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Regional Emergency Dispatch Authority Operations

Committee Meeting Minutes

November 14th, 2019

November 14th, 2019 at 15:00

- Determination of Quorum - Simple Majority Required – Quorum present: Artesia Police Chief Roberts; OEM Communications Manager Chavarria; Eddy County Sheriff Office Lt Decker
- Approval, November 2019 Operations Committee Agenda – Motion made by Lt Decker / Seconded by Supervisor Chavarria – Agenda approved
- Approval of September 2019 Operations Committee Meeting Minutes - Motion made by Lt Decker / Seconded by Supervisor Chavarria – Minutes approved

Attendance:

- REDA Director Kern
- Artesia Police Chief Roberts
- Eddy County Manager Davis
- Eddy County Sheriff Office Lieutenant Decker
- OEM Radio Communications Supervisor Chavarria
- Eddy County Fire Board Chairman Zuniga
- New Mexico Mounted Patrol Officer Blankenship
- New Mexico Mounted Patrol Officer Chavarria
- REDA Training Coordinator Headrick
- REDA CIO Romine

Agenda

1. Director / Announcements / Reports

- a. October Personnel Report
 - i. Director Kern advised REDA is in the process of a hiring phase. REDA has 7 open positions. REDA has only posted for 4 new hires due to having only 4 CTOs who can train new hires. REDA will fill positions as qualified applicants come in. REDA may need to do another hiring phase soon to fill open positions. Chief Roberts asked what Director Kern contributes the rate of attrition to. Director Kern advised the rate of attrition has been consistent for the last 6 years. The turn over rate is due to the stress of the job or trainees washing out during training. Director Kern advised that only one employee has gone to Carlsbad Dispatch, however, the pay rate is higher at Carlsbad.
- b. October Overview & Statistical Information
 - i. Call Count Comparison by Month
 1. Calls and paperwork numbers are still consistent, and REDA has not seen a large drop in calls or paperwork. Statistics are still increasing.
- c. Operational Directives – These are directives that do not affect another department. These go out to all REDA Dispatchers and are signed in PowerDMS. This allows all Operational Directives to be updated and reviewed regularly. It also allows new hires to have access to existing directives that previously were stored in historical emails.

- i. APD Shot Detection
 - 1. No changes requested
- ii. Record of Call
 - 1. No changes requested
- iii. FIRE/EMS Texas Response
 - 1. No changes requested
- iv. Unit Check
 - 1. Chairman Zuniga asked if Fire/EMS units can extend their status times if they know they will be unable to answer the radio at times. Director Kern advised yes, they need only let dispatch know to extend the time to the desired length of time.
 - 2. Director Kern pointed out the procedure for unit checks and advised that she did send this out to Ops Comm she had not gotten any requests to change that procedure so far. Director Kern advised this is a process that has been practiced with law enforcement agencies and the purpose of the unit checks is to better facilitate Responder Safety due to increased threats and crimes against First Responders. Chairman Zuniga advised there would be a learning curve until field units get used to the unit checks. County Manager Davis asked how the agencies plan to mitigate that learning curve. Chief Roberts advised that the Fire units are going to have to learn to take their radios with them when they get out of the vehicles. Chairman Zuniga advised they also do not have handheld radios for all volunteers and most VFDs have a mobile unit mounted in the truck and that is all they have. Chairman Zuniga advised that it will be an equipment and a training thing to get everyone on the same page. Director Kern recommended making sure all the VFD Chiefs are aware and requested a list of personnel with phone numbers for the VFDs so dispatch can make contact when conducting unit checks. Chairman Zuniga advised that Eddy Fire Services should have lists they could provide REDA because ECFS requests updates from the VFD Chiefs about once a month for personnel. County Manager Davis recommended it would need to go to the VFD Chiefs because LEO does not have the resources to respond to every Fire/EMS call if a unit does not answer a unit check. Chairman Zuniga agreed LEO does not have the manpower to respond every time and suggested REDA tone a neighboring district to check on field units. Chairman Zuniga added that the fact that Fire/EMS operated off tach channels once they get on scene, they may not hear dispatch checking on them. Chairman Zuniga mentioned that the districts will need to work on using NIMS and whoever is Incident Command will need to monitor Fire Dispatch to listen for REDA. Director Kern agreed and added REDA does not unit check each person on scene, REDA unit checks IC. County Manager Davis recommended that the responsibility of going and checking on units in the field may need to fall on Eddy County Fire Services. Chief Roberts mentioned that if LEO is already on scene and advises that all units are okay then REDA can extend Fire/EMS and LEO on that acknowledgment. Director Kern agreed. Chairman Zuniga stated 99% of the time fire units don't have a phone on them either. Director Kern expressed concern about sending unarmed volunteers to check on responders that may not be answering unit checks due to some crime having taken place. Chairman Zuniga advised for the time being if Fire/EMS units are not answering unit checks and LEO is close by and available ask them to respond to check on everyone. If LEO is not available just tone a neighboring district to respond to check on everyone. Director Kern advised that there have been incidents in the past where EMS crews were fighting with a disorderly patient and were not able to radio for help. REDA sent LEO and found out that the EMS crew had in fact needed help. County Manager Davis advised that dispatch would more than likely have to use their instincts to gauge the need for an emergent response by LEO or not based on call type and a situation's potential to escalate. T.C. Headrick agreed with County Manager Davis about requesting ECFS respond to check on field units.
- v. Plain Language
 - 1. Director Kern advised it was discussed about a year ago REDA moving to plain language to align with NIMS and ICS. Moving forward now, for overall interoperability REDA dispatchers will be directed to start moving toward plain language and move away from codes of any kind to ensure understanding in communications and to meet national standards. Director Kern advised that even Carlsbad does not use the same 10-codes or

codes as Eddy County. REDA Dispatchers will still be required to understand and train on commonly used 10-codes however will not respond with any codes.

2. Operations Committee Meeting Decisions & Recommendations

a. Artesia Police Department

i. Shot Detection

1. CIO Romine advised that we are on hold with moving forward until the Upgrade for compatibility reasons. He is communicating with Motorola and is waiting for a response from them. The upgrade will start in January and is projected to take 4 months, but REDA is planning on 6 months to be safe.
2. One of the most recent shot detections went to the SROs and did not hit 9-1-1 for approximately 20 seconds. By then 2 SROs had advised they were heading to Park Jr High. Chief Roberts advised this was around the normal time that SROs would have been reporting for duty and there was no way for dispatch to know that they had received an activation until the 9-1-1 call came in. Chief Roberts directed his units to, from now on, announce that response on the radio and not to rely on the system alone to notify all parties involved.
3. Once the upgrade is complete the UCR and NIBRS validations can be completed. The FBI requires 3 months of use without issues to be approved. Chief Roberts is working on a conversion system for the State so agencies can be compliant. Chief Roberts advised that UCR has been off and it has affected reporting of crimes for our area due to the codes and categories in the system that are currently being used.

b. Artesia Fire Department

- i. REDA Toning SOG – Tabled
- ii. Mayday SOG – Tabled

c. Carlsbad Fire Department

- i. Proposed Carlsbad 9-1-1 Call Flow – Director Kern advised that she let Chief Lopez know that we need to vote on this and has discussed this with Commander Prell as well. CFD/CPD was not able to attend today. Director Kern advised that CFD Chief Lopez has agreed to this call flow but REDA needs CPD Dispatch to respond in agreement. Chief Roberts asked how long this has been pending. Director Kern advised roughly 6 months this call flow has been pending. Chief Roberts advised that he take this call flow CPD Chief and see if he can assist with helping REDA get a resolution on this call flow. – Tabled

d. Eddy County Sheriff Office

i. Queries LEADs

1. Captain Moore sent Director Kern the authorization needed to get CJIS compliance taken care of for the ECSO. That has been sent to Tim Struck with the State. As soon as REDA has the links from the State, REDA will be the parent ORI for ECSO. Chief Roberts advised he would like REDA to be the parent ORI for APD as well. Director Kern stated she would need it in writing and would forward that to Tim Struck the same as REDA has done for the ECSO. NMMP Officer Blankenship advised they would like to more than likely request the same. Lt Decker inquired about the difference in LEADs vs CAD Query. Director Kern advises that CIO Romine can start researching the technical side of the difference and report back to her, then Director Kern can provide that information to Lt Decker. Director Kern also stated that CIO Romine will get with county IT and make sure they are aware of the requirements for the ECSO side for the MDTs.
2. Lt Decker advised that Ken with county IT had a meeting with CIO Romine and there was an issue with GPS. CIO Romine advised they looked at one of the units for the ECSO and Ken went back and spoke with the manufacturer. CIO Romine stated City IT is having the same issue with the GPS.

- e. Eddy County Fire Service
 - i. SARs Activation
 - 1. Supervisor Chavarria confirmed the SAR directive agreed upon in the last meeting was still the directive being used. Director Kern advised is was and asked if there was any follow up for REDA from ECFS.
 - ii. Call at MM 110 on U.S. 285
 - 1. Chairman Zuniga and Supervisor Chavarria inquired about a call where several agencies were toned for an incident a few days prior. T.C. Headrick advised she would QA the call and find out what happened. T.C. Headrick requested that those inquiries come directly to her when the incident occurs so that a timely quality assurance check can be done.
 - iii. Supervisor Chavarria advised that he has been designated as the ECFS representative for Ops Comm and Executive Board meetings.
- f. Eddy County Fire Board
 - i. Chairman Zuniga inquired as to whether Fire Board would fall under ECFS or if it should have its own spot on the agenda. Director Kern advised that per the JPA it states a representative of the VFDs so Fire Board can be added as a separate line item. Chairman Zuniga advised there was a request from the volunteers that came directly to him. Director Kern asked him to please go ahead and discuss it and Fire Board would be added to the agenda.
 - ii. Chairman Zuniga requested that Dispatch give directions to scene rather than giving just GPS coordinates. Chairman Zuniga advised that when they are responding to a call there are times when dispatch will offer GPS coordinates while units are trying to drive, and they do not all have GPS equipment in the vehicles. Director Kern recommended the units ask dispatch for the nearest intersection. Chairman Zuniga advised that there was one dispatcher that gave directions as in, turn left here, and turn right there, and that was helpful. Director Kern asked if a directive stating GPS coordinates are not for in route units but rather on scene units would help.
 - iii. Chairman Zuniga stated a CVE dispatcher reported to a VFD Firefighter that when there is a fire in the county the REDA dispatchers will only give GPS coordinates no matter what, rather than giving an address when one is available. T.C. Headrick and Director Kern advised they would look into the overuse of GPS and address it internally.
- g. Pecos Valley Drug Task Force - None
- h. Loving Police Department
 - i. Director Kern advised that LPD now has 2 new Officers added to CAD as of 11/8/2019
- i. NPS
 - i. Director Kern advised she has been in communications with NPS and they are still working on their radios. They lost all communications and the ECSO on their base station, but they are working on it.
- j. NMMP
 - i. Officer Blankenship advised they are still exploring the possibility of putting MDTs in their units. NMMP Command Staff has been working with Director Kern to get this project started and discuss the possibilities.

3. REDA IT Report

- a. CIO Romine advises REDA is working on getting a quote on the infrastructure portion of the upgrade. The cable has been ordered and the re-cabling will take place once the cable comes in so that REDA is staged and ready for the infrastructure upgrade. The new cabling will be labeled and color-coded so technicians will know what system they are working on and this project will clear out unused cabling that was left behind from previous work.

- b. CIO Romine asked Chairman Zuniga is his MDT was having timeout or sleep issues. Chairman Zuniga advised that the MDT just does not shut off now.
- c. CIO Romine advised he has the equipment for AFD for their monitoring system. This system will show AFD status of calls in the area. It will show them controlled burns and current weather. The system will also show them when they have a call up. CIO Romine advised that something similar can be built for ECFS. Chief Roberts stated APD may be interested in this system because it would be nice for Chief and the Patrol Commander to be able to see call statuses.

4. **REDA Radio Report**

a. 700mhz State MCore

- i. Supervisor Chavarria stated the State set up the mobile test tower at REDA yesterday. Several handheld radios were handed out. The State designated a "talk around" channel for test purposes and tided it into REDA so field units and REDA could hear what it will sound like and experience how it would perform. The test tower will be at REDA until Saturday. Supervisor Chavarria advised he was headed to the office in Carlsbad yesterday and he lost connection with the tower at Fairgrounds Rd. Chairman Zuniga stated the test tower will be in Carlsbad on the State tower on December 16th, for 3 days, for more area testing. Chairman Zuniga advised that this may be a more realistic test than the 10-foot test tower. County Manager Davis stated to Supervisor Chavarria that the issues that APD is having still needs to be reconciled. Chief Roberts advised that as far as coverage there was no change. County Manager Davis stated one of the advantages of the digital system eliminated those coverage spots. Chairman Zuniga stated that Motorola is working on putting together new maps to show the actual coverage changes. County Manager Davis stated that the solution didn't work from REDA to the PSC with line of sight. Supervisor Chavarria stated that FLETC has the dorms in between the PSC and REDA and that 700-MHz penetrates buildings pretty well. Chairman Zuniga asked if FLETC can do some in-building testing. County Manager Davis stated, however, it can be done the loop needed to be closed because what was anticipated for this test was supposed to be more. Chairman Zuniga stated you cannot test a full system based on a single temporary system. County Manager Davis stated he did not disagree however that is how the test was presented so somewhere we need to close the gap, find out why it seems to have failed and work out the issues. CIO Romine advised that the things he noticed yesterday and would like everyone to be aware of is that the way the tower works is the portable communicates with the tower on a 700 MHz digital spread system then used a wireless modem to all the way to the MCore and comes back on the wireless VPN to the tower and gets sent out to a Harris radio system, not Motorola, on our Analog system. The roger beep is locking the channel at the MCore at the State, not the tower and there is a 3-second delay. There were some concerns raised about officer safety considering the key up delay was causing front clipping on both sides. County Manager Davis stated we should identify those nuances so that the testers can do as good a job as they can. County Manager Davis stated we need a system that works, and we think this system can work however we keep poking holes in it. County Manager Davis stated we must make it more robust so it will be reliable. County Manager Davis stated if these are not the appropriate tests then let's not do them. County Manager Davis stated if these are considered to be the appropriate tests and they don't work then that is understandable. We should ask what else do we need to do. Chief Roberts stated they have gone way out there to try to fix the APD issues. The issue is the noise floor. Chief Roberts had hoped that digital would be heard through the noise floor. Chief Roberts stated their understanding is that to fix the radio issues that APD has they would need to put in 3 towers in Artesia. Chief Roberts stated APD simply cannot buy 3 towers. Chairman Zuniga stated that Chief Roberts may want to talk to the State because his understanding is that they are going to utilize other towers in the area and lease tower space. Chief Roberts advised they have looked at adding antennas to the existing towers but there must be a certain amount of space between the radio antenna and everything else. Most of the tower owners won't give the space needed for it to be beneficial. CIO Romine stated he has reviewed the proposal and has 3 pages of questions that he would like to present up the chain of command. CIO Romine advised that he had not yet advised Director Kern of an issue that arose yesterday when he took the radios to FLETC and discussed with them the current county radio talks, FLETC advised CIO Romine that if the solution is connecting to the State MCore then REDA will be disconnected from FLETC. REDA partners with FLETC and their dispatch. REDA connects to a tac channel that gets used by APD & AFD. Chief Roberts stated he remembers that being one of the reasons REDA is on FLETC. FLETC is upgrading their radios as well. CIO Romine stated that the way he reads the proposal is that the County will no longer be the FCC user for our channels as they are

now. Director Kern requested that CIO Romine prepare his list of questions for all the agencies to review. Chairman Zuniga advised that the next radio solution meeting needs to be soon so that all agencies can review and discuss these questions. Chairman Zuniga stated that Supervisor Chavarria or Director Mack needs to set that meeting up soon so we can move forward with a solution. CIO Romine advised there a few different maps he would like to compare. County Manager Davis stated that the proposal from Motorola has nothing to do with the State. There will need to be 2 separate proposals; one between The State, REDA and all service agencies that REDA partners with and the Motorola proposal updated with new maps etc.

5. **Training Department Report**

- a. T.C. Headrick stated there are 3 trainees in the Shadow Phase. Projected release from training, pending State Academy, will be soon.
- b. CTO Internal Posting open until November 22nd - Tentative CTO Class mid-December
- c. NARCAN Protocol – T.C. Headrick advised that REDA does not have an EMD Card for NARCAN administration. Ops Board recommended T.C. Headrick consults with AFD Fire Marshal Harvey. – Tabled

6. **SOG**

- a. READ Toning – Tabled
- b. Mayday – Tabled
- c. Carlsbad Call Flow – Tabled

7. **Agreements / Contracts/ Expenditures/ MOUs:**

- a. Gama Towing – Added for South district and only, as needed, for the North district.

8. **Legislative:** The Department of Finance and Administration (NM DFA) is close to hiring two Program Managers to assist Stephen Weinkauf, NM911 Bureau Chief. Interviews are completed, offers have been made, and fingers are crossed for startups within the coming weeks.

9. **Resolutions:** None

10. **Travel / Training:** None

11. **Consent Agenda:** [All items listed below have been distributed to the REDA Executive Board, in advance of this meeting and are routine and non-controversial in nature, they will be enacted by a single motion. Any Board Member may remove an item from this Consent Agenda, if a separate discussion is desired]: None

12. **Public Comments / Announcements:** None

13. **Board Member Comments:** None

14. **Set the next Operations Committee meeting date:**

- a. December 12th, 2019 @ 09:00 – All agreed

15. **Adjourn Meeting** - Motion made by Lt Decker / Seconded by Supervisor Chavarria – Meeting Adjourned

X 

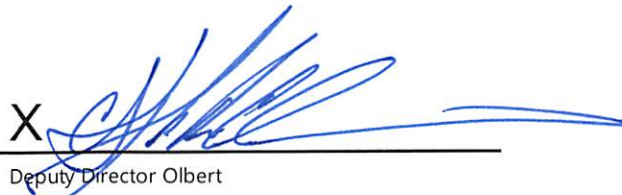
Chief Roberts
Artesia Police Department

X 

Chief Hope
Artesia Fire Department

X 

Lieutenant Decker
Eddy County Sheriff's Department

X 

Deputy Director Olbert
Eddy County Fire Service