheduled at Eielson Air Force Base during the August cutover timeframe. He advised that Motorola® was required to do the cutover during the night hours to preclude impacting the exercise.

c. Clear site. Mr. Smith stated this had already been discussed so he would move on to the next item.

d. State of Alaska Audit. Mr. Smith briefed that the audit was still ongoing but the auditor would be gone for two weeks and upon her return he was to meet with her informally to discuss the status of the audit He advised that the auditor's office had sent out requests for subscriber IDs, names and emails to contact individuals directly but had met with a lot of resistance from agencies regarding providing personal information.

Mr. Woodall stated he advised the auditor any information regarding the DOD must come in the form of a Freedom of Information Act request.

Mr. Smith briefed that the auditor's office seemed to be focused on how much time each individual was utilizing their radios. They have requested the “raw” numbers as opposed to the information for overall agency totals the OMO provided to the SOA for last year.

7. <u>New Business</u>.

State Budget Update. Mr. Jim Kohler provided an update on the current status of the State Operating Budget. He stated the budget had ended up being $300K less that originally requested, but he was working with the Administrative Services Director and they both felt that the shortfall could be made up with the exception of approximately $60K. Mr. Kohler briefed the current allotted training budget was $200K and it would be reduced to $140K to offset the shortage. He stated there should be no impact to training because this past year they had only spent approximately $125K of the allotted $200K.

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Mr. Kohler advised the Executive Council there was $500K in the State General Fund to cover the Cost Share for the municipalities and non-government organizations (NGOs).

He briefed this money would go straight to the Department of Administration (DOA). Mr. Kohler stated the cost share amounts provided to the Federal Non-DOD agencies in January would remain the same. He advised the Executive Council members he was currently in discussions with the OMO regarding the language updates to the Membership Agreement.

Mr. Kohler stated he did not know what was going to happen next year because the Legislature had basically picked a random dollar amount for the State budget this year and then made cuts to meet that amount. He advised the original Capital Budget had expansion dollars for the Yukon-Kuskokwim Delta but no amount had been appropriated. Mr. Kohler stated next year this project would rest with the Legislature and they would have to push it forward versus coming from within DOA, as it had this year.

Commissioner Masters stated another potential option would be that another department, such as Public Safety, could push it forward as an expansion request.

Mr. Paulick advised the Executive Council that ETS had requested funding for 25 Capital projects and come out with only one, which had been submitted several years prior.

ASAC Jones advised he would be getting together with the other Federal Non-DOD agencies regarding the cost share amounts. He stated he was pleased with the numbers and did not foresee any problems.

Mr. Kohler asked ASAC Jones to have the agencies get in touch with him directly and they would begin the process of submitting the paperwork.

Mr. Smith advised that the OMO would be sending out new Membership Agreements to all the agencies with the amounts assigned and it was imperative that they be signed by someone with the authority to commit funds for the agency.

8. <u>Next Meeting</u>. Commissioner Masters briefed the next meeting is scheduled for May 16, 2013, 1:30 p.m. at the Department of Public Safety Training/Conference Room, 5700 E Tudor Road.

9. <u>Adjourn Meeting</u>. Commissioner Masters asked if there were any other items for discussion. Hearing none, he sought a motion to adjourn.

Motion: Adjourn the April monthly Executive Council meeting.

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The motion was made by ASAC Jones and seconded by Mr. Woodall, proxy for Colonel Moser. There were no objections. **The motion was carried and approved.**

The meeting adjourned at 2:10 p.m.

JOSEPH MASTERS, Commissioner
Department of Public Safety
ALMR Executive Council

Distribution:
ALCOM/J60, Colonel Scott Moser
SOA DPS, Commissioner Joseph Masters
AFEA, ASAC Darrin Jones
AML, Chief Jeff Tucker
MOA, Lt Ken Spadafora
User Council, Major Matt Leveque
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SOA ETS, Mr. Jim Kohler
MOA, Mr. Trygve Erickson

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Access to the Alaska Land Mobile Radio (ALMR) Communications System provided through this Membership Agreement, and any amendment(s) thereto, is conditioned upon the approval of the terms and conditions of access as outlined in (the) ALMR Communications System Cooperative Agreement and approval by the Executive Council.

This Membership Agreement is for the period of (insert start date here) to (insert stop date here), and entered into by and between (the Member aka User) (insert agency name here), whose address is (insert agency address here), and the Alaska Land Mobile Radio (ALMR) Executive Council, whose designated representative is the ALMR Operations Management Office, 5900 E. Tudor Road, Anchorage, AK 99507-1245.

I. PURPOSE

ALMR is a multi-site dedicated public safety wireless communications system providing all-weather mobile coverage to its Member agencies. Member agency benefits and services include, but are not limited to, a Project 25 compliant system, multiple system redundancies with backup power, a wide range of talkgroups, auto affiliation and de-affiliation, electronic identification on all transmissions, microwave system connectivity, encryption availability, emergency alert availability, private calling availability, system security, radio interoperability, system management, assistance to User agencies for radio code plug development and subscriber unit familiarization, operations management support including, but not limited to those products and services listed in the Operations Management Office (OMO) and System Management Office (SMO) Customer Support Plans.

Every effort will be made to keep the ALMR System operational 24/7. However, both the Member agency and ALMR acknowledge that there may be situations where planned and unplanned System outages may occur. ALMR will make every effort to avoid service disruptions, will promptly notify Member agencies of disruptions, and will make every effort to respond and restore interrupted service in a timely manner. However, acknowledging that service disruptions are likely, ALMR System infrastructure owners will not be liable for any resulting impact from such disruptions.

II. DEFINITIONS

A. 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.

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

~~B.~~**C.** Alaska Land Mobile Radio (ALMR) Communications System: the ALMR Communications System, which uses but is separate from the State of Alaska Telecommunications System (SATS), as established in the Cooperative Agreement.

~~C.~~**D.** Alaska Municipal League: a voluntary non-profit organization in Alaska that represents Member local governments.

~~D.~~**E.** AST – Alaska State Troopers.

~~E.~~**F.** Cooperative Agreement: the instrument that establishes ALMR and sets out the terms and conditions by which the system will be governed, managed, operated and modified by the Parties signing the Agreement.

~~F.~~**G.** Department of Administration (DOA): a State of Alaska (SOA) department that maintains the SOA Telecommunication System (SATS) and provides information technology (IT) and communications technical support to state agencies.

~~G.~~**H.** Department of Defense – Alaska: Alaskan Command, US Air Force and US Army component services operating under United States Pacific Command.

~~H.~~I. Emergency Alarm – a Project 25 feature, when enabled, allows a Member to transmit an emergency alarm to their dispatch center.

J. Executive Council: the ALMR Executive Council which is made up of three voting members and two associate members representing the original four constituency groups: the State of Alaska, the Department of Defense, Non-DOD Federal agencies (represented by the Alaska Federal Executive Association), and local municipal/government (represented by the Alaska Municipal League and the Municipality of Anchorage).
~~Executive Council: the ALMR Executive Council which is made up of Members and associate Members from the State of Alaska representing state agencies, the Alaska Municipal League, the Alaska Federal Executive Association, the Department of Defense – Alaska, and the Municipality of Anchorage.~~

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

~~J.~~K. Gateway - a device that allows a disparate radio to communicate real time, overcoming spectrum, formatting, and other technical challenges. ALMR utilizes MotoBridge™ gateways.

L. Information Assurance (IA): protects and defends information and information systems by ensuring their availability, integrity, authentication, confidentiality, and non-repudiation. This includes providing for restoration of information systems by incorporating protection, detection, and reaction capabilities.

M. Local Governments: those Alaska political subdivisions defined as municipalities in AS 29.71.800(13).

~~K.~~N. Member: a public safety agency including, but not limited to a general government agency (local, state or federal) its authorized employees, and other public safety personnel (paid or volunteer) participating in and using the System under a Membership Agreement.

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

~~M.~~P. Municipality of Anchorage (MOA): ~~T~~the MOA covers 1,951 square miles with a population of approximately 278,000. 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.

~~N.~~Q. Non-Proprietary Talkgroup – a talkgroup assigned during a multi-agency operation, such as a central dispatch. A non-proprietary talkgroup is not ~~M~~member-exclusive and is cooperatively shared by participating Members.

~~O.~~R. Operations Manager: ~~the 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 System operational or repair decisions;~~.~~ ~~In coordination with the User Council, the Operations Manager~~ establishes policies, procedures, contracts, organizations, and agreements that provide the service levels as defined in the Service Level Agreement in coordination with the User Council.

~~P.~~S. 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.

~~Q.~~T. Party/Parties: one or more Parties who have signed the Agreement (Cooperative Agreement). The Parties to the agreement are: Department of Defense - Alaska, Alaska Federal Executive Association, and the State of Alaska ~~Department of Administration's commissioner or commissioner's designee~~, respectively or collectively.

~~R.~~U. P25 Standards: the P25 suite of standards involves digital ~~L~~land ~~M~~mobile ~~R~~radio (LMR) services for local, state and national (federal) public safety organizations and agencies. P25 is applicable to ~~land mobile radio (~~LMR~~)~~ equipment authorized or licensed, in the U.S., under the

National Telecommunications and Information Administration (NTIA) or Federal Communications Commission (FCC) rules and regulations.

~~S. Partitioned System Management – the responsibility residing in an agency as the ALMR system manager/operator on behalf of that entity alone to perform systems management as defined in separate memorandums of agreement.~~

~~T.~~V. Proprietary Talkgroup – an exclusive talkgroup assigned to a single, specific agency.

~~U.~~W. Radio – either a Project 25 compliant control station, consolette, mobile or portable radio, which has a unique identification number and is assigned to the ALMR.

~~V.~~X. Radio Programming – fleetmapping, template programming and reprogramming, and assignment of talkgroups within ALMR.

~~W.~~Y. State of Alaska (SOA): the primary maintainer of the SATS (the State's microwave system), and shared owner of the System.

~~X.~~Z. State of Alaska Telecommunications Systems (SATS): ~~T~~the State of Alaska statewide telecommunications system microwave network.

~~Y.~~AA. Super System Management – the responsibility residing with the Operations Manager/System Manager on behalf of all ALMR Members that include, but are not limited to:

1. Assign radio use priorities;
2. Assign radio identification numbers;
3. Manage talkgroups to assure appropriate use of ALMR;
4. Set standards for the selection and supervision of ALMR personnel;
5. Enforce guidelines, procedures, and protocols governing the operation of radios on ALMR;
6. Generate and use statistical data and reports concerning Member agency talkgroups, call duration, call types, busy signals, and other data analyses and reports; and
7. Enforce termination of the Membership Agreement when a Member agency's conduct or action(s) cause systemic and/or continuous ALMR operation problems.

~~Z.~~BB. System Management Office: the team of specialists responsible for management of maintenance and~~of~~ operations of the System.

~~AA.~~CC. Talk~~-~~group: the electronic equivalent of a channel on a trunked system; a unique group of radio ~~U~~users that can communicate with each other. (NOTE: Talkgroups differ from regular and conventional radio channels in which they are not restricted to a certain radio frequency and may use up to 21 separate frequencies that are assigned by a controller on a control channel.)

~~BB.~~DD. Template – the software programmed in a radio provided to customers by the SMO that~~which~~ controls the radio functions and communication capabilities.

~~CC.~~EE. User/Member: an agency, person, group, organization or other entity which has an existing written Membership Agreement~~, with one of the Parties to the Cooperative Agreement,~~ to operate on ALMR with one of the Parties to the Cooperative Agreement,. The terms ~~U~~user and ~~M~~member are synonymous and interchangeable.

~~DD.~~FF. User Council: ~~the User Council is~~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. ~~under the direction and guidance of the Executive Council.~~

III. ALMR COMMUNICATIONS SERVICES

Services provided are listed in the Operations Management Office and System Management Office Customer Support Plans at http://www.alaskalandmobileradio.org.

IV. GENERAL PROVISIONS

A. ALMR Mobile Radio Coverage – ALMR provides mobile radio communication coverage to the Member subject to the Member's compliance with recommended optimal performance standards for equipment, antenna installation, and maintenance. If the Member agency detects possible ALMR network infrastructure malfunctions or radio communication coverage loss, the Member should first contact its equipment service or maintenance provider for an evaluation of the problem. If the service provider determines the problem is not an equipment installation or maintenance problem, the Member should promptly notify the Help Desk. The Help Desk will immediately notify the System Manager, or designated on-call technician, who will promptly investigate and take appropriate corrective action to alleviate the coverage loss or network infrastructure malfunction, and report the corrective action to the Member agency. Coverage is not guaranteed and will vary from location to location. The Member agency is encouraged to conduct its own radio communications coverage test to determine the expected coverage level in its geographic jurisdiction.

B. Private Calling Availability – an agency may choose to avail itself of Private Calling. Private calling permits properly programmed mobile and portable radios in a talkgroup to enter into one-on-one conversations. Only the initiating and target radio(s) are able to communicate with each other. Private calling can tie-up ALMR System resources. Consequently, a determination of the need and potential impact on the ~~s~~System will be made by the System Management Office when such a request is received from Member agencies.

C. Electronic and Infrastructure Maintenance - ALMR provides complete monitoring, inspection, and maintenance programs for all ALMR radio sites and system infrastructure in operation at those sites regardless of infrastructure ownership through contracts and memorandums of agreement. ALMR staff and its certified vendors and partners provide proactive system repair and maintenance, extending the life and performance of ALMR for the direct benefit of all Members.

D. System Redundancy and Security - ALMR provides a system redundancy called fault tolerance. With fault tolerance, a single point of failure will generally not result in negative system wide performance. Many redundant and backup systems within ALMR are designed to eliminate complete system failure. Several levels of survivability are available. In the case of a catastrophic event, the rest of the System will continue to function in a site-trunking communication manner.

E. Performance Standards and Monitoring – ALMR utilizes automated performance standards and automated diagnostics, which are monitored 24 hours a day, every day. System management is maintained at the System Management Office and zone controllers on a daily basis. ALMR staff adhere to stringent quality standards of installation and maintenance through scheduled automated testing of all sites, monitoring of Member satisfaction on a regular basis, tracking of Member problems and service requests, monitoring of scheduled and unscheduled ~~s~~System downtime, oversight of ~~s~~System traffic performance, drive testing within ~~s~~System, collection and analysis of empirical data, and planned system upgrades and enhancements.

F. Upgrades and Enhancements – upgrades are changes made to ALMR infrastructure to assure compliance or to improve upon previously existing features and operations of ALMR. Some upgrades may be provided to all Member agencies at no additional charge. Enhancements are modifications made to ALMR services or systems that add functions or features not originally part of ALMR or the services requested by the Member agencies. Such enhancements made to the infrastructure may also require an upgrade or replacement of user subscriber assets. To access such enhancements and features, it is solely the responsibility of the user to upgrade their subscriber assets. Also, if applicable, ~~E~~enhancements may necessitate an adjustment in all Member agencies fees.

G. Gateway Use - When operational, ~~U~~use of gateway(s) is available to all ALMR Members on the system. Specific protocols, policies, procedures and talkgroup agreements for agencies are required and can be developed and coordinated through the Operations Management and System Management Offices.

H. Information Assurance – as provided through the Department of Defense Information Assurance Certification and Accreditation Process (DIACAP).

I. OMO Standards Measurement and Trends – as provided by the Operations Management Office Customer Support Plan and the Service Level Agreement.

J. Quality Assurance Evaluation – quality assurance evaluations are~~s~~ ~~evaluated~~ measured against the standards in the contract statement of work.

K. Service Level Agreement – outlines the operations and maintenance services as required by the User Council membership for the sustainment and operations of the ALMR infrastructure. The performance metrics contained in the SLA describes the maintenance standards for the ALMR system infrastructure. ALMR cost share services are also outlined in the SLA.

V. MEMBERSHIP OBLIGATIONS

A. Activation and Member Fees – Not later than June 30 each year, the Parties (signatories) to the Cooperative Agreement will determine the cost share of individual Members, if applicable. Each Party (signatory) to the Cooperative Agreement will be responsible for communicating ~~the~~ any associated costs ~~associated with the cost shares billed~~ to the Member agencies.

1. **State of Alaska** - For FY2014, cost share for your agency is calculated at _____. The State of Alaska Department of Administration has funded your cost share in the amount of _____. Your final cost share due is _____.
2. **Department of Defense** - For FY2014, agencies will be officially notified of their cost share obligation by the DOD Executive Council Co-Chair who is their appointed representative through the Cooperative Agreement.
3. **Federal Non-DOD** - For FY2014, cost share for your agency is calculated at _____. Your final cost share due is _____. You will coordinate directly with the State of Alaska Department of Administration to fulfill your cost share obligation.

~~1.~~4. **Municipalities/NGOs** - For FY2014, cost share for your agency is calculated at _____. The State of Alaska, through a budget appropriation to the Department of Administration, has funded your cost share in the amount of _____. Your final cost share due is _____.

B. Funding Obligation – Individual Member agencies operating on the System are responsible for requesting and obtaining sufficient funds to cover that Member's annual cost share, as applicable.

C. Member Radio Equipment – Member agencies may only use ALMR-approved radio equipment. Member agencies are responsible for acquiring and obtaining programming for their own equipment. A list of acceptable radio equipment is available on the ALMR website or from the System Management Office. This list will be updated ~~from time to time~~as additional radios pass the acceptance test procedures (ATP).

D. Radio Maintenance and Repair – Each Member agency is responsible for proper maintenance and repair of its radio subscriber equipment. This assures that the member agency's radios are in optimal operating order and will not have an adverse impact on other Members' use of ALMR.

E. No Personal Business – No personal business may be conducted on ALMR by the Member, its employees, or authorized agents, including volunteers and the Member agency's service provider.

F. Compliance with Federal, State and Local Laws – Member agencies will comply with all current and future Federal, State and local laws, rules, and regulations, as they relate to consolidated public safety dispatching.

G. Compliance with Guidelines, Procedures, and Protocols – The Member agencies will comply with all guidelines, policies, procedures, and protocols governing the operation and use of the ALMR System as established by the User Council, approved by the Executive Council, and enacted by the Operations Management or System Management Offices. Member agencies will comply with all directives of the Executive Council, including but not limited to those listed in this Membership Agreement. Copies of policies and procedures are available to the Member agencies through the Operations Management Office or at http://www.alaskalandmobileradio.org.

H. Member Agency POC - Each Member agency will identify a central point of contact (POC) to serve as its liaison to the ALMR System Management Office. The POC will be responsible for authorization of template modifications, coordination of new radios onto ALMR, providing fleetmapping data for record keeping purposes, providing after hour emergency telephone numbers, and attending meetings necessary for the safe and efficient operation of ALMR.

Member agencies are responsible for notifying the ALMR Help Desk/OMO immediately upon changes to their POCs.

I. Security - All management console or dispatch console operators shall complete the required ALMR IA Training prior to obtaining ALMR System user credentials. All System users shall comply with the ALMR IA Policies. No agency shall allow the connection of unauthorized components to the ~~s~~System or to any port on the ~~s~~System. Agencies shall ensure no non-standard, unapproved applications are loaded on ALMR computers, servers, or routers. Agencies shall ensure no unauthorized personnel are allowed access to ~~s~~System management components (e.g. management consoles). Member agencies shall ensure encryption is used whenever appropriate. Agencies shall comply will all Information Assurance controls, policies, procedures, and processes.

J. Corrective Action – In order to protect the integrity, security, safety, and efficient operation of ALMR for all its Member agencies, Member agencies will take appropriate corrective action against any of its employees who violate ALMR guidelines, procedures, or protocols including those set out in this Membership Agreement.

K. System Management – Member agencies will comply with System Management direction in order to assure the safe and efficient operation of ALMR for all Members.

L. Trained Personnel - Member agencies are responsible for providing training to their personnel and will not permit any employee or other personnel, including volunteers, to use ALMR until such individual(s) have received proper/appropriate radio use~~r~~ and security training.

VI. DISPUTE RESOLUTION

If any issue of ALMR non-performance arises under this Membership Agreement, the parties to the Cooperative Agreement agree to resolve the issue at the lowest management level of each party. In the event the issue remains unresolved, the parties agree to immediately escalate the issue to upper-level management for their consideration. They will consider the details of the non-performance issue, assess whether there have been past issues of non-performance, determine how long the non-performance has been continuing, determine the seriousness of the non-performance, and negotiate, in good faith, a mutually agreeable solution. In the event all parties cannot agree on a solution, the non-performance issue shall be directed to the Executive Council who will consult with, and seek advice from, the User Council on resolution of the non-performance issue. A decision by the Executive Council is final and non-appealable.

VII. GOVERNANCE

A. Executive Council - The Executive Council provides direction for the administration and operation of ALMR. The Executive Council is charged with responsibility to review and approve recommendations regarding future ALMR System features and enhancements, review and advise on customer service complaints, non-performance issues and potential Member agency termination ~~because~~ due to of abuse of user privileges. The Executive Council takes advice from the User Council and other committees, working groups, and advisory panels set up by the Executive Council to assist them in making determinations on policy and direction. (Members of the Executive Council are listed at www.alaskalandmobileradio.org/executive_council.htm)

B. User Council – The User Council establishes policies and procedures regarding the operation of ALMR. The User Council is responsible for 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 operations of the System. The User Council, through the OMO, oversees the development of System operations plans, procedures and policies under the direction and guidance of the Executive Council. (Members of the ~~Executive Council and~~ User Council are listed at www.alaskalandmobileradio.org/user_council.htm~~.~~)

VIII. DURATION, CANCELLATION, & TERMINATION OF MEMBERSHIP

Agency membership on ALMR will remain in effect until canceled or terminated by the member agency upon 30 days written notice. The Membership Agreement, between the Member agency and the Executive Council, may also be terminated for violation(s) of the terms and conditions of the Cooperative Agreement (inclusive of its appendices) upon 30 days written notice to the Member agency. Termination for cause, or departure at the request of the agency, does not relieve the Member agency of their financial obligations, if applicable, for the inclusive term of the membership (as specified on page one). Termination is subject to review and approval by the Executive Council.

IX. TERMINATION ASSISTANCE

If this Membership Agreement is canceled or terminated for any reason, ALMR will provide ~~all~~ reasonable assistance as requested by the Member agency to allow for the orderly transfer of services.

X. MISCELLANEOUS

- **A.** Waiver – the failure of a signatory to insist upon strict adherence to any term of this Membership Agreement shall not be considered a waiver or deprive the signatory of the right thereafter to insist upon the strict adherence to that term of the Membership Agreement.
- **B.** Modification – this Membership Agreement may not be modified, amended, extended, or augmented, except by written amendment signed by both the signatories to the Membership Agreement and approved by the Executive Council.
- **C.** Governing Law – this Membership Agreement shall be governed by, and construed in accordance with the laws of the State of Alaska, and any and all applicable federal laws.
- **D.** Headings – the headings given to the sections and paragraphs of this Membership Agreement are inserted only for convenience and are in no way to be construed as part of this Membership Agreement, or as a limitation of the scope of the particular sections or paragraphs to which the heading refers.
- **E.** Independent Contractor Relationship – the relationship between ALMR and Member agencies is that of an independent contractor and client. No agent, employee, or servant of ALMR shall be deemed to be an employee, agent, or servant of the Member agencies. Member agencies will be solely and entirely responsible for its acts and the acts of its agents, employees, servants, subcontractors, and volunteers ~~during the performance of~~regarding compliance with this Membership Agreement.

XI. SPECIAL PROVISIONS

- **A.** Funding Obligation – Per the Cooperative Agreement, Article 2, Section 11, and Article 9, Section 7, and as further noted in Article 11, Section 6, nothing contained in this Membership Agreement shall be construed as binding the Member agency to expend in any one fiscal year any sum in excess of available appropriations made by Congress, the Alaska Legislature, a city council, a borough assembly, or a board of directors for the purposes of this Membership Agreement for that fiscal year, or to be obligated to make an expenditure of money in excess of such appropriations.
- **B.** Liability –the signatories to this Membership Agreement verify their represented agencies accept responsibility for any property damage, injury or death, caused by the acts or omissions of their respective employees acting within the scope of their employment under this Membership Agreement to the fullest extent permitted by law. Signatories shall not be held personally liable for financial or any other obligations, clauses, or responsibilities regarding this ~~s~~System or its affects.

XII. NOTICES

All notices given under this Membership Agreement, except for emergency service requests, will be made in writing. All notices will be sent to the Member agencies as follows: (fill in all gray fields, as applicable)

Agency Name _____
POC Name _____
Address 1 _____
Address 2 _____
City _____
Zip code _____
Phone _____
Cell _____
Fax: _____
Attention _____
E-mail _____

~~Address changes will be effective seven (7) days after notice of such change is given.~~ Execution of this Membership Agreement may only be made by a duly authorized representative of the Member agency/local unit of government. By signing, agencies acknowledge understanding and acceptance of all terms and conditions of membership. This Membership Agreement shall become effective as of the date of the last signature.

AUTHORIZED MEMBER SIGNATORY:

Agency Name _____

Representative Name _____

Representative Title _____

Signature _____

Date _____

AUTHORIZED PARTY SIGNATORY:

Entity Name _____

Representative Name _____

Representative Title _____

Signature _____

Date _____

~~Execution of this Membership Agreement may only be made by a duly authorized representative of the Member agency/local unit of government.~~

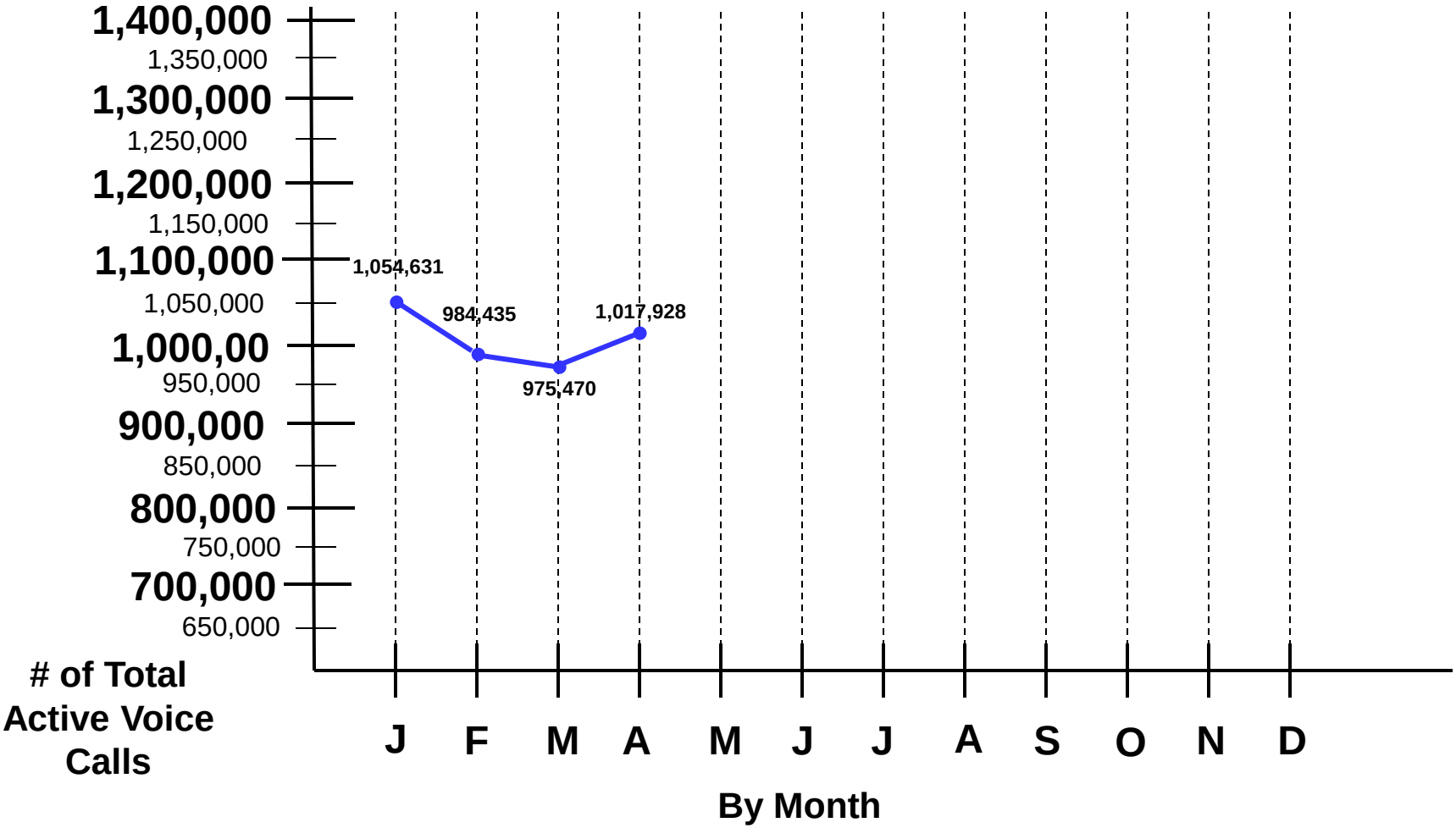
Alaska Land Mobile Radio
Attention: Operations Management Office
5900 East Tudor Road, Suite 121
Anchorage, Alaska 99507-1245

Approval

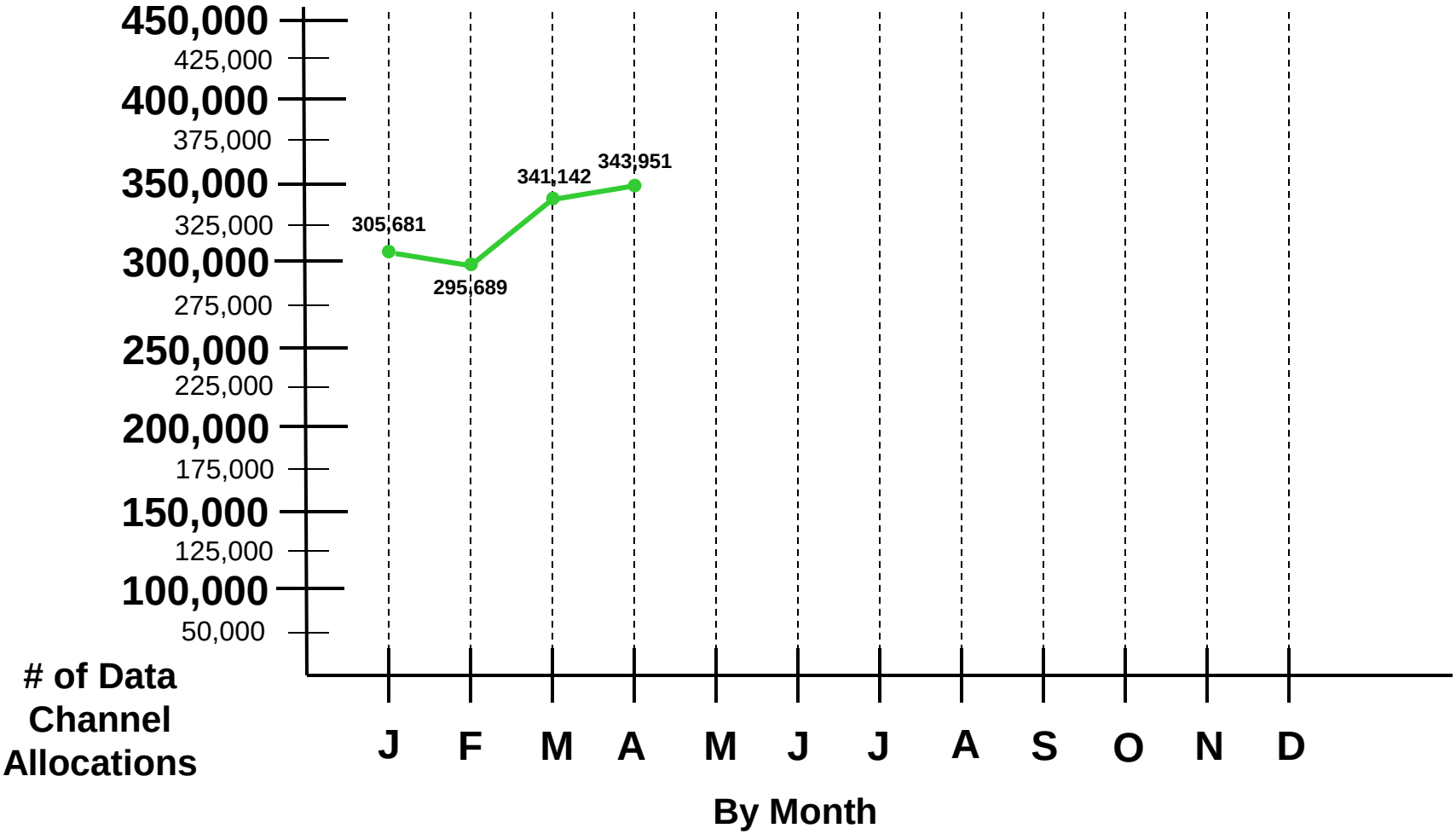
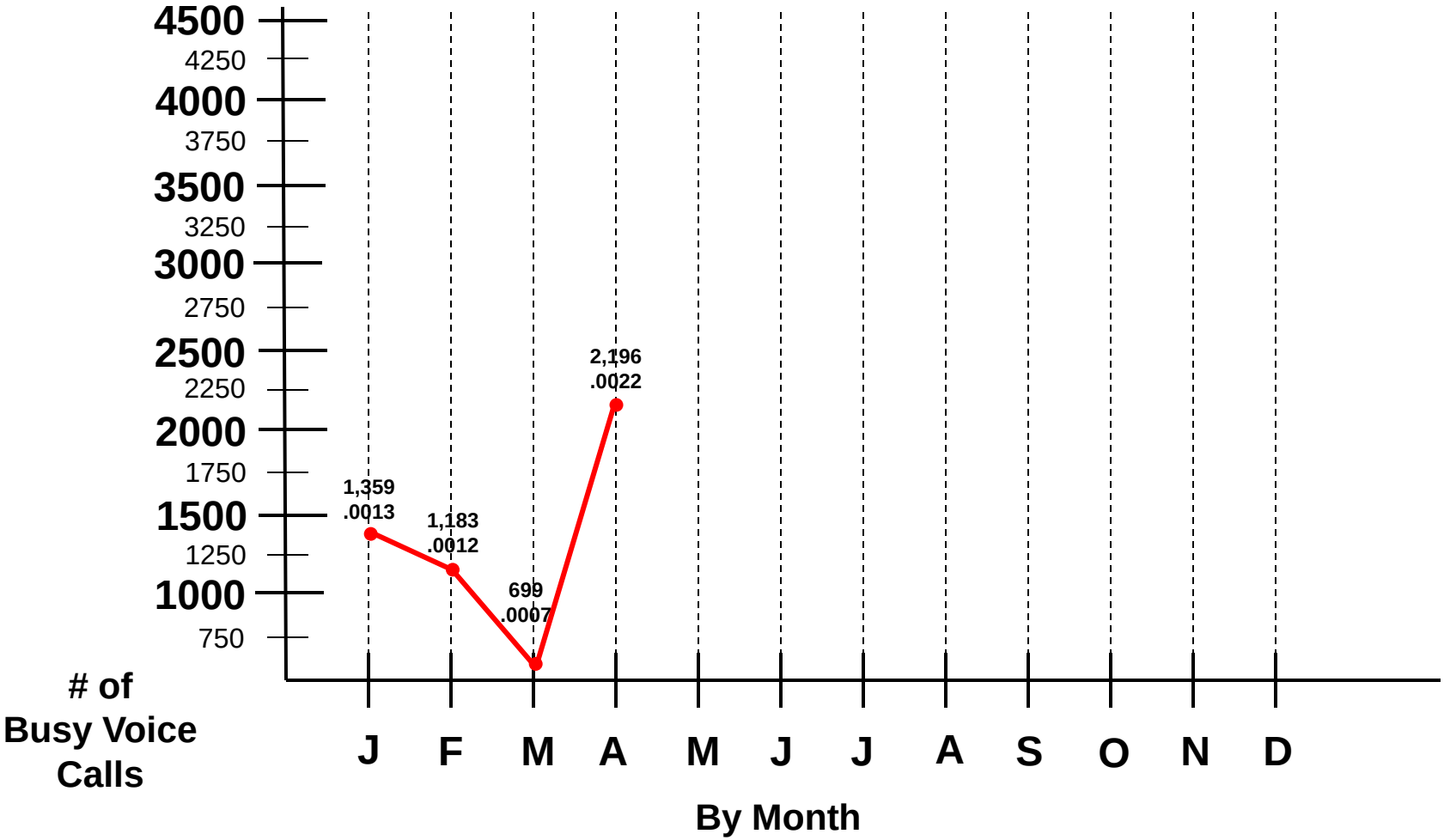
Del Smith
Operations Manager

Signature	Date

2013 System Performance
Active Voice Calls



2013 System Performance Data Channel Allocations



2013 System Performance
Busy Voice Calls