

INDEX OF MINUTES**SANTA FE REGIONAL EMERGENCY COMMUNICATIONS CENTER****REGULAR BOARD MEETING**

January 7, 2010

ITEM	ACTION	PAGE(s)
CALL TO ORDER	Convened	1
ROLL CALL	Quorum	2
APPROVAL OF AGENDA	Approved	2
APPROVAL OF MINUTES:		
November 12, 2009	Approved [as submitted]	2
EXECUTIVE SESSION (If determined necessary)		
a. Limited Personnel Issues		
b. Threatened or Pending Litigation	None	2
OLD BUSINESS		
a. Medical Scoring and ProQA Update	Update given	2-3
ACTION ITEMS		
a. Election of 2010 RECC Board Chairperson		3
b. Election of 2010 RECC Board Vice Chairperson		3
c. Approval of the 2010 RECC Open Meetings Act Resolution	Approved	3
INFORMATIONAL ITEMS		
a. Medical Director Report (Ken Martinez on behalf of Dr. Laura Kay)	Informational	3
b. FY10 Financial Update and Director's Report		4-5
MATTERS FROM THE PUBLIC		6
MATTERS FROM THE BOARD		6
NEXT MEETING DATE		6
(The next meeting was scheduled for March 4, 2010 at 9:00 a.m.)		
ADJOURNMENT		6

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

Santa Fe, New Mexico

January 7, 2010

The Regular Meeting of the Santa Fe Regional Emergency Communications Center was called to order by Chief Holden, Chair at 9:00 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 Stan Holden, Chair
- Galen Buller
- Chief Jay Daniels
- Chief Barbara Salas
- Sheriff Greg Solano
- Michael Trujillo
- Chief Aric Wheeler

COUNTY OF SANTA FE)
STATE OF NEW MEXICO) ss

REGIONAL EMERGENCY MIN
PAGES: 7

I Hereby Certify That This Instrument Was Filed for
Record On The 4TH Day Of March, 2010 at 04:22:17 PM
And Was Duly Recorded as Instrument # **1592466**
Of The Records Of Santa Fe County

Witness My Hand And Seal Of Office
Valerie Espinoza

- MEMBER (S) ABSENT:**
Roman Abeyta, excused

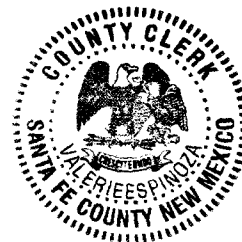
Deputy Valerie Espinoza County Clerk, Santa Fe, NM

STAFF PRESENT:

- Nancy Calhoun, RECC
- Mary Mangino, RECC Communication Center Manager
- Ken Martinez, RECC Director

OTHERS PRESENT:

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



APPROVAL OF AGENDA

Mr. Martinez noted that Chaplain Villegas would like to address the Board. This will be discussed under Matters from the Public.

Mr. Buller made a motion to approve the agenda as published. Chief Wheeler seconded the motion, which passed unanimously by voice vote.

APPROVAL OF MINUTES: November 12, 2009

Chief Wheeler moved to approve the Minutes of the November 12, 2009 meeting as submitted. Mr. Buller seconded the motion, which 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. **Medical Scoring and ProQA Update**

At the November 12, 2009 meeting, the Board requested that the Director provide a report on the steps taken to improve the ProQA quality assurance process in order to improve the medical direction scores. At that time, the graveyard/shift team compliance report for the six month period shows a PAI compliance of 93% on the day shift and 58% on the graveyard shift and the Board expressed concerns about this.

[Copies of the Shift/Team Protocol Compliance Report were distributed in the members' packets.]

Mr. Martinez explained that the calls are pulled on a random basis. They pulled the calls again (from June to November 2009), reviewed them; they were more evenly disbursed and were not as dismal as initially reported. The average pre-arrival instruction score was 92.5%. Mr. Martinez said that they have had a gradual climb in their scores over the last six months to a year. They have also made a lot of changes in terms of staffing, training and discipline, which helped improve the scores.

Mr. Martinez said because they have these low compliance scores, they have taken steps to improve the quality assurance process to include scoring, training and disciplinary changes. In addition, they will implement an incremental compliance policy - this was discussed at the last dispatch review committee meeting and a draft of the policy is presently being worked on. Also, reorganization has taken place to assist Nick in scoring and in feedback to the dispatchers on their performance to improve the

feedback loop in this process. David Archuleta will be assisting Nick in this matter. Mr. Martinez said this will be his main focus and individuals will be dwelt with on an individual basis, so they can address this problem specifically. He noted that he will implement disciplinary actions after the first of February.

ACTION ITEMS

a. Election of 2010 RECC Board Chairperson

Chief Salas moved to nominate Chief Aric Wheeler as the 2010 RECC Board Chairperson. Mr. Trujillo seconded the motion, which passed unanimously by voice vote. (Chief Wheeler accepted the nomination.)

b. Election of 2010 RECC Board Vice Chairperson

Mr. Trujillo moved to nominate Sheriff Solano as the 2010 RECC Board Vice Chairperson. Mr. Buller seconded the motion, which passed unanimously by voice vote. (Sheriff Solano accepted the nomination.)

c. Approval of the 2010 RECC Open Meetings Act Resolution

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).

Staff requested approval to adopt the proposed 2010 Santa Fe RECC Open Meetings Act Resolution.

Mr. Trujillo moved to approve the 2010 Santa Fe RECC Open Meetings Act Resolution. Chief Daniels seconded the motion, which passed unanimously by voice vote.

OLD BUSINESS

a. Medical Director Report (Dr. Kay)

Dr. Kay's written report was distributed. Mr. Ken Martinez noted that Dr. Kay was attending the National Association of EMS Physicians Conference in Phoenix.

Mr. Martinez reported that the six month cumulative QA report for the period 06-01-09 through 11-30-09, comprising of 567 calls reviewed gave them an average compliance score of 97.5%. The RECC is within compliance for every category with the exception of PAI (pre-arrival instructions), which is at 92.5%. This score must be at 95% for accreditation standards to be met for six months continuously. Last quarter it was at approximately 82% with a significant low score on the night shift, however, this has improved significantly during this quarters' report.

b. FY10 Financial Update and Director's Report

Mr. Martinez reported that he met with the County Finance Director to talk about the budget and the Directors have been asked to look at budget cuts again at mid-year. Those agencies that are currently being funded by the General Fund are asked to look at 1% - those that are funded or supported by GRT are asked to look at 5%.

Mr. Martinez explained that the GRT is down by 13% when compared to this time in the prior year; however, with the budget cuts that have been made the RECC was able to meet the requirements- without having to make any operational cuts.

Sheriff Solano asked Mr. Martinez if he had a dollar amount on the cuts that the county was asking him to make.

Mr. Martinez said the cuts totaled approximately \$50,000. He explained that a portion was taken from the \$75,000 to do an A&E on the expansion of the Center (Phase 1) but it didn't take call of it.

Mr. Martinez noted that he sent letters to the financial representatives of each of the agencies advising them of the capital purchase needs that he foresees for this fiscal year. A copy of the letter was sent to the County Finance Director as well. He asked members to remind their representatives about the letter.

He reported on the capital funding requests for this fiscal year as follows:

- The CAD interface for NCIC-this is approximately \$15,000
- Upgrading the 911 system – this is approximately \$37,000
- Renewing the dialogic system – looking at one called “Code Red”
- Looking at tele-staffing automotive system- this is approximately \$20,000

Total: \$72,000 (this breaks down to \$28,800 for both City and County and \$14,400 for the Town of Edgewood).

Mr. Martinez reported that there are presently three vacancies and he will continue working on filling them. He reported that two shift manager positions and the IT Manager position are vacant.

Mr. Martinez said that the RECC has implemented the new Mandatory Overtime Procedure and as a result, they have seen a significant drop in overtime.

Mr. Martinez gave an update on training noting that the RECC purchased DVDs that will enable them to train employees without having to send employees out on travel. This saves them money on training and travel. He reported that staff attended police profiling and human resources (customer service) training. Upcoming training includes: CPR training, court room testimony training, obvious death training, mental health first

aid training, updated NCIC training for supervisors and protecting law enforcement personnel training, along with active shooter training . Three employees will be attending the Law Enforcement Academy from January 25th to February 12th.

Mr. Martinez reported that everything has been ordered for the RECC Center upgrade and they should be getting new carpet soon. They are hoping that the equipment will be installed by March.

Mr. Martinez said that the meetings have begun regarding the 911 mapping server. He mentioned that he sent an e-mail to command at each of the law enforcement agencies - asking them to take part on the Technology and Infrastructure Committees as the Board suggested - but he hasn't heard back from all of them.

Mr. Martinez spoke about the possible attempt to invade the E911 Fund at this year's Legislative Session. He reiterated that this fund is crucial for operations of the RECC. He explained that the E911 Fund pays for equipment that the RECC purchases, so this is very important to the RECC.

Mr. Martinez concluded his report noting that one of his current focuses will be EMD Quality Assurance.

Chief Wheeler referred to the budget and the vacant IT position- he asked if there was a possibility of losing the position.

In response, Mr. Martinez said that he has not received any indication that the position is in jeopardy.

Chief Wheeler asked Mr. Martinez if there were any bills, or legislation, that he is aware of that will affect the E911 Fund and the Board should be looking out for.

Mr. Martinez said he did not know of any specific bills, however, he does know that there were a couple of representatives from the northeastern part of the state that want to change the E911 Statute. He noted that the E911 Affiliate Board will be meeting on January 11th and he should have additional information following the meeting. He offered to keep the Board updated via e-mail.

Chief Holden said that they continue to have 7-digit admin line emergency calls come off of the cell towers.

Mr. Martinez said he tries to keep track of these and he is aware of only one or two of them.

MATTERS FROM THE PUBLIC

Mr. Martinez explained that Chaplain Villegas wanted to talk to the Board about the things he is doing to track and report cases of suicide attempts of individuals who are 18 years or younger. He noted that specific CAD codes have been added to track these. The RECC Center will be the first dispatch center in the state that will track teenage suicides.

MATTERS FROM THE BOARD

Chief Holden announced that this will be Mr. Trujillo's last year on the Board. He will remain on the Board until October. Mr. Trujillo said it has been a pleasure working with the Board, but it is time to move on.

Mr. Buller reported that this would be his last meeting because his contract ends in March. Mr. Robert Romero may be the new Board member subject to City Council approval.

Chief Wheeler thanked the agencies who participated for the Jason Hill's funeral. He also thanked the staff of the RECC for their support.


NEXT MEETING DATE

The next meeting date was scheduled for March 4, 2010 at 9:00 a.m. at the Public Safety Complex.

ADJOURNMENT

There being no further business to come before the Board, and the Board having completed its agenda, Mr. Trujillo moved to adjourn the meeting. Mr. Buller seconded the motion. The meeting adjourned at 9:45 a.m.

Approved by:



Chief Aric Wheeler, Chair

Respectively submitted by:

Jo Ann G. Valdez, Stenographer