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**SANTA FE REGIONAL EMERGENCY COMMUNICATIONS CENTER**  
**BOARD OF DIRECTORS MEETING**  
**January 25, 2018**

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<b>CALL TO ORDER</b>	<b>Convened</b>	<b>1</b>
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<b>APPROVAL OF MINUTES OF November 16, 2017</b>	<b>Approved [as submitted]</b>	<b>2</b>
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b. <b>Election of 2018 RECC Board Vice Chairperson</b>	<b>Motion passed</b>	<b>2</b>
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<b>MATTERS FROM THE BOARD</b>		<b>9</b>
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<b>ADJOURNMENT</b>	<b>Adjourned at 9:50 a.m.</b>	<b>9</b>

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

Santa Fe, New Mexico  
January 25, 2018

The Meeting of the Santa Fe Regional Emergency Communications Center Board of Directors was called to order by Chief Ron Crow, Vice Chair at 9:05 a.m. on this date at the Santa Fe County Public Safety Complex, South Highway 14, #35 Camino Justicia, Santa Fe, New Mexico.

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

**MEMBERS PRESENT:**

Chief Ron Crow, Vice Chair  
Sheriff Robert A. Garcia  
Chief Erik Litzenberg  
Katherine Miller  
Chief Mario Salbidrez  
Chief David Sperling

**MEMBER (S) ABSENT:**

Brian Snyder, Chair, excused  
Eric Johnson, excused

**STAFF PRESENT:**

Amanda Macias, RECC  
Ken Martinez, RECC Director  
Randy Vallejos, RECC Department Administrator  
Debra Witt, RECC

**OTHERS PRESENT:**

Mark Basham, the Law Offices of Mark Basham  
Dr. Alfredo Vigil  
Jo Ann G. Valdez, Stenographer

**APPROVAL OF AGENDA**

**MOTION:** A motion was made by Chief Litzenberg, seconded by Ms. Miller to approve the Agenda.

**VOTE:** The motion passed unanimously by voice vote.

**APPROVAL OF MINUTES: November 16, 2017**

**MOTION:** A motion was made by Ms. Miller, seconded by Chief Litzenberg to approve the Minutes of the November 16, 2017 meeting as presented.

**VOTE:** 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.

**ACTION ITEMS:**

**a. Election of 2018 RECC Board Chairperson**

**MOTION:** A nomination was made by Sheriff Garcia, seconded by Ms. Miller to nominate Chief Sperling as the 2018 RECC Board Chairperson.

**VOTE:** The motion passed unanimously by voice vote.

Chief Sperling accepted the nomination.

*Of note: Chief Sperling will take over as Chair at the next meeting.*

**b. Election of 2018 RECC Board Vice Chairperson**

**MOTION:** A nomination was made by Sheriff Garcia, seconded by Chief Sperling to nominate Chief Crow as the 2018 RECC Board Vice Chairperson.

**VOTE:** The motion passed unanimously by voice vote.

Chief Crow accepted the nomination.

**c. Approval of the 2018 RECC 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.

Board approval is requested to adopt the proposed 2018 Santa Fe RECC Open Meetings Act Resolution.

Chief Crow asked if there were any questions.

Chief Sperling asked if there were any changes from last year's resolution.

Mr. Martinez said no.

**MOTION:** A motion was made by Chief Sperling, seconded by Sheriff Garcia to approve the 2018 Santa Fe RECC Open Meetings Act Resolution.

**VOTE:** The motion passed unanimously by voice vote.

**INFORMATIONAL ITEMS**

**a. Update on CAD & Two-Way Radio System projects (Ken Martinez)**

Mr. Martinez said the projects for the CAD and radio replacement projects are moving along nicely. He noted that he met with Carmela Manzari of the New Mexico Finance Authority to talk about the possibility of applying for a loan to be able to do these projects. They were willing and able to provide the RECC with a loan if this was the course that the Board decides to take.

Mr. Martinez mentioned that there are other centers in the state who have used the New Mexico Finance Authority to finance their projects, so this is not something new to them. The RECC would only have to submit the application.

Mr. Martinez also met individually with Adam Johnson, the Director of the City Finance Department and Stephanie Clark, the Director of the County Finance Department. The initial indication from them is that they will be able to move forward in addressing and funding these projects – whether they go out separately to the New Mexico Finance Authority for a loan, or whether they go out to the voters on a ballot, or use cash to fund the projects. As they move forward with these projects, Mr. Martinez will meet with them again, individually, and together, to come up with a plan on financing the projects.

Mr. Martinez said as far as the projects themselves, they received pricing from the vendor for the CAD project. They spoke with the stakeholders about this, and the RECC needs to address some discrepancies that they saw and they will get with the vendor to address these, and to agree on a price. This will happen in the next two weeks.

With regards to the radio project, the RECC received a call this morning, as they do every Thursday. Federal Engineering is waiting for some information to provide them with the final Request for Proposal and the compliance schedule. This is supposed to happen next week. Upon approval of those, they will send the RECC the final price.

Mr. Martinez asked if there were any questions.

**Questions:**

Ms. Miller asked if the thought of the two finance departments is that the new CAD will be purchased this year, or next year.

Mr. Martinez said the indication he received is that they could make this happen this year if the price is agreeable. If not this year, for sure next year. He noted that the City of Santa Fe has set some money aside for this project.

Ms. Miller asked if the plan for the radio project is the same as the CAD project - to get an idea on the price, do the RFP and then try to find the money.

Mr. Martinez said the plan for the radio project is to do it in phases. Phase 1 is the core and the new consoles for the dispatch center and this is expected to cost approximately \$1.2 million. Once the RECC receives the pricing from the RFP, they will go back to the Finance Departments for the City and County to see if this is something they can work toward and build into the budget.

Ms. Miller asked if the funding for the expansion of the Center would help pay for the consoles.

Mr. Martinez said that was also discussed – to try to dovetail the expansion with the CAD and radio RFPs as well. He said the money that was dedicated for the expansion will help to cover some of the equipment costs but a lot of that will be internal furniture for inside the Center, and things of that nature.

Chief Crow asked if there were any other questions and there were none.

**b. Medical Director Report (Dr. Alfredo Vigil)**

[Copies of the Medical Director Report were distributed in the Board Members' packets.]

Dr. Vigil said all of the internal quality assurance activities look very positive and the dispatchers continue to provide excellent service to the community.

He mentioned that there are eight vacancies at the Center and Director Martinez will discuss these further in his report.

Dr. Vigil noted that he made a comment in his written report about the seriousness of the flu epidemic this year that continues throughout the State and the nation. The country is experiencing the worst flu season in the past several years. There are significant increases in deaths, severe illness, overflowing emergency room departments and hospital beds. He said this should be a reminder to all of us to push hard that staff members get vaccinated as early as possible each year in order to prevent their own illness and time away from work, but also to minimize the likelihood that they will spread the virus to the general public and to their families.

Dr. Vigil said he will stand for any questions.

**Questions:**

Chief Crow asked Dr. Vigil if he knew of any local deaths due to the flu.

Dr. Vigil said all areas are being affected very badly at this point.

Chief Crow asked if there were any other questions and there were none.

**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 October, November and December 2017* were distributed electronically with the Board Members' packets.]

Mr. Martinez reported that Vanessa Marquez was on vacation and again, her report was distributed electronically to the Board Members. He said there are no outlying issues to address and he will stand for any questions.

**Questions:**

Chief Sperling said a couple of years ago, they changed the way that dispatch operated, from receiving the call to making the initial page out for resources, and this was based on some of the statistics that came forward prior to. He requested that the Board be

provided a spreadsheet at the next meeting that shows the current timeframe for dispatch. He would like to see how the improvements have been managed; and what they are looking at, and if in fact the changes (as far as timing goes) are making a significant difference. He mentioned that he occasionally gets complaints from field staff about the lack of Pro-QA data on the frontend, so they are still a little concerned about that issue.

Mr. Martinez said the change that Chief Sperling is referring to, is that in order to decrease the timeframe from the start of the call to dispatch, they started paging the units out immediately, instead of waiting for the EMD protocol code. He agreed to pull a "call-start to dispatch" report and see what the time differences are.

Chief Sperling said this would be helpful and he appreciates it.

Chief Crow asked if there were any more questions on the Call Comparison reports and there were none.

#### **d. IT Report**

Mr. Martinez said Jaison Dixon was unable to attend the meeting today and the only thing - other than the CAD and radio projects that he is working on-to report to the Board is the fact that County Fire EMTs are going to be deployed in the next two weeks.

Mr. Martinez said he had nothing further to report.

Chief Crow asked if there were any questions and there were none.

#### **e. Financial Update and Director's Report (Ken Martinez)**

[Copies of the *Year-to-Date Budget Status Report* as of January 12, 2018 were distributed in the Board Members' packets.]

Mr. Martinez said the RECC just had their mid-year budget review this week and the budget is doing well and they are right where they should be on most line items for mid-year.

Mr. Martinez said he stands for any questions on the budget.

#### **Questions:**

Ms. Miller asked if the RECC had any deficiencies on the budget.

Mr. Martinez said no, the only thing they would like for the RECC to do, is to start spending their capital monies.

Ms. Miller said they have noticed that departments are not spending their capital

monies.

Mr. Martinez said the RECC has agreed to do so, but there were no other issues.

Ms. Miller asked Mr. Martinez if they checked whether or not they are current in invoicing the County and the City.

Mr. Martinez said yes, and when he submits the budget for capital requests this year, he will include a copy of the Board Meeting minutes from the budget meeting in November in the packet. This will include what was approved for capital purchases and then he will invoice them.

Mr. Martinez said he had nothing further to report on the budget.

He said in terms of his Director's report, the RECC currently has eight vacancies. He noted that they had a list of 17 qualified applicants that was submitted by Human Resources and eight of those 17 applicants that went through orientation opted to take the critical test. Of those eight that tested, four passed, and three of them decided to continue with the hiring process. They also have two certified operators who currently work at other centers that have expressed interest in working at the RECC and they are going to try to bring them over laterally. They are waiting on HR on scheduling test dates.

Chief Litzenberg asked what kind of centers are they coming from and what interest them in coming here.

Mr. Martinez said it is his understanding that they want to move to Santa Fe.

Mr. Martinez said training is going well and they have been sending-not only the RECC employees to the Academy-but they are also providing adjunct instructors for the Academy as well.

Mr. Martinez said they are trying to work on outreach for the new Rave Alert system. He is working with the Sheriff's office, the City and others to put something out to the public about the new alerting program that they have. He will try to budget money for some kind of advertising campaign to get the word out.

He said the current focus item presently is filling the vacancies.

Mr. Martinez noted that the RECC Data Analyst compiled a report on the total calls dispatched for service for 2017. There was a total of 224,954 calls for service. Of those calls for service, the ones that came in on 911 were 78,743; the total number of calls handled (in and outgoing) were 354,227. The breakdown is as follows:

111,899 calls for the City of Santa Fe Police

16,525 calls for the City of Santa Fe Fire Department



4,250 for Animal Control for the City  
**132,981** total calls for the City of Santa Fe

69,762 calls for the Sheriff's Office  
7,578 calls for the County Fire Department  
3,057 calls for Animal Control for the County  
**80,397** total calls for the County of Santa Fe

9,157 calls for the Town of Edgewood Police Department  
467 calls for Animal Services  
**9,624** total calls for the Town of Edgewood

The RECC also handled 888 calls outside the County boundaries.

Mr. Martinez said the RECC was busy last year and he will be assisting staff in handling this call volume.

Mr. Martinez acknowledged and thanked Debra Witt for working closely with the client agencies to ensure that the RECC's map and CAD records, and the RECC's response are adequate. Ms. Witt cross-referenced the information with the City and they found that their CAD reports and records were less than 1% margin of error.

Mr. Martinez said he will stand for any questions.

Chief Crow asked Ms. Witt if there was a comparison done with previous years.

Ms. Witt said she could get that done today.

Mr. Martinez mentioned that the RECC compiles these statistics every year, so they have yearly reports on these and get that information for Chief Crow for as many years as he wants.

Chief Crow said from 2015 forward would be great.

Chief Litzenberg asked them to do this for the full report.

He said this concludes the Director's report and he stands for any questions.

Chief Crow asked if there were any questions of the Board.

There were none.



COUNTY OF SANTA FE )  
STATE OF NEW MEXICO ) ss

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**MATTERS FROM THE PUBLIC**

There were no matters from the public.

**MATTERS FROM THE BOARD**

Chief Litzenberg mentioned that he called the RECC Center on 911 yesterday because there was a fight going on right in front of his vehicle, and the dispatchers were great to work with and did a great job.

Chief Crow asked if there was a way to see if their call volume increased due to the annexation that took place sometime in April-when Edgewood took these additional population from the County.

Mr. Martinez said the only way that they would be able to record those numbers is if a specific map reference area was created for the annexation specifically. He offered to look into this.

Chief Crow said they have general numbers showing a 42% increase in calls for service and he was just curious if this is strictly due to the annexation.

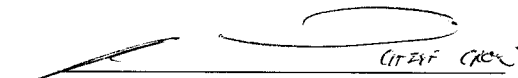
Chief Crow asked if there were any other Matters from the Board and there were none.

**NEXT MEETING DATE:**

The next meeting is scheduled for March 15, 2018 at 8:30 a.m. at the Santa Fe County, Public Safety Complex, South Highway 14, #35 Camino Justicia, Santa Fe, New Mexico. The budget will be the only agenda item.

**ADJOURNMENT**

There being no further business to come before the Board, Sheriff Garcia moved to adjourn, second by Chief Litzenberg, the meeting adjourned at 9:50 a.m.

  
Chief Ron Crow, Vice Chair

Respectively submitted by:

*Jo Ann G. Valdez*, Stenographer

Witnessed by: 

Regional Emergency Communications Center  
Board Meeting: January 25, 2018

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SFC CLERK RECORDED 04/09/2018