



1. Attendance.

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

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

Supporting Staff and Guests:

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| P | Kilbourne | Randy | Mr. | SOA OIT SATS |
| 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 |



2. Meeting Minutes and Action Items.

| Agenda Item | Discussion | Action Items Assigned |
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| Call to Order | Mr. John Rockwell called the meeting to order at 1:30 p.m. | |
| Roll Call | Roll call was taken and a quorum of User Council (UC) members was in attendance. Mr. Randy Kilbourne and Mr. Bruce Richter joined the meeting after roll call was read. | |
| Introduction of Guests/Special Announcements | There were no announcements. | |
| Previous Meeting Minutes | John asked the council members if they had a chance to review the draft July minutes and had any requested changes. Mr. Scott Stormo requested a change to the discussion on the OMO/SMO Budget. He stated Mr. Jim Nicholl had provided December 2021 as the end of life for the Quantar/ 7.17 platform. Scott noted it mixed the two because the Quantars are 2021 and the 7.17 is November 2020. He wanted to ensure we were consistent and stating the same year, so he requested it state November or December of 2020 and it was agreed it should state December 2020. Motion: Approve the July 11 meeting minutes with the requested change. Motion: Mr. Nate Skinner 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 go over the items that needed to be addressed and she noted there were no changes from last month, the previously closed items were dropped off and she had updated some of the closure dates. | |
| | Issues Closed at, or since, last meeting | |
| | None | |
| Action Items Review | Opened Items | Resolution |
| | There were no action items from the July meeting. | |
| Operations Management Office | Mr. Del Smith, Operations Manager | Action Items Assigned |
| FY19 Membership Agreements | 1. Mr. Del Smith advised there were currently 121 completed of the 124 current memberships. He noted the remaining | |



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| | <p>three were Department of Defense (DOD) and explained they were delayed because they had received theirs later than everyone else due to a change in the distribution process, as well as some change of commands, which normally happen during the summer.</p> | |
| <p>Annual Inventory Confirmation</p> | <p>2. Del briefed the annual inventory was completed after six months... He noted the original letters were sent out in late January and the final form was received on July 25.</p> | |
| <p>OMO/SMO FY20 Budget</p> | <p>3. Del advised the OMO/SMO FY20 Budget was approved by the Executive Council at their July 19 meeting and was forwarded it to the State of Alaska (SOA) Office of Information Technology (OIT) on July 23. He stated for some action, hopefully, or at least given some consideration for inclusion in the SOA budget.</p> <p>John reminded the council the budget submitted included \$22M for a combination of Quantar/7.17 upgrades and possibly some modifications or needed repairs to the SATS network. He stated Director John Roberts was asking for the UC to regroup and look at a total cost of ownership for a combination of SATS and ALMR. John advised he might be reaching out to the council members for some assist in that effort, which would be looking at the cost and benefit gained and other alternatives. He added Director Roberts believes if we have our ducks in a row it will be a lot easier to go in front of the Governor's office to address the budget.</p> | |
| <p>Third Quarter Master Site Rollover</p> | <p>4. Del stated his previous understanding was there would be no quarterly rollover because there wasn't going to be any updates, but he'd been advised Motorola would extend the pre-tested software through December of this year. He added this prompted the third quarter rollover, which would take place next week. Del added he and Mr. Travis Conant, System Manager, would be in on Wednesday and Thursday to notify the dispatch centers and observe the rollovers. He stated the notification has been on the Daily Status Report and he had sent out notifications to the dispatch centers and would sent another reminder out on Friday and probably Monday. Del advised it's not been a particularly big deal, but they wanted to ensure it remained that way.</p> | |
| <p>Harris ATP</p> | <p>5. Del advised they'd been engaged with Harris today doing an Acceptance Test Procedure (ATP). He stated it was for their new PRC 152-A radio for the Security Forces, and it was an incredible radio. Del added there were two gentlemen here from Harris getting it online and ensuring they could get it on the System and ensure the encryption worked. He stated it was not as easy as some of the other radios, because it was UHF, VHF, satellite, etc., etc. Del briefed another crew would come up to complete the ATP</p> | |



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| | <p>and that this radio was probably not a radio other organizations besides the military would want to buy because it has tactical channels. He advised the reason we though we better do an ATP was to ensure it wouldn't have an impact on other radios on the System and it does everything it's supposed to do and does not do anything it's not supposed to do. Del stated it will be listed on the web site assuming they pass the ATP in the coming months. He noted he didn't believe anyone but the military could buy it and MSgt Ryan Connolly stated he didn't think so. Del added the idea, as is his understanding from talking to MSgt Connolly and the Security Forces, is it is a radio they will use when they are here to talk on ALMR and when they get sent TDY, they will be able to talk to who they need to.</p> | |
| <p>DiagnostiX</p> | <p>6. Del noted he had nothing to add, this was a place holder.</p> | |
| <p>July Document Reviews</p> | <p>7. Del briefed the July document reviews and approvals were the Cybersecurity Policy and Procedure 200-5, Interoperability Policy and Procedure 300-3, and ALMR Concept of Operation.</p> | |
| <p>July System Metrics</p> | <p>8. Del advised there were 1,170,650 in group calls, 2,181,851 in push to talks and the busies were up by about 200 this month. He noted yesterday there was an incident on the Seward Highway which heavily impacted the site down there (Silvertip) with 302 busies; there were a few other sites that got busies but not to the same degree. Del stated he did not realize at the time this was going on, but after looking at the boards here, there were 24 units affiliated with the site and eight talkgroups, which is probably not a good thing on a three-channel site. He stated he wasn't sure why, but there were a number of agencies involved, and some pretty lengthy busies although he didn't hear any complaints.</p> <p>Del briefed almost simultaneous to that, there was another chase into Hope, which he didn't find out about until today.</p> <p>Del noted the first incident involved APD, Girdwood, the Troopers and the Forest Service and he didn't think that eight talkgroups were necessary and it was probably moving too fast for the responders to move to the incident command talkgroups. He noted this points out the problems we have with the three-channel sites, although a four-channel site might have been just as impacted. Del wrapped up by stating he just wanted to point this out, because the busies went up by almost 200 yesterday afternoon.</p> | |
| <p>Annual Review of Talkgroup Development Procedure</p> | <p>9. Del reminded the council they were currently reviewing changes to the Talkgroup Development Procedure and part of the recommended changes was that agencies should take a look at their talkgroups annually, and if they are not using</p> | |



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| | <p>their talkgroups at a reasonable rate, they should consider having them deleted from the System. He provided an example for this change where a small agency had requested six talkgroups when they came on the System. Del noted he took a look at their usage over 12 months and two of those six only had just over one minute of talk time for the entire year. He stated this is why the requirement was added and he planned to contact this particular agency. Del added by reducing underutilized talkgroups it might cut down on these kinds of incidents where we end up with eight, nine, ten talkgroups. He also noted he'd been told by the technical folks, multiple talkgroups impact the sites.</p> | |
| System Management Office | Mr. Travis Conant, System Manager | Action Items Assigned |
| Core Router Upgrade | <p>Del briefed Mr. Travis Conant was not available, as he had been in early to continue the work where they have been adding core routers in Fairbanks, because of the switch over to MCC7500s. He noted they were able to get that done this morning during the State's maintenance window from 4 – 6 a.m., and finished just in time for a meeting with Motorola at 8 a.m. Del stated his understanding was that they had two core routers, but because of the volume from the MCC7500s, they added routers number three and four.</p> | |
| State of Alaska | Mr. Scott Stormo and/or Mr. Randy Kilbourne | Action Items Assigned |
| Seward Highway Incident | <p>1. Mr. Scott Stormo stated he didn't have too much to add, but wanted to give a hypothetical example of the incident Del just had. He stated if the trooper gets out of their car and switches on a portable near a site that is busied out, dispatch can't talk on that site and his radio is unable to hear the transmission. Scott explained the trooper had no need to leave the vehicle if he's not pursuing the suspect and this doesn't just impact the people in the area, it could impact dispatch who is no longer able to talk to everyone else involved. Somehow there's got to be a plan to manage this on the fly, but he doesn't know how unless there is some kind of training.</p> <p>Del referred back to the Funny River incident and a couple other incidents and it was the same type of problem with over 600 busies at the Pipeline site because individuals were monitoring their main talkgroup on their mobiles and the incident talkgroup on their portables.</p> <p>Mr. Greg Eubank stated there was an easy way to resolve that but it would take some planning. He advised they could come up with a plan to regroup the mobile and portable to the same channel, and it could be extended to multiple agencies, but they would need to come up with a process to make it user friendly to switch to a specific channel and it could eliminate the issue.</p> | |



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| Tudor Master Site UPS | Del stated he didn't want to just pick on the Troopers, because there are other agencies who do the same thing. 2. Mr. Randy Kilbourne noted they had contracted an electrician to come in and wire up the new switches to the UPS devices they purchased, and this has been scheduled for August 15. | |
| Department of Defense | Mr. Timothy Woodall | Action Items Assigned |
| | Mr. Timothy Woodall was not present and there was no update. | |
| New Business | Discussion | Action Items Assigned |
| | John asked for any New Business items to add and there were no responses. | |
| Next meeting | Discussion | |
| | John stated the next regularly scheduled meetings are September 5 and October 3. | |
| Adjournment | Discussion | |
| | John asked if there were any other discussion and hearing none, he asked for a motion to adjourn the meeting. Motion: Adjourn the August monthly User Council meeting. Motion: Nate Second: MSgt Ryan Connolly There were no objections. The motion passed . The meeting adjourned at 1:53 p.m. | |