

**KANAWHA COUNTY EMERGENCY AMBULANCE AUTHORITY
BOARD OF DIRECTORS MEETING MINUTES
November 20, 2025**

A meeting of the KCEAA Board of Directors took place at 12:00p.m. on Thursday, November 20, 2025, at KCEAA Central Office located at 601 Brooks Street, Charleston, WV.

Board Members Present:

Mr. Harry Miller	Mr. Glenn Summers(zoom)	Mr. Chuck Blair
Mr. Tim Morris	Mr. Rory Isaac	Mr. Virgil White
Mr. Justin Teel	Ms. Lillian Morris	
Mr. Scott Taylor(zoom)	Ms. Heidi Edwards(zoom)	

Board Members Absent:

Mr. Dave Fletcher	Mr. Scott James	Mr. Scott Elliott
Commissioner Lance Wheeler	Mr. Justin Triplett	

Staff/Other:

Ms. Monica Mason	Ms. Jordan VanMeter	Mr. Jason Wilson
Mr. Jason Sergent	Dr. Dave Seidler	Mr. John Shaheen
Ms. Carrie Dysart(zoom)	Mr. Tom Susman	Ms. Stephenie Tollett
Commissioner Natalie Tennant	Ms. Cindy Pauline(zoom)	Ms. Amber Perry
Mr. Anthoney Scott(zoom)	Ms. LaRae Linville(zoom)	Mr. Jack Shaheen
Ms. Brenda Alford(zoom)	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. Justin Teel, to approve the meeting minutes from October 23, 2025. The motion passed.

Report of Committees:

Executive Committee Report:

First Responder Dog- Monica Mason:

- Monica Mason stated that we are looking into a first responder dog through K9s for Warriors. She noted that the cost of the dog is covered by a grant, and the only expense to KCEAA would be ongoing care. The dog would come trained to work in an EMS environment and would be able to detect cortisol levels to provide support. She explained that the dog would primarily be based at Central but could be taken to outlying stations by 511 for CISM debriefings, visits, and related needs. The Board supported administration moving forward with obtaining a first responder dog.

Cold Response- Reduced Lights and Sirens- Monica Mason & Jason Sergent:

- Reviewed the Cold Response-Lights & Sirens Use SOG that was provided to all Board members. Jason Sergent gave an overview of the SOG and explained the differences between the new process and the current process. He noted that the new approach reflects best practices and enhances safety for both our crews and the community.

Longevity- Jordan VanMeter & John Shaheen:

- John Shaheen reviewed that the total wage figure for longevity is \$336,000, and with payroll taxes and retirement, the total cost is \$406,600. Jordan VanMeter noted that, over the last couple of years, longevity has been paid prior to Thanksgiving and recommended running the longevity payroll on Monday, November 24, 2025, with a check date of Wednesday, November 26, 2025. She reviewed that all part-time employees must have worked at least 24 hours in November to be eligible, and full-time employees must have worked in September, October, or November to qualify. Harry Miller added that the Executive Committee heard this presentation and recommended to the full board the payout of longevity.

Motion made by Mr. Virgil White, second by Mr. Justin Teel, to approve the longevity payout as Jordan VanMeter outlined. The motion passed.

- The KCEAA Board of Directors heard a presentation from Monica Mason and Jordan VanMeter regarding employee salaries. It was noted that maintaining competitive wages is important to attract and retain staff in comparison to our competitors. It was recommended to hold a joint Personnel and Budget & Finance Committee meeting in the near future to review this topic further.
- Mr. Chuck Blair recommended that, when holding special meetings, we invite the county commissioners to explain where we stand on the distribution of the levy tax (\$200,000 per KCEAA ambulance and \$600,000 per City ambulance, an estimate provided by John Shaheen).

QMC Presentation- Stephenie Tollett:

- Stephenie Tollett, Vice President of Client Operations, gave a presentation reviewing trip count and payor category trends, call type trends, deposit trends, cash performance, revenue performance at a glance, back-to-operations updates, account analysis, and aging.

Attendance Policy- Jordan VanMeter:

- Reviewed the Attendance Policy that was provided to all Board members. Jordan VanMeter explained that the policy is intended to address an increase in call-offs and emphasized that it is a no-fault policy. She noted that the policy was reviewed by legal counsel prior to being presented to the Board.

Motion made by Mr. Rory Isaac, second by Mr. Tim Morris, to approve the Attendance Policy as presented. The motion passed.

Genesis Bankruptcy- Monica Mason & John Shaheen:

- Monica Mason reported that Genesis has filed Chapter 11 bankruptcy. She stated that we have worked with Bowles Rice and have submitted a claim in the amount of \$190,000, noting that the process is moving forward as expected.

Reimbursement Resolution & Authorizing Resolution for Financing of New Ambulances- Monica Mason & John Shaheen:

- Reviewed the two resolutions regarding the financing of the new ambulances that were provided to all Board members. John Shaheen explained that the Board of Directors approved the purchase of four new ambulances and four remounts, including equipment, for a total of \$1.5 million. He noted that City National had approved the financing previously. KCEAA explored the possibility of structuring the financing on a tax-free basis and, after consulting with an attorney, determined it was feasible. The documents presented to the Board include one for the financing itself and one authorizing the Agency to write checks for the ambulances and equipment as they are received, with reimbursement from the bank with the loan proceeds.

Motion made by Mr. Tim Morris, second by Mr. Rory Isaac, to authorize Mr. Harry Miller to execute the two agreements. The motion passed.

Highmark- Monica Mason & Tom Susman:

Motion made by Mr. Tim Morris, second by Mr. Rory Isaac, to enter executive session at 12:56 p.m. The motion passed. Executive session ended at 1:06 p.m., with no actions or motions taken while in session.

Motion made by Mr. Tim Morris, second by Mr. Virgil White, to authorize management to continue reviewing and renegotiating with all payors and to enter into appropriate agreements, at their discretion. The motion passed.

Personnel Committee Report- Harry Miller:

- No report.

Budget & Finance Committee- Glenn Summers:

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

Approval of Write-Offs- Glenn Summers:

- August 2025- \$1,491.38

Motion made by Mr. Rory Isaac, second by Mr. Harry Miller, to approve the Automatic Write-Offs for August 2025. The motion passed.

Financial Report- John Shaheen:

- Collections for August 2025 were \$68,000 under budget and year-to-date through August \$154,000 under budget. Levy revenue for August 2025 was \$141,000 less than the same period a year ago and year-to-date through August \$95,000 less. Payroll for August 2025 was \$69,000 under budget and year-to-date through August \$172,000 under budget.
- John Shaheen noted that we are two months behind in producing finalized financial statements, but we are continuing to track all items critical to operations. He provided an update that payroll is currently \$443,000 under budget. Collections for September were approximately \$1 million, and October collections were \$2.5 million, which puts us \$1 million over budget year-to-date through the end of October. Thus far in November, we have collected \$800,000.

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

Station Committee Report- Tim Morris:

- Tim Morris stated that we were informed by the Mayor of Dunbar that there was property for sale adjacent to the new station site. The Board recommended looking into it, and he then turned the floor over to Jason Wilson, who spoke with the owner of the property. The owner indicated that we could make an offer and they would advise whether it would be accepted. It was noted that the property remains in the floodplain and that, based on the assessment, the purchase would not be a sound financial decision. Tim added that, dollar-wise, it is not in our best interest, and the committee recommends not moving forward. Monica Mason also noted that we are still waiting for the environmental report to be completed for the Dunbar station.

Implementation Committee Report:

Update- Priority Dispatch/Tiered Response- Monica Mason, Dave Seidler & Jason Sergent:

- Monica Mason stated that we are still on track to go live on December 1, 2025, for the tiered response and priority dispatch initiative. She reviewed that meetings have taken place with Fire Departments, Metro, law enforcement, hospitals, community leaders, employees (10 town hall-style meetings), and other relevant partners.
- Jason Sergent reviewed the internal meetings that will/have been occurring with Communications Center employees, noting their significant role in this initiative. He stated that he feels we have covered all major areas to ensure the initiative begins as smoothly as possible, while acknowledging that minor adjustments will likely be necessary after go-live. He also reviewed the new move-up system.
- Monica Mason reported that the Rides program, approved at the last meeting, is up and ready and will be used as a compliance tool. She gave a shout-out to the team that has been working on the tiered response initiative. She added that Tom Susuan has prepared the PR component.

Executive Director Report- Monica Mason:

Rural Health Transformation Program Update- Monica Mason:

- Monica Mason reviewed that the Coalition is working to add items to the program that would be beneficial to EMS. She stated that she was asked to represent the Coalition and review the draft prepared by the Governor's Office to be submitted to the federal government. She noted that the proposal would provide \$100 million per year for five years for the State of West Virginia, and that it is still to be determined how the funds will be dispersed throughout the state.

New Trucks & Remounts on Order- Jason Wilson:

- Jason Wilson stated that the four new trucks are ready for pickup next week. He reviewed that the first two remounts we sent out are expected to undergo their final inspection during the first week of December, and the third remount has completed the intake process. As soon as one of the remounts returns, the last unit will be sent out. He noted that by the end of the year, we expect to have six new ambulances. There was also a discussion regarding the lack of spare ambulances.

PEIA New Plan Year Increases- Monica Mason:

- Monica Mason reviewed that she and members of the administrative team attended the PEIA public hearing, noting that Commissioner Tennant spoke on behalf of the county. She stated that there will be a 5% increase on Plan C, including the premium, deductible, and maximum out-of-pocket amounts.

Holiday Feeds- Monica Mason:

- Reviewed that on December 17, 2025, there will be a holiday luncheon, and the Board and Commission are welcome to attend. It was also noted that there will be holiday meals for on-duty crews on Thanksgiving, Christmas Eve, and Christmas Day. All meals will be home-cooked by KCEAA's very own Brenda Alford.

Audit- Monica Mason:

- KCEAA's annual audit will begin on December 15, 2025.

Staffing- Jordan VanMeter:

- 187 full-time employees in October 2025. Two EMTs resigned, and one paramedic was terminated.

Adjournment:

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

Respectfully submitted:



Ethan Walker