

The following is an accurate and truthful response to those allegations levied against OCRS by Frank Montes de Oca.

1. Linden Rd Motor Vehicle Collision

- a. OCRS, the only rescue provider within Orange County certified by NCAREMS as a Heavy Rescue Provider was cancelled enroute by the Fire Department on scene. The Chief of OCRS instructed the apparatus to continue on due to the patient still being trapped inside the vehicle, however due to the attempted cancellation, reduced the response to non-emergency.
- b. There was an issue with the Chief of OCRS, who is also a police officer holding back bystanders and family members from the actual scene. It should be noted that the Incident Commander was requesting Law Enforcement emergency traffic due to an unruly crowd on the scene.
- c. OCRS members held a tarp to protect the identity of the victim and the then Chief disputes any report of threat of arrest.

2. Allegation of drives throughout the county and to local restaurant for lunch.

- a. The predefined route for drivers training, due to VFIS standards, must touch all kinds of roads, curves, railroad crossings, and pedestrian traffic. In order to handle this and to make sure that all is accurate, the route for drivers training is approximately 75 miles long. It begins at 261 S Churton St, R on E King St, St. Mary's Rd., L on Schley Rd, L on Walnut Grove Church Rd, L on NC 86 Highway, R on Kenion Rd, R on Highland Farm Rd, L on Efland – Cedar Grove Rd, L on Frazier Rd, R on US 70 Highway, L on Buckhorn Rd, R on Orange Grove Rd, L on Dairyland Rd, R on Dodson's Crossroads, Butler Rd, White Cross Rd, L on Old Greensboro Rd, L on Jones Ferry Rd, W Main St, E Main St, W Franklin St, E Franklin St, Fordham Blvd (US 15-501), L on Interstate 40 West, Exit 261, Right on Old NC 86 Highway, S Churton St, and arrive at destination of 261 S Churton St.
- b. OCRS members, when covering, do take the apparatus to dinner. We request our members to be in uniform when doing so or at least are professionally dressed. The allegations of dirty clothing are simply untrue. We recognize that fuel is used and we also recognize that several requests to Kim Woodward and Kent McKenzie for fuel records were not honored. Nearly every shift the Orange County ambulances can be seen at local restaurants eating breakfast, lunch, and dinner.

3. June 2008 loss of equipment while responding to a call.
  - a. OCRS experienced a loss of equipment while responding to a call, which however was not Interstate 40, it was in the Eno Fire District. The toolbox tilted knocking the roll up door loose when turning out of the station. When turning onto Hwy 70-A, the tool box fell out of the open compartment. OCRS members not responding to the accident immediately secured the loose equipment. The loose equipment was basic hand tools. The allegation of decreased level of service and delay in response is completely false. The allegation states that OCES members picked up the equipment, this is incorrect. Brian Matthews and Andy Farra secured the toolbox.
4. An auto accident using a circular saw.
  - a. OCRS does not use circular saws for auto extrication. The call that this is referencing was a reciprocating saw. There was no puddle of gas on the ground; however the ground was wet from fluids. The allegation makes it appear as if we were standing in a bucket of gas. The battalion chief pointed out the issue and we requested the FD to lay down foam to protect us. That request was not honored. It then states that OCRS turned over the event to ORFD to handle and complete the extrication, false allegation. Captain Whitfield and Asst. Chief Huey freed the victim with the exception of his foot caught by the brake pedal and that was accomplished by OCRS Asst. Chief Hawkins.
5. Attempted to extricate a dead woman from a car, and then abandoned the scene.
  - a. Absolutely untruthful. Mr. Montes de Oca cannot even cite a date or location for this event. We know that no such event has ever happened.
6. Drowning at Ashley Lakes Apartments.
  - a. Actually it is Ashford Lakes.
  - b. OCRS was requested to bring a boat. James Lunsford took rescue one to the scene and set it up since it carries the water safety equipment on it. It also carries the air on it to set up the boat. While he was departing the station, Chief Huey hooked up the trailer to the suburban to bring the boat. Once on the road enroute to the call, we were informed that CHFD was already enroute with their boat and we could stand down. Mr. Montes de Oca does not set response order for our department or any fire department. We choose what apparatus responds to what call. The life jackets arrived before the boat which is much safer than the boat arriving before the life jackets. Safety first.
7. Cutting stabilizing line and dropping tree on car.

- a. OCRS is not aware of any such incident. Mr. Montes de Oca cannot provide us with a location, date, or time.
8. Eno River State Park.
  - a. OCRS did not self dispatch.
  - b. OCRS was requested by Medic 1, Erin Ray. Allegation of self dispatch is false. Erin's request was to go ahead and notify rescue due to it getting dark on the mountain side. I would refer to the radio traffic on the tape for her exact request.
  - c. OCRS completed a very safe operation rescuing a 13 yr old off of the cliffs of Eno Mountain, and drew praise there the local news paper for saving her life. Brian Matthews, 1102 – Deputy Chief, was using two different call signs, however was using the appropriate call sign for the radio channel he was on. He is also T1 with HPD and when talking to other officers identified himself as T1. The Chief of OCRS was the incident commander, and per all NIMS training, the Incident Commander is the one who decides who comes and who does not. It is the responsibility of the communications center to fulfill the request of the incident commander.
9. May 30, 2007 – Chest Pain 261 S Churton St
  - a. This is our station. We have a legal duty to act when patients arrive at our station.
10. July 17, 2007 – Body in a Lake.
  - a. The dive team was dispatched, OCRS is the dive team. It is not a separate agency.
11. August 24, 2007 – Heat Exposure – Cedar Ridge HS.
  - a. OCRS covers games at the schools. This was one of our patients where we requested a medic.
12. September 9, 2007 – Auto Accident with Injury – Schley Rd.
  - a. Our ambulance responded in place of the county ambulance because we were closer. This something that we have been told to do by the OCES administration.
13. September 20, 2007 – Chest Pain Old 86 and Lafayette Dr.
  - a. Our ambulance responded in place of the county ambulance because we were closer. This something that we have been told to do by the OCES administration.

14. October 3, 2007 – Sporting Event Standby

- a. This is where we covered a ball game and put ourselves out in the CAD to document the event. I can't imagine how a competent individual would deem this as self dispatching.

15. December 18, 2007 – Direct, Unauthorized Dispatch of Medic to 261 S Churton St.

- a. We had a walk in patient and requested a medic, which is protocol. We don't understand the complaint.

16. December 24, 2007 – Cardiac Arrest – 4406 Kerley Rd.

- a. On Christmas Eve night, OCRS volunteers manned an ambulance to allow the county employees to take a break from running calls. We were on-duty and responded to this call as the closest ambulance. We were then requested by Lt. Wrenn to return for a transport to the ME's office.

17. December 31, 2007 – 1911 Orange Grove Rd.

- a. The agency franchised to provide first responder service to this address, refused the call. Chief Huey acknowledged, was within sight of the building and offered to check in, communications acknowledged and he was on scene in about 20-25 seconds.

18. January 4, 2008, Auto Accident with Injury, Eubanks Rd.

- a. This was not self dispatch; OCRS was dispatched to this call.

19. February 16, 2008, Headache at 261 S Churton St.

- a. This is our station. We have a duty to act for patients who come to our station.

20. February 16, 2008, Fall at 3401 Alice St.

- a. OCRS was requested by EMT-Jones on the Orange County ambulance who was assigned to that call. We were contacted via Nextel and asked to respond to the ER to assist with lifting the patient. We did not even respond to the scene. Due to the way we were requested, I can see why it was thought that this was self dispatch. It should also be noted that Chief Huey met with Maj. Tapp and Maj. Snowden and this issue was resolved and Chief Huey was told that the OCES employee would be counseled as to the proper way to request assistance.

21. February 2, 2008, Fall at 3401 Alice St.

- a. Same call as above, not sure how he got two dates and two incidents out of this one.

22. February 22, 2008, Compton Rd and 86 N.

- a. OCRS did not respond to the initial call. At the request of Medic 4, the EMS supervisor, we rode up there after the fact and picked up the two medic cars and transported both of them to UNC ER so that the medic's would have their vehicles. Yet another occasion where we were asked to do the county a favor and now chastised for doing it.

23. Not mentioned, Central Prison.

- a. The above call reminded me. We were dispatched at the request of the Orange County EMS Supervisor to transport a patient from the jail to central prison. We did as requested. We were then chastised by Kim Woodward for doing it. She stated that she would have to call Kent McKenzie to discuss this with him. Mr. McKenzie had already left his job with Orange County and was working in Illinois.

24. March 15, 2008, Traffic Accident on I-85.

- a. While enroute to my job at Orange County EMS, I happened upon an 18-wheeler lying sideways in the roadway on I-85. I called it in over the radio and was advised that it had already been reported. Since no one was injured, I continued on to work.

25. March 30, 2008, Traffic Accident at 1500 Lawrence Rd.

- a. I was pulling up to the wreck as it was being dispatched. How can anyone drive past the wreck and not stop, when in a MARKED emergency vehicle.

**Now we are on to the unsafe practice allegations.**

1. May 2008, shown equipment by people who could not answer specific questions.
  - a. All the people he spoke with were new members about to begin the training process. Those who he spoke to identified themselves.
2. May 2008, Mr. Montes de Oca states watching Rescue 1 respond to a shortness of breath call. The patient had shortness of breath but rescue 1 was responding because the patient

was pinned under a tree that had fallen on him. Traffic always stops for emergency vehicles. Mr. Montes de Oca arrived on that scene with Rescue 1 so any speed that he accuses Rescue 1 of doing, was obviously done by himself as well. Upon arriving on the scene, Mr. Montes de Oca and Chief Huey carried a brief conversation regarding the jazz festival and race later that evening. The two of them spoke at the race later that evening. This incident never came up. If he had a problem with one of our drivers, then he failed to discharge the duties of his office and inform Chief Huey of the incident. This could be viewed as negligence on his part.

**Allegations of unprofessional behavior.**

All of these allegations are mostly false, and even if true this is the first we have heard of them. The only exception is that Maj. Tapp informed me directly of the unattended children issue directly and I handled that. The other issue is the extrication in the bay. It was done with a battery powered tool, a demonstration to show that it can be safe to do an interior extrication when you are not using gas powered tools. Not sure where the gas fumes were coming from, but not from us. Another thing to note is that I received a complaint about a community member walking in the front door because it was unsecured. First off, it should be the responsibility of the employee to ensure that the door closes behind them. Also after receiving that complaint, OCRS spent over 2,000.00 replacing that door with a new one. We have copies of the emails sent regarding that door. The door was replaced before the county pulled out. The allegation of Muriatic Acid is somewhat correct. One of our employees was using it outside to clean off the brick. He informed the crew to not exit the front door and I believe blocked off the porch area with cones. The door and windows remained closed. Mr. Whitfield was incorrect to leave the bottle sitting out and as a result of his mistake, was sent to remedial training a few days later that explained the importance of hazards, and MSDS. Chief Huey had a conversation with Maj. Tapp when the incident happened and was informed that the matter was closed.

Had OCES been forthcoming with the complaints, we would have greatly solved each one as it came up. We can't help them if they don't inform us.

OCRS acknowledges that there have been issues with sharing a building, but that should have no bearing on our response to the public.

On July 2, Asst. Chief Huey requested copies of public documents including emails. This request is now more than two months old and was never filled. On August 15, Chief Matthews restated the same request, and now nearly a month later, this request has not been filled. We requested the county to provide any and all documentation surrounding these complaints because we wanted to see if they were valid or hearsay. To this date, the county has failed to follow the state law and provide us with any of the information we requested.