

VILLAGE OF RUIDOSO

AGENDA INDEX SPECIAL MEETING

JANUARY 27, 2026 AT 8:00 AM

**313 Cree Meadows Dr. Ruidoso
NM,88345**

NOTICE OF SPECIAL MEETING

Notice is hereby given that Lynn D. Crawford, Mayor of the Village of Ruidoso, has called a Special Meeting of the Governing Body of the Village of Ruidoso for Tuesday, January 27, 2026 at 8:00 a.m. The Special Meeting will be held at 313 Cree Meadows Dr. Ruidoso, NM 88345. The purpose of the Special Meeting is as follows:

CALL TO ORDER

MOMENT OF SILENCE AND PLEDGE OF ALLEGIANCE/SALUTE TO THE STATE FLAG

Salute to the State Flag: "I Salute the Flag of the State of New Mexico, the Zia Symbol of Perfect Friendship Among United Cultures."

ROLL CALL

AGENDA ITEMS

1. Discussion and Possible Action on Adoption of Resolution 2026-07, a Resolution Amending the Fiscal Year 2026 Budget (Quarter Ending December 31, 2025) for Certain Funds and Application to the Local Government Division (LGD) of the New Mexico Department of Finance and Administration (DFA) for the Approval Thereof.
2. Discussion and Possible Action on Implementation and Service Agreement with Total Response for Emergency Medical Dispatch (EMD) in the Amount of \$56,338.20 Including NMGRS.

ADJOURN

I certify that notice has been given in compliance with Sections 10-15-1 through 10-15-4 NMSA 1978 and 2025-01. If you are an individual with a disability who is in need of a reader, amplifier, qualified sign language interpreter, or any other form of auxiliary aid or service to attend or participate in the hearing or meeting, please contact the Village Clerk at least one week prior to the meeting or as soon as possible. Public documents, including the agenda and minutes, can be provided in various accessible formats. Please contact the Village Clerk if a summary or other type of accessible format is needed.

Yvonne Vigil, Village Clerk

AGENDA MEMORANDUM

Village of Ruidoso

AGENDA ITEMS - 1.

To:

Presenter(s): Judi Starkovich, Finance Director

Meeting Date: January 27, 2026

Re: Discussion and Possible Action on Adoption of Resolution 2026-07, a Resolution Amending the Fiscal Year 2026 Budget (Quarter Ending December 31, 2025) for Certain Funds and Application to the Local Government Division (LGD) of the New Mexico Department of Finance and Administration (DFA) for the Approval Thereof.

Item Summary:

Discussion and Possible Action on Adoption of Resolution 2026-07, a Resolution Amending the Fiscal Year 2026 Budget (Quarter Ending December 31, 2025) for Certain Funds and Application to the Local Government Division (LGD) of the New Mexico Department of Finance and Administration (DFA) for the Approval Thereof.

Financial Impact:

The total increase to the Village's budget for all funds increased by \$27,996,804. The budget increase is broken down as follows:

General Fund Budget Increase \$32,212
SGRT Special Revenue Fund Budget Increase \$3,636,104
Fire Fund Special Revenue Fund Budget Increase \$1,502,424
Law Enforcement Protection (LEPF) Special Revenue Fund Budget Increase \$38,021
Special Library Special Revenue Fund Increased \$10,000
Intergovernmental Grants Special Revenue Fund Budget Increase \$17,125
DWI Special Revenue Fund Budget Increase \$28,000
General Capital Project Fund Budget Increase \$2,080,659
DFA Loans Debt Service Fund Budget Increase \$14,349,996
GO Bonds Debt Service Fund Budget Increase \$90,750
Airport Enterprise Fund Budget Increase \$820,813
Affordable Housing Trust Enterprise Fund Budget Increase \$5,374,500
Risk Management Internal Service Fund Increase \$16,200

Item Discussion:

Each quarter, the Finance department reviews changes to the budget and submits these changes to Council for approval. The following areas are reviewed: revenues, personnel, operations, capital outlay, transfers in, transfers out, and cash for each fund. DFA requires Council to pass a resolution for all budget increases, decreases, and transfers between funds.

This revision encompasses all budget changes processed October 1, 2025 through December 31, 2025 (Quarter 2 of FY 2025). The DFA resolution report is due January 31, 2025.

Attached is the schedule of all budget changes for all funds for the quarter ending December 31, 2025. This Resolution will serve as the SECOND budget adjustment for FY 2026. The internal Finance Committee reviewed and recommended this budget adjustment for approval on January 26, 2026.

Included for your review are: 1) DFA Resolution Report titled Schedule of Budget Adjustments, 2) Total Budget Adjustment by Fund, 3) Budget Recap by Fund and Department, and 4) Reconciliation of Budget to Cash for the General Fund.

Recommendations:

Staff Recommends to Approve Adoption of Resolution 2026-07, a Resolution Amending the Fiscal Year 2026 Budget (Quarter Ending December 31, 2025) for Certain Funds and Application to the Local Government Division (LGD) of the New Mexico Department of Finance and Administration (DFA) for the Approval Thereof.

ATTACHMENTS:

[2nd Qtr Budget Adjustment.pdf](#)

[Resolution Report QE 123125.pdf](#)

[Budget Changes FY 2026 Q2.pdf](#)

[Budget Recap FY 2026 Q2.pdf](#)

[FY 26 GF ROLLFORWARD BUDGET TO ACTUAL.pdf](#)

**VILLAGE OF RUIDOSO
RESOLUTION NO. R2026-07**

**A RESOLUTION AMENDING THE FISCAL YEAR 2026 BUDGET (QUARTER
ENDING DECEMBER 31, 2025) FOR CERTAIN FUNDS AND APPLICATION TO THE
LOCAL GOVERNMENT DIVISION OF THE NEW MEXICO DEPARTMENT OF
FINANCE AND ADMINISTRATION FOR THE APPROVAL THEREOF:**

WHEREAS, the Governing Body in and for the Village of Ruidoso, New Mexico has amended the budget for Fiscal Year 2026 (July 1, 2025 through June 30, 2026); and

WHEREAS, said budget amendment was developed on the basis of need and through cooperation and review with all elected officials; and

WHEREAS, to perform essential and necessary services for the citizens of the Village of Ruidoso, certain transfers of funds for personnel, operations and capital outlay expenditures are necessary; and

WHEREAS, the official meeting for the review of said documents were duly advertised on January 23, 2026, in compliance with the State Open Meetings act; and

WHEREAS, it is the recommendation of the Internal Finance Committee and the majority opinion of this Council that the proposed budget adjustment meets the requirements as currently determined for the close of the first quarter of FY 2026, ending December 31, 2025.

NOW THEREFORE, BE IT HEREBY RESOLVED that the Governing Body of the Village of Ruidoso, State of New Mexico hereby adopts the budget amendment attached as part of this action and respectfully requests approval from the Local Government Division of the Department of Finance and Administration.

RESOLVED: In session on this 27th day of January 2026.

VILLAGE OF RUIDOSO, NEW MEXICO

Lynn D. Crawford, Mayor

(SEAL)

Attest:

Yvonne Vigil, Village Clerk

Department of Finance and Administration
Local Government Division
Financial Management Bureau
SCHEDULE OF BUDGET ADJUSTMENTS

REVISED 12/08/06									For Local Government Division use only:
ENTITY NAME: Village of Ruidoso									
FISCAL YEAR: 2025-2026 QTR 2									
DFA Resolution Number: _____									
(A) ENTITY	(B)				(C) REVENUE	(D)	(E)	(F)	(G)
RESOLUTION NUMBER	ENTITY FUND	DFA FUND	FUND NAME		EXPENDITURE TRANSFER (TO or FROM)	APPROVED BUDGET	ADJUSTMENT	ADJUSTED BUDGET	PURPOSE
2026-07	101	101	GENERAL FUND	10	REVENUES	\$21,937,189	\$8,758	\$21,945,947	Donations: Fire \$400, Seniors \$8,238, P&R \$120
2026-07	101	101	GENERAL FUND	30	EXPENDITURES	\$23,953,790	\$32,212	\$23,986,002	Donations: Fire \$400, Seniors \$8,238, P&R \$120; FY 2025 Rollover: Snow Removal \$123, 454; Colonias Match (\$100,000)
2026-07	101	101	GENERAL FUND	40	TRANSFERS OUT	(\$7,029,003)	(\$180,659)	(\$7,209,662)	TRNSF to GCIP NMDOT TPF Match \$100,000 and Colonias Match for Streets \$80,659
2026-07	202	202	SGRT	10	REVENUES	\$10,609,385	\$3,283,937	\$13,893,322	WPF-5981 Upper Canyon Diversion Amendment Grant \$1,157,840; WPF-6605 Wingfield Homestead \$1,125,000 (Grant \$1,012,500 & Loan \$112,500); WPF-6606 Alto Lake Dam Spillway \$237,500 (Grant \$213,750 & Loan \$23,7500); WPF-6607 Hollywood Well \$763,597 (Grant \$687,237 & Loan \$76,360)
2026-07	202	202	SGRT	30	EXPENDITURES	\$14,858,000	\$3,636,104	\$18,494,104	Water Conservation Plan Update \$79,000; WPF-5981 Upper Canyon Diversion \$1,157,840; WPF-6605 Wingfield Homestead \$1,125,000; WPF-6606 Alto Lake Dam Spillway \$237,500; WPF-6607 Holywood Well \$763,597; Alto Plant 3 Program Upgrade \$140,000, Watershed Based Plant Grant Amendment \$133,167
2026-07	209	209	FIRE FUND	20	TRANSFERS IN	\$0	\$1,502,424	\$1,502,424	PPRF-6761 NMFA Fire Trucks
2026-07	209	209	FIRE FUND	30	EXPENDITURES	\$1,575,694	\$1,502,424	\$3,078,118	PPRF-6761 NMFA Fire Trucks
2026-07	211	211	LEPF	10	REVENUES	\$123,500	\$38,021	\$161,521	NMSIF Reimbursement for Body Cameras and Docking Stations
2026-07	211	211	LEPF	30	EXPENDITURES	\$174,151	\$38,021	\$212,172	NMSIF Reimbursement for Body Cameras and Docking Stations
2026-07	213	218	SPECIAL LIBRARY	10	REVENUES	\$47,039	\$10,000	\$57,039	FY 2026 Grants In Aid Grant
2026-07	213	218	SPECIAL LIBRARY	30	EXPENDITURES	\$72,755	\$10,000	\$82,755	FY 2026 Grants In Aid Grant
2026-07	218	218	INTERGOV'TAL GRANTS	10	REVENUES	\$3,194,651	\$17,125	\$3,211,776	FEMA Grant for Honor Guard
2026-07	218	218	INTERGOV'TAL GRANTS	30	EXPENDITURES	\$3,193,196	\$17,125	\$3,210,321	FEMA Grant for Honor Guard
2026-07	223	223	DWI	10	REVENUES	\$215,398	\$28,000	\$243,398	FY 2025 Reversion DWI Grant
2026-07	223	223	DWI	30	EXPENDITURES	\$215,398	\$28,000	\$243,398	FY 2025 Reversion DWI Grant
2026-07	302	301	GO BONDS	20	TRANSFERS IN	\$0	\$1,444,250	\$1,444,250	Series 2025 GO Bonds
2026-07	320	399	GCIP	10	REVENUES	\$350,000	\$1,900,000	\$2,250,000	NMDOT TPF Funds Cree Meadows & White Mountain
2026-07	320	399	GCIP	20	TRANSFERS IN	\$277,150	\$180,659	\$457,809	TRNSF from General Fund NMDOT TPF Match \$100,000 and Colonias Match for Streets \$80,659
2026-07	320	399	GCIP	30	EXPENDITURES	\$2,557,468	\$2,080,659	\$4,638,127	NMDOT TPF Funds \$2,000,000 Cree Meadows & White Mountain; Colonias for Streets \$80,659
2026-07	450	404	NMFA LOANS	10	REVENUES	\$0	\$1,502,424	\$1,502,424	PPRF-6761 NMFA Fire Trucks
2026-07	450	404	NMFA LOANS	40	TRANSFERS OUT	\$0	(\$1,502,424)	(\$1,502,424)	PPRF-6761 NMFA Fire Trucks
2026-07	495	499	OTHER DEBT	30	EXPENDITURES	\$0	\$14,349,996	\$14,349,996	Payoff DFA Loan - Southfork Fire
2026-07	499	401	DFA LOANS	10	REVENUES	\$1,071,756	\$1,500,000	\$2,571,756	Series 2025 GO Bonds
2026-07	499	401	DFA LOANS	30	EXPENDITURES	\$1,055,835	\$90,750	\$1,146,585	Series 2025 GO Bonds: Principal \$10,000, Interest \$25,000, and Bond Issue Costs \$55,750
2026-07	499	401	DFA LOANS	40	TRANSFERS OUT	\$0	(\$1,444,250)	(\$1,444,250)	Series 2025 GO Bonds
2026-07	503	504	AIRPORT	10	REVENUES	\$3,150,032	\$757,988	\$3,908,020	ADJ Ramp Fees to Actual \$8,120; Airport Electrical Upgrade \$123,868 (Federal \$118,862 & State \$5,006); Master Plan Upgrade \$626,000 (Federal \$600K & State \$26K);

Department of Finance and Administration
Local Government Division
Financial Management Bureau
SCHEDULE OF BUDGET ADJUSTMENTS

(A) ENTITY	(B)				(C) REVENUE	(D)	(E)	(F)	(G)
RESOLUTION NUMBER	ENTITY FUND	DFA FUND	FUND NAME		EXPENDITURE TRANSFER (TO or FROM)	APPROVED BUDGET	ADJUSTMENT	ADJUSTED BUDGET	PURPOSE
2026-07	503	504	AIRPORT	30	EXPENSES	\$3,902,403	\$820,813	\$4,723,216	Golf Cart \$12,700; Limo Cart \$18,720; Cones \$31,771; Airport Electrical Upgrade \$125,122 (Federal \$118,862, State \$5,006, & VOR \$1,254); Master Plan Upgrade \$632,500 (Federal \$600K, State \$26K, & VOR \$6,500);
2026-07	507	507	AFFORDABLE HOUSING	10	REVENUES	\$272,118	\$5,374,500	\$5,646,618	DFA Grant Affordable Housing
2026-07	507	507	AFFORDABLE HOUSING	30	EXPENSES	\$943,745	\$5,374,500	\$6,318,245	DFA Grant Affordable Housing
2026-07	600	699	RISK MANAGEMENT	30	EXPENDITURES	\$1,412,640	\$16,200	\$1,428,840	Xmas Party Band and Food
						\$88,134,290	\$42,417,557	\$130,551,847	
					RECAP:				
					Total REVENUE Adjustment	\$40,971,068	\$14,420,753	\$55,391,821	
					Total TRANSFER IN Adjustment	\$277,150	\$3,127,333	\$3,404,483	
					Total EXPENDITURE Adjustment	\$53,915,075	\$27,996,804	\$81,911,879	
					Total TRANSFER OUT Adjustment	(\$7,029,003)	(\$3,127,333)	(\$10,156,336)	
						\$88,134,290	\$42,417,557	\$130,551,847	
ATTEST: _____									
Yvonne Vigil, Village Clerk					(Date)	Lynn D. Crawford, Mayor			
						(Date)			

VILLAGE OF RUIDOSO							
BUDGET CHANGES BETWEEN ADOPTED AND PROPOSED							
BYE 06/30/26							
FUND	FUND #	BUDGET	REVENUES	TRANSFERS IN	EXPENDITURES	TRANSFERS OUT	EXCESS OF REV OVER EXP
General Fund	101	Q2	\$ 21,945,947	\$ 2,327,305	\$ 23,986,002	\$ 7,209,662	\$ (6,922,412)
General Fund	101	Q1	21,937,189	2,327,305	23,953,790	7,029,003	(6,718,299)
Difference Between Budgets			8,758	-	32,212	180,659	(204,113)
SGRT	202	Q2	13,893,322	-	18,494,104	465,000	(5,065,782)
SGRT	202	Q1	10,609,385	-	14,858,000	465,000	(4,713,615)
Difference Between Budgets			3,283,937	-	3,636,104	-	(352,167)
Fire Fund	209	Q2	694,995	1,502,424	3,078,118	-	(880,699)
Fire Fund	209	Q1	694,995	-	1,575,694	-	(880,699)
Difference Between Budgets			-	1,502,424	1,502,424	-	-
LEPF	211	Q2	161,521	-	212,172	-	(50,651)
LEPF	211	Q1	123,500	-	174,151	-	(50,651)
Difference Between Budgets			38,021	-	38,021	-	-
Special Library	213	Q2	57,039	-	82,755	-	(25,716)
Special Library	213	Q1	47,039	-	72,755	-	(25,716)
Difference Between Budgets			10,000	-	10,000	-	-
Intergovernmental Grants	218	Q2	3,211,776	300	3,210,321	133,055	(131,300)
Intergovernmental Grants	218	Q1	3,194,651	300	3,193,196	133,055	(131,300)
Difference Between Budgets			17,125	-	17,125	-	-
DWI Grant	223	Q2	243,398	-	243,398	-	-
DWI Grant	223	Q1	215,398	-	215,398	-	-
Difference Between Budgets			28,000	-	28,000	-	-
GO Bond	302	Q2	-	1,444,250	3,231,915	-	(1,787,665)
GO Bond	302	Q1	-	-	3,231,915	-	(3,231,915)
Difference Between Budgets			-	1,444,250	-	-	1,444,250
General Capital	320	Q2	2,250,000	457,809	4,638,127	-	(1,930,318)
General Capital	320	Q1	350,000	277,150	2,557,468	-	(1,930,318)
Difference Between Budgets			1,900,000	180,659	2,080,659	-	-
NMFA Loans	450	Q2	1,502,424	485,301	485,301	1,502,424	-
NMFA Loans	450	Q1	-	485,301	485,301	-	-
Difference Between Budgets			1,502,424	-	-	1,502,424	-
Other Debt	495	Q2	-	-	14,349,996	2,828,680	(17,178,676)
Other Debt	495	Q1	-	-	-	2,828,680	(2,828,680)
Difference Between Budgets			-	-	14,349,996	-	(14,349,996)
GO Bonds	499	Q2	2,571,756	-	1,146,585	1,444,250	(19,079)
GO Bonds	499	Q1	1,071,756	-	1,055,835	-	15,921
Difference Between Budgets			1,500,000	-	90,750	1,444,250	(35,000)
Airport	503	Q2	3,908,020	776,590	4,723,216	-	(38,606)
Airport	503	Q1	3,150,032	776,590	3,902,403	-	24,219
Difference Between Budgets			757,988	-	820,813	-	(62,825)

FUND	FUND #	BUDGET	REVENUES	TRANSFERS IN	EXPENDITURES	TRANSFERS OUT	EXCESS OF REV OVER EXP
Affordable Housing Trust	507	Q2	5,646,618	500	6,318,245	-	(671,127)
Affordable Housing Trust	507	Q1	272,118	500	943,745	-	(671,127)
Difference Between Budgets			5,374,500	-	5,374,500	-	-
Risk Management	600	Q2	1,412,640	-	1,428,840	31,300	(47,500)
Risk Management	600	Q1	1,412,640	-	1,412,640	31,300	(31,300)
Difference Between Budgets			-	-	16,200	-	(16,200)
TOTAL VOR		Q2	121,565,857	17,671,618	152,352,852	17,671,618	(30,786,995)
TOTAL VOR		Q1	107,145,104	14,544,285	124,356,048	14,544,285	(17,210,944)
Difference Between Budgets			\$ 14,420,753	\$ 3,127,333	\$ 27,996,804	\$ 3,127,333	\$ (13,576,051)

FUND #	FUND NAME	DEPT#	REVENUES	TRANSFERS IN	TOTAL REVENUES	PERSONNEL	SUPPLIES	SERVICES	DEBT SERVICE	TOTAL OPERATIONS (SUP+SVS+DS)	C/O	SUBTOTAL	TRANSFERS OUT	TOTAL EXPENDITURES	NET	CASH	NET TRANSFERS
GENERAL FUND																	
101	GENERAL FUND	000	21,945,947	2,327,305	24,273,252	-	-	-	-	-	-	-	-	-	24,273,252		-
101	Legislative	010	-	-	-	214,630	172,140	336,167	-	508,307	-	722,937	-	722,937	(722,937)		-
101	Village Clerk	012	-	-	-	213,380	54,250	49,390	-	103,640	-	317,020	-	317,020	(317,020)		-
101	Administration	015	-	-	-	463,110	96,789	108,226	-	205,015	-	668,125	-	668,125	(668,125)		-
101	Tourism	016	-	-	-	127,370	9,265	9,505	-	18,770	-	146,140	-	146,140	(146,140)		-
101	Judicial	020	-	-	-	261,080	3,950	17,100	-	21,050	-	282,130	-	282,130	(282,130)		-
101	Finance	030	-	-	-	563,340	10,680	87,560	-	98,240	-	661,580	-	661,580	(661,580)		-
101	Human Resources	031	-	-	-	434,390	54,750	221,615	-	276,365	-	710,755	-	710,755	(710,755)		-
101	Police	040	-	-	-	3,087,180	231,672	299,126	-	530,798	84,000	3,701,978	-	3,701,978	(3,701,978)		-
101	Police - Administration	045	-	-	-	567,290	-	-	-	-	-	567,290	-	567,290	(567,290)		-
101	Consolidated Dispatch	047	-	-	-	973,450	25,000	128,735	-	153,735	-	1,127,185	-	1,127,185	(1,127,185)		-
101	Fire	050	-	-	-	3,056,140	301,315	221,800	-	523,115	200,000	3,779,255	-	3,779,255	(3,779,255)		-
101	EMS	051	-	-	-	128,740	77,970	89,000	-	166,970	-	295,710	-	295,710	(295,710)		-
101	Planning and Zoning	070	-	-	-	722,140	53,940	1,078,800	-	1,132,740	130,000	1,984,880	-	1,984,880	(1,984,880)		-
101	Snow Removal	080	-	-	-	-	123,454	-	-	123,454	-	123,454	-	123,454	(123,454)		-
101	Senior Citizens	090	-	-	-	215,600	57,331	20,736	-	78,067	-	293,667	-	293,667	(293,667)		-
101	Library	100	-	-	-	430,100	80,900	34,210	-	115,110	-	545,210	-	545,210	(545,210)		-
101	Purchasing	132	-	-	-	313,100	13,500	12,180	-	25,680	-	338,780	-	338,780	(338,780)		-
101	Information Technology	133	-	-	-	69,280	386,262	422,498	-	808,760	43,311	921,351	-	921,351	(921,351)		-
101	Swimming Pool	150	-	-	-	73,390	92,600	28,600	-	121,200	-	194,590	-	194,590	(194,590)		-
101	Parks and Recreation	155	-	-	-	1,994,600	714,082	417,250	-	1,131,332	740,000	3,865,932	-	3,865,932	(3,865,932)		-
101	Horton Complex	157	-	-	-	-	27,570	17,500	-	45,070	-	45,070	-	45,070	(45,070)		-
101	Cemetary	180	-	-	-	-	500	10,000	-	10,500	-	10,500	-	10,500	(10,500)		-
101	Cemetary - GV	181	-	-	-	-	-	10,000	-	10,000	-	10,000	-	10,000	(10,000)	RESERVE	-
101	Convention Center	391	-	-	-	412,600	145,372	81,910	-	227,282	768,595	1,408,477	-	1,408,477	(1,408,477)	3,837,760	-
101	Wingfield House	395	-	-	-	179,900	36,100	11,116	-	47,216	-	227,116	-	227,116	(227,116)		-
101	Special Activities	791	-	-	-	-	-	1,036,870	-	1,036,870	-	1,036,870	-	1,036,870	(1,036,870)		-
101	Transfers Out	920	-	-	-	-	-	-	-	-	-	-	7,209,662	7,209,662	(7,209,662)		-
101	SUBTOTAL General Fund		21,945,947	2,327,305	24,273,252	14,500,810	2,769,392	4,749,894	-	7,519,286	1,965,906	23,986,002	7,209,662	31,195,664	(6,922,412)	-	(4,882,357)
SPECIAL REVENUE FUNDS																	
202	SGRT	2XX	13,893,322	-	13,893,322	-	332,280	3,093,778	1,160,948	4,587,006	13,907,098	18,494,104	465,000	18,959,104	(5,065,782)	-	(465,000)
206	EMS	135	132,370	-	132,370	-	50,000	2,000	-	52,000	48,000	100,000	-	100,000	32,370	-	-
207	CERF	204	-	-	-	-	3,709	-	-	3,709	314,597	318,306	-	318,306	(318,306)	-	-
209	FIRE PROTECTION	140	694,995	1,502,424	2,197,419	-	847,790	-	-	847,790	2,230,328	3,078,118	-	3,078,118	(880,699)	-	1,502,424
211	LEPF	430	161,521	-	161,521	-	104,646	43,551	-	148,197	63,975	212,172	-	212,172	(50,651)	-	-
213	SPECIAL LIBRARY	100	57,039	-	57,039	-	58,802	23,953	-	82,755	-	82,755	-	82,755	(25,716)	-	-
214	LODGERS' TAX	165	5,512,970	-	5,512,970	-	-	1,828,670	-	1,828,670	-	1,828,670	-	1,828,670	3,684,300	-	-
214	LODGERS' TAX	166	-	-	-	-	-	3,406,033	-	3,406,033	797,970	4,204,003	215,801	4,419,804	(4,419,804)	-	(215,801)
216	MUNICIPAL GAS TAX FUND	080	533,727	2,802,082	3,335,809	1,326,060	590,154	280,420	-	870,574	1,279,947	3,476,581	-	3,476,581	(140,772)	-	2,802,082
217	SPECIAL RECREATION	151	200,000	-	200,000	46,390	105,833	156,111	-	261,944	-	308,334	-	308,334	(108,334)	-	-
218	INTERGOVERNMENTAL GRAN	XXX	3,211,776	300	3,212,076	-	17,125	503,500	-	520,625	2,689,696	3,210,321	133,055	3,343,376	(131,300)	-	(132,755)
219	RSVP	091	141,449	-	141,449	90,600	21,521	29,328	-	50,849	-	141,449	-	141,449	-	-	-
220	MAGISTRATE COURT BUILDING	025	425,592	-	425,592	-	21,800	-	-	21,800	-	21,800	370,250	392,050	33,542	-	(370,250)
223	DWI	437	243,398	-	243,398	-	34,000	209,398	-	243,398	-	243,398	-	243,398	-	-	-
297	FORESTRY GRANTS	XXX	1,250,000	-	1,250,000	-	-	1,250,000	-	1,250,000	-	1,250,000	-	1,250,000	-	-	-
CAPITAL PROJECT FUNDS																	
300	FEMA	XXX	23,871,845	7,245,877	31,117,722	-	264,769	6,609,126	-	6,873,895	15,581,081	22,454,976	-	22,454,976	8,662,746	-	7,245,877
302	GO BONDS	302	-	1,444,250	1,444,250	-	2,666,400	-	-	2,666,400	565,515	3,231,915	-	3,231,915	(1,787,665)	-	1,444,250
320	GCP	302	2,250,000	457,809	2,707,809	-	-	-	-	-	4,638,127	4,638,127	-	4,638,127	(1,930,318)	-	457,809
DEBT SERVICE FUNDS																	
403	REVENUE BONDS	403	-	455,900	455,900	-	-	-	455,900	455,900	-	455,900	-	455,900	-	-	455,900
450	NMFA LOANS	403	1,502,424	485,301	1,987,725	-	-	-	485,301	485,301	-	485,301	1,502,424	1,987,725	-	-	(1,017,123)
495	DFA LOAN FUND	403	-	-	-	-	-	-	14,349,996	14,349,996	-	14,349,996	2,828,680	17,178,676	(17,178,676)	-	(2,828,680)
499	GO BOND FUND	403	2,571,756	-	2,571,756	-	-	-	1,146,585	1,146,585	-	1,146,585	1,444,250	2,590,835	(19,079)	-	(1,444,250)

FUND #	FUND NAME	DEPT#	REVENUES	TRANSFERS IN	TOTAL REVENUES	PERSONNEL	SUPPLIES	SERVICES	DEBT SERVICE	TOTAL OPERATIONS (SUP+SVS+DS)	C/O	SUBTOTAL	TRANSFERS OUT	TOTAL EXPENDITURES	NET	CASH	NET TRANSFERS
ENTERPRISE FUNDS																	
502	UTILITY FUND	000	13,058,867	31,300	13,090,167	-	-	-	-	-	-	-	-	-	13,090,167	-	31,300
502	Water Billing	209	-	-	-	116,210	6,000	164,905	-	170,905	-	287,115	-	287,115	(287,115)	-	-
502	Water Production	210	-	-	-	1,128,310	809,900	657,920	-	1,467,820	168,600	2,764,730	519,820	3,284,550	(3,284,550)	-	(519,820)
502	Administration	212	-	-	-	405,290	147,650	547,027	-	694,677	-	1,099,967	-	1,099,967	(1,099,967)	-	-
502	Water Distribution	220	-	-	-	1,818,380	365,600	4,138,978	-	4,504,578	2,428,004	8,750,962	202,680	8,953,642	(8,953,642)	-	(202,680)
503	AIRPORT	170	3,908,020	776,590	4,684,610	635,790	959,929	1,178,881	-	2,138,810	1,948,616	4,723,216	-	4,723,216	(38,606)	-	776,590
507	AFFORDABLE HOUSING	521	5,646,618	500	5,647,118	-	-	-	500	500	6,317,745	6,318,245	-	6,318,245	(671,127)	-	500
508	AFFORDABLE HOUSING RENTAL	521	250,000	-	250,000	-	5,800	40,000	-	45,800	-	45,800	500	46,300	203,700	-	(500)
510	RWWTP - JUB	410	960,816	-	960,816	935,940	1,353,605	1,149,105	-	2,502,710	6,510,064	9,948,714	69,410	10,018,124	(9,057,308)	-	(69,410)
510	Village of Ruidoso	411	10,946,650	-	10,946,650	-	-	20,000	1,046,870	1,066,870	1,066,549	2,133,419	2,257,786	4,391,205	6,555,445	-	(2,257,786)
522	SOLID WASTE	200	6,777,115	-	6,777,115	1,634,520	429,500	1,714,690	-	2,144,190	2,381,721	6,160,431	421,000	6,581,431	195,684	-	(421,000)
522	Forestry Services	201	-	-	-	575,520	31,300	82,800	-	114,100	136,000	825,620	-	825,620	(825,620)	-	-
537	RADIO STATION	537	5,000	141,980	146,980	70,750	36,650	39,580	-	76,230	-	146,980	-	146,980	-	-	141,980
INTERNAL SERVICE FUND																	
600	INTERNAL SERVICE		1,412,640	-	1,412,640	-	223,749	1,151,840	-	1,375,589	53,251	1,428,840	31,300	1,460,140	(47,500)		(31,300)
	SUBTOTAL Other Funds		99,619,910	15,344,313	114,964,223	8,783,760	9,488,512	28,321,594	18,646,100	56,456,206	63,126,884	128,366,850	10,461,956	138,828,806	(23,864,583)	-	4,882,357
	TOTAL Village of Ruidoso		121,565,857	17,671,618	139,237,475	23,284,570	12,257,904	33,071,488	18,646,100	63,975,492	65,092,790	152,352,852	17,671,618	170,024,470	(30,786,995)	-	-
													-				
214	LODGERS' TAX		5,512,970	-	5,512,970	-	-	5,234,703	-	5,234,703	797,970	6,032,673	215,801	6,248,474	(735,504)	-	(215,801)
502	JOINT UTILITY FUND		13,058,867	31,300	13,090,167	3,468,190	1,329,150	5,508,830	-	6,837,980	2,596,604	12,902,774	722,500	13,625,274	(535,107)	-	(691,200)
510	RWWTP FUND		11,907,466	-	11,907,466	935,940	1,353,605	1,169,105	1,046,870	4,505,520	7,576,613	12,082,133	2,327,196	14,409,329	(2,501,863)	-	(2,327,196)
522	SOLID WASTE FUND		6,777,115	-	6,777,115	2,210,040	460,800	1,797,490	-	2,258,290	2,517,721	6,986,051	421,000	7,407,051	(629,936)	-	(421,000)

RECAP			
	EXP	T/O	TTL
GEN	23,986,002	7,209,662	31,195,664
REV	36,970,011	1,184,106	38,154,117
CAP	30,325,018	-	30,325,018
DBT	16,437,782	5,775,354	22,213,136
ENT	43,205,199	3,471,196	46,676,395
ISF	1,428,840	31,300	1,460,140
VOR	152,352,852	17,671,618	170,024,470

	VILLAGE OF RUIDOSO															
	FIVE YEAR GENERAL FUND PROJECTION															
	FOR THE YEARS ENDING JUNE 30TH															
	FY 2022 (06/30/22)			FY 2023 (06/30/23) PERIOD 12			FY 2024 (06/30/24) PERIOD 12			FY 2025 (06/30/25) PERIOD 12			FY 2026 (06/30/26) PERIOD 06			
	BUDGET	YTD	VARIANCE	BUDGET	YTD	VARIANCE	BUDGET	YTD	VARIANCE	BUDGET	YTD	VARIANCE	BUDGET	YTD	VARIANCE	
REVENUES																
Taxes	\$ 9,164,985	\$10,232,551	\$ 1,067,566	\$11,383,230	\$10,939,562	\$ (443,668)	\$11,047,041	\$12,382,215	\$ 1,773,174	\$11,495,142	\$11,882,625	\$ 387,483	\$12,582,719	\$ 5,989,813	\$ (6,592,906)	
Intergovernmental	4,658,571	5,893,576	1,235,005	5,689,755	5,932,845	243,090	6,337,023	7,460,667	2,758,837	7,560,170	6,573,978	(986,192)	7,019,509	3,519,825	(3,499,684)	
Licenses & Permits	334,200	526,973	192,773	422,000	570,986	148,986	512,000	588,430	76,430	517,000	579,016	62,016	778,000	321,346	(456,654)	
Charges for Services	351,885	570,554	218,669	316,000	333,319	17,319	351,000	590,606	239,606	388,000	832,486	444,486	427,000	237,282	(189,718)	
Fines and Forfeits	40,000	34,037	(5,963)	40,000	27,739	(12,261)	20,000	34,734	14,734	20,000	42,030	22,030	25,000	17,822	(7,178)	
Interest	50,000	85,013	35,013	68,000	94,454	26,454	80,000	170,504	90,504	100,000	211,695	111,695	150,000	147,635	(2,365)	
Miscellaneous	881,235	1,138,286	257,051	604,998	779,688	174,690	797,687	1,015,027	272,157	1,104,957	1,190,834	85,877	963,719	251,597	(712,122)	
	15,480,876	18,480,990	3,000,114	18,523,983	18,678,593	154,610	19,144,751	22,242,183	5,225,442	21,185,269	21,312,664	127,395	21,945,947	10,485,320	(11,460,627)	
EXPENDITURES																
Personnel	10,392,381	9,842,101	550,280	12,714,040	11,422,174	1,291,866	13,156,964	12,459,572	672,788	14,796,121	13,478,422	1,317,699	14,500,810	7,064,552	7,436,258	
Operations	6,589,568	4,090,065	2,499,503	7,793,341	5,892,296	1,901,045	6,688,904	4,934,294	111,636	6,703,774	5,699,643	1,004,131	7,519,286	2,963,341	4,555,945	
Capital Outlay	805,321	426,806	378,515	1,335,649	1,036,152	299,497	1,071,559	950,159	(180,159)	3,280,838	2,304,247	976,591	1,965,906	861,847	1,104,059	
	17,787,270	14,358,972	3,428,298	21,843,030	18,350,622	3,492,408	20,917,427	18,344,025	604,265	24,780,733	21,482,312	3,298,421	23,986,002	10,889,740	13,096,262	
OVER/(UNDER) EXPENDITURES	(2,306,394)	4,122,018	(428,184)	(3,319,047)	327,971	(3,337,798)	(1,772,676)	3,898,158	4,621,177	(3,595,464)	(169,648)	(3,171,026)	(2,040,055)	(404,420)	(24,556,889)	
OTHER FINANCING SOURCES																
Designated Cash	7,003,209			5,535,740			5,224,825			6,245,357			6,922,412			
Bond Proceeds	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Transfers IN	3,305,766	2,315,039	(990,727)	4,402,963	4,396,019	(6,944)	2,613,784	2,592,681	662,301	4,692,022	4,665,772	(26,250)	2,327,305	1,498,907	(828,398)	
Transfers OUT	(8,002,581)	(7,466,614)	535,967	(6,619,656)	(4,721,836)	1,897,820	(6,065,933)	(4,899,328)	(1,341,555)	(7,341,915)	(4,974,011)	2,367,904	(7,209,662)	(2,326,808)	4,882,854	
	2,306,394	(5,151,575)	(454,760)	3,319,047	(325,817)	1,890,876	(3,452,149)	(2,306,647)	(679,254)	(2,649,893)	(308,239)	2,341,654	(4,882,357)	(827,901)	4,054,456	
NET REVENUES AND OTHER FINANCING SOURCES OVER/(UNDER) EXPENDITURES	\$ -	(1,029,557)	\$ 5,973,652	\$ -	2,154	\$ 5,537,894	\$ -	1,591,511	\$ 5,150,453	\$ -	(477,887)	\$ 5,767,470	\$ -	(1,232,321)	\$ 5,690,091	
CASH, BEGINING OF YEAR	\$ 362,444	9,663,089	\$ 2,297,436	\$ 161,692	8,633,532	\$ 2,936,100	\$ 475,817	8,635,686	\$ 2,935,044	\$ 1,999,381	10,227,197	\$ 1,982,459	\$ 908,018	9,749,310	\$ 1,918,880	
	AVAIL CASH		RESERVE*	AVAIL CASH		RESERVE*	AVAIL CASH		RESERVE*	AVAIL CASH		RESERVE*	AVAIL CASH		RESERVE*	
CASH, END OF YEAR		\$ 8,633,532			\$ 8,635,686			\$10,227,197			\$ 9,749,310			\$ 8,516,989		
	* State Law requires the Village maintain 1/12th (8%) of actual expenditures on reserve; Council's desires a reserve of 2/12ths (16%) due to the number of natural disasters within the last few years. JS 04/30/18															

AGENDA MEMORANDUM

Village of Ruidoso

AGENDA ITEMS - 2.

To:

Presenter(s): Steven Minner, Chief of Police
Katy Simpson, Dispatch Supervisor

Meeting Date: January 27, 2026

Re: Discussion and Possible Action on Implementation and Service Agreement with Total Response for Emergency Medical Dispatch (EMD) in the Amount of \$56,338.20 Including NMGRT.

Item Summary:

Discussion and Possible Action on Implementation and Service Agreement with Total Response for Emergency Medical Dispatch (EMD) in the Amount of \$56,338.20 Including NMGRT.

Financial Impact:

Amount has been budgeted in Consolidated Dispatch

Item Discussion:

Received 2 additional quotes. The first one is Priority, the next two are APCO Intellicom to include a separate training quote.

Recommendations:

To Approve Implementation and Service Agreement with Total Response for Emergency Medical Dispatch (EMD) in the Amount of \$56,338.20 Including NMGRT.

ATTACHMENTS:

[Ruidoso Area Consolidated Dispatch, NM - Total Response \(1\).pdf](#)



Total Response

Zac Harrington
zharrington@totalresponse.com

20251014-155747322

Implementation & Service Agreement

Prepared for

Ruidoso Area Consolidated Dispatch

237 Service Rd
Ruidoso, New Mexico 88345
United States

Lynn Crawford
Mayor
lynn Crawford@ruidoso-nm.gov
+15752584343

Issued

October 14, 2025

Expires

January 30, 2026

Katy Simpson
Dispatch Supervisor
katsimpson@ruidoso-nm.gov
5752587365

Thank you for taking the time to help me learn about **Ruidoso Area Consolidated Dispatch's** call handling process and set up.

Total Response provides your emergency response teams access to the latest and most effective resources to enhance your current processes and to better protect all responders and the communities you serve.

From the phone line to the front line, Total Response knows that every agency is set up uniquely and has access to different resources. Our Total Response platform combines software and training in an innovative way that is customizable to help public safety agencies dispatch smarter, faster, and safer.

The [Total Response Difference](#) means that every protocol is focused on protecting callers and responders while preserving life, scene conditions, and property by providing a rapid way to reliably collect information from the caller.

When we implement Total Response software, we are committed to building a platform that gives industry professionals the best customized tool to meet their community's needs.

The Total Response Difference



Total Response is not like any other product on the market and was created to support **all** emergency calls.

- **Integrated Platform:** Our questioning reflects the complex and dynamic nature of emergency response. When you pull up a chief complaint, lines of questioning for multiple disciplines are accessible within that protocol. This integrated approach eliminates the need to toggle between protocols.
- **Built-In Administrative Features:** Total Response includes five modules that can be accessed through a single login.
 - **Call Handler:** Used by your telecommunicators to handle all types of live calls and to train and practice call handling.
 - **Script Builder:** Authorized users can make modifications including key words, code mapping, and knowledge-base articles.
 - **Supervisor:** Delivers a real-time view of multiple users processing calls in their call handler module. It offers the ability to send instant messages to call handlers to help guide them through a call. All messages sent are time and date stamped.
 - **Administrator:** Authorized users can configure which hot keys appear in the Call Handler module, add users and user access, add closure codes, and adjust Response levels to best meet an agency's SOPs.
 - **Quality Assessment:** Complete assessment of call handler effectiveness and protocol usage on any emergency call. Options include selecting specific operators, date periods, call location, chief complaint or procedure used, and calls that have exceeded a particular time threshold. Reporting is available in the Supervisor, Quality Assessment and Administrator modules.
- **Quick View Feature:** Experienced dispatchers can be hesitant to ask scripted questions. With the Quick View feature, we provide a summary of the question to help call takers quickly navigate the protocol. This allows dispatchers to phrase questions how they need to and rapidly work through the protocol like a checklist, ensuring consistent call handling without being robotic. Our Quick View feature helps agencies get buy-in from experienced staff.
- **Integrated Administrative Features:** Each Total Response license is comprised of administrative, reporting, quality assessment, supervisor, and script builder features and can be accessed based on user rights. This makes it easy for administration to access what they need with one login to Total Response.

- **Onsite Training:** Your Implementation Manager (IM) will coordinate dates to come onsite and conduct a full hands-on training with your entire staff for each applicable software component of Total Response. Our IMs all have extensive 911 backgrounds and are experts in training new users to become proficient in using our software.
- **Customization:** Your IM will work with you to review and understand your existing policies and incorporate them into Total Response. Your IM will also work with you to understand your unique agency needs. These conversations may result in recommendations for modifications to tailor the software specifically to your agency and community. 8-hours of customization and configuration come as part of the standard implementation process. Additional time may be purchased for further customization and configuration. Additional customization and configuration time can also be purchased after going live with our software.
- **Reporting:** The included Quality Assurance and Supervisor modules give you access to a wide range of reporting capabilities to get insight into your center's performance. If you need a report that isn't already included, we can help you create a custom report.
- **Unlimited Self-Paced Training:** With the included Site Licensed Training portfolio, your entire staff will have instant access to our full range of software, certification, and continuing education courses. Courses can be taken anywhere there is internet access and as many times as needed. Staff will receive certificates upon completion. Site Licensed Training removes the hassle of finding, scheduling, and paying for courses.

Our Mission

Breathing new life into public safety, we transform chaos into clarity and information into action. From the phone line to the front line. Every call. Every time.

Our Story

Our story goes back over four decades to a night when our founder, a state trooper, realized the critical impact of an unasked question. Fueled by the urgency of seconds that could mean the difference between life and death, Total Response was born.

We're not just a witness to the history of 911; we helped write it.

As the architects of police and fire dispatch protocols, we were the first to craft pre-arrival instructions that paved the way for the evolution of emergency call handling. Combined with EMD protocols, our decision support system transforms information into action, supporting call handlers and protecting responders.

Every call. Every time.

We've equipped more than half a million professionals worldwide with the tools they need to serve their communities. Our training platform continues to be an ever-evolving gold standard.

Every second has a profound impact.

Every protocol, procedure and course crafted is a symphony of precision echoing the belief that seconds save lives. Like 911, our tools are not static. Regular updates and innovations keep our platform at the forefront of technology, ensuring that emergency responders always have access to the latest and most effective resources.

Founded by the frontline, powered by passion and expertise, we're your partner at the intersection of technology and empathy that trusts, supports, and enhances the capabilities of those who answer the call.

For us, it's not just a business; it's a promise to make 911 better.

Agency Results

For over 40 years, we have worked with more than 700 [agencies](#) to help them reach the following goals:

- Ramp up new employees to get them on the phones faster
- Enhance processes for experienced personnel to improve efficiency and reduce stress
- Improve dispatch times
- Deliver consistency and structure to the call handling process
- Provide quality information to better protect responders
- Enhance collection of evidence
- Reduce stress on trainers and staff
- Improve accuracy of information sent to those enroute
- Reduce exposure to [liability](#)
- Improve service to community and community relations
- Meet local and state guidelines

Here's How We Will Help Your Agency Reach These Goals



We've mapped out a quick overview of the Total Response Implementation Process below.

Project Kickoff:

Once your agency decides to proceed, your agency is assigned a dedicated Implementation Manager (IM) who provides knowledge and guidance that comes from years of experience within the emergency communications industry as well as expert knowledge of Total Response. Your IM will arrange a **kickoff** meeting with key stakeholders to review the project scope, agency processes, goals, and objectives, and gather essential information for developing a project plan. Your IM will execute and manage the timeline.

Project Plan: At the kickoff, a project plan will be created to help your agency reach your agreed upon goals. You'll discuss your agency's unique needs, pain points, objectives, goals and timeline.

Total Response Installation:

Before any installation can occur, you and your IT staff will need to complete our **technical survey**. You will need to make sure that your agency meets the [hardware and software requirements](#).

Once the technical survey is completed, reviewed and approved, your IM will work with you to schedule the installation and configuration of the Total Response software identified in this contract. The installation of Total Response will be led by one of our highly trained Support and Deployment Specialists who will complete all installation tasks to ensure proper installation of the software. A time will be scheduled for server and then workstation installations.

**Total Response does not supply hardware, servers or network infrastructure.*

CAD Integration:

Total Response is designed to work with your CAD system to streamline information and gather address details so that you can immediately identify the chief complaint and access the line of questioning needed for the call.

You should contact your CAD before the project begins to ensure they are ready to interface. They may charge you a fee, so it is best to do this immediately. After your CAD sets up the interface, your IM will work with your agency to test the integration. Your IM will provide best practice consulting to seamlessly integrate Total Response with your CAD system. Please note, it is a best practice to have your CAD interface setup and tested prior to End User Training to ensure a successful training session.

Configuration and Collaboration:

Your IM will work with your key stakeholders to understand your unique needs (such as geographic and industrial resources, call handling processes, etc.). This collaboration helps your IM provide best practice consulting for configuration of Total Response based on your agency's specific needs.

We'll review your current call handling processes, staffing, and how your agency is using CAD and incident codes. This helps us understand what might need to be customized in Total Response.

With Administrator and Configuration training, your IM will provide you with guidance on how to setup and configure your Total Response system to meet your agency's needs. This includes user setup and permissions, hotkeys, keywords, protocol adjustment, and more.

Validation:

After the system setup and configuration has been completed, your IM will help coordinate User Acceptance Testing within your agency to ensure the system functions as needed. This step is crucial to ensure both Total Response and the interactions with your CAD are working as expected, prior to your Go Live.

End User Training:

Your IM will deliver Total Response End User Training (EUT) to your telecommunicators, ensuring comprehensive understanding and proficiency in using the Total Response software. This hands-on, interactive training is onsite and crucial to the success of your team's software adoption and user experience. Here you will see how Total Response and your CAD work together with your agency customization configuration in place.

You will provide the IM with your roster of staff who will be taking Total Response training. Unless previously enrolled, your staff will be registered for our [Site Licensed Training \(SLT\)](#). This includes Total Response Application Training, Emergency Medical Dispatch, Fire Service Dispatch, Law Enforcement Dispatch, Call Assessment, and Continuing Education on specialized topics. Certification is available but not required. Your IM will enroll your users during the implementation.

Most importantly, **there are no additional fees if you have to add or subtract people** to your training roster. You have one fixed cost for the year.

Go Live and Project Completion:

After the above milestones are completed, your system is ready for Go Live! Your IM will coordinate a Go Live date and time and will be available remotely to provide assistance as needed. The IM will also introduce you to our Marketing team who is available to assist with Go Live and beyond with social media and marketing campaigns. As a final step in the project, the IM will hold a meeting to close out the implementation project and transition your agency to your Customer Success Representative.

Post Implementation:

Your dedicated Customer Success Representative (CSR) will be your main point of contact post implementation and will be your trusted advisor. Your CSR will focus on ensuring adoption and use of Total Response's solutions within the agency, handle inquiries and escalations, and help maintain the achievement of agency goals and objectives. Your CSR will provide periodic check in meetings throughout the year to ensure adoption and successful use of Total Response.

You can reach out to our Support and Deployment team directly for technical assistance and troubleshooting via phone and email. Our Technical Support Specialists are also available after hours to assist with critical system issues. For frequently asked questions, head to our online self-service [Help Center](#).

Our Marketing team is also available to assist your agency with any marketing related requests such as press releases and social media content.



Keys to a Successful Implementation

1. Review the hardware and software requirements with your IT department before purchase.
2. Be sure to have your IT staff **complete the technical survey**.
3. Involve your key stakeholders (such as medical director, police and fire chiefs, etc.) immediately in the project and let them know what you are looking to accomplish.
4. Contact procurement and tell them you are looking to purchase a multi-service decision support platform to support all your emergency calls.
5. Contact your CAD vendor **immediately** to ensure they are ready to connect to Total Response. Be sure to ask them if there are any additional costs to integrate.
6. Keep in touch with your IM throughout the project.
7. Hold your team accountable to timelines.
8. Set up policies and procedures to ensure adoption and continued use of Total Response.

Implementation and Service Plan

Costs

Products & Services	SKU	Quantity	Unit price	Subtotal
Total Response Base Package · 3 Total Response workstation licenses · 1 API License (3rd party fees not included) · 1 on-site visit for software training (up to three 8-hour days) · 1 Total Response Server License · Up to 8 hours of database customization · Up to 5 temporary software installs for training purposes	TR2WSIS	1	\$44,599.00	\$44,599.00
Additional Support Workstation Workstation primarily used for admin, training, and/or backup purposes.	TRANONWS	4	\$2,250.00	\$9,000.00

Products & Services	SKU	Quantity	Unit price	Subtotal
Includes 3 over-flow workstations and 1 install in supervisor's office.				
Site Licensed Training: Base Enrollment Package Initial pricing per agency for 2 Training Licenses for 1 year. Supports up to 12 telecommunicators at any given time throughout the year.	TRLT2WS	1	\$8,999.00	\$8,999.00
Annual Plan: Total Response Software Includes software maintenance, updates, and technical support. First year is included in up-front costs. Payment is due 13 months from software installation.	TRASWP	0	\$9,389.85	\$0.00
Annual Plan: Site Licensed Training Supports up to 12 telecommunicators at any given time throughout the year.	TRATL	0	\$2,786.00	\$0.00

Products & Services	SKU	Quantity	Unit price	Subtotal
First year included in up-front costs. Payment is due 13 months from student enrollment.				
One-time subtotal				\$62,598.00
End-Of-Year Discount - January extension (final).				(\$6,259.80)
Total				\$56,338.20

Terms and Conditions

1. Contracting Parties. This Implementation Agreement ("Agreement") is binding between the Customer (Ruidoso Area Consolidated Dispatch) and Total Response as of the date this agreement is signed.
2. Payment Terms: Payment is due in full 30 days from the signature unless otherwise outlined above.
3. Late Payments. Fees not paid when due will accrue late charges at a rate of 1.5% per month or the maximum rate permitted by law, whichever is lower, from the date such payment was due until the date actually paid in full. Total Response reserves the right to suspend or terminate access to the Total Response provided software, professional services, and/or educational services if Customer fails to make timely payments.
4. Incorporation by Reference and Integration. This Agreement is incorporated by reference into and governed by the terms and conditions of the most current Total Response Master Services Agreement ("Master Agreement"), which can be found at <https://www.TotalResponse.com/msa>. The provisions of this Agreement supersede any conflicting provisions contained in any other prior or concurrent written or oral agreements unless otherwise noted in this document.
5. Software, Professional Services, and Educational Services. Listed in the Pricing section above are the Software products, Professional Services, and Educational Services for which Ruidoso Area Consolidated Dispatch is agreeing to pay for under the terms outlined in this document.
6. Definitions. Capitalized terms in this Agreement have the meaning ascribed to them in the Master Services Agreement unless defined otherwise herein.
7. Ruidoso Area Consolidated Dispatch acknowledges that the images and quotes of their staff may be used by Total Response without limitation, in print publications, online publications, websites and on social media. Ruidoso Area Consolidated Dispatch and Ruidoso Area Consolidated Dispatch staff waive any rights to royalties or other compensation arising from or related to the use of the photographs or quotes taken from Ruidoso Area Consolidated Dispatch and Ruidoso Area Consolidated Dispatch staff.
8. If Ruidoso Area Consolidated Dispatch requests additional licenses, onsite visits, custom reports, customization to protocols outside of the scope of the quoted line items, additional fees may apply.

9. Transition to Cloud: Vendor will offer Ruidoso Area Consolidated Dispatch a commercially reasonable migration path from the on-premise deployment to Vendor's cloud solution and will contact Customer no later than sixty (60) days before the Customer's initial Service Plan payment becomes due to present pricing and migration options, enabling Customer sufficient time to evaluate and, if desired, initiate the transition.

MAKING PAYMENTS:

- Total Response’s Federal Tax ID #: 06-1121538
- [Total Response’s W-9 Form](#)

Pay by wire or ACH (Preferred)
Bank name: Webster Bank
Bank address: 28 Durham Rd, Madison, CT 06443
Routing #: 221970443
Make payable to: Total Response
Business Checking Account #: 0009480375
SWIFT ID: WENAUS31

Pay by check
Make payable to: Total Response
Mailing address: PO Box 843526 Boston, MA 02284-3526

Please sign below indicating your acceptance of the terms of this Agreement and Authority to enter into this Agreement.

For Ruidoso Area Consolidated Dispatch

Signature

Sign here

Date

Printed name

Countersignature

Countersignature

Date

Printed name