

- John Shaheen presented metrics from 2023-2024 showing a potential \$1.4M revenue increase with a 10% realization rate improvement.
- Internal billing department costs are approximately \$1M annually, requiring a comparison to new service fees.
- John Shaheen will develop an internal Billing performance projection.

Tiered Response, Priority Dispatching, and Co-locating:

- Monica Mason stated that she, Jack Linville, and Dave Seidler met with Metro to ask initial questions about feasibility.
- Dave Seidler explained the tiered response concept, emphasizing resource management and the capability of Metro 911's APCO software to support it. He noted that while co-locating would be beneficial, it is not required.
- Rory Isaac stressed that the tiered response is the most critical part of implementation and questioned Metro 911's commitment to the idea.
- Dave Seidler stated that Metro has not fully committed but aims to do the right thing.
- Monica Mason stated that Metro is working with its software vendor to determine the cost of updating its system for priority dispatch.
- Jack Linville emphasized the importance of priority dispatch, noting that unit availability is a daily challenge and that ambulances should not be tied up on low-acuity calls.
- Rory Isaac stated that a properly implemented tiered response would reduce costs, improve service, and provide better care for Kanawha County residents.
- Tim Morris questioned why the system has not already been implemented. Harry Miller added that past opposition played a role, while Carrie Dysart noted the increased frequency of minor emergency calls.
- Dave Seidler highlighted improvements in ALS care, allowing paramedics to provide more advanced treatment in the field.
- John Shaheen stated that while the current system is common statewide, implementing priority dispatch would put KCEAA ahead of the curve.
- Monica Mason explained that priority dispatching would allow more accurate triaging, initially setting conservative response times for low-acuity calls while ensuring faster responses for high-priority calls.
- Dave Seidler stated that he believes Metro will be open to collaboration. Glenn Summers suggested involving the commission in discussions.
- Monica Mason stated that she has spoken with Commissioner Wheeler about the need for a tiered response and priority dispatching. Tim Morris questioned the need for commission involvement, while Harry Miller explained that funding may be required.
- Rory Isaac asked about available grants, and Harry Miller cautioned that using grant funds could delay the process.
- Tim Morris asked for a cost estimate, and Monica Mason stated during initial conversations with Metro it was mentioned that there are no firm estimates or quotes at this time. But software and co-location costs could be around \$1 million.
- Glenn Summers questioned why KCEAA would have to cover the costs, and Monica Mason responded that payment responsibility has not yet been determined.
- Dave Seidler confirmed that Metro has the capability to provide a tiered response.
- Monica Mason stated that the next step is for Metro to obtain a quote from APCO, after which a meeting will be scheduled to review the next steps.

- Harry Miller stated that further discussion should be tabled until after the Metro meeting to determine the next steps.

Implementation Committee Meeting Schedule:

- The committee agreed to meet biweekly on Mondays, starting on March 24, 2025, at 11:30, provided there is information to cover. They requested Ethan Walker to add a placeholder to their calendars.

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:

A handwritten signature in blue ink that reads "Ethan Walker". The signature is written in a cursive, flowing style.

Ethan Walker