

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

Santa Fe, New Mexico  
November 6, 2014

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  
Chief David Sperling

**MEMBER (S) ABSENT:**

Brian Snyder, excused

**STAFF PRESENT:**

Nancy Calhoun, RECC  
Jaison Dixon, RECC IT  
Ken Martinez, RECC Director  
Pablo Sedillo, Public Safety Director  
Vanessa Marquez, RECC Manager

**OTHERS PRESENT:**

Mark Basham, Basham & Basham P.C.  
Alfredo Vigil, M.D.  
Jo Ann G. Valdez, Stenographer



COUNTY OF SANTA FE )  
STATE OF NEW MEXICO ) ss REGIONAL EMERGENCY MIN  
PAGES: 9

I Hereby Certify That This Instrument Was Filed for  
Record On The 20TH Day Of February, 2015 at 12:55.0 PM  
And Was Duly Recorded as Instrument # 1757759  
Of The Records Of Santa Fe County

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

SEC CLERK RECORDED 02/20/2015

## APPROVAL OF AGENDA

Mr. Martinez noted that the Board would be approving the Minutes of the July 17, 2014 meeting, rather than July 12, 2014, as indicated on the agenda.

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

## APPROVAL OF MINUTES: July 17, 2014

**Chief Sperling made a motion to approve the Minutes of the July 17, 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. Approval of RECC Amended Capital Purchases Procedure/Policy

At the July 17, 2014 Board meeting, the Capital Purchases Policy was tabled pending amendments that would provide clarification regarding the purchase of certain equipment. These changes have been made to the policy for review and approval.

Staff requested the Board's approval to adopt the amended RECC Capital Purchases Policy/Procedure.

Mr. Martinez noted that the changes are reflected in red type and clarify the policy for the purchase of equipment and installed in individual agency units; and to clarify that the purchase would be for the initial purchase only and any subsequent purchases would become the responsibility of the respective agencies.

Chair Radosevich asked if there were any questions.

Chief Sperling said he thinks the changes that were made are consistent with what the Board talked about and requested at the last meeting.

**Chief Sperling moved to approve the RECC Amended Capital Purchases Procedure/Policy. Sheriff Garcia seconded the motion. The motion passed unanimously by voice vote.**

**b. 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 31<sup>st</sup> of each year, the RECC Director shall submit to the Board a request for needed capital expenditures for the upcoming fiscal year.

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 said he outlined the equipment costs and the maintenance costs in the handout that was distributed. The equipment costs include the replacement of computers, monitors, printers, vehicles, UPS Battery Replacements, Sungard Closest Unit License (for mapping) and Itera.

Mr. Martinez reviewed the breakdown for the equipment costs. He noted that he is requested funding (\$4,000) for base treadmills for the RECC employees. He first saw these at the APCO training in Florida. These are cycles that can be placed underneath the dispatchers' consoles and allows them to get up and have some movement during the 12-hour shifts. These do not go faster than 4 miles per hour. Mr. Martinez said his plan is to equip two consoles; one with a cycle that will be at the far end of the Center so that the dispatchers can get some exercise during their shift.

Mr. Martinez mentioned that San Juan County implemented these and they have yielded positive results regarding morale and other things, so he would like to move forward this next fiscal year and budget for the treadmills.

He said if we split the equipment and maintenance costs according to the Joint Powers Agreement, the capital contribution by agency is as follows:

\$28,694.80 – City  
\$28,694.80 – County  
\$14,347.40 – Town of Edgewood

Mr. Martinez said he will stand for any questions on the capital purchases request.

Chair Radosevich asked if there were any questions.

Chief Litzenberg asked Mr. Martinez how this compares to last year.

Mr. Martinez said it is a little higher (approximately \$20,000) than last year

because the RECC has to replace the UPS Batteries and pay for the Sungard Closest Unit license. He said one thing he did not include in this is funding for radio replacements. He noted that he has been working with the Deputy County Manager to look at the possibility of rolling that into the RECC's ICIP request for the expansion of the RECC. They would like to approach the Legislature to fund this as a joint purchase (City, County, and Edgewood).

Chief Litzenberg asked Mr. Martinez to talk to the Board about the Sungard Closest Unit-what is going on with that.

Mr. Martinez said the dispatcher/operator can now see on the map where the closest unit is for the call of services. This license will allow the actual system to detect and tell the dispatcher which unit is automatically closest. This is part of the GPS and AVL system.

Chief Litzenberg said for clarification, we are not using this right now.

Mr. Martinez said no, they are not using this portion of it. They are able to look at the map and determine where the closest unit is but it does not automatically come up by recommendation. He wants to take this from an operator function to a system function.

Chief Sperling said in looking at the maintenance costs, what is Airbus.

Mr. Martinez said it is a name change. It was previously Cassidian - they changed their name to Airbus. Airbus is the dispatch software.

Chief Radosevich asked for an update on the GPS units in the vehicles, are these being utilized.

Mr. Martinez said yes, Jaison Dixon will report further on this in his report. He noted that they have upgraded to the newest mapping software and the GPS units are now fully functional.

**Sheriff Garcia moved to approve the annual budget appropriation for the RECC capital purchases by the City, County and the Town of Edgewood. Chief Sperling seconded the motion. The motion passed unanimously by voice vote.**

## **INFORMATIONAL ITEMS**

### **a. QA and Medical Call Comparison Report**

[Copies of the *RECC Quality Assurance Review and Dispatch and Field Call Comparison Reports for the months of July and August 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 pretty accurate at 90-95% 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 and there were none.

**b. Medical Director Report and informational presentation regarding Ebola**  
[Copies of the Medical Director Report were distributed in the Board Members' packets.]

Dr. Vigil presented a PowerPoint Presentation on Ebola and highlighted a few items that the RECC should be aware of. He also highlighted some things that he thinks will be increasingly important to keep in mind, as time goes along.

Dr. Vigil said if you think about it, we have had to deal with a number of emerging infectious diseases in the last couple of years, such as H1N1 and the Swine flu.

He said major outbreaks, not only in the United States, but also other parts of the world, affect emergency responders and health officials directly.

Dr. Vigil said sometime in the future, he would recommend that the RECC consider making the annual influenza vaccination a requirement of the job - to keep us from infecting the patients we serve, and secondly, to ensure that our own workforce is healthy and ready to function.

He said they are seeing an increase of new infections and diseases in the forefront that we've never seen before and they are spreading. He noted that most of these infections come from animals. He mentioned that this was not the first outbreak of Ebola in Africa, there has actually been a number of outbreaks of Ebola starting back in 1976.

He said the Ebola epidemic in West Africa has triggered training and preparation throughout the healthcare system. He reported that the RECC has updated direction to the dispatchers and are coordinating efforts with other emergency responders in the surrounding area.

Chair Radosevich asked what has been done in the dispatch center.

Mr. Martinez said they have modified the question fields and changed the policies, so that the dispatchers are aware of the risk factors and symptoms and know what questions to ask. He said they held a meeting recently with members of the hospital, the Health Department and all the response agencies and discussed being ready in the

event that there is an Ebola case here.

Dr. Vigil said the Department of Health is having regular conference calls with updated information and they are available to answer questions. He said it would be wise to assign someone to participate in the conference calls to get updates.

Mr. Martinez said there is a conference call scheduled for today at 10:00 a.m. and the Health Specialist will be sitting in on the call. He said they also changed the protocols in the medical procedures to reflect any changes that are coming from ProQA dispatch and at the national level.

**c. IT Report**

Mr. Dixon reported as follows:

**Software/Applications: Update**

- The ProQA Paramount has been installed and programmed to all dispatch machines and is set to go live starting November 17<sup>th</sup>.

The ProQA Medical Scoring System will be upgraded to Paramount for testing.

- The Geoblade GTG system has been upgraded to Vantage Point from GeoBlade.

**Hardware**

- The Santa Fe Police Department has approximately 72 GPS units installed and active; Edgewood Police Department has all six units installed and active, and the Santa Fe Sheriff's Office has approximately 35 units installed and active. There are a total of 113 GPS units installed and active of the 125 GPS units that were purchased and licensed.

- The new call handler system (Vesta) has been tentatively scheduled for the spring of 2015.

The call handler system for 911 will be upgraded with new software and hardware. The State of New Mexico will be funding this project.

- The CAD system upgrade went well.

SFC CLERK RECORDED 02/20/2015

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

[Copies of the Year-to-Date Budget Status Report as of 10/30/14 were distributed in the Board Members' packets.]

Mr. Martinez said he does not foresee any problems with the budget.

Mr. Martinez reported that the RECC presently has 10 trainee positions, 4 call-taker positions and one team leader position that are vacant. They are currently recruiting to fill these positions.

Mr. Martinez noted that there were 29 applicants for the call-taker positions on the July list and 8 applicants attended orientation, 7 signed up for the pre-employment critical test, 1 was a no-show and only 1 out of the six achieved a passing score. The individual was interviewed; however, he failed to meet the Santa Fe County's HR requirements. Therefore, the RECC did not hire anyone from the first list. The second list they received also had 29 applicants and 12 attended orientation, 10 took the pre-employment critical test, 3 were no-shows and 5 achieved a passing score and 2 declined an interview. 3 individuals were hired and they are waiting to go through the HR process.

Mr. Martinez said they have 6 trainees in process presently and they are all progressing well and should be signed off within the next few months.

Mr. Martinez reported that the RECC staff will attend the following trainings:

- There are three trainees attending the State Law Enforcement Academy.
- The NAMI (National Alliance on Mental Illness) training will be conducted next week on November 14<sup>th</sup>. Mr. Martinez will be talking about the role that the role 911 operators play in dealing with the mentally ill.

Mr. Martinez gave an update on the GRT status noting that the GRT collections were \$350,000 less than last October but \$815,000 better than the budgeted amount. The unincorporated GRT collections were \$207,000 better when compared to the same period last year, and \$25,000 better than the budgeted amount.

Mr. Martinez noted that the RECC is moving forward with the expansion. They are moving into the design review process and will be sending out a request for proposal. As he mentioned earlier, the RECC is trying to roll in the costs for radios into the ICIP request and take this to the Legislature as a joint initiative.

Ms. Miller reminded the Board that this is the County's number one ICIP request for this year's Legislature and they are hoping to work with the City on the expansion and equipment costs.

The RECC will be going to the Department of Finance and Administration to approve the purchase of the call-taking system with the E911 funding. A vendor has been selected and this information will be provided to the Department of Finance and Administration to process.

Mr. Martinez said the New Mexico Municipal League and the New Mexico Association of Counties has joined forces to offer an accreditation program for 911 centers. This will be similar to the law enforcement accreditation program. Mr. Martinez was asked to sit on the Accreditation Professional Standards Council for 911 and they approved the Standards and the program is in place. They received the first application for accreditation from Lea County.

Mr. Martinez said as a requirement for him to sit on the Council, the RECC will have to submit an application for accreditation within the next year.

Mr. Martinez reported that he will be speaking to the Science and Technology Committee on November 18<sup>th</sup> to brief them on the RECC's plans to go for a surcharge most likely at the 2016 Legislature Session.

Mr. Martinez asked if there were any questions.

Chief Sperling said a number of months ago, the Board heard a presentation from Motorola on the importance of upgrading and replacing the radios. He said he knows there is a timeframe when they will no longer provide service for the current radio configuration, but he did not know when the deadline was. He asked Mr. Martinez if he remembers the date and if he had an approximate cost to replace the radios.

Mr. Martinez said the deadline is 2018, so the purchase of new radios needs to be implemented before then. He said the approximate costs are \$4 million to replace the base stations and all the equipment/towers that go in with a new radio system.

## **MATTERS FROM THE PUBLIC**

There were no matters from the Public.

## **MATTERS FROM THE BOARD**

Chief Sperling said there has been an effort in the community to distribute Narcan kits. He asked Mr. Martinez if they is a dispatch card available for dispatchers – for them to provide direction to a caller for an opiate-related overdose, asking them if they have a Narcan kit available and coaching them on the use of that kit. He asked if this is something that is available, or is it something that the RECC can develop for its own use.



Mr. Martinez said the RECC can definitely modify the question fields with the narcotics or drug overdose card to include questions on whether or not there is a Narcan kit available and advise them on how to use it.

Chief Sperling said he personally would like to see this implemented. He thinks this could make a difference. He suggested that Mr. Martinez work with Dr. Vigil on this and implement this as soon as possible.

Mr. Martinez will work with Dr. Vigil on this and notify the Board Members via email.


**NEXT MEETING DATE**

The next meeting was scheduled for January 15, 2015 at 9:00 a.m. at the Santa Fe County Public Safety Complex.

**ADJOURNMENT**

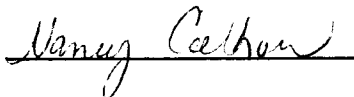
There being no further business to come before the Board, Chief Sperling moved to adjourn, second by Chief Litzenberg, the meeting adjourned at 10:00 a.m.

**Approved by:**

  
\_\_\_\_\_  
**Chief Fred Radosevich, Chair**

**Respectively submitted by:**

***Ja Ann G. Valdez, Stenographer***

**Witnessed by:** 

SEC CLERK RECORDED 02/26/2015