



## Regional Emergency Dispatch Authority Operations Committee Meeting Minutes

January 14th, 2021

January 14th, 2021, 10:30

Determination of Quorum – Quorum present

### Attendance:

- REDA Executive Director Kern
- REDA Training Coordinator Headrick
- APD Chief Roberts
- AFD Fire Chief Kevin Hope
- ECSO LT. Jason Decker
- Eddy County Communications Supervisor Chris Chavarria
- TransAero Rep. Mike Ristom
- Fire Board Chairman Jarod Zuniga (Phone)
- REDA CIO Romine
- CAD/RMS Admin Chris Walker
- National Parks Service Chief Westpfahl

Approval of the January 14th, 2021, Operations Committee Agenda

Chief Hope makes a motion, Supervisor Chavarria seconds

All in favor: Motion passes

Approval of November 12<sup>th</sup>, 2020, Operations Committee Meeting Minutes

Chief Hope makes a motion, Supervisor Chavarria seconds

All in favor: Motion passes

### Agenda

#### 1) Public Service Agency Comments and Announcements

- a) Carlsbad Fire Department
  - i) None
- b) Fire Board
  - i) None
- c) Loving Police Department
  - i) None
- d) NMMP
  - i) None

- e) NMSP
  - i) None
- f) OEM
  - i) None
- g) TransAero
  - i) Rep. Mike Ristom reports that his organization is opening a base in Roswell on April 1<sup>st</sup> 2021.

**2) Director / Announcements / Reports**

- a) Personnel Report
  - i) Director Kern reviewed the attached report with the board; no questions or recommendations from the board.
- b) Overview & Statistical Information
  - i) Director Kern reviewed the attached report with the board; no questions or recommendations from the board.
- c) Call Count Comparison by Month
  - i) Director Kern reviewed the attached report with the board; no questions from the board.
- d) REDA IT Report
  - i) CIO Romine reviewed the IT report with the board. Backup systems are now installed at APD. CIO Romine reports to the board that lockout timers on the mobiles will not be allowed per CJIS.
  - ii) Map updates have been delayed again. A meeting has been scheduled for next week.
- e) Training Report
  - i) Training Coordinator Headrick discusses the trainees and new hires with the board; no questions or recommendations from the board.
  - ii) Director Kern discussed with the board about Master Entity and Emergency Call Index on RMS.

**3) Operations Committee Meeting Decisions & Recommendations**

- a) Radio Upgrade Project
  - i) With regards to a new microwave link between REDA and Hope, over the Artesia Airport, Radio Communication Supervisor Chavarria stated that he made some phone calls and finally got one back. He states that "someone with the FAA" contacted him and stated that they were afraid that the frequencies from the microwave link would interfere with airport communication. CIO Romine stated that they were different bands, so, they shouldn't interfere. TransAero Rep. Mike Ristom stated that worst-case scenario, you could run fiber until you were past the airport. Chris Chavarria said that Motorola will be looking into it and advising further guidance. As for the terrain, it does block a percentage of the link between Hope and Artesia. Radio Supervisor Chavarria states that a new Hope tower is "pretty much" a dead conversation. CIO Romine asks if it is possible to shoot from REDA to Queen Tower. Radio Supervisor Chavarria states that a pathway analysis must be done. APD Chief Roberts states that something must be done because REDA is stuck "on an island" by themselves and they are the hub of communications.
  - ii) Supervisor Chavarria states that the M-Core is still going to be located at Fire Services. A change order has been requested through Motorola to implement that plan. Chief Roberts asked how the Core would communicate with the consoles at dispatch. CIO Romine explained that since

- everything goes through the Core, APD and AFD would travel through the Core to get to dispatch. APD Chief Roberts states that he now has a “dog in the fight”.
- iii) Director Kern discusses with the board the use of ZELLO app. It would be used as an app on smartphones for backup to the radio. CIO Romine states that REDA would have to have equipment wherever the M-Core is and have access to it.
  - iv) Director Kern States “Is it really better for the county and for all agencies”? Director Kern asked. Supervisor Chavarria states that if REDA loses power or gets “taken out”, the whole county loses. He also states that he has UPS power and generators to handle the loss of commercial power. Director Kern states that his answer is invalid as REDA has UPS power and a generator with two sources of fuel as well. She also states that REDA is also about to upgrade the UPS within the facility. She asked, “is it really better for interoperability or is it about who has what and where”? Director Kern goes on to say that she doesn’t care if it belongs to Eddy County Fire Service and is physically at REDA, as long as it works best for all agencies. APD Chief Roberts states that Motorola has said that the best option is to have the M-Core at the dispatch center as any other way creates more points of failure. Supervisor Chavarria retorts by saying “I don’t know who you are talking to at Motorola because they are telling me that the best course of action is to have it at Eddy County Fire Service.” Fire Board Chairman Zuniga states that in the weekly phone call with Motorola, they say that the M-Core needs to be at Fire Services. APD Chief Roberts states that he would like for them to explain, and he has asked for information a number of times and has received nothing. Fire Board Chairman Zuniga states that they have a meeting weekly where info is given freely. APD Chief Roberts asked who has a meeting weekly and who they share it with. Supervisor Chavarria advised the meetings are between Eddy County Fire Service, the County, and Motorola. Zuniga states that it is a status meeting and REDA has been told that they can get in on said meetings. Director Kern states that she has asked for the meeting info. Motorola stated the project holders would have to give authorization for REDA to be included. Chairman Zuniga asks if APD is connected to the K-Core right now. CIO Romine and APD Chief Roberts both advise “yes”, that APD/AFD go through the K-Core now. CIO Romine explains that everything done inside REDA from a dispatcher logging in to tone generations, channel allocation is all and generated through the Core.
  - v) AFD Chief Hope states that he does not care where the M-Core is or who owns it, but if it disrupts the way he communicates in any way, he then has an issue with it. Supervisor Chavarria states it’s not going to affect APD/AFD. Chief Hope states that’s not what he is hearing. Supervisor Chavarria states that the way it operates now will not change for AFD/APD. APD Chief Roberts states that as it stands right now, they are not dependent on the microwave system on the county towers to talk to REDA but once this is all done APD/AFD will be dependent on those towers. AFD Chief Hope and APD Chief Roberts advised “that’s the point”. Chief Roberts states that now APD/AFD will be dependent on county towers.
  - vi) Supervisor Chavarria states that his project manager from Motorola will be at Fire Services on the 20<sup>th</sup> of January and that all are welcome to attend the meeting. Chief Roberts states that would be awesome and that is what he has been asking for. AFD Chief Hope states he asked these questions months ago and is still hearing two different answers as to if it will affect AFD/APD. Chairman Zuniga states that Motorola has been asked these questions and they continually state that it will not affect APD/AFD. Chief Hope states that if it has to go through the M-Core it affects APD/AFD plain and simple. The discussion continues regarding K-Core vs M-Core and how this project got started. Director Kern states that it would be very beneficial for all agencies involved to be able to ask the same group of people, in the same room, all of these questions so everyone can be on the

same page because “right now it feels like we’re on five different pages”. All parties agree to have questions ready in advance for Motorola to review and have answers ready.

- vii) AFD Chief Hope asked about the grant from the county to buy radios for AFD/APD. Supervisor Chavarria said that he would ask about it.
- b) Artesia Police Department
  - i) None
- c) Artesia Fire Department
  - i. Brendon Harvey was awarded Investigator of the year.
  - ii. The Taskforce has taken off and has tremendous participation.
- d) Eddy Country Sheriff's Office
  - i) Director Kern states that the reports that the ESCO has requested are in the works with Motorola.
  - ii) NIBRS: Director Kern is working with Dawn, (ECSO), to get NIBRS reporting off the ground.
  - iii) Extra patrols are held on the pending screen. Director Kern wants to make it where ECSO can self-preempt.
  - iv) Director Kern wants to make sure that ECSO gives proper notice before SAT patrols happen so she can make sure that the proper coverage is procured.
- e) Eddy County Fire Service
  - i) Supervisor Chavarria states that there is no reason to tone south county all for the village of Loving for an alarm. Training Coordinator Headrick presented the board with five REDA SOGs covering toning for Fire/EMS. Training Coordinator Headrick requested the board review previously approved SOGs and provide edits to be discussed within the board. Toning all north and all south for structure fires was agreed upon and in the Fire Service Communications training as well as REDA training fire alarms are to be considered structure fires until proven otherwise. REDA will continue to train this way because its national standard and APCO. Supervisor Chavarria advised that alarms should be toned as the specific district. ECFS is looking at MOUs to see if the cities need to be toned. Director Kern and Training Coordinator Headrick asked for a consensus from the Ops Board on these directives. Supervisor Chavarria advised he would have to take the REDA SOGs to Director Mack for his input. Supervisor Chavarria requested a temporary change to the procedure. APD Chief Roberts pointed out that having several separate ways to do something is going to create points of failure. Training Coordinator Headrick agreed and advised that continuing to change directives increases the room for human error. AFD Chief Hope agreed this has been an ongoing issue for years and he recommends that however the FD responds to a structure fire needs to be how they respond for an alarm. Director Kern stated we will hold off on any changes until we get edits from the board. No changes were made during this meeting.
  - ii) Supervisor Chavarria states that Director Mack has an issue with the toning procedure north of Richey Ave. and will talk further with Chief Hope.
  - iii) Supervisor Chavarria states that he is still not getting updates from the dispatchers. He says that he is constantly asking for updates. Training Coordinator Headrick requested a text message or email with specific times and dates of the incidents where updates are not given so that individual dispatchers can be addressed or re-trained through the REDA QA process.
  - iv) Supervisor Chavarria discusses the issue surrounding front clipping. Training Coordinator Headrick states that she has reminded the Supervisors, following Fire Board, of procedures.
- f) NPS

- i) National Parks Service Chief Westpfahl reports that National Parks did not pay REDA for services rendered last year, (2020). Requested that Director Kern get the numbers to him so he can provide them to budgeting.
- ii) Chief Westpfahl asked if anyone had in house radio installation or programming. Supervisor Chavarria stated that he could do the programming and pointed Chief Westpfahl in the right direction for installations.

**4) Agreements / Contracts/ Expenditures/ MOUs:**

- a) Director Kern discusses the difference between purchasing and leasing printers. No questions from the board.
- b) REDA will be requesting capital outlay from the state for upgrades to equipment.
- c) TransAero contract will take effect the 1<sup>st</sup> of March.

**5) Legislative:**

- a) None

**6) Resolutions:**

- a) None

**7) Travel / Training:**

- a) Director Kern and Training Coordinator Headrick will be traveling to Utah in order to tour the TransAero Dispatch site Feb 1<sup>st</sup>- 3<sup>rd</sup> with the Executive Boards' approval. TransAero is funding the trip. The executive Board just needs to approve the per diem.

**8) Closed Session:**

- a) None

- 9) **Consent Agenda:** [All items listed below have been distributed to the REDA OPSCOM Board, in the 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

**10) Public Comments / Announcements**

- a) None

**11) Board Member Comments**


- a) None

**12) Set the next Operations Committee meeting date:**

- a) *The regular Schedule would be February 11<sup>th</sup>, 2021 @10:30.*

**13) Adjourn Meeting**

- a) Meeting adjourned

X 

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Chief Roberts  
Artesia Police Department

X 

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Chief Hope  
Artesia Fire Department

X 

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Lieutenant Decker  
Eddy County Sheriff's Department

X

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Volunteer Fire Department Representative