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SANTA FE REGIONAL EMERGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

March 12, 2015

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

Santa Fe, New Mexico
March 12, 2015

The Meeting of the Santa Fe Regional Emergency Communications Center Board of Directors was called to order by Chief Erik Litzenberg, Chair at 9:09 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 Erik Litzenberg, Chair
Chief Eric Garcia
Sheriff Robert A. Garcia
Eric Johnson
Brian Snyder
Chief David Sperling

MEMBER (S) ABSENT:

Katherine Miller, Vice Chair, excused
Chief Fred Radosevich, Chair, excused

STAFF PRESENT:

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

OTHERS PRESENT:

Mark Basham, Basham & Basham P.C.
Tony Flores, Assistant County Manager

APPROVAL OF AGENDA

Sheriff Garcia made a motion to approve the agenda as published. Mr. Johnson seconded the motion. The motion passed unanimously by voice vote.

APPROVAL OF MINUTES: January 15, 2015

Chief Sperling made a motion to approve the Minutes of the January 15, 2015 meeting as submitted. Mr. Snyder 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

There was no old business.

ACTION ITEMS

a. Discussion and presentation for approval of FY2016 Budget

(Copies of the FY2016 RECC Budget were distributed in the Board Members' packets. These included copies of the equipment and maintenance costs for FY2016 and the capital contribution by agency.)

As per the RECC Joint Powers Agreement, the RECC Board of Directors shall propose to the County an annual operating budget for operation of the RECC.

Staff requested Board discussion and approval for the prepared RECC operating budget to be proposed to Santa Fe County for Fiscal Year 2016.

Mr. Martinez reviewed the FY2016 Equipment and Maintenance costs and each line item.

Mr. Martinez explained the Smart911 service, which allows members of the community to register and provide information about themselves, their family members, their homes and workplaces, medical conditions, and other pertinent information. Residents build their Safety Profile on a secure and private data repository, registering the life-saving information they want to make available to 911 in the case of an emergency. This helps 911 call takers make faster, better decisions, shortens response times, and helps save lives. This information can include family

member data, photos, medical conditions, disabilities, mobility limitations, exact address, etc. When a person calls 911, their data automatically displays on the 911 call taker's workstation providing additional information that helps dispatch the best response to the right location more quickly and effectively.

Mr. Martinez noted that San Juan County is using the Smart 911 system.

Sheriff Garcia asked Mr. Martinez how long this has been in place at San Juan County.

Mr. Martinez said at least three or four months.

Sheriff Garcia asked how many have signed up for this 911 system.

Mr. Martinez said he did not know the exact number of public residents who have signed up. He noted that there are other states who are using this system as well.

Mr. Johnson asked how the public response has been in the other areas.

Mr. Martinez said this is only a voluntary system: therefore only those that choose to sign up and provide information do so. He said those who have utilized it have been thankful and grateful for it, especially those who have special needs or pre-existing conditions.

Mr. Snyder asked what the plan is to advertise this.

Mr. Martinez said when the RECC starts to implement this, he will reach out to the television stations. He mentioned that KOAT TV-7 did an advertisement for San Juan County and he will show this to the Board in a bit.

Mr. Snyder asked him if he had a budget for advertisements.

Mr. Martinez said yes, the RECC has a small budget that he uses for public outreach and advertisements. They can also put it on the County and City's websites and do press releases through the City and the County.

Mr. Snyder thinks this is a great tool but it needs to be advertised.

Chief Sperling explained that those with special needs, or the elderly, will not have access to websites, so possibly they could reach out to this population through other community health providers, such as the hospital, doctor's offices and clinics.

Mr. Martinez said they can put a group together to see how they can reach out to the public. He can also meet with the City and County public information staff.

Chief Garcia said the Police Department has "Coffee with a Cop" and they can advertise this program there. They are also starting a new program (Chat with the Chief) that will start next week.

Mr. Martinez said absolutely. He noted that they have done community forums and community outreach discussion groups with neighborhood associations and this would be another avenue that the RECC can use to get the word out. They have also been asked to speak at the Alliance for Mental Illness and other groups like Violence against Women.

Mr. Snyder asked Mr. Martinez if he has an adequate budget for advertising.

Mr. Martinez said probably not at this point because the budget for advertisement is presently small, but he could ask for more.

Mr. Snyder and Chief Sperling both agreed that if the RECC is going to invest \$50,000 for the Smart911 System, then it should be advertised so that it is not underutilized.

Mr. Martinez said the \$50,000 is only for implementation. There will also be a \$45,000 annual license fee.

Mr. Johnson asked if the company will pay for the initial advertisements.

Mr. Martinez said they will do some spots for the RECC, but he does not know if they will pay for all of it. He offered to look into this further to see what they do cover.

Mr. Snyder asked if the RECC is looking at other systems that are comparable.

Mr. Martinez said no, not like this service and this is why it would be a sole-source award.

Chief Garcia asked if there was any way to modify the current RECC program to input this type of information when someone calls 911.

Mr. Martinez said they are limited with the current RECC program because they only have a couple of fields that they can enter information.

Chief Sperling asked how the public enters information into the system, and are there multiple avenues to do that.

Mr. Martinez said they can do it through the Smart 911 website, which is

accessible through any type of media device.

Chief Sperling asked if there was a way to enter information over a phone because some people don't have access to a computer or any type of media device.

Mr. Martinez said he thinks they have telephone access to the system but he wasn't sure.

Chief Sperling said it would be good to know if there is an alternate way to enter information. He said the Fire District Chiefs and volunteers can help with getting the word out. Also, the County's Public Information Office can help as well, and possibly they can access some funding resources to get the word out.

Mr. Snyder asked if there was data out there on the success and failure rates of the system. He expressed concern that the information would be secured.

Mr. Martinez said the vendor talks about how the information is secured in their proposal.

The Board viewed a video clip of the story on KOAT-TV-7 about San Juan County using the Smart911 program. They also viewed other video clips about the Smart911 program being used in other states like the District of Columbia and Washington, D.C.

Chief Litzenberg agreed that this is a good tool but he questioned whether or not it would be legal for the RECC to create a profile for somebody that is not going to create their own because this could be sensitive information, like medical history, etc.

Mr. Martinez said he cannot speak to the legality of that but the RECC has been asked to create profiles for the public for the reverse 911 system (emergency notification system).

Mr. Basham said he has not researched this issue but he would assume that the RECC cannot input information or create a profile for somebody unless they ask the RECC to do so. There could be implications and complications for doing this.

Mr. Johnson said it could be different for police officers because they could provide information that will assist law enforcement and keep them safe. He agreed that medical and criminal history are sensitive information.

Mr. Johnson mentioned that the older generation is not computer savvy.

Mr. Martinez said they could suggest that other family members help their parents get registered.

Chief Garcia asked where the line would be drawn on this subject - for inputting information and releasing information on who is enrolled in the Smart911 Program.

Mr. Martinez said this would be a personal profile created with a third party; so data input from the RECC would not be included in their database. Also, the RECC would not be able to release information and they would have to obtain this data from Smart911.

Mr. Basham noted that this is a private corporation. He asked Mr. Martinez if there is another corporation that does this.

Mr. Martinez said no, they have a patent for their database system and how it works. He said he did not know of another company that provides a "user-enrolled" service to 911.

Mr. Basham asked Mr. Martinez asked if Smart911 charges the same amount for everybody, despite the size.

Mr. Martinez said the fee is based on the amount of population served, the amount of call volume and the number of consoles that are being utilized.

Mr. Martinez continued to review the proposed budget for FY2016. He noted that the total capital contribution for each agency is: \$50,394 for the City; \$50,394 for the County and \$20,000 for the town of Edgewood. There is an additional \$30,000 set aside to complete the equipment for the Mobile Command Center trailer that was given to the RECC from the City Police Department. They also gave the RECC \$30,000 to help equip the trailer. This is not included in the contribution cost by agency because the RECC will be asking the County for the \$30,000.

Mr. Martinez said the total requested amount for operational costs only for FY2016 is \$446,367, compared to \$437,108 last year. He said the RECC would like to ask for an additional IT staff person to help Jaison Dixon in coordinating all the new technology and the existing technologies that Mr. Dixon is currently working on.

Mr. Martinez asked if there were any questions.

Discussion Questions:

Chief Litzenberg said in reviewing the capital contribution by agency for this year and last year, it appears that this is a little less than last year. He asked Mr. Martinez if this is correct.

Mr. Martinez said yes, it is less than last year.

Chief Litzenberg said Mr. Martinez presented the Budget. He asked what the wishes of the Board are; and was there any direction given by the County Manager regarding the budget-are there going to be cuts, etc.

Mr. Martinez said he is working within the County structure to ensure that he follows the directions of the County Manager's office. He noted that they have asked the RECC to keep the budget flat.

Mr. Tony Flores said the County asked the RECC to keep the budget as flat as possible and this budget aligns with the County's direction.

Mr. Snyder asked Mr. Martinez if he included or has performance measures. He said this is a vital tool for the Board to see how the RECC is doing.

Mr. Martinez said he did not include this in the package because they are continuing to discuss how the performance measures that have been created will fit not only with the RECC, but with public safety as well. He offered to bring this before the Board once anything is finalized.

Mr. Snyder suggested that it be brought to the Board before it is finalized so the Board knows what the goals are; and how well the Director is able to manage within the budget.

Mr. Flores explained that the County is starting to look at County-wide goals that cross departmental lines. He said it is difficult for some of the public safety departments or functions within the County because they are a separate component in of themselves. It is not easy to quantify how they are linking to a goal specifically. For example, the amount of 911 calls per year cannot be used as a performance measure – these services are expected from the public. Mr. Flores' goal is to go through a strategic planning process and bring back a revised document to the Board that is fluent.

Mr. Snyder said the Board is here to help support that and any information that the Board can have to assist with this is helpful. He agreed with what Mr. Flores said, it is a struggle or challenge to quantify how they are linking to a goal specifically. He said the performance measures should include things like the response time, the accuracy; how the Director is managing staff; and the matrix that goes along with those things that tie back into the overarching goal.

Sheriff Robert A. Garcia moved to approve the FY2016 RECC Budget. Chief Eric Garcia seconded the motion. The motion passed unanimously by voice vote.

INFORMATIONAL ITEMS

SFC CLERK RECORDED 08/12/2015

a. Financial Update and Director's Report

[Copies of the Year-to-Date Budget Status Report as of March 5, 2015 were distributed in the Board Members' packets.]

Mr. Martinez reported that the RECC currently has two call-taker vacancies. Five new employees are expected to start on March 23rd at which time they will be fully-staffed.

Mr. Martinez noted that there are 7 trainees in process: 3 are within the last two months of their training and the other 4 are six months out. There are two employees presently attending the State Law Enforcement Academy and will be graduating this month.

Mr. Martinez mentioned that the RECC is sending employees to various classes on mental illness and violence against women.

Mr. Martinez said the RECC is working on submitting an application for accreditation under the Association of Counties and the Municipal League.

Mr. Martinez gave an update on the GRT status noting that the GRT collections were a little better than budgeted; however approximately \$200,000 less, when compared to the prior year.

Mr. Martinez reported that the RECC is moving forward on the expansion of the Center. They have selected the design portion and will be soliciting contracts to begin the construction. They plan to go to the Legislature in the future to equip the Center.

Mr. Martinez asked if there were any questions.

Chief Sperling asked if there were any issues with regard to IT.

Mr. Martinez said no. He explained that Mr. Dixon has been busy and this is why he is requesting another IT position. He noted that Mr. Dixon is looking at how the RECC can dedicate a server to get warrant documentation electronically.

Chief Sperling asked if the new IT position request is included in the budget.

Mr. Martinez said yes.

Chief Garcia asked how the State Police's consolidation program is affecting the

dispatch center. Mr. Martinez said operationally it has had a minimal impact.

MATTERS FROM THE PUBLIC

There were no matters from the Public.

MATTERS FROM THE BOARD

There were no matters from the Board.

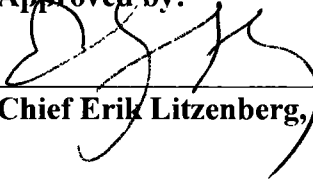
NEXT MEETING DATE

The next meeting was scheduled for July 16, 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, Sheriff Garcia moved to adjourn, second by Brian Snyder, the meeting adjourned at 10:06 a.m.

Approved by:



Chief Erik Litzenberg, Chair

Respectively submitted by:

Jo Ann G. Valdez, Stenographer

Witnessed by: *Nancy Cochran* _____



COUNTY OF SANTA FE) REGIONAL EMERGENCY COMMUNICATIONS CENTER
STATE OF NEW MEXICO) ss PAGES: 10

I Hereby Certify That This Instrument Was Filed for Record On The 12TH Day Of August, 2015 at 02 11 54 PM And Was Duly Recorded as Instrument # 1771899 Of The Records Of Santa Fe County

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