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Regional Emergency Dispatch Authority

Operations Committee Meeting Minutes November 08, 2018

Determination of Quorum

- Determination of Quorum – Simple Majority Required
- Approval of November 08, 2018, Operations Committee Agenda
 - More motion to approve Herrera seconds
- Approval of September 13, 2018, Operations Committee Meeting Minutes
 - More Motion to approve Herrera seconds

Agencies:

- **Artesia Police Department**
 - REDA
 - **Bailey – Huffing Statue**
 - Email sent to Chief Roberts. Waiting for a response. We do have a Motorola ticket open for this issue.
 - **Bailey – 30-31-23**
 - Possession of a controlled substance it should be 30-31-33 it is currently listed at 30-31-21. This was sent to Chief Roberts just waiting on a response.
 - **MDT VPN**
 - Gary- We have everyone completed expect for Baca. Running pretty good did have a few issues. Sent to the City IT so they can look at it a fix it. They are on a two-form factor to log in. Found a glitch in the system kicked it over to City IT.
 - **Mobile records issue**
 - About the past two weeks, Gary has opened about 15 new tickets. We had one individual away that we deal with she has been out on vacation. The officer had a case report stuck in activity view. Records does not have control over it. We have a few of them taken care to have to wait for the rest until she gets back.
 - **TraCS**
 - There was an update in TraCs the citation code would either not populate correctly o the charge for the dollar amount would disappear. We got with TraCs and they said that it is an issue with the recent update. We got with City IT and advised them that they would have to reinstall track on some of those. Gear first reported this stated that his system did another update the other day and it was no longer a problem.

- **Opened with Motorola**
 - Motorola ticket# 25844311 - UCR ATTRIBUTE CODES ARE NOT CORRECT IN THE GLOBAL LIST
 - Motorola ticket# 26396497 - a Case report from the future, **APD190002599** – APD Gear
 - Motorola ticket# 26403444 - Statue 30-29-2 requires a drug type - APD Bailey
 - Motorola ticket# 26408515 - APD170001285 Stuck in Sgt. Group - APD Gallagher/Wolf
 - Motorola ticket# 26409447 - Case Reports 187-003 and 187-002 are stuck in active on Gonzales's MDT
- **Closed with Motorola**
 - Case Report APD170001619-001 stuck in current activity view on MDT – APD Gallagher
 - Duplicate CR Number in Case Report APD180002514-001- Letcher APD
- **Artesia Fire Department**
 - **REDA**
 - **Fire Chief Report**
 - The chief report is on hold waiting on Nason to get back to Gary.
 - **Air Methods Email**
 - Bambi: Email from Juaquin says that we are unable to do the closest most appropriate.
 - Travis: what we need to understand if there is a request for a chopper in the Artesia area whatever the closest unit is gets dispatched. The biggest problem is going to be Carlsbad because you have Air methods and Trans Aero. So, I don't know how we could deal with that. Because if it is north of Carlsbad Trans Aero will be closer if it is south of Carlsbad Air methods would be closer. That if someone request on the south end Air methods see if they are available first if they say call chopper call both of them.
 - Bambi: The dispatchers have a hard time getting that one call out so for them to call both of them and determine which one is closest is going to be an issue.
 - My question is from before most appropriate resource
 - That is different too until we get on scene. It is hard to say how we are going to incorporate that.
 - We have done a one call agreement before and it was not working they were not checking the other agencies, I guess we will follow up at the next meeting.
 - Travis: I don't know where or who said that we have to call a higher level of care.
 - We don't call per apparatus ability we give you the information say if it is a cardiac I don't send two busses but two are going to go. Or you are going to get that Also that is going to go somehow with them. We do not pick and choose.
- **Carlsbad Fire Department**
 - **REDA**
 - List of issues provided

- There is an email about conferencing in issues. It has been our practice for as long as I have been here if we get a 911 and it going to require a CFD dispatch and it is going to we conference in the call. This has been problematic, and it seems to get worse. The other dispatchers put us on hold and it beeps over the RP and you cannot here the RP. There is no way for us to get Carlsbad to let go of that line unless we have another dispatcher to call CPD to tell them to release the 911 line because it is beeping. Non-answering of landlines when we are trying to give them information we have even had non-answer on 911 with CPD. So what is happening we have that person on the line and we are trying to give them instructions get people rolling and there is ringing now going on in our ear neither us and the RP are not able to communicate because we are waiting for Carlsbad to pick up the line and there have been times if it rings through and they don't pick it up it just hangs up on both of us. So we have to find a better way of doing this. The issue from what I understand on how this started, was that Carlsbad was not re-toning once we toned so we decide that the solution to that problem was to conference in that call in so that we could make sure that they are aware of it. It is problematic it is an issue for the Reporting party if they get cut off or they are put on hold. We get a lot of blind transfers from Carlsbad so what will happen we will create a circle so Carlsbad will just send us the call and per our protocol, we conference in the call and now we have this whole loop going on. I have sent the issues to CFD I just found out that Blackmon has taken over dispatch for Carlsbad. What I am wanting to bring to the table is maybe revamping our policy or just get rid of it because it does not help how it was meant to.
 - Look at the conference in policy
- **Eddy Country Sheriff's Office**
 - **REDA**
 - **Officers workflow testing**
 - Workflow for detectives so that all those reports stay in that department
 - **Administrative Rights**
 - This has been completed
 - Dawn still has her rights
 - Lynd and Zamarron have been given rights so they can change passwords
 - **MDT testing for Detectives**
 - They have some Surfaces and they meet the requirements. Once we get back from User Conference we will get them set up.
 - MDT testing for SRO
 - **Opened with Motorola**
 - Motorola ticket# 26403739 - DOMESTIC VIOLENCE REPORT
 - We missed a drop-down list and that has been added. One thing that we were trying to do is mandate if it is this charge than the DV report is required. So, it is an option for them to check yes and then the form will appear. If they do not check yes, the form will not appear.
 - Motorola ticket# 26234986 - DETECTIVE WORKFLOW
 - We have the users set up working on the Org Chart.
 - Motorola ticket# 26403739 - Orchard Lane address in Records

- This has been addressing and Dawn Lynd and Zamarron have been made aware
 - Motorola ticket# 26404089 - Arrested information not populating - ECSO Dugas CRT# 2696
 - This is an open ticket with Motorola
 - **Closed with Motorola**
 - Motorola ticket# 26311509 - CRASH REPORT ERRORS
 - Lynd and Zamarron tested it and said that it worked if you have any other issues in the future just let us know.
- **Eddy County Fire Service**
 - **REDA**
 - **MDTs**
 - If you guys have a spare that we can use to set up so that we can make sure everything goes smooth.
 - With MDT you cannot have admin rights so if you need something installed you will have to go to County IT to get that installed. There is a VPN system we use for APD that allows the IT to remote in and fix issues, but you still cannot download anything.
 - Is there anything that it does not like. Like any other software. No. The admin rights is a CJIS requirement state that the end user cannot have admin rights.
 - **Monthly Report for Total Runs**
 - SSRS report for monthly runs. Email requesting that sent from Sunny. We cannot send it out via Gmail however we do have a trusted email with the county. So we can send it to you guys and you can send it out. Just send it to Chris and myself and we can send it out.
 - **ERS clear time same as the dispatched time**
 - Jared Zuniga reported that the cleared time is the same as the dispatch time. I don't know if it is ERS, but I have seen similar issues where the times are wrong even from unit to unit. How off. Like a minute two minutes? Sometimes up to 30 minutes. Gary: I am pretty sure all of that is on the ERS side of the house. You might be having the same problem as before. I did report this to him I have got no feedback from him yet.
 - Friday night a traffic accident 285 Happy Valley Road. A member of HFD watched it happened and asked for launch, the dispatcher waited for CFD to go enroute then asked if they would like a launch. That cannot happen.
 - Does REDA have a policy on launching choppers, are they waiting on someone. We usually err on the side of caution the VFD is not different from paid departments our job is not to choose what you get or don't get. I will look into that I think that one of the other dispatchers that were on duty that night mentioned this and was concerned as well. Skylar is out of town, but I will have her look into this as soon as she gets back.
 - We are looking at the Loop tower UPS being replaced. I have a quote for that. We are also getting quotes for upgrades to the towers.
 - Are you going to do GRTs? We can. It would be nice if the GRT would cover the cost to help the communication cost. I don't know exactly where it will all come from. People are saying that it won't be fully funded by the FD.

- UPS at FLETC RF Shelter. We were told the UPS would be replaced it has been about four years ago. If something goes down there we would lose communication altogether. If you guys are not going to do that let me know if you are please let me know. Every year we talk about it, but we need to get them fixed. I will send you the model numbers.
- **Office of Emergency Management**
- **Pecos Valley Drug Task Force**
- **Loving Police Department**

- **Operations Manager / Announcements / Reports**
 - **October Personnel Report**
 - One pending resignation we have a Judge elect Foster working with us right now. He will not be working on the floor. We are losing him as a dispatcher, he is going to be a new Mag judge
 - We had an outside applicant that applied for Operations just finished her bachelor's in criminal justice. She is starting with us on the 16th pending Physical and Psych.
 - **Ratify Operations Manager Position**
 - **Ratify Training Coordinator Position**
 - 1 front line dispatcher QA/QI coordinator vacancies at this time. We had AFD sent Harvey APD sent Gallegos and Heather and Kirstene our HR set on that board. Their recommendation was for two promotion one would be Ops Skylar Calicoat and the other would be for Training Coordinator Megan Headrick. I did not score myself. I have their score sheets here with me and their reviews. We found out that Headrick had used Gallegos had used as a reference, so we took his scores off too. The ranking is still 1. Skylar Calicoat 2. is Megan Headrick. Per our JPA and policies, we are supposed to have those positions ratified through the Ops Board before I send them official offers.
 - What is the opinion of the Board do you want to look over it or do we trust our graders and go ahead and ask for a motion. All in favor says I, it passes send you letters. And that is for both positions right. Yes
 - More make a motion we accept it. Travis Seconds.
 - **September Authority Overview & Statistical Information**
 - Call Count Comparison by Month October 2018
 - Each month item D is what I bring it is the statistical over and it shows how many calls we receive, what are percentages are compared to last month this time. Last year our calls were 1,600 this year we are right at 2,000. 26% increase for October.
 - What are we seeing as far as types of calls?
 - Vehicle accidents in the county and in town. The wrecks are what seems to be going up for us. These are the calls that come in from 911, not radio traffic or landline calls.
 - We can pull a report to see where most of your calls and types are.
 - If you look on LEO statics, the SO has gone up by almost 1,000.
 - When we get fully staffed you are going to get overwhelmed.

- I have been going to the board for the last three or four months asking for more positions. AFD just got more positions to hire.
 - When we fill up with 17 more positions you are going to be busy.
 - We are going to have to try and break out your radio traffic north and south. I don't want to say north and south because I know we are trying to get rid of the district. If you have someone dedicated to that channel and they are not doing 911 they are not doing fire they are just dedicated to that console. Especially when that peak period is over they will be ok.
 - We are asking for two call takers and a dispatcher or three dispatch position. We are thinking that we can use the call taker during peak times to answer the phones so that the dispatcher is not distracted trying to do that as well. Ans we can pay a call taker less than a dispatcher so that saves us some money. So we have taken them both to them and we will continue to. Are calls are increasing so our response is increasing so everyone needs to increase their staff. Hopefully, we could move our call takers into dispatch. That is what we are looking at when there is a dispatch position open they could apply for that position and would have some experience.
 - Speaking with Dave Ripley from San Juan he said that it is also a good place to demote someone if you need to. So, if someone is really not doing good on radio traffic or is having a lot of attitude it is a place for remedial time for them. That is what we are modeling after.
 - That is one thing that the Executive Board is worried about is you don't want to get too many positions and then get rid of some of them when the calls go down. That would be the call taker positions those would go away first.
 - The problem that we have right now with emergency services we can't afford to be behind because we will have a lot of overtime or not be able to respond in a timely manner. It is just dangerous all around. Then we have an officer waiting for a backup, we cannot afford not to increase staff at this time and I think the trend is going to stay for a little bit.
 - Call Average by Day vs Hour
 - **Wrecker Issues**
 - You cannot get a wrecker from anywhere. We will call and call, and they give different reasons they cannot respond. We have had to call wreckers out of Roswell. We have no control of that.
- **REDA IT Report**
 - Looks like Hope is getting ready to do MDTs as well. ''
- **Personnel Policy and Procedures Manual Review**
- **SOG**
 - Force Out Call Out
 - Trainee Ride-A-Long
 - TRT Activation SOG
 - I make a motion that we pass them all three Moore
 - Second by Eli
 - All pass

- **Legislative**
 - We are going to NMC in December in Santa Fe and starts or legislative session.
- **Training / Travel:**
 - NMC
 - December 4th – 6th
 - Bambi Kern
 - Director's Affiliate / Training Coordinator Training
 - December 11th – 13th
 - Bambi Kern, Skylar Calicoat, Megan Headrick
- **Agreements / Contracts / MOU's**
 - LCCA MOU with REDA
 - The only thing changing on that is DPS is requiring us to particular write-in NCIC protocols. So that is in here.
 - NMSP Warrants
 - Alexis, Skylar, and Megan at TAC training they are in the asking for our NMSP warrants to get evicted back to NMSP.
- **Public Comments / Announcements**
- **Board Member Comments**
 - The radios that stupid call sign designator should be moved to another frequency where it is not transmitted I have guys that will 10-3 the air and they will get in there and the designator will go off. Travis says there is a way that is not supposed to happen we went through the same thing with San Juan. I think we had it set just to do at certain times. Gary says that he will reach out to Motorola to see if there is anything we can do.
- **Set next Operations Committee meeting date:** Regular Schedule would be December 6th
 - Board does not want to have a meeting in December due to everyone's schedule.
- **Adjourn Meeting Motion** by More second by Herrera

X *Chief Roberts #701*

Chief Roberts
Artesia Police Department

X 

Chief Hope
Artesia Fire Department

X

Captain Moore
Eddy County Sheriff's Department

X 

Director Mack
Eddy County Fire Service