



1. Attendance.

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

Primary				
T	Angell	James	SSgt	DOD USAF, JBER
T	Cicciarella	Bob	Chief	Municipalities Central
N/A	Eike	Erin	LTC	DOD US Army - Alaska
E	Fournier	Doug	Deputy Chief	Municipalities North, North Star VFD
T	Kalwara	Erann	Ms.	Municipalities Southeast
N/A	Kroona	Jon	Mr.	Federal Non-DOD DOJ, FBI
N/A	Nelson	James	Officer	Fed Non-DOD All Others, US Forest Service
T	Martin	Chris	Mr.	DOD USAF, Eielson AFB
T	Monteleone	Dan	Mr.	SOA DOT
T	Rockwell	John	Mr.	SOA DPS, <b>Chair</b>
E	Skinner	Nate	Mr.	SOA All Others, DNR Forestry, <b>Vice Chair</b>
T	Wolfe	John	Mr.	Fed Non-DOD DOI, US Fish & Wildlife Service

Alternate				
T	Brown	David	Mr.	Fed Non-DOD DOJ, FBI
N/A	Carrier	Chasen	A1C	DOD USAF, JBER
T	Cole	Henry	Mr.	SOA DOT
T	Eubank	Greg	Mr.	SOA All Others, DMVA
E	Berrian	Keith	Deputy Chief	Municipalities North, Chena Goldstream Fire & Rescue
T	Goodman	Jim	Mr.	Municipalities Central, MatSu Borough
	<b>VACANT</b>			Fed Non-DOD, DOI
T	Jones	Dave	Mr.	DOD USAF, Eielson AFB
N/A	Loughton	Mike	Special Agent	Fed Non-DOD All Others, US Forest Service
E	Mlynarik	Pete	Chief	Municipalities Central, Soldotna PD
T	Nelsen	Scott	Mr.	SOA All Others, DMVA
T	Roberts	Rick	Captain	SOA DPS
N/A	Scott	Heath	Chief	Municipalities Southeast, Haines Borough PD
T	Williams	Rick	Mr.	DOD, US Army - Alaska
T	Young	Sam	Mr.	Fed Non-DOD All Others, TSA

**Supporting Staff and Guests:**

P	Conant	Travis	Mr.	System Manager
T	Kostelnik	Sean	Mr.	Motorola Solutions
P	Letterman	Chris	Mr.	Operations Manager
T	Richter	Bruce	Mr.	DHS OEC
T	Shafer	Sherry	Ms.	Document Specialist
T	Stormo	Scott	Mr.	SOA APSCS
T	Ulrich	Naomi	Ms.	Motorola Solutions



2. Meeting Minutes and Action Items.

<b>Agenda Item</b>	<b>Discussion</b>	<b>Action Items Assigned</b>
<b>Call to Order</b>	Mr. John Rockwell called the meeting to order at 1:30 p.m.	
<b>Roll Call</b>	Roll call was taken and a quorum of User Council (UC) members was in attendance.  Ms. Erann Kalwara, Mr. John Wolfe, Mr. Greg Eubank and Mr. Dave Jones all joined the call after the roll was read.	
<b>Introduction of Guests/Special Announcements</b>	There were no guests or special announcements.	
<b>Previous Meeting Minutes</b>	John asked if everyone had reviewed the October meeting minutes and if there were any changes. There were no response and he asked for a motion to approve the previous minutes.  <b>Motion: Approve the October 7 meeting minutes as written.</b>  <b>Motion: Mr. Scott Nelsen</b> <b>Second: Mr. Dan Monteleone</b>  There were no objections. The motion passed.	
<b>Issues &amp; Risks Log Item Number</b>	<b>Active Issue</b>	<b>Action Items Assigned</b>
	John asked Ms. Sherry Shafer to provide an update of the Issues and Risks Log and she advised there was one update for item UC78, whereas the Executive Council approved the appointments of SSgt James Angell and A1C Chasen Carrier as the primary and alternate JBER representatives.  John welcomed them to the User Council.	
	<b>Issues Closed at, or since, last meeting</b>	
<b>Action Items Review</b>	<b>Opened Items</b>	<b>Resolution</b>
	John also asked Sherry to provide an update to the Action Items and she noted there was still an open item from the October meeting, whereas the Operations Management Office (OMO) will prepare a survey to be distributed to member agencies regarding coverage issues.  Mr. Chris Letterman stated the draft Coverage Survey was complete and the intent was to send it out to the council members after the meeting for their feedback.	1. Distribute coverage survey to the UC for comment.



Operations Management Office	Mr. Chris Letterman, Operations Manager	Action Items Assigned
<b>Service Level Agreement</b>	1. Chris briefed the council had approved the substantive changes and the OMO was now in the process of obtaining the Executive Council signatures.	
<b>Outreach Survey</b>	2. Chris stated the Outreach Survey concluded at the end of October and a summary of responses had been included with the meeting materials send out this morning. He added there were a couple sections the OMO would need to dive into a little more but there were 45 surveys received, which is about one third of the ALMR agencies.  Chris noted that under the training questions the responses indicated that many agencies were not aware of the ALMR website. He also stated the OMO would be asking agencies for additions for the newsletter.	
<b>Training</b>	3. Chris briefed that Mr. Joe Quickel had developed the first course, ALMR 101, and the first live course would be on November 18 at 9:30. He added individuals could sign up on the website and the course would run approximately 30 minutes. Chris stated that the course would be recorded and afterwards the OMO would be soliciting feedback from the attendees.	
<b>Interoperability Zones/Talkgroups</b>	4. Chris advised there were two meetings scheduled for the dispatchers on November 10 and 24 and invites had been sent out. He added anyone that wished to be added to the invitation could email him. Chris briefed this was all part of the on-going education process regarding the changes to the Interoperability Zones.	
<b>ALMR Logo Contest</b>	5. Chris reminded the council the deadline for submissions for the ALMR logo contest was November 13 and any ALMR member could make a submission. He also stated there was a \$100 gift card prize for the winner and infinite bragging rights.	
<b>October Document Reviews</b>	6. Chris advised during the month of October, the OMO reviewed the Information Systems Clearing & Sanitization Policy and Procedure, the Twitter Account Use Policy and Procedure, the Vendor Equipment Evaluation Policy, and the Executive Council Charter.	
<b>October Metrics</b>	7. Chris briefed there were 1,055,352 group calls in October, which was an increase of around 42K from September and 15K more than the same period in 2019. He added there were 1,965,994 push to talks, which is an increase of 52K from 2019. Chris stated there were 415 busies, which was an increase of 161 from September; there were 219 busies in 2019. He advised the council he was adding a new metric	



	<p>starting this month and there were 22.960 subscribers on the System at the end of September.</p> <p>John asked if there were any questions for Chris and there were no responses.</p>	
<b>System Management Office</b>	<b>Mr. Travis Conant, System Manager</b>	<b>Action Items Assigned</b>
<b>GTR Upgrade</b>	<p>1. Mr. Travis Conant provided an update on the progress of the GTR upgrade stating during the last 3 weeks a total of 12 sites, 5 in Zone 2 and 7 in Zone 1 around the Valley and Talketna had been upgraded and the crew was finishing up Hurricane today. He added there was scheduling conflict for Motorola in November, so they would restart installs in December around the Glennallen and Tok areas.</p> <p>Travis stated he appreciated everyone dealing with the outages, which were approximately six to eight hours at each site. He added they were trying to reduce that time as much as possible and the Help Desk would continue to send out the notifications.</p> <p>John asked if there were any lessons learned so far that Travis wanted to share.</p> <p>Travis stated for the install crew, the first sites lessons were working in the cold weather and the logistics of moving things around the state. He added each site was getting better as they went along.</p>	
<b>New System Technologist</b>	<p>2. Travis briefed System Technologist Mark Neuman from Zone 1 had taken a new job with AWARN and the new technician, Mr. Colton McCullar would be starting on Monday.</p>	
<b>State of Alaska</b>	<b>Mr. Scott Stormo</b>	<b>Action Items Assigned</b>
<b>Vacancies</b>	<p>1. Scott stated they were still working on filling vacancies.</p>	
<b>TDMA Flash Upgrades</b>	<p>2. Scott briefed the State had TDMA flash upgrades available and would be reaching out to work with them to get the needed information to order the upgrade and identify agency tech support for their APX radios.</p> <p>John asked Scott if he had a list of APX radios that were able to be upgraded and Scott stated any of them should be eligible.</p>	
<b>Department of Defense</b>	<b>Mr. Timothy Woodall</b>	<b>Action Items Assigned</b>
	<p>Mr. Timothy Woodall was not present for the meeting.</p> <p>Mr. Rick Williams stated, for the Army, they had power and/or battery plant upgrades scheduled for Fort Greely, Donnelly Dome and Black Rapids. He added there would be</p>	



	short outages during the cutover and he expected to have the hard schedule in the next 60 days. Rick stated once he received that schedule, he would coordinate with the Help Desk.	
<b>New Business</b>	<b>Discussion</b>	<b>Action Items Assigned</b>
<b>Annual Nominations for the Chair and Vice Chair</b>	John asked Chris or Sherry to provide an update. Sherry briefed the nomination process was now complete and the ballot would be emailed to the council members after the meeting along with the date for their responses. She added the results would be announced at the December meeting and the electees would take office in January 2021.	
<b>Next meeting</b>	<b>Discussion</b>	
	Nate reminded everyone the next meetings were on and December 2 and January 6, 2021.	
<b>Adjournment</b>	<b>Discussion</b>	
	<p>Nate asked if there was any other discussion and hearing no response, he requested for a motion to adjourn the meeting.</p> <p><b>Motion: Adjourn the October monthly User Council meeting.</b></p> <p><b>Motion: Mr. Dan Monteleone</b> <b>Second: SSgt James Angell</b></p> <p>There were no objections. The motion <b>passed</b>.</p> <p>The meeting adjourned at 1:55 p.m.</p>	