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SANTA FE REGIONAL EMERGENCY COMMUNICATIONS CENTER
BOARD OF DIRECTORS MEETING

August 24, 2017

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ADJOURNMENT	Adjourned at 10:05 a.m.	7

SFC CLERK RECORDED 06/08/2018



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COUNTY OF SANTA FE)
STATE OF NEW MEXICO) ss

I Hereby Certify That This Instrument Was Filed for
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Witness My Hand And Seal Of Office
Geraldine Salazar
Deputy *Geraldine Salazar* County Clerk, Santa Fe, NM

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

Santa Fe, New Mexico
August 24, 2017

The Meeting of the Santa Fe Regional Emergency Communications Center Board of Directors was called to order by Brian Snyder, Chair at 9:13 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:

Brian Snyder, Chair
Chief Patrick Gallagher
Eric Johnson
Chief Erik Litzenberg
Katherine Miller
Chief David Sperling

MEMBER (S) ABSENT:

Chief Ron Crow, Vice Chair, excused
Sheriff Robert A. Garcia, excused

STAFF PRESENT:

Amanda Macias, RECC
Vanessa Marquez, RECC
Jason Martinez, RECC
Ken Martinez, RECC Director
Randy Vallegos, RECC
Debra Witt, RECC

OTHERS PRESENT:

Mark Basham, the Law Offices of Mark Basham
Nancy Calhoun, visitor
Jaison Dixon, Santa Fe County IT
Renee Rogue, City of Santa Fe

Daniel Sanchez, Santa Fe County IT
David Silver, City of Santa Fe, Office of Emergency Management
Bill Taylor, Santa Fe County Purchasing Department
Dr. Alfredo Vigil, M.D.
Jo Ann G. Valdez, Stenographer

APPROVAL OF AGENDA

Chair Snyder asked for a motion to approve the agenda.

Ms. Miller made a motion to approve the agenda. Chief Sperling seconded the motion. The motion passed unanimously by voice vote.

APPROVAL OF MINUTES: June 1, 2017

The following change was offered to the Minutes of the June 1, 2017 meeting:
Page 6, 9th paragraph, 2nd sentence was changed to read: "*The systems that were evaluated were Ever **Bridge** Cassidian and Rave Alert...*"

Chief Litzenberg made a motion to approve the Minutes of the June 1, 2017 meeting as amended. Chief Gallagher 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

- a. **Report on new City/County Alert and Notification system; Rave Alert (Ken Martinez)**

At the June 1, 2017 RECC Board meeting, Ken Martinez was asked to bring to the Board a report on the new Rave Alert Notification system that the RECC will begin using in October.

Mr. Martinez provided information on the system today. He said for the past several years, the RECC has been using the Cassidian Notification and Alerting system. He noted that an evaluation panel was put together and it includes himself, Major Gabe Gonzales (Santa Fe County Sheriff's Office), David Silver (Emergency Management Director for the City of Santa Fe) and Martin Vigil (Emergency Management Manager for the County of Santa Fe). They looked at several systems - Ever Bridge and Rave Alert.

They also looked at the system (Cassidian) that they are currently using. They looked at the costs, the capabilities and what services they could provide the RECC.

The group unanimously chose to go with the Rave Alert Notification for several reasons: Rave Alert is provided by Rave Mobile Safety, who also provides services for the SMART 911 system and by going with the same company, this allows the RECC to utilize the same database, the same technology and provides for an easy and efficient use of the application. Rave Alert provided the same, if not more, operational capabilities than the other systems and will allow the RECC to use iPods for mass notifications. They will have unlimited minutes. Another benefit for using Rave Alert is Rapid SOS, which is new technology that was provided to the RECC by Rave Mobile Safety. This allows the RECC to gather more information on location for 911 callers when calling from a cellphone.

Mr. Martinez said when they received quotes from the companies, Cassidian came in at \$31,000 per year. Historically, the RECC has been paying \$33,000 a year for this capability but that went down about \$2,000. The Ever Bridge solution/system came in at \$44,381 per year. When they compared the capabilities of both systems, Rave Alert came in at \$13,500, a savings of approximately \$30,000 per year.

Mr. Martinez mentioned that the current contract for emergency notification services will expire this year in October. He said Rave Alert has already been installed and the group has been working on generating groups to start working with the system. He turned the floor over to David Silver.

Mr. Silver made a PowerPoint presentation on the system. He said Rave Alert is used by government agencies across the country and recently they have expanded more towards municipal and local government. The City of Seattle is one of the biggest users in integrating SMART 911 and they are very happy with the services that Rave Alert provides. Because of this, the group felt comfortable in going with Rave Alert.

Mr. Silver said they can create lists and "distribution buckets" that are as narrow as this group of people, or the entire city and that goes for the privileges as well-whether you want someone to have access to the entire system or only certain components of the system. There are multiple delivery modalities that can be used for the Rave Alert notification system: Texts and voice messages; Facebook; iPods; Twitter; IPAWS (Integrated Public Alert Warning System). Mr. Silver sent out an emergency alert to the Board Members to demonstrate how the notification system works.

Questions/Comments:

Chief Gallagher asked if Mr. Silver could give a briefing to staff when they get closer to the date.

Mr. Silver said yes, they plan to make a presentation to senior staff so that all the

departments can see how they can use it. He said the new system has a lot of functionality that he would encourage people to use.

Mr. Martinez asked if there were any more questions.

There were none.

b. Medical Director Report (Dr. Alfredo Vigil)

Dr. Vigil said things are going well and the quality assurance review continues to show excellent compliance with the protocols and the quality of the work of the dispatchers is very high.

Chair Snyder asked if there were any questions.

There were none.

c. QA and Medical Call Comparison Report (Vanessa Marquez)

[Copies of the *RECC Quality Assurance Review and Dispatch and Field Call Comparison Reports for the months of April, May and June 2017* were distributed in the Board Members' packets.]

Ms. Marquez said the reports are included in the Board Members' packets and she stands for any questions.

Chief Sperling said on the Customer Service Rating on the *RECC Quality Assurance Review* – who determines what that rating is.

Ms. Marquez said she does. She listens to the call from the beginning to the end and she determines the criteria on how a dispatcher responds to the public or to the agencies.

Ms. Marquez asked if there were any more questions.

There were none.

d. IT Report (Jaison Dixon)

Mr. Dixon said he wants to give a brief update on the radio project, as it stands today. There have been several Steering Committee meetings and a subcommittee was created to send/present the recommendations to the Steering Committee. Ken Martinez has been a part of the subcommittee, as well as some City and County IT members. They will be submitting some recommendations to the Steering Committee next week on August 31st. They will reach out to the vendor (Federal Engineering) to give them the

recommendations that were submitted.

Chief Gallagher asked if they are going towards a joint core.

Mr. Dixon said yes, they have Option 1A, which is a joint city/county core and there have been conversations on where the core will be housed.

Chief Sperling asked what the timeframe was with Federal Engineering.

Mr. Dixon said the final plan is due January 2018.

Mr. Dixon said he will stand for any other questions.

There were none.

e. Financial Update and Director's report (Ken Martinez)

[Copies of the *Year-to-Date Budget Status Report* as of August 17, 2017 were distributed in the Board Members' packets.]

Mr. Martinez said all is stable and well at the beginning of the new fiscal year and he does not foresee any major issues with budget. He noted that he would be utilizing the savings - that they had with going with the Rave Alert Notification System - to scan all the RECC boxed records/files into an electronic format. This will save space in the Center.

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

Seeing none, he continued with his report. He noted that there is only one vacancy presently and three employees will be starting soon. He mentioned that the RECC would be getting four new positions as a result of the increase in the GRT. These positions will start at the beginning quarter of next year and this will help with the OT costs and staff burnout.

Mr. Martinez acknowledged and thanked Nancy Calhoun for coming in and helping with the Board meeting. She retired in August and the RECC is moving forward with the reclassification of her position and will be moving Randy Vallejos into that position. He is presently doing a great job in performing the duties of the position. Mr. Vallejos' previous position (Training Coordinator) has also been filled and he (Greg Lynch) should start sometime in September.

Mr. Martinez gave an update on training noting that several employees are attending national trainings and conferences. One of the RECC employees (Amanda Macias) is serving as the Adjunct Director at the Law Enforcement Academy. Five employees attended the National APCO Conference in Denver this last week.

Mr. Martinez said as far as equipment is concerned, the RFP has gone out for the CAD and there has been a lot of interest. They had a pre-proposal meeting with several of the vendors and have also scheduled a "walk-through" for the vendors on August 30th to look at the CAD in more detail.

Mr. Martinez said as Jason Dixon mentioned, the replacement for the radio system is moving forward and they have identified the configuration that they would like to move forward on. The City and County have agreed that it would be in the best interest to move forward with a shared city/county core, and not utilize the State's core.

Mr. Martinez said they will also be moving forward with converting the VHF radios from analog to digital. They will provide these requirements to the vendor.

Chief Gallagher asked how many vendors have responded to the CAD RFP.

Bill Taylor said they have had four vendors present and four vendors who called in (conference call).

Mr. Martinez reported on the current focus items noting that Vanessa Marquez is working on updating the SOPs. The RECC applied for accreditation through the Association of Counties with the Municipal League and the SOPs have to be updated and in place within one year of the application. Mr. Martinez is the Vice Chair of the Professional Standards Committee.

Mr. Martinez mentioned that the State Department of Public Safety came into the Center to look at the Sex Offender Registry and the Offender Watch and the process in which the Sheriff's Office and the RECC track a sex offender. The State Department of Public Safety was impressed with Amanda Macias' process for this, and the fact that the RECC is the only center doing this, so they asked her if she could go and speak to the rest of the Centers about them having the same process for this.

Mr. Martinez said this concludes his report and asked if there were any questions.

Ms. Miller said as she recalls, they (City and County) hired a consultant for the radio project and part of the scope was for the consultant to research possible funding solutions for it. She asked if this was still part of the criteria.

Mr. Martinez said yes, it was part of the scope; however, they have not received a report on any funding solutions but they will make sure to push them on this.

Mr. Taylor said the clock is ticking on the RFP and it was issued without funding and without a budget. He urged the Board to come up with a plan to fund this project. He

said they are going to be receiving proposals in a short few weeks and they will be requesting cost proposals.

Mr. Martinez said they could add this to the agenda for the next Steering Committee meeting and possibly have some kind of recommendation.

Chief Sperling said based on some of the conversations that he has been a party to, there are some phase-in possibilities for the radio system and these could allow for some cost efficiencies, or ways to proceed a little more incrementally so they won't have to pay for everything upfront.

Chair Snyder asked if potential funding sources have been identified. He thinks it is imperative for this group to look into funding sources for this.

Mr. Martinez said yes, there have been some sources that have been identified and there have been several options that have been put out on the table but they have not looked at them specifically at this point.

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 is scheduled for November 16, 2017 at 9:00 a.m. at the Santa Fe County, Public Safety Complex, South Highway 14, #35 Camino Justicia, Santa Fe, New Mexico.

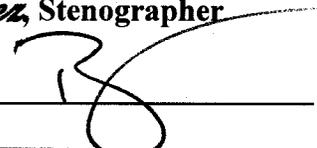
ADJOURNMENT

There being no further business to come before the Board, Chief Litzenberg moved to adjourn, second by Ms. Miller, the meeting adjourned at 10:05 a.m.

FOR BRIAN SNYDER  *CHIEF CLERK*
Brian Snyder, Chair

Respectively submitted by:

Jo Ann G. Valdez, Stenographer

Witnessed by: 

SFC CLERK RECORDED 06/08/2018