

**EL PASO COUNTY 9-1-1 DISTRICT
BOARD OF MANAGERS MEETING**

MINUTES January 21, 2022

MEETING NO. 297

The Board of Managers' meeting of the EL PASO COUNTY 911 DISTRICT was held on Friday, January 21, 2022. Mike McConnell, Board Chair, called the meeting to order at 9:16 a.m. in the El Paso Regional Communications Center located at 6055 Threadgill, El Paso, TX 79924.

PRESENT Board members present at the meeting: Mike McConnell (HCPD), Tom Whitten (County of EP), David Burton (City of Socorro), Mario D'Agostino (City of EP) and Monica Ballesteros (AT&T). There were sufficient members present to constitute a quorum.

ABSENT Pete Pacillas (City of EP), Gilbert Sanchez (Attorney)

OTHERS PRESENT Scott Calderwood (Director), Mariza Martinez (Fiscal Manager) Andrea Espinoza (Administrative Professional), Steven Villa (CAD-MPS Data Spc.), Jennifer Aguilar (Sr. Network Admin), David Hernandez (Network Admin) Brian Odell (CAD/MCT Admin), Marco Gutierrez (Database & Network Admin), Alex Medina (Customer Support Mgr.), Kevin Lanahan (EPCSO), Kris Menendez (ESDN1).

CALL TO ORDER 1. 9:16 a.m. Mike McConnell, Board Chair, called the meeting to order.

ESTABLISHMENT OF A QUORUM 2. A quorum was recognized at 9:18 a.m.

PLEDGE OF ALLEGIANCE 3. The meeting began with the Pledge of Allegiance

DISCUSSION & ACTION 4. Approve meeting minutes from September 30, 2021.

Motion was made by Tom Whitten, seconded by David Burton and unanimously carried to approve the meeting minutes.

5. Special Guests/Presentations

None presented.

Mike McConnell addressed the members and requested the audit firm, SBNG, to present the finalized FY2021 Audit (#11) prior to the Regular agenda. All board members approved. Once #11 was presented and approved, we continued with our Regular Agenda order (#6), Director's Report (#7), Operations Report (#8) and (#9 through #14).

DISCUSSION & ACTION 11. Approve Financial Audit for FY2021. Tello Cabrera, SBNG Firm, presented the audit.

Motion was made by Tom Whitten and seconded by David Burton and unanimously carried to approve the FY2021 Financial Audit.

DISCUSSION & ACTION 6. Accept Financial Reports (1st Quarter)

Motion was made by Mario D'Agostino, seconded by David Burton and unanimously carried to approve the Financial Reports.

**DIRECTOR'S
REPORT**

7. Director will discuss the report to the Board and highlight areas of particular interest.

Alliance update

The Texas 911 Alliance continues to provide resources and support as the District works to obtain federal funding allocated in HB2911.

Attorneys for the Alliance were instrumental in the District reaching a settlement with Charter (Time Warner VOIP) for under payment of remittance. Charter did an audit and performed a "true-up" which resulted in them remitting the correct amount and making a one-time payment of nearly 1.7 million dollars for past remittance owed.

Legislative update

(HB2911 and SB8) The 87th Texas Legislature enacted the NG9-11 fund as a part of its American Rescue Plan Act of 2021, appropriating 150 million dollars to Texas 9-1-1 entities for the deployment and reliable operation of next generation 9-1-1 service.

Administration

The FY21 financial audit has been completed and there were no findings. The District is in sound financial position.

Agency Updates

Canutillo will be opening their dispatch office soon pending the hire of a dispatcher position. Forty agencies will provide services. The District has assisted with configuring a CAD workstation and the purchasing of some dispatch furniture to help get them up and running.

COVID 19 Activities

The District facility continues to take COVID-19 precautions with temperature screening and sanitation.

Facility

The District completed a repair to a water line that required us to shut off the domestic water supply. During this repair, portable johns and handwashing facilities were provided. Initially the HVAC contractor misidentified the leak as being from the HVAC cold-water loop and drained the cold-water loop. The contractor realized that the leak was not in the HVAC system and instead from the domestic water supply, but not before running thousands of dollars' worth of chemical out of the system. The District ultimately had to pay to replace the chemical inhibitor and glycol from the system. To make it right the HVAC contractor did not charge the District for the repairs to the domestic water system.

**OPERATIONS
REPORT**

8. Director will discuss the report to the board with regard toward meeting its operational goals.

Network**Conterra Network**

A permanent KS path is in progress again. Permits had expired and are now slated to work on January 24th. Conterra installed backboard at Socorro and fiber placed and spliced; YDSP remains on hold due to construction.

FirstNet 5G LTE

Wireless back up network defined, currently awaiting site surveys – the preliminary budgetary items \$6,444 may increase 10-15%.

Cisco UCS

Exploring a solution to as a replacement of the DellM1000E Chassis and replacement blades for TG and migrate the TG solution to Kansas.

PA Cortex

Exploring a solution to monitor the inside of our network to complement the PA Firewalls monitoring the outside and allows immediate action on an affected client.

Cyber & Security Posture Update

Facility

The District is trying to acquire a product that will facilitate visitor check in and temporary badges but was put on hold due to the holidays.

Cyber

Early stages of documenting our environment, policies, etc. which will allow us to create response plans, test and train for incidents continues. Palo Alto Cortex compliments the hardening of our environment against cyber-attacks.

Collaborative Technical Initiatives

Project Management

Focus on the 10 knowledge areas of PM and apply them to our projects for an overall better customer service experience; specifically, those related to Risk, Stakeholders, and Lessons Learned.

10-digit dialing

There have been no reported issues with our agencies or within the county on 10-digit dialing.

Hexagon

There has been a huge progress in addressing shortfalls in the multi-discipline CAD integration to include a database trigger that eliminates user intervention for a more seamless call processing approach. On Call Analytics is still very much underway with the latest round of fixes and updates as a result of our personnel fully vetting the product.

Phone

ESINet

Apt # display issue, and list of recent calls not populating are the only two items that remain. Next steps are OSP migration and tandem retirement.

Avaya Upgrade

Is underway with a projected date to go live March 2022 and this will allow us to facilitate an integration to RAPIDSOS for location data being recorded and completed.

System Admin Training

Is pending but will allow the District IT staff to participate in system administration training as part of Avaya upgrade and late in the Vesta environments to more fully support and understand our environment.

Training

FY2022 Calendar

In spite of the Live-Online, Self-paced, and in-person offerings to allow for more flexibility in personnel participating, very few of our classes are being attended or even registered in more than 2-3 slots. Vendors are working with us to reschedule or broaden the audience of their availability in order to allow participation by those who have registered rather than forgo the class altogether.

CPR Instructor

Brian O'Dell has been certified as an instructor under the EPFD as of November 24, 2011. The course material is in progress of being put together; pending classes will be offered by the 2nd or 3rd quarter.

CAD refresher course
The material is in progress and courses are pending to be offered the 2nd quarter.

9. Public Comment

None presented.

DISCUSSION

10. Update to HB2911

Texas Legislature is establishing a target deadline of September 1, 2025 for Texas to be covered by NG9-1-1 service. The proposed allocation for statutory ECDS is \$100 Million. The District has requested \$4 Million.

DISCUSSION & ACTION

12. Purchase Authorization: Network-Cisco Switch Replacement/Upgrade
The Cisco UCS will replace the aging Dell Chassis equipment which is 9 years old and is located at the Kansas site; purchase amount of \$340,339.69.

Motion was made by Mario D'Agostino and seconded by Tom Whitten and unanimously carried to approve the purchase of the Network-Cisco Switch Replacement (UCS).

DISCUSSION & ACTION

13. Purchase Authorization: Cyber Security-Palo Alto Cortex Firewall
The Palo Alto Cortex XDR is an advanced threat protection and mitigation solution to include the engineering services; purchase amount is \$76,000.

Motion was made by David Burton and seconded by Tom Whitten and unanimously carried to approve the purchase of the Cyber Security-Palo Alto Firewall.

DISCUSSION & ACTION

14. Resignation of Board Chair Michael McConnell / Appointment of new At-Large Board Member.

The District has requested the Board to accept the resignation of Chairman Michael McConnell. Michael McConnell recommended Chief Kris Menendez as a new board member to serve as the at-large member representing other municipalities for a 2-year term, January 2022 through January 2024.

Motion was made by Mario D'Agostino and seconded by David Burton and unanimously carried to accept the resignation of Chairman Michael McConnell and appoint Chief Kris Menendez as new At-Large Board Member.

15. Executive Session

None presented.

Next Meeting

16. Next meeting is scheduled for possibly April 2022 (2nd Qtr) to be determined by Director.

MEETING ADJOURNED

17. There being no further business to discuss, the meeting was adjourned at 10:10 a.m.

Motion was made by David Burton and seconded by Mario D'Agostino.

Chairman and Secretary of the Board for El Paso County 911 District, hereby certify that the foregoing is a true and correct record of the proceedings dated above.


Board Member


Scott Calderwood
Director