



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

Regional Emergency Dispatch Authority

Operations Committee Meeting Minutes

September 16th, 2019

September 16th, 2019 at 14:00

- Determination of Quorum - Simple Majority Required – Quorum present: Artesia Police Chief Roberts; Eddy County Fire Deputy Director Olbert; Artesia Fire Chief Hope; Eddy County Sheriff Office Lieutenant Decker
- Approval, September 16th 2019, Operations Committee Agenda – Motion made by Chief Hope/ Seconded by Deputy Director Olbert– Agenda approved
- Approval of August Operations Committee Meeting Minutes - Motion made by Chief Hope/ Seconded by Lieutenant Decker – Minutes approved

Attendance:

REDA Director Kern
Artesia Police Chief Roberts
Eddy County Fire Deputy Director Olbert
Eddy County Sheriff Office Lieutenant Decker
Eddy County Fire Board Chairman Zuniga
Artesia Fire Chief Hope
Artesia Fire Marshal Harvey
New Mexico Mounted Patrol Officer Blankenship
Trans Aero Mike Ristom
Nation Parks Service Ranger Westpfahl
REDA Training Coordinator Headrick
REDA CIO Romine
REDA Radio/CAD/RMS Manager Walker

1) Operations Committee Meeting Decisions & Recommendations

a. Artesia Police Department

- i. Shot Detection – Director Kern advised that CIO Romine provided Mark Rector with Motorola contact information for Eagle so they could start working on the interface and Director Kern had not gotten an update yet on the progress. There was a shot detection at Park Jr High. This was a false alarm. Chief Roberts advised he received dispatches review of that call and he reviewed the PD's response to this activation as well. The volume on the incoming call from the Shot Detection company is still very low. Director

Kern asked if there was going to be a code assigned to these activations. Chief Roberts advised there is no need for more codes. Moving forward dispatch will advise over the radio "shot detected at _____" Per Chief Roberts, the radio stations will be given scripts to advise parents what to do and where to go and will be told to tune to the radio station for further instructions. There will be letters sent to the parents to tune to that station if they hear rumors as well.

b. Artesia Fire Dept

- i. MDT Mapping: CIO Romine advised he has a meeting tomorrow morning to get the map updates on track. CIO Romine advised that they will be doing quarterly updates for the maps. Paula with Motorola will be working on a different map system for the handhelds for the fire units. CIO Romine advised that he is working on integrating Oil Field Well sites in our maps.
- ii. Open discussion about future mapping capabilities for our systems. Mike Ristom asked what happened to the pre-loaded LZ map for Eddy County that was once given to County IT. CIO Romine advised if we can get another map, we can ask Paula with Motorola to help us add those locations.

c. Carlsbad Fire Dept

- i. Proposed Carlsbad 911 Call Flow changes – Changes went to Chief Lopez at CFD and they have been sent to Commander Prell at CPD. Commander Prell will advise once she has reviewed the proposal. Deputy Director Olbert advised that one of ECFS issues with CFD is that they are taking too long to go en route and it's not good customer service. Director Kern advised those issues get sent to CPD Commander Prell as well as CFD Chief Lopez to address on their end.
- ii. CPD Commander advised Director Kern at Directors Affiliate that REDA can now use the direct line for CPD to relay calls.

d. Eddy County Sheriff Office

- i. P1 Mobile – Lieutenant Decker asked if the crash reports would be accessible from the MDT. CIO Romine advised we do not have the cash module from Motorola for the MDTs. MDTs can use Tracks though.
- ii. CJIS certification for all agencies: CIO Romine advised since REDA has the access, we can use a letter agreement between Chief/Sheriff and REDA to start getting the certifications completed.
- iii. The 2 units that have MDTs are using it well and completing the forms. The locations on the Traffic stops have been a slight issue due to using the correct Geo-Point.

e. Eddy County Fire Service

- i. SARs Activation: Deputy Director Olbert advised there was quite a bit of discussion about SAR activations via phone and email. Deputy Director Olbert would like the SAR Team to have a heads up if in the event there is a lost/missing person report that may result in the need of SAR. Deputy Director Olbert requested that we call OEM1 if there has been a report of someone being lost. Director Kern asked if Josh had followed up. Deputy Director Olbert advised not yet, they are going to be following up with NPS. Director Kern let the board know

that we got a call from NMSP advising the opposite of what was being requested. Deputy Director Olbert advised to please give ECFS a heads up by calling OEM1 first because the Office of Emergency Management and Eddy Fire Services are the same things. Chairman Zuniga advised that if it's a SAR inside Eddy County then we don't have to get NMSP permission to respond. Director Kern asked for the board to give us direction. Chairman Zuniga asked Lieutenant Decker what the ECSO wants. Lieutenant Decker advised he does not see an issue with sending SAR with ECSO. Mike Ristom advised Trans Aero will fly for surveillance for free. Deputy Director Olbert advised there needs to be a call type for lost person rather than just missing person. Deputy Director Olbert requested that REDA go ahead and notify OEM1 to get resources heading out for a rescue. Chief Hope agreed that REDA can go ahead and notify local resources. Ranger Westpfahl asked if our responders do a lost person questioner. Chairman Zuniga advised that he has training and has the resources to conduct the questioners. Director Kern advised moving forward REDA will put out a directive to tone the VFDs at the same time as ECSO is dispatched and notify OEM1. Director Kern advised on the last search and rescue dispatch used Rapid Lite to get GPS for the caller and that is how the search area was determined and the caller was located very close to where Rapid Lite showed her to be at.

- ii. Deputy Director Olbert requested that dispatch ask about suspicious persons if they get fire calls in or around Loving NM
- iii. Loop Tower Generator is in Manual Mode; Deputy Director Olbert requested that REDA continue to have Radio/CAD/RMS Manager Walker call OEM3 if there are any issues.
- f. Pecos Valley Drug Task Force
 - i. None
- g. Loving Police Dept
 - i. None
- h. National Parks Services
 - i. Ranger Westpfahl advised that they are working to improve radio communications in the parks.
- i. New Mexico Mounted Patrol
 - i. Officer Blankenship advised that they are having issues with their radio frequencies. Officer Blankenship advised that OEM3 has had the radios to program and has not been able to program them. Chairman Zuniga and Fire Marshal Harvey both advised they have the cable to get the programming done. Deputy Director Olbert advised he would contact OEM3 and hopefully resolve the issue.

2) Director / Announcements / Reports

- a. REDA Personnel Report
 - i. One resignation of a full-time employee – Lisa Connell
 - 1. REDA still has 5 Full-Time vacancies.
- b. REDA Overview & Statistical Information
 - i. Call Count Comparison by Month – 9.5% increase
 - ii. Paperwork processing numbers are still the same even after giving back NMSP Warrants
- c. REDA IT Report
 - i. August Information Technology Report – CIO Romine advised that fire service should be ready for MDTs; the VPN is set up. Deputy Director Olbert asked about iPad vs Microsoft Surface. CIO Romine advised it's a user preference. Chairman Zuniga advised that the VFDs chose iPads.
 - ii. CIO Romine advised they will be out for Motorola User Conference the first week in October
 - iii. CIO Romine asked Director Kern when the upgrade will be taking place. Director Kern advised the upgrade will take place in January.
- d. REDA Radio Report
 - i. SAT Radios - Radio/CAD/RMS Manager Walker advised that he has been trying to get quotes and AST has still not gotten him a quote.
- e. REDA Training Report
 - i. TC Headrick advised there are four trainees in the OJT phase of training and she has gotten useful feedback from all agencies. The trainees went on APD ride alongs and will be scheduled ECSO and Fire Department ride alongs in the upcoming months.
 - ii. TC Headrick advised three REDA Personnel will attend an International Critical Incident Stress Foundation Class for Critical Incident Stress Management training. That class will be on the 17th -19th of this month.

3) **SOG:** None

4) **Legislative:**

- a. Directors Affiliate is moving forward with seeking recognition for dispatchers being First Responders

5) **Resolutions:** None

6) **Travel:** None

7) **Consent Agenda:** None

8) **Public Comments/ Announcements:** None

9) **Board Member Comments:** None

10) **Set the next Operations Committee meeting date:** Next meeting October 11th, 2019 @ 1400

11) **Adjourn Meeting** – Motion made by Chief Hope / Second made by Deputy Director Olbert – Meeting Adjourned

X 
Chief Roberts
Artesia Police Department

X 
Chief Hope *Fire Marshal Henry*
Artesia Fire Department

X
Lieutenant Decker
Eddy County Sheriff's Department

X 
Deputy Director Olbert
Eddy County Fire Service