



Mesilla Valley Regional Dispatch Authority Public Information Handbook



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1 INTRODUCTION

This document has been developed by the Mesilla Valley Regional Dispatch Authority (MVRDA) in order to familiarize those seeking access to public records or services from MVRDA on how to most effectively interact with the organization. This Handbook will inform you who to contact, and the internal policies or procedures required to get what you need from MVRDA. Whether you need an audio recording, access to conduct filming at MVRDA, “Red E. Fox” to appear at your event, data requests, or other public information, it is our hope that this guide will help you navigate through the MVRDA organization.

1.1 Authority

The Mesilla Valley Regional Dispatch Authority is a Joint Powers Agency (JPA) formed through an agreement between Doña Ana County, the City of Las Cruces, the City of Sunland Park, the City of Anthony, the Town of Mesilla, and the Village of Hatch.

MVRDA has been designated as the consolidated Public Safety Answering Point (PSAP) for Doña Ana County, New Mexico by the New Mexico Department of Finance and Administration, Local Government Division pursuant to Title 10, Chapter 6, Part 2 (10.6.2) of New Mexico State law.

1.2 User Agencies

MVRDA provides 9-1-1 call answering and emergency dispatch services to the following agencies:

Law Enforcement:

Anthony Police Department, Doña Ana County Sheriff, Dona Ana County Codes Enforcement & Animal Control, Hatch Police Department, Las Cruces Police Department, Las Cruces Codes Enforcement & Animal Control, Mesilla Marshal, Sunland Park Police Department.

Fire and Emergency Medical Services:

American Medical Response Ambulance Service, Anthony Fire Department, Doña Ana County Fire Departments, Doña Ana County Fire Marshal, Hatch Fire Department, Las Cruces Fire Department, Mesilla Fire Department, Sunland Park Fire Department.

2 MVRDA CONTACT INFORMATION

All MVRDA employees and departments have individual telephone numbers and E-mail addresses. If you know the exact individual that you need to speak with, you can contact that person directly.

Our Administrative Staff works “normal” business hours; Monday through Friday from 8:00 a.m. to 5:00 p.m. Also, our Supervisors work assigned shifts, so a specific Supervisor or Administrative Staff member may not be working when you need to speak with them, especially if you need to contact them for an immediate response or time sensitive issue.

Because of this, MVRDA also maintains Group and Issue contact addresses. By using the Group and Issue contacts, you are assured that someone will get back to you in a timely manner, 24/7. Group messages are directed to multiple individuals and an On-Call person who can address your issue quickly.

2.1 MVRDA Department Contacts

Telephone contact information for MVRDA departments:

DEPARTMENT	POSITION	TELEPHONE
911 Operations	Shift Supervisors	575-647-6841
Administration	Executive Director	575-647-6801
	Deputy Director	575-647-6802
	Admin Services Manager	575-647-6803
Alarm Systems	Alarms Administrator	575-647-6805
GIS/Mapping	GIS/CAD Administrator	575-647-6812
Information Technology	Network Systems Administrator	575-647-6811
	I.T. Technician	575-647-6810
NCIC/Records	NCIC Coordinator	575-647-6820
	NCIC Assistant	575-647-6821

DEPARTMENT	POSITION	TELEPHONE
Quality Assurance	Quality Assurance Specialist	575-647-6804
Training	Training Supervisor	575-647-6830
	Training Specialist	575-647-6831

2.2 MVRDA Group or Issue Contact

Contact information MVRDA Groups or Issues:

Group or Issue	E-mail
Addressing / Mapping Errors	access@mvrda.org
Administration	admin@mvrda.org
Flagging Addresses in CAD	sims@mvrda.org
Shift Supervisors	supervisors@mvrda.org
MVRDA Tours or Speakers	admin@mvrda.org
Records/NCIC Office	ncic@mvrda.org
Red E Fox Presentations	admin@mvrda.org
References / Background Checks	hr@mvrda.org
Staff Special Assignments	leave@mvrda.org
Technical Issues – CAD / MDT	access@mvrda.org
Telephone – Updating Contact #s	sims@mvrda.org

3 ALARM SYSTEMS DEPARTMENT

The MVRDA Alarm Systems Department is open on Monday through Friday from 8:30 a.m. to 12:30 p.m., and then from 1:00 p.m. to 5:00 p.m. The Department is closed on Saturday and Sunday.

Alarm registration and Fine payments can be mailed to:

MVRDA
Alarms Department
911 Lake Tahoe Ct.
Las Cruces, NM 88007

The MVRDA Alarm Systems Department can be contacted by telephone or e-mail as follows:

Phone: (575) 647-6805
E-mail: Alarms@MVRDA.org

Alarm System Registration forms and First Fine Waiver forms can be downloaded from the MVRDA website at: www.MVRDA.org . Forms can also be sent to you via e-mail or U.S. Mail by contacting the MVRDA Alarms Systems Department at the phone number or e-mail address listed above.

3.1 How to Register an Alarm System

All initial and renewal alarm systems registrations must be submitted on the Alarm Systems Registration form provided by MVRDA. Forms will be available for download from the MVRDA website or may be picked up at the MVRDA building. Upon request, the MVRDA Alarm Systems Department send a requestor the registration form via e-mail or U.S. mail.

The appropriate registration fee must accompany the Alarm Systems registration form. Registration forms received without the proper registration fee will not be processed.

3.2 Fee and Fine Structure

The City of Las Cruces alarm registration fees and false alarm fine structure are set by the City of Las Cruces LCMC 1977, §§ 4-1 through 68 (excluding Article III, Security Services) (“Alarm Ordinance”).

The MVRDA Alarm Systems Department adheres to the City of Las Cruces Alarm Ordinance and may not change or way any alarm fee or fine except as specified in the Alarm Ordinance.

3.3 Appeals Process

The process to appeal the assessment of penalties is detailed in Section 4-35 of the Las Cruces Alarms Ordinance.

An appeal must be filed in writing within ten (10) days after the date of notification of the assessment of penalties or other enforcement decision. Appeals are heard through an administrative process overseen by a Hearing Officer. The Hearing Officer will render a decision in writing.

If the City prevails, the respondent must pay the fine.

A respondent may appeal the decision of the Hearing Officer, pursuant to Rule 1-074 of the Rules of Civil Procedure, to the Third Judicial Court within 30 days of the decision and may recover the costs of filing the appeal if successful

3.4 Fine Waivers

FIRST time false alarm fines (\$100.) can be waived upon the successful completion of an "Alarm User Awareness Class" as per section 4-36 of the Las Cruces Alarm Ordinance.

Currently, the online Alarm User Awareness Class can be completed at a no cost through the City of Las Cruces Alarm systems registration website.

The request to waive a first-time false alarm fine must be submitted on a "Request for First Time Waiver" form. The completed form must be submitted to the MVRDA Alarms Department along with a copy of the "Awareness Class Certificate" to obtain a fine waiver. The request must be submitted within 45-days from the notification of first time fine.

3.5 Alarm User Awareness Class

An Alarm User Awareness class is required to inform alarm users of the problems created by false alarms and instruct alarm users how to help reduce false alarms.

This class is available through local alarm companies and/or through online sources. MVRDA currently has an agreement with "Alarm School Online" to provide a discounted Alarm User Awareness Class for City of Las Cruces alarm users.

A certificate of successful completion will be required by the MVRDA Alarms Department in order to regain normal alarm response status and/or to waive a first time fine for false alarms.

3.6 Verified Response Status

When an address is placed on “Verified Response Status”, MVRDA will only dispatch public safety units to that address if:

- The responsible party or key holder is verifying criminal activity, or
- A witness is observing criminal activity, or
- A private guard service is verifying criminal activity, or
- Remote video or audio devices are verifying criminal activity

An address may be placed on Verified Response Status for the following reasons:

- Six or more false alarms during the registration year, or
- Failure to pay any assessed penalties within 45 days from the date of invoice

The MVRDA Alarm Systems Administrator is responsible for keeping track of all addresses on Verified Response Status. The Administrator will ensure that all MVRDA dispatch and call taker stations are notified whenever an address is placed onto or taken off of Verified Response Status in a timely manner.

3.7 Alarm Dispatching Procedures

When receiving an alarm or information from an alarm company, the following information will be obtained:

- Location of the alarm, business name, location of the alarm in the business and phone number into the alarm location.
- Type of alarm.
- Name of alarm monitoring company, alarm monitoring company Employee ID number, and alarm monitoring company call back phone number.
- Status of the key holder and two telephone numbers called to attempt to verify the alarm.
- **For Burglar Alarms**, it is the responsibility of the Alarm Monitoring Company to have attempted to make contact with the Alarm Owner by making TWO (2) separate telephone calls to a primary and secondary phone number BEFORE having called MVRDA.
- For **Fire Alarms**, it is the responsibility of the Alarm Monitoring Company to have attempted to make contact with the Alarm Owner by making ONE (1) telephone call to a primary phone number BEFORE having called MVRDA.
- **Panic and Medical Alarms** are **EXEMPT** from the one or two call requirement and should be dispatched immediately.
- Dispatch will ask the alarm company during the initial call if they are

notifying the key holder and to call back with a response time (ETA), name, and the key holder's vehicle description.

3.8 Alarm Reports / Data

Reports or data regarding the City of Las Cruces alarms program will be provided upon request. These data reports may not be readily available for download or pick up as they may require a special query to be built to access the data that is being requested.

A request may be made for the data by sending an e-mail to alarms@MVRDA.org or by calling 575-647-6805.

Note: Allow up to three (3) business days for alarm reports or data.

4 BUILDING USE / ACCESS / TOUR REQUESTS

4.1 Use of the MVRDA Building

In order to schedule a room at the MVRDA facility, please contact MVRDA Administration at Admin@mvrda.org, or call 575-647-6803.

You will be required to provide the following information:

- Date requested
- Time, including length of requirement (hours)
- Which room you are requesting
- Purpose (who is using the room)
- Contact Person (including a phone number and email address)
- Any MVRDA equipment required

After room use, ensure the room is put back to its original condition:

- All Furniture back in original placement
- Tabletops wiped down
- Garbage and debris placed in garbage/recycling receptacle
- A/V and audio equipment turned off
- Lights turned off and door shut
- Any uncleaned spills reported to MVRDA Administration via email

Note: MVRDA does not provide supplies for coffee or refreshments.

4.2 Spaces Available

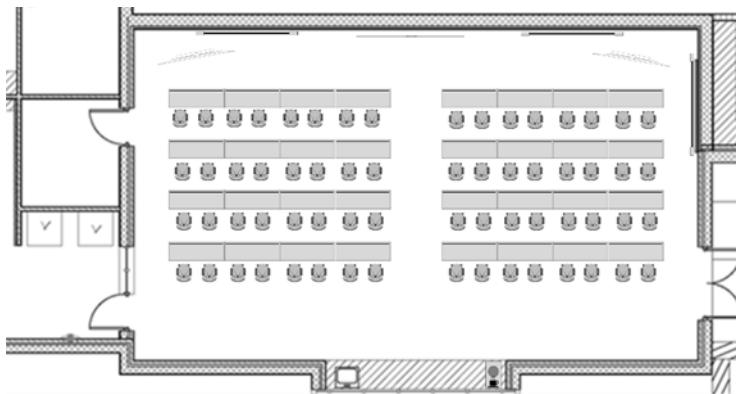
MVRDA has several rooms available for meetings and training. Rooms may be used with advanced reservations and is subject to availability.

The available rooms are as follows.

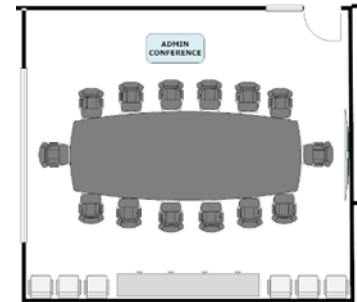
ROOM	EQUIPMENT AVAILABLE	MAX CAPACITY
Main Conference Room	<ul style="list-style-type: none"> • Audio System (microphones) • Coffee Maker • Large-screen Monitors (2) • Podiums (2) • Projector • Sink • Vending Machines • Video Conferencing • White Boards (3) • WiFi <p>Note: <i>You must bring your own coffee supplies / refreshments.</i></p>	<p>64 Tables/chairs can be configured for various uses</p>

<p>Administrative Conference Room</p>	<ul style="list-style-type: none"> · Coffee Maker · Conference Speaker Telephone · Large-screen Monitor · Video Conferencing · White Board · WiFi <p>Note: <i>You must bring your own coffee supplies / refreshments.</i></p>	<p>20 Non-configurable table/chairs</p>
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4.3 Room Layouts



Main Conference Room



Admin Conference Room

4.4 MVRDA Facility Tours

MVRDA is capable of accommodating small groups of individuals to tour our facility. A fourteen (14) day advance notice, however, is required so that we can provide the best experience for your group.

To request a tour, please send an e-mail to: Admin@MVRDA.org Please include the following information in your e-mail:

- Contact person for coordinating the tour
- Date of tour (please provide at least 1 alternate date)
- Time of tour
- Length of tour (limitations?)
- How many individuals in your group
- Average age of group members (Adult/children, so we can tailor the tour)
- Purpose of tour (What goals are to be accomplished by the tour?)

4.5 Sit-Along / Observation Requests

MVRDA welcomes member agency staff and the general public to “Sit-Along” with our Call Takers and Dispatchers for part of their shift to observe our operations and gain a better understanding of what we do on a daily basis.

To request to sit and observe with a MVRDA Dispatcher please e-mail your request to Admin@MVRDA.org or call us at 575-647-6803. Additionally, the following requirements must be met:

- 18 of age or older
- Minimum of 2 weeks advanced notice
- Must pass a criminal background check

5 MVRDA STAFF SUPPORT REQUESTS

5.1 MVRDA Staff to Provide Training

MVRDA has a knowledgeable staff that is available to provide training on many topics in public safety communications. We also have instructors that are certified to teach CPR. Classes can be held at the MVRDA facility or off-site at another agency or facility. Instructors can be scheduled to teach classes on an as available basis. We do not charge any fees for the instructor; however, course fees, course supplies, and/or course certification fees may apply.

Please call 575-647-6803 or e-mail Admin@MVRDA.org to make your request

5.2 MVRDA Staff to Join Committees

MVRDA is always eager to provide knowledgeable staff to participate in or make reports to committees or working groups. So that we can best serve your committee needs we ask that all requests for participation be made through the MVRDA administrative offices. After speaking with you to determine your needs we will assign a staff member with expertise and interest in the committee's work to participate on behalf of MVRDA.

Please call 575-647-6800 or e-mail Admin@MVRDA.org to make your request.

5.3 If Your Group Wants to Provide Training to MVRDA Staff

From time to time, partner agencies and/or community groups may want to provide training to MVRDA employees. Such sessions are usually geared towards providing information and awareness that will assist MVRDA in better interacting with the agency or group.

MVRDA welcomes the opportunity to learn how to better interact and/or serve your group or community needs. Due to the fact that we operate on a 24/7 work schedule, any presentation needs to be coordinated with enough advanced notice so that we can assure that all staff is available for the training/presentation. To schedule a training session:

- E-mail your request to Admin@MVRDA.org or call us at 575-647-6803
- Provide us a copy of the material you wish to present (handouts, PowerPoint, etc.)
- Provide a minimum of 30-days' notice
- Please prepare to be flexible with dates and times

6 QUALITY ASSURANCE

6.1 Quality Assurance Review Process

MVRDA conducts a comprehensive quality assurance review process the reviews the training period as well as the day-to-day dispatch and call taking activities. Quality assurance is conducted through the review of audio recording and written dispatch logs. This information is rated against agency Standard Operating Procedures (SOP) and Emergency Medical Dispatch (EMD) protocols.

A random sampling of telephone calls and dispatches are reviewed monthly. Individuals are provided a performance report which outlines both positive and negative aspects of the incident that was reviewed.

Positive reviews can result in a Letter of Commendation in the employee file. Negative reviews can result in employee counseling sessions, remedial training, and/or disciplinary action.

6.2 Medical Direction

MVRDA employs a part-time Medical Director to assist in the quality assurance process and to review and approve all medical-related operating procedures. The Medical Director is a licensed physician (M.D.) who specializes in Emergency Medicine.

6.3 Call / Incident Review

The MVRDA Quality Assurance Committee meets monthly to discuss and review specific call taking and/or dispatching incidents. The goal of the Committee is to provide an overview of the entire call and analyze all aspects of the incident to help support good call taking/dispatch technique and to learn from mistakes.

To be added to the notification list for Quality Assurance Meetings, or to request that a specific incident be reviewed, send an e-mail request to access@MVRDA.org or call 575-647-6804.

MVRDA also conducts a monthly User Group Meeting. The purpose of the User Group is to discuss operational issues or procedures. This group discusses general policy/procedure issues only and does not review specific incidents. To be added to the notification list for User Group Meetings, send an e-mail request to access@MVRDA.org or call 575-647-6804.

6.4 Compliments and Complaints

MVRDA administration is extremely receptive and interested in receiving both compliments and complaints from the general public or member agencies regarding our staff members and our service delivery. There are several ways to contact us with your comments or concerns:

- Compliment/Complaint Form available online at www.MVRDA.org
- For immediate concern contact a MVRDA Supervisor at Supervisors@MVRDA.org or 575-526-0795

All complaints will be investigated in a timely manner and a response will be sent to the complainant as soon as a finding is reached.

7 RECORDS & AUDIO RECORDING REQUESTS

7.1 Dispatch Record /Audio Recording Requests

All requests for Computer Aided Dispatch (CAD) reports and/or audio recordings are processed by the MVRDA NCIC Office, MVRDA's Custodian of Records. Requests for records can be made online, in-person, via telephone, fax, or e-mail. Public Safety Personnel may request records via radio transmission, if applicable.

- Walk-in Hours: Mon-Fri: 9:00 a.m. to 4:00 p.m.
Sat-Sun: By appointment only (call 575-647-6820)
- Fax: 575-647-0370
- Online: www.MVRDA.org

Records Request Procedures

1. **Online:** Online MVRDA Requests may be made at www.mvrda.org on the NCIC/Records page, under the Departments tab. Select either the Public (yellow) button or the Public Safety Agency (red) button and fill out the online request form.
2. **In Person:** Request forms may be obtained in-person at the Administrative Offices of MVRDA located at 911 Lake Tahoe Ct., Las Cruces between the hours of Monday-Friday 8am-5pm, excluding designated holidays. Public Safety personnel may utilize the Public Safety transaction window. All completed printed MVRDA Records Request Forms must be placed in the Records Request Box outside the NCIC office.
3. **Telephone:** Telephone requests require the request receiver to fill out the online Records Request Form or complete the printed MVRDA Records Request Form. All completed printed MVRDA Records Request Forms must be placed in the Records Request Box outside the NCIC office.
4. **Fax:** Downloadable MVRDA Request Forms may be obtained at www.mvrda.org on the NCIC/Records page, under the Departments tab. Completed MVRDA Records Request Forms should be faxed to 575-647-0370.
5. **E-Mail:** Email requests may be made at www.mvrda.org on the NCIC/Records page, under the Departments tab. Select either the Public (yellow) button or the Public Safety Agency (red) button and fill out the online request form.
6. **Confidential Records Requests:** Confidential requests for records, such as Internal Affairs Investigations or investigations

involving MVRDA personnel, should be requested by sending an e-mail to Investigations@mvrda.org. These requests are forwarded to the appropriate MVRDA personnel for processing.

7. **Radio Requests:** Public Safety personnel may request records for an active call over the radio, if applicable. Upon request, the dispatcher will fill out an online or printed Records Request Form for the Public Safety personnel and submit to the NCIC/Records Department.
8. **Emergency Records Requests (Public Safety Agencies Only):** In the event a “Major Incident” occurs outside of NCIC office hours and a recording is required immediately for an investigation, please contact the on-duty MVRDA Shift Supervisor. The MVRDA Shift Supervisor will request the appropriate approval to authorize the Records Custodian to respond to MVRDA to retrieve the records information accordingly.
9. **Recording Playback:** Recordings are NOT to be played over the radio, without exception. MVRDA personnel, including Shift Supervisors, are not authorized to email or release records, including audio to anyone, without approval by the MVRDA Directors or MVRDA NCIC personnel. Public Safety personnel may come to MVRDA and listen to audio recordings at the MVRDA Shift Supervisor console, the overflow/training room or the Shift Supervisors’ office, at the discretion of the on-duty MVRDA Shift Supervisor. Public Safety personnel may record the audio as long as the recording device is not connected to MVRDA equipment. MVRDA personnel are not authorized to record audio for said Public Safety personnel. If a copy is needed the request must be processed through the MVRDA NCIC Office in the pre-addressed manners.

FEES

1. Public, media, private attorneys, etc. are assessed a \$30.00 audio recording fee and/or a printed records fee of \$0.50 per page.
2. In the event a records request will be unusually time consuming to process, a \$25.00 per hour research fee may be assessed.
3. Payments can be made by check, money order or cash. Credit Card payments are only available in person during the lobby hours.
4. JPA member agencies and governments are not assessed a Records Request Fee.
- 5.

RECORDS DELIVERY

Audio recordings are delivered via a compact data disk. If required upon request, audio recordings may be delivered via a thumb drive. Only MVRDA approved storage devices can be used to deliver all record information. No non-MVRDA issued storage devices will be authorized. Paper reports are printed on 8 ½ x 11-inch paper printed on both sides.

1. Public requests submitted via mail will be mailed via USPS after full payment is received. If other couriers are requested and/or required, the requestor must provide to MVRDA the appropriate shipping requirements including any additional shipping fees.
2. All other public requests may be picked up at the MVRDA Administrative Offices during normal business hours, Monday-Friday 8am-5pm, excluding designated holidays.
3. Only JPA member agencies or governments can request, **through the NCIC office**, for an audio recording to be e-mailed as a “.wav” file. Paper reports can also be e-mailed as a “.pdf” file. Larger files may not be sent in this manner due to system limitations and will require to be picked up or mailed.
4. Only JPA member agencies or governments can request, **through the NCIC office**, to have paper reports faxed to their Public Safety offices.
5. Public Safety personnel may pick up completed Records Requests at the Public Safety transaction window. MVRDA personnel may release these records upon authorization by the NCIC/Records Department.

Delivery of records are typically issued within three (3) business days. Extenuating circumstances may delay the release of record and the requestor will be notified in a timely manner.

Any records requests not picked up by the requestor within 30 calendar days of issuance will be destroyed and all fees will be forfeited.

8 PRESS INFORMATION /INTERVIEW REQUESTS

8.1 Request for Information – Ongoing Incidents

MVRDA employees are NOT authorized to release information regarding an ongoing incident to any caller other than the Public Information Officer (PIO) of a member agency.

All requests for information regarding an ongoing incident should be directed to the PIO of the agency involved in the incident and/or the City or County PIO.

8.2 Request for Information – Inspection of Public Records

All requests for information pursuant to the New Mexico Inspection of Public Records Act should be referred to the MVRDA NCIC/Records Office.

See Section 7.1 of this Handbook for the request procedures.

Note: Requests are processed during normal business hours, Monday through Friday and therefore may not be immediately available to meet a daily news desk deadline.

8.3 Request for Interviews

MVRDA employees are NOT permitted to give interviews or statements to the press without the permission of the MVRDA Director or his/her designee. All requests for on camera interviews and/or audio statements must be approved by the MVRDA Director. Requests may be made in the following manner:

- E-mail to Admin@MVRDA.org
- Fax to 575-647-4868
- Telephone call to 575-647-6801

8.4 Request to Film or Audio Record at MVRDA

All requests to film or audio record inside the MVRDA facility must be approved by the MVRDA Director. Certain areas of the dispatch floor/consoles may NOT be video recorded due to FBI NCIC regulations and/or other confidentiality concerns.

A member of the MVRDA administration team will accompany all individuals who are audio or video recording while inside the MVRDA facility.

Requests may be made in the following manner:

- E-mail to Admin@MVRDA.org
- Fax to 575-647-4868
- Telephone call to 575-647-6801

9 PUBLIC EDUCATION PRESENTATION REQUESTS

9.1 Red E Fox Presentations/Apearances

MVRDA is proud to participate in the Red E Fox public education program. The program targets school aged children from Kindergarten to Grade 3. The Red E Fox program is presented in the school classroom and is delivered in both English and Spanish.

Red E Fox is a full-size costumed mascot that talks about how to properly identify emergencies and home to dial 9-1-1. Red E Fox is always accompanied by at least one “human” handler who leads the classroom instruction. Whenever possible, Red E is also accompanied by a uniformed member of the local law enforcement, fire service, or emergency medical services agency.

Request for a Red E Fox classroom presentation requires a minimum of thirty (30) days advanced notice. To request Red E, please send an e-mail to: Admin@MVRDA.org

Please include the following information in your e-mail:

- Contact person(s) (Individuals requesting/responsible)
- Type of event/presentation (Classroom, outdoor event, etc.)
- Date of event
- Time of event
- Exact location of event
- Estimate # of children (including age ranges) & adults in attendance
- Spanish materials required?
- Is Red E Fox mascot requested?
- Any special requests?
- Will other agencies be in attendance? Who?
- Is there any outside funding for this event?

Note: If the Red E Fox mascot is requested at any event there must be a secure, out-of-sight area available where the mascot can dress/undress and cool off.

The mascot costume can become very hot for the wearer. Therefore, for outdoor events, Red E Fox may be limited to short appearances of 15 – 20 minutes followed by appropriate time to cool down.

Note: All Red E Fox presentations are contingent on funding.

9.2 Speaker Request

MVRDA has many highly-trained employees that can speak to a variety of topics related to public safety communications, 9-1-1 systems, and radio systems. We welcome the opportunity to speak to your school or group.

To request a speaker from MVRDA, please e-mail your request to Admin@MVRDA.org or call us at 575-647-6806.

We request a minimum of two (2) weeks advanced notice and the following information:

- Contact person(s) (Individuals requesting/responsible)
- Type of event/presentation (Classroom, outdoor event, etc.)
- Sponsor group or organization
- Date & time of event
- Exact location of event
- Estimate # of attendees and demographics (children/adults/seniors?)
- Topic requested
- Length of time requested for the talk/presentation
- Will other speakers be in attendance? Who?

10 PUBLIC AWARENESS & ALERT NOTIFICATIONS

10.1 Public Alerting Systems

MVRDA uses two different Public Alerting Systems (PAS) to send messages to the general public in Doña Ana County. The two systems are described in detail below. We do not have the capability to activate Emergency Alert System (EAS) that is run over local radio and television stations. EAS activations are made through the City of Las Cruces/Dona Ana County Office of Emergency Management.

10.2 Nixle

Nixle is a community wide area notification system. The system is available to anyone with a cell phone and/or e-mail address and operates free of charge.

To receive a Nixle notification, however, individuals must self-register their cell phone number and e-mail address. This can be done via the Nixle website at www.Nixle.com. A link is also available on the MVRDA website: www.mvrda.org.

The following message types are available through Nixle:

- Community Messages: Important public safety tips, notice of community events, crime watch messages, etc.
- Advisory Messages: Severe weather alerts, unexpected road closures, police activity warning, public health alerts, etc.
- Alert Messages: Critical and time sensitive information such as evacuation advisories, large scale incidents, dangerous situations, etc.

Note: Since Nixle is based on self-registration, only devices that are registered by their owners will be reached. Also, only text and e-mail messages are sent.

10.3 Reverse 911

Reverse 911 is MVRDA's main wide area notification system for critical incidents in Doña Ana County. The Reverse 911 system should be considered as one component of Doña Ana County's public warning system. It must be remembered that no single application can provide warning to all citizens in all situations.

The Reverse 911 system database contains all landline telephone numbers in Doña Ana County. Cell phones can be added voluntarily by consenting individuals.

The Reverse 911 system sends messages in voice, text, fax, and TTY formats. The message dispersal can be targeted geographically from streets and neighborhoods to county-wide.

To register for Reverse 911 Activations, go to the MVRDA website at: www.mvrda.org.

Activation Authority: The Incident Commander, Senior Public Safety Officials, OEM, Public Health Officials, NWS staff and/or their designees may request activation of any or all components of the Reverse 911 warning system.

10.4 Smart911

Smart911 is a supplemental data service that allows you to create a safety profile that can be seen by emergency responders when you call 911. Smart911 is currently up and running in all of Dona Ana County. You can sign up today at www.Smart911.com or through the MVRDA website at www.mvrda.org.

After you've registered with Smart911, when you call 911 from a registered phone number, that profile will be displayed at the 911 center. The data is secure and is only available to emergency service personnel when you call 911.

11 HUMAN RESOURCES / BILLING INQUIRIES

11.1 Billing / Invoicing Inquiries

The City of Las Cruces serves as the Fiscal Agent for MVRDA. All purchasing and billing follow the procedures and guidelines set forth by the City of Las Cruces Purchasing and Disbursement departments.

MVRDA staff, however, is responsible for preparing purchase orders and authorizing the payment of invoices. Therefore, any billing or invoicing requirements should be directed to MVRDA via e-mail at HR@MVRDA.org or via telephone at 575-647-6803.

11.2 Background Checks / References

MVRDA will provide limited information regarding present and/or past employees. Information provided is limited to job title, dates of employment, salary, and eligibility for re-hire.

A signed release from the employee in question is required before any information will be released. The signed Release of Information Form can be e-mailed to HR@MVRDA.org or faxed to 575-647-4868.

11.3 Employment Opportunities

MVRDA conducts recruitment for entry-level 9-1-1 Call Taker positions three to four times throughout the year. These job openings are posted in local newspapers, employment websites, and the City of Las Cruces website.

MVRDA occasionally has openings in our other departments such as Information Technology, GIS, Records, etc. These job openings are also posted in local newspapers, employment websites, and the City of Las Cruces website.

Individuals seeking employment with MVRDA should check the [City of Las Cruces employment webpage](#) for any job postings.

Information regarding Call Taker and Dispatcher initial training can be found at the MVRDA website: www.MVRDA.org

12 FINAL CALL BROADCAST REQUEST

12.1 Final Call Broadcast Defined

A “Final Call” is a tribute bestowed upon the death of a public safety first responder; law enforcement, fire department, or EMS. Final Calls may be conducted for both active duty and retired personnel. The Final Call consists of a radio transmission sent by MVRDA to the deceased’s Unit ID. When no reply is heard the dispatcher announces that this is the individual’s final call and brief words of condolences follow. The Final Call is traditionally played over a speaker or vehicle public address system so that all present at the funeral services are able to hear the broadcast.

12.2 Final Call Broadcast Request Procedures

All requests for final call broadcast should be made as soon as possible, before the day of the funeral ceremony. MVRDA will not be able to conduct a final call if notified less than 24-hours prior to the day of the funeral service.

All requests for a Final Call must be submitted to: Admin@mvrda.org

The following information is required when requesting Final Call:

- Name of deceased
- Agency deceased worked for
- Badge or ID #
- Date and Time of Final Call
- Location of Service
- Organizer/Requesting Party Contact Info

12.3 Final Call Format

MVRDA prefers to provide the Final Call as a live radio transmission. History has shown us that prerecording are often problematic and do not work so well. The live broadcast is conducted over radio frequencies and can be received by portable radios or transmitted over emergency vehicle PA systems.

MVRDA staff will work with you to determine what will work best for your particular circumstances. Because of this, all requests for a final call should be made before the day of the memorial ceremony.

A written script will be provided to the organizer or family representative for proofing. If the organizer/family representative wishes to provide us with a script

it will be reviewed by MVRDA staff for approval first, before using the script for a broadcast.

MVRDA will provide the organizer and/or family representative with a CD copy of the live broadcast at no charge.

13 SOCIAL MEDIA

MVRDA participates in several social media platforms in order to provide timely and useful information to the public.

13.1 Website

The MVRDA website can be reached at www.mvrda.org. The website is updated regularly and provides news and information regarding 911 and public safety in general. Items that can be found on our website includes, but is not limited to:

- Information and contact numbers for all MVRDA departments.
- Information about the MVRDA Board of Directors.
- MVRDA Organizational Chart.
- Las Cruces alarm systems registration information and links.
- Public Awareness information, including downloadable brochures.
- Registration links for Reverse 911, Nixle, and Smart911.
- Calendar of meeting dates.
- 911 Magazine.
- MVRDA photo album.
- Links to request public records.
- Links to file a complaint or compliment.
- Frequently Asked Questions (FAQ)

13.2 Facebook

MVRDA maintains a presence on Facebook. Our Facebook page can be found at <https://www.facebook.com/MVRDA911/>. Our Facebook page is updated regularly.

13.3 Twitter

MVRDA maintains a Twitter feed and can be followed @MVRDA911. MVRDA will tweet travel alerts, public alerts and provide information on what's going on at MVRDA.