



Alaska Land Mobile Radio Communications System

New User Procedure 300-4

Version V4

NOTE: For State FY2012 optional services, which were not funded, have been grayed out and are not provided at this time.

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Document Revision History

Name	Date	Reason for Changes	Version
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
Shafer, Sherry	12/22/2010	Annual review/update. Approved by the User Council – Final.	3
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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.

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).

Fleetmap: determines how the radio communications for each user group of an organization is controlled. Through controlling communications between different user groups and between individuals within a group, the radio communications system resources are used efficiently. Fleetmapping also provides a structured approach to the management of a large number of radio users and provides the opportunity to plan in advance for expansion or changes within an organization.



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 approximately 278,000. 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.

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 operate 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 Policy and 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 revisions hereafter.

2.3 Operations Management Office

2.3.1 The Operations Manager, on behalf of the Executive Council, will review all new Membership Agreements, approve/disapprove them, or return it 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
ALMR Fax: 907-269-6797

2.3.3 Complete membership materials can be converted to Adobe format and emailed back to the OMO document specialist, faxed to 907-269-6797, or mailed 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) a letter of approval; or 2) a letter of denial with an explanation.

Some agencies may require review and approval by the User Council.

2.3.5 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 program agency unit IDs onto the ALMR System.

2.3.6 The OMO will update the ALMR Membership Roster when members are added/deleted. A list of current user agencies is also posted on the ALMR web site.

2.3.7 The OMO will add the new agency to the distribution list for the ALMR *Insider* newsletter and other important notices.

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 operating on ALMR. Policies and procedures are located on the ALMR website <http://www.alaskalandmobileradio.org>.

2.5.3 Member agencies are responsible for providing the SMO with any changes to their POC list, any 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.

2.5.5 Member agencies should review the New Member Checklist (Appendix B) for additional areas of consideration.



3.0 Compliance

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



Appendix A Interagency Talkgroup Sharing Agreement



Alaska Land Mobile Radio Communications System Interagency Talkgroup Sharing Agreement

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 below) 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.
2. Sharing frequencies and talkgroups that provide regional and statewide interoperability is for **official use only**.
3. Agencies who have a signed Talkgroup Sharing Request 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 radio 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.
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 all gray fields)**

Requesting Agency:

Agency Name: _____

Contact Phone Number: _____

Contact Email Address: _____

Typed/Printed Name: _____

Signature/Date (required)

Owning/Approving Agency:

Agency Name: _____

Contact Phone Number: _____

Contact Email Address: _____

Typed/Printed Name: _____

Signature/Date (required)



**Alaska Land Mobile Radio Communications System
New User Procedure 300-4**



**Alaska Land Mobile Radio Communications System
Interagency Talkgroup Sharing Agreement**

INSTRUCTIONS: Fill in all gray 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)	ALIAS/CKR NAME (Y/N)	C=CONSOLE S=SUBSCRIBER SPECIAL RESTRICTIONS
---	---	---	INPUT
---	---	---	SPECIAL
---	---	---	INSTRUCTIONS
---	---	---	AND ADDITIONAL
---	---	---	TALKGROUPS
---	---	---	BELOW
---	---	---	
---	---	---	

Provide any additional instructions in this area. **NOTE: Actual encrypt key codes will NOT be entered on this form. The System Management Office and the customer will coordinate the proper key. Examples of special interest groups (i.e. drug enforcement, SERT, console only, etc.)**

***NOTE: THIS IS A NON-FILLABLE FORM. PLEASE CONTACT THE ALMR OPERATIONS OFFICE (sherryshafer@5starteam.net) TO OBTAIN A FILLABLE FORM.**

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. 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 is available to assist you with assessing your system requirements and determining your interoperability needs.