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SANTA FE REGIONAL EMERGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

January 15, 2015

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<b>CALL TO ORDER</b>	<b>Convened</b>	<b>1</b>
<b>ROLL CALL</b>	<b>Quorum</b>	<b>1</b>
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<b>APPROVAL OF MINUTES OF NOVEMBER 6, 2014</b>	<b>Approved</b>	<b>2</b>
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<b>NEXT MEETING DATE</b>		
(The next meeting was scheduled for March 12, 2015 at 9:00 a.m.)		<b>7</b>
<b>ADJOURNMENT</b>	<b>Adjourned at 10:00 a.m.</b>	<b>7</b>

**MINUTES OF THE**  
**SANTA FE REGIONAL EMERGENCY COMMUNICATIONS CENTER**  
**BOARD OF DIRECTORS MEETING**

Santa Fe, New Mexico  
January 15, 2015

The Meeting of the Santa Fe Regional Emergency Communications Center Board of Directors was called to order by Chief Radosevich, Chair at 9:05 a.m. on this date at the Public Safety Complex, 35 Camino Justicia, Santa Fe, New Mexico.

Roll Call indicated the presence of a quorum for conducting official business as follows:

**MEMBERS PRESENT:**

Chief Fred Radosevich, Chair  
Chief Erik Litzenberg, Vice Chair  
Chief Eric Garcia  
Sheriff Robert A. Garcia  
Eric Johnson  
Katherine Miller  
Brian Snyder  
Chief David Sperling

**MEMBER (S) ABSENT:**

None

**STAFF PRESENT:**

Nancy Calhoun, RECC  
Jaison Dixon, RECC IT  
Ken Martinez, RECC Director  
Vanessa Marquez, RECC Manager

**OTHERS PRESENT:**

Mark Basham, Basham & Basham P.C.  
Jo Ann G. Valdez, Stenographer

## **APPROVAL OF AGENDA**

**Chief Litzenberg made a motion to approve the agenda as published. Chief Garcia seconded the motion. The motion passed unanimously by voice vote.**

## **APPROVAL OF MINUTES: November 6, 2014**

**Chief Sperling made a motion to approve the Minutes of the November 6, 2014 meeting as submitted. Chief Litzenberg seconded the motion. The motion passed unanimously by voice vote.**

## **EXECUTIVE SESSION (If determined necessary)**

- a. Limited Personnel Issues**
- b. Threatened or Pending Litigation**

It was determined that there was no need for an Executive Session.

## **ACTION ITEMS**

- a. Election of 2015 RECC Board Chairperson**

Ms. Miller nominated Chief Litzenberg to serve as the 2015 RECC Board Chairperson. Chief Sperling seconded the nomination.

Chief Radosevich asked if there were any other nominations, seeing none, he said he would entertain a motion to close the nominations.

**Chief Sperling moved to close the nominations. Chief Garcia seconded the motion. The motion passed unanimously by voice vote.**

Chief Litzenberg accepted the nomination.

**The motion passed unanimously by voice vote to elect Chief Litzenberg to serve as the 2015 RECC Board Chairperson.**

- b. Election of 2015 RECC Board Vice Chairperson**

Mr. Snyder nominated Katherine Miller to serve as the 2015 RECC Vice Chairperson. Chief Sperling seconded the nomination.

Chief Radosevich asked if there were any other nominations, seeing none, he said he would entertain a motion to close the nominations.

**Chief Sperling moved to close the nominations. Mr. Snyder seconded the motion. The motion passed unanimously by voice vote.**

Katherine Miller accepted the nomination.

**The motion passed unanimously by voice vote to elect Katherine Miller to serve as the 2015 RECC Vice Chairperson.**

**c. Approval of the 2015 RECC Open Meetings Act Resolution**

As per the RECC Joint Powers Agreement, the Board of Directors shall, at least annually, adopt a resolution that specifies what notice for a public meeting of the Board is reasonable pursuant to the New Mexico Open Meetings Act, NMSA 1978, Sections 10-15-1 et seq. (1974) (as amended).

Copies of the 2015 Santa Fe RECC Open Meetings Act Resolution were distributed in the Board Members' packets.

Board approval is requested to adopt the proposed 2015 Santa Fe RECC Open Meetings Act Resolution.

Ms. Miller asked if there were any changes.

Mr. Martinez said no, they only changed the dates of the Resolution.

**Sheriff Garcia moved to approve the 2015 Santa Fe RECC Open Meetings Act Resolution. Chief Litzenberg seconded the motion. The motion passed unanimously by voice vote.**

**INFORMATIONAL ITEMS**

**a. Medical Director Report**

Mr. Martinez reported that Dr. Alfredo Vigil was unable to be present today but the medical reports (*Aqua QI Summary Report*) for the last five months have been distributed.

Mr. Martinez noted that the scores are well above the 95% requirement to maintain accreditation and to continue with the Medical Dispatch protocols. Staff has done an excellent job with the lowest score being at 99.72%.

Chief Radosevich asked if there were any questions on the Medical Report and there were none.

**b. QA and Medical Call Comparison Report**

[Copies of the *RECC Quality Assurance Review and Dispatch and Field Call Comparison Reports for the months of October, November and December 2014* were distributed in the Board Members' packets.]

Ms. Marquez reviewed the reports noting that the customer service continues to improve and the response level has been accurate at 99% based on the information that the call-giver is giving the dispatchers. She noted that she is still pulling one call for quality and assurance for each operator each month to ensure that all the fields are filled out.

Ms. Marquez asked if there were any questions.

Chief Litzenberg asked Ms. Marquez if she has seen any benefits in customer service.

Ms. Marquez said yes, she has seen benefits in customer service.

Chief Sperling thanked Ms. Marquez for addressing the issues that arise in a timely manner. He said this has made a difference for the Fire Department and there have been fewer complaints from the field. He said he appreciates Ms. Marquez's work and efforts.

**c. IT Report**

Mr. Dixon said there are basically no new updates. He noted that all of the IT systems have been running smoothly.

Mr. Martinez mentioned that the new GPS and AVL data that is being collected for all of the units, creates a huge amount of data to store, and loads up the hard drives very fast. He acknowledged Mr. Dixon for the great job he has done in maintaining the equipment for the RECC.

Chief Litzenberg said it seems like they are not using the AVL GPS system to its full potential. He asked what it would take to fully utilize this system.

Mr. Martinez said he would like to get a team together to discuss how the system should be best utilized. He explained that they could do a lot with the mapping technology of this equipment. He said a few meetings back, he asked if they could start up an equipment advisory group and he has asked Mr. Dixon to spearhead this. He said

he would be tasking Mr. Dixon to get the group together.

Chief Garcia asked Mr. Martinez if this was a cost issue or a training issue.

Mr. Martinez said presently, it is a training issue, and an informational dissemination issue. He explained that they need to work on getting the mobile data units in the vehicles, so that they can utilize the software.

Chief Garcia invited Jason Dixon and RECC staff to meet with City staff/officers in February to discuss the training that needs to be done.

Mr. Martinez said that would be a good start and Mr. Dixon will work on spearheading these meetings.

Chief Radosevich asked if there were any questions for Mr. Dixon and there were none.

#### **d. Financial Update and Director's Report**

[Copies of the Year-to-Date Budget Status Report as of January 8, 2015 were distributed in the Board Members' packets.]

Mr. Martinez said he does not foresee any problems with the budget. He noted that the RECC is scheduled for a mid-year budget review with County Finance in approximately two weeks and he will be asking for a reallocation of overtime funding.

Mr. Martinez gave an update on the GRT status noting that the GRT collections were better than budgeted, but slightly lower when compared to this time in the prior year. The GRT collections for EC, Fire and EMS are \$360,873.00 better than budget through December; however, there was a decrease in collections of \$59,093 when compared to this time of the prior year.

Chief Radosevich asked if there were any questions on the budget.

Mr. Snyder asked how the RECC is doing staffing wise.

Mr. Martinez said there are currently three positions vacant and there are 11 trainees in process presently. They are all progressing well and should be signed off within the next few months.

Mr. Martinez reported that the RECC is continuing on their trainings and has had several trainings since the last meeting. Two people also graduated from the State Law Enforcement Academy.

Mr. Martinez noted that he submitted a funding request to the Department of Finance and Administration in the amount of \$650,000.00 for a telephone upgrade. This will be paid out of the E911 Grant.

Mr. Martinez said the design and build process for the expansion of the Center has begun. A tour was given for prospective bidders. The County Purchasing Department is leading this endeavor and Mr. Martinez will keep the Board updated as this moves forward. He is hoping that they will break ground this year.

Mr. Martinez noted that Santa Fe County has taken a capital outlay request to the Legislature in the amount of \$2 million to help with the expansion of the Center.

Mr. Martinez said in getting ready for the 2015 Legislative Session, the E911 Affiliate is going to be proposing legislation to bring voice over IP and pre-paid phone cards into the E911 Surcharge Fund.

Mr. Martinez will be meeting with the New Mexico Association Board of Directors next week for their approval.

Mr. Martinez asked if there were any questions.

Mr. Snyder said the City is looking at upgrading their radio system and possibly they can work with the County and the RECC and leverage the needs.

## **MATTERS FROM THE PUBLIC**

There were no matters from the Public.

## **MATTERS FROM THE BOARD**

Chief Radosevich thanked Vanessa Marquez and Ken Martinez for addressing the issues that come up. He said one of the things they are finding on the southern part of the county is radios and communication. The radios continue to be an issue.

Chief Radosevich expressed concerns about the safety of the officers given the recent violence against police officers. He said it is imperative that the dispatchers know where the officers are at, and this is particularly important for the dispatchers who are working the graveyard shift. He said it is a serious safety issue for officers when the dispatchers do not know where they are at, or if dispatchers still have them out on a call. He said the most important thing for officers is to go home after their shift and they want to ensure that this is also the dispatcher's priority.

In response, Mr. Martinez said he would make sure that the welfare checks are

being done on regular intervals, especially on graveyard shifts. He said he also wants to make sure that they are monitoring and tracking the GPS location devices.

Mr. Martinez distributed a handout on the total number of telephone calls that the Santa Fe RECC handled in 2014. There were 546,413 total calls of which 75,381 were 911 calls and 247,462 were calls for service.

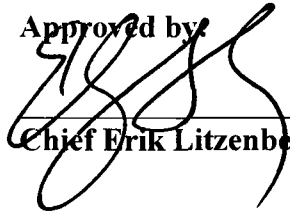
**NEXT MEETING DATE**

The next meeting was scheduled for March 12, 2015 at 9:00 a.m. at the Santa Fe County Public Safety Complex.

**ADJOURNMENT**


There being no further business to come before the Board, Chief Sperling moved to adjourn, second by Sheriff Garcia, the meeting adjourned at 9:55 a.m.

Approved by

  
\_\_\_\_\_  
Chief Erik Litzenberg, Chair

Respectively submitted by:

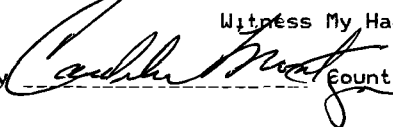
*Jo Ann G. Valdez*, Stenographer

Witnessed by: 



COUNTY OF SANTA FE ) REGIONAL EMERGENCY MIN  
STATE OF NEW MEXICO ) ss PAGES. 8

I Hereby Certify That This Instrument Was Filed for  
Record On The 12TH Day Of August, 2015 at 02.11.55 PM  
And Was Duly Recorded as Instrument # 1771900  
Of The Records Of Santa Fe County

Deputy  \_\_\_\_\_  
Witness My Hand And Seal Of Office  
Geraldine Salazar  
County Clerk, Santa Fe, NM