

Metro-Dispatch Board Minutes

DATE: July 10, 2019

BOARD MEMBERS PRESENT: Chairman Tony Tanner (McKinley), Chief Boyd-Gallup Police Dept. (City), Captain Mariano (MCSO), and City of Gallup Fire Chief Hoffman, Lt. Armstrong NM State Police

BOARD MEMBERS ABSENT: None

MCMDA STAFF/GUESTS PRESENT: Georgene Dimas (Director Metro), Patrick Woods (AOM-Metro), Darby Mazon (Exec. Admin Asst.), Sarah Rodriguez (TC), Brian Money (Deputy County Mgr.), Deziree Gomez (HR Director)

	MEETING CALLED TO ORDER	
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- Meeting called to Order at 9:02 AM

Roll Call: Chairman Tanner, Capt., Mariano, Chief Boyd, Fire Chief Hoffman and Lt. Armstrong

ACTION	APPROVAL OF MINUTES	APPROVAL OF AGENDA
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Motion: Approve Minutes /Agenda Minutes from April 17, 2019

Moved: Capt. Mariano

Seconded: Lt. Armstrong

All in Favor: Yes

	DIRECTOR'S REPORT	DIRECTOR DIMAS
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A. Community Outreach Efforts/Regular Meetings :

- Crime Stoppers Board-AOM Woods
- LEPC-(Local Emergency Planning Committee) July 18, School Safety Sub-Committee June 20.
- Communication Workgroup – May 6, 2019, Next meeting TBD
- QA (Quality Assessment)/ RETAC (Regional Trauma Advisory Council) July 23, 2019
- NM Emergency Communications Accreditation Council

COMMENTS/QUESTIONS: none

B. Equipment:

1. Comms Project Update- Siimulcast project- we are finished and system is up and running. We are now on a microwave system and do have a back-up site at the Northside. Site Monitoring system will allow Metro to have a screen to notify us of any failures.
2. NWS CAD Upgrade (MSP 10.2 to Enterprise) Update-
 - County Fire adding mobile CAD this FY-IP
 - Cibola County entertaining hosted solution from MCMDA-TBD
3. 911 Fund FY19 Budget Amendment
 - FY20 Mckinley/Zuni Budget
 - Power DMS-Software 10/8. Policy and Re-Accreditation

COMMENTS/QUESTIONS: Tanner- Capital infrastructure as well as your reoccurring cost is funded by the state at that point? G. Dimas- That's correct.

Mariano- In your budget you have a generator, but you said we don't need a generator, so does that mean you're not getting it and you're not drawing down on that? G. Dimas- That's correct, it goes thru a process when you request a generator and ours is in really good shape. We run a test on it once a week and this year we are pulling in a company to service all generators in McKinley County including ours and McKinley Fire is paying for it. They would let us know of any indication of that needing to be replaced. We are in really good shape right now don't see any issues. We keep it very maintain.

Mariano-So DFA says you can get up to 1.4 Million if you don't pull down on that \$90K does it just go away or can you use it for something else?

G. Dimas- No, so every year the state budget process for this fund is much like ours. I work with DFA usually the program manager to say what PSAPS are due for that 5-7 year upgrade. Generators are not on that schedule. You have to actually apply, DFA creates a budget. We do not have a cap of who gets what. They do all of that on their budget process on that end. So I would make that request and then that would go thru their budget committee. Then they either approve or disapprove your request. So this amount will be much lower next year because Metro and Zuni will not have an upgrade need for 5 years. Metro gets approximately as an estimate ball park for equipment upgrades every 5-7 years \$ 800,000 so I try to keep my requests within that amount.

C. Trainings/Meetings:

- June 18-20 98 MCMDA, GPD, MCSO, County Fire, Corrections, City and County IT (Enterprise CAD team). July 23-25. Aug. 27-29. Go Live Nov. 12, 2019.
- July 30-Aug.1, National Amber Alert in Indian Country, TAC Begay, AOM Woods, Dir. Dimas, Isleta NM
- August 19-21, EMD Deandra Kee, Brianna Guillen, Jaime Washington, Rio Rancho NM
- September 9-24 PST Academy, Deandra Kee
- September 18-19, SW Woman in LE, Shanel Tsosie, Farmington NM

COMMENTS/QUESTIONS: Mariano- In reference to the Amber Alert – The Sherriff's Office is still doing its same protocol which is we know they aren't going to, so if they ask us we do we just don't investigate it. So we are still doing all their NCIC entries as long as they are approaching us with it. There is no communication between us and Navajo Police with that. It's just if the victim comes to us we enter it.

- D. **Personnel Statistics:** Total 27- FTE positions – 23 filled/2 frozen/ 2 vacant. Interviews July 11, 2019.

COMMENTS/QUESTIONS: none

- E. **Calls for Service Statistics:** quarterly by Dept. were attached.

COMMENTS/QUESTIONS: none

F. 911 Affiliate :

SB472-911 Advisory Board/DFA to DoIT. Pocket Veto by Governor Lujan Grisham

- 911 Fund to remain at DFA, MOU with DoIT has been terminated
- NG911 for State of NM-1.6 Million Federal Grant Application discussion
- NG911 Systems and Related Hardware/Software and Service RFP retracted, to be reissued.
- FY20 911 Affiliate Treasurer

COMMENTS/QUESTIONS: none

G. Facilities:

- New Roof Quote to be obtained.
- Server Room A/C was replaced June 2019.

COMMENTS/QUESTIONS: none

H. **Metro I.T/ GIS Report (Systems MD):**

- Two new dispatch printers have been installed and configured.
- Updates to firmware have been made to both firewall and newly acquired switch
- In addition much of our focus has been on the Tyler project: Last quarter our main focus has been getting the Tyler New World system set up and ready for production. Tyler required a domain to be in place before their servers and software was configured. Once servers were configured, the training room was prepped for build week and training. All new world software was installed on the in-place projector PC in the training room, as requested.

Metro GIS:

- Regular CAD addressing update was postponed for Enterprise CAD build activity.
- PowerMap addressing update has been delayed until Motorola CallWorks succeeds it.
- Submission of GIS addressing data to the state for quarterly review was performed on schedule June 13.
- Rugged Android tablet acquired for GIS for fieldwork

COMMENTS/QUESTIONS: NONE

I. **Current Performance Budget Report:**

- Cash carry over Tyler (Enterprise CAD) \$111,486.60
- CES for Systems MD (Enterprise Support) \$13,500 + \$1063.13

COMMENTS/QUESTIONS: NONE

J. **Other discussion:**

- **GPD & MCSO both using 10/200 Codes :**

Chief Boyd: We have no issues adopting the County's 10-codes we want it uniform and consistent and easier for your dispatchers as well as our officers and communicating with other agencies. As far as a progress report, we are comparing our old 10-0 code with our new 10-code. I don't see that we have many major differences so it should be an easy transition. As soon as we get that ironed out and the new trial and approval process for the PD and we will go to the SO 10-code. Hopefully we will have that within the next 30-days completed. I will let you know when we go live with it. It's not an issue, other than that it's just a directive to go to plain text if we have a critical incident. It's using common sense.

G. Dimas - Absolutely, and Chief our SOP is written that way of course. That is exactly what would occur.

Mariano- We appreciate that. Thank you!

Chief Boyd- I don't think we have any major differences. Does anything come to mind? Like your dispatchers using two different 10-codes for the same....

AOM Woods- Just c-4 in place of 10-4 and c4 being a ride.

Chief Boyd- That was a major issue, we will go back to the old 10-code.

G. Dimas- Thank you so much.

Mariano- When we get that ironed out we will re-push that out to our guys, because we have a couple of our guys that came from NPD that are using the C4 wrong and that's on us. We will fix that we will make sure that's being used correctly so that the dispatchers in the know of what's actually happening versus what they are using when they jump

from one channel to another channel. Also in our next CAD build, we need to discuss that because I know we split the call so it has the plain text and the code. So if we are going back to codes, maybe we need to go back and redo those.

G. Dimas- We already fixed it we did the code and the name.

Mariano- Do we need that?

G. Dimas- It couldn't hurt.

AOM Woods-It's already built out. All of the calls for example, c4 we didn't put it as c4 we put it as a ok or a ride

S. Rodriguez- We put it as a transport

Mariano- Description first and then the code

S. Rodriguez- We put the Code first and then the description.

Mariano- So we can just shrink the box and use the code?

S. Rogriguez- Yes

G. Dimas- Thank you so much.

- **City of Gallup Utilities Dispatch placing FTE in Metro:**

G. Dimas- Chief Babcock who is the interim director for the utilities department approached me. Also I would like to introduce Chuck Norris the line super intendant with the city who was also in this meeting. They came over and wanted to talk about the hours of operation for utility dispatch. As a discussion that they would like to keep their utility dispatch in operation from 0700 to 2300 hours, but they didn't have a secured building for the utility dispatcher to be located when the electric office closed. That that dispatcher would be in there by themselves and it wasn't a safe environment and wanted to know if Metro Dispatch would take those calls. My answer was no. We have enough it's too much, however I found it would be beneficial to us if we had that utility dispatcher located in Metro Dispatch, because that would relieve the calls that we do take after hours. They can be taken, we can have direct communication. I said let's put that out there on the table. I will take it to Metro Board and see what that consists of. I currently have 10 stations out there and we're going to have 12 full stations. Those are rarely 100 percent manned. The last time they were was the mass casualty, the one we had last August with the semi and the Greyhound. I can only recall in the last 5 years 2 events where I have been full. That's also inclusive in this MOU that's attached, if that should occur - Utility Dispatch is up and out until we are done with that event. However, I find that it would be beneficial to have them in there with us. I will read it or you can read it, but what we have determined is that Utility Dispatcher would still remain an employee of the City of Gallup. Any and all equipment including radio and telephone would be paid for by the City of Gallup, we have the right to terminate this agreement with a 30-day notice. They will have to abide by our security clearance and they will be carrying out various duties following Metro Policy, so far as clearances no sharing of information and all that is addressed in appendix A which is in the McKinley County Metro Dispatch Authority / City of Gallup Utility Dispatch agreement and Code of Conduct. So that is the most important to me and kind of sums up what the MOU says.

Lt. Armstrong: Does the City Dispatchers go through any former training like the Metro Dispatchers do or are they just thrown in and uh...

Norus- My understanding that they are trained on the job. They don't go through any extensive training like your guys do.

Lt. Armstrong: It's just my concern about the pertinent information being uh, it's hard when you hear something confidential not to go and talk to your friends about it. That is my only concern. With this MOU it looks like you have it covered.

Tanner: Is there a way that Metro can have a shortened training for the individuals on

the aspect of privacy and what goes on over there. I don't think they need the full on training like the dispatch officers do, but like a real awareness presentation of what it is and what it isn't. A lot of people that find themselves in that situation they are unaware of how critical it is not to share that information. Maybe have a short training aspect when they are brought in.

G. Dimas- My intent is to have an orientation with them, probably myself and the training coordinator. This is just is an in progress and informal to see where the board is at with this. The most important thing is that they have to take the National Crime Information Center Security Awareness screening test but also with that they will be oriented into our policy and procedure primarily 100,200 and 300 which is employee responsibilities. Not that they will be bound by that but that they are aware of what our structure is and what our guidelines are. Once that orientation is done I think the agreement they sign for conduct will make more sense to them. I will personally have an orientation with them and their supervisor which will be you Chuck is that correct?

C. Norris: Yes that will be me

G. Dimas: We will have that orientation together.

Tanner: I think it's a great idea. We are a small community whenever we can pull our resources and have something available like this between the County and the City I think it makes perfect sense, rather than the City having to go out and spend money where it doesn't need too when a facility already exists. On the other side of the coin I think it's fantastic that everyone understands that this facility has more responsibility than the previous facility and everyone just gains a working understanding and works together towards that. I think it's a win, win.

G. Dimas- I was sure to have the termination clause because we don't know what we don't know. We are going to put the effort forth to see how it goes and how it works, if this board so approves. I also would like to mention at this time I did the best I could to draft a MOU with our concerns. This was sent to the County Attorney for legal review in whatever capacity that he sees fit, for our protection and theirs. With the County attorneys edits it was forwarded to Chief Babcock who took it to City Attorney Hayes and he has put his seal of approval so, basically it's up to the board to say yes and I can move this to the City Manager and put the wheel in process unless there is objections.

Tanner: Have you had a chance to look at the agreement here Chuck?

Norus: Yes I have read the MOU and I am in support of this and I see it working really well actually.

Tanner: I do want to commend the Gallup Police I know the 10-codes have been a discussion I can't even think of how long, years. I think that's great there was a lot of head butting with previous individuals. It makes life easier on dispatch which direction we are going whats coming in . Situation hits and I think it's going to be really good.

G. Dimas- It takes a lot less air time and the air time is precious.

Boyd: Termination clause is that an action item for the board?

G. Dimas- Both attorney's have agreed that this agreement if you so wish can just be signed by the chairman. No official action needs to be taken because I also talk about the JPA because we are a City/ County entity. That is a good question and I would be happy to bring it up. It is my understanding with discussion with County Attorney Doug Decker that I could terminate the agreement. When I say I, I mean this board. I would come to the board and say I want it terminated. I would make the request that it would be terminated, if for any reason.

Tanner: If it's up to the board I am looking for input from the board. It's not going to be my decision it will be a board decision. If anyone has any concerns or anything. I am at the pleasure of the board. So what does the board think?

Lt. Armstrong: I think it's a great idea too. Like you said combining resources and as long as they abide by the confidentiality and terms of the MOU and the knowledge that they can be terminated for violating it. I don't see a problem.

Tanner: They are a city employee and the city will deal with that situation from there. They don't have the capacity to do the job at Metro as laid out.

G. Dimas- I speak of termination of the MOU. Should things not work out. If we have a problem with Utility Dispatch and it doesn't get handled. We turn it over to the City Human Resource Dept. would handle it. If they did not then I would come to the board and say I want to terminate the agreement. I am talking about the termination of the MOU.

Mariano- Is there going to be a secondary background check on these individuals? Are these individuals already employed? They are just going to be moving over to your center?

G. Dimas- yes, before we move them they have to do an initial background check, a III and will be fingerprinted. Our TAC does those every six months. They will abide by the same security checks that we are. They are ran every six months.

Mariano- what is the rule if they can or cannot be in your center? What is the threshold?

G. Dimas- I have addressed that in the MOU, it's actually CJIS rule. I made reference to the CJIS rule, it defines absolutely no felonies are allowed.

Mariano- So if someone was popped for shoplifting and convicted of being a thief you wouldn't allow them in your place with 4,000 warrants and access to..

G. Dimas- Not them or any dispatcher or anybody else.

Tanner: Not an action item at this point just for discussion and to see if we have any negativities, which I am not hearing so...

G. Dimas- If you would like me to take it back to the attorney's or whatever, but I do have an original document. If you so wish it can be signed and I can move it to the city and have both attorney's respond to that as well to acknowledge that it is going through the process. So it would be Metro board chair through the discussion today if signed I would take the signed document and submit it to the city Marianne Yustick city Manager for signatures. Then myself or manager Woods and Chief Babcock or Chuck would put this in motion.

Boyd: For the record I think it's a great idea

Tanner: For the record this is not an action item this is just a discussion.

	ACTION ITEMS	
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None		
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	Announcements	
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- Next Metro Board Meeting, Wednesday October 9, 2019 9:00 a.m.

Motion to adjourn:

Moved: Mariano

Second: Lt. Armstrong

All in Favor

Meeting Adjourned: 10:06 am

