



# **Alaska Land Mobile Radio Communications System**

## **New User Procedure 300-4**

**Version V9**

**January 17, 2017**



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## Document Revision History

<b>Name</b>	<b>Date</b>	<b>Reason for Changes</b>	<b>Version</b>
Shafer, Sherry	12/19/2008	Approved by the User Council – Final.	1
Shafer, Sherry	12/24/2009	Annual review; approved by the User Council – Final.	2
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## **Acronyms and Definitions**

**Abuse of User Privileges:** repeated violation of System guidelines, procedures, protocols, or violation of the Membership Agreement may result in termination of the Membership Agreement subject to the review and direction of the Executive Council. A decision by the Executive Council is final and non-appealable.

**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:** a voluntary non-profit organization in Alaska that represents member local governments.

**Anchorage Wide Area Radio Network (AWARN):** the 700 MHz Anchorage node of ALMR. AWARN makes up Zone 4 of the System.

**Department of Administration (DOA):** a State of Alaska (SOA) department that maintains the SOA Telecommunication System (SATS) and provides information technology (IT) and communications technical support to state agencies.

**Department of Defense – Alaska:** Alaskan Command, US Air Force and US Army component services operating under United States Pacific Command and United States Northern 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, Non-DOD Federal agencies (represented by the Alaska Federal Executive Association), and local municipal/government (represented by the Alaska Municipal League and the Municipality of Anchorage).

**Help Desk:** where repair, maintenance and programming issues/problems are reported; assigned under the ALMR System Manager.

**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.

**Membership Agreement:** the agreement entered into between the ALMR Operations Management Office, as the designated agent for the Executive Council, and the user agency, which sets forth the terms and conditions under which the System provides services to the user agency and the user agency's responsibilities while operating the System.

**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 policies, procedures, and guidelines; identifies 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 Management Office (SMO):** the team of specialists responsible for management of maintenance and operations of the System.

**Talk group:** the electronic equivalent of a channel on a trunked system; a unique group of radio Users that can communicate with each other.

**User/Member:** an agency, person, group, organization or other entity which has an existing written Membership Agreement to operate on ALMR with one of the Parties to the Cooperative Agreement. The terms user and member are synonymous and interchangeable.



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**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 operation 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 purpose of this procedure is to provide agencies who want to become a member agency on the Alaska Land Mobile Radio (ALMR) Communications System with the information required to apply and operate on the System.

## **2.0 Roles and Responsibilities**

### **2.1 Executive Council**

The Executive Council (EC) shall be responsible for the management and enforcement of sanctions when violations of the New User Procedure warrant such action.

### **2.2 User Council**

The User Council (UC) shall be responsible for the formal approval of the New User Procedure and any substantial revisions hereafter.

### **2.3 Operations Management Office**

2.3.1 The Operations Manager, as the executive agent for the Executive Council, will review all new Membership Agreements, approve/disapprove them or return them for more information.

2.3.2 Member materials can be obtained from the Operations Management Office (OMO):

Ms. Sherry Shafer, 907-269-8408 (Document Specialist)  
Email: [sherryshafer@5starteam.net](mailto:sherryshafer@5starteam.net)  
Fax: 907-269-6797

2.3.3 Completed membership materials can be converted to Adobe format or scanned and emailed back to the OMO Document Specialist, faxed to 907-269-6797, or mailed in hard copy to the OMO.

Mailing Address:     Operations Management Office  
                              5900 E. Tudor Road, Suite 121  
                              Anchorage, Alaska 99507

2.3.4 After the Operations Manager reviews the membership materials, the applicant will receive either 1) an approved Member Agreement and a letter of approval to operate; or 2) a letter of denial with an explanation.



2.3.5 Some agencies may require an in-depth review in order to determine if they meet the criteria outlined in the Spectrum Sharing Memorandum of Agreement.<sup>1</sup> The OMO will then make a recommendation to the User Council regarding membership approval.

2.3.6 The OMO will provide the System Management Office (SMO) with a copy of the Membership Agreement, once approved, and any requested Talkgroup Sharing Agreements (Appendix A). The approved Membership Agreement authorizes the SMO to contact the agency to obtain the necessary information to set up agency talkgroups and program agency subscriber IDs onto the ALMR System.

2.3.7 The OMO will update the ALMR Membership Roster when members are added or deleted. A list of current member agencies will also be posted on the ALMR web site ([www.alaskalandmobileradio.org](http://www.alaskalandmobileradio.org)).

2.3.8 The OMO will add the new agency point of contact to the e-mail distribution list for the ALMR *Insider* newsletter and other important notices. Agencies should, in turn, add members of the ALMR staff to their email "safe senders" list to prevent rejects by their email servers.

## **2.4 System Management Office**

2.4.1 The SMO will contact new user agencies to obtain subscriber IDs, identify talkgroups and agency points of contact.

2.4.2 The SMO will ensure the OMO has copies of all Talkgroup Sharing Agreements, as applicable, if received directly from the user agency.

2.4.3 The SMO will ensure the OMO is notified when a user technical representative/ point of contact (POC) changes from that listed on the signed Membership Agreement or ALMR Membership Roster.

## **2.5 Member Agency**

2.5.1 Member agencies are responsible for complying with all terms and conditions as outlined in the signed Membership Agreement.

2.5.2 Member agencies are responsible for complying with all policies and procedures related to operation on ALMR.

**NOTE:** Policies and procedures are located on the ALMR website on the "Documents" page ([www.alaskalandmobileradio.org/documents.htm](http://www.alaskalandmobileradio.org/documents.htm)).

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<sup>1</sup> Memorandum of Agreement Between Assistant Secretary of Defense for Networks and Information Integration and Commissioner, Public Safety, State of Alaska, signed July 25, 2003 and July 18, 2003 respectively.





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2.5.3 Member agencies are responsible for immediately providing the SMO with any changes to their POC list, any subscriber additions or deletions, and any lost or stolen subscriber units.

2.5.4 Member agencies should be aware of who their User Council representative is, and provide any issues to their representative to address at the monthly meeting, as necessary. A current list of primary User Council representatives is listed on the ALMR website. ([www.alaskalandmobileradio.org/UC\\_Historical2017.htm](http://www.alaskalandmobileradio.org/UC_Historical2017.htm))

2.5.5 Member agencies should review the New Member Checklist (Appendix B) for additional areas of consideration. **NOTE:** The checklist is for agency internal use only and not a required item for membership.

2.5.6 Member agencies should contact the OMO to check the availability of, and request, training.

### **3.0 Compliance**

Compliance with the New User Procedure is outlined in ALMR New User Policy Memorandum 300-4.



## Appendix A Interagency Talkgroup Sharing Agreement



Alaska Land Mobile Radio Communications System  
Interagency Talkgroup Sharing Agreement - Reciprocal

In order to provide the highest level of Interoperability and mutual aid services to the residents of the State of Alaska, responding agencies must have access to interoperable communications. It is the intent of the undersigned to share Public Safety frequencies and talkgroups (as listed on page 2) between agencies within the following guidelines:

1. Agencies requesting to share their talkgroups with another organization must have a signed Membership Agreement on file with the Operations Management Office. Only an authorized agent for the below organizations (on file with the ALMR offices) may sign this agreement.
2. The sharing of frequencies and talkgroups that provide regional and statewide interoperability is *for official use only*.
3. Agencies who have a signed Talkgroup Sharing Agreement may use another agency's frequency or talkgroup when operationally necessary. This occurs most frequently at the host agency's request, or when acting in a mutual aid capacity.
4. Some agencies routinely operate their radios in an encrypted state, necessitating the sharing of security keys in order to enable radio interoperability. As such, each agency agrees that the programming of another agency's security keys/encryption will not be shared with other agencies or organizations outside the scope of this agreement. Doing so violates the terms and conditions of the Membership Agreement and ALMR policies and procedures.
5. Nothing in this agreement limits an agency from sharing their own frequencies, talkgroups and/or security keys with other agencies or organizations. This agreement only applies to the undersigned agencies. No other agency may be added without initiating a new agreement. (fill in gray fields - page 1)

**Requesting Agency:**

Agency Name: \_\_\_\_\_  
\_\_\_\_\_

Contact Phone Number: \_\_\_\_\_  
\_\_\_\_\_

Contact Email Address: \_\_\_\_\_  
\_\_\_\_\_

Typed/Printed Name: \_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature/Date (required)

\_\_\_\_\_  
Signature/Date (required)

**Owning Agency:**

Agency Name: \_\_\_\_\_  
\_\_\_\_\_

Contact Phone Number: \_\_\_\_\_  
\_\_\_\_\_

Contact Email Address: \_\_\_\_\_  
\_\_\_\_\_

Typed/Printed Name: \_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature/Date (required)

\_\_\_\_\_  
Signature/Date (required)

**NOTE: If this is a reciprocal agreement; both sides must be completed by both agencies.**



## Interagency Talkgroup Sharing Agreement (page 2)



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Interagency Talkgroup Sharing Agreement - Reciprocal*

**INSTRUCTIONS:** Fill in all fields below, as applicable. Owning agencies may be requested to provide their codeplug to the requesting agency for programming purposes.

TALKGROUP ALIAS/NAME	TALKGROUP ID (TO BE COMPLETED BY ALMR)	CKR Do You want to share your encryption codes (Y/N) NOTE: If "Y" - you must also provide the CKR number

Provide special instructions to be followed in the area below. Examples of special instructions are (i.e. special interest groups, drug enforcement, SERT, console/subscriber only, etc.) or any other required restrictions. You may add a separate page of instructions, if desired.

Please separate the two agencies' associated talkgroups by one line space in the area above.

This agreement is not valid until submitted to the ALMR Help Desk and they have completed their required actions. Talkgroups may not be programmed into any subscriber until a completed copy of this agreement is returned to the requesting agencies from the Help Desk. Doing so is in violation of ALMR policies and procedures.

**NOTE:** If either agency cancels any part of this agreement, the entire agreement becomes null and void and a new Talkgroup Sharing Agreement must be executed.



## Appendix B New Member Checklist

Welcome to the Alaska Land Mobile Radio (ALMR) Communications System. This checklist is designed to assist you by providing the guidelines for operating on the System, and also by addressing specific questions which will help you become an active member of the premier Public Safety communications system in Alaska.

**NOTE:** This checklist is for your internal use only and is not required to be returned to the OMO.

**1. Evaluate ALMR benefits**

- Who do you require interoperability with?
- Are you within the statewide coverage area?
- Do you require 24/7 System Monitoring?
- Do you require System Maintenance?

**2. Compare the ALMR Coverage to your needs.**

- What regions do you operate in (statewide, boroughs, municipalities)?
- Do you require in-building coverage?

**3. Identify your operational needs**

- What make/model of mobiles do you currently use?
- What make/model of portables do you currently use?
- What accessories (i.e. chargers, headsets, etc.) do you use?
- What make/model of console do you currently use?
- Do you require Gateway access?
- Do you require communication with disparate radios?
- Have you defined your radio talkgroups?

**4. Order/Verify Radios**

- Verify radio compatibility with ALMR System
- Verify that required options are available
- Do you require intrinsically safe radios and batteries?
- Do you require secure (encrypted) radios?
- Do you require multiple encryption keys?

**5. Communications**

- Describe how you operate within your agency or department
- Who do you want to talk to?
- Who is your point person for the templates?
- Who will program your radios?

**6. Coverage tests**

- Define your coverage area for testing
- Identify specific areas of concern
- Identify participants in the test
- You will need to schedule your coverage tests (if required)
- Will additional infrastructure be required?

**7. Agreements**



- A signed Membership Agreement is required prior to starting any template designs
  - A valid Membership Agreement is required to remain on ALMR; agreements are renewed annually.
  - An approved Talk Group Sharing Agreement allowing the use of another agency's talkgroups is required before finalizing any template designs that involve shared talkgroups
- 8. Template Design**
- Contact ALMR Help Desk for assistance 907-334-2567 (334-ALMR); outside of Anchorage 1-888-334-2567
  - Develop your initial template
  - Discuss encryption and sharing of encryption keys with the System Management Office (call the Help Desk)
  - Discuss talkgroup priority
- 9. Finalize the Template**
- Review your communications needs
  - Modify as needed
- 10. Program Radios**
- Radio model, control head type, portable model, flash, and options have been identified
  - Programming has been tested and verified as accurate
- 11. Program Encryption Keys**
- ALMR common keys are loaded by ALMR personnel
  - Agency keys are loaded by vendor or agency
- 12. Security**
- All management console or dispatch console operators read the ALMR Security Policy and sign written acknowledgment
  - Comply with ALMR Security Policy and any organizational/local security policies
  - No unauthorized components are connected to the system; no unauthorized connections are made to any port on the system
  - No non-standard, unapproved applications are loaded on ALMR computers, servers or routers
  - No unauthorized personnel are allowed access to system management components (e.g. management consoles)
  - Encryption is used whenever appropriate
- 13. Training**
- Identify training needs of potential users
  - Identify training availability and cost (ALMR Operations Management Office can help identify training available, in state)
  - Request funding, if necessary
  - Schedule training (the success of a transition to ALMR is proportional to the training provided to users)
- 14. Transition to ALMR**
- Provide Help Desk number to Dispatchers and staff for system support issues or problems

**NOTE:** The ALMR Help Desk (ALMR-Helpdesk@beringstraits.com) can assist you with assessing your requirements and determining your interoperability needs.