

CITY OF EL PASO, TEXAS
AGENDA ITEM
AGENDA SUMMARY FORM



DEPARTMENT:

AGENDA DATE:

CONTACT PERSON NAME

PHONE NUMBER:

2nd CONTACT PERSON

PHONE NUMBER:

3rd CONTACT PERSON

PHONE NUMBER:

DISTRICT(S) AFFECTED:

STRATEGIC GOAL:

SUBGOAL:

SUBJECT:

COMMUNITY AND STAKEHOLDER OUTREACH:

BACKGROUND / DISCUSSION:

PRIOR COUNCIL ACTION:

AMOUNT AND SOURCE OF FUNDING:

Proposed Amendments

Amendment No. 1 Post-Incident After-Action Reports

Create a new section called: **Post- Incident After- Action Reports**.

Add a requirement for formal after-action reporting following major incidents.

A public After-Action Report following any major system failure or emergency event, in addition to quarterly reporting. Such report shall include:

- a) A detailed timeline of events;
- b) Root cause analysis;
- c) Identification of actions that were effective and ineffective;
- d) Documentation of communication failures;
- e) Corrective actions and proposed policy changes; and
- f) An implementation timeline for corrective measures.

Amendment No. 2 – Technology and Predictive Analytics

Create a new Section named: **Technology and Predictive Analytics**

Require reporting on the use of:

- a) Data analytics and statistical modeling to identify failure risks;
- b) Leak detection and early warning technologies;
- c) Sensor systems and condition-based monitoring tools; and
- d) Planned technology investments intended to reduce the risk of catastrophic failures.

Amendment No. 3 – Preventive Maintenance Plan and Funding Alignment

Proposed Amendment: Add a new subsection to Section 2

Add a requirement linking preventive maintenance planning to funding sources and timelines.

Require a Preventive Maintenance Plan that includes:

- a) Specific maintenance strategies;
- b) Identification of funding sources, including rates, reserves, grants, and capital plans;
- c) Annual benchmarks and milestones; and
- d) Variance reporting to Council when maintenance targets are not met.

Amendment No. 4 – Emergency Notification Requirements

Proposed Amendment: Section 3. D Add a new subsection to subsection D. **Emergency Notification Protocol.**

Formal Emergency Notification Protocol for emergency operations, including, but not limited to:

- a) Defined time thresholds for initial and ongoing public notification following an emergency event;
- b) Required use of multiple communication channels, including cell phone alerts, SMS, email, social media, and traditional media;
- c) Multilingual notification requirements reflective of community demographics;
- d) Coordination with the Office of Emergency Management (OEM) and City emergency alert systems; and
- e) Post-incident reporting to Council detailing notification timing, public reach, and identified gaps.

Amendment No. 5 – Emergency Customer Service Capacity Standards

Proposed Amendment: Add as a new subsection under Section 3

Add standards and reporting requirements for customer service operations during emergencies.

Establish emergency customer service capacity standards, including:

- a) Surge staffing plans for emergency events;
- b) Call answer rates and response time benchmarks during emergencies;
- c) Alternative communication methods when call volume exceeds capacity; and
- d) post-event reporting to Council on unanswered calls, response delays, and customer access issues.

Amendment No. 6 – Human Impact and Equity Considerations

Proposed Amendment: Add as a new subsection under Section 3

Add requirements addressing human impact and equity in emergency response.

Require reporting on:

- a) Access to water distribution and services for seniors and residents with limited mobility;
- b) Home delivery or alternative support plans during emergencies;
- c) Community-based partnerships utilized during emergency response; and
- d) Equity considerations incorporated into emergency planning and response efforts.

Amendment No. 7 – Asset Risk Prioritization Disclosure

Proposed Amendment: Add as a new subsection under Section 3

Add transparency and reporting requirements related to high-risk infrastructure assets.

Require the identification and annual update of a prioritized list of at-risk assets, based on:

- a) Asset age;
- b) Material type;
- c) Failure history;
- d) Probability of failure; and
- e) Consequences of failure, including impacts to homes, schools, hospitals, and economic activity.

A summary of this information shall be reported to Council and made available to the public, without compromising system security.