

**MEMBERS PRESENT:**

Guillermo Gandara Sr.  
Guillermo Madrid, Jr.  
Gloria M. Rodríguez  
Mary B. García  
Jesus Gandara Jr.

**MEMBERS ABSENT:**

Luis Varela (*arrived to meeting at 6:16 p.m.*)

**STAFF PRESENT:**

Manny Soto, Interim City Manager  
Olivia Navarro, Assistant City Clerk  
Jerry Wallace, City Attorney

**STAFF ABSENT**

Gina Rodriguez, City Clerk

**1. CALL TO ORDER**

The meeting was called to order at 6:05 p.m.

**2. PLEDGE OF ALLEGIANCE AND A MOMENT OF SILENCE**

**3. ESTABLISHMENT OF QUORUM**

A roll call was held and a quorum was established with four members present

**CONSENT AGENDA:**

**4. OPEN FORUM**

*Joe DeTuro, Ralph Duran, Juan Fresquez, Consuelo Tostado, Corina Apodaca, José Salas, Billy Black, Gerarda López, Carlos Garay, Maria Reyes, Victor Fierro, and Irma Soria not present*

*Luis Varela arrived to the meeting at 6:16 p.m.*

A motion was made by Jesus Gandara, Jr. seconded by Gloria Rodriguez to *move up item number eighteen (18) after six (6)*. Motion carried unanimously.

**PRESENTATIONS:**

**5. PRESENTATION FROM THE EL PASO HISPANIC CHAMBERS OF COMMERCE. GUILLERMO MADRID, JR.**

*Cindy Ramos, Chief Executive Officer* made the presentation (See "Exhibit "A")

*No action on this item*

**6. PRESENTATION ON THE USE OF A FIELD TO BE USED BY DEPORTIVO CRISTIANO ECLESIASTES 12:1. JOSE SALAS/LUIS VARELA**

*Jose Salas, President* made presentation

*No action on this item*

**18. PRESENTATION ON RIO VISTA FARMS PROJECT BY BORDER HANDS, FARM WORKERS COMMUNITY CENTER, INC. ANIBAL OLAGUE**

*Jaime Campos* spoke on this item (See Exhibit "B")

*Suky Ramos* spoke on this item

A motion was made by Luis Varela seconded by Mary B. Garcia to *move up item number twenty (20) to be next on the agenda.* Motion carried with Mary B. Garcia, Gloria Rodriguez, Luis Varela and Jesus Gandara, Jr. voting aye and Guillermo Madrid, Jr. voting nay.

**20. DISCUSSION AND ACTION ON STATUS REPORT FROM COMMITTEE FORMED AT THE 08/05/10 COUNCIL MEETING WITH REGARDS TO THE LARGE ANIMALS ORDINANCE. MAYOR GANDARA, SR.**

A motion was made by Jesus Gandara, Jr. seconded by Gloria Rodriguez to *ask the 3 member committee for a typed report for Monday August 23, 2010, by 5:00 p.m. and direct administration to allow the use of City Chambers on August 20, 2010 from 5:30 to 7:00 p.m.* Motion carried unanimously.

*Omar Simental, Suky Ramos, Jesus Gonzalez, Richard Landshept, Julio Dominguez, Ralph Duran, Corina Apodaca, Gerarda Lopez, and Javier Ponce* spoke on this item and *Joe DeTuro, Carlos Garay and Bolvino Mendoza* no present to speak

A motion was made by Jesus Gandara, Jr. seconded by Mary B. Garcia to *delete items eight (8), nine (9) and ten (10) and on item eight (8) the City Clerk erroneously posted the caption and the tax rate is not being increased.* Motion carried unanimously.

**8. PUBLIC HEARING ON THE CITY OF SOCORRO'S PROPOSED PROPERTY TAX RATE INCREASE. MANNY SOTO, JR.**

**CONSENT AGENDA:**

9. **APPROVAL OR REGULAR COUNCIL MEETING MINUTES OF 11/19/09, 12/10/09, 12/16/09, 0715/10, 08/0510 AND 08/07/10. GINA RODRIGUEZ**

**REGULAR AGENDA:**

10. **DISCUSSION AND ACTION ON APPROVAL OF THE CITY OF SOCORRO, TEXAS EMPLOYEE HANDBOOK AS SUBMITTED BY THE HUMAN RESOURCES DEPARTMENT AND APPROVED BY THE CIVIL SERVICE COMMISSION. (TABLED MEETING OF 08/05/10). JERRY WALLACE**

**PUBLIC HEARINGS:**

7. **PUBLIC HEARING ON AN ORDINANCE AUTHORIZING THE ISSUANCE OF SALE OF THE CITY OF SOCORRO, TEXAS, COMBINATION TAX AND REVENUE CERTIFICATE OF OBLIGATION, SERIES 2010; LEVYING AN ANNUAL AD VALOREM TAX PROVIDING FOR THE SECURITY FOR AND PAYMENT OF SAID CERTIFICATE; PROVIDING AN EFFECTIVE DATE; AND ENACTING OTHER PROVISIONS RELATING TO THE SUBJECT. MANNY SOTO, JR.**

*Public Hearing Opened at 8:45 p.m.*

*Suky Ramos spoke on this item*

*Public Hearing Closed at 8:46 p.m.*

A motion was made by Jesus Gandara, Jr. seconded by Gloria M. Rodriguez to *move up item number fifteen (15) to be next on the agenda.* Motion carried unanimously.

15. **DISCUSSION AND ACTION ON APPROVAL OF THE EL PASO COUNTY 911 DISTRICT BUDGET FY 2010-2011. MANNY SOTO, JR.**

A motion was made by Mary B. Garcia seconded by Gloria M. Rodriguez to *approve item number fifteen (15).* Motion carried unanimously.

11. **DISCUSSION AND ACTION ON APPROVAL OF AMENDMENT TO ORDINANCE 76, AMENDMENT 1A, SECTION 9, RELATED TO: "MOTOR VEHICLE PARKING REGULATIONS AND SUPPLEMENTARY DISTRICT REGULATIONS WITHIN THE CITY OF SOCORRO, TEXAS. (TABLED MEETING OF 08/05/10) SAM LEONY**

*Mary Kozak made a presentation (See Exhibit "C")*

*Suky Ramos spoke on this item*

A motion was made by Jesus Gandara, Jr. seconded by Gloria M. Rodriguez to *delete item number eleven (11)*. Motion carried unanimously.

**12. EXCUSE ABSENT COUNCIL MEMBERS.**

**GINA RODRIGUEZ**

A motion was made by Jesus Gandara, Jr. seconded by Luis Varela to *delete item number twelve (12)*. Motion carried unanimously.

**13. DISCUSSION AND ACTION ON APPROVAL TO RATIFY THE APPROVAL FOR AMENDMENT NO. 1 TO THE PROJECT BRAVO AGEEMENT WITH THE CITY OF SOCORRO, TEXAS FOR THE WEATHERIZATION SERVICE AGREEMENT PROGRAM.**

**MANNY SOTO**

A motion was made by Mary B. Garcia seconded by Luis Varela to *approve item number thirteen (13)*. Motion carried unanimously.

**14. INTRODUCTION, FIRST READING AND CALLING FOR A PUBLIC HEARING ON AMENDMENT NO. 4 TO ORDINANCE 271, AN ORDINANCE AMENDING THE BUDGET FOR THE FISCAL YEAR OF OCTOBER 1, 2009 AND ENDING ON SEPTEMBER 30, 2010, FOR THE CITY SOCORRO, TEXAS AND APPROPRIATING FUND TO PAY-OFF THE STATE INFRASTRUCTURE BANK (SIB) LOAN OBTAINED THROUGH THE TEXAS DEPARTMENT OF TRANSPORATION (TxDOT).**

**MANNY SOTO, JR.**

A motion was made by Jesus Gandara, Jr. seconded by Luis Varela to *approve item number fourteen (14)*. Motion carried unanimously.

**16. DISCUSSION AND ACTION ON APPROVAL TO ENTER INTO A MEMORANDUM OF UNDERSTANDING (MOU) WITH EL PASO ELECTRIC COMPANY'S SCHOOLS AND CITIES CONSERVING RESOURCES (SCORE) PROGRAM**

**ANIBAL OLAGUE**

A motion was made by Mary B. Garcia seconded by Gloria M. Rodriguez to *approve item number sixteen (16)*. Motion carried unanimously.

**ADDENDUM TO PRESENTATIONS:**

**17. PRESENTATION ON PROPOSED PARK IMPROVEMENTS. SAM LEONY**

A motion was made by Gloria M. Rodriguez seconded by Mary B. Garcia to *delete item number seventeen (17)*. Motion carried unanimously.

**ADDENDUM TO THE REGULAR AGENDA:**

- 19. DISCUSSION AND ACTION ON APPROVAL TO WAIVE FEES FOR SOCORRO HIGH SCHOOL EVENT AT CORNER OF ALAMEDA AVE. AND HORIZON BLVD. ON SEPTEMBER 23, 2010. SAM LEONY**

A motion was made by Gloria Rodriguez seconded by Mary B. Garcia to *approve and waive the fee*. Motion carried unanimously.

A motion was made by Gloria Rodriguez seconded by Jesus Gandara, Jr. to *move into Executive Session at this time*. Motion carried unanimously.

***THE CITY COUNCIL CONVENED INTO EXECUTIVE SESSION AT 9:03 AM.***

**EXECUTIVE SESSION:**

***THE CITY COUNCIL RECONVENED INTO OPEN SESSION AT 9:49 P.M.***

***OPEN SESSION:***

- 23. DISCUSSION AND ACTION ON LEGAL ADVICE RECEIVED BY LEGAL COUNSEL PERTAINING TO PERSONNEL MATTERS. JERRY WALLACE**

A motion was made by Jesus Gandara, Jr. seconded by Luis Varela to *delete item number twenty-three (23)*. Motion carried unanimously.

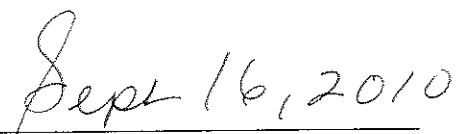
- 24. DISCUSSION AND ACTION TO APPROVE ACQUISITION OF DRAINAGE EASEMENT. JERRY WALLACE**

A motion was made by Jesus Gandara, Jr. seconded by Luis Varela to *approve the attorney's recommendation*. Motion carried unanimously.

**ADJOURN:**

A motion was made by Mary B. Garcia seconded Gloria M. Rodriguez to *adjourn at 9:50 p.m.* Motion carried unanimously.

  
Guillermo Gandara, Sr., Mayor

  
Date when minutes were approved

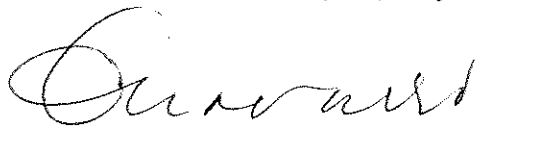
  
Olivia Navarro, Assistant City Clerk

Exhibit "A"

Bienvenidos



A Presentation to:  
The City of Socorro  
August 19, 2010

## EPHCC Mission Statement

- The mission of the El Paso Hispanic Chamber of Commerce is to continue to be the leading advocate in promoting the success of El Paso small, minority and women owned businesses by providing resources, information and education while promoting the awareness and preservation of the Hispanic culture.*

## EPHCC Quick Profile

- Articles of Incorporation - January 8, 1990
- 20 years old this year
- 1100 members strong and growing
- \$1.2 million budget
- 16 full time professional associates (*plus interns as we can get them*).
- Staff Educational Background:
  - UTEP Graduates - 6 (with one completing MBA in December)
  - University of Phoenix Graduates - 1
  - University of Austin Graduate - 1
  - University of Arlington Graduate - 1
  - Loyola University Graduate - 1 (going for MBA at UTEP)
  - El Paso Community College Graduates - 5
  - McMurry College Graduate - 1
- 30 member board representing: small business, medium business, corporate/large business, and a waiting list of 71 interested in board involvement.

- 314 involved in committees, task forces, programs, etc.
- New location here (3 years) at 2401 E. Missouri right off I-10 West with 165,000 a day going by our facility and 1.5 million a week.
- Awards: Large Chamber of Year by TAMACC, USHCC Regional 3 Large Chamber of Year 3 times. Listed as one of the ten best Hispanic Chambers in the country by USHCC for the past six years.
- EPHCC recognized both on a State and National level on issues affecting small, minority and women owned businesses by NFIB, NSBU, TAMACC, USHCC, House Small Business Committee and Senate Committee on Entrepreneurship.
- Most recently named Large Hispanic Chamber by USHCC for Region III which includes five states.
- Region III Chamber Executive of the Year- 2008 & 2009 which includes five states and then National Chamber Executive of the Year, 08 & 09.
- Selected in September 2008, Sacramento USHCC National Convention Named National Large Chamber of the Year.
- Selected by TAMACC as State Large Chamber of the Year, 2009

## Through the Eyes of an Entrepreneur.....

1. Eyes of an entrepreneur see the whole vision.
2. Never give up.
3. Takes risks but keeps focused.
4. Remembers who is the customer...quality is king/queen.
5. Embrace a positive attitude.
6. Professionalism...always be the best you can be.
7. RE-visit your business plan.
8. Employees your lifeline and most valuable asset.
9. No is not part of the formula but How is.
10. Expect the unexpected...and plan for it.
11. Understand your financials...what's my bottom line.
12. Resources, access everything available and know that your possibilities are endless.

## Chamber Values to 2015

1. Directly influence and promote an agenda of small, minority and women owned business legislative issues, especially at the City, State and Federal arenas.
2. Identify and develop individuals who will passionately and effectively provide leadership to the Chamber and the El Paso small business community.
3. Increase the marketing of the Chamber's programs, activities and key initiatives to enhance member value.
4. Succeed in enhancing economic revitalization for small business the greater El Paso area.



## Chamber Values...continued

4. Elevate the Chambers customer service by focusing on the needs of the member and increase membership benefits.
5. Enhance organizational excellence with effective utilization of Chamber resources.
6. Improve on the process for member involvement to increase the financial capacity of the Chamber.
7. Expand on the process of the capital building campaign for Chamber sustainability.

## Eight Points of Progress

1. Accessing capital to start, grow and expand business.
2. Technological advancement for global competitiveness through e-procurement and contract opportunities.
3. Workforce preparedness in developing employees with a solid work ethic.
4. Identifying key business issues at the City, State and Federal level to truly be the advocate for small, minority and women owned business success.

## Eight Points of Progress ...continued

5. Membership cultivation to develop new business, new leaders and innovative approaches to local enterprises.
6. Entrepreneurial development for long term expansion and retention of small, minority and women owned businesses.
7. Sustainability of the vision and values of the Chamber through our facilities campaign.
8. Healthcare strategies for long term business survivability.

## A Profile of Today's Small Business Owner...

## Characteristics...

Most small business owners...

- Feel alone and often lack access to resources
- Are concerned with issues affecting their day to day operations; such as the state of our economy, gas prices, the margins tax and managing cash flow
- Are always busy working in their business as opposed to on the development of their business

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## Needs....

- Compete for customers
- Hire and retain good employees
- Find affordable health insurance options
- Keep up with technology & advanced business practices
- Assess the business for cost saving measures
- Navigate through the maze of taxes, licensing, and certifications at the local, state and federal level

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## Wants...

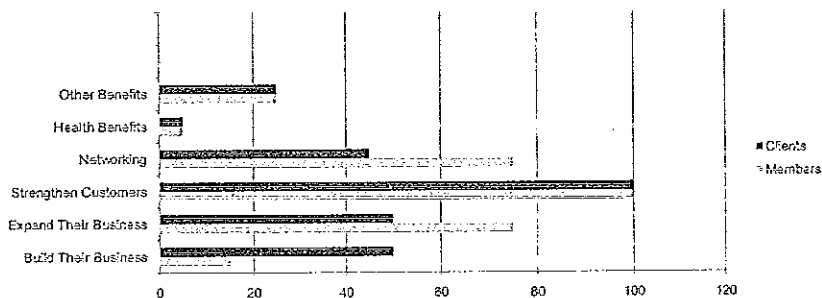
- Advice & guidance from individuals that take the time to understand their business.
- Local help that is convenient.
- Access to key trends in the marketplace.
- Personal contact with peers.
- One on one exposure with key industry experts.
- Referrals to successful businesses.
- To be considered a valuable part of the supply chain!

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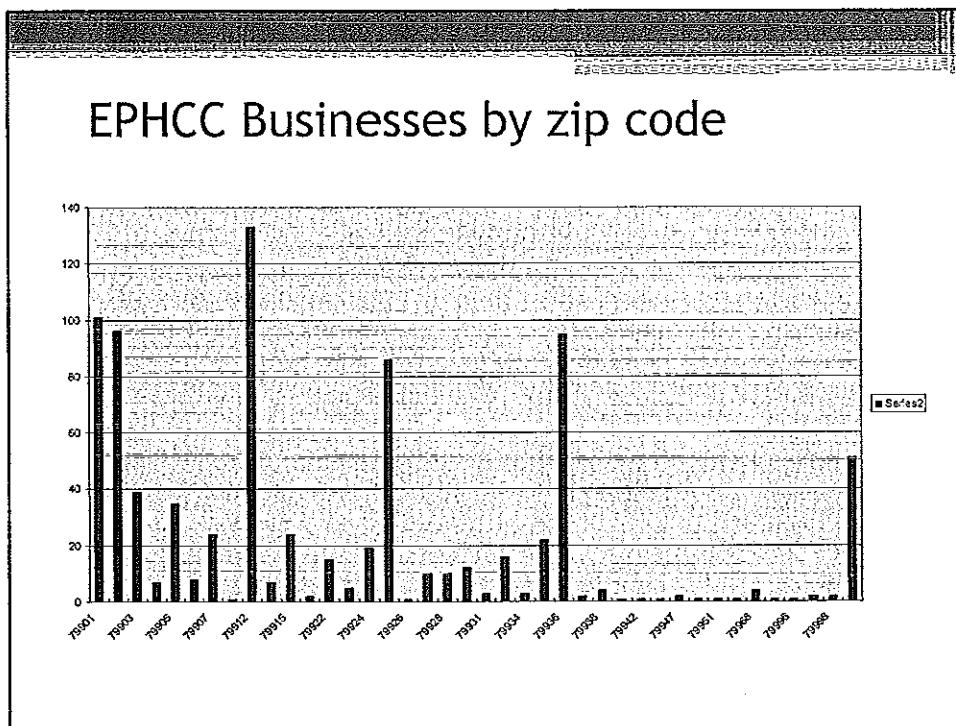
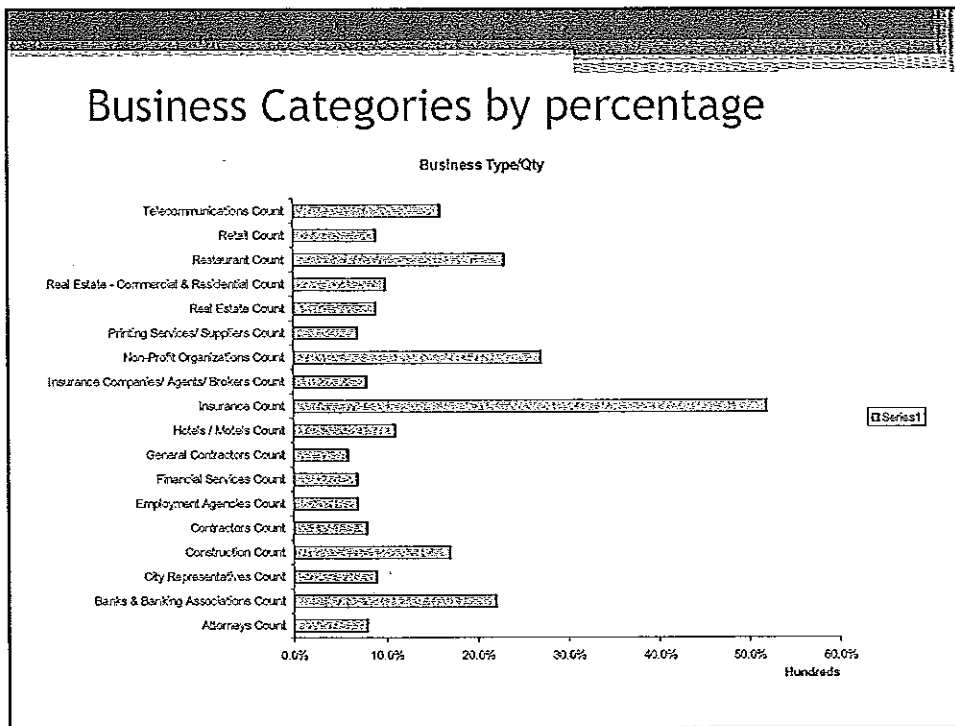
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## Primary Areas of Need

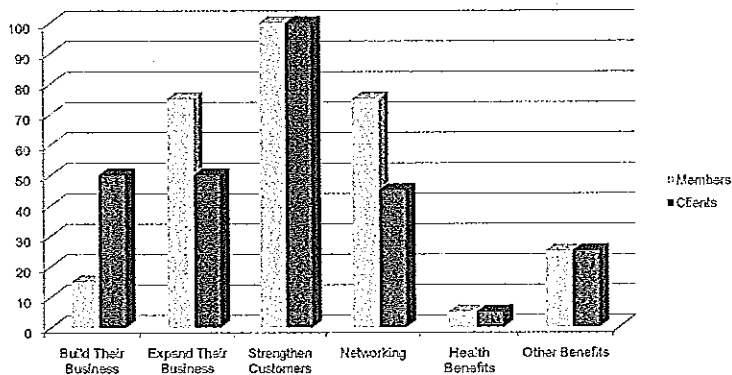


Narrative					
	Members	Clients		Member	Clients
Advocacy	80%	80%	Service	20%	20%
Access	40%	90%	Relevance	80%	40%
Education	40%	90%	Recognition	5%	10%
Networking	90%	50%	ROI	80%	80%

Source: Membership information was compiled by Rebeca Rodriguez, Sr. Vice President, Membership Services of the El Paso Hispanic Chamber of Commerce after a review of various Chamber membership surveys and discussions both formal and informal. Client information was provided by Terri Reed, Sr. Vice President, Entrepreneurial Development, and certified by the Office of Women Business Ownership of the Small Business Administration.

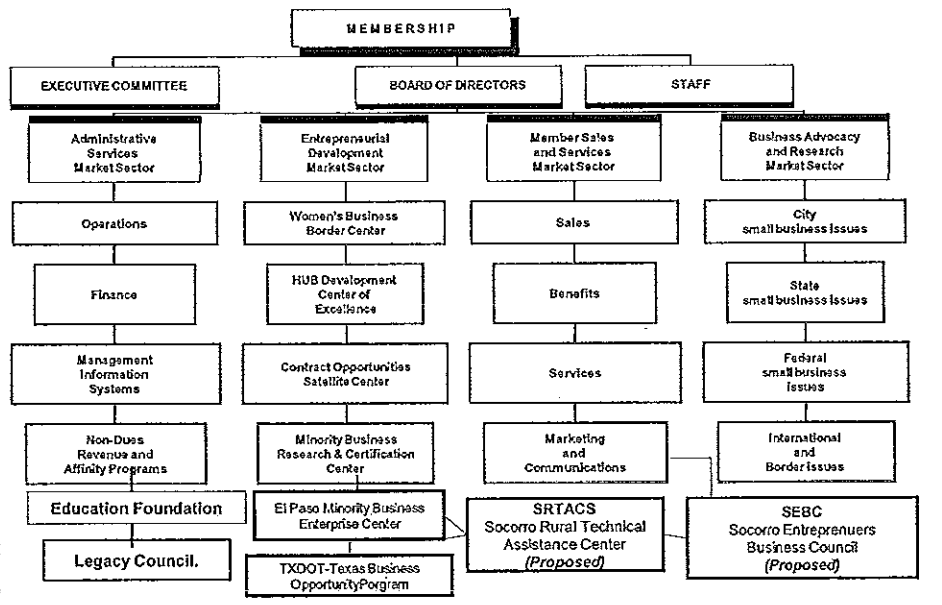


## Reasons Members & Clients Utilize the Hispanic Chamber

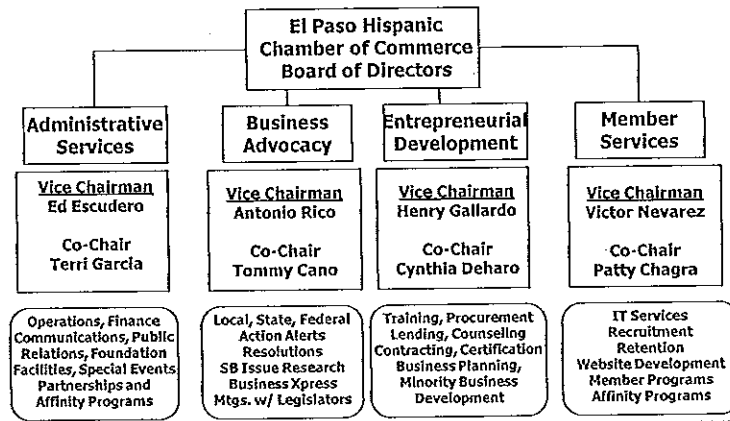


Source: Review of membership surveys conducted, both formally and informally over the past 2 years, based on an instrument provided by the ACCE (American Chamber of Commerce Executives).

### El Paso Hispanic Chamber of Commerce Volunteer and Program Chart - 2010

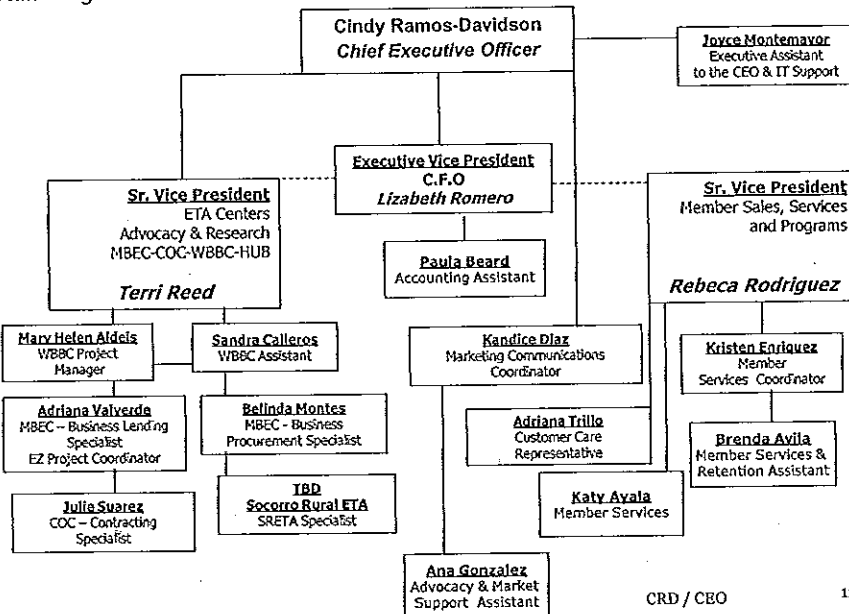


**El Paso Hispanic Chamber of Commerce  
Program Organizational Chart - 2010**



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**Staff Organizational Chart - 2010**



CRD / CEO

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Take advantage of what the Entrepreneurial Centers have to offer.  
We are committed to your Small Business Success!!!

1. Contract Opportunities Center
2. HUB Development Center of Excellence
3. Minority Business Research & Certification Center
4. Women's Business Border Center & Satellite Office at Army Community Services (ACS)
5. El Paso Minority Business Enterprise Center
6. Texas Department of Transportation - Business Opportunity Center
7. Socorro Rural Business Technical Assistance Center, a partnership with EPHCC (proposed)



### EPHCC ETA Center Partners....

- **Contract Opportunities Center Satellite** : in partnership with the El Paso Community College; the Department of Defense, and the Defense Logistics Agency and national PTAC's (Procurement Technical Assistance Centers)
- **Hub Development Center of Excellence**: in partnership with Fort Bliss, Space Missile Defense Command, SBA the City of El Paso, and White Sands Missile Range, State of Texas Procurement Commission and County of El Paso, UTEP and Texas Tech Health Sciences Center.
- **Minority Business Research & Certification Center**: the City of El Paso, USHCC Foundation and AT&T Casa Cyber Program, WBEC, TAMACC and Central Southwest Minority Council.
- **Women's Border Business Center**: the U.S. Small Business Administration, DC, District Office, La Mujer Obrera, and Army Community Services at Ft. Bliss. TCEQ, and EPA



## ETA Centers ...continued

- El Paso Minority Business Enterprise Center: with the U.S. Department of Commerce, Minority Business Development Agency.
- Texas Department of Transportation - TBOD Center with the US Federal Highway Administration and Texas Dept. of Transportation.
- Socorro Rural Business Technical Assistance Center in Partnership with The City of Socorro and business community. (Proposed)

## Unique Features of our ETA Centers.....

- Bilingual Services at all levels of entrepreneurial training.
- On-site technical assistance services by five businesses advisors.
- Intermediary lender, packager, and counselor.
- Affiliation with the University of Texas HUB Certification Program
- Helping clients access over \$10 million in start up funding through our Community Express partnerships.
- Technology based with onsite support and hands on follow up
- Certification support for HUB, 8 (A), WBE, MBE, SDB, SDVOB, and State HUB

## Key Center Services

- Building awareness of business opportunities for small, minority, women and veteran owned businesses.
- Providing bilingual technical assistance for all phases of business start up and expansion.
- Assistance in identifying and applying for all corporate, state, and federal Business Certifications

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- Business assessment
- Loan Packaging from \$5,000-\$5,000,000
- Increasing federal procurement opportunities.
- Enhancing small businesses to compete for procurement contracts for all federal agencies.
- Facilitate a pro-active approach to assist government and federal agencies to meet their procurement goals.
- Marketing Plan development

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- Outreach
- Counseling
- Contracting Opportunities
- Bid Matching, Research, & Referral
- Expanded outreach with the location of two Satellite offices (1) El Puente CDC, 2000 Texas Ave., and (2) Fort Bliss ACS
- Bonding Support-
  - Wells Fargo Insurance and SBA Surety Bond Program/

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#### ETA Centers Impact Profile January 1, 2003 - May 31, 2010

• Financing Projects Assisted	\$55,994,159
▫ SBA Microloan	
▫ City RLF	
▫ County RLF	
▫ MBEC	
• Clients Served - Counseling & Training	28,381
• Start Ups Assisted	3,464
• Expanding Business Assisted	3,821
• Job created & retained	10,784
• Female Clients Assisted	14,248
• Veteran & Service Disabled Clients	762
• Home Based Businesses Established	747
• Contracting/Procurement Assistance	\$76,844,211
• Estimated Economic Impact	<u>\$425 million !</u>



# INTERNATIONAL LABOR STRATEGIES

**Border Hands**  
FARM WORKERS COMMUNITY CENTER INC.



**Asociación de Apoyos Fronterizos de Puerto Paloma, A.C.**



**Enlace Internacional de Recursos Humanos**

**Strategic Outsourcing Solutions**

*Exhibit A B*



Workoneccion workers will help to cover when there is a lack of hands to work in agriculture and dairy ranches. Our workers will have:

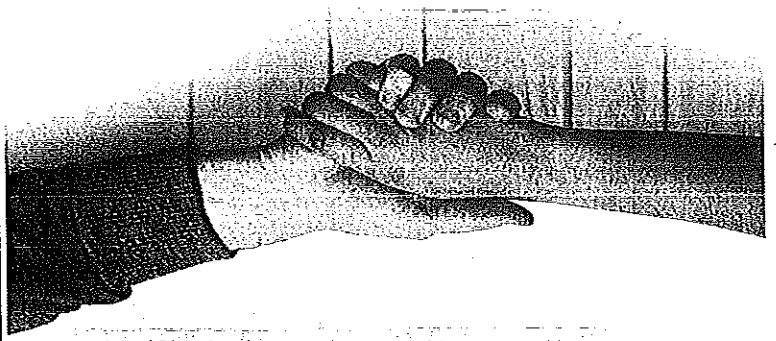
- A good job in a good environment
- Legal status while under Workoneccion (Mexico)
- Fair remuneration under US and State standards
- Transportation
- Possibility to earn more with productivity incentive
- Team work



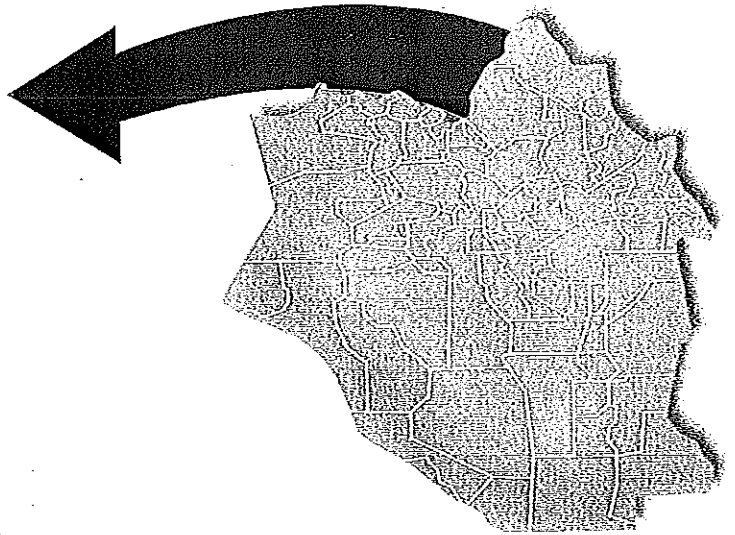
Workoneccion is a legally established company that all regulations and laws from both countries and its to recruitment, with enough infrastructure, and cou

- Farm worker Contractor Federal Certificate.
- An extended data base of available workers.
- The contact with local government agencies and potential employers
- Experienced management staff and supervision

We provide solutions and are confident that together can maintain the brotherhood among the Countries under NAFTA.

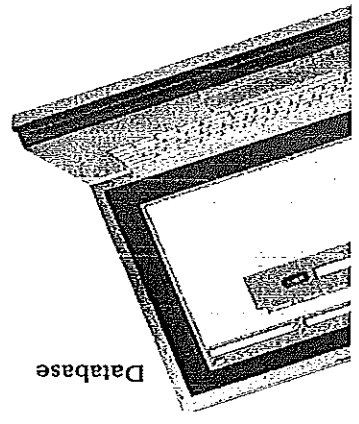
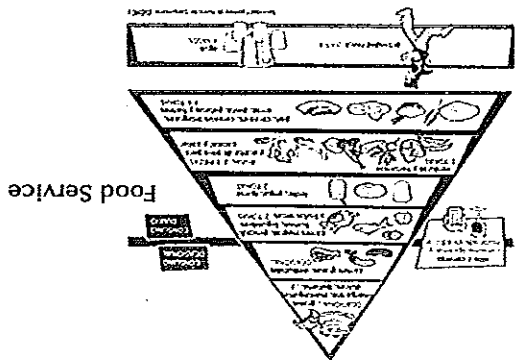


Because we know the advantages of living along the Border and the contributions of Mexico as neighbor provides to the United States related to labor force. Workoneccion is there to help by providing the Human element, US citizens, legal residents and Mexican nationals with legal temporary working visa.





Antidoping & Medical Service

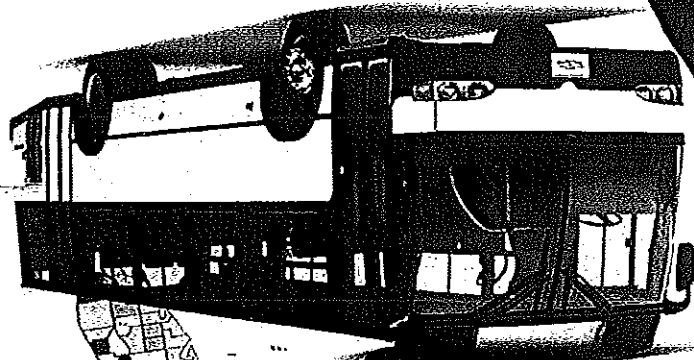


Database

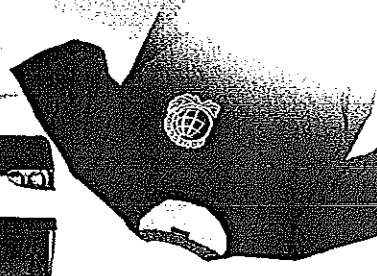


Personnel Supervision

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Transport Service

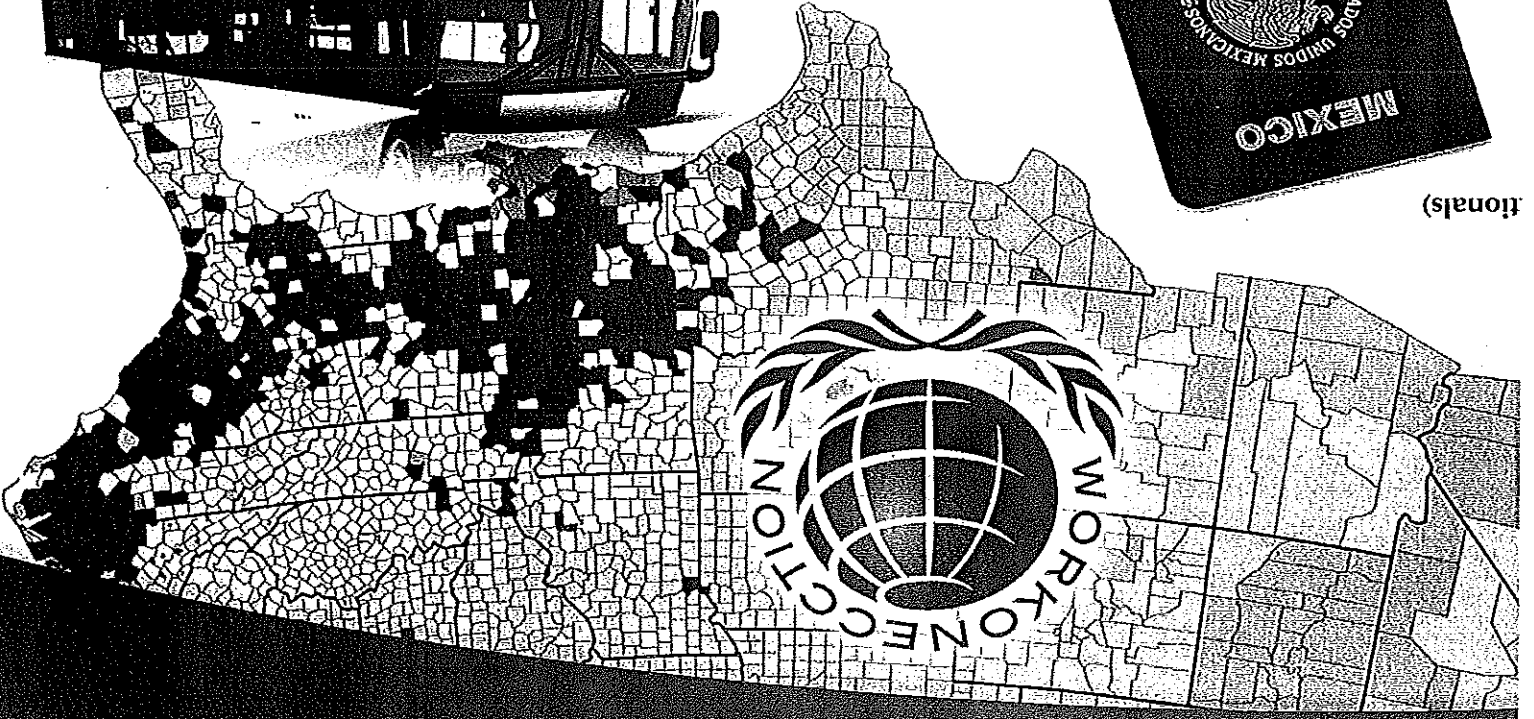


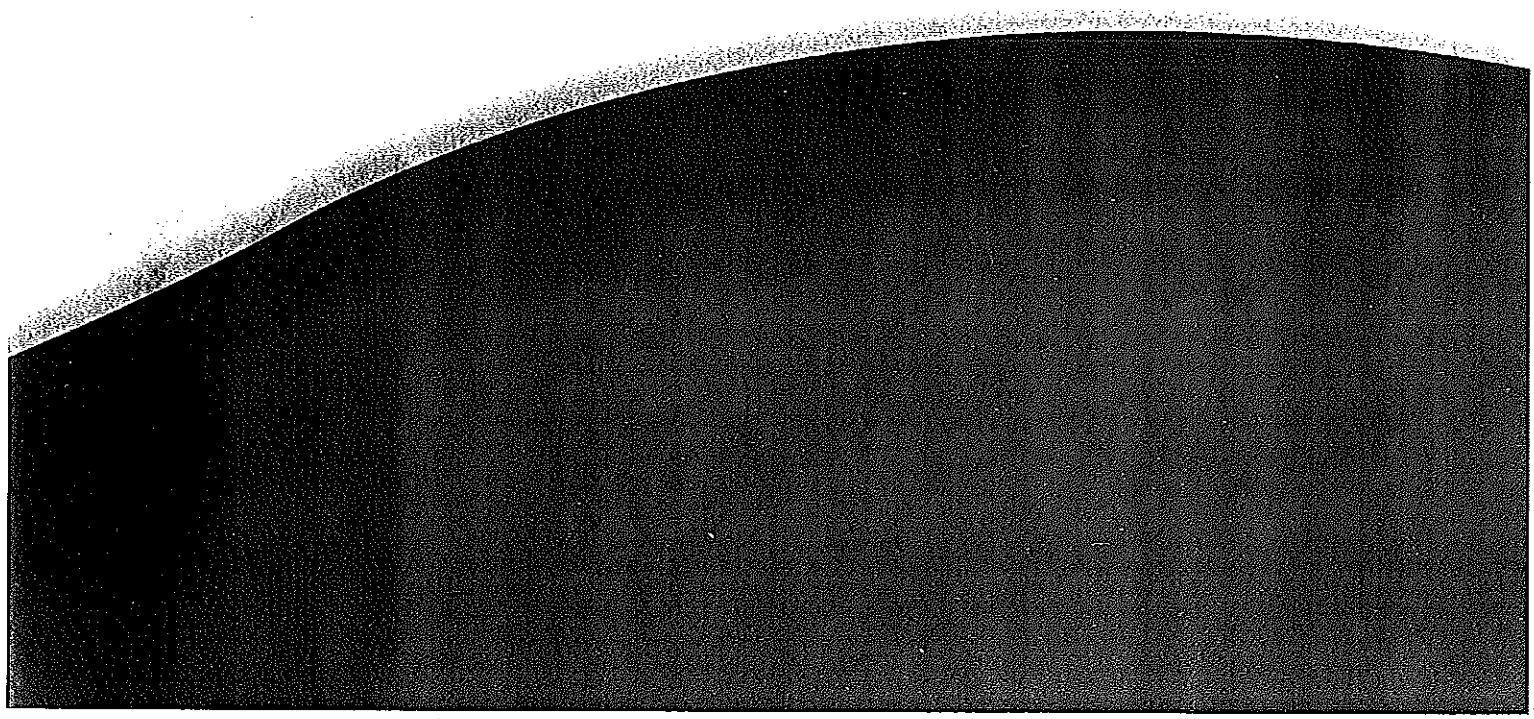
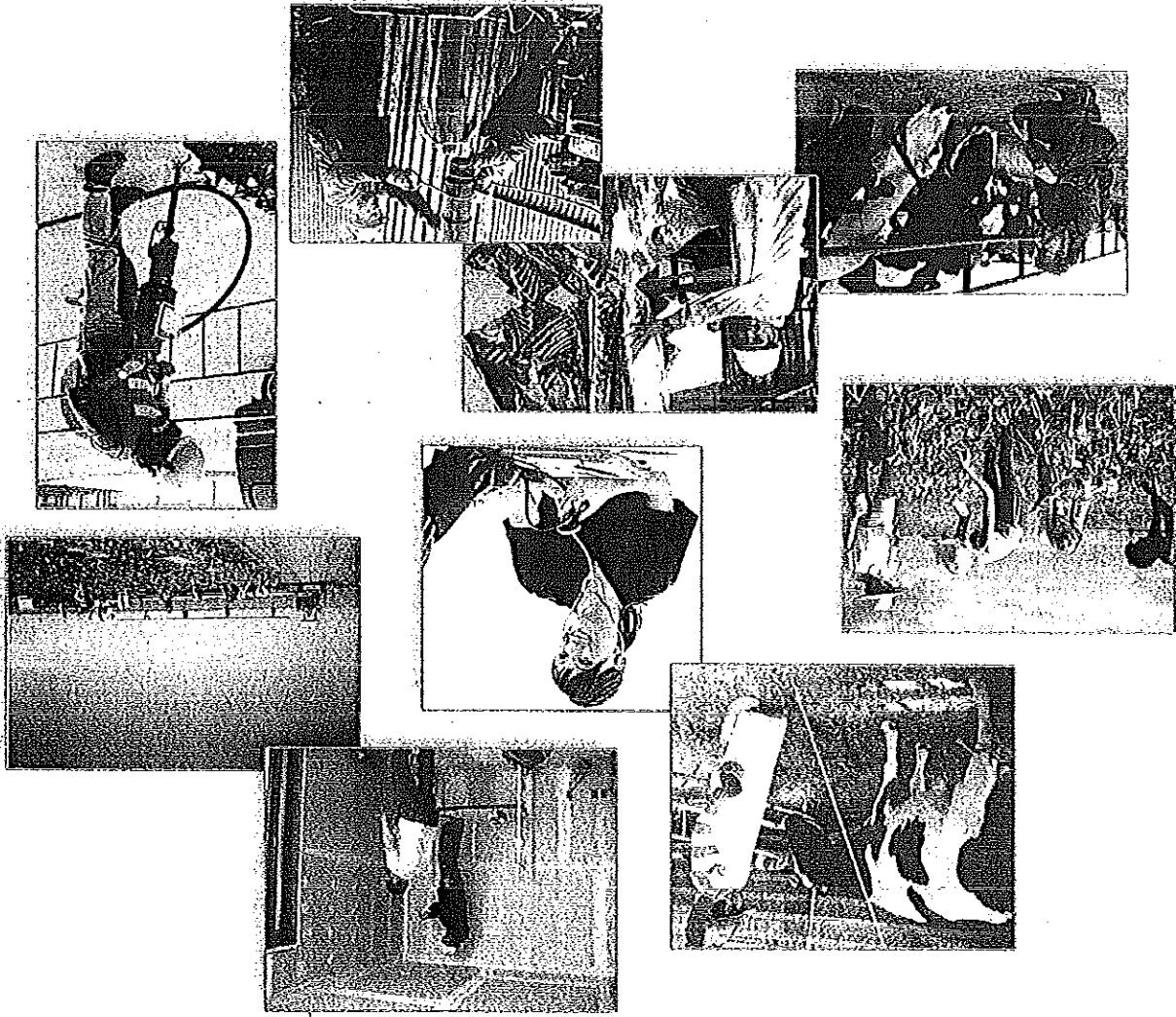
Uniforms

Temporary Work Visa



tionals)









### District Mission

The District helps to provide our community with the critical technology—equipment, connectivity, software, maintenance and support—used by Public Safety entities to receive the 9-1-1 call and dispatch first responders



## *The El Paso County 9-1-1 District*

- Was created by voter action in 1987 and operates under the Texas Health and Safety Code, Ch. 772.
- Is governed by a Board of Managers who are appointed by the County and Municipal governments they represent.
- Is funded by 9-1-1 fees, which must be used to support the system and the response.

## *The El Paso County 9-1-1 District Budget Facilitates*



### **... Our Community's 9-1-1 system**

- *The phone lines, circuits, databases, services, switches, and desktop phone equipment that allows the 911 call to be delivered to a 911 Operator*

*We support 4 PSAPs, the primary on Kansas and secondary PSAPs, Socorro, Sheriff's backup, City's backup*

- *The geographical information systems which are required to route 911 calls and for the various first-responder agencies.*
- *The phone lines and the database for the emergency notifications system being implemented by the Office of Emergency management*

### **9-1-1 Phone System Costs**

- FY2011 marks the end of a 5-yr contract for the existing phone system. We anticipate some cost increases for unbundled services and plan to begin upgrades with a view toward NG911 needs.
- Staffing for the 911 System's GIS function was increased from one to two persons mid-year in 2010
- If there is a decision to go forward with 3-1-1 services, there will be a one-time cost of \$7200 and recurring costs of \$33,000 yearly
- Allowance has been made to add more capacity to the phone system, a PRI, which will add 10K of yearly cost.

## ...Our Community's Computer Aided Dispatch System

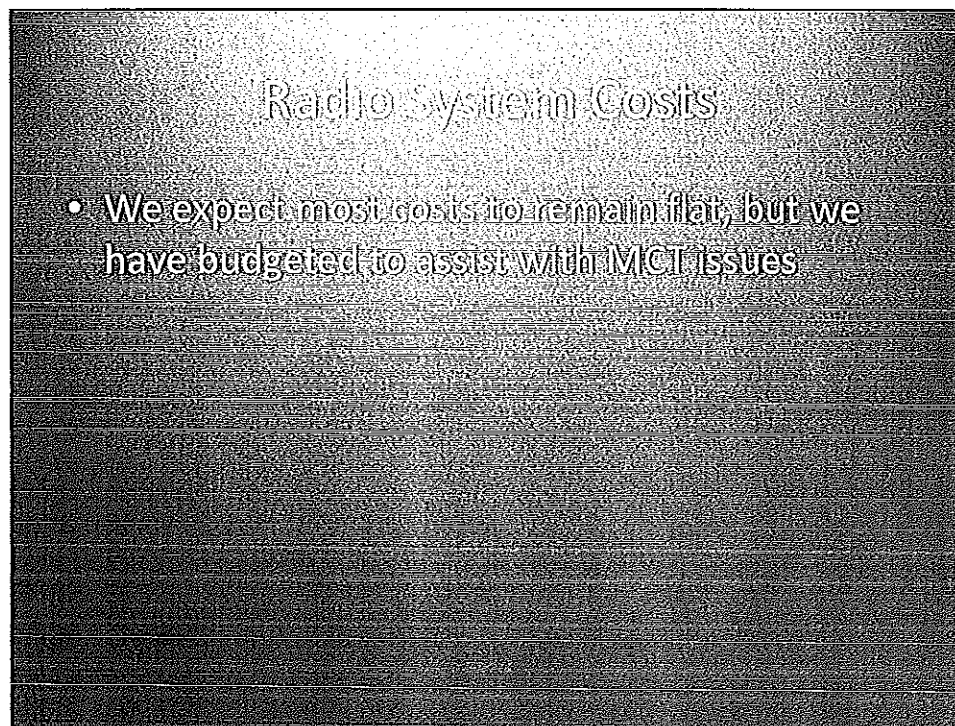
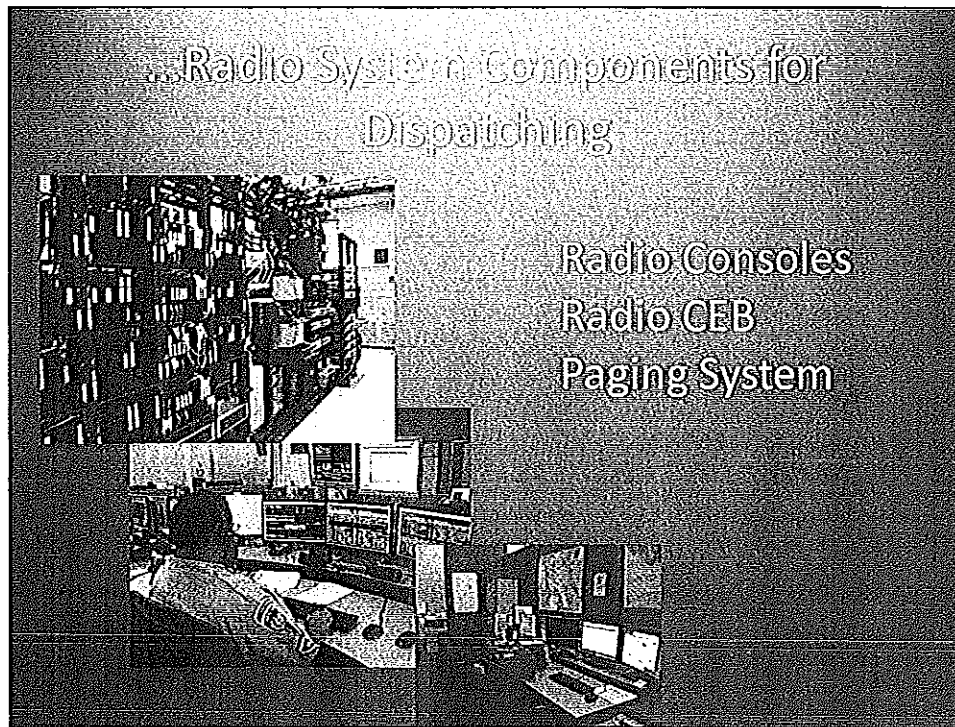
Which provides documentation of responder actions

- The Software
- The Hardware
- The Network Systems
- The MCT software



## CAD Computer Network Costs

- The new CAD and its supporting network required a staffing increase to support it. Two positions were added in FY2010 for a total of four.
- Maintenance costs for the new CAD are significantly higher than for the old.
- ProQA Call taking software was added, it resides in the CAD.
- We anticipate adding additional software capabilities.



### ...A Facility

- Our building houses the 9-1-1 call center and the dispatch center for City of El Paso and County of El Paso Public Safety agencies
- The building houses the Office of Emergency Management and the Border RAC on Trauma
- The building houses the Emergency Operations Center for our Community

• The building houses classrooms for Telecommunications

### Facility Costs

- We plan to build out vacant space to accommodate more participation in the Office of Emergency Management
- And expand the capabilities of the Emergency Operations Center.

## An "Enhance Emergency Communications" Program

- Public Education Materials are provided to the agencies for their programs
- Technology needs are assessed and user-driven projects are funded
- A staff position, project coordinator, is available to help with research and grant writing

## 911 District Staff

Position	Function/Program	Position	Function/Program
Director	District Admin	GIS Technician	9-1-1 Phone System
Assistant Director	.5 Admin/ .5 Facility	Network Admin	CAD Computer Network
Admin Analyst	District Admin	Systems Admin	CAD Computer Network
Operations Mgr.	9-1-1 Phone System	User Support Specialist	CAD Computer Network
GIS Manager	9-1-1 Phone System	Program Coordinator	Enhance Emergency Communications
Network Engineer	CAD Computer Network		

## District Expenditures for Socorro

- Socorro PD - Digital Recording Equipment \$14,000
- Socorro FD- New Radio Repeater, \$7000
- Socorro PSAP -New CAD Computer equipment and connectivity, \$39,000; Desk equipment \$2700

## FY2011 Goals

- Management of a Regional Comm Center
- Adding functionality for 3-1-1 to relieve 9-1-1
- Create additional space for OEM/EOC functions
- Assist with Responder Resources, this year the MCT system



## Service Priorities

- Continue with the CAD implementation, ensure users are comfortable with the new software
- Continue with the implementation of "ProQA" call taking software to improve 9-1-1 service
- Provide training access for area Telecommunicators
- Facilitate MCT access for all responders



## 9-1-1 Yearly Revenue

