



## **The El Paso County Democratic Party**

### **SENT VIA U.S. MAIL AND ELECTRONIC MAIL**

February 11, 2021

#### *Honorable Mayor and City Council Representatives*

Mr. Oscar Leaser, Mayor, City of El Paso  
Mr. Peter Svarzbein, City Representative, District 1  
Ms. Alexandra Anello, City Representative, District 2  
Ms. Cassandra Hernandez, City Representative, District 3  
Mr. Joe Molinar, City Representative, District 4  
Ms. Isabel Salcido, City Representative, District 5  
Ms. Claudia Lizette Rodriguez, City Representative, District 6  
Mr. Henry Rivera, City Representative, District 7  
Ms. Cissy Lizarraga, City Representative, District 8

#### **City of El Paso Mayor and Representatives**

City 1 - 300 N. Campbell – 2<sup>nd</sup> Floor  
El Paso, Texas 79901

#### *Honorable County Judge and County Commissioners*

Mr. Ricardo Samaniego, County Judge, County of El Paso  
Mr. Carlos Leon, County Commissioner Pct. 1  
Mr. David Stout, County Commissioner Pct. 2  
Mrs. Iliana Holguin, County Commissioner Pct. 3  
Mr. Carl L. Robinson, County Commissioner Pct. 4

#### **County of El Paso County Judge and Commissioners**

500 E. San Antonio – 3<sup>rd</sup> Floor  
El Paso, Texas 79901

#### *University Medical Center (UMC) El Paso Chair and Board of Managers*

Mr. Henry Gallardo, UMC Board Chair  
Mr. James S. Degroat, UMC Board Vice Chair  
Ms. Joy Martinez, UMC Board Secretary  
Mr. Miguel Fernandez, UMC Board Member  
Ms. Carmen Arrieta-Candelaria, UMC Board Member  
Ms. Karen Dykes, UMC Board Member  
Mr. Jim Volk, UMC Board Member

#### **UMC EL Paso Board of Managers Office**

4815 Alameda Ave – 8<sup>th</sup> Floor Suite A  
El Paso, Texas 79905

**RE: *Improvements for COVID 19 Vaccination Process - to include a Collaboration Agreement for impartial and efficient centralized COVID-19 vaccine process***

Dear Mayor and City Representatives, County Judge & Commissioners, University Medical Center (UMC) Board of Managers

On behalf of the El Paso County Democratic party and our community, we stand with the residents of El Paso and to express the much needed overhaul of the City's and County's existing COVID-19 vaccine registration systems, outreach, appointment confirmation and communication process. Although, there has been a significant effort by all parties to disperse the vaccine, it is evident that there continues to be multitude of issues and obstacles to the fair distribution of the vaccine.

**El Paso residents continue to report the following concerns, complaints, and frustration over:**

- City registration software failure that includes phone system crashes and notification links that don't work
- City issuing of wrong appointment dates
- City vaccine appointment misinformation
- City not disclosing to residents COVID-19 vaccination placement on waitlist
- UMC registration system does not allow for a waitlist
- UMC appointments on its on-line and phone system that shuts down within 2 minutes of opening
- UMC not providing advance notice for registration appointments
- City and UMC out of sequence appointments
- City and UMC lack of demographic and cluster data tracking
- City and UMC inequitable scheduling systems
- City and UMC not disclosing count of COVID-19 vaccination appointments by zip code
- City and UMC not disclosing count of COVID-19 vaccinations administered to residents by zip code
- City and UMC need for transparent accountability to the public that include the following COVID-19 vaccine information: 1) vaccination process 2) vaccination registration 3) vaccination disbursement 4) internal audits, program improvement reviews 4) corrective actions taken

In response to El Pasoans' outcry about the above-mentioned issues, on February 9, 2021, the El Paso County Democratic Party Executive Committee met and approved a resolution supporting a single point of City and County COVID-19 Vaccine Registration system. We request that the University Medical Center of El Paso and City of El Paso work together to improve their registration systems and enter into a collaboration agreement to consolidate both registration systems through a third party to create a single impartial and efficient registration system. The creation of one effectual COVID-19 vaccine registration portal for the residents of El Paso that includes quality control and improvement measures is vital to El Paso's residents.

The El Paso County Democratic Party Executive Committee is composed of precinct chairs elected in their precincts throughout the county. Each precinct chair represents approximately 2,000 El Pasoans. Collectively, the precinct chairs passed a motion in support of the resolution mentioned above and included with this letter.

The El Paso County Democratic Party Executive Committee also approved an additional motion to urge the City of El Paso to increase the number of staff to meet the demand of residents' inbound calls related to COVID-19 vaccine registration issues. Additionally, the El Paso County Democratic Party Executive Committee expressed support to collaborate and volunteer in City and County COVID-19 vaccine registration outreach efforts targeting underserved communities.

Your efforts to address the pressing issues outlined in this letter and attached resolution will be greatly appreciated by the El Paso County Democratic Party Executive Committee and the people of El Paso county desperately in need of transparent accountability and a cohesive approach to the vaccination crisis in El Paso. We request a response to our letter.

Sincerely,



El Paso County Democratic Party  
Dora Oaxaca, Chairwoman

cc: El Paso County Democratic Party Executive Committee  
cc. The Honorable Congresswoman Veronica Escobar  
cc. El Paso 87<sup>th</sup> Texas Legislative Delegation  
cc: Mr. Tommy Gonzalez, City Manager, City of El Paso  
cc: Mr. Jacob Cintron, CEO, UMC El Paso  
cc: Ms. Imelda Garcia, Chair, COVID-19 Expert Vaccine Allocation Panel/TX DSHS Associate  
Commissioner for Laboratory and Infectious Disease Services  
cc: Ryan Mielke, Director of Public Affairs, UMC El Paso