

INDEX OF MINUTES

SANTA FE REGIONAL EMERGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

November 21, 2013

<u>ITEM</u>	<u>ACTION</u>	<u>PAGE(s)</u>
CALL TO ORDER	Convened	1
ROLL CALL	Quorum	1
APPROVAL OF AGENDA	Approved	2
APPROVAL OF MINUTES OF SEPTEMBER 12, 2013	Approved	2
EXECUTIVE SESSION (If determined necessary)		
a. Limited Personnel Issues		
b. Threatened or Pending Litigation	None	2
OLD BUSINESS		
a. Report on letter distributed by Legal to Governing Bodies		2
ACTION ITEMS		
a. Approval of annual budget appropriation for RECC capital purchases by City, County and Edgewood	Approved [w/amendment]	2-4
INFORMATIONAL ITEMS		
a. Client agency radio replacement report (Motorola Representative)		4-8
b. QA and medical call comparison report		8-9
c. Medical Director Report		9-10
d. IT Report		10-11
e. Financial Update and Director's Report		11
MATTERS FROM THE PUBLIC	None	11
MATTERS FROM THE BOARD		11
NEXT MEETING DATE		
(The next meeting was scheduled for January 16, 2014 at 9:00 a.m.)		11
ADJOURNMENT	Adjourned at 10:45 a.m.	11-12

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

Santa Fe, New Mexico
November 21, 2013

The Meeting of the Santa Fe Regional Emergency Communications Center Board of Directors was called to order by Chief Sperling, Chair at 9:15 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 David Sperling, Chair
Chief Fred Radosevich, Vice Chair
Eric Johnson
Chief Erik Litzenberg
Chief Raymond J. Rael

MEMBER (S) ABSENT:

Sheriff Robert A. Garcia, excused
Katherine Miller, excused
Brian Snyder, excused

STAFF PRESENT:

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

OTHERS PRESENT:

Manny Barreras, Motorola Solutions
Peter Dwyer, Basham & Basham P.C.
Lori Moore, Advanced Communications
Patrick Mosoa, Advanced Communications
Ken Ray, Motorola Solutions
Rick Roque, Santa Fe Fire Department
Jo Ann G. Valdez, Stenographer

APPROVAL OF AGENDA

Chief Rael made a motion to approve the agenda. Chief Litzenberg seconded the motion. The motion passed unanimously by voice vote.

APPROVAL OF MINUTES: September 12, 2013

Chief Rael made a motion to approve the Minutes of the September 12, 2013 meeting as submitted. Chief Litzenberg 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.

OLD BUSINESS

- a. Report on letter distributed by Legal to Governing Bodies**

At the September 12, 2013 meeting, the Board directed the RECC Attorney, Mark Basham, to pursue a meeting with the three governing bodies to resolve the issues with regard to capital purchases and whether or not maintenance costs goes along with the capital purchases.

Peter Dwyer was present on behalf of Mark Basham. He indicated that a letter was sent out to the governing bodies requesting that they review the terms of the capital purchases portion of the Joint Powers Agreement, pursuant to Article IV, section 2 of the JPA. However, no action has followed since that time, as Mr. Basham has not heard back from the governing bodies.

Mr. Martinez said this information is provided as an update only. Mr. Basham will provide a follow up report at the next meeting.

ACTION ITEMS

- b. 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, 2012 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.

Staff requested Board approval of the budget appropriation for submission by

SFC CLERK RECORDED 02/13/2014

representatives of the City, County and the Town of Edgewood to their respective entities during the upcoming fiscal year budget cycle.

Chief Litzenberg asked if the amount requested is less than the amount that was requested last year.

Mr. Martinez said yes, it only includes equipment costs because there has been no resolution to the maintenance costs question. He noted that the handout that was distributed in the Board Members' packets is a breakdown of equipment and maintenance costs for FY2015.

Mr. Martinez noted that they would like to implement the Telestaff feature for the time sheets, scheduling and payroll in 2015.

Mr. Martinez mentioned that the request includes \$20,000 for a vehicle replacement for the RECC.

The funding contributions are as follows:

	<i>Equipment only</i>	<i>Equipment and Maintenance</i>
City:	\$18,360.00	\$100,247
County:	\$18,360.00	\$100,247
Town:	\$ 9,180.00	\$ 20,000

These amounts are based on the percentages reflected in the JPA.

The total maintenance costs reflect a 2% increase for the maintenance contracts.

Chief Rael asked if this is for FY2014-2015.

Mr. Martinez said yes.

Chief Rael asked if it was a little early to be asking for something that they haven't done their budget cycle for.

Mr. Martinez said he would like to allow ample time for the entities to request the funding.

Chief Radosevich asked if the County has a threshold of what a capital expenditure is. He said the reason he asks is that most of the time a capital expenditure is over a certain amount and has a life expectancy of several years. He noted that the State has a required threshold.

Mr. Dwyer said usually thresholds for the City and County are based on signature

authority of the City and County Mangers and really have nothing to do with whether it is capital or non-capital. He thinks this is another item to clarify, whether or not the Board is going to define what constitutes a capital expense and whether or not the RECC is going to use the County's standard on what is considered capital expenditures.

Mr. Martinez said, historically, they have compiled the needs of the equipment requirements and this usually constituted a capital purchase.

Chief Rael agreed that everyone should be clear on what constitutes a capital outlay and maybe the Board should ask for clarification on what constitutes what, so that everyone is clear on their budget request before their respective governing bodies.

Chief Radosevich moved to approval the annual appropriation for RECC Capital Purchases. Chief Rael seconded the motion with a friendly amendment that the motion includes direction to pursue clarification on what constitutes a capital outlay expenditure. Motion passed unanimously by voice vote.

INFORMATIONAL ITEMS

**a. Client agency radio replacement report (Motorola Representative)
Presentation regarding replacement of existing RECC radio equipment**

At the June 2013 Board meeting, and again on October 10 (via e-mail), a letter was distributed to Board Members outlining the need for replacement of RECC and client agency radio equipment. As the current equipment nears the end of its useful life cycle, arrangements must be made to coordinate replacement.

Mr. Martinez introduced the representatives from Motorola Solutions and Advanced Communications. He noted that he asked them to make a presentation to the Board regarding the condition and status of the current equipment and what the possibilities/options are for replacing the equipment.

Chief Sperling asked if Mr. Martinez is talking about the radios that the RECC maintains at the Center (the CAD), and not the radios at the repeater sites.

Mr. Martinez said that is correct. This is specific to the radios at the base stations, and the console equipment.

Manuel Barreras reviewed the information from the PowerPoint presentation as follows:

- Since the 1980's, Motorola has been maintaining the City's system.
- In 2001, a joint agreement was put in place to define the terms and conditions for operating, administering and maintained a joint enhanced 911 Regional

Emergency Communications Center to provide for the emergency communications needs of the public safety agencies of the City and County.

The City of Santa Fe Public Safety implemented a Motorola Type Ili Hybrid, 800 MHz trunked radio system with (2) 6809 Prime Site Controllers and 10 CENTRACOM Gold Elite Consoles for primary operations. An upgrade to the system was done in 2001 with plans to migrate to the MTC 3600 platform, which was the replacement for the 6809 Controller.

- The CENTRACOM Gold Elite console is based on a 26 year-old platform that has reached the end of its lifecycle. Parts are no longer replaceable. By technology standards, a majority of the components are out of life. The end date for Fix/repair support for existing CENTRACOM Gold Series consoles is December 31, 2018.
- Newer technology platforms have been developed to carry this critical functionality forward. The MCC7500 IP Based Console is the next generation console and is the replacement for the CENTRACOM Gold Elite.

Mr. Barreras presented the Conceptual Design Options.

- The estimates for a gradual upgrade to Project 25 Standards utilizing what the City has presently (a Smart X System with 6809 Controllers) is estimated at \$3.5million at the low end and \$4 million on the higher level.
- The other option, the “M-Core” system would allow the RECC to bring on other agencies throughout the region. This would be a complete “forklift” and more of a digital migration. They would change out all the CENTRACOM consoles and upgrade all the portable mobiles.
- User assessments would be done with each of the agencies to figure out exactly what type of infrastructure they have in place; and to further discuss the next steps.

Mr. Barreras said the overall effort is not only to replace the equipment, but also to provide interoperability between the various agencies. This would be a consolidated effort between the various agencies.

Chief Radosevich asked if Santa Fe County would remain VHF.

Mr. Barreras said yes. The City of Santa Fe would remain an 800 MHz trunked radio system but they would need to replace some of the old portable radios. All the surrounding areas would stay VHF.

Chief Radosevich said his only concern is the southern part of the County because they presently don't have a system that works. He said to him, the \$4 million is a waste of money because the communication system for southern Santa Fe does not work for them. There is a lack of coverage and issues with connectivity.

Mr. Ray noted that all of the sites have the same configuration, they have 3 repeaters, including the new sites, Nambe and Gold Mine. He noted that Edgewood's site was revamped; they received a new tower, a new shelter and new radios.

Chief Radosevich expressed concerns about asking the City of Council for the Town of Edgewood for funding for an upgrade to the current system with the issues they are presently having.

Mr. Barreras said this would be the reason for the site user assessments – to see what the coverage issues are. Motorola representatives would work with Advanced Communications and their engineers to do a complete inventory of equipment and coverage issues.

Chief Radosevich asked why they would not look at integrating and having one system.

In response, Ken Martinez said he does not have a unified plan amongst the various agencies. He said as the Director of Communications, he would like to have only one system and everyone using the same frequencies.

Chief Radosevich said they have been using VHF for a long time, since he has started.

Mr. Martinez said because of the amount of distance and terrain that the radio waves and frequencies have to cover, the frequencies are better served with VHF. He said some of the technologies they are looking at include working on an overall backbone infrastructure that can handle and support all frequencies that the client agencies use.

Chief Rael agreed that all agencies should be on the same system but it sounds like none of the agencies have the funding to do this.

Mr. Barreras said the County has made a huge investment in narrow banding over the last three years. They replaced a lot of their repeater sites and their mobiles. He said with these conceptual designs, you can bring in VHF or 800 MHz radio systems. The biggest issue is the old equipment that needs to be replaced because the parts are no longer available; and to take a look at the

coverage areas. He noted that the City of El Paso is presently using the Project 25 System.

Mr. Martinez said upgrading to a system like the Project 25 would enable the use of all frequencies. He said the biggest issues now are coverage and clarity and maybe it would be useful to incorporate another tower in Edgewood.

Chief Litzenberg asked how this system worked in El Paso. What have been the problems and weaknesses?

Mr. Barreras said the system in El Paso is working great and flawlessly. He invited the Board Members to see the system in El Paso.

Mr. Barreras reviewed the funding mechanisms to do this. He mentioned that the City of El Paso entered into a 10-year lease agreement with Motorola Solutions. The basic interest rates are between 2-3%. The website address is: <http://motorolasolutions.com/grants>.

Chief Rael asked what it will cost to get to the next step.

Mr. Ray said there is no cost. The next step is to do an analysis and come up with a design to give the Board an idea of what this will cost. This would be part of the sales process.

Mr. Dwyer suggested that the Board take some time to look at this to figure out what the path will be because it's a big investment and issue. There is also procurement issues that the Board will need to look into before they proceed, to make sure they are not prejudicing the process.

Chief Rael asked if there are other options, other than Motorola Solutions to ensure that there is competitive bidding.

Mr. Dwyer said this is exactly what he wants to explore with the County Procurement Officer.

Mr. Ray said they are proposing an upgrade to the current system and components and if they do a complete "forklift" they would like to bid on that proposal.

Mr. Martinez said he wanted to make the Board aware of what the future equipment needs are. He suggested that a group be put together to address the issues of the present radio system, like coverage issues, clarity and disparities.

Chief Rael recommended that this be part of the budget monetary discussions

that the agencies will be having with their governing bodies. Perhaps the RECC Director can prepare a list of the upcoming issues that could require potential funding. Also, sStart initial conversations at the staff level with the organizations so that they are aware that this is coming up.

Mr. Martinez said they could amend the letter that went out to the governing bodies to suggest that they have a meeting and discussion amongst all parties.

Chief Rael said, in his opinion, they are better off starting the conversation and then making a determination later as to whether or not they need another meeting.

Chief Sperling agreed with Chief Rael to start at the staff level. He said he sees the need for a needs assessment for all the different user agencies, but he agrees with Mr. Dwyer that the Board needs to consider the procurement process and whether or not there is a State price agreement.

Mr. Ray said there is a State price agreement in place but they didn't go to that level of detail. They are just giving the ideas to start the dialog and they didn't prepare a full pricing proposal.

Chief Sperling said the Board will be meeting again in January 2014. He suggested that the RECC Director, in the interim, get together with Procurement and talk about the needs that they have; where the RECC sits and how they may best proceed, so that they don't skew the purchasing process; and then in January, the Board could have a further discussion about how they would like to proceed.

Chief Rael would like to see if there are other options with other companies so that the Board can make an informed decision as to where they want to go.

b. QA and medical call comparison report

At the September 2013 Board meeting, feedback was requested from the Board regarding the type of information they would like presented to them at the Board meetings. The information requested included items such as Center call volume, QA processes, and the reconciliation of data measuring the accuracy of dispatch on medical calls.

Mr. Martinez said the RECC has implemented a process to present this information according to the request of the Board Members.

Copies of the *RECC Quality Assurance Review* report were distributed. The *Dispatch and Field Call Comparison* report was attached. Ms. Marquez briefly reviewed the reports noting that she is pulling random calls and for the most part, the

dispatchers are doing an excellent job.

Chief Sperling asked if they have found that the codes and information that is given to a dispatcher is matching up with what the crews are finding on scene.

Ms. Marquez said the response level has been 92% accurate based on the information that the call-giver is giving the dispatchers.

Chief Sperling asked who makes the determination as to whether the dispatcher had a good or excellent interaction with the caller.

Ms. Marquez said she does.

Mr. Martinez said Ms. Marquez will talk to the dispatcher if they didn't do well, and she also acknowledges the dispatchers with a certificate when they do a good job.

Chief Sperling asked if Ms. Marquez reviews the interaction with the dispatchers and field staff.

Ms. Marquez said no it is has just been with the calling party.

Chief Sperling noted that there is also a process for field personnel to suggest improvement if they have had a less than satisfactory interaction with the dispatcher; and to acknowledge the dispatchers when they have done a good job.

Ms. Marquez said she will also do certificates to acknowledge these dispatchers when she receives good feedback from the field personnel.

Chief Litzenberg said this information is pretty meaningful and is exactly what he was talking about when he made the request for information. He thanked Mr. Martinez and Ms. Marquez for the information that they provided.

Mr. Martinez noted that he started to include a report on the call volume for the Center and the vacancies and trainings. He asked if there were any questions on the report.

Chief Sperling said no questions. He said he appreciates the information.

c. Medical Director Report

[The Medical Director's written report was distributed in the Board Members' packets. The QI Summary Report for the period: 05/01/2013 – 10/31/2013 was attached.]

Mr. Martinez said Dr. Vigil was not able to be present today but he provided a written report and this is included the Board Members' packets.

He said the RECC continues to remain above compliance with regards to accreditation. He mentioned that he wants to look at going for fire accreditation and police accreditation at some point in the future.

d. IT Report

Mr. Martinez introduced Jaison Dixon and asked him to provide an overview of the projects that he has been working on.

Mr. Dixon reported as follows:

- The GEO Blade project is about 60%-75% complete and they are currently working on putting in GEO Blade dispatch software on each dispatcher's station.
- Currently SFPD has 60-65 units installed and currently active. They are reporting to the server and they are getting data every day. The town of Edgewood is currently at 5-6 units installed. They should be fully operational in the next few weeks.
- The Sheriff's Office is currently at 17-20 units installed and active.
- Mapping software is being installed on dispatcher's stations also.

Chief Rael asked when they will actually implement this and when will they be able to actually utilize it.

Mr. Martinez said there are issues that they will have to address administratively prior to a full implementation because it is going to change the procedures on recommended dispatch.

Chief Rael said they can get together to work out the administrative issues. He wanted to know the functional date.

Mr. Dixon said he would say mid December.

Mr. Martinez will schedule a meeting to work out the administrative changes.

Mr. Dixon said he recently worked on an upgrade on the CAD system to the AS400 and the upgrade was successful with no errors. This will increase the RECC's capacity to add more applications, like uploading Excel spreadsheets for data entry.

Chief Rael asked if this will connect to the County and City's record systems.

Mr. Dixon said yes, it connects to both, and along with that, they also have the NavaLine system.

e. Financial Update and Director's Report

[Copies of the Year-to-Date Budget Status Report as of 11/15/13 were distributed in the Board Members' packets.]

Mr. Martinez said this year they are already at 70% over budget for the overtime line item. He will be getting with the Finance Department to discuss this.

Mr. Martinez gave a brief update on the GRT status noting that the Fire and EMS GRT collections through October were over \$13 million, which is \$953,000 more than the same period last year and \$1.5 million better than budgeted. The unincorporated GRT collections were also higher by \$263,000 from the previous year and \$70,000 better than budgeted.

MATTERS FROM THE PUBLIC

There were no matters from the public.

MATTERS FROM THE BOARD

Chief Radosevich thanked Vanessa Marquez for her assistance when he calls her with an issue. Mr. Martinez acknowledged Ms. Marquez for the great job she is doing as the Center Manager.

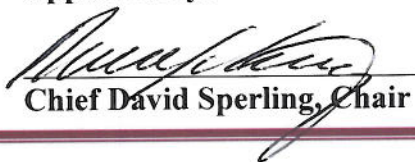
NEXT MEETING DATE

The next meeting was scheduled for January 16, 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, and the Board having completed its agenda, Chief Radosevich moved to adjourn the meeting. Chief Litzenberg seconded the motion. The meeting adjourned at 11:45 a.m.

Approved by:


Chief David Sperling, Chair

Respectively submitted by:
Jo Ann G. Valdez, Stenographer

Witnessed by: *Nancy L. Cochran*



COUNTY OF SANTA FE)
STATE OF NEW MEXICO) ss
REGIONAL EMERGENCY MIN
PAGES: 13
I Hereby Certify That This Instrument Was Filed for
Record On The 13TH Day Of February, 2014 at 12:45:08 PM
and Was Duly Recorded as Instrument # 1729958
Of The Records Of Santa Fe County

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

SFC CLERK RECORDED 02/13/2014