

User Council Annual Conference, Day 2 Discussion

Attendees: Ocie Adams
Kyle Fenimore
John Lynn
Kathryn Pyne
Del Smith
Rich Leber
Chester Ince
Bev Fronterhouse
Brad Johnson
Doug Robinson
Barry Wilson
Ron Royal
George Keeney
Greg Patz
Casey Borg
Larry Beaton
Sherry Shafer
Kathy Day
Pete Murphy
Sheldon Schmidt
Natalie Newman
Jeff Hauck
David Gibbs
Scott Blain
James Shearer
Glenn Hansen
Joe Quickel

- Annual Customer Satisfaction Surveys – the OMO only received 20 responses to the annual survey
 - Del discussed the importance of agency POCs distributing the survey because it is a valuable means in determining issues with the system or support
 - The new areas added to this year's survey were the User Council, training, and the website
 - There were several comments concerning coverage/transmission problems including digitized transmissions, incomplete transmissions, and bonks (further discussed in the next main area)
 - There was a particular comment concerning lack of coverage in buildings in the Fairbanks area. Council members were requested to contact their area agencies and get a list pertinent infrastructure they felt might require BDAs
 - The Valdez tower is still laying in the DOT yard; DOT will install a tower at the weigh station to try to resolve the issue

- Priority of Remaining SOA sites/Coverage Issues – the council was asked prioritize the site build out list, as well as provide any sites they felt needed to be built to improve the coverage in the existing ALMR footprint
 - Haines
 - Ketchikan
 - North Pole (need frequencies to do this)
 - Valdez
 - Houston (relocate Beckwitts Bluff)
 - Sitka
 - Wrangell/Petersburg
 - Add Tok Cutoff (2 sites)
 - Kenny Lake Road
 - Prince of Wales Island (Mt Sunny Hay/Craig – would this provide adequate coverage)
 - Curry
 - Mt Sunny Hay
 - Grandview Tunnel
- Other coverage questions:
 - Chief Keeney asked if there was a paging capability – Casey Borg to look into Motorola paging capabilities and provide
 - SMO to develop format/form for users to fill in and provide specific details on coverage issues (digitized voice, missed transmissions on side-by-side operators, etc.) and post to web site or design email template
- Alternate pathway – Motobridge
 - The Council reviewed and discussed issue of an alternate pathway for the Motobridge in case of loss of the primary SATS route
 - Council members agreed that the letter should be re-distributed after the conclusion of the conference and voted on whether to forward to the State of Alaska ETS Security office for further investigation
 - Bev Fronterhouse advised the Council that DOI has circuits (commercial) all over the state and this was another possibility that should be further discussed/explored
- Plain language transmissions – the council agreed that this was an issue they should be proactive on and not wait until it was mandated. They agreed on the following timeline:
 - Oct 1 UC meeting – review the provided codes and come to the meeting prepared to have initial dialogue
 - Nov 5 UC meeting – agree on a final product and present to Alaska Police Officers' Association, Alaska Fire Chiefs' Association, Department of Corrections, etc. for buy in/comments/input
 - Dec 3 meeting – vote on acceptance of a final standard
- Document Reviews – the current process is not working and the Council was asked what they thought would work
 - Bev Fronterhouse stated an appointment on her schedule worked best for her because otherwise other events seemed to keep her from focusing on the documents

- The Council agreed that the documents should be sent out and a suspense established with a teleconference for the final document comment/review
- Document committees will be established at the Oct 1 meeting to facilitate getting through the list of documents awaiting review
- Talkgroups – the discussion involved the need for agencies needing to get into the practice of using the available IC Zones for incidents instead of trying to set up talkgroups with every agency that you may be required to talk to. The IC Zones are basically sitting there not being utilized
 - Integrate the regional IC Zones into the TICPs
- E-Buttons – the issue of who to contact in the case of an E-Button activation still remains.
 - Fairbanks PD - during activation the mic remains open for approximately one minute
 - Should the alarm go to a dispatch center or IC
 - Should a line be added to the Talk Group Sharing Agreement to designate where emergencies go to for each agency
 - Alias/Identifiers – decision still pending on how to label subscriber units for ease of identification (standardize use for APSN, Motobridge, ALMR)
- TICP Update – Joe Quickel addressed the group and advised them a copy of the briefing would be provided
 - Motobridge would be integrated into the TICPs
 - Statewide Interoperability Plan
 - Playbooks and exercising TICPs
 - Kathy Day briefed DHS&EM had \$100,000 for TIC updates. SECC has an entirely different schedule and has not considered using ALMR existing TICPs
 - We need to not ‘reinvent the wheel’ at this point
- System Busy Standards
 - Will be discussed at the Oct 1 meeting
 - Spreadsheets with current sites exceeding the established standards will be discussed
- COML Recruitment & Training
 - The OMO would like to be the repository for the list of qualified COMLs in the state
 - The DOD installations probably have them already but no list exists
 - Kathy Day stated the course came out and is online, as well as the certification process
 - DHS&EM would like to see some train-the-trainer scenarios
 - Some basic courses are on line
 - There should be more than one COML per agency
 - List would be valuable for multi-agency, multi-jurisdictional events
- Member Issues
 - Bev Fronterhouse is looking forward to the Motobridge implementation
 - Dave Gibbs asked who is the technical support for ALMR related solutions (he was advised to call the SMO)

- Ocie Adams stated he was having severe issues with ground-to-air squelches – fire trucks and snow plows. This appears to be an antenna isolation issue. SOA ETS (John Lynn) is to come up with a solution