

**Santa Fe Regional Emergency Communications Center
Board of Directors Meeting
WebEx**

<https://sfco.webex.com/sfco/j.php?MTID=m5b1b9459f8b8fdef32f14ee2a9b099d2>

Meeting Number (access code): 967 325 095

Meeting Password: 57d3zM9JQrH

OR Join by Phone

1-408-418-9388

June 25, 2020

10:30 a.m.

AGENDA

- I. Call to Order**
- II. Roll Call**
- III. Approval of Agenda**
- IV. Approval of Minutes for May 21, 2020**
- V. Executive Session (if determined necessary)**
 - a. Limited Personnel Issues**
 - b. Threatened or Pending Litigation**
- VI. Action Items**
- VII. Informational Items**
 - a. Update on OneSolution CAD System Upgrade/Go-Live**
 - RECC (Vanessa Marquez)
 - County Fire and IT (Jaison Dixon)
 - Sheriff's Office (Sheriff Mendoza)
 - City Fire (Chief Babcock)
 - City PD (Chief Padilla)
 - City IT (Joshua Elicio)
 - Edgewood PD (Chief Crow)
 - GIS (Christina Kelso)
 - Central Square (Ginny Snyder)
 - b. Update on radio systems replacement project
(Jaison Dixon/Vanessa Marquez)**
- VIII. Matters from the Public**
- IX. Matters from the Board**
- X. Next Meeting Date**
- XI. Adjourn**

RECC Board of Directors

June 25, 2020

Item IV: Approval of Prior Meeting Minutes

- May 21st 2020

**Santa Fe
Regional Emergency Communications Center Board Meeting
Santa Fe County Public Safety Complex
South Hwy 14 #35 Camino Justicia
May 21, 2020 10:30 a.m.**

I. Call to Order

The Meeting of the Santa Fe Regional Emergency Communications Center Board of Directors was called to order by Sheriff Adan Mendoza, Chair, at 10:34 a.m. on May 21, 2020 as a virtual meeting, using Webex.

II. Roll Call

Roll Call indicated the presence of a quorum for conducting official business as follows:

MEMBERS PRESENT:

Sheriff Adan Mendoza, Chair
Chief Paul Babcock, Vice Chair, City Fire Chief
Chief Ron Crow, Edgewood Police Chief
Jarel LaPan Hill, City Manager
Chief Erik Litzenberg, County Fire Chief
Katherine Miller, County Manager
Chief Andrew Padilla, City Police Chief

MEMBER(S) ABSENT:

Aric Wheeler, At-Large member

STAFF PRESENT:

Vanessa Marquez, Director
Amanda Portillo, Department Administrator
Heather Morrow, Center Manager
Jaison Dixon, IT Specialist
Dr. Alfredo Vigil, Medical Director
Gene Varela, RECC Staff

OTHERS PRESENT:

Justin Miller, RECC Counsel
Christina Kelso, County GIS
Erle Wright, County GIS
Julian Sena, County GIS
Jeff Espinoza, County IT
Daniel Sanchez, County IT
Joshua Elicio, City IT Manager

Jesus Velasquez, Town of Edgewood
Virginia Snyder, Central Square
Carl Boaz, Stenographer

III. **Approval of Agenda (Action Item)**

Chair Mendoza requested to move the Executive Session to the end of the meeting and to welcome Dr. Vigil and ask that he present first.

MOTION: Chief Babcock moved, seconded by Manager Hill, to approve the agenda as amended with the Executive Session moved to the end of the agenda and the Medical Director Report next on the agenda.

VOTE: The motion was approved on a unanimous roll call vote with Chief Crow, Manager Hill, Chief Litzenberg, Manager Miller, Chief Padilla Chief Babcock voting in the affirmative and no one voting against. Member Wheeler was not present for the vote.

VII. **Informational Items (amended order)**

B. Medical Director Report (Dr. Alfredo Vigil)

Dr. Vigil was pleased to be here and apologized for missing previous meetings. He asked if his report was sent out ahead of the meeting and was informed it was not.

Dr. Vigil reported the training program for Dispatchers continues and meets all of the requirements at this point. The RECC is also staying up to date with license requirements. Currently there are 14 vacancies among dispatchers. He thought they might be easier to fill now with the higher unemployment rate at present.

He noted that all of us have been impacted in many ways with the recent epidemic. He recalled as a child in the middle of the polio epidemic with closed pools, churches, parks and recreational area. Polio affected mostly children but the overall impact on society was terrible. He remembered he had classmates in braces and wheelchairs from polio.

He also recalled the impact on society was met with considerable national unity and essentially no criticism. It was understood what was necessary for everyone to be safe. And there was a tremendous interest in the vaccine. So, he thanked our dispatchers who continue to come to work. He is seeing lots of stress and people crying in the exam rooms from all the tension at home and worry of catching

the virus. Our clinic staff is in that position and he knew the RECC Board's employees are also. We should be grateful for those who are on the thin blue line in the country and in New Mexico. We can only hope that spirit of dedication continues to spread through society, so we don't let our guard down. The vaccine is coming but probably further in the future than we would like.

Dr. Vigil concluded by saying it is an honor to be associated with our dispatchers and the rest of the Staff and Board of Directors.

There were no questions about his report.

IV. Approval of Minutes for April 30, 2020

Director Marquez had a few changes to request to the minutes of April 30, 2020:

On Page 1, Virginia Snyder and Rick Murillo were not present at that meeting.

On page 3, last paragraph, Director Morrow should be Heather Morrow.

On page 4, under Sheriff's Office, it should say Jessica Rodarte there and in the second paragraph. In the third paragraph, Steve Padilla should be Chief Padilla and in the last sentence, City Fire should be County Fire and Gene Varela.

On page six, under City IT, in the second to last sentence, Central Square should be CenturyLink.

On page ten under Director's Report, in the last sentence, should be changing a 48-hour work week to a 36-hour work week.

MOTION: Chief Crow moved, seconded by Chief Babcock, to approve the minutes of April 30, 2020 as amended with the recommended changes.

VOTE: The motion was approved on a unanimous roll call vote with Chief Babcock, Chief Crow, Manager Hill, Chief Litzenberg, and Chief Padilla voting in the affirmative and Chief Babcock by chat and no one voting against. Manager Miller and Member Wheeler were not present for the vote.

V. Executive Session (if determined necessary)

This agenda item was not needed and was removed.

VI. Action Items

There were no action items.

VII. Informational Items

A. Update on OneSolution CAD System Upgrade

1) RECC (Vanessa Marquez)

Director Marquez noted that COVID-19 is affecting everyone and our ability to go forward in this project. She reported that it is moving forward. the RECC is good to go with all of the conversion data. We are working with County Fire on the integration of their management system. We are waiting for CenturyLink to get with us on that so we can ensure that all of their data will copy over correctly.

Central Square

In the Sheriff's Office, all we are waiting for the Directory of the Statutes to be entered and she was updated yesterday that it would be completed by next week.

For City Fire, we are waiting for Zoll to convert the data on their end so that it will copy over correctly from CAD into their Fire Management System. She said CenturyLink was out and the flinch has been turned up for the City, so they are currently on 100 megs. CenturyLink also came out to run the lines for the GeoMap. So that is still in process but still good to go with the City testing.

Switch

GeoMap

Edgewood has their hardware and just received their contract a couple of days ago to start the trenching. She did not have an estimated date for that yet.

For mapping, we have been testing the mapping and it appears the last data set was already entered by GIS into the system with the exception of a couple of limiters that need to be fixed and is also good to go.

She stood for questions and there were none.

2) County Fire and IT (Jaison Dixon)

Mr. Dixon reported that six out of the twelve MDPs are ready to deploy and the other six were scheduled to be dropped off here within the next week by Chief Black. They will be tested in the field and likely are ready to go live on the 16th.

MDT'S

There were no questions for Mr. Dixon.

3) Sheriff's Office (Sheriff Mendoza)

Sheriff Mendoza reported, as was reported, that the statutes are being entered into the system and he has been assured that it will be working by next week. They are working diligently to get that taken care of. There were no other issues regarding the data.

Sheriff Mendoza related that he has been in discussions with Chief Padilla and Chief Crow regarding concerns were the on cost-sharing for the modules that will be used by law enforcement, and how it will be done. The law enforcement entities are working on how to share the cost and go live, based on a percentage instead of per user. That issue may need to be dealt with prior to going live. They are still figuring out how to do it in a fair manner. He wanted to bring it up because it could affect how we come to an agreement. He was not sure this is the proper venue to have that discussion.

4) City Fire (Chief Babcock)

Chief Babcock reported on City Fire. He reached out to Director Marquez a couple of weeks ago and there is a need for a Steering Committee meeting to take place regarding the public radio system. He will provide the invites for the City side and she can provide the invites for the County side. The City is close to completing all material needs for the infrastructure at the new location. And once he has the installation date, they can look at the go live date. He is suggesting a meeting on the public radio system. That is all he had to report.

5) City PD (Chief Padilla)

Chief Padilla spoke to the same concerns that were brought up earlier. We have to work behind the scenes for how to pay the bills and how it is going to be broken out between City Police, the County Sheriff's Office, and the Edgewood Police Department. We will get on that, so we have no delays. We are working with City IT to upgrade the modems and make sure all of our hard drives, laptops and tablets are ready and then continue to upgrade as we are able, moving into the future and the next fiscal year budget. That is all I have.

6) City IT (Joshua Elicio)

Mr. Elicio said he will be echoing those earlier reports. Due to the extraordinary times we are facing right now within this City, it is "all hands on deck" to support our priority. We are currently waiting for incoming shipments to prepare our systems for deployment. Regardless of shipments that may be delayed or not, we should be able to make our mid-June time frame when looking at what we have in place today. And he had no major concern on that. The existing switch has been upgraded to a full 100 megs and we have conducted a number of bandwidth tests to make the City ITT Department confident that the 100 megs will be sufficient for operations. The additional GeoMax that is coming in will further assure that bandwidth will not be an issue for the next 3 to 5 years of future growth.

With regard to the GIS addressing, the GIS department at the City is working across the table with the County GIS team. Out of 5700+ addresses, 95% are complete as of last week and they are on the road with high confidence for the mid-June go-live time frame.

There were no questions concerning his report.

7) Edgewood PD (Chief Crow)

Chief Crow agreed 100% that we have to have the maintenance agreements in place. He is looking forward to the go-live. It should be pretty simple as the majority of programs listed on there Edgewood does not use as the reporting software but use in-kind. Other than that, we have been playing catch-up, trying to get up to speed during the last few months. He doubted they would be ready in June but would not let that stop them with the concerns of going live. If not ready, they would continue to use the old system and check in with the call centers and rely on them for response times and things like that. We are moving forward with the contract. He noted there was an email going around regarding that same issue regarding the trenching. As far as the equipment goes, we have most of that in and Jesus is working with his resources to get everything preprogrammed and ready. It should reduce the time needed to get ready to go. Edgewood will not be concerned about going live until we have it in place. It will be a little more radio traffic, but it would not be too big of an effect on the primary channel.

Chair Mendoza asked him about the status on the ^{VPN}~~ETN~~ and whether that would set them back.

Chief Crow said they were moving forward with all that. Everything that we have in house we can work on between the modems, the laptops and everything else that we been working on. The problem with that is getting the details connected with building without that physical hook up to Santa Fe with the fiber. That is the hold up right now. He is working on everything else in the background to get that ready. As soon as they have the words in the building and is certified, it should be a pretty simple adjustment on the switchover at that point. But he is working on the other things.

There were no other questions.

8) GIS (Christina Kelso)

Ms. Kelso said the final address point data set format was decided yesterday. The City and County are in the process of making changes. We will be reviewing the changes with City GIS that they made. That meeting will happen this afternoon and we will work together to determine a systematic process, moving forward. The process the address point data in a way that is needed for both dispatch and the vendor system. Of those that provided the updated address point data set around the June 10-12 timeframe, and that will be for the vendor load at that time and should be tested before go live. In addition to that, we will be providing a center-line data set at the same time. Then the last component is the vendors still working on the display figuration. So that is the update at this time.

There were no questions.

9) CenturyLink (Rick Murillo)

Mr. Murillo was not present to give his report.

10) Central Square (Ginny Snyder)

Ms. Snyder presented her report to the Board. She was very glad to hear everything is shaping up very well. We are currently scheduled for the go live beginning on June 16. As mentioned, the biggest thing we had was the address point and the address point has come to a resolution on that. So that has been taking care of. We still have the issue of the display corrections that need to be made. But all in all, we are in good shape. We have some final tests that need to

be ran for the interfaces to go and emergency flow. Those will be scheduled in the next day or so and definitely done before we go live so we should be good there. Our hurdle now is to deal with the situation that the COVID 19 pandemic has posed to us with the travel restrictions that are out there at this time. We need to look at what options we have to make this go live happen. She has been working with the team at Santa Fe to promote a remote go live. But staff has been in training and know what they are doing. We are doing our go live right now remotely at this point so we cannot travel. The other option we would have if we don't do remote would be to push out the go live date and I don't think any of us want that to happen. But we do need to make that decision so that we know that the folks we have scheduled to work on this stay on schedule. She is working on making sure everyone knows what their role is and what they need to do during that go live period and what their activities will be. We will be meeting every week Until that goal live happens.

There were no questions of Central Square.

Director Marquez said she was going to bring up what Ms. Snyder just reported on for the go live event. In her opinion, the best way to move forward now is to move forward with the remote go live. She had concerns with pushing it out to September, not just that it is additional couple of months but that if we push it out to September we will be left in the same boat with possible travel restrictions at that time and have to push the goal live out further. We have been pushing for the go live to happen for about a year now and she would like the Board's consensus to go ahead and move forward with it remotely. As Ms. Snyder noted, documentation for every agency on what will be required of them and how we are going to proceed is going to be provided.

Manager Hill asked if someone could articulate what going live remotely would look like. She understood it meant that people were not physically there, but from an operational perspective, if someone could just walk through some of the different challenges or in terms of planning purposes, what had different requirements.

Ms. Snyder said the main difference is that the folks from Central Square will not be present in the flesh. However, with the technology today like we are doing right now, with the Webex session open, we have everybody on the line. We would be utilizing either Webex or Team³ to have communication lines up between each one of the trainers and the people from Santa Fe who are actually working that application at that time. So we would have a CAD trainer in communication with your dispatchers. In case of a question or something like that, we would be able to walk them through whatever issues might arise. The other thing that is really important to understand, is that the go live, itself, is really an activity that is

managed and carried out by the agency. Central Square is there as support and backup for that. So if you have officers in the field, they will be the contact. And if they have a question or an issue, they will be contacting a Central Square expert because you will ultimately need to be able to support yourselves on an ongoing basis. She pointed out that the role of the support team will always be by remote.

Chair Mendoza ask if this will be the first go live where you could only do it by remote.

Ms. Snyder said she has personally done a remote go live. It was not to this extent but only for two applications and not the full application. And it was with multiple agencies, but it operated in the same manner. It was definitely very successful and gave the agency more of a sense of ownership of the whole operation. The Remote is like pushing the birdie out of the nest. She said she has another remote scheduled at the end of June with another agency. She did not foresee any issues. She pointed out that Santa Fe could do a dry run trial all week ahead of this.

There were no other concerns.

Chair Mendoza asked if ~~found there~~ ^{anyone} were in opposition to the remote go live event. Nobody spoke up.

Dir. Marquez did not believe the Board ~~meeting~~ ^{needed} to vote on this because the date is already set.

VIII. Matters from the Public

There were no matters from the public.

IX. Matters from the Board

There were no matters from the Board.

X. Next Meeting Date

Director Marquez recommended June 25 for the next Board meeting because that would be after the go live had occurred and give us a week of using the new system before reporting back to the Board.

Chief Babcock asked if the meeting was going to start at 10:30 again. He noted that it would work well with his schedule and 9:00 would conflict with his staff meeting.

Dir. Marquez said we could meet at 10:30 but also asked if the day before on June 24 at 9 o'clock would work better. Chief Litzenberg said Thursdays were good for him.

Manager Hill said she always has a conflict but is willing to go along with the group.

Director Marquez said she would put it on the schedule for June 25 at 10:30 AM.

Chair Mendoza agreed.

XI. Adjourn

On a motion and second to adjourn, the meeting was adjourned at 11:15 a.m.

Sheriff Adan Mendoza, Chair

Respectfully submitted by:

Carl G. Boaz, Stenographer

Witnessed by: _____

RECC Board of Directors

June 25, 2020

Item V:

Executive Session

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

RECC Board of Directors

June 25, 2020

Item VI: **Action Items**

RECC Board of Directors

June 25, 2020

Item VII:

Informational Items

- a. Update on One Solution CAD System Upgrade/Go-Live

RECC Board of Directors

June 25, 2020

Item VII:

Informational Items

- b. Update on P25 Radio Systems replacement project