

MINUTES OF MEETING OF THE
BOARD OF COMMISSIONERS

October 25, 2022

THE STATE OF TEXAS §
COUNTY OF HARRIS §
HARRIS COUNTY EMERGENCY SERVICES DISTRICT NO. 11 §

The Board of Commissioners (the "Board") of Harris County Emergency Services District No. 11 (the "District") met in regular session, open to the public, at the District's Administration Building, 18334 Stuebner Airline Road, Spring, Texas 77379, a meeting place inside the boundaries of the District, on Tuesday, October 25, 2022, at 5:00 p.m.; whereupon, the roll was called of the members of the Board, to-wit:

Karen Plummer	President
Steve Williams	Vice President
Dorothy Dalton	Secretary
Robert Pinard	Treasurer/Asst. Secretary
Zach Dunlap	Asst. Treasurer

All members of the Board were present, thus constituting a quorum. Also attending the meeting were the following District employees: Mr. Jamie Chebra, Interim Chief Executive Officer ("CEO") and Chief Operations Officer; Mr. Rob Farmer, Chief Administrative Officer ("CAO"); Mr. Tony Farmer, Chief Financial Officer ("CFO"); Ms. Dan Wang, Financial Controller; Ms. Shirley Ware, Executive Assistant; Dr. Casey Patrick, Medical Director; Mr. Xavier De La Rosa, Chief Clinical Officer; Mr. Jerry Thomas, Community Engagement Manager; Ms. Brandi King, HR Manager; Messrs. Joel Ocasio, Bodhi Brown, Trent Laubscher, Jordan Anderson; Ms. Michelle Prescott; and Ms. Brenna Jaszkwia. District consultants in attendance were: Mr. Ricardo Martinez of Martinez Architects ("MA"); Mr. Rene Aviles of J.E. Dunn Construction Co. ("J.E. Dunn"); Ms. Regina D. Adams and Ms. Monica A. Garza, attorneys, and Ms. Carla Christensen, paralegal, of Radcliffe Bobbitt Adams Polley PLLC ("RBAP"), general counsel for the District; and Mr. Zach Karrenbrock of 62 Digital, LLC ("62 Digital"), the District's communications coordinator. Numerous members of the public were also in attendance. A copy of the sign-in sheet is attached hereto.

WHEREUPON, the meeting was called to order by the President and evidence was presented that public notice of the meeting had been given in compliance with the law. The posted notices of the meeting are attached hereto.

This meeting was video recorded by 62 Digital for use by the District. The meeting was also streamed live by 62 Digital on the District's website.

The Board held a 30-second moment of silence for prayer and reflection.

PUBLIC COMMENTS

The President then recognized Mr. Ocasio, who first requested that the minutes of the September 27th Board meeting be revised to accurately reflect his public comment. Mr. Ocasio noted that he did not state that, "...the District purchased 40 new ambulances, but only utilizes 26 ambulances...", but did state, "...the District purchased 40 new ambulances, but only utilizes 16 ambulances at night." Mr. Ocasio went on to express his frustration with recent changes that affect his 'seniority' staff status, which is now based on a points system rather than years of experience, and changes to the Tuition Reimbursement Program. Mr. Ocasio stated that employees were originally told when hired that the District would guarantee tuition reimbursement and scheduling accommodations.

There were no additional public comments at this time.

PRESENTATION OF MERITORIOUS AWARDS

Dr. Patrick then recognized Messrs. Brown and Laubscher, paramedics, and presented them each with a Meritorious Service Award in recognition of life saving actions taken by them on September 28th.

APPROVAL OF THE MINUTES

The Board considered approval of the September 20, 2022 special meeting and September 27, 2022 regular meeting minutes. A discussion ensued regarding approval of the September 27, 2022 minutes.

Upon motion by Commissioner Williams, seconded by Commissioner Dalton, after full discussion and the question being put to the Board, the Board voted unanimously to approve the September 20, 2022 special meeting minutes and the certified agenda for same.

Upon motion by Commissioner Williams, seconded by Commissioner Dalton, after full discussion and the question being put to the Board, the Board voted unanimously to approve the September 27, 2022 minutes, subject to any necessary revisions to Mr. Ocasio's public comments in accordance with the recording of such meeting, and the certified agenda for same.

HEAR PRESENTATION AND REVIEW PROPOSAL FROM MUNICIPAL FINANCIAL SERVICES, LLC ("MFS") IN CONNECTION WITH PREPARATION OF ANNUAL COMPREHENSIVE REVIEW REPORT AND TAKE ANY NECESSARY ACTIONS ON SAME

Ms. Adams next reported that Ms. Kathryn Foss with MFS and Mr. Ron Welch with Municipal Information Services ("MIS") were both ill and plan to attend the November 29, 2022 Board meeting. Ms. Adams explained that Mr. Welch had previously prepared the District's annual comprehensive review reports, which analyze the District's valuation trends, population projections and property account verifications. Ms. Adams went on to explain that MFS recently acquired MIS and MFS would like to continue preparation of the District's annual comprehensive review reports.

ADMINISTRATION, DISPATCH AND LOGISTICS FACILITIES CONSTRUCTION/ DEVELOPMENT REPORT, INCLUDING:

STATUS OF COMPLETION OF CONSTRUCTION OF PHASE I REDEVELOPMENT OF DISTRICT ADMINISTRATION PROPERTY ("PHASE I PROJECT")

Mr. Martinez reported that MA has continued to coordinate with the District's Construction Committee and J.E. Dunn representatives in connection with completion of the Phase I Project. Mr. Martinez noted that the District continued to retain \$322,866 in connection with Phase I Project costs. Mr. Martinez stated that there would be at least one (1) more pay application ("PA") for the Phase I Project. A discussion ensued.

STATUS OF CONSTRUCTION OF THE PHASE II REDEVELOPMENT OF THE DISTRICT ADMINISTRATION PROPERTY (THE "PHASE II PROJECT") FROM J.E. DUNN AND TAKE NECESSARY ACTION ON SAME

Mr. Martinez then reviewed with the Board the status of design and construction of the Phase II Project. Mr. Martinez reported that construction on the ambulance wash bay had stopped and the scope of the Phase II Project was revised to remove the ambulance wash bay from the construction contract. Mr. Martinez noted that a small portion of the \$714,222 in funds allocated for the ambulance wash bay were expended, but the remaining balance would be credited back to the District. In response to a question from Commissioner Pinard, an extensive discussion ensued regarding the cost for pavement marking and striping.

APPROVE CONSTRUCTION PA AND/OR CHANGE ORDERS ("CO"), INCLUDING REVIEW SUBMISSION OF PHASE I PROJECT FINAL PA AND STATUS OF PREPARATION OF AUDIT OF PHASE I EXPENDITURES ("PHASE I AUDIT"), IF NECESSARY

Mr. Martinez then presented to and reviewed with the Board PA Nos. 17 and 18 from J.E. Dunn in the amounts of \$394,532.00 and \$2,627,299, respectively for the Phase I and II Projects, copies of which are attached hereto. Mr. Martinez explained that \$820,109.00 of PA No. 18 was attributable to the Phase I Project and \$1,807,190.00 was attributable to the Phase II Project.

Mr. Martinez next presented to and reviewed with the Board CO No. 18 in the deductive amount of \$466,211.00, all of which was attributable to the Phase II Project, a copy of which is attached hereto.

Ms. Adams reminded the Board that it previously engaged the District's Auditor to conduct the Phase I Audit after receipt of the District's final PA for same. Ms. Adams went on to explain that once the final Phase I Project PA was presented to the District, the District's auditor would then proceed with preparation of the Phase I Audit. Ms. Adams noted that the Board would consider approval of the final PA after the Phase I Audit was approved.

Upon motion by Commissioner Dalton, seconded by Commissioner Williams, after full discussion and the question being put to the Board, the Board voted unanimously to accept the MA Report and approve PA Nos. 17 and 18 and CO No. 18 in connection with the Phase I and Phase

II Projects, pending Commissioner Pinard's review of the parking lot striping costs with Mr. Martinez.

CEO REPORT

Mr. Chebra then reported on various service matters, including the status of the District's operations, ambulance fleet, communications, District staffing and hospital wall times during September 2022.

Mr. Chebra next reported that District staff communicated with the District's health insurance provider, Blue Cross/Blue Shield of Texas ("BCBS"), regarding the upcoming renewal of the District's employee health insurance plan(s) and the substantial increase in health insurance costs. Mr. Chebra stated that there were alternative plan options which could decrease the District's annual health insurance costs, as well as defray a portion of employee costs. Mr. Chebra then introduced Ms. King, who reviewed with the Board the proposed changes and additions to the District's health care plans that would save the District approximately \$170,000 per year, which include: 1) retaining the current BCBS PPO plan with \$1,000 per year deductible, but requiring each employee to "buy-up" or contribute towards such plan; 2) adding a BCBS PPO plan with \$2,500 per year deductible; and 3) adding a Next Level Urgent Care ("Next Level") zero dollar (\$0) co-pay to all BCBS health plans for District employees. An extensive discussion ensued. In response to a question from Commissioner Pinard, Ms. King agreed to request written confirmation from BCBS that the District would not be back charged for any additional costs (i.e. X-Rays) after an employee utilizes the Next Level zero dollar (\$0) co-pay.

Upon motion by Commissioner Dunlap, seconded by Commissioner Dalton, after full discussion and the question being put to the Board, the Board voted unanimously to approve the employee health insurance changes, as discussed, and subject to receipt of confirmation from BCBS that the District would not be back charged for any additional costs after an employee utilizes the Next Level zero dollar (\$0) co-pay.

REVIEW AND APPROVE AMENDED TUITION REIMBURSEMENT POLICY

Mr. Chebra and Ms. King then presented to and reviewed with the Board the proposed Amended Tuition Reimbursement Policy, which included the Tuition Reimbursement Guide and Tuition Reimbursement Employee Agreement, copies of which are attached hereto. Ms. Adams stated that RBAP reviewed and provided comments on the proposed amendments to such policy. A discussion ensued.

Upon motion by Commissioner Pinard, seconded by Commissioner Williams, after full discussion and the question being put to the Board, the Board voted unanimously to adopt the Amended Tuition Reimbursement Policy.

AUTHORIZE RENEWAL OF TEXAS DEPARTMENT OF STATE HEALTH SERVICES ("DSHS") EMERGENCY MEDICAL SERVICES ("EMS") PROVIDER LICENSE

Mr. Chebra next stated that the District's DSHS EMS Provider License expires March 31, 2023 and requested authorization to prepare and submit the renewal application. Upon motion by Commissioner Pinard, seconded by Commissioner Dunlap, after full discussion and the question

being put to the Board, the Board voted unanimously to authorize preparation and submission of the renewal application for the District's DSHS EMS Provider License.

REVIEW REVISED ZOLL MEDICAL CORPORATION ("ZOLL") CASEREVIEW SUBSCRIPTION RENEWAL AND TAKE ANY NECESSARY ACTIONS ON SAME

Mr. Chebra reminded the Board that it previously accepted a proposal from Zoll and authorized payment for a five (5) – year renewal of Zoll CaseReview for 43 Zoll monitors for a total cost of \$97,180, or \$19,436 per year for 5 years. Mr. Chebra then presented to and reviewed with the Board a revised proposal from Zoll in connection with the five (5) – year renewal of Zoll's CaseReview for a reduced number of Zoll X-Series monitors (30), copies of which are attached hereto. Mr. Chebra stated that the proposed total cost for the updated subscription renewal is \$67,800, or \$13,560 per year for 5 years.

Upon motion by Commissioner Dalton, seconded by Commissioner Dunlap, after full discussion and the question being put to the Board, the Board voted unanimously to: 1) rescind its motion from the August 23, 2022 Board meeting to accept the proposal from Zoll and authorizing payment for the five (5) – year renewal of Zoll CaseReview for 43 Zoll monitors for a total cost of \$97,180, or \$19,436 per year for 5 years; and 2) accept the proposal from Zoll, authorize payment for a five (5) – year renewal of Zoll CaseReview for 30 Zoll monitors and authorize the CEO to execute the Master Application Service Provider Agreement with Zoll, subject to review of same by RBAP.

CAO REPORT

Mr. R. Farmer next presented to and reviewed with the Board the monthly Administration Report, a copy of which is attached hereto. Mr. R. Farmer stated that the District then-currently had 267 employees with a 1.83% average turnover rate.

Mr. R. Farmer then reviewed with the Board: 1) Information Technology ("IT") updates; 2) fleet updates; and 3) the risk and safety report. Mr. R. Farmer also reported that, to-date, the District's ambulance fleet had driven a total of 1,634,586 miles since September 2021.

REVIEW PROPOSALS FOR AMBULANCE SERVICE SUPPLEMENTAL PAYMENT PROGRAM ("ASSPP") CONSULTANT AND TAKE ANY NECESSARY ACTIONS ON SAME

Mr. R. Farmer then reviewed with the Board two (2) proposals for ASSPP consultant services received from Change Healthcare ("Change") and Digitech Computer LLC ("Digitech"), copies of which are attached hereto. A discussion ensued after which Messrs. R. Farmer and T. Farmer addressed questions from the Board.

Upon motion by Commissioner Williams, seconded by Commissioner Dalton, after full discussion and the question being put to the Board, the Board voted unanimously to accept the proposal from Digitech for ASSPP consulting services and authorize the CEO to negotiate and execute the related Agreement with Digitech for same.

REVIEW STATEMENT OF QUALIFICATIONS FOR REAL PROPERTY MASTER PLANNING CONSULTANT AND TAKE ANY NECESSARY ACTIONS ON SAME

Mr. R. Farmer next reported that he and the Construction Committee previously met with and interviewed four (4) of the 11 companies that submitted Statements of Qualifications ("SOQ") in connection with the preparation of a District Facilities Master Plan. In response to a question, Ms. Adams noted that the next step in the process was for the Board to review the summary of the four (4) companies that were interviewed and authorize negotiation of a contract with one (1) of the four (4) companies for the desired scope of work. A discussion ensued. It was the consensus of the Board to table action on this item until the Phase II Project construction was complete.

COMPLIANCE REPORT

Ms. Conn then reviewed the monthly Compliance Manager's Report, a copy of which is included in the CAO's Report.

Ms. Adams noted that her office was in the process of transitioning to Ms. Conn the responsibility of responding to certain Public Information Act ("PIA") requests.

COMMUNITY OUTREACH AND COMMUNICATIONS REPORT

Mr. Thomas next reviewed the monthly Community Outreach Report, a copy of which is included in the CAO's Report.

CHIEF CLINICAL OFFICER/OFFICE OF THE MEDICAL DIRECTOR REPORT

Mr. De La Rosa next presented to and reviewed with the Board the District's Clinical Operations Report for September 2022, including patient treatments, statistics and related technology, a copy of which is attached hereto.

Dr. Patrick then updated the Board on his recent communications with EMS researchers.

OPERATIONS REPORT, INCLUDING DISCUSS INTERSECTION PREEMPTION CONTROLLER MATTERS AND TAKE NECESSARY ACTIONS ON SAME

The President then recognized Mr. Chebra, who presented to and reviewed with the Board the September 2022 Operations Report, a copy of which is attached hereto. A discussion ensued.

Mr. Chebra reported that in the previous month, the District: 1) operated its ambulances at 14,173 unit hours with approximately 362 lost unit hours; 2) received 4,813 calls, of which 63% resulted in transports to hospitals; and 3) provided mutual aid 39 times and requested mutual aid four (4) times. Mr. Chebra then reported that the District's overall response compliance was 88% for the month of September. Mr. Chebra noted that the average wall times during September for the respective hospitals were between 38 minutes and 49 minutes.

As previously requested and discussed, Mr. Chebra then presented to and reviewed with the Board a summary of the District's monthly usage of the Opticom/GTT intersection preemption controller devices (the "Controller(s)"), a copy of which is attached hereto. Mr. Chebra noted that

there were ongoing internal staff discussions regarding whether the Controllers were worth the subscription costs. Mr. Chebra reported that District staff have reengineered the Controllers in the ambulances to work more effectively. Mr. Chebra went on to state that he planned to meet with the Opticom representatives to discuss: 1) possible cost savings for the District; and 2) whether use of any Controllers could be discontinued. A discussion ensued.

Mr. Chebra then answered questions from the Board regarding field staff calling off from their shifts. A discussion ensued regarding same.

REVIEW RESPONSE TIMES AND RESPONSIBILITY FOR CALLS IN CREEKSIDE PARK

Mr. Chebra then reminded the Board that the Creekside Park subdivision did not yet exist when the District was originally created. An extensive discussion then ensued regarding the District's current EMS response times in the portion of Creekside Park located within the District and Harris County Emergency Services District No. 8's ("HCESD No. 8") response times in the portion of Creekside Park located within its boundaries. Commissioner Pinard reiterated his concerns in connection with the varying response times by the District and HCESD No. 8 to different areas within Creekside Park because the District was better-suited geographically to serve the portion of Creekside Park located in HCESD No. 8. Mr. Chebra stated that he was in the process of ensuring that ambulance(s) were strategically stationed to improve response times to emergency calls in Creekside Park.

Ms. Adams then reviewed with the Board a provision in Chapter 775, Texas Health and Safety Code in connection with the transfer of territory between emergency services districts ("ESD"). Ms. Adams stated that an alternative to the transfer of territory between ESDs would be entering into an Interlocal Agreement with the other service provider to allow the District to provide coverage to the area. Further discussion ensued. It was the consensus of the Board to explore all available options in an effort to improve the response times in the Creekside Park subdivision.

CFO REPORT

APPROVE PAYMENT OF BILLS AND ISSUANCE OF CHECKS, AND REVIEW INVESTMENT REPORT

The President then recognized Mr. T. Farmer, who presented to and reviewed with the Board the summary of activity, profit and loss statement, a budget comparison, statement of cash flows, the debt service payment schedule, a list of checks and related invoices being presented for payment and the Investment Report, a copy of which is attached hereto. A discussion ensued.

Mr. T. Farmer then addressed questions from Commissioner Dunlap regarding the LOGIS/VLI Tech billing software and related processes. Commissioner Dunlap then shared his concerns regarding the difficulty that the billing department was having with the current software. Mr. T. Farmer agreed that the current billing software was not very "user friendly" and he was in the process of having conversations with the software developer regarding such difficulties and possible resolution(s) for same. Mr. T. Farmer noted that he would contact other billing software companies in the event that the District needed to change its billing software.

Commissioner Plummer stated that she had a conflict of interest in connection with the JINCO invoice(s) and payment of same and would be abstaining from any discussion or action on such matter.

Upon motion by Commissioner Dalton, seconded by Commissioner Dunlap, after full discussion and the question being put to the Board, the Board voted unanimously to approve: 1) payment of the bills as submitted, with the exception of: a) the JINCO payment which would be considered separately; and b) the two (2) 62 Digital invoices; and 2) the Investment Report.

Upon motion by Commissioner Dalton, seconded by Commissioner Williams, after full discussion and the question being put to the Board, the Board voted four (4) votes in favor with one (1) abstention by Commissioner Plummer, to authorize payment of the JINCO landscaping invoices.

TAX ASSESSOR/COLLECTOR'S REPORT

Ms. Adams then reviewed with the Board the Tax Assessor/Collector's Report for September 2022, a copy of which is attached hereto.

ATTORNEY'S REPORT, INCLUDING:

REVIEW RECENT PIA REQUESTS AND RESPONSES TO SAME

Ms. Garza reported on recent and outstanding PIA requests received in the prior month.

STATUS OF CYPRESS CREEK EMERGENCY MEDICAL SERVICES ("CCEMS") VS. THE DISTRICT, ET AL, AND RELATED LEGAL MATTERS AND TAKE NECESSARY ACTION ON SAME

There was nothing to report on this matter at this time.

REVIEW VARIOUS DISTRICT PERSONNEL MATTERS

Mr. Chebra stated that he had some personnel matters to discuss with the Board in Executive Session.

Commissioner Plummer then stated that the Board would be going into Executive Session to deliberate personnel matters pursuant to Section 551.074, Texas Government Code.

All members of the Board present, Mr. Chebra and Ms. Conn convened into Executive Session at 6:38 p.m.

Ms. Adams and Ms. Garza entered the Executive Session at 7:21 p.m.

All other meeting attendees still present re-entered the meeting at 7:30 p.m. '

RECONVENE IN OPEN SESSION

Commissioner Plummer reconvened the meeting in open session at approximately 7:32 p.m. at which time no action was taken by the Board.

Commissioner Dunlap then reported that he worked with Mr. Chebra and Dr. Patrick to have \$200,000 included in the District's budget for clinical and related training.

After a brief discussion, it was the consensus of the Board to reschedule the November 22nd Board meeting to November 29th and reschedule the December 27th Board meeting to December 20th.

There being no further business to come before the Board, the meeting was adjourned at 7:36 p.m.

PASSED, APPROVED AND ADOPTED this 29th day of November, 2022.



Secretary, Board of Commissioners

