

MINUTES OF MEETING OF THE
BOARD OF COMMISSIONERS

July 22, 2025

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, July 22, 2025, at 5:00 p.m.; whereupon, the roll was called of the members of the Board, to-wit:

Karen Plummer	President
Dorothy Dalton	Vice President
Jared Adams	Secretary
Kofi Barkoh	Treasurer/Asst. Secretary
George Peckham	Asst. Treasurer

All members of the Board were present, except Commissioner Adams, thus constituting a quorum. Also attending the meeting were the following District employees: Mr. Jordan Anderson, Chief Executive Officer ("CEO"); Mr. Kevin Nutt, Chief Operating Officer ("COO"); Mr. Tony Farmer, Chief Financial Officer ("CFO"); Ms. Dan Wang, Financial Controller; Ms. Katie Conn, Director of Regulatory Affairs and Operations Support; Dr. Jay Kovar, Medical Director for the District; Ms. Miranda Sevcik, Public Information Officer ("PIO"); Ms. Karisa Wendt, Executive Assistant; Mr. Matt Folsom, IT Manager; and Messrs. Brian Piatkowski, JaCorey Glaude and Juan Rodriguez, Ms. Melissa Grindstaff and Ms. Brenna Jaskowiak. Others in attendance were: Messrs. Terry Lynch, Andy Lynch and Jeff Lynch of JT Lynch Company, LLC ("JT Lynch"); Ms. Regina D. Adams, attorney, and Ms. Carla Christensen, paralegal, of Radcliffe Adams Barner PLLC ("RAB"), general counsel for the District; and Mr. Anthony Fetters of 62 Digital, LLC ("62 Digital"), the District's communications coordinator. A copy of the sign-in sheet is attached hereto.

WHEREUPON, the meeting was called to order by Commissioner Plummer 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 moment of silence for prayer and reflection.

PUBLIC COMMENTS

There were no public comments at the time.

PRESENTATION OF SERVICE AND MERITORIOUS AWARDS

Dr. Kovar recognized Mr. Glaude, telecommunicator for the District, and presented him with a Meritorious Service Award in recognition of his extraordinary efforts during a recent pregnancy call.

APPROVAL OF THE MINUTES

The Board considered approval of the June 24, 2025 regular meeting minutes. Upon motion by Commissioner Barkoh, seconded by Commissioner Dalton, after full discussion and the question being put to the Board, the Board voted unanimously to approve the June 24, 2025 regular meeting minutes and related certified agenda.

CEO'S REPORT

REVIEW COMPLIANCE, CLINICAL, IT, FLEET, SAFETY AND OPERATIONS MATTERS

Mr. Anderson presented to and reviewed with the Board the June 2025 CEO's Report, which included the EMS Survey Team Patient Experience Report for the month, copies of which are attached hereto.

Mr. Anderson then provided updates regarding the status of the District's operational performance. Mr. Anderson reported that, in June, the District: 1) operated its ambulances with approximately 637 total lost unit hours and 14 lost unit hours due to "truck flips"; 2) received 5,476 calls, 71% (3,236) of which resulted in hospital transports; 3) provided mutual aid on five (5) occasions and received mutual aid three (3) times; 4) maintained an overall response time compliance rate of 88%; and 5) experienced ten (10) critical failures.

Mr. Anderson further reported that the District's average response times for June 2025 were as follows: 1) eight minutes (8:00) for Priority 1 ("P1") calls; 2) eight minutes and 24 seconds (8:24) for Priority 2 ("P2") calls; 3) nine minutes and 16 seconds (9:16) for Priority 3 ("P3") calls; and 4) 13 minutes (13:00) for Priority 4 ("P4") calls. Mr. Anderson noted that the average response times for June 2025 were well within the District's response goals of: 1) < ten (10) minutes for P1 calls; 2) < 15 minutes for P2 calls; 3) < 15 minutes for P3 calls; and 4) < 20 minutes for P4 calls.

Mr. Anderson next presented to and reviewed with the Board the District's clinical public information and outreach activity reports, copies of which are attached hereto.

Mr. Anderson went on to review with the Board the fleet activity updates and information technology ("IT") initiatives, including system performance reports, copies of which are attached hereto. Additionally, Mr. Anderson reported that the District's ambulance and support vehicle fleet drove a total of 99,987 miles in June 2025. Mr. Anderson then provided an update on the District's vehicle procurements: 1) three (3) new supervisor SUVs were placed in service; 2) three (3) new ambulances were in the build-out process; 3) two (2) regular cab ambulances were being remounted and two (2) extended cab ambulances were en route to the remount facility; and 4) two (2) extended cab ambulances were awaiting build-out dates.

Mr. Anderson then reviewed the following reports with the Board: 1) IT; 2) safety programs; 3) compliance; and 4) critical failures, copies of which are attached hereto. Mr. Anderson noted that there was: 1) a disruption to the District's internet services on June 30th due to issues at the internet backbone level, which affected CAD availability for 87 minutes; and 2) a lightning strike at the District's Administration Complex on July 13th, due to which, the District's infrastructure was being assessed for damages.

PUBLIC RELATIONS

Mr. Anderson next presented the District's public relations and media engagement report, a copy of which is attached hereto.

REVIEW AND APPROVE SERVICE AGREEMENT WITH BEYOND LUCID TECHNOLOGIES ("BLT") FOR CONSULTING SERVICES FOR 'SAFE STREETS FOR ALL' GRANT

Mr. Anderson then presented to and reviewed with the Board the proposed Service Agreement with BLT for consulting services in connection with the District's application for Safe Streets for All grant funding, a copy of which is attached hereto. Mr. Anderson stated that the initial fee due to BLT was \$15,000.00 (50% due upon initiation of services and 50% due upon notification that the application was ready to be filed) and an additional fee of \$20,000.00 was due to BLT upon notification that the submitted grant application resulted in grant funding. A discussion ensued. Ms. Adams noted that RAB had reviewed and provided comments on the proposed BLT Service Agreement. A discussion ensued and Messrs. Anderson and Farmer addressed questions from the Board.

AUTHORIZE PREPARATION AND FILING OF US DEPARTMENT OF TRANSPORTATION ("US DOT") GRANT APPLICATION FOR 'SAFE STREETS FOR ALL' PROGRAM

Mr. Anderson then requested Board authorization for District staff to coordinate with BLT to prepare and file the District's grant application for the Safe Streets for All Program to US DOT.

Upon motion by Commissioner Dalton, seconded by Commissioner Barkoh, after full discussion and the question being put to the Board, the Board voted unanimously to approve and authorize execution of the BLT Services Agreement subject to receipt of a completed Form 1295 and payment of \$15,000.00, and authorize District staff, in conjunction with BLT, to complete the Safe Streets for All grant application and file same with US DOT.

REVIEW AND APPROVE AGENCY SERVICES AGREEMENT WITH 62 DIGITAL, AND TERMINATE ANY PRIOR AGREEMENTS WITH SAME

Mr. Anderson then presented to and reviewed with the Board the proposed Agency Service Agreement with 62 Digital for public website management, hosting, broadcasting/recording and design services, a copy of which is attached hereto. A discussion ensued. Ms. Adams noted that RAB had reviewed and provided comments on the proposed Agency Service Agreement with 62 Digital. An extensive discussion ensued regarding: 1) the termination provisions in the proposed Agency Service Agreement; 2) whether District staff, mainly the IT Department and the District's

PIO, would have access to the website to update content, as necessary; 3) management of the District's website; and 4) whether the District's website is backed up on the District's server.

REVIEW AND ACCEPT PROPOSAL FROM HOOTSUITE AT CARAHSOFT ("CARAHSOFT") AND RESCIND PRIOR ACCEPTANCE OF HOOTSUITE PROPOSAL

Mr. Anderson next presented to and reviewed with the Board a proposal with Carahsoft for the District's social media management services for \$5,920.00 annually, a copy of which is attached hereto. Mr. Anderson and Ms. Adams then reminded the Commissioners that, at the March 25th Board meeting, the Board approved and authorized execution of a Hootsuite proposal, but such proposal was not for governmental entities such as the District. Ms. Adams stated that RAB had reviewed the updated proposal and Service Agreement and provided comments on same to Carahsoft.

Upon motion by Commissioner Peckham, seconded by Commissioner Barkoh, after full discussion and the question being put to the Board, the Board voted unanimously to: 1) rescind its March 25th acceptance of the Hootsuite proposal; and 2) accept the proposal from Carahsoft and approve and authorize execution of the Service Agreement and related addendum, subject to finalization of same.

REVIEW AND APPROVE AGENCY SERVICES AGREEMENT WITH 62 DIGITAL, AND TERMINATE ANY PRIOR AGREEMENTS WITH SAME (-CONTINUED-)

Further discussion ensued regarding this matter.

Upon motion by Commissioner Barkoh, seconded by Commissioner Dalton, after full discussion and the question being put to the Board, the Board voted unanimously to approve and authorize execution of the 62 Digital Agency Services Agreement and authorize termination of all prior agreements with 62 Digital, subject to: 1) confirmation of District staff's access to the District's website; 2) confirmation that District staff can modify content on the District's website; and 3) receipt of two (2) additional proposals for website services.

DISCUSS DISTRICT'S DEPLOYMENT OPERATIONS MODEL

Mr. Anderson then presented to and reviewed with the Board information regarding the District's current operations "Dynamic" deployment model versus a "Station-Based" deployment model, including related costs and feedback from District employees on same. A copy of the presentation is attached hereto. An extensive discussion ensued regarding same, during which Mr. Anderson addressed questions from the Board. In response to a question, Mr. Anderson agreed to survey the District's employees again in September regarding the potential conversion of the District's deployment model from Dynamic to Station-Based.

Upon motion by Commissioner Dalton, seconded by Commissioner Peckham, after full discussion and the question being put to the Board, the Board voted unanimously to accept the CEO Report.

CFO'S REPORT

APPROVE PAYMENT OF BILLS AND ISSUANCE OF CHECKS

AUTHORIZE LOAN PAYMENTS TO ZMFU, II/ZIONS BANCORPORATION ("ZMFU") AND FLAGSTAR PUBLIC FUNDING CORP. ("FLAGSTAR") (FORMERLY KNOWN AS SIGNATURE PUBLIC FUNDING CORP.)

Mr. Farmer presented to and reviewed with the Board the summary of activity, profit and loss statement, budget comparison, statement of cash flows, debt service payment schedule and list of checks and related invoices being presented for payment, copies of which are attached hereto.

Upon motion by Commissioner Peckham, seconded by Commissioner Barkoh, after full discussion and the question being put to the Board, the Board voted unanimously to approve the payment of bills and issuance of checks, including authorize the required loan payments to ZMFU and Flagstar.

REVIEW INVESTMENT REPORT

Mr. Farmer then presented to and reviewed with the Board the Investment Report, a copy of which is attached hereto.

AMEND FISCAL YEAR ENDING ("FYE") DECEMBER 31, 2025 BUDGET (THE "2025 BUDGET"), IF NECESSARY

Mr. Farmer next presented to and reviewed with the Board the proposed amended 2025 Budget, a copy of which is attached hereto. Mr. Farmer noted that the amendments were based on six (6) months of actual versus budgeted revenues and expenditures and budget committee analysis. A discussion ensued.

Upon motion by Commissioner Barkoh, seconded by Commissioner Dalton, after full discussion and the question being put to the Board, the Board voted unanimously to approve the CFO's Report and adopt the amended 2025 Budget, as discussed.

TAX ASSESSOR/COLLECTOR'S REPORT

Ms. Adams reviewed with the Board the Tax Assessor/Collector's Report for June 2025, a copy of which is attached hereto.

ATTORNEY'S REPORT, INCLUDING REVIEW RECENT PUBLIC INFORMATION ACT ("PIA") OR SUBPOENA REQUESTS AND RESPONSES TO SAME, IF ANY

Ms. Adams reported that, in the prior month, RAB responded to three (3) PIA requests and coordinated with Ms. Conn on the response to an additional PIA request.

DISTRICT REAL ESTATE MATTERS

Mr. Anderson stated that he would discuss the status of District real estate matters in Executive Session.

DISTRICT PERSONNEL MATTERS, INCLUDING ANY PENDING CLAIMS, AND TAKE NECESSARY ACTIONS ON SAME, INCLUDING:

Ms. Adams stated that personnel and/or employment matters would be discussed in Executive Session.

EXECUTIVE SESSION

Commissioner Plummer then stated that the Board would convene in Executive Session to deliberate attorney-client privilege, real property and personnel matters pursuant to Sections 551.071, 551.072 and 551.074, Texas Government Code.

All members of the Board present, Mr. Anderson, Ms. Conn, Messrs. T. Lynch, J. Lynch and A. Lynch, Ms. Adams and Ms. Christensen convened into Executive Session at 6:41 p.m.

Messrs. T. Lynch, J. Lynch and A. Lynch exited the meeting at 7:43 p.m.

All other meeting attendees still present re-entered the meeting at 8:00 p.m.

RECONVENE IN OPEN SESSION

Commissioner Plummer reconvened the meeting in open session at approximately 8:01 p.m., at which time no action was taken by the Board.

There being no further business to come before the Board, the meeting was adjourned at 8:01 p.m.

PASSED, APPROVED AND ADOPTED this 26th day of August, 2025.



ASST. 

ASST. Secretary, Board of Commissioners