

INDEX OF MINUTES
SANTA FE REGIONAL EMERGENCY COMMUNICATIONS CENTER
BOARD OF DIRECTORS BUDGET MEETING
March 24, 2016

<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 JANUARY 14, 2016	Approved [as submitted]	2
EXECUTIVE SESSION (If determined necessary)		
a. Limited Personnel Issues		
b. Threatened or Pending Litigation	None	2
OLD BUSINESS	None	2
ACTION ITEMS		
a. Discussion and presentation for approval of FY Budget	Approved	2-9
INFORMATIONAL ITEMS		
a. Financial Update and Director's report		9
MATTERS FROM THE PUBLIC	None	9
MATTERS FROM THE BOARD		10
NEXT MEETING DATE: Scheduled for July 21, 2016 at 9:00 a.m.		10
ADJOURNMENT	Adjourned at 10:12 a.m.	10

SEC CLERK RECORDED 6/7/21/2016

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

Santa Fe, New Mexico
March 24, 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
Eric Johnson
Chief Fred Radosevich
Chief David Sperling

MEMBER (S) ABSENT:

Chief Erik Litzenberg, excused

STAFF PRESENT:

Nancy Calhoun, RECC
Jaison Dixon, RECC IT
Vanessa Marquez, RECC Manager
Ken Martinez, RECC Director

OTHERS PRESENT:

Mark Basham, Basham & Basham P.C.
P. Gallagher, Santa Fe County Police Department
D. Luginbuhl, citizen
Daniel Sanchez, ASD IT Department

APPROVAL OF AGENDA

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

APPROVAL OF MINUTES: January 14, 2016

Sheriff Garcia made a motion to approve the Minutes of the January 14, 2016 meeting as submitted. Chief Sperling 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

There was no old business.

ACTION ITEMS

- a. Discussion and presentation for approval of FY2017 RECC Budget Request

As per the RECC Joint Powers Agreement, the RECC Board of Directors shall propose to the County an annual operating budget for operation of the RECC.

Staff requested that the Board discuss and approve the prepared RECC operating budget to be proposed to Santa Fe County for Fiscal Year 2017.

Copies of the proposed *FY17 RECC Budget and Budget Request* were distributed in the Board Members' packets.

Mr. Martinez noted that he presented the capital expenditures at the November Board meeting so that the Board would get an idea of what staff would be asking for. He said the RECC has been asked by the County to maintain a flat budget as much as possible so staff has done their best to do this when preparing the budget request.

Mr. Martinez presented the FY2017 budget request noting that there were some minor changes made since the November meeting. He mentioned that the RECC was able to decrease the amount for the telephone upgrade by approximately \$19,000 because they were able to remove a couple of circuit lines that they were utilizing, but would no longer be needed with the new telephone system.

Mr. Martinez said the only increase in the budget was for some of the service and software contracts. The RECC figures an increase each year because the vendors calculate for inflation.

Mr. Martinez said he would stand for any questions.

Chair Miller asked Mr. Martinez why he put \$300,000 in the FY2016 request column and \$200,000 in the FY2016 actual column for the overtime line item.

Mr. Martinez said he would like to see this line item increased from \$200,000 to \$300,000. He explained that the RECC is currently at 17% of the overtime budget, and the present increase in call volume and shortage in staff issues, are going to put them close to overspending the overtime budget. There is an increase in call volume mainly due to special operations and assignments that the City is conducting and there could be up to 30-40 officers out at the same time. This is a huge burden on the operators and in order to handle the larger call volume and traffic, the RECC has scheduled some overtime shifts to work. Another one is the Santuario Pilgrimage, which will start this evening. This is partially why the RECC would like to increase the overtime budget.

Chair Miller asked the Board if they had any questions for Mr. Martinez.

Mr. Snyder asked Mr. Martinez if the RECC is fully staffed presently.

Mr. Martinez said no, the RECC currently has seven vacancies.

Mr. Snyder asked him where he was with those positions.

Mr. Martinez said they just received the list of candidates and they are having orientation today and then they will do the critical testing. He noted that the RECC has had probably the best retention in staff than they have had in many years.

Mr. Martinez explained that it can take up to a year to have a fully-trained operator, which includes all the systems training, going and graduating from the State Law Enforcement Academy, and being proficient on the dispatch stations.

Mr. Snyder asked how many total positions the RECC has.

Mr. Martinez said 40 positions.

Mr. Snyder asked if all the 40 employees are out of their one-year probationary or learning period.

Mr. Martinez said no, eight are still in the various stages of the training process.

Mr. Martinez noted that he uses creative staffing as much as possible in order to make sure the Center is covered and the dispatchers are not overburdened. The RECC is asking for additional funding for staffing for this budget cycle. Some of the things that Mr. Martinez took into consideration in making this request are the staffing levels, the burn-out levels and the sick and annual leave that they are seeing that is being utilized by the dispatchers.

Mr. Martinez explained that the RECC also has to make sure that they are meeting the standards that are imposed nationwide by the National Emergency Number Association and State statute. The statute states that every 911 center should be able to have adequate staffing to answer 90% of their 911 calls within 10 seconds. Mr. Martinez pulled the RECC's numbers for this and their numbers are not even close to 90%.

Sheriff Garcia asked what the average time was.

Mr. Martinez said it was 68% but there are things he can do operationally and he has already taken some steps to help with this and having adequate staffing would fully resolve this issue.

Sheriff Garcia asked Mr. Martinez how far down the road does he expect to fill the seven vacancies.

Mr. Martinez said he is hoping to fill at least four positions in this hiring cycle.

Mr. Johnson asked what the starting rate for a dispatcher is now and how does this compare to the other centers.

Mr. Martinez said presently the starting pay is \$12.00 an hour for a dispatcher and this is low when compared to the other centers starting rate scale around the state. San Juan County starts their dispatchers at \$15.00 an hour and Bernalillo County starts theirs as high as \$18 per hour.

Mr. Martinez noted that he has done a salary analysis for some of the justification of the RECC's staffing levels.

Mr. Johnson asked Mr. Martinez if the RECC is attracting experienced applicants and he said no.

Mr. Snyder asked Mr. Martinez if he is requesting additional positions for this budget cycle.

Mr. Martinez said yes, four additional positions.

Mr. Snyder asked where does this show in this summary of the budget and are those

four positions included in this summary.

Mr. Martinez said no, this is separate – the County determines the RECC’s salaries and benefits and this has to be approved by them.

Mr. Snyder asked Ms. Miller if the County budgets at 100% for all positions for all personnel costs.

Chair Miller said yes and she thinks this is based at mid-point for vacancies and actual for filled positions.

Mr. Snyder thinks the RECC should fill the vacancies they have before asking for another four positions. He said there are an average of five vacancies per year and is the overtime taken into consideration with that.

Chair Miller said because the County budgets at 100%, the RECC can use their vacancy savings to cover overtime. However, the County tries to budget with all the vacancies being filled and then whatever overtime they will need to cover holidays and sick days.

Chief Radosevich suggested that the RECC look at different ways in dealing with staffing because the old ways are not working. He has been on the Board for three years and the RECC has had vacancies since he has been on the Board.

Chair Miller asked Mr. Martinez what he finds is the biggest reason people leave, after they have been here for a couple of years. She asked if it was the pay or the actual working conditions; and are there other things they can do, other than adding more positions to fill the positions they have and retain the employees they have. What can the RECC do to have less turnover? Is it the starting pay that does not attract more people? Are there certain things in the working conditions that can be changed?

Mr. Martinez said once they get people who can actually do the job and have been around long enough to be good at it, the reason they leave is to work for other centers and get more money; or they go to a state position where they may have a regular work schedule (8 to 5) and make more money. As far as working conditions, the only thing they don’t like is having to be here constantly and the mandatory overtime.

Mr. Martinez said this is the nature of a public safety position. He said there have been times when the RECC was fully staffed but not necessarily fully trained.

Mr. Johnson said rather than asking for four additional positions, the RECC should look at increasing the starting pay and getting people who already have experience.

Mr. Martinez said they have been successful in recruiting people with experience from

the Academy or other smaller centers, but they are coming to a really busy center. He said they could try to increase recruitment of lateral dispatchers.

Mr. Snyder said the City Police Department had the same challenge but the larger challenge is that people should know what they are getting themselves into, and should be prepared for things like passing the physical agility and written tests. He asked what the RECC is doing to evolve or change the way they approach things. He asked what are they doing to partner with the Community College to get people interested in a field, for example.

Mr. Martinez said they have talked to the Community College about doing a preparatory class that would focus on public safety and dispatch and they are trying to work on a curriculum that targets this for people who are interested in this field.

Mr. Martinez said one of the biggest things they do is that they promote the intangible benefits of the job and the sense of accomplishment in helping people.

Mr. Snyder said one of the things that he and Chief have been working on is how they can provide the services that this community demands with the staffing level they have. They are trying new things and shifting officers to meet those demands. He questioned how this would impact the RECC.

Chair Miller said having more officers on the street also affects the jail. She said it would be useful to have a conversation on the way the City is changing the way they do things because it also has an impact on the center and the jail. Also, so that the RECC and the jail know how to staff their facilities because it does make a difference if they have a higher volume of calls.

Mr. Snyder asked Mr. Martinez how the RECC has adapted to the redistributed calls, due to the annexation and taking over the County's and Sheriff's office calls.

Mr. Martinez said the operators have had to adjust to handling the additional traffic and call volume. He invited Mr. Snyder to visit the Center to see how the dispatchers are working.

Mr. Snyder said he is not questioning whether dispatch is busy, he just wants to make sure that the RECC is adapting in the way they do business, as things evolve or change in the field side of it.

Chair Miller asked if the RECC has noticed a less call volume for the Sheriff's Department.

Ms. Marquez said the RECC increased their minimum staffing to have a supervisor to monitor the shifts. She said adding just one more operator will not only lessen the stress

for the operators but it will also help the field personnel.

Chair Miller asked if overall the call volume is up.

Ms. Marquez said yes.

Chief Radosevich asked where the RECC would put extra people.

Ms. Marquez said there is room in the pods or stations.

Chief Radosevich said the RECC needs to look at innovative ways to get done what needs to be done because the public expects someone to answer when they call 911 and they do not necessarily care what the staffing level is. He explained that many organizations are facing the fact that there is no money, and they have to find ways to deal with what they have. He said if salaries and wages are the issue, maybe the RECC needs to cut back on a couple of positions and give an increase in salary to the present employees to keep them happy and here. Then look at replacing these slots a couple of years down the road.

Chair Miller asked if there were any more questions on the budget. She noted that Mr. Martinez needs a recommendation on the budget.

Mr. Snyder noted that there was no funding under vehicles expenses for oil in this budget cycle.

Mr. Martinez said the RECC requested what they received last year but the County decides this as well.

Ms. Calhoun noted that they included \$1500 in the budget for vehicle maintenance. She said the amount for oil is based on how often they change the oil in the vehicles; and the County usually bases the amount on the prior year's number.

Chief Sperling asked Mr. Martinez if he was looking for a recommendation from the Board on his FTE request as well.

Mr. Martinez said yes, he would like the Board to take it into consideration and make a recommendation.

Chair Miller noted that the County has instituted different user groups that the departments make their presentation to – for things like vehicles and new FTE positions. Then a committee makes a recommendation to the Finance Manager and then it goes before the Board of County Commissioners for consideration and approval.

SEC CLERK RECORDED 07/21/2015

Mr. Martinez reviewed the FY17 RECC capital budget request as follows:

- Sungard One Solution CAD upgrade \$600,000.00
- Replacement of Administrative staff PC's \$6,200.00
The RECC was able to reduce the cost from \$12,000 because they are able to utilize some computers that they already have and therefore did not have to purchase that many computers.
- Replacement Copier* \$3,000.00
The RECC is considering leasing a copier instead of purchasing one; therefore, this amount is being cut out of the budget request.
- Replacement Server (vantage point) \$3,500.00
The RECC has found that this is not necessary, therefore this amount is also being cut out of the budget request.
- Emergency Fire Dispatch protocols \$100,000.00 (estimate)
- Iseries AS400 hardware and software \$141,902.56
- Catalyst Switches \$6,047.29

Total Capital request \$154,149.85

Percentage Split:	County	\$67,074.92
	City	\$67,074.92
	Edgewood	\$20,000.00

Chair Miller asked if there were any questions on the capital outlay budget request.

Mr. Snyder said there has been discussion that the AS400 system has reached its useful life and the vendor does not support it any longer. They will no longer have staff that is dedicated to supporting the necessary support for this system and if you continue to use the old system, it will cost a lot more. The City has an 18-month contract with another company who will provide support for the system but once that ends, it is extremely cost-prohibitive to stay with this system. He asked if Jaison Dixon if he had anything to add.

Mr. Martinez said they are pushing clients to move from this platform to the new platform and there is a cost for staying with the old system. He said the RECC needs to stay compatible with the City and they will be upgrading their system.

Daniel Sanchez explained that the City will eventually have to move to the new platform and this is going to be a big project.

Chair Miller asked for a motion to approve the RECC budget request for FY2017.

Chief Radosevich moved to approve the budget as presented by Ken Martinez. Sheriff Garcia seconded the motion. The motion passed unanimously by voice vote.

Chair Miller asked if there were any comments on Mr. Martinez's request to add four FTE positions.

Chief Sperling said he would go back to some of the comments said earlier about maybe focusing more on retaining the employees and looking at creative ways to bring people through the door and keeping them here. Maybe that means not just changing the starting salary but also the benefits, the rate of pay and the career ladder that is associated with the Center. Possibly, taking some of the money that is proposed for the new employees and putting it towards some of the existing employee infrastructure. He questions whether an additional four positions would make sense when the RECC has seven vacancies.

Chair Miller agreed, and said maybe there are some things that can be done that would help with the current staff and retaining them. She said possibly an analysis could be done across similar agencies to look at whether maybe something could be better addressed at a compensation package for the existing positions; and look at what would be needed to retain staff.

INFORMATIONAL ITEMS

a. Financial Update and Director's report

Copies of the Year-to-Date Budget Status Report as of March 16, 2016 were distributed in the Board Members' packets.

Mr. Martinez said he does not have much to add but would like the Board to know the RECC had a staff meeting and staff indicated that they are happy that they are being sent to trainings and conferences. He thanked the Board and the County for allowing him to do this for the staff.

Mr. Martinez reported that the RECC received the funding to equip the Mobile Unit that will be a backup for the Center. The sole source justification has gone to Purchasing and they are hoping to start getting the equipment.

Mr. Martinez asked if there were any questions.

Chair Miller asked Mr. Martinez if he is going to have some mobile dispatchers onsite.

Mr. Martinez said no, they will be running out of the Center.

MATTERS FROM THE PUBLIC

There were no matters from the public.

MATTERS FROM THE BOARD

Chief Radosevich announced that he will be retiring as of May 31, 2016 after serving 38.5 years. He thanked Ken Martinez and Vanessa Marquez for everything.

Chair Miller thanked Chief Radosevich for serving on the Board.

NEXT MEETING DATE

The next meeting is scheduled for July 21, 2016 at 9:00 a.m.

ADJOURNMENT

There being no further business to come before the Board, Sheriff Garcia moved to adjourn, second by Chief Radosevich, the meeting adjourned at 10:12 a.m.

Approved by:

Katherine Miller
Katherine Miller, Chair

Respectively submitted by:

Jo Ann G. Valdez, Stenographer

Witnessed by: *Nancy L. Calhoun*

SEC CLERK RECORDED 07/21/2016

COUNTY OF SANTA FE) REGIONAL EMERGENCY MIN
STATE OF NEW MEXICO) ss PAGES: 11

I Hereby Certify That This Instrument Was Filed for
Record On The 21ST Day Of July, 2016 at 03:29:35 PM
And Was Duly Recorded as Instrument # 1799462
Of The Records Of Santa Fe County

Deputy *Amber S. Fykel* Witness My Hand And Seal Of Office
Geraldine Salazar
County Clerk, Santa Fe, NM

