

Metro-Dispatch Board Minutes

DATE: January 12, 2022

BOARD MEMBERS PRESENT: Undersheriff Maiorano (McKinley), Chief Boyd-Gallup Police Dept. (City), City of Gallup Fire Chief Morales, Capt. Velasquez NMSP, Chairman Tony Tanner

BOARD MEMBERS ABSENT: None

MCMDA STAFF/GUESTS PRESENT: Georgene Dimas (Director Metro), Sarah Rodriguez (Training Coordinator), Darby Mazon (Exec. Admin. Asst.), Adam Berry (OEM), Brian Money(DCM).

MEETING CALLED TO ORDER

Meeting called to Order at 9:07 AM

Roll Call: Chief Boyd-Gallup Police Dept, Undersheriff Maiorano, City of Gallup Fire Chief Morales, Capt. Velasquez NMSP and Chairman Tony Tanner

ACTION

APPROVAL OF MINUTES

APPROVAL OF AGENDA

Motion: Approve Minutes / Approval Agenda

Moved: Undersheriff Maiorano -Make motion to approve with one correction change date from April 14, 2021, to October 12, 2021 on minutes.

Seconded: Chief Boyd

All in Favor: Yes

Motion: Election of Board Chairman

Undersheriff Maiorano- I nominate Tony Tanner
All Board Members unanimously nominate Tony Tanner

All in Favor: Yes

DIRECTOR'S REPORT
Director Dimas

A. Community Outreach Efforts/Regular Meetings :

- LEPC- (Local Emergency Planning Committee)
- Communication Workgroup – Held Qtrly.
- QA (Quality Assessment)/ RETAC (Regional Trauma Advisory Council) -Held every other month.
- NM Emergency communications Accreditation Council-
- McKinley County Generator Management- Most of them are tower sites that have new generators that need to be maintained regularly.

COMMENTS/QUESTIONS: none

B. Equipment:

- New Internet provider in progress. Redundant & going from 20 MB to 100 MB allowing the ability to finish projects:
 - New Remote Solutions for LE
 - Cradle Points at North Site Back-up
 - UNM MDT connection to Mobile CAD
 -

COMMENTS/QUESTIONS:

Chairman Tanner: Has Sacred Wind shared what their redundancy back up is ?

Georgene: They have but I don't have it here. They are fully redundant. It will be available to other than to Public Safety?

Director Dimas: Businesses will have to choose them as a provider. They are not yet available everywhere, yet. City Hall is currently on. GPD is not. All County offices will be covered.

- Simulcast Expansion is in progress. That means GPD and GF going to be on our Simulcast system at Gibson and our North Site. We will have new frequencies. Two for GPD and 1 frequency for GF.

COMMENTS/QUESTIONS:

Chief Boyd: Going out west we will just maintain channel 1 and 16 as our alternative.

Georgene: Right, you will be able to keep your old frequencies. We just won't carry them here at Metro. So, you could use them for tactical or training or even shut them off.

GF Chief Morales: Just one frequency for GF was mentioned but what is the possibility of getting two ?

Georgene: Currently we have the one and I think for a back up what we would use is OEM or flip you to County Fire 2. It is very expensive, and frequencies are very hard to get. There is also not a lot of air space. We wanted to give you what you already had.

- Electronic Warrants being headed by NMSP Dispatch Director w/AOC

COMMENTS/QUESTIONS:

Under Sheriff Maiorano- We have this issue with our civil department is taking that electronic warrant and taking it back to District Court and asking them to stamp it. That email is going to 4-5 different people, so anyone can print off a copy of that warrant and re-serve the guy walking out of the jail with the same warrant because there is no original. So, we made an agreement with District Court that we will print one out and let them stamp it. That way if they stamp 3-4 of them it falls back on them.

NMSP Velasquez: The only difference with us we are eliminating emailing warrants from dispatch to the officers. They are uploading it into one of the drives and the officer is the only one that has access and that one is the original.

Director Dimas- We will have to figure out something out.

Under Sheriff Maiorano- We just want to make sure we don't serve the same guy twice on a warrant.

NMSP Velasquez- We went to that process because our dispatch is in Alb. And we don't have a drawer to file thru and find it. So, we are dropping it into that cloud so the officer can print it. Every 7 days or whatever dispatch is purging those files and dumping it. So now that officer has the original quote in quote. He is the only officer that had access to that warrant because it wasn't emailed to several people.

Director Dimas- But District is emailing that warrant to who, Dispatch right ?

NMSP Velasquez - I don't know if it's just one person that they are sending it to.

Under Sherriff Maiorano- So maybe it needs to end at Carol. We shouldn't forward the email. We pushed it to Selina so technically Carol can print one and Selina can print one. So now we have two because Selina printed hers took it to the courts and had it stamped but the one that Carol printed is the one that got served at the jail that night.

Director Dimas- That's what I'm saying, either or works its at your discretion your office is booking, so you let us know what you want to do going forward.

Chief Boyd- This is the first I'm hearing about it. My purpose is having the one point of contact would be Metro and nobody else.

Under Sheriff Maiorano- I'm good with that.

Director Dimas- Just use us and stay where we are until we have instruction from AOC. Why are they doing it for District Court and not Magistrate? Now we are doing two different processes now.

Under Sheriff Maiorano: Michelle said she thought it was you guys, that the reason they couldn't do electronic. I said I don't think so because they are already doing it for District.

Director Dimas-No it is not. I mean and they don't have a process so.

Under Sheriff Maiorano- Understood.

Chief Boyd- When we serve the warrant obviously it gets filed thru the courts, but does it disappear from your system when regard to running a 29?

Director Dimas- Yes, we are clearing it and taking it back to the court. District and Magistrate have a little bit different process going on.

Under Sheriff Maiorano: So how to you tell District Court when a warrant has been served?

Director Dimas- Carol my TAC does all of that. This isn't new Under Sheriff it's been going on over a year. It goes to a specific email just for those warrants. Let's clarify with her on what we are going to do with District Court warrants

Under Sheriff Maiorano- Ok. Well, I prefer to keep it in-house especially with you until we figure out what they are going to do.

- New Quality Assessment contracted by Medical Priority Dispatch- We went back to 12-hour shifts and no longer have a QA supervisor. I was able to contract that out for approximately 17K a year versus a full-time salary with benefits. I signed a 1-year contract. It was in the budget to obtain that service. My first report will be January 26th.

COMMENTS/QUESTIONS: none

- CrewForce in use by County Fire. Gallup Fire being set up.

COMMENTS/QUESTIONS: none

- DSS Dashboards – Data based decision support (heat maps, analytics, etc.) only paid for by County Fire. Will be doing a budget request FY23 for LE, GFD and Metro. Also bringing GF onto Tyler CAD.

COMMENTS/QUESTIONS: none

C. **Trainings/Meetings:**

- On-going, Local Gov U – NMDPS accredited courses helpful due to travel restrictions due to COVID
- Tyler NM User group Conference- October 13-14, 2021 – This is where we learned how to bring Rapid SOS onto our current mapping platform thru CAD.
- RETRAC QA- October 19, 2021
- Communications Work Group- October 20, 2021
- LEPC- October 21, 2021
- 911 Affiliate- October 28, 2021
- Sacred Wind-County Broadband, November 16, 2021
- All Metro Staff Meeting-November 8, 2021

- Unified Mayhem Functional Exercise, November 18, 2021
- Broadband development on Navajo Nation-November 29, 2021, Chinle, AZ
- Application Intake Seminar, Broadband for Rural Areas-December 8, 2021
- GIS Collaborative Meeting-December 27, 2021
- NMC-January 18-19, 2022- Dimas & Rodriguez
- Power DMS, April 13-15, 2022 -Dimas & Rodriguez
- Tyler Connect Annual- May 14-19, 2022- Indianapolis IN, -Woods, Sup. Chee and Sup. Copi
- National Unidentified and Missing Person Conf. – April 25-27, 2022 -Las Vegas– Sup. Martinez
- PST Academy Santa Fe, NM – Charmayne Begay Feb. 20-Mar. 3, 2022

COMMENTS/QUESTIONS: none

D. **Personnel Statistics:**

Total 27 FTE positions- 0 Vacant Positions. Interviews tentatively 02/17/2022. Next hire date tentatively 3/14/2022

COMMENTS/QUESTIONS:

E. **Calls for Service Statistics :**

- Quarterly by Dept. -presented to the board
- Calls Received 911 & non-emergency Dispatch- presented to the board

COMMENTS/QUESTIONS: **Chief Boyd**- How many non-emergency lines do you have ?
Director Dimas- 7 non-emergency and 7 911 lines.

F. **911 Affiliate:**

- Monthly phone meetings with DFA 911 Fund Administration

COMMENTS/QUESTIONS: none

G. **Facilities :** Continuation of HVAC issues being addressed we are working together with Facilities and have open POs with Storm Refrigeration and are being addressed as they arise.

COMMENTS/QUESTIONS: none

H. **Metro I.T. & GIS report :** attached to view.

COMMENTS/QUESTIONS: none

I. **Current Performance Budget Report:** attached to view

COMMENTS/QUESTIONS: **Director Dimas**- We are sitting about 50% looking pretty good. Also in April I will be bringing you the Budget Proposal for FY23.

J. Other Reports:

- Metro Self Assessments- Dispatchers wrote a page on “ What I’m Good At” Director Dimas read to the Board a few of those Self Assessments written by dispatchers.

COMMENTS/QUESTIONS: **Chairman Tony Tanner**- I have a suggestion, I would like to take a minimum of 2 or 3 of these at each Board Meeting until we finish all those assessments because they put a little bit of their soul into them. They took the time to write it, at least we can read them all.

- Tow Rotation Discussion- **Director Dimas**- I feel like since 2015 when I implemented the new Memorandum of agreement with the tow companies, we have had very minimal issues with tow companies. Tow companies have called me occasionally if they think there is a hic-up in the rotation or if they see a tow company that gets a tow back-to-back. The reason that happens more often than not, is we have a Class C rotation and a D rotation. We only have 4 class D wreckers on rotation. We have 12 Tow companies on class C rotation. I don’t mind looking into why but however as of lately, since we have added Old West Wrecking, located in Milan, the board approved amending the MOU and took out that the Tow Company had to be from McKinley County and said we would revisit the MOU each year. Reason for this was due to the I-40 construction and the need for Class D tow trucks. They asked if they could be on the rotation, the board allowed the amendment. I will also bring the MOU’s back to you unless we do decide to do something different in April. I have had more complaints since we brought them on. Some won’t specifically say that it’s because we brought them on. I have had more complaints in the last 6 months than I’ve had in the 8 years I’ve been here. One tow company pulled off the rotation. We looked statistically they were only picking up 50% of their call outs. We let them release themselves from rotation. I have been asked by elected official(s) why we charge tow companies and what that money is used for. The tow companies have also started asking me “ What does this money pay for?” Tow companies are charged \$150 a year for a Class C rotation. Class D is \$250 per year, somebody that has a class D automatically is on Class C rotation, so they are only charged the \$250. That money is put into Metro’s budget, for operating expenses and the Board approves that budget every April. So, the point of the conversation for me is this: Dispatch is not required to rotate tow companies. We are not required to check their legal documents such as their Warrants thru PRC, valid registration, and valid insurance, which we do every year to make sure everyone is doing what they are supposed to do. So, with all these complaints rolling in, I asked myself, why are we even doing an MOU with the tow companies? Well because this is our community, we want to share the business evenly. When I have tow truck owners asking me or telling me “You work for me and why are you not treating me fairly by adding on a company out of County”, do I even really need to do this, and I don’t know, so I am bringing it to you the board. What are some remedies or what direction do we want to take for action in April? Business as usual would be to send out these memorandum of agreements. Maybe put McKinley back in there and remove Old West. I don’t know how far NMDOT projects what they are doing or how much construction or how many deaths or injuries its going to cause this calendar year, I don’t know. I truly need your advice on how we to move forward with these tow companies. Gallup Police Dept. rarely even uses a rotation, they have an unwritten policy that they will utilize owner’s request, unless its due to a fatality of course then they will call us.

COMMENTS/QUESTIONS: **GF Chief Morales**- If I can recall when we amended the MOU it was that no other tow companies were available, and we needed to clear the roads, that's when they would be called out.

Director Dimas- No it wasn't they were put into the rotation but just for the 1- year period which would end on June 30th and then we would revisit the MOU for FY23. So, they are on the rotation.

Under Sheriff Maiorano- Some of the stress we are hearing is A&A was only taking about 50% of the truck calls. Which would drop it to another guy that was in Gallup. We had 15 miles of back up and we couldn't get anyone out to the wreck. We were left with a closed interstate for 5 hours then shutting down the other direction so we can escort the tow truck out so it could turn around and open the EB lane. So, we put old West on and like Georgene said, that \$250 got them both classes. So now they are being dispatched to pick up vehicles in Gallup, and that's when it all blew up. I don't know where to go with it. A & A was only taking 50% of the calls anyways so he was skipping for whatever reason. So, we were constantly looking for a truck out East and that's still the occurrence. It's the whole system is what brought them into town and that's what seems to be agitating the other businesses. Now they are in town.

Chairman Tanner- The objective of what I remember was Class Ds are what we needed to clear the interstate. This ends June 30th and looking to see is that still the current occurrence or can we pull the rotation for large service only and not the smaller service.

Director Dimas- A lot of the complaints, previous to my administration was that favorites were being picked and that the logs were being rigged because it was a dispatcher's friend even though it was a rotation it was by hand. We now have rotation computerized in CAD and the rotation is generated in the CAD.

Under Sheriff Maiorano- So it's a change in the MOU, right? If you pay the 250 you on both rotation if you pay the 150 you are picking up cars. Based on the MOU all the companies have signed.

Director Dimas- Yes, but this is my thing board. We just read those letters these guys are busy. For us it sounds like oh we need to send just send out a unit. That is the last thing we need to do, it's hard to try and manage. We just want to get the help. Our job is Public Safety help you guys clear those icy roads. It just gets stressful for me, honestly Law Enforcement by law can call out whoever they want. We don't have to have a rotation and I want to be fair to businesses, but these guys are ruthless. There was a fist fight with two tow companies.

Under Sheriff Maiorano- I did personally. Well, I didn't fight with them, but I had to pull two guys apart in the middle of the interstate. So twice now we have had to use the clauses in these MOU's with operators to kick an operator off the scene or call out another operator. They want to be on rotation they show up with equipment and cannot accomplish the job. We have a shut down interstate, we have State Police helping us direct traffic. We are closed for 6 hours while these two guys want to box on the side of the road and figure out who's job it is to do the job, so we just yanked.

Georgene Dimas- It is a money game for them because sometimes we have a passenger car vs a semi-truck. So, we call speedway for the car and A-1 for the semi. Well, Speedway gets there first and wants

the semi because that company is going to pay to get that Semi off the interstate the passenger car is a bug Volkswagen Beetle for example that isn't worth anything so the people just leave it there. Those are the kind of examples, So LE has to call dispatch asking who is supposed to get what. I mean the tow companies get a little bit crazy because they are trying to make money too and I understand but I want you guys to know what we are faced with. When my dispatcher working a vehicle accident with injuries, sometimes they are paging out other resources and still answering several calls because when people see a big accident on the interstate everyone passing the accident calls 911 to report it. It is just a lot, and I don't know where to go. My personal recommendation is that we continue what we are doing, take out what we charge them and give the Sheriff's office the responsibility to check their documents. We will keep doing the rotation and when they have a complaint, they need to contact the agency that called them out. I'm frustrated and don't know what to do with these tow companies.

Capt. Velasquez- Well, I can tell you what we do. The district commander is responsible for what tow companies are on rotation. In return we are responsible for checking their paperwork create a binder and then going out to the site and making sure that the yard is secure. We do not charge them because they are on our rotation at my discretion. So, I can remove them anytime too. I have told many tow companies, you don't have to be on our rotation, you are on our rotation because we let you. We are not required to have a rotation, there is no law that says you are here because you asked and met the requirements. We have had to suspend some companies or remove them. Then every year around January, February the Lt. will check binders set up inspections and we also communicate with PRC at least twice a year and do surprise visits. The way we eliminate companies from fighting on scene is, if we have either a POV, POV or a CMV, POV we just call out one company and tell them you got two vehicles and the whole thing is yours.

Director Dimas- This is the answer is to follow State Police's lead. When you call for rotation is it thru dispatch ?

Capt. Velasquez- Yes.

Director Dimas- Yeah, that's the answer.

Capt. Velasquez- The rotation log we use an excel spreadsheet. We can send you an example.

Director Dimas- Yeah, we got the rotation log ours is good. I just want to take the responsibility of checking all of that and dealing with if LE chooses to do something different. You can crush this MOU, do your own or I can help you do you own or edit it. I don't know board with your permission I would like to follow suit with NMSP if the Sheriff's office is willing to take it.

Under Sheriff Maiorano- We will take it.

Director Dimas- We will hand you all our historical data, so you know what we have been checking and what we have been doing.

Under Sheriff Maiorano- NMSP do you do an MOU?

Capt. Velasquez- No but we have put something in place a little more vague than this. Old west has always been a thorn in our side I don't know why. When Pat asked to get off our rotation out of the blue.

Director Dimas- You too ?

Under Sheriff Maiorano- Yeah, he pulled off everybody's rotation, but wouldn't tell us why.

Capt. Velasquez-So when Pat pulled off rotation, we moved Route 66 and Old West to cover up to the 39. Once I think speedway or somebody called me and complained when he seen Old West at the 39. I'm like who cares I called them and if you don't like it you don't have to be on our rotation. That calms them down because they make a lot of money on our rotations.

Director Dimas-I need that support from Law Enforcement, Under Sheriff are you still on board?

Under Sheriff Maiorano-Yup.

Director Dimas-If there aren't any objections from the board, I would like to draft a letter to the tow companies maybe that's what we approve as an action for the next board meeting stating the change?

Chairman Tanner- If I can suggest, you might visit with MCSO and NMSP to look at that MOU and utilize your resources at the county, Doug Decker. Write a more of a vague MOU. Put some of that together for the board to review. Discontinue the charge, I think its great not to have the charge on that.

Under Sheriff Maiorano-I agree with that, no charge.

Chairman Tanner- At that point it's at their discretion that's what I think you want. Some of the things like you are on our rotation at our discretion and maybe removed. I think the County can help you draft that.

Director Dimas- I think the bottom line is that this responsibility falls under Law Enforcement. I am not one to pass the buck and I think you can attest to that but, I think this is one we need to hand off and I'll bring it to you guys in conjunction. We just need to be as fair as we can, but you have the authority, so I want to give you the task.

- 2021 Accomplishments-

- City Simulcast at North Site/Gibson-Procured, completion end of FY22
- New Authenticated Connection for MDT's -Procured, completion end of FY22
- GF & McKinley Fire on CrewForce- McKinley Fire is on still working on getting GF in service, projected completion FY22
- Electronic Warrants- In Progress. NMSP Dispatch in lead and meeting with AOC-TBD
- Restructure Dispatcher Pay Scales – 5% COLA increases pushed starting pay from 14.21 to 14.92. 5% increased were across the board. Adjustment upon completion of certification implemented from \$14.92 to \$16.41 beginning 9/5/2021
- Define Priority One CFS with LE agencies- TBD
- Obtain Radio Identifiers for LE for CAM Software- MCSO Completed. GPD only mobile completed, data request for in car.
- Assist GF with CAD proposal- Meeting in progress with Chief Morales
- Continuation of uninterrupted emergency services by 911 despite the labor storage due to the pandemic
- Re-Accreditation completed.
- Assist in transition of UBR to IBR reporting for LE
- 100 % redundant fiber for all of McKinley County Facilities in progress
- All Metro Admin lines are now VOIP
- Contracted Quality Assurance for EMS completed.
- Rapid SOS Implemented. To date has assisted in walking Deputies to Homicide suspect and location on down aircraft
- Implementation of paging EMS by determinant codes.

Metro 2022 Goals-

1. Completion of redundant fiber project for McKinley Facilities
2. Completion of Simulcast Expansion
3. Complete the implementation of UNM-Gallup PD on mobile CAD
4. Off-site data back-up complete.
5. Completion of new MDT Remote Solution for LE and Fire.
6. Purchase and Implement Performance Dashboard Metro, Fire and LE
7. Purchase and put into service PM Contract for Communications UPS's at tower sites

COMMENTS/QUESTIONS: none

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	Action Items	
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None		
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	Announcements	
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<ul style="list-style-type: none">• Next Metro Board Meeting: Wednesday, April 13, 2022, at 9:00 a.m. <p><u>Motion to adjourn:</u> Moved: Under Sheriff Second: Chief Boyd All in Favor Yes</p> <p>Meeting Adjourned: at 10:47 am</p>		
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