



City of Houston
General Services Department
Security Management Division
611 Walker, Room A316, Houston, TX 77002
Security Management Control Room: 713-837-7600

**Security
Alert**

To: Security Personnel & Police Officers
Bureau of Animal Regulation & Control,
2700 Evella
3200 Carr

From: Mark A. Enax, Assistant Chief of Security
General Services Department
Security Management Division

Date: December 03, 2009

Subject: **RESTRICTED ACCESS TO CITY FACILITIES**
MARGARET GONDO
Non-Credentialed Volunteer

Subject has been a volunteer at the Bureau of Animal Regulation and Care (BARC) at 2700 Evella for some time. Subject has recently been dismissed from her volunteer status for failing to comply with volunteer requirements, being argumentative with management and staff, and disruptive to the implementation and growth of the new volunteer program rules. At the request of BARC management, and until further notice, this former volunteer should not be permitted to enter BARC property in any capacity other than as a private citizen visitor. Her access to BARC property is restricted to that granted to any other private citizen who comes to BARC to conduct business. There is no record of this subject ever having been issued a City of Houston Volunteer Identification Badge. No photo is available.

SECURITY RESPONSE

If this subject attempts to enter the BARC facility, she should be identified and provided with a Visitor Badge just as any other private citizen. She should be granted access to the public lobby of the BARC facility only, just as any other private citizen visitor would be. Access to any non-public areas at BARC is prohibited. No special privileges or special access to restricted areas is to be granted without express consent of BARC management.

► **BARC Management Contact Information:**

Hope Bennett, Administrative Manager: Office Phone 713-229-7317; Cell 281-467-3429.
Gerry Fusco, Interim Bureau Chief: Office Phone 713-229-7309.

► **Security Management Division**

Control Room: 713-837-7600 (Weekdays, 6:00am to 5:00pm.)
On-Call Public Loss Investigator: 832-316-1944 (After Hours and Weekends)
Mark Enax, Assistant Chief of Security: Office Phone 713-837-7585; Cell 832-335-0837.
Tom Edwards, Chief of Security, Office Phone 713-837-7588; Cell 713-504-7058

SUBJECT

MARGARET MARY GONDO, Volunteer # None

White / F

Home Add

Hard Copy Distribution To: 1) Security Management Control Room; 2) BARC Security Gate Post - 2700 Evella; 3) BARC Security Gate Post - 3200 Carr;
4) Mr. Dennis Sandoval, Sr. Project Manager, Wackenhut Security (Prime Contractor); 5) Kevin Galloway, Vice-President, Security Professionals of Texas (Sub-Contractor);
6) Gerry Fusco, Interim Bureau Chief, BARC; 7) Hope Bennett, Administration Manager, BARC; 8 - 12) Security Management Investigators.

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CONFIDENTIALLY NOTICE: This document may contain confidential, personal identifying information and internal City security procedures.

It should be protected from inadvertent release or open display where non-security personnel can view it.

This document is not evidence of any crime and should not be considered as such.

This notice will remain in effect until further notice.

Enax

From: Bennett, Hope - BARC [Hope.Bennett@cityofhouston.net]
Sent: Thursday, December 10, 2009 6:22 PM
To: Mark Enax; Bennett, Hope - BARC
Cc: Frederick Lee; Jamil Whalen; Lisa Kralosky; Mary Wilson; Quin Harris; Tom Edwards; Dennis Sandoval (E-mail)
Subject: RE: Restricted Entry

Mr. Enax

Ms. Gundo has not complied with the Volunteer requirements and has become argumentative and disruptive to the implementation and growth of the new Volunteer Program rules. And this time we must ask that the privileges be revoked and her access be limited to the Customer Service area.

Thank you,

Hope Bennett
 Administrative Manager
City of Houston
Bureau of Animal Regulation and Care
 2700 Evella
 Houston, Texas 77026
 P: 713.229.7317
 C: 281.467.3429
 F: 713.238.2189

Adopt a Friend for Life!
www.houstonbarc.com

From: Mark Enax [mailto:mark.enax@cityofhouston.net]
Sent: Thursday, December 10, 2009 4:03 PM
To: 'Bennett, Hope - BARC'
Cc: Frederick Lee; Jamil Whalen; Lisa Kralosky; Mary Wilson; Quin Harris; Tom Edwards; Dennis Sandoval (E-mail)
Subject: RE: Restricted Entry

Ms. Bennett -

We must require additional detail about why we (through our contract security service) must exclude a citizen from a government facility normally open to the public. If challenged, we must be able to articulate some sound reason for keeping a citizen out of areas where the public is generally allowed to go (your lobby for example). Restricted areas (where the general public is not allowed to go in the normal course and scope of business) are not so much of a problem, but excluding individual members of the public from areas where the general public are openly invited can present problems. Therefore whenever we are asked to exclude some member of the public (including former employees, etc.) from accessing a facility operated by their local government we have to know all the reasons why. Just stating, "insubordination" is not sufficient. The kind of detail we require will allow us to answer the following questions:

- Did this person make any threats or take any action against the life, health, or safety of any employee, contractor, volunteer, or intern working at or for the facility? Or any of the animals at the facility?
- Did this person make any threats or take any action against the life, health, or safety of any member of the public who was lawfully doing business at the facility?

- Did this person disrupt the orderly flow of business at the facility? If so, how?
- Did this person maliciously damage any property at the facility, make any threats to damage property at the facility, or property owned by someone lawfully at the facility?
- Did this person break any laws while at this facility?
- Has this person been issued a formal Trespass Warning by the management of the facility?
- Has any of the disruptive, threatening, violent, or illegal activities of this person been reported to the Police?

We must insist on having this information before asking our contract security personnel to assist us in excluding a citizen because if we are sued for violating a civil right or any other law related to a person's free access to their government, we will have to answer those questions.

We have no records of Margaret Gundo (Gondo) ever having been an employee, contractor, volunteer, or intern here at the City of Houston. We do know a Margaret Gondo has been a requestor of video surveillance records during the past several months. She generally requests massive blocks of video which have cost us a lot of money to retrieve and preserve. Then when faced with the costs, she changes her order to about one hour's worth of recordings. Is this the same person identified in your email below?

We will issue a Security Alert to the contract security staff when we receive the additional information supporting and justifying your request to exclude this person from the premises.

Mark A. Enax, Assistant Chief of Security
City of Houston, General Services Department
Security Management Division

611 Walker, Room A-316, Houston, TX 77002
Office: 713-837-7585 / Fax: 713-837-7602
City Cell: 832-335-0837

-----Original Message-----

From: Bennett, Hope - BARC [mailto:Hope.Bennett@cityofhouston.net]

Sent: Thursday, December 10, 2009 8:11 AM

To: Mark Enax; Quin Harris

Subject: Restricted Entry

Mark,

As instructed by Gerry Fusco I have notified both guards today, Thursday December 10, 2009, that Margaret Gundo is no longer permitted on BARC property until further notice.

Reason: Insubordination

I appreciate your immediate attention to this matter

Hope Bennett
Administrative Manager
City of Houston
Bureau of Animal Regulation and Care
2700 Evella
Houston, Texas 77026