



# Agenda

FINANCE COMMITTEE MEETING  
CITY COUNCIL CHAMBERS  
JULY 1, 2013 – 5:00 P.M.

1. CALL TO ORDER
2. ROLL CALL
3. APPROVAL OF AGENDA
4. APPROVAL OF CONSENT AGENDA
5. APPROVAL OF MINUTES

## CITY CLERK'S OFFICE

DATE 6/28/13 TIME 9:40am  
SERVED BY Yolanda Green  
RECEIVED BY BSCS

## CONSENT AGENDA

6. Request for Approval of Professional Services Agreement – Public Utilities Rate Evaluation & Financial Services (RFP #13/32/P); MWH Americas, Inc. (Maya Martinez)
7. Request for Approval of Direct Purchase of Services Vendor Agreement for Senior Services Division; North Central New Mexico Economic Development District Non-Metro Area Agency on Aging. (Thomas Vigil)
  - A. Request for Approval of Budget Increase – Grant Fund
8. Request for Approval of FY 2013/14 Nutrition Service Incentive Program Agreement for Senior Services Division; North Central New Mexico Economic Development District Non-Metro Area Agency on Aging. (Thomas Vigil)
  - A. Request for Approval of Budget Increase – Grant Fund
9. Request for Approval of Amendment No. 2 to Professional Services Agreement – Hepatitis-B Vaccinations, Titer Test and Booster Vaccinations Services for the City of Santa Fe Employees in Classification covered under the City's Bloodborne Pathogen Policy; New Mexico MedWorks. (Debbie Rouse)
10. Request for Approval of Amendment No. 3 to Professional Services Agreement – Substance Abuse Testing Services for City of Santa Fe Employees; New Mexico MedWorks. (Debbie Rouse)
11. Request for Approval of Amendment No. 3 to Professional Services Agreement – Monthly Online Employee Driver's License Check Reports Services for City of Santa Fe Employees; Samba Holding, Inc. (Debbie Rouse)



# Agenda

FINANCE COMMITTEE MEETING  
CITY COUNCIL CHAMBERS  
JULY 1, 2013 – 5:00 P.M.

12. Request for Approval of Amendment No. 1 to Lease Agreement - Canyon Road Parking Lot; Roman Salazar, Duly Appointed and Acting Trustee of Salazar Survivor's Trust. (PJ Griego)
13. Request for Approval of Professional Services Agreements – FY 2013/2014 HUD's Shelter Plus Care Grants Rental Assistance Program. (Alexandra Ladd)
  - A. Santa Fe Community Housing Trust
  - B. The Life Link/La Luz
  - C. The Life Link/La Luz (A-B)
  - D. The Life Link/La Luz (C)
  1. Request for Approval of Budget Increase – Grant Fund
14. Request for Approval of Amendment No. 1 to Professional Services Agreement – Armored Vehicle Transportation Services to City of Santa Fe; Loomis Armored US, LLC. (Teresita Garcia)
15. Request for approval of Amendment No. 2 to Lease Agreement – Allow for Sale and Consumption of Beer and Wine within Leased Premises Adjoining 31 Burro Alley by San Q LLC; City of Santa Fe and Bokum Burro Alley LLC and San Q LLC. (Edward Vigil)
16. Request for approval of Amendment No. 1 to Lease Agreement – Correction Clerical Errors in Agreement and Allow for Sale and Consumption of Beer and Wine within Leased Premises Adjoining 111 Washington Avenue; City of Santa Fe and Eleanor Castro and Arquimedes Castro dba the Burrito Company by Eleanor Castro. (Edward Vigil)

## **END OF CONSENT AGENDA**

## **DISCUSSION**

17. Request for Approval of a Resolution Authorizing the Establishment of a Gun Safety Public Service Announcement (PSA) Campaign to Promote Gun Safety Awareness by Placing PSAs on Santa Fe Trails Buses and Benches. (Mayor Coss and Councilor Bushee) (Police Chief Ray Rael)



# Agenda

**FINANCE COMMITTEE MEETING  
CITY COUNCIL CHAMBERS  
JULY 1, 2013 – 5:00 P.M.**

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**Committee Review:**

|                                   |          |
|-----------------------------------|----------|
| Public Safety (meeting cancelled) | 06/18/13 |
| Public Works (scheduled)          | 07/08/13 |
| City Council (scheduled)          | 07/10/13 |

Fiscal Impact – Yes

18. Status of Police Department Programs. (Police Chief Ray Rael)
  - A. LEAD Task Force Update. (Sgt. Jerome Sanchez)
19. OTHER FINANCIAL INFORMATION
20. MATTERS FROM THE COMMITTEE
21. ADJOURN

Persons with disabilities in need of accommodations, contact the City Clerk's office at 955-6520 five (5) working days prior to meeting date.

SUMMARY OF ACTION  
FINANCE COMMITTEE MEETING  
Monday, July 1, 2013

| <u>ITEM</u>   | <u>ACTION</u>      | <u>PAGE</u> |
|---|--------------------|-------------|
| CALL TO ORDER AND ROLL CALL   | Quorum             | 1           |
| APPROVAL OF AGENDA  | Approved [amended] | 1           |
| APPROVAL OF CONSENT AGENDA  | Approved [amended] | 2           |
| CONSENT AGENDA LISTING  |                    | 2-3         |
| APPROVAL OF MINUTES   | None               | 3           |
| <u>CONSENT CALENDAR DISCUSSION</u>  |                    |             |
| REQUEST FOR APPROVAL OF<br>PROFESSIONAL SERVICES AGREEMENT<br>– PUBLIC UTILITIES RATE EVALUATION<br>& FINANCIAL SERVICES (RFP #13/32/P);<br>MWH AMERICAS, INC.  | Approved           | 3-5         |
| REQUEST FOR APPROVAL OF DIRECT<br>PURCHASE OF SERVICES VENDOR<br>AGREEMENT FOR SENIOR SERVICES<br>DIVISION; NORTH CENTRAL NEW MEXICO<br>ECONOMIC DEVELOPMENT DISTRICT<br>NON-METRO AREA AGENCY ON AGING   | Approved           | 5-6         |
| REQUEST FOR APPROVAL OF<br>BUDGET INCREASE – GRANT FUND   | Approved           | 5-6         |
| REQUEST FOR APPROVAL OF FY 2013/14<br>NUTRITION SERVICE INCENTIVE PROGRAM<br>AGREEMENT FOR SENIOR SERVICES DIVISION;<br>NORTH CENTRAL NEW MEXICO ECONOMIC<br>DEVELOPMENT DISTRICT NON-METRO AREA<br>AGENCY ON AGING                                   | Approved           | 7           |
| REQUEST FOR APPROVAL OF BUDGET<br>INCREASE – GRANT FUND   | Approved           | 7           |
| REQUEST FOR APPROVAL OF AMENDMENT<br>NO. 1 TO LEASE AGREEMENT – ALLOW FOR SALE<br>AND CONSUMPTION OF BEER AND WINE WITHIN<br>LEASED PREMISES ADJOINING 31 BURRO ALLEY<br>BY SAN Q, LLD; CITY OF SANTA FE AND BOKUM<br>BURRO ALLEY, LLC AND SAN Q, LLC | Approved [amended] | 7-11        |

**ITEM****ACTION****PAGE**

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**END OF CONSENT CALENDAR DISCUSSION**

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**DISCUSSION**

REQUEST FOR APPROVAL OF A RESOLUTION  
AUTHORIZING THE ESTABLISHMENT OF A GUN  
SAFETY PUBLIC SERVICE ANNOUNCEMENT  
(PSA) CAMPAIGN TO PROMOTE GUN SAFETY  
AWARENESS BY PLACING PSA's ON SANTA FE  
TRAILS BUSES AND BENCHES

Approved w/direction to staff 11-14

STATUS OF POLICE DEPARTMENT PROGRAMS

Information/discussion 14-26

LEAD TASK FORCE UPDATE

Information/discussion 26-28

OTHER FINANCIAL INFORMATION

None 28

MATTERS FROM THE COMMITTEE

None 28

ADJOURN

28

**MINUTES OF THE  
CITY OF SANTA FE  
FINANCE COMMITTEE  
Monday, July 1, 2013**

**1. CALL TO ORDER**

A meeting of the City of Santa Fe Finance Committee was called to order by Councilor Carmichael A. Dominguez, Chair, at approximately 5:00 p.m., on Monday, July 1, 2013, in the Council Chambers, City Hall, 200 Lincoln Avenue, Santa Fe, New Mexico.

**2. ROLL CALL**

**MEMBERS PRESENT:**

Carmichael A. Dominguez, Chair  
Councilor Christopher Calvert  
Councilor Bill Dimas  
Councilor Peter N. Ives

**MEMBERS EXCUSED:**

Councilor Patti J. Bushee

**OTHERS ATTENDING:**

Marcos A. Tapia, Finance Department  
Yolanda Green, Finance Division  
Elizabeth Martin for Melessia Helberg, Stenographer.

There was a quorum of the membership in attendance for the conducting of official business.

**NOTE: All items in the Committee packets for all agenda items are incorporated herewith to these minutes by reference. The original Committee packet is on file in the Finance Department.**

**3. APPROVAL OF AGENDA**

**MOTION:** Councilor Ives moved, seconded by Councilor Calvert, to approve the agenda, as presented.

**VOTE:** The motion was approved on a voice vote, with Councilors Ives and Calvert and the Chair voting in favor of the motion, no one voting against, and Councilor Dimas absent for the vote.

#### 4. APPROVAL OF CONSENT AGENDA

**MOTION:** Councilor Ives moved, seconded by Councilor Calvert, to approve the following Consent Agenda as amended.

**VOTE:** The motion was approved on a voice vote, with Councilors Ives and Calvert and the Chair voting in favor of the motion, no one voting against, and Councilor Dimas absent for the vote.

*Councilor Dimas arrived at the meeting*

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#### CONSENT AGENDA

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6. *[Removed for discussion by Councilor Ives]*
7. *[Removed for discussion by Councilor Ives]*
8. *[Removed for discussion by Councilor Ives]*
9. REQUEST FOR APPROVAL OF AMENDMENT NO. 2 TO PROFESSIONAL SERVICES AGREEMENT – HEPATITIS-B VACCINATIONS, TITER TEST AND BOOSTER VACCINATION SERVICES FOR THE CITY OF SANTA FE EMPLOYEES IN CLASSIFICATION COVERED UNDER THE CITY'S BLOODBORNE PATHOGEN POLICY; NEW MEXICO MEDWORKS. (DEBBIE ROUSE)
10. REQUEST FOR APPROVAL OF AMENDMENT NO. 3 TO PROFESSIONAL SERVICES AGREEMENT – SUBSTANCE ABUSE TESTING SERVICES FOR CITY OF SANTA FE EMPLOYEES; NEW MEXICO MEDWORKS. (DEBBIE ROUSE)
11. REQUEST FOR APPROVAL OF AMENDMENT NO. 3 TO PROFESSIONAL SERVICES AGREEMENT – MONTHLY ONLINE EMPLOYEE DRIVER'S LICENSE CHECK REPORTS SERVICES FOR CITY OF SANTA FE EMPLOYEES; SAMBA HOLDING, INC. (DEBBIE ROUSE)
12. REQUEST FOR APPROVAL OF AMENDMENT NO. 1 TO LEASE AGREEMENT – CANYON ROAD PARKING LOT; ROMAN SALAZAR, DULY APPOINTED AND ACTING TRUSTEE OF SALAZAR SURVIVOR'S TRUST. (P.J. GRIEGO)

13. REQUEST FOR APPROVAL OF PROFESSIONAL SERVICES AGREEMENTS – FY 2013/2014 HUD'S SHELTER PLUS CARE GRANTS RENTAL ASSISTANCE PROGRAM. (ALEXANDRA LADD)
  - A. SANTA FE COMMUNITY HOUSING TRUST
  - B. THE LIFE LINK/LA LUZ
  - C. THE LIFE LINK/LA LUZ (A-B)
  - D. THE LIFE LINK/LA LUZ ©
    1. REQUEST FOR APPROVAL OF BUDGET INCREASE – GRANT FUND.
14. REQUEST FOR APPROVAL OF AMENDMENT NO. 1 TO PROFESSIONAL SERVICES AGREEMENT – ARMORED VEHICLE TRANSPORTATION SERVICES TO CITY OF SANTA FE; LOOMIS ARMORED US, LLC. (TERESITA GARCIA)
15. *[Removed for discussion by Councilor Ives]*
16. REQUEST FOR APPROVAL OF AMENDMENT NO. 1 TO LEASE AGREEMENT – CORRECTION OF CLERICAL ERRORS IN AGREEMENT AND ALLOW FOR SALE AND CONSUMPTION OF BEER AND WINE WITHIN LEASED PREMISES ADJOINING 111 WASHINGTON AVENUE; CITY OF SANTA FE AND ELEANOR CASTRO AND ARQUIMEDES CASTRO D/B/A THE BURRITO COMPANY BY ELEANOR CASTRO. (EDWARD VIGIL)

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#### END OF CONSENT AGENDA

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#### 5. APPROVAL OF MINUTES

There were no minutes for approval.

#### CONSENT CALENDAR DISCUSSION

6. REQUEST FOR APPROVAL OF PROFESSIONAL SERVICES AGREEMENT – PUBLIC UTILITIES RATE EVALUATION & FINANCIAL SERVICES (RFP #13/32/P); MWH AMERICAS, INC. (MAYA MARTINEZ)

Councilor Ives said they are involved in an investigation on behalf of solid waste in conjunction with the County and the Solid Waste Management Authority to evaluate out systems. He asked if there is any overlap between what is proposed here and that study.

Maya Martinez said she doesn't know the answer to that question, commenting that this is just for financial services dealing with rate structure NSst of service study. She will ask Mr. Schiavo and can provide that answer to him.



Councilor Ives said he would appreciate that, and he would hope there is a discussion with regard to taking information while sharing relevant information between the two studies.

Councilor Ives said on page 2 of the Memo in the packet, in the evaluation criteria there, is an item marked workload.

Ms. Martinez said that is the workload of the consultant who is bidding.

Councilor Ives presumes everybody would take that into consideration into their bids, and doesn't understand why we would give credit for it.

Ms. Martinez said she believes it is just for us to see if they will have enough time to do the work.

Councilor Ives asked Robert Rodarte how many RFPs we had in the last fiscal year just ended.

Mr. Rodarte said they did 56 RFPs last year.

Councilor Ives said he would be curious to know what all the factors were in deciding each of those 56 items. He would like to see a spread sheet on that to get a sense of what we're doing in order to understand how we do our RFP process.

Mr. Rodarte said each one of the RFPs is unique. He said, for example, if you don't put in the workload question, they could put us on the back burner, depending on what they have going on and the values of the various contracts. He said if someone can't perform the contract the way we want it done, then we want to know.

Councilor Ives said some are consistent in terms of cost and knowledge. He reiterated that a spreadsheet of this information would be helpful. He said he's not in a hurry to get it, but would like that by the next Finance Committee meeting if possible.

Chair Dominguez suggested that Councilor Ives get with Mr. Rodarte give him direction as to what you need. He said he thinks it would be helpful for the rest of the Committee to understand the methodology and the purpose of doing that.

Mr. Rodarte said the trend is moving toward removing the item of cost from the RFP, and basing the award decision on the subject matter rather than a cost, with the cost in a separate envelope, noting they do go back and forth between the RFPs for best and final offer. He said he will be bringing that idea to the Committee for discussion, in terms of removing that from the criteria.

Councilor Ives said removing cost as a factor makes him nervous.

Councilor Calvert said the criteria which always concerns him is the "past performance". He said it seems we give preference to those with whom we already have contracts, and it hard for someone new to break into the system, depending on the weight of that particular category.

Mr. Rodarte said that is another area where we could do a maximum for that category. He said these are areas they can review, such as maximums and minimums in certain categories.

**MOTION:** Councilor Calvert moved, seconded by Councilor Ives, to approve this request.

**VOTE:** The motion was approved unanimously on a voice vote.

**7. REQUEST FOR APPROVAL OF DIRECT PURCHASE OF SERVICES VENDOR AGREEMENT FOR SENIOR SERVICES DIVISION; NORTH CENTRAL NEW MEXICO ECONOMIC DEVELOPMENT DISTRICT NON-METRO AREA AGENCY ON AGING. (THOMAS VIGIL)**  
**A. REQUEST FOR APPROVAL OF BUDGET INCREASE – GRANT FUND**

*Items #7 and #8 were combined for purposes of discussion, but were voted upon separately.*

Councilor Ives said he would like to know how Items #7 and #8 relate to one another.

Tomas Vigil said these are grant funded programs coming from the State and federal government, and they relate to one another in terms that these are contracts with a direct purchasing services agreement, and the breakout of the funding four years ago. He said they sign these contracts for services on a yearly basis.

Councilor Ives asked if the \$155,000 reflected in Item #8 is on the chart on page 2 of his Memo of June 19, 2013, in Item #7, and if so where is it incorporated.

Mr. Vigil it goes back into the [inaudible] fund, and these are all federal funds which have certain guidelines, for example the funds cannot be used to purchase cocoa.

Councilor Ives congratulated the required purchase and use of locally sourced farm fresh food products. He said it would be good to have information on the percentage of the food served at the senior centers which is purchased locally, as we move into the next Legislature. He said in one of the previous Legislative Sessions, Senator Wirth introduced legislation designed to promote acquisition by School Districts and other State based authorities of locally produced foods, but that bill died. He thinks it might be well worth a resolution from the Council to the Legislature encouraging them to do that again.

Mr. Vigil said the Coop, through the County, is developing a new program to feed the hungry, such as feeding youth through senior programs, where we are going to buy produce directly from vendors. He said the City and County are working to develop a program to purchase a certain amount of locally grown produce.

Councilor Ives asked what the \$155,000 represents in terms of the total cost of the service of the 850,000 meals through the Senior Services Division. He asked if that represents 100% of our funding, or 50%, or how much, and Mr. Vigil said it is 15% to 16% of City funds.

Councilor Ives said he would hope that we use the rule of thumb, for the balance of our acquisitions, that supports buying locally. He understands you have to balance the cost versus benefit and the capacity to actually serve, etc.

Mr. Vigil said that has been examined in the past through the City. He said one of the issues was the ability of production to meet our demands. He said sometimes the growers can't meet our needs.

Councilor Ives asked what is our production of food waste associated with the senior centers.

Mr. Vigil said annually we run 3% to 6% loss in terms of waste, which actually is pretty good in terms of waste, because we have other programs in the City and County that run 10-12% loss overall.

Councilor Ives said at the Solid Waste Management Authority food is treated as garbage, but we know that there is new machinery available, the "garbage roasters," which are being used to make compost, although it is a roasting process as opposed to a compost process. He said he would love to understand the waste streams better, so we can evaluate whether we reach critical mass in terms of new and potential different uses of them. He said, "Keep all of that in the back of your mind. I hope you are going to talk to the folks who are doing that solid waste study he mentioned to Maya, because they are charged with looking at all of those alternatives. And it might be a good discussion to have."

Councilor Ives said he noticed that annual audits are required for this program, and asked if those are being done.

Mr. Vigil said they just went through an audit in early May 2013, and received an A+ on that effort.

Councilor Ives said he would like to look at the audit, and asked Mr. Vigil to please send him a copy.

Mr. Vigil said he will do so.

**MOTION:** Councilor Ives moved, seconded by Councilor Calvert, to approve this request.

**DISCUSSION:** Councilor Dimas said he believes the program is doing an outstanding job, and complimented him on his work, noting he has had no new complaints from any of the seniors about the food in quite a while. He said the cooks must be doing a good job now.

Mr. Vigil thanked him, saying their cooks do a good job, and talked about their training and qualifications.

**VOTE:** The motion was approved unanimously on a voice vote.

**MOTION:** Councilor Ives moved, seconded by Councilor Dimas, to approve Item #7(A).

**VOTE:** The motion was approved unanimously on a voice vote.

**8. REQUEST FOR APPROVAL OF FY 2013/14 NUTRITION SERVICE INCENTIVE PROGRAM AGREEMENT FOR SENIOR SERVICES DIVISION; NORTH CENTRAL NEW MEXICO ECONOMIC DEVELOPMENT DISTRICT NON-METRO AREA AGENCY ON AGING. (THOMAS VIGIL)**

**A. REQUEST FOR APPROVAL OF BUDGET INCREASE – GRANT FUND.**

**MOTION:** Councilor Dimas moved, seconded by Councilor Ives, to approve Item #8 as presented.

**VOTE:** The motion was approved unanimously on a voice vote.

**MOTION:** Councilor Ives moved, seconded by Councilor Calvert, to approve Item #8(A) as presented.

**VOTE:** The motion was approved unanimously on a voice vote

**15. REQUEST FOR APPROVAL OF AMENDMENT NO. 1 TO LEASE AGREEMENT – ALLOW FOR SALE AND CONSUMPTION OF BEER AND WINE WITHIN LEASED PREMISES ADJOINING 31 BURRO ALLEY BY SAN Q, LLD; CITY OF SANTA FE AND BOKUM BURRO ALLEY, LLC AND SAN Q, LLC. (EDWARD VIGIL)**

Councilor Ives asked if there is a requirement in the lease for the lessee to bring in the gating from the alley way at night.

Mr. Vigil said there is not a specific provision requiring the lessee to remove the barrier from the alley at night. He said there are other provisions in the lease, such as if the city needs the alley for its own purposes that the lessee will remove the barrier. He said there is also a requirement for them to abide with City regulations, noting there is a Code provision that nothing can be permanently affixed for more than 30 days within the public right-of-way unless there is an agreement. The lease does mandate that they have this barrier in place to segregate the lease premises from the adjoining property owned by the City or a private owner. However, there is not a specific requirement about removal of the barrier at night, although it does say that about the tables and chairs.

Councilor Calvert said there also is a provision in the lease that they must provide access for pedestrians and bicycles between the sidewalk and the gating.

Councilor Ives said he would like to imposing a condition in the lease requiring the lessee to remove the gating at night, similar to the other lessee in the alley space.

Councilor Calvert said he don't know what the reasoning is for the other one, but that is their choice. He said Café Paris had planters that defined their space, which added to the look, rather than detracted. He said the ones on Washington are in place all of the time while they are in use, and they don't bring those in and out on a daily basis. He said we have never had that as a requirement.

**VERBATIM TRANSCRIPT OF  
THE MOTION ON ITEM #15**

**MOTION**

COUNCILOR IVES: On that point, I would simply note Washington is, in my mind a very different circumstance as they are blocking a portion of that sidewalk and none of the roadway itself. So you have sidewalks on both sides of the street. In Burro Alley, they actually block off the sidewalk entirely, and a good portion of the alley way as well.

So, I would move to approve with a condition that they simply be required to bring those in and out on a daily basis, which makes sense from my perspective as a safety measure and also from a use of the right of way for emergency vehicles and other possibilities which might otherwise be difficult if it weren't the case.

CHAIR DOMINGUEZ: So, we've got a motion.

COUNCILOR DIMAS: They're not doing that now. They're not pulling in the tables and stuff in the evenings.

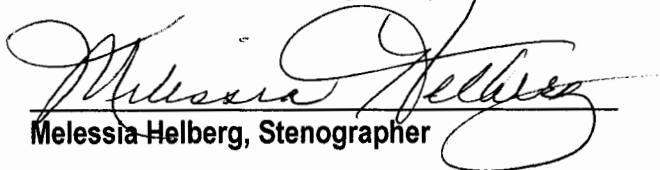
EDWARD VIGIL: Mr. Chairman, Committee member. I pass through there pretty much on a daily basis, and I don't see them removing it every night. I have seen instances where they do remove it, and as I say, there is conditioning within the Lease Agreement that the City could have them remove it on a daily basis, if necessary, but they haven't been doing it.

COUNCILOR DIMAS: I don't get down there that often, so.

CHAIR DOMINGUEZ: Okay, so we do have a motion, do we have a second for discussion.

COUNCILOR DIMAS: Second.

*I certify that this is a true and accurate transcript of the motion for Agenda Item 15, from the Finance Committee meeting of July 1, 2013.*

  
Melessia Helberg, Stenographer

**DISCUSSION ON THE MOTION:** Councilor Dimas asked if they are moving the grating at night.

Mr. Vigil said he passes though there daily, and he hasn't seen them removing it every night, but he has seen instances where they do remove it. And there is a condition in the lease agreement that the City could have them remove it on a daily basis if necessary, but they haven't been doing that.

Councilor Calvert asked if this arrangement for fences or grating has passed muster with both City Legal and the City Clerk's Office. He said he appreciates Mr. Vigil saying that, "The predecessor to the current lessee were allowed to serve alcohol within the prior lease premises at the same location, thereby this request should be allowed." He said there were different rules then, and believes we have tightened our requirements, and reiterated that he wants to know for sure if Legal and the City Clerk's Office have reviewed this as well. He said, as we know, when alcohol is served, the Clerk makes sure all of those things are done in accordance with the rules and regulations.

Mr. O'Reilly said, "I think one of the things that is different about the Café Paris, when they were there, is that the Alcohol and Gaming Division has made it clear that if you are going to serve alcohol exterior to the premises, that has to be contiguous. So you can't have that fenced-in area sitting in the alley way and have then a gap between that fenced in area and the actual building."

Councilor Calvert said that's where we had the problem before.

Mr. O'Reilly said, "Correct. In this case, that gap would be the sidewalk on the east side of the street, which is why, in the case of San Q, their little fenced area extends across, perpendicular to the sidewalk and actually touches their building and that entire area is blocked off for the alcohol that would be there. You can still walk down the street on either side and if you want to walk around the lease premises, get back on the sidewalk and then walk around it again and get back on the sidewalk. But I think that most people that walk through there, walk on the west side of Burro Alley, either in the street in the 5 foot strip that we left in the original lease for bicycles, or on the sidewalk next to the Lensic. So that was advice that we got from the City Clerk."

Councilor Calvert said he also thought it had to be controlled so people couldn't enter from Burro Alley right into the area where they were providing service, and were required to have a controlled access so that underage people could not slip into the outside serving area without being screened.

Mr. O'Reilly said, "I think that, at least in terms of the way the Alcohol and Gaming Division looks at it, that the so-called control simply is the barrier. I don't think they require anything beyond that to demarcate that controlled area. I don't think there is anything that would prohibit there being a gate in that barrier that could let people come and go, but it's the barrier itself that is required."

Councilor Calvert said he understands, and believes we have had a conversation with the City Clerk in some regard, that in some establishments, even if they had an outside area, they had to go into the building before they could go to the outside area. There wasn't a direct access to the outside area because they would lose control of access. He said he doesn't know what the specific requirements are, but that seems to be the discussion we had with the City Clerk on some of these situations. He said he

just wanted to make sure that we are uniform in how we apply the requirements for these places, so we don't run afoul of State Alcohol and Gaming, and get ourselves or anybody else in trouble, liability-wise or other.

Chair Dominguez said then Mr. Vigil you will check on that.

Mr. O'Reilly said yes, he will check with the Clerk, and try to get more specificity from Alcohol & Gaming about the actual barrier itself.

Judy Amer, Assistant City Attorney, said she did request that Mr. Vigil add a sentence to the lease which provides that they have to comply with all City and State laws as a condition precedent to allowing this amendment.

Councilor Calvert said he appreciates that. However, if we say that, but then allow an arrangement that does not conform to that, "then where are we."

Ms. Amer said, "I understand what you are saying, Councilor Calvert, and they have specifically told us the Gaming & Alcohol [Division] won't even consider their application until they have this amendment."

Councilor Calvert asked if Alcohol & Gaming will come and physically inspect the site.

Mr. O'Reilly said, "I do know that Alcohol & Gaming enforcement people do check on these things from time to time. I don't know if they come out and do an initial look at it to see if the initial setup meets with their approval. But if they came out and they felt that it didn't on any kind of random inspection, they are very strict, and I'm sure they would make them change the arrangement if it wasn't meeting with their satisfaction."

#### VERBATIM TRANSCRIPTION OF THE ACTION/VOTE ON ITEM #15

#### VOTE

CHAIR DOMINGUEZ: Okay, so we've got a motion and a second. Any other discussion.  
Hearing none, all those in favor say aye.

COUNCILOR DIMAS AND  
COUNCILOR IVES: Aye.

CHAIR DOMINGUEZ: All those opposed, say no.

COUNCILOR CALVERT: I'll say no, just because I don't feel that we need that requirement to pull it in every night. We've got the ability to make them remove that stuff when we need to, if we need to. So I don't think there's a need to put in that requirement, that they need to pull it in every night.

CHAIR DOMINGUEZ: I will say no also, only because I've got the same... I guess they're not concerns, but the same opinion as Councilor Calvert, especially with what we've done in the past so, there you go. Not that my vote counts right now anyways, but. Okay, thank you very much.

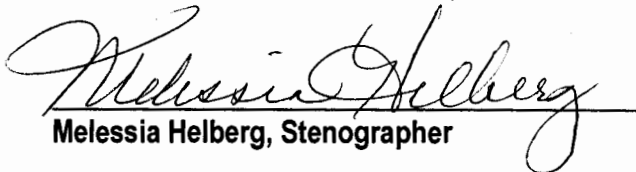
EDWARD VIGIL: Thank you.

A MALE VOICE: Is it approved.

CHAIR DOMINGUEZ: It's approved. Okay, we'll go on.

COUNCILOR CALVERT: Just for the record. We didn't pull #16, but I would have that same question on #16 about making sure we're conforming with the requirements or perimeter control, for lack of a better word, and access. Okay. Thanks.

*I certify that this is a true and accurate transcript of the action/vote on Agenda Item 15, from the Finance Committee meeting of July 1, 2013.*

  
**Melessia Helberg, Stenographer**

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**END OF CONSENT CALENDAR DISCUSSION**  
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# **DISCUSSION**

17. **REQUEST FOR APPROVAL OF A RESOLUTION AUTHORIZING THE ESTABLISHMENT OF A GUN SAFETY PUBLIC SERVICE ANNOUNCEMENT (PSA) CAMPAIGN TO PROMOTE GUN SAFETY AWARENESS BY PLACING PSA's ON SANTA FE TRAILS BUSES AND BENCHES (MAYOR COSS AND COUNCILOR BUSHEE, AND COUNCILOR IVES). (POLICE CHIEF RAY RAE)**

Police Chief Rael said the Resolution basically is asking for authorization and approval to post public safety announcements on buses and park benches at the bus stops to promote gun safety, and reviewed the proposed Resolution which is in the Committee packet.

**MOTION:** Councilor Calvert moved, seconded by Councilor Ives, to approve this request.

**DISCUSSION:** Councilor Calvert noted that he indicates the funding is to be determined.



Chief Rael said he is not certain what will be the source of the funding, noting all of the budgets are fairly strapped, but depending on the size and scope of the project, he will have to work with the City Manager and the Finance Director to identify the source of funding. He noted the FIR varies from a few thousand dollars to a very large amount, depending on how large the program becomes and what authorization is granted.

Chair Dominguez said he would like some of these questions clarified before this item goes to the Council. He said the FIR indicates the funding could come from different services – Transit, perhaps the Police Department.

Chair Dominguez said the Division has a contract with Templeman Marketing services to design, produce and install. He asked if they also will develop the content of these ads.

Chief Rael said he presumes they would work with Jon Bulthuis and the company to develop the message to be posted on the buses and benches. He said they definitely would have to develop a theme and go forward from there, noting they haven't begun that process yet.

Councilor Dimas said he is curious as to why it is just gun safety, and the reason we aren't incorporating the other problems that we have as well, such as kids getting into their parents medicine cabinets. He suggested we might also incorporate some kind of drug PSAs for kids and adults as well. He said he doesn't have a problem with gun safety, but thinks we should look at incorporating other issues as well. He would like to see that happen along with what we are doing here.

Chief Rael said the gun safety issue was forwarded by the Mayor and Councilor Bushee, and he agrees there are other messages we could send out in terms of public awareness. However, funding is the primary issue at this point.

Councilor Calvert asked John Bulthuis how many of the buses do not already have ads on them, and asked if there is availability to do this.

Mr. Bulthuis said they are at 75% in terms of placement on available spaces, so there is approximately a 25% inventory that remains.

Chair Dominguez asked how many buses that would be.

Mr. Bulthuis said it would be on different parts of the bus. He said they sell ads on the back and sides of the bus, which are different sizes. He said the FIR was intended to be scalable, so if the Council decided to expand the scope of the program, for example, there are per unit costs in the FIR. He said that would calculate to a figure, depending on the volume.

Councilor Calvert said the City will be paying for the wraps for these PSAs. He said, to the extent we don't limit it to the existing capacity, then we are getting into taking away revenue from the City, so the price gets even higher.

Mr. Bulthuis said this is correct, noting that also is in the FIR. He said, in terms of a possible way to finance this, they budgeted revenue from the advertising campaign at the beginning of the fiscal year. He said if we get into this in a big way, those numbers will drop, because the City is taking the space, rather than selling it to a party that is paying.

Councilor Dimas said, in terms of content, he is sure there already are available PSAs that you can duplicate.

Mr. Bulthuis said the Police Department is looking at that, and whatever they direct, then "we will take that ball and work with the advertiser to get it printed, designed and installed on the bus."

Chair Dominguez said, on that point, this is where he was going in terms of the "services to design, produce and install," noting he obviously isn't a marketing specialist and there are lots of different ways to deliver the message. He asked with whom the Police Department will be working to develop that message.

Chief Rael said both national and local groups will be used to identify the needs and develop the wording of the message to focus on the issues in Santa Fe. He said they will start looking at that if this request is approved.

Chair Dominguez said, to be clear, then Templeton Marketing will not develop the message, and they will just do the installation and production.

Chief Rael said this is correct, and they "will be messaging the message we give them." They will develop the wrap that goes on the bus.

Chair Dominguez asked what the cost might be.

Mr. Bulthuis said they are "very good costs on production, installation and rent." However, in terms of the production or creative design, he understood the Police Department would come up with a basic idea of what would be "pushed out." He said those costs would vary depending on whether they can find things "off the shelf" or if more custom work will be done.

Chair Dominguez said then the numbers in the FIR are just for the design, production and installation, and does not consider any costs to develop the message, and Mr. Bulthuis said that is correct.

Councilor Calvert said perhaps we could get City people involved, such as Joe Abeyta and crew, to help do some of that research of what is available. He said it would be most effective if there were PSA spots on television, for example, we could run on the City channel, and then take a key phrase/point which could be the wrap that goes on the bus and they would complement one another.

Chair Dominguez said he knows there is a science around messaging and marketing, and he wants to look at costs, noting there are creative people in the City that could come up with a message. However, is that going to be the most effective message and product.

Councilor Ives said regarding the statistics on children and firearms, those suggest that we may want to look more broadly than just our buses, and engage the schools in a discussion on this and look at other means we have to get that kind of public service message to the public. He said he would like it if someone could look at additional avenues and mechanisms to get the message to the public, which is an important message. He asked to be added as a cosponsor on this Resolution.

Chair Dominguez said he would encourage Chief Rael to contact the public schools, as how we can reach out to young people with the message.

Councilor Calvert said we do have a public information officer who could help in this effort.

**VOTE:** The motion was approved unanimously on a voice vote.

#### **18. STATUS OF POLICE DEPARTMENT PROGRAMS. (POLICE CHIEF RAY RAE)**

A copy of *Santa Fe Police Department Finance Report* dated July 1, 2013, is incorporated herewith to these minutes as Exhibit "1."

A copy of *False Alarm Reduction Program* report is incorporated herewith to these minutes as Exhibit "2."

Chief Rael noted the 5-year plan is still in process and almost complete and he will be bringing that to the next Finance Committee, following presentation to the Public Safety Committee, as per direction of the City Manager

Chief Rael reviewed the information in Exhibit "1,". Please see Exhibit "1" for specifics of this presentation.

*The Committee commented and asked questions as follows:*

- Councilor Calvert said he appreciates the information. He asked what percentage of crashes are caused where speed is a factor.

Chief Rael said we don't know at this point. He said our databases are not set up to capture that information, which is part of the difficulty they had in quantifying a lot of the information.

- Councilor Calvert said he understands we are trying to use a proxy to determine the effectiveness of the program, but he is concerned with the accuracy of that proxy. He said if we were talking about red light cameras this probably would be right on target.

Deputy Chief Johnson said Councilor Calvert is correct. He said first of all they tried to identify and quantify the number of crashes per year and then do a comparison. When they did that, they found that there are certain streets in the city where you cannot put the vans, all the State

highways. He said they tried to back those out and say what streets where they did have the vans. He said they have no way to extrapolate out what were speed related, or following too closely. It's very difficult, because it is a paper based system. So what he tried to do is to drill down into just those locations and streets where we actually placed the van to see if there was a way to correlate whether it was an increase or a decrease. He said, "Ultimately, what you see here are a lot of graphs showing the crashes and number of citations issues. Unfortunately, we can't drill down deep enough into our records management system and the CAD system to align speed van locations with the crash locations."

- Commissioner Calvert said he understands, and his concern is using it as a proxy. He noted the citations seem to be increasing over the past 3 years, not counting this year. He said if you extrapolate, it appears they may be going down, but he doesn't know that.

Deputy Chief Johnson said, ultimately what the conclusion is that our efforts were inconclusive in everything we tried. He said they couldn't say there is a direct result. He said, "Basically, my recommendations were that we need to look at better ways to try to capture this information, and take a snapshot of a quarter or half a year, and try to find a way to more effectively correlate the two, because right now the methods we have are providing inclusive data."

- Chair Dominguez said this is what he is after, which is to get the police department to start figuring out how they can make those correlations, because it has been billed as a way to make our streets safer. However, when you look at the data, it's hard to come up with that conclusion.
- Councilor Calvert said we would hope over time, if this program was truly effective, the citations it issues would decrease and people would start to get the message. He said isn't only a matter of crashes, but it is pedestrian safety and a matter of people feeling safe.
- Chair Dominguez said along those lines, theoretically Reflex would be put out of business because they would not be generating revenue, because there is no activity.
- Councilor Calvert said he isn't concerned about that aspect. He said what he is saying that he sees nothing which indicates that we shouldn't continue the program, because as long as people are continuing to speed, it is one of the tools we have. He doesn't think we're getting our point across and you need to continue until they get the point, and he doesn't think that will be by hitting them in the pocketbook.
- Councilor Dimas noted the survey was done only for the 5 years that the STOP program has been in place. He doesn't see anything before that to make comparisons with what it used to be to when the STOP program started and continued. He thinks that would be valuable information to have to make a comparison to whether or not the program is working.

Chief Rael said they will do their best to get the information. However, the demographics have changed, the population increased, so we are not comparing true stats. He said, from his perspective, the vans are very helpful to the Police in terms of running traffic surveys. He said

they have a limited number of officers, and we can't have them at all the locations, because they will get complaints. They can take the vans to locations that meet the criteria, and on their own, they slow down traffic so we can use our traffic and patrol officers in other locations where they are also needed. He said from a manpower perspective, he thinks they are beneficial.

- Councilor Calvert said the problem in comparing before and after, is previously you were relying strictly on the traffic officers to issue citations, and now you have 2 vans doing it 24/7.
- Councilor Dimas said you can still make a comparison on crashes to see if it is helping to slow down people and eliminate these crashes. He this would be interesting information to see, and something he would like to see that.
- Chair Dominguez said when we first started to consider the program there was data available on some of that, so it is there.

Chief Rael said they will work on getting the information you are requesting.

- Chair Dominguez asked Chief Rael to go to the STOP budget on page 23, noting we are at a \$34,915 loss.
- Responding to the Chair, Chief Rael said these are last year's figures, and asked Nancy Jimenez to speak to the figures.

Nancy Jimenez said they had to add 3 individuals to the upcoming budget, which starts today, for the personal costs, which are for Patrick Lucero, Stephen Cosbens and Jessica Pfeiffer. She said while the budget was being created the General Fund was down about \$12 million. She said then City Manager, Robert Romero asked us to take some of our officers that deal with these programs and civilians and cover their salaries, move them from the General Fund and put them into this program. She said they do have cash reserves of about \$500,000, but that will change, depending on the last fiscal year and what we have collected since June, because that hasn't been finalized. She said it does look like we will be in the red, although they do have cash reserves in the STOP program because they have not been spending the money received by the City over the last 3-4 years.

- Chair Dominguez said then the salary and benefits are part of operating budget for 13/14.

Mr. Jimenez said this is correct.

- Chair Dominguez reiterated that all of this is for FY 13/14, and Mr. Jimenez said this is correct.
- Chair Dominguez said it appears we are going to be in the red on this program.

Chief Rael said, yes, unfortunately.

- Councilor Calvert said we will be in the red for the operating budget for this year, but not for the fund in general.

Chief Rael said that is correct, because of the cash reserves we can carry forward for a few more years.

- Councilor Calvert noted this program was asked to pay certain salaries it heretofore hadn't been paying.

Chief Rael said that is correct.

- Chair Dominguez asked if we have projections on where the fund will be 2-3 years from now.

Chief Rael said not at this time. He said technically, if we do our jobs right and the program is working, we should see a decline in the number of vehicles that we are impounding and that may affect future budgets, in terms of revenue. He said, "On the other hand, regardless of the message, people are still out there driving drunk. So it may or may not decrease, and a lot depends on the value of the vehicles that we do seize."

- Chair Dominguez said it seems we are trying to operate this like an enterprise fund. He said those positions, Patrick, Stephen and Jessica, aren't working just on the STOP program, they're just being funded out of this program for their other duties in the Police Department.

Chief Rael that is correct. As you can see from the breakdown of salary and benefits, there are percentages next to the name. He said, "Patrick Lucero's position is being fully funded from here, Cosbens is being fully funded, Jessica Pfeiffer is 50% and Amanda Katz 30%, because they have other duties and funds from other programs being used to cover their salaries and benefits."

- Councilor Calvert asked, for clarification, if 2 of these people are working 100% on this program, and 1 person is 50% working on this program and 1 person is 30% working on this program.

Chief Rael said it's not that simple. He said the percentage allocations were made just to make it balance, because they do have other duties. He said in trying to balance the budget with the hit they took, there was funding from other areas.

- Councilor Calvert said he understands, but he wants to know if Patrick Lucero and Stephen Cosbens are working 100% on this program.

Chief Rael said, "Patrick Lucero is working the vast majority of his time on this program, and Officer Cosbens is a DUI Unit Officer."

- Chair Dominguez asked if these positions were included in budget in the organizational chart which was presented to us.

Chief Rael said yes.

- Chair Dominguez said, "One of the things that has been brought to my attention, are the number of skateboarders at DeVargas Park, and how they're getting there in violation of our current Ordinance. Most of them are juveniles. Do Police Officers get training on how to talk to or to approach Juveniles. "

Chief Rael said, "That is part of the standard training they receive at the Academy and is ongoing throughout in-service training and their careers. All the officers attend very specialized schools in dealing with juveniles, and that is an ongoing process, and yes, it is one of the constituent groups that they address frequently, so the training is there."

- Chair Dominguez asked the Chief to review what we are doing to prevent crime on pages 30-31.

Chief Rael reviewed the information on pages 30-31 of Exhibit "1." Please see Exhibit "1" for specifics of this presentation.

- Chair Dominguez asked how bad is the drug problem is among the youth in our city.

Chief Rael said it is difficult to answer with specificity. He said there is a problem out there. He said a lot of our youth start out with prescription pills and then move to heroin. He said he doesn't know the numbers of these at-risk youth, but they are seeing an increase in the number of heroin additions, meth additions and drug abuse in general. He said they have concentrated the work in narcotics, noting there are 4 agents and 1 Sergeant assigned to the region, two of which work strictly in Santa Fe at least 95% of the time. The other two work in Santa Fe and the Santa Fe area 75% of the time, so there is a significant force allocated to drug enforcement. Additionally, they have the Street Crimes Unit which also will assist with drug and narcotics enforcement. He said they have a Burglary Unit which assists depending on the issue, noting they've developed as many drug cases as the Street Crimes Unit. He said they have assigned a significant amount of resources on this problem, through property crime aspect and drug trafficking aspect as well.

- Councilor Dominguez asked, when you look at the Early Comparison Breakdown, what does that mean – trafficking, consumption, or what

Chief Rael said drug related basically. He said these are crimes, such as someone taking a prescription to Walgreens and trying to get it filled. He said drug related also can be someone we catch in a burglary that acknowledges it is due to drug addition. It could be perhaps a violent crime where a shooting occurs as the result of a drug rip-off, or somebody was offended by something.

- Chair Dominguez said then some of these things overlap with one another, and Chief Rael said this is correct.
- Councilor Calvert asked if the crime is counted in just in one category or in both categories.

Chief Rael said they try to break it down as closely as possible, however, given their current IT situation, it is impossible to break it down to any real specificity, but they get as close as they can.

- Councilor Calvert said there isn't a lot of difference to him between alcohol-related and drug-related. He said if you add these two it is a fair percentage.
- Councilor Dimas noted that the charts indicate that drug-related crimes are increasing every year in terms of juveniles. He said, "It looks as though the problem is getting more serious with our youth, as far as drug-related crimes are concerned. The thing that disturbs me the most is that New Mexico is number one in drug related deaths. And I don't know where SF is as far as the State is concerned. About the middle. So, we're still experiencing a lot of drug related deaths and this is not something we should be proud of in New Mexico or Santa Fe. Somewhere along the line, we need to take action. It's disturbing that we're up to 21% in drug-related crime.
- Chair Dominguez said he knows the Police Department has lost money over the years because of the economy – money from different grants that was available, and that could have contributed to the increase. He said it is his opinion and his perspective, "If there was a more comprehensive program or attempt to educate our young people about the dangers of drug and alcohol abuse, or substance abuse, and again this is my soapbox and my perspective, that we would be in a much better place. I know that's easier said than done, because the Police Department is in the business of reacting and fighting crime and not necessarily educating. But, nonetheless, that would be something that I would hope the Police Department would move towards is more in the prevention aspect, and not the reaction component of it."

Chair Dominguez continued, "Again, I know it's easier said than done, given the budget constraints. And this is the frustration that I have City-wide, and not just in the Police Department. But I know, again, the Public Schools have monies and are focusing on substance abuse, and I'm curious to find out how closely you are talking to them so that you aren't duplicating services or efforts. Again, that's not just the Police Department, but I think that City-wide, we have a duplication of services that are being offered and there is no streamlining of that. And I think that some of that effort gets lost. So, I'll just make that comment."

Chief Rael said this is the reason he assigned the Youth Outreach Officer from Crime Prevention, and said that Officer will be our liaison, will develop those programs, and get out to ensure that we aren't duplicating efforts, and his sole focus will be youth outreach. Hopefully, that will have an impact. He said it is a brand new program being kicked-off this summer. He said we will see how effective it is once we get it fully implemented.

- Councilor Calvert said, "I just want to make sure on this pie chart that we're discussing this correctly. Councilor Dimas I'm not saying that the drug and alcohol related crimes aren't serious. But in 2010, as I read the pie chart, 2010 drug related was 5% on page 26. The drug related was 5% in 2010 and alcohol was 16%, and then in 2011 they both increased to 7% and 25%, respectively. Then in 2012, they came back down to 2% and 12% respectively."



Councilor Calvert continued, "To get the best, page 29 summarizes it pretty well, and you see how drug related from 2010 went up and came back down and alcohol did the same. That one, I think, gives you all of them combined and shows the trend better than showing them individually."

- Chair Dominguez said with regard to juveniles, part of the reason he wanted to bring this up, given the recent ranking that New Mexico has been given as to the state of our young people, it is not good. He doesn't want Santa Fe to be following that same trend or moving in that same direction.

- Councilor Calvert said the juvenile crimes obviously include graffiti, and asked if this is correct.

Chief Rael said they would include graffiti, but that would be under criminal damage and property damage.

- Councilor Calvert said then we don't know if the graffiti is vandalism and mischief or if it is drug or gang related, and that is another one of those problems.

Chief Rael said that is correct. In addition to the gang related issues, we have one detective designated in Street Crimes that has the authority to coordinate any responses. He is gang trained and is following up on those issues.

- Councilor Calvert said we have had numerous presentations by different school groups and students about alcohol. He asked if it is more effective if our youth get the message from a police officer, or if it is more effective when it comes from their peers.

Chief Rael said it is most effective if the message is from their peers. He said their effort is going to be to try to reach these kids when they are younger before they become teenagers. Once they are teenagers, if they are so inclined, they will blow off a police officer, and he believes we have to concentrate our efforts where they will be the most effective.

- Councilor Calvert said perhaps we also need to concentrate on working with peer groups who are willing to work with youth to get out the message.
- Chair Dominguez asked if the 5 year plan "is going to have some of this in it, as to how to deal with juvenile crime."

Chief Rael said, in general terms yes. He said they are setting goals and objectives and trying to figure an approach to get there.

Chief Rael continued his review of Exhibit "1" on the Alarm Ordinance.

- Councilor Calvert said on the budget, "This shows a picture of operating. It takes in a certain amount and expends about the same amount, so my question is how did we start with \$692,000."

Chief Rael said that was carried over from previous years.

- Councilor Calvert said he understands that. He asked if there is something different about this year in the operating budget. He said if every year was like this year, it would be hard to have a starting budget of \$692,000.

Chief Rael said, "I believe we were also forced to absorb some positions out of this fund in order to cover the budget shortfalls."

Nancy Jimenez said Alfred Walker, Assistant City Attorney and Dorothy Encinas were paid out of different funds in the last year, agreeing that, "We are saving General Fund again." And also, Alfred Walker was paid from a grant for the past 2 years, and that grant has expired.

- Councilor Calvert said, "So, it's mostly the budget game again, and Ms. Jimenez said yes.

Ms. Tafoya said when Dorothy is out of the office, she [Ms. Tafoya] takes over – vacation, sick leave, days off for one day or even out of the office for lunch.

- Councilor Calvert said this area is one of your duties. He said, "In concept, part of your supervisory job is this area, and I don't know what part of that this is, but it has to be some piece of that, right. It's not just that you take over when she's not there. You are supervising this area as part of your normal duties."

- Ms. Tafoya said that is correct.

- Councilor Calvert said he doesn't see that reflected.

Ms. Jimenez said we can split fund individuals with the City's payroll system. She said, "It is cumbersome, so it is easier to take someone's full salary and charge that, even though there are 2-3 individuals that do part time work into this fund."

- Councilor Calvert said, "Unfortunately it doesn't give us an accurate picture when we are trying to understand how programs operate in terms of revenues and expenditures." He said he understands what she is saying, but it limits the quality of information we are getting in some cases.

- Councilor Ives said, "Just so I am clear, on the Annual Budget, page 33, is that 2013 or 2014."

Chief Rael said it is 2013/2014, the fiscal year beginning today, forward.

- Councilor Ives asked how that compared to last year.

Chief Rael said he doesn't have that information, but last year we weren't covering salaries and benefits, and last year we used a lot of the money to purchase equipment which was required by the Department at the time.

- Councilor Ives said he understands we are adjusting expenses based on needs in the City, but in terms of revenue, whether or not the amounts are comparable to what is in this budget. The program started in 2009.
- Councilor Calver said the Ordinance was adopted in 2009, but the program didn't become effective right then.

Ms. Jimenez handed out a document that shows the revenues that started in 2009/2010 [Exhibit "2"], which shows the revenues and expenditures for the Alarm Program.

*[Ms. Jimenez's remarks here are inaudible because she was away from the microphone]*

Ms. Jimenez reviewed the information in Exhibit "2." Please see Exhibit "2" for specifics of this presentation.

- Councilor Calvert said it reflects that was the first year of implementation which probably wasn't a full year, and Ms. Jimenez said this is correct.

Councilor Ives said in comparing the revenues "here with what is on page 43, and these totals of revenues come in at \$788,401.63. If I look at the total fees charged to date, or for date range of invoices involved, it is more than \$2 million. So, I'm trying to figure out, from the revenues reflected here, versus the total fees..."

Chief Rael said it is his understanding that is the number which is totally billed but not collected. He said there are still outstanding bills, some in collections. He said, "But that is assuming all revenue had been received, that's what we would have had."

- Councilor Ives said when he looks at the net payments for date range of invoices charged, the figure is \$879,249, compared to the \$788,000, so there is a \$90,000 difference there, presumably through year to date. He said he is having problems matching up numbers from the different systems.

Chief Rael said he isn't an accountant, and wishes he could answer his questions. However, they did ask Cry Wolf to come down and they declined at this point, but they did provide, "behind the worksheet, definitions and an explanation of what each category is and what it means."

- Councilor Ives said he has seen that. He said, "I find it interesting that of the total fees charged for the date range involved, the \$2,042,535, they have had successful appeals of \$400,345.01, and I believe that the number of appeals is reflected at some 5,000 to 6,000, do I remember that correctly, I think I do, from another one of the sheets. Do we have any breakdown on the nature of those appeals and how many involved the \$50 charge, which subsequently was modified after some time."

Dorothy Encinas said they do not have a breakdown with them at this moment. She said, regarding the appeals, that can be, for example, a repair order. "The customer has to submit in writing, stating the battery was low, and if they call the company to come replace the battery or if there was a malfunctioning sensor – anything malfunctioning or wrong with the system – they have 30 days to provide her or Cry Wolf with paperwork, letting us know it was repaired. The repair person signs-off and they have to provide a copy of the invoice from the alarm company saying it was repaired. That is considered as an appeal in their system. The elderly can submit their documents via fax."

Ms. Encinas continued, saying every appeal isn't heard in front of an appeal officer, noting they can email the information to her. She said, "For some reason they count them that way and don't break them down as repair orders or an appeal before the appeal officer, or something she has helped them fix and they get credit toward their account. So it's not broken down to that extent. The number appeals does seem large and the amount of money does reflect that. Because if the fees are adjudicated or waived, that's where that number comes from."

*[Ms. Tafoya's remarks here are inaudible because she was away from the microphone]*

- Councilor Ives said then the City only gets paid for revenues that are collected, and asked if this is correct.

Ms. Tafoya said yes.

- Councilor Ives noted outstanding uncollected in the amount of \$762,940, and the City's portion would be about \$400,000, and asked what we are doing about revenues not collected.

Chief Rael said the City Attorney's office has been working on a collection process for all outstanding accounts for the City, and they are waiting for that information.

- Councilor Calvert said this is one of the ones he bought up before to get that rolling. He said, for clarification proposes, the name of the company is Public Safety Corporation. Cry Wolf is the name of their software. So to be correct, we should refer to them as Public Safety Corporation and not Cry Wolf. He said Public Safety Corporation would love to pursue collections.
- Councilor Calvert asked if Reflex does collections, and Chief Rael said yes.
- Councilor Calvert said we have not allowed the Public Safety Corporation to do collections.
- Councilor Ives said part of his problem is still trying to match up information to the reality and figure out whether it makes sense to have them continue doing what they are doing, or to bring it in-house to let our staff do the program. He understands there are software costs involved, as well as that they are still working on gathering some additional information, and once they have it, they can provide it to the Committee.

Chief Rael said there is more information on the handout [Exhibit "2"], and continued his review of Exhibit "2."

- Chair Dominguez said then staying with the existing contractor is with the anticipation that there will be less revenue generated.

Chief Rael said this is correct. He said the more successful the program is, the less revenue we get. He said ideally if the public gets the message and we get fewer alarms, it will be less money, but we're still going to have to fund the positions.

- Councilor Ives asked if anyone has been able to produce Cry Wolf's billing protocols. He understands if a report is filed late, which is a violation, there is a \$10 charge. He said for each additional day there is an additional \$10 against the violation.
- Councilor Calvert said that is not up to the Public Safety Corporation, noting the fees and fines are in the ordinance.
- Councilor Ives said he suspects there is not consistency, and gave examples. He would like to find out how they do their billing, how the bills accrue, and how that huge bill of \$47,000 accrued over time.
- Councilor Calvert reiterated that's not up to the Public Safety Corporation, noting the fee schedules and fines are in the Ordinance, so it's not up to them to administer how they see fit, and how bills accumulate or don't is specified in the Ordinance.
- Councilor Ives said he suspects there may not be consistency, noting he received a call from someone who had submitted timely reports who received a notice of violation and \$200 in charges from Public Safety which were because they hadn't tracked those reports to the correct month, which is a slightly different issue, nonetheless of concern. He reiterated he wants to know how the bill accrued to \$47,000, on a month-by-month basis, the number of initial violations – exactly how it accrued over time. He said ultimately, we're asking our citizens to pay those bills, noting there is a 25% appeal rate, and very large bills. He said the City should be providing oversight. The Public Safety Corporation's inability to get anybody to one of these hearings to break down information on an annual basis, leaves him feeling uncomfortable with the Corporation's internal accounting aspects.

Chief Rael said the City Attorneys office has that information, and already is in the process of developing its collections approach, and it should be readily accessible. If not, he will provide him with the information the Department has in terms of how and what they bill. He understands, from his conversations with the City Attorney's Office, the reason some of these bills got so high is because some of the alarm companies weren't complying and refused to comply. They failed to register their customers and to follow the process and the bills grew and grew.

- Councilor Ives understands it may be explainable, but he is frustrated in not being able to get any explanation. He also understands Jamison Barkley was handling this item before she left recently, and someone else took over her case load. He would love an analysis against the clarity of our contract in terms of the billing charges.

Chief Rael said he will do his best, noting he will have to ask Finance for help because he isn't an accountant.

- Councilor Ives said that would be great, noting he has had more than sufficient complaints over time that have raised questions about those fines .
- Councilor Ives said he appreciates everything which has been done by staff, but he is still not to the point that he is comfortable with it, so "I'll continue to be a little bit of a pesterer."
- Councilor Calvert said it is clear that is it accomplishing what we intended it to do – reducing the number of false alarms and alarm calls. He said there are things we can do to continue to make it more effective. The question is whether we contract with the same company again, or whether we bring it in-house, or perhaps put it out to bid again.
- Councilor Ives said it has become a much more common practice for alarm companies to have direct contact with their customers about the level of alarm and how to proceed in some situations. He thinks many people are taking it on themselves to talk with the alarm company.
- Councilor Calvert explained that that process is built into the Ordinance.

Chief Rael said, to address Councilor Calvert's comment, if you want to find a new company we needs to know quickly because the contract is coming up for renewal in August, otherwise the contract renews for another year with PSE.

- Councilor Calvert said he doesn't believe there is enough time at this point to do a good RFP for a new company, and we need to plan ahead for it for next year, if we decide to make that change.
- Chair Dominguez asked if there anything in the contract that can be renegotiated in the coming year.

Chief Rael said the only thing we could renegotiate is the percentage they take versus what we keep. He said the requirements are set out in the ordinance.

- Chair Dominguez said we should put language in the contract that the company is required to come to the Finance committee when asked.
- Chair Calvert said, "If that strikes you as non-responsive, perhaps you want to go with another company."

- Chair Dominguez said most of that is at the discretion of staff in making their recommendation.
- Councilor Calvert observed that the company has come to Santa Fe on several occasions in the past to work through some of these issues, but he doesn't know why they couldn't come tonight.
- Chair Dominguez thanked Chief Rael and staff for all the information, and said he hopes they have the same kind of discussion, in terms of operations, at the Public Safety Committee. He said, "It's always been that police departments are a General Fund operation. He said, "It's interesting that we're kind of doing this hybrid enterprise, where these little enterprises are subsidizing the General Fund operations to some degree. That's is just an observation, and something that is kind of interesting. I don't know if that's the trend across the nation, or something that is just happening here in Santa Fe, and if it's even something to be concerned about."

#### **A. LEAD TASK FORCE UPDATE. (SGT. JEROME SANCHEZ)**

A copy of *Pre-Booking Diversion: Breaking the Cycle of Addition & Arrest*, with attachments, is incorporated herewith to these minutes as Exhibit "3."

Chair Dominguez said he asked the LEAD task force to provide the information they gave at the Council meeting, and would like a discussion on how that fits with the overall Police Department operations and budget and such. He said if we can't have the discussion today, he would like to have a discussion in the future about how we can fund some of the components of the program.

Sgt. Jerome Sanchez introduced Emily Kaltenbach, Drug Policy Alliance, and [inaudible] Rand of the Santa Fe Community Foundation. He said they will be reviewing the cost benefit analysis which was done for LEED, and then the 3 of them will answer any questions the committee might have.

Emily Kaltenbach reviewed the information in Exhibit "3." Please see Exhibit "3" for the specifics of this presentation.

*The Committee commented and asked questions as follows:*

- Chair Dominguez asked if the information Ms. Kaltenbach has presented is local data

Ms. Kaltenbach said yes. It was based on Santa Fe Police Department, which was crossed referenced with the County booking data and data from St. Vincents Hospital and the local EMS system, so it is 100% local, City of Santa Fe data.

- Chair Dominguez said then when you talk about costs to the system that is the local system.

Ms. Kaltenbach this is what it costs for 100 individuals who are Santa Fe residents arrested by the City Police Department. She said it does have an impact on the County and the State system since Medicaid and the County pick up some costs. It is very much localized in the City.

- Councilor Calvert said he would like to see the City proceed with this. He said, in the long term, we will find the money for this from the reduction in the number of jail days, less expenditures on jail days will result in funds to be reallocated for other purposes, such as this program. He said this is the kind of detail we will need at the end of a pilot program. He said, hopefully, it won't cost more, but you will have better results.
- Chair Dominguez agreed with Councilor Calvert. He said he imagines that they will be requesting funds from the Legislature. He said the City will make the request on behalf of LEAD, and asked if they are prepared to do that in December or January.

Ms. Kaltenbach said that is one of the recommendations of the LEAD Task Force – to request an appropriation for a pilot program from the State.

- Councilor Calvert said we just saw that we have a fund balance in the False Alarm Program. He said, "I don't think it's a leap to show a correlation between these things, alarm calls and burglaries. If we could use some of that money to reduce burglaries, then we would be working for both programs."
- Responding to the Chair, Councilor Calvert said the reason people have alarms is because of burglaries, and if we can reduce the number of burglaries we can reduce the number of false alarms.
- Chair Dominguez asked if they have looked at juvenile crime as it pertains to this, and if so, if it fits.

Ms. Kaltenbach said the recommended model is for adults only, and it gets a little more complicated dealing with juveniles in the system, so they are focusing on 18 and older, as it relates to the data.

- Chair Dominguez asked if that is indicated in the report.

Ms. Kaltenbach what they found with the 100 individuals, is the majority of them are between 18 and 25, so that is a target group.

Ms. Kaltenbach said she would like to recognize the McCune Foundation, Santa Fe Community Foundation and Con Alma, who have contributed \$30,000 for planning. She said a lot of work needs to happen between now and January 1, 2014, to train, build the systems and build the protocol.

- Chair Dominguez asked when she will be making the complete report to the City Council.

Ms. Kaltenbach the Resolution will come to this Committee on July 14, 2013, and then they will making a set of recommendations at the next Council meeting.



- Councilor Dimas asked of the 100 people, how many are people who could actually qualify for the LEAD In program.

Ms. Kaltenbach said, from a broad perspective, 100 could qualify. She said the Committee will be presenting very strict criteria for eligibility. She said they anticipate that 100 per year probably will be eligible for the program.

- Councilor Dimas said many will be repeat offenders, going in and out of the system all of the time, which doesn't make them bad. He said it would be an asset if we can raise the thresholds a little, because it is a new program and we want as many people involved in the program as possible. He said he is sure they have been looking at that, noting he has been attending the meetings, but he is unsure about that aspect.

Sgt. Sanchez said, of the 100, there are 25% that actually cost more than the 100, so that 25% are those they would like to target. However, based on the eligibility requirements we, it may be difficult, because they have to look to see if they are on probation, so this is where the strict criteria comes in. However, if they are looking at recidivism and cost, those 25% are the people he would like to target to ultimately to lower all crime.

- Councilor Dimas asked about the other 75%

Sgt. Sanchez said the 25% are the recidivist offenders, the more prolific offenders. So, in a cost saving and crime saving method, those 25% would be the people they would target, but all 100 are, in some way shape or form, are recidivist offenders.

Chair Dominguez thanked Ms. Kaltenbach for the work she had done, and for coming to the Committee and educating us about this. He looks forward to future discussions on this. He said, "Keep going, keep doing a good job. Thank.

## **19. OTHER FINANCIAL INFORMATION**

None.

## **20. MATTERS FROM THE COMMITTEE**

None.

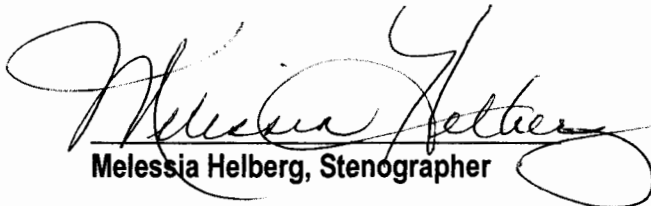
## **21. ADJOURN**

There was no further business to come before the Committee, and the meeting was adjourned at 7:20 pm.

  
Carmichael A. Dominguez, Chair

Reviewed by:

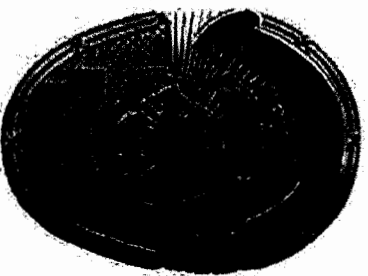
  
Marcos A. Tapia, Director  
Department of Finance

  
Melessia Helberg, Stenographer

# **SANTA FE POLICE**

## **SANTA FE POLICE DEPARTMENT FINANCE REPORT**

**JULY 1, 2013**



*Exhibit "1"*

# COMMITTEE REQUESTS

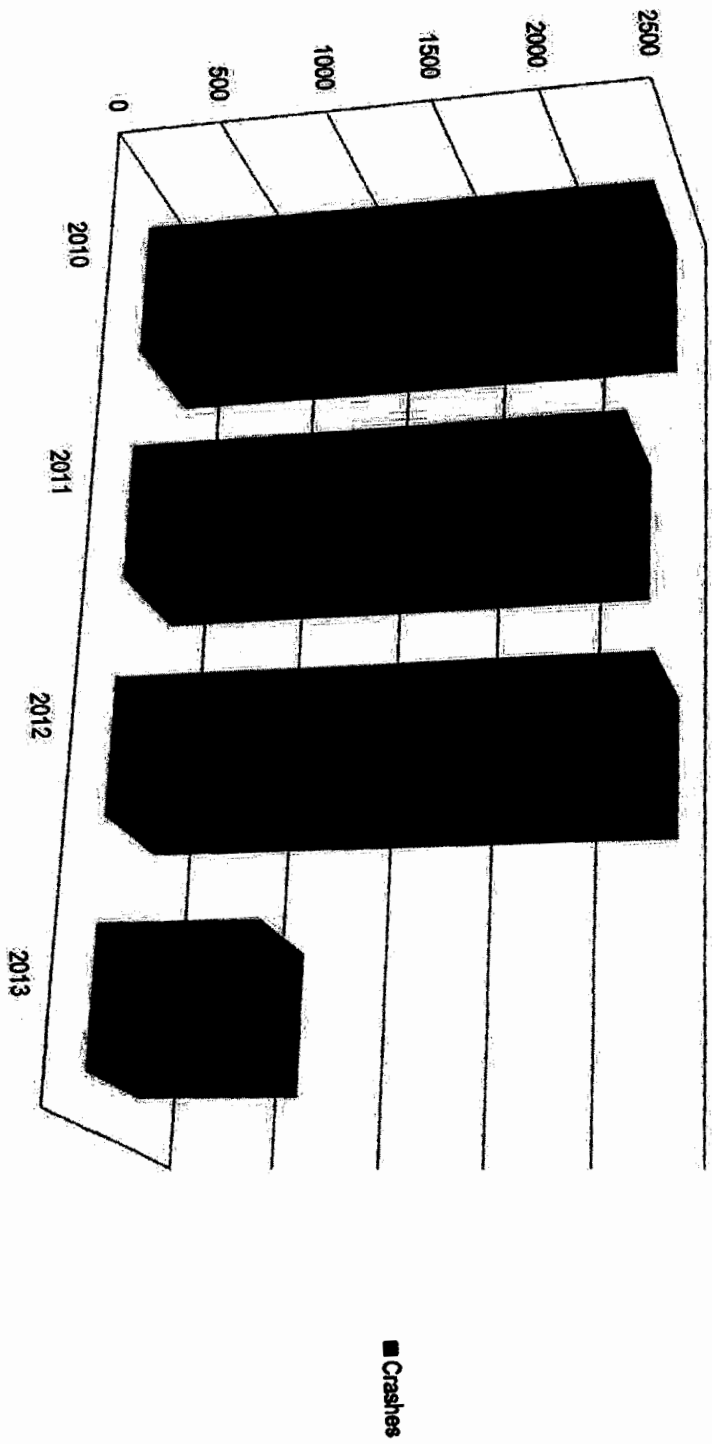
- **S.T.O.P Program**
  - Data to support program success/failure
  - Historic breakdown on van locations by district
  - Info on how the money is spent
- **Alarm Program**
  - Representative from CryWolf to attend finance meeting (Workload Snapshot)
  - Information regarding bringing program in-house
  - Audit of CryWolf collection process (Committee referred to finance dept.)
  - Info on how the money is spent
- **Juvenile Crime**
  - Documented reduction or increase in Juvenile crime
  - Dept. goals in dealing with juvenile committing crimes
- **5-Year Plan**

# **SANTA FE POLICE**

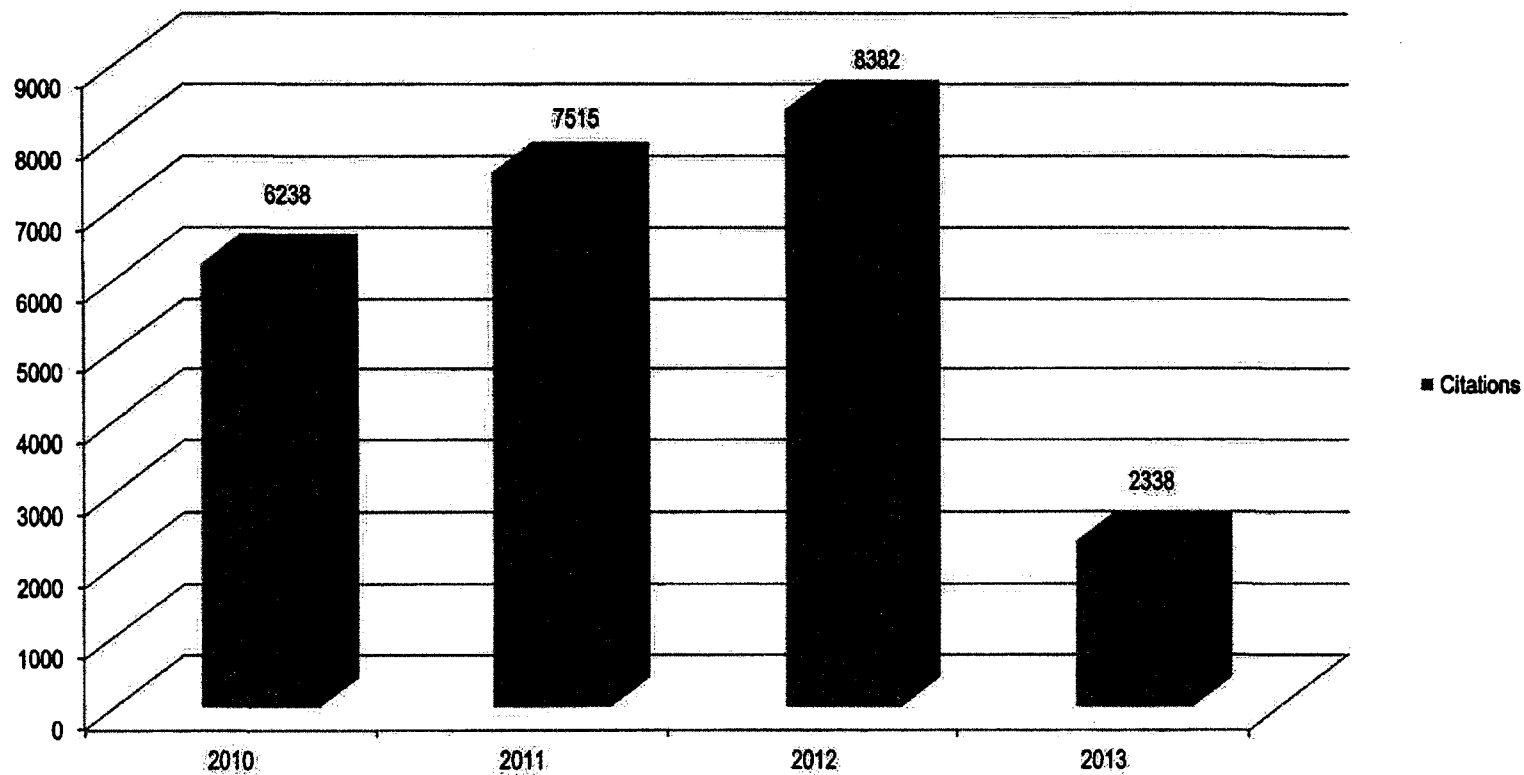
## **MOTOR VEHICLE CRASHES**



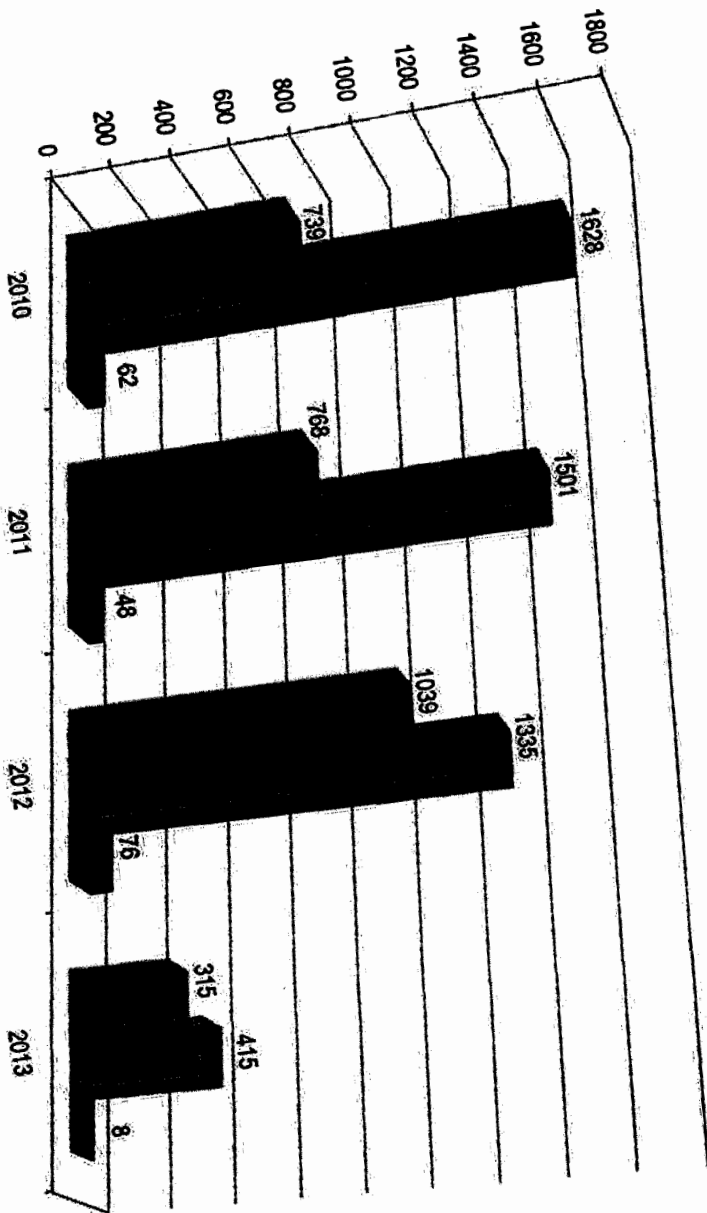
# CRASH COMPARISON BY YEAR



# S.T.O.P CITATIONS



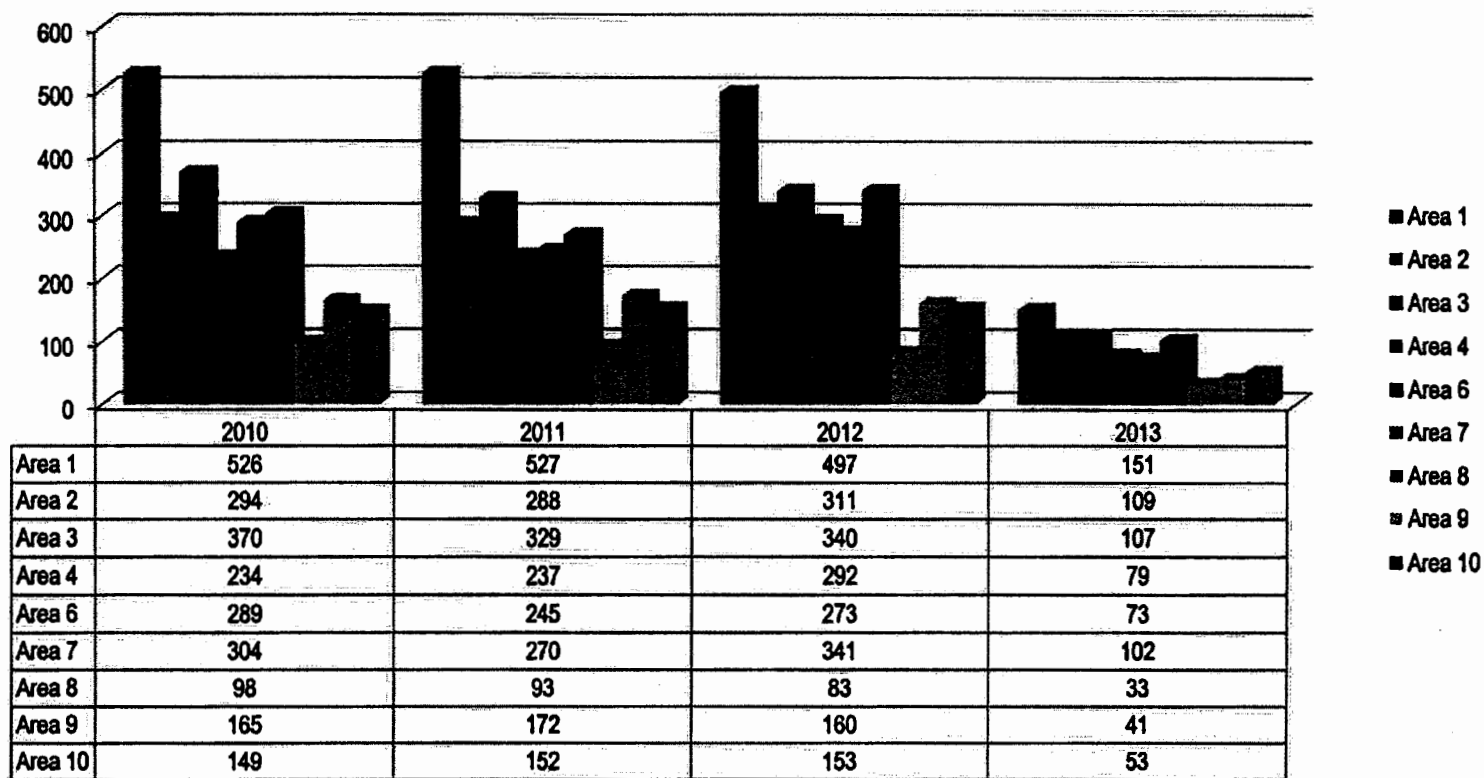
# CRASH COMPARISON BY YEAR



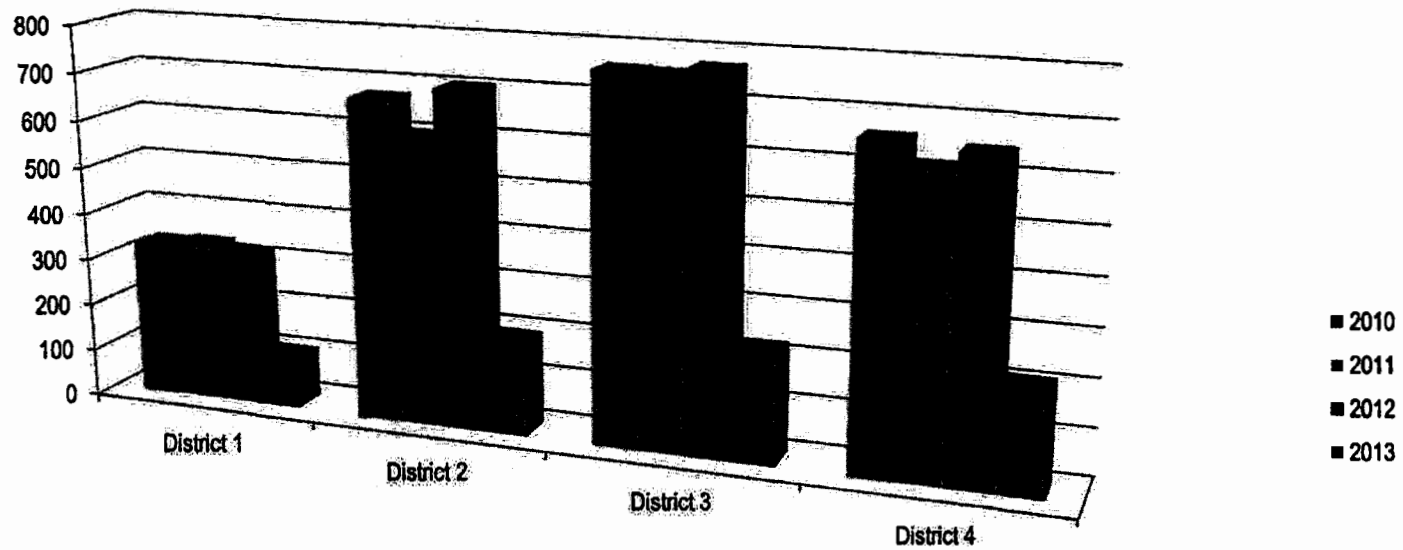
■ Injury  
 ■ No Injury  
 ■ Hit & Run



# CRASHES BY YEAR AND AREA

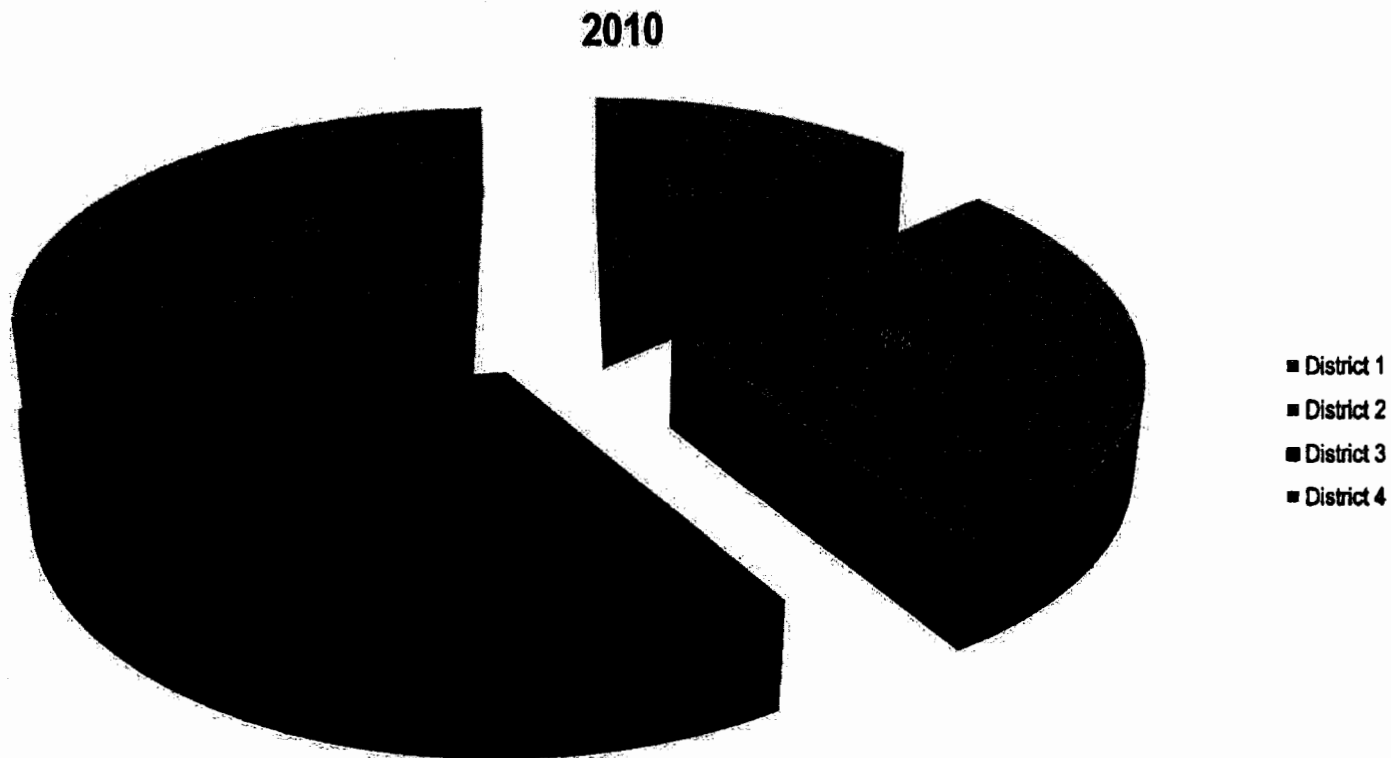


# CRASHES BY COUNCIL DISTRICT

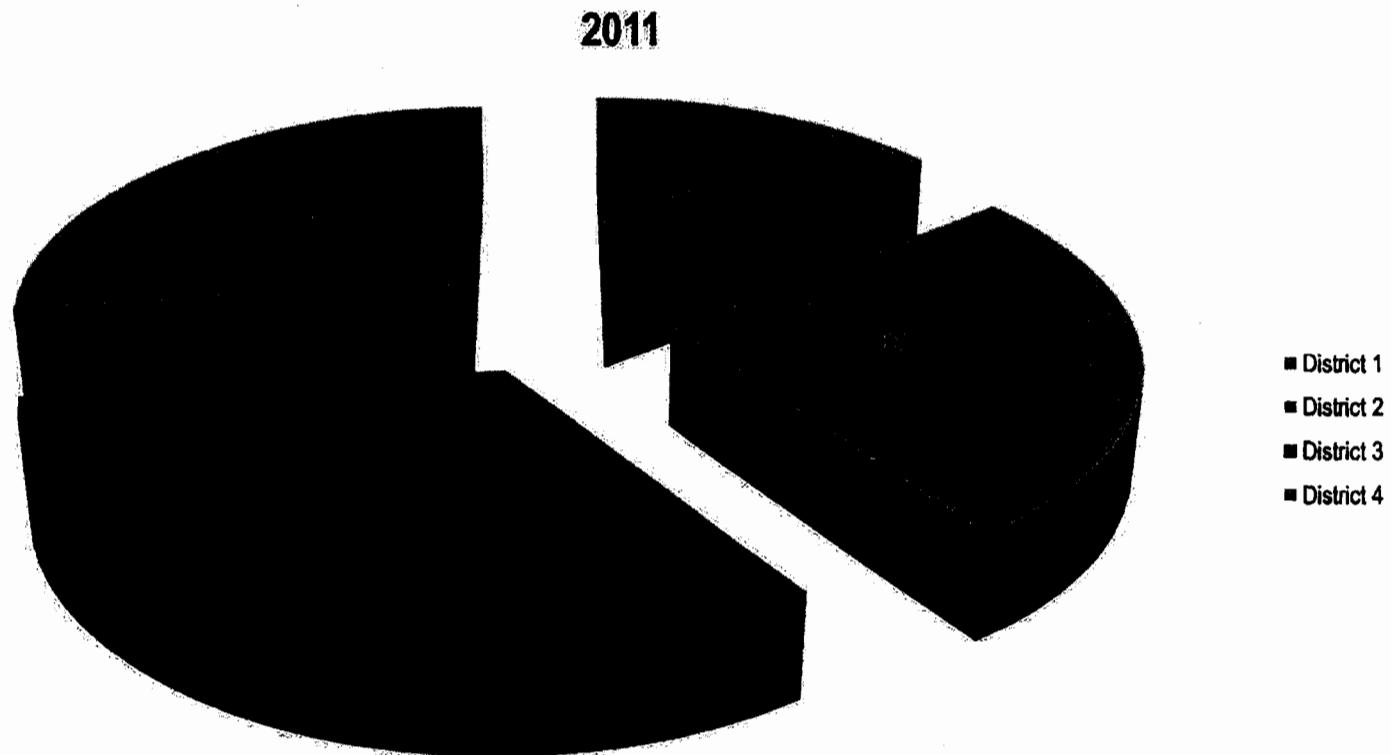


|      | District 1 | District 2 | District 3 | District 4 |
|------|------------|------------|------------|------------|
| 2010 | 329        | 675        | 761        | 664        |
| 2011 | 334        | 604        | 758        | 617        |
| 2012 | 321        | 705        | 773        | 651        |
| 2013 | 108        | 196        | 229        | 215        |

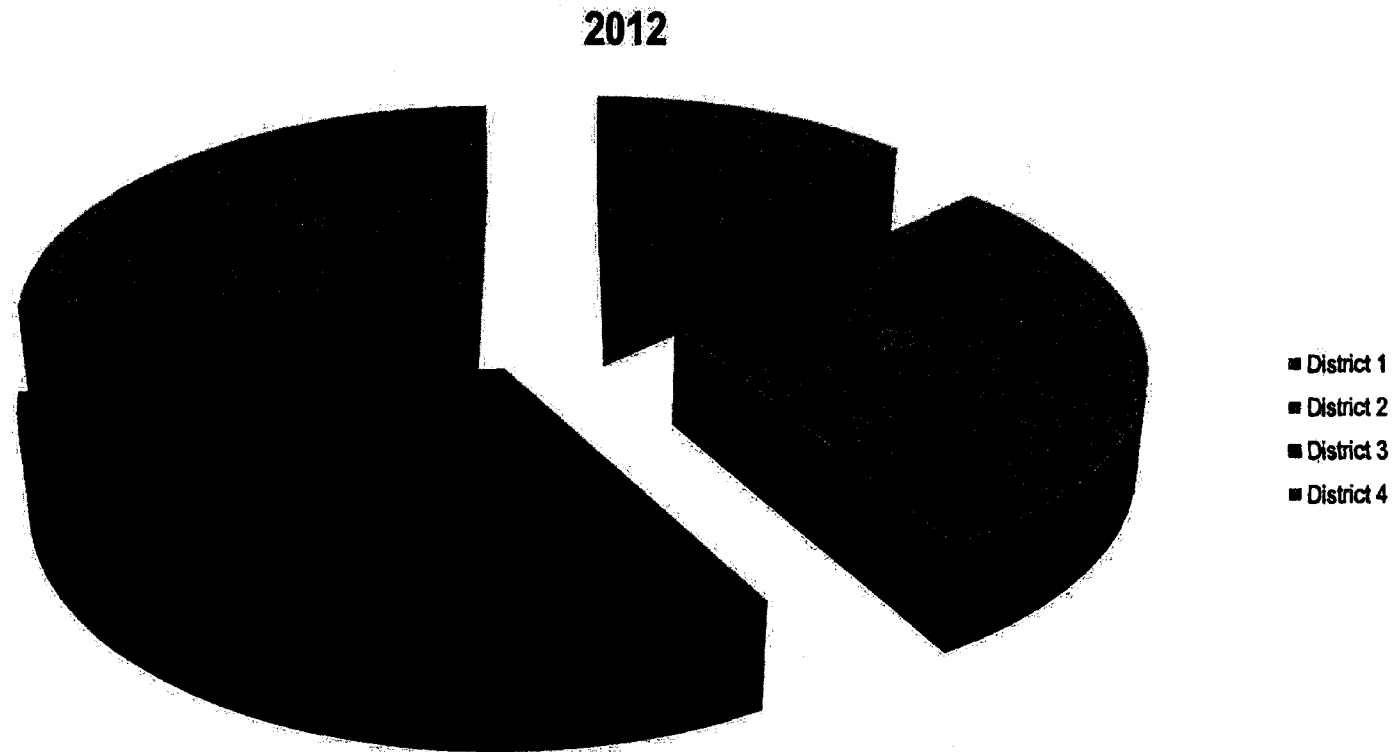
# CRASHES BY CITY COUNCIL DISTRICTS FOR 2010



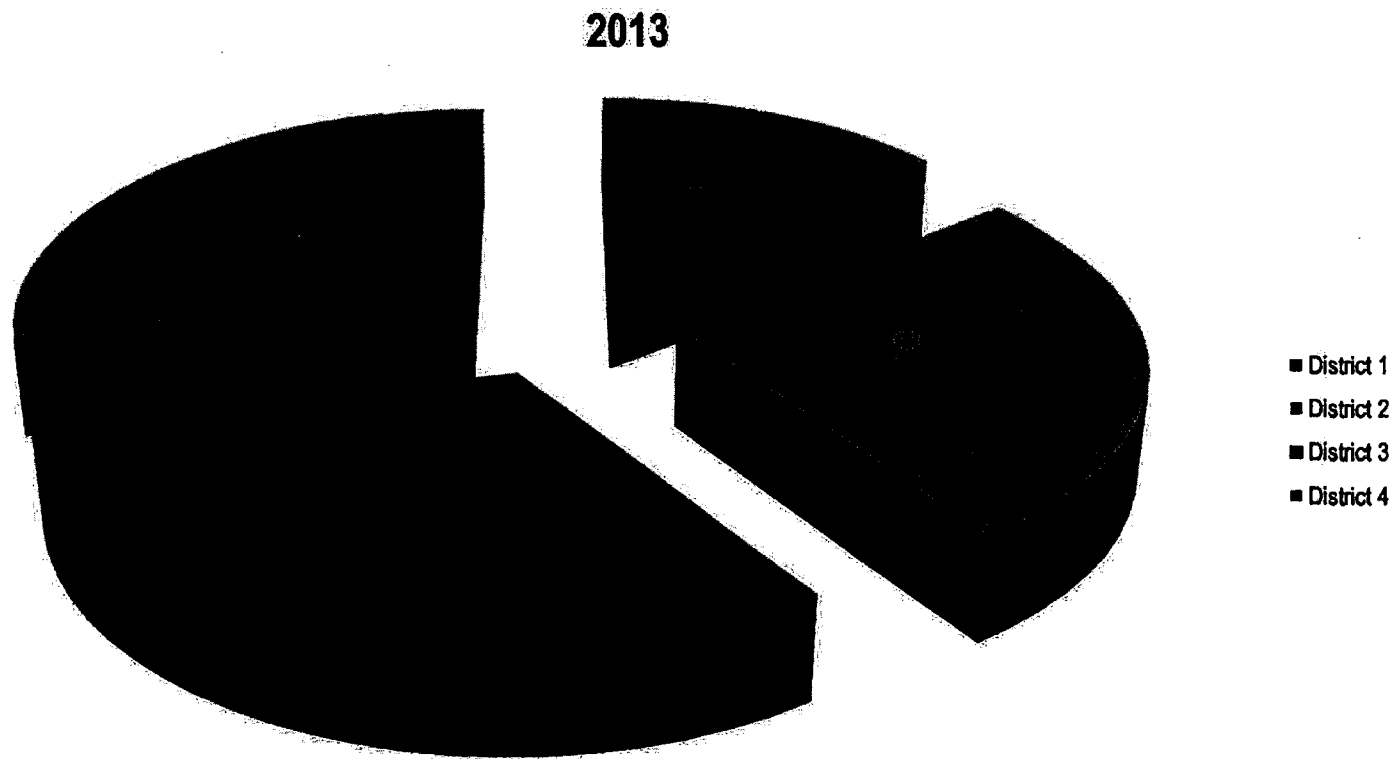
# CRASHES BY CITY COUNCIL DISTRICTS FOR 2011



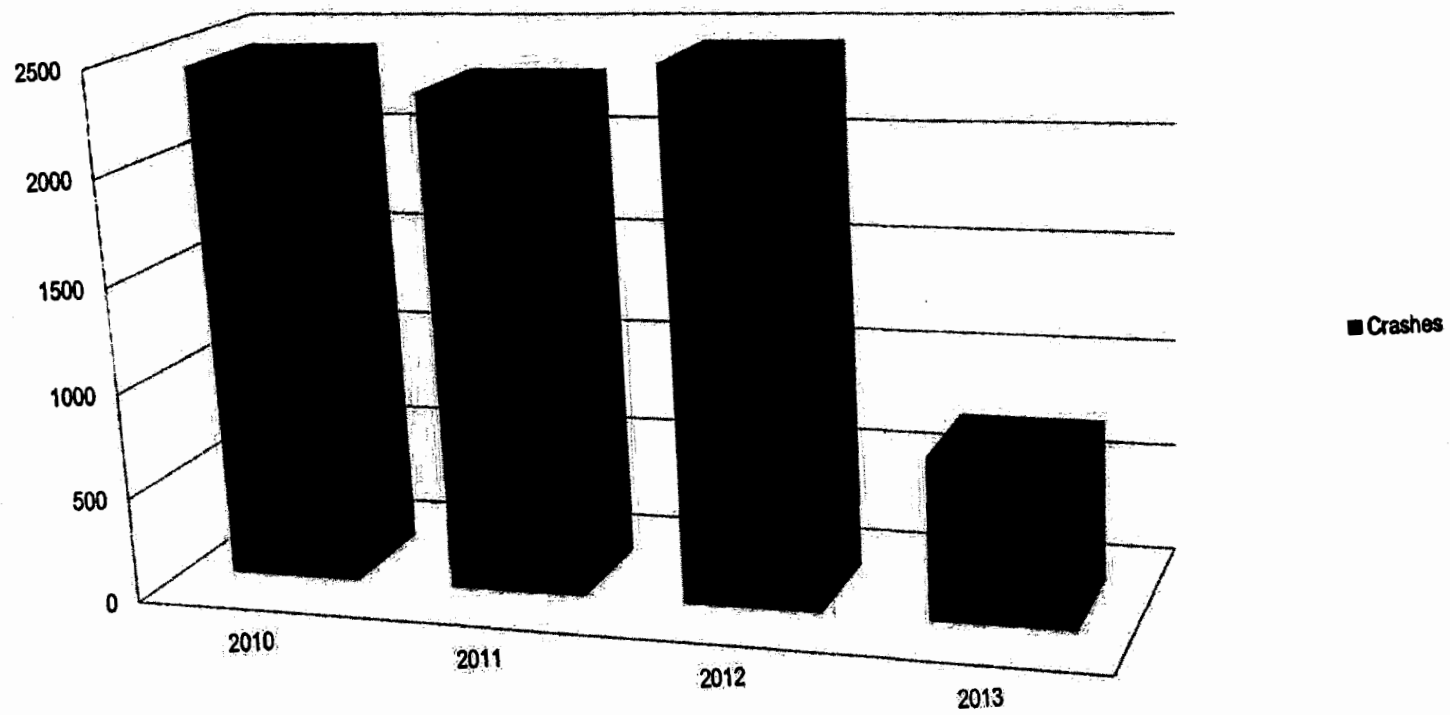
# CRASHES BY CITY COUNCIL DISTRICTS FOR 2012



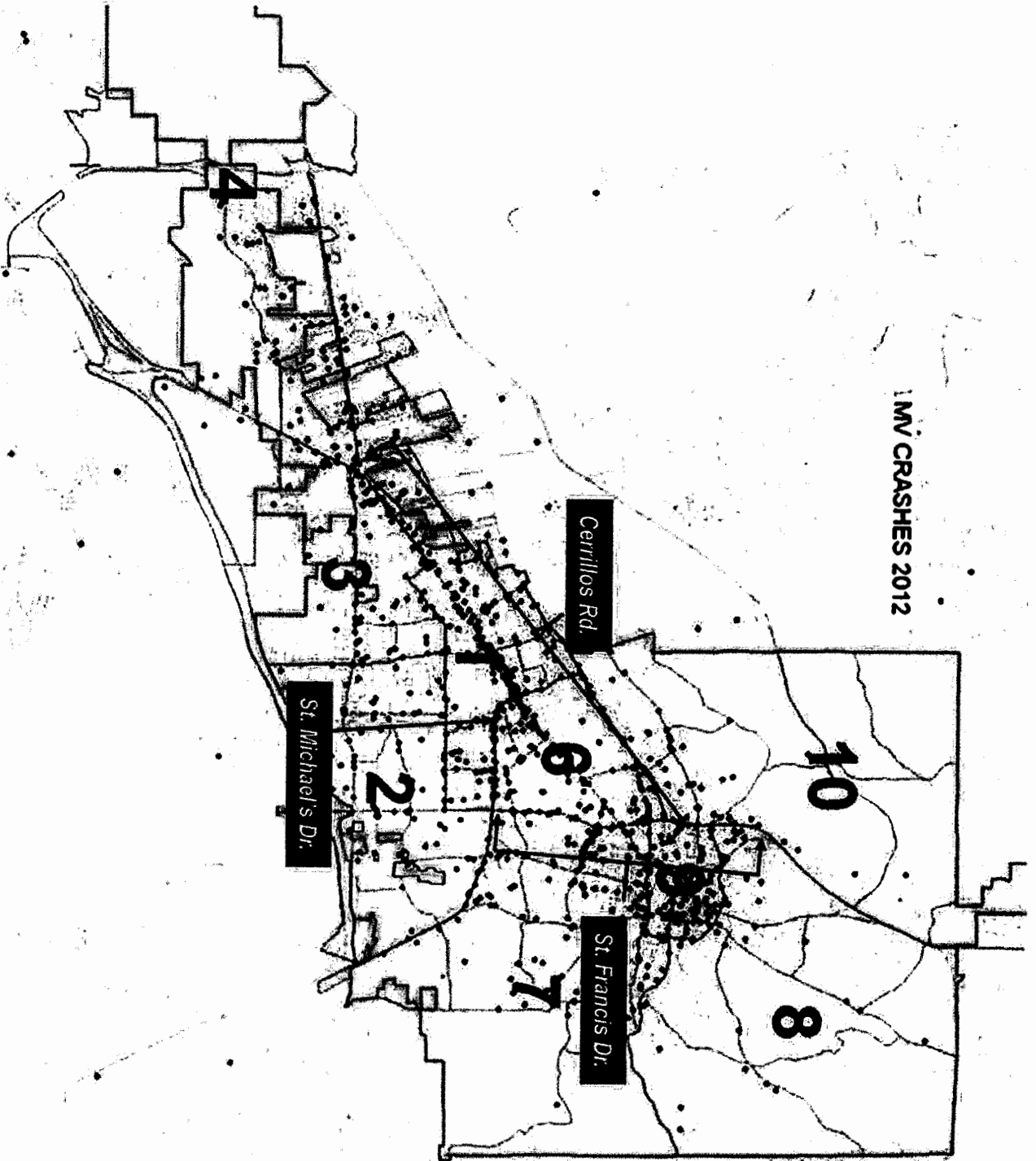
# CRASHES BY CITY COUNCIL DISTRICTS FOR 2013



# CRASH COMPARISON BY YEAR

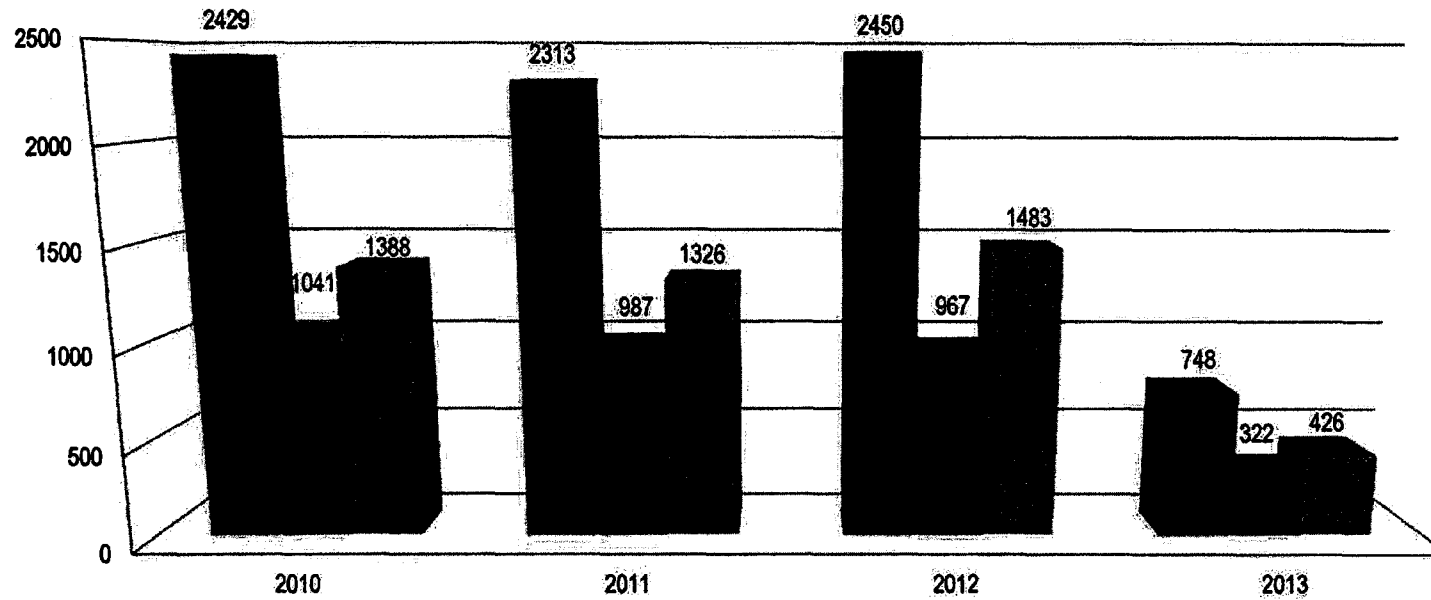


1 MV CRASHES 2012





# CRASH COMPARISON BY YEAR



|                   | 2010 | 2011 | 2012 | 2013 |
|-------------------|------|------|------|------|
| ■ Total Crashes   | 2429 | 2313 | 2450 | 748  |
| ■ State Roads     | 1041 | 987  | 967  | 322  |
| ■ Non state roads | 1388 | 1326 | 1483 | 426  |

## WHAT WE LEARNED

- ✓ City-wide traffic crashes increased in 2012 by 138 crashes
- ✓ Traffic crashes on non-state roads increased in 2012 by 157
- ✓ There is no mechanism in which to compare the van locations to crash locations
- ✓ City-wide S.T.O.P citations increased by 867 in 2012
- ✓ \$3,671.39 revenue increase as of May 2013 for FY12/13
- ✓ Finding is inconclusive

# RECOMMENDATIONS

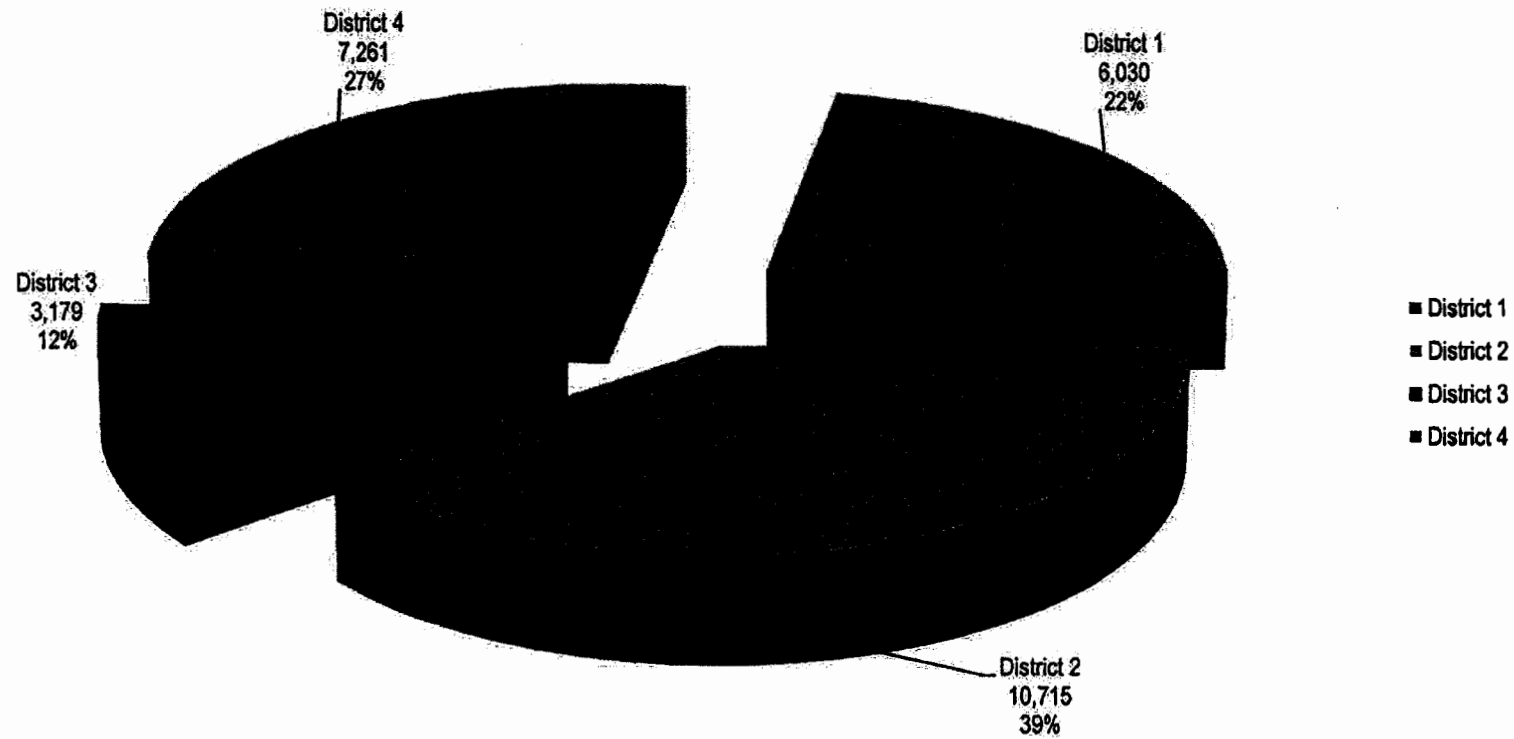
1. Contrive a means to compare speed van locations with crash locations
  - ✓ Software
  - ✓ System coding
  - ✓ Manual tracking
2. Track number of random van deployments vs. traffic survey requests
  - ✓ Convert to officer time and cost
3. Formulate a method to measure the qualitative component of the program
  - ✓ Public perception
  - ✓ Intangible benefits

# **SANTA FE** **POJOLCE**

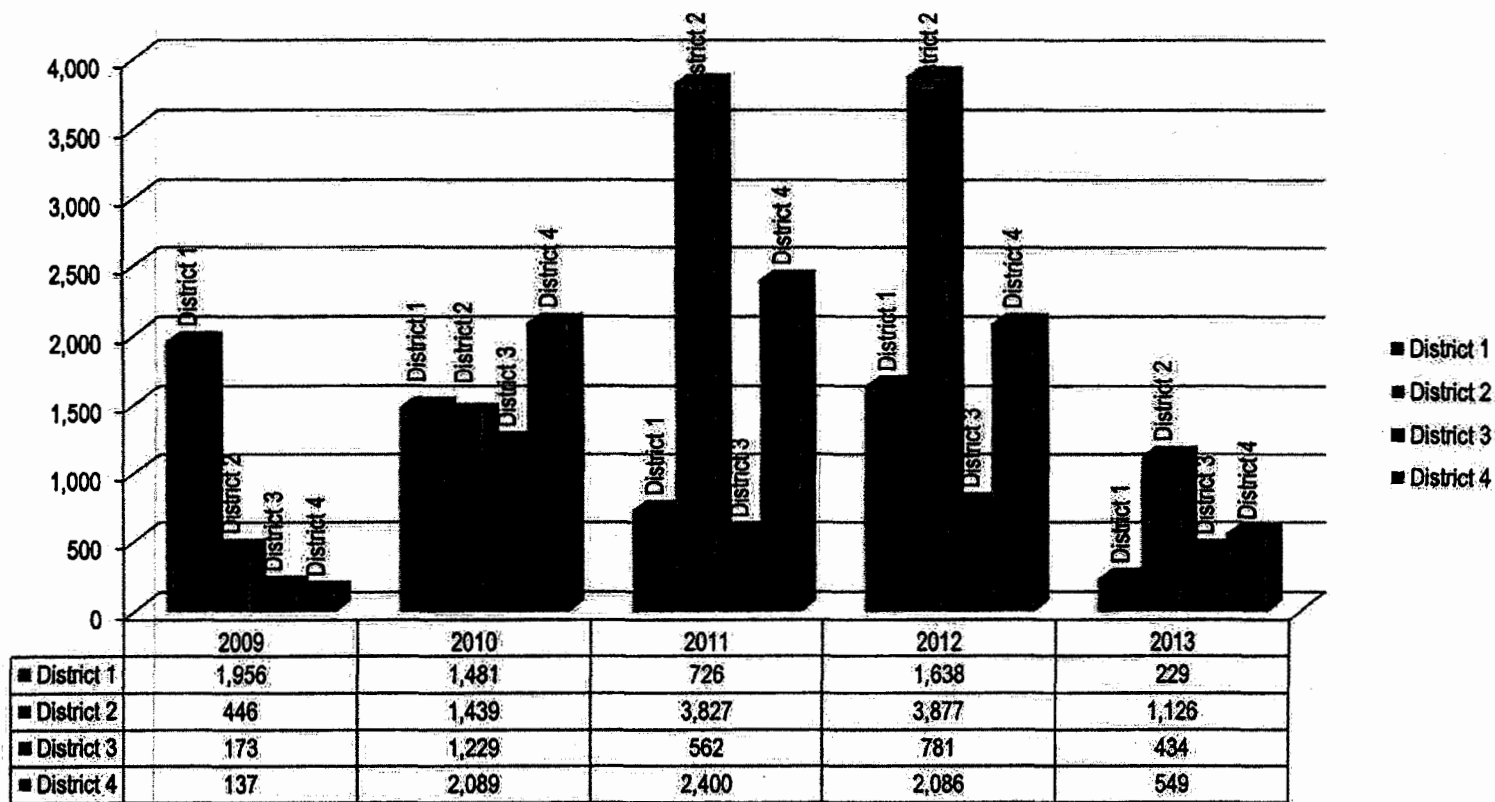
S.T.O.P. PROGRAM



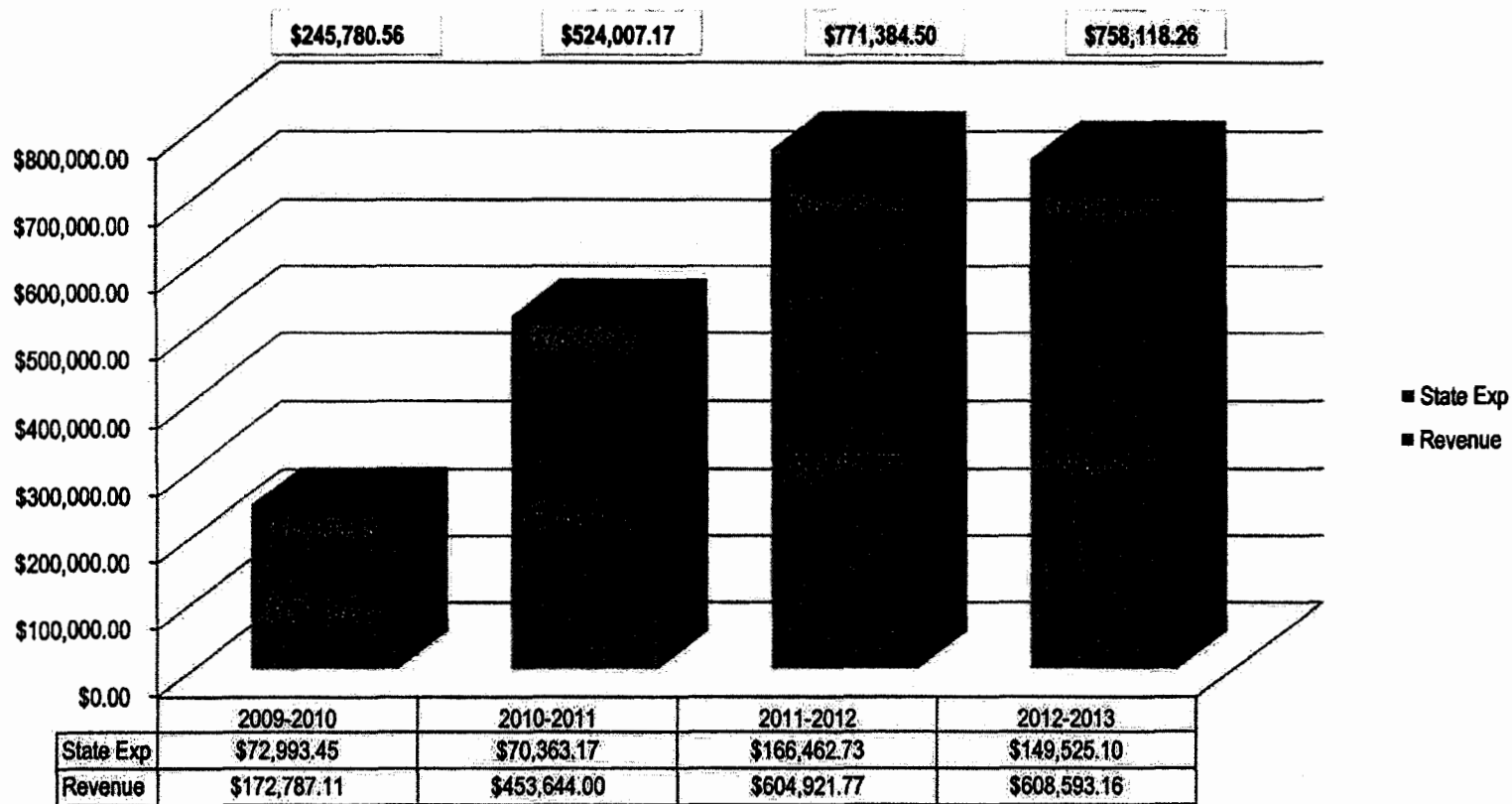
## 5-YEAR S.T.O.P. CITATION TOTALS



# S.T.O.P. CITATION COMPARISON BY YEAR



# FINANCIAL TOTALS



# S.T.O.P. BUDGET

|                                     |  |                    |   |  |  |  |
|-------------------------------------|--|--------------------|---|--|--|--|
| <b>STARTING CASH</b>                |  | <b>\$325,487</b>   |   |  |  |  |
| <b>Revenue (21724)</b>              |  |                    |   |  |  |  |
| Violations traffic                  |  | \$650,000          |   |  |  |  |
| Interest on Investment              |  | \$1,057            |   |  |  |  |
| <b>Total revenue</b>                |  | <b>\$651,057</b>   |   |  |  |  |
| <b>Expenses (22792)</b>             |  |                    |   |  |  |  |
| Salary & benefits                   |  | \$(233,842)        | Patrick Lucaro (\$103,258), Stephen Cosban (\$82,320), Jessica Pfeiffer 50% (\$29,640, & Amanda Katz 30% (\$18,623) |  |  |  |
| Professional contracts              |  | \$ (217,730)       |   |  |  |  |
| Grants services to other depts.     |  | \$(130,000)        |   |  |  |  |
| Credit card fees                    |  | \$ (7,200)         |   |  |  |  |
| Bank charges                        |  | \$(1,000)          |   |  |  |  |
| Legal contract                      |  | \$(50,000)         |   |  |  |  |
| <b>Sub-total Incurred liability</b> |  | <b>\$(639,772)</b> | *Inflexible expenses incurred by contracts or other obligatory requirements. Some variation YTY.                    |  |  |  |
| Misc. operational expenses          |  | \$(46,200)         | **Supplies, training, and equipment. Flexible for discretionary modification.                                       |  |  |  |
| <b>Total expenses</b>               |  | <b>\$(685,972)</b> |   |  |  |  |
| <b>Net difference</b>               |  | <b>\$(34,915)</b>  |   |  |  |  |
| <b>END OF YEAR CASH</b>             |  | <b>\$290,571</b>   |   |  |  |  |



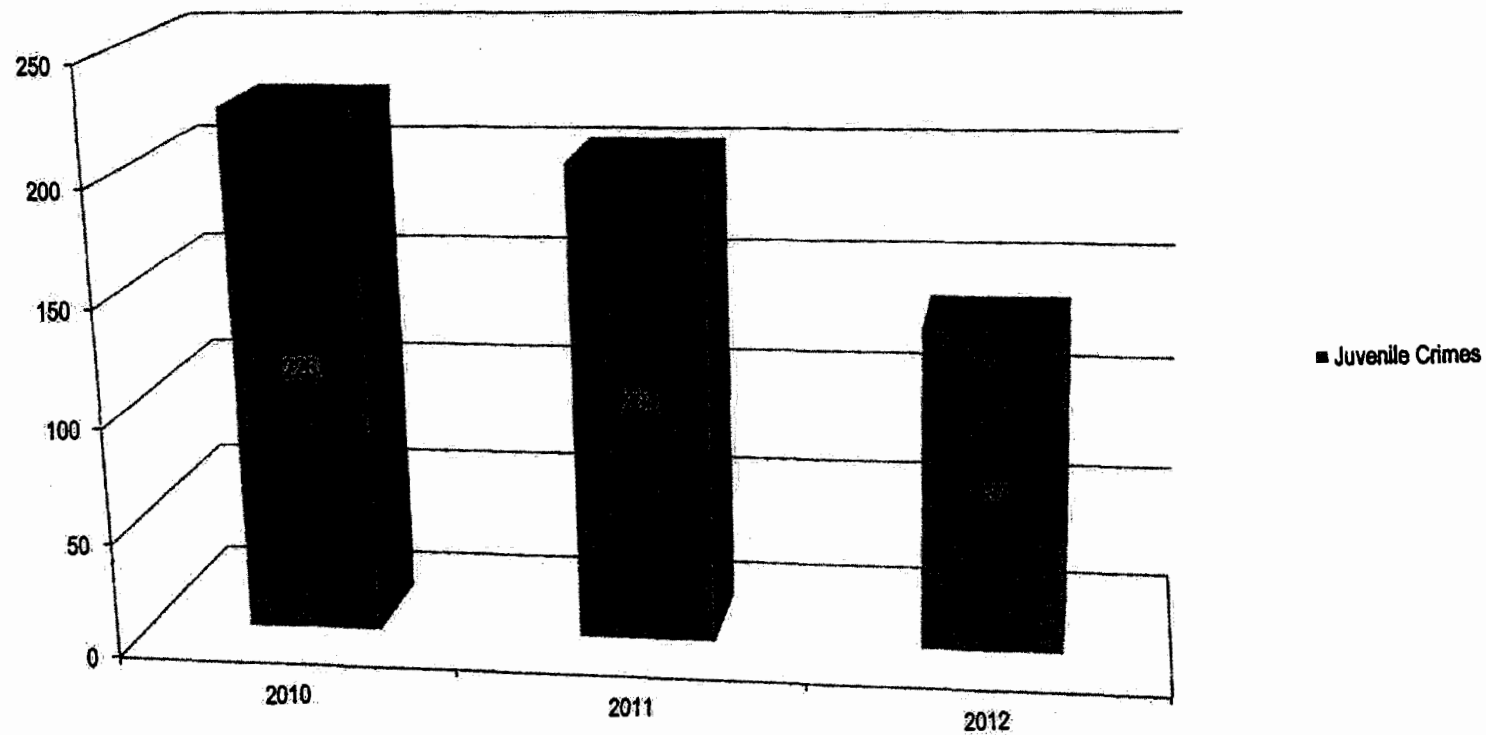
# **SANTA FE** **POJOS**

## **JUVENILE STATISTICS AND GOALS**

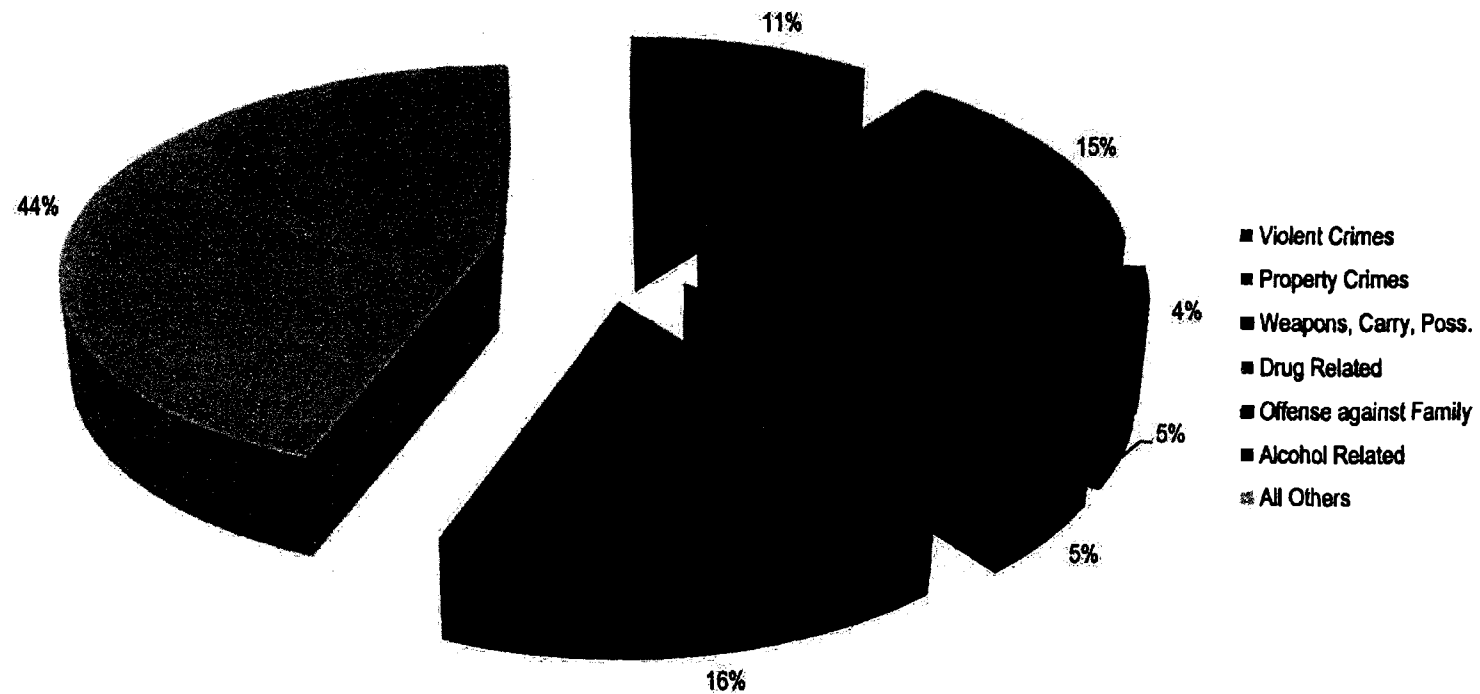


Source: The Campbell Collaboration (2013)

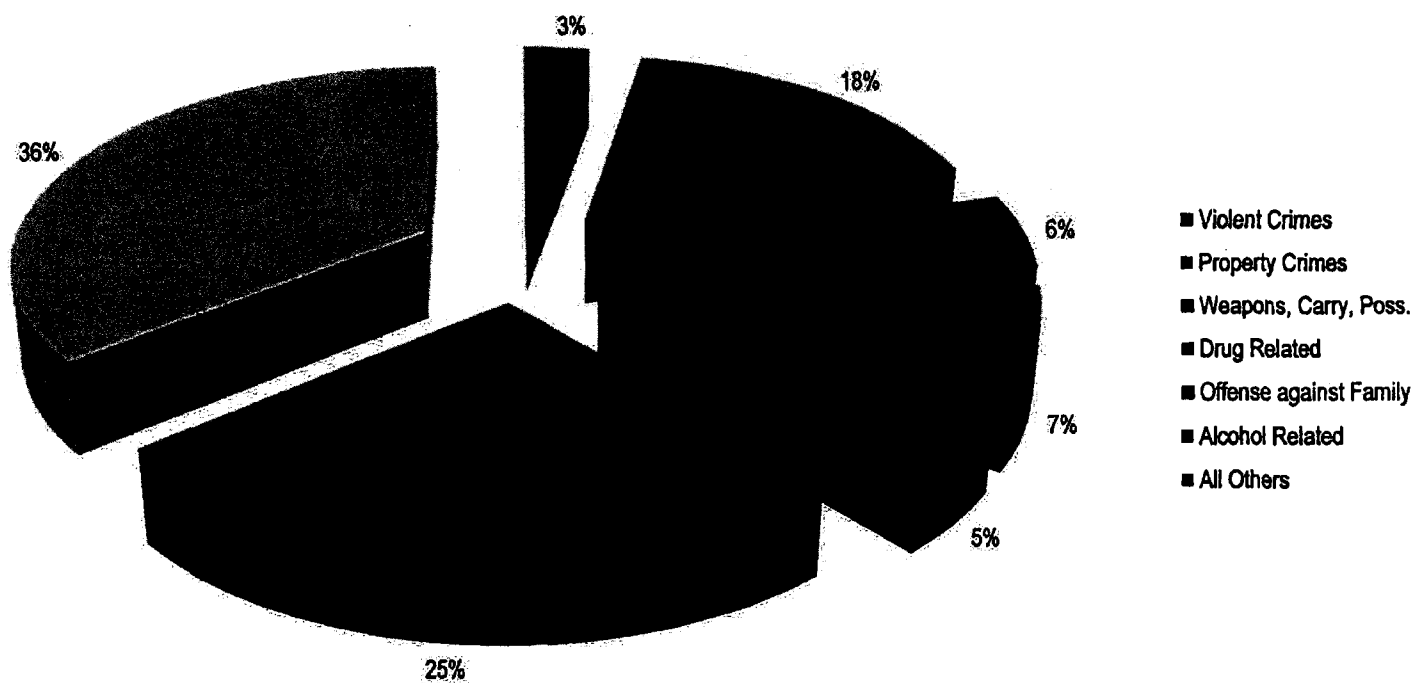
# JUVENILE CRIME TOTALS



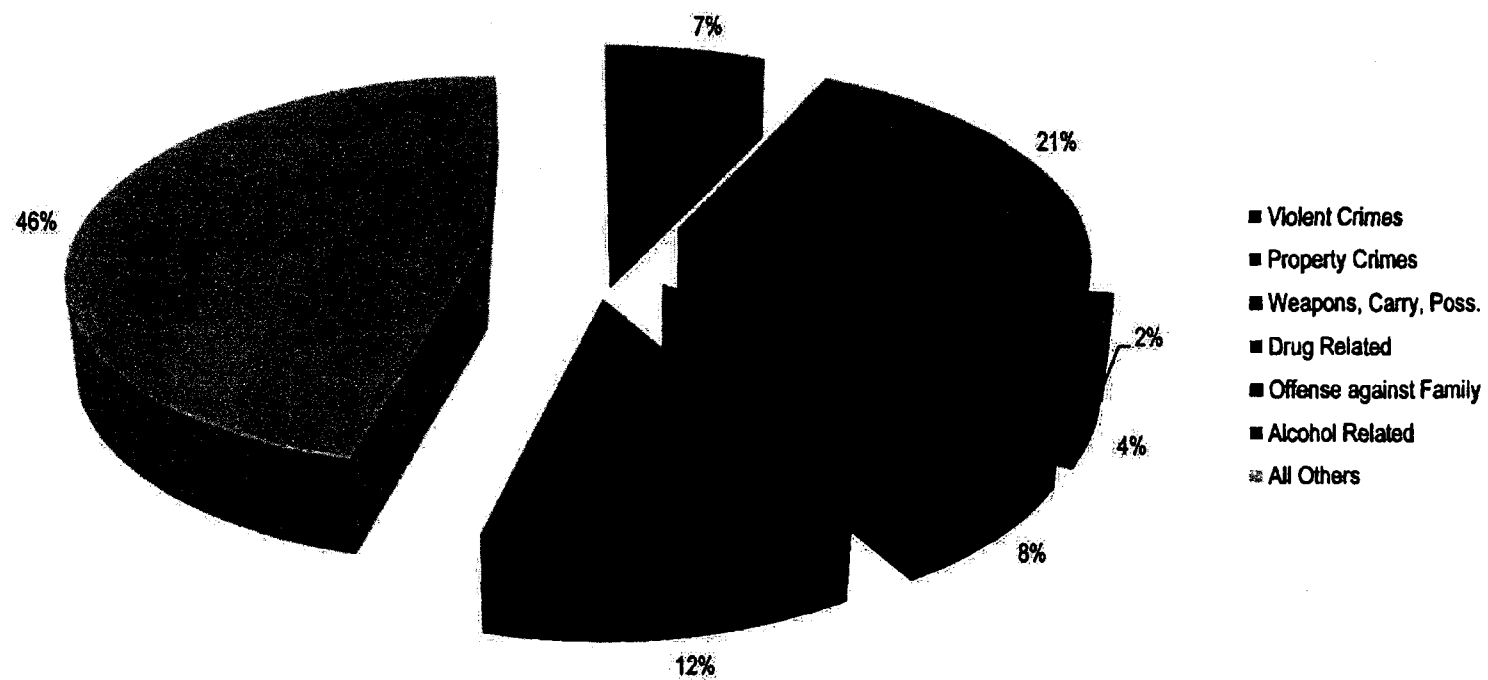
## 2010 BREAKDOWN



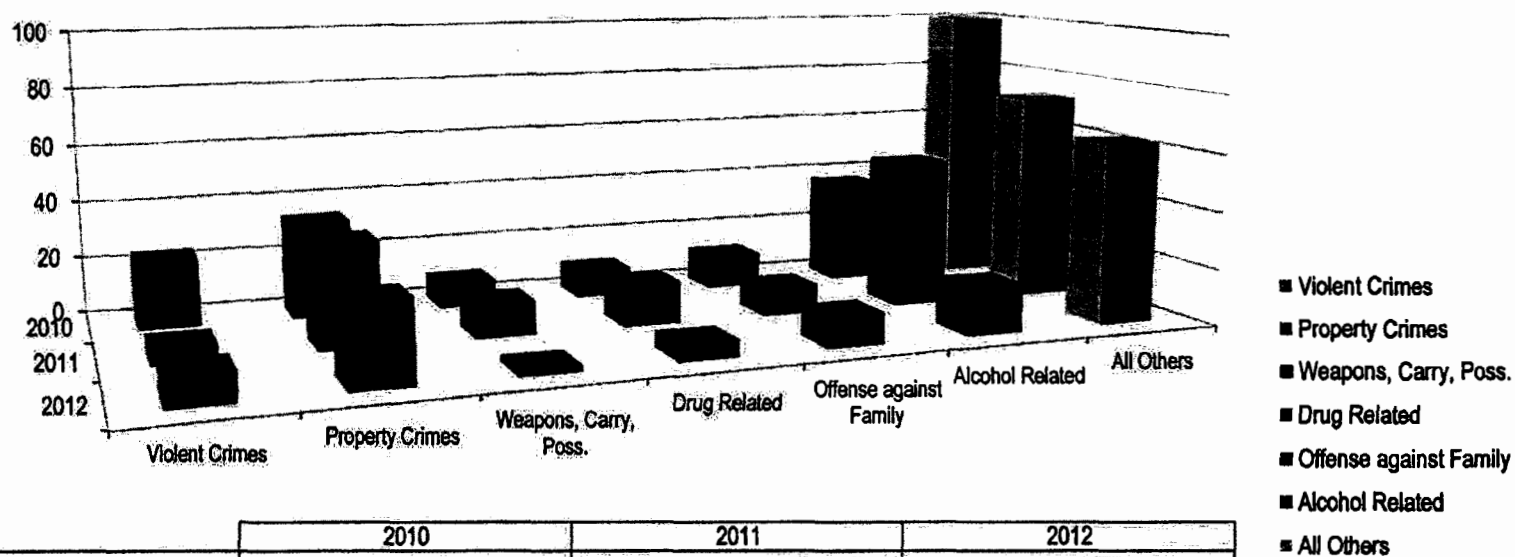
# 2011 BREAKDOWN



## 2012 BREAKDOWN



# YEARLY COMPARISON BREAKDOWN



|                        | 2010 | 2011 | 2012 |
|------------------------|------|------|------|
| Violent Crimes         | 24   | 6    | 10   |
| Property Crimes        | 34   | 36   | 28   |
| Weapons, Carry, Poss.  | 9    | 12   | 2    |
| Drug Related           | 10   | 15   | 6    |
| Offense against Family | 12   | 10   | 11   |
| Alcohol Related        | 37   | 52   | 17   |
| All Others             | 100  | 73   | 63   |

# WHAT ARE WE DOING TO PREVENT CRIME

- ✓ We do close patrols of schools while in session.
- ✓ We have a close working relationship with Children Youth and Families and Juvenile Probation.
- ✓ We promote education and intervention in schools.
- ✓ CACU meets with Mayors Youth Advisory Board and coordinates with them for activities such as, Cops in the Schools.
- ✓ Community Outreach Programs (Shop with a Cop, Casey Dog, etc..)
- ✓ We have developed a good working relationship with the District Attorney's Office
- ✓ We document criminal activity involving juveniles accordingly and ensure that it is handled correctly and forwarded to the appropriate assisting agencies.
- ✓ Assigned a new crime prevention officer tasked as a youth liaison

# GOALS

- Improve our relationship with Santa Fe Public Schools
- Continue investigative efforts to that decrease the number of juvenile crimes
- Develop more robust education and prevention programs to address guns, drugs, violence, and truancy
- Create a youth outreach program
- The Crimes Against Children Unit is working on a Gang Prevention Program:
  - ✓ The program is aimed at education for parents, teachers, and young students
  - ✓ It will include offering resources and alternative activities for at risk youth and interested children
  - ✓ The goal is to provide solutions and alternatives to gang activity and crime amongst the youth population, which should lower crime rates.
  - ✓ Our hope is to have community involvement and participation.





## ALARM PROGRAM

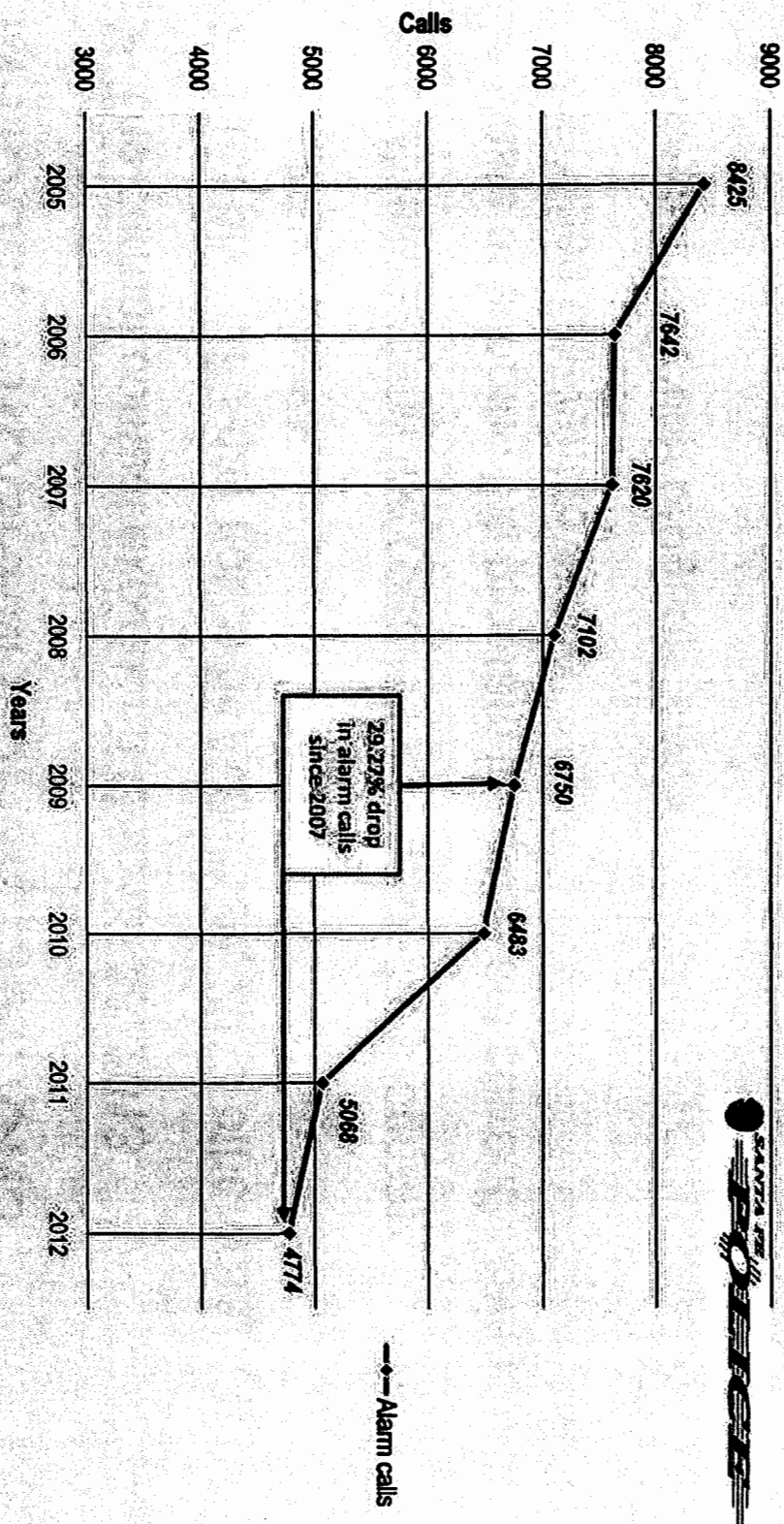


Source: MySecuritySign (2013)

# ALARM BUDGET

|                         |  |                           |  |  |  |   |
|-------------------------|--|---------------------------|--|--|--|---|
| <b>STARTING CASH</b>    |  | <b>\$692,761</b>          |  |  |  |   |
| <b>Revenue (21224)</b>  |  |                           |  |  |  |   |
| Solicit License         |  | <b>\$1,000</b>            |  |  |  |   |
| Alarm service fees      |  | <b>\$135,000</b>          |  |  |  |   |
| Police Safety fees      |  | <b><u>\$32,700</u></b>    |  |  |  |   |
| <b>Total revenue</b>    |  | <b>\$168,700</b>          |  |  |  |   |
| <b>Expenses (22225)</b> |  |                           |  |  |  |   |
| Salary & benefits       |  | <b>\$ (158,808)</b>       |  |  |  | Dorothy Encinias (\$66,328.81) & 75% of Alfred walker (\$92,479.34) |
| Legal contract          |  | <b><u>\$ (10,000)</u></b> |  |  |  |   |
| <b>Total expenses</b>   |  | <b>\$ (168,808)</b>       |  |  |  |   |
| <b>Net difference</b>   |  | <b><u>\$ (108)</u></b>    |  |  |  |   |
| <b>END OF YEAR CASH</b> |  | <b>\$692,653</b>          |  |  |  |   |

# ALARM CALLS YEAR TO YEAR COMPARISON



## IN-HOUSE PROGRAM CONSIDERATIONS

- The current contact expires on October 28, 2013
- Must give a 60-day notice by August 29, 2013 otherwise, contract renews
- Still researching the complete scope of the program
- Costs of bringing the program in-house are currently being identified relevant to scope
- General in-house program needs:

# GENERAL IN-HOUSE PROGRAM NEEDS

1. Salary – 3 full time positions.
2. Alarm Management Software
3. Office Equipment – computers, phones, printers, etc.
4. Office Supplies, letterhead, envelopes, etc. for all correspondence.
5. Telephone System – to record all calls, # of calls, answered times, and length of call.
6. Collection Services (outside agency)
7. Bank Fees; lockbox
8. Payment processing – credit card machine & associated fees
9. Mail processing, postage fees
10. Payment processing – credit card machine & associated fees

# **GENERAL IN-HOUSE PROGRAM NEEDS**

- 11. Mail processing, postage fees**
- 12. Office space – housing and furnishing for 3 employees**
- 13. Insurance**
- 14. IT website development and maintenance**
  - a) Official website available to others in city, controlled by alarm administrator.**
  - b) Citizen website to register permit, renew and pay fees online, provide account history**
  - c) Alarm company website to track customers and false alarm history**
  - d) Repair and overall maintenance**
  - e) Online alarm school for citizens**
- 15. CD developed to educate alarm users and can be handed out by officers in outreach programs**

# ACKNOWLEDGEMENTS

- Andrea Dobyns, Sergeant
- Betty Jo Tafoya
- David Webb Jr., Officer
- Dorothy Encinias
- Jessica Pfeifer
- Marvin Paulk, Lieutenant
- Miquela Gonzales
- Nancy Jimenez
- Patrick Lucero
- William Johnson, Dep. Chief

# REFERENCES

- MySecuritySign. (2013). Retrieved on June 13, 2013 from <http://www.mysecuritysign.com/Alarm-System-Sign/Electronic-Alarm-Security-Sign/SKU-K-4701.aspx>
- Public Safety Corporation. (2013). Workload Snapshot.
- Santa Fe Police Department. (2013). Records management system
- The Campbell Collaboration. (2013). Does formal processing reduce juvenile delinquency?. Retrieved on June 6, 2013 from [http://www.campbellcollaboration.org/news\\_/formal\\_processing\\_reduce\\_juvenile\\_delinquency.php](http://www.campbellcollaboration.org/news_/formal_processing_reduce_juvenile_delinquency.php)



## Workload Snapshot

**From:** 1/1/2009  
**Thru:** 6/20/2013  
**Agency:** SantaFe  
**Locations:** ALL Locations

| Action Taken  | Current<br>1/1/2009<br>6/20/2013 | Previous<br>1/1/2008<br>6/20/2012 | Total<br>To Date |
|---|----------------------------------|-----------------------------------|------------------|
| Total Residential Registrations Entered                           | 8760                             | 7821                              | 8760             |
| Total Non-Residential Registrations Entered                       | 4191                             | 3781                              | 4191             |
| Location Breakdown (date created)                                 | #                                | #                                 | #                |
| Alarm Company   | 0                                | 0                                 | 0                |
| Government  | 180                              | 178                               | 180              |
| Non-Residential   | 3290                             | 2993                              | 3290             |
| Residential   | 9456                             | 8407                              | 9456             |
| Schools   | 21                               | 20                                | 21               |
| <b>Total</b>  | <b>12947</b>                     | <b>11598</b>                      | <b>12947</b>     |
| Total Alarm Companies Entered                                     | 70                               | 62                                | 70               |
| Total False Alarms Processed                                      | 14588                            | 10620                             | 14588            |
| Total False Alarms Charged  | 5198                             | 3738                              | 5198             |
| Total False Alarms Charges  | \$821,050.00                     | \$570,250.00                      | \$821,050.00     |
| Total Ignored Alarms Processed                                    | 3804                             | 2809                              | 3804             |
| Total Valid Alarms Processed                                      | 0                                | 0                                 | 0                |
| Dispatch Rate:  |                                  |                                   | 22.76 %          |
| Accounts (All) before 6/20/2013:                                  |                                  | 12951                             |                  |
| Countable Alarms between 6/21/2012 - 6/20/2013:                   |                                  | 2948                              |                  |
| Total Actions Performed   | 136623                           | 92690                             | 136623           |
| Total Correspondence Prepared                                     | 118194                           | 77638                             | 118194           |
| Total Hearings Held   | 6515                             | 5534                              | 6515             |
| Gross Billing   | \$2,042,535.00                   | \$1,361,580.00                    | \$2,042,535.00   |
| Total Appealed  | \$407,735.01                     | \$297,405.01                      | \$407,735.01     |
| Total Refunded  | \$16,195.06                      | \$11,371.36                       | \$16,195.06      |
| Total Collected   | \$923,367.82                     | \$644,329.86                      | \$923,367.82     |
| Defined as Payments and Escrow Credit                             |                                  |                                   |                  |
| Total Adjustments to Collections                                  | \$1,045.00                       | \$945.00                          | \$1,045.00       |
| Defined as Void Payments and Returned Ck                          |                                  |                                   |                  |
| Net Collections   | \$922,322.82                     | \$643,384.86                      | \$922,322.82     |
| Defined as 'Total Collected' - 'Total Adjustments to Collections' |                                  |                                   |                  |
| <b>Payment/Adjustment Entries</b>                                 |                                  |                                   |                  |
| Escrow (from Hearing)   | \$25,220.00                      | \$20,230.00                       | \$25,220.00      |
| Escrow Credit   | \$48,564.26                      | \$28,984.87                       | \$48,564.26      |
| Escrow Credit (Returned)  | \$125.00                         | \$125.00                          | \$125.00         |
| Escrow Debit  | \$6,420.00                       | \$1,390.00                        | \$6,420.00       |
| Escrow Refund   | \$16,195.06                      | \$11,371.36                       | \$16,195.06      |
| Escrow Transfer Credit  | \$200.00                         | \$200.00                          | \$200.00         |
| Escrow Transfer Debit   | \$200.00                         | \$200.00                          | \$200.00         |
| Escrow Void   | \$35.00                          | \$35.00                           | \$35.00          |
| Payment   | \$874,803.56                     | \$615,344.99                      | \$874,803.56     |
| Payment (from Alarm Co's Escrow)                                  | \$25.00                          | \$25.00                           | \$25.00          |
| Payment (from Another's Escrow)                                   | \$6,395.00                       | \$1,365.00                        | \$6,395.00       |
| Payment (from Escrow)   | \$24,007.68                      | \$14,027.68                       | \$24,007.68      |
| Payment (Returned)  | \$220.00                         | \$220.00                          | \$220.00         |
| Returned Ck   | \$1,045.00                       | \$945.00                          | \$1,045.00       |

### Category 1 Entries

6/20/2013 5:47:27 PM

Drilldowns for current period only

## Workload Snapshot

| Action Taken                        | Current<br>1/1/2009<br>6/20/2013 | Previous<br>1/1/2008<br>6/20/2012 | Total<br>To Date |
|-------------------------------------|----------------------------------|-----------------------------------|------------------|
| <N/A>                               | \$2,975.00                       | \$2,975.00                        | \$2,975.00       |
| Cash                                | \$745.00                         | \$720.00                          | \$745.00         |
| Check                               | \$25.00                          | \$25.00                           | \$25.00          |
| Escrow (from Hearing)               | \$802,458.56                     | \$564,479.99                      | \$802,458.56     |
| Escrow Credit                       | \$50.00                          | \$50.00                           | \$50.00          |
| Escrow Credit - Check               | \$10,879.01                      | \$7,872.68                        | \$10,879.01      |
| Escrow Credit - Escrow Credit       | \$40,185.93                      | \$23,737.87                       | \$40,185.93      |
| Escrow Credit - Money Order         | \$1,462.00                       | \$1,362.00                        | \$1,462.00       |
| Escrow Credit - Online              | \$25.00                          | \$25.00                           | \$25.00          |
| Escrow Debit                        | \$150.00                         | \$150.00                          | \$150.00         |
| Escrow Debit - N/A (Returned Debit) | \$21,160.00                      | \$10,060.00                       | \$21,160.00      |
| Escrow Refund - N/A (Refund)        | \$35.00                          | \$35.00                           | \$35.00          |
| Escrow Transfer Credit              | \$16,195.06                      | \$11,371.36                       | \$16,195.06      |
| Escrow Transfer Debit               | \$200.00                         | \$200.00                          | \$200.00         |
| Money Order                         | \$200.00                         | \$200.00                          | \$200.00         |
| N/A (Escrow Credit)                 | \$365.00                         | \$365.00                          | \$365.00         |
| N/A (Escrow Debit)                  | \$25,170.00                      | \$20,180.00                       | \$25,170.00      |
| Online                              | \$6,420.00                       | \$1,390.00                        | \$6,420.00       |
| Online Post                         | \$37,550.00                      | \$37,550.00                       | \$37,550.00      |
| Online Post Overpayment             | \$36,160.00                      | \$10,795.00                       | \$36,160.00      |
| Returned Check                      | \$25.00                          | \$0.00                            | \$25.00          |
| XLS File                            | \$1,020.00                       | \$920.00                          | \$1,020.00       |
|                                     | \$0.00                           | \$0.00                            | \$0.00           |

### Category 2 Entries

|                    |              |              |              |
|--------------------|--------------|--------------|--------------|
|                    | \$38,595.00  | \$38,595.00  | \$38,595.00  |
| <N/A>              | \$38,595.00  | \$38,595.00  | \$38,595.00  |
|                    | \$964,760.56 | \$655,768.90 | \$964,760.56 |
| Date Range Summary | \$727,627.23 | \$431,216.49 | \$727,627.23 |

### Collections Breakdown by Group \*

|   |              |              |              |
|---|--------------|--------------|--------------|
| Account-related Collections: (56.74 %) (58.75 %) (56.74 %)    | \$523,943.64 | \$378,529.99 | \$523,943.64 |
| Alarm call-related Collections: (34.37 %) (33.07 %) (34.37 %) | \$317,346.25 | \$213,105.00 | \$317,346.25 |
| Other Collections: (8.89 %) (8.18 %) (8.89 %)                 | \$82,077.93  | \$52,694.87  | \$82,077.93  |

### Detail of Other Collections

|                                 |             |
|---------------------------------|-------------|
| <Hearing Request> (61)          | \$3,385.00  |
| 30 Day Late Registration (1501) | \$15,585.00 |
| Appeal NonPayment (3)           | \$150.00    |
| Apr Late Submission Excel (134) | \$1,340.00  |
| Aug Late Submission Excel (133) | \$1,330.00  |
| Dec Late Submission Excel (111) | \$1,110.00  |
| Feb Late Submission Excel (89)  | \$890.00    |
| Hearing Denied (10)             | \$500.00    |
| Hearing Request (16)            | \$1,100.00  |
| Jan Late Submission Excel (116) | \$1,160.00  |
| Jul Late Submission Excel (91)  | \$910.00    |
| Jun Late Submission Excel (104) | \$1,040.00  |
| Mar Late Submission Excel (148) | \$1,480.00  |
| May Late Submission Excel (237) | \$2,370.00  |
| N/A (Escrow Credit) (884)       | \$44,202.93 |
| Nov Late Submission Excel (120) | \$1,440.00  |
| Oct Late Submission Excel (230) | \$2,300.00  |
| Reassigned (2)                  | \$175.00    |
| Reinstatement Fee (1)           | \$25.00     |
| Returned Check (11)             | \$275.00    |
| Sep Late Submission Excel (131) | \$1,310.00  |
| Sub-total                       | \$82,077.93 |

## Workload Snapshot

| Action Taken | Current<br>1/1/2009<br>6/20/2013 | Previous<br>1/1/2008<br>6/20/2012 | Totals<br>To Date |
|--------------|----------------------------------|-----------------------------------|-------------------|
|--------------|----------------------------------|-----------------------------------|-------------------|

\* All Collections limited to 'Payment' and 'Escrow Credit'

Account-related: Payments for Invoices where letterUse = 'AR Status' or 'AC Status'

Alarm call-related: Payments for Invoices where IncidentDate is valid

Other-related: All other Payments

## Workload Snapshot

**From:** 1/1/2009  
**Thru:** 6/20/2013  
**Agency:** SantaFe

**Current Period: 1/1/2009 - 6/20/2013**

|   |                |                       |
|---|----------------|-----------------------|
| Total fees charged for date range of invoices involved              | \$2,042,535.00 |                       |
| Successful appeals to date of invoices charged                      | \$400,345.01   |                       |
| <b>Net fees charged for date range of invoices involved</b>         |                | <b>\$1,642,189.99</b> |
| Total Payments received to date for date range of invoices charged  | \$904,094.99   |                       |
| Total Hearing Adjustment to date for date range of invoices charged | \$24,845.00    |                       |
| <b>Net payments for date range of invoices charged</b>              |                | <b>\$879,249.99</b>   |
| <b>Outstanding invoices to date for date range charged</b>          |                | <b>\$762,940.00</b>   |
| Collections rate to date for date range of invoices charged         |                | 53.54 %               |

**Previous Period: 1/1/2008 - 6/20/2012**

|  |                |                       |
|--|----------------|-----------------------|
| Total fees charged for date range of invoices involved             | \$1,361,580.00 |                       |
| Successful appeals to date of invoices charged                     | \$332,075.01   |                       |
| <b>Net fees charged for date range of invoices involved</b>        |                | <b>\$1,029,504.99</b> |
| Total Payments received to date for date range of invoices charged | \$675,614.99   |                       |
| Total Refunds given to date for date range of invoices charged     | \$22,375.00    |                       |
| <b>Net payments for date range of invoices charged</b>             |                | <b>\$653,239.99</b>   |
| <b>Outstanding invoices to date for date range charged</b>         |                | <b>\$376,265.00</b>   |
| Collections rate to date for date range of invoices charged        |                | 63.45 %               |

**Totals to Date**

|  |                |                       |
|--|----------------|-----------------------|
| Total fees charged for date range of invoices involved             | \$2,042,535.00 |                       |
| Successful appeals to date of invoices charged                     | \$400,345.01   |                       |
| <b>Net fees charged for date range of invoices involved</b>        |                | <b>\$1,642,189.99</b> |
| Total Payments received to date for date range of invoices charged | \$904,094.99   |                       |
| Total Refunds given to date for date range of invoices charged     | \$24,845.00    |                       |
| <b>Net payments for date range of invoices charged</b>             |                | <b>\$879,249.99</b>   |
| <b>Outstanding invoices to date for date range charged</b>         |                | <b>\$762,940.00</b>   |
| Collections rate to date for date range of invoices charged        |                | 53.54 %               |

### **Crywolf- "Workload Snapshot"**

The workload snapshot gives multiple statistics related to the alarm program ranging from registrations entered, appeals, billings, and collections. The report is broken down into three separate columns; current time period you have selected, the previous year for the time you have selected and "totals to date". The "totals to date" is from the inception of the program through the date in which the report is run. The date in which the report was run is located in the lower left hand corner.

***\*\*Please note the information that is provided on this report is subject to change without notice. Should you have any questions, please let us know\*\****

1. **Total Residential Registrations Entered:** This is the total number of residential permits that were created within the database. ( This would include any data that was brought over during a data conversion if applicable)
2. **Total Non-Residential Registrations Entered:** ( This would include any data that was brought over during a data conversion if applicable)
  - a) **Location Breakdown (Date created)**
  - b) **Alarm Company:** This is the total number of alarm company permits that were created within the database.
  - c) **Government:** This is the total number of government permits that were created within the database.
  - d) **Non-Residential:** This is the total number of Non-Residential permits that were created within the database.
  - e) **Residential:** This is the total number of residential permits that were created within the database
  - f) **Schools:** This is the total number of school permits that were created within the database.
  - g) **Total:** This is the total number of all location types that were created within the database.
3. **Total Alarm Companies Entered:** This is the total number of Alarm Company permits that were created within the database.
4. **Total False Alarms Processed:** This is the total number of false alarms we have processed.
5. **Total False Alarms Charged:** This is the total number of false alarms that were processed and held against an alarm user's account.
6. **Total False Alarm Charges:** This is the total number of false alarms that were processed and had a false alarm fee assessed.
7. **Total Ignored Alarms Processed:** This is the total number of false alarms that we processed and was set to ignore due a clearance code that was provided during the implementation of the program as not being a chargeable false alarm.

8. Total Valid Alarms Processed: This number would be included under "Total Ignored Alarms Processed".
9. Dispatch Rate: *This is the number of false alarms divided by the number of accounts.*
10. Accounts (All) before (Date Specified): Total number of accounts that were created before the date that the report was run.
11. Dispatch Rate/Countable Alarms between (Dates Specified): Total number of false alarms processed that were counted against the alarm user.
12. Total Actions Performed: This is the number of times a record in the database was touched (e.g. modified, updated, etc.).
13. Total Correspondence Prepared: Total number of correspondence that has been prepared. ( Note: This number is not an exact number due to some items listed as "correspondence" is not an actual letter it's simply a " Action" versus generating an actual letter).
14. Total Hearings Held: Total number of appeals and or any situation where we have waived a fee. ( Note: A situation where we would waive a fee would be if a late fee has been assessed but the fee due has crossed in the mail or a duplicate account was found etc.)
15. Gross Billing: Total amount of charges that have been billed.
16. Total Appealed: This is the total amount of charges that have been appealed and/or waived ( In correlation with "Hearing Held").
17. Total Refunded: Total amount of money that has been refunded.
18. Total Collected: Total amount of money that has been collected.
19. Total Adjustments to Collections: Total amount of money collected that has been a returned check.
20. Net Collections: Total amount of money that has been collected.
21. Payment/Adjustment Entries: ( **Please Note: The term "Escrow" is used to represent a liability or an overpayment**)
  - a) Escrow (From Hearing): This is when an invoice has been paid but then later is waived, the payment is then placed in escrow as an over payment.
  - b) Escrow Credit: This is when an alarm user submits payment and there is not an outstanding balance at the time we receive it. The payment is then placed in escrow as an over payment.
  - c) Escrow Credit (Returned): This payment category is no longer used but was used when an escrow payment or overpayment is made but then is returned by the bank due to insufficient funds etc. (Current Category Title- Escrow Void).
  - d) Escrow Debit: Related to payment from escrow and is used to balance monies.
  - e) Escrow Refund: This is when an account has escrow but then the alarm user requests a refund of it, this is the action type shown once the escrow is refunded to the alarm user.
  - f) Escrow Transfer Credit: This is when an account has an escrow balance and then it is transferred to another related account. This usually occurs where there is a duplicate account.
  - g) Escrow Transfer Debit: This is the other side of an escrow transfer credit and is used to balance monies.

- h) *Escrow Void*: This is when there has been an escrow credit then the original payment is returned, it is an action type that works in correlation with an Escrow Credit (Returned)
- i) *Payment*: This is when a payment is made on an outstanding invoice.
- j) *Payment (From Alarm Co's Escrow)*: This is when a payment is applied from an alarm company's escrow.
- k) *Payment (From another's Escrow)*: This is when a payment is applied from another accounts escrow. (e.g. if a company has multiple locations)
- l) *Payment (From Escrow)*: This is when escrow is applied to an invoice using that accounts escrow ( in correlation with escrow debit)
- m) *Payment (Returned)*: This is an old action type that was used once an initial payment on an invoice was returned but is no longer used.
- n) *Returned Ck*: This is the same thing as Returned Check, the action type has been truncated.
- o) *<N/A>*: This is an action type that is not generally used but is available through Crywolf as a default option.
- p) *Cash*: This is a default option offered in the event cash is received.
- q) *Check*: This is an action type when a check is received for payment.
- r) *Escrow (From Hearing)*: This is when an invoice has been paid but then later is waived, the payment is then placed in escrow as an over payment.
- s) *Escrow Credit*: This is when an alarm user submits payment and there is not an outstanding balance at the time we receive it. The payment is then placed in escrow as an over payment.
- t) *Escrow Credit-Check*: This is when an alarm user submits payment and there is not an outstanding balance at the time we receive it and the payment type received is a check. (used in correlation with the escrow credit action)
- u) *Escrow Credit-Escrow Credit*: Same as Escrow Credit
- v) *Escrow Credit-Money Order*: This is when an alarm user submits payment and there is not an outstanding balance at the time we receive it and the payment type received is a money order. (used in correlation with the escrow credit action)
- w) *Escrow Credit-Online*: This is when an alarm user submits payment and there is not an outstanding balance at the time we receive it and the payment is made online. This option is no longer used it is now " Online Post Overpayment" (used in correlation with the escrow credit action)
- x) *Escrow Debit*: Related to payment from escrow and is used to balance monies.
- y) *Escrow Debit-N/A (Returned Debit)*: This payment category is no longer used but is an escrow debit related to returned funds.
- z) *Escrow Refund-N/A (Refund)*: Same as Escrow Refund
- aa) *Escrow Transfer Credit*: This is when an account has an escrow balance and the escrow balance is then transferred to another account. (This is typically used if a duplicate account is found).

- bb) *Escrow Transfer Debit*: This payment category offsets an escrow transfer credit ( used to balance monies)
- cc) *Money Order*: This is when a money order is used to pay an outstanding invoice.
- dd) *N/A (Escrow Credit)*: This is when a payment type ( e.g. check, money order etc. ) is not selected and the payment is an escrow credit ( not typically used)
- ee) *N/A (Escrow Debit)*: This is when a payment type ( e.g. check, money order etc. ) is not selected and the escrow is used towards an outstanding invoice ( not typically used).
- ff) *Online*: This is the payment type that was used prior to our website upgrade for payments that are made online. This payment type is no longer used.
- gg) *Online Post*: This is the new payment type that is used after our website upgrade for payments that are made online.
- hh) *Online Post Overpayment*: This is for a payment that is made online and there is not an outstanding balance, the money is then placed into escrow as an over payment.
- ii) *Returned Check*: This is a payment type that would show you the actual check was returned and the date in which the bank informed us the check was returned.
- jj) *XLS File*: This is a payment type that is not used.

**22. Collections Breakdown by Group:**

- a) Accounts Related Collections: (%), (%), (%)
- b) Alarm Related Collections: (%),(%), (%)
- c) Other Collections: (%),(%), (%)

**23. Detail of other Collections: All of the items listed below are letter types and the amount of money that has been collected in reference to each of those letter types.**

- a) <Hearing Request>: (#)
- b) 30 Day Late Registration (#):
- c) Appeal Non Payment: (#)
- d) Apr Late Submission Excel: (#)
- e) Aug Late Submission Excel: (#)
- f) Dec Late Submission Excel: (#)
- g) Feb Late Submission Excel: (#)
- h) Hearing Denied: (#)
- i) Hearing Request: (#)
- j) Jan Late Submission Excel: (#)
- k) Jul Late Submission Excel: (#)
- l) Jun Late Submission Excel: (#)
- m) Mar Late Submission Excel: (#)
- n) May Late Submission Excel: (#)
- o) N/A (Escrow Credit) (#):
- p) Nov Late Submission Excel: (#)
- q) Oct Late Submission Excel: (#)



- r) Reassigned: (#)
- s) Returned Check: (#)
- t) Sep Late Submission Excel: (#)

24. *Sub-Total:* This is the total amount of money that has been collected in regards to those specific letter types.

25. *Current Period ( Dates Specified):*

- a. Total Fees Charged for Date range of invoices involved: Total amount of money that has been charged for all invoices sent out in the time frame you have specified.
- b. Successful appeals to date of invoices charged: Total amount of money that has been waived due to appeals within the time frame you have specified.
- c. Net Fees charged for date range of invoices involved: Line 24A minus 24B
- d. Total Payments received to date for date range of invoices charged: Total amount of money that has been collected for invoices that have been sent out for the time frame you have specified.
- e. Total Hearing Adjustment to date for date range of invoices charged: Total amount of money that has been waived for the invoices that have been sent out during the time frame you have specified.
- f. Net Payments for date range of invoices charged: Line 24D minus 24E
- g. Outstanding invoices to date for date range charged: Total amount of money that is outstanding for all invoices that were sent out during the time frame you have specified.
- h. Collections rate to date for date range of invoices charged: Percentage of collections for the invoices that have been sent out during the time frame you have specified.

26. *Previous Period (Dates Specified): The statistics listed below are the same as above except they are from the year prior to the time frame you have specified.*

- a. Total fees charged for date range of invoices involved:
- b. Successful appeals to date of invoices charged:
- c. Net Fees charged for date range of invoices involved:
- d. Total Payments received to date for date range of invoices charged:
- e. Total Hearing Adjustment to date for date range of invoices charged:
- f. Net Payments for date range of invoices charged:
- g. Outstanding invoices to date for date range charged:
- h. Collections rate to date for date range of invoices charged:

27. *Totals to Date:* ( Please note this is from inception of the program through the date that the report is run)

- a. Total fees charged for date range of invoices involved:
- b. Successful appeals to date of invoices charged:
- c. Net Fees charged for date range of invoices involved:
- d. Total Payments received to date for date range of invoices charged:
- e. Total Hearing Adjustment to date for date range of invoices charged:
- f. Net Payments for date range of invoices charged:
- g. Outstanding invoices to date for date range charged:

h. Collections rate to date for date range of invoices charged:

# FALSE ALARM REDUCTION PROGRAM

|  | Current costs        | 1st year                   | 2nd year            | 3rd year            | 4th year            | 5th year            |
|--|----------------------|----------------------------|---------------------|---------------------|---------------------|---------------------|
| Summary of costs   |                      |                            |                     |                     |                     |                     |
| Current Personnel costs  | \$158,808.15         | \$158,808.15               | \$158,808.15        | \$158,808.15        | \$158,808.15        | \$158,808.15        |
| Expansion Personnel costs  |                      | \$85,092.00                | \$85,092.00         | \$85,092.00         | \$85,092.00         | \$85,092.00         |
| Software/maintenance   |                      | \$100,000.00               | \$11,000.00         | \$11,000.00         | \$11,000.00         | \$11,000.00         |
| Operational costs  |                      | \$59,360.00                | \$59,360.00         | \$59,360.00         | \$59,360.00         | \$59,360.00         |
| Professional Contracts   | \$10,000.00          | \$10,000.00                | \$10,000.00         | \$10,000.00         | \$10,000.00         | \$10,000.00         |
| Supplies   |                      | \$19,838.13                | \$19,838.13         | \$19,838.13         | \$19,838.13         | \$19,838.13         |
| Office Furniture   |                      | \$3,319.23                 | \$0.00              | \$0.00              | \$0.00              | \$0.00              |
| Office Equipment   |                      | \$18,164.98                | \$0.00              | \$0.00              | \$0.00              | \$0.00              |
| <b>ESTIMATED TOTAL COSTS</b>   | <b>\$168,808.15</b>  | <b>\$454,582.49</b>        | <b>\$344,098.28</b> | <b>\$344,098.28</b> | <b>\$344,098.28</b> | <b>\$344,098.28</b> |
|  |                      |                            |                     |                     |                     |                     |
| FY 09/10   | \$47,049.58          | \$22,140.97                | \$69,190.55         |                     |                     |                     |
| FY 10/11   | \$159,444.05         | \$75,032.47                | \$234,476.52        |                     |                     |                     |
| FY 11/12   | \$194,866.73         | \$91,701.99                | \$286,568.72        |                     |                     |                     |
| FY 12/13   | \$134,752.77         | \$63,413.07                | \$198,165.84        |                     |                     |                     |
|  |                      |                            |                     |                     |                     |                     |
| <b>Projected Costs to bring False Alarm Reduction Program in house</b>   |                      |                            |                     |                     |                     |                     |
|  |                      |                            |                     |                     |                     |                     |
| <b>PERSONNEL</b>   |                      |                            |                     |                     |                     |                     |
| Currently we have 1 employee running this program with Public Safety Corporation: salary and benefits is                 |                      |                            |                     | \$66,328.81         |                     |                     |
| We also currently pay 75% of 1 Assistant City Attorney salary and benefits   |                      |                            |                     | \$92,479.34         |                     |                     |
|  |                      |                            |                     |                     |                     |                     |
| We are recommending 2 Expansion Positions for a total of 3 employees to work with this program if it is brought in house |                      |                            |                     |                     |                     |                     |
| 14.10 per hour X 2080 = \$29,342.00  |                      | 45% Benefits = \$13,204.00 |                     |                     |                     |                     |
| TOTALING = \$42,546.00 each employee   |                      |                            |                     |                     |                     |                     |
|  |                      |                            |                     |                     |                     |                     |
| <b>SOFTWARE</b>  |                      |                            |                     |                     |                     |                     |
| Initial setup and purchase first year (FARU)   |                      |                            | \$100,000.00        |                     |                     |                     |
| 12 Month Maintenance Agreement reoccurring each year after first year  |                      |                            | \$0.00              | \$11,000.00         |                     |                     |
|  |                      |                            |                     |                     |                     |                     |
| <b>OPERATIONAL COSTS</b>   |                      |                            |                     |                     |                     |                     |
| Bank charges   | yearly cost estimate |                            | \$10,000.00         |                     |                     |                     |
| Loomis Fargo (money pick up)   | yearly cost estimate |                            | \$4,000.00          |                     |                     |                     |
| Postage  | yearly cost estimate |                            | \$24,000.00         |                     |                     |                     |
| Collection Agency (contract with company??)  | yearly cost estimate |                            | \$20,000.00         |                     |                     |                     |
| Credit Card Machine  | yearly cost estimate |                            | \$360.00            |                     |                     |                     |
| Credit Card Charges  | yearly cost estimate |                            | \$1,000.00          |                     |                     |                     |
|  |                      |                            |                     |                     |                     |                     |
|  |                      |                            |                     |                     |                     |                     |

Exhibit "2"

**FALSE ALARM REDUCTION PROGRAM**

|                               |                      |             |               |  |  |  |
|-------------------------------|----------------------|-------------|---------------|--|--|--|
| <b>PROFESSIONAL CONTRACTS</b> |                      |             |               |  |  |  |
| Hearing Officer               | yearly cost estimate |             | \$10,000.00   |  |  |  |
|                               |                      |             |               |  |  |  |
| <b>SUPPLIES</b>               | <b>Amount</b>        | <b>Cost</b> | <b>Totals</b> |  |  |  |
| Paper                         | 48 CASES             | 31.99 EA    | \$1,535.52    |  |  |  |
| Envelopes 500 Per Box         | 119 BOXES            | 103.79 EA   | \$12,351.01   |  |  |  |
| POST IT 3X3                   | 3 PK                 | 15.99 EA    | \$47.97       |  |  |  |
| POST IT 4X6                   | 3 PK                 | 20.99 EA    | \$62.97       |  |  |  |
| Pens                          | 2 DZ                 | 9.99 EA     | \$19.98       |  |  |  |
| Highlighters                  | 1 DZ                 | 6.95 EA     | \$6.95        |  |  |  |
| File Folders                  | 139 BOXES            | 32.99 EA    | \$4,585.61    |  |  |  |
| Binders                       | 4                    | 11.38 EA    | \$45.52       |  |  |  |
| 3 Hole Punch                  | 2                    | 54.92 EA    | \$109.84      |  |  |  |
| Correction Tape               | 10 PK                | 17.99 EA    | \$17.99       |  |  |  |
| Paper Clips                   | 10 BOXES             | 2.20 EA     | \$22.00       |  |  |  |
| Binder Clips                  | 2 BOXES              | 15.50 EA    | \$31.00       |  |  |  |
| Stackable Trays               | 6 TRAYS              | 15.25 EA    | \$91.50       |  |  |  |
| Clasp Envelopes               | 5                    | 12.60 EA    | \$63.00       |  |  |  |
| Staples                       | 4 BX                 | 1.30 EA     | \$5.20        |  |  |  |
| Staplers                      | 2                    | 37.95 EA    | \$75.90       |  |  |  |
| Staple Remover                | 2                    | 1.00 EA     | \$2.00        |  |  |  |
| Toner (Printer/FAX)           |                      |             | \$700.00      |  |  |  |
| Tape Dispenser                | 2                    | 8.76 EA     | \$17.52       |  |  |  |
| Scotch Tape                   | 12pk                 | 46.65 EA    | \$46.65       |  |  |  |
|                               |                      |             |               |  |  |  |
| <b>OFFICE FURNITURE</b>       |                      |             |               |  |  |  |
| Desk                          | 2                    | 536.99      | \$1,073.98    |  |  |  |
| Chair                         | 2                    | 134.75      | \$269.50      |  |  |  |
| Desk File Cabinet             | 2-2 drawer file      | 195.50      | \$391.00      |  |  |  |
| File Cabinet                  | 3-4 drawer file      | 528.25      | \$1,584.75    |  |  |  |
|                               |                      |             |               |  |  |  |
| <b>OFFICE EQUIPMENT</b>       |                      |             |               |  |  |  |
| Desk Top Computer             | 2                    | 1,441.00    | \$2,882.00    |  |  |  |
| Color Printer                 | 1                    | 1,859.98    | \$1,859.98    |  |  |  |
| Desk top Color Printer        | 1                    | 620.00      | \$620.00      |  |  |  |
| FAX Machine                   | 1                    | 200.00      | \$200.00      |  |  |  |
| Copier                        | 1                    | 10,712.00   | \$10,712.00   |  |  |  |
| Desk Phone                    | 2                    | 95.00       | \$190.00      |  |  |  |
| Shredder                      | 1                    | 1,701.00    | \$1,701.00    |  |  |  |

# Pre-booking Diversion:

## *BREAKING THE CYCLE OF ADDICTION & ARREST*

LEAD

DATA

HEALTHY FAMILIES  
SAFER STREETS

26 June 2013

**A Public Safety and Public Health Dilemma:** In 2011, the Federal Bureau of Investigation reported that the Santa Fe area (the city and the county, including parts of Española) ranked second in the country in residential burglaries per 100,000 residents. According to Santa Fe police statistics, property crimes rose slightly in 2012 compared to 2011. Residential burglaries increased to 802 from 782 the previous year. And, at the root of this property crime problem is serious drug addiction. New Mexico has the highest drug-induced death rate in the nation. Overdose has surpassed car accidents as the leading cause of death.

### **LEAD Task Force Findings: The Cost to the System**

- 100 individuals, arrested by City of Santa Fe Police for opiate possession or sales, cost more than \$4.2 million dollars or an average of \$42K per individual across local and state systems over the last 3 years. \*This is only the tip of the iceberg – costs not included in this figure include: loss of productivity & earnings; impact on families & social support systems; current "ad hoc" drug treatments; public safety & health issues; witness, jury costs; property crime investigations and value of property lost, etc.
- These same 100 individuals cost the city \$1 million dollars in jail/detention costs over 3 years for a total of 11,502 jail days.
- They were arrested 590 times by police officers in the 3 years; officers spent an average of 9.3 hours per arrest.
- A majority (91 out of 100) were repeat offenders with a pattern of being re-arrested every 6 months in average.
- 51% of those individuals had property crime histories.

**Task Force Recommendation - Law Enforcement Assisted Diversion (LEAD)/Pre-Booking Diversion Program:** *Handling low-level non-violent drug offenders in the local and state criminal justice system is not only costly but evidence suggests that this is not a way to break the cycle of addiction or enhance public safety.* Instead, many people often go through the system without any impact on their behavior and end up costing the system far more than they would if they were diverted immediately into treatment. Law Enforcement Assisted Diversion identifies low-level drug offenders for whom probable cause exists for an arrest, and redirects them from jail and prosecution by immediately providing linkages to treatment/support services. With the economic strain on our local counties, pre-booking diversion programs offer a viable, cost effective alternative to the status quo that can positively impact Santa Fe. An early estimate suggests that a successful pre-booking diversion program case could cost approximately 53% less than the current system over a 10 year period (a saving of nearly \$70K per successful case).

**Treatment instead of incarceration is popular among New Mexican voters - 71% of New Mexico voters support allowing a person caught with small amounts of drugs to be offered drug treatment instead of being incarcerated.<sup>1</sup>**

### **Benefits of the LEAD Program to the Community**

- Increases safety and order for the community by reducing future criminal behavior.
- Reduces the burden on the law enforcement, county jail, prosecution, and court system.
- Redirects public safety resources to more pressing priorities, such as serious and violent crime.
- Reduces opiate overdoses (and related burden on the emergency and hospital resources) and recidivism.
- Optimizes the use of the Affordable Care Act health coverage for treatment and social supports.
- Improves individual outcomes and community quality of life through research-based treatment, harm reduction and social supports

### **Next Steps**

- Complete the Cost-Benefit Analysis and finalize LEAD Report with Recommendations - July 2013
- Bring forth a resolution in July 2013 to establish a pilot three year LEAD Program in Santa Fe

<sup>1</sup> Survey of New Mexico Voter Attitudes, SJC Research, January 29 – February 1, 2007.

SANTA FE  
COMMUNITY  
FOUNDATION



**LEAD**

*Santa Fe*

# **LEAD** (LAW ENFORCEMENT ASSISTED DIVERSION PROGRAM) **COST BENEFIT ANALYSIS**

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**Initial Rough Estimate**

**DRAFT**

June 24, 2013

*Joohee Rand, Director of Strategic Initiatives  
Santa Fe Community Foundation*



# Summary of Cost Benefit Analysis – 1/2

*\* All data summarized for a three-year time period (2010-2012) unless otherwise noted*

1. **100 Target Eligible Individuals:** 100 individuals were identified for opiate-related arrests by Santa Fe City law enforcement officers over the past 3 years
2. **Significant Overlap with Property Crimes:** Over half (51%) of individuals arrested for opiate possession or sales had a history of property crime or were soon arrested for one
3. **Burden on the System:** These 100 individuals collectively represented a significant burden across systems for law enforcement, justice, health, safety and social services including:
  - **Law enforcement:** 590 arrests, 5500+ officer hours
  - **Detention center / Jail:** 11,500+ days
  - **Judicial System:** 329 District & Magistrate Court cases and additional Municipal Court cases; 800+ Judge hours; 10,000+ Prosecutor hours, 5,000+ Public Defender hours; additional hours by staff, clerks, assistant, probation officers, witnesses, victims' advocate etc.
  - **911/EMS:** 61 dispatches
  - **Emergency and Other Medical:** 91 out 100 individuals had drug-related ED/hospital visits
4. **"Revolving Door" with Systematic Recidivism:** A majority (91 out of 100) arrested for opiate possession or sales in 2010-2012 were **repeat offenders** with a pattern of being **re-arrested every 6 months** on average (5.9 arrests in 3 year period)
5. **"Frequent Offenders":** A small number of "frequent offenders" disproportionately burden the system with the top 25 individuals making up nearly 50% of the total usage for law enforcement (278 arrests) and detention/jail facilities (5301 combined days in jail). Top 25 "Frequent Offenders" are responsible for 4~5 times the number of arrests and length of jail stays compared to "Others"

# Summary of Cost Benefit Analysis– 2/2

*\* All data summarized for a three-year time period (2010-2012) unless otherwise noted*

6. **Cost to the Current System:** The 100 target eligible population cost more than **\$4.2 million** or an average of **\$42K per individual** across systems over the past 3 year period (2010-2012). The cost per individual is significantly higher for the **top 25 frequent offenders (\$~56K)** vs. Others (~\$37K). This however represents only a partial cost. The overall cost to the system is likely to be much higher given the conservative assumptions and additional burden on the broader system not fully captured in the current analysis including loss of productivity and earnings and cost to social support systems.
7. **Potential LEAD Treatment & Program Cost:** While the specific needs will vary, an **average LEAD cost per individual including intensive treatments and wrap-around services** is estimated at about **~\$34K per individual over 3 years, less than the cost to the current system**. The cost to Santa Fe City will be significantly lower when Medicaid coverage and other funding sources are taken into account, as well as pro bono services and donated goods. In addition, a number of the current 100 individuals are already “ad hoc” participants to different components of these treatments and programs making the incremental cost lower than the full estimate.
8. **Long-term Impact:** The cost-benefit impact of the LEAD program will be more evident in the long-term as the upfront investment of intensive treatment and support services pays off in reduced recidivism and cost to the current systems over time. Other long-term positive impacts include prevention of drug addiction and related criminal activities, improved wellbeing of individuals, family and community, and positive contribution to earnings and economic productivity through re-integration to society and job market. **LEAD is intended to move individuals from the chronic “revolving door” of drug-to-incarceration and-ER-visits toward long-term sustainable recovery and livelihood.**
9. **Sensitivity Analysis - Target Reduction in Recidivism:** **38% reduction in arrest, incarceration and drug-related ER / hospital recidivism** will provide positive economic benefits for the LEAD program over a 10 year time period under the current conservative assumptions. **The required reduction in recidivism is lower (22~28%) for the City of SF** if the LEAD cost is adjusted for **Medicaid coverage of 60~80% for certain medical treatments.**



# **1. 100 Target Eligible Individuals:** 100 individuals were identified for opiate related arrests by the City of Santa Fe law enforcement officers over the past 3 years

*\*All data summarized for a three-year time period (2010-2012) unless otherwise noted*

**100** target eligible  
individuals for  
LEAD

Arrested and booked

- **As opiate-related (possession or sales) primary offense on record**
- **By the City of Santa Fe Law enforcement officers**
- **Over the past 3 year time period (2010-2012)**

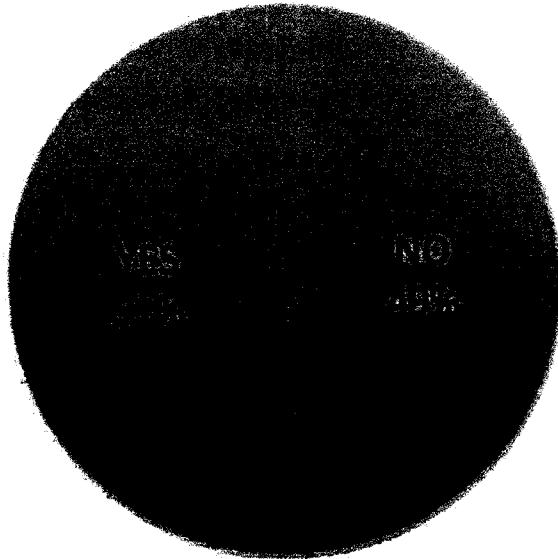
- *During the 3 year period, the target 100 individuals, on average,:*
  - *were **arrested 5.9 times** for drug, property crime, or other offenses, and*
  - *spent **115 days in Santa Fe County Jail.***
- *Under the current incarceration-based approach without addressing the core problem of drug addiction, these individuals incur significant and recurring burden and financial cost to the criminal justice system as well as the medical and social support systems.*

**2. Significant Overlap with Property Crimes:** Over half (51%) of the 100 individuals arrested for opium possession or sales had a history of property crime or were soon arrested for property crime

***“A majority of the property crimes are related to drugs”*** (SFPD Detective Sergeant)

**History of Property Crime**

100% = 100 individuals arrested for  
Opiate Sales & Possession in 2010-2012



- ***“I will do anything to get my hands on drugs so I can get ‘well’.”*** (quote from an inmate explaining why drug addiction leads to desperate property crimes)
- **Over half of the individuals** arrested for opiate possession or sales also had a **history of property crime\*** or were **soon arrested for property crime**. Many more are suspected of property crimes although may not have been arrested
- **The number of burglary “reports” is approximately 10 times the number of actual “arrests”**, suggesting significantly higher costs related to property crimes than what is documented through police arrests  
(For example, Santa Fe Police Department had a total of **966 reports** for burglary but only **94 actual arrests** from June 1, 2011 to May 31<sup>st</sup>, 2012)

\* Property Crime includes burglary, larceny, breaking & entering, shoplifting, robbery, receiving or transporting stolen goods

### 3. Burden on the System: These 100 individuals collectively represented a significant burden across systems for law enforcement, justice, health, safety and social services

*\* All data summarized for a three-year time period (2010-2012) unless otherwise noted*

Quantified in the scope of this initial analysis

