

# **MINUTES**

# COUNTY OF ROCKWALL EMERGENCY SERVICES CORPORATION ROCKWALL HISTORIC COURTHOUSE 101 EAST RUSK ROCKWALL, TEXAS 75087 972-204-6000

Regular Board Meeting Wednesday, April 26, 2017 5:00 p.m.

#### GENERAL BOARD MEETING

# **Board Members Present:**

David Billings (Fate)
Cliff Sevier (Rck. County)
Lorne Megyesi (Fate)
Janet Nichol (Royse City)
David Sweet (Rck. County)
Barry Brooks (Heath)
Jim Pruitt (Rockwall)
Robert Steinhagen (McLendon-Chisholm)

# **Board Members Absent:**

Debby Bobbitt (Rowlett) (Rockwall) Dennis Lewis Dana Lawson (Mobile City)

#### 1. Call to order

President of the ESC, David Sweet, called the meeting to order at 5:00 p.m. with the above mentioned board members being present and absent. He introduced new board member, Robert Steinhagen, Mayor of the City of McLendon-Chisholm.

Discuss / act on approval of the minutes from the March 22, 2017 regular ES Corp. Board Meeting

Board Member Nichol moved to approve the minutes as presented. Board Member Megyesi seconded the motion, which passed unanimously of those present (3 absent – Bobbitt, Lawson and Lewis).

3. Discuss / act on update regarding the joint law enforcement (gun range) training facility

Chief Kirk Riggs of the Rockwall Police Department updated the ESC on this agenda topic. He indicated that the debt issuance on the facility has been paid off in full. He shared that they have begun cleaning the lead at the facility once every six months (twice per year) as opposed to once every year for health-related reasons. He indicated that costs pertaining to routine maintenance are generally around \$15,000 annually. The board took no action following Riggs' update.

4. Discuss / act on ES Corp. Treasurer's Report

David Peek, Treasurer of the ESC, provided a brief verbal report to the board. Board Member Sevier moved to accept the Treasurer's Report. Board Member Billings seconded the motion, which passed unanimously of those present (3 absent – Bobbitt, Lawson and Lewis).

5. Discuss / act on report regarding audit of ES Corp. for year ended Sept. 30, 2016 (FY2016)

Mr. Peek spoke regarding this item, indicating that the report from the firm that conducted the audit has been included in the board members' packets for review. He pointed out that there were no negative findings. He shared that a representative from the company is happy to come and speak to the board in person at a future meeting should the board so desire. There being no indication of a desire to have the audit firm present to the board in person, Board Member Sevier moved to accept the audit report as presented. Board Member Billings seconded the motion, which passed unanimously of those present (3 absent – Bobbitt, Lawson and Lewis).

6. Discuss / act on Emergency Management Program Report

Joe DeLane, County Emergency Management Coordinator, briefed the board on his monthly reports, generally indicating that the draft of the countywide mitigation plan has been approved by the State and FEMA. Now, each of the jurisdictions within the county will need to review and sign off on it. A Community Emergency Response Team (CERT) class will be held in Royse city on June 3<sup>rd</sup> and June 10<sup>th</sup>. He shared that the East TX CERT team is about 100 members strong, currently, and it is a very useful organization. He shared that the team recently assisted with searching for a lost senior citizen in east Texas. The board took no action as a result of Mr. DeLane's report.

7. Adjournment

Sweet adjourned the general board meeting at 5:12 p.m.

# AMBULANCE SERVICES BOARD MEETING

#### **Board Members Present:**

**Board Members Absent:** 

David Billings (Fate)

Cliff Sevier (Rck. County)

Lorne Megyesi (Fate)

Janet Nichol (Royse City)

David Sweet (Rck. County)

Barry Brooks (Heath)

Jim Pruitt (Rockwall)

Robert Steinhagen (McLendon Chisholm)

Dennis Lewis
Dana Lawson (Mobile City)

8. Call to order

President of the ESC, David Sweet, called this portion of the meeting to order at 5:12 p.m. with the above listed board members being present and absent.

1. Discuss / act on monthly reports from Medic Rescue related to EMS contract compliance

Mitch Ownby, Rockwall County EMS/Medic Rescue, came forth and briefed the board on his monthly reports. During this point in the meeting, Board Member Pruitt of Rockwall briefly stepped out of the meeting to take a quick phone call. Ownby shared brief comments with the board pertaining to monthly billings/collections, standby special events coverage, training, and response times. Pruitt returned to the meeting. The board took no action as a result of this discussion item.

2. Discuss / act on evaluation of "request for proposals" (RFP 2017-001) regarding solicitation of proposals for a countywide ambulance services contract, including hearing from any scoring/review committee members as well as the three respondents (Acadian, Medic One and Medic Rescue)

Sweet began this item by introducing elected officials in the room, pointing out that other county commissioners as well as the county sheriff were present in the audience. He went on to introduce members of the Quality Review and Finance Review Committees that helped assist with evaluating the RFP responses, including Michael Kovacs (Fate City Manager), Mary Smith (Rockwall Assistant City Manager/Finance Director), Lisa Constant (County Auditor), Carl Alsabrook (Royse City City Manager), Dave Butler (McLendon Chisholm City Administrator) and Harold Eavenson (County Sherriff). He then introduced the EMS consultant, Mr. Shrader, who has been assisting the board with the RFP process.

Mr. Shrader indicated that the board has received three responses to the RFP from three good companies. He shared that the three companies who submitted include Medic Rescue (the incumbent), Medic One and Acadian. He shared that Acadian has suggested a revenue-based membership program, one that would be administered by the ESC and is characterized by \$800,000 to \$2.7 million per year in "augmented revenue." He indicated that Medic Rescue and Medic One's proposals were very close as far as scoring is concerned. Medic Rescue scored slightly higher on quality, whereas Medic One scored a little better on pricing; however, these were very close scoring results. He pointed out that Medic Rescue did submit a letter committing to an irrevocable letter of credit, and he briefly explained the purpose of this type of instrument as opposed to a bond or cash deposit.

Mr. Shrader shared that, with any new contract, the ESC board will end up with good access to better data, and it will be a much more enforceable contract with penalty provisions built in to address non-compliance. He indicated that the board may wish to consider Acadian to be a "non-compliant" proposal submission due to the inclusion of "augmented revenue" in their reply when the RFP called for "no subsidy." Mr. Shrader shared that Medic Rescue and Medic one were ranked roughly equal as far as the scoring is concerned. He pointed out that Medic One does not have a huge amount of business in the northeast Texas area and that some review committee members expressed concerns about what they found when doing internet research concerning Medic One's past performance in a county in Tennessee.

Mr. Shrader advised the board that it could decide to negotiate a new contract with Medic One, or with Medic Rescue, or it could throw out all proposals and start over. He pointed out that Medic One would presumably have some "gearing up" to do as far as buying and getting new ambulances in place, whereas Medic Rescue is already here and could perhaps get started on a new contract sooner.

Board Member Billings asked some clarifying questions pertaining to Appendix 2 in the RFP replies, specifically regarding the "maximum average bills" (MABs) proposed by Medic Rescue (roughly \$1900) and Medic One (just under \$1200), with it being clarified that those are the proposed patient charges.

 Board Member Brooks asked if the board would be precluded from negotiating a contract with one of the other two vendors if, for some reason, it is unable to reach an agreement with the first company that is chosen for negotiations. Mr. Shrader indicated that, no, the board would not be precluded from doing so. However, he does recommend that the board negotiate with only one provider at a time. Grant Brenna, legal counsel to the ESC board, read aloud a clause within the RFP that deals with "rejection of proposals," generally indicating that the board is entitled to reject any / all proposals at its sole discretion.

Brief discussion took place regarding the scoring that occurred pertaining to the RFP submittals and their review. Sweet asked if anyone from the Finance Review Committee wanted to speak; however, no one expressed a desire to do so. He then recognized Chief Terry Garrett of the Heath Public Safety Department who had arrived to the meeting, and he thanked him for serving on the Quality Review Committee.

At 5:45 p.m., Sweet recessed the public meeting and called for a brief break, indicating that he would like to hear from the three (3) proposing ambulance companies afterwards. Sweet reconvened the meeting at 5:55 p.m. and called representatives from Acadian Ambulance Service forth to address the board.

Three representatives from Acadian (Justin Back, Curtis Smith and Beau Anderpont) came forth and provided a brief presentation to the board. It was explained that the company was started in 1971, and it provides EMS service to roughly 52% of the State of Louisiana. The company operates not only in the State of Louisiana but also in Texas, and it maintains 58 contracts throughout Texas, employing about 4,200 "employee owners." They acknowledged that their proposal does include what is essentially some "augmented revenue," and they expressed that the belief that increasing the "maximum average bill" is not the best option to provide the resources necessary to service the county. He explained that they provided four pricing options. Also, their proposal includes a "membership" program for residents that will essentially create needed revenue. He explained that they wanted to submit a reply that was a proposal they know they can back up and deliver on, rather than a proposal that included things they board may have just wanted to hear. It was pointed out by Mayor/Board Member Steinhagen of McLendon-Chisholm that the lowest dollar option being proposed by Acadian is about twice as much as the roughly \$400,000 that the board is currently paying in annual subsidy to the current provider. The topic of "exclusivity" pertaining to non-emergency transports was briefly brought up by Mayor Pruitt, Board Member of Rockwall. discussion also too place to clarify what "membership" payment would "buy" for a resident.

Representatives from Medic One, Michael Shabkie and Peter Hicks, then came forth to address the board following Acadian's presentation. They generally spoke about the importance of treating existing ("incumbent") employees well. They shared that they have a desire to move their national headquarters to Rockwall County if they are chosen as the new provider, and they have a desire to bring new jobs to the community. They explained that they currently operate 85 ambulances in four, separate states. Mr. Shabkie expressed that are extraordinarily financially stable and can ultimately weather the storm, and they can and will perform if selected as the new ambulance provider. They pointed out that the scoring was very close between them and Medic Rescue/Rockwall County EMS; however, they understand that they did not get as many points on the quality scores because they do not have the years of experience that Rockwall Co. EMS has in operating within Rockwall County.

Sweet pointed out that the "MAB" (maximum average bill) proposed by Acadian and Medic One are very different. He questioned why that might be. Mr. Shabkie indicated that perhaps what they pay their CEO versus what Medic One pays its CEO may be very different. Sweet thanked the Medic One representatives for doing a very fine job on their proposal and

presentation to the review committees. Sweet pointed out that Medic One was the only one of the three companies that indicated a commitment to provide ambulances that would be solely dedicated to 9-1-1 emergency calls and that none of those resources would be used to do nonemergency transfers/transports. Sweet then asked them to speak about a county in the state of Tennessee where, through performing a simple "Google" search, one will find that the company had some concerning performance-related issues. Mr. Hicks shared that they did in fact have some issues in Unicoi County, Tennessee, mainly pertaining to leadership, and they did fall flat on their faces. However, they took steps to turn that situation around, and they did so dramatically. They are now in compliance and have been faithfully fulfilling the terms of that contract. They currently have a 5 year contract there that runs through 2019, and they are looking to extend it in the future. Mr. Hicks stated that every company will make mistakes; however, he generally expressed that it is important to look at how a company reacts to its mistakes and what it does to fix them. Sweet pointed out that he feels it took the company too long to turn that situation around in Tennessee. Mr. Shabkie agreed that it did take too long, roughly about 6 months. Mr. Hicks shared that the contract in TN was not associated with an irrevocable letter of credit, however, Mr. Shabkie shared that his company, Medic One, is not afraid of performance-based contracts. He assured the board that his company will perform if selected. Mr. Hicks introduced other representative of his company, including Patrick Stiver, the VP of Operations.

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General discussion took place between board members and the Medic One reps pertaining to how they are able to keep their "MAB" so low, where they may propose putting ambulances. and how they might deal with construction and traffic-related concerns, especially since the county is growing and will continue to notably grow. Brief discussion again took place related to "exclusivity" versus "non-exclusivity" of non-emergency ambulance business within the county as well as placement of ambulances and associated response time expectations. Mayor Pruitt of Rockwall pointed out that Rowlett, which is partially located within Rockwall County, will not be part of this ambulance services contract. Mr. Shabkie spoke about six ambulances that would be on duty every day, and they would work with "first responder organizations" to assist with several, additional 'reserve' ambulances that would be available on standby. Mr. Hicks clarified that their deployment plan calls for 6 ambulances with one on standby. Mr. Shabkie shared that his company has about 8-10 ambulances in the southeast Dallas area, so he generally indicated that there could be opportunities for some additional resources to be brought over from there. Additional discussion took place related to Medic One's financial stability. Mr. Shabkie shared that they are a Dallas based company whose owners live in Dallas and that the owners are a flight paramedic and a nurse paramedic. The company currently operates out of a building in Farmer's Branch, but they have outgrown that building. So they would like to find an appropriate building (approximately 10k square feet) in Rockwall that could accommodate their fleet maintenance and support staff.

Following Medic One's presentation, representatives of Medic Rescue (Mitch Ownby, EMS Chief, Tim Wolf, President, and Martin Ramirez, Director of Operations) came forth and presented to the board. Mr. Ownby indicated that the company – Rockwall County EMS – was created for the purpose of serving Rockwall County residents better than anyone else, and they have done so for over twenty years. Mr. Ownby pointed out that his company scored higher on "quality" than the other proposers. He shared that he believes they will provide far better quality of care, and, if they are selected, they will provide service that is equal to or greater than that which the community has had in the past.

Mr. Ownby indicated that they could get started right away, following negotiations, and they could even place ambulances in parking lots if the various city mayors are agreeable to them doing so. Sweet shared that Rockwall Co. EMS has been in compliance with the contract; however, he has not been satisfied with the 'spirit of the contract' as far as performance standards are concerned. Sweet pointed out that the company provided several letters within

its proposal from some very well respected, well known individuals in the community. Mr. Ownby went on to speak about the historical response time issues associated with the City of Heath, generally indicating that a lot of the issues can be attributed to growth and the call volumes not having been sufficient enough in years past to warrant a box being positioned to address those calls.

Mayor Megyesi of Fate pointed out that if he owned a company that knew that there had traditionally been problems in Heath and problems in Fate, he would have essentially gone out of his way to figure out how to solve those problems, and he would have been sure to provide a service that was "second to none" before another company potentially came in with a new contract. He generally expressed disappointment in Rockwall County EMS not performing to an acceptable standard and the board now having to be placed in a position to go out for proposals and work through these very challenging issues. The mayor wanted to know how Rockwall County EMS will win back the confidence of the ESC board.

Mr. Ownby pointed out that an ambulance service is a little different than some other 'service based' companies. So, they cannot shift an ambulance for a few calls at the expense of 60 other calls. Megyesi acknowledged that the City of Fate is classified as "rural" under the current contract, so it has response time standards that are well over 8 minutes; however, he feels this is unacceptable, and the company should have taken steps to address call time concerns to Fate, for example, a long time ago as that city has grown. Mr. Wolf shared that his company did try, about two years ago, to address some of those concerns through an attempt to partner with AMR; however, unfortunately, they were not able to reach an agreement associated with that partnership. He went on to share that growth is a big factor, and they had wanted an extension on a contract prior to making what is essentially a million dollar investment pertaining to a new Heath station and relocation of the SH-205 station.

Mayor Pruitt of Rockwall pointed out that the ESC had tried to negotiate with Rockwall County EMS a long time ago, but the board was told that the company could not provide what was being asked for without having to receive a subsidy; however, now the company is essentially proposing that it actually can provide the services with no subsidy. So, he wonders what has changed. Mr. Wolf shared that an upward adjustment in the "MAB" (maximum average bill) will make the difference. He shared that several finance folks, including from AMR, have looked at this, and they are confident that the numbers will work. Pruitt asked how much the company values "exclusivity," pointing out that some companies value it at about \$700,000 per year. Mr. Wolf shared that they value it more at about \$550,000 per year, and that an increase in non-emergency transfer revenue could in fact result in lowering the MAB.

Discussion ensued pertaining to "exclusivity" and past negotiations with Rockwall County EMS. Sweet pointed out that he recognizes the impact that "exclusivity" has on any 9-1-1 ambulance service provider. ESC board members Sweet, Pruitt and Brooks all expressed dissatisfaction with the company's lack of ability to come to an agreement, previously, during past negotiations. Brooks went on to express concern about the company having essentially hid under the protection of the terms of the existing contract for years, using it as an excuse for not having good response times, especially to Heath. Mr. Wolf indicated that it takes a very large increase in the MAB to result in a very small amount of increase in net revenues. Board Member Brooks spoke at length about his dissatisfaction with Rockwall County EMS and the company's past unwillingness to work with some of the ESC cities to come up with viable solutions to repeatedly expressed concerns over time. Mr. Wolf shared that, two years ago, his company wanted to get out of the existing contract, especially since it was making nobody happy. He apologized that they weren't able to get there (with AMR) at that time.

Sweet shared that, six years ago, the then EMS consultant to the ESC board told Rockwall County EMS that it had two really big problems that the company needed to address (the

relationship with one of the large hospitals and inadequate response times to Heath); however, the company did not take steps to address or remedy those two problems. He pointed out that, because the company did not remedy those problems, the ESC board is in the position that it is in today. He generally expressed concern about the company's apparent inability to recognize concerns, take them seriously, and address them. Sweet asked how things will be different that how things have been in the past. Mr. Wolf indicated that they admit that they "blew it" and will learn from their mistakes. Brooks shared that he is grateful to hear this from the company. Mr. Wolf shared that he makes mistakes all the time, and he recognizes that his company did not make the ESC board happy. He said that he does not want to make excuses for what they did not do, pointing out that this whole thing has been a wake-up call for his company. He expressed that it is difficult to stand in front of everyone and hear that they have done an awful job. He shared that they bought the building in Heath, and they probably should have put a truck there. He pointed out that this is a company that he and his partners have spent basically their entire adult lives building.

Board Member Brooks pointed out that the company would do well to recognize that there are times with strictly abiding by a contract and its terms will result in damage to a relationship. He advised Rockwall County EMS to recognize this reality. Brooks asked if the company can commit to a total change in attitude in this regard if it is chosen for the new contract. Mr. Wolf shared that, yes, 100%, his company can commit to this. Board Member Billings of Fate shared that he agrees with all of the board members' expressed sentiments and concerns tonight, pointing out that it took forty-five minutes for Rockwall County EMS to verbalize that it has been wrong, to apologize and to admit to its shortcomings. He advised the company to, in the future, be a lot more willing to admit wrongs, upfront, and take steps to remedy them.

Billings asked some clarifying questions concerning Rockwall County EMS looking to AMR to provide some of its reporting and other software in the future. Billings shared that he feels that the company could drastically improve its reporting to the board, especially if/when there are complaints that arise. He also questioned the company about some of its plans associated with billing, pricing and operating costs.

Megyesi and Sweet pointed out that the future, new contract will have some financial penalty provisions built into it so as to ensure the contractor performs well. Mayor Janet Nichol of Royse City provided brief comments, generally indicating that Royse City has never had issues with Rockwall County EMS. She believes that this RFP process has been a very positive thing. She generally feels the company has learned from its mistakes and that things will be better in the future.

Mayor Pruitt pointed out that he was very disappointed in how the company handled things, especially after it found out its negotiations with the board had essentially met a stalemate, and the board was considering the possibility of going out to an RFP. He expressed a lot of dissatisfaction regarding their "social media" campaign, especially pertaining to how the company put political pressure out there on social media in an effort to get the board to cater to what the company wanted, at the rates it was wanting. He expressed that he has been really disheartened about that.

Sweet followed up on Pruitt's comments, also generally expressing extreme dissatisfaction in the way that Rockwall County EMS handled addressing the problems and circumstances. Mr. Wolf pointed out that these concerns are a perfect example of how the company has learned from its mistakes, pointing out that there was not a single social media post following publicizing of the RFP scores.

Sweet expressed that there are some first responder organizations (FRO) in the county that feel that Rockwall County EMS generally does a good job; however, there are others,

sometimes within the same FRO, who feel that the company could stand to make a lot of improvements. Mr. Ramirez provided general comment pertaining to some of the ways in which the company may improve relations with the FROs in the county, including better and more frequent training and closer partnerships.

Mayor Steinhagen of McLendon-Chisholm generally expressed concern about "the good 'ol boy network" and some of the tactics that the company utilized to stir up the public and drum up support in ways that were generally concerning.

Mr. Ownby of Rockwall County EMS shared that this company utilized social media for the purpose of brining to light how deep the company is engrained in the community and for highlighting the lives the company has touched through the quality of care it has provided throughout the years.

Sweet asked if the board members had any additional questions for any of the proposing companies. Billings asked Acadian if the company believes its proposal is in compliance with the RFP. Mr. Back generally indicated that the company does believe it is in compliance with the RFP as far as its proposal is concerned. He shared that, under the disqualifying criteria section of the RFP, a subsidy was not listed as major disqualifier, so the company decided to go ahead and submit a proposal. Megyesi asked if the membership program would be voluntary or mandatory for residents. Mr. Back shared that it would be mandatory, and he provided brief, clarifying comments. Megyesi generally expressed concern about a subscription program because he believes it will essentially be a tax on the citizens.

After the lengthy discussions, Sweet recessed the public meeting at 7:32 p.m., calling for a brief break. The meeting was reconvened at 7:43 p.m.

Sweet then provided a brief overview of the history associated with how the board has gotten to where it is today as far as the RFP and an impending new ambulance services contract are concerned. He thanked all three respondents for their interest in wanting to do business in Rockwall County.

Following Sweet's lengthy comments, Board Member Brooks shared that he believes Rockwall County EMS has provided good service to a lot of its ambulance customers and residents in the community. However, one particular resident did express concern about the company potentially "not making it there in time" when his wife had a heart attack. After his comments, Fate Mayor / Board Member Mayor Megyesi expressed that everything that the ESC board has done has been done in the best interest of the citizens and the communities. He generally expressed that he would like Rockwall County EMS to truly learn and grow from its mistakes and to truly make efforts to work together with the ESC board to solve issues when they do arise. He shared that he does not give into peer pressure because he feels it is more important to do what is right for the citizens. He thanked each company for its proposals, and he expressed regret for those companies that did not submit a proposal. He expressed that he came to today's meeting thinking his vote would go a certain way; however, he has changed his mind as a result of the conversations that have ensued at this meeting.

Pruitt expressed that he is appalled that Careflite did not submit a proposal. By not proposing, Pruitt generally expressed that Careflite is saying that, since exclusivity in the City of Rockwall has gone away, they are getting a lot of good 'transfer' business, so they don't need to be bothered with the 9-1-1 emergency calls. He expressed that, whatever company ends up being the 9-1-1 provider, he would like to see a commitment that a certain number of their resources will be solely dedicated to 9-1-1 service calls, and that they will totally keep any of their 'transfer business' separate. He stated that one of the companies that has been heavily operating in the City of Rockwall since the city lifted its exclusivity ordinance has conveyed to

him that they have been enjoying about \$950,000 in revenue as a result of that business. He is very disappointed in Careflite and its owners at both of the hospitals.

Billings of Fate generally thanked each of the companies for their time and their proposals as well as for their answers to some very hard questions.

Board Member Brooks moved to reject Acadian's proposal as non-compliant and open negotiations with Medic Rescue. Board Member Megyesi seconded the motion. Sweet shared that he does support moving forward with negotiations with Medic Rescue; however, he does not personally recognize Acadian as a non-compliant proposer. Following comments from various board members, Board Member Brooks withdrew his original motion and moved instead to reject Acadian's proposal as non-compliant. Megyesi seconded the motion, which passed by a vote of five (5) in favor with three (3) against (Steinhagen, Sweet and Pruitt) with two (2) absent (Lewis and Lawson).

Board Member Brooks then made a motion to open negotiations with Medic Rescue (the current provider). Board Member Megyesi seconded the motion. Billings asked if Brooks would entertain including a timeframe as part of his motion. Brooks indicated that, yes, he is willing to do so, and the possibility of sixty days was briefly discussed. It was eventually decided (informally, with no amendment to the motion) that the timeframe for negotiations should be forty-five (45) days. The motion then passed unanimously of those present (Lewis and Lawson absent).

Additional dialogue ensued pertaining to the timeframe and impending contract negotiations. Sweet then recognized Grant Brenna, legal counsel to the board, as well as the consultant, everyone on the review/scoring committees as well as the county Emergency Management staff (Joe DeLane and Melanie Jensen), Mary Smith and Kristy Cole, both from the City of Rockwall, for all of their help thus far in the process.

#### 3. Adjournment

The meeting was adjourned at 8:24 p.m.

PASSED AND APPROVED BY THE BOARD OF DIRECTORS OF THE COUNTY OF ROCKWALL EMERGENCY SERVICES CORPORATION ON THIS THE 24th DAY/OF/May/2017.

David Sweet

County Judge and President, County of Rockwall ESC

**Board of Directors** 

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Kristy Cole

Assistant Secretary, Board of Directors -

County of Rockwall ESC

