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

**MINUTES  September 15, 2023**          **MEETING NO. 302**

The Board of Managers' meeting of the EL PASO COUNTY 911 DISTRICT was held on Friday, September 15, 2023.  Kris Menedez, Board Member, called the meeting to order at 9:13 a.m. in the El Paso Regional Communications Center located at 6055 Threadgill, El Paso, TX 79924.

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| **PRESENT** | Board members present at the meeting:  Kris Menendez (At-Large Representative),), Jason Stanzione (City of Socorro), Pete Pacillas (City of El Paso), Gilbert Sanchez (Attorney) and Monica Ballesteros (AT&T).  There were sufficient members present to constitute a quorum. |
| **ABSENT** | Ryan Urrutia (County of El Paso), Mario D'Agostino (City of El Paso) |
| **OTHERS PRESENT** | Scott Calderwood (Director), Rachel Sarabia-Duarte (Operations Director), Mariza Martinez (Administrative Director), Andrea Espinoza (Administrative Analyst), Thelma Marron (GIS Mgr.), David Hernandez (Network Admin), Brian Odell (CAD/MCT Admin), Erik Aveitia (Network Admin), Jairo Villarreal (CAD-MPS Data Specialist), Alex Medina (Customer Support Mgr.), Steven Villa (Public Safety Coordinator), Oscar Gomez (Building Maint. Manager) |
| **CALL TO ORDER** | 1.      9:17 a.m.  Kris Menendez, Board Member, called the meeting to order. |
| **ESTABLISHMENT OF A QUORUM** | 2.      A quorum was recognized at 9:17 a.m. |
| **PLEDGE OF ALLEGIANCE** | 3.      The meeting began with the Pledge of Allegiance |
| **Recognition** | 4.      New appointed Board Member, Jason Stanzione |
| **DISCUSSION & ACTION** | 5.      Approve meeting minutes from May 19, 2023. |

**Motion was made by Pete Pacillas, seconded by Jason Stanzione and unanimously carried to approve the meeting minutes.**

6.      Special Guests & Presentations

**None presented.**

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| **DISCUSSION & ACTION** | 7.      Approve Financial Reports for the 3$^{rd}$ & 4$^{th}$ Quarter of FY23<br>Federal Grant reimbursement, $1.9 million has been received to date. |

**Motion was made by Pete Pacillas, seconded by Jason Stanzione and unanimously carried to approve the Financial Reports for the 3$^{rd}$ & 4$^{th}$ Quarter.**

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| **DIRECTOR'S REPORT** | 8.      Director will discuss the report to the Board and highlight areas of particular interest. |

**Legislative update**

**HB 9** The joint House/Senate Appropriations Committee allocated $155,200,000.00 to the Next Generation 911 fund (created by HB3290). This funding is contingent upon a constitutional amendment being passed by the voters in the November general election. The impact of this bill could provide the District with several years of funding for NG911.

The Texas Broadband Now Coalition recently conducted polling to gauge voter behavior ahead of the November election. Polling indicates the broadband constitutional amendment has the support needed to pass (64% favorable).  Update: Fee increase has passed the house but not approved.

Broadband Ballot Language. The ballot shall be printed to permit voting for or against the proposition: "The constitutional amendment creating the broadband infrastructure fund to expand high-speed broadband access and assist in the financing of connectivity projects." No mention of 9-1-1 funding will appear on the ballot.

### ARPA Date Extension
HB 3290 by Ryan Guillen (R-Rio Grande City)/SB 1858 by Sen. Kelly Hancock (R-North Richland Hills) would allow state money to be transferred to the Next Generation 9-1-1 Service Fund and allow it to be distributed on a pro-rata basis to each emergency communication districts that do not participate in the state system. HB 3290 has been passed and signed by both chambers and has been sent to the Governor.

HB1486 is the adoption of a mental health leave for 911 Communicators with no reduction in leave effective September 1, 2023.

### Texas 911 Alliance Meetings
El Paso hosted the Texas 911 Alliance Operations Meeting on June 6th and 7th.  The consensus from the attendees was very favorable and El Paso remains a possible location for future meetings.

The Alliance has moved on from its CEO and is actively taking applications for a replacement. Scott Calderwood is on the committee and has been tasked with hiring a new Chief Administrative Officer.

### International Cross-Border Workshop
Myself and Rachel attended an international cross-border working session in Mexico City on August 23rd.  This meeting was hosted by Mexico NENA and coordinated by the U.S. Consulate. The purpose of the meeting was to foster better international coordination and communication across the U.S. – Mexico border. The El Paso/Juarez region is much farther along than any other area when it comes to interoperability across the border. At the workshop we set the example for how to better work as a region with regard emergency communication interoperability.

Mexico NENA is so impressed with the work that has been done in the borderland that they would like for El Paso to continue working with them to help better communications everywhere on the border.

Rachel Sarabia has a strong understanding of border communications, 9-1-1 technologies, and ability to communicate in Spanish make her an ideal committee member.  She has been recommended to serve on a NENA bi-national cross-border steering committee.

### Hexagon Case Study
Hexagon shot a case study on September 13th and 14th, at the EPRCC. The case study highlights not only the recent technologies that we have brought to the region, but also the unique call floor environment that the EPRCC has. More information will be provided at the Board Meeting as this report is written before the shoot was completed.

**New Part-Time Employee**
Kateri Martinez, has been hired as new part-time IT professional to help with the many projects underway.

**TML**
TML Insurance rerate has been provided.

**OPERATIONS REPORT**

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

**Phone**

**Vesta Firewall Upgrade** – Reaching EOL/EOS on existing; Replace with PA450s for TG/KS Vesta Phone Network.

**Vesta Version Upgrade 8.0** – Current 7.4 HF2; upgrade will provide a fix for COS issue that exists with many calls listed as UNKN COS amongst other fixes.  Expect to also implement the Auto Attendant feature that will allow for selection of English or Spanish as a language preference.

**Eclipse Analytics Project.** Eventually replace ECATS with a Power BI driven solution, on-demand analytics, live dashboards and staffing module for predictive staffing and analysis.

**4G LTE backup project** – All sites have equipment installed; Socorro running with it as a backup Live. Horizon/Ft Bliss require different cables to ensure latency issues do not cause an unstable connection during a failover.

**LBR (Location Based Routing) Wireless Providers** - Verizon enabled with successful testing; T-Mobile requested.

**Status Light Poles** – Collaborating with APIC Solutions -NM on a project to get status light poles configured to reflect the status of a Telecommunicator related to VESTA; requires joint resources from them and Motorola.  Quote for services forthcoming.

**Network**

**Hamilton Cybersecurity Project-** External penetration testing, internal scanning and data risk analysis underway with deliverables that will indicate where the risk was located, the level of risk (critical, medium, low) and remediation examples will be provided in a report.  Additional quote for documenting our environment and response plans forthcoming.

**SolarWinds SQL Sentry Deployment** – replacing DPA for faster identification of database health environment, manage scheduled events more efficiently, identifies OS & virtual environment issues and allows for predictive storage forecasting.

**VMWare's VROPs** – tool that helps administer the virtual environment's health.  Provides for monitoring, analyzing, and troubleshooting through AI and predictive behavior the health of the virtual environment. Visibility into costs for predictive cost forecasting and sizing needs.

**GPU Upgrade for Cisco UCS** – graphics processing unit addition required for display of GeoComm maps solution.

**FY 24 Projects:** IDF Switch replacements – replace switches that are no longer being properly supported, DMZ switch replacements 1 – KS, 1 TG – will provide for better security and internet redundancy. Final item for DR/Airgap solution from Object First Solution that solidifies the inability for anyone to modify the DR data, not even internally.  Also, replacement/upgrade of

wireless infrastructure, and Core Switch Replacements.  Kateri instrumental in these.

**Application**

**Hexagon & Rapid SOS Digital Alerts -**enabling live call center agents the ability to communicate directly with emergency services without the need for a phone call through the standard 10-digit call.  CAD can receive and process emergency alerts such as medical, fire and residential alarms as well as school safety alerts.

**GeoComm Mapping & Hexagon Integration–** leveraging Hexagon's XALT integration platform to receive native ESRI-based GIS data that will provide our telecommunicators access to consolidated data for improved situational awareness such as Rapid SOS caller information and Apple & Google's enhanced supplemental data, CAD & Unit AVL data as well as open-sourced layers such as Waze and Google Maps as well as the Weather.

**Prepared Live/Responder Link CAD integration** –Live June/2023. Situational Awareness tool for the sharing of live video of a 9-1-1 Callers device as well as receiving media and location information for first responders.

**Prepared Live/ AI Project –** pilot project for the potential use case of providing QA/QI against every call.  Currently we have a successful integration to our Vesta environment for the receipt of audio; PL is using transcription services to identify and transcribe words for our center and are working at improving accuracy.  Working on other issues such as simultaneous working incidents with the same caller number and working to parse and visualize Ani/Ali data.

### GIS | Training | Agency Assistance

**EPFD Redistricting project –** Thelma & team worked closely with El Paso Fire over a long period for the re-districting of their response areas to better align with the City's growth and addition of Fire Stations and capabilities.

**Southwest Border Meeting -**first ever meeting to collaborate and make contacts with our surrounding Public Safety and 9-1-1 agencies.  Missing Migrants Program by Border Patrol presented; Juarez C7 presentation.

**Training Program FY24 -**shared District's training program/calendar to surrounding agencies for collaborative efforts aimed to fill a gap in training to surrounding region.

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| **DISCUSSION & ACTION** | 10.     Public Comment<br><br>None presented. |
| **DISCUSSION & REPORT** | 11.     The District has created an Accounting and Financial Policies and Procedures manual.  The manual is designed to enhance financial accountability and transparency, eliminate misunderstandings, define internal controls, provide financial reporting and protect the assets and liability of the District.  A manual has been provided to the board members. |
| **DISCUSSION & ACTION** | 12.     Extend the Wells Fargo Depository Agreement<br>Approval of the extension of the Wells Fargo depository to coincide with the initial agreement dates (May 1, 2021 to April 30, 2025).<br><br>**Motion was made by Jason Stanzione, seconded by Pete Pacillas and unanimously carried to approve the extension of the Wells Fargo Depository Agreement.** |

**DISCUSSION &
ACTION**

13.    Purchase Authorization:  Cooling Tower (HVAC Equipment)
The District is requesting approval for the purchase of a new cooling tower to replace leaking cooling tower in the amount of $518,928.00.  There was an increase by $50,000.00 since prior quote.

**Motion was made by Pete Pacillas and seconded by Jason Stanzione and unanimously carried to approve the new cooling tower.**

**DISCUSSION &
ACTION**

14.    Purchase Authorization: Palo Alto 3410's for Kansas (Upgrade Firewalls)
The District is requesting to purchase two new Palo Alto Firewalls with a 3-year prepaid subscription for Kansas sit (Upgrade) in the amount of $148,381.00.

**Motion was made by Pete Pacillas, seconded by Jason Stanzione and unanimously carried to approve the two new Palo Alto Firewalls for Kansas upgrade.**

**DISCUSSION &
ACTION**

15.    Purchase Authorization: Cisco 9200's and 9300's
The District is requesting to purchase the Cisco 9200's and the 9300's to replace network equipment between Threadgill and Kansas in the amount of $107,336.01.  This will create redundant internet between both sites.

**Motion was made by Pete Pacillas, seconded by Jason Stanzione and unanimously carried to approve the purchase the Cisco 9200's and 9300's.**

**DISCUSSION &
ACTION**

16.    Adopt:  FY2024 Budget

**Motion was made by Jason Stanzione, seconded by Pete Pacillas and unanimously carried to adopt the FY24 Budget for the 911 District.**

**DISCUSSION &
ACTION**

17.    Adopt:  FY2024 Service Fee
The District is requesting the board to pass a resolution to continue the District's current fee at the monthly rates: $1.38 per line for residential lines / $4.46 per line for business and business trunks.

**Motion was made by Jason Stanzione, seconded by Pete Pacillas and unanimously carried to approve the continuation of the monthly service fees for FY24.**

**DISCUSSION &
ACTION**

18.    Adopt: FY2024 Investment Policy
The District is requesting the board to pass a Resolution to adopt the Directors Investment Policy for FY24.

**Motion was made by Pete Pacillas and seconded by Jason Stanzione and unanimously carried to approve the FY24 Investment Policy for the 911 District.**

19.    Executive Session

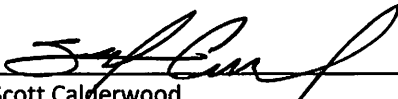None presented.

**NEXT MEETING**

20.    Next meeting is scheduled for possibly January 2024 to be determined by the Director.

**MEETING
ADJOURNED**

21.    There being no further business to discuss, the meeting was adjourned at 10:19 a.m.

**Motion was made by Pete Pacillas and seconded by Jason Stanzione.**

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.


Kristian Menendez
Board Member / Chairman

Scott Calderwood
Director / Secretary