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**SANTA FE REGIONAL EMERGENCY COMMUNICATIONS CENTER**  
**BOARD OF DIRECTORS MEETING**  
**July 21, 2016**

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

Santa Fe, New Mexico  
July 21, 2016

The Meeting of the Santa Fe Regional Emergency Communications Center Board of Directors was called to order by Katherine Miller, 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:**

Katherine Miller, Chair  
Brian Snyder, Vice Chair  
Chief Ron Crow, newly appointed member  
Chief Patrick Gallagher  
Chief Erik Litzenberg  
Sheriff Robert A. Garcia  
Eric Johnson  
Chief David Sperling

**MEMBER (S) ABSENT:**

None

**STAFF PRESENT:**

Nancy Calhoun, RECC  
Jaison Dixon, RECC IT  
Vanessa Marquez, RECC Manager  
Ken Martinez, RECC Director  
Randy Vallegos, RECC Training Coordinator

**OTHERS PRESENT:**

Daniel Sanchez, SFC IT  
Dr. Alfredo Vigil

Chair Miller welcomed the new Chief for Edgewood, Ron Crow.

## APPROVAL OF AGENDA

**Sheriff Garcia made a motion to approve the agenda as published. Chief Litzenberg seconded the motion. The motion passed unanimously by voice vote.**

## APPROVAL OF MINUTES: March 24, 2016

**Chief Sperling made a motion to approve the Minutes of the March 24, 2016 meeting as submitted. Sheriff 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**

It was determined that there was no need for an Executive Session.

## ACTION ITEMS

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

For Fiscal Year 2017, funding was requested in the RECC budget 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, 2015, the Agreement may be extended for 2 (two) additional years' contingent upon funding.

Staff requested approval to enter into a Professional Services Agreement with Dr. Alfredo Vigil, M.D., FAAFP for Fiscal Year 2017, beginning July 1, 2016 and ending June 30, 2017.

Mr. Snyder asked if Mark Basham has approved this to form.

Mr. Martinez said yes.

Mr. Snyder said the City is interested in doing a comprehensive review of the protocols on how they are responding to MPDS, and this will involve Dr. Vigil and he wants to make sure he knows this.

Dr. Vigil said yes, thank you.

Chair Miller asked for a motion for approval.

**Sheriff Garcia moved to approve request to enter into a Professional Services Agreement with Dr. Alfredo Vigil, M.D., FAAFP for Fiscal Year 2017, beginning July 1, 2016 and ending June 30, 2017. Mr. Johnson 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 2017, funding was requested in the RECC 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, this contract was entered into by and between the Santa Fe RECC and Basham & Basham, P.C. on July 1, 2013 and ends this year. The RECC will go out for bid for legal services next year.

Staff requested approval to enter into a Professional Services Agreement for legal services for the RECC for the Fiscal Year 2017 with Basham & Basham, P.C.

Mr. Snyder asked Mr. Martinez how many applicants/respondents did the RECC receive when they advertised for the Medical Director and the Attorney.

Mr. Martinez said they had one for the Medical Director and one for legal services as well.

Mr. Snyder asked how long Mark Basham has been the Attorney for the RECC.

Mr. Martinez said Mark Basham has been the legal representative for the RECC before he became Director and he has been Director for 10 years.

Mr. Snyder said in his opinion, that's good and bad. There is definitely consistency and at the same time, as the Board moves forward, people may not put in a proposal because they could think that this position is a "shoe in", and this kind of skirts the procurement process. He said although Mark Basham is doing a good job.

Chair Miller asked if there were any more questions or comments. Seeing none, she asked for a motion to approve.

**Sheriff Garcia moved to approve request to enter into a Professional Services Agreement for legal services for the RECC for the Fiscal Year 2017 with Basham & Basham, P.C. Chief Sperling seconded the motion. The motion passed unanimously by voice vote.**

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

For Fiscal Year 2017, 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 is currently the Stenographer for the RECC, and also has been for a while. The RECC would like to continue stenography services with Ms. Valdez.

Staff requested approval to enter into a Professional Services Agreement for stenography services for the RECC Board meetings for the Fiscal Year 2017 with Stenography Services, Inc.

Mr. Snyder said in a lot of ways stenography is a dying breed or a dying way of doing business. He noted that the City is looking at doing minutes electronically. He asked Mr. Martinez if they have explored that option for the RECC. He said, as they move forward, this is an opportunity to bring this into the electronic age with the technology that is out there. He said he is in support of this but thinks they should look into doing this electronically.

Mr. Martinez said he has not looked at that option but he can look into it.

Ms. Miller asked when the last time a Request for Proposal was done for stenography services.

Mr. Martinez said the RECC has not gone out to solicit for bids because of the small dollar amount of the contract (\$2,000 or less).

Mr. Snyder asked if Mark Basham was comfortable with the way the language is written, as to form.

Mr. Martinez said yes.

Chair Miller asked if there were any more questions or comments. Seeing none, she asked for a motion to approve.

**Chief Litzenberg moved to approve request to enter into a Professional Services Agreement for stenography services for the RECC Board meetings for the Fiscal Year 2017 with Stenography Services, Inc. Chief Sperling seconded the motion. The motion passed unanimously by voice vote.**

## INFORMATIONAL ITEMS

### a. Medical Director Report (Dr. Alfredo Vigil)

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

Dr. Vigil thanked the Board for allowing him to continue to serve the RECC. He noted that he has been with the RECC for five years now.

He said as the Board can see from the QI Summary Report, the RECC dispatchers continues to be on track to provide excellent services to the community. He thinks this is one of the strengths of the organization – that there is consistent quality from one month to the next. He said much gratitude is due certainly to the dispatchers, as well as the supervisors who makes sure that things continue to run well.

Dr. Vigil mentioned that he included a paragraph in his report about a perspective from a Dallas dispatcher who made a statement after the five officers were killed. He said he does not need to tell anybody in this room that the world is getting more complicated, almost by the week. This means that all of us in this room, in our various roles, have to continue to maintain the high quality of services because we really do not know what the future is going to bring.

Dr. Vigil said another thing that is likely going to rear its head is the Zika virus situation and the random acts of horrific behavior on behalf of people who have mental health problems. He said the state of our behavioral health system is much worse than it was just a few years ago, and this has to have some impacts in terms of people with mental health problems that act out in various ways, which brings out the emergency responders into the scenes-so we have some big challenges ahead for us.

Dr. Vigil said it has been an honor to be associated with the RECC. He asked if there were any questions of the Board and there were none.

In light of the shootings of the police officers in Dallas, Mr. Martinez mentioned that Randy Vallejos, the RECC Training Coordinator put together a care package to send to the Dallas Dispatch Center to show solidarity, support and sympathy for them in this time of crisis. They are also going to send a care package to the Baton Rouge Dispatch Center.

### b. IT Report (Jaison Dixon)

(Copies of the RECC IT Project Outline dated July 21, 2016 were distributed in the Board Members' packets.)

Mr. Dixon said he has some action items as well as some informational items to discuss. He reported as follows:

- The SunGard application upgrade will be done on August 1<sup>st</sup> through August 4<sup>th</sup>.

- The GPS interface software will be upgraded from LG Mobile to Vantage Point Mobile (field units).
- The AS400 hardware platform will be upgraded soon and this will affect every agency in the City, including the Town of Edgewood. The upgrade will increase the AS400 system's performance level.
- The GPS modems for the Police Department, Sheriff's Office, City/County Fire and Edgewood Police Department have been installed. As of July 15<sup>th</sup>, SFPD has 104 units installed and active; City Fire Department has two units; Town of Edgewood Police Department has all six units installed and active; SFSO has 46 units installed and active. The total GPS units that have been installed in the field are 158. The RECC has licenses for 220 clients.

Mr. Dixon said Mr. Martinez will probably touch on the discussion about an upgrade to the One-Solution system, which is a window-based system.

Mr. Dixon asked the Board if there were any questions.

Chief Litzenberg said he thinks the City has more than two units. He asked if they are getting these units up-to-date, are they systemically able to use it.

Mr. Martinez said he has asked Jaison Dixon to work with the IT staff from each of the client agencies to get everybody on board and to upgrade the systems in the field, so that the agencies can use it the way that it can be used. They are hoping to have this done as soon as possible. He has tasked Mr. Dixon to get this done.

Mr. Dixon informed Chief Litzenberg that they have spoken to Renee at City IT and they have upgraded the operating system for the field units and they are moving forward in installing the GPS units.

Mr. Martinez said once they incorporate all the end users, they will have a system-wide training so everyone knows what to do and how to use it.

Mr. Snyder said staff reported that SFPD has 104 units listed here but he thinks there are more than that. He asked Chief Gallagher if this is accurate.

Chief Gallagher said he was not sure if this number is accurate and he will have to check. He said there are probably some older field units that don't have them.

Mr. Martinez said the information that is going to be available, once this is fully implemented, will be valuable for all the agencies and the officers in the field. This is what they are aiming for, but it is a long and difficult process or a challenge, to get all of the units operational and with the same standardized data reporting system.

Mr. Snyder asked if they have a target end goal or timeframe for doing this.

Mr. Dixon said the target date is December 2016.

Chair Miller asked Chief Sperling when the County is going to do this.

Chief Sperling said the Fire Department will be ordering some equipment this year. He said their issue is connectivity-in the County connectivity is either hit or miss. Therefore, he questions the efficacy of the County installing these in their apparatus if it will be usable some of the times and not all of the times. They have been waiting to see how effective the program is going to be; and how they are going to be able to jump on board, given the connectivity issues.

Mr. Snyder said he sees it as each of us having a different interest in it possibly, as a valuable tool for first responders from the standpoint of where the officers or responders are, inside the City, would be great in his opinion. He said if they are going to do this, then they will get the City IT staff to get this in motion and up and running.

Mr. Martinez said it means getting everybody moving in the same direction and at the same pace. He said this is the goal but it is difficult to get everybody coordinated in the City as well as the County. They have a lot more units than the Town of Edgewood does. However, staff, along with Renee at City IT, is doing a good job and moving in that direction.

Mr. Snyder asked the Board if they, as a whole, are committed to this, and if they are, let's make sure that we are committed to it.

Chief Gallagher asked Mr. Martinez if he was aware of the State Police having a new CAD system and if so, could he talk about this.

Mr. Martinez said the State Police issued a Request for Proposal for a consolidated CAD system for all of their districts and they got it. He said it is a very good CAD system, in his opinion. He noted that the State Police is proposing that local governments and 911 centers around the State piggyback on their CAD system. However, there are questions on how the information would be kept and stored and who is going to have ownership of it. He mentioned that he has been to meetings with the Department of Information and Technology and the State Police and they are looking at sharing resources to improve coverage and internet connectivity. He does not think that it is a bad thing to share resources but the issue is how this will be done and the governance of those services.

Chief Gallagher asked if that system would be able to access the AS400 system, as far as historical data. He said this could be a deal breaker.

Mr. Martinez said yes, it could be a deal breaker and he is not sure what it would take to get this done, i.e., interfaces may have to be built.



Chief Gallagher asked Mr. Martinez if had any idea what the licensing costs would be.

Mr. Martinez said he does not know because the funding issue has been vague.

Chief Gallagher asked if this is still under consideration.

Mr. Martinez said it is and he will bring this information to the Board more as it develops. He said he would prefer that the RECC have their own CAD system.

Chief Sperling said the County will be moving forward with installing some of these devices on their frontline med units but as far as GPS goes, they generally know, without question, where the closest unit is. Therefore, he is less inclined to think that the GPS is going to make much of a difference for them.

Chief Sperling said what their really moving forward on, and their primary consideration is, allowing the field staff to start completing reports before they return to the fire station, which means having internet connectivity to allow them to do that. He said connectivity issues can become big issues in many areas of the County.

Mr. Martinez said he would only hope and think that the connectivity issues should start getting better because the State Department of Information and Technology is looking at extending and improving with some of their service providers.

Chief Sperling said there are definitely things in the making to improve connectivity issues, countywide and throughout the state, but they do not exist today.

Mr. Dixon noted that they resolved the data reporting issues. He said reports are getting done within minutes versus hours.

Chief Sperling said what Mr. Dixon is referring to is that it has taken the County Fire Department virtually two years to integrate the data that comes over from CAD into their reporting software-just because of the complexity on the reporting needs of the districts, according to the federal and state data requirements. It has been a challenge for Sungard and Emergency Reporting to figure out a way to bring the data over and integrate it into their software package, so that reports can get created. He said there is still some work to do, Countywide, to make this effective.

Mr. Snyder said there are other rural areas around the country that are dealing with the same issues in those areas as well and he wants to believe that there is technology out there that can help. It's probably a matter of cost and availability. He said in terms of the City, he also thinks it is important to import/get data, make it accessible and to be able to transmit it.

He asked Sheriff Garcia about the Sheriff's units because he hasn't said anything about the GPS.

Sheriff Garcia said it seems like all of the Sheriff's units are patrol units, maybe animal control units. He said he has not come across any issues from what he has seen or observed. He thinks that this is something that is needed and they should continue to move on with this. He said it is impressive to see that dispatch knows where all the units are and he is committed to that.

Mr. Martinez said he is always willing to try and work with the same systems and the same way of doing things across the board but it is difficult to build interfaces between the different systems. He said the SunGard (One Solution) system is a system that would bring all of the systems under one, and the Board could look at the possibility of moving towards unification and/or consolidation. He noted that originally the SunGard system was going to cost over \$1.7 million but SunGard negotiated the price given that the RECC has been a customer for a long time and they are now looking at \$600,000 to implement all the different models.

Chair Miller asked if the City, the County and the Town of Edgewood would have to change what they are presently using.

Mr. Martinez said yes, for records management they would.

Mr. Snyder noted that a joint City/County Request for Proposal went out. He asked if this was only for radios and did it have anything to do with this.

Mr. Martinez said it was only for radios.

Mr. Snyder said getting back to Chief Gallagher's point, is there any opportunity to partner with the State to save money on certain areas, which presumably, frees up money in other areas. He asked how do we utilize the resources or the partnerships we have to leverage each other, maintain the same level of services and move towards the same common goal.

Mr. Martinez said sharing resources would be a great benefit for the RECC but the issue is to keep the integrity of the 911 establishment and funding; and what they do at the local level; and not have them take over the E911 fund. He mentioned that he continues to work with the adjoining districts to make sure they have a region-wide solution.

Chair Miller asked if there were any other comments or questions about the IT report and there were none.

**c. Financial Update and Director's report (Ken Martinez)**

[Copies of the Year-to-Date Budget Status Report as of July 13, 2016 were distributed in the Board Members' packets.]

Mr. Martinez said he does not see any issues with the budget and there is nothing that they are concerned about.

He asked if the Board had any questions on the budget.

Chief Sperling said he was glad to see the OT line budget at 100%.

Mr. Martinez noted that they are moving back to the 4-day 12-hour shifts due to the fact that they are short-staffed. This saves the RECC on overtime costs.

Mr. Snyder asked Mr. Martinez where the RECC is in terms of staff.

Mr. Martinez said they are nine employees short.

Mr. Snyder said the last time the Board met the RECC was down 2-3 employees but now they are down nine employees. He asked if there is a common thread on why people are leaving and should the Board keep that on the back of their minds.

Mr. Martinez said retention is an issue and they are trying to do things to address that but they lose operators who go work an 8:00-5:00 job in other agencies. They do not want to work weekends or holidays, and sometimes the salary is better. He asked Randy Vallejos (Training Coordinator) to address this question.

Mr. Vallejos said right now what he sees is that they are losing people to the 8:00 to 5:00 job and there are other surrounding centers that are offering a higher salary. He mentioned that Taos County is doing a compensation study for themselves and he sent them a copy of the RECC's pay scale. Sandoval County is also doing a compensation study. He noted that he is the Vice President of the New Mexico Chapter of the Association of Public Safety Communications Officials, and it's not just our PSAP, it's all PSAPs across the nation. Operators are underpaid for the number of hours that they have to put in and it is a stressful and demanding job.

Sheriff Garcia asked what the starting salary is.

Mr. Vallejos said it is \$12 an hour.

Mr. Martinez said if the employee stays a year, they will move up to \$14 an hour; up to \$16 an hour if they stay an additional year, and up to \$17.50 if they stay for three years. He said this has been in place for a few years now and at some point they would like to raise the starting salary. For example, Bernalillo County is starting as high as \$18.00-

\$21.00 an hour for new operators.

Chair Miller asked Mr. Martinez if it was the Union that decided to go to this step process.

Mr. Martinez said yes.

Mr. Snyder asked if this is part of the union contract and Chair Miller said yes.

Mr. Johnson asked Mr. Vallejos what the starting salary for Los Alamos was.

Mr. Vallejos said he did not know but it is more than \$12 an hour. He said Sandoval County operators are starting at \$15 an hour.

Chief Sperling said at the last meeting, when the Board was discussing the budget, Director Martinez had proposed some additional positions, there was discussion about instead of having additional positions, the RECC would perhaps look at ways that other centers work to retain their employees, not just with starting pay but with other benefits, (whether it would be compensation or otherwise) to keep people here. He asked Mr. Martinez if he has had an opportunity to look at some of those aspects.

Mr. Martinez said yes, and one of the things that the RECC does is that they send people to the APCO national conferences and trainings. He said with regards to the additional positions, the RECC received approval for two additional positions. They will be looking at mid-year to see if they still need these positions and if there is funding at that time.

Chief Sperling asked Mr. Martinez if they have done anything like a regional salary comparison.

Mr. Martinez said they can get that started and bring that information back.

Chief Sperling thinks this would be helpful.

Mr. Snyder said it would also be helpful to look at possibly changing the starting pay, possibly moving it up one tier, starting at \$14 an hour and see what that means (compaction-wise) and what are the annual reoccurring costs of that. He said it would be good for the Board to see the numbers, and this way they have a sense of what the surrounding centers are paying.

Mr. Martinez continued with this report noting that the marketing kick-off campaign for the SMART-911 system is scheduled for Monday at 2:00 p.m. and this will include each of the PIO's for the County and City. They will be doing television and radio advertisements to push the SMART 911 application and to let people know that the

SMART 911 system is in place and ready to use. Mr. Martinez will keep the Board informed as this moves forward.

Mr. Martinez said the backup communication unit that the RECC sent to Advance Communications to retrofit - to be used as a backup - has come back with all of the interior remodeled and redone and he is happy with the way it came out.

Mr. Martinez spoke about the article on Channel 7 regarding the call answer times in Albuquerque. It indicated that the National Standard states that 90% of the 911 calls have to be answered in 10 seconds or less. He said he is proud to report – after some changes were made - 96% of the time the RECC's 911 calls are answered in 10 seconds or less. The RECC answers approximately 30,000 calls per month, and 8,000-9,000 of those calls are 911 calls.

Mr. Martinez said they are going to move forward in recruiting people to get the nine vacant positions filled and trained. There is one operator at the Law Enforcement Academy presently.

Mr. Martinez attended the New Mexico Association of Counties (NMAC) meeting yesterday and they are going to try again in January to expand the 911 surcharge to include the voice over IP (VOIP). They have been unsuccessful in getting this approved, it never made it out of the Committee because the Governor sees this as a tax. They are going to try to explain that it is not just a tax, it is a fee for a service. They are also going to try and get bi-partisan sponsorship this time around. He said yesterday, the Executive Legislative Committee for NMAC voted in support of the Resolution. Mr. Martinez will keep the Board updated as this progresses.

Mr. Martinez asked if there were any questions of the Board.

Mr. Snyder said he has a couple of questions, two different topics. He said he is all for metrics and good numbers; and happy that the numbers were in the 90's now for call response times; but we all know what that means for staff-less down time for staff, and what they do with that down time. He asked what is staff's response to that.

Mr. Martinez said as of now he has not seen any negative complaints about it. He said morale is always an issue when you are working long hours and what he is facing now is difficulties with absenteeism and calling in. He thinks a lot of this has to do with burn out.

Mr. Snyder said the RECC's response times are better but they are down nine employees and he is only calling this to Mr. Martinez's attention.

Mr. Snyder said in thinking about the legislative priorities, from a Board's perspective, should we, as a Board and governing bodies, be more involved with what the

legislative priorities are that the City is advocating for. He thinks this is an opportunity for the governing bodies to pull together so that they feel that they are making a joint decision on how we lobby the Governor and the Legislature.

Mr. Martinez said in the past, a letter of support was done on behalf of the RECC, as a joint entity. He said he does not know if anything other than that was done in the past, but he knows that they have chosen this approach before.

Chair Miller said the County Board of Commissioners passes a resolution to support this but they do it based on it being associated with the Association of Counties too. She suggested that a copy of this be provided to the City Manager and he can present it to City Council.

Mr. Snyder said he did not want to create anymore hoops and hurdles but at the same time, he wants to make sure that part of it is managing our governing bodies respectively. He said he is looking at opportunities for bringing more unity and a joint effort that they can advocate for issues or priorities at the same angle.

Mr. Martinez offered to bring a copy of the bill to the City and County for support and consideration, as a legislative priority, once it is done.

Chair Miller said the Board of County Commissioners will probably end up doing it with the Association of Counties again.

Mr. Martinez asked if there were any more questions of the Board.

Sheriff Garcia asked if they had a conference in Ruidoso in August.

Mr. Martinez said no, the Association of Counties Executive Committee is meeting August 4<sup>th</sup> in Ruidoso.

Chair Miller asked if there were any more questions for the Director and there were none.

**MATTERS FROM THE PUBLIC**

There were no matters from the Public.

**MATTERS FROM THE BOARD**

Chief Gallagher said it has been about four months since they changed their shift schedule and it seems to be working. He asked Mr. Martinez if he has received any feedback and Mr. Martinez said no, not that he knows of.

Ms. Marquez said she has put out to staff that the goal is to get the officers and the calls dispatched within a 2-minute response time.

Mr. Martinez said he would be meeting with Captain Lewandowski regarding pending times and they will be looking at whether there is an issue that they can address.

Chair Miller noted that the RECC Director's evaluation was done last year.

Mr. Martinez said a special Board meeting was held last September for the Board to do his evaluation and they can do it again.

Chair Miller said it would be good to do it again one year later. She suggested that the Board receive a copy of last year's evaluation so that they can do the Director's evaluation at the next Board meeting.

**NEXT MEETING DATE**

The next meeting is scheduled for September 22, 2016 at 9:00 a.m.

**ADJOURNMENT**

There being no further business to come before the Board, Mr. Snyder moved to adjourn, second by Chief Litzenberg, the meeting adjourned at 10:22 a.m.

*Katherine Miller*  
Katherine Miller, Chair

Respectively submitted by:

*Ja Ann G. Valdez*, Stenographer

Witnessed by: *Nancy L. Carlson*



COUNTY OF SANTA FE )  
STATE OF NEW MEXICO ) ss REGIONAL EMERGENCY MIN  
PAGES: 15

I Hereby Certify That This Instrument Was Filed For  
Record On The 17TH Day Of November, 2016 at 01 13:40 PM  
And Was Duly Recorded as Instrument # 1809932  
Of The Records Of Santa Fe County

*Geraldine Salazar*  
Deputy County Clerk, Santa Fe, NM