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DELIA BRIONES  
COUNTY CLERK  
EL PASO COUNTY, TEXAS

# El Paso County 911 District

## BOARD OF MANAGERS MEETING

**DATE:** January 30, 2026

**TIME:** 9:11 am

**PLACE:** 6055 Threadgill Ave.  
El Paso, Texas 79924  
El Paso Regional Communications Center  
Mary S Kozak - Board Room

**POSTED:** January 23, 2026

### I. **Convene Meeting:**

- A. Meeting Called to Order
- B. Roll Call: Confirmation of a Quorum
- C. Pledge of Allegiance
- D. Consideration of Future Meeting:  
May 2026

### II. **Public Comment:** Special Guests & Presentations

### III. **Open Session:** The Board of Managers may deliberate and act on the following items:

#### A. **District's Operations**

- 1. Presentation of 911 District's Financial Audit FY25
- 2. Board meeting minutes from September 19, 2025
- 3. Financial Reports for 1st Quarter of FY26
- 4. Executive Director's Report
- 5. Operations Report

#### B. **New Business**

- 6. Discussion: Renewal of 911 System

- IV. Executive Session:** To the extent authorized by Texas Government Code Chapter 551, the Board of Managers may meet in executive session on any item listed in the Meeting Agenda.
- V. Reconvene Open Session:** The Board of Managers may deliberate and act on items discussed in Executive Session.
- VI. Adjourn Meeting**



## II. Public Comment: Special Guests/Presentations

### ITEM OVERVIEW:

#### Public comment from audience

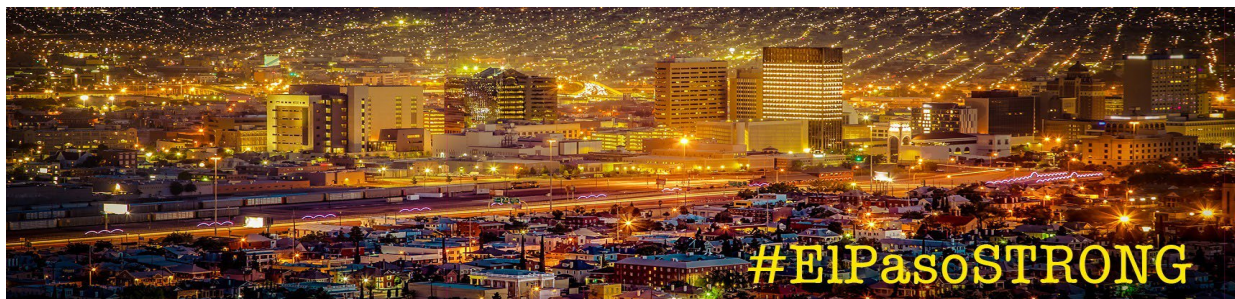
- Must have signed up to speak prior to the meeting
- Maximum of 3 minutes per speaker

#### Agency Reports- Updates from 9-1-1 agencies in attendance

- No sign up required for agency updates

### ACTION REQUESTED:

This is a *no action* item.





### III. Open Session

#### A 1. Presentation of Financial Audit for FY25

##### GENERAL DESCRIPTION OF ITEM:

Presentation of the District's financial audit conducted by Strickler & Prieto, LLC

##### THIS ITEM REPRESENTS A:

- New issue, project or purchase
- Routine, regularly scheduled item
- Follow-up to an item previously discussed
- Other

##### PRIMARY CONTACT/STAFF MEMBER:

Scott Calderwood, Executive Director

##### BUDGETARY IMPACT OF AGENDA ITEM:

Is item already included in fiscal year budget?     Yes    No

##### PROCUREMENT:

N/A

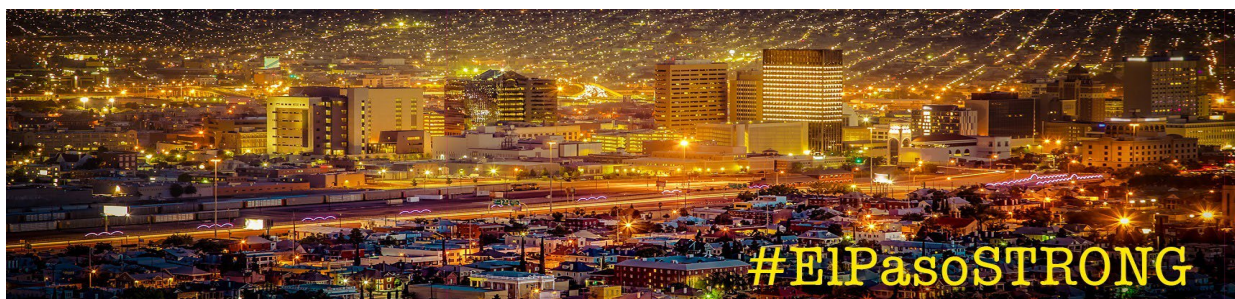
##### ACTIONS REQUESTED:

Request the board to **accept and approve** the financial audit as presented.

##### BACK-UP DOCUMENTS ATTACHED:

Strickler & Prieto Letter to the Board Members

Financial Audit FY25 booklet (will be handed out at the meeting)



December 16, 2025

To the Management and Board of Managers  
El Paso County 911 District

We have audited the financial statements of the business-type activities of El Paso County 911 District (the "District") for the year ended September 30, 2025. Professional standards require that we provide you with information about our responsibilities under generally accepted auditing standards (and, if applicable, *Government Auditing Standards* and the Uniform Guidance), as well as certain information related to the planned scope and timing of our audit. We have communicated such information in our letter to you dated November 7, 2025. Professional standards also require that we communicate to you the following information related to our audit.

#### Significant Audit Matters

##### *Qualitative Aspects of Accounting Practices*

Management is responsible for the selection and use of appropriate accounting policies. The significant accounting policies used by the District are described in Note 2 to the financial statements. We noted no transactions entered into by the District during the year for which there is a lack of authoritative guidance or consensus. All significant transactions have been recognized in the financial statements in the proper period.

Accounting estimates are an integral part of the financial statements prepared by management and are based on management's knowledge and experience about past and current events and assumptions about future events. Certain accounting estimates are particularly sensitive because of their significance to the financial statements and because of the possibility that future events affecting them may differ significantly from those expected. The most sensitive estimate(s) affecting the District's financial statements was (were):

Management's estimate of the property, equipment, and depreciation of capital assets, is based on the estimated useful lives of the assets using the straight-line method of depreciation. We evaluated the methods, assumptions, and data used to develop the depreciation expense in determining that it is reasonable in relation to the financial statements taken as a whole.

The financial statement disclosures are neutral, consistent, and clear.

##### *Difficulties Encountered in Performing the Audit*

We encountered no significant difficulties in dealing with management in performing and completing our audit.

##### *Corrected and Uncorrected Misstatements*

Professional standards require us to accumulate all known and likely misstatements identified during the audit, other than those that are clearly trivial, and communicate them to the appropriate level of management. Management has corrected all such misstatements. In addition, none of the misstatements detected as a result of audit procedures and corrected by management were material, either individually or in the aggregate, to the financial statements.

### *Disagreements with Management*

For purposes of this letter, a disagreement with management is a financial accounting, reporting, or auditing matter, whether or not resolved to our satisfaction, that could be significant to the financial statements or the auditor's report. We are pleased to report that no such disagreements arose during the course of our audit.

### *Management Representations*

We have requested certain representations from management that are included in the management representation letter dated December 16, 2025.

### *Management Consultations with Other Independent Accountants*

In some cases, management may decide to consult with other accountants about auditing and accounting matters, similar to obtaining a "second opinion" on certain situations. If a consultation involves application of an accounting principle to El Paso County 911 District's financial statements or a determination of the type of auditor's opinion that may be expressed on those statements, our professional standards require the consulting accountant to check with us to determine that the consultant has all the relevant facts. To our knowledge, there were no such consultations with other accountants.

### *Other Audit Findings or Issues*

We generally discuss a variety of matters, including the application of accounting principles and auditing standards, with management each year prior to retention as El Paso County 911 District's auditors. However, these discussions occurred in the normal course of our professional relationship and our responses were not a condition to our retention.

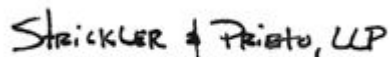
### Other Matters

We applied certain limited procedures to the Budgetary Comparison Schedule-General Fund, Schedule of Changes in the Net Pension Liability, and Related Ratios and to the Schedule of Employer Contributions,, which is required supplementary information (RSI) that supplements the basic financial statements. Our procedures consisted of inquiries of management regarding the methods of preparing the information and comparing the information for consistency with management's responses to our inquiries, the basic financial statements, and other knowledge we obtained during our audit of the basic financial statements. We did not audit the RSI and do not express an opinion or provide any assurance on the RSI.

### Restriction on Use

This information is intended solely for the information and use of the Board of Managers and management of El Paso County 911 District and is not intended to be, and should not be, used by anyone other than these specified parties.

Very truly yours,



Strickler & Prieto, LLP.



### III. Open Session

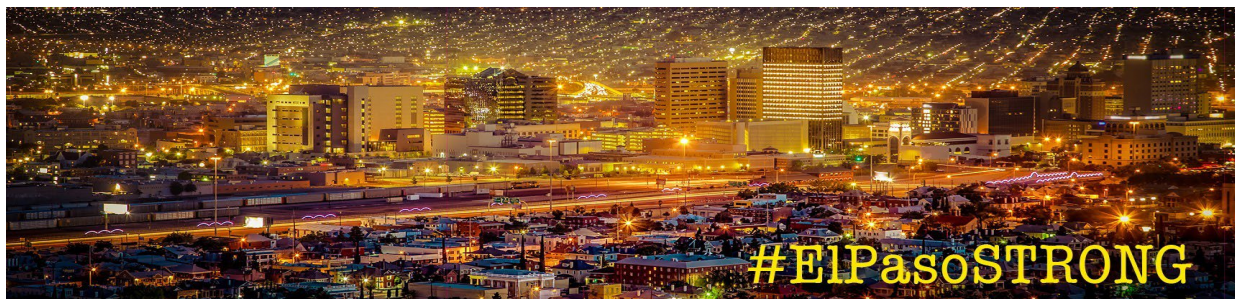
#### A 2. Board Meeting minutes from September 19, 2025

##### ITEM OVERVIEW:

This is a draft of the minutes from the last Board meeting.

##### ACTION REQUESTED:

Review for accuracy. If accurate, **motion to accept** minutes from September 19, 2025.



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

**MINUTES September 19, 2025**

**MEETING NO. 308**

The Board of Managers' meeting of the EL PASO COUNTY 911 DISTRICT was held on Friday, September 19, 2025. Kris Menendez, Board Member, called the meeting to order at 9:11 a.m. in the El Paso Regional Communications Center located at 6055 Threadgill, El Paso, TX 79924.

**PRESENT** Board members present at the meeting: Kris Menendez (At-Large Representative), Oscar Ugarte (County of EP), Robert Rojas (City of Socorro), Pete Pacillas (City of El Paso) and Monica Ballesteros (AT&T)

There were sufficient members present to constitute a quorum.

**ABSENT** Mario D'Agostino (City of El Paso), Gilbert Sanchez (Attorney)

**OTHERS PRESENT** Scott Calderwood (Director), Rachel Sarabia-Duarte (Operations Director), Mariza Martinez (Administrative Director), Andrea Espinoza (Administrative Analyst), David Hernandez (Network Admin), Eddie Hernandez (Network Admin), Jairo Villarreal (Public Safety Admin), Hector Carrillo (Systems Admin), Jose Balderrama (Data Admin), Steven Villa (Applications Admin), Giovanni Martinez (Applications Admin), Madison Luna-Torres (Applications Admin), Alex Medina (Customer Support Mgr.), Oscar Gomez (Facility Manger)

**I. Convene Meeting:**

**CALL TO ORDER** A. 9:11 a.m. Kris Menendez, Board Member, called the meeting to order.

**ESTABLISHMENT OF A QUORUM** B. A quorum was recognized at 9:11 a.m.

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

D. Consideration of Future Meeting:  
January 30, 2026; Tentative

**II. Public Comment:** Special Guest & Presentations  
None Presented.

**III. Open Session:**

**DISCUSSION & ACTION** **A. District's Operations**

1. Approve meeting minutes from July 18, 2025.

**Motion was made by Robert Rojas, seconded by Oscar Ugarte and unanimously carried to approve the meeting minutes.**

**DISCUSSION & ACTION** 2. Approve Financial Reports for the 4th Quarter of FY25

We have received approximately **80%** of our projected revenue from service fees, interest income. The District expenditures are approximately **85%** of our budget at the end of the 4th quarter. to include the \$300K for the Radio System and the \$411K UCS GPU System which was approved by the Board to use state appropriate funding.

The District revenue is **-1.26%** lower compared to last year's 4th quarter, which is below the targeted amount.

The District interest on both investments (Texas Class and TexPool) has been steady for the 4th

quarter of FY25.

**Motion was made by Pete Pacillas, seconded by Robert Rojas and unanimously carried to approve the Financial Reports for the 4th Quarter.**

**DIRECTOR'S  
REPORT**

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

**Legislative Update**

The Texas Legislature did not address the underfunded position that 9-1-1 entities in Texas face during the last legislative session. The Texas 9-1-1 Alliance's proposed bill was referred to the Business and Commerce Committee and did not receive a hearing. This marks the first time since the legislature implemented an unfunded mandate that 9-1-1 entities transition to NG911 technologies (HB 2911) that the Legislature has not provided some state appropriation directly to Districts. This also puts the District in a difficult financial position regarding future revenue and the ability to continue providing all of the current services.

The Alliance had been working to secure a state appropriation during the special sessions of the 89<sup>th</sup> Legislature, specifically as legislation related to the recent flooding in Texas. The Second Special Session retired sine die with no funding appropriated for flood relief. There is speculation that the Governor will call a third special session to address this and if that happens the Alliance is prepared to request funding as an amendment to the bill.

**Regional RMS**

The City, County, and the District have signed the RMS interlocal agreement. The District is now waiting on a finalized statement of work from Hexagon as the next step in the process.

**Other**

The District has completed the additional office space in the PD Fusion area and has invoiced the City per our agreement.

**OPERATIONS  
REPORT**

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

**Phone**

**ESINet & OSP Migration** – Progress remains limited at this time, largely maintaining the status quo. Movement has been slowed by resistance from stakeholders to the requirements being directed by the FCC.

**ANET (Automated Non-Emergency Triage AI Bot)** – ANET has processed 509 calls as of the week of September 12<sup>th</sup>, with a 91.9% success rate in identifying intent once disconnects and hang-ups were excluded. However, the City of El Paso's survey participation rate was low at 3% of callers, and of those respondents, just over half were positive while more than a quarter reported a negative experience. Feedback highlights frustration with automation, citing a preference for speaking to a live person and difficulty handling nuanced requests. Overall, ANET is performing technically as intended, though the current caller sentiment from this small sample reflects resistance to automation — a trend we are expecting to shift over time, as seen in other industries.

**VESTA Call Handling Equipment Refresh**– This item was previously brought forward for a possible quote in the upcoming fiscal year; however, the platform continues to perform reliably and remains very stable. For the time being, this has been broken down to a year-to-year maintenance for the next five years to ensure continued support and operational continuity.

**Network, System & Infrastructure**

Since our July meeting, progress has remained steady on the infrastructure upgrade and related initiatives. All hardware has been received, inventoried, and portions staged for installation. Following today's meeting, we will coordinate with Presidio to schedule the formal project kickoff and establish milestones. The project is expected to launch in late September, with hardware staged for the OnCall RMS software environment by December and coordinated activities with Hexagon beginning November 1.

Anticipated Timeline:

FY26

- **Late September 2025** – Kickoff meeting with Presidio (internal scheduling).
- **Early October–December 2025** – Presidio professional services in progress: hardware racked, stacked, and configured.
- **11/1/2025** – Project kickoff meeting (Hexagon) & anticipate 267 days
- **12/31/2025** – Virtual server build and OnCall software staging complete.
- **3/1/2026** – Delta Training (Core Team).
- **4/30/2026** – Configuration Workshop 1.
- **6/29/2026** – Report Generation Training.
- **8/28/2026** – Customer Functional Testing.
- **11/1/2026** – Cutover to Production.

FY27

- **11/1/2026** – Ongoing software maintenance begins.

We are continuing to revisit and update policies to reflect evolving industry standards and CJIS requirements, while also making targeted purchases that secure and stabilize our environment. These actions demonstrate our commitment to operating as a professional organization, executing with precision to strengthen our infrastructure.

### **Applications**

The Applications Team remains actively engaged in system upgrades, interface integrations, and operational improvements to enhance public safety workflows and system reliability. Recent efforts include addressing SMTP message delivery challenges caused by ISP restrictions to mobile networks, requiring exploration of alternate solutions. The team is also working to enable a new RapidSOS feature that delivers enhanced data displays for fixed-location callers within the portal. Extensive updates to documentation and installation packages are underway across our suite of applications, alongside continued collaboration with stakeholders to meet evolving CJIS security requirements.

With IAED, initiatives are underway to onboard Horizon City Police and ESD 1 & 2 Communications in the use of the EMD and EFD protocols. These efforts will elevate the level of service provided to their stakeholders and, importantly, ensure true equivalency in countywide call handling in the event of a disaster at the primary center requiring rerouting to secondary PSAPs. In parallel, we are also working with IAED to explore the application of AI for quality assurance/quality improvement. The goal is to conduct QA/QI against 100% of calls, returning compliance scores that can strengthen training and provide support for agencies seeking ACE accreditation.

The team is further engaged with Hexagon, City, and County partners to explore, document, and prepare for the transfer of responsibility for the OnCall RMS systems. These ongoing initiatives underscore the team's role in building sustainable, integrated solutions that improve public safety operations while positioning our partners for long-term success.

**GIS / Agency Assistance/ Training**

Thelma's efforts remain focused on supporting countywide public safety initiatives while preparing to transition mapping responsibilities for the OnCall RMS project. Recently, she partnered with the Ft. Bliss Fire Department to provide mapping and GIS data that defined fire demand zones, strengthening their operational planning. Work also continues on uploading maps into the GEOCOMM environment to demonstrate the benefits of indoor mapping for schools, in direct support of public safety initiatives tied to Alyssa's Law in Texas. In parallel, Thelma remains an active participant with Hexagon, El Paso County, and the 911 District group to ensure GIS updates are maintained across respective environments, furthering responsiveness and consistency for all stakeholders.

We are concluding the year by wrapping up the final CPR class, the last CAD Essentials course, and the closing session of the PSAP Consulting Group's training on retention, marking the completion of both our fiscal and calendar year offerings. As we look ahead to FY26, the program will take a more intentional approach, prioritizing essential training needs such as CTO and Customer Service courses. In light of budget constraints, offerings will be streamlined by reducing non-essential classes, with a stronger emphasis on evaluating return on investment and ensuring that training directly supports the core agency performance and professional development needs.

**DISCUSSION &  
ACTION**

**B. New Business**

5. Adopt the FY26 Budget

The District is requesting the board to approve the District FY26 Budget.

**Motion was made by Pete Pacillas, seconded by Robert Rojas and unanimously carried to approve the District's FY26 Budget.**

**DISCUSSION &  
ACTION**

6. Adopt 9-1-1 Service Fees for FY26

The District is requesting the Board to approve the 9-11 Service Fees for FY26.

**Motion was made by Oscar Ugarte, seconded by Pete Pacillas and unanimously carried to approve the 9-1-1 Service Fees for FY26.**

**DISCUSSION &  
ACTION**

7. Adopt Investment Policy for FY26

The District is requesting the board to approve the Investment Policy for FY26.

**Motion was made by Oscar Ugarte, seconded by Pete Pacillas and unanimously carried to approve the FY26 Investment Policy.**

**DISCUSSION &  
ACTION**

8. Data Center Infrastructure Upgrade

The District is requesting the board to authorize the Director to sign the Statement of Work (SOW) which outlines a comprehensive, multi-phase approach to modernize existing IT Infrastructure.

**Motion was made by Pete Pacillas, seconded by Robert Rojas and unanimously carried to authorize the Director to sign the SOW for the modernization of the existing IT Infrastructure.**

**IV. Executive Session:**

None Presented.

V. **Reconvene Open Session:**  
None Presented.

VI. There being no further business to discuss, the meeting was adjourned at 10:15 a.m.

**MEETING  
ADJOURNED**

**Motion was made by Pete Pacillas, seconded by Robert Rojas.**

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.

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Kristian Menendez  
Board Member / Chairman

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Scott Calderwood  
Executive Director / Secretary



### III. Open Session

#### A3. Financial Reports for the 1<sup>st</sup> Quarter of FY26

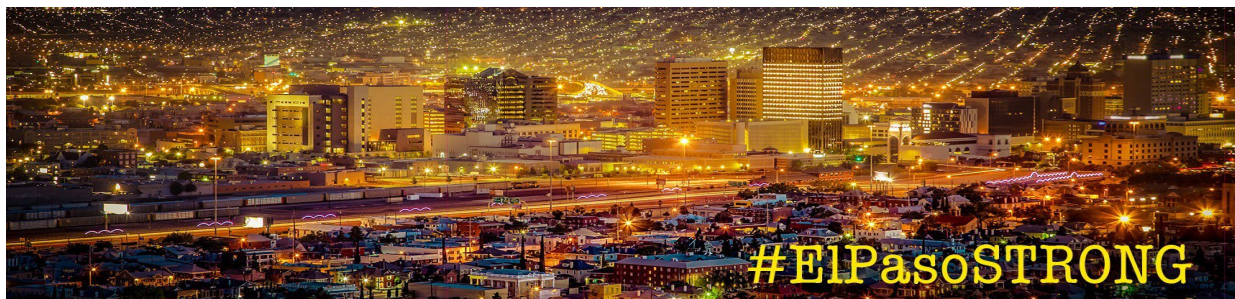
##### ITEM OVERVIEW:

- Financial Report: Notable Purchases & Revenues
- Statement of Revenues and Expenditures
- Revenue Report
- Banking Account Report
- Quarterly Investment Report

Director will provide report on the overall financial position for the District

##### ACTION REQUESTED:

**Motion to accept** financial reports.





## Financial Report

### Financial Notes:

Rate Changes for 2026:

Health Insurance increased by 24.8% (+\$60,398) \$303,483 annually (District cost \$275,226: employee 100% and dependents 60%)

TML liability coverage increased by 12.5% (+ \$9,300.98) \$83,300.98 annually

TCDRS: Retirement fund continues to be funded at 100.7% (Overfunded \$56,708)

Retirement Plan Rate remains at 18% which is greater than the Required Rate of 10.72% (Plan Assessment for 2026 attached)

### Attachments:

- **Statement of Revenue & Expenditures Report**

We have received approximately 30.21% of our projected revenue from service fees, bank/investment interest income and other miscellaneous income.

Our expenditures are approximately 34.03% at the end of January 2026.

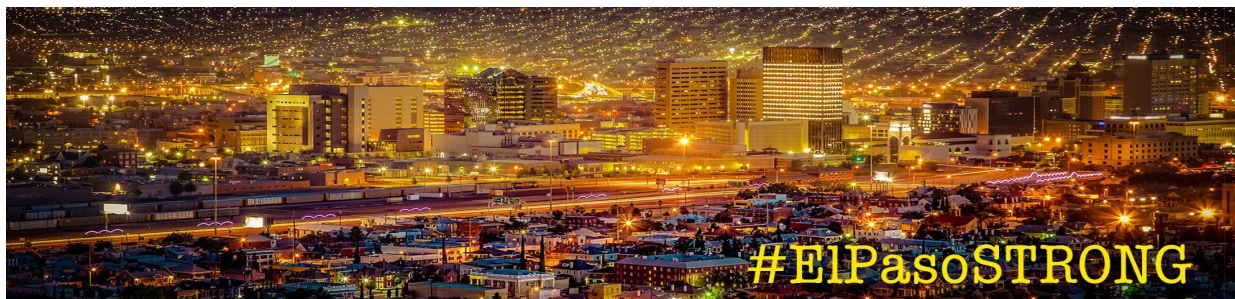
- **Revenue Report**

Our revenue is **-1.43%** lower compared to last year's 1<sup>st</sup> quarter. We are below our targeted amount.

- **Bank Accounts Report**

- **Quarterly Investment Report**

The interest on both of our investments (Texas Class and TexPool) has been steady for the 1<sup>st</sup> quarter of FY26.





**Plan Assessment for Plan Year 2026**  
**El Paso County 9-1-1 District – 567**  
**Participation Date – 11/1/1988**

It's that time of year again — time to look at your TCDRS retirement plan and decide whether or not your benefits are adequate and affordable. This plan assessment will give you an overview of the benefits you provide as well as how much it will cost to provide these benefits in the upcoming plan year.

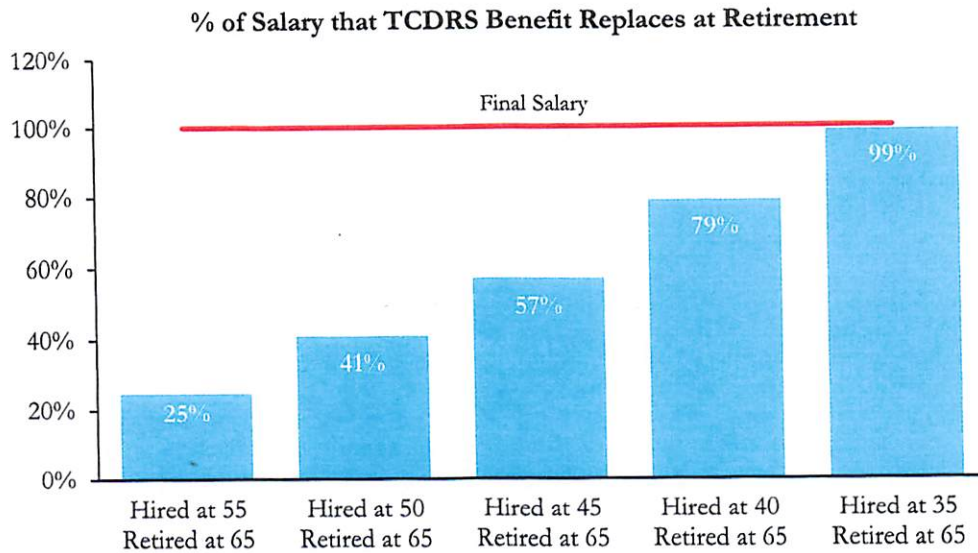
	<b>2026 Plan</b>
<b>Basic Plan Options</b>	
Employee Deposit Rate	7%
Employer Matching	250%
<b>Retirement Eligibility</b>	
Age 60 (Vesting)	5 years of service
Rule of	75 years total age + service
At Any Age	20 years of service
<b>Optional Benefits</b>	
Partial Lump Sum	Yes
Group Term Life	Active-only
<b>Retirement Plan Funding</b>	
Total Normal Cost Rate	18.60%
Employee Deposit Rate	<u>-7.00%</u>
Employer-Paid Normal Cost Rate	11.60%
UAAL / (OAAL) Rate	<u>-0.88%</u>
Required Rate	10.72%
Elected Rate	18.00%
<b>Contribution Rates</b>	
Retirement Plan Rate (greater of required and elected rate)	18.00%
Group Term Life Rate	0.14%
<b>Valuation Results (Dec. 31, 2024)</b>	
Actuarial Accrued Liability	\$7,661,782
Actuarial Value of Assets	<u>\$7,718,490</u>
Unfunded / (Overfunded) AAL	(\$56,708)
Funded Ratio	100.7%

**Notes:**

Last COLA: 2023

## What You Are Providing

The TCDRS benefit is based on employee deposits, which earn 7% compound interest each year, and employer matching at retirement. The following chart shows the estimated TCDRS benefit as a percentage of final salary prior to retirement for a new hire:

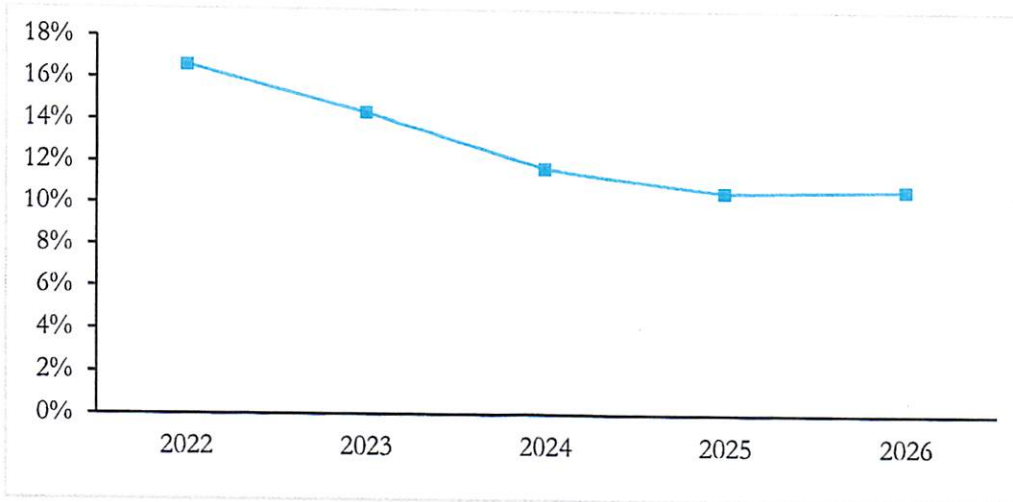


### Assumptions

- Employees are new hires and will work for you until retirement.
- Your current plan provisions will remain in effect through an employee's retirement.
- Current laws governing TCDRS will continue as they are.
- Graded salary scales give bigger raises early in careers, with smaller raises later in careers (see Summary Valuation Report at [TCDRS.org/Employer](https://www.tcdrs.org/Employer)).
- Based on Single Life benefit.

## Reasons for Rate Change

Below is a record of your required rate history for your retirement plan over the last five years.



Reasons for Rate Change	2022-2023	2023-2024	2024-2025	2025-2026
Beginning Rate	16.61%	14.37%	11.72%	10.59%
Plan Changes Adopted	6.62%	5.92%	0.00%	N/A
Investment Return	-0.21%	0.35%	-0.02%	-0.11%
Elected Rate/Lump Sum	-7.87%	-8.66%	-0.53%	-0.63%
Demographic/Other Changes	-0.52%	-0.26%	-0.58%	0.87%
Assumptions/Methods	<u>-0.26%</u>	<u>0.00%</u>	<u>0.00%</u>	<u>0.00%</u>
Ending Rate	14.37%	11.72%	10.59%	10.72%
<b>Valuation Year</b>	2021	2022	2023	2024
<b>Funded Ratio</b>	94.4%	99.2%	101.1%	100.7%

Full details on the valuation calculations are included in the Dec. 31, 2024 Summary Valuation Report which will be available mid-May at [TCDRS.org/Employer](https://TCDRS.org/Employer).

### Next Steps

If you are interested in making plan changes, please contact your Employer Services Representative at 800-651-3848. Your benefit selections are due by Dec. 15, 2025.



Board of Managers  
El Paso County 911 District

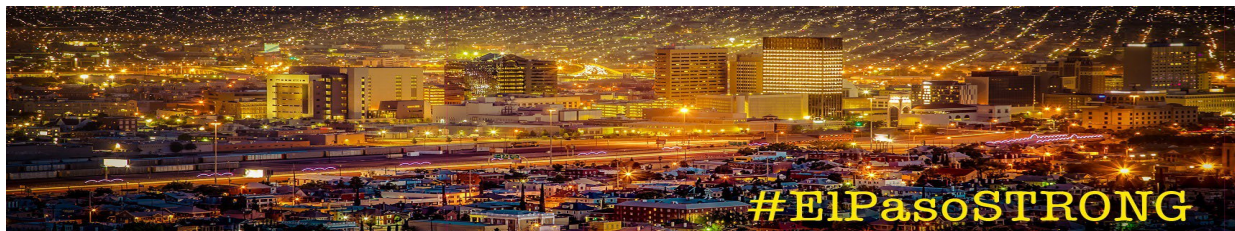
Statement of Revenues and Expenditures  
January 2026

	Projected Revenues	Revenues	Total Variance	Percentage Received
<b>Revenue</b>				
<b>Operating</b>				
District Administration	8,844,350.00	2,709,651.89	(6,134,698.11)	29.10%
Other Income	3,000.00	20,220.56	17,220.56	674.02%
Bank Interest Income	75,600.00	12,438.83	(63,161.17)	16.45%
Investment Interest Income * Not Cash	500,000.00	104,693.48	(395,306.52)	20.44%
<b>Total Revenue</b>	<b>9,422,950.00</b>	<b>2,847,004.76</b>	<b>(6,575,945.24)</b>	<b>30.21%</b>

	Budget	Expenditures	Total Variance	Percentage Used
<b>Expenses</b>				
<b>Operating</b>				
District Administration	2,608,840.00	911,923.27	1,696,916.73	34.96%
911 Network Operations	6,150,543.16	2,288,822.36	3,859,401.69	37.21%
Facility Operations	746,558.04	145,596.78	600,961.26	19.50%
<b>Total Operating</b>	<b>9,505,941.20</b>	<b>3,346,342.41</b>	<b>6,157,279.68</b>	<b>35.20%</b>
<b>Agency Assistance</b>				
Agency Support Programs	239,541.42	201,307.46	38,233.96	84.04%
<b>Total Agency Assistance</b>	<b>239,541.42</b>	<b>201,307.46</b>	<b>38,233.96</b>	<b>84.04%</b>
<b>Capital Improvements</b>				
Capital Items	793,000.00	38,223.33	754,776.67	4.82%
<b>Total Capital Improvements</b>	<b>793,000.00</b>	<b>38,223.33</b>	<b>754,776.67</b>	<b>4.82%</b>
<b>Total Expenses</b>	<b>10,538,482.62</b>	<b>3,585,873.20</b>	<b>6,950,290.31</b>	<b>34.03%</b>

Prepared by the Administrative Director

January 30, 2026





Board of Managers  
El Paso County 911 District

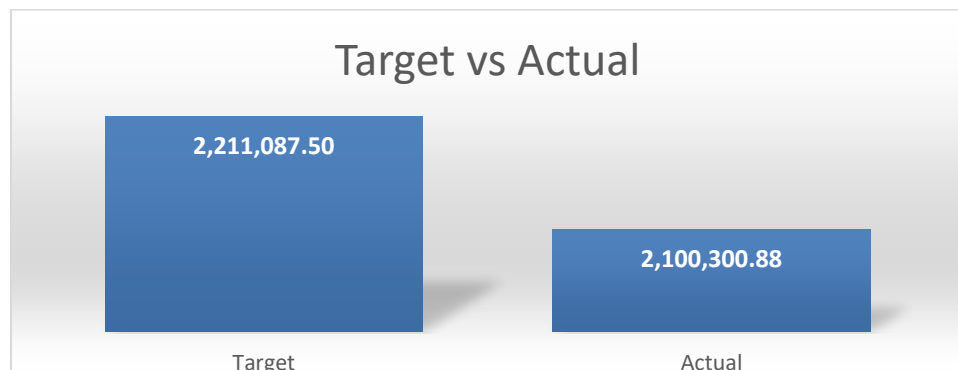
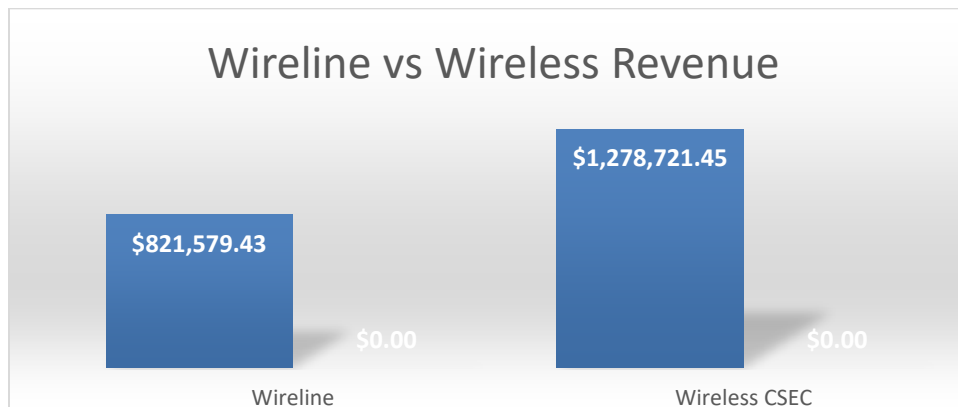
Revenue Report

Dear Board Managers,

Below is the District's income revenue report for wireline and wireless revenue for the **1<sup>st</sup> Quarter** of FY26. We are below the targeted projected amount by approximately **-5.01%** at the end of the quarter and an overall decrease of **-1.43%** compared to FY25 1<sup>st</sup> quarter\*.

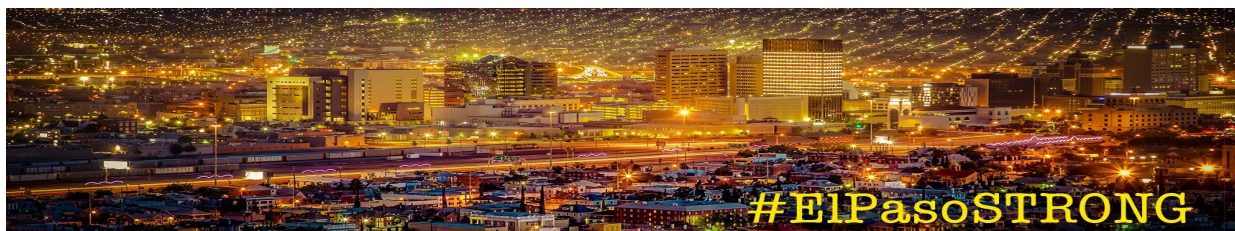
*\*Figures and percentages are based on wireless and wireline revenue only. Does not include interest income and other income.*

Timeframe	Wireline	Wireless CSEC	Total	Target
1 <sup>st</sup> Qtr	821,579.43	1,278,721.45	2,100,300.88	2,211,087.50
YTD	<b>821,579.43</b>	<b>1,278,721.45</b>	<b>2,100,300.88</b>	<b>2,211,087.50</b>



Prepared by the Administrative Director

January 30, 2026

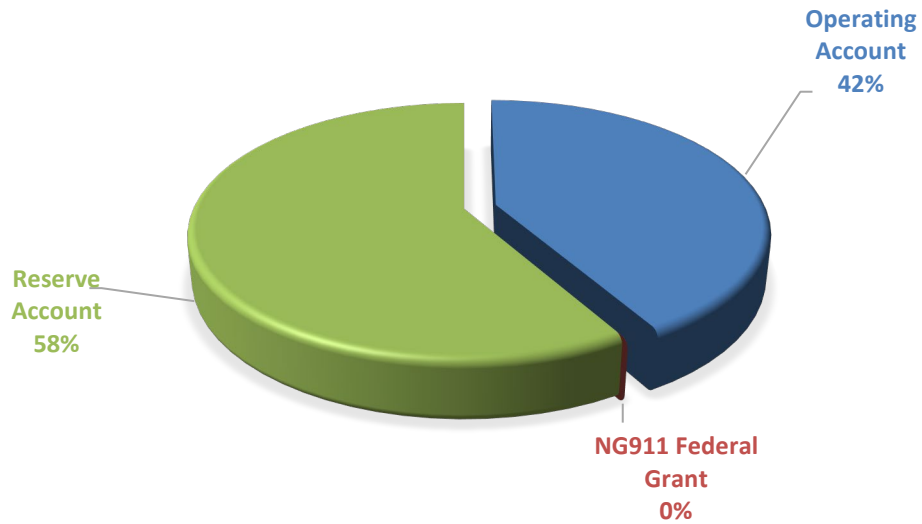




Board of Managers  
El Paso County 911 District

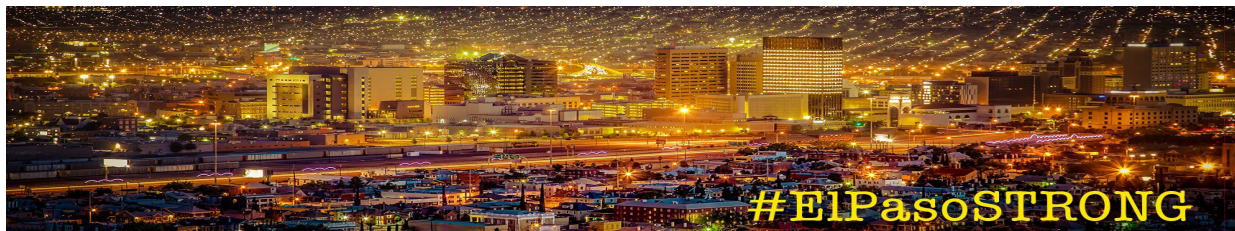
### Wells Fargo Accounts

Account Name	1st Qtr
Operating Account	3,990,331.79
NG911 Federal Grant	286.21
Reserve Account	5,571,299.84
<b>Total of WF Accounts</b>	<b>9,561,917.84</b>



Prepared by the Administrative Director

January 30, 2026





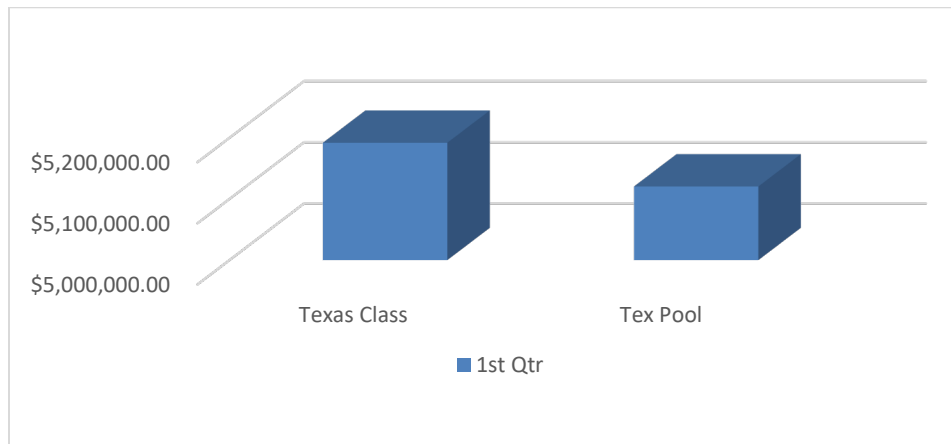
Board of Managers  
El Paso County 911 District

**Investment Report**  
**1<sup>st</sup> Quarter of FY26**

Dear Board Managers,

Below is the District’s local Government Investment Pool report for the 1<sup>st</sup> Quarter of FY26. All funds available for investment were invested per the District’s Investment policy.

Investment	1 <sup>st</sup> Qtr
Texas Class	5,191,897.66
Tex Pool	5,120,431.26
<b>YTD Total</b>	<b>10,312,328.92</b>



Average Daily Net Yield	Texas Class	TexPool
<b>1<sup>st</sup> Qtr</b>	<b>4.11707%</b>	<b>3.98577%</b>

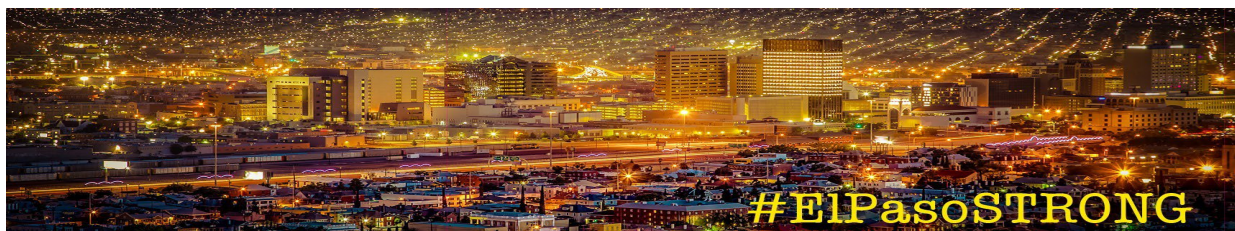
Respectfully Submitted,

\_\_\_\_\_  
Scott Calderwood, Exec. Director/Inv. Officer

\_\_\_\_\_  
Chief Mario D’Agostino, Board Member/Inv. Officer

Prepared by the Administrative Director

January 30, 2026





### III. Open Session

#### A 4. Executive Director's Report

##### ITEM OVERVIEW:

Executive Director will present the report to the Board and lead a discussion highlighting the District's affairs and performance, including significant developments and areas of interest

##### ACTION REQUESTED:

This item requires *no action.*





## Director's Report

### Legislative Update

Efforts are underway with the Alliance to develop a strategic plan for the upcoming legislative session. I continue to chair the Alliance's legislative committee. Recently the Alliance lost our longtime public affairs liaison and we are currently working to bring a new firm onboard.

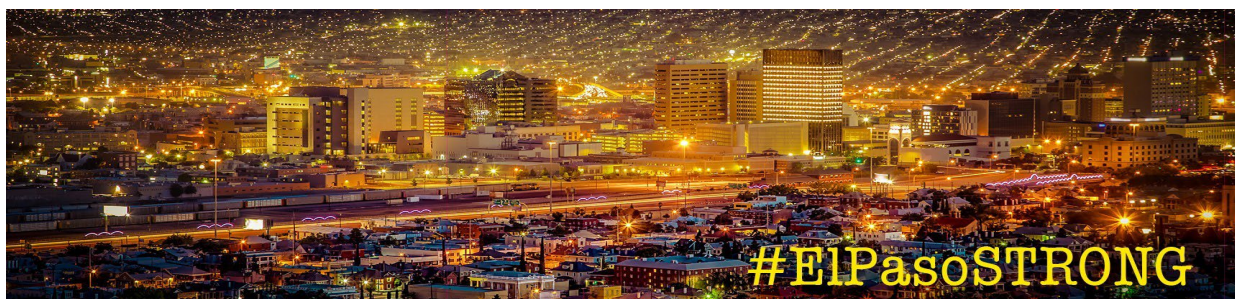
I recently met with Senator Blanco to discuss strategy moving into the next session. He is a strong supporter of 9-1-1 and willing to help us. We have requested the Lt Governor include sustainable funding for 9-1-1 as an interim charge for the Legislature, whether that will be included remains to be seen.

### District Business

Alex Medina has retired after 14 years with the District. We wish him well in his new endeavors.

Jairo Villarreal has been promoted to Senior Applications Administrator. Congratulations to Jairo.

This concludes the Director's Report for January 30<sup>th</sup>, 2026.





### III. Open Session

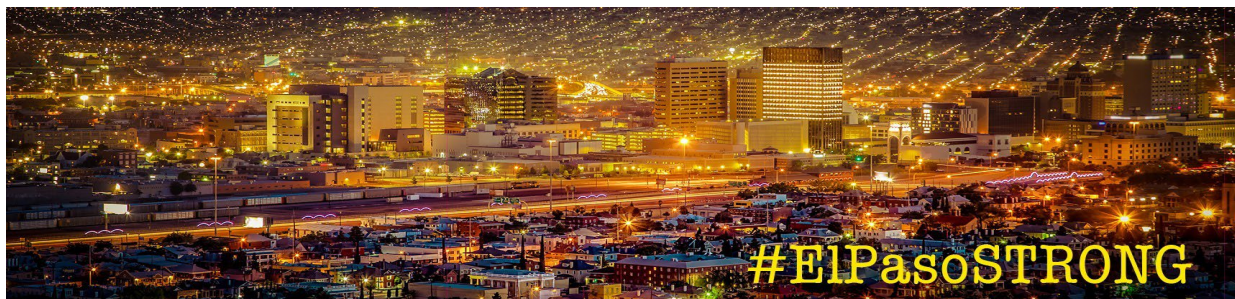
#### A 5. Operation's Report

##### ITEM OVERVIEW:

Executive Director will present the report on important developments, progress, and details that the District has made with regard toward meeting its operational goals.

##### ACTION REQUESTED:

This item requires *no action.*





## Operations Report

### Phone

**ESINet & OSP Migration** – Progress has begun to advance, though overall momentum across the industry remains slower than anticipated and continues to largely maintain the status quo. Recent FCC NG911 requirements establish a phased, trigger-based transition framework that places specific obligations on originating service providers (OSPs) only after a formal request is issued by a 911 Authority, which has contributed to cautious movement among providers. Many OSPs continue to cite cost responsibility, technical readiness, and interpretation of FCC mandates as ongoing concerns, resulting in continued resistance and delayed implementation.

As a District, the required FCC NG911 service request was formally submitted in March 2025, initiating OSP obligations. Spectrum/Charter confirmed completion of its requirements as of last week. Additionally, Lumen/Level 3 successfully completed PSAP testing in mid-January. With testing almost concluded, work will now commence to migrate VoIP providers utilizing Lumen/Level 3 as their aggregation service.

**ANET (Automated Non-Emergency Triage AI Bot)** – ANET now operates through two bots: Erika and Athena. Erika serves as the primary bot for routine non-emergency and city service calls, while Athena provides flexible surge support for one-off events and temporary increases in call volume, allowing rapid deployment and redeployment as needs change.

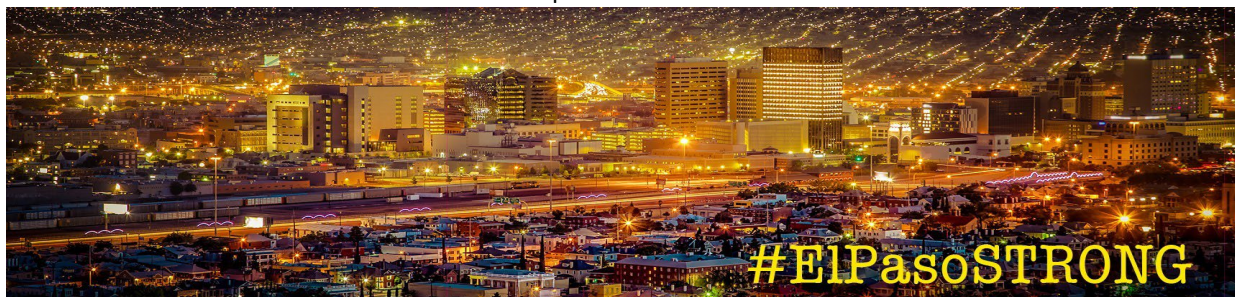
Since deployment (9/7/25–1/19/26), ANET has processed 13,018 calls. Excluding hang-ups (247) and disconnects (2,443), the platform is achieving a **97.25% success** rate in correctly identifying caller intent, with 307 misidentified intents. Approximately 9.78% of callers (1,224) elected to speak with a live call-taker, demonstrating appropriate escalation to human interaction when requested.

Overall, ANET continues to perform technically as designed, successfully managing high-volume, non-emergency interactions while preserving access to live support. As seen in other industries, some caller resistance to automation remains—particularly for nuanced requests—but this is an expected adoption curve and is anticipated to improve over time as familiarity and trust increase.

**VESTA Call Handling Equipment Refresh CHE System Maintenance / Platform Refresh** – We obtained a one-year maintenance quote at contract end and may elect to renew year-to-year again in **June** to maintain support and continuity. However, recent vendor quotes raise concerns about keeping both PCs and servers on a current, industry-standard OS, reinforcing that the CHE platform may not be keeping pace with technology and our evolving needs. While the system remains stable today and our near-term focus stays on infrastructure upgrades, we are positioning for a future refresh toward a more modern, integrated ecosystem and cloud-capable direction.

### Network, System & Infrastructure

The District's infrastructure team continues to advance planned infrastructure modernization and hardware refresh





initiatives aligned with our lifecycle management methodology. Recent efforts include targeted network upgrades, uplink and redundancy improvements, and platform optimization designed to maintain a current, supportable, and resilient environment. These investments strengthen overall system reliability and ensure our infrastructure is positioned to support modern, integrated public safety technologies.

In parallel, the Infrastructure team has provided critical support to enable moving the **OnCall RMS project** forward, including environment preparation, system connectivity, and foundational infrastructure readiness required to host and sustain the platform. This work was completed proactively to support project timelines and ensure a stable and scalable hosting environment.

All activities were accomplished while the team maintains uninterrupted operational support for both internal users and external stakeholders. The level of coordination, professionalism, and teamwork demonstrated reflects an exceptional commitment to service continuity while simultaneously advancing significant strategic initiatives.

Work continues and we are nearing completion of the technical and operational work required to create, revise, and align operating artifacts with recent infrastructure and system changes. This includes revising, updating and expanding policies, functional design documents, disaster recovery runbooks, stakeholder inventories, and related documentation to ensure they accurately reflect the current environment. As part of this effort, we are also working toward completion of a consolidated Operations Book and an updated COOP Plan, strengthening operational readiness, continuity, and long-term sustainability.

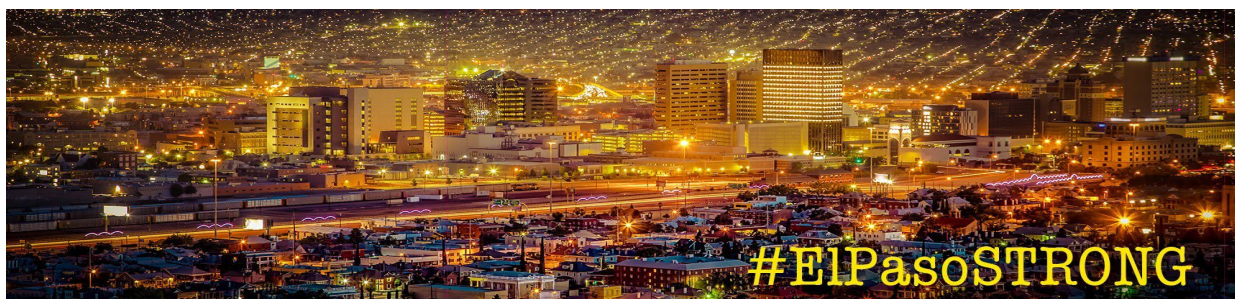
### Applications

The Applications Team is preparing to assume primary responsibility for the **OnCall RMS project** following a formal kickoff, which will be scheduled once the project plan is finalized. In the interim, the team continues focused work on documentation, onboarding preparation, and coordination to ensure sufficient bandwidth and attention are available to support a successful RMS deployment.

At the same time, ANET remains a significant and ongoing investment of time and resources for both the District and the City. As a design partner and early adopter, the team continues to support successful deployment while expanding collaboration around Prepared's core platform. More recently evaluating the existing API to include capabilities for generating a call for service in CAD along with adding other capabilities to receive data from other sources

This work includes broader strategic discussions on how the platform aligns with regional public safety initiatives, including the Real Time Crime Center, FUSUS deployment, evaluation of drones as first responders, and other emerging capabilities supported through Axon and others. The emphasis remains on deploying technology in a way that streamlines operations, leverages data effectively, and produces actionable information—without adding complexity or operational burden.

In parallel, the Applications Team continues to advance foundational efforts across the portfolio, including documentation, system readiness, and coordination with partners to ensure projects are properly sequenced and resourced. These combined efforts reflect a deliberate approach to scaling innovation while maintaining operational stability and positioning the District and its partners for long-term success.





## GIS | Agency Assistance | Training

GIS operations remain steady, with a key shift underway as end-of-life, on-premise GIS tools transition to cloud-native technologies to maintain supportability and align with modern public safety systems, including OnCall RMS.

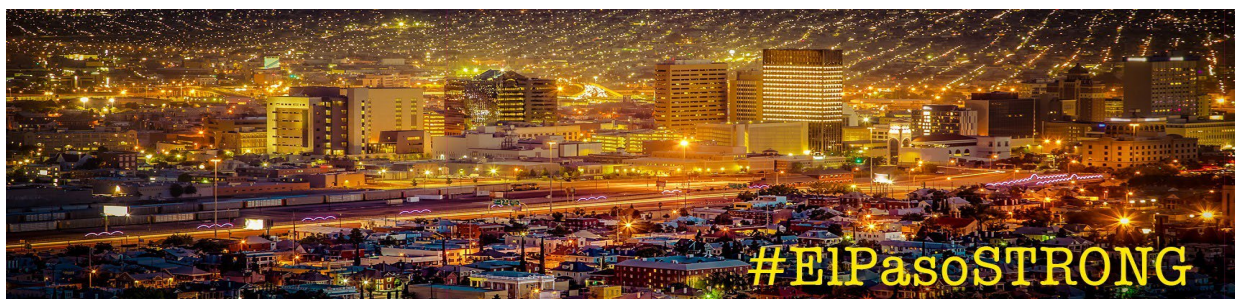
The Indoor Mapping project is complete, and efforts will now be focused on re-engaging ISDs to highlight the benefits of sharing this data with emergency responders. While supporting Alyssa’s Law, this work goes further by providing enhanced contextual information that improves situational awareness and decision-making on scene.

In parallel, Thelma continues to support countywide initiatives and likewise preparing to support OnCall RMS GIS initiatives.

**Agency Assistance & Training**— as part of a more intentional training strategy, we have increased internal class offerings, which now represent approximately 58% of all training provided, reducing reliance on external providers and helping manage costs while expanding access for partner agencies to send personnel. This approach allows us to be more responsive to agency needs and maximize the impact of available resources.

At the same time, we continue to ensure that continuing education (CE) credits are available and that core professional development and required courses—delivered through recognized public safety standards bodies such as NENA and APCO—remain in place to meet essential training and certification requirements.

This balanced model supports fiscal responsibility while maintaining the quality, compliance, and professional development necessary for effective public safety operations.





### III. New Business

#### B6. Discussion: Renewal of 911 System

##### GENERAL DESCRIPTION OF ITEM:

Strategic discussion centered around the future of the Districts' regional 9-1-1 phone system to ensure it is capable of supporting new technologies.

##### THIS ITEM REPRESENTS A:

- New issue, project or purchase
- Routine, regularly scheduled item
- Follow-up to an item previously discussed
- Other

##### PRIMARY CONTACT/STAFF MEMBER:

Scott Calderwood, Executive Director

##### BUDGETARY IMPACT OF AGENDA ITEM:

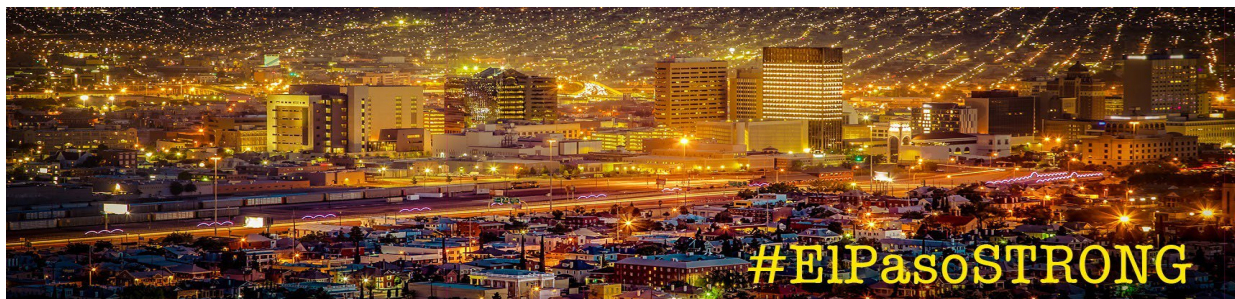
Is item already included in fiscal year budget? FY26  Yes  No

##### PROCUREMENT:

##### ACTIONS REQUESTED:

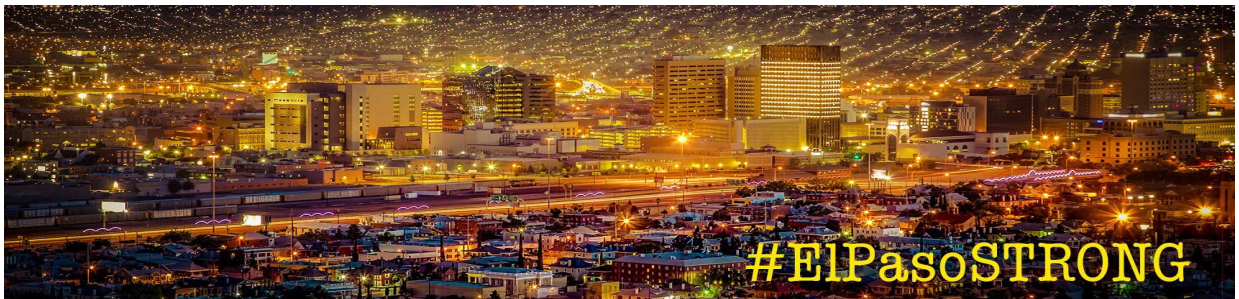
No Action, discussion only

##### BACK-UP DOCUMENTS ATTACHED: N/A





IV. **Executive Session:** Items requested to be discussed in executive session.





- V. **Reconvene Open Session:** The Board of Managers may deliberate and act on items discussed in Executive Session.

