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SANTA FE REGIONAL EMERGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

September 17, 2015

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

Santa Fe, New Mexico
September 17, 2015

The Meeting of the Santa Fe Regional Emergency Communications Center Board of Directors was called to order by Chief Erik Litzenberg, Chair at 9:05 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:

Chief Erik Litzenberg, Chair
Chief Patrick Gallagher
Eric Johnson
Chief Fred Radosevich
Brian Snyder
Chief David Sperling

MEMBER (S) ABSENT:

Katherine Miller, Vice Chair, excused
Sheriff Robert A. Garcia, excused

STAFF PRESENT:

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. Basham said there was no need for the Board to go into Executive Session at this point in time. He noted that there are two things he would like to discuss with the Board; one is the RECC Director’s Evaluation (who is doing a wonderful job) and the other one involves a lawsuit (which he thinks is pretty frivolous) that was filed recently and named the Board of Directors of the RECC as a defendant. He said there is no urgency, therefore these items can be postponed.

Also, absent the County Manager and Sheriff Garcia today, Mr. Basham recommended that Item 7b (*Report on Board request to explore JPA structure alternatives*) be postponed as well.

The agenda was amended to postpone the Executive Session and Item-7b (*Report on Board request to explore JPA structure alternatives*).

Mr. Snyder made a motion to approve the agenda as amended. Chief Sperling seconded the motion. The motion passed unanimously by voice vote.

APPROVAL OF MINUTES: July 16, 2015

Mr. Basham offered the following change to the Minutes of the July 16, 2015 meeting:

Page 2, under Executive Session was changed to read:

“Chair Litzenberg said no action was taken during Executive Session and the Board will reconvene on this issue at the next meeting to do the Director’s Evaluation”. (The word “month’s” was deleted).

Chief Sperling made a motion to approve the Minutes of the July 16, 2015 meeting as amended. Mr. Snyder seconded the motion. The motion passed unanimously by voice vote.

EXECUTIVE SESSION (If determined necessary)

a. Limited Personnel Issues

1. RECC Director performance evaluation

The Board decided to wait to do the RECC Director’s performance evaluation. Therefore, there was no need for an Executive Session at this time.

b. Threatened or Pending Litigation

As noted above, Mr. Basham informed the Board that a lawsuit was filed recently that named the RECC Board as a defendant but there was no urgency to discuss this now; therefore this agenda item was postponed.

ACTION ITEMS

a. Approval of updated RECC Standard Operating Procedures

As the RECC continues to move forward toward applying for accreditation through the New Mexico Association of Counties, changes must be made to standard operating procedures to ensure compliance with accreditation requirements. The RECC also plans to review and update the SOP's annually.

(Copies of *Section 5.01: Emergency Medical Dispatch* and *Section 5:02: ProQA and Medical Priority Dispatch System* were distributed in the Board Members' packets.)

The purpose of this policy/procedures is to outline the use of ProQA and MPDS when handling medical emergency calls at the RECC.

Mr. Martinez noted that the proposed changes are highlighted in red print.

Staff requested approval to adopt and implement these changes to the RECC Standard Operating Procedures, Section 5:01 and Section 5:02.

Discussion:

Chief Sperling referred to Section 5:02, item #7 that states: "*Law enforcement shall also be dispatched on all ProQA/MPDS codes of 4, 23, 25, 27, 29 and 21.*" He also referred to item #8 that states: "*For all incidents dispatched according to the codes listed in sub point 7 above, Fire/EMS personnel shall be directed to stage pending clearance of the scene by law enforcement.*" He said with regards to overdoses, it is critically important to make sure that EMS resources get in as soon as possible. He did not know if making a blanket statement about this is where they want to go. Also, with regards to motor vehicle accidents, he said this never happens and he does not see this happen in the near future. He thinks this is unnecessary. He asked what the rationale was for these two statements.

Mr. Martinez said this is an ongoing discussion that they have had in several meetings – about the need of staging of Fire and EMS prior to law enforcement clearing the scene. He said the reason he put this in as a blanket statement is because in some cases, this is not required or necessary; but from a liability standpoint, the RECC would like this to be coordinated with the commander on scene and law enforcement.

Mr. Martinez explained that there are sometimes extenuating circumstances with drug overdoses and they have to be careful in sending EMS personnel in. He said if there

is something specific that EMS and Fire would like the RECC to consider in the SOP's, he would recommend that they meet with the Steering or review committees, with the Medical Director and the Chiefs to go over specific issues that they would like to address.

Mr. Martinez said all calls that require law enforcement and EMS stage until law enforcement clears the scene. He also does not want to give the dispatchers authority to decide this.

Chief Litzenberg said he appreciates the comments, but to him, these are the RECC's SOP's and protocol. He said what he does not understand is the staging on motor vehicle accidents because they have never done this and there is no need to stage with law enforcement on motor vehicle accidents. He said he has never heard the dispatchers tell them to stage awaiting law enforcement on motor vehicle accidents.

Mr. Martinez said historically, they have had this in the SOP's for motor vehicle accidents. However, if this is not reality in practice, they can change this but he would like to have this discussion with the Chiefs.

Chief Sperling suggested that a sentence be added that states something to the effect that it is recognized that Fire and EMS have the discretion to enter into the scene prior to law enforcement clearance.

Chief Radosevich said he did not believe that this should be the responsibility of the dispatchers - to make that decision. He thinks this decision is up to Fire and EMS to decide whether or not to stage based upon the information that is given to them.

Chief Litzenberg said he agrees with Chief Radosevich but sometimes this could make a difference because law enforcement is on scene prior to FIRE and EMS.

Mr. Martinez said the RECC directs Fire and EMS to stage pending clearance from law enforcement.

Chief Radosevich asked why.

Mr. Martinez said it is a safety issue.

Chief Radosevich said he understands that but they are putting a lot on the dispatchers – to make decisions or determinations that could be critical to life.

Mr. Martinez said in all cases, the commanders in the field for all of the client agencies have the ultimate authority and jurisdiction to change a directive given by dispatch. However, he would like for the dispatchers to still advise when there could be a danger on the scene.

Mr. Johnson asked Mr. Basham what would happen if the agencies have conflicting SOP's.

Mr. Basham said his interest is protecting the RECC and the recent lawsuit that was filed had to do with the issue of what the dispatchers did or did not do. His recommendation would be that the RECC would have Standard Operating Procedures that designate what they should do and should not do.

Chief Litzenberg said he would also prefer that this would be in here because it is important for EMS and Fire to know that the scene has been cleared.

Mr. Snyder agreed and said it is important for the RECC Director and his staff to have clear SOP's. He said what he hears from the discussion is what the role of the RECC is and what the role of the responding agency is, and he hears a potential conflict. He said the RECC is a dispatch center and they have resources and data at their fingertips. When they receive a call, they know more than the responding agencies.

Chief Gallagher thinks this is a terminology issue. He asked what if the language states something like Fire and EMS will be advised to consider staging, rather than directing them. He asked what if the RECC's SOP's conflict with the various agencies' policies.

Mr. Martinez said the RECC gives out information as they know best at that moment and again, there can be extenuating circumstances or issues that the RECC does not know about. They are only trying to enhance the safety of EMS field personnel.

Mr. Sedillo said he thinks the Board is losing what Mr. Martinez is trying to establish here. He mentioned that the policies and procedures for the RECC have not been updated since 2003 and it is important for the RECC Director to establish what the standard protocols are within the RECC. He said it is important to note that there are so many variables that can be thrown out on each case that they can't establish on the SOP's. He said this is great communication and this could be a draft that could be modified with the input and suggested recommendations from the agencies.

Mr. Basham said again, having heard the discussion, and the understanding that he represents the RECC, he thinks this could be as simple as taking out the word "directive" and replacing it with the word "advised".

Chief Sperling suggested that item 7.2 of Section 5.02 be deleted. It states: "*All motor vehicle accidents.*"

Chief Litzenberg said it has to be in here because #7 states that law enforcement shall also be dispatched on all ProQA/MPDS codes. However, they will never stage on motor vehicle accident calls awaiting law enforcement because there is no reason to stage.

So the fact that #8 references 7.2 (all motor vehicle accidents) is a problem.

Mr. Martinez explained that they dispatch law enforcement on all motor vehicle accidents, especially if it is a delta call.

Ms. Marquez said she would not eliminate 7.2 but instead change the wording on #8 to something like: *“According to the calls listed above with the exception of 7.2.”*

Mr. Basham suggested that the Board tables this until legal can address the issues.

Mr. Martinez said he could also propose a draft at the next meeting.

Chief Litzenberg asked what the wishes of the Board are.

Chief Sperling moved to leave Section 5.02, #7 intact and include the following change on #8: *“For the incidents listed in #7 above, with the exception of 7.2, Fire and EMS will be advised to consider staging pending the clearance of the scene by law enforcement.”*

Friendly amendment: Mr. Snyder said not all the items listed in #7 are incidents. He suggested that the word incidents be deleted.

Mr. Basham suggested that #8 read: *For the following listed above, with the exception of 7.2, Fire and EMS will be advised to consider staging pending the clearance of the scene by law enforcement.*

The maker of the motion accepted the friendly amendment.

Chief Gallagher seconded the motion.

The motion passed with 1 in opposition.

INFORMATIONAL ITEMS

a. Report on telephone equipment upgrade

Mr. Martinez said the RECC is going through an upgrade to the telephone equipment and they are on schedule to be done by the end of October. He said they have set up the training modules and consoles. There are six training modules and the dispatchers are being trained on them.

Mr. Martinez noted that they have installed a net clock which will help them more accurately sync the CAD with the recording system.

He said they are also upgrading some of the mapping applications and overall the project is going smoothly and the system should be in place by November.

b. Report on Board request to explore JPA structure alternatives

At the July 16, 2015 meeting, the Board requested that the Director explore the idea of consolidated/regionalization and research alternatives to the structure of the current JPA. However, this agenda item was postponed until the County Manager and Sheriff Garcia can be in attendance.

c. QA/Medical Call Comparison Report

[Copies of the *RECC Quality Assurance Review and Dispatch and Field Call Comparison Reports for the month of June and July 2015* 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 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 finding some little issues with dispatchers filling out all of the pertinent question fields, so she is having the supervisors have counseling sessions with the dispatchers when they failed to fill out those fields.

Ms. Marquez asked if there were any questions and there were none.

d. IT and equipment report

(Copies of the RECC It Project Outline dated September 17, 2015 were distributed in the Board Members' packets.)

Mr. Dixon said as Mr. Martinez mentioned earlier, the RECC is moving on smoothly with the upgrades and everything is going well. He noted that the Project Outline includes a timeline for staff training, not only for the call handler software but also for the new mapping interface.

Mr. Dixon noted that the RECC is looking at putting in new speakers for the Center.

Mr. Martinez mentioned that there is now an alert tone when there are calls in cue.

e. Medical Director Report

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

Mr. Martinez reported that the RECC is going through the re-accreditation process

through the International Academies of Medical Dispatch and they fully expect to be re-accredited again for the third year in the row.

Chief Litzenberg asked if there were any questions for Mr. Martinez on behalf of Dr. Alfredo Vigil.

Mr. Snyder noted that Dr. Alfredo Vigil has not been at the last couple of meetings and wondered if there is a reason for this. He said if he is on contract, and he is supposed to be giving the Board a report and if he is not, and is not involved and doing what he is supposed to be doing, is a concern.

Mr. Martinez said Dr. Vigil is involved with the RECC. He was at the RECC yesterday for the Steering Review Committee meeting and he is in close contact with Nick on the protocols, and was involved heavily in the review of the ProQA protocols that were amended today.

Mr. Martinez offered to mention to Dr. Alfredo Vigil that the Board would like to see him at the Board meetings.

Mr. Snyder said he necessarily does not have to see him at the meetings but he would like to have a report from him.

f. Financial Update and Director's Report

[Copies of the Year-to-Date Budget Status Report as of September 9, 2015 were distributed in the Board Members' packets.]

Mr. Martinez reported that everything is going well in terms of the budget. He noted that they are in the process of procuring the contracts and working on the Smart 911 application procurement process.

Chief Litzenberg asked if there were any questions on the budget.

Chief Radosevich asked about overtime.

Mr. Martinez said the RECC is almost fully staffed and therefore they should be seeing a reduction in overtime costs. He noted that they presently have four positions that are vacant and there are nine trainees in various stages of training.

Mr. Martinez said 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. Jaison Dixon will be attending cyber security awareness training in Austin, Texas. They are sending employees to the Crimes against Children Conference in Dallas. The RECC sent three of the dispatch supervisors to the "Excelling as a Manager/Supervisor"

training and will be sending some more employees to this training.

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

Chief Sperling asked if Mr. Martinez could give the Board an update on the expansion of the Center.

Mr. Martinez said the expansion has been put on hold due to the issues regarding the RECC.

Mr. Snyder asked him what he means about the issues with the RECC.

Mr. Martinez said there are issues because of the uncertainty on how the RECC will be structured and this plays into whether or not the Center will be expanded. There are certain issues that need to be "ironed out" before the Center can be expanded. If the JPA stays the way it is, then there should be a contribution from all agencies to enhance the Center.

Mr. Martinez noted that the County has identified \$2.5 million in capital improvement funding for the expansion but again, this has been put on hold.

Mr. Snyder said he is confused/concerned about several things: there is an existing JPA in place but it has been at odds between the City and the County for a number of years; and Mr. Martinez eluded to a couple of different things about the RECC's future and the RECC's needs. He said he is very concerned about what that means. He said he is aware of five years of ongoing disagreement within the existing JPA but he is not aware of the City pulling out of the JPA and he is getting mixed messages and is not sure he knows about everything.

Mr. Snyder said as far as he knows the Board is here acting in good faith and he hears that there are things going on "behind the scenes" that he is not aware of.

In response, Mr. Basham said again, that discussion was going to happen today but it was tabled. If the Board had had that discussion today, there would be less confusion and concerns. He said it was news to him to hear that the \$2.5 million that has been encumbered by the County and the expansion were put on hold. He said there is an existing JPA that is enforceable but it is also terminable with six-month's notice. He explained that it is in everyone's best interest to have numerous members to the JPA because the RECC would be entitled to funding from the State.

Chief Radosevich said the last impression he had was that the plans for the building had been done and things were moving along. He asked the Public Safety Director (Pablo Sedillo) if there was something the Board is missing; and is there an issue that the County is considering so that he can at least take it back to his governing body to say that

they need to start looking for dispatch services.

Mr. Sedillo said it is important to know that these responses should be coming from the County Manager's office and he is not sure if she has been in discussions with Mr. Snyder in regards to this, but he thinks that question needs to be posed to the County Manager.

Mr. Basham said the Board has had this discussion before. He noted that Kathryn Miller educated all of us about the agreement that was reached between the governing bodies and the expenditures went from \$800,000 to over \$3 million a year, on the County's nickel and they want to re-look at this, but the City says "why should we?" He said and again, there was an item on the agenda today to discuss alternatives (as requested by the Board) but it was tabled; but he can tell the Board that there are not a whole lot of alternatives, if any, so no one is hiding the ball, it's just that this has been an issue and it is not going away.

Mr. Snyder said it hasn't gone away but at the same time this was brought up during the budget process and we know that there is an existing JPA and that there are conflicts between the governing bodies of the City and the County - on the County saying they want to renegotiate and the City saying we passed the tax and what is in the City's interest to renegotiate. He said here we are as a Board and staff being caught in the middle, and the Board meets every quarter to help guide Ken Martinez, as the Board was charged to do.

Mr. Snyder asked Mr. Basham if he is saying that there is a 6-month "out clause" in the JPA and Mr. Basham said yes.

Mr. Snyder asked him if this is something that the Board will be involved with, or can it be executed without any Board involvement.

Mr. Basham said no, the Board would not be involved. Any of the parties can execute this without Board involvement.

Chief Radosevich said he does not want to see services being played as a pawn because they are talking about life and death sometimes. He said maybe the RECC needs to ask the Legislature for funding and maybe the Board needs to have a special meeting when the County representatives can be present, so the Board understands what is going on.

Chief Sperling said he works in this building and sees what the dispatchers go through and he recognizes the need for upgrades to the Center. He said if there is anything the Board can do to move this process along, they should, because he thinks it is important.

Chief Litzenberg said it seems to him that they need to have the full Board present to talk about this.

Mr. Basham said thus, we tabled that agenda item.

MATTERS FROM THE PUBLIC

There were no matters from the public.

MATTERS FROM THE BOARD

a. CAD installed in the officers' units. Policy on self-dispatching

Mr. Martinez said Chief Radosevich sent him an email requesting that the Board touch on this. He noted that he had a discussion with Chief Radosevich and asked the Chief if he had anything to add.

Chief Radosevich said the County, and according to the Sheriff's Department have installed the CAD system in 95% of their units, so the officers in the field are actually seeing the call that comes up. He said first of all, he asked if they could expand that and he is sure that they can.

Chief Radosevich said he thinks the RECC should have some kind of policy on how they are going to dispatch that to make sure that everyone in the field knows where everybody is going; and units are not going to be in route to a scene without being dispatched. He thinks there should be some type of policy or procedure on that and that all calls will have to go through dispatch. He explained that this could be a serious liability issue for the RECC.

b. The use of social media and cell phones by operators while on duty

Chief Radosevich said one of the things that concerns him, and he is not saying that this happens here, but he has seen this happen in Rio Rancho where an officer was killed and immediately it was put on Facebook. Chief Radosevich said this is a dangerous situation and he did not know if the RECC had a policy on this. If not, he thinks that they need to be make sure that this doesn't happen at the RECC and that things don't get out to the public through social media.

Mr. Martinez said they address this in the Confidentiality Policy and he can update the policy to add social media. He said he is researching policies and procedures of other centers to determine what level of restriction he will place on cellphones.

c. The current status of GPS on units and the plan for maintenance

Chief Radosevich asked for a status on the GPS units. He said if the GPS on the units is not working, then the RECC needs to strap this idea because it is a waste of money and time if it is not being used.

Chief Litzenberg agreed. He explained that the City runs into timing and generation issues and the truth is if all the agencies are not into this, it is useless.

Mr. Martinez said one of the issues with the GPS system, the AVL and the mobile data browsers is that all the apparatus need to be installed or equipped with the GPS units for the closest unit/dispatch to be truly utilized. Only those units that are equipped are noticeable on the RECC's screen. Mr. Martinez noted that he has been talking to Chief Litzenberg and Jan Snyder about this issue. He said Jaison Dixon does his very best to service all the client agencies. He explained that having five different agencies deciding that they want to do their own system, makes it difficult for the RECC to manage the system.

Chief Litzenberg requested that Mr. Martinez provide the Board with a full report on what it would take to get all the agencies in compliance, so that the Board can decide on whether to scrap the idea or not.

Chief Radosevich agreed.

Mr. Dixon asked for assistance from the IT staff person from each agency.

NEXT MEETING DATE

Chief Litzenberg proposed that the next meeting date not be scheduled until the County Manager and Sheriff Garcia can propose some dates when they can attend. However, the next meeting will be held sometime in November.

ADJOURNMENT

There being no further business to come before the Board, Brian Snyder moved to adjourn, second by Chief Sperling, the meeting adjourned at 10:30 a.m.

Approved by:


 Chief Erik Litzenberg, Chair

Respectively submitted by:
Jo Ann G. Valdez, Stenographer

Witnessed by: *Nancy Cochran*

COUNTY OF SANTA FE)
STATE OF NEW MEXICO) ss

REGIONAL EMERGENCY MIN
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I Hereby Certify That This Instrument Was Filed for
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Witness My Hand And Seal Of Office

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Geraldine Salazar



SFC CLERK RECORDED 01/27/2016