

Reduced to 1 day

5-6-15



Susan Pamerleau  
Sheriff  
Bexar County, Texas

**NOTICE OF PROPOSED SUSPENSION**

EMPLOYEE: Norma Sanchez 31631

DATE: April 21, 2015

You are hereby notified that the Bexar County Sheriff's Office is suspending you without pay for a total of three (3) days from the position of Public Safety Operator for violation of the following subsection(s) of Section 9.02 of the rules for the Bexar County Sheriff Civil Service Commission:

- J. Poor Job Performance
- O. Conduct or action that would seriously impair job effectiveness
- P. Conduct which has proven detrimental or has had an adverse affect  
On the department
- M. Violation of any statute, Civil Service rule, regulation or  
Commission order

And Violation of Sheriff's Policies;

- 1. 5.01 General Discharge of Duties
- 2. 5.02 Performance of Duties
- 3. 36.12 Wanted Persons

**The specific reason(s) for this action:**

1. On April 1, 2015 you received a call at 0914 hours from a citizen needing assistance for EMS. You verified her address 234 Pharis you asked her if she was in the city, she said yes, you asked if she needed EMS, she said yes. You proceeded to transfer the call to SAEMS using the button on the phone system. Then you quickly disconnected without making sure that the call was connected to EMS. The call did not connect and consequently dropped. Emergency Medical services were not dispatched because they did not receive the call.

As a senior PSC Operator you have extensive training and have had coaching sessions with me. You as the operator understand and take on the responsibility and the liability that is involved with every call that you answer.



**Susan Pamerleau**

**Sheriff**

**Bexar County, Texas**

2. On April 7, 2015 you did not follow procedures when you confirmed a HIT REQUEST on a Segura, Isidro Murillo. I received a call from Deputy Moore from warrants; wanting you to resend the response with all the pertinent information that you had left out. After, I reviewed your original response you did not provide the information that is needed when responding to a HIT REQUEST. See attachments:

You failed to follow the Sheriff's Policy in chapter 36 for NCIC/TCIC by not including key information for the inquiring agency. Your co-worker had to correct your work and resend the response with all the pertinent information that should have been included on your response.

As an eight years public safety operator you have been trained and certified as a TLETS/phone operator. The TAC Barbara Castillo has also provided a sample response for reference to be used when assigned to the TLETS operator duties.

You have received corrective and disciplinary actions in the past for poor job performance. You have failed to meet the minimum required standard for a TLETS/phone operator.

Other people (s) who have knowledge of the incident include:

Bexar County Fire Alarm

San Antonio EMS

Deputy Claudia Moore

Public Safety Operator Rebecca Nicholls

Public Safety Communications Supervisor Leticia T. Hernandez

Public Safety Communications Assistant Manager Leticia Velez

**Corrective action:**

Corrective action on your part is required. You will follow the procedures that you have been trained on when taking a call from a citizen. Also, you will follow the NCIC/TCIC chapter 36 in the Sheriff's Manual.

Be advised that you may respond to this Notice of Proposed Suspension to the undersigned in person or in writing, to explaining or countervail said specific charges. Your response, if submitted, must be time stamped by the Sheriff's Office within five (5) business days after service of this notice. If you have any questions on your Civil Service rights, you may contact the Civil Service Commission.



Susan Pamerleau  
Sheriff  
Bexar County, Texas

A large, stylized handwritten signature in black ink, likely belonging to Leticia Hernandez.

Public Safety Communication Supervisor Leticia Hernandez

cc: 1) Personnel 2) Section Files

The foregoing Notice of Proposed Suspension was served on the 21 day of April  
2015.

By: 

A handwritten signature in black ink, likely belonging to the employee being suspended.  
Employee's signature