



April 23, 2020

To The Hardworking Members of the CCEMS Team:

Karen Plummer

Karen Plummer
President

Harris County Emergency Services District No. 11 (the “District”) is and always has been committed to providing its residents with the highest level of emergency medical service possible. Cypress Creek EMS (“CCEMS”) has been a longstanding partner of the District in trying to achieve that goal.

Steve Williams

Steve Williams
Vice President

Over at least the last year, the District has raised many concerns with CCEMS about CCEMS leadership. These concerns include CCEMS leadership’s failure to answer the District’s questions about response times and staffing, ambulance, equipment and facility needs. All of the District’s questions are designed to ensure that CCEMS helps the District provide its residents with the highest level of emergency medical service possible and provide additional support to CCEMS employees.

Fred Grundmeyer

Fred Grundmeyer
Secretary

In March 2019, for example, the District offered to provide CCEMS with more resources, and was ignored. At that time, the District met with CCEMS’s Executive Director Brad England and CCEMS’ attorney Andrew McKinney to discuss updating the terms of the relationship between CCEMS and the District. Among other things, the District proposed adding ambulances and stations for CCEMS’s use. The District sent a proposed term sheet to CCEMS in April 2019, containing its proposal for more stations and ambulances and even annual pay increases for CCEMS personnel. CCEMS responded in July 2019 with a term sheet that completely eliminated the District’s offers. When the District asked Mr. England questions in an effort to determine whether CCEMS needed these additional resources being offered by the District, Mr. England failed to provide meaningful answers.

Robert Pinard

Robert Pinard
Treasurer

Thereafter, the District made repeated verbal requests at District meetings, and sent written requests to CCEMS for information and consideration of the District’s term sheet in October and December of 2019 and January and March of 2020. We even went so far as to send the October 2019 correspondence directly to the CCEMS Directors. In most instances, CCEMS was unwilling to answer the District’s questions – in fact, most of the District’s questions were simply ignored. In a few instances, CCEMS responded (November 2019) but the responses contained no substance and did not address the District’s requests. Many of the District’s concerns remain unaddressed to this day. The District has been extremely frustrated that CCEMS was unwilling to answer the District’s basic questions about how its money was spent, whether the District has enough ambulances, stations and personnel, and other questions critical to providing the highest level of emergency medical service possible to its residents.

Kevin Brost

Kevin Brost
Assistant
Treasurer

We encourage you to look at the District’s website and review the minutes from the District’s meetings, which outline many of the District’s attempts to obtain basic information from



CCEMS, with no results. We also encourage you to ask CCEMS to see the video recordings of the District's meetings that CCEMS takes and maintains. We are convinced that you would be as frustrated as the District if a contractor acted toward you as CCEMS has toward the District.

All of the Board's issues and decisions are tempered, first and foremost, by the Commissioners' fiduciary duty to its taxpayers and residents. As part of its ongoing efforts to provide its residents with the highest level of emergency medical service possible, the District recently published a request for qualifications (the "RFQ") for emergency medical services. The RFQ was published to introduce the District to available options- providers of emergency medical services that might supplement or possibly replace CCEMS. The RFQ was not a termination of CCEMS' contract with the District. The RFQ was intended to ensure that, where CCEMS cannot or will not assist the District in meeting its goals, or where CCEMS' skills are better-suited to certain tasks and not others, the District will find other partners to meet residents' needs.

The District is very pleased to report that, in recent days, CCEMS has shown great interest in addressing the District's concerns. Among other things, the CCEMS Board of Directors has placed Wren Nealy in charge of CCEMS's relationship with the District. Mr. Nealy has expressed a willingness to answer all of the District's questions and all of the District's concerns. The District looks forward to working with Mr. Nealy and the CCEMS team so everyone in the District can live as safely, peacefully, and healthfully as possible in these precarious times.

Sincerely,

Board of Commissioners
Harris County Emergency Services District No. 11