



MINUTES

COUNTY OF ROCKWALL EMERGENCY SERVICES CORPORATION
Rockwall Historic Courthouse 101 East Rusk Rockwall, Texas 75087 972-204-6000

Special Ambulance Services Board Meeting **Monday, September 12, 2022 - 4:00 PM**

PRESENT

James Branch (Royse City)
David Billings (Fate)
Heather Buegeler (Fate)
Clay Ellis (Royse City)
Trace Johannesen (Rockwall)
Bryan McNeal (McLendon Chisholm)
Frank New (Heath)
Janet Nichol (Rockwall County) (arrived 5:06 p.m.)
David Sweet (Rockwall County)

ABSENT

Kevin Fowler (Rockwall)
Kenny Phillips (Mobile City)

I. AMBULANCE SERVICES (EMS) BOARD MEETING

1. Call public meeting to order

President of the ESC, David Sweet called the meeting to order at 4:01 p.m. with the above listed board members being present and absent. (Note: ESC Board Member from the City of Rowlett, Deb Shinder, was not present since Rowlett does not participate in the countywide ambulance services program or related contract currently in place throughout most all other areas within Rockwall County.)

2. Open Forum / Public Comments

Sweet asked if anyone would like to come forth and speak at this time. There being no one indicating such, he then closed this portion of the meeting.

3. Discuss / act on ambulance service contract compliance

ESC President, Sweet began this discussion, indicating that the ambulance contractor, Medic Rescue/"Rockwall County EMS" was issued a "Major Breach" letter last week related to some dispatch-related issues that have recently been occurring that were deemed to be in violation of the contract. He then turned the discussion over to Jarod Rosson, Rockwall County Emergency Management Coordinator, whose department serves as the "Contract Administrator" on behalf of the ESC (re: the ambulance services contract). Mr. Rosson referred to an email and associated 'breach letter' that was distributed last week to the contractor, ESC board members and city managers, generally summarizing documented dispatch-related concerns that had transpired leading up to a September 1st emergency 9-11 call and the September 6 'breach

letter' that was issued to the contractor. Mr. Rosson went on to describe at least three prior meetings that transpired with Rockwall Police Department dispatch-related staff members, AMR (who contracts with Medic Rescue to provide EMS dispatching services on behalf of Medic Rescue), Medic Rescue, County Office of Emergency Management staff and others to try and determine the cause of intermittent (yet recurring) issues that have been taking place related to the 'one button call transfer' between Rockwall PD dispatch and AMR. Staff members with RPD and AMR have been working to pinpoint the cause of the transfer-related issues (i.e. does the problem lie with AMR's phone lines, with RPD's lines, or with North Central TX Council of Governments (who essentially oversees all dispatch center phone lines, region wide)?).

The contractor, Mitch Ownby, then briefed the board in more detail on a series of ongoing actions that had taken place to try and identify and rectify the transfer difficulties in the days and weeks leading up to the particular Sept. 1st emergency 9-11 call that also encountered 'one button transfer' difficulties.

ESC Board Member Billings of Fate spoke thereafter, indicating that he is now retired but previously had 34 years of experience working in the telecom industry for AT&T. He essentially expressed that he feels he can help identify the cause of the call transfer issues that have been occurring and do so in a notably expedited way. He shared that he would like to email AMR representatives directly, with the ESC board's and Mr. Ownby's approval, and ask a series of highly technical, specific questions. The board and Mr. Ownby gave general indication that Billings is free to do so. Billings indicated he will 'copy' Mr. Ownby and ESC Asst. Board Secretary, Kristy Teague, when he emails AMR. Billings believes that these issues could have and should have been immediately resolved back in June when they first began occurring. It was recommended to Mr. Ownby that he and his sub-contractor, AMR, omit utilizing acronyms when submitting written communication to the ESC board, as acronyms are not always discernable.

Board Member New asked some technical questions related to the phone transfers that occur, and Billings answered some of those questions.

Board Member Branch pointed out that about 10 incidents of 'call transfer problems' had occurred before 09/01/22, starting back in June. So he questions why the ESC board was not previously made aware of any of those issues prior to a 'major breach' being issued to the contractor. Mr. Rosson replied to Branch's inquiry, giving indication that part of the ongoing subcommittee's work that's reviewing the current contract language is related to how issues/concerns/complaints are communicated and addressed.

Mrs. Teague of Rockwall (Asst. ESC Board Secretary) pointed out that the major breach letter issued does not trigger a fine or a 'firing' of the contractor at this point. It essentially triggers a 'performance improvement plan' until the breach is rectified. Mr. Ownby disagreed with Mrs. Teague's characterization, pointing out that the "major breach" language in the contract is in fact very serious because it does state that if the breach is not cured within 30 days, his business could be taken over by the ESC.

Billings spoke about some 'best practices' that AMR should have in place related to dispatch service provision. Rockwall County Sheriff Terry Garrett spoke briefly, pointing out that the ESC Board does not have a contract in place with AMR. The contract that is in place is between the ESC and Medic Rescue. So resolving the dispatch-related issues is really the responsibility of Medic Rescue – not the ESC board.

Board Member Branch expressed concerns, including 'minor breaches' and 'major breaches' in the contract. Indication was given that those and other things are being evaluated as the subcommittee is reviewing the existing contract.

Sweet shared that another issue being evaluated during the ongoing contract review is addressing the removal of contract language that ties Medic Rescue to having to use AMR for dispatching services. Mr. Ownby provided some details related to his contractual relationship with AMR, indicating that – in addition to dispatching services – Medic Rescue also has access to AMR’s buying power (drastic, notable discounts on equipment and supplies).

Sweet asked Mr. Ownby to come to the ESC Board at its upcoming meeting with a proposed, immediate contract amendment that will free up Medic Rescue from having to be tied to AMR for dispatching services. Mr. Ownby agreed to do so.

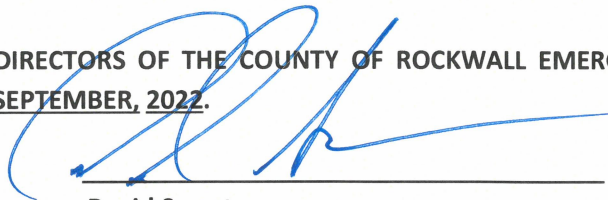
Mrs. Teague indicated that the goal associated with the work of the subcommittee that is reviewing the contract for possible amendments is that it be completed in the coming weeks and that recommended amendments then be brought before the ESC Board for consideration at its October meeting.

The ESC Board took no formal action as a result of these discussions.

4. Adjournment

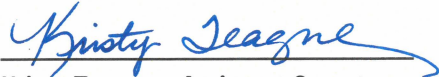
Sweet adjourned the meeting at 5:10 p.m.

PASSED AND APPROVED BY THE BOARD OF DIRECTORS OF THE COUNTY OF ROCKWALL EMERGENCY SERVICES CORPORATION ON THIS 21st DAY OF SEPTEMBER, 2022.



David Sweet
County Judge and President, County of Rockwall
ESC Board of Directors

ATTEST:



Kristy Teague - Assistant Secretary,
Board of Directors - County of Rockwall ESC



