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**SANTA FE REGIONAL EMERGENCY COMMUNICATIONS CENTER**

**BOARD OF DIRECTORS MEETING**

July 17, 2014

<b><u>ITEM</u></b>	<b><u>ACTION</u></b>	<b><u>PAGE(s)</u></b>
<b>CALL TO ORDER</b>	<b>Convened</b>	<b>1</b>
<b>ROLL CALL</b>	<b>Quorum</b>	<b>1</b>
<b>APPROVAL OF AGENDA</b>	<b>Approved</b>	<b>1</b>
<b>APPROVAL OF MINUTES OF MARCH 13, 2014</b>	<b>Approved</b>	<b>2</b>
<b>EXECUTIVE SESSION (If determined necessary)</b>		
<b>a. Limited Personnel Issues</b>		
<b>b. Threatened or Pending Litigation</b>	<b>None</b>	<b>2</b>
<b>ACTION ITEMS</b>		
<b>a. Request approval of Capital Expenditure Contribution procedure/policy</b>		
	<b>Tabled following discussion 2-5</b>	
<b>b. Request approval to extend professional services agreement for medical direction with Dr. Alfredo Vigil, M.D., FAAFP</b>		
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<b>c. Request approval to enter into a professional services agreement for legal representation with Basham &amp; Basham, P.C.</b>		
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<b>MATTERS FROM THE BOARD</b>		<b>11</b>
<b>NEXT MEETING DATE</b>		
(The next meeting was scheduled for November 6, 2014 at 9:00 a.m.)		<b>11</b>
<b>ADJOURNMENT</b>	<b>Adjourned at 10:30 a.m.</b>	<b>11</b>

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

Santa Fe, New Mexico  
July 17, 2014

The Meeting of the Santa Fe Regional Emergency Communications Center Board of Directors was called to order by Chief Radosevich, 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 Fred Radosevich, Chair  
Chief Erik Litzenberg, Vice Chair  
Katherine Miller  
Brian Snyder  
Chief David Spurling

**MEMBER (S) ABSENT:**

Sheriff Robert A. Garcia, excused  
Chief Eric Garcia, excused  
Eric Johnson, excused

**STAFF PRESENT:**

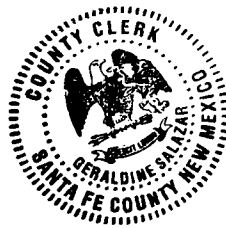
Nancy Calhoun, RECC  
Jaison Dixon, RECC IT  
Ken Martinez, RECC Director  
Pablo Sedillo, Public Safety Director  
Vanessa Marquez, RECC Manager

**OTHERS PRESENT:**

Mark Basham, Basham & Basham P.C.  
Jo Ann G. Valdez, Stenographer

**APPROVAL OF AGENDA**

**Mr. Snyder made a motion to approve the agenda. Chief Spurling seconded the motion. The motion passed unanimously by voice vote.**



COUNTY OF SANTA FE            )  
STATE OF NEW MEXICO        ) ss

REGIONAL EMERGENCY MI  
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I Hereby Certify That This Instrument Was Filed for  
Record On The 20TH Day Of February, 2015 at 12:55:00 PM  
And Was Duly Recorded as Instrument # 1757758  
Of The Records Of Santa Fe County

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

## **APPROVAL OF MINUTES: March 13, 2014**

**Chief Litzenberg made a motion to approve the Minutes of the March 13, 2014 meeting as submitted. Chief Sperling 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. Request approval of Capital expenditure contribution procedure/policy**

At the September 12, 2013 meeting, the Board directed the RECC Attorney, Mark Basham to draft a letter to the three governmental entities and pursue a meeting to review the terms of the capital purchases portion of the JPA, pursuant to Article IV, Section 2 of the JPA.

Additionally, at the November 21, 2013 meeting, as a friendly amendment to the approval of the Capital Purchases funding request, legal was requested to provide clarification on what constitutes a capital expenditure. As a result, meetings were held between RECC Director, Ken Martinez, RECC Legal Representative, Mark Basham and the City of Santa Fe Attorney's Office to include Judith Amer and Kelley Brennan.

The recommendation that resulted from those meetings was to propose a policy that could be approved and implemented by the Board of Directors instead of an agreement that would necessitate proposal and approval by the Governmental Entities. The purpose of the Policy/Procedure is to outline the policy and procedures regarding the conditions and process under which the parties of the RECC JPA will jointly contribute funds annually for capital expenditures for the RECC.

Mr. Martinez noted that a copy of the draft Policy/Procedure that Legal (Mark Basham) drafted is included in the Board Members' packets. He explained that the Policy specifies, under the JPA, what the difference is between capital purchases, maintenance and upkeep of the RECC equipment. It specifies that payment of License Fees for use of software or hardware necessary for provision of dispatch services will be considered capital purchases. It also states that annual service or maintenance/repair costs are considered operational and are not subject to contribution pursuant to the JPA. For the purposes of this policy, capital expenditures

OFFICE OF THE CLERK RECORDED 02/26/2014

are defined as purchases intended to plan, design, equip, furnish or otherwise provide improvements or upgrades for the RECC in line with its mission and operational function.

The Board's approval is requested for adoption of the RECC Capital Purchases Policy/Procedure.

**Discussion:**

Ms. Miller asked what the basis was for not having maintenance of the equipment, and what equipment are they talking about.

Mr. Martinez said the equipment that is purchased through the RECC – anything that is not related to 911 equipment because that equipment is paid/covered by the 911 Fund administered by the New Mexico Department of Finance and Administration.

Ms. Miller asked about the equipment that is in individual vehicles.

Mr. Martinez said this could be considered capital purchase equipment, such as the GPS and AVL devices that were purchased by the RECC. Any equipment that can be used to deploy dispatch services to the client agencies could be considered capital purchases.

Ms. Miller asked if the County would be paying for maintenance costs for equipment that is installed in City vehicles as well.

Mr. Martinez said they are trying to specify the policy for annual maintenance costs, and any upkeep or maintenance of equipment in individual vehicles is the responsibility of each agency.

Ms. Miller and Chief Sperling said that this is not specified in this Policy/Procedure.

Mr. Martinez said maybe the Policy/Procedure can be amended to include this provision.

Mr. Basham said is something they did not consider but that is a good point.

Chief Sperling said perhaps an amendment could be made that would state that only capital equipment that is installed in the Center is included and in addition, each agency or entity will be responsible for any maintenance or repair on anything that is installed in their vehicles.

Chief Radosevich said he is still confused. He said for example, if a radio tower goes down that the agency bought the equipment for, who is going to pay for that? He said the Board needs to be careful how they decide this.

Chief Radosevich referred to 1.4 of the Policy that states: "*Payment of License Fees for use of software hardware necessary for provision of dispatch services will be considered capital purchases.*" He said if the RECC is only renewing a license agreement, this is not a capital purchase. He asked Mr. Martinez to explain this.

Mr. Martinez said for example, the RECC has to purchase licenses for each of the radio consoles, and mapping software, to use the software that provides that service. The purchase of the license could be considered a capital purchase. The fee for that license is a one-time charge but the maintenance of that system is a different thing. If there is a maintenance agreement along with the software for the utilization and upkeep of the software that is a maintenance cost.

Chief Radosevich asked if they could include language that states that this is a one-time purchase.

Mr. Martinez said this only became an issue when there was discussion as to why agencies were paying for maintenance costs.

Chief Radosevich said if you look at the original tax that was imposed county-wide to provide for emergency communications and EMS services county-wide, his question is why is the RECC going back to the agencies and requesting additional funding for anything.

Ms. Miller said it was a county-tax and the County's intent of passing this tax was to actually fund four regional fire stations to have paid staff (24-7) to respond to emergencies because previously, Santa Fe County Fire Department were all volunteers. This is what they set out to pay for, as well as its portion of the RECC.

Chief Radosevich said the town of Edgewood is already paying into the County-tax for the RECC and the residents of the Town of Edgewood would be paying an additional fee, and an additional EMS tax to pay for the same services (which the Town of Edgewood passed) and fund Santa Fe County.

Ms. Miller explained that all municipal entities can pass this tax to pay for EMS services-it up to the governing body and the residents of that municipality.

Chief Litzenberg said in hearing the discussions, is there some way that they can clarify and be a little more indicative of what is being said.

Mr. Basham said when he put this together he understood that this was only for

capital purchases. He said there are definitely some exceptions that need to be addressed. He suggested that they take the Policy/Procedure back and amend it.

**Mr. Snyder moved to table this agenda item until this can be clarified. Chief Sperling seconded the motion. The motion passed unanimously by voice vote.**

**b. Request approval to extend professional services agreement for medical direction with Dr. Alfredo Vigil, M.D., FAAFP**

For Fiscal Year 2015, funding was request in the budget for the RECC to enter into a Professional Services Agreement for medical direction.

According to Section 4, Effective Date and Term, of the current Agreement which was entered into by and between the Santa Fe RECC and Dr. Alfredo Vigil, M.D., FAAFP on July 1, 2014, the Agreement may be extended for 1 (one) additional year contingent upon finding.

Mr. Martinez noted that this will be the last year that the Agreement can be extended, a Request for Proposal will have to be done next year.

**Discussion:**

Ms. Miller asked how Dr. Alfredo Vigil is doing and what kinds of things does he do for the RECC. Also is the RECC spending the full \$20,000 a year?

Ms. Calhoun said no, approximately \$12,000-\$15,000 was spent this last fiscal year.

Mr. Martinez said Dr. Vigil reviews and approves any changes to the medical protocols. The RECC operates under Dr. Vigil's medical license and medical authority. He reviews the RECC's scores to see if they are in compliance for accreditation.

Chief Radosevich asked if the RECC was satisfied with Dr. Vigil's performance.

Mr. Martinez said yes.

Mr. Snyder asked if there were any performance measures in place for the Medical Director.

Mr. Martinez said no, but they could develop some performance measures.

**Ms. Miller moved to approve to enter into a Professional Services Agreement for medical direction with Dr. Alfredo Vigil, M.D., FAAFP. Chief Sperling**

**seconded the motion.**

***Friendly Amendment:***

Mr. Snyder made a friendly amendment to develop some performance measures for the Medical Director's position.

The maker of the Motion (Ms. Miller) accepted the Friendly Amendment.

**The motion passed unanimously by voice vote.**

**c. Request approval to enter into a professional services agreement for legal representation with Basham & Basham, P.C.**

For Fiscal Year 2015, funding was requested in the budget for the RECC to enter into a Professional Services Agreement for legal services.

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 be extended for 2 (two) additional years contingent upon funding.

Board approval is requested to enter into a Professional Services Agreement for legal services for the RECC for the fiscal year 2015 with Basham & Basham, P.C.

**Chief Litzenberg moved to approve the Professional Services Agreement for legal services for the RECC for the Fiscal Year 2015 with Basham & Basham, P.C. Ms. Miller seconded the motion. The motion passed unanimously by voice vote.**

**d. Request approval to continue stenography services with Stenography Services, Inc. (previously Jo Ann's Secretarial Services)**

For Fiscal Year 2015, funding was requested in the budget for the RECC to enter into a Professional Services Agreement for stenography services for the RECC Board meetings.

Jo Ann Valdez is currently the Stenographer for the RECC.

Requested is the Board's approval to enter into a Professional Services Agreement for stenography services for the RECC Board meetings for the Fiscal Year 2015 with Stenography Services Inc.

**Chief Litzenberg moved to approve to enter into a Professional Services Agreement for stenography services for the RECC Board Meetings for the Fiscal**

**Year 2015 with Stenography Services Inc. Chief Sperling seconded the motion. The motion passed unanimously by voice vote.**

## **INFORMATIONAL ITEMS**

### **a. Medical Director Report**

[Copies of the Medical Director Report were distributed in the Board Members' packets.]

Mr. Martinez noted that Dr. Alfredo Vigil was unable to be present today.

Mr. Martinez said the Training Coordinator brought it to his and Dr. Vigil's attention that there has been some requirement changes for CPR for 911 operators. Therefore, it appears that they are going to have to provide a more advanced level CPR training for the dispatchers to comply with State regulation.

He said as the QI Summary Report shows, the dispatchers continue to provide excellent service to the community and continues to be in compliance for accreditation measures.

Mr. Martinez said as expected, there have been some staff turnover but screening and processing of applicants is underway. He offered to give a report on staffing during the Director's report.

### **b. IT Report**

Mr. Dixon reported as follows:

#### **Software/Applications: Update**

- The Naviline application upgrade is complete and ready to deploy.
- The Pro-QA medical scoring system will be upgraded to Paramont 5.1, which is a new version for the Pro-QA medical system. The RECC has agreed to do some beta testing. This should be ready to employ on July 28<sup>th</sup>.

Mr. Martinez said because the RECC agreed to do the beta testing and provide feedback, they will not be charged the application fee of \$11,000.

- The RECC is currently upgrading the Geoblade/LG Mobile system (GPS system) to Vantage Point, which will provide extra features like mileage, location and a map feature. The training and completion date is July 28<sup>th</sup>. This system was paid for by the RECC.

#### **Hardware**

- The RECC has replaced the old Windows XP machines in dispatch with Windows 7 machines. Windows XP is no longer supported by Microsoft.



- 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.
- The Vesta System (the call handler 911 system) will be upgraded. The State of New Mexico will be funding this project.

**Possible new system**

- Sungard will be on site from August 12<sup>th</sup> to August 13<sup>th</sup>, 2014 to discuss with staff the latest application and system (One Solution) for the RECC and other public safety agencies. Mr. Dixon noted that he sent out an e-mail to the contacts that are listed for each of the agencies/departments to attend.

Chief Sperling asked what advantage the upgrade will provide for the departments.

Mr. Dixon said as far as the Fire Department, the new application will provide a fire EMS system for fire records, as well as an emergency reporting system and a jail management system that will be tied to the CAD system. The system would be located here at the RECC.

Mr. Martinez said it is a Sungard product that will tie everything together-all agency records on the same system.

Chief Sperling asked if it had an electronic patient care report that is forwarded to the State.

Mr. Martinez said he did not know but this is one question they can ask them when they come down.

Mr. Martinez spoke about the Smart 911 system that is being used in other parts of the country. It is a data base system that keeps information or a profile of the person that is calling 911.

Mr. Martinez said in the future, he would like to have a group that consists of members from each agency to look at new technology like the Smart 911 system.

Chief Sperling asked if this is a new Sungard system and is it a web-based system.

Mr. Dixon said the system has been around since 2011 that is a central solution that is a web-based and an internal system that ties systems together.

Ms. Miller noted that an amber alert was issued recently that was broadcasted through the radio and TV that looked like it came straight from San Miguel dispatch. She asked how this works – who initiates the alert.

Chief Radosevich said there are several agencies who can issue alerts, for example, the Santa Fe Police Department and the State Police. The State Police issued the recent amber alert.

Mr. Martinez asked if it was deployed from the Emergency Alert System.

Chief Radosevich said yes.

**RECC Quality Assurance Review and Dispatch and Field Call Comparison Reports**

[Copies of the *RECC Quality Assurance Review and Dispatch and Field Call Comparison Reports for the months of March, April and May* 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 based on the information that the call-giver is giving the dispatchers. She noted that she pulls at least 3-4 calls per agency for the reports.

**c. Financial Update and Director's Report**

[Copies of the Year-to-Date Budget Status Report as of 07/11/14 were distributed in the Board Members' packets.]

Mr. Martinez said the RECC is new into the fiscal year and everything seems to be in order.

Mr. Snyder asked Mr. Martinez if he had a summary on what was spent last year, versus what was budgeted.

Mr. Martinez said they ended very close to the numbers they projected for all of the line items.

Mr. Snyder asked about the personnel line items.

Mr. Martinez said the RECC is having issues with the Overtime line item/budget due to the loss of staff, however, presently the RECC is very close to being fully staffed. Therefore, the Overtime line item should go down.

Mr. Snyder asked where they budget vacancy savings.

Ms. Miller said they do not allow movement of vacancy savings out of that line item or category to other line items. The vacancy savings was budgeted to cover the overtime expenses.

Mr. Martinez said the RECC presently has 5 trainee positions and 3 Call-taker positions that are vacant. He noted that they have not lost any trainee staff and the Training Coordinator is working to ensure that they move quickly through the system.

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

- There are presently six trainees in various stages of training.
- Three trainees started the State Law Enforcement Academy this week. They should receive their certifications three weeks from now.
- Vanessa Marquez and Jaison Dixon attended Sungard Training in Anaheim, California.
- Staff was sent to the new CPR classes for first responders.
- Seven staff members attended the APCO training in Albuquerque.

Mr. Martinez gave an update on the GRT status noting that \$39.5 million was collected through June, which is \$2 million greater when compared to the same period in the prior year. The EMS taxes that were collected were \$8.5 million through June, which is \$500,000 greater than the prior year's collection.

Mr. Martinez spoke about the expansion of the Center noting that the project programming is complete. The next step is to have the funds budgeted, which should happen at the last Board of County Commissioner meeting in August. Design should start sometime in October.

Ms. Miller pointed out that the County will be paying for the entire project with the County's capital outlay monies, therefore they did not ask the other entities to contribute.

Chief Radosevich said he really believes that the purpose or concept of a regional communications center is that everything would be done the same way. He said one of the things that concerns him on the law enforcement side is the different code system that is being used by the agencies. He thinks the Board needs to get together, as a Board, and discuss and decide on how this will be done. He feels that the code system should be the same for all the agencies and for the consoles that the dispatchers are sitting at.

Mr. Martinez said a meeting can be scheduled to look at operations to see what can be done to standardize the system. He explained that there is a law enforcement

protocol that he would like to move to and that is the second accreditation that he would like to move the Center towards. This is the police dispatch certification and accreditation, which is the same protocol system where law enforcement will follow the same protocols.

Mr. Martinez said in 2009, he brought a proposed "Robert Code" system (plain or clear speak) protocol to the Board for the RECC to implement and he has no problem in implementing this again. This was done after the incident that occurred on September 11<sup>th</sup>.

Chief Radosevich said he would be glad to put a meeting together because he thinks it is important.

Mr. Martinez will coordinate the meeting and will start with the law enforcement agencies.

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

There were no matters from the Public.

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

Chief Radosevich acknowledged and thanked Vanessa Marquez for her assistance and for being very responsive when he calls her.

#### **NEXT MEETING DATE**

The next meeting was scheduled for November 6, 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, Chief Sperling moved to adjourn, second by Chief Litzenberg, the meeting adjourned at 10:30 a.m.

**Approved by:**

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

**Respectively submitted by:**

*Jo Ann G. Valdez*, Stenographer

**Witnessed by:** 