

**KANAWHA COUNTY EMERGENCY AMBULANCE AUTHORITY  
BOARD OF DIRECTORS MEETING MINUTES  
September 2, 2025**

A meeting of the KCEAA Board of Directors took place at 12:00p.m. on Tuesday, September 2, 2025, at KCEAA Central Office located at 601 Brooks Street, Charleston, West Virginia.

**Board Members:**

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

**Staff/Other:**

Ms. Monica Mason	Ms. Jordan VanMeter	Mr. Jason Wilson
Dr. Dave Seidler	Mr. John Shaheen	Mr. Jack Shaheen
Mr. Tom Susman(zoom)	Ms. Carrie Dysart	Mr. Matt Ashcraft
Ms. Brenda Alford(zoom)	Mr. Matt Glaspey (Terradon)	Mr. Ethan Walker

**Call to Order:**

President Harry Miller called the meeting to order, beginning with the Pledge of Allegiance, followed by roll call, and welcomed Ms. Heidi Edwards and Dr. Scott Taylor to the KCEAA Board of Directors.

**Approval of Minutes:**

**Motion made by Mr. Glenn Summers, second by Mr. Rory Isaac, to approve the meeting minutes from July 22, 2025. The motion passed.**

**Report of Committee:**

**Executive Committee Report- Harry Miller:**

- Harry Miller stated that the Executive Committee reviewed the following at the Executive Committee meeting held earlier today: KCEAA City of Charleston Levy Revenue Sharing Agreement- Billing Addendum, City of Charleston QMC Resolution, and the Dunbar Station Floodplain discussion and required study.

**KCEAA/City of Charleston Levy Revenue Sharing Agreement- Billing Addendum- Monica Mason & John Shaheen:**

- The Board reviewed the Ambulance Services & Levy Revenue Sharing Agreement-Billing Addendum.
- Monica reported that the City was informed KCEAA will no longer handle billing and shared RFP information for a new billing vendor following the blackout period. KCEAA discontinued City billing effective May 16, 2025 (service date). She added that KCEAA will receive 5% of collections from June onward for items billed by KCEAA, as well as \$10,240.17 for May 2025 billing services.
- Harry Miller added that the Implementation Committee recommended to the Executive Committee, which now recommends to the full Board, the approval of the Billing Addendum.

**Motion made by Mr. Glenn Summers, second by Mr. Rory Isaac, to approve the KCEAA/City of Charleston Levy Revenue Sharing Agreement-Billing Addendum and to authorize Mr. Harry Miller to execute the agreement. The motion passed.**

**City of Charleston QMC Resolution- Monica Mason:**

- The Board reviewed the City of Charleston QMC Resolution, noting that the City will separate from KCEAA billing and move forward with QMC as their billing vendor.

**Dunbar Station Floodplain: Discussion and Required Specialized Study- Monica Mason & Matt Glaspey, Vice President, Terradon:**

- Monica Mason began the discussion by introducing Matt Glaspey from Terradon, the company working with us on the environmental studies for all stations (South Charleston, St. Albans, Marmet, and Dunbar). She noted that the environmental reports for all stations, except Dunbar, have been completed and submitted to HRSA and USDA.
- Matt Glaspey reviewed that the Dunbar Station is located within the 100-year floodplain. To continue the project, a hydraulic study will be required, the property will need to be regraded to lift the station out of the floodplain, and the floodplain map will need to be revised. He noted that small changes to the property layout will be necessary. The estimated cost for the scope of work, including regrading, is approximately \$40,000-\$50,000 and could extend the project timeline by at least four months.

**Motion made by Mr. Tim Morris, second by Mr. Glenn Summers, to accept the Terradon Proposal and Scope of Services-HCE-RAS Study and the required changes to the property. The motion passed.**

**Personnel Committee Report- Harry Miller:**

- No report.

**Budget & Finance Committee Report- Glenn Summers:**

- Glenn Summers distributed the check register for August 2025 and the statement of account for the WV Money Market Pool.

**Approval of Write-Offs- Glenn Summers:**

- No write-offs were presented for approval at this time.

**Motion made by Mr. Glenn Summers, second by Mr. Rory Isaac, to accept the Budget & Finance Committee report as presented. The motion passed.**

**Financial Report- John Shaheen:**

- Collections for May 2025 were over budget by \$7,300, but year-to-date they are \$47,500 under budget. It was noted that June's collections are not expected to offset this, potentially leaving us about \$100,000 under budget year-to-date when June's figures are included.
- Payroll for May 2025 was under budget by \$143,000, which puts year-to-date payroll \$1,094,000 under budget.
- Levy collections for May 2025 totaled \$154,000, approximately \$65,000 higher than the same month last year. However, year-to-date levy collections are about \$100,000 short compared to last year.

- Rory Isaac asked for the actual financial status, not based on the budget. John Shaheen stated to refer to the WV Money Market Pool account. It was noted that \$750,000 was withdrawn in August to balance the budget. John Shaheen added that a large levy payment is expected in the next couple of days. Rory asked about year-to-date actual losses through May, which he noted as \$1.26 million. John Shaheen stated the actual is \$1.7 million underwater through May. It was noted that if cash flow does not improve, there will only be enough funds for the agency for another 12-14 months. It was also noted that, hopefully, with the new billing fee schedule, new revenue cycle management vendor, and increases from Highmark (not known when they will take place), the deficit may be alleviated.

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

- The Board reviewed the possibility of sending a memorandum to the County Commission to ensure they are aware of the agency's current financial status.

**Station Committee Report- Tim Morris:**

- No report.

**Implementation Committee Report- Harry Miller:**

**Update- Priority Dispatch/ Tiered Response- Monica Mason & Dave Seidler:**

- Monica reviewed the progress on the priority dispatch and tiered response initiative. She reviewed the recent town hall employee meetings, the internal meetings taking place with admin and chiefs to work on the model, Metro's work on updating the CAD, and noted that the EMD cards should be ready to submit to APCO by the end of the week. Seidler gave a brief update on how the response model will work and noted good collaboration with Metro on the implementation. There was discussion regarding the QA process with the implementation to ensure changes will not be needed to the model. It was noted that we are still working toward the December 1, 2025, goal, which is fluid. Harry Miller stated that the implementation committee will continue to monitor progress and will report to the Board. Rory asked if we will be relocating KCEAA controllers to Metro. Monica stated at this time it is not the initial plan.

**Executive Director Report- Monica Mason:**

**Cost Saving Measures- Monica Mason:**

- Monica reviewed that we continue to review all processes to ensure cost savings. She noted that we recently re-bid our disposable medical equipment and medications.

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

- KCEAA will go live with the new billing vendor, QMC, effective September 1, 2025, and noted a smooth transition.

### Board Meeting Schedule- Monica Mason:

- It was noted that the October Board meetings may need to be rescheduled. Monica will work with President Harry Miller on a new date and then update the Board and Committees.

### Ambulance Responses- Monica Mason:

- Monica reviewed the ambulance responses and noted that volume was down on the emergency side. The Board requested a running YTD total on the report. Monica stated that once we have access to QMC reporting, we will be able to provide more in-depth reporting.

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					294
CCT/NICU/PICU	3	1	1	1		1	1						8
Emergency	589	617	707	584	552	508	419	437					4413
Emergency-Critical	836	752	843	824	896	848	879	806					6684
Emergency-Low	691	688	779	714	712	842	900	891					6217
Emergency-Medium	195	201	232	213	209	182	211	225					1668
Interfacility/Transport													0
Pending Billing Approval	10	12	26	18	15	36	30	26					173
Pre-Scheduled	919	686	834	784	760	778	785	627					6173
Ready Now	403	353	405	382	382	365	385	354					3029
Routine													0
Sup Approval													0
Chase	35	40	39	35	56	57	58	46					366
Grand Total	3672	3331	3861	3559	3547	3625	3666	3398	0	0	0	0	28659

<b>2024</b>													
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

  

<b>2025</b>													
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					134
CCT/NICU/PICU	3		1	1		1	1						7
Emergency	501	510	584	473	457	410	330	351					3616
Emergency-Critical	605	554	637	600	659	635	657	591					4938
Emergency-Low	537	537	604	523	566	655	730	714					4866
Emergency-Medium	89	94	101	93	95	78	84	112					746
Interfacility/Transport													0
Pending Billing Approval	10	12	26	17	13	36	30	26					170
Pre-Scheduled	883	664	813	762	744	761	760	661					6048
Ready Now	394	345	397	378	374	361	380	376					3005
Routine													0
Sup Approval													0
Grand Total	3034	2724	3186	2867	2916	2973	2987	2843	0	0	0	0	23530

#### **Staffing- Jordan VanMeter:**

- There are 193 full-time employees. In July, we held a small orientation group and hired 3 full-time EMTs and 2 part-time EMTs. One EMT moved from full-time to part-time, one medic moved from part-time to full-time, and two part-time employees were terminated.

#### **New Business:**

#### **2024 MVP- Monica Mason:**

- The Board recognized Captain Matt Ashcraft as the 2024 Officer of the Year. It was noted that this is his second consecutive year receiving this honor. Congratulations, Matt!

#### **Adjournment:**

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

Respectfully submitted:

Ethan Walker