



1. Attendance.

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

Primary				
N/A	Brown	Byron	LTC	DOD US Army - Alaska
E	Cicciarella	Bob	Chief	Municipalities Central
P	Connolly	Ryan	MSgt	DOD USAF, JBER
	VACANT			Municipalities Northern, Fairbanks PD
T	Kalwara	Erann	Ms.	Municipalities Southeast
N/A	Kroona	Jon	Mr.	Federal Non-DOD, FBI
U	Loughton	Mike	Special Agent	Fed Non-DOD, US Forest Service
T	Martin	Chris	Mr.	DOD USAF, Eielson AFB
N/A	Patz	Greg	Mr.	SOA DOT
P	Rockwell	John	Mr.	SOA DPS, Chair
E	Skinner	Nate	Mr.	SOA All Others, DNR Forestry, Vice Chair
U	Wolfe	John	Mr.	Fed Non-DOD DOI, US Fish & Wildlife Service

Alternate				
T	Brown	David	Mr.	Fed Non-DOD, FBI
T	Cole	Henry	Mr.	SOA DOT
P	Eubank	Greg	Mr.	SOA All Others, DMVA
N/A	Gangstad	Linda	Ms.	Fed Non-DOD, TSA
T	Gibbs	David	Mr.	Municipalities Northern, Fairbanks North Star Borough Emergency Manager
T	Goodman	Jim	Mr.	Municipalities Central, MatSu Borough
	VACANT			Fed Non-DOD DOI, Bureau of Land Management
T	Jones	Dave	Mr.	DOD USAF, Eielson AFB
U	Kain	Paul	Mr.	Fed Non-DOD, USFS
N/A	Morgan	Leon	Mr.	SOA DPS
E	Mlynarik	Pete	Chief	Municipalities Central, Soldotna PD
N/A	Paice	Stephen	SSgt	DOD USAF, JBER
E	Scott	Heath	Chief	Municipalities Southeast, Haines Borough PD
P	Williams	Rick	Mr.	DOD, US Army - Alaska

Supporting Staff and Guests:

T	Conant	Travis	Mr.	System Manager
P	Nicholl	Jim	Mr.	Motorola Solutions
T	Palmer	Dan	Mr.	TSA
P	Richter	Bruce	Mr.	OEC Region X Coordinator
T	Shafer	Sherry	Ms.	Document Specialist
P	Smith	Del	Mr.	Operations Manager
P	Stormo	Scott	Mr.	SOA OIT ALMR
T	Ulrich	Naomi	Ms.	Motorola Solutions
T	White	Chris	Mr.	SOA OIT
P	Woodall	Timothy	Mr.	DOD PM/COR



2. Meeting Minutes and Action Items.

Agenda Item	Discussion	Action Items Assigned
Call to Order	Mr. John Rockwell called the meeting to order at 1:32 p.m.	
Roll Call	Roll call was taken and a quorum of User Council (UC) members was in attendance. Mr. Dave Jones, Ms. Erann Kalwara and Mr. Timothy Woodall all joined after roll was read.	
Introduction of Guests/Special Announcements	There were not guests or special announcements.	
Previous Meeting Minutes	John asked if everyone had a chance to review the August meeting minutes and if there were any changes. There were no requests for changes. Motion: Approve the September 5 meeting minutes, as written. Motion: Mr. Henry Cole Second: Mr. Rick Williams There were no objections. The motion passed .	
Issues & Risks Log Item Number	Active Issue	Action Items Assigned
	John requested Ms. Sherry Shafer to review the Issues and Risks Log. She advised there were no new additions but at the last meeting two items closed and she went over those. Sherry noted she also highlighted UC67 for vacancy in the DOI BLM alternate position.	
	Issues Closed at, or since, last meeting	
OP03	1. Tudor Road Master Site UPS needs to be replaced. The A-side was replaced on August 28 and the B-side was replaced on September 6. (CLOSED) NOTE: This was covered under the OMO update.	
OP04	2. No approved funding putting the security patching until the 7.17 update at risk. Motorola has extended security patching through the end of the calendar year. (CLOSED)	
Action Items Review	Opened Items	Resolution
	There was one action items from the September meeting and Sherry read it and advised it would be covered under the Operations Management Office (OMO) update portion. "Mr. Travis Conant, System Manager, to follow up with Mr. Jim Nicholl, Motorola Solutions, regarding the maintenance	



	contracts for the MCC7500 consoles and discuss the establishment of a single point of contact for all dispatch console issues, regardless of who is doing the console maintenance.”	
Operations Management Office	Mr. Del Smith, Operations Manager	Action Items Assigned
Third Quarter Master Site Rollover	<p>1. Mr. Del Smith advised the rollover did not occur. He explained it was previously cancelled on August 7 due to issue w/ Zone 4 and was cancelled again on Monday, September 24, after pre-testing caused a complete outage of all of Zone 2. Del stated whatever they were doing in the background caused the outage, but eventually they got it back after 10 minutes, or so. He noted derivative of that problem, the Help Desk and others with access were unable to add/delete radios for about 36 hours while Schaumburg was working on getting it fixed. Del added the issue appeared to be the updating of UEM, which finally got accomplished.</p> <p>Del briefed at this point in time no subsequent rollovers have been rescheduled, and both he, Mr. Travis Conant, and he assumed Mr. Scott Stormo, have asked for an explanation from Motorola on what happened that caused us to lose Zone 2. He added, until they see a report, which tells us exactly what happened, why it happened and how it won't happen again, there will be no more quarterly updates.</p> <p>Mr. Jim Nicholl stated that he had the report. He had the System Upgrade Service (SUS) guys do a post mortem and found out there was a configuration called the HP HI-LO patch on both Zone 2 and Zone 4 that did not match, but he thinks they have what it takes to do the reconfiguration so it won't happen again. Jim also stated he had their SUS guys go through and they will add an extra check on the System before day 1 to make sure all configurations are configured properly, so this won't happen again and they will have seen that update beforehand.</p> <p>Del advised the pre-tested software was through December, and asked Jim if after that there wouldn't be any quarterly rollovers.</p> <p>Jim Nicholl stated only if ALMR wanted to do a System roll to make sure the backup controller worked but do it without the patching. The update would occur at the 7.17 upgrade, then the quarterly patching would start back over.</p> <p>Del stated he and Travis would consult with Scott and Mr. Woodall before another Zone controller rollover occurred because they wanted to ensure themselves that they are not going to have problems. He explained our credibility with the field after having to cancel it twice may be suffering.</p>	



<p>Exercise Arctic Anvil 19-01</p>	<p>there when they turned it on in the conventional mode, and added the SMO would be monitoring it to ensure there was no interference once it was in the trunking mode.</p> <p>4. Del briefed there is advance team for the Army up North now. He stated he had signed a memorandum of agreement with the contract team several months ago allowing them to use ALMR on the road System. He explained they had their own communications with them, but would be putting 500 radios on ALMR as a backup plan. Del pointed out they were using the Harris X100s, which have never been approved for use on ALMR at this time due to the failure of part of the acceptance test procedure.</p>	
<p>Tudor Master Site UPS</p>	<p>5. Del advised the council the A-side of the Tudor Master site UPS had been replaced in August the B-side was completed on September 6. He noted it was much smaller and much quieter and had made a phone call from the Master site to demonstrate this, adding it was even quieter than the RF equipment.</p>	
<p>Honolulu Site Usage</p>	<p>6. Del briefed there was a quadruple fatality accident near the Honolulu site at mile 185 on Monday and someone from out there had called and talked to Mark Parry about getting bonks and not being able to talk. He added the Help Desk also got a call stating the Lieutenant wanted to talk about it, so Del called the Lieutenant this morning and he didn't know what Del was talking about. Del stated he did some research and Honolulu is a three-channel site and had 1,090 push to talks (PTTs) in the course of a 6-hour window they looked at; there were 88 busies, 8 talkgroups affiliated and about 8 different agencies. Out of the six hours of airtime available, 2 hours and 44 minutes was on the site.</p> <p>Del stated he did call the Lieutenant, as previously mentioned, and advised him there were better ways to handle this than everyone using their own talkgroups, such as the use of an incident command (IC) channel, where everyone on the accident goes to that particular channel. He noted he had contacted the acting Colonel for the State Troopers this morning and asked to appear at the Sergeant/Lieutenant/Captain meeting in Anchorage in a few weeks to get a window of opportunity and try and explain how a trunked system works and everyone can't affiliate with all of the talkgroups at the same time on a three-channel site.</p> <p>Del added the Garner site, which is close, had 308 PTTs, Yanert had 342 and Hurricane had 144. He stated all had 50+ minutes except Hurricane with 20+ minutes, but you had LifeMed helicopter MatSu Borough, State Troopers, Denali Borough and a couple of Fairbanks Police Officers on the way back to Fairbanks who stopped and helped direct traffic.</p>	



<p>B OPS</p> <p>September System Metrics</p> <p>September Document Reviews</p>	<p>Del stated the bottom line was he was going to try to talk to them and perhaps try to convene a working group, through the User Council, with dispatch supervisors to talk about implementing at all dispatch centers something similar to what Soldotna has been doing for a long time. He added the Parks Highway has been particularly problematic this summer with accidents occurring at remote locations and he is going to try to address that.</p> <p>7. Del stated the OMO has scheduled a teleconference tomorrow regarding the move of all non-AST B Detachment related traffic off of their main and onto what they are calling B OPS. He explained there are a number of agencies who are going to have to touch their radios to change it from AST GLNALLEEN, if they already have it to rename it as B OPS in their code plug or to add it if they do not have it. He explained there will be a dispatcher handling that particular talkgroup for the other agencies or revert back to the main if a second dispatcher is not available. Del added the OMO is only involved to assist in bringing everyone together.</p> <p>8. Del briefed there were 1,066,236 group calls with 1,974,853 push to talks, and busies were down about 50 to 766 busies. He added the calls always drop in September.</p> <p>9. Del advised the System Incident Response Policy and Procedure 400-2 and Cooperative and Mutual Aid Agreement had been reviewed and updated, as required.</p>	
<p>System Management Office</p>	<p>Mr. Travis Conant, System Manager</p>	<p>Action Items Assigned</p>
<p>Console Upgrades</p> <p>Casey Borg</p>	<p>1. Travis briefed that Motorola had completed the last of the MCC upgrades in Fairbanks and were removing the Gold Elite equipment from the Master Site in Zone 2 and will be removing the Gold Elite in Zone 1 next week.</p> <p>2. Travis advised Mr. Casey Borg is back in Alaska and will be working for the SMO as a technician and subject matter expert and it is great having him back.</p>	
<p>State of Alaska</p>	<p>Mr. Scott Stormo and/or Mr. Randy Kilbourne</p>	<p>Action Items Assigned</p>
<p>SATS Manning</p> <p>SATS Refresh</p>	<p>1. Mr. Scott Stormo stated they were back in business with two positions currently out for hire that were left empty for a long time and two more working through the process to get them out for hire. He added there had been a lot of change in OIT at the top for the State and at this point all the things they were stopped from doing in the past, they are able to start doing again.</p> <p>2. Scott added they had some funds given to them to do some refresh to the SATS side of the house and he believes they will have an opportunity to go back up and do some</p>	



	<p>John asked Scott if there was any update on whether the Troopers doing a similar project.</p> <p>Scott stated Motorola has a service called critical connect, which is basically an ISSI gateway function and can connect them into other radios systems around the country if they are subscribed to the service through Motorola. He advised what they will end up trying out with this is integrating with FirstNet and tying into ALMR.</p> <p>Scott noted it is in Beta testing at the moment, so they don't know how it's all going to work yet. He added what they do know is in Western Alaska they have nothing but a GCI cell phone to dial up dispatch, so any type of PTT is better than what they have now.</p> <p>Scott stated they are pushing toward this, but it doesn't mean FirstNet is replacing ALMR and they could do the same thing with WAVE. He briefed as more people are going to start using FirstNet, this is one solution for building interoperability. Scott clarified nothing is up and running at the moment and nothing has been awarded to Motorola to add it to the System. He advised he didn't have a good projection on the timing either and at the moment they are awaiting quotes on the circuit costs.</p>	
New Business	Discussion	Action Items Assigned
Talkgroup and Codeplug Subcommittee	<p>1. John advised there hadn't been an update from the Talkgroup and Codeplug Subcommittee. Mr. Nate Skinner was out, but John stated the committee had been making progress and reviewing codeplugs and perhaps next month there would be an update from the committee. He read the following email statement from Nate:</p> <p>"The Codeplug Review/Talkgroup subcommittee has been reviewing a few code plugs over the last few weeks and that has been very successful. Two federal agencies and one local. We are planning on having a conference call with subcommittee members before the next UC meeting."</p> <p>Del stated there is a substantial benefit for having several pairs of eyes look at your codeplug and get it set up right. He noted the SMO, Forestry and Mr. Greg Eubank had reviewed the codeplug for out of state personnel here to setup radios for a new agency and had found several problems. Del added agencies are free to submit their codeplugs for review.</p> <p>John also stated Del had mentioned to him that he would like to create a working group of dispatch supervisors to discuss the use of the IC zones during major issues. He asked Del if he was going to work that issue and Del confirmed he was.</p>	



<p>Statewide Interoperability Governing Body (SIGB)</p>	<p>2. John stated Governor Walker had signed the administrative order on August 29 which created the Statewide Interoperability Governing Body (SIGB). He stated on Monday the Governor also assigned all but three members. John read the list of assigned representative at this time which left the positions for the Statewide Interoperability Coordinator (SWIC), a Native group representative and someone from the Association of Chiefs of Police (ACOP) open. John noted he is currently filling the SWIC position and hopefully someone will be assigned to it in the near future.</p>	
<p>Technical Assistance Grants</p>	<p>3. John briefed there were some technical assistance grants available through the Office of Emergency Communications (OEC) and will kick off an update meeting for the Tactical Interoperable Communications Plans for MatSu and Kenai which will take place in Anchorage on November 6. He added they will also get an Auxiliary Communications Workshop (AUXCOMM) training scheduled before November 2 – 3, for up to 30 participants and to contact him for information.</p>	
<p>National Alert System Testing</p>	<p>4. Mr. Bruce Richter stated he was curious if everyone had received the cell phone alert during the recent national test and Del stated he had not, as well as several others.</p> <p>John stated FEMA had a Survey Monkey they were asking people to log in to and respond on whether they received it.</p>	
<p>Outreach</p>	<p>5. John asked Scott if he wanted to address the idea of having an outreach subcommittee.</p> <p>Scott stated there is a need to explain the facts, the myths, and the truths to the 120+ agencies, especially to the individuals carrying the radios around. He pointed out every time we have a major incident and a lot of busies, and you are going to have that on a three-channel site, but there is training you can do to minimize that, so people keep the busies as low as possible and how to act in a different situation than their day-to-day ops. They aren't thinking about having a mobile and portable both taking a channel when someone is keying a radio.</p> <p>Scott pointed out the Army trains the way they fight, they practice so when they go to war they are prepared. He said since he's been here there is a lot of these issues that come up, but never a way to engage everyone to figure out how to solve it. Scott stated the codeplug review is one of the first one since he got here. He emphasized in these incidents there needs to be decisions made and who is going to make them, who is in charge – whether it's the dispatch center or</p>	



<p>10-33 Tone Implementation</p>	<p>someone else telling people to turn off their radios – who is going to make those decisions – we need to get everyone together and agree that is how it works.</p> <p>Del stated the message that goes to the workers needs to be clear unlike a few years ago when one of the Boroughs claimed the Troopers told them to get off the radio and this is not where we want to end up.</p> <p>Scott stated if you look at after action reports, it’s training that needs to take place and although it’s unlikely we will ever get to a point like the school shooting last year where the radio system was overwhelmed, it needs to be addressed and a lot of that is tactics and procedures people need to be trained and practice.</p> <p>6. Del stated he had called MATCOM to see if there had been any use of the tone and was advised there were several instances. He noted he had checked the System statistics and didn’t see any particular increase so it appeared there wouldn’t be any problems surrounding its use.</p>	
<p>Next meeting</p>	<p>Discussion</p>	
	<p>John stated the next regularly scheduled meetings are November 7 and December 5.</p> <p>Mr. Timothy Woodall requested a briefing be added to the November agenda for an update on the status of the 7.17 upgrade.</p>	
<p>Adjournment</p>	<p>Discussion</p>	
	<p>John asked if there were any other discussion and hearing none, he asked for a motion to adjourn the meeting.</p> <p>Motion: Adjourn the October monthly User Council meeting.</p> <p>Motion: MSgt Ryan Connolly Second: Rick</p> <p>There were no objections. The motion passed.</p> <p>The meeting adjourned at 2:38 p.m.</p>	