

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

MINUTES July 18, 2025

MEETING NO. 307

The Board of Managers' meeting of the EL PASO COUNTY 911 DISTRICT was held on Friday, July 18, 2025. Mario D'Agostino, 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: Mario D'Agostino (City of El Paso), Oscar Ugarte (County of EP), Robert Rojas (City of Socorro), and Gilbert Sanchez (Attorney). There were sufficient members present to constitute a quorum.

ABSENT Kris Menendez (At-Large Representative), Pete Pacillas (City of El Paso), Monica Ballesteros (AT&T)

OTHERS PRESENT Scott Calderwood (Director), Rachel Sarabia-Duarte (Operations Director), Mariza Martinez (Administrative Director), Andrea Espinoza (Administrative Analyst), Desiree Aceves (Public Safety Coordinator), Jennifer Aguilar (Sr. Network Administrator), Brian Odell (Public Safety Admin), Jairo Villarreal (Public Safety 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. Mario D'Agostino, 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:
September 19, 2025; None opposed

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

III. Open Session:

DISCUSSION & ACTION **A. District's Operations**
1. Approve meeting minutes from February 14, 2025.

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

DISCUSSION & ACTION 2. Approve Financial Reports for the 3rd Quarter of FY25

We have received approximately 59.43% of our projected revenue from service fees, interest income.

The District expenditures are approximately 62.72% of our budget at the end of the 3rd quarter. The District revenue is **-0.79%** lower compared to last year's 3rd quarter, which is below the targeted amount.

The District interest on both investments (Texas Class and TexPool) has been steady for the 3rd quarter of FY25.

Motion was made by Oscar Ugarte, seconded by Robert Rojas and unanimously carried to approve the Financial Reports for the 3rd Quarter.

**DIRECTOR'S
REPORT**

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

Personnel Moves

The District has hired a new Applications Administrator, Giovanni Martinez.

Desiree Aceves, Public Safety Coordinator has resigned to take the Communications Manager position with DPS. The District will begin a process to hire a new coordinator.

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.

State appropriations, while helpful, are not a long-term solution and should be considered a band-aid, masking the underlying issue of sustainable 9-1-1 funding. Legislation changing wireless funding, ideally returning the ability to control revenue to the District and the Board, must be made at the state level or the District will face an uncertain future. The District will continue to look for alternative sources of funding to help offset the loss in funding from state appropriations while working with the Alliance to promote our legislative agenda.

State Appropriations

HB9/Prop8

4/16/24	\$2,226,540.11
6/17/24	\$2,267,674.70
Total Received	\$4,494,214.81

Prop 8 future funding has been invested and is earmarked to sustainable for the Districts ESInet through FY2026.

HB 3290

Allotted to the District:	\$3,832,474.00
Received to Date:	\$3,208,151.24
2911 funds were expended:	January 2025

Regional RMS

The District continues discussion with both the City of El Paso and the County of El Paso regarding the possibility of the District assuming management for the Regional RMS system.

(Update) The District has a negotiated local agreement to present to the Board. This is an agenda item for further discussion.

Other

The drone control room project has been completed.

The District has remodeled the EPRCC lobby with a much more functional lobby design.

**OPERATIONS
REPORT**

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

Phone

ESINet & OSP Migration – The migration of legacy 911 traffic to the AT&T ESINet™ in El Paso is still progressing albeit slowly. 50 % of OSPs have now responded, 25% ordering new circuits, 19% completing migration, and 19% operational readiness testing complete. Key providers like Bandwidth and T-Mobile are advancing, while several OSPs remain unresponsive, delaying progress. The FCC activated Phase II of the NG911 migration in March 2025, requiring Originating Service Providers (OSPs) to deliver 911 traffic over IP when requested by 911 Authorities. This gives regulatory leverage to push non-compliant OSPs to act. The FCC also proposed new rules to improve NG911 reliability and interoperability, allowing state and local agencies to hold providers accountable.

YDSP Onboarding – our 5th secondary PSAP was registered with the FCC and went live on 03/05/2025 with 4 positions.

AVAYA Administrative Phone System – item tabled; current service valid through 02/2027 and support from AT&T following discussions on lack of support and end of life technology has resulted in a positive shift making existing platform and other systems viable through our current offering and coverage period.

ANET (Automated Non-Emergency Triage AI Bot) – Formerly the 3-1-1 exploration project, ANET was developed with Prepared to automate non-emergency and 3-1-1 call handling. It reduces call volume, enabling operators to focus on urgent and complex needs. ANET supports city service inquiries and integrates with tools like Prepared Translator for live Spanish translation. A soft launch beginning on June 16 across five city departments resulted in ~180 calls with a 92% success rate. Additional use cases are under review for broader testing.

VESTA Call Handling Equipment Refresh - It's been five years, and our call handling equipment, computers, and software are due for a refresh. Upgrading to the latest version will ensure we remain on a modern, supported platform — maintaining stability and performance while setting the stage for a future transition to cloud-based solutions. Quote forthcoming for inclusion in FY26.

Network, System & Infrastructure

Since our February update outlining 40 active projects, we've continued to advance the key initiatives necessary to strengthen our infrastructure and prepare the updated environment for housing the CAD and OnCall RMS deployment. This ongoing effort has required significant coordination, deep technical analysis, and collaboration across agencies and vendors.

Our work has remained focused on building a secure, scalable environment aligned with the latest CJIS Security Policy updates. These efforts reflect a broader commitment to unified physical and cybersecurity, system hardening, and infrastructure resilience.

In recent months, we've dedicated substantial time to refining system compatibility, documenting architecture, and validating vendor support. Our team met with City and County representatives to present the proposed environment, and no critical issues were identified — a strong indicator that our design is sound and aligned with stakeholder expectations.

We're also revisiting and updating internal policies to ensure they reflect current industry standards and new CJIS requirements. In parallel, we're making targeted purchases to further secure and stabilize our environment.

Key areas of focus include:

- Ensuring hardware/software version compatibility
- Aligning architecture with CJIS standards
- Modernizing policies and procedures
- Validating vendor support and documentation
- Securing key infrastructure through planned procurements

The work has been exhaustive but essential — aimed at ensuring that when the infrastructure updates and RMS deployment begins, we are technically ready, policy-aligned, and operationally resilient.

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.

In parallel, the team is deeply focused on preparing for OnCall RMS Tier 1 & 2 support, which will serve external law enforcement agencies across the region. This preparation includes intensive product study, vendor documentation review, and user process mapping. Team members also attended this year's RMS-focused Hexagon conference to strengthen readiness.

With the onboarding of new personnel, significant time has been invested in structured training to ensure continuity, system knowledge, and readiness to support all application initiatives moving forward.

B. New Business

5. Wells Fargo Depository Agreement

The District is requesting approval to keep Wells Fargo as the designated depository for a two (2) year initial term for the District in accordance with Chapter 772.

Motion was made by Robert Rojas, seconded by Oscar Ugarte and unanimously carried to approve Wells Fargo as the designated depository for two (2) years.

DISCUSSION & ACTION

6. Proposed FY26 Budget

The District is requesting the Board to approve the District proposed FY26 Budget.

Motion was made by Robert Rojas, seconded by Oscar Ugarte and unanimously carried to approve the District's FY26 Budget proposal.

DISCUSSION & ACTION

7. P25 Digital Radio System Interlocal Agreement

In discussing the District's request to make one more annual payment (2025) and not renew the contract with the City of El Paso in the amount of \$600,000 per year, Mario D'Agostino requested to convene into executive session.

Once reconvened from executive session, motion was made by Mario D'Agostino, seconded by Robert Rojas and unanimously carried to approve the one (1) year payment for 2025 and not renew the contract with the City of EL Paso.

DISCUSSION & ACTION

8. Presidio Cisco Network Core UCS

The District is requesting approval to purchase the new Unified Computing System (UCS) solution, updating the existing Virtual Desktop with state appropriations in FY25.

DISCUSSION & ACTION

Motion was made by Oscar Ugarte, seconded by Robert Rojas and unanimously carried to purchase the new UCS solution with the state appropriation in FY25.

**DISCUSSION &
ACTION**

9. Prepared Subscription – Amendment #2
The District is requesting approval for the additional feature which includes the Prepared Automated Non-Emergency Triage. The additional annual feature amount of \$200,000 for a contract total of \$448,000 for the remainder of the 5-year contract to expire 8/31/2028.

Motion was made by Oscar Ugarte, seconded by Robert Rojas and unanimously carried to approve the amendment on the additional feature of the contract.

IV. **Executive Session:** District Board Member Mario D’Agostino requested to continue discussion of P25 Digital Radio System Agreement in executive session at 10:05 a.m.

V. **Reconvene Open Session:** District Board Members reconvened from executive session at 10:15 a.m.

VI. There being no further business to discuss, the meeting was adjourned at 10:20 a.m.

**MEETING
ADJOURNED**

Motion was made by Robert Rojas, 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.



Kristian Menendez
Board Member / Chairman



Scott Calderwood
Executive Director / Secretary



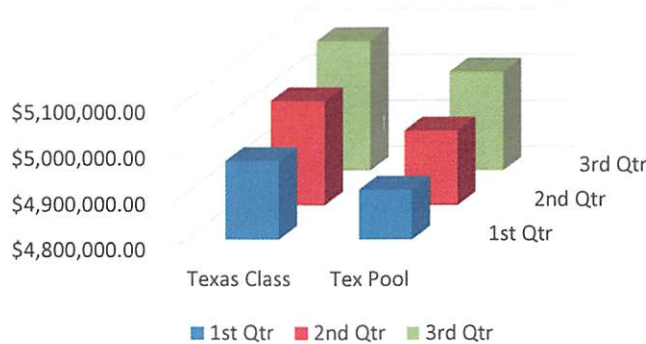
Board of Managers
El Paso County 911 District

Investment Report
3rd Quarter of FY25

Dear Board Managers,

Below is the District’s local Government Investment Pool report for the 2nd Quarter of FY25. All funds available for investment were invested per the District’s Investment policy.

Investment	1st Qtr	2nd Qtr	3rd Qtr
Texas Class	\$4,970,876.45	5,026,233.85	5,081,863.55
Tex Pool	\$4,908,395.84	4,961,363.15	5,014,908.01
YTD Total	9,879,272.29	9,987,597.00	10,096,771.56



Average Daily Net Yield	Texas Class	TexPool
1st Qtr	4.89063%	4.71467%
2nd Qtr	4.49137%	4.36063%
3rd Qtr	4.41553%	4.31340%

Respectfully Submitted,


Scott Calderwood, Exec. Director/Inv. Officer


Chief Mario D'Agostino, Board Member/Inv. Officer

Prepared by the Administrative Director

July 18, 2025

