



Alaska Land Mobile Radio

**ALMR User Council  
Meeting Minutes**

**Date: December 6, 2017**

1. Attendance.

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

Primary				
T	Adams	Ocie	Mr.	SOA DOT&PF, <b>Chair</b>
T	Brinley	John	Capt	Fed Non-DOD, US Forest Service
N/A	Brown	Byron	LTC	DOD US Army ( <b>pending receipt of appointment letter</b> )
T	Goggia	Tammy	Ms.	Municipalities Central, <b>Vice Chair</b>
E	Johnson	Brad	Chief	Municipalities Northern, Fairbanks PD
E	Kaizer	Bill	Mr.	Fed Non-DOD, FBI
T	Kalwara	Erann	Ms.	Municipalities Southeast
	<b>VACANT</b>			DOD USAF, JBER
T	Martin	Chris	Mr.	DOD USAF, Eielson AFB
P	Rockwell	John	Mr.	SOA DPS
P	Skinner	Nate	Mr.	SOA All Others, DNR Forestry
E	Wolfe	John	Mr.	Fed Non-DOD DOI, US Fish & Wildlife Service

Alternate				
T	Brown	David	Mr.	Fed Non-DOD, FBI
N/A	Cicciarella	Bob	Chief	Municipalities Central
P	Eubank	Greg	Mr.	SOA All Others, DMVA
N/A	Flowers	Alvin	Mr.	Fed Non-DOD, TSA
T	Gibbs	David	Mr.	Municipalities Northern, Fairbanks North Star Borough Emergency Manager
E	Hallett	Kenneth	Mr.	Fed Non-DOD, Bureau of Land Management
T	Jones	Dave	Mr.	DOD USAF, Eielson AFB
N/A	Kain	Paul	Mr.	Fed Non-DOD, USFS
N/A	Patz	Greg	Mr.	SOA DOT
N/A	Morgan	Leon	Mr.	SOA DPS
N/A	Scott	Heath	Chief	Municipalities Southeast, Haines Borough PD
T	Williams	Rick	Mr.	DOD, US Army
	<b>VACANT</b>			DOD USAF, JBER

**Supporting Staff and Guests:**

P	Conant	Travis	Mr.	System Manager
T	Shafer	Sherry	Ms.	Document Specialist
P	Smith	Del	Mr.	Operations Manager
T	Richter	Bruce	Mr.	OEC Region X Coordinator
P	Stormo	Scott	Mr.	SOA ETS SATS/ALMR Manager
P	Woodall	Tim	Mr.	DOD PM/COR



2. Meeting Minutes and Action Items.

<b>Agenda Item</b>	<b>Discussion</b>	<b>Action Items Assigned</b>
<b>Call to Order</b>	Mr. Ocie Adams called the meeting to order at 1:32 p.m.	
<b>Roll Call</b>	Roll call was taken and a quorum of User Council (UC) members was in attendance.  Mr. Dave Jones joined the meeting via teleconference after the original roll was taken.	
<b>Introduction of Guests/Special Announcements</b>	There were no guests or special announcements.	
<b>Previous Meeting Minutes</b>	Ocie asked the council members if they had reviewed the draft November minutes and had any changes. Hearing none, he requested a motion to approve the minutes.  <b>Motion: Approve the November 1 meeting minutes, as written.</b>  <b>Motion: Ms. Tammy Goggia</b> <b>Second: Mr. John Rockwell</b>  There was no discussion and no objections. The motion <b>passed</b> .	
<b>Issues &amp; Risks Log</b>	<b>Active Issues</b>	<b>Action Items Assigned</b>
	Ocie advised there were now several open items on the Issues and Risks Log involving vacant positions. He stated both the positions for Joint Base Elmendorf-Richardson were now vacant and the appointment of LTC Brown to the primary USARAK position was still pending the receipt of an appointment letter.	
	<b>Pending Issues</b>	
	There were no pending issues.	
	<b>Issues Closed at, or since, last meeting</b>	
	There were no items closed.	
<b>Action Items Review</b>	<b>Opened Items</b>	<b>Resolution</b>
	There were no Actions Items from the November meeting.	
<b>Operations Management Office</b>	<b>Mr. Del Smith, Operations Manager</b>	<b>Action Items Assigned</b>
<b>FY18 Membership Agreements</b>	1. Mr. Del Smith briefed there was still no decision by the Department of Administration related to the cost share and he didn't know when the decision would be made. He stated the Operations Management Office (OMO) had sent out another 30-day extension notice.	



<p><b>7705 Router Outage</b></p>	<p>2. Del explained the State was replacing one of their routers and the new one had substantially more capacity. He stated the outage was scheduled for November 15 and, as with the Zone Controller rollovers, the OMO and System Management Office (SMO) came in and called all the dispatch centers prior to the event. Del advised everything went fine and the affected sites at Kodiak, R1 North, Cottonwood, Wasilla and in the Southeast were in site trunking for a maximum of 10 – 15 minutes.</p> <p>Mr. Travis Conant also stated that Mr. Mark Jenks, System Technologist, had moved some of circuits the day before to ensure minimum impact to the dispatch centers.</p>	
<p><b>Donnelly Dome, Hill 3265 and Pole Hill</b></p>	<p>3. Del briefed the council the Donnelly Dome, Hill 3265 and Pole Hill sites were going offline sporadically all of November due to a faulty generator at Donnelly Dome. He explained access to the sites was difficult due to heavy snow at this time of year.</p> <p>Travis also stated that the commercial power to Quarry Hill was bad and this is where the microwave shot for the Birch Hill master site is from. He added the battery plant at the site is extremely old and the site is on generator power, and is being refueled every other day.</p>	
<p><b>Sunny Hay</b></p>	<p>4. Del informed the council that the Office of Information Technology (OIT) and ALMR technicians were able to reach the site today for the periodic maintenance inspection (PMI), since the weather was good, and they also fixed the microwave issue that had affected the site for the past week. (<b>NOTE:</b> After the conclusion of the meeting, it was discovered the technicians were unable to reach the site due to weather conditions.) He explained the main problem in responding to the microwave issue was getting the travel authority from the Department of Administration which had taken several days.</p> <p>Mr. John Rockwell asked if it would be inappropriate for the User Council (UC) to write the OIT Chief Information Officer expressing concern at the current process for travel and Del stated not in his opinion.</p> <p>Mr. Scott Stormo explained the Governor’s travel memo stated only the Commissioners of the departments could approve travel so any exemption would have to come from his office.</p> <p>John stated either they should ask for a waiver for the technicians to be under the public safety system or ask the Commissioner to streamline the process so it happens in a timely manner.</p>	



	<p>Del advised the OMO could draft up something for the council's consideration and added that you shouldn't treat all agencies the same regarding travel, as some provide essential services and some do not.</p>	
<p><b>SAFECOM Survey</b></p>	<p>5. Del reminded the council the OMO had distributed an email regarding the survey and it was still out there and available, and their input was needed and would assist the Department of Homeland Security (DHS) in developing future grant opportunities.</p>	
<p><b>Changes at Motorola®</b></p>	<p>6. Del informed the council Mr. Mark Jenks, Zone 1 System Technologist was retiring at the end of the year. He added Mr. Andy Strait, Zone 2 System Technologist would be coming down to take over Zone 1 and a new technologist, Mr. Mark Parry, would be taking over up North.</p> <p>Travis stated Mr. Parry had started this past Monday and would be working with Andy for the next two weeks.</p>	
<p><b>November Document Reviews</b></p>	<p>7. Del advised the council the High Level Strategy had been approved by UC in November and the OMO had reviewed/approved the Emergency Button Activation Policy and Procedure 300-5, the Site Book Policy and Procedure 400-9, and the Subscriber Acceptance Testing Policy and Procedure 400-18.</p>	
<p><b>November System Metrics</b></p>	<p>8. Del stated there were 1,103,552 group calls with 2,026,684 push-to-talks within those calls. He added there were 249 busies, which was down from 486 in October.</p>	
<p><b>Nenana Patch</b></p>	<p>9. Del reminded the council they had discussed this at the last meeting and was told there was an FCC rule that addressed this, but he had not been provided it. He stated no action had been taken.</p> <p>Mr. Greg Eubank didn't recall this issue, so Ms. Sherry Shafer read the excerpt from the November minutes regarding the previous discussion. Greg stated this should be something that is established in a policy.</p> <p>Mr. Tim Woodall asked if there weren't some kind of configuration management rules governing this and Del explained this is patch similar to what the MotoBridge® is being used for now.</p> <p>Greg stated there might be a better way to do it.</p> <p>Del stated that he wasn't inclined to interfere with an agency and their operational processes.</p>	



	John recommended to continue to allow them to operate this way and if an issue comes up, the UC address it at that point and there were no objections.	
<b>System Management Office</b>	<b>Mr. Travis Conant, System Manager</b>	<b>Action Items Assigned</b>
<b>CPU Issue Affecting Zone 2</b>	Mr. Travis Conant advised there had been a recent issue with a CPU card in Zone 2 that affected 3 – 4 RF sites and 4 dispatch centers had been down. He stated Andy and Parry had been able to move some of the circuits and also worked with the State to move to the Ethernet temporary. He advised he expected the replacement part tomorrow.	
<b>State of Alaska</b>	<b>Mr. Scott Stormo, SOA</b>	<b>Action Items Assigned</b>
<b>Essential Travel Funding</b>	<p>1. Mr. Scott Stormo advised the Governor’s memo on travel authority was written as to not cause problems but was not completely clear, and the new commissioner was interpreting it as any delegation was not allowed. He stated the previous commissioner had delegated travel authorization to the OIT Director level. Scott stated it is clear what the technicians are doing is essential travel.</p> <p>John stated pre-approval for travel might be the way to go and Scott advised he had a memo drafted and hopefully it will be considered and travel authorization will be delegated to the OIT Director level.</p> <p>Scott advised the current policy had caused issues with restoring sites. He explained there was an avalanche on the south ridge, which had taken out the commercial power at Ernestine. Scott explained the generator was not running and the microwave was broke and his technicians had trouble getting the travel authorization weeks ago to get to the site.</p> <p>He stated a letter of awareness might make the issues better understood.</p> <p>Greg stated they could also ask the Governor to declare an emergency.</p> <p>Mr. David Gibbs stated it is horribly critical this issue be addressed immediately, as it has the potential to cause cascading outages. He noted, as a user and regional representative, he did not find it acceptable and it seems like a very immediate issue for the UC.</p> <p>Ocie stated he would like to further discuss this as a New Business item.</p>	
<b>Sunny Hay</b>	2. Scott stated he had a team in Ketchikan trying to get to Sunny Hay.	



<p><b>Proposed ALMR and SATS Reorganization</b></p>	<p>Scott briefed there were four microwave outages yesterday and this is the worst he's seen since he's been here. He stated this is all an effect of the budget cuts and the low manning levels. He advised the council his office is having to take a lot of risks by not replacing redundancy and things are starting to happen.</p> <p>3. Scott advised the council that he understood there was a proposal on the table from OIT to separate SATS and ALMR, both organizationally and physically. He stated he did not know what that meant and he didn't want to speculate, but he understood it would be coming down fairly soon. Del requested permission from the Chair to speak candidly and Ocie approved. Del stated that he was the Operations Manager and according to the cooperative agreements, he in coordination with the UC decides how ALMR will operate. He emphasized he doesn't work for the State, he doesn't work for the Department of Defense (DOD) and he doesn't work for the Mayor; he works for the ALMR partnership.</p> <p>Del stated he doesn't know what's being planned, but there seems to be an issue with State upper management's failure to recognize that the OMO/SMO are not State employees.</p> <p>Del stated he had no idea where this was going and it made no sense. He also pointed out it potentially violated the ALMR Cooperative and Mutual Aid Agreement and he is extremely frustrated over hearing this.</p> <p>Ocie stated he feels SATS and ALMR are intricately related and this made no sense to him either.</p> <p>Travis stated that the SMO had worked hard for the past two years to figure out a way to save money by sharing resources.</p> <p>John stated that more information was definitely needed and that he didn't want the UC to just complain about it and do nothing, then find out something happened and we can't change it.</p> <p>Del stated the Cooperative Agreement was recently renewed and it states if an entity wants to pull out a one-year notification is required, so that whole process has to occur.</p> <p>Tim advised that maybe the UC should express their concern to the Executive Council (EC) as this all needs to be clearly understood for the way ahead, and what the consequences are. He also stated the reason behind this and the long-term picture need to be understood. Tim recommended the UC let the EC deal with this with the Commissioners/Deputy Commissioners so at that level it is addressed based on</p>	
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<p><b>7.17 Upgrade</b></p>	<p>impacts/future impacts. He stated it was certainly disconcerting to hear this and that maybe Del is correct that they just don't fully understand the cooperative and ALMR operations.</p> <p>John stated, either that or they don't understand they need to keep SATS and ALMR connected.</p> <p>Tim advised that we can't jump to the worst case scenario until we know their concept/plan, and ALMR could become a customer, but it can't operate without SATS.</p> <p>Ocie stated that the UC needs to know the impact to the Service Level Agreement.</p> <p>Tim recommended the UC set up some motion of concern to ask the EC to look into it further and determine the impacts on operations. He stated when you know that you can respond back with the concerns.</p> <p>John asked if a motion was needed and Ocie stated he felt it was.</p> <p><b>Motion: Request the Executive Council inquire of the State Department of Administration clarification/understanding of the proposed SATS/ALMR separation.</b></p> <p><b>Motion: John</b> <b>Second: Greg</b></p> <p>Tim stated the purpose of this is to understand the operational/organizational impact of such a separation in order to either waive the risks or to take actions, as necessary, to ensure the public safety system operation.</p> <p>Ocie asked Scott if he had anything further and Scott stated he had told the UC what he knew.</p> <p>Ocie asked if there was further discussion and noting none, the motion <b>passed</b>.</p> <p>4. Scott stated he was asked to obtain a memo of support from the DOD and the Municipality of Anchorage (MOA) before the contract was awarded and once that happens the State will do the amendment. He advised the MOA had provided confirmation they had the bond for their portion on the April ballot. Scott briefed that Motorola® had visited with the procurement staff in Juneau to assure them no State money would be spent until every one of the partners had their funds secured.</p>	
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<b>Cost Share</b>	5. Scott stated they also had a meeting inside of DOA yesterday talking about the DOD/Non-DOD cost share with some of the staff that work ETS/OIT rate development and they are taking it on, but they are going to ask a few questions first to make sure there are no issues with Capital reporting, but progress is being made.	
<b>Department of Defense</b>	<b>Mr. Tim Woodall, ALMR DOD Representative</b>	<b>Action Items Assigned</b>
<b>Statement of Availability of Funds</b>	Mr. Tim Woodall stated the DOD had drafted their response memo, which had been sent to the Finance Office for coordination. He advised it would also have to be routed through the different service agencies before going to the Legal Office for review. Tim emphasized the DOD cannot commit funds until the funds are in hand; they can only make a declaration they have taken the appropriate actions to request the funds, which is basically the same thing the MOA has done. He noted Congress must pass the budget first, which they have not done.	
<b>New Business</b>	<b>Discussion</b>	<b>Action Items Assigned</b>
<b>OIT Travel Authorization (continued from OMO discussion)</b>	<p>1. Ocie briefed the authority of the UC comes from the EC and they have always been very supportive. He state the UC needed to give the EC a good recommendation regarding this issue and offered John the opportunity to develop a motion for the delegation of emergency travel approval for the purpose of response to System outages to comply with the level of our service agreements.</p> <p><b>Motion: Request the Executive Council address delegation of the SATS travel authority and/or pre-approved travel with the Chief of Staff in order to maintain the quality of service in accordance with the ALMR Service Level Agreement.</b></p> <p><b>Motion: John</b> <b>Second: Mr. Nate Skinner</b></p> <p>Ocie asked if there was any further discussion and Tim stated that they should give examples of the issues and the fact there are multiple microwave outages, which has never occurred in the history of ALMR and the loss of redundancy due to the lack of funding.</p> <p>David Gibbs emphasized this is a very urgent issue, especially for the group of users he represents.</p> <p>John noted Del had previously stated he could draft a letter to the State and Del agreed he could do a letter for Ocie to sign</p> <p>Tim offered the UC should sign the letter and send it forward.</p>	





<b>DiagnostX</b>	<p>There was no further discussion and Ocie called for a vote. The motion <b>passed</b>.</p> <p>2. Del briefed the council that this device could be placed at any of the sites and remotely allows maintenance personnel to identify those subscribers with problems. He also stated the devices could be moved from site to site in order to capture different geographical areas.</p> <p>Del reminded everyone that all agency subscribers should be looked at once a year, although he stated he suspects this does not happen.</p> <p>Scott suggested inquiring with all the agencies to see who is interested and if everyone purchased a few devices to spread around, a large portion of the System could be covered. He advised the equipment costs approximately \$40K apiece and around \$50 – \$60K for the “brain” and he could look at the sites with the heaviest affiliation and propose a number of devices to purchase.</p> <p>Del pointed out this would be beneficial for everyone on the System.</p> <p>John suggested to keep this on the agenda and talk about it at the next meeting.</p>	
<b>Election Results</b>	<p>3. The OMO announced Mr. John Rockwell had been elected to the Chair position and Mr. Nate Skinner had been elected to the Vice Chair position.</p>	
<b>Mr. Ocie Adams Retirement</b>	<p>4. Ocie thanked the council members for all their support and stated he planned on retiring in May 2018, which was why he declined any nomination/consideration for re-election. He thanked Tammy for her support as the Vice Chair and stated it had been a pleasure to serve on the User Council.</p>	
<b>Ms. Tammy Goggia Retirement</b>	<p>5. Tammy thanked Ocie for the privilege of being part of such a group and stated she hopes it continues. She announced she would be retiring, as well, and her last day was December 31.</p> <p>Del stated Tammy has been a strong advocate with the Legislators and wished her and Ocie good luck.</p>	
<b>Next meeting</b>	<b>Discussion</b>	
	Ocie advised the next regularly scheduled meetings were January 3 and February 7, 2018.	
<b>Adjournment</b>	<b>Discussion</b>	
	Ocie asked if there were any other comments or discussion items. Hearing none, he made a motion to adjourn the meeting.	



Alaska Land Mobile Radio

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*Date: December 6, 2017*

	<p><b>Motion: Adjourn the December monthly User Council meeting.</b></p> <p><b>Motion: Ocie</b> <b>Second: Nate</b></p> <p>There were no objections. The motion <b>passed</b>.</p> <p>The meeting adjourned at 3:13 p.m.</p>	
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