



FOUNDATION FOR  
**OUR FUTURE**



**Cypress Creek EMS | 2008 Annual Report**

# About Us

## Service Area

250 Square Miles

## Vehicles

8 24-Hour Ambulances

Up to 5 Peak-Hour Ambulances

5 Reserve Ambulances

4 Supervisor Vehicles

Special Operations Vehicle

ATV Response Vehicle with Med-Bed

Mobile Command Vehicle

## Buildings

10 EMS Stations

Administration Offices with Dispatch Center

Maintenance Facility

## Call Volume for 2008

45,470—Total number of calls dispatched (fire and EMS)

26,691—Total number of calls dispatched (EMS only)





## OUR FUTURE IS HERE

What an exciting year 2008 turned out to be, offering new challenges and new beginnings. The year started with the construction of a new headquarters complex and later presented other challenges, including the greatest operational challenge our organization has ever seen—Hurricane Ike.

Now nearing completion, the new complex includes a 24-hour medic station, a state-of-the-art 9-1-1 Communications Center, and the Charles R. Hooks Education Center. Everyone associated with the organization worked hard to make sure that every detail was addressed during the building process to maximize the benefit to every member of our service area. Support from the community and neighboring public safety agencies allowed us to maintain the superior level of care our citizens expect. We are enormously grateful to all of the agencies that let us borrow space and resources to house ambulances and provide space to continue teaching classes and reach our education and professional development goals.

Several events throughout the year provided opportunities for CCEMS to shine. We provided crew and ambulance support for a variety of statewide mobilizations, such as Hurricane Dolly and the compound evacuation in ElDorado. Hurricane Ike, however, brought the greatest challenge. The storm taxed the resources of the entire community. Our staff rose to the occasion, more than doubling our usual response capacity. It was a privilege for CCEMS to watch and be a part of the community coming together, neighbor helping neighbor. As always, CCEMS and its community supporters showed that together we can rise above and overcome any challenge.

A handwritten signature in blue ink, appearing to read "Bradley J. England". The signature is fluid and cursive.

Bradley J. England  
Executive Director



# HURRICANE IKE

Hurricane Ike arrived in northern Harris County on September 12, 2008. Prior to the storm, administrative staff and medical supervisors met with other agencies in the community to make sure that everyone was prepared for the storm. It was decided that CCEMS would add six ambulances to the fleet during peak storm hours. Coastal EMS also stepped up to add five ambulances to run calls in the CCEMS service area. Prior to the storm's arrival, all stations were stocked with MRE's, drinking water, cots, and extra medical supplies so that staff and volunteers were ready for Ike and its effects.

The Emergency Operations Center (EOC) opened at the Cypress Creek EMS administrative building on September 11, 2008. The EOC is a control center for all emergency operations during a disaster. The staff of the EOC consisted of the Human Resources Manager, the Director of Special Operations, Dispatch Supervisors and various Field Supervisors. Issues handled by the EOC included CCEMS staffing and coordination with utility companies, local fire departments, the Harris County EOC, the Harris County Fire Marshall's Office, and the Department of State Health Services.

The Cypress Creek EMS service area began to feel the effects of the storm late on September 12, 2009. The ambulances ceased answering 9-1-1 calls at 5:15am on September 13, 2009 due to unsafe wind speeds. At 5:52am, normal field operations were resumed. On an average day, CCEMS dispatches approximately 134 calls. Just over 75 of those would be medical calls.



The dispatchers spoke clearly and told us what to do. I have nothing but praise for these wonderful medics. I have never been in an ambulance in my life, these two medics were wonderful and I had *no* fear.

—Letter from Patient, 2008

Call Volume during height of the storm...

September 12, 2008	122 Medical Calls	169 Fire Calls
September 13, 2008	305 Medical Calls	295 Fire Calls
September 14, 2008	180 Medical Calls	102 Fire Calls

Our agency returned to normal call volume status 10 days after Ike's arrival.

CCEMS also worked with local hospitals to provide additional assistance during Ike. "Medical Liaisons" were staffed to assist emergency room charge nurses coordinate patient traffic. They also provided CCEMS with "real time" updates as to how many patients the hospital could handle. This is important to CCEMS staff and volunteers when deciding where they should transport patients in the ambulance. Tactical Medics were also staffed by CCEMS at local hospitals. Since these medics operate under an expanded scope of practice, they assisted nurses with triage and aided in the security of the emergency room.

On Wednesday, September 24, 2008, the CCEMS EOC was officially closed. Staff and volunteers could breathe a sigh of relief as well as feel a sense of pride and accomplishment. Once again, the organization came together to handle a difficult situation demonstrating professionalism, perseverance, and a passion for helping others.



## LEADING THE WAY IN PRE-HOSPITAL CARE

You have a great team! Keep up the good work.  
God bless you all. Thank you. —*Letter from Patient, 2008*

In 2008, Cypress Creek EMS continued with two clinical programs that were started in previous years, the STEMI program and the LUCAS device. The STEMI program is in conjunction with Houston Northwest Medical Center. The program was spearheaded by our Medical Director, Dr. Levon Vartanian. Patients are diagnosed in the field with a blockage in one of their coronary arteries. The paramedics start initiating treatment in the ambulance that would normally occur in the emergency room. The patient then bypasses the emergency room and goes straight to the hospital Cath Lab. This saves valuable time! Since its inception, it has proven to be one of the most successful in the United States. Cypress Creek EMS is recognized nationally and, in 2008, was invited to attend the American Heart Association (AHA) Scientific Sessions. The CCEMS STEMI program will be part of the data utilized when the AHA structures their new guidelines.

The LUCAS device is an on-going trial. With the use of this device, CCEMS saw an 11% increase in Return of Spontaneous Circulation (ROSC). ROSC is an important link in the chain of survival. A higher rate of ROSC ultimately provides the potential for increased survival.

CCEMS staff and volunteers desire to save lives and improve the quality of life for the community. Our commitment to pursue new clinical programs and cutting edge devices such as these allow us to do just that!

There are 113 Cypress Creek EMS volunteers that give their time each month to ride on an ambulance.



## EDUCATION CENTER

The Cypress Creek Education Center was under construction in 2008. The Education Department continued to teach classes in various venues in the CCEMS service area.

Classes	Students
CPR	614
CPR Instructor	7
Babysitting	159
First Aid	173
EMS	46

The staff at the education center is also responsible for continuing education for staff and volunteers. Over 800 hours of continuing education were provided in 2008. Classes are provided using many avenues such as EMT-B classes, Paramedic classes, New Hire Academies, specific CE classes (monthly volunteer meetings, and shift meetings).

Cypress Creek EMS is also involved with the teaching of EMT classes in local high schools. For Klein ISD, CCEMS teaches the class in-house with a CCEMS instructor. For Spring ISD, CCEMS coordinates the class through the Department of State Health Services and provides clinical sites for student rotations. For Aldine ISD, CCEMS provides clinical sites for student rotations. Many of these students end up as CCEMS volunteers or employees after graduation.

# VOLUNTEERS MAKE THE DIFFERENCE



A volunteer that gives one 11-hour shift per week saves taxpayers over \$7000 annually.

Hours Served in 2008 .....	1057.5
Hours of Lost Sleep .....	213
Number of Interrupted Meals.....	51
Satisfaction of Helping Your Neighbor.....	PRICELESS!

Anjuli Reid is one of Cypress Creek EMS's most active volunteers. She volunteered over 1000 hours in only 11 months. We are proud to highlight her in the 2008 Annual Report.

*1. What made you decide to get into the field of EMS?*

Going into EMS was actually kind of random for me. I was aimlessly wandering through life trying to figure out that whole "What do you want to be" thing that everyone else just seemed to know. I wanted to do something that would help people that, at the same time, would not drown me in paperwork. I wanted to do something where, at the end of the day, I could say that I might have made the world a little better for at least one person.

*2. You were a recipient of a 2008 CCEMS Scholarship? What did that mean to you?*

A lot. If I didn't get the scholarship I was going to try to get a loan. If I didn't get the loan, I was going to dedicate myself to joining the military. Receiving the scholarship saved me from, at the very least, a couple of years of debt.

*3. Why did you choose to volunteer with CCEMS?*

I've wanted to volunteer with Creek since I took my Basic class with them. Honestly, I liked the bold, aggressive statement the uniforms made. It was the exact antithesis of my personality. I wanted to learn what all those incredibly confident people on the ambulance just seemed to know.

*4. What gives you the greatest satisfaction while volunteering on the ambulance?*

The numerous opportunities to make someone's day a little better. The presence of trained personnel on scene is enough of a comfort to most of the people that call us but it's one of the easiest things in the world to go that "extra mile" and smile at someone that's hurt or suffering. In one smile you can convey the message that everything is going to be okay, and people respond to that.



## ANSWERING THE CALL

I was having a heart attack, but remember most clearly. They were all very kind and gentle and most importantly, although I was alone, I was not afraid. —*Letter from Patient, 2008*

The Cypress Creek EMS Communications Center (Comm Center) is the dispatch facility for nine area fire departments, three EMS agencies, the Harris County Fire Marshal's Office, the Harris County Hazardous Materials Team, and Blue Bonnet Critical Incident Stress Management. The Comm Center also serves as a Secondary Public Safety Answering Point (SPSAP) in the Greater Harris County 9-1-1 network. In 2008, the Comm Center processed over 45,000 emergency incidents.

The dispatch team is constantly expanding to meet the needs of an ever-growing community. 2008 saw the groundbreaking and construction of the new Comm Center dispatch facility. The new center accommodates over twice as many dispatch positions and utilizes cutting edge technologies with which to serve the citizens of Harris County. The center is nearing completion and will be operational in early 2009.

In 2008 the Comm Center supervisory staff began compiling data to present to the National Academy of Emergency Dispatch to become an Accredited Center of Excellence.

During Hurricane Ike, the Comm Center collaborated with neighboring dispatch centers, local hospitals and a network of local ham radio operators to effectively process and coordinate emergency responses.

### 2008 PERSONNEL STATS:

*1 Comm Center Manager*

*3 Dispatch Supervisors*

*19 Full-Time Dispatchers*

*6 Part-Time Dispatchers*



## SERVING THOSE WHO SERVE THE COMMUNITY

There is nothing you can do to improve. They were perfect!!!

—*Letter from Patient, 2008*

Behind the scenes at CCEMS is a dedicated fleet and facility maintenance staff. These teams work hard to meet the needs of the organization by serving those who serve the community.

A rigorous preventative vehicle maintenance program ensures safe and reliable emergency responses for the community. Serving a fleet of 36 emergency and support vehicles (over 630,000 annual miles), the full-service mechanical facility is used to prolong the life of each vehicle and to bring new life into old ambulances. In addition to preventative maintenance and service repairs, CCEMS also “remounts” its own ambulances in house. By remounting the patient care “box” onto a new chassis an effectively new ambulance is created at a savings of up to \$70,000 off of the cost of a new factory ambulance. Remounting in-house also allows much faster turnover time and increases quality control. CCEMS is one of only a handful of EMS agencies in the nation using this innovative approach.

Cypress Creek EMS also has an equally dedicated facility maintenance staff. The building maintenance program provides preventative maintenance on all the stations and other facilities. Multitalented personnel also have the ability to handle a wide variety of repairs on the spot. On top of the regular service schedule, this team has performed several large-scale remodeling projects, enhancing functionality in a very cost effective manner. The building maintenance team always looks to please the crews and is filled with joy when they receive such positive compliments.

The CCEMS fleet and facilities maintenance teams continually look for opportunities to improve their service to those who serve the community. Plans are already in place to address the demands of a growing organization, new facilities, and an increasingly busy fleet of emergency response vehicles.



## UNCONVENTIONAL MEDICS

### MISSION

Our primary mission is to bring good medicine to bad places. Members receive special training so they can provide an expanded scope of pre-hospital emergency medicine where it is needed most; the Point of Wounding. Training is an essential element to accomplishing this mission and therefore has become our secondary mission; training medics to become *Unconventional Medics*.

The Division provides Operational Medical Support to public safety agencies and the community through the following programs. Each specialized team will work with the law enforcement, fire department or hazmat team responsible for providing that service, and not attempt to provide these services alone. Special Operations Teams treated 38 patients in 2008.

### CYPRESS CREEK ADVANCED TACTICAL TEAM (CCATT)

The CCATT is a team of highly trained paramedic/police officers supporting tactical law enforcement operations at the local, state, and federal levels. Cross training allows the medic to actually be part of the law enforcement team and have advanced medical care immediately available to peace officers and civilians during high-risk operations. CCATT responded to 41 activations and 31 training events in 2008.

CCATT stands strong and is recognized as a leader in the field of tactical medic training. They offer two Basic courses and one Advanced Tactical Operational Medical Support course to an international audience annually. In 2008, they trained 24 tactical medics from across the country and abroad.

### BIKE MEDIC RESPONSE TEAM (BMRT)

The BMRT provides rapid response medical support at large scale events, parades, and educational programs in the community. The bike medic significantly reduces response times of conventional EMS and carries enough equipment and supplies to treat anything from a minor injury to a cardiac arrest. All medics are certified EMS Cyclist through the International Police Mountain Bike Association and provide medical support to over 36 single and multi-day events each year.

Three members of the BMRT are certified IPMBA Cyclist Instructors. They provide training for EMS, fire, and police cyclists from across the country. Two of the three are qualified to practice and teach in both EMS and police disciplines. In 2008, they trained 35 public safety cyclists.

"Texas Children's Center for Childhood Injury Prevention is the proud lead agency for Safe Kids Greater Houston. The coalition is made up of health and safety experts, educators, corporations, foundations, government agencies and volunteers who come together to educate and protect families. Safe Kids Greater Houston is responsible for 6 counties and our partnering agencies help to get injury prevention programs to areas that otherwise may be difficult to access. Cypress Creek EMS is one of our most supportive partnering agencies. This partnership enhances injury prevention efforts in Northern Harris County."

*Quote from Mari Hodges, Health Educator, Texas Children's Hospital*



## PREVENTION SAVES LIVES

The CCEMS Injury Prevention Department had a very busy 2008. CCEMS staff and volunteers attended 113 public education events adding up to over 333 hours. These events had an attendance of over 15,000 people from our community. Public education events touch on subjects such as how and when to call 9-1-1, car seat safety, bicycle and helmet safety, first aid, and ambulance tours. Car seat inspections are done every week and are free of charge. CCEMS staff checked 242 seats and donated 27 seats to individuals in need. Car seat checks and donations of seats are done in conjunction with a partnership between CCEMS, Texas Children's Hospital Center for Childhood Injury Prevention, and the Safe Kids Greater Houston Coalition.

Late in 2008, CCEMS collaborated with Houston Northwest Medical Center to bring a realistic bicycle safety education program to the schools in Northwest Harris County. This program uses educational and hands-on training to reinforce the tenet of effective cycling, "Cyclist fare best when they act and are treated as a vehicle". This program is commonly referred to as a Bike Rodeo. Since the program started in October, this new partnership has trained over 2800 children. CCEMS BMRT members will continue this program in 2009 conducting at least one Bike Rodeo per month.

Cypress Creek EMS continues to find ways to assist those that are interested in becoming a Paramedic. The CCEMS Scholarship Program helps these individuals realize their dreams by providing financial assistance. Community events such as the Laff Spot Comedy Event, the St. Patrick's Day Parade, and the Crazy Frogs Chili Cook-Off contribute monies used for scholarships. Other avenues for funding include various neighborhood grants, local service organizations, and local hospitals.



## BUILDING COMMUNITY, DEVELOPING RELATIONSHIPS

I have no idea how you could improve. I know that I was treated very well and appreciate the care received. —*Letter from Patient, 2008*

The new CCEMS Administrative Complex was complete in February 2009. The complex includes administrative offices, the Charles R. Hooks Education Center, the CCEMS Communications Center, and Station 59. It is a 6-acre complex that will carry CCEMS into the future and allow for the organization to meet the growing needs of the community.

During the construction phase, the Clinical and Education Center staff had to remain flexible and continue their work despite their office being under construction. Many organizations allowed CCEMS to borrow classrooms in order for our EMS classes, community education, and meetings to continue as scheduled. Coastal EMS, Klein Volunteer Fire Department, Ponderosa Volunteer Fire Department, and Gander Mountain opened their doors to our staff and volunteers.

Emergency Service Departments in Northwest Harris County have always come together for the benefit of all. The year 2009 exemplified everyone's willingness to help. It is a privilege to have such wonderful agencies to work alongside.



## CCEMS LEADERSHIP

### CCEMS Board of Directors

Gregory Marwill  
President

Ruben Gonzales  
President-elect

Ronald Tribolet  
Treasurer

David King  
Secretary

Karen Plummer  
Corresponding Secretary

Dennis Schmidt  
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## EMERGENCY SERVICES DISTRICT (ESD) 11 BOARD OF COMMISSIONERS

Commissioner Barbara Payne—President

Commissioner Robert Jackson—Vice President

Commissioner Josh Fetner—Treasurer

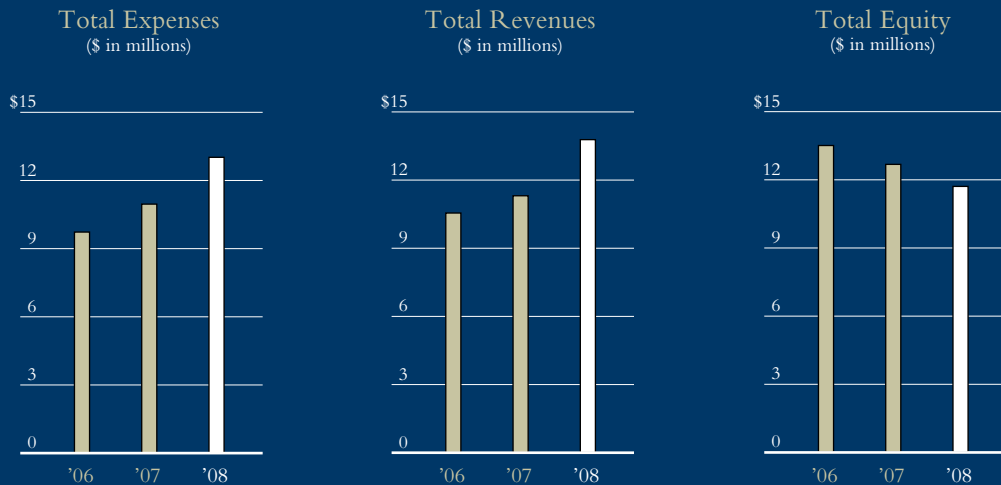
Commissioner Fred Grundmeyer—Secretary

Commissioner Darrell Pile—Assistant Secretary

2008  
INCOME & EXPENDITURES

Revenues	2004	2005	2006	2007	2008
ESD 4	N/A	\$ 144,000	\$ 120,000	\$ 120,000	\$ 154,000
ESD 11	N/A	\$ 4,914,344	\$ 5,089,999	\$ 6,021,273	\$ 7,799,217
FMA	N/A	\$ 134,223	\$ 92,176	\$ 177,875	\$ 90,040
Medical Revenues	\$3,548,354	\$ 4,341,300	\$ 4,717,254	\$ 4,850,313	\$ 5,276,247
Residential Revenues	\$1,555,083	\$ 408,128	\$ 106,570	\$ 94,181	\$ 79,740
Other Revenues	\$ 663,004	\$ 406,710	\$ 412,537	\$ 42,862	\$ 380,585
<b>Total Revenues</b>	<b>\$5,766,441</b>	<b>\$ 10,348</b>	<b>\$10,548,536</b>	<b>\$11,306,504</b>	<b>\$13,779,829</b>
<b>Expenses</b>					
Health Expenses	\$ 572,753	\$ 786,758	\$ 968,659	\$ 1,128,637	\$ 1,227,456
Workman's Comp	\$ 173,753	\$ 200,907	\$ 248,024	\$ 258,637	\$ 404,782
401K Fund	\$ 85,799	\$ 116,263	\$ 153,296	\$ 340,798	\$ 292,681
Social Security	\$ 258,387	\$ 325,254	\$ 361,668	\$ 441,071	\$ 540,175
Employee Cost	\$3,517,373	\$ 4,435,833	\$ 4,933,370	\$ 5,838,686	\$ 7,298,088
<b>Totals</b>	<b>\$4,607,332</b>	<b>\$ 5,865,015</b>	<b>\$ 6,665,017</b>	<b>\$ 8,007,829</b>	<b>\$ 9,763,182</b>
Other Expenses	\$1,750,273	\$ 2,283,419	\$ 3,062,637	\$ 2,955,141	\$ 3,252,433
<b>Total Expenses</b>	<b>\$6,357,605</b>	<b>\$ 8,148,434</b>	<b>\$ 9,727,654</b>	<b>\$10,962,970</b>	<b>\$13,015,615</b>
<b>Total Equity</b>	<b>\$8,524,448</b>	<b>\$11,637,145</b>	<b>\$13,514,009</b>	<b>\$12,683,015</b>	<b>\$11,711,879</b>

The above numbers are unaudited





Cypress Creek EMS  
7111 Five Forks  
Spring, TX 77379  
281.440.9650  
[www.ccems.com](http://www.ccems.com)