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SANTA FE REGIONAL EMERGENCY COMMUNICATIONS CENTER
BOARD OF DIRECTORS MEETING
January 14, 2016

SFC CLERK RECORDED 04/04/2016

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

Santa Fe, New Mexico
January 14, 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 Patrick Gallagher
Sheriff Robert A. Garcia
Chief Fred Radosevich
Chief David Sperling

MEMBER (S) ABSENT:

Chief Erik Litzenberg, excused
Eric Johnson, excused

STAFF PRESENT:

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

OTHERS PRESENT:

Mark Basham, Basham & Basham P.C.
Demitri Dozortsev, General Number
Gwen Dozortsev, General Number
Tony Flores, Deputy County Manager
Renee Martinez, City IT Department
Rene Roque, City IT Department

Daniel Sanchez, ASD IT Department
Frank Schober, General Number
Pablo Sedillo, Public Safety Director
Martin Vigil, Santa Fe County Office of Emergency Management Services
Jo Ann G. Valdez, Stenographer

APPROVAL OF AGENDA

The agenda was amended to move the Executive Session to the end of the meeting; and the Presentation by General Number was moved up on the agenda after Approval of the Minutes.

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

APPROVAL OF MINUTES: November 19, 2015

Sheriff Garcia made a motion to approve the Minutes of the November 19, 2015 meeting as submitted. Chief Sperling seconded the motion. The motion passed unanimously by voice vote.

[Note: All handouts are incorporated herewith by reference. The original packet is on file at the RECC's Office.]

***EXECUTIVE SESSION**

This agenda item was moved to the end of the meeting.

INFORMATIONAL ITEMS

***PRESENTATION BY GENERAL NUMBER REGARDING THE CAPABILITIES OF THEIR NOTIFICATION APPLICATION**

(Moved up on the agenda)

General Number, a technology company, is in the process of developing an application that may assist the Center in providing and obtaining critical and relevant information from the public. General Number is a universal business-user interface phone notification service where the public can download information and input their personal data, similar to SMART 911. There is no database that is housed anywhere; therefore there is no risk for hacking information.

Mr. Martinez said this is for informational purposes only at this time to assess any possible benefits of its use to the Center.

Mr. Martinez introduced Demitri Dozortsev from General Number (GN).

Mr. Dozortsev thanked the Board for the opportunity to talk about GN. He provided an overview of the program and demonstrated it utilizing some mobile devices. He said the application can be easily integrated into any emergency notification software and you can enter/incorporate any type of information that you would like: such as medications that a patient is on; the type of emergency; the location, etc.

Questions/Comments:

Mr. Martinez said the present equipment that the Center has does not allow them to interact with the hard of hearing or deaf community, or those who wish to text for emergency services. He said with this application you can interact with an individual/patient in the field or the caller and they can provide images or information on where they are at. A text message can also be initiated by the Center rather than by the public.

Mr. Martinez asked Mr. Dozortsev if the hard of hearing would have their own general number, or is there a way for them to text the Center, instead of the Center having to initiate the text in the event of an emergency.

Mr. Dozortsev said yes. He explained that the general number would only be assigned to one entity; however, it has a number of applications and consoles within it. The application is completely customizable and easy to set up.

Mr. Martinez mentioned that he attended a Next Generation 911 presentation by the Local Government Department of Finance and Administration two days ago and the focus of the meeting was what the nation, in general, is doing to prepare for Next Generation and to get accurate location. He explained that 911 equipment is behind the times and 911 in general is looking at future technology.

Chair Miller said the phone showed when the text was sent but is there anything that shows it has been received and read. She said she saw that it was sent but she did not see anything that said it was read.

Mr. Dozortsev said when it is sent, you will get acknowledgement that it was sent successfully. You will have a pop-up screen that will show when you sent it and when it was received or read.

Mr. Snyder said this sounds like it is a one-way communication tool. He asked if the RECC could reply to the text and have a conversation.

Mr. Dozortsev said yes this is possible.

Mr. Snyder asked Mr. Martinez how the deaf community communicates with 911 now.

Mr. Martinez said they are presently using a relay service who calls the 911 Center and relates the information to the dispatchers.

Mr. Snyder asked how this is different from Facebook and Twitter, which are two-way communication tools.

Mr. Dozortsev explained that he does not use Facebook or Twitter but this is a very secure and private application. He said Facebook and Twitter are designed for social media and not emergency services.

Mr. Martinez asked if there would be a way to create an account that could be shared.

Mr. Dozortsev said they are not in the social application market. He explained that they would not create more than one account or General Number; however, you could broadcast a message to everyone who has GN and they can call or message the user back.

Chief Sperling said this does not seem to provide the ProQA opportunity - unless you made contact with the patient. He asked how data would be recorded.

Mr. Martinez said that is a good question that will need to be answered. He explained that the presentation was only meant to be an informational item for the Board.

Mr. Snyder asked how this compares to the SMART 911 system and does it overlap.

Mr. Martinez said they will be implementing the SMART 911 system soon; and yes, it overlaps in some areas, in terms of notification. The SMART 911 system is an application where the public puts in a profile that includes all their information, and this information is given to responders. The SMART 911 system is a database and not a communication application.

Mr. Dozortsev said this will be an application that does not contain an online database.

Mr. Dozortsev thanked the Board for their time today and said if the Board Members have additional questions they can contact the Director and he can forward the questions to him.

ACTION ITEMS**a. Election of 2016 RECC Board Chairperson**

Chief Sperling moved to nominate Katherine Miller to serve as the 2016 RECC Board Chairperson. Chief Radosevich seconded the motion.

Ms. Miller accepted the nomination.

The motion passed unanimously by voice vote.

b. Election of 2016 RECC Board Vice Chairperson

Sheriff Garcia moved to nominate Bryan Snyder to serve as the 2016 RECC Board Vice Chairperson. Chief Sperling seconded the motion.

Bryan Snyder accepted the nomination.

The motion passed unanimously by voice vote.

c. Approval of the 2016 Open Meetings Act Resolution

As per the RECC Joint Powers Agreement, the Board of Directors shall, at least annually, adopt a resolution that specifies what notice for a public meeting of the Board is reasonable pursuant to the New Mexico Open Meetings Act, NMSA 1978, Sections 10-15-1 et seq. (1974)(as amended).

Staff requested the Board's approval to adopt the proposed 2016 Santa Fe RECC Open Meetings Act Resolution. Copies of the Resolution were distributed in the Board Members' packets.

Mr. Snyder asked if there were any changes from the previous year.

Mr. Martinez said no.

Mr. Snyder moved to approve the 2016 Open Meetings Act Resolution. Chief Gallagher seconded the motion. The motion passed unanimously by voice vote.

INFORMATIONAL ITEMS (Continued)**b. Medical Director Report**

Mr. Martinez noted that Dr. Alfredo Vigil submitted a written report and there are no issues to report. The QI Quality Summary Report continues to reflect that the dispatchers

provide excellent service to the community.

Some concerns were expressed about the fact that Dr. Vigil has missed the last 3-4 Board Meetings. Mr. Martinez said Dr. Vigil is on rounds again at the Clinic but he spoke to him about being present at the Board meetings, and he indicated that he will make a conservative effort to attend the Board meetings from this point forward. In Dr. Vigil's report, he apologizes for not being able to attend the Board meetings regularly; *"however, there is an increasing shortage of primary care physicians in New Mexico, as well as the entire County. He states that his schedule is based on physician availability and a backlog of patients waiting or appointments"*.

Mr. Snyder asked if he needs to attend the meetings and is there language in his contract that requires him to attend meetings. He said the Board is receiving a written report from him.

Mr. Martinez said the contract for the Medical Director does require him to attend the Board meetings.

Mr. Snyder asked if the contract was a lump sum contract.

Mr. Basham said yes, it is a lump sum contract that is paid monthly. He said historically, the prior Medical Directors have attended the meetings and reiterated what is in the written reports, but he does not recall any discussions other than that.

Mr. Martinez added that there are other requirements in the Medical Director's contract that are not related to meetings, such as the medical protocols and quality assurance checks on the dispatchers that have to be done.

Chair Miller suggested that Mr. Martinez reiterate to Dr. Vigil that the Board would like him to attend the meetings to possibly make recommendations on the things that can be improved.

Mr. Snyder said he wants to make sure that the expectations are set and everyone is on the same page as to what the Board wants to see from the Medical Director.

Chief Radosevich said he did not have an issue with Dr. Vigil not being here at the meetings but maybe the contract needs to be amended to reflect that the Medical Director is not required to attend the Board meetings. He said more importantly, he would be a little worried in some kind of medical malpractice litigation where the Board gets name in a lawsuit; and they reviewed the Medical Director contract and it states that he should be attending the Board meetings but he is not. The Board could be liable for this.

Mr. Martinez said he would address this.

c. QA and medical call comparison report

[Copies of the *RECC Quality Assurance Review and Dispatch and Field Call Comparison Reports for the months of September, October and November 2015* were distributed.]

Ms. Marquez said as requested by Chief Litzenberg, 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 at 98% 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.

Ms. Marquez said she is not sure if this information is beneficial for everyone.

Mr. Martinez suggested that Chief Litzenberg and Chief Sperling meet with the RECC to discuss ways to ensure that the information that the call-giver is giving the dispatchers is related to responders accurately. He said they can also invite members of the Fire Department to the Steering Committee meetings.

Chief Sperling suggested that this be a tool to enforce the quality assurance requirement but maybe there is something that is less labor-intensive but still provides what we all need, as far as quality assurance goes. He noted that he does not receive much feedback as far as discrepancies.

Mr. Snyder said the discrepancies seems to be better and he understood that the reason for this was to see how the dispatchers are doing; and if the questions that the dispatchers are asking need to be modified. However, it seems to be working better and there are better communications. This is like having a checks and balance process in place.

Chief Gallagher asked if anything like this is being done on the law enforcement side.

Mr. Martinez said yes, Ms. Marquez pulls calls for both law enforcement and medical.

Ms. Marquez said the fourth page of the report includes the law enforcement calls. She said they do not have the software for law enforcement and the fire side but she pulls a call every month for every dispatcher and listens to the call to make sure that they are following policy and that they are entering all the information properly and they are dispatching the calls properly. She has noticed that the customer service has increased tremendously and she hears very little complaints from the public.

Chief Radosevich said in reviewing the report, 11 calls out of the 28 calls had issues with getting the information in and he was glad to hear that Ms. Marquez is working on this. He asked if there was any software out there for law enforcement that can track that.

Mr. Martinez said yes, and this is what he talks about when he talks about Priority Dispatch. The same software is available for EMS, Police and Fire and the RECC would like to move towards getting that software.

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

d. IT Report

Mr. Dixon said there are no issues to report and everything is running smoothly.

Chair Miller asked if there were any questions for Mr. Dixon.

Chief Radosevich said they are still having problems with the AVL GPS. He asked if there was another modem that they can consider purchasing to get away from the issue that they are having with the current modem.

Mr. Dixon said yes and he is currently vetting those modems now.

Mr. Martinez noted that they took the information they received from the last Board meeting and had a meeting with City's IT staff members to discuss the issues that the Fire Department was having with the program. He said they need to work on getting all the units installed and implemented, and on management and support of implementing the processes and protocols. They will continue to meet to discuss how they will move forward.

Mr. Snyder asked if the Board wants to have a discussion on the RFP process and where they are at.

Mr. Martinez said he was going to report on this under the Director's Report.

e. Financial Update and Director's report

[Copies of the Year-to-Date Budget Status Report as of January 8, 2016 were distributed in the Board Members' packets.]

Mr. Martinez said he does not see any issues with the budget. He noted that the RECC will be going through a mid-year budget review in the next couple of weeks.

Mr. Martinez asked if there were any questions on the budget.

Mr. Snyder asked Mr. Martinez and Katherine Miller if there are any plans for scaling back on the budget.

Ms. Miller said they are having their kick-off on February 22nd and they are starting the mid-year reviews with the various County departments tomorrow. She noted that the County is looking at having a flat budget for next fiscal year. She mentioned that she has not met with the Finance Director to discuss specifically whether or not the County will have cuts; but they have seen that the County does not see much room for growth, due to decreasing revenues.

Mr. Martinez gave a staff update noting that there are currently six vacancies.

Mr. Martinez reported on the status of the gross receipt taxes noting that there were more collections this year when compared to this time in the prior year. He mentioned that a new gross receipt tax went into effect July 1st in which the County began seeing revenue in September.

Chair Miller said moving forward, the Board should only receive the GRT report/numbers that are budgeted and collected relative to the Center. Mr. Martinez agreed to only provide the numbers relative to the Center.

Mr. Martinez noted that the RECC and City IT staff are moving forward with the RFP for a consultant and they are hoping to have the RFP out by mid-February. The consultant will assist with a needs and gap analysis on all the stakeholders and at that point they will put out an RFP for radio equipment. They are hoping to have this completed by the end of this year.

Mr. Martinez thanked Renee Martinez and City and County IT staff for working together on this.

Renee Martinez said the City budgeted \$75,000 this fiscal year for the consultant. However, they will not know if this is going to be enough until they receive proposals back.

Mr. Martinez said he will be taking a budget request to the RECC's budget review to match the \$75,000.

Mr. Flores said the other issue that was identified was that they need to work through a mechanism to transfer funds from the City to the County once the contract is executed.

Mr. Snyder asked if they have mapped out a process for a review and approval of the overall concept of the RFP, and how will this body be involved in that process.

Mr. Martinez said they have a selection group for the actual RFP proposals but he would defer this question to Renee Martinez.

Mr. Flores explained that the RFP would fall under the County procurement process with an evaluation team made up of joint City and County team members. The second path is how to secure the funding for the contract.

Mr. Snyder said that can easily be done but he just wants to make sure that communications happen amongst this Board so that everybody is aware of what the expectations are, what the plan is, etc.

Mr. Flores said the thought was that the City has certain specifications and they have identified certain stakeholders and the County is in the process of doing that as well. He said these two things have to come together in order for the County Purchasing Manager to actually put out the RFP. Therefore, they anticipate at least another three weeks to conclude the operational function before the RFP is put out. At that time, they could get this disseminated to the Board through the RECC Director so they will know what is in the RFP in terms of the scope of deliverables.

Mr. Flores said in terms of the selection process, they anticipated that it would take a written evaluation and then an oral interview. Then it will be brought back either to the Board of County Commission or the Manager on the authority level of that contract.

Chair Miller asked if anyone from this Board will be part of the evaluation team. This could be helpful for the Board Members to be knowledgeable of what the process and scope are.

Mr. Martinez said yes, they could include a member of the Board.

Renee Martinez suggested possibly they could invite a bigger group to the interviews and collect feedback from the group for the evaluation team and have that represented in the scoring.

Mr. Snyder said he was thinking along those lines as well but more important for this group may be to understand the consolidated scope of work upfront, and part of the scope would be to see what mechanisms are out there to get the adequate funding in place.

Mr. Martinez noted that the process for looking for funding mechanisms is part of the RFP. The consultant will be tasked with finding the mechanisms.

Chief Sperling asked Renee Martinez if she could give the Board a synopsis of what the scope will entail.

Renee Martinez said sure. She explained that the scope of work includes meeting with all the users of the radio system from the County and the City and gather information about the current environment and what is needed for future services. Then, taking those requirements based on that, and understanding the market for these systems, the consultant will come back and make recommendations on possible technical solutions that will meet the requirements. Based on this discussion, they will craft an RFP that will include the requirements and specifications on the solution. They will facilitate with the staff from the City, the RECC and the County on developing the RFP that will go out for the solution and the implementation services. In addition, they will also recommend funding options for that solution based on their knowledge of the industry, and the space of public radio systems and what is available. She said in a nutshell, that is what they are asking for.

Mr. Flores said the goal is to have multiple phases of work in the scope of work and contract that will be completed by the end of the calendar year. He said there is a short timeframe to get this accomplished. They are hoping by this time next year they will already have a plan that has been adopted or accepted with potential funding sources to move on it.

Mr. Martinez mentioned that they talked about a web solution and brought all the entities together to look at One Solution, which is an upgrade to the CAD system and they are in talks with IT and some of the other stakeholders and agencies in looking at doing this possibly next fiscal year. This will be a large expenditure but it will upgrade and consolidate all reporting functions i.e., crime reporting into one application. Mr. Martinez will be bringing this to the Board for their consideration in the future.

Mr. Martinez noted that they are getting ready for the Legislative Session and one of the issues that the RECC is watching specifically has to do with the 911 Surcharge Bill, and possibly expanding the amount of the 911 surcharge for voice, IP and prepaid wireless. He offered to give the Board an update on this later.

Mr. Martinez concluded his report noting that they are implementing the SMART 911 Program and he will be getting with the PO's of the City and the County to start the advertising and education campaign on the program.

Mr. Martinez asked if there were any questions.

Chair Miller asked Mr. Martinez if he knows if there are any attempts by the State to raid the E911 Fund or budgets.

Mr. Martinez said he has not been made aware of any efforts as of yet.

Chair Miller asked if there were any other questions for Mr. Martinez and there were none.

MATTERS FROM THE PUBLIC

There were no matters from the public.

MATTERS FROM THE BOARD

Chief Radosevich expressed concerns on the lack of coordination and communications between the Dispatch Center, Santa Fe County, Torrence County and the State Police during the recent emergency (storm) of Torrence County. There were no communications or miscommunications on road closures, or on the emergencies that were going on. I-40 was closed for about 48 hours and there was a lot of confusion as to whether or not I-40 was closed or not.

Chief Radosevich said in talking with Martin Vigil from Emergency Management, he never knew there were any issues going on whatsoever.

Chief Radosevich asked if there was any mechanism in place for when those things happen everybody will start communicating and making sure what resources are available.

Mr. Martinez said the only mechanism that is in place presently to transfer information on things like that between the Centers is the NCIC system. He noted that the State Police are the only ones who have jurisdiction or authority to shut down the interstates. Usually when they do this, they are supposed to send a teletype to all of the surrounding agencies to let them know. Other than that, there is no policy for Centers to call each other.

Mr. Martinez offered to bring this up at the next 911 Affiliate meeting.

Chief Radosevich thinks this is an excellent idea and said this has a long lasting effect on all the agencies. He said there has to be a better way to communicate when these things happen. He noted that NCIC does no good to them out on the field.

Chief Sperling suggested that Assistant Chief Martin Vigil speak to this issue as well.

Mr. Vigil said a lot of really good things happened down there but there was definitely a pattern of disconnect, mainly on the communication side. He thinks this was less hardware-based and is more cultural and turf-based, and that sort of thing. He said just improving situational awareness and the real capture of that information (to all the units out in the field) seems to be the dispatch centers. He said maybe we could have a dialog, an expectation or protocol to get all downstream communities in the loop from the dispatch center.

Mr. Vigil said another piece is that agencies are asked to notify the emergency managers and so far Heather is absolutely the only person that actually does that. This is a concern, a serious gap and needs to be fixed. He said they have identified this as a solution in bringing this together and notifying the agencies.

He said there was another piece of this emergency between State Police and the Department of Transportation and in years past this was resolved by having a seasonal outlook meeting every year but this has moved to the wildland fire arena versus severe storms arena but we need to get back to the "all-hazard" arena.

Chair Miller asked if there were any more items from the Board and there were none.

NEXT MEETING DATE

The next meeting is scheduled for March 24, 2016 at 9:00 a.m.

***EXECUTIVE SESSION** (Moved down on the agenda)

- a. Limited Personnel Issues**
- b. Threatened or Pending Litigation**

Sheriff Garcia moved to go into Executive Session at 10:30 a.m. to discuss pending litigation. Mr. Snyder seconded the motion. The motion passed unanimously after a roll call vote was taken.

Sheriff Garcia moved to go back into Regular Session at 10:45 a.m. Mr. Snyder seconded the motion. The motion passed unanimously after a roll call vote was taken.

Chair Miller noted that no action was taken during Executive Session. The Board received an update from Mark Basham on pending litigation.

ADJOURNMENT

There being no further business to come before the Board, Sheriff Garcia moved to

adjourn, second by Chief Radosevich, the meeting adjourned at 10:45 a.m.

Approved by:

Katherine Miller
Katherine Miller, Chair

Respectively submitted by:

Jo Ann G. Valdez, Stenographer

Witnessed by: *Nancy L. Culhoun*



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

I Hereby Certify That This Instrument Was Filed for
Record On The 4TH Day Of April, 2016 at 02:56:16 PM
And Was Duly Recorded as Instrument # 1790326
Of The Records Of Santa Fe County

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

SFC CLERK RECORDED MIN 04/04/2016