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SANTA FE REGIONAL EMERGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

January 16, 2014

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| (The next meeting was scheduled for March 13, 2014 at 9:00 a.m.) | | 9 |
| ADJOURNMENT | Adjourned at 10:15 a.m. | 10 |

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

Santa Fe, New Mexico
January 16, 2014

The Meeting of the Santa Fe Regional Emergency Communications Center Board of Directors was called to order by Chief Sperling, 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 David Sperling, Chair
Chief Fred Radosevich, Vice Chair
Sheriff Robert A. Garcia
Eric Johnson
Katherine Miller
Chief Raymond J. Rael
Brian Snyder

MEMBER (S) ABSENT:

Chief Erik Litzenberg, excused

STAFF PRESENT:

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

OTHERS PRESENT:

Jo Ann G. Valdez, Stenographer

APPROVAL OF AGENDA

Chief Rael made a motion to approve the agenda. Sheriff Garcia seconded the motion. The motion passed unanimously by voice vote.

APPROVAL OF MINUTES: November 21, 2013

The following change was made to the Minutes of the November 21, 2013 meeting:

Page 7, Mr. Dawry was changed to read: Mr. **Dwyer**

Chief Rael made a motion to approve the Minutes of the November 21, 2013 meeting as amended. Sheriff Garcia 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.

OLD BUSINESS

- a. Update on letter distributed by Legal to Governing Bodies**

At the September 12, 2013 meeting, the Board directed RECC Attorney, Mark Basham, to pursue a meeting with the three governing bodies to resolve the issues with regard to capital purchases and whether or not maintenance costs goes along with the capital purchases. Mr. Basham sent a letter to the three governmental entities requesting that they review the terms of the capital purchases portion of the JPA, pursuant to Article IV, Section 2 of that JPA.

Additionally, at the November 21, 2013 Board meeting, (during the approval of the annual appropriation for RECC Capital Purchases), a friendly amendment was made giving direction to legal to pursue clarification on what constitutes a capital outlay expenditure.

Mr. Basham said he met with City representatives on December 31, 2013. He noted that the Assistant City Attorney (Judie Amer) researched the IRS Code to determine what is considered a capital expenditure and she found that certain licenses are indeed a capital expenditure.

Mr. Basham said they are going to draft up some policies and procedures for the RECC Board to adopt.

Chief Sperling asked if they anticipate that this will be done prior to the budget discussion.

Mr. Martinez said yes, they plan to have a draft for the next Board meeting.

ACTION ITEMS

a. Election of 2014 RECC Board Chairperson

Chief Rael moved to nominate/elect Chief Radosevich to serve as the 2014 RECC Board Chairperson. Ms. Miller seconded the motion.

Chief Radosevich accepted the nomination.

Motion passed unanimously by voice vote.

b. Election of 2014 RECC Board Vice Chairperson

Sheriff Garcia moved to nominate/elect Chief Litzenberg to serve as the 2014 RECC Vice Chairperson. Mr. Snyder seconded the motion.

Motion passed unanimously by voice vote.

c. Approval of 2014 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).

Mr. Martinez said this includes the changes that were made and adopted last year.

Mr. Basham noted that the Legislature made changes two years ago and they mainly involved notice requirements, and the Board adopted those changes last year and this Resolution reflects those changes.

Staff requested the Board's approval to adopt the proposed 2014 Santa Fe RECC Open Meetings Act Resolution.

Ms. Miller referred to page 41 of the Open Meetings Act Resolution noting that it states that a final agenda should be published at least 36 hours in advance of any Board meeting, and this is not correct. A final agenda should be published 72 hours in advance of any Board meeting.

Mr. Martinez said the Board made the necessary changes last year and he will confirm with staff to ensure this is done.

Mr. Basham said the Board adopted the Open Meetings Act Resolution with the changes last year. He suggested the Board adopt last year's Resolution.

Chief Rael moved to approve the 2013 Open Meetings Act Resolution as the 2014 Open Meetings Act Resolution. Chief Sperling seconded the motion. The motion passed unanimously by voice vote.

INFORMATIONAL ITEMS

a. Medical Director Report

[The Medical Director's written report was distributed in the Board Members' packets. The QI Summary Report for the period: 07/1/2013-12/31/2013 was attached.]

Mr. Martinez said Dr. Vigil was not able to be present today but he provided a written report and this is included the Board Members' packets.

He said the RECC continues to remain above compliance with regards to accreditation. The QI Quality Summary Report continues to reflect that the dispatchers provide excellent service to the community.

Mr. Martinez noted that Dr. Vigil has indicated that they are working on hosting another EMD class in February. It is their goal to continue to host quarterly trainings for internal staff and outside agencies as courses are made available.

Mr. Martinez mentioned that there is a national movement to pass a law requiring all hotels to allow 911 to be dialed from their phones without dialing the usual "9" for an outside line first. There are a steady stream of examples where there was an emergency and serious delays occurred because the person in need could not get passed the "9" level. Mr. Martinez offered to follow up on this and report on when this will be implemented.

Chief Sperling said in light of the recent Roswell school shooting, do the dispatchers receive any specific training with regards to school shootings or mass casualty incidents.

Mr. Martinez said yes, there are classes offered regarding active shooters or mass casualty incidents and the RECC tries to get the dispatchers involved in those trainings as they occur. He said he also works with the responding agencies to develop the action plans or active shooter scenarios or protocols.

b. QA and medical call comparison report

At the September 2013 Board meeting, feedback was requested from the Board regarding the type of information they would like presented to them at the Board meetings. The information requested included items such as Center call volume, QA processes, and the reconciliation of data measuring the accuracy of dispatch on medical

calls.

Copies of the *RECC Quality Assurance Review* report were distributed. The *Dispatch and Field Call Comparison* report was attached. Ms. Marquez briefly reviewed the reports noting that she is pulling random calls and for the most part, the dispatchers are doing an excellent job.

Ms. Marquez mentioned that she has decided to prepare the reports on a monthly basis.

Mr. Martinez said this is an attempt for the RECC to try to ensure that the information the dispatchers receive from the caller; and how they respond or code the call, matches up with what the responders find on scene.

Chief Sperling asked if they plan to pursue this information.

Ms. Marquez said yes, on a monthly basis. She noted that she is presently pulling calls for the month of December.

Mr. Martinez said aside from these call comparisons, Ms. Marquez is doing quality assurance reviews on each of the dispatchers. This includes fire and law enforcement calls as well.

Ms. Marquez said she is pulling a call on each of the dispatcher (on a monthly basis) to see how they are handling the calls and she is very pleased with the way the dispatchers are handling the calls. She noted that she has issued many "Certificate of Appreciation" certificates to the dispatchers. She noted that a burglary suspect was recently apprehended due to the fact that the dispatcher was able to keep the caller on the line and gather all the correct information.

c. IT Report

Jaison Dixon provided an overview of the projects that he has been working on as follows:

- The Naviline Upgrade was performed in November and should be finalized by January 20th.
- The RECC has implemented a "Brivo Card Reader", which is a secure-access card reader for the 911 Center. This gives them better control on who enters and accesses the Center.

Chief Sperling asked if the RECC Director considered getting a security camera for the back door of the RECC.

Mr. Martinez said his plan was to have cameras around the back entrance, the front entrance and in the Center, as most other centers have; however, the Union did not like the idea of having cameras.

Chief Radosevich asked what this has to do with the Union.

Ms. Marquez said they felt that it was a violation of their rights.

Chief Radosevich said this is a management right.

Mr. Martinez said he could bring this as an action item for the Board to approve at the next meeting. He noted that he budgeted for cameras.

Chief Sperling said his main concern was people coming in through the back doors, for security reasons.

Chief Rael requested that this be on the agenda as an action item for the next meeting.

- The RECC is in the final steps in implementing the GEO Blade/LG Mobile system. This is the new mapping system for the Police Department, the Sheriff's Office and the Town of Edgewood. This is expected to go live on January 31, 2014. The Police Department is set up at all their stations, the Team Leaders have been trained and the RECC is working with the Team Leaders to train their operators. The Sheriff's Office and the Town of Edgewood will be completed and fully operational soon.
- The Weather Bug application has been implemented for dispatch. This shows the current weather between Albuquerque and Santa Fe. It is also tapped into the Department of Transportation camera systems.
- A RPM system has been implemented for fire services. This is a text system that goes out to the volunteers. The RECC currently added Pecos and Pecos Canyon Fire Districts to the system and it is working flawlessly. There are a total of 19 districts on the RPM system. The dispatchers have been trained on this system.
- The Police Department currently has 75-80 active GPS units installed and the RECC is working with Rene at the City to finalize this. The Town of Edgewood currently has 5 of the 6 GPS units installed and active. The Sheriff's Office has 24 of the 28 units installed and the rest of the installations should be finalized in the next couple of weeks.

- The RECC received laptops from the Sheriff's Office to be used for training for new recruits and dispatchers.

Chief Rael asked for an update on the TraCS 10.25 system. He asked if the City been working with the RECC on this.

Mr. Dixon said they are currently in the implementation stage and they have to upgrade the hardware to be compatible with the software.

d. Financial Update and Director's Report

[Copies of the Year-to-Date Budget Status Report as of 01/10/14 were distributed in the Board Members' packets.]

Mr. Martinez said they will be doing mid-year reviews to prepare for next fiscal year's budget. He said he does not foresee any issues; however, he will be asking for a little more for the overtime line item due to unforeseen staffing circumstances in the future.

Sheriff Garcia asked Mr. Martinez how many vacancies the RECC presently has.

Mr. Martinez said seven vacancies: 4 operator positions and 3 call-taker positions but they are presently filling these positions.

Ms. Miller said the RECC had \$450 budgeted for printing and publishing but they have encumbered \$3,822. She asked what this was for.

Ms. Calhoun said this is the RECC's portion for the commercial.

Chief Sperling asked when they anticipate that the Board will be reviewing next year's budget.

Mr. Martinez said he will bring the budget for the Board's approval at the next meeting, usually scheduled for sometime in March.

Mr. Martinez announced that the RECC was allocated \$106,000 in grant funding from the Violence against Women Act. This funding will be used for law enforcement and prosecution-specific projects and domestic violence and crime against women training for dispatchers. He acknowledged Randy Vallejos for his efforts in the RECC obtaining this grant funding.

Sheriff Garcia asked if the \$106,000 is state-wide.

Mr. Martinez said yes.

Mr. Martinez reported that the RECC staff has attended the following trainings:

- 1 staff member went through the Law Enforcement Academy this past October. 3 staff members will be going to the Law Enforcement Academy in March.
- Two staff members are going to Ethics Training.
- One staff member will be attending Domestic Violence Training for 911 Operators in Rio Rancho.
- Staff attended instructor development classes sponsored by Rio Rancho DPS.
- The RECC will be facilitating "Effective Criminal Investigations" training and Advanced EMD training.

Mr. Martinez gave a brief update on the GRT status noting that the Fire and EMS GRT collections are a little better than the previous year.

Mr. Martinez reviewed the *Public Safety Report as of December 2013* that was distributed in the Board Members' packets. There were 34,459 incoming calls in the month of December; 5,874 were 911 calls; 6,755 were County calls for service; 13,299 were City calls for service and 536 were Town of Edgewood Calls for service.

Mr. Martinez reported that the City passed a resolution to implement the "Drug Tip Hotline" and the number has been set up at the Center. The RECC will coordinate with the City on how these calls will be handled and a public announcement will go out about the Drug Tip Hotline.

Ms. Miller asked Mr. Martinez how the RECC will reflect the City's calls for services in the annexed areas where the services will be phased in, but the County is still providing services even though it is within the City limits.

Mr. Martinez said he is going to meet with the City and the County so they can change the map reference areas or response service areas in the CAD. He explained that the County or City jurisdictions have not been changed until all the annexed areas are phased in.

Mr. Snyder said the Board and the governing bodies will probably want to know in the future how the annexation is working; how the call volume is; are the calls increasing or decreasing, etc. He suggested that Mr. Martinez plan ahead so that he will have the general data on who responded to what area for future planning purposes, for both the City and County.

Mr. Martinez said he will look into this and how he can make this clearer. He noted that a meeting is scheduled next Tuesday with GIS staff from the City and County

and representatives of the RECC.

Chief Sperling said several months ago the Board talked about changing some dispatcher positions to call-taker positions. He asked how this process is going and is it doing what Mr. Martinez anticipated.

Mr. Martinez said they just received the list for call-takers, so they have not been able to hire call-takers as of yet but they are in the process of hiring call-takers.

Chief Sperling asked Mr. Martinez to give an update on this in a future Director's report.

MATTERS FROM THE PUBLIC

There were no matters from the public.

MATTERS FROM THE BOARD

Chief Radosevich asked if law enforcement is dispatched to medical calls. He said they are here to provide public safety and there is nothing more disheartening when law enforcement could help with certain medical calls until EMS arrives, or just to know when there is an incident. This could also be putting officers in danger.

Mr. Martinez said there are specific calls that require a dual response but maybe they can work something out where there is some kind of notification for the Town of Edgewood Police Department.

Chief Sperling said at the last meeting, Motorola made a presentation to the Board, made an assessment and recommendation to the RECC. He noted that some procurement issues were raised by the Board as to whether this would be an appropriate approach and one of the requests was that the RECC get with the Procurement and talk about how the Board could proceed. He asked if there were any new developments on this.

Mr. Martinez said he understood that if there is a statewide pricing agreement, this could be used in lieu of a Request for Proposal process.

Mr. Basham mentioned that Peter Dwyer followed up on this. He spoke to procurement officers of the County, the City and the Town of Edgewood and it does look like a statewide pricing agreement is the way to go.


NEXT MEETING DATE

The next meeting was scheduled for March 13, 2014 at 9:00 a.m. at the Santa Fe County Public Safety Complex.

ADJOURNMENT

There being no further business to come before the Board, and the Board having completed its agenda, Chief Rael moved to adjourn the meeting. Sheriff Garcia seconded the motion. The meeting adjourned at 10:05 a.m.

Approved by:



Chief Fred Radosevich, Chair

Respectively submitted by:

Ja Ann G. Valdez, Stenographer

Witnessed by: *Nancy Carlson*

COUNTY OF SANTA FE)
STATE OF NEW MEXICO) ss

REGIONAL EMERGENCY MIN
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I Hercbv Certify That This Instrument Was Filed for
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Witness My Hand And Seal Of Office
Geraldine Salazar

Deputy *Trig Barayan* County Clerk, Santa Fe, NM



SFC CLERK RECORDED 05/06/2014