

**VILLAGE OF ANGEL FIRE
Council Regular Meeting Minutes
Tuesday April 10th, 2012 at the Village Hall**

Call to Order

Mayor Cottam called the meeting to order at 5:30 PM

Pledge of Allegiance

Mayor Cottam called for the Pledge of Allegiance.

Roll Call

Present were Mayor Cottam, Mayor Pro-tem Howe, Councilor Germscheid, Councilor Welker, and Councilor Colenda. Also present were Interim Village Administrator Tomas Benavidez and Village Clerk Terry Cordova. A full quorum was present.

Approval of Agenda

Mayor Pro-tem Howe made the motion to approve the agenda .Councilor Welker seconded the motion. Motion carried 4-0

Consent Agenda

1. Approval of the March 21st Special Meeting Minutes

2. Approval of the March 27th Council Work Session Minutes

3. Approval of the March 27th Regular Council Meeting Minutes

Mayor Pro-tem Howe made the motion to approval the consent agenda with changes to the minutes submitted to the clerk. Councilor Welker seconded. Motion Carried 4-0

Requests and Responses from the Audience (Limited to 3 minutes)

Katherine McDermott- Expressed her support to using Lodgers Tax Fund dollars for matching dollars for the State Tourism Grant.

Announcements and Proclamations –None

Reports

a. **Governing Reports** – Mayor Pro-tem Howe gave a report on the Run For The Wall meeting that was held in Eagle Nest. Run For The Wall will be May 18th. The schedule this year will follow the same as in the past. The riders will stage out of Eagle Nest the next morning on the 19th. Mayor Pro-tem Howe also gave a report on the Enchanted Circle Inter-Governmental Council Meeting held in Taos.

Councilor Germscheid asked if there were any questions about the minutes she sent out. Mayor Cottam announced that the Village will be having a potluck on July 1st to celebrate the Village’s 26th birthday.

b. **Administrator’s Reports** –Tomas Benavidez reported that he would be doing a monthly column for the newspaper giving updates on Village activities. We have also sent out our second Village Voice newsletter which is printed on the back of our water bills and sent out monthly. The Village has been named an “At Risk” community with the State Auditors Office because of our audits. The audit findings for FY 09/10 should be here tomorrow .We are hoping to have the audit contract signed for FY 10/11 so we can move forward on that audit. We should have our FY 11/12 audit done by December, which would have the Village caught up. Rick Sprott with the Sustainably Committee will send out a flyer to help people distinguish the different forms of plastics that are recycled.

c. **Staff Reports- Fire Chief, Orlando Sandoval gave an annual report. (See Attached Report)**

1) Old Business -None

2) New Business

A. Discussion/Approval of the Committee Member and Structure

Mayor Cottam went over the current committee members and asked for any suggestions for new committees. The following suggestions were made, beautification, motorized trails, workforce housing and healthcare . This item will be placed on a future meeting for approval.

B. Discussion /Approval of the Fire Protection Fund Pay Back Agreement and Resolution 2012-11

REVISED

1 Tomas Benavidez, Village Administrator explained that the first figures given to council
2 in February were not correct and that he and Orlando Sandoval, Fire Chief along with
3 Lupita De Herrera, Finance Director reworked the numbers as follows, for the first 3
4 years the payment would be \$42,409.80 a year .The fourth year would be \$17,931.74 at
5 which time the fund would be paid back in full. The state Fire Marshall stated that they
6 would be ok with this arrangement after council approves the resolution tonight. The
7 payments will be booked as debit service payments and will be budgeted as such. Mayor
8 Pro-tem Howe made the motion to approve resolution 2012-11 a resolution reimbursing
9 the fire protection fund out of the general fund over the next four years by making
10 payments for a wild land fire truck. Councilor Welker seconded. Motion carried 4-0 with
11 Mayor Pro-tem Howe –aye, Councilor Germscheid-aye, Councilor Welker –aye,
12 Councilor Colenda –aye.

- 13 **C. Discussion /Approval Exception to Policy Allowing Lodgers Tax Fund to be used for Matching**
14 **Grant From State Tourism Department and to Allow Staff to Apply for the Grant**
15 Karen Kelly Tourism Director explained that this is a onetime exception allowing
16 lodgers tax funds for 2013 to be used for a \$20,000 grant from the State Tourism
17 Department . If we can get 5 nonprofits that are willing to work with us to give some cash
18 input we can apply for anything over \$10,000. The following members have committed
19 to contribute: Moreno Valley Arts Council \$1,000, David Westphall Veterans Foundation
20 \$1,000, Angel Fire Chamber has been approached but not approved, Enchanted Circle
21 Marketing has been approached but not approved, Music from Angel Fire has been
22 approached but not approved, and Girl Scouts of New Mexico Trails has been
23 approached but not approved. The grant will be written by staff. Councilor Welker asked
24 when the grant needed to be submitted. Karen stated it was April 27th 2012. Councilor
25 Germscheid asked if we did not get all 5 nonprofits to come forward what would happen
26 to the grant. Karen stated that we could apply for at least \$10,000.The Lodgers Tax
27 committee has given its approval of this grant. Mayor Pro-tem Howe made the motion to
28 use \$15,000 from FY 2013 Village Lodgers Tax funds, coupled with \$1,000 dollars each
29 from 5 nonprofit members for a total of \$20,000 as a match to apply to a \$20,000 grant
30 applied with the New Mexico Tourism Department. Councilor Germscheid seconded.
31 Mayor Pro-tem Howe made the motion to amend the first motion to add to lift the
32 moratorium for this grant, permitting the Village to apply for up to a maximum of
33 \$20,000 of which \$15,000 will come from Marketing Action funds for the FY 2013 State
34 Tourism Department Coop Grant funds. Councilor Colenda seconded. Motion carried 4-0
35 **D. Executive Session Per NMSA 10-15-1H (2)**
36 **1. Personnel Matters**
37 **A. Administrator**
38 **B. PD/Court Clerk**
39 **C. Utility Billing Clerk**
40 **D. Village Clerk**

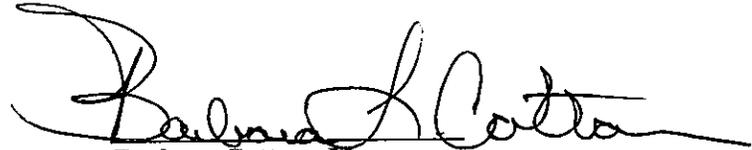
41 Mayor Pro-tem Howe made the motion to go in to executive session at 6:16pm,
42 Councilor Colenda seconded. Motion Carried 4-0 with Mayor Pro-tem Howe-aye,
43 Councilor Germscheid-aye, Councilor Welker-aye, Councilor Colenda-aye
44 Council came out of executive session at 7:23pm. Mayor Cottam stated that only the
45 items on the agenda were discussed and no decisions were made.
46

47 **X. Adjournment**

48
49 Mayor Pro-tem Howe made the motion to adjourn the meeting at 7:24 pm Councilor
50 Colenda second the motion. Motion carried 4-0.
51

52 **Passed, Approved and Adopted on this 8th day of May, 2012.**
53
54

1
2
3
4
5
6
7
8
9
10


Barbara Cottam, Mayor

ATTEST:


Terry Cordova, Village Clerk

Angel Fire Fire Department



Annual Report

2011

March 2012

Honorable Mayor, members of the Angel Fire Village Council, and residents of the Village of Angel Fire, It is my pleasure to present to you the 2011 Angel Fire Fire Department Annual Report.

Once again, your fire department has made tremendous strides in the areas of emergency response, training, disaster preparedness, fire and life safety. As you will see in this document, the men and women of the Angel Fire Fire Department have one goal in mind...providing you the best levels of customer service possible.

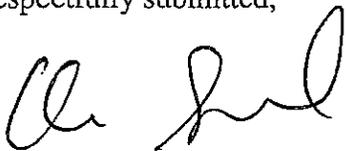
The Village purchased one new wildland apparatus in 2011 which helped to upgrade our aging fleet. The new 100-foot aerial ladder truck was placed into service in April 2010 and has performed beyond expectations. It has played a pivotal role in many fires; both in the Village of Angel Fire and on mutual aid responses. As the call volume indicates, the demand on our fleet is increasing. Additional apparatus purchases will be necessary in the coming years to maintain our levels of service to the community.

The emergency medical services in the Village of Angel Fire have been at the forefront of our operational concern. The Village currently has three paramedic's on staff, one full-time, one temporary full-time and one part-time. A paramedic typically responds to every medical emergency in the Village of Angel Fire. The residents of Angel Fire are very fortunate to be able to receive this level of care and will continue to receive the highest level of pre-hospital care available in the Moreno Valley, Colfax County, and surrounding counties.

2012 promises to bring more changes to the organization. We will continue our focus on customer service and training. We are pleased to be a participating Village's Safety Committee. Fire Department staff will be performing fire and life safety inspections at hotels, motels, condo's and business occupancies. These inspections allow firefighters to become more familiar with the buildings in the Village. Most importantly, these inspections will attempt to eliminate potential hazards that can cause fires or injuries.

It is my pleasure to serve this community as fire chief. If you have any questions regarding your fire department, please contact me at (575) 377-3347 or via e-mail at osandoval@angelfirenm.gov.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Orlando Sandoval', written in a cursive style.

Orlando Sandoval
Fire Chief

Mission Statement

TO PROVIDE A PROFESSIONAL, COURTEOUS SERVICE TO THE COMMUNITY OF ANGEL FIRE AND SURROUNDING AREAS THROUGH FIRE PREVENTION, EDUCATION, PROMPT QUALITY EMERGENCY MEDICAL SERVICES, AND THE CONSERVATION OF LIFE AND PROPERTY IN THE SAFEST MANNER POSSIBLE.

Vision Statement

The Angel Fire Fire Department will be recognized as a dedicated, safe, and effective emergency response agency that demonstrates excellence and professionalism, both on and off duty.

Our department is a dynamic and proactive Fire and EMS organization, which will be regarded as a leader in the emergency services field through its skill, commitment, training, innovation, and excellence.

Our department will be known for compassion, understanding, and excellent customer service.

Our department will foster communication and partnerships with Fire and EMS organizations, as well as stakeholders.

Our department will be safety conscious, which would rather prevent than react to an emergency.

Our department will save lives, protect property and the environment, and ease pain and suffering.

Our department will be a well-rounded and diverse team, with every employee contributing with their unique skills and talents to create a full service department.

Our personnel will continue to train to the latest methods and equipment that is available.

Customer Service Plan

MISSION

The Angel Fire Fire Department is committed to providing superior levels of quality service that exceed the public's expectations for timely and effective delivery of fire prevention, fire control, emergency medical treatment, transportation and public education.

Quality will be evaluated on how well we maintain excellence in customer satisfaction, meeting the needs of our people, achieving organization goals, and creating a service culture that continuously reinforces and promotes excellence in all line and support functions.

Being a professional on the Angel Fire Fire Department means doing the "whole job". Doing the "whole job" includes focusing on the extra interpersonal dimensions and sensitivities of empathy,

concern, care and compassion. Our work often involves respecting peoples' property during their most vulnerable moments, when they need help the most and have to rely on our members. We have become the "Agency of Last Resort" for the poor, the homeless, the destitute, the mentally, emotionally and physically challenged, the chronically ill, the indigent, the incarcerated, and the immigrant. **Interpersonal awareness and sensitivity is our responsibility. Indifference or lack of empathy is a professional weakness.** The public does not need one of our members to be having a "bad day" when they call us for help... they're already having one of their own.

POLICY

The primary customer relations policy goal of the Angel Fire Fire Department is to meet or exceed our customers' (the public's) expectation of satisfaction in every contact that exists between our customers and any of our service people and/or delivery systems.

It is the policy of the Angel Fire Fire Department and the responsibility of every member in the organization to:

- Provide Customer Service excellence;
- Ensure that technical and interpersonal aspects ("the whole job") are performed at superior levels;
- Provide the same high quality care and service for everyone, regardless of their circumstances;
- Provide each member the opportunity to demonstrate excellence and superior service in all contact with the public (on or off duty);
- Support and reinforce excellent Customer Service delivery by other members

EMPLOYEE RESPONSIBILITIES

All members are to hold every interaction with the public as the "moment of truth". Each "moment of truth" is an opportunity to influence the public's perception of service received, and thus, the image of the Department.

It is imperative that members of the Department make decisions with the customer in mind. Customer Relations is about the way you look, the way you act, what you do or don't do, what you say, how you say it, and what you don't say.

Each member must continually try to enhance the value of his/her service in the customer's eyes.

Employees, who rarely, if ever, come into contact with the public, must see themselves as supplying an important service for those who do. They must be prepared to continue positive service through telephone etiquette and general demeanor. We never know when a citizen is observing our actions.

INTERNAL RELATIONS

A critical component of an effective customer relations program is internal relations. To a large extent, the way customers are treated is reflective of the way members treat one another within the organization. This does not simply refer to supervisors/subordinate relationships, but also to peer, inter-department, inter-agency and line/staff relationships. In most cases, the customer of a staff division is the other operating divisions within the organization. The following characteristics are to be practiced by all members and are essential to positive and effective internal relations:

Considerations:

Be considerate of the moral, ethical and religious values of others. Empathize with others and avoid excessive teasing and rumors.

Discretion:

Be discrete and refrain from racial, ethnic, religious, sexist, or personal comments or actions that are derogatory.

Acceptance of Others:

Be accepting of other members whose opinions and principles differ from your own. Differences make us stronger as an organization... if we accentuate the positive and accept the differences.

Unity:

Place a high importance on unity in the organization and individual contributions to the work group. It is essential that we pull together in routine and stressful times and support each other.

MANAGEMENT AND SUPERVISORY RESPONSIBILITIES

Supervisory responsibility in our quality service effort revolves around managing and leading each work unit so that it creates a predictable positive experience for the customer. This requires positive leadership on the part of the supervisor, good management and teamwork by the work group.

The supervisor/manager/leader essentially is the translator of the overall commitment to service excellence. He/she must ensure that both technical and interpersonal aspects are addressed. The supervisor must monitor, evaluate, give feedback and provide correction on technical aspects, quality of service and interpersonal skills.

Performance standards must be in place to inspire exceptional performance rather than to accept standard performance.

The supervisor sets the standards of consistent excellence/service by example.

CUSTOMER RELATIONS PROGRAM

The Angel Fire Fire Department Customer Relations program represents a total organizational commitment to achieve a recognizable standard of consistent excellent service. This commitment to excellence causes us to examine and reassesses how well we manage our relationships with two key groups: Internal Customers (our own members) and external customers (our citizens/ public). Both are essential, the two are inseparable.

Goals of the Customer Relations Program are to:

- Develop and implement the support system needed to teach, supervise and reinforce professional behavior standards;
- Train managers, supervisors and employees to maintain, reinforce and extend desired behaviors.

Quality and service are interdependent. It is impossible to describe quality adequately without considering it from a customer's point of view. Quality excellence between Fire Department personnel and the public will require an effective, ongoing, service- oriented training program that has a "customer focus". Members need to understand that they will be held accountable for positive customer relations and must be well aware of how the quality of these relations will be measured. **Good customer service is not just an attitude. It is a set of trainable skills.**

The customer relations training program is designed to:

- Empower each employee with the skills necessary to achieve positive customer relations in the face of very difficult situations;
- Provide company officers with interpersonal and scene management skills necessary to deal with atypical or adverse situations, extraordinary circumstances and unpleasant conditions;
- Reduce each member's stress by providing the competencies necessary to operate from a professional rather than an emotional base;
- Provide Department members with interpersonal skills, necessary knowledge to provide an excellent standard of care.
- Reduce the medical/legal liability by improving the professional human relations skills of members who provide emergency medical care.

Department Goals

ISO review

Paid staff to Firefighter 2

Paid staff to Engine Boss Level

Volunteer staff to Firefighter 1

Establish Rapid Intervention Team (RIT) with specialized training

Increase village wildland preparedness to include grants and information

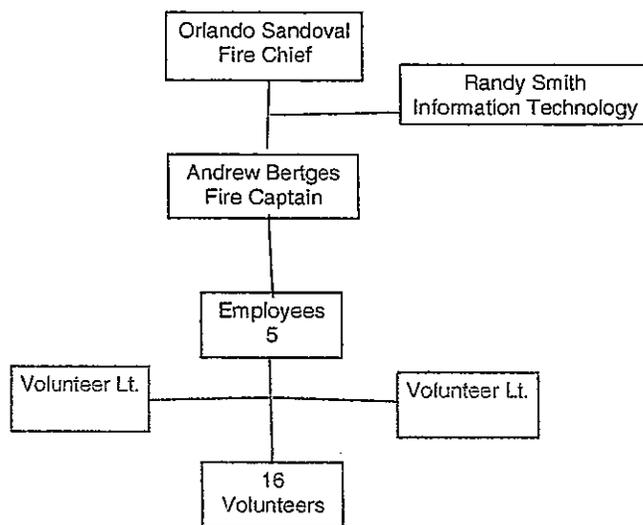
Have all staff CPR trained from the village/resort

Inspections of hotels and restaurants

Hydrant testing

Personnel

- 1- Fire Chief
- 1- Fire/EMS Captain
- 3- Paramedics (2 Firefighter's and 1 Firefighter Trainee)
- 2- EMT-B/Fire Fighters
- 16- Volunteers



Equipment

<u>YEAR</u>	<u>MAKE</u>	<u>MODEL</u>	<u>DESCRIPTION</u>	<u>VEHICLE TYPE</u>
2007	CHEVY	4500	2380	AMBULANCE
1995	FORD	E-350	2379	AMBULANCE
2003	FORD	F-450	2378	AMBULANCE
1994	FORD	EXPLORER		RESPONSE UNIT
2000	CHEVY	2500	3585	RESPONSE UNIT
2005	CHEVY	TAHOE	3510	RESPONSE UNIT
1988	E-One	E-1	3560	STRUCTURE ENGINE
2002	PIERCE	DASH	3580	LADDER TRUCK
1976	INTERNATIONAL	CARGO STAR	3575	HEAVY RESCUE
2008	KENWORTH	CUSTOM	3565	WATER TENDER
1993	FORD	F-450	3570	TYPE 6 ENGINE
2004	FORD	F-550	3571	TYPE 6 ENGINE
2007	FORD	F-550	3572	TYPE 6 ENGINE
1994	FORD	E-350	TRANSIT BUS	SUPPORT VEHICLE
1999	TOPHAT		TRAILER	TRAILER
2000	HAULRITE	12USA	TRAILER	TRAILER
2007	HONDA	TRX 420	ATV	CAMOUFLAGE
2002	KAWASAKI	PRAIRIE	ATV	RED

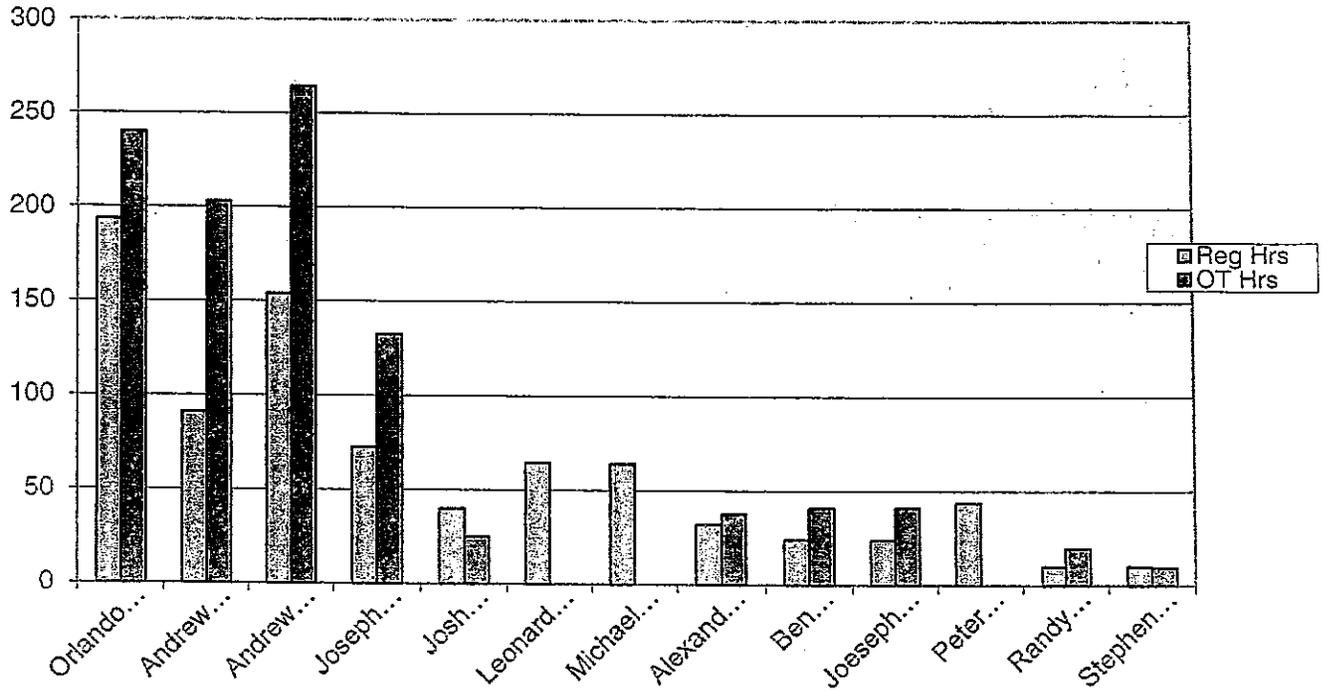
NOTE:1976 International Cargo Star placed out of commission

2000 Chevy 2500 placed out of commission

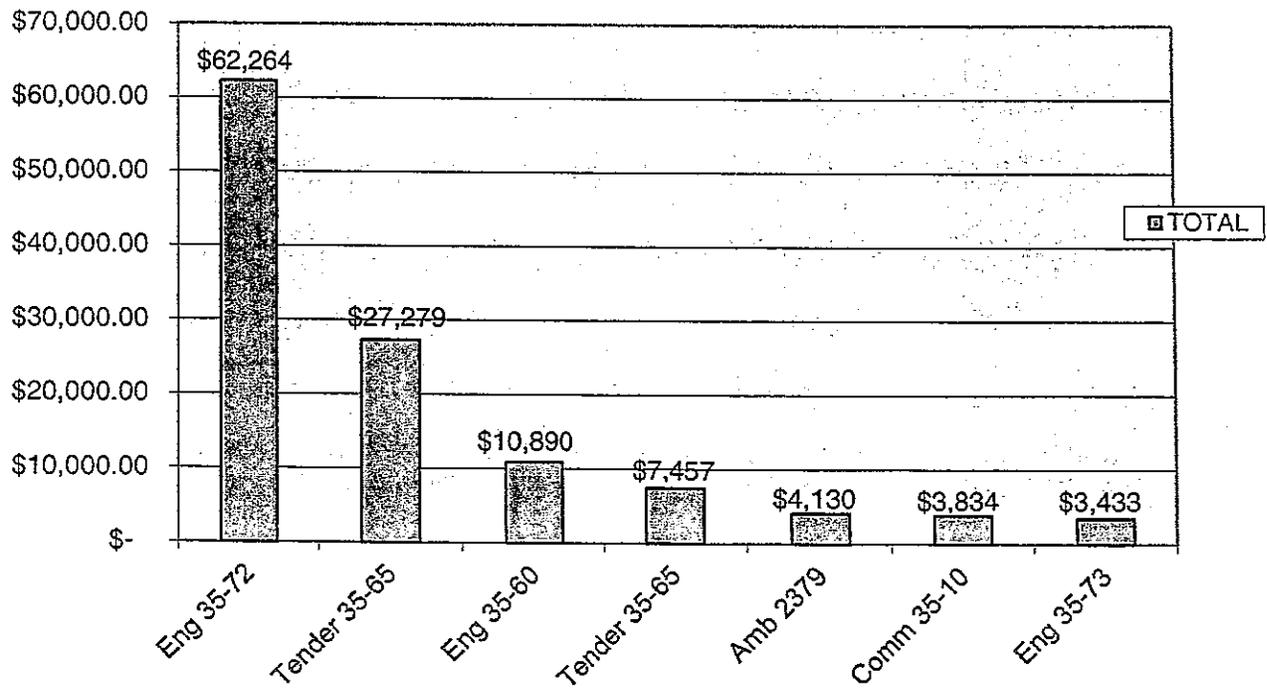
1994 Ford Explorer placed out of commission

1999 Tophat Trailer stolen from st.3

Wildland Fire Review



APPARATUS TOTALS



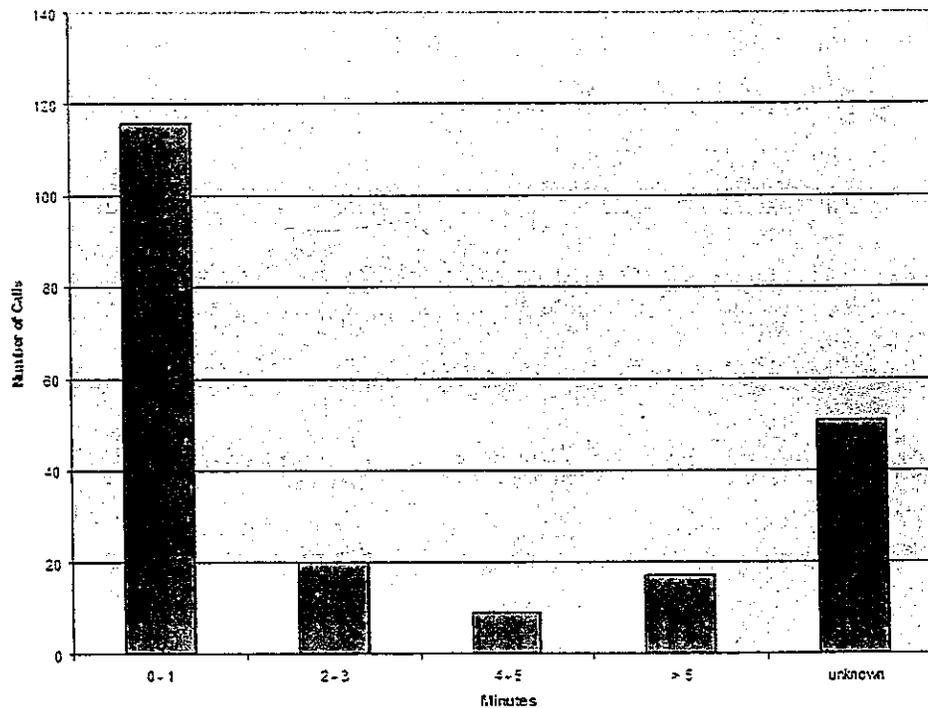
In summary the department earned \$119,288.93 from just the apparatus being out on fires. The apparatus worked 803 hours; the apparatus drove a total of 4107 miles during wildland fires and was deployed 34 days.

The department personnel as a whole worked 824 regular hours, 1014 overtime hours and earned a total of \$52,792.93, in that \$6,796.78 was for benefits including Medical, Social Security, Retirement, Health Insurance and Worker Compensation at no cost to the Village.

EMS Run Analysis

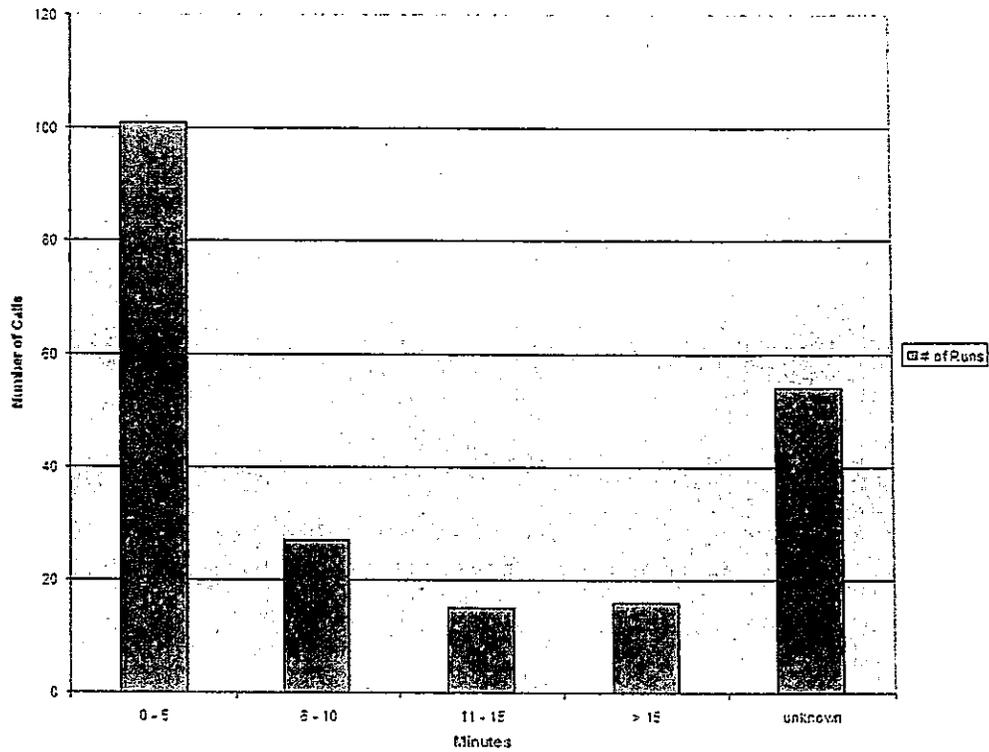
- Jan 1, 2011 to Dec 31, 2011-- 349
- Jan 1, 2012 to March 1, 2012—93

ENROUTE TIME



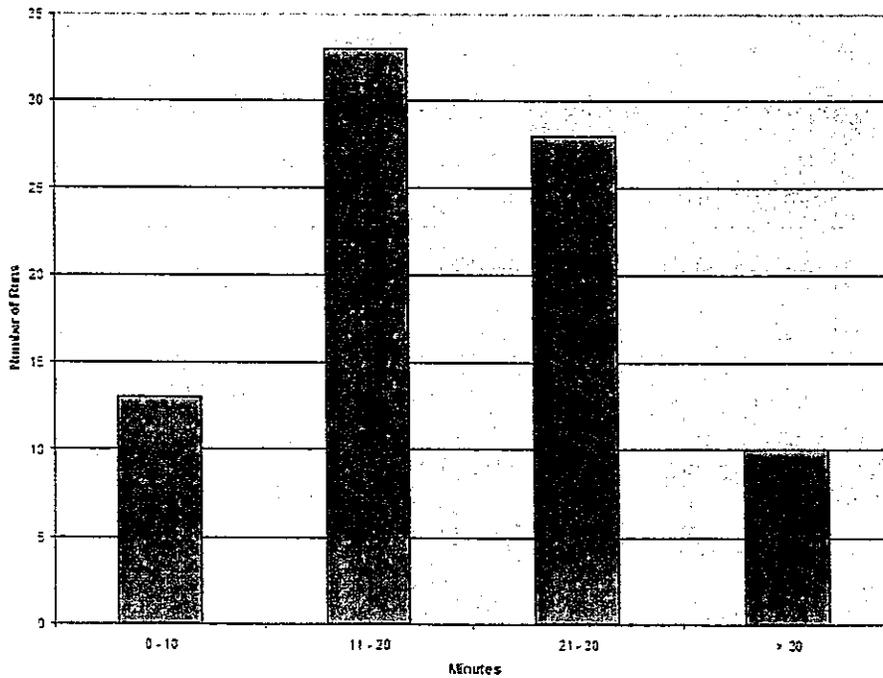
Enroute time is the time it take for us to go enroute to the scene.

RESPONSE TIME



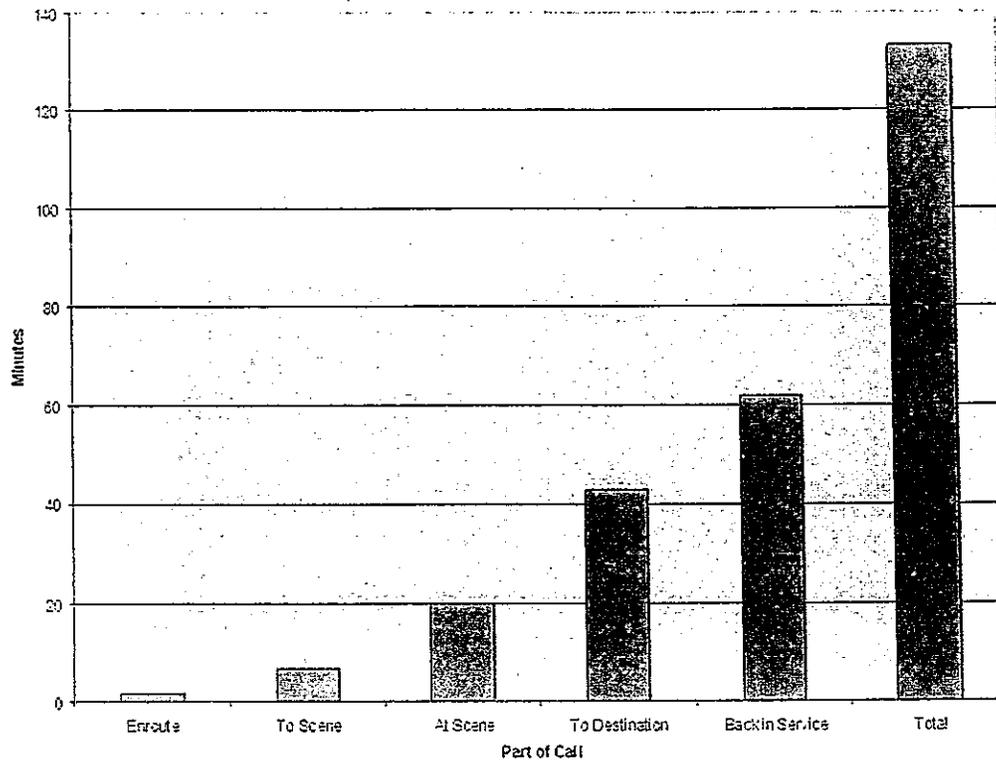
Response time, is the time from the fire station to the scene.

SCENE TIME



Scene time is the amount of time that we spend on a scene.

AVERAGE RUN TIMES

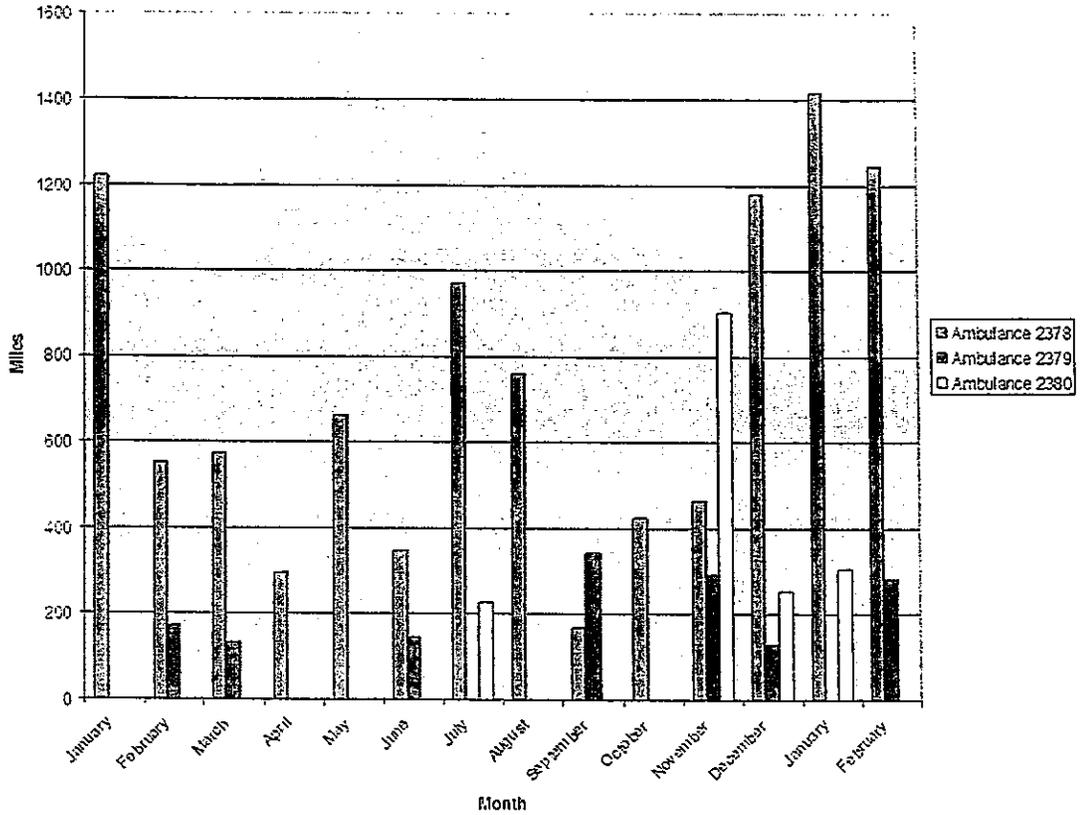


This is a compilation of all the times to show the amount of time on average each run takes.

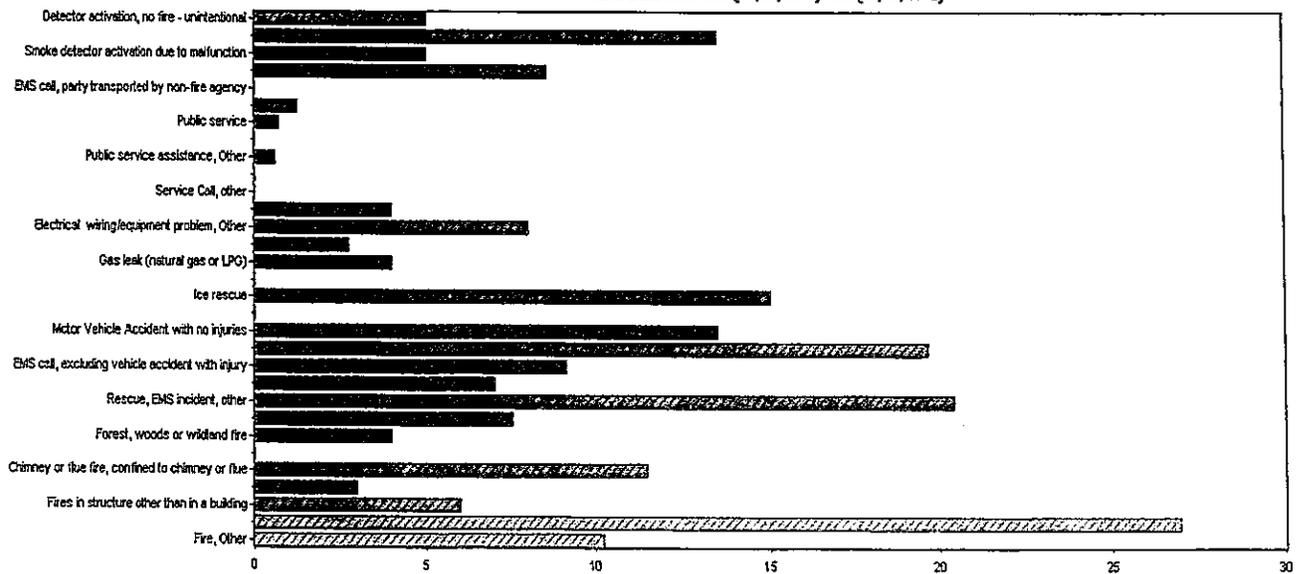
AMBULANCE MILEAGE'S

•	2378 starting	75,429
•	2378 ending	88,074
	Totals miles run	<u>12,645</u>
•	2379 starting	80,579
•	2379 ending	83,241
	Totals miles run	<u>2,662</u>
•	2380 starting	14,505
•	2380 ending	16,248
	Totals miles run	<u>1,743</u>

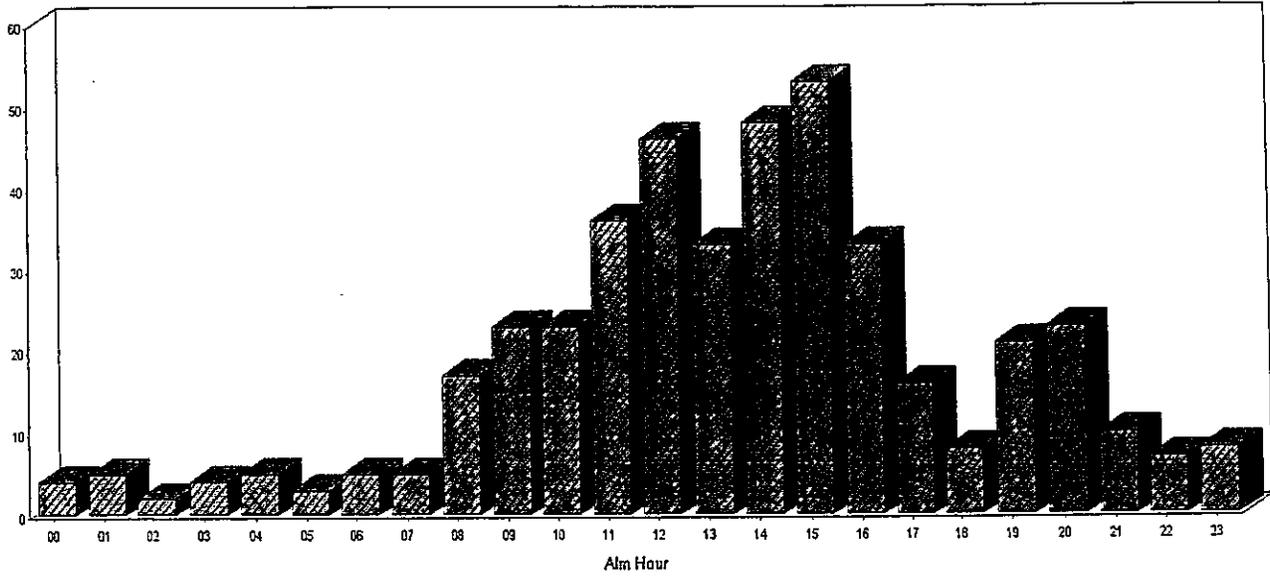
AMBULANCE MILES DRIVEN PER MONTH



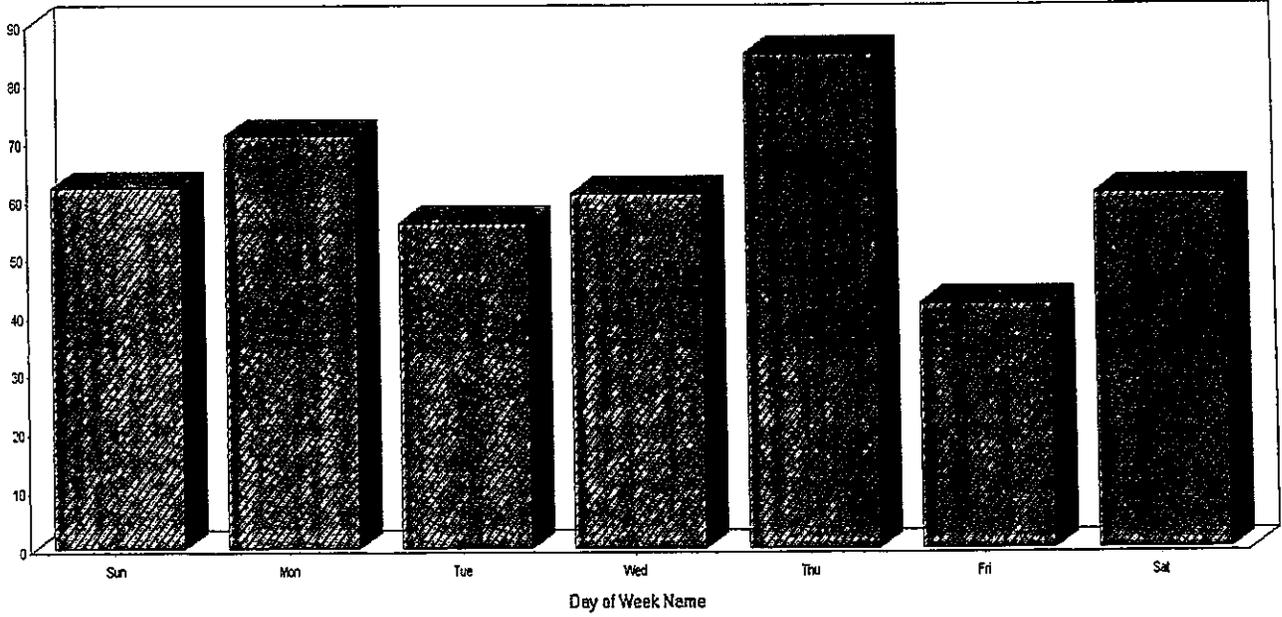
Average Minutes to Respond by Incident Type
Alarm Date Between {01/01/2011} And {03/01/2012}



Count of Incidents by Alarm Hour
Alarm Date Between {01/01/2011} And {03/01/2012}



Incident Responses by Day of Week
Alarm Date Between {01/01/2011} And {03/01/2012}



Conclusion

The men and women of the Angel Fire Fire Department continue to provide professional fire and emergency medical services to the residents and visitors of Angel Fire. As the village grows in both population and complexity, so does the demand on the fire department. The trend in call volume has shown to be increasing. The number one priority of the department is to respond to emergencies and protect life, property, and the environment. As emergency calls continue to rise, other services provided by the department suffer.

Emergency responses limit the availability of crews to participate in public education. Fire protection in any community is a partnership between the community and the fire department. The fire department provides education to the residents and business people to make sound decisions regarding fire and life safety. There is a correlation between effective public education programs and emergency responses.

Our ability to provide training for our personnel is also affected by emergency responses. Studies published by the National Fire Protection Association, the International Association of Fire Chiefs, and the International Association of Firefighters have all indicated that there is a direct relationship between firefighter injuries and training. The department continues to provide mandated training hours; however, often times these trainings are interrupted for emergency responses.

Fire department apparatus maintenance continues to be a high priority. Continued apparatus breakdowns within the aging fleet will put additional workload on the already saturated maintenance department. The addition of the new wildland firefighting engine and the ladder truck was an excellent first step updating our fleet. Additional apparatus will need to be acquired in the coming years to ensure we can maintain our service levels to the community.

Once again, the protection of life, property, and environment is our number one priority. We do this through proactive public education programs, an active prevention and inspection program, as well as dynamic emergency response. To support all of these programs we must ensure an adequate training for our employees, a fully functional apparatus maintenance program, and adequate staffing on the emergency scene when an incident occurs. In the coming years, it is imperative that the fire department expand to meet these growing demands. This growth will help to ensure a consistent level of service to the community and its visitors.

