

MONROE COUNTY EMERGENCY MEDICAL AUTHORITY
REGULAR MEETING MINUTES
MAY 28, 2025

I. CALL TO ORDER

At a Regular Meeting of the Monroe County Emergency Medical Authority held in the City of Monroe, Michigan on Wednesday, May 28, 2025. Chairman David Brown called the meeting to order at 6:04 p.m.

II. ROLL CALL

Roll call by Deputy Clerk as follows:

Present: James Bennett, David Brown, Michael Demski, Bruce Kral, R.J. Schall, Keith Masserant, Misty Green, Sara Kandler and Brian Paules

Absent: None.

A quorum being present the board proceeded to conduct business.

III. PLEDGE OF ALLEGIANCE—David Brown led the Pledge of Allegiance.

IV. APPROVAL OF AGENDA

Motion by Bruce Kral, supported by Sara Kandler to approve the May 28, 2025, Regular Meeting agenda as presented.

Voice vote taken. Motion carried.

V. APPROVAL OF MINUTES (03/26/2025 Regular Meeting)

Motion by R.J. Schall, supported by Michael Demski to approve the March 26, 2025 Regular Meeting minutes as presented and waive the reading thereof.

Voice vote taken. Motion carried.

VI. CENTRAL DISPATCH REPORT— Donna Kuti gave report

- Staffing: There has been continuous testing and interviewing. Another round of testing will be available in the next couple of weeks.
 - 17 Full Time Dispatchers and Supervisors
 - 2 Part Time Dispatchers
 - 1 Dispatch Trainee
 - 3 people in the Background Phase of hiring
- Call Statistics: Year to Date
 - 43,672 (including self-initiated CFS)
 - 911 – 25,278 (L/L 794, VOIP 2276, W/L 22, 208)
 - Admin – 34,802
 - Text to 911 – 340 caller initiated; 484 agency initiated

- Quality Improvement – EMD Protocol:
 - Most Utilized Protocols: 17 – Falls, 26 – Sick persons
 - Compliance Levels: 4-month average is 77.5% compliance, and 9.75 Non-Compliance
- Medical Control
 - Medical Protocol 41 Activated: New EMD protocol used for First Party callers having a Mental Health Crisis or is Suicidal.
 - Once approved, the goal is to send out the Crisis Response Team along with the Police Department, minimizing the use of an EMS Response.
- Technology Updates
 - EFD: Emergency Fire Protocol is in its implementation phase with a go live date of July 8th.

Discussion was held.

- VII. PUBLIC COMMENT—None
- VIII. LOCAL GOVERNMENT MEMBERS COMMENTS—None
- IX. COMMUNICATIONS—None
- X. OLD BUSINESS—
 - 1. Update on Contract (Ambulance Service Agreement)

Chairman Brown explained this is still ongoing since they are looking at the whole system and having multiple meetings. He stated he would update the members as things started to develop.

- 2. Monroe County Fire Chief's Association

Vice-Chairman R.J. Schall explained reciprocating reports back and forth with the Fire Chief's Association could be the missing link we have as far as public safety goes. Mr. Schall informed the Board the Fire Chiefs Association have no opposition to this. He explained to the members that attending these meetings are for information purposes. They have no authority to vote. They are there to share information discussed at our meetings that may be relevant to the groups business and vice versa. Mr. Schall informed the Board members that the Fire Chiefs Association usually meet the week before this Board does.

Chairman David Brown thanked him for all his work on this.

- 3. EMA New Member Workshop

Vice-Chairman R.J. Schall explained the idea of having a workshop for the newer members as well as an orientation for the members coming in next to help better

understand what this board does. He further explained that he would like all current members to participate in a workshop for a refresher.

Keith Masserant stated this was a good idea.

Sara Kandler and Misty Green both stated they are on board with this.

XI. NEW BUSINESS—

1. Presentation of Medical Director's Award

Dr. Kemple and Wendy Stevens mentioned a situation that occurred at a basketball game in November. Ms. Stevens apologized up front and explained that many people were involved, but the 15 people receiving the award are people that were hands on and physically helping. She read a letter aloud that explained the event and how each citizen contributed to helping Doug Sanders. Ms. Stevens further explained that Mr. Sanders would have been here tonight but because of these 15 amazing individuals he is reffing a district game currently. Ms. Stevens also explained the AED used to save Doug's life was donated by Wes Leonard Heart Team. Leonard's son passed away when he was 16 years old due to sudden cardiac arrest while playing a high school basketball game. Since then, she has donated almost 400 AED's to Michigan schools and athletic organizations to memorialize her son and help this from happening to another family. This was the first time a donated AED contributed to saving a person's life. Dr. Dan Kemple explained what the purpose of this award is and how proud he is to be here to award them. He then called each person up to receive their certificate and a challenge coin. The 15 individuals were:

- Jefferson Athletic Director Alyssa Eppler
- Jefferson Coach Joe Radford
- Jefferson Superintendent Amy Gee
- Summerfield Athletic Director Kelly Kalb
- Summerfield fathers First Assistant Chief Medical First Responder Matt LaRocca
- Lieutenant Medical First Responder Aaron Myshock
- Berlin Firefighter EMT Andrew Niemi
- Frenchtown Firefighter Paramedics Matt Diehl and Mike Guyor
- Monroe County Central Dispatchers Megan Shotwell and Mindy Comment
- Respiratory Therapist Angela Prush
- Summerfield graduate and Nurse Brendan Dafoe
- Monroe Community Ambulance Crew, Paramedic Eric Farris and EMT Jered Emery

2. Presentation of MCA's 2024 Annual Report by Mr. Ron Slagell, President & CEO Mr.

Ron Slagell presented the Annual Report and elaborated on important topics.

- MCA began serving the county in May 2006, except for the City of Monroe which began in July 2010.
- The current structure of MCA ownership is 25% each by EHP, ProMedica Monroe Regional Hospital, ProMedica Transportation Network, and Mercy Health – Life Flight
- In 2006, there were originally four MCA 24-hour units around the clock – plus two provided by LifeStar & ProMedica from Toledo.
- Today, we operate four MCA around-the-clock ambulances plus two 12-hour 7-day, and one 14-hour 7-day ALS units.
- 15,469 ambulance transports by MCA in 2024
- There are current challenges with Senior Paramedic staffing shortages, inflation and inadequate reimbursement from federal and state governments and insurance companies.
- The response time standard of 10 minutes or less at 90% in urban areas and 15 minutes or less at 90% in rural areas is not being met.
- Our average response time for 2024 was 7:25 in the 10”, and 11:57 in the 15’ zone.
- MCA remains one of only 180 services in the Country that are nationally accredited by CAAS.
- Emergent Health has a Board Committee devoted to system quality improvement.
- MCA Survey Results: 91.8% in 2024
 - 91.8% in 2024
 - 92.3% in 2023
 - 94.4% in 2022
- Staffing:
 - About 70 full and part-time employees
 - 1 full-time supervisor, 1 part-time supervisor
 - 2024 annual turnover rate of MCA full time paramedics was 8%
- Priorities for upcoming years
 - Identify opportunities to ensure a financially stable EMS system for the community
 - Improve response times
 - Retain current team members and recruit new individuals into EMS
 - Prepare for changes in health care delivery

Discussion was held.

3. Update by MCA—Karl Rock gave the report

- Kickoff bike team season with Memorial Day parade
- Bike Team is looking for more members to do the qualification ride

- Qualification ride: 10-mile bike ride with obstacle course and involves going over curbs and carrying all the medical equipment on the saddlebags of the bicycles.
- Promoted 4 Senior paramedics - Jered Emery was an EMT and now he is a paramedic
- New ambulance getting prepped, should be on the streets soon
- Main survey item that could be improved is the patient's comfort during the ride – they are focusing on the shocks on ambulances to better this
- No sterling state fireworks
- Car show first week of June
- Going to cover the Monroe County Fair

4. Bedford Township Fire Department Transport Reports

Chief Vanklenger had nothing to report.

Month/Year	March 2025	April 2025
Transported Lights/Siren	12	11
Transported No Lights/Siren	35	21
Total Patients	47	32
Patient Treated/Transported by Private Vehicle	N/A	N/A

5. Frenchtown Fire Department Transport Reports

Wendy Stevens had nothing to report.

XII. COMMITTEE CHAIRPERSON'S AND MEMBER'S REPORT—

1. March and April 2025 Operations Reports

March 2025	
Priority 1-3 Calls	2,057
Priority 1-3 Calls Patient Transports	1,023
Priority 1 Fractile %	73.5%
Average Response Time	9.45 minutes
Responses > 25 minutes w/o exception (Letter to Clerk)	1

Mutual Aid Received	140
Mutual Aid Given	N/A

April 2025	
Priority 1-3 Calls	1965
Priority 1-3 Calls Patient Transports	982
Priority 1 Fractile %	80.95%
Average Response Time	9.09 minutes
Responses > 25 minutes w/o exception (Letters to Clerk)	1
Mutual Aid Received	101
Mutual Aid Given	N/A

Discussion held regarding what they are going to look into and pay closer attention to.

2. Medical Control Board Report

Dr. Dan Kemple explained the different protocols they are implementing.

- Protocols – State Quality Assurance Task Force approved our Behavioral Health Alternative Response Protocol which allows crisis response teams to go out. Once we get MDHHS approval, we can set an invitation date.
- Trying to limit the EMS responses if they can to keep those services for other calls and get a more appropriate response.
- Crisis response team can provide resources on scene and they don't always have to transport.
- Monroe County Mental Health is opening a Mental Health Urgent Care.
- Added 3 new medications to our Enhanced Paramedic Protocol.
- There are about 25 protocols the State sent out that they want updated by November.
- Lights and siren usage is not making as much of a difference as we previously thought – partly because the capabilities of the EMS units are so much greater now than they ever were.
- Had meeting with hospital that was very fruitful. Very informational.

- Hospitals implemented a NEDOS, which is a National Emergency Department of Overcrowding Score

Brian Paules stated there was nothing else to report.

Motion by Brian Paules, supported by Bruce Kral to accept the Operations Committee and Medical Control Reports as referenced above and place them on file.

Voice vote taken. Motion carried.

XIII. PUBLIC COMMENT – None

XIV. OTHER ITEMS FROM MEMBERS—

Vice-Chairman R.J. Schall explained it was cool to see everyone here awarded with the Medical Directors Award. This was the largest award he believes and it hits close since two of which were his guys. Thank you Wendy and Dr. Kemple for putting this together, it was a lot of work. This helps us realize that this really does works in its own way.

Chairman David Brown stated that it goes back to what Dr. Kemple said about the system being so interconnected.

XX. NEXT MEETING — July 23, 2025

XXI. ADJOURNMENT

Motion to adjourn by Keith Masserant, supported by R.J. Schall.

Voice vote taken. Motion carried.

Chairman Brown adjourned the meeting at 7:22 p.m. with no further business to conduct.

Respectfully submitted by:



Grace Miles
Deputy Clerk/Administrative Assistant
Monroe County Board of Commissioners