



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



**MEMORANDUM FOR ALMR Executive Council**

**August 9, 2016**

**FROM: SOA Co-Chair**

**SUBJECT: August 17, 2016, Meeting Agenda**

**TO: See Distribution**

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1. **Call to Order.** Deputy Commissioner Bill Comer, State of Alaska (SOA) Co-Chair will call the meeting to order. The roll will be taken.

2. **Opening Statements and Other Announcements.**

3. **Approval of Previous Meeting Minutes.** (Deputy Commissioner Comer) Review of the draft minutes from the July Executive Council meeting. (Atch 1)

The following motion is offered to the council for consideration.

**Motion: Approve July 22, 2016, Executive Council meeting minutes, as presented.**

4. **Old Business.**

a. FY17 Contract Execution Action for the Infrastructure Operations and Maintenance Services (IOMS) contract. At the July meeting, Mr. Tim Woodall advised the council members the contract re-bid process was in the clarification stage and near the end of the negotiation stage; however several key personnel had taken some time off, so the process would resume when they all returned.

b. Municipality of Anchorage Executive Council member replacement. Captain David Koch introduced himself and stated he was to be the appointee and requested a copy of the appointment letter be emailed to him, so he could move it forward.

5. **User Council Update.** (Mr. Ocie Adams)

Vacancies exist for the alternate Southeast-Municipalities position, both the primary and alternate US Army-Alaska (USARAK) positions, the Joint Base Elmendorf-Richardson (JBER) alternate position and the Central-Municipalities alternate position.

**NOTE:** This item will remain **OPEN** on the agenda until resolution.

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

- a. FY18 OMO/SMO Budget
- b. ALMR Twitter account
- c. July System metrics (Atch 2)

**7. New Business.**

**8. Next Meeting.** (Deputy Commissioner Comer) The next meeting is scheduled for September 15, 2016, 1:30 p.m. at the Enterprise Technology Services Conference Room, 5900 E Tudor Road.

**9. Adjourn Meeting.** (Deputy Commissioner Comer)



Bill Comer, Deputy Commissioner  
Department of Public Safety  
ALMR Executive Council

2 Attachments:

- 1. Draft July Meeting Minutes
- 2. July System Metrics

**Distribution:**

SOA/DPS, Deputy Commissioner Bill Comer  
ALCOM/J6, Colonel Harold Hoang  
FBI, ASAC David Condo  
AML, Ms. Linda Murphy  
MOA, Captain Dave Koch  
SOA DOA, Mr. John Boucher  
SOA ETS, Mr. Jim Steele  
SOA ETS, Mr. Scott Stormo  
ALCOM/J64, Mr. Timothy Woodall  
MOA, Mr. Trygve Erickson  
SOA DOT, Mr. Ocie Adams  
OMO, Mr. Del Smith



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



**MEMORANDUM FOR ALMR Executive Council**

**August XX, 2016**

**FROM: SOA Executive Co-Chair**

**SUBJECT: July 22, 2016, ALMR Executive Council Meeting Minutes**

**TO: See Distribution**

**Executive Council Members Present:**

Deputy Commissioner Bill Comer	State of Alaska – Department of Public Safety
Assistant Special Agent in Charge David Condo	Alaska Federal Executive Association /Federal Bureau of Investigation (via teleconference)
Ms. Linda Murphy	Alaska Municipal League (AML) (via Teleconference)

**ALMR Support Team Members and Guests Present:**

Mr. Ocie Adams	User Council Vice Chair (via teleconference)
Deputy Commissioner John Boucher	SOA Department of Administration (via teleconference)
Mr. Jim Steele	SOA Department of Administration (via teleconference)
Mr. Del Smith	Operations Manager
Captain David Koch	Municipality of Anchorage
Mr. Tim Woodall	DOD ALMR Program Manager
Mr. Bruce Richter	OEC Region X Coordinator
Mr. John Rockwell	DPS, E911 Coordinator
Ms. Sherry Shafer	Operations Management Office

**1. Call to Order.** Deputy Commissioner Bill Comer, State of Alaska (SOA) Co-Chair, called the meeting to order at 1:31 p.m. and the roll call was read.

**2. Opening Statements and Other Announcements.**

There were no opening statements or announcements.

**3. Approval of Previous Meeting Minutes.** Deputy Commissioner Comer asked the Executive Council (EC) members if they had reviewed the June meeting minutes and if they had any changes. Hearing none, he requested a motion for their approval.

**Motion: Approve the June 16 Executive Council meeting minutes as written.**

The motion was made by Assistant Special Agent in Charge (ASAC) David Condo and seconded by Deputy Commissioner Comer. There were no objections. **The motion was carried and approved.**

**4. Old Business.**

a. FY17 Infrastructure Operations and Maintenance Services (IOMS) Contract Execution. Mr. Tim Woodall advised the council members the contract re-bid process was in the clarification stage and near the end of the negotiation stage. He pointed out several key personnel had taken some time off so the process would resume when they all returned.

Mr. Woodall stated a six-month extension was put in place by the SOA, which would bridge the two contracts. He advised he expected the transition to occur approximately September 1.

Mr. Woodall noted the only issue of immediate concern was getting the Department of Defense FY16 dollars obligated on the contract, as they were nearing the end of their fiscal year. He emphasized that any funds not obligated by August 15 were subject to being taken. Mr. Woodall pointed out they were looking at the process utilized by the Federal Bureau of Investigation as a possible solution but the services had to agree on the use of the standardized platform.

ASAC Condo asked Mr. Woodall if he had all the information from the Bureau to any questions he might have and Mr. Woodall stated he did and had forwarded it to the Air Force and the Army for them to do their legal reviews.

Mr. Woodall also advised the council of an on-going clarification issue regarding a misinterpretation of the statement of work by the responding vendor, which caused some concern with Deputy Commissioner John Boucher.

Mr. Woodall stated the State's contracting officer was doing everything possible to keep the process moving.

b. FY17 Operations Management Office (OMO) Contract. Mr. Smith stated the three-year extension of the OMO contract was executed and effective July 1. He reminded the council members Mr. Rich Leber, ALMR Technical Advisor, had departed and there were

a number of things no longer included in this contract. Mr. Smith pointed out he was still keeping up the security oversight inspections.

c. Municipality of Anchorage Executive Council Appointee. Mr. Smith advised there was still no appointment letter for the replacement for Deputy Chief Ken Spadafora.

Captain David Koch introduced himself and stated there might have been some confusion, as originally Captain Justin Doll was supposed to be the appointee and that had changed recently. He noted he was to be the appointee and requested a copy of the appointment letter be emailed to him, so he could move it forward.

## **5. User Council Update.**

a. User Council Vacancies. Mr. Ocie Adams noted there was a new vacancy since the last meeting. He advised the Municipalities Central alternate position was now vacant and that Mr. Smith had been busy working with the represented agencies in the Central region to get a new nominee.

Mr. Adams also stated the vacancies still existed for the Southeast alternate position, both the USARAK primary and alternate positions and the JBER alternate position.

b. REACT Alaska. Mr. Adams stated the User Council (UC) had discussed this over the course of three meetings and had made the decision to deny the request by Mr. Brian Corty, REACT Alaska, for membership on the ALMR System at this time. He noted the agency was advised they could re-apply in the future once they could provide the necessary proof they had a valid public safety mission with other agencies in the area and Mr. Corty stated he was going to appeal the decision.

Mr. Adams stated that in the past, his interaction with REACT had mostly been individuals monitoring citizen-band (CB) radios.

Mr. Smith advised he was unable to find where they had provided any services to public safety-focused groups that he could find.

Mr. Woodall advised that ALMR had to be cognizant of the spectrum authorization and ensuring we comply with the regulations. He also voiced concern over the agency suing the UC for denying them membership. He stated it might be prudent to have issues like this reviewed by both the SOA and DOD legal departments to protect against any lawsuits.

Mr. John Rockwell stated he was not sure the process the UC goes through needed to be looked at or if the parameters needed to be looked at, but if they were following the same standards for all organizations, they should be okay.

## **6. Operations Management Office.**

a. Annual Subscriber Inventory. Mr. Smith advised the council he had contacted Mr. Joel Jensky regarding the USARAK inventory after the last meeting and promptly received the confirmation form.

b. FY18 OMO/SMO Budget. Mr. Smith stated normally the council would be receiving a copy of the budget document the OMO prepares annually in the month of August, and which would have been approved by the User Council in July. He pointed out, based on all that was going on with the State of Alaska (SOA) budget and the re-bid of the IOMS contract, the OMO was not able to complete that task. Mr. Smith noted the OMO would get it done as soon as possible.

c. June System Metrics. Mr. Smith briefed that there were approximately 1.2 million voice calls and 902 busies for the month. He pointed out that calculation between the individual site reports and the monthly report pulled from Genesis shows a discrepancy but the SMO is working with Motorola® and the Genesis people to understand where it is occurring.

d. System Change Requests. Mr. Smith advised the members he had several documents for them to sign for a console move, adding a new logger to the MOA system and replacing the Quantars and the two Eielson sites.

e. McHugh Creek Fire, etc. Mr. Smith briefed the Hope site was the most likely to be impacted because it was the closest to the fire. He pointed out it only had two busies on Tuesday and the fact it was a five-channel site helped with the traffic. Mr. Smith stated there were some fire crews from "outside" but they were using their conventional radios. He also noted that the Department of Natural Resources Division of Forestry (DOF), had advised him everything was going okay from their perspective.

Mr. Smith advised of another fire outside of Fairbanks where DOF was initially having difficulty hitting the Hill 3265 site on Eielson, but the SMO checked to ensure they had access to the site.

Mr. Smith also briefed the council that the Tri-Valley Fire Department, who had previously been dispatched from the University of Fairbanks (UAF) Fire Department (FD) under the Denali Borough agreement were informed that due to personnel loses they would need to find other dispatch services. Within a day's time, a power fluctuation damaged the UAF FD dispatch console and Tri-Valley lost all dispatch services.

Mr. Smith stated he received a call from Ms. Stephanie Johnson, Fairbanks Emergency Communications Center (FECC), who advised him that the FECC took over the services. He briefed that he verbally approved the SMO to program the appropriate talkgroups for the agencies and followed up to get the necessary paperwork afterwards. Mr. Smith pointed out that with the flexibility of the ALMR System, it was accomplished in a short amount of time and had it been a conventional system, they wouldn't have been able to accomplish it so quickly.

## **7. New Business.**

a. ALMR Twitter Account. Mr. Jim Steele stated he felt we should be patting ourselves on the back more. He noted he had brought this subject up with Scott (Stormo) a number of times and this was a good opportunity to float it by the Executive Council. Mr. Steele felt this is the year to educate the lawmakers and the general public to the extent possible to the value of the State of Alaska Telecommunications System (SATS) network and the ALMR System. He felt we need to document these good news stories, whether it was Cottonwood and the exercise the team went through to get the site up and running after the lightning strike or certainly the McHugh Fire, which has a tremendous amount of attention right now. Mr. Steele stated he had been thinking about a Twitter® feed, because there are other states that are using Twitter® feeds to promote successes. He briefed if you go on Twitter® feed “#McHugh Fire,” it had all of the networks and many of the State Legislators following. He pointed out it’s a great opportunity to consider some sort of social media presence.

Deputy Commissioner Comer agreed that we needed to take every opportunity and we will.

Mr. John Rockwell stated it was a great idea and if they could get something out of the OMO that tracks the success they could be funneled back.

Mr. Steele advised that Enterprise Technology Services (ETS) could help with the social media side. If we really took this on, we could create a flow that would allow those experts to collect the news and for us to find ways to promote it. Along the way we would pick up followers like the Legislators. It’s a way of promoting what this System really is and what it really does because many people don’t know.

Deputy Commissioner Comer stated they would do it in the Department of Public Safety (DPS), but wasn’t sure how they would formalize it more to ensure it wasn’t random.

Mr. Steele said he would set something up in the weeks to come and talk through it and see if there was an opportunity here.

???. Mr. Rockwell suggested it needed to be the day-to-day staff, like the OMO, that controls the flow.

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Mr. Woodall suggested it be offered as a motion that the ALMR OMO execute a Twitter® account and Mr. Steele agreed something should be created, as the logo already existed and we had plenty of photos for a backdrop.

Mr. Woodall offered the following motion:

**Motion: The Operations Management Office formally execute an ALMR OMO Twitter® account to be used to generate positive information to the general public.**

The motion was made by Mr. Woodall, on behalf of Colonel Harold Hoang, and seconded by ASAC Condo. There were no objections. **The motion was carried and approved.**

b. National Governor's Association (NGA) Conference. Mr. John Rockwell briefed the NGA sent a cadre of individuals up to Alaska to attend a meeting on interoperable communications governance. The discussion revolved around interoperable governance for the State of Alaska and they were able to come up with a final draft for an administrative order, which is almost ready to go up the chain of command to the Chief of Staff for Governor Walker.

Mr. Rockwell noted they were also able to work on the State Interoperable Communications Plan (SCIP). He stated the SCIP is broken down into the six quadrants for the Office of Emergency Communications (OEC) and all in all it was well received. Mr. Rockwell advised there was a lot of great conversation on the subject and should be able to capitalize on the momentum created from the meeting. He expressed his appreciation to everyone who participated.

Deputy Commissioner Comer also thanked Deputy Commissioner Boucher for being present, as well.

**8. Next Meeting.** Deputy Commissioner Comer briefed the next meeting is scheduled for August 18, at 1:30 p.m. at 5900 E Tudor Road in the Enterprise Technology Services Conference Room and asked if it was working for most everyone.

Mr. Smith stated he would be in the air flying back from APCO and if the meeting could be moved to Wednesday, he would be able to dial in.

Deputy Commissioner Comer asked Ms. Shafer to distribute an email to obtain everyone's availability.

**9. Adjourn Meeting.** Deputy Commissioner Comer asked if there were any other items for the council's discussion.

Hearing no comments, Deputy Commissioner Comer made the following a motion to adjourn the meeting.

**Motion: Adjourn the July monthly Executive Council meeting.**

The motion was seconded by Deputy Commissioner Comer. There were no objections. **The motion was carried and approved.**

The meeting adjourned at 2:40 p.m.

Bill Comer, Deputy Commissioner  
State of Alaska, Department of Public Safety  
ALMR Executive Council

**Distribution:**

SOA DPS, Deputy Commissioner Bill Comer

ALCOM/J6, Colonel Harold Hoang

FBI, ASAC Dave Condo

AML, Ms. Linda Murphy

[MOA, Captain Dave Koch](#)

SOA DOA, Deputy Commissioner John Boucher

SOA ETS, Director Jim Steele

SOA ETS, Mr. Scott Stormo

ALCOM/J64, Mr. Timothy Woodall

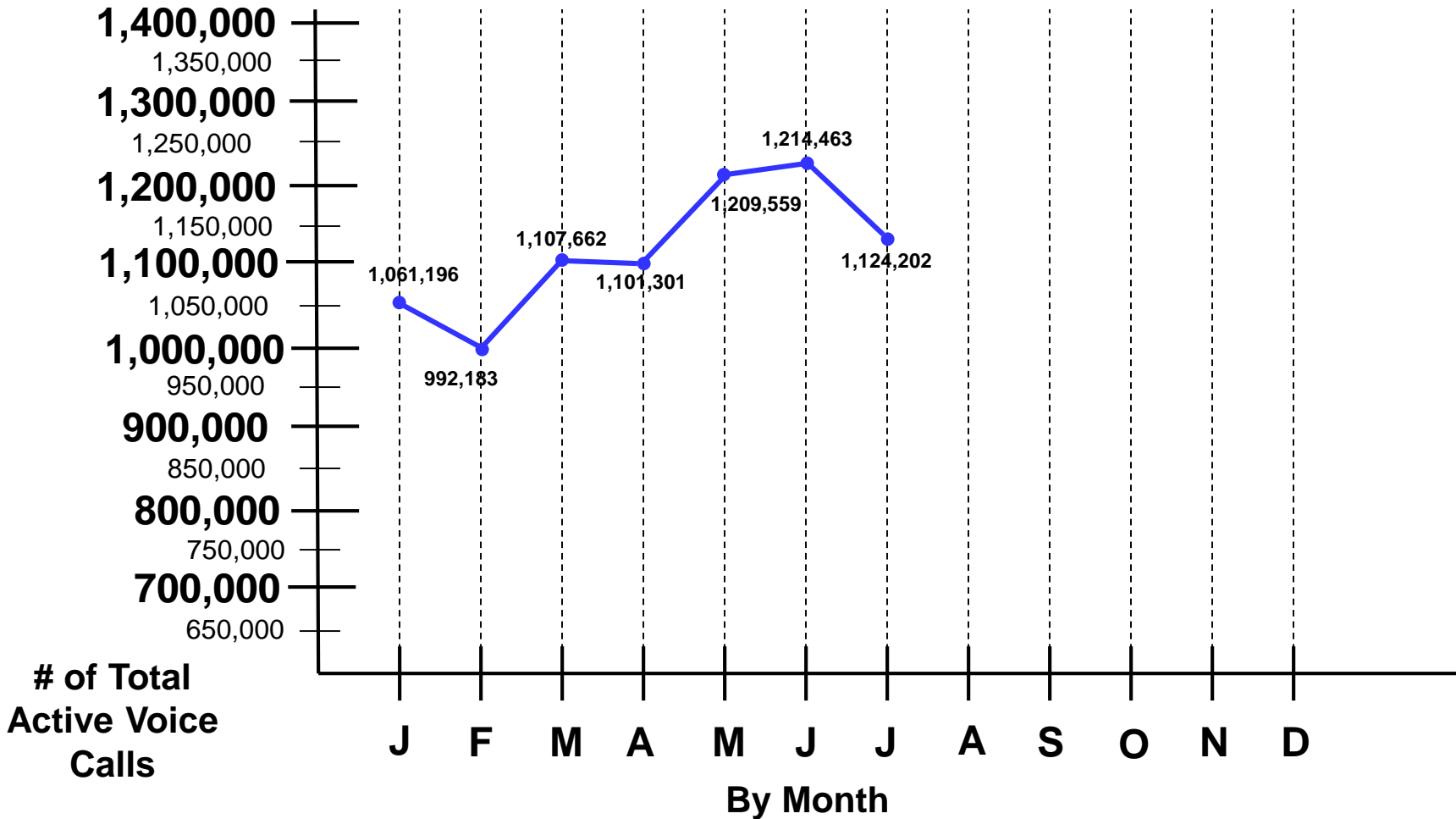
MOA, Mr. Trygve Erickson

OMO, Mr. Del Smith

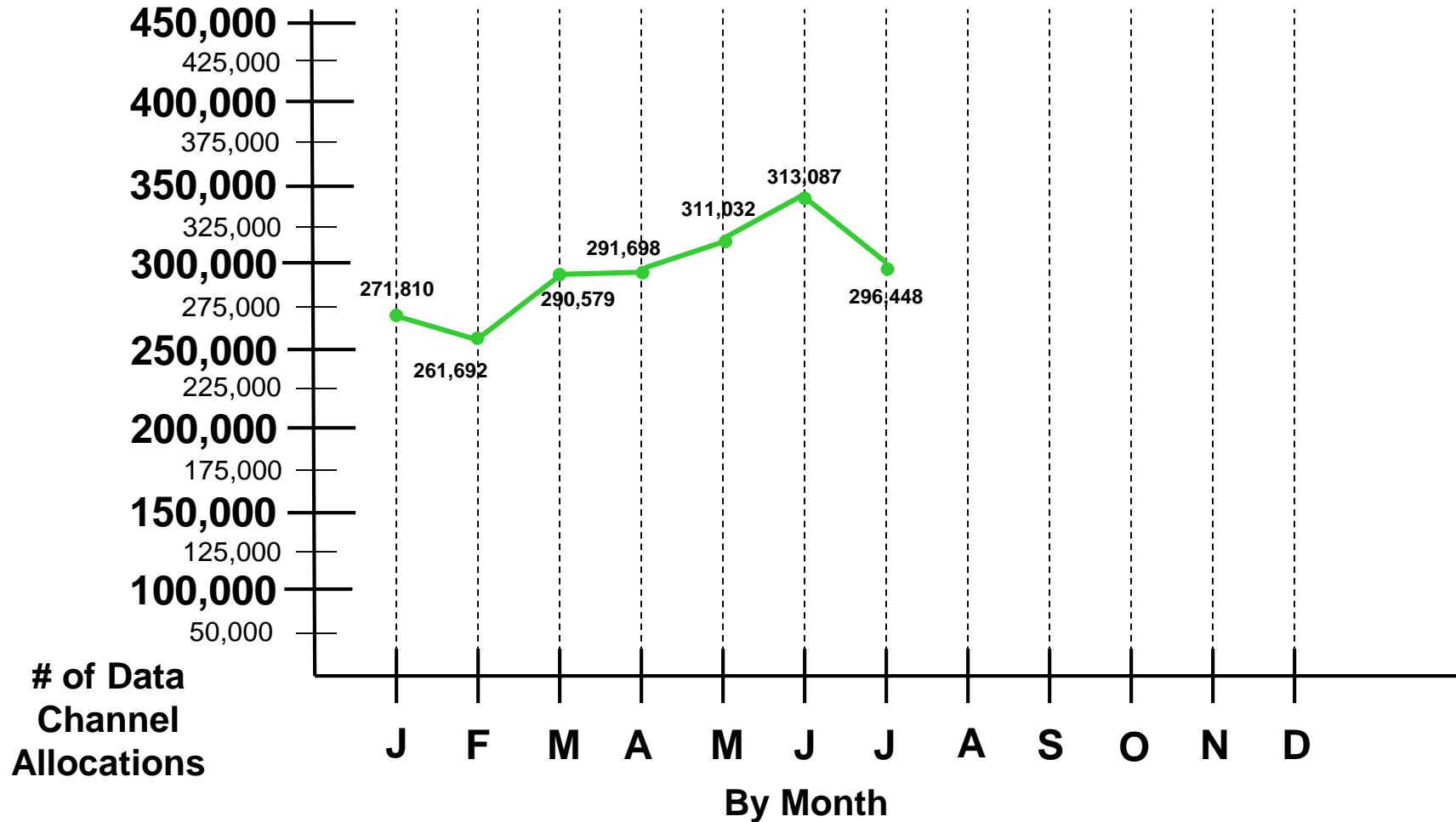
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# 2016 System Performance

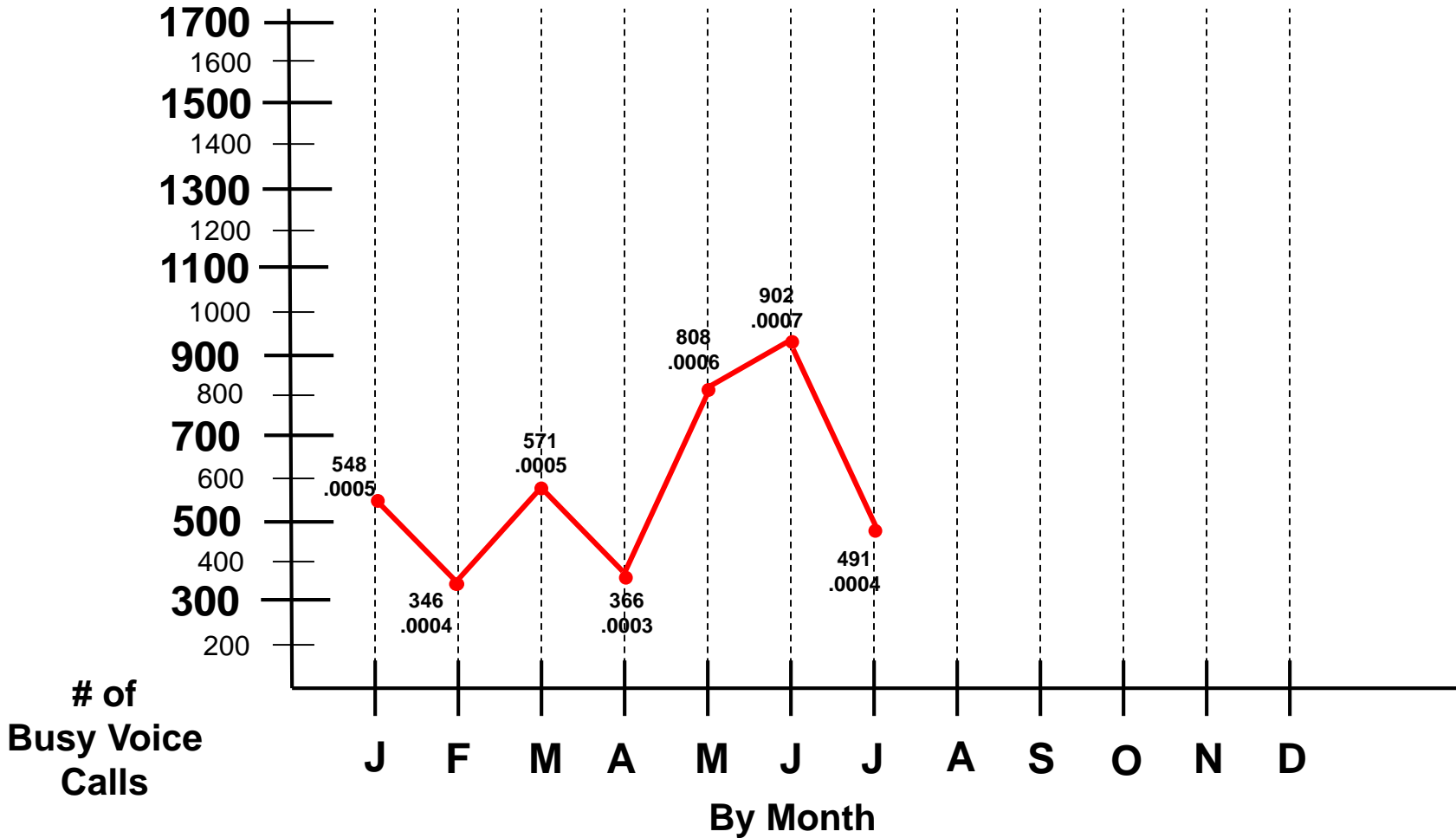
## Active Voice Calls



# 2016 System Performance Data Channel Allocations



# 2016 System Performance Busy Voice Calls





**Twitter Account Policy  
for the  
Alaska Land Mobile Radio (ALMR) Communications System**

**INTRODUCTION:**

Social media is defined as any Internet-based activity where users or groups coalesce around common topics and interests, using technology, user-generated content and social interaction. As the technologies evolve, the specific categories and terms used will also change. Examples include, but are not limited to LinkedIn®, Twitter, Facebook®, YouTube® and Flickr®.

The Alaska Land Mobile Radio (ALMR) Communications System has chosen Twitter to expand awareness of the System and its capabilities. ALMR provides the day-to-day and emergency interoperable public safety communications to agencies from the State of Alaska, the Department of Defense, Federal Non-DOD, and local/municipal agencies.

This policy outlines the standards by which the ALMR Twitter account shall be managed and executed. Account caretakers shall follow exemplary behavioral standards while using this social media platform. When interacting with the public, professional conduct shall be exercised at all times.

**GENERAL INFORMATION:**

The ALMR Twitter account shall be managed as a joint venture between the ALMR Operations Management Office and the State of Alaska, Enterprise Technology Services.

- Posts to the account should be informative in nature and provide verifiable facts
- Whenever possible, links to additional resources will be included where readers can get additional information
- Posts shall not contain proprietary or confidential information
- Copyrighted or intellectual property rights shall be acknowledged in posts, as appropriate
- The account shall not be utilized to promote any products or persons
- Terms of Service of the social media platform shall be observed at all times

**POSTS AND COMMENTS:**

- Originating posts will be coordinated to the greatest extent possible between the venue partners prior to distribution
- Employ a strategy regarding the types of messages and develop a schedule for regular updates
- Ensure the information is reviewed for factual accuracy, as well as grammatical and spelling errors prior to posting
- Share relevant feedback from users
- Correct mistakes immediately and ensure the correction is identified, as such. If additional information becomes available after the fact, post updates along with the date available



*Alaska Land Mobile Radio Communications System  
Twitter Account Policy*

- Keep the tone of all posts neutral and informational

**TERMS AND CONDITIONS:**

Posts and corresponding comments must adhere to the following guidelines and those posts in violation will be removed. Repeated violations can result in the banning of posters from the account.

The following are disallowed under any circumstances:

- Comments which are profane, graphic, obscene, explicit, racially tinged abusive, hateful, or potentially libelous
- Promotions, endorsement, solicitations, and advertisements
- External links other than those provided by the account owner
- Suggestions or promotions of any illegal activity
- Political campaign advertisements, comments or discussions
- Comments not related to the original posting

Participants using the account take responsibility for their comments, username and any additional information they provide.

**CONTACT INFORMATION:**

Questions may be directed to the ALMR Operations Management Office. Contact Mr. Del Smith at 907-334-36562636, email [delsmith@5starteam.net](mailto:delsmith@5starteam.net), or Ms. Sherry Shafer at 907-269-86068408, email [sherryshafer@5starteam.net](mailto:sherryshafer@5starteam.net).

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**Twitter Account Guidelines  
for the  
Alaska Land Mobile Radio (ALMR) Communications System**

**BACKGROUND:**

Alaska is the largest state in the United States with approximately 663,268 square miles – bigger than Texas, California and Montana combined. Comparatively, if you were to overlay Alaska over the contiguous 48 states, it would stretch west to east from San Francisco, California, to Jacksonville, Florida, and north to south from Canada to Mexico. Alaska also has a larger coastline than all other states combined.

With this much territory to cover, the State of Alaska, Federal and Municipal partners recognized the necessity for a robust interoperable communications system for all-hazard emergency response.

The Alaska Land Mobile Radio (ALMR) Communications System covers the major road systems, eastern Kodiak Island and portions of the Alaska Marine Highway utilizing a combination of 83 State of Alaska (SOA) and Department of Defense (DOD) sites, with connectivity provided by the SOA Telecommunications System (SATS) microwave.

ALMR is made up of non-Federal (FCC) and Federal (NTIA) frequency resources, which were paired together through a spectrum sharing agreement to help create a digital, wide area, trunked network solution. It is the primary means of first responder communications and coordination during mutual aid emergencies, natural or manmade disasters and is used daily to facilitate police, fire, and medical responses and is the common denominator for Alaskan interoperable communications with DOD, Federal, State and local government public safety response agencies.

**GOALS:**

ALMR plans to use the Twitter social media platform to reach out to the general public and provide insight on how the System supports the public safety community in their daily operations, as well as during catastrophic events.

By interacting with the public through Twitter, ALMR seeks to:

- Educate the public
- Promote safety
- Provide factual information

**OBJECTIVES:**

- ALMR will respond to all Twitter posts, as needed and/or appropriate
- Responses shall be provided within two business days



**Alaska Land Mobile Radio Communications System  
Twitter Account Guidelines**

**MONITORING:**

- The ALMR Twitter account will be monitored Monday-Friday, 7 a.m.-4:30 p.m., excluding State and Federal holidays. Weekend or after-hour emergencies are posted on an as-needed basis.
- Before publishing, information will be verified to the greatest extent possible with the appropriate agency.
- Everything published on the ALMR Twitter social media account will be archived.

**VIOLATIONS:**

Participants using the ALMR Twitter account take responsibility for their comments, username and any additional information they provide. Please see the “ALMR Twitter Account Policy” for the specific *Terms and Conditions* of use.

When a user violates the ALMR Twitter account *Terms and Conditions*, their post will be deleted using the following guidelines:

- Identify why the post is inappropriate
- Delete the post
- Message the user and advise them that their post was deleted, explain why it was deleted and invite them to re-post using appropriate language

When deleting a post, an ALMR Twitter account manager shall advise the individual why their post was deleted and specify which of the *Terms and Conditions* were violated. The ALMR Twitter account manager shall also invite them to re-post their comment within the established policy guidelines.

**CONTACTS:**

Questions regarding these guidelines may be directed to the ALMR Operations Management Office by contacting Mr. Del Smith at 907-334-~~36562636~~, email ~~delsmith@5starteam.net~~[delsmith@5starteam.net](mailto:delsmith@5starteam.net), or Ms. Sherry Shafer at 907-269-~~86068408~~, email [sherryshafer@5starteam.net](mailto:sherryshafer@5starteam.net).

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