



Share the Vision. Share the Responsibility. Share the Glory.

### Regional Emergency Dispatch Authority

### Operations Committee Meeting Minutes January 2019

#### Determination of Quorum

Agenda Approval / Motion- Chief Hope, Second Deputy Director Olbert- Agenda approved

November Meeting Minutes Approval / Motion- Chief Hope, Second- Deputy Director Olbert- Tabled to next meeting due to absence

#### Agencies:

##### A. Artesia Police Department

- 1) **UCR**- Gary advises he doesn't have any updates on UCR's from what has been given to him due to waiting on findings from Artesia Police Dept. and offers Chief Robert assistance if needed with this.
- 2) **Huffington Statute & 30-31-23**- Gary advises if Chief Roberts is pleased with changes he doesn't care which month he does it off for the UCR changes. Bravo and Charlie are the same thing and Gary states he has already made a request in Motorola and once he gets an update he will send that to Chief Roberts to give out to the officers.
- 3) **MDT VPN**- Gary mentions the break in the fiber that caused issues and states he doesn't think we have had any issues since as far as VPN. States that we need to work on an ultimate solution to be able to stay functional for service agencies. Chief Roberts asks about the solution that was made this time to which Gary answers and discussion about a future backup solution and possible locations.
- 4) **Mobile Records Issue**- Gary states that officers get a lot of stuff stuck in activity view and he has been sending these to Motorola to get fixed.
- 5) **TraCS**- Gary states everything has been working fine on it, hasn't been reported any issues. Chief Roberts inquires on configuration of Smart Copy to which Gary states Bambi was supposed to have a meeting with them on that but did not have any further information on it. Gary states that we will put that back on the main burner. OM Calicoat advises that currently it is only Bambi and Anita that can make changes and operate the back end of P1 and RMS, but we are working on training others to help get more done.
- 6) **Opened with Motorola**- Gary advises we already discussed these areas.

- a) UCR
- b) Statute 30-29-2 requires drug type
- 7) **Closed with Motorola-** Gary advises the only ones closed are the ones that are the ones where officers had connectivity issues.
- 8) **ICS Structure and any updates-** OM Calicoat asks Chief Roberts how REDA can help to get this started and what expectations he has for us. Chief Roberts states that APD has already started this but we need to make it clear on both ends who the on-scene commander is once established and direct all responding units and updates/changes to only that person. We also discussed getting other service agencies such as ECSO to follow this as well. OM Calicoat advises we can look into pulling an SSRS report that shows when the status change "Incident Command Established" is selected to show all calls this is being done on.

**B. Artesia Fire Department**

**1) REDA**

- a) **Fire Chief Report-** Chief Hope states that he doesn't have anything regarding dispatch. Chief Roberts brings up the school shot detector alarms that have been placed and how we can incorporate this with how alarms come into dispatch.

**C. Carlsbad Fire Department**

**1) REDA**

- a) **List of issues provided-** OM Calicoat brings up the issues with CPD Dispatch including delay in toning on a structure fire with persons possibly inside. I have been discussing this with Rick Lopez and trying to set up a meeting. The conference policy is no longer effective and there is no use for it. All employees are EMD certified and that was the initial reason for the policy was due to not always having someone EMD certified. The lack of them answering their 911 lines is also issue. Chief Roberts mentions it may take our board (Operations Committee) taking it to the City council of Carlsbad and our concerns. Chief Roberts and Chief Hope mention they would be glad to attend the meetings to resolve this. Chief Roberts and Deputy Olbert mentions the legal liability of REDA not dispatching when Carlsbad PD drops the ball. Chief Roberts mentions there being a charge if REDA must take over and dispatch in their stead. They mention an additional tower possibly being an option. The board wants to be included in emails to/from Rick Lopez regarding this meeting.
- b) **Look at conference in policy-** Discussed this in the previous item.

**D. Eddy Country Sheriff's Office**

- 1) REDA- The board asks if there is anything on this section that pertains to them or they need to know of which Gary advises not really and advises how they are

looking into doing MDT's as well and are testing two that they have. Chief Roberts asks if they are back on board with Motorola to which Gary advises they are back on track and mentions TRACS system being an item they have been working with them on. OM Calicoat mentions how ECSO is implementing ECDC officers being able to serve warrants and how we have had a lot of communication with ECDC, ECSO, courts, etc. about some issues that have arose regarding courts releasing copies to officers and there being two warrants that have been served twice previously. OM Calicoat brings up REDA no longer housing or entering NMSP warrants as of November 2018. Chief Roberts mentions the regionalization of dispatch centers and that there was no benefit for REDA doing this for them.

- a) **Officers workflow testing-** not mentioned due to ECSO not being present
  - b) **Administrative Rights-** not mentioned due to ECSO not being present
    - a. This has been completed
  - c) **MDT testing for Detectives-** Gary mentions the testing of MDT's for ECSO on REDA's section
  - d) **MDT testing for SRO-** Gary mentions the testing of MDT's for ECSO on REDA's section
- 2)**Opened with Motorola-** not mentioned due to ECSO not being present
  - 3)**Closed with Motorola-** not mentioned due to ECSO not being present
  - 4)**Change in protocol for ECDC officers having authority to serve warrants-** not mentioned due to ECSO not being present
  - 5)**TraCS updates and implementation-** Gary mentions TraCS for ECSO on REDA's section
  - 6)**Detective Workflow-** not mentioned due to ECSO not being present

#### **E. Eddy County Fire Service**

- 1)**MOSCAD-** Director Olbert discusses the towers being the back bone to everyone being safe and when MOSCAD is showing an alarm something needs to be done and wants REDA to make this more of an importance. States that there are things from their office they are dealing with as well regarding this issue. States that he knows we are shorthanded and the buzzer can be annoying when there are larger scale incidents, but we can't afford to ignore MOSCAD, REDA and ECFS. OM Calicoat advises that when there is a lot going on in dispatch that it makes it very difficult when the alarms are continuously going off but understands the importance of it. Gary advises that most of these alarms going off are false. He mentions Queen generator is running and the alarms will be acknowledged cleared and pop back up almost immediately. He also mentions Loop Tower doing the same issues. He states that dispatch must notify IT and then they attempt contact with Chris Chavarria and if he's unavailable he calls Jennifer. Gary advises that if he really did 100 percent of the alarms that he mine as well stay on the phone with Chavarria because it is nonstop. He states that the server and software are out of date and no longer supported. He mentions different methods where this could be monitored in a better way and proactively done. He brings up changing the policy to it being checked every

hour instead of having to continuously check it every time it goes off to which Travis agreed on this procedure. OM Calicoat mentions that when we let Chris know about the alarms he is not always receptive and almost like we are bothering him. Travis states there is ironing out on their end as well regarding some of these issues on their end. Gary mentions that they should do a full check when they are out on a site due to there being so many issues.

2) **Battery and network monitoring for RF Shelter-** Gary mentions that for about 3 years REDA has been asking for batteries and network cards for the RF shelter and this has been at a standstill. Gary brought up the options to fix this by either ECFS purchasing them or ECFS getting rid of UPS's and giving them to REDA to maintain. Travis states that he discussed 12-mile UPS being down in their Fire Board meeting and the chiefs said no on updating it due to wanting others to start helping with maintenance. Travis states that he would have to discuss this with Josh tomorrow and see if this is something they can turn over to REDA and if it is in REDA's budget. Gary states that he can answer that it is in his budget and he could. Chief Hope states he would pay the thousand dollars out of his budget to cover this. OM Calicoat advises that she informed ECFS that I will be attending all meeting to have better communication with VFD and ECFS and also I am the representative for REDA and it would be appreciate if previous REDA employees did not answer in our stead.

- F. **Office of Emergency Management-** no discussions/issues due to not being present
- G. **Pecos Valley Drug Task Force-** no discussions/issues due to PVDTF not being present
- H. **Loving Police Department-** no discussions/issues due to LPD not being present
  - a. MDT Status
- I. **Hope Police Department-** no discussions/issues due to HPD not being present
  - a. MDT Status

## 2. **Operations Manager / Announcements / Reports**

- a. December-January Personnel Report- OM Calicoat discusses the report with the Board
- b. December-January Information Technology Report- Gary mentions this is the report that is brought to the Executive board meeting
- c. December- January Authority Overview & Statistical Information
- d. Modification of QA/QI Job Description- OM Calicoat discussed with the Board due to changes needing to be made to this job description
- e. Resolution 19-001 2019 Holidays- needs to be modified to 2019 due to stating 2018
- f. Resolution 19-002 Open Meetings Act

- g. Resolution 19-004 QA/QI Job Description- OM Calicoat discussed this with the Board however there were some questions on this as well.
- h. Resolution 19-005 All Job Description Pay Rate Corrections- this was tabled for next meeting due to OM Calicoat not being able to answer for this section.

i. December Authority Overview & Statistical Information

1)Call Count Comparison by Month November/December 2018- the board stated that the way this chart presents it makes it look as if there are less busy times due to it being the 911 lines only. There was mention that it would make it look like more positions are not needed if presented to the Executive board.

2)Call Average by Day vs Hour

**3. REDA IT Report – Gary discussed this section with the board**

- a. CJIS documentation
  - 1)Corrective action plan
- b. Backup Solution
- c. GIS Issues

**4. Personnel Policy and Procedures Manual Review**

**5. SOG**

- a. Force Out Call Out- tabled due to the board advising this had been discussed on previous meeting
- b. Trainee Ride-A-Long- tabled due to the board advising this had been discussed on previous meeting
- c. TRT Activation SOG- tabled due to the board advising this had been discussed on previous meeting

**6. Legislative**

**7. Training / Travel:**

**(1) State DPS Academy Public Safety Telecommunicator (Santa Fe, NM)**

a. February 4<sup>th</sup> through February 22<sup>nd</sup>

b. Kelly Grigg

**(2) ReTrac Trauma Board (Roswell NM)**

a. March 14<sup>th</sup>

b. Skylar Calicoat, Megan Headrick, Kirstene Campbell

**8. Agreements / Contracts / MOU's**

a. LCCA MOU with REDA

b. NMSP Warrants- this was discussed in a previous section

**9. Public Comments / Announcements**

**10. Board Member Comments**

**11. Set next Operations Committee meeting date:** February 14<sup>th</sup> is the date that worked for the board

**12. Adjourn Meeting**

X

*M. Roberts #701*

Chief Roberts  
Artesia Police Department

X

*[Signature]*  
Chief Hope  
Artesia Fire Department

X

Captain Moore  
Eddy County Sheriff's Department

X

*[Signature]*  
Director Mack  
Eddy County Fire Service