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SANTA FE REGIONAL EMERGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

November 3, 2011

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

Santa Fe, New Mexico
November 3, 2011

The Meeting of the Santa Fe Regional Emergency Communications Center Board of Directors was called to order by Sheriff Robert Garcia, 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:
Sheriff Robert Garcia, Chair
Chief Jay Daniels
Eric Johnson
Robert Romero
Chief David Sperling

MEMBER (S) ABSENT:
Chief Barbara Salas, Vice Chair, excused
Katherine Miller, excused
Chief Raymond J. Rael, excused

STAFF PRESENT:
Nancy Calhoun, RECC
Mary Mangino, RECC Communication Center Manager
Ken Martinez, RECC Director

OTHERS PRESENT:
Mark A. Basham, Basham & Basham P.C.
Cynthia Delgado, SF Underage Drinking Prevention Alliance
Councilor Carmichael Dominguez
Alfredo Vigil
Aric Wheeler, Santa Fe Police Department
Jo Ann G. Valdez, Stenographer

APPROVAL OF AGENDA

The agenda was revised – Item V (*Executive Session*) was moved down on the Agenda after Matters from the Board. Matters from the Public were moved up on the agenda after Approval of the Minutes.

Mr. Romero made a motion to approve the agenda as amended. Chief Daniels seconded the motion, which passed unanimously by voice vote.

APPROVAL OF MINUTES: August 11, 2011

Mr. Romero made a motion to approve the Minutes of the August 11, 2011 meeting as submitted. Chief Johnson seconded the motion, which passed unanimously by voice vote.

MATTERS FROM THE PUBLIC

- a. Request from City of Santa Fe and Santa Fe Underage Drinking Prevention Alliance**

Mr. Martinez said he was approached by Cynthia Delgado on behalf of the Santa Fe Underage Drinking Prevention Alliance regarding a request for information from the RECC CAD system. He received a letter from Cynthia Delgado and Councilor Carmichael Dominguez about a project they are working on for planning on Airport Road. He introduced Cynthia Delgado and Councilor Dominquez.

Councilor Carmichael Dominguez and Cynthia Delgado presented the request.

Councilor Dominguez said back in February, the City Council passed a resolution directing city staff to start working on an initiative for Airport Road. This consists of five principles and the two that they are focused on are health and public safety.

Councilor Dominguez explained that they have some data but they want to pull some data from the Airport Road area. He noted that 20,000 people live in the project area and 43% are children.

He said two important components of the legislation -as it pertains to health and public safety - include fast food restaurants. He explained that there is a lot of vacant land in the Airport Road area and the City is trying to come up with policies that would ensure a healthy environment.

With regards to public safety, they want to start looking at densities for alcohol and the correlation between alcohol and certain types of crimes. They would like to

gather as much information as they can to start mapping the data and put it into GIS reference to see how these things correlate.

Councilor Dominguez said the data would be used to map out some of the results and to start to develop policy as it relates to alcohol density and Airport Road.

Cynthia Delgado said one of the things that has been driving their work, in regards to the Airport Road neighborhood, is gathering as much data as they can. They are looking at mapping fast food restaurants, churches, parks and schools, but they also want to map experiences that this neighborhood has had; and part of those experiences are the actual calls that come into the RECC; and the arrests.

Ms. Delgado explained that they are working with law enforcement on the arrest component but the call piece is also an important part of those neighborhood experiences. This data would be provided to the work group and would be mapped with other layers of data that they are building, to give the planners and the people who are working on this a fairly "rich" picture of what goes on in this neighborhood. She asked the Board to consider their request.

Chief Sperling asked what other data they are planning on mapping, in addition to the alcohol-related data.

Ms. Delgado said they would be mapping alcohol-related data, which could include things like aggravated battery and domestic violence. They will be mapping traffic, school and recreational data-what people are doing recreation-wise. A survey has gone out asking people what they are doing recreationally.

Chief Sperling wondered if the CAD data could support what they are looking for in terms of alcohol-related events.

Ms. Delgado said the request they are making is not just for alcohol-related data-it's really looking at a bigger picture of the entire Airport Road area. She said it is for a set number of codes and these have not been specifically defined as of yet. They want to try to look at whether or not there is a correlation between alcohol and certain types of densities, calls and crime statistics.

Councilor Dominguez said, technically speaking, Ken Martinez could probably speak about the data that would be imported from the various environments.

Ms. Delgado explained that they are using a similar model that was used in California to try and understand what types of businesses and environments support certain types of behaviors and outcomes.

Mr. Martinez said the RECC is looking at how they would provide this data and how the data will be used. He explained that they would get the data based on the CAD call codes, for example, what calls law enforcement responded to and where, etc. However, the CAD information is sensitive information, so the RECC needs to determine how it will be done; and whether or not it would be a one-time report that would cover a 5-year span, for example.

Ms. Delgado said the data would be used specifically in support of the City's resolution, and focus in looking at this particular community. She noted that she is also on task force that is working on alcohol related issues and a lot of this data would be driving their work. She explained that both the city and county have mapping capabilities.

Mr. Martinez said this could be a joint project between the city and the county. He noted that the RECC has worked with both GIS departments in the past on other projects.

Chief Daniels asked if there are any legal ramifications for the RECC to give out sensitive information to an outside source. He asked if this would jeopardize the RECC.

Mr. Martinez said this was his main concern as well, and this is why he wanted the request to come before the Board-to get direction from the Board. He explained that public requests for information can be made, such as aggregate data on where the calls are, without giving out sensitive or private information like names. He said there is also a level of comfort, given that this would be between city and county government, and would not be going out to the public.

Councilor Dominguez said they are only looking for the data.

Mr. Romero said he will direct City GIS staff to work with the RECC to see what can be done.

Mr. Martinez will work with City and County GIS staff to see what can be done. He will provide a status report at the next Board meeting.

OLD BUSINESS

a. Report on RECC equipment maintenance cost sharing and possible approval of Amended Capital Purchase Agreement

[Copies of the following handouts were distributed: *First Amended Agreement Concerning Annual Capital Funding And Equipment Maintenance Expenditures for the Santa Fe Regional Emergency Communications Center ("RECC")*; *Listing of New and Existing Maintenance and Service Agreements*; and *information for a 2-Position Telecommunications Center and a 10-Position Telecommunications Center and FY 2013 RECC Capital Purchase/Maintenance Request*]

Mr. Martinez said at the August 11, 2011 Board Meeting, the Board asked that a comparison of individual dispatch center costs be brought back to them in considering approval of the amendment to the capital funding agreement. The amendment to the capital funding agreement allows for the sharing of annual maintenance costs for equipment purchased pursuant to the RECC JPA and the Capital Funding Agreement.

This agenda item was discussed in detail below under Action Items.

ACTION ITEMS

a. Approval of annual budget appropriation for RECC capital purchases by City, County and Edgewood

Pursuant to the RECC Capital Purchases Agreement approved at the January 6, 2011 Board meeting, prior to January 31st of each year, the RECC Director shall submit to the Board a request for needed capital expenditures for the upcoming fiscal year.

Mr. Martinez requested the Board's approval of the budget appropriation and submission by representatives of the City, County and the Town of Edgewood to their respective entities during the upcoming fiscal year budget cycle.

Mr. Martinez said at the last Board meeting, he was asked to break down the costs if the region center would have to split apart for any reason - of what it would cost to have a separate dispatch center for Santa Fe and Edgewood.

Mr. Martinez explained that DFA would only grant 911 funding to one PSAP (Public Safety Answering Point) in a region. He noted that the RECC received a \$2.7 million grant last year, and used it for an upgrade to the phone and mapping system. The RECC will be going through another upgrade (up to \$400,000) this coming year to upgrade the mapping for the field units.

Mr. Martinez reviewed the handout on having a 2- position telecommunications center versus a 10-position telecommunications center. He explained that the quote does not include the cost of a new building, the expansion of the existing building to house the dispatch center; or external radio infrastructure. This would be an additional cost. The total cost for a 10-position telecommunications center would be approximately \$7.6 million; and \$4.7 million for a 2-position telecommunications center.

Mr. Romero said the Board is talking about the amendment with regards to maintenance; and he does not remember the Board asking for a cost breakdown, as far as overall operating costs and opening separate centers. He said the issue at hand is the \$50,000 a year for equipment maintenance and the discussion was about the licenses-before, the city was paying for it and now the RECC will be paying it.

Mr. Martinez said he will address that issue as well, but at the end of the last meeting - when he brought forth the request for the annual maintenance costs for all of the 911 equipment that is utilized in the Center - he was asked to break it down and show what the requirements would be on the city side and the county side. He said it is difficult to break it down because the equipment at the RECC is split between the city and the county. When the city was the fiscal agent for the RECC, the licenses were held by the city and now this moved over because of the upgrade to the CAD system.

Mr. Martinez reviewed the handout entitled "*New and Existing Maintenance Service Agreements*" noting that the \$33,000 maintenance contract is for the new reverse 911. He said the maintenance costs for the RECC equipment increased from \$48,000 to \$156,000 with all the new equipment.

Mr. Romero asked if the \$48,000 was paid by the City and County.

Mr. Martinez said the \$48,000 was paid for by the County.

Mr. Romero asked how much the RECC paid for the CAD upgrade.

Mr. Martinez said \$400,000.

Mr. Romero asked if Mr. Martinez is asking the City to pitch in and help pay for the \$156,000.

Mr. Martinez said yes-if the Board goes with the interpretation of the JPA that the costs would be shared. He said he is only putting out what the needs are and how he thinks the needs should be addressed.

Mr. Martinez said there was also a discussion at the prior meeting about asking legal to look at the JPA to see if maintenance costs were included in the JPA.

Mr. Romero said there are two issues here: 1) capital purchases and 2) how we are going to pay for the extra \$100,000 of maintenance costs.

In response, Mr. Martinez said there are two issues that merge into one because under the JPA, capital purchases and all associated costs, which include maintenance expenses, would be shared.

Mr. Romero asked Mr. Basham if it is legal's opinion that maintenance costs would be shared.

Mr. Basham said his interpretation of the JPA would be that the maintenance costs would be shared at the same percentage split as capital purchases (40/40/20).

Mr. Romero said he was not sure if he agreed with this. He asked Mr. Basham if he feels that it is important to amend the JPA to cover maintenance costs and capital purchases.

Mr. Basham said he thinks that the amended Capital Purchases Agreement would directly address and clarify this. He said this became an issue when the licenses were transferred to the RECC.

Mr. Romero said maybe the Board can move this forward by taking this to the respective governing bodies because the governing bodies have the ultimate decision.

Mr. Basham encouraged city and county staff to take the *First Amended Agreement Concerning Annual Capital Funding and Equipment Maintenance and Expenditures for the Santa Fe Regional Emergency Communications Center* to their respective governing bodies to get approval or denial; and table this until then.

Mr. Romero made a motion that city and county staff take the *First Amended Agreement Concerning Annual Capital Funding and Equipment Maintenance and Expenditures for the Santa Fe Regional Emergency Communications Center* to their respective governing bodies to get approval or denial; and table this until then. Chief Daniels seconded the motion.

Chief Sperling asked if it would make sense for the Board to provide a recommendation to the governing bodies that the Agreement be approved.

Sheriff Garcia asked if the maker of the motion wanted to amend his motion. Mr. Romero said no. He asked if the second (Chief Daniels) wanted to withdraw his second, and he said no.

Sheriff Garcia said he would say that it is a fair thing that this moves forward and he would be in support of this. He said he understands that some decisions were made in the past and this will probably be an issue in the future but this is something that is minute, compared to the overall picture.

Chief Sperling said he also thinks this is a fair direction to go in, but he thinks this body has a responsibility to provide a recommendation.

Sheriff Garcia called for a vote on the motion.

Motion passed. (1 opposed).

INFORMATIONAL ITEMS**a. Medical Director's Report (Dr. Alfredo Vigil)**

[The Medical Director's written report was distributed in the members' packets. The QI Summary Report for the period 3/1/2011 to 8/31/2011 was attached.]

Dr. Vigil reported as follows:

- The RECC is moving along with accreditation and they are developing the documentation record.
- In terms of training, the RECC is looking at a couple of areas: cardiac care and "obvious death" and other associated procedures for on-going training. This will be an area of continuing focus in order to ensure an appropriate response to end-of-life situations.
- As the QI Summary report shows, the dispatchers continue to provide excellent service to the community. Dr. Vigil said we all should be very proud of the high quality work that is performed under very demanding circumstances.

Mr. Martinez noted that this is the first time in the history of the RECC that they have been able to keep above the compliance level and they are ready to move forward to apply for accreditation.

- Staffing is the number one challenge to maintain this high quality work given to the realities of turn-over and increasing demands as a result of more detailed requirements. The RECC is working hard in the areas of training, recruitment and retention.

b. Briefing on CAD and Mapping Upgrade (Ken Martinez)

Mr. Martinez gave an update on the CAD and mapping upgrade noting that they are waiting for the GPS units to install them. They will conduct a test after that.

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

[Copies of the RECC budget status report as of November 3, 2011 were distributed in the members' packets.]

Mr. Martinez reported that the RECC is currently filling 10 vacancies. He noted that the RECC has lost veteran staff over the last 6-8 months. He spoke to the County Manager about the possibility of "unfreezing" the four positions that have been frozen; and about the fact that the OT budget is being expended at a fast rate; and also about the number of hours that dispatchers are working every two weeks, sometimes 6-7 days in a

row. He asked the County Manager if the RECC could use the salary savings to hire staff and she indicated that this may be possible; therefore the RECC could be hiring a total of 13 positions.

Sheriff Garcia said with the OT budget being expended at a fast rate, it makes sense to "unfreeze" the frozen positions. He suggested that the Board Members stop by and encourage the dispatchers for the amazing job they do.

Chief Daniels asked Mr. Martinez if they conduct exit interviews.

Mr. Martinez said yes. He noted that two people left to become city police officers and two left because their husbands got a job elsewhere.

Mr. Martinez said being a dispatcher is not an easy job and hiring people is not the issue, the issue is retaining them.

Mr. Romero asked Mr. Martinez if he checked with the Community College about having a class to support this workforce. He noted that the Community College has a workforce development program and they developed a course and set up programs specifically for the city.

Mr. Martinez said this is a good idea and he will look into it.

With regards to training, Mr. Martinez said there are 7 people in various areas of training.

Mr. Martinez said at the last BCC meeting, the Finance Manager reported that the County is up 2% above the GRT budget.

Mr. Martinez gave an update on the Center upgrade noting that he is happy to report that all the equipment has been installed. The reverse 911 system has been installed and was tested recently when an elderly gentleman wandered away from his home in Eldorado. They were able to utilize the new reverse 911 system to do a mass calling.

Mr. Romero asked if there was a way to advertise that cell phones can be used with the reverse 911 system.

Mr. Martinez said he wanted to ensure that the RECC was ready to let the public know that this is available and that they can sign up for it.

Mr. Romero suggested that an announcement about this be placed in utility bills and payroll notices.

With regards to the current focus items, Mr. Martinez said he is looking into going to a peak-load schedule, which means he will alter the schedule and have more people on duty when they are busy. This would allow for less stress for staff. He said between the hours of 3:00 a.m. and 7:00 a.m. the RECC is not that busy.

Chief Sperling said his only concern is structure fires. He would like to include some kind of "extra-staffing" model or policy where they could bring staff in for structure fires.

MATTERS FROM THE BOARD

There were no matters from the Board.

EXECUTIVE SESSION (If determined necessary)

- a. **Limited Personnel Issues**
 - 1. **RECC Director Annual Performance Evaluation**

Mr. Romero moved to table the RECC Director Annual Performance Evaluation until the next meeting when Chief Salas, Chief Rael and Ms. Miller are present. Chief Daniels seconded the motion. The motion passed unanimously by voice vote.

- b. **Pending or Threatened Litigation**
There was no pending or threatened litigation.




NEXT MEETING DATE

The next meeting was scheduled for January 12, 2012 at 9:00 a.m. at the Public Safety Complex.

ADJOURNMENT

There being no further business to come before the Board, and the Board having completed its agenda, Chief Daniels moved to adjourn the meeting. Sheriff Garcia seconded the motion. The meeting adjourned at 10:30 a.m.

Approved by:



Sheriff Robert Garcia, Chair

Respectively submitted by:
Jo Ann G. Valdez, Stenographer


Witnessed by: *Nancy Calhoun*

Santa Fe Regional Emergency Communications Cen
Board Meeting: November 3, 2011

COUNTY OF SANTA FE)
STATE OF NEW MEXICO) ss

REGIONAL EMERGENCY MIN
PAGES: 11

I Hereby Certify That This Instrument Was Filed for
Record On The 13TH Day Of January, 2012 at 02:05:58 PM
And Was Duly Recorded as Instrument # 1657377
Of The Records Of Santa Fe County

Witness My Hand And Seal Of Office
Valerie Espinoza
Deputy  County Clerk, Santa Fe, NM



Santa Fe Regional Emergency Communications Center (RECC)

Resolution 2012-1

Open Meetings Act

WHEREAS Section 10-15-B, NMSA 1978 provides that “All meetings of a quorum of members of any board, commission or other policy-making body of any state agency, or any agency or authority of any county, municipality, district or any political subdivision held for the purpose of formulating public policy, discussing public business or for the purpose of taking any action within the authority of or the delegated authority of such board, commission or other policy-making body, are declared to be public meetings open to the public at all times, except as otherwise provided in the constitution or the provisions of the ‘Open Meetings Act’”; and,

WHEREAS Section 10-15-3-A, NMSA 1978 provides that “No resolution, rule, regulation, ordinance or action of any board, commission, committee or other policy-making body shall be valid unless taken or made at a meeting held in accordance with the requirements of Section 10-15-1 NMSA 1978”; and,

WHEREAS Section 10-15-4, NMSA 1978 Provides that “Any person violating any of the provisions of Section 10-15-1 NMSA 1978 is guilty of a misdemeanor and upon conviction shall be punished by a fine of not more that five hundred dollars (\$500) for each offense.”

NOW THEREFORE BE IT RESOLVED by the RECC Board of Directors, that:

1. Notice shall be given at least 72 hours in advance of any regular meeting of a quorum of the members of the RECC Board of Directors and the agenda will be posted within twenty four hours (24); and at least one (1) day in advance of any Board meeting held for the purpose of discussing public business or taking any formal action within the authority of the RECC Board of Directors.

2. The regularly scheduled meetings of the RECC Board of Directors will be held at least quarterly (four times per calendar year) at 9:00 a.m. in the multi-purpose room of the Public Safety Complex located at 35 Camino Justicia, Santa Fe, New Mexico. The exact date of the meeting will be published in a newspaper with general circulation. In the event that a regular meeting of the RECC Board of Directors is changed to a different location, advance notice of the meeting location shall be posted as provided in this Resolution.

3. Notice shall be given at least 24 hours in advance of any special meeting of a quorum of the members of the RECC Board of Directors held for the purpose of discussing public business or taking any formal action within the authority of the RECC Board of Directors. All meetings of the RECC Board of Directors shall be conducted pursuant to Roberts Rules of Order.

4. The notice requirements of Sections 1, 2 and 4 of this Resolution are compiled with notice of the date, time, place and subject matter of any regular or special meeting. "Giving of notice" shall mean posting of the agenda on the meeting notice board located at Santa Fe City Hall and Santa Fe County Clerk's Office. The agenda shall also be made available in the office of the RECC Director who shall maintain the posting for public inspection within the time limits specified.

5. Notwithstanding any other provisions of Sections 1 through 5 of this Resolution, the RECC Board of Directors may establish such additional notice requirements as may be deemed proper and advisable to comply with the provisions of the Open Meetings Act.

6. A meeting or portion thereof may be closed in accordance with provisions contained in Section 10-15-1, Subsection H, NMSA 1978 of the Open Meetings Act.

7. Notwithstanding any other provision of sections 1 through 6 of this Resolution, the RECC Board of Directors may call, with whatever notice is possible under the circumstances, a meeting of the RECC Board of Directors to consider or act on any emergency matter which appears to be clear and immediate danger to the health, welfare or safety of the inhabitants of the district encompassed by the RECC.

PASSED, APPROVED AND ADOPTED this 12th day of January, 2012



[Signature]
RECC Board Chairman

ATTEST:

[Signature]
RECC Board Vice-Chair

COUNTY OF SANTA FE) REGIONAL EMERGENCY MIN
STATE OF NEW MEXICO) ss PAGES: 3

I Hereby Certify That This Instrument Was Filed for
Record On The 13TH Day Of January, 2012 at 02:09:29 PM
And Was Duly Recorded as Instrument # 1657380
Of The Records Of Santa Fe County

Approved as to form:

Witness My Hand And Seal Of Office
Valerie Espinoza
Deputy *[Signature]* County Clerk, Santa Fe, NM

[Signature]
Mark A. Basham, Counsel