



MINUTES

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

Ambulance Services Board Meeting **Thursday, November 17, 2022 - 5:00 PM**

PRESENT

David Billings (Fate)
Heather Buegeler (Fate)
Clay Ellis (Royse City)
Kevin Fowler (Rockwall)
Bryan McNeal (McLendon Chisholm)
Frank New (Heath)
Janet Nichol (Rockwall County)
Kenny Phillips (Mobile City)
David Sweet (Rockwall County)

ABSENT

James Branch (Royse City)
Trace Johannesen (Rockwall)

I. AMBULANCE SERVICES (EMS) BOARD MEETING

1. Call public meeting to order

ESC President David Sweet called the meeting to order at 5:01 p.m.

2. Open Forum / Public Comments

No one came forth during Open Forum to speak.

3. Appointment with representative(s) of NCT-911 to discuss and answer questions related to 911 dispatching

Steve Gorena from NCT-911 was present to speak to the ESC about phone transfer issues that have been intermittently occurring on an on-going basis when the Rockwall Police Department's 9-1-1 dispatch center attempts 'one-button' transfers of EMS/ambulance related 9-1-1 calls to AMR (who provides dispatching services on behalf of Medic Rescue/Rockwall Co. EMS). Mr. Gorena explained that NCT-911 has been trouble shooting these call failures for some time now; however, the issues cannot be easily duplicated. So it is difficult to proactively solve the problem(s). Therefore, the parties involved have been forced to reactively evaluate the issues after they have occurred. The issues have been ongoing (on an intermittent basis) since July (2022). He went on to brief the board in more detail regarding the various efforts that have transpired related to trying to identify and resolve the issue(s). Board Members Billings and New

both indicated a desire to look into these issues further and become more closely involved with NCT-911 and the other parties (including 3rd party carriers such as AT&T, Sprint, Verizon, etc.) as efforts to identify and solve the issues continue. Mr. Gorena indicated the belief that there are call failures occurring somewhere with the vendors (AT&T, Verizon, etc.). Billings explained several highly technical aspects of the problems (i.e. call traces, problem-solving strategies, etc.). He also mentioned that he would like answer to questions he submitted to Mr. Gorena in advance of this meeting today. Mr. Gorena acknowledged having received Billings' questions, and he indicated that he has forwarded the questions to ComTech but has not received any reply yet. No additional discussion took place, and no action was taken concerning this agenda item.

4. Appointment with Matthew Hitt, Deputy Emergency Management Coordinator/ESC Ambulance Contract Administrator, to provide demo on ambulance-related data and reporting

Mr. Hitt utilized the A/V system in the courtroom to log into AMR's dispatching software portal and visually show up on the large screen the types of information, data, and reports he has access to as (ambulance) "Contract Administrator" on behalf of the ESC. He explained how when he is presented with a concern from someone in the county (i.e. a fire chief, an elected official etc.), he is able to – on his own, without asking the contractor for information - go into the software system and pull pertinent details related to the specific call / concern.

In part, Mr. Hitt pulled up an example of a past ambulance call in the software system, essentially showing the nature of the call, the GPS tracking of the responding ambulance-related units/vehicles, the arrival time, call-related notes, etc. He also explained that his office has recently begun pulling a random sampling of calls in an effort to proactively begin monitoring "quality improvement/quality assurance" pertaining to the ambulance service and associated contract.

The ESC board took no formal action concerning this agenda item and thanked Mr. Hitt for the informative demonstration.

5. Discuss / act on possible revisions to the 2017 Ambulance Services Contract currently in place between the ESC and Medic Rescue (DBA 'Rockwall County EMS')

ESC President, Judge Sweet began this discussion item, providing a history over the last seven months of contract-related work and efforts that have transpired pertaining to the countywide ambulance services contract. The ESC had appointed a subcommittee several months ago that was comprised of all fire chiefs in the county, the Sherriff, the ESC's ambulance consultant, himself (County Judge/ESC President); and Mrs. Teague to go through the ambulance contract to see if it could be shortened, clarified, and generally cleaned up, if possible. He stressed that these efforts were not meant to result in a total rehaul of the ambulance system we have in place or a total rewrite of the contract. Nonetheless, many revisions have been made to the document, and redlined versions have been made available to the ESC elected officials, city managers, public safety officials countywide. The revised version of the contract calls for it to be an 'exclusive' ambulance services contract, countywide, for both 9-1-1 emergency service calls and for non-

emergency transport/transfer calls. Each municipality that is part of the countywide ambulance contract has been asked to visit with their respective governing body to discuss 'exclusivity.' Indication was given that several entities have already done so, and some entities still have some work to do in this regard.

Sweet then made a motion to (1) move forward with finalizing changes to the contract (2) with the boundaries being adjusted (to include the entirety of all of the cities' city limits (esp. Royse City)), (3) with the expectation of approval and implementation of exclusivity in all cities, (4) to work with Medic Rescue/Mitch Ownby to address any of the contractor's concerns, and then (4) bring back a final version of this amended contract for consideration of approval at a December 15, 2022 ESC board meeting. Board Member Fowler seconded the motion.

Board Member Billings generally indicated that he is not in support of the motion, that he believes things are being rushed, and that taking action on the revised contract should be deferred until at least January. Extensive discussion took place, with indication being given that we are currently on "version 18" of the contract revisions, and these efforts have been ongoing since April of this year. Mrs. Teague shared that many, many hours of work (and money) have gone into updating the document over the last seven months, and she believes it is in everyone's interest to get the revised contract executed this calendar year if possible. Following additional discussion, Sweet's motion passed unanimously of board members present.

6. Discuss / act on scheduling a Dec. ESC board meeting

After discussing this item, the ESC board agreed to schedule a meeting on Thursday, December 15 at 5:00 p.m.

7. Adjournment

Sweet adjourned the meeting at 6:05 p.m.

PASSED AND APPROVED BY THE BOARD OF DIRECTORS OF THE COUNTY OF ROCKWALL EMERGENCY SERVICES CORPORATION ON THIS 15th DAY OF DECEMBER, 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



