



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



**MEMORANDUM FOR ALMR Executive Council**

**October 12, 2016**

**FROM: SOA Co-Chair**

**SUBJECT: October 20, 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 September Executive Council meeting. (Atch 1)

The following motion is offered to the council for consideration.

**Motion: Approve September 29, 2016, Executive Council meeting minutes, as presented.**

4. **Old Business.**

a. ALMR Twitter Account. Mr. Del Smith advised the documents were before the User Council for their approval and if approved would be presented to the Executive Council for their approval at their October meeting.

Mr. Jim Steele advised the council the SOA social media point of contact was also reviewing the account guidance documents.

b. Cost Share Working Group (CSWG). Mr. Del Smith requested the council approval the convening of a CSWG. Mr. Woodall stated the State could negotiate directly with the non-infrastructure owners on cost share amounts.

The motion was to be moved under Old Business and was **TABLED** for further discussion.

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

Vacancies continue to exist for the alternate Southeast-Municipalities position, both the primary and alternate US Army-Alaska (USARAK) positions and the Joint Base Elmendorf-Richardson (JBER) 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. September System metrics (Atch 2)

**7. New Business.**

- a. SOA RFI Status Update.

**8. Next Meeting.** (Deputy Commissioner Comer) The next meeting is scheduled for November 17, 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

3 Attachments:

- 1. Draft September Meeting Minutes
- 2. September System Metrics
- 3. Twitter Account Policy and Procedure 300-8

**Distribution:**

SOA/DPS, Deputy Commissioner Bill Comer

ALCOM/J6, Colonel Harold Hoang

FBI, A/ASAC Kurt Ormberg

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**

**October XX, 2016**

**FROM: DOD Executive Co-Chair**

**SUBJECT: September 29, 2016, ALMR Executive Council Meeting Minutes**

**TO: See Distribution**

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**Executive Council Members Present:**

Colonel Harold Hoang	ALCOM/J6
Assistant Special Agent in Charge David Condo	Alaska Federal Executive Association /Federal Bureau of Investigation
Deputy Commissioner Bill Comer	State of Alaska – Department of Public Safety
A/ASAC Kurt Ormberg	Alaska Federal Executive Association /Federal Bureau of Investigation
Ms. Linda Murphy	Alaska Municipal League (AML)
Captain Dave Koch	Municipality of Anchorage – Anchorage Police Department

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

LTC Dean Denter	ALCOM Deputy J6
Mr. Ocie Adams	User Council Chair (via teleconference)
Mr. Del Smith	Operations Manager
Mr. Jim Steele	Enterprise Technology Services (via teleconference)
Mr. Tim Woodall	DOD ALMR Program Manager
Mr. John Rockwell	Department of Public Safety
Ms. Sherry Shafer	Operations Management Office (via teleconference)

**1. Call to Order.** Colonel Harold Hoang, Department of Defense (DOD) Co-Chair, called the meeting to order at 1:35 p.m. and the roll call was read.

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

a. Deputy Commissioner Bill Comer thanked Colonel Hoang and his staff for hosting the Executive Council for the tour and demonstration of the transportable system prior to the meeting.

b. Colonel Hoang introduced Lieutenant Colonel Dean Denter as his new Deputy J6. He stated LTC Denter had been previously assigned as the commander of the 59<sup>th</sup> Signal Battalion and as the US Army-Alaska G6 so his name would probably be familiar to quite a few people.

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

**Motion: Approve the August 17 Executive Council meeting minutes as written.**

The motion was made by Deputy Commissioner Bill Comer and seconded by Colonel Hoang. 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 stated contract had been awarded to Motorola<sup>®</sup> Solutions with Bering Straits Information Technology LLC (BSIT) as the subcontractor. He advised it was a two-year contract with eight options years. Mr. Woodall also briefed that the execution of funds from the Department of Defense (DOD) to the State of Alaska (SOA) had been worked out and SOA had received the total funds for the first year from the DOD.

Colonel Hoang stated this was a win-win situation for the team as a whole.

Mr. Woodall advised this item could probably be closed at this time.

Colonel Hoang agreed and directed this item be **CLOSED**.

b. ALMR Twitter Account. Mr. Del Smith advised the documents were before the User Council for their approval and if approved would be presented to the Executive Council for their approval at their October meeting.

Mr. Jim Steele advised the council members the account was now active, but nothing had been posted yet. He also stated the McHugh Creek fire and the events surrounding it were the catalyst for getting the account in place and requested the guidance documents be attached to the minutes and the feed link be provided. ([https://twitter.com/ALMR\\_SOA](https://twitter.com/ALMR_SOA))

He briefed the guidelines and policy had been provided to Ms. Minta Montalbo at the State, as she was appointed to review all social media accounts after a mishap with the account belonging to the Department of Health and Social Service.

Mr. Smith stated the Alaska Land Mobile Radio (ALMR) video could also be put on the feed as a link so others could get an idea what ALMR was about.

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

User Council Vacancies. Mr. Ocie Adams advised the council he had received a nomination to fill the Municipalities-Central alternate position and offered the following motion for the council's consideration.

**Motion: Approve the appointment of Chief Bob Ciccirella, Kachemak Emergency Services, as the alternate Municipalities-Central representative to the ALMR User Council**

There were no objections to the nomination and Colonel Hoang made the motion as offered. Deputy Commissioner Comer seconded. There were no objections. **The motion was carried and approved.**

Mr. Adams stated vacancies remained for the alternate Southeast-Municipalities position, both the primary and alternate US Army-Alaska (USARAK) positions, the primary Federal Non-DOD US Forest Service position and the Joint Base Elmendorf-Richardson (JBER) alternate position.

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

a. FY18 OMO/SMO Budget. Mr. Smith stated the Operations Management Office (OMO) had received the contract figures yesterday and was diligently working on the budget document. He also noted that the updated pricing on System Upgrade Assistance II had been received from Mr. Dwayne Sakumoto, Motorola Solutions®, which covered both the move to the 7.15 platform and the 7.17 platform. Mr. Smith noted the 7.15 platform software would resolve the issue the MCC7500 issue.

Deputy Commissioner Comer stated he was interested in the technology and what did it mean.

Mr. Smith advised that over-the-air programming (OTAP) was available starting at the 7.15 platform which meant the System would have the ability to recognize authorized subscribers needing updates to the internal software and automatically push them out.

Mr. Woodall added that the newer platforms also provide a redundant capability between the controllers and there would be an automatic switchover without losing any communications capability.

Mr. Woodall explained if we updated the software, then it would be an additional four to five years before the System would need to be updated again. He also stated that the

advancements to the newer platforms provided a better cyber defense capability. Mr. Woodall also pointed out if the funding was flattened across and installments were paid every two years, from a cost perspective it is cheaper and the System stays in the green zone. He stated the longer we (ALMR) go between updates, the more expensive it gets to bring it into compliance.

Mr. Woodall briefed the number of sites currently on the System is almost at capacity and we are reaching an area of inability to add more sites; under the new technology this capacity would be increased.

Deputy Commissioner Comer requested this item be kept on the agenda and moved under Old Business.

b. FY16 Membership Agreements. Mr. Smith stated the current 90-day extension expires on September 30 and since the OMO had just received the cost figures, there was not enough time to calculate cost allocations and insert them in all the FY17 membership agreements before the time ran out. He requested the council approve an additional 30-day extension and offered the following motion for their consideration.

**Motion: Approve an additional 30-day extension of the FY16 ALMR membership agreements for all agencies operating on the System.**

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

c. Cost Share Working Group. Mr. Smith advised the council the State had requested the current method and approach for the cost share allocations for the non-infrastructure owners be re-looked at. He requested permission to convene a Cost Share Working Group with their approval via a motion.

**Motion: Approve formation of a Cost Share Working Group to be facilitated by the Operations Management Office to review the current method of cost allocations from the non-infrastructure owners.**

Mr. Woodall stated the Federal Non-DOD agencies and the municipalities were to negotiate independently with the SOA, per the Cost Share Cooperative Agreement.

The motion was **TABLED** at this time for further discussion.

d. New Agencies. Mr. Smith advised the council that Tok Volunteer Fire Department were submitting an application to join ALMR and Haines Borough Police Department has also requested the application for membership documents.

e. August System Metrics. Mr. Smith briefed the push to talks (PTTs) were down, which is normal for this time of year and there was only an increase in busies by four.

## **7. New Business.**

a. House Bill 256, Request for Information (RFI). Mr. Woodall request Mr. Steele update the council regarding the SOA RFI for ALMR.

Mr. Steele stated in the current budget the Legislature had inserted language that the Department of Administration (DOA) was to submit an RFI for replacement of the ALMR System with an alternative, more reliable system. He noted DOA had until the end of the calendar year to provide the Legislature with any ideas.

Mr. Steele advised the draft had been sent to Deputy Commissioner Boucher and Commissioner Fisher today. He also pointed out it was a best value RFI with past performance solution to be provided by any respondents by October 31. Mr. Steele briefed that SOA was not guaranteeing any award and if there were no responses, they would readdress it with the Legislature.

b. SOA Console Upgrades. Mr. Steele advised the council that earlier today, the contract to replace 12 SOA-owned consoles had been signed. He stated the Gold Elites were now past their end of life and the consoles in the 9-1-1 dispatch center, four in the Department of Public Safety (DPS), one at the Department of Military and Veteran Affairs and one at the Department of Administration were all being replaced with the MCC7500. The total cost was \$1.7M in unrestricted General Funds and SOA had received a \$470K discount from Motorola® for moving quickly and getting the contract signed. Mr. Steele briefed this requirement had been previously validated by the Governor in the 2016 supplemental budget and that Deputy Commissioner Comer had a lot to do with the success of getting this funded.

c. November Alaska Municipal League (AML) Meeting. Deputy Commissioner Comer noted the AML was holding their annual meeting in November at the Captain Cook Hotel and it would be a good idea to look into getting a table or a booth there to talk about ALMR. He stated it was an excellent opportunity to educate community leaders and those we serve about what the System is and what it provides.

Ms. Linda Murphy stated she would talk to Kathy (Wasserman) to see how far along the scheduling for the meeting was.

Deputy Commissioner Comer asked if she would be the emissary for the Executive Council because even having just a booth with posters and having people available to talk about ALMR would be valuable.

Ms. Murphy stated she would find out and sent him an email.

d. Acting Assistant Special Agent in Charge (A/ASAC) Kurt Ormberg introduced himself to the group as the temporary replacement for ASAC David Condo, who has changed jobs. He advised the council that Mr. Bill Kaizer was under consideration to permanently fill the position.

A/ASAC Ormberg also requested some outreach regarding obtaining a comprehensive list, if one is available, of all ALMR-capable channels.

**8. Next Meeting.** Colonel Hoang briefed the next meeting is scheduled for October 20, at 1:30 p.m. at 5900 E Tudor Road in the Enterprise Technology Services Conference Room. He noted that ALCOM would be involved in an exercise, but he would ensure there was representation at the meeting.

**9. Adjourn Meeting.** Colonel Hoang asked if there were any other items for the council's discussion.

Hearing no comments, Colonel Hoang requested a motion to adjourn the meeting.

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

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

The meeting adjourned at 2:33 p.m.

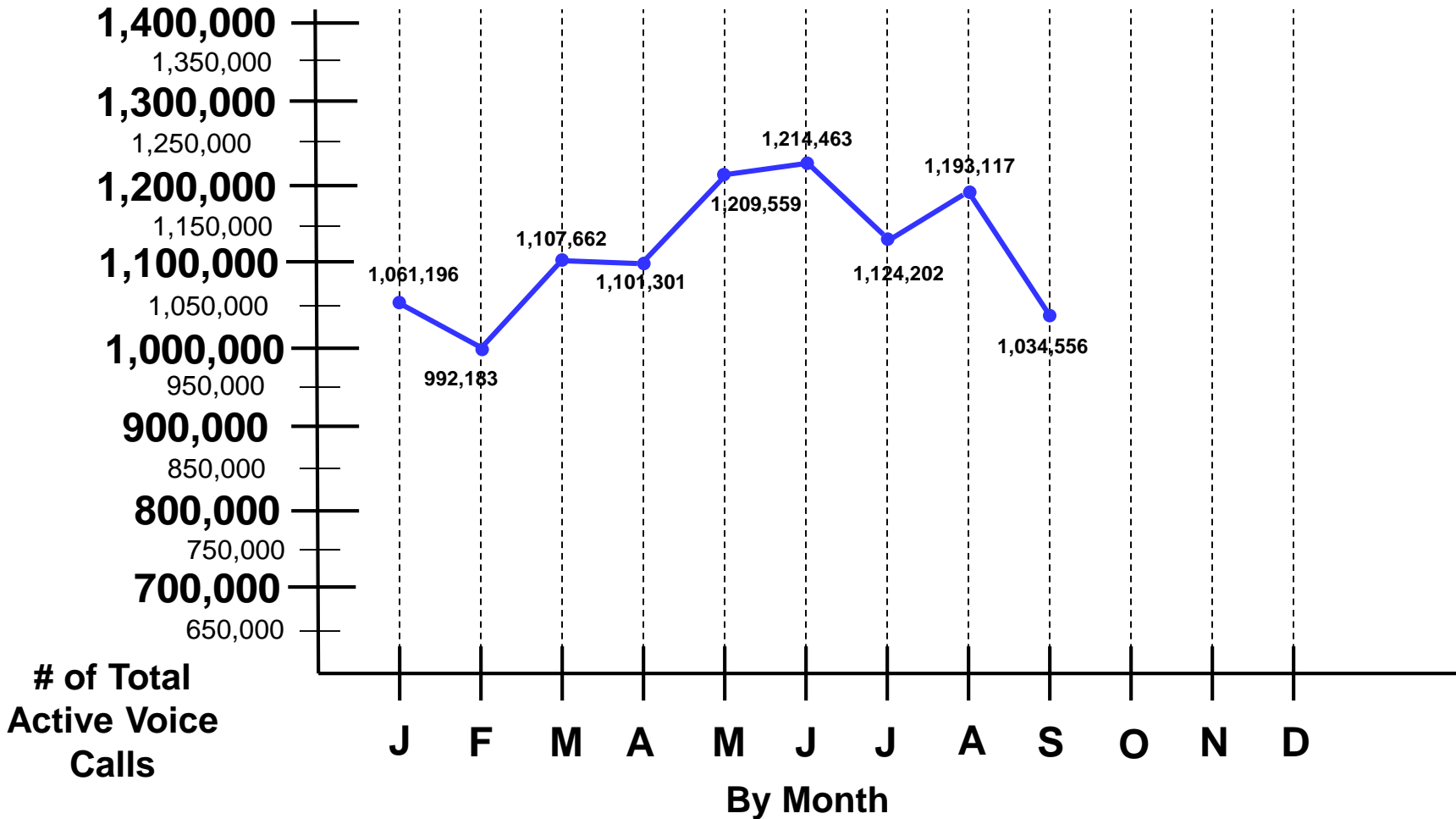
Harold Hoang Colonel, USAF  
Alaskan Command/J6  
ALMR Executive Council

**Distribution:**

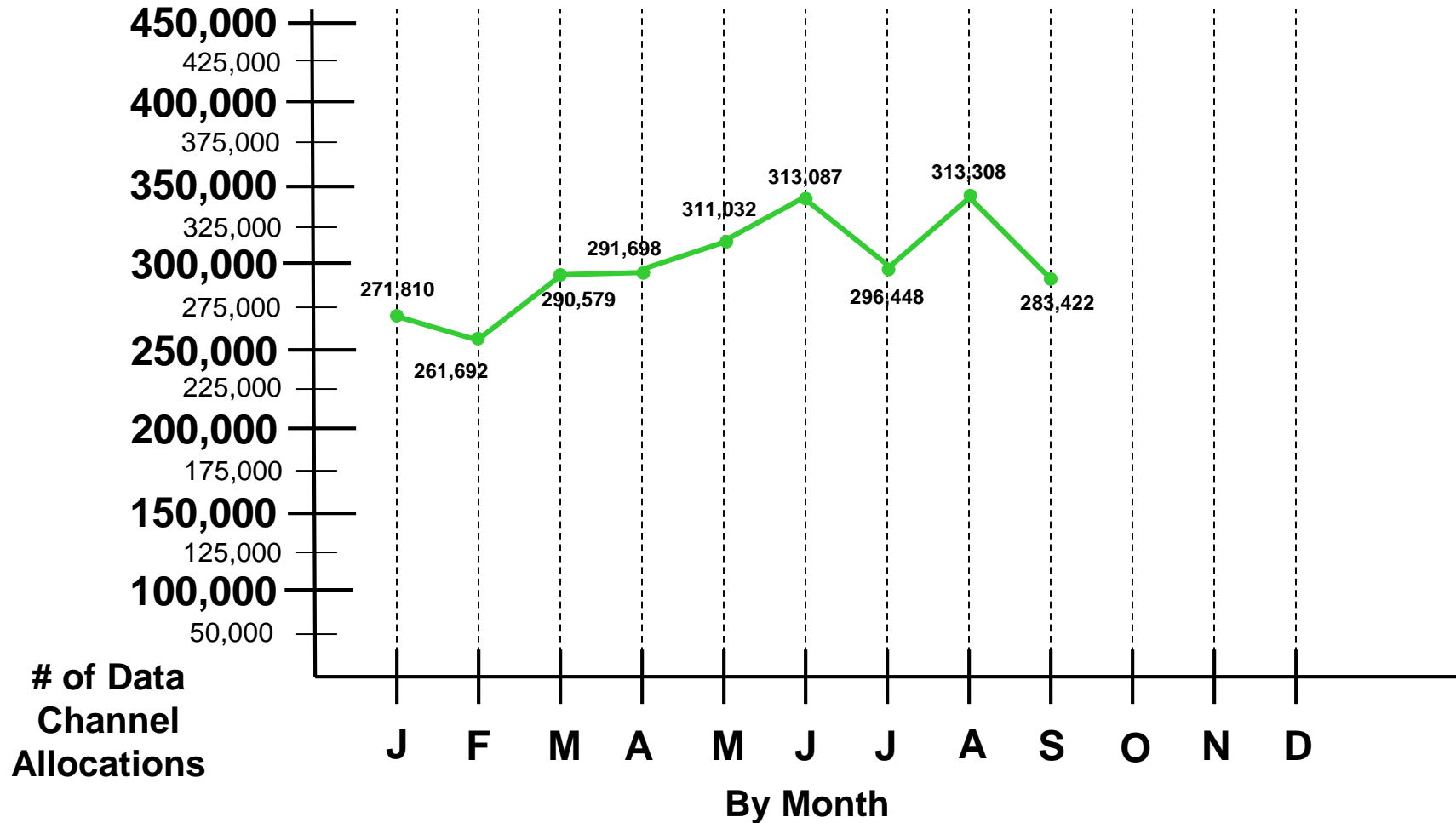
SOA DPS, Deputy Commissioner Bill Comer  
ALCOM/J6, Colonel Harold Hoang  
FBI, ASAC Dave Condo  
AML, Ms. Linda Murphy  
MOA, Captain Dave Koch  
SOA DOA, Deputy Commissioner John Boucher  
SOA ETS, Director Jim Steele  
SOA ETS, Mr. Scott Stormo  
ALCOM/J64, Mr. Timothy Woodall  
MOA, Mr. Trygve Erickson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

# 2016 System Performance

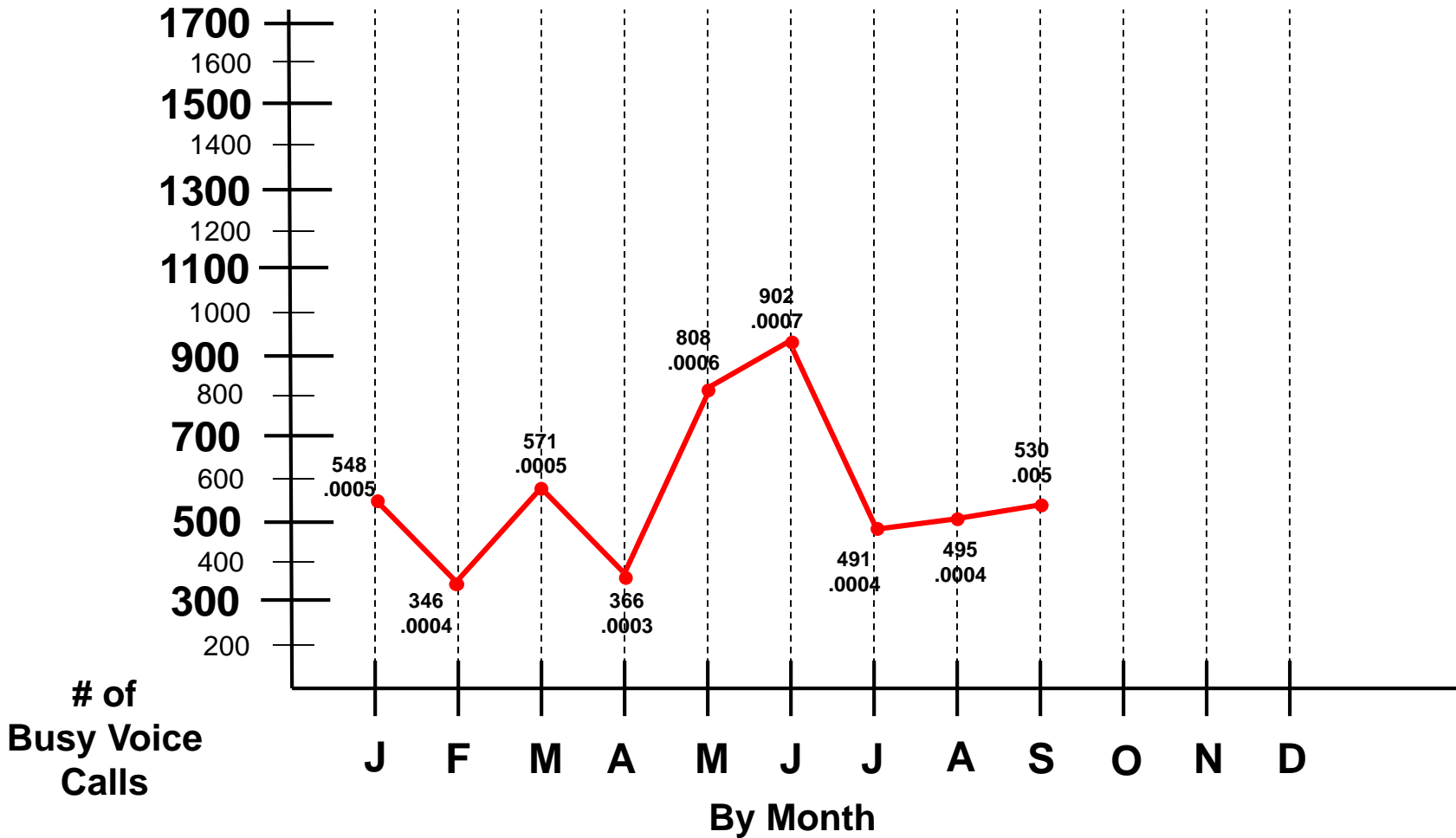
## Active Voice Calls



# 2016 System Performance Data Channel Allocations



# 2016 System Performance Busy Voice Calls



## Alaska Land Mobile Radio Twitter Account Use Policy

### 1. Applicability

This policy applies to all employees, contractors, subcontractors, consultants, temporary employees and other personnel assigned to the Alaska Land Mobile Radio (ALMR) Communications System Operations Management Office (OMO) and those State of Alaska (SOA) Enterprise Technology Services (ETS) personnel assigned to help manage the ALMR Twitter® account. Any substantial revision or update of this policy must be approved by the User Council.

### 2. Policy

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. ALMR has chosen Twitter® to expand awareness of the System and its capabilities through social media.

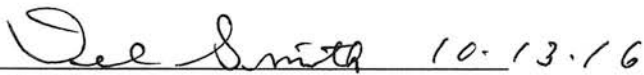
This policy outlines the standards by which the ALMR Twitter® account should be managed and executed. Account caretakers shall follow exemplary behavioral standards while using this social media platform. When interacting with the public, professional conduct shall be exercised at all times.

### 3. Procedures

The ALMR Twitter® account shall be managed as a joint venture between the ALMR OMO and the SOA ETS. The OMO will be the originating office for all posts regarding ALMR. All posts and corresponding comments must adhere to the terms and conditions, as outlined in the Twitter® Account Use Procedure 300-8.

### 4. Effective Date

This policy shall become effective upon signature and shall remain in effect until rescinded. The policy shall be reviewed periodically and updated, as required.

  
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Del Smith  
Alaska Land Mobile Radio  
Operations Manager



# **Alaska Land Mobile Radio Communications System**

## **Twitter Account Use Procedure 300-8**

**Version V1**

October 13, 2016

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## Document Revision History

<b>Name</b>	<b>Date</b>	<b>Reason for Changes</b>	<b>Version</b>
Shafer, Sherry	10/13/2016	New document - approved by the User Council; final.	1

## **Acronyms and Definitions**

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

**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.

**Alaska Municipal League (AML):** a voluntary non-profit organization in Alaska that represents member local governments.

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

**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, Federal Non-DOD agencies (represented by the Alaska Federal Executive Association), and local municipal/government (represented by the Alaska Municipal League and the Municipality of Anchorage).

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

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

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

**Operations Manager:** 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 ALMR Service Level Agreement.

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

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

**State of Alaska Telecommunications Systems (SATS):** the State of Alaska statewide telecommunications system microwave network.

**System:** the ALMR Communications System, as established in the Cooperative Agreement, and any and all System Design/System Analysis (SD/SA) and System Design/System Implementation (SD/SI) documents.

**User Council:** the User Council is 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 operations 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.

## **1.0 Purpose**

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.

The Operations Management Office (OMO) will utilize the Twitter<sup>®</sup> social media platform to reach out to the general public and provide insight on how the ALMR System supports the public safety community in their daily operations, as well as during catastrophic events.

## **2.0 Roles and Responsibilities**

### **2.1 User Council**

The User Council (UC) shall be responsible for the formal approval of the Twitter<sup>®</sup> Account Use Procedure and any revisions hereafter

### **2.2 Operations Management Office**

The OMO shall be responsible for interacting with the public regarding ALMR through the Twitter<sup>®</sup> account by:

- Employing a strategy regarding the types of messages to be published and developing a schedule for regular updates
- Providing factual information regarding ALMR and its use to promote safety and educate the public
- Verifying information to the greatest extent possible with any corresponding agency, prior to publishing.
- Monitoring the account Monday-Friday, 7 a.m.-4:30 p.m., excluding State and Federal holidays
- Posting weekend or after-hour emergencies on an as-needed basis
- Responding to all Twitter<sup>®</sup> posts, as needed and/or appropriate, within two business days
- Archiving all posts published on the ALMR Twitter<sup>®</sup> social media account.

### **3.0 Procedures**

Account managers for the ALMR Twitter® account should ensure posts:

- Are reviewed for factual accuracy, as well as grammatical and spelling errors prior to posting
- Share relevant feedback from users
- Are informative in nature and provide easily verifiable facts
- Contain links to resources, whenever possible, where readers can get additional information
- Do not contain proprietary or confidential information
- Acknowledge copyrighted or intellectual property rights, as appropriate.
- Are not utilized to promote any products or persons.
- Observe the Terms of Service of the social media platform at all times
- Correct mistakes immediately and ensure the correction is identified, as such.
- Are updated along with the date available, if additional information becomes available after the fact
- Neutral in tone

### **4.0 Terms and Conditions**

Participants using the ALMR Twitter® account take responsibility for their comments, username and any additional information they provide. Posts and corresponding comments must adhere to the following terms and conditions.

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

### **5.0 Violations**

When deleting a user comment, an ALMR Twitter® account manager shall:

- Message the user and advise them that their post was deleted
- Specify which of the *Terms and Conditions* were violated
- Invite them to re-post their comment within the established policy guidelines.

## **6.0 Contacts**

Questions regarding these guidelines may be directed to the OMO by contacting Mr. Del Smith at 907-334-2636 or [delsmith@5starteam.net](mailto:delsmith@5starteam.net) and/or Ms. Sherry Shafer at 907-269-8408 or [sherryshafer@5starteam.net](mailto:sherryshafer@5starteam.net).

## **7.0 Compliance**

Compliance standards for the Twitter Account Use Procedure are outlined in ALMR Twitter® Account Use Policy Memorandum 300-8.