







OUR PEOPLE



OUR STEWARDSHIP

MEDIC UPDATE November 2025

TOPICS

- **EMS System Study**
- Consultant Introduction
- Staffing
- * Ambulance Fleet







EMS SYSTEM STUDYTimeline

TASK	PROJECTED START DATE
RFP Publish Date	September 3, 2025
Questions Due	September 17, 2025
RFP Submission Deadline	September 24, 2025
Vendor Interviews	October 13-15, 2025
Vendor Selection	October 27, 2025
Contract Negotiations Begin	October 27, 2025
Contract Executed	November 10, 2025
In-Person Stakeholder Meetings	December 8, 2025
Projected End Date	March 31, 2026



EMS SYSTEM STUDY

Committee structure

- Mecklenburg County Manager *voting member
- Charlotte City Manager *voting member
- Medic Executive Director *voting member
- Pineville Town Manager (representing 3 Southern towns) *voting member
- Davidson Town Manager (representing 3 Northern towns)
- Charlotte Fire Chief
- Cornelius Fire Chief (representing County Fire Chiefs)
- Novant Health
- Atrium Health
- Medic Medical Director



EMS SYSTEM STUDY

Committee process

- Received 4 qualified proposals following RFP Process
- Cost of the study is incurred by Medic
- Committee reviewed & conducted interviews
- Committee scored proposals
- Highest scoring vendor was Healthcare Strategists



EMS SYSTEM STUDY

MECKLENBURG COUNTY
NORTH CAROLINA

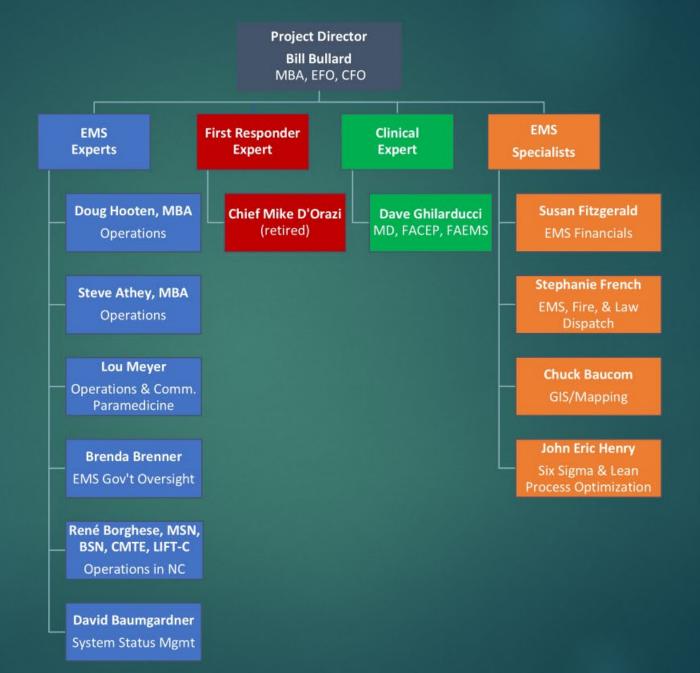
HEALTHCARE STRATEGISTS

Why Healthcare Strategists?

- Patient-Centric Approach
- Dedicated Senior Consultants no "Junior" staff
- Specialized EMS Consulting
- Objectivity Focused almost exclusively on government projects

Project Team

- Minimum 35 years of EMS experience
- Broad subject matter expertise
- North Carolina EMS experience
- Match consultant to stakeholder (i.e., peer-to-peer)



Scope of Work/Project Deliverables

Evaluation of Current EMS System Model

- EMS System Review
- Service Delivery Model
- Patient Outcomes
- Roles and Responsibilities
- Current EMS Goals and Performance Standards
- Response Zone Analysis
- Historical and Current Performance Analysis
- Systemwide Operations Review
- Customer Experience Evaluation

Evaluation of EMS System Funding Model

- Costs for Services
- Funding Sources and Distribution
- Funding Levels and Formulas
- Budget and Sustainability

Scope of Work/Project Deliverables

Recommendations

- Must be effective, efficient, high-performance, and financially sustainable, including:
- Existing EMS system model comparisons
- Analyze the strengths, weaknesses, opportunities, and threats of the existing EMS system model
- Review current accreditations and recommend improvements, if needed

Implementation of Recommendations

- Identify steps and timeline for implementation
- Identify funding required and funding sources for implementation
- Offering six months of value-added implementation support



STAFFING

Full-Time

Month/Year		EMT Actual Headcount				Paramedic Vacancies	
July 2025		243	40		169	17	57
October 2025	283	253	30	186	177	9	39



FY26 MAX AMBULANCE FLEET SIZE

AMBULANCE	PROJECTED FABRICATION START DATE
Unit 1	July 2025 – received
Unit 2	November 2025 – received
Unit 3	November 2025 – received
Unit 4	December 1, 2025
Unit 5	December 8, 2025
Unit 6	December 15, 2025
Unit 7	January 5, 2026
Unit 8	January 12, 2026
Unit 9	January 19, 2026
Unit 10	February 2, 2026

- Approved for the purchase of 10 additional trucks in FY26
- All 10 ambulances are scheduled for fabrication in the current FY
- Increases Medic's unified ambulance fleet from 72 to 82 by the end of FY26



