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## SANTA FE REGIONAL EMERGENCY COMMUNICATIONS CENTER

### BOARD OF DIRECTORS MEETING

March 13, 2014

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SFC CLERK RECORDED 03 25 2014

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

Santa Fe, New Mexico  
March 13, 2014

The Meeting of the Santa Fe Regional Emergency Communications Center Board of Directors was called to order by Chief Radosevich, Chair at 9:10 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  
Sheriff Robert A. Garcia  
Eric Johnson  
Brian Snyder  
Chief David Sperling

**MEMBER (S) ABSENT:**

Katherine Miller, excused  
Chief Raymond J. Rael (retired)

**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.  
Jo Ann G. Valdez, Stenographer

**APPROVAL OF AGENDA**

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

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**APPROVAL OF MINUTES: January 16, 2014**

**Chief Sperling made a motion to approve the Minutes of the January 16, 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.

**OLD BUSINESS**

There was no old business.

**ACTION ITEMS**

- a. Discussion and presentation for approval of FY-2015 Budget**

[Copies of the 2015 RECC Budget were distributed in the Board Members' packets.]

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.

Board discussion and approval was requested for the prepared RECC operating budget to be proposed to Santa Fe County for Fiscal Year 2015.

Mr. Martinez said he included a breakdown of the preliminary spreadsheet that they will use to prepare the County budget. This includes a breakdown of the equipment and maintenance costs. The total RECC operating budget for FY 2015 is **\$3,513.321**: \$477,059 is for operational only (which is approximately \$2,000 more than prior year); \$134,500 for capital expenditures and \$2,903.162 for salaries and benefits. The proposed RECC 2015 budget was provided to the Board Members for their review and approval.

Mr. Martinez said he will be requesting that the OT budget for FY2015 be increased. He said last year the RECC changed the schedules and the RECC had a savings from that; however, when staffing level drops, the RECC has to increase the OT budget to meet those needs.

Mr. Martinez noted that some funding was reallocated – some funding was moved to the *Training and Travel* line item because the RECC would like to send the dispatchers to trainings and conferences outside of New Mexico.

RFPC CLERK RECORDED 03 25 2014

Mr. Martinez mentioned that the RECC had a savings of \$15,000 in long telephone services because they were able to get a cheaper rate for long distance services. He would like to increase the *Training and Travel* line item by this much for training.

Chair Radosevich asked if there were any questions on the budget.

Mr. Snyder noted that the RECC requested \$431,782 in FY 2014 for operational expenses, but they actually received \$475,659. He asked Mr. Martinez how this happens because you usually do not get more funding, than requested.

Mr. Martinez said the only increase that the RECC had last year was for the maintenance expenses for some of the newer software. This was related to the GO Blade mapping software upgrades.

Mr. Martinez said the RECC is requesting \$477,059 for FY 2015 operational expenses, when compared to the \$475,659 in FY 2014, a difference of \$1,400. This does not include salaries or benefits.

Mr. Snyder asked Teresa Martinez (County Finance Director) if she anticipates an increase in the benefits or salary side, and if so, how much.

Teresa Martinez said she knows that the insurance costs are going up 10%; and they have already had a rate increase for the retiree health care that was part of the prior year's decision.

Ken Martinez said he plans to ask request for another FTE employee to help Jason in IT with the new software and applications for the client agencies.

Mr. Snyder asked if they have discussed staff raises.

Teresa Martinez said raises have not been determined as of yet, but there will be a compensation recommendation package that will be presented to the Board (County Commissioners) on April 8<sup>th</sup>. This could be along the lines of a 1-2% increase.

Mr. Snyder asked what they received last year.

Teresa Martinez said that depended on the salary level – with 3% being the highest.

Chair Radosevich asked Mr. Martinez if he was fully staffed, would he still have \$300,000 in OT.

Mr. Martinez said no.

Chair Radosevich said if the RECC was not fully staffed, it would show a savings in the regular line item for that. He said the costs should be less at the end of the year. He asked why the RECC would have to go back to the \$300,000 for the OT budget, if they are going to have salary savings at the end.

Mr. Martinez said it is really difficult to sustain a fully-trained staff; therefore he does not have a picture of what the OT line item would be if the RECC was fully staffed. He mentioned that the RECC was able to save about 77% on their monthly budget on OT when the RECC was adequately staffed.

Mr. Snyder asked if the County budgets with the vacancy savings.

Teresa Martinez said yes they do, and they don't typically increase the OT line budget, if they know there are going to be vacancy savings, however, the RECC is different, depending on whether or not all the positions are fully staffed.

**Sheriff Garcia moved to approve the FY2015 RECC Budget. Chief Sperling seconded the motion. The motion passed unanimously by voice vote.**

## INFORMATIONAL ITEMS

### a. Financial Update and Director's Report

[Copies of the Year-to-Date Budget Status Report as of 03/07/14 were distributed in the Board Members' packets.]

Mr. Martinez said he does not see any major issues with the budget, and the RECC should end the fiscal year in good standing.

Mr. Martinez said the RECC presently has 9 vacancies – 1 Team Leader, 2 call-taker positions and 6 trainee positions and he is working on getting these filled within the next month.

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

- 2 trainees are scheduled to go to the Law Enforcement Academy.
- Two staff members are going to the APCO Training to receive training on the GeoBlade and Telestaff in Albuquerque.

Mr. Martinez said the Santa Fe Police Department gave the RECC a trailer to use as a mobile command unit. They also provided some funding from last year's budget to get this ready, and the RECC is working on completing this by the end of this fiscal year.

Mr. Martinez announced that he was elected as the Chair of the E911 Affiliate group for the next couple of years. He said they are working on traveling to the various

E911 Centers throughout the state and talk to them about participation; and education regarding the funding sources and the possible threats to those funding sources.

Mr. Martinez said they met with the architect to start looking at the expansion of the RECC Center, the Public Safety Complex, in general. He noted that there was CIP money that was approved for this expansion. \$275,000 was allocated for architectural and engineering and there may be \$2.5 million for the actual expansion. This amount is what was requested from the State Legislature, which will be funneled through the County Public Works Department. Mr. Martinez will be working with them on a plan - on what the RECC would like to have, etc. He offered to report back to the Board as this moves forward.

Mr. Martinez reported that he and Mark Basham are working on the policy regarding capital purchases and the shared contributions. They will specifically identify what falls under capital purchases, and what falls under maintenance. They will have a copy of the policy for the Board's review and approval at the next meeting.

Mr. Snyder asked Mr. Martinez if the \$2.5 million for the expansion is already allocated. Mr. Martinez said he wasn't sure, but he will check on it and get back to the Board via e-mail.

Chief Sperling said the Board discussed the staffing issues and people leaving, which has been a recurrent problem for the RECC. He asked Mr. Martinez if the RECC has ever done an assessment of why dispatchers are leaving, what are the issues that draw people out; and are there programs or incentives that they may want to consider that would help retain staff and improve retention. This could provide cost savings in the end because they would not have to continue to train people.

Mr. Martinez said industry-wide, there is a high turnover with 911 Centers because of the starting pay; the fact that they have to work weekends and long hours; and the working environment within a 911 center is difficult, and it is a stressful job. He noted that APCO has something called "Project Retains", which is a program that is targeted at trying to help 911 centers retain staff. He has attended some of the presentations and conferences and maybe it's time to send other RECC staff to attend this training also.

Chief Sperling said we assume that if we increase the salary, we will retain employees, but maybe it has to do with other issues too. For example, employees being happy at their job, how they perceive their work place, and if they feel that they make a difference, etc.

Mr. Johnson said the area has a lot to do with this as well because the cost of living in Santa Fe is high.

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Mr. Martinez said one of the things the RECC is doing different – is requiring people to go through orientation before they are hired, so that they know what they are getting into, before they start the entire hiring and training process.

Chief Radosevich said they also have to understand that there are also positive benefits in working in public safety. He suggested that the County RECC considering moving along the hiring process (in a timely manner).

Pablo Sedillo said the issues in the hiring process have been clarified: and the hiring process timeframe has gone to a 30-day process with the HR Department, to expedite the hiring and filling of vacancies.

#### **MATTERS FROM THE PUBLIC**

Mr. Johnson said there still seems to be an issue with people calling the non-emergency line; or in some cases the 911 phone line at the RECC. They have indicated that the phone just rings, and rings, and nobody picks up.

Mr. Martinez said he will look into this because the RECC has placed dedicated Call-Takers and if they are experiencing high call volumes, the call should go into the cue but it should only be for a few seconds. He asked Mr. Johnson to provide the time and date so he can look into it further.

Chief Litzenberg said this has also happened to them a couple of times.

#### **MATTERS FROM THE BOARD**

Chair Radosevich asked for an update on the GPS units.

Mr. Martinez said they are in the process of getting the mapping screens on every console. They will be meeting to discuss the operational policies they want to implement in order to get this done.

Chair Radosevich said at the last Board meeting, the RECC Director talked about installing security cameras at the RECC. He asked for the status of this.

Mr. Martinez said the RECC is moving forward on installing security cameras on the exits and entrances. He said the secondary issue was the internal cameras, and the fact that the Union did not want this. He is working with the HR Department on the Union issue. He noted that the funding is in place to do this.

Sheriff Garcia asked what the Union issue was.

Mr. Martinez said the Union does not want the cameras installed inside the Center due to privacy concerns.

Mr. Sedillo said he agrees that there should be interior cameras, because if anything happens, it can be recorded and used in the future for legal purposes, if necessary. This is also for the safety of the Center and the protection of staff. He said he would stand behind the RECC Director for wanting to install the cameras.

Mr. Martinez said he wants the staff to have some accountability and he can look for things like: are the dispatchers at their consoles; are they on Facebook and Twitter while working; are they texting on their phones, etc. He said he plans to bring an actual request to the Board to do this. For now, the RECC will be moving forward on the exterior exits and entrances.

**NEXT MEETING DATE**

The next meeting was scheduled for June 19, 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, the meeting adjourned at 10:15 a.m.

Approved by:

*[Signature]*  
Chief Fred Radosevick, Chair

Respectively submitted by:

*Jo Ann G. Valdez*, Stenographer

Witnessed by: *Nancy L. Cochran*

COUNTY OF SANTA FE )  
STATE OF NEW MEXICO ) ss

REGIONAL EMERGENCY MIN  
PAGES: 8

I Hereby Certify That This Instrument Was Filed for  
Record On The 25TH Day Of August, 2014 at 02:45:19 PM  
and Was Duly Recorded as Instrument # 1744307  
of The Records Of Santa Fe County



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

SFC CLERK RECORDED 08 25 2014