

**MINUTES OF THE  
MONTGOMERY COUNTY EMERGENCY COMMUNICATION DISTRICT  
BOARD OF MANAGERS**

**REGULAR MEETING**

**November 18, 2015**

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

**BOARD ATTENDING**

PRESENT: Paul Virgadamo, President  
Robert Hudson, Treasurer  
Ryan Gable, Secretary  
James Simon, Member  
John Young, Ex-Officio Member

ABSENT: Vicky Rudy, Vice President

IN ATTENDANCE: Larry Foerster, Legal Counsel  
Chip VanSteenberg, Executive Director  
Jeanne Frey, Operations Manager  
Roberto Gutierrez, Systems Manager  
Robert Brewer, Systems Tech  
Terri Gill, Executive Assistant  
Andrea Wilson, Public Education Coordinator  
Matt Walkup, Montgomery County Hospital District  
Shawn Trainor, Montgomery County Hospital District  
Phillip Wood, Montgomery County Hospital District  
Lt. David Park, Montgomery County Sheriff's Office  
Diana Porche, AT&T  
Eddie Mata, AT&T

Mr. Paul Virgadamo, President, called the meeting to order at 12:00 p.m., and noted Ms. Vicky Rudy was unable to attend.

**Public Comments**

No one requested to address the Board.

**Year-end review for Fiscal Year 2015**

Mr. Virgadamo noted item one of the agenda, year-end review for fiscal year 2015.

Mr. Chip VanSteenberg, Executive Director, presented the year-end review for fiscal year 2015.

Mr. VanSteenberg reported on annual call statistics, noting that 298,675 9-1-1 calls had been received, along with 534,222 administrative calls, for a total of 832,702 calls managed by the 9-1-1 system. Of these calls, 67% were handled by the Montgomery County Sheriff's Office, 17% were handled by the Conroe Police Department, 14% at the Montgomery County Hospital District, and 2% at the Woodlands Fire Department. Another interesting statistic: 84% of the calls were answered in 10 seconds or less, and the call centers average 109 abandoned calls per day.

The district provides translation services, through which we served 3,253 callers, and translated into 17 different languages. Spanish accounted for 96.7% of the translation calls.

The district also provides emergency alerts, this year 418 weather alerts were issued, in May alone, 215 alerts were issued.

Mr. VanSteenberg reported on GIS and addressing activity:

- Processed 2 municipal annexations
- Assigned 1,584 addresses
- Addressed 6,940 lots on 147 plats
- 49,566 edits for address points
- 19,533 edits on the transportation layer
- 536 edits for ESN polygons (boundaries)

Mr. VanSteenberg reported on the following projects and accomplishments:

9-1-1 Systems and Equipment:

- Upgrades to Vesta 4.3.2
- Replaced all backroom equipment at 5 locations and 39 workstations
- Installed 12 docking stations for easy deployment of Command Posts
- Deactivated Host B at offsite location, saving \$15,300 annually
- Installed 17 microwave radios and antennae at 8 locations
- Deactivated AVPN network for a savings of \$216,000 annually
- Installed fiber optic cable at the Woodlands Fire Department for a savings of \$21,600 annually
- Purchased new truck designed and equipped for rapid response

GIS and Database:

- Assumed responsibility for hosting and updating ALI database
- Expected savings of \$120,000 per year
- Tested multi-line telephone systems at all hotels and several school districts

Public Education:

- Presented in 12 schools educating 3,252 students
- Attended 27 community events
- Organized 9-1-1 Junior First Responder camp
- Partnered with the Montgomery County Fire Chief's Association on inflatable fire safety house
- Obtained a grant from State Farm for a teen driving safety program
- Presented three sessions at two national conferences
- Texas NENA Legislative Chair for 9-1-1 Goes to Washington and 9-1-1 Goes to Austin
- Member of a NENA working group and the NG 9-1-1 Institute
- Committee assignments at two chambers of commerce
- Graduated from Leadership Montgomery County

Administration and Facilities:

- Implemented telecommunicator certificate incentive payment
- Replaced UPS units
- Updated landscaping and repaired sprinkler system
- Replaced damaged windows
- Painted exterior of building
- Installed canopy on north end

Mr. VanSteenberg reviewed the financial highlights for Fiscal Year 2015:

- Revenue increased by 3.1% from FY 2014
- Revenues were \$328,000 above budget
- Expenditures were \$256,800 below budget in the General Fund

- Revenue exceeded GK expenditures by \$665,200
- Capital expenditure were just under \$1.1 million

Mr. Virgadamo asked if there were questions. There were no questions tendered.

No action was taken.

### **Report on Plans and Projects for Fiscal Year 2016**

Mr. Virgadamo noted item two of the agenda, report on plans and projects for fiscal year 2016.

Mr. Chip VanSteenberg reviewed projects planned for fiscal year 2016:

9-1-1 system:

- Install Telari appliances for network optimization (complete)
- Install redundant connection between Hosts A and B
- Improve emergency operational capabilities
  - “Make busy” switch changes
  - SIP phones
  - Montgomery County Hospital District back-up at the new Conroe Police Department
- Implement Smart 9-1-1
- Transition emergency notifications to Rave Alerts
- Relocate Conroe Police Department PSAP to new facility
- Implement solution for text-to-911

Database and GIS:

- Transition school districts and other facilities to private switch ALI
- Install emergency location markers on two trail systems
- Hire and train an entry-level analyst

Public Education, Administration and Facilities:

- Conduct public education campaign for Kari’s Law
- Coordinate a public relations campaign for Smart 9-1-1 and Rave Alert
- Implement a telecommunicator training/internship program
- Negotiate a new bank depository agreement
- Update major policies
- Create a space for employee wellness
- Retrofit light fixtures for energy savings
- Improve outdoor break area
- Replace HVAC units

Mr. VanSteenberg stated these are the items the staff will be working on, that have been approved in the budget. Mr. VanSteenberg asked for questions. There were none.

No action was taken.

### **Hiring an Intern for the Summer of 2016**

Mr. Virgadamo noted item three of the agenda, consider and take action authorizing hiring an intern for the summer of 2016.

Mr. Chip VanSteenberg stated it has been the district’s practice to periodically review operating policies and procedures and recommend changes to the board. Given the level of projects and activities, the staff have not devoted time to conduct a policy review for several months. The staff purpose to hire a graduate-school level intern for a period of 3-4 months for this primary purpose. There are several public administration graduate schools in the area.

The expense for this proposal will be paid from savings in the existing budget for personnel. The savings will be achieved by a vacancy in a budgeted position that existed on October 1 and will likely not be filled until mid-December or later. The three months' worth of unpaid salary and benefits will generate around \$18,000 that can be used to pay an intern.

Mr. James Simon made the motion to authorize hiring an intern for the summer of 2016. Constable Ryan Gable seconded the motion. The motion carried with all in favor.

### **2016 Meeting Schedule and Holidays**

Mr. Virgadamo noted item four of the agenda, consider and take action approving the 2016 meeting schedule and holidays.

Mr. Simon made the motion to approve the 2016 meeting schedule and holidays. Constable Gable seconded the motion. The motion carried with all in favor.

### **Executive Director's Report**

Mr. Virgadamo noted item five of the agenda, Executive Director's report on items of community interest for which no action will be taken.

Mr. Chip VanSteenberg stated there was no further report.

No action was taken.

### **Consent Agenda**

Mr. Virgadamo noted items six, and seven of the consent agenda, noting the items may be taken separately or as a whole.

Item 6: Approval of meeting minutes for September 16, 2015

Item 7: Ratify accounts payable for the months of August and September 2015

Item 8: Adjourn meeting

Chief Robert Hudson made the motion to approve the consent agenda as a whole. Mr. Simon seconded the motion. The motion carried.

The meeting adjourned at 12:37 p.m.

*These minutes were approved at regularly scheduled board meeting on MARCH 9, 2016.*

*If needed, an official, signed copy may be obtained at the MCECD office.*