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SANTA FE REGIONAL EMERGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

July 16, 2015

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

Santa Fe, New Mexico
July 16, 2015

The Meeting of the Santa Fe Regional Emergency Communications Center Board of Directors was called to order by Chief Erik Litzenberg, Chair at 9:03 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
Katherine Miller, Vice Chair
Chief Eric Garcia
Sheriff Robert A. Garcia
Chief Fred Radosevich
Brian Snyder

MEMBER (S) ABSENT:

Eric Johnson, excused
Chief David Sperling, 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.
Jo Ann G. Valdez, Stenographer

SFC CLERK RECORDED 01/27/2016

APPROVAL OF AGENDA

The agenda was amended to add the Medical Comparison and QA Report by Vanessa Marquez. This was added after the IT Report.

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

APPROVAL OF MINUTES: March 12, 2015

Mr. Snyder made a motion to approve the Minutes of the March 12, 2015 meeting as submitted. Chief Garcia seconded the motion. The motion passed unanimously by voice vote.

EXECUTIVE SESSION (If determined necessary)

- a. Limited Personnel Issues**
- b. Threatened or Pending Litigation**

Ms. Miller moved to go into Executive Session to discuss the Director's Evaluation at 9:05 a.m. Sheriff Garcia seconded the motion. The motion passed unanimously after a roll call vote.

Sheriff Garcia moved to go back into Regular Session at 9:55 a.m. Ms. Miller seconded the motion. The motion passed unanimously after a roll call vote.

Chair Litzenberg said no action was taken during Executive Session and the Board will reconvene on this issue at the next month's meeting to do the Director's Evaluation.

ACTION ITEMS

- a. Request approval to enter into a Professional Services Agreement for medical direction with Dr. Alfredo Vigil, M.D., FAAFP**

In May of this year, a Request for Qualifications was distributed to physicians and medical consortiums from Albuquerque and Santa Fe for provision of Medical Direction Services to the RECC. Of the qualified candidates, Dr. Alfredo Vigil was the only respondent who submitted their packet completely and before the deadline. Of the others, one did not respond and another called and advised that they would not be submitting a packet for consideration.

Staff requested the Board's approval to enter into a Professional Services Agreement with Dr. Alfredo Vigil, M.D. FAAFP for Fiscal Year 2016 beginning July 1, 2015 and ending June 30, 2016.

Ms. Miller moved to approve the RECC to enter into a Professional Services Agreement for medical direction with Dr. Alfredo Vigil, M.D., FAAFP. Sheriff Garcia seconded the motion. The motion passed unanimously by voice vote.

b. Request approval to enter into a Professional Services Agreement for legal representation with Basham & Basham, P.C.

For Fiscal Year 2016, funding was requested in the RECC budget to enter into a Professional Services Agreement for legal services for the RECC with Basham & Basham, P.C.

According to Section 5, *Term and Effective Date*, of the current Agreement which was entered into by and between the Santa Fe RECC and Basham & Basham, P.C. on July 1, 2013, the Agreement may still be extended for 1(one) additional year contingent upon funding.

Staff requested the Board's approval to enter into a Professional Services Agreement for legal services for the RECC for the Fiscal Year 2016 with Basham & Basham, P.C.

Ms. Miller moved to approve that the RECC enter into a Professional Services Agreement for legal services for the RECC for the Fiscal Year 2016 with Basham & Basham, P.C. Sheriff Garcia seconded the motion. The motion passed unanimously by voice vote.

c. Request approval to continue stenography services with Stenography Services, Inc.

For Fiscal Year 2016, funding was requested in the RECC budget to enter into a Professional Services Agreement for stenography services for the RECC Board meetings.

Jo Ann Valdez of Stenography Services Inc. is currently the Stenographer for the RECC.

Staff requested the Board's approval to enter into a Professional Services Agreement for stenography services for the RECC Board meetings for the Fiscal Year 2016 with Stenography Services, Inc.

Ms. Miller moved to approve the RECC to enter into a Professional Services Agreement for stenography services for the RECC Board meetings for the Fiscal Year 2016 with Stenography Services, Inc. Sheriff Garcia seconded the motion. The motion passed unanimously by voice vote.

INFORMATIONAL ITEMS

a. Report on plan to update RECC Standard Operating Procedures

Mr. Martinez said it has been some time since the RECC reviewed and updated the Standard Operating Procedures and they are currently doing this. Mr. Martinez offered to bring the Standard Operating Procedures to the Board for approval as the sections are updated. Prior to the next RECC Board meeting, he will send a section on one to two policies in the Board Members' packets - for the Board's review and possible approval at the next Board meeting.

Ms. Miller asked if the RECC has to do this to keep up to date with accreditation.

Mr. Martinez said yes, they need to update the Standard Operating Procedures to keep in line with accreditation but the RECC also needs to update the procedures anyway. The RECC is also working for accreditation with the Association of Counties and the Municipal League.

Chief Litzenberg asked if there were any more questions and there were none.

b. Report on negotiations for dispatch services with Tesuque Pueblo

Mr. Martinez reported that he has been approached by Tesuque Pueblo to take them on as a client agency, similar to what is done with the Edgewood Police Department. They discussed fee structures, rates and services that would be provided and Mr. Martinez gave them a quote of approximately \$100,000.00 a year [or at a minimum \$75,000.00] to provide funding for full-time employees (FTE) for this purpose, and also to take into account the need for capital expenditures. However, Tesuque came back and said the most they are willing to spend is \$37,000.00, which would not cover one FTE to support this function. At that point, the RECC Director decided that it would not be beneficial for the RECC to move forward with this, at that amount and therefore terminated negotiations with them. He informed Tesuque Pueblo that he would bring this item to the Board and advise them of this.

Mr. Martinez noted that Tesuque Pueblo is looking at consolidating with Pojoaque Dispatch and are looking at doing a reduction in staff of at least four dispatchers.

Mr. Martinez asked the Board for direction on how they would like him to pursue this matter.

There was consensus of the Board not to pursue this with Tesuque Pueblo because the RECC cannot provide these services for \$37,000.00.

Ms. Miller said this could be a good point to bring this up. At the Board of

County Commission meeting on Tuesday, the Chair of the Commission asked her and the RECC Director to look at other alternatives for the structure of the RECC. Not just funding sources. They also discussed the fact that they could lose the ability to access State funds if the RECC goes back to being an independent agency. Therefore, they do not want to do that.

Ms. Miller said she asked about the consideration of a larger regional dispatch – is this feasible.

Ms. Miller noted that they discussed this at a Public Safety Board recently to get their input regarding that. She said the regionalization could include Rio Arriba County, the City of Espanola and the Town of Taos. She said the costs could be less for everybody.

Ms. Miller asked the Board if there is any interest in looking into regionalization.

Chief Radosevich said operationally that could be a nightmare; however he thinks a regional dispatch concept would be worth looking into and more reasonable. This agency would be able to get the services required when a person calls 911 – they would not have to go through four different dispatch centers and get transferred around.

Mr. Martinez said one of the benefits of a regional dispatch center or a co-location, is that you would have all the resources heading out from one central point. He said one of the biggest hurdles of getting all the agencies consolidated in one regional dispatch center would be consolidating the equipment and sharing the CAD system and radio frequencies. They would have to look into creating one infrastructure system.

Mr. Martinez explained that they could consider dispatch collaboration efforts among the various agencies and not a complete take-over.

Chief Garcia said he does not see how the other agencies would be able to control their areas. He thinks there are some extreme challenges in doing this and suggested that there be an exploratory committee to review this.

Chief Litzenberg suggested that the Board ask the RECC Director to explore the idea of a consolidation/regionalization concept and prepare some sort of analysis that he could present to the Board. Mr. Martinez will present this to the Board at the next meeting.

c. Report on proposed CAD (One Solution) upgrade

Mr. Martinez said Jaison Dixon was instrumental in putting together a presentation on the proposed CAD upgrade (One Solution). The One Solution upgrade will be Windows-based technology that will bring everything together under one operating platform /umbrella and will cross all the agencies' services. This will include records; fire emergency reporting; management; mapping, etc. This would benefit all the agencies financially and could save money for the City and the County on the main software maintenance costs of the CAD system.

Mr. Martinez noted that he has set up a follow-up demonstration on the jail management system for the County Public Safety Director and the Warden. He said overall there has been a positive response and an interest in moving forward. He will know more after the follow-up demonstration is done.

Chief Litzenberg asked if there were any questions on the One Solution upgrade and there were none.

d. Medical Director Report

Mr. Martinez said Dr. Vigil was unable to present today but his *Medical Director Report* has been distributed in the Board Members' packets.

Mr. Martinez said the *QI Summary Report* shows that the dispatchers continue to provide excellent service to the community. This is also important because it ties the RECC directly to being above the compliance levels for accreditation.

Mr. Martinez acknowledged the dispatchers for doing an excellent job.

Chief Litzenberg asked if there were any questions on the Medical Director Report and there were none.

e. IT Report

Mr. Dixon reported as follows:

- The Streetwise Interface to the RECC I Series has been completed for the testing phase.
- The RECC is looking at upgrading the Vesta System (the call-handler system) and they had a kickoff meeting with CenturyLink and Airbus Communications to set up a Statement of Work and a project timeline. This should be around four to six months. This is a DFA approved project.

Mr. Martinez noted that this is almost a \$1 million upgrade that is being paid for by the E911 surcharge funding.

- **GPS Modem update as of July 15, 2015:**

- SFPD has 94 units installed and active.
- City FD has 4 units installed and active.
- Town of Edgewood PD has all five units installed and active.
- SFSO has 39 units installed and active.
- Total GPS units active in the field: 142.
The RECC has a license for 125 units so they are working on possibly looking at increasing the license package, possibly to 150 units.

Mr. Dixon noted that the City Police Department spoke about purchasing an additional 100 licenses and he is going to look into this further.

Ms. Miller asked if the intent is to get all the agencies on the GPS units.

Mr. Martinez said yes but there is still a lot that have to be done.

Ms. Miller asked if there are any County units with the GPS units.

Mr. Martinez said no, they need a mobile data browser to get the units functional and they do not have that.

Chief Litzenberg asked if there were any questions on the IT Report.

Chief Radosevich thanked Jaison Dixon for his quick response anytime he calls him.

f. Medical Comparison and QA Report

[Copies of the *RECC Quality Assurance Review and Dispatch and Field Call Comparison Reports for the months of March and April* were distributed.]

Ms. Marquez said per Chief Litzenberg's request, she is continuing with medical call comparison reports and the QA Report on dispatch and field calls. She briefly reviewed the reports noting that the customer service continues to improve and the response level has been accurate at 99% based on the information that the call-giver is giving the dispatchers. She noted that she is still pulling one call a day for quality and assurance for each operator for both the City and the County each month to ensure that all the fields are filled out. She said she is seeing about a 15% difference in the way the calls were classified. She asked if there were any questions and there were none.

g. Financial Update and Director's Report

[Copies of the Year-to-Date Budget Status Report as of July 2, 2015 were distributed in the Board Members' packets.]

Mr. Martinez said the RECC just recently entered into a new fiscal year and there is not much to report on the budget.

Chief Litzenberg asked if there were any questions on the budget and there were none.

Mr. Martinez reported that the RECC continues to work on increasing the staffing levels and four employees started this week and two will be starting in the next 2 weeks. The RECC presently has two vacancies.

Mr. Martinez noted that there are two employees presently attending the State Law Enforcement Academy and 7 trainees in the process.

Mr. Martinez mentioned that the RECC is sending employees to various classes and training. They sent five employees to Denver to attend the National NEMA conference. They are also sending five employees to the National AMPCO training next month in Washington, DC. They are sending employees to the Advocacy and Action training conferences on the scholarships that the RECC Training Coordinator obtained through the grant for Victims of Violent Crimes. The RECC will continue with the CPR classes.

Mr. Martinez reported that the RECC is moving forward on the expansion of the Center. Requests for Proposals have been issued and they should have the responses within the next couple of weeks. Mr. Martinez will serve on a panel that will review the Request for Proposals.

Mr. Martinez announced that there will be "Recruitment Day" for public safety on August 1st at Sam's Club on Rodeo Road, Santa Fe. The County sponsors this annual event. Several RECC employees will be attending the event.

Mr. Martinez asked if there were any questions on his report 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.

NEXT MEETING DATE

The next meeting was scheduled for September 17, 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, Brian Snyder moved to adjourn, second by Chief Garcia, the meeting adjourned at 10:32 a.m.

Approved by:



Chief Erik Litzenberg, Chair

Respectively submitted by:

Jo Ann G. Valdez, Stenographer

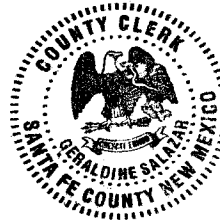
Witnessed by:




SFC CLERK RECORDED 01/27/2016

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

I Hereby Certify That This Instrument Was Filed for
Record On The 27TH Day Of January, 2016 at 02:31:28 PM
and Was Duly Recorded as Instrument # 1785060
Of The Records Of Santa Fe County



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