

REGULAR MEETING
Cypress Creek EMS Board of Directors

September 30, 2020

The Board of Directors of Cypress Creek Emergency Medical Services ("CCEMS") met in regular session, open to the public, on September 30, 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:

Glen Henning	President
Enrique Lima	President-elect
Keith Barber	Treasurer
David Patton	Secretary
Linda Mercier	Dave Billings
Eric Seymour (virtual)	Woody Mitchell

Wren Nealy, 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"), David Feldman-Virtual ("Attorney"), Miranda Sevcik (Media Masters), Rene' Johnson, the Service's 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 Henning deferred approval of the minutes to the next meeting of the Board. He then announced the retirement of Board Secretary Sherry Allard and thanked her for the many years of service to the board and CCEMS.

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. Mr. Vie questioned the fee structure for funding from the Fire Departments for the CCEMS Communications Center dispatches. A new fee structure will be implemented for the 1/1/2021 budget year raising fees for each department to bring up to the current fee standard for dispatching. Mr. Johnson explained that the current billing structure called for invoicing in January for the prior year with payment in February. He suggest that change to monthly n 2021.

Secretary Patton moved to approve the CEO report, as presented. Dir. Mitchell seconded, and the Board affirmed.

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 11:24 (min/sec) using the 9:59 (min/sec) benchmark
- ArcGIS is being used for situational planning; We added a live Halo map in Responder360 giving the Dispatcher a live visual of the coverage based on the response metric.
- Our Plan is Working. 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); Twelve trucks were high in August only eight trucks this month.
- In August, we did not hit level -0 or level 1; level 2-3; and level 3- fourteen
- Mobile Integrated Health Program; Christina Dubois continues to manage COVID-19 health issues with the staff;
- Volumes did decrease slightly, transports down 4% from August 2019. Responses up 8% from July 2020; Airway volume and performance is similar to August;
- Whole Blood Program: transfused 10 patients a 50/50 mix of trauma and medical cases with Life Flight transporting three of these cases
- 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;
- Capital equipment is needed for the new trucks (cardiac monitor, etc.) before we can put any additional ambulances in-service; I made the formal request for funding from the ESD;
- An image of an email from ESD Attorney R. Adams was included in the CEO report to prove comprehensive supporting documentation was submitted with the Harvey reimbursement, disputing her claim that it was not. The \$115,000 withholding was requested to be returned.
- The COVID Stipend was again requested and R. Adams acknowledged that the ESD Board did receive the documentation for both the Harvey and COVID requests.
- Two ambulances were ordered in February, and they should be here December or January 2021; then one month to completely outfit for CCEMS;
- Staffing is improving with the next academy October. We are still getting applicants from HCBC, Acadian, and AMR (all RFQ submitting providers).
- In June we were monitoring 16 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); We sustained a 2nd strike this time damage was limited to the transfer switch resulting in operating on generator power overnight and then out of the CyFair backup center for 90 minutes, no calls lost or delayed.
- Communications and IT staff are completing interoperability plans with HCSO, GHC911, and CyFair Fire Dept; Processed 6,857 EMS calls (all agencies) and 1,272 Fire calls.
- Hurricane Laura was predicted to affect our area so we did a staff recall and took preparations, the storm turned and went into LA, there was NO declaration for Harris County.
- Human Resources is working on the benefit audit and restructuring, managing a very active application process, completed the SOT update and DSHS renewal, processing the VFIS insurance claim for the lightning strikes, Hiring the eight needed positions in Supervision, IT, Clinical, COMM, Center, and the Special Operations Group; still need to hire a COO, but this will need to wait until things stabilize with the ESD;

- Operations:-- Supervisors made 411 responses and Fire Depts responded to 643 incidents as first responders
- George Vie handling the removal of false lien on four ambulances to have titles reissued clear; the two purchased by the ESD will be signed over like the others
- M57 and M517 moved into Little York FD stations 83 and 84 respectively; these stations are leased by ESD 11; M517 was M521; 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 report, as presented. Dir. Billings seconded, and the Board affirmed.

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 7:20 p.m. and asked Mrs. Sevcik to attend the session.

The Board returned to Open Session at 10:20 p.m.

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

Treasurer Barber moved to charge President-elect Lima to attend the special meeting of ESD 11 on Oct 1, 2020 and represent the entire Board of CCEMS. Dir. Mitchell seconded, and the Board voted unanimously therefor.

NOTING THERE WAS NO OTHER BUSINESS TO COME BEFORE THE Board, motion to adjourn at 10:35 p.m., duly seconded carried in unanimity.

11/18/2020

Date approved



David Patton
Secretary of the Board