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BOARD OF DIRECTORS MEETING
November 17, 2016

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SFC CLERK RECORDED 04/04/2017

MINUTES OF THE

SANTA FE REGIONAL EMERGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

Santa Fe, New Mexico

November 17, 2016

The Meeting of the Santa Fe Regional Emergency Communications Center Board of Directors was called to order by Katherine Miller, Chair at 9:15 a.m. on this date at the Rancho Viejo Fire Station, 37 Rancho Viejo Blvd., Santa Fe, New Mexico.

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

MEMBERS PRESENT:

Katherine Miller, Chair
Brian Snyder, Vice Chair
Chief Ron Crow
Chief Patrick Gallagher
Sheriff Robert A. Garcia
Eric Johnson
Chief Erik Litzenberg
Chief David Sperling

MEMBER (S) ABSENT:

None

STAFF PRESENT:

Nancy Calhoun, RECC
Jaison Dixon, RECC IT
Vanessa Marquez, RECC Manager
Ken Martinez, RECC Director
Randy Vallejos, RECC Training Coordinator
Debra Witt, RECC

OTHERS PRESENT:

Mark Basham, Basham & Basham, P.C.
Renee Martinez, City of Santa Fe ITT
Andrew Padilla, City of Santa Fe Police Department
Renee Roque, City of Santa Fe ITT

Mario Salbidrez, City of Santa Fe Police Department
Daniel Sanchez, Santa Fe County IT
Jo Ann G. Valdez, Stenographer

APPROVAL OF AGENDA

The agenda was amended: *Item V: Executive Session* was moved down on the agenda after *Matters from the Board*.

Mr. Snyder made a motion to approve the agenda as amended. Chief Litzenberg seconded the motion. The motion passed unanimously by voice vote.

APPROVAL OF MINUTES: October 6, 2016

Chief Litzenberg made a motion to approve the Minutes of the October 6, 2016 meeting as submitted. Chief Gallagher seconded the motion. The motion passed by voice vote.

(Brian Snyder abstained from voting, having been absent at the October 6, 2016 meeting.)

ACTION ITEMS

a. Approval of annual budget appropriation for RECC Capital purchases by City, County and Edgewood

Pursuant to the RECC Capital Purchases Agreement approved at the January 6, 2011 Board meeting, prior to January 31st of each year the RECC Director shall submit to the Board a request for needed capital expenditures for the upcoming fiscal year.

[Copies of the handout on the Equipment Costs and Maintenance Costs for FY2018 were distributed and reviewed. A handout on the Maintenance and Service Agreements was also distributed.]

Staff requested the Board's approval of the budget appropriation for submission by representatives of the City, County and Town of Edgewood to their respective entities during the upcoming fiscal year budget cycle.

Mr. Martinez explained the total costs for equipment costs for FY2018 is \$80,150 and the total costs for maintenance costs for FY2018 is \$174,250. Per the Joint Powers Agreement, the Capital Contribution by Agency for equipment is: City: \$30,075; County: \$30,075 and Town of Edgewood: \$20,000.

Mr. Martinez asked if there were any questions.

Questions/Discussion:

Sheriff Garcia asked if the security cameras will be installed inside the Center.

Mr. Martinez said yes. He explained that many 911 centers are installing cameras inside their centers.

Mr. Snyder asked what the purpose of the cameras is.

Mr. Martinez said for safety and a backup if there is ever an issue that they need to look into. They will also have a view of the Center itself.

Mr. Snyder asked Mr. Martinez how this capital purchase request compares to the current fiscal year, dollar wise.

Mr. Martinez said it is in line with what was requested last year.

Mr. Snyder moved to approve the annual budget appropriation for the RECC Capital Purchases as requested. Chief Litzenberg seconded the motion. The motion passed unanimously by voice vote.

INFORMATIONAL ITEMS

a. Briefing on State Police CAD System (Ken Martinez)

Mr. Martinez said at the last meeting he was asked to bring the Board information regarding the State of New Mexico Department of Public Safety (DPS) ICAD system. He noted that he met with the DPS Communications Director and the Deputy Director to talk about the implementation of the ICAD system; and discuss what the system is, where they are at with the new system; how it is working; what their plans are; what it does; and what are the benefits of this CAD system.

Mr. Martinez noted that he put together a bit of a pros and cons format to talk to the Board about this. The pros that they are putting forth to the 911 community is that they would like to implement their system and then share it out on a subscriber fee basis to the PCAPs of New Mexico. The CAD they have chosen to go with is an Intergraph ICAD system, which is a fully integrated system meaning the call handler and CAD system functions in one environment.

Mr. Martinez said he has seen these types of systems and they are robust systems. He traveled to Denver about four years ago, to look at these systems when the RECC was looking at upgrading the CAD system.

Mr. Martinez said once DPS has their CAD system in place, the thought is that governmental PSAP entities can piggyback on their CAD and pay a fee to utilize the system. Utilizing their CAD will allow each of the individual jurisdictions to save the costs of purchasing a new CAD system. A new CAD system could cost up to \$2 million for the RECC.

Mr. Martinez said this system is more for smaller agencies and DPS only has two other agencies who are looking to jump on board: Valencia County and Luna County.

He said in speaking with DPS on how this program has been implemented and where its at, he found that they are presently in a state of flux. All the people who were initially given the responsibility of implementing this program have been taken off because they were not the right people to work on this. As a result, DPS has started over from the beginning. Right now, the DPS go-live date is July of next year but given the issues administratively in implementing the system, it is at a complete standstill. They are also in the process of building their State dispatch centers and they are working on a large consolidation, moving their 10 districts into 3 districts.

Mr. Martinez said currently, they do not have a business plan and hosting other systems is not something they can focus on or work on right now. They do not have a record management system and have not issued a RFP for a company to do this. They also do not know what fees they are going to charge other PSAPs to utilize their system. Initially, there was talk about a per-user/per console fee.

Mr. Martinez noted that DPS is strictly law enforcement, they do not offer fire or EMS dispatch services. However, the Director of DPS has indicated that they are starting to implement EMD programs throughout their districts. They are beginning to certify their dispatchers as EMD-certified and as such they are choosing a different medical protocol [company] than what the RECC is using. They are going with "MegaCall". An important aspect for the RECC is the Medical ProQA protocol system that they are utilizing is nationally accredited. The RECC is one of about 200 centers in the world that is able to meet the criteria to maintain those operational levels.

Mr. Martinez mentioned that all the codes would have to be changed if they change into a new CAD system. Therefore, there is also an operational cost associated with a transition to a new CAD system. ICAD has a call-taking component and there is a question as to whether the Department of Finance and Administration would pay for this like they are now with the E911 Fund and surcharge fees. Anything that they do not pay for will fall on the RECC.

Mr. Martinez said there are also back up and Center operability issues. Presently, the RECC has agreements in place with Los Alamos and Sandoval Counties. Sandoval County is the primary backup center for the RECC and the RECC is their backup center. Sandoval County is presently utilizing the same AS400 CAD upgrade from SunGard and

they have begun to purchase the One Solution CAD.

Mr. Martinez said they have been talking ways they can increase interoperability and back up capabilities. He said if they are going to move forward, he thinks it will benefit them to go on board with the local and regional agencies for back up and interoperability.

Mr. Martinez said the final point on the capabilities of the DPS ICAD is reporting and data control. Again, DPS does not have a business plan and they do not know how this is going to work and they do not know how they are going to charge for this. He said the issue of software upgrades and reports and other data management systems needs to be addressed as to make sure local entities retain ownership of all aspects of managing business operations that they are responsible for, per Statute and by agreement.

Mr. Martinez noted that the State is building out their digital microwave network and he believes that there is benefit of utilizing a backup infrastructure that allows the RECC to continue operating with their software applications and business model. He said if the RECC goes with this, they will be tied to DPS in whatever direction they decide to go. He thinks it would be a better benefit to look into piggybacking on the State's digital microwave network for better coverage of the RECC, the County and City jurisdiction.

Mr. Martinez said his conclusion and recommendation, it is his opinion that if they start resource sharing, operational interoperability is better achieved and more efficiently utilized at the local government and 911 center level. He said the benefit of the ICAD is better for smaller jurisdictions and rural areas that cannot easily acquire a CAD on their own. He thinks it is farer more beneficial for the RECC to have their own CAD system to maintain control of data and reporting. If the RECC can upgrade to the One Solution platform, they will address every aspect of operations, to include RMS, fire and EMS and County and City operations. He said it makes more sense to invest one time in a regional and local level resource upgrade then to continue paying perpetually for a system that the RECC would not own, manage or control. He said with this, he'll stand for questions.

Questions/Comments:

Chief Gallagher asked if Intergraph (DPS CAD system) would be able to integrate the record management system.

Mr. Martinez said yes, but he is not sure what RMS system Intergraph uses.

Mr. Dixon explained that the One Solution system is similar to the Intergraph system.

Mr. Martinez mentioned that a map-centric based system is the way that the RECC needs to go.

Chief Gallagher asked Mr. Martinez to elaborate a little more on his concern about the loss of control.

Mr. Martinez said he has concerns on the ability for the RECC to control how that system is administered; how the RECC would run or generate reports; how the RECC would access what they need to access and how they would control what is released and what is not released; would the RECC lose control of records; and where will the server be located or housed if they are using a hosted CAD.

Mr. Dixon added that a main concern would be network connectivity. If the RECC loses network connectivity they would lose access to records, etc.

Mr. Martinez said he is also concerned about the E911 Fund for local 911 centers. This could open up a lot of other issues, particularly for the telephone system, which was upgraded about two years ago, at a cost of over \$1 million.

Chief Gallagher asked if it would be a benefit for the RECC to be able to access DPS records.

Mr. Martinez said any resource sharing would be a benefit and there are ways through the NCIS system where they could access information.

Chief Gallagher said he would hope to get a better record management system because the system they are using now is useless. He feels that they need to move forward with a system that would be useful for all agencies.

Mr. Martinez said all the data is there and if there are issues with reports, they can call the RECC where they can run queries to get the data out. They can tailor reports and create queries for the data that the agencies need.

Mr. Martinez noted that the One Solution upgrade is a \$1.7 million application but because the RECC is a current SunGard customer, the cost was decreased to \$650,000.00.

Chief Sperling said he has heard through the years that the AS400 hardware will not be supported long-term because it is old technology and will be phased out. He said he does not know if this has changed but this has been something that has been discussed for a long time.

Mr. Sanchez said these are two different systems – one is the software and one is the hardware. The AS400 is the hardware behind the software and One Solution is the software that sits on top of the AS400 platform. The RECC will eventually need to upgrade to new hardware but the new AS400 upgrade that was done will support One Solution.

Chief Gallagher said it would be good to have a side-by-side comparison-the cost of the Intergraph CAD system versus the SunGard One Solution upgrade.

Mr. Martinez said DPS does not have a cost or a business plan to do this, so he could get a cost of what an Integrated CAD (stand-alone) system would cost as opposed to going to the One Solution upgrade.

Mr. Padilla thinks that they need to compare both systems, side-by-side because it is time to do something.

Mr. Martinez said Mr. Dixon did a comparison and he found One Solution to be very comparable.

Mr. Dixon suggested that they go with the One Solution upgrade because they know what the cost would be.

Renee Martinez said she agrees with some of the comments that it is hard to make a decision because they do not have an apple-to-apple comparison. She asked if DPS would response to a cost proposal. She said one of the benefits they would get with going with a shared solution is the administrative costs for administering the hardware and software would be a savings.

Mr. Martinez said DPS still do not have the ability to give a cost for RMS or EMD management protocols.

Renee Martinez said there would be three alternatives: what is the cost to go with One Solution; what is the cost to go to the DPS Intergraph CAD system; and what it would cost to do an interface for RMS and EMD protocols and would it be feasible to do this. She asked Mr. Martinez if he knew of any other states that use this same model where the State leases out their CAD system to municipalities.

Mr. Martinez said he does not know of any other states.

Mr. Salbidrez said another thing to keep in mind is that if DPS does not like the system and they decide to change, this would affect the RECC.

Chair Miller asked how would a backup work if piggybacking on the State and does the State have a backup plan.

Mr. Martinez said the State has their data center so he would assume that they would put something together to back up all the servers that would serve all the PSAPs.

Mr. Snyder recommended that they move forward with a side-by-side comparison

to make sure that the system they go with will benefit all the agencies and they will be able to access records, data, etc.

Renee Martinez asked if the RECC has done a total cost-of-ownership analysis on what the maintenance costs are.

Mr. Dixon said yes and he can share this information via email. He noted that there would be a decrease of \$45,000-\$50,000 for maintenance costs going with the SunGard One Solution upgrade.

Chair Miller suggested that there be a working group to work on this that would consist of members from Santa Fe Fire Department; Sheriff's Office and Santa Fe Police Department; and the Town of Edgewood and make a consensus recommendation to the Board at the next meeting.

Mr. Snyder seconded Chair Miller's suggestion to come back to the next meeting with a recommendation that would include the costs so that the agencies can put this in their respective budgets.

Mr. Martinez said he can do that and he will include the costs for each entity.

b. IT and Equipment Report (Jaison Dixon)

[Copies of the RECC IT Project Outline as of November 17, 2016, were distributed in the Board Members' packets.]

Mr. Dixon said the IT report is brief because there are no updates on software applications or upgrades at this time.

Mr. Dixon reported on the GPS modems that are currently activated. There are total of 171 GPS units that are activated in the field. They have a license for 220 clients.

He noted that the Board already discussed the possible upgrade and/or new CAD system.

Mr. Dixon asked if there were any questions.

Chief Litzenberg asked the Board and all the agencies represented on the Board if they were still on board to have the GPS modems. He would rather not re-invest in this if it is still going to be something that is not implemented.

Mr. Martinez said it was his understanding from the last time that the Board visited this was that they want to move forward in getting every vehicle outfitted and they met with those involved in getting the units implemented. He said the IT staff from City and County are ready to go and all they need is to get the full cooperation from the Board and

the entities to have this done, as a priority. He offered his assistance to get the all the units implemented and ready to go because the momentum is there.

Chief Sperling mentioned that Santa Fe County Fire is moving forward and working with Jaison Dixon to get this implemented.

c. Medical Director Report

Dr. Alfredo Vigil was not able to attend the meeting but the Medical Director's report was included in the Board Members' packets.

Mr. Martinez reported that the RECC is maintaining compliance and was just reaccredited for the next three years. He said they would be moving to apply to the County and Municipal League for 911 Center accreditation.

Mr. Martinez asked if there were any questions and there were none.

d. Financial Update and Director's report (Ken Martinez)

[Copies of the Year-to-Date Budget Status Report as of November 9, 2016, were distributed in the Board Members' packets.]

Mr. Martinez said he does not see any issues with the budget. He said overtime costs continue to be an issue but they are working on filling the vacancies, so the overtime budget costs should be decreasing. There are currently six vacancies and there are four people who recently graduated from the Law Enforcement Academy. He noted that the RECC is working with HR on having a recurring recruitment process.

Mr. Martinez asked if there were any questions on the budget status.

Chair Miller asked if the union negotiations have concluded.

Mr. Martinez said yes, they are almost concluded. They met with the RECC Union and they have negotiated for an increase to the minimum starting wage for operators. However, it is still considerably less when compared to other centers. They are proposing that the starting salary would be \$13.50 for operators.

Chair Miller asked if there were any more questions or comments on the budget and there were none.

Mr. Martinez gave an update on training noting that Nick Salazar was certified as a First Aid/CPR Instructor and this is a cost benefit because all first aid and CPR instruction is done in-house. He noted that Randy Vallejos is attending the County-sponsored Management Courses.

Mr. Martinez said aside from the recommendation committee that was discussed today, he needs to ask for another committee. The City and the RECC want to look at a new mass call notification system that could either be tied into the current 911 SMART system or another system. He would like to have a committee that can do a comparison and come back to the Board with a recommendation. The RECC currently has a contract for a mass call notification system that will expire in October of next year. Mr. Martinez will send an email to designate someone from each agency for this committee.

Chair Miller asked if there were any questions for the Director and there were none.

MATTERS FROM THE PUBLIC

There were no matters from the Public.

MATTERS FROM THE BOARD

There were no matters from the Board.

***EXECUTIVE SESSION (Moved down on the agenda)**

- a. Limited Personnel Issues**
 - 1. RECC Director Performance Evaluation**
- b. Threatened or Pending Litigation**

Chief Litzenberg moved to go into Executive Session at 10:25 a.m. to discuss limited personnel issues (RECC Director Performance Evaluation) and pending litigation. Sheriff Garcia seconded the motion. The motion passed unanimously after a roll call vote.

Mr. Snyder moved to go back into Regular Session and out of Executive Session at 11:24 a.m. Sheriff Garcia seconded the motion. The motion passed unanimously after a roll call vote.

Chair Miller said there was no action taken and the only items discussed during Executive Session were those listed on the agenda, which includes the Performance Evaluation for the RECC Director and an update on pending litigation.

NEXT MEETING DATE

The next meeting is scheduled for January 19, 2017 at 9:00 a.m. at the Santa Fe County, Public Safety Complex, South Highway 14, #35 Camino Justicia, Santa Fe, New Mexico.

ADJOURNMENT

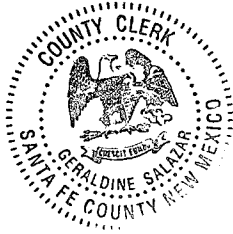
There being no further business to come before the Board, Sheriff Garcia moved to adjourn, second by Mr. Snyder, the meeting adjourned at 11:40 a.m.

Katherine Miller
Katherine Miller, Chair

Respectively submitted by:

Jo Ann G. Valdez, Stenographer

Witnessed by: *Nancy Ceballos*



COUNTY OF SANTA FE)
STATE OF NEW MEXICO) ss

REGIONAL EMERGENCY MIN
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I Hereby Certify That This Instrument Was Filed for
Record On The 4TH Day Of April, 2017 at 09:47:09 AM
And Was Duly Recorded as Instrument # **1822093**
Of The Records Of Santa Fe County

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

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