

The background of the entire page is a close-up photograph of several interlocking metal gears. The gears are made of a light-colored metal, possibly brass or steel, and show signs of wear and rust. They are arranged in a complex, overlapping pattern, creating a sense of mechanical complexity and interconnectedness. The lighting is warm, highlighting the textures and shadows of the gear teeth.

STRATEGIC DOCUMENT

EL PASO COUNTY 911 DISTRICT

2023



STRATEGIC DOCUMENT

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**“OUR COMMITMENT TO LIVE BY OUR
SHARED VALUES IS OUR STRATEGY FOR
SUCCESS.”**



El Paso County 911 District

Board of Managers

Kristian Menendez, Chair

Ryan Urrutia, Vice-Chair

Peter Pacillas

Mario D'Agostino

David Burton

Executive Director

Scott Calderwood

LETTER FROM THE EXECUTIVE DIRECTOR

I am pleased to present to you the El Paso County 911 District's Strategic Document. Our plan demonstrates our commitment to work collaboratively to identify the initiatives and strategies that are most important for the success of the El Paso 9-1-1 community.

This document is less of an ideology and more of a strategic philosophy that sets priorities, provides context for making choices, and acts as a framework to achieve objectives. It is intended to define who we are and why we do what we do, but more than that it embodies the values and principles that are core to our culture. Our commitment to live by our shared values is our strategy for success.

This document is integral to our success as an organization and encompasses our mission, vision, core values, and our strategic goals. Our strategic approach is to use these shared principles and inspire our people to fashion appropriate objectives to achieve our vision. Only by empowering our people to use their talents will we be able to achieve our goals.

Scott Calderwood
Executive Director



Mission

The mission of the El Paso County 9-1-1 District is to continuously make a difference by providing outstanding professional services that facilitate the vital connection between our community and emergency services.

Vision

The El Paso County 9-1-1 District will be a leader and innovator bringing the latest and most efficient technology to our 9-1-1 community. We will be a model 9-1-1 center respected by others across the country. We will be a high performing organization powered by motivated professionals that work harmoniously and collaboratively to support our mission.

DO THE RIGHT THING

Be Accountable

- ◇ Dependability
- ◇ Fairness
- ◇ Transparency

Practice Integrity

- ◇ Honesty
- ◇ Professionalism
- ◇ Trustworthy

Collaborate

- ◇ Build Relationships
- ◇ Be Creative and Innovate
- ◇ Teamwork
- ◇ Effective Communication

Inspire

- ◇ Self-Motivated
- ◇ Enthusiastic

Kindness

- ◇ Respect
- ◇ Compassion
- ◇ Service to Others

HAVE FUN

Strategic Goal One

The El Paso County 9-1-1 District will use people-focused communication when collaborating with our internal and external stakeholders for a safer community.

Strategic Goal Two

The El Paso County 9-1-1 District will be a leader in providing innovative, reliable, and secure technology.

Strategic Goal Three

The El Paso County 9-1-1 District will conduct administrative matters through integrity and accountability.

Strategic Goal Four

The El Paso County 9-1-1 District will use a visionary approach to develop strategies that challenge the ever evolving future.

TOGETHER WE CAN



El Paso County 911 District