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SANTA FE REGIONAL EMERGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

August 9, 2012

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

Santa Fe, New Mexico
August 9, 2012

The Meeting of the Santa Fe Regional Emergency Communications Center Board of Directors was called to order by Chief Rael, Chair at 9:03 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 Raymond J. Rael, Chair
- Chief David Sperling, Vice Chair
- Chief Jay Daniels
- Sheriff Robert Garcia
- Eric Johnson
- Katherine Miller
- Robert Romero
- Chief Barbara Salas

MEMBER (S) ABSENT:

None

STAFF PRESENT:

- Nancy Calhoun, RECC
- Ken Martinez, RECC Director
- Pablo Sedillo, Public Safety Director

OTHERS PRESENT:

- Mark A. Basham, Basham & Basham P.C.
- Karen Mahalick, Town of Edgewood
- Carlynn Page, International Academies of Medical Dispatch
- Captain Quintin McShan, NM State Police
- Jo Ann G. Valdez, Stenographer

APPROVAL OF AGENDA

Mr. Martinez requested that the agenda be amended as follows:

Item VIII-a – (*Presentation of RECC Accreditation by the International Academies of Medical Dispatch*) be moved up on the agenda.

Items VI-a and b (*Consideration of Town of Edgewood's request to amend the RECC JPA and its funding formula as it relates to capital purchases and Discussion and possible approval of the proposed Amended Capital Purchases Agreement*) be postponed until the joint city and county meeting can be scheduled.

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

APPROVAL OF MINUTES: May 10, 2012

Chief Salas made a motion to approve the Minutes of the May 10, 2012 meeting as submitted. Ms. Miller 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.

INFORMATIONAL ITEMS (moved up on the agenda)

- a. Presentation of RECC Accreditation by the International Academies of Medical Dispatch**

On July 12, 2012, Ken Martinez received formal notification that Santa Fe's RECC's application for International Academy Accreditation as an EMD Center of Excellence was accepted that the Board of Accreditation voted unanimously to approve the RECC for the important recognition.

The Santa Fe Regional Emergency Communications Center has worked toward reaching this goal for 10 years, and management is extremely proud to say that it has finally been accomplished.

Board recognition was requested for the consistent effort and hard work that the radio operators of the RECC have put forth to reach this level of excellence in this field.

Ms. Page presented the RECC Accreditation Award to the Board. She said the Santa Fe Regional Emergency Communications Center has become the 168th Center of Excellence in the world to be awarded this highest and prestigious distinction.

Mr. Johnson asked Ms. Page what the process was to ensure that the RECC stays

in compliant. For example, is a yearly audit done?

Ms. Page said they will be monitoring the RECC closely to ensure they maintain these levels. The RECC has to submit reports on-line and the Academy audits the reports every three months. They will also renew the entire process in three years.

RECC staff was recognized for this accomplishment and the great job they are doing. The late Dr. Kay was acknowledged for her efforts in the accreditation process.

OLD BUSINESS

a. Consideration of Town of Edgewood's request to amend the RECC JPA and its funding formula as it relates to capital purchases [Ken Martinez]

At the May 10, 2012 Board meeting, a motion was passed to postpone discussion regarding the request from Edgewood to revisit the RECC JPA amending the funding formula and the operational budget. The issue was postponed pending the outcome of a joint City/County meeting that was scheduled on July 19th.

Mr. Martinez noted that a day or two prior to the meeting, it was announced that the RECC issue had been removed from the agenda and would be discussed at the next City/County joint meeting scheduled for August 30th. The meeting has now been rescheduled for August 15th. Therefore, this agenda item was postponed again pending the outcome of the meeting to be held on August 15th.

Mr. Martinez mentioned that the new Mayor of Edgewood has requested a meeting with him and Mark Basham to discuss some of the items pertaining to the JPA and Capital Purchases Agreement.

b. Discussion and possible approval of the proposed Amended Capital Purchases Agreement [Ken Martinez]

At the January 6, 2011 Board meeting, the Board approved the Agreement for provision of the RECC Capital funding contributions by the City, the County and the Town of Edgewood. As a result of this agreement, funding was obtained to purchase equipment and software to upgrade the RECC CAD, records management and mapping systems. Because this equipment and software is used by and for all RECC client agencies, sharing of the annual maintenance costs, as well as the purchase costs may be appropriate.

As noted above, this agenda item was also postponed until the City and County has their joint meeting and Mr. Martinez meets with the Mayor of the Town of Edgewood.

c. Discussion and possible approval of DFA funding request for EMD ProQA by State Police District One [Quintin McShan]

At the May 10, 2012 Board meeting, a motion was passed to postpone discussion and approval of the request from State Police District One for authorization to purchase ProQA EMD protocols, card sets and training in order to provide Emergency Medical Dispatch services. The decision to postpone was made as to provide Captain Quintin McShan of the New Mexico State Police the opportunity to address the Board regarding the issue.

At the May 2012 Board meeting, Mr. Martinez expressed concerns about the request noting that he discussed his concerns with Captain McShan. He said one concern is that State Police District 1 is not a primary PSAP in this district and he spoke to them about this. State Police District 1 indicated that they are a primary PSAP because they are receiving 911 calls. Mr. Martinez explained that Santa Fe is the only primary PSAP for this region and all 911 calls should be going through the RECC first.

Mr. Martinez requested that the Board discuss and consider the request for possible approval.

Captain McShan said the State Police Department has 80 dispatchers and 10 offices; however they are only running seven here in Santa Fe.

Captain McShan mentioned that they handle 100% of the law enforcement calls in the Village of Pecos because they do not have a dispatch office. He said they are the primary E911 Center for San Miguel County.

Captain McShan said they are trying to improve and increase their capabilities because they want to be the best that they can be; and train their people to the highest level possible. He explained that the State Police cannot receive funds directly for this.

Sheriff Garcia asked if the State Police would be repeating what the RECC already does.

Captain McShan said no.

Chief Sperling asked if there are consolidated dispatch centers that incorporate the State Police.

Captain McShan said yes, Farmington does. He noted that they are presently in negotiations with the City of Las Vegas to consolidate dispatch services. He said it makes sense for the RECC to consider consolidating dispatch services with the State Police. He mentioned that the State Police is building a new building (for dispatch).

Chief Rael asked Captain McShan what the State Police's role would be, as opposed to what the RECC does presently. He said it sounds like the State Police would be using the ProQA EMD on a limited basis.

Captain McShan said right now the State Police dispatchers are not cross-trained with the RECC dispatchers. They don't even use the same equipment, i.e. radios. He said a lot of things would have to happen in order to consolidate the RECC and the State Police.

Captain McShan said the funding they are requesting would come from DFA from the E911 grant funding and the RECC would not lose this money.

Mr. Martinez said there are definitely some operational issues that would need to be addressed; but this would be an opportunity for the RECC dispatchers to cross train with the State Police Dispatchers. They would be able to shift dispatchers/operators, in the event of a situation or something like that. He said they are also working on the RECC Academy and there is no reason that they could not include the new state police cadets so that they are getting the same kind of training.

Mr. Martinez said the money does come from DFA but it comes from the specific RECC grant agreement with DFA. He said consolidation could be a good idea because there would be one contact point for all law enforcement agencies.

Chief Rael said realistically, if they are thinking of going that route, how long would it take to phase everything in.

Mr. Martinez said the equipment that the RECC purchased through the E911 grant for District 1 already includes the 911 phone system; so they share the 911 phone system. The difference would be in the use of their CAD. He said cross-training or some kind of integration could be done if they look at consolidating the centers. They would just need to figure out the logistics.

Chief Rael asked Captain McShan how often they have needed the capabilities and how frequently are they anticipating that it will be used.

Captain McShan said they get 911 calls every week, at least two to three times per week.

Mr. Martinez said they should not be getting 911 calls at all – those are supposed to be going to the primary PSAP.

Ms. Miller asked how many other regional dispatch centers have requested funding from the state.

Captain McShan said everyone, because any funding they receive has to go through the regional centers-they cannot request it directly.

Mr. Martinez said rules that govern the E911 Fund state that DFA will *only* provide funding for primary PSAPs. He said requests for funding from PSAPs statewide have to go through DFA and to the Board of Finance for approval.

Ms. Miller said it should be a priority to increase the funding source for the E911 Fund. She said there is not enough revenue in the E911 Fund to fund the requests statewide.

Captain McShan noted that Debbie Rodella introduced a Senate Joint Memorial during the last Legislative Session about this; therefore there are ongoing discussions about that.

Mr. Martinez explained that there was a proposal at last year's Legislative Session to move the E911 Fund from the Department of Finance and Administration to the Department of Homeland Security.

Chief Rael asked Mr. Martinez what his recommendation is.

Mr. Martinez said he would recommend that the RECC discuss and look at the possibility of consolidation or how they could "co-locate" and move forward.

Mr. Sedillo added that he and Ken Martinez discussed the issue of co-locating and cross-training and he thinks it is in the best interest of the RECC and our community to look at regionalization; and having one facility within the district to encompass all the law agencies in one center. He said he is hearing about regionalization across the state of New Mexico.

Ms. Miller asked what the amount of the funding request is.

Mr. Martinez said it is approximately \$35,000.

Ms. Miller moved to approve the funding request and suggested that when it goes to the Board of Finance they talk to the Governor about moving forward with consolidation, either here at the RECC or the State Police Dispatch Center.

Chief Sperling asked if the State Police will need a Medical Director specifically for ProQA EMD.

Captain McShan said yes, and they have one on board.

Chief Sperling asked if this approval would be good for one year and will they

have to come back subsequently.

Mr. Martinez said the approval to purchase the ProQA EMD software and protocols is a one-time purchase.

Captain McShan noted that DFA will not cover the maintenance costs for this. It will have to come from the DPS budget.

Chief Sperling seconded the motion. The motion passed by voice vote.
Robert Romero abstained from voting having been absent during discussion.

ACTION ITEMS

b. Request approval of amendment to RECC Standard Operating Procedure 3.10 Dialogic System [Ken Martinez]

[Copies of Section 3.10-Emergency Notification System were distributed in the Members' packets.]

As the RECC has upgraded the Emergency Notification System and its capabilities, the need now exists to amend and update the protocols regarding the activation and operation of this system.

Board approval is requested to adopt and implement these changes to the RECC Standard Operating Procedures.

Chief Sperling moved to approve. Chief Daniels seconded the motion. The motion passed by voice vote.

Robert Romero abstained from voting having been absent during discussion.

a. Medical Director Report (Dr. Alfredo Vigil)

[The Medical Director's written report was distributed in the members' packets. The QI Summary Report for the period June 1, 2012 to June 30, 2012 was attached.]

Dr. Alfredo Vigil was unable to attend today's meeting.

Ken Martinez noted that they are anticipating a change in the direction regarding the use of low-dose aspirin for possible heart attack. Staff will be notified and trained in this change soon.

As reported previously, the QI Summary Report shows that the dispatchers continue to provide excellent service to the community and continue to maintain excellent scores.

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

[Copies of the Year-to-Date Budget Status Report as of 08/02/12 were distributed in the Members' packets.]

Mr. Martinez said with the recent accreditation and the fact that he would like to implement a RECC Law Academy, he will be making a request to transfer money into his training and travel fund to send trainees and trainers to training outside of New Mexico. He mentioned that the E911 Fund can be used to send employees to training inside of the State but there could be a need to send some outside of the State and he would like to have funding to do so, if the need arises.

Mr. Martinez noted that they will be recognizing the RECC at the National EMD Conference in Utah and he would like to go to Utah to accept the Accreditation Award on behalf of the RECC and the Board.

Mr. Martinez gave an update on staffing noting that the RECC presently has eight vacancies and there are total of 35 candidates that have applied. He mentioned that there will be a Public Safety Recruitment Day on Saturday from 9:00 a.m. to 1:00 p.m. and the RECC will have a booth there.

Mr. Martinez reported that the RECC has conducted the following trainings:

- EMD and NCO training
- Active Shooter response training
- Training on dealing with mentally-impaired callers, which is a mandated class.
- Fire Safety and response training

Mr. Martinez reported that 80% of the County GPS units have been installed and 90% of the Sheriff's units have been installed.

Mr. Martinez said 700 people have enrolled in the GEO Cast Web Mass Notification System. Also, the Communicator NXT is an internal service that will incorporate SWAT, swift water rescue and the city wild land team.

Mr. Martinez concluded his report noting that the Mobile Command Center unit is here and the frequencies have been installed. This will allow the RECC better capabilities of evacuation, in the event that they have to evacuate.

MATTERS FROM THE PUBLIC

There were no matters from the public.

MATTERS FROM THE BOARD

There were no matters from the Board.

NEXT MEETING DATE

The next meeting was scheduled for November 1, 2012 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, Sheriff Sperling moved to adjourn the meeting. Chief Garcia seconded the motion. The meeting adjourned at 10:20 a.m.

Approved by:

Raymond J. Rael
Chief Raymond J. Rael, Chair

Respectively submitted by:

Ja Ann G. Valdez, Stenographer

Witnessed by: *Nancy L. Calhoun*



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
Record On The 8TH Day Of November, 2012 at 11:05:51 AM
And Was Duly Recorded as Instrument # 1687078
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Witness My Hand And Seal Of Office
Valerie Espinoza
Deputy *River Barapi* County Clerk, Santa Fe, NM