

**KANAWHA COUNTY EMERGENCY AMBULANCE AUTHORITY
BOARD OF DIRECTORS MEETING MINUTES
October 23, 2025**

A meeting of the KCEAA Board of Directors took place at 12:00p.m. on Thursday, October 23, 2025, at KCEAA Central Office located at 601 Brooks Street, Charleston, WV.

Board Members Present:

Mr. Harry Miller	Mr. Chuck Blair(zoom)	Mr. Rory Isaac
Mr. Glenn Summers(zoom)	Mr. Dave Fletcher	Mr. Scott Elliott
Mr. Virgil White	Mr. Tim Morris	Commissioner Lance Wheeler
Ms. Heidi Edwards(zoom)		

Board Members Absent:

Mr. Justin Teel	Mr. Scott James	Ms. Lillian Morris
Mr. Justin Triplett	Mr. Scott Taylor	

Staff/Other Present:

Ms. Monica Mason	Ms. Jordan VanMeter	Mr. Jason Sergent
Mr. John Shaheen	Ms. Carrie Dysart(zoom)	Mr. Tom Susman
Ms. Brenda Alford(zoom)	Tim's iPhone(zoom)	Mr. Jack Shaheen
Mr. Ethan Walker		

Call to Order:

President Harry Miller called the meeting to order, which began with the Pledge of Allegiance, followed by roll call.

Approval of Minutes:

Motion made by Mr. Rory Isaac, second by Mr. Dave Fletcher, to approve the meeting minutes from September 25, 2025. The motion passed.

Report of Committees:

Executive Committee Report- Harry Miller:

- Harry Miller reported that the Executive Committee met earlier today to review updates on the Highmark contract and discussed a software update to First Watch called Rides, which will be used to monitor the tiered response initiative. The Executive Committee recommends that the board approve the software update.
- Monica Mason reviewed that First Watch is a system KCEAA already uses, and with the implementation of tiered response, there is an additional program called Rides that will be useful for compliance. She noted that funds reserved in the budget for the Tiered Response initiative could be used to cover the \$20,000 annual cost of the additional software.

Motion made by Mr. Dave Fletcher, second by Mr. Rory Isaac, to allow administration to proceed with the software update to First Watch. The motion passed.

Highmark Contract Update- Monica Mason & Tom Susman:

- Monica Mason and Tom Susman provided an update on the Highmark contract, noting that negotiations are ongoing. If a satisfactory rate cannot be reached, the contract with Highmark will end on January 1, 2025.

Personnel Committee Report- Harry Miller:

- No report.

Budget & Finance Report- Glenn Summers:

- Harry Miller distributed the check register for September 2025 and the statement of account for the WV Money Market Pool.

Approval of Write-Offs- Harry Miller:

- July 2025- \$1,300.86

Motion made by Mr. Dave Fletcher, second by Mr. Rory Isaac, to approve the Automatic Write-Off's for July 2025. The motion passed.

Financial Report- John Shaheen:

- Collections for July 2025 were \$151,000 under budget.
- Payroll for July 2025 was \$85,000 under budget.
- Levy for July 2025 totaled \$341,000, which is \$41,000 higher than the same period last year.

Motion made by Mr. Tim Morris, second by Mr. Dave Fletcher, to approve the financial report as presented. The motion passed.

Station Committee Report- Tim Morris:

- Monica Mason reported that work continues with USDA/HRSA to submit required documents. She noted that Mayor Elliott had called to inform her that the property next to the Dunbar Station is for sale and then turned the floor over to him. Mayor Elliott shared with the Board that the owner of the property beside the proposed Dunbar Station is looking to sell. Given that the current property is in a flood zone, he wanted to highlight that this property appears to be out of the flood zone. The Board suggested that administration investigate the property, have Terradon review it, and report the findings to the station committee.

Motion made by Mr. Dave Fletcher, second by Mr. Rory Isaac, for administration to investigate the property and present the findings to the Station Committee. The motion passed.

Implementation Committee Report- Harry Miller:

- Monica Mason provided an update on the tiered response implementation, noting that the project remains on track for the December 1, 2025, go-live date. Metro is working on completing the CAD updates and APCO cards. Internal meetings continue, with the next focus on the mass bid and fly car process. Employee meetings are scheduled for November. Metro will conduct training for their employees and KCEAA Comm Center staff during the first two weeks of November. Monica also noted that a letter thanking Metro for their

support has been sent on behalf of the Board and reviewed the plan for a Community Response Vehicle.

Executive Directors Report- Monica Mason:

Cost Saving Measures- Monica Mason:

- Monica Mason reviewed an update from the State regarding changes to required ambulance equipment, noting a projected savings of \$515 per truck. She added that internal efforts are underway to determine the exact savings.

Billing Services & Revenue Cycle Management Vendor Update- Monica Mason :

- Monica Mason reviewed that the transition to QMC is progressing well, with \$1.5 million collected from September to date, including backlog. She noted that we are working with QMC on best practices, and a QMC representative will join the November Board meeting.

Rural Health Transformation Program- Monica Mason:

- Monica Mason reviewed the letter sent to the Governor from the WV EMS Coalition regarding the Rural Health Transformation Program, requesting that EMS be included. She noted that she met with the Governor's office to provide an update on the EMS crisis and the needs of EMS. She felt the meeting was well received and is hopeful that EMS will be included in the program, which could provide \$100 million per year for five years if awarded to the state.
- There was a discussion about having legislators visit KCEAA for a tour and agency update. It was also noted that all board members are welcome to join EMS Day on the Hill at the Capitol on February 17, 2025.

Government Shutdown & Potential Impacts- Monica Mason:

- Monica Mason reviewed that we are monitoring the potential impacts of the government shutdown. She noted that billing is continuing at this time. She also reviewed the One Big Beautiful Bill initiative and its possible effects on our payor mix.

Safe Streets for All Grant Update-Monica Mason:

- Reviewed that the SS4A has requested additional information, which has been provided by Beyond Lucid Technology & KCEAA. It was noted that the follow-up questions are a positive sign that the process is moving forward.

East Bank Station- New Roof- Monica Mason:

- Monica Mason thanked Mayor Blair for including the station in the city's roof project, which was funded by a grant. Mayor Blair, in turn, thanked the Commission for providing the grant funding.

New Trucks & Remounts Update- Monica Mason:

- Monica Mason provided an update on the new trucks and remounts on order, noting that progress is on track and she is hopeful to have all eight by the end of the year.

New Roof at Central- Monica Mason:

- Monica reviewed that the bid process for the new roof at Central has been completed. She noted that the project was included in the Capital Budget and should begin within the next few weeks.

Ambulance Responses- Monica Mason:

2024														
2024 On Scene	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total	
Assist Call	24	35	71	53	51	67	73	63	59	54	74	47	671	
CCT/NICU/PICU	6	7	10	4	3	5	3	1	3	4	1	4	51	
Emergency	512	501	558	635	677	622	718	665	575	564	542	557	7126	
Emergency-Critical	894	880	898	958	967	931	841	878	893	861	801	837	10639	
Emergency-Low	782	797	813	729	658	730	688	743	735	683	647	667	8672	
Emergency-Medium	235	197	234	231	258	247	239	208	219	198	184	211	2661	
Interfacility/Transport													0	
Pending Billing Approval	11	10	8	12	6	11	5	13	16	15	24	8	139	
Pre-Scheduled	671	704	748	750	697	686	764	731	657	754	824	944	8930	
Ready Now	438	460	464	449	422	422	399	440	376	403	393	411	5077	
Routine													0	
Sup Approval													0	
Chase	97	87	71	97	101	110	111	102	70	81	84	49	1060	
Grand Total	3573	3591	3804	3821	3739	3721	3730	3742	3533	3536	3490	3686	43966	

2025														
2025 On Scene	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total	
Assist Call	26	21	34	39	21	65	56	32	47				341	
CCT/NICU/PICU	3	1	1	1		1	1		1				9	
Emergency	589	617	707	584	552	508	419	437	456				4869	
Emergency-Critical	836	752	843	824	896	848	879	806	917				7601	
Emergency-Low	691	688	779	714	712	842	900	891	890				7107	
Emergency-Medium	195	201	232	213	209	182	211	225	250				1918	
Interfacility/Transport													0	
Pending Billing Approval	10	12	26	18	15	36	30	26	11				184	
Pre-Scheduled	919	686	834	784	760	778	785	627	660				6833	
Ready Now	403	353	405	382	382	365	385	354	377				3406	
Routine									2				2	
Sup Approval													0	
Chase	35	40	39	35	56	57	58	46	74				440	
Grand Total	3672	3331	3861	3559	3547	3625	3666	3398	3611	0	0	0	32270	

2024														
Priority	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total	
Assist Call	12	26	53	8	13	39	28	22	13	8	26	24	272	
CCT/NICU/PICU	6	7	9	4	3	4	3	1	3	4	1	4	49	
Emergency	421	396	456	521	558	512	575	541	455	456	438	460	5789	
Emergency-Critical	656	645	656	682	699	679	585	629	630	605	592	610	7668	
Emergency-Low	639	656	650	550	500	585	510	575	575	537	512	519	6808	
Emergency-Medium	133	98	119	92	116	110	105	89	125	94	92	105	1278	
Interfacility/Transport													0	
Pending Billing Approval	11	10	8	12	5	11	4	11	16	15	24	8	135	
Pre-Scheduled	655	681	730	718	668	655	743	713	640	639	805	911	8558	
Ready Now	431	455	458	437	414	407	390	431	370	371	384	401	4949	
Routine													0	
Sup Approval													0	
Grand Total	2964	2974	3139	3024	2976	3002	2943	3012	2827	2729	2874	3042	35506	

2025														
Priority	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total	
Assist Call	12	8	23	20	8	36	15	12	19				153	
CCT/NICU/PICU	3		1	1		1	1		1				8	
Emergency	501	510	584	473	457	410	330	351	357				3973	
Emergency-Critical	605	554	637	600	659	635	657	591	648				5586	
Emergency-Low	537	537	604	523	566	655	730	714	694				5560	
Emergency-Medium	89	94	101	93	95	78	84	112	107				853	
Interfacility/Transport													0	
Pending Billing Approval	10	12	26	17	13	36	30	26	11				181	
Pre-Scheduled	883	664	813	762	744	761	760	661	632				6680	
Ready Now	394	345	397	378	374	361	380	376	372				3377	
Routine									1				1	
Sup Approval													0	
Grand Total	3034	2724	3186	2867	2916	2973	2987	2843	2842	0	0	0	26372	

Staffing- Jordan VanMeter:

- 190 full-time employees. In September, five EMT students were hired and are expected to test soon. One full-time EMT transitioned to part-time, one paramedic resigned, and one IT employee transitioned from full-time to part-time paramedic. Monica Mason noted that WVOEMS reported the highest EMT pass rate in state history, with KCEAA's most recent EMT class achieving a 100% pass rate, and KCEAA's test rate is higher than the state average.

New Operations Director-Monica Mason:

- Monica Mason introduced Jason Sergeant, the new Operations Director, to the Board.

Old Business:

- No old business.

Adjournment:

There being no further business, a motion was made by Mr. Tim Morris, second by Mr. Dave Fletcher, to adjourn the meeting. The motion passed.

Respectfully submitted:



Ethan Walker