

**MINUTES OF THE
MONTGOMERY COUNTY EMERGENCY COMMUNICATION DISTRICT
BOARD OF MANAGERS'
REGULAR MEETING AND STRATEGIC PLANNING WORKSHOP**

June 1, 2012

LOCATION: 9-1-1 Board Room
150 Hilbig Road, Conroe, Texas

BOARD ATTENDING

PRESENT: Paul Virgadamo, President
Vicky Rudy, Vice President
James Simon, Secretary
Robert Hudson, Member
John Young, Ex-Officio Member

ABSENT: Ann Carr, Treasurer

IN ATTENDANCE: Larry Foerster, Legal Counsel
Larry "Chip" VanSteenberg, Executive Director
Jeanne Frey, Administrative Manager
Russell Steffee, Systems Operations Manager
Terri Gill, Executive Assistant

Mr. Paul Virgadamo, President, called the meeting to order at 9:00 a.m., noting a quorum was present.

PUBLIC COMMENTS

There were no public comments.

STRATEGIC PLANNING WORKSHOP / RECOVENE OPEN SESSION

Mr. Virgadamo adjourned the regular meeting to the Strategic Planning Workshop at 9:02 a.m.

Executive Director, Mr. Chip VanSteenberg, explained he had updated the Board of Manager's Mission and Goals, clarifying the mission statement and defining goals through September 2013, and reviewed the recommended changes.

The new vision: "Citizens of Montgomery County can easily and quickly obtain the emergency services needed to protect life, health or property."

The new mission: "Anyone, at any time, from any place within Montgomery County, using any kind of telephone can connect to emergency service providers by dialing 9-1-1."

The following goals will guide the District's efforts through September 30, 2013:

1. Improve the reliability of the 9-1-1 system by upgrading redundant capabilities and contingency plans.
2. Improve and increase the district's efforts to communicate critical information by revising the district's website, developing an electronic newsletter and other efforts.
3. Increase 9-1-1 public education efforts.
4. Renegotiate and approve all interlocal agreements that are still in effect but beyond the initial term.
5. Review and, where appropriate, revise all of the district's existing policies.
6. Review and update the district's compensation program.
7. Protect and improve the district's facility through preventative maintenance measures, new interior and exterior finishes and minor construction projects.

Mr. Larry Foerster suggested the district hold another open house, once the projects have been completed in September or October, for the Mayors and Councils and ESDs, providing tours of the communications center and demonstrations of the GIS and mapping. All agreed.

Mr. VanSteenberg explained two graphs depicting 9-1-1 call metrics. The first graph compares call answering times by the Conroe Police Department (CPD) and the Montgomery County Sheriff's Office (MCSO) to the NENA (National Emergency Number Association) Standard. The NENA Standard says 95% of all 9-1-1 calls should be answered within twenty (20) seconds. The graph (attached) shows that both agencies exceed the standard.

The second graph (attached) depicts the comparison to the NENA Standard for the Busiest Hour. The NENA Standard says 90% of all 9-1-1 calls should be answered within ten (10) seconds. A random sampling of four days in May shows both agencies met the standard three of the four days.

These results are better than anticipated, and we will run these reports on a weekly and monthly basis.

We also generated reports for MCSO showing the number of calls answered per ring, our previous reporting stopped at seven plus rings. How many calls ring more than seven times? In January there were fifteen calls that rang over 49 times, eleven in February, 31 in March. In general, they are able to meet the standards, but there are times when they cannot. In discussing the matter with Captain Frankhouser, she suggested we visit some other centers to pick up ideas and perhaps bring in a consultant to review best practices and develop ways to improve the situation. The district could spend some of its budgeted money to pay for travel and to hire experts.

Chief Robert Hudson stated the fire departments have some dissatisfaction with the call-taking, dispatching process. Mr. VanSteenberg explained the call is received and once transferred to EMS, there is a protocol they follow, and they may be several questions into the protocol before the first responders are toned out, while the ambulance was put in motion immediately. There have been some changes to improve the handling of motor vehicle accidents. The Woodlands Fire Department and the Hospital District have jointly purchased a new dispatch system, coming online soon. This is a separate issue and one that we can perhaps help with.

These issues are addressed in the proposed mission and goals.

Mr. Virgadamo reconvened the open meeting at 10:10 a.m.

REVISED BOARD OF MANAGERS MISSION AND GOALS

Mr. Virgadamo noted item three of the agenda, consider and take action if necessary, approving the revised Board of Managers Mission and Goals.

Ms. Rudy made the motion to approve the revised mission and goals. Mr. James Simon seconded the motion. The motion carried with all in favor.

THE DISTRICT'S FY2013 BUDGET

Mr. Virgadamo noted item four of the agenda, consider and take action, if necessary, approving the District's FY2013 Budget.

Mr. VanSteenberg noted the changes to the budget are highlighted in yellow. Revenues have been adjusted to show a balanced budget with the changes including the addition of a part-time position for the part-time public education coordinator, the GIS integration with the document storage system. There is a surplus of \$18,640 that could be added to consulting fees to help resolve some of the issues we have discussed. Ms. Rudy and Chief Hudson endorsed the change.

Mr. Simon made the motion to approve the FY2013 budget with the amendment to contract services for consulting services. Ms. Rudy seconded the motion. The motion carried with all in favor.

PART-TIME PUBLIC EDUCATION COORDINATOR AND POSITION DESCRIPTION

Mr. Virgadamo noted item five of the agenda, consider and take action, if necessary, approving a part-time public education coordinator and the position description.

Ms. Rudy made the motion to approve the part-time public education coordinator and the position description. Mr. Simon seconded the motion. The motion carried with all in favor.

CHANGING THE DATE OF THE JULY 2012 BOARD MEETING

Mr. Virgadamo noted item six of the agenda, consider changing the date of the July 2012 Board Meeting.

Mr. VanSteenberg explained he has a standing commitment in July as a counselor at bible camp, and recommends July 18th or 25th as alternate dates.

The July board meeting will be held on July 25th at noon.

Mr. Virgadamo requested a motion to adjourn. Mr. Simon made the motion to adjourn. Chief Hudson seconded the motion. The motion carried with all in favor.

The meeting adjourned at 10:15 a.m.

Attest:

James Simon
Secretary

Paul Virgadamo
President