



MINUTES

COUNTY OF ROCKWALL EMERGENCY SERVICES CORPORATION

ROCKWALL HISTORIC COURTHOUSE 101 EAST RUSK ROCKWALL, TEXAS 75087 972-882-2840

Regular Board Meeting

Wednesday, March 27, 2013 - 5:00 p.m.

GENERAL BOARD MEETING

Board Members Present:

- Barry Brooks**
- Lorie Grinnan**
- Steve Hatfield**
- Doug Phillips**
- Cliff Sevier**
- Dennis Lewis**
- Janet Nichol**
- David Sweet**

Board Members Absent:

- Bill Broderick**
- Dana Lawson**

- 1. Call to order

Lorie Grinnan called the meeting to order at 5:05 p.m.

- 2. Discuss / act on approval of the minutes from the February 27, 2013 ES Corporation board meeting

Cliff Sevier made a motion to approve the minutes. Doug Phillips seconded the motion, which passed unanimously of those present.

- 3. Discuss / act on Emergency Management Program reports

Joe DeLane, Rockwall County Emergency Management Coordinator, provided a verbal briefing on recent activities. He indicated that he is working to form a Hazard Mitigation Planning Team, which is part of the state required process for eventual approval of a Mitigation Plan. He explained that the team will be made up of staff members from various disciplines within the various entities. He is currently surveying residents on hazards and their perceptions of hazards in our community. DeLane also reported that a recent SkyWarn Storm Spotter Training was conducted with about 125 residents in attendance. Rockwall County Emergency Management recently renewed their Storm Ready status with the National Weather Service, which is required every three years. He shared that a meeting will soon be held for news media, the National Weather Service, RISD and emergency management personnel to discuss last April's tornado. He also shared details of the "State of Texas Emergency Assistance Registry" (STEAR), a program by which residents who may need special assistance during a disaster can pre-register to let emergency response personnel know. He explained that residents can register by calling 211, registering online or by calling the Rockwall County Emergency Management office. His office will soon do a press release regarding this new

51 registry. West Nile season is approaching, and he will soon begin working with each city to
52 address related concerns.

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54 No action was taken by the board regarding to this agenda item.

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56 4. Adjournment

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58 The General Board Meeting adjourned at 5:13 p.m.

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60 **AMBULANCE SERVICES BOARD MEETING**

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62 **Board Members Present:**

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64 **Barry Brooks**
65 **Lorie Grinnan**
66 **Steve Hatfield**
67 **Cliff Sevier**
68 **Dennis Lewis**
69 **Janet Nichol**
70 **David Sweet**

Board Members Absent:

Bill Broderick
Dana Lawson

71
72 1. Call to order

73
74 **Lorie Grinnan called the meeting to order at 5:13 p.m.**

75
76 2. Discuss / act on reports from Medic Rescue regarding EMS contract compliance and all
77 related issues

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79 **Mitch Ownby of Rockwall County EMS / Medic Rescue briefed the board on recent public**
80 **education training, including a recent Community Emergency Response Team (CERT) training**
81 **to which they contributed. He also spoke briefly about the recent billing, collection and**
82 **response time reports for the month of February. Ownby indicated that response times in**
83 **February were quite good, with only nine late calls overall, system wide.**

84
85 **Dennis Lewis asked for clarification in the reports regarding the meaning of “system busy.”**
86 **Ownby indicated that it generally means there is more call volume at that time than what the**
87 **system can handle because they are running a lot of calls.**

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89 **The board took no action related to this agenda item.**

90
91 3. President's report - Update on investigations of complaints/concerns regarding Medic Rescue.

92
93 **Lorie Grinnan indicated that Medic Rescue has responded to some recent concerns /**
94 **complaints, and she has copies of that information to share with interested board members.**
95 **Mitch Ownby of Medic Rescue then came forth and offered comments related to two recent**
96 **complaints. With the first complaint, Ownby generally explained that there is one dispatcher**
97 **on duty at any given time, staffing which covers the system about ninety percent of the time,**
98 **and that dispatcher works a twenty-four hour shift. He explained that he plans to evaluate**
99 **adding one, additional dispatcher during daytime / peak hours to help because that is when**
100 **the call volume is highest. Ownby indicated that the dispatcher associated with this complaint**
101 **has received a reprimand, and the company has since relocated the dispatcher to a separate**

102 room where measures have been taken to ensure the dispatcher does not sleep through night
103 time calls (i.e. additional, louder bells and flashing lights).

104
105 With regards to the second incident, Ownby explained that the driver went to the wrong
106 address. Rockwall PD dispatch gave an actual address, but the EMS dispatcher provided an
107 incorrect cross street. This issue was discussed with staff and dispatchers in order that this
108 problem will not happen again in the future.

109
110 Brief discussion took place related to EMS radios and who, by contract, is obligated to provide
111 those radios to EMS. Rockwall City Manager Rick Crowley indicated that he would like the
112 radio issues discussed again when the radio experts can be present.

113
114 Lorie Grinnan commented that a subcommittee will soon be formed to meet and review the
115 EMS contract. She will send an email to solicit interest from those who may want to serve on
116 that technical subcommittee.

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118 No formal action was taken regarding this discussion item.

119
120 4. Adjournment

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122 The meeting was adjourned at 5:35 p.m.

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124 PASSED AND APPROVED BY THE BOARD OF DIRECTORS OF THE COUNTY OF
125 ROCKWALL EMERGENCY SERVICES CORPORATION on this the 22nd day of May, 2013.

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127 
128 Lorie Grinnan
129 President, Board of Directors
130 County of Rockwall ESC

131 ATTEST:

132 
133 Kristy Ashberry
134 Assistant Secretary, Board of Directors
135 County of Rockwall ESC

