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COUNTY OF SANTA FE)
 STATE OF NEW MEXICO) ss
 REGIONAL EMERGENCY MIN
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MINUTES OF THE
SANTA FE REGIONAL EMERGENCY COMMUNICATIONS CENTER
BOARD MEETING

Santa Fe, New Mexico
August 12, 2010

The Board Meeting of the Santa Fe Regional Emergency Communications Center was called to order by Sheriff Solano, Vice Chair, Chair at 9:15 a.m. on this date at the Public Safety Complex, 35 Camino Justicia, Santa Fe, New Mexico.

Roll Call indicated the presence of a quorum for conducting official business as follows:

MEMBERS PRESENT:

- Chief Aric Wheeler, Chair
- Sheriff Greg Solano, Vice Chair
- Penny Ellis Green, Acting County Manager
- Chief Jay Daniels
- Chief Stan Holden
- Robert Romero
- Chief Barbara Salas
- Michael Trujillo

MEMBER (S) ABSENT:

None

STAFF PRESENT:

- Lieutenant Gillian Alessio, Santa Fe Police Department
- Nancy Calhoun, RECC
- Caryn Fiorina, City of Santa Fe IT
- Mary Mangino, RECC Communication Center Manager
- Ken Martinez, RECC Director
- Eppie Montoya, RECC
- Brad Spencer, City of Santa Fe IT
- Gilberto Valenzuela, Santa Fe Fire Department
- Thomas J. Williams, City of Santa Fe IT

OTHERS PRESENT:

- Mark A. Basham, Basham & Basham P.C.
- Jo Ann G. Valdez, Stenographer

APPROVAL OF AGENDA

Item V (Executive Session) was moved down on the agenda after Matters from the Board.

Chief Holden made a motion to approve the agenda as amended. Mr. Trujillo seconded the motion, which passed unanimously by voice vote.

APPROVAL OF MINUTES: March 4, 2010

Mr. Trujillo moved to approve the Minutes of the March 4, 2010 meeting as submitted. Chief Salas seconded the motion, which passed unanimously by voice vote.

OLD BUSINESS

None presented.

ACTION ITEMS

- a. Request approval to accept proposal from Emergency Medical Providers for medical direction (Ken Martinez)

In May 2010, a Request for Qualifications was distributed for Medical Direction Services for the RECC. Only one candidate submitted a response, and as a result, Emergency Medical Providers was offered the contract.

Board approval is requested to enter into a Professional Services Agreement with Emergency Medical Providers for Medical Direction for Fiscal Year 2011, beginning July 1, 2010 and ending June 30, 2011.

Sheriff Solano asked if there were any significant changes, as far as the contract.

Mr. Basham said there is one change – the entity that will be paying for the services.

Mr. Martinez explained that the Sole Community Provider contract between the County and CHRISTUS/St. Vincent Regional Medical Center was changed. The County is still responsible for procuring the services of the Medical Director but the contract will be paid by CHRISTUS/St. Vincent Regional Medical Center.

Ms. Ellis-Green clarified that it was agreed upon both legal departments that the contract will remain as before; therefore the County will be responsible for the payment, as opposed to CHRISTUS/St. Vincent Regional Medical Center.

Mr. Martinez said in that case they will need to make an amendment to the contract to reflect that the County will be responsible for the payment. They will also need to make the necessary changes to the budget to allow for this because the RECC did not budget for this amount in the operating budget.

Chief Holden moved to approve the Professional Services Agreement with Emergency Medical Providers for Medical Direction for Fiscal Year 2011 with the above-noted change and that they stipulate that the contract will be between the RECC and the contractor, as opposed to CHRISTUS/St. Vincent Regional Medical Center . Mr. Trujillo seconded the motion, which passed unanimously by voice vote.

b. Request approval to extend the Professional Services Agreement for legal representation with Basham & Basham, P.C. (Ken Martinez)

For fiscal year 2010, funding was requested in the RECC budget for the RECC to enter into a Professional Services Agreement for legal services.

According to Section 5, Term and Effective Date, of the current Agreement which was entered into by and between the Santa Fe RECC and Basham & Basham, P.C. on July 1, 2008, the Agreement may be extended for up to four years contingent upon funding.

Approval from the Board is requested to extend the current Professional Services Agreement for legal services between the RECC and Basham & Basham, P.C. for fiscal year 2011 beginning July 1, 2010 and ending June 30, 2011.

Chief Holden moved to approve the extension of the Professional Services Agreement for legal representation with Basham & Basham, P.C. Mr. Trujillo seconded the motion, which passed unanimously by voice vote.

c. Request approval to continue stenography services with Jo Ann's Secretarial Services (Ken Martinez)

For fiscal year 2011, funding was requested in the RECC budget for the RECC to enter into a Professional Services Agreement for stenography services for RECC Board meetings. Jo Ann Valdez is currently the stenographer for the RECC.

Approval from the Board is requested to continue stenography services with Jo Ann's Secretarial Services for stenography services for the RECC Board meetings for fiscal year 2011.

Mr. Trujillo moved to approve that the RECC continue stenography services with Jo Ann's Secretarial Services. Chief Holden seconded the motion, which passed unanimously by voice vote.

INFORMATIONAL ITEMS**a. Equipment Review/Replacement Presentation (Gil Valenzuela)**

At the direction of the Board, a group with representatives from the RECC and its client agencies met several times to review equipment within the center in order to provide recommendations for replacements or improvements.

This presentation is for information and to facilitate discussion regarding improvement possibilities related to the 5-Year Plan for the center and its direction moving into the future.

Mr. Valenzuela of the City of Santa Fe Fire Department explained that this presentation is the agencies' perspective of the RECC with regard to the delivery of emergency communication services and the effects on the agencies, the goals, the resources and growth potential.

Mr. Valenzuela reviewed the presentation as follows:

- **Current issues:** Every agency expects some mission critical services:
 - 1) Automated dispatch
 - 2) Real Time Information Access
 - 3) Information storage
 - 4) Interagency links

All these services should be provided from the CAD (Computer Aided Dispatch software); however with the present problems with the CAD none of this is delivered.

There is currently no automated dispatch (essentially the function of dispatch is sending out the closest unit based on a GIS location and GPS navigation using minimal manual intervention). This provides the incident information/location using a GIS-enabled map. These automatically tell everybody where the resources and units are; and the status without verbal communication, i.e. are they in route, are they in traffic, are they sitting idle waiting to be deployed, etc. This is resource management using AVL (automated vehicle locators) technology as well and incident management information that mirrors what the dispatcher has typed into the system.

- Mr. Valenzuela reviewed samples of what a GIS-enabled map looks like. He noted that GPS units tell the dispatchers, the units and field supervisors exactly where they're at.
- He explained that information that a dispatcher obtains should automatically be filtered down to the units. This is presently all being done manually. Incident

location and unit status are verbally transmitted over radios and this leads to mistakes, by the dispatcher and the crew.

- Crews also need to know if they are walking into a dangerous situation, past history, criminal record, if there are any warrants, etc. This is all part of information storage - record management. This is what a CAD does for law enforcement-it gives them a place to keep all their things together (field interviews, photographs, evidence, property), manage fleet administration, a place to keep training records and track revenue.
- Law enforcement agencies, fire and EMS agencies have to manually file a report; put it into the system and manually deliver it to places.
- This should all electronically be done through the system-the District Attorney's office, the courts, etc.
- Real time information is not automated and this could be a threat to the public and to the officers and units. They don't know when they are dealing with a person who is dangerous. They have to wait for dispatch to look up this information and get it back.
- This gives dispatchers more work to do, which pulls them from the work that they should be doing-talking to the caller and one-time data entry. They should not have to repeat themselves to every responding unit.
- This provides for total reliance on radio transmissions.
- The fact that there is no information storage or record management is huge:
 - It increases the work for field units/officers and decreases their availability.
 - They cannot prove compliance.
 - They cannot get an accurate report.
 - They lose records because none of the systems are tied together.
 - Decreased revenues-lost revenues for emergency response.
 - Increases staffing just to manage records and shuttle documents.
 - Duplicate report writing, if not triplicate.
 - Increases the demand of the IT Department.
- RECC only delivers six Fire/EMS specific requirements out of 70 requirements that have to be met because the present CAD cannot do this.
- In 2009, 2000 calls were lost.
- There was an increased risk to the public.

- Ineffective deployment.
- Created resource "time-bomb" for everybody.
- Delayed emergency response.
- Misappropriation of resources.
- Agencies cannot grow – there is no growth platform. Cannot support future needs. Does not preserve mode of operation.
- Causes issues and expense for all client agencies. Inability to provide primary services.
- Again, all of this is not being delivered due to the problems with the current CAD system.

Mr. Valenzuela demonstrated a sample of what an automated system looks like and explained the corrective action that the City of Santa Fe Fire Department took.

Corrective Actions:

- Identified required solutions to essentially manage information access and information storage.
- Purchased a system called "Zoll Data System". The system costs \$250,000. This is the only way to consolidate systems so that everybody shares the same information.
- Used EMS and emergency response revenue to offset the cost.
- The system will improve the revenues collected and reduce billing costs.
- They will get a performance guarantee.
- This is the only EMS-Fire CAD system out there and they will be able to migrate to it easily.
- Established a means to extend services to all five agencies. So that they can share real time EMS information.
- Share information storage. This is the only way that the Fire/EMS agencies will be able to share on-scene information.

- Will be able to piggy-back other fire services through their infrastructure.

Proposed Corrective Actions (RECC):

- Establish RECC IT Department that would be led by a "Project Champion" somebody who can see all agency needs and address them. Makes people's jobs easier.
- Migration to *new* CAD platform. The current CAD is HTE Sunguard-a system that is not designed specifically for the RECC, law enforcement, fire and EMS. They have had the system for over 7 years. Propose to leave this system as a backup (can stop using this system without really affecting everyone else.) The current system cannot be upgraded to do all of the above mentioned things. It is not compatible with Windows PC-based platforms, which makes it difficult and expensive to maintain.

Mr. Valenzuela shared a market evaluation on HTE Sunguard's product noting that they have managed to sustain themselves on inside sales and on internal revenue, that's us. He said we are simply facilitators of their systems.

Recommended Action:

- Initiate and create a process to move to a new CAD platform. A new CAD platform will give agencies storage management, record storage and automate work flow. Agencies need to be on a common platform. Approximate cost is \$2.5 million based off of quotes from the most expensive vendor out there.
 - Funding options: Can do a grant, or through government capital appropriation. They provide tax-exempt free financing for government entities.
 - Need a fire/EMS specific CAD, which costs approximately \$250,000. Can use emergency response revenues; can pay for this without out of pocket expense.
- Propose to piggy back on other fire services –piggyback Santa Fe County Fire into the City of Santa Fe Fire IT infrastructure. Benefits: Will get access to a fully functional patient care report and fire record management system without having to go to procurement and configuration of interfaces that would have to be paid for.

Chief Holden acknowledged Mr. Valenzuela for a very interesting presentation. He asked him if he has visited any of the in-state agencies who have a system similar to this.

Mr. Valenzuela said no, we would be breaking new ground as far as dispatch goes. He said he does not know of an agency that has two CAD systems. He also found that -

the dispatch centers that are running a single CAD system - cannot share real time information.

Chief Holden said he agrees with the efficiencies that Mr. Valenzuela pointed out in his presentation. He said a system implemented like this would greatly improve officer safety on a number of fronts.

Mr. Martinez said they want to make the RECC function as a regional hub of communications and public safety response within Santa Fe County as much as they possibly can. He reiterated that the current HTE Sunguard system does not support the new technologies.

Sheriff Solano said he is concerned about having a separate CAD for EMS and fire. He thinks there should be a market for CAD systems that do both. He is also worried about cross training being more difficult if there are two different CAD systems.

In response, Mr. Martinez said he was also concerned about this and he addressed this issue with a vendor. He noted that he drove to Denver to look at a system that has been implemented. He explained that there is not a medical CAD system out there that will allow for law enforcement also. All CAD systems out there are directed towards law enforcement with the ability to do medical, including the \$2.5 million system that is being discussed. He said they need to research whether this will work before re-doing the procedural operation of the RECC.

Sheriff Solano noted that the RECC had an IT person but after the separation to County from the City, the position remained vacant. He said, in his opinion, they had the ability to do a lot more capital work under the previous system when everybody paid an equal share of the operations and the capital of the RECC.

Mr. Trujillo said the RECC needs to start looking at change so that it can function four to five years down the road. He said the RECC needs its own IT department and questioned how many people this will include.

Mr. Martinez said this goes back to what Sheriff Solano brought up with regard to how this RECC is set up and allowed to run or operate. He noted that he has one vacant IT position presently but he cannot fill it due to the current financial situation and cuts. He explained that the RECC was originally built and identified to act as a separate and individual entity to serve the region through the client agencies. The RECC had the ability to do their own procurement, their own contracting, their own IT department/staff and their own Medical Director and the RECC was functioning as a unit between the City and County very effectively.

Chief Holden said this is not the only capital expense that we forecasted for the RECC-we have building costs that we see coming forward. He said the RECC has to put

together a game plan, and this is just one component, and the RECC has to be realistic in making these incremental changes.

Mr. Martinez said maybe the RECC needs to relook at the JPA to possibly make changes on how the RECC should be set up and operating as it should.

Chief Daniels said you can also have some legal issues when you have two systems talking to each other. He cautioned the RECC to look at the software they are considering to ensure that it will be supported four to five years down the road. There are also hidden fees attached for software and hardware support.

In response, Mr. Martinez said one of the benefits of this solution is that it is a PC-based system as opposed to the AS400. PC-based systems are updatable and upgradable.

Chief Holden said there has been a lot of time and money invested in the AS400, and from a reliance standpoint and a backup standpoint at a government level, it seems to have worked fairly well. He asked Mr. Williams if he wanted to comment on this.

Mr. Williams said yes, with respect to the AS400 technology, this is something that government has had for a while, in particularly the city and the county. He explained that the city stayed with this platform for their financial apps and other apps simply because of the utility to leverage the advancement that have already been made, on top of the fact that it is a very secure, resilient and reliable technology. He said he would question whether the AS400 would be the best platform for some of the GPS and AVL technology solutions. He noted that a decision was made early on that the IT would keep responsibility for record management and the RECC took responsibility for computer aid dispatch, so you have that fracture.

Sheriff Solano said if they change the CAD system, the Sheriff's Office would have to invest another \$50,000-\$60,000 to integrate their record management system with the new CAD.

Mr. Martinez said his main concern and primary focus has to do with providing seamless response to the citizens.

Chief Salas said they need to look at the big picture and say "OK this is going to hurt but it has to get done".

In response, Mr. Martinez said he wants to be assured or proven that this is going to work to have two CAD systems.

Chief Wheeler asked how many vendors Mr. Martinez has been able to look at. Mr. Martinez said only one – the one in Denver.

Sheriff Solano recommended that staff be directed to continue with the Technology and Infrastructure Committee and ask that they come back with more recommendations and look for grant options, and that the RECC look at the possibility of reopening discussions on the JPA.

Chief Wheeler said he wanted this on the agenda to start this dialog and it seems very apparent that they need more input from both the city and county IT departments. He suggested that representatives from the city and county IT departments be placed on the Technology and Infrastructure Committee. He said that they are talking about lives here, and the communications that lives are dependent on. He thinks the agencies need to look at providing a fixed amount to the RECC in creating a 5-Year Plan.

Mr. Robert Romero said he has been approached lately by several IT vendors who are moving towards off-site systems. He asked that the Committee look at whether or not there is an opportunity to have a remotely run system or this technology. He said it scares him to invest \$2.5 million on something that might not work.

Mr. Martinez mentioned that the RECC spent \$1.7 million just this year alone for new equipment for phone upgrades. He agreed to look into this possibility.

- b. Discussion and plan for submittal of candidates names by the RECC board members to the City Manager, County Manager and Town Mayor, as per the JPA, for consideration in order to fill the community at-large board position with its vacated in October (Ken Martinez)**

As per the RECC Joint Powers Agreement, one member representing the community at-large shall serve on the RECC Board of Directors. That member shall be appointed and will serve at the pleasure and upon consensus of the City Manager of Santa Fe, the Town of Edgewood Mayor and the Santa Fe County Manager.

Mr. Martinez requested candidate nominations to be submitted by the remaining members of the board to the Santa Fe City Manager, Town Mayor and County Manager for consideration in selecting a replacement for the board position, which will be vacated in October of this year.

Chief Wheeler asked what the process is for replacing board members.

In response, Mr. Martinez said that the JPA is silent on the process. He said he envisions that a list of candidate nominations would be sent to him and then he would present that list to the three individuals for their consideration.

Mr. Trujillo noted that he would stay as board member until the first of the year, if necessary. He said it is important that the candidate have a knowledge of law

enforcement, fire, EMS and public safety and that the Board sets a term limit for the community at-large position.

Mr. Basham said they would have to amend the JPA to do this.

Staff was given direction to proceed with the nomination letters and resumes by the remaining RECC board members by September 15th that will be submitted to the City and County Managers and the Mayor of Edgewood for their consideration. The new board member's term will start at the January 2011 meeting.

c. Medical Director Report (Dr. Laura Kay)

[The Medical Director's written Report was distributed in the members' packets.]

Dr. Kay sent her apologies for not attending the meeting but it conflicted with a previously scheduled family vacation.

Mr. Martinez reported that the six month cumulative QA report for the period 12/01/09 through 5/31/10 comprising of 564 calls that were reviewed gives the RECC an average compliance score of 99.79%, which is excellent. The RECC is within compliance for every category, including PAI's, which is 97%. The RECC has been meeting to work on accreditation and revise the working document and policies to be able to apply for accreditation. They are very close to being ready to make application. They may need to bring certain policies back to the board for approval prior to, or during the application process.

Chief Wheeler commended the RECC Director and staff for the excellent compliance score of 99.79%.

Mr. Martinez noted that there is a new protocol for NAED for "accelerator stuck, vehicle can't stop" which has been implemented in the center. The new PDF was attached for the board's review.

INFORMATIONAL ITEMS

a. Financial Update and Director's Report

[Copies of the RECC budget status report as of August 6, 2010 were distributed in the members' packets.]

Mr. Martinez noted that the RECC is proceeding well with regard to the budget and expenditures and is on line with the budget cuts that they were asked to make. He said that the County has frozen one dispatch position. He reported that he has signed a personnel action form reducing his hourly rate by 3%, which was a cut implemented across the board for upper level management. He was asked by the Human Resource Department if he had to bring this to the board, because according to the JPA, all

personnel actions related to the RECC Director have to go to the Board, however, there was no meeting in July; therefore he is bringing this to the board now. In the same light, the County has asked that the RECC Director forfeit his vehicle. He asked the Board for direction with regard to this.

Mr. Martinez reported that they are doing their best to keep overtime to a minimum and the "on-call" process is working well.

Mr. Martinez reported on vacancies noting that he has one frozen IT position but has been able to fill three dispatcher vacancies, of which two are experienced dispatchers.

Mr. Martinez said that the RECC lost one trainee but have three that just graduated from the Law Enforcement Academy.

Mr. Martinez provided a brief update on training noting that the RECC is staying on line with regards to training and CE's. He reported that they have advanced EMD and fire training coming up. He mentioned that the City Transit Dispatch contacted him about conducting customer service and communication training for the operators; they conducted a 4-hour training and this was well received. They were also invited to take part with the RECC dispatch training.

Mr. Martinez reported that gross receipt tax revenue as of July was 3% below budget and a 12% decrease when compared to this time in the prior year.

Mr. Martinez reported that the upgrade within the RECC has been for the most part completed. The remaining portion for the Department of Public Safety (DPS) has begun and they will be a fully functional remote branch of the RECC.

Mr. Martinez said it is his understanding that District 1 of DPS will be a secondary PSAP only, which means they will not be getting direct 911 calls. However, he found out yesterday that through their JPA with the Village of Pecos for law enforcement services, they will be getting 911 calls directly from the Pecos area. He explained that they cannot determine what the call will be, so the RECC needs to get the call first so that the dispatchers can appropriately determine if it is law enforcement or medical protocol. He asked the board if this is what they want to do.

In response, Chief Holden said the reason the RECC is a regional communications center is that all calls, regardless of type or where it originates, should be routed to the RECC first, so that a determination can be made on the resources to send.

Sheriff Solano agreed and said that medical calls require trained dispatchers to go through the protocols and give direction and the timeframe back and forth could make a difference in somebody's life.

Chief Wheeler said the RECC already has an established protocol.

Mr. Martinez said he would meet with DFA about this and if there are any other issues, he will report back to the board.

Mr. Martinez reported that the RECC has added a 14th console for the Data Specialist.

He noted that the JPA for dispatch services for the Village of Pecos has been completed and signed. They are waiting for equipment to be installed and will soon be getting revenue from this.

Mr. Martinez reported that they are running full system backups now without issue.

Current focus items:

Mr. Martinez reported that they have a new Training Coordinator and she is restructuring the program. He mentioned that he has an idea to implement an internal training program and create a RECC Academy, which will include orientation and specific weeks of classroom and practical study that will compromise of hands-on study and hopefully this will result in higher quality training and better operational dispatchers.

Mr. Martinez reported that he has been spending a lot of time outside of the center and has been very actively working with the E911 Affiliate and they have a E911 Resolution that will be going to the Legislature this next session. The New Mexico Association of Counties will carry the Resolution for them.

Mr. Martinez noted that he has been asked to sit on a Dual Steering Work Group to work on getting funding to implement broadband infrastructure.

Mr. Martinez concluded his report by noting that he attended the Legislative Finance Committee meeting in Taos to discuss a possible attempt to move the E911 program.

MATTERS FROM THE PUBLIC

None presented.

MATTERS FROM THE BOARD

Sheriff Solano said with respect to the RECC Director forfeiting his vehicle, he said this is pretty much across the board in the County.

Chief Holden suggested that the RECC Director bring these items to the Board as an action item in the future.

Sheriff Solano noted that they had another case of a lost hiker and they were unable to triangulate her position by cell phone. He said that they made the individual call 911 numerous times to try to triangulate her position. Search and Rescue were called

out. Mr. Martinez will look into this.

Sheriff Solano mentioned that he received a complaint about the dialogic system – the city sent out a message to a certain neighborhood recently and people called the Sheriff’s office because they did not know what was happening. He thinks there should be a generic message that would come first letting people know what is happening. Mr. Martinez said this is done.

Sheriff Solano asked if there has been any affects on the RECC with the Sheriff’s Office going to 8-hour shifts. Mr. Martinez said that nothing has been brought to his attention.

Mr. Martinez noted that he has met with the County Finance Director about asking the Board if they would allow him to use contingency funding for the dialogic system. He said he would be bringing this item to the Board as an action item at the October meeting.

EXECUTIVE SESSION (If determined necessary)

- a. Limited Personnel Issues
 - 1. RECC Director Annual Performance Evaluation

Chief Holden moved to table the Executive Session until the October meeting. Mr. Trujillo seconded the motion, which passed unanimously by voice vote.

NEXT MEETING DATE

The next meeting date was scheduled for October 28, 2010 at 9:00 a.m. at the Public Safety Complex.

ADJOURNMENT

There being no further business to come before the Board, and the Board having completed its agenda, Mr. Trujillo moved to adjourn the meeting. Sheriff Solano seconded the motion. The meeting adjourned at 11:35 a.m.

Approved by:

 Chief Eric Wheeler, Chair

Respectively submitted by:
Jo Ann G. Valdez, Stenographer

Attested by:

 Valerie Espinoza