

REGULAR MEETING
Cypress Creek EMS Board of Directors

September 2, 2020

Make-up for the Cancelled August 26, 2020 due to Hurricane Laura

The Board of Directors of Cypress Creek Emergency Medical Services ("CCEMS") met in special session, open to the public, on the September 2, 2020, at the Charles Hooks Education Building Boardroom, located at 7111 Five Forks Road, Spring, Texas at 5:30 p.m. Roll was called of the duly constituted officers and members of the Board, to-wit:

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|------------------------|-------------------------|
| Glen Henning | President |
| Enrique Lima | President-elect |
| Keith Barber | Treasurer |
| David Patton | Secretary |
| Linda Mercier | Dave Billings |
| James Cravens (absent) | Woody Mitchell (absent) |
| Eric Seymour (absent) | |
- Wren Nealy, Interim Chief Operating Officer "CEO"
Levon Vartanian, M.D., Medical Director (absent)

All members of the Board were present, either in person or by phone, thus establishing a quorum, pursuant to the 23rd Amended By-laws of the Service, dated 26th day of February 2020. Also present were the Service's Attorney, Allison Sulentic ("Attorney"); George Vie ("Attorney"), Miranda Sevcik (Media Masters), Rene' Johnson, the Service's Controller ("Controller"); Jim Van Hooser, the Service's HR Director.

President Henning called the meeting to order at 6:30 p.m. in accordance with the By-laws and notice posted, and the following business of the Service was conducted.

President-elect Lima moved to approve the minutes of the July 29, 2020 meeting, seconded by Secretary Patton. Following discussion, the Motion was approved unanimously.

The President then recognized Mr. Johnson for the Controller's report for August 2020, a copy of which is attached to these minutes as a part hereof for all purposes.

Dir. Billings moved to accept the Controller's report, seconded by Secretary Patton. Following discussion, the Motion was approved unanimously.

The President then recognized Mr. Nealy for the CEO report, attached as hereto as a part hereof. The CEO reported that:

- 90% of response times are 10:45 (min/sec) using the 9:59 (min/sec) benchmark
- ArcGIS is being used for situational planning;
- We have instituted new controls using System Status Management ("SSM") Pilot, focusing on where calls are located each hour and day of the week; this keeps the service area well covered by the ambulances; we have worked to increase our skill and coordinate downtime, maintenance, etc.; "UHU" (Unit Hour Utilization) to use trucks more efficiently;
- Top utilizers are always peak trucks (12-hour); Eleven trucks were high in July only nine trucks this month.
- In July, we did not hit level -0; level 1-5; level 2-16; and level 3- 42
- Mobile Integrated Health Program; Christina Dubois continues to manage COVID-19 health issues with the staff;
- We are in the final phases of implementation of First Pass the QA/QI tool that integrates with First Watch;
- Volumes did increase significantly; transports 14% higher than July 2019. Twice the trailing average of growth year-by-year (6%)
- Airway management cases increased with the call volume; first attempt success dipped to 75% with an overall success of 97%;
- Whole Blood Program: transfused 8 patients a 60/40 mix of trauma and medical cases with Life Flight transporting five of these cases because of their helipad to OR program
- Reviewed funding requests with the ESD at their meeting; billed per budget but there are issues; we went on the record requesting payment for the outstanding balance owed;
- The Dan Ramey audit of the HSSK audit is complete and was presented on August 17.
- The COVID Stipend was presented and requested for ESD funded personnel
- Hired 13 Unit Operators, 7 Paramedics, and 6 Dispatchers in July; Three Unit Operators transitioned to Paramedic IIs; Next hiring will be September
- In July we were monitoring 45 employees for COVID-19; a total of 103 since March; a total of 7 have tested positive;
- Hurricane preparations are underway; generators have been repaired since the lightning strike which now exceeds \$450,000 (insurance claim);.
- Communications and IT staff are completing interoperability plans with HCSO, GHC911, and CyFair Fire Dept;
- George Vie being enlisted to assist in the removal of incorrect lien on four ambulances to have titles reissued clear; the two purchased by the ESD will be signed over like the others
- Working with Little York Fire Dept and ESD 11 to secure housing agreements and move M57 and M517 into Little York FD stations 83 and 84 respectively; these stations would be leased by ESD 11; M521 will become M517; M521 will return to a 12-hour staffing out of Station 51 once we have staffing availability;
- Reviewed the ArGIS maps showing a decrease in the responses with >10 min response time as indicated by the red dots; the positioning of ambulances is working to reduce response times.

Secretary Patton moved to approve the CEO's report, seconded by Dir. Mercier. Following discussion, the Motion was approved unanimously.

The President opened the floor to new business calling on Miranda Sevcik to present the communication plan. Mrs. Sevcik reported on the public version of the internal and external communication plans, reviewing the designed infographics in the board handout.

The President opened the floor to public comment, explaining that it is not a normal part of the Board's agenda, but at this meeting the public would be heard.

Samuel Frusti -- Suggested the Board do ride-along and tours of stations to meet the staff. Dir. Mercier and Barber stated they were interested in learning more about what the crews do and experience.

Chief Lieder (CCFD) -- Stated his department went through a fantastic transition to an ESD model and their department is better for it today. CCEMS and ESD are talking at each other through their attorneys, which is not a winning strategy. He reviewed historical transitions with ESD 29 and Champions and ESD 48 and West I-10, both of which were horrible. The community and employees lose and the stress of it all is severe. The residents did not agree to give you money to litigate. Both boards need to find a way to mediate, we will all serve as intermediaries. He questioned if CCEMS had released all the documents. He added serious concerns about the Crisis Plan for the Comm Center.

Jeff Doran -- You folks are awesome. Mr. Nealy is doing a great job, he has a difficult job, I don't envy his position. I will agree to help try and resolve the issues and bring both sides to the table. He complimented hiring Miranda. stating it should have been done five years ago.

The President stated that there are matters relating to Contracts, Personnel, and pending or perceived Litigation to discuss in Executive Session. The Board entered Executive Session at 7:50 p.m. and asked Ms. Sevcik, Mr. Johnson, and Mr. Van Hooser to attend the session. David Feldman ("Attorney") joined virtually. At 8:50 p.m. Mrs. Sevcik left the meeting, and Mr. Johnson joined the meeting. At 9:20 p.m. Mr. Johnson left, and Mr. Van Hooser joined the meeting. At 9:55 p.m. Wren Nealy left the meeting. Mr. Van Hooser left at 10:15 pm and Mr. Nealy returned.

The Board returned to Open Session at 10:35 p.m.

After discussion, Dir. Mercier moved to accept the payment plan as presented in Executive Session. Secretary Patton seconded, and the Board voted unanimously therefor.

NOTING THERE WAS NO OTHER BUSINESS TO COME BEFORE THE Board, motion to adjourn at 10:40 p.m., duly seconded carried in unanimity.

11/18/2020

Date approved



David Patton
Secretary of the Board