



Tuesday, March 7, 2023

Special Meeting of The Santa Fe Regional Emergency Communications Center Board of Directors 2:00 P.M.

This Meeting will be held at the Agua Fria Room number 2403 on the second floor of the Santa Fe County Managers Office, located at 102 Grant Avenue, Santa Fe, NM 87501
Members of the public can listen and participate in the meeting via Webex, using meeting number (access code) 2493 896 7265 and password gVpHMsy86b5 to participate by phone, call 1-408-418-9388. To participate via the internet, go to <https://sfco.webex.com>.
(RECC) SF Regional Communications Center Bd

1. Opening Business

- A. A. Call to Order - 2:00 p.m.
- B. Roll Call
- C. Approval of Agenda

2. Approval of Meeting Minutes

- A. Request approval of the October 20, 2022 Santa Fe Regional Emergency Communications Center Board of Directors Meeting Minutes
- B. Request approval of the January 19, 2023 Santa Fe Regional Emergency Communications Center Board of Directors Meeting Minutes

3. Matters from Director Lujan

- A. RECC Salary Comparison Analysis (Potential Action Item)
- B. Schedule of Upcoming RECC Regular Board Meetings
- C. Continued Staffing Support for Operational Needs and Recommendations

4. Action Items

- A. Request for discussion of the financial responsibility of and approval for the Santa Fe Motorola AIS Eventide NexLog Software update to v.2021.1 from v.2018 RECC, Reference Quote #011639 vI, for \$18,021.00.
- B. Review and Approval of FY24 Annual Operating Budget to Include Annual Capital Purchase Requests by City, County, and the Town of Edgewood (Roberto Lujan)
- C. RECC Third Party Assessment Scope of Work (Roberto Lujan and Elias Bernardino)

5. Concluding Business

- A. Adjournment

RECC Board of Directors

March 7, 2023

Item 2: Approval of Meeting Minutes

- A. Request approval of the October 20,2022 Santa Fe Regional Emergency Communications Center Board of Directors Meeting Minutes
- B. Request approval of the January 19, 2023 Santa Fe Regional Emergency Communications Center Board of Directors Meeting Minutes

**Santa Fe
Regional Emergency Communications Center Board Meeting
Santa Fe County Public Safety Complex
South Hwy 14 #35 Camino Justicia
October 20, 2022 9:00 a.m.**

1. Opening Business

A. Call to Order

The Meeting of the Santa Fe Regional Emergency Communications Center Board of Directors was called to order by Chief Lindsey, Chair, at approximately 9:03 a.m. on October 20, 2022, as a virtual meeting, using Webex.

B. Roll Call

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

MEMBERS PRESENT:

Chief Jackie Lindsey, County Fire Chief
Adan Mendoza, County Sheriff
Greg Shaffer, County Manager
John Blair, City Manager [arriving at 9:19 a.m.]
Chief Brian Moya, Vice Chair, City Fire Chief
Chief David Lovato, Edgewood Police
Aric Wheeler, At-Large member

MEMBER(S) ABSENT:

Chief Paul Joye, City Police Chief

STAFF PRESENT:

Roberto J. Lujan, Executive Director
Jennifer G. Horta, Department Administrator

OTHERS PRESENT:

Jonas Nahoum, RECC Counsel
Elias Bernardino, County Public Safety Director
Carl Boaz, Stenographer

C. Approval of Agenda (Action Item)

MOTION: Chief Lovato moved, seconded by Member Wheeler, to approve the amended agenda as presented.

VOTE: The motion was approved on a unanimous voice vote with Chief Lovato, Sheriff Mendoza, Chief Moya, Chief Lindsey, Manager Shaffer, and Member Wheeler voting in the affirmative and none voting against. Manager Blair was not present for the vote.

2. Approval of Minutes

A. July 21, 2022, RECC Board Meeting (Action Item)

MOTION: Chief Moya moved, seconded by Chief Lovato, to approve the minutes of July 21, 2022, as presented.

VOTE: The motion was approved on a unanimous voice vote with Chief Lovato, Chief Moya, Sheriff Mendoza, Chief Lindsey, Manager Shaffer, and Member Wheeler voting in the affirmative and none voting against. Manager Blair was not present for the vote.

B. September 15, 2022, RECC Board Meeting

MOTION: Sheriff Mendoza moved, seconded by Chief Moya, to approve the minutes of September 15, 2022, as presented.

VOTE: The motion was approved on a unanimous voice vote with Chief Lovato, Chief Moya, Chief Lindsey, Manager Shaffer, Sheriff Mendoza, and Member Wheeler voting in the affirmative and none voting against. Manager Blair was not present for the vote.

3. Informational Items

A. Update on Santa Fe RECC JPA Re-write.

Chief Moya reported the subcommittee has not been able to have a meeting.

Chief Lindsey said she had received a document about the JPA from Manager Katharine Miller from either 2017 or 2018 and she would send out the paperwork. It was an overview of the JPA and its history that Manager Miller put together.

Manager Shaffer explained that we are at a point where the partners need to make contributions to the RECC operations. Those are the things needed as we

move forward. He has made a commitment and Manager Blair agreed to get the JPA rewrite done.

Manager Shaffer said they would discuss it and then push it out to the Governing Body of City and of County and Edgewood so that everyone is on the same page.

B. Update on Capital Expenditure and Shared Costs.

Chief Moya said they were working through the details and hoped Manager Blair will arrive soon. The City is working with the new Finance Director to get that approved.

Chief Lovato said he spoke with the Town Manager and made him aware of everything. Apparently, Edgewood is good for \$20,000 with an invoice or something.

Manager Shaffer informed the Board of a meeting with Sheriff Mendoza on a commitment for capital equipment.

Chair Lindsey tabled discussion on this issue until Manager Blair arrived.

4. Matters from the RECC Board Members

A. Appointment of new RECC Board Chair

Chief Lindsey said she is retiring tomorrow. She turned to Mr. Nahoum for assistance on appointing a new Board Chair.

Mr. Nahoum advised that nominations were in order and noted from the JPA that the Chair alternates between City and County each year. So the new Chair should be someone from the City this time.

Chief Lindsey asked if both Chair and Vice-Chair could be from the City.

Chief Moya asked if this appointment needed to be reconsidered in December.

Mr. Nahoum saw no such requirement for Vice Chair.

Sheriff Mendoza asked if the Vice-Chair would serve as the Interim Chair until December.

Mr. Nahoum agreed.

Sheriff Mendoza moved, seconded by Chief Lovato, to approve Chief Moya to serve as Chair until the time to elect new officers, The motion was approved by unanimous voice vote.

Chief Lindsey continued chairing until the end of the meeting.

5. Matters from the RECC Director Lujan.

Director Lujan presented from a written report that included a status of recruitment and training. He described a recent training event in October. The RECC had one new hire and two more applicants being considered with time on the floor.

Director Lujan has a meeting with Central Square who let him know about the CAD. We need to focus on the RFP now. He explained that Mr. Dixon must go into the server to retrieve data and create space for more data to be added.

He is pursuing increased capability in the future and will discuss that with Manager Shaffer.

Sheriff Mendoza asked who was feeding the information and whether it was through a cell phone

Director Lujan agreed it was and goes directly to RECC.

Manager Blair arrived at 9:19 a.m.

Sheriff Mendoza asked for a link for the video demo and asked if the County would be liable for the cost of sharing and reproducing it.

Manager Shaffer asked that the decision await the JPA approval at the next Board meeting. For sharing the cost and a plan on participation and timeline to implement it. We all need to know the cost for the department.

Director Lujan estimated the cost on the CAD would be more than a million dollars.

6. Executive Session (if needed)

An Executive Session was not needed.

7. Concluding Business

A. Next Meeting

Ms. Horta said the next regularly scheduled Board meeting would be the third Thursday in January 2023 – January 19, 2023.

Sheriff Mendoza asked Manager Blair about the City sharing the cost and an update for the JPA.

Manager Blair said he was waiting on the Governing Body to act on funding for the City's share.

Chief Lindsey told Manager Blair this was discussed earlier in the meeting and Edgewood's portion is approved as well as the County's portion.

Other Business:

Chief Lovato said this would be his last RECC meeting, and the new Edgewood Chief has been appointed.

A Caller wished Chief Lindsey the best and congratulated Chief Moya on his appointment as Chair.

B. Adjournment.

The meeting of the RECC Board was adjourned at 9:26 a.m.

Chief Brian Moya, Chair

Respectfully submitted by:

Carl G. Boaz, Stenographer

**Santa Fe Regional Emergency Communications Center
Quarterly Board Meeting
Santa Fe, N.M. 87508
January 19, 2023
9:00 a.m.**

MINUTES

I. OPENING BUSSINESS

A, Call to Order

A special meeting of the Santa Fe Regional Emergency Communications Center (RECC) Board was called to order on the above date at approximately 9:00 a.m. by Chair, Brian Moya.

B. Roll Call.

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

MEMBERS PRESENT:

Brian Moya, Chair, City Fire Chief
Jacob Black, County Fire Chief
Gregory S. Shaffer, County Manager
Roger Jimenez, Edgewood Police Chief
John Blair, City Manager [arriving later]
Paul Joye, City Police Chief
Aric Wheeler, At-Large Member

MEMBER(S) ABSENT:

Adan Mendoza, County Sheriff [excused]

OTHER PARTICIPANTS:

Roberto J. Lujan, RECC Director
Jonas Nahoum, LKA Legal Counsel
Jennifer G. Horta, Department Administrator
Julie Salazar, RECC Administrator

C. Approval of the Agenda

Approval of the Agenda was considered later in the meeting.

2. APPROVAL OF MEETING MINUTES

A. November 23, 2022 RECC Board Meeting

Manager Shaffer noted a change on page 10 where it said the Motorola items were discussed separately and his recollection was that they were all discussed together and recommended by a single motion. As it related to item C, the Memorandum of Understanding concerning Console Core Services was not on the agenda as it was ultimately approved. His recommendation was that the subheadings simply be removed. To not confuse what the agenda ultimately was and what the discussion was.

Manager Shaffer also noted on page 11, an instance where the Motorola model was misnamed and should be NVR.

On page 14, sharing was misspelled.

Manager Shaffer moved to approve the minutes with those corrections.

Ms. Horta noted a few other changes on the members absent. The Sheriff was shown as absent but was present for two of the votes. There were also some name changes needed. Mr. Boaz agreed with those changes.

Chief Joye seconded the motion. The motion was approved unanimously by roll call vote.

3. MATTERS FOR DISCUSSION/ACTION

A. Nomination and Election of 2023 RECC Board Chair and Vice Chair

Mr. Nahoum explained the JPA provision that the Chair position alternates between City and County. He noticed the Board has always followed that provision. The Chair was previously Chief Babcock with the City Fire Department and then Chief Lindsey, the County Fire Chief. That meant the Chair now should be chosen from the City. There are no restrictions on the Vice-Chair position. He added that the JPA rewrite should address that issue.

Manager Shaffer asked Mr. Nahoum if the elected chairs in the past had been restricted to City Police and Fire and County Sheriff and Fire or if any other Board members have been allowed to serve as Chair and Vice-Chair in the past.

Mr. Nahoum said he only looked after 2021. Those elected Chair were only from City or County Fire Departments or Law Enforcement representatives.

Ms. Horta said it was in 2021 that the Edgewood Police Chief was the Vice-Chair.

It was when the Edgewood Police Chief was nominated as Chair that the problem came to light.

Chief Joye nominated Chief Moya to serve as Chair for 2023.

Chief Moya accepted the nomination.

Chief Moya was elected by unanimous voice vote as Chair of the RECC Board.

Manager Shaffer felt Edgewood should be included fully.

Manager Shaffer nominated Chief Jimenez to serve as Vice-Chair.

Chief Jimenez accepted the nomination and was elected by unanimous voice vote.

Agenda Approval

Director Lujan pointed out the Agenda had not yet been approved.

Chief Jimenez moved, seconded by Chief Black, to approve the agenda as published. The motion was approved by unanimous voice vote.

B. JPA Re-write Update/Needs

Chair Moya said the Board members need to be involved in the rewrite of the JPa and bring up the things that need revision. He requested a lead person to get it underway.

Manager Blair offered to be the lead person.

Manager Shaffer commented that as was discussed previously, all parties realize the JPA needs an overhaul. That could be done in several ways. The Board's committee could work it out the draft and take to the parties. Or the draft could be done by parties and brought to the Board for reconciliation and recommended for adoption. He pointed out that some

changes have already started and felt it would be more efficient now to asked that the parties be tasked to bring their changes back to the Board for the benefit of everyone's perspective instead of a subcommittee.

Manager Blair agreed with that method.

Chair Moya proposed the parties bring back changes at the next meeting for that.

4. MATTERS FROM DIRECTOR LUJAN

A. Director's Report and Analysis of the SFRECC

Director Lujan said there were 20 vacancies, and all staff members are working overtime. Last week, five people had COVID and he thanked the Sheriff for offering deputies to help dispatch. They are not trained, but without those deputies, they would not be able to provide 24/7 service. Recently at night, they were left with just two dispatchers. It was truly an emergency and those people are exhausted. He understood most centers in the country are in the same situation.

His good news was they certified four officers and was putting a rush on getting the training done. He was unsure if they would be reimbursed for the 911 training being done.

Director Lujan is conducting CAD research at various events. He shared his screen showing the topics needed and said he would appreciate any help for that.

Manager Shaffer suggested feedback be provided to Director Lujan now and asked him to submit his list to all members to identify what changes they needed and bring it for action at the April Board meeting agenda.

B. Overtime payout for Sheriff Deputies assisting in Dispatch

This as discussed earlier.

C. Discussion of third party RECC Analysis

Director Lujan discussed how to get new hires in training quicker. He was confident that they could "right the ship" and turn things around. He reported handling 374,044 calls in 2022 by only 17 staff dispatchers.

Manager Shaffer asked if all dispatchers on our payroll are fully certified.

Director Lujan said they are fully licensed and have the same training. He added that those from Dispatchers On Demand are already certified in other states and are certified to handle radio traffic and phone calls in our center. He is working to get them up to speed for County detail. Two firefighters in the morning is all he needed for now.

D. Discussion of RECC structure and Deputy Director position

Director Lujan said they were already looking at how to structure the RECC. He pointed out that most Dispatch Centers have both Deputy Director and a Center Manager. But in the interim, we need a Deputy Director to make executive decisions in the Director's absence and do a salary survey for the future of RECC. Right now there is no one in the managerial position. Having a Deputy Director would really benefit him.

Chair Moya asked how the Board can help with that.

Manager Shaffer said it gets back to the operating budget. It would be best to recommend to the BCC to adjust the budget for that change.

Director Lujan said he will prepare a recommendation but was not sure how long it will take to make it happen.

Manager Shaffer assured him the Board members all want to support him. He cautioned that the RECC not get ahead of itself with the recommendation.

Manager Shaffer moved, seconded by Chief Joye, to request that the RECC operating budget be adjusted as necessary to allow for the contracting with Dispatchers on Demand or another third party to provide contract dispatchers and to allow for reimbursement to the Sheriff Department as a result of over time on dispatch work at the Center, and to fund a third-party expert to analyze on structure of RECC and provide recommended improvements.

Chair Moya said it has been six months now and we need information to start.

Manager Shaffer agreed, and he would need to understand if it needs Board approval to move forward. The whole Board wants it understood waiting six months is too long. He would defer to the Board's judgment and amend his motion that such budget be adjusted to fund a Deputy Director as soon as possible.

Director Lujan thanked him and said the Center does need a Deputy Director as soon as possible.

Manager Shaffer amended his motion to include a recommendation to adjust the budget to fund a Deputy Director as soon as possible. Chief Joye agreed. The motion as amended was approved on a unanimous roll call with all members voting yes.

5. CONCLUDING BUSINESS

a. Next Meeting - April 20, 2023

b. Adjournment

Upon motion by Manager Shaffer and second by Chief Jimenez, the meeting was adjourned with a unanimous voice vote at 10:00 a.m.

Chief Brian Moya, Chair

Respectfully submitted by:

Carl G. Boaz, Stenographer

RECC Board of Directors

March 7, 2023

Item 3: Matters from Director Lujan

- A. RECC Salary Comparison Analysis (Potential Action Item)
- B. Schedule of Upcoming RECC Regular Board Meetings
- C. Continued Staffing Support for Operational Needs and Recommendations

Santa Fe Regional Emergency Call Center Salary Analysis

RECC Special Board Meeting

March 7, 2023

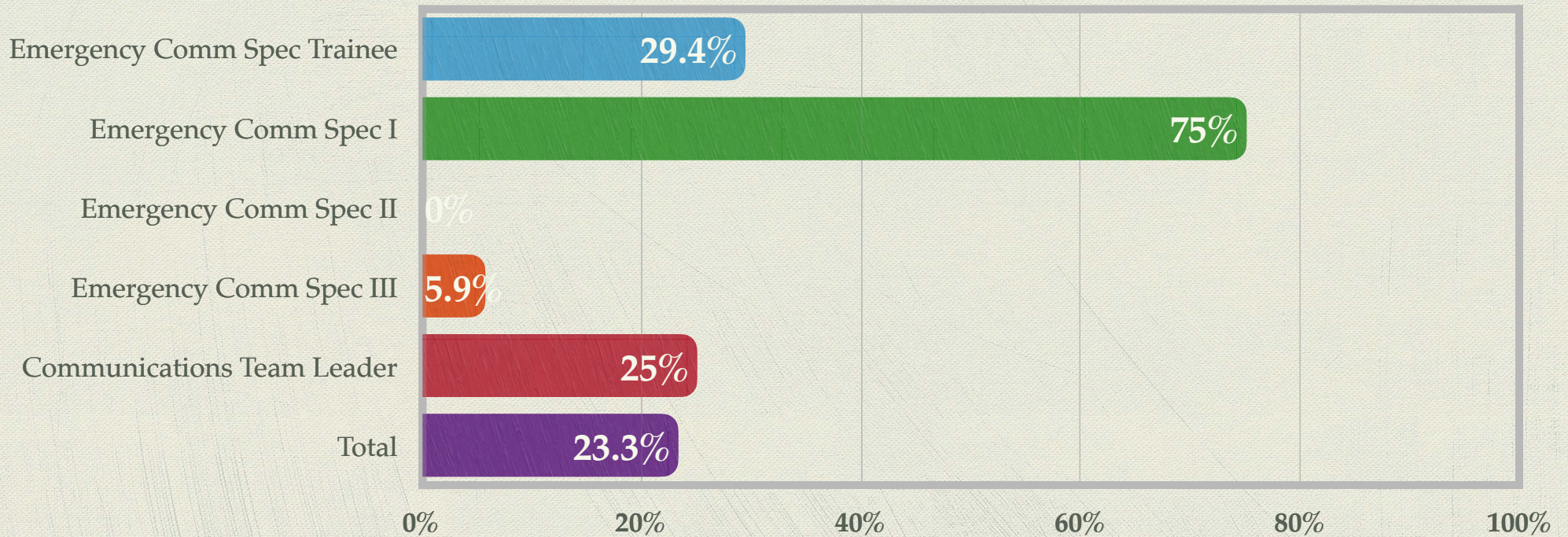
- ◆ Vacancy Rates as of February 2023
- ◆ Vacancy Rate Trends
- ◆ RECC Redesigned to Support Non-Emergency calls
- ◆ Hourly Rate Comparison to Other Agencies
- ◆ Recruitment Incentive Comparisons
- ◆ Salary Pay Scale for Consideration and Discussion

RECC Vacancy Rates - February 2023

Position Title	FTE	Vacancies	Vacancy Rate
Emergency Comm Spec Trainee	13	4	30.8%
Emergency Comm Spec I	8	2	25.0%
Emergency Comm Spec II	4	2	50.0%
Emergency Comm Spec III	9	8	88.9%
Communications Team Leader	4	3	75.0%
Subtotal	38	19	50.0%
Training Coordinator	1	-	
Ncic Coordinator	1	-	
Quality Assurance Specialist	1	-	
Cad/Msag System Administrator	1	-	
Subtotal	5	-	
Department Administrator	1	-	
Communications Center Manager	1	1	100.0%
Recc-Director	1	-	
Subtotal	3	1	33.3%
Grand Total	45	20	44.4%

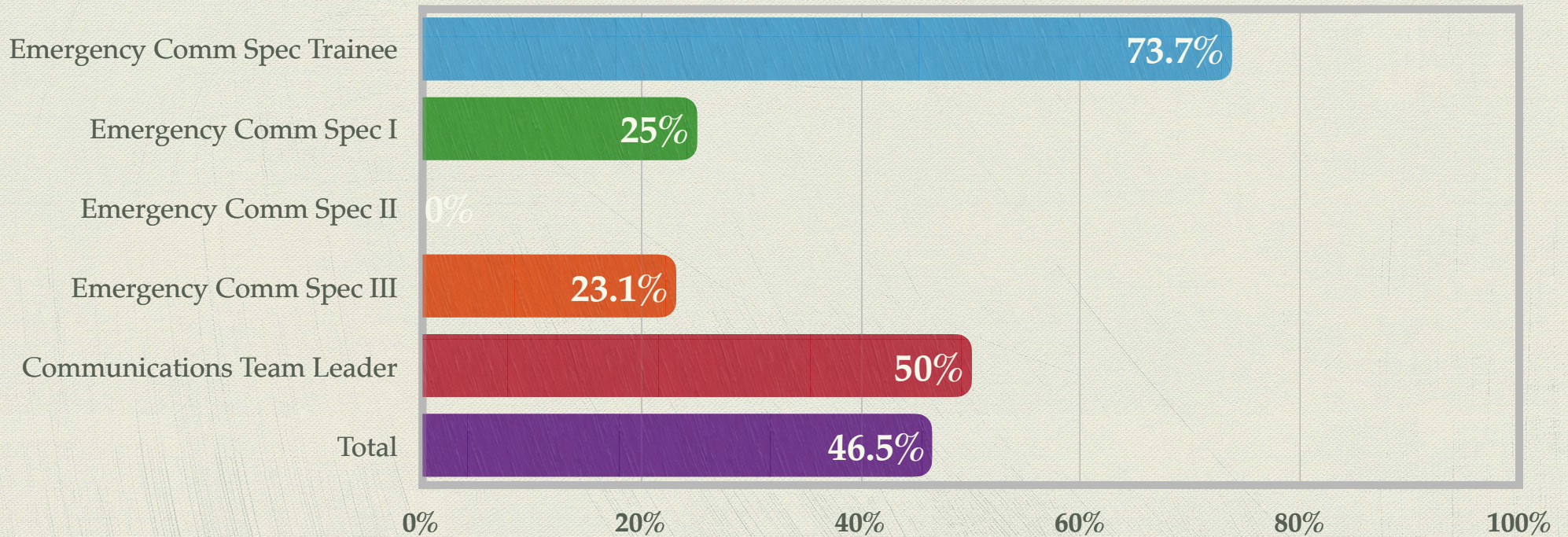
RECC Vacancy Rate Trends

March - 2020



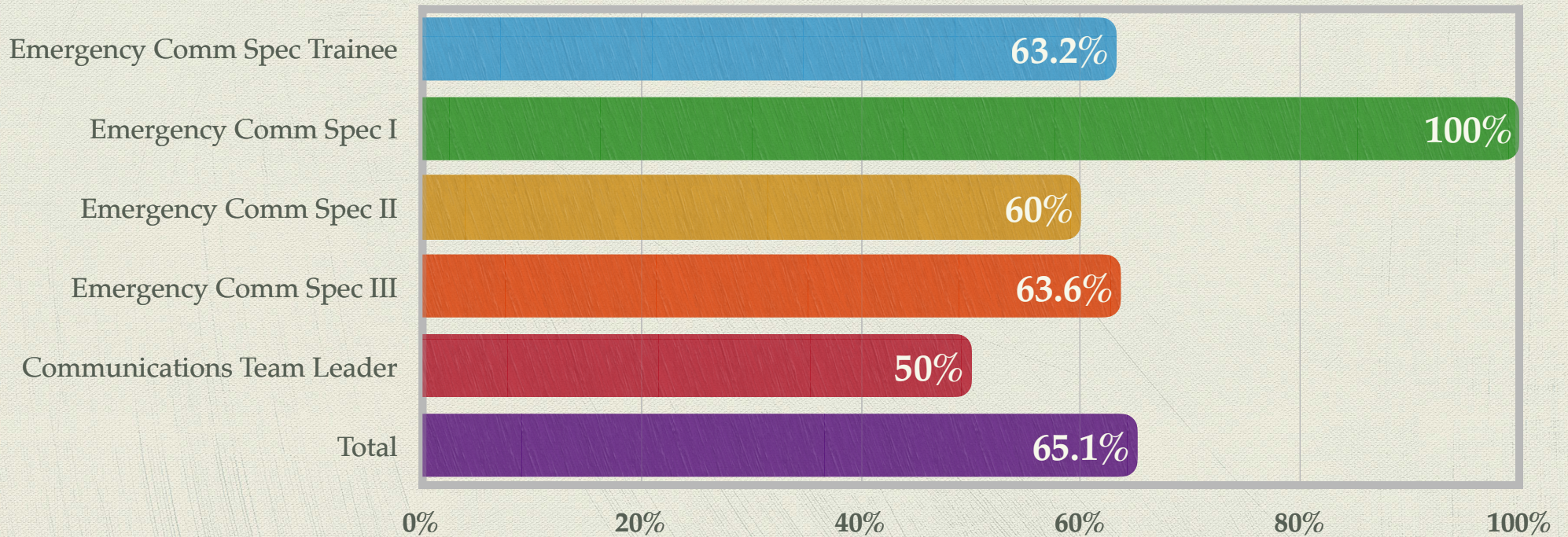
RECC Vacancy Rate Trends

March - 2021



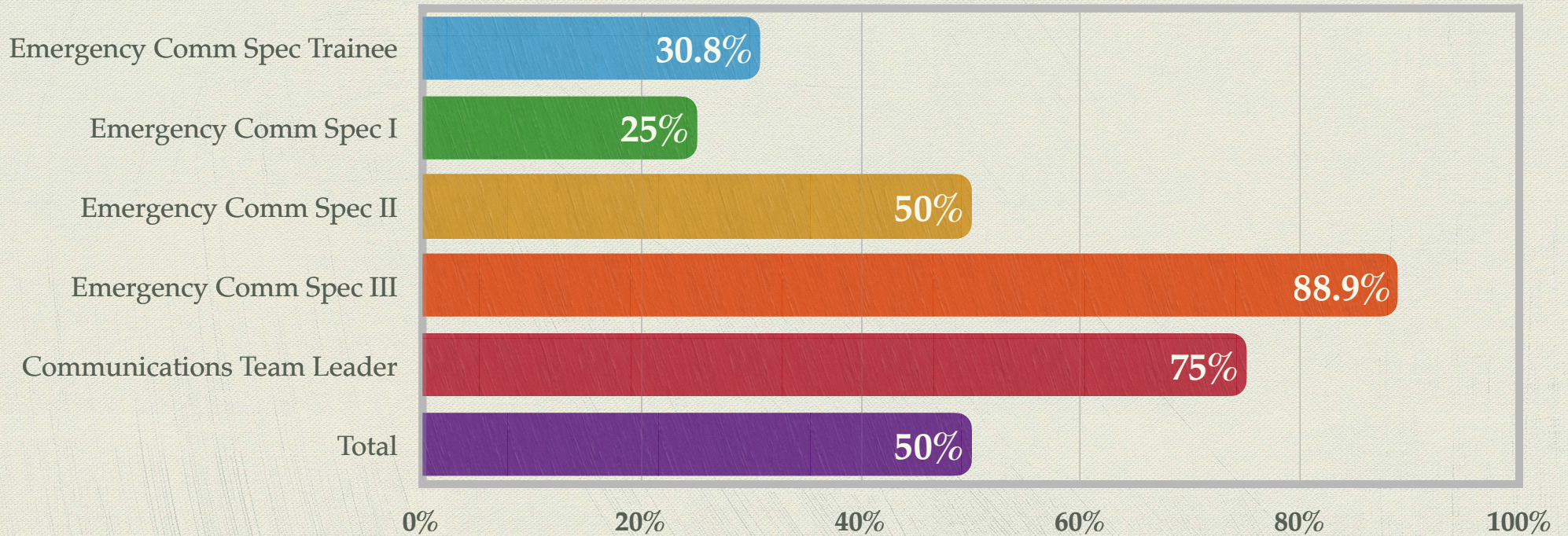
RECC Vacancy Rate Trends

March - 2022



RECC Vacancy Rate Trends

March - 2023

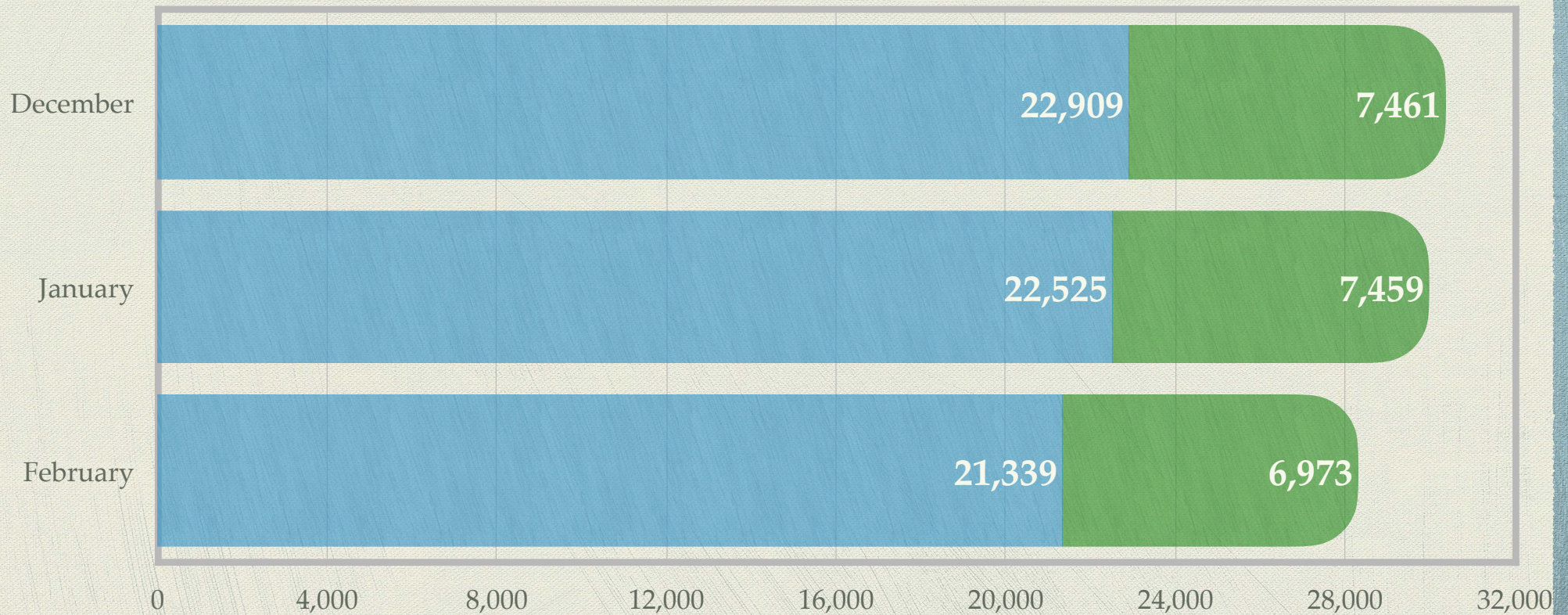


RECC Redesigned

- ◆ Replace the position of Emergency Communication Specialist I with Emergency Communication Specialist I Basic (ECS-B) and Emergency Communication Specialist I Advanced (ECS-A), in order to have a position capable of relieving the volume of calls to the center.
 - ◆ The ECS-B will answer emergent and non-emergent calls not requiring medical services, the ECS-A will answer emergency and non-emergency calls.
 - ◆ This arrangement would free the dispatchers to focus on radio operations with the organizations dispatched by the RECC.
- ◆ Place all bargaining unit employees on an increased pay scale and create a career ladder for advancement within the RECC.

December 2022 to February 2023 Call Volume

■ Non Emergency ■ Emergency



Hourly Rate Comparison to Other Agencies

Position Title	SF County	Los Alamos	APD	BernCo	NMSP**	Sandoval County
Emergency Comm Spec Trainee	19.79 *					
Emergency Comm Spec I-B	20.19		24.86		19.37	
Emergency Comm Spec I-A	21.23			22.81		20.40
Emergency Comm Spec II	23.68	27.86	26.64	24.10	21.01	
Emergency Comm Spec III	26.28	33.87		27.84		25.50
Communications Team Leader	30.18	37.40*	30.35*	31.50*	21.83	

* Hourly Rate is fixed / ** NMSP is not a PSAP and do not get direct 911 calls unless transferred by us or another agency.

Recruitment Incentive Comparisons

- ◆ Los Alamos

- ◆ \$5,000 for certified
- ◆ \$2,500 for non-certified

- ◆ Albuquerque PD

- ◆ \$1,500 lateral bonus

- ◆ Santa Fe RECC

- ◆ First incentive period is ten consecutive pay periods of two percent of the total gross compensation (Base and OT)
- ◆ Second incentive period is twelve consecutive pay periods of two percent of the total gross compensation (Base and OT)

Santa Fe RECC Recruiting Incentive

Position	First Incentive Base	First Incentive Base & OT*	Second Incentive Base	Second Incentive Base & OT*
Emergency Comm Spec I-B	331	481	397	577
Emergency Comm Spec I-A	348	505	418	606
Emergency Comm Spec II	388	564	466	676
Emergency Comm Spec III	431	625	517	751

* OT is an average of the last three months

Salary Pay Scale for
Consideration and Discussion

RECC Board of Directors

March 7, 2023

Item 4: Action Items

- A. Request for discussion of the financial responsibility of and approval for the Santa Fe Motorola AIS Eventide NexLogSoftware update to v.2021.1 from v.2018 RECC, Reference Quote #011639 vl, for \$18,021.00.
- B. Review and Approval of FY24 Annual Operating Budget to Include Annual Capital Purchase Requests by City, County, and the Town of Edgewood (Roberto Lujan)
- C. RECC Third Party Assessment Scope of Work (Roberto Lujan and Elias Bernardino)

We have prepared a quote for you

Santa Fe Motorola AIS software update

Quote #011639 v1

Prepared for

SANTA FE RECC

Prepared by

Shaun Andrews

Phone:

Email: sandrews@gosserco.com

Web: www.gosserco.com

Eventide NexLog Software		Price	Qty	Ext. Price
	Nexlog serial # 740004060			
CE-271143	Mandatory license fee for Upgrade to a subsequent Astro System Release - for end-customer with ONE AIS (or FIRST AIS) (Non-Discountable; must be pre-paid) Mandatory license fee for Upgrade to a subsequent Astro System Release - for end-customer with ONE AIS (or FIRST AIS) (Non-Discountable; must be pre-paid)	\$9,995.00	1	\$9,995.00
CE-209222	Integration to Motorola ASTRO 25 system - Subsequent ASTRO version - SINGLE AIS Integration to Motorola ASTRO 25 system - Subsequent ASTRO version - SINGLE AIS	\$5,596.00	1	\$5,596.00
GOSPS-CUST	On site Motorola software upgrade-2021.1 Custom Services	\$2,250.00	1	\$2,250.00
Subtotal:				\$17,841.00

Phone:

Email: sandrews@goserco.com

Web: www.goserco.com

Santa Fe Motorola AIS software update

Quote Information:

Quote #: 011639
 Version: 1
 Delivery Date: 02/28/2023
 Expiration Date: 04/11/2023

Prepared for:

SANTA FE RECC
 35 Camino Justicia
 Santa Fe, NM 87508
 Roberto Lujan
 rjlujan@santafecountynm.gov
 505-660-3341

Prepared by:

Goserco HQ
 Shaun Andrews
 480-964-8911 x 5117
 Fax 480-964-8912
 sandrews@goserco.com



Quote Summary		Amount
	Eventide NexLog Software	\$17,841.00
	Subtotal	\$17,841.00
	Estimated Tax	\$180.00
	Total	\$18,021.00

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

APPENDIX D - Signatures**SANTA FE RECC**

Communications Recording Solution Upgrade or Implementation

Document prepared for signature on February 28, 2023

We, the undersigned representatives of SANTA FE RECC and Goserco, Inc. have read and understand this statement of work and the details contained herein. We agree to this Statement of Work as attached, the services to be provided as detailed in project scope detail, as well as the terms, conditions, specific responsibilities, provisions, and appendices:

SANTA FE RECC**Goserco, Inc.**

Signature of authorized customer representative

Signature of authorized Goserco, Inc. representative

Printed Name

Printed Name

Title

Title

Date: (MM/DD/YYYY)

Date: (MM/DD/YYYY)

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	ORIGINAL BUDGET	FY2023 ACTIVITY	FY24 REQUEST
EMERGENCY COMM OPERATIONS				
RECC				
ADMINISTRATION				
SALARY & WAGES				
245-2101-428.10-21	EXEMPT EMPLOYEES	94,994	51,215	0
245-2101-428.10-22	CLASSIFIED EMPLOYEES	1,696,455	793,429	0
245-2101-428.10-25	OVERTIME	640,000	357,876	640,000
245-2101-428.10-90	OTHER WAGES	347,013	0	0
* SALARY & WAGES		2,778,462	1,202,520	640,000
EMPLOYEE BENEFITS				
245-2101-428.20-01	FICA - REGULAR	111,064	74,130	0
245-2101-428.20-02	FICA - MEDICARE	25,967	17,337	0
245-2101-428.20-03	RETIREMENT CONTRIBUTIONS	381,398	166,784	0
245-2101-428.20-05	HEALTH CARE	430,207	99,450	0
245-2101-428.20-06	RETIREMENT HEALTH CARE	35,831	15,669	0
245-2101-428.20-08	WORKERS COMP (ASSESSMENT)	543	128	0
245-2101-428.20-10	EMPLOYMENT RELATED CERT.	22,000	12,926	25,000
245-2101-428.20-93	UNIFORM EXPENSE	6,000	0	8,000
* EMPLOYEE BENEFITS		1,013,010	386,424	33,000
TRAVEL				
245-2101-428.30-03	IN-STATE	2,800	0	4,000
245-2101-428.30-04	OUT-OF-STATE	32,000	0	32,000
245-2101-428.30-08	EMPLOYEE DUES	3,300	3,319	3,500
* TRAVEL		38,100	3,319	39,500
LIGHT& HEAVY DUTY VEH EXP				
245-2101-428.35-01	FUEL	1,000	236	500
245-2101-428.35-03	MAINTENANCE	1,900	0	1,900
* LIGHT& HEAVY DUTY VEH EXP		2,900	236	2,400
MAINTENANCE				
245-2101-428.40-02	EQUIPMENT	173,050	26,583	179,360
* MAINTENANCE		173,050	26,583	179,360
SERVICES				
245-2101-428.50-02	ATTORNEY SERVICES	25,000	9,796	25,000
245-2101-428.50-03	CONTRACTUAL/PROFESSIONAL	90,000	24,711	125,200
245-2101-428.50-15	SOFTWARE LICENSE/MAINTNCE	193,400	233,101	273,100
245-2101-428.50-81	MEDICAL SERVICES	30,000	12,303	23,000
* SERVICES		338,400	279,911	446,300

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	ORIGINAL BUDGET	FY2023 ACTIVITY	FY24 REQUEST
SUPPLIES				
245-2101-428.60-07	OPERATIONAL SUPPLIES	25,850	9,099	25,900
245-2101-428.60-09	EDUCATIONAL SUPPLIES	2,000	0	2,000
245-2101-428.60-12	FOOD PROVISIONS	1,000	160	1,000
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* SUPPLIES		28,850	9,259	28,900
OTHER OPERATING COSTS				
245-2101-428.70-01	RENT EQUIP/MACHINE/UNIFRM	5,600	2,826	6,000
245-2101-428.70-03	TELEPHONE/INTERNET/CABLE	26,600	13,818	25,000
245-2101-428.70-36	POSTAGE & MAIL SERVICE	550	36	600
245-2101-428.70-37	PRINTING/PUBLISHING/ADS	1,500	318	2,500
245-2101-428.70-39	SUBSCRIP & DUES (NON-EMP)	200	150	200
245-2101-428.70-41	REPORTING & RECORDING	2,100	667	2,800
		-----	-----	-----
* OTHER OPERATING COSTS		36,550	17,815	37,100
INSURANCE & DEDUCTIBLES				
245-2101-428.75-02	WORKERS COMP. PREMIUMS	0	0	0
245-2101-428.75-03	AUTO INSURANCE PREMIUMS	800	0	0
245-2101-428.75-06	GEN. LIAB & UMBRELLA PREM	22,789	0	0
245-2101-428.75-13	AUTO INSURANCE DEDUCTIBLE	25,000	0	0
245-2101-428.75-16	GEN.LIAB & UMBRELLA DEDUC	75,000	0	0
245-2101-428.75-20	SURETY BONDS	50	0	100
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* INSURANCE & DEDUCTIBLES		123,639	0	100
CAPITAL PURCHASES				
245-2101-428.80-95	INVENTORY EXEMPT-COMPUTER	10,400	4,126	2,750
245-2101-428.80-96	INVEXMT-COMPUTER SOFTWARE	0	0	0
245-2101-428.80-99	CAPITAL PKG - INV EXEMPT	1,570	0	0
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* CAPITAL PURCHASES		11,970	4,126	2,750
CAPITAL PURCHASES				
245-2101-482.80-01	BUILDINGS & STRUCTURES	0	0	15,000
245-2101-482.80-03	EQUIPMENT & MACHINERY	11,230	0	0
245-2101-482.80-09	VEHICLES/HEAVY EQUIPMENT	0	0	250,000
245-2101-482.80-15	COMPUTERS & PERIPHERALS	864,800	0	90,000
245-2101-482.80-16	COMPUTER SOFTWARE	0	0	105,250
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* CAPITAL PURCHASES		876,030	0	460,250
** ADMINISTRATION		5,420,961	1,930,193	1,869,660
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*** RECC		5,420,961	1,930,193	1,869,660

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	ORIGINAL BUDGET	FY2023 ACTIVITY	FY24 REQUEST
****	EMERGENCY COMM OPERATIONS	5,420,961	1,930,193	1,869,660
		5,420,961	1,930,193	1,869,660

FY24 Capital Requests:	
Description	Cost
ESRI Server/Mapping Upgrade	\$90,000
PROQA Server	\$2,750.23
Shed	\$15,000
Agency 360	\$5,250
Mobile Command Apparatus & accessories	\$250,000
Contingent Capital Funds	\$100,000
Total Capital Requests	\$463,000
Recurring Fee	
Agency 360 Annual Fee	\$3,150
Other Operational Needs	
Description	Cost
Six ChromeBooks	\$2,223
Six Laptops (In lieu of Chromebooks)	\$7,110
Dispatchers on Demand	\$83,000
Total	\$92,333

****Any purchase made from these funds would require Board approval**

Santa Fe Regional Communication Center

Project Objective

Santa Fe RECC, like many other PSAPs, is struggling with staffing levels, morale, and attrition. Need an assessment that will address staffing levels, cost-effective scheduling options, workload indicators, overtime requirements, recruitment and hiring practices, training, and general operations in the ECC.

Phase one: Current Conditions Analysis

A. Project Initiation Meeting

This meeting will reaffirm a common understanding of the project goals, objectives, and vision, items best understood through a close working relationship between our respective management teams and staff. Based on input during this meeting, a final schedule will be completed that will serve as the guiding document throughout the project.

B. Data Collection

Customize the data requirements, collection methodology, and observations to obtain the baseline information necessary for assessing dispatch operations. Work with RECC staff to gather data on agency emergency and non-emergency call volumes, talk times, telecommunicator availability, answering delays, and maximum time in queue. Data analysis will include time on task per call type, priority, discipline, and partner agency.

C. Stakeholder Interviews and Observations

To assess current conditions from both management and staff perspectives, will need to rely upon face-to-face sessions with individuals in supervisory, management, operations, and support roles in the RECC, as well as a cross-section of representatives from rank and response levels. In collaboration with RECC, the County and City of Santa Fe, and the Town of Edgewood will identify decision makers and stakeholders from inside and outside the RECC who will be interviewed, either individually or via focus group meetings, based upon a mutually acceptable interview schedule.

An understanding of the current culture, operational status, requirements, and management of the RECC is instrumental to the study. This will become the foundation for our development of recommendations regarding operational changes, administrative/management structures, technology use, and institutional/cultural impacts associated with quality of service. The collective results of the data collection, interviews, meetings, observation of operations, review of CAD historical data, and radio dispatch records will provide the information necessary to assess current performance, benchmarked against industry standards and best practices.

Phase Two: Staffing Study and Operations Review

- A. Call Volume and Staffing Assessment
- B. Managerial and Administrative Structure Assessment
- C. Recruitment and Hiring Process Evaluation
- D. Quality Assurance Program Evaluation
- E. Training Program Review
- F. Call Flow Policy and Procedures Assessment
- G. Financial Analysis and Development of Recommendations

Phase Three: Technology Review

The resilience of any CAD system is important to the continuity of operations. Will review the RECC's standard operating procedures for a system outage and a facility failure. And will examine the RCC's CPE, station alerting, call logging recorder, interfaces, radio consoles, and other ancillary systems. Additionally, will examine and identify roadblocks that may be caused by the following systems:

- A. CAD software capabilities
- B. Administrative reports and their accuracy
- C. Data structure and ad hoc reporting capabilities
- D. QA/QC processes
- E. Software support agreements
- F. Software version updates
- G. Software certification requirements
- H. Voice and data radio and radio infrastructure
- I. 9-1-1 answering equipment
- J. Logging recorders
- K. Location services
- L. Technological connectivity of the telephone network
- M. Interoperability with local PSAPs, state and federal crime information databases
- N. Integration of legacy public safety radio and software systems
- O. New technology that may need to be integrated
- P. NG9-1-1 and ESINet status

An information security assessment is a formal process to evaluate and identify security issues and risks within an organization. The evaluation is done against industry and regulatory standard frameworks to understand the controls in place across all domains of the organization. Through interviews with personnel, sample testing, and understanding the wide range of security controls, the assessment shows the strengths and weaknesses of the organization's security posture.

Penetration testing, also known as pen testing or ethical hacking, is an authorized assessment to test the people, processes, and technologies of an organization by conducting real-world attack scenarios. The assessment identifies areas of weakness, then attempts to exploit them and gain unauthenticated access as a real-world attacker would do.

Phase Four: Governance Review (Optional)

This phase is optional for the RECC Board to consider after the final reports have been reviewed and understood.

RECC Board of Directors

March 7, 2023

Item 5: Concluding Business

A. Adjournment