



OUR PATIENTS



OUR PEOPLE



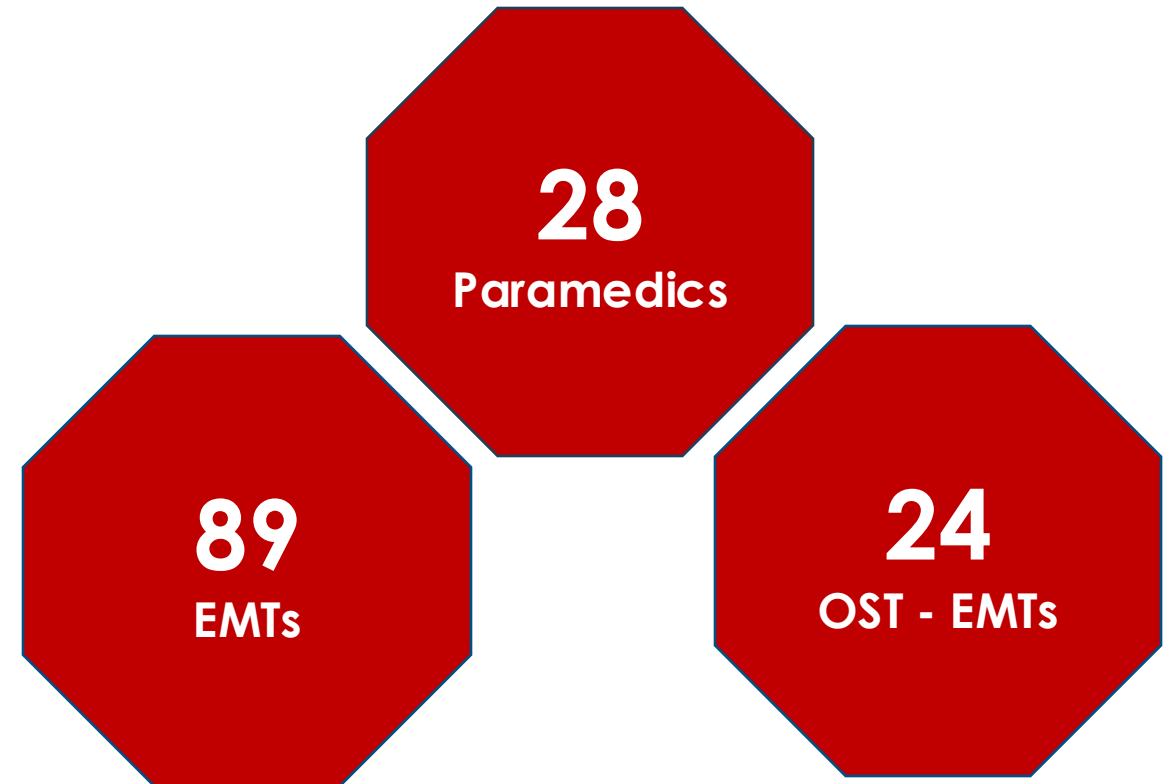
OUR STEWARDSHIP

MECKLENBURG BOARD OF COUNTY COMMISSIONERS MEDIC UPDATE

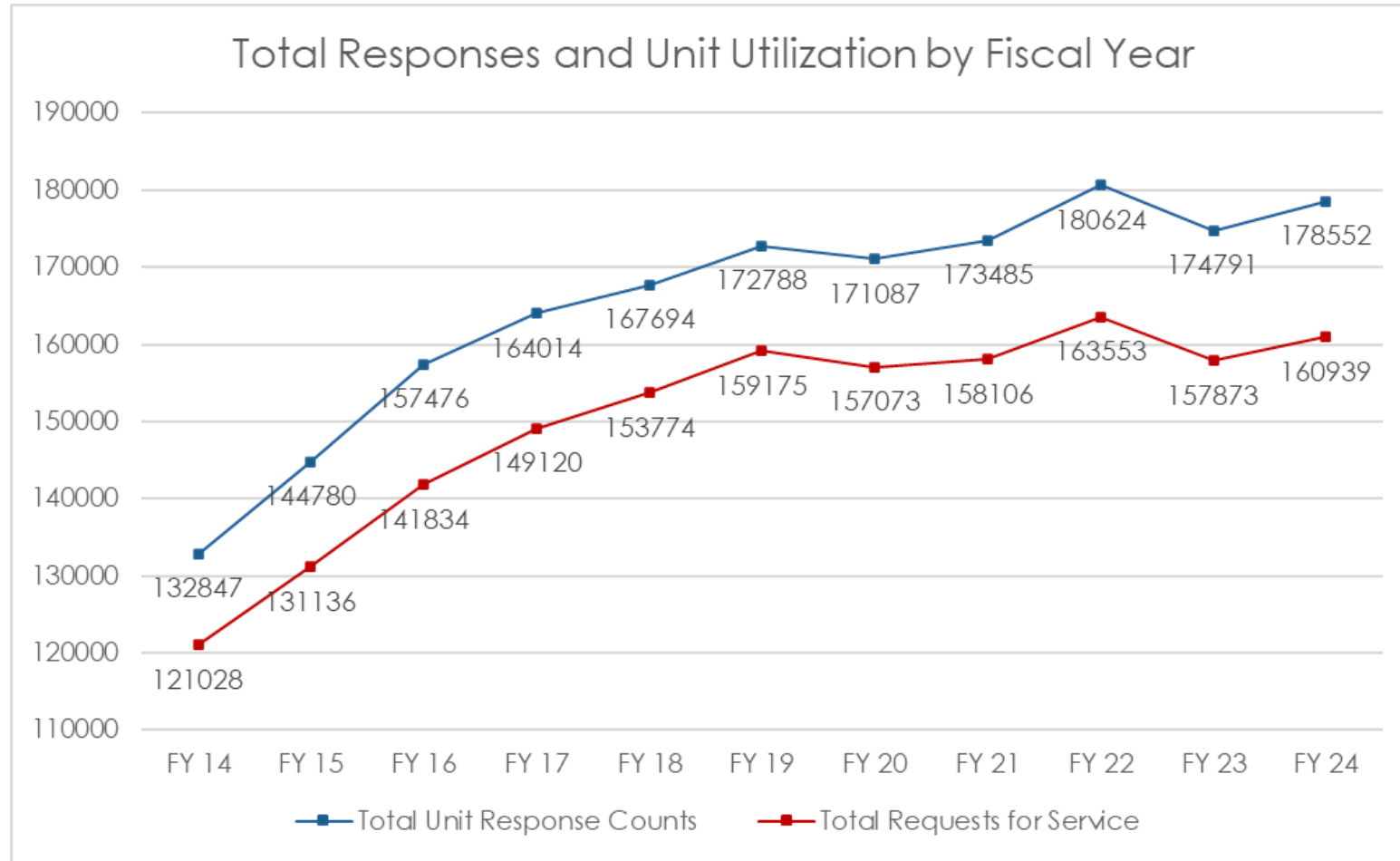
April 2025

CAREER PATHWAYS

- ✚ County supported programs
 - Operations Support Technician (OST) to EMT program
 - EMT CPCC program
 - Paramedic pathway



DEMAND GROWTH



RESPONSE CONFIGURATION



No adverse impact to clinical performance



Improved resource alignment based on patient condition



Reduction of lights and sirens responses (64%)



Reduction of traffic accidents (15%)



Reduction of first responder volume (16%)



CLINICAL PERFORMANCE & CUSTOMER SATISFACTION

85% of patients surveyed rated Medic's quality of care as excellent or very good in 2024

MEASURE	MEDIC PERFORMANCE CALENDAR YEAR 2024	INDUSTRY STANDARD
Utstein* Return of Spontaneous Circulation - restarting of a heartbeat in cardiac arrest patients	73%	52%
Utstein* Survival - survival of cardiac arrest patients to hospital discharge	47%	30%
Heart attack calls - Medic arrival on scene to treatment at the hospital time	74 minutes	90 minutes
Highest priority trauma calls – 911 call placed to Medic to hospital arrival time	37 minutes 12 seconds	60 minutes

*Utstein: A set of guidelines used internationally for uniform reporting of cardiac arrest data; patients experiencing a witnessed cardiac arrest and presenting in a shockable rhythm

Types of Compliance

How does Medic currently track compliance?

Raw	Contract
<p>Percentage of the time we arrive at a call in less than the performance standard time and uses formula to adjust if the call had a priority change.</p> <p>Designed to consider changing circumstances, such as patient condition changing, and provide grace time for those scenarios. This is the raw compliance we report.</p>	<p>Percentage of the time we arrive at a call in less than the performance standard time, uses formula to adjust if the call had a priority change, and excludes calls where there were more than 10 calls active (creating the exemptions).</p> <p>Accounts for both changing circumstances and system activity.</p>

PRIORITY 1 RESPONSE COMPLIANCE BY ZONE

CY 2024

Zone	Target	Raw Compliance	Contract Compliance
Countywide	90%	81%	98%
North	85%	78%	97%
Central	85%	86%	98%
South	85%	81%	98%

Raw Compliance: Percentage of the time Medic arrives to a high priority call within target taking into account changes in patient condition.

Contract Compliance: Percentage of the time Medic arrives to a high priority call within target taking into account changes in patient condition, changing circumstances and system activity as defined by contract terms with Mecklenburg County (i.e. serious weather events)

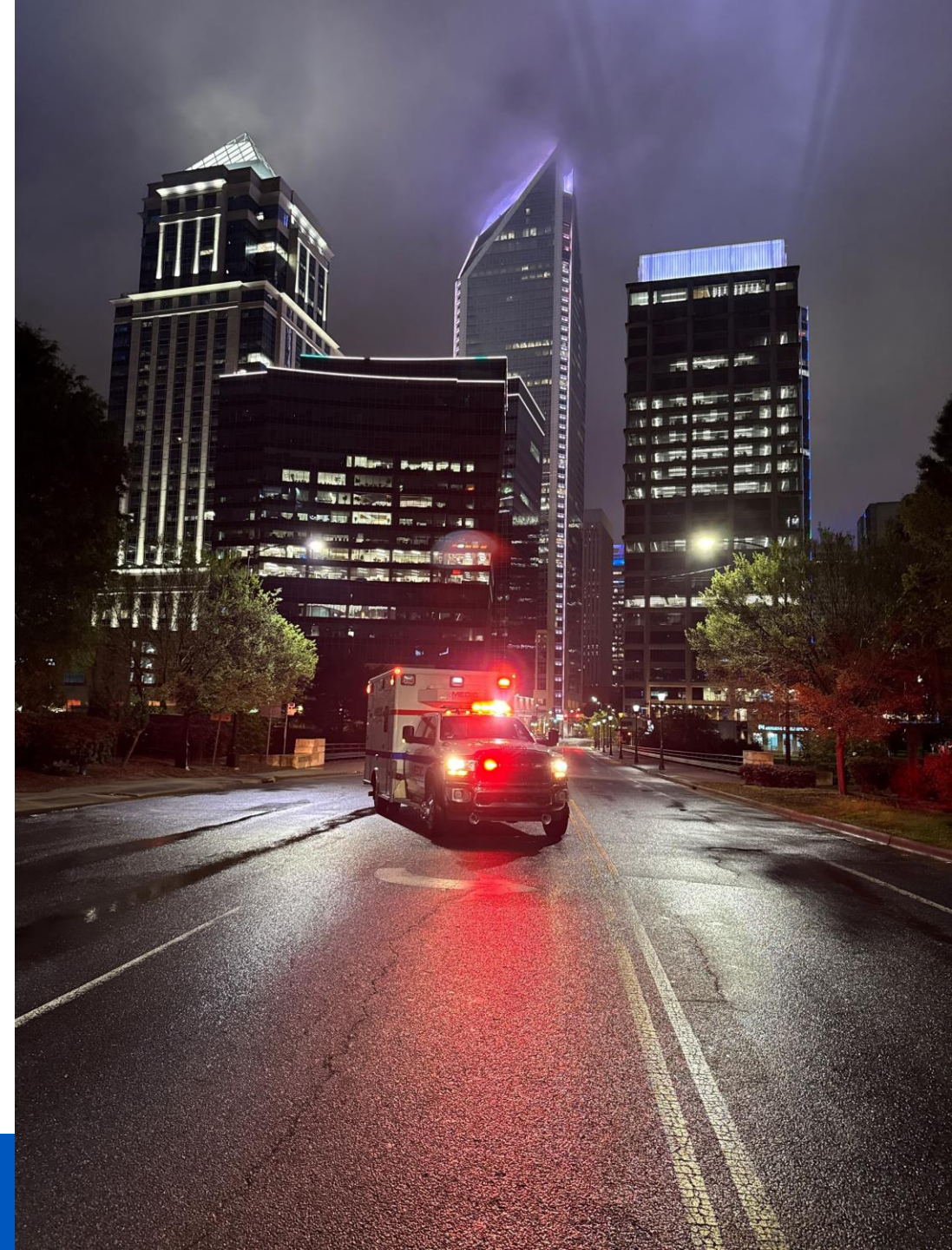
RESPONSE TIMES

- ✚ Analysis & improvement work
 - Career pathways
 - 911 Communications Center Technology
 - Basic Life Support Tier
 - Scene to Arrival Time efforts
 - Telecommunicator development and training

P1 Calls	Target Response Time: 10:59		Time Difference
Zone	May to December 2023	Calendar Year 2024	
Countywide	9:19	8:44	- 35 seconds
North	9:37	9:03	- 34 seconds
Central	8:46	8:17	- 29 seconds
South	9:27	8:51	- 36 seconds

FY '26 BUDGET REQUEST

- ✚ 50 EMTs
 - Medic can self-fund with projected revenue growth
- ✚ 8 Telecommunicators
 - Medic can self-fund with projected revenue growth
- ✚ 10 Ambulances
 - One-time capital request



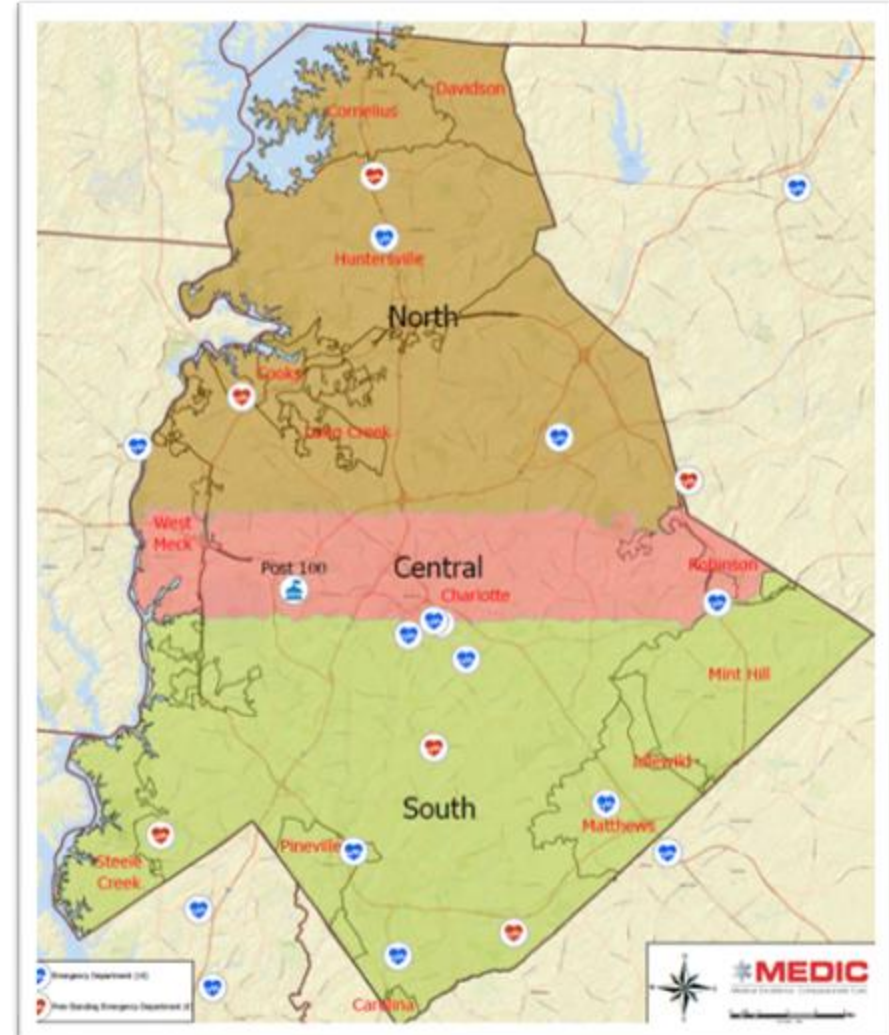
WHAT WILL THAT BUY?

- ✿ More ambulances in our community prepared to respond every day
- ✿ Aids in continued growth and demand for service including response times and surge capacity

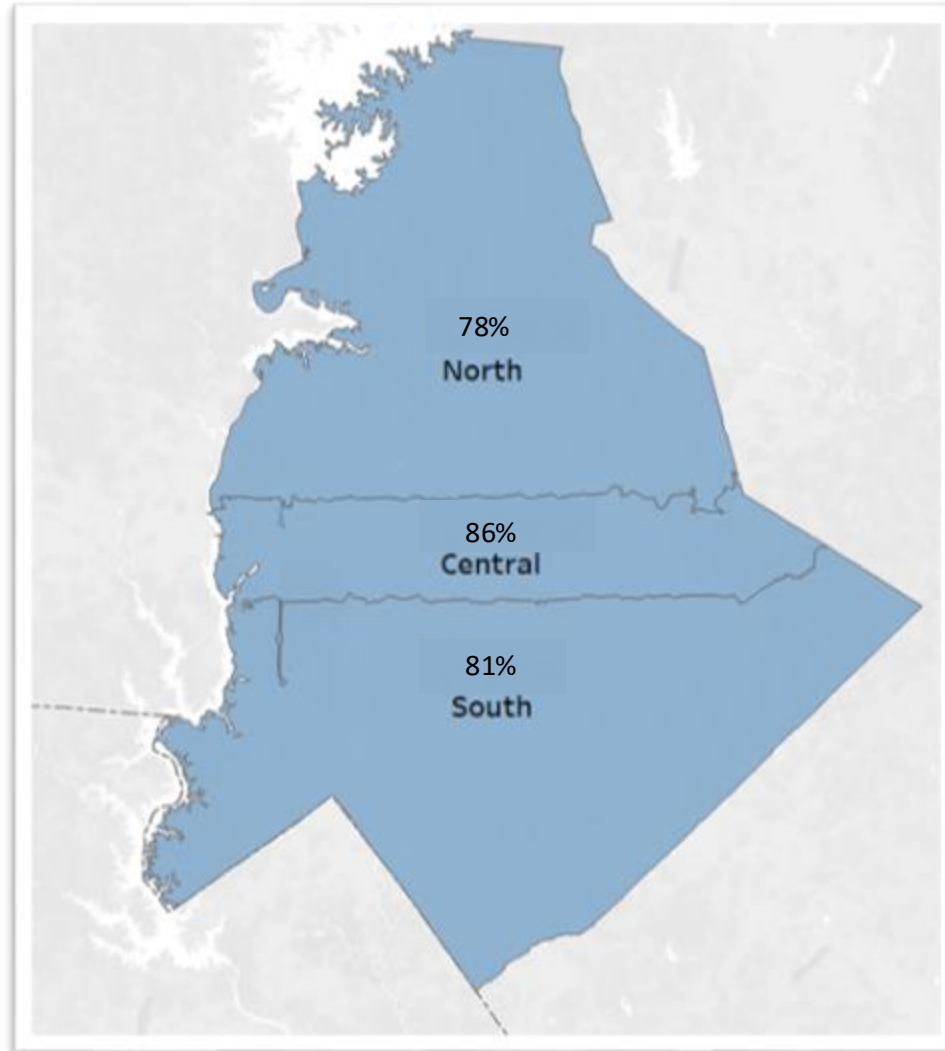


CURRENT ZONES & REPORTING

- ✦ Medic's North, Central, and South Zone were first designed in 1996
- ✦ The County has undergone significant change since these zones were put in place
- ✦ As requested by the Agency Board and other key committees, updating zones is critical to better reflect how we deliver care throughout the county

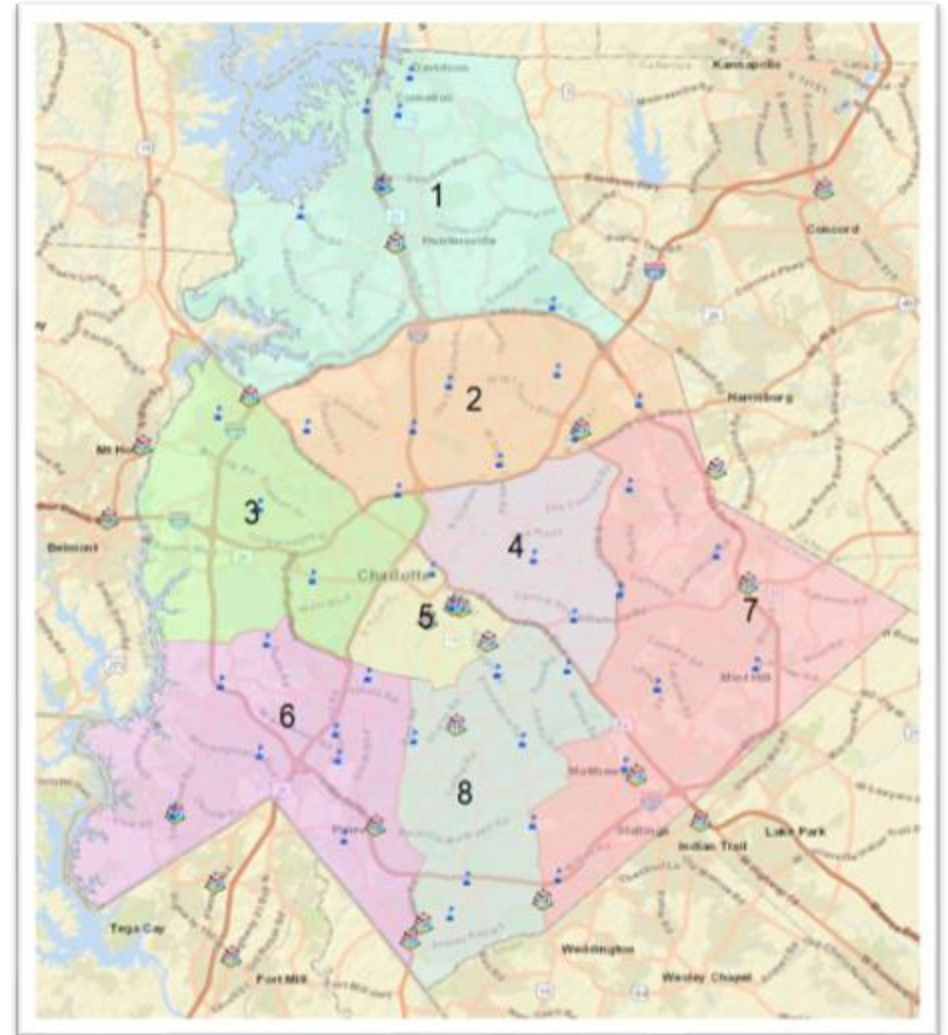


PRIORITY 1 RAW RESPONSE TIME COMPLIANCE BY CURRENT ZONES FOR CALENDAR YEAR 2024

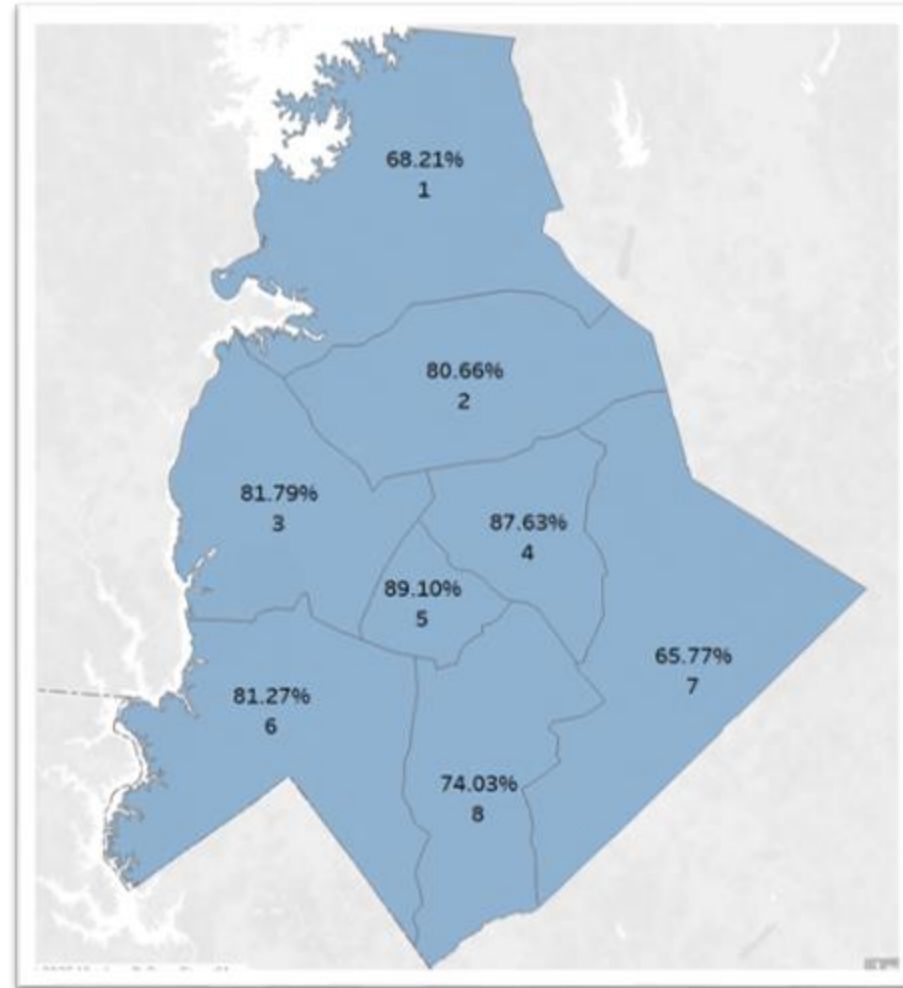


PROPOSED ZONES & REPORTING

- ✱ Uses 911 responses as a primary driver
- ✱ Avoids dividing County Fire response areas
- ✱ Reflects how we navigate and respond throughout the County
- ✱ Low variation among responses and population



PRIORITY 1 RAW RESPONSE TIME COMPLIANCE BY PROPOSED ZONES FOR CALENDAR YEAR 2024



WHAT'S NEXT

- ✱ With budget approval, bolster Medic's headcount and fleet size to improve response times
- ✱ Finalize improvements to response zones and response time reporting
 - In progress with Medic's Agency Board of Commissioners & Mecklenburg County
 - Develop multi-year Medic growth strategy based on these improvements

FIRST RESPONDER PARTNERSHIPS

FIRE DEPARTMENT ROLE IN THE EMS SYSTEM

- ✚ Typically first to arrive on scene by design
- ✚ Certified EMTs that provide immediate Basic Life Support
- ✚ EMS responses account for 64% of total call volume for FDs locally AND nationally*
 - County FDs responded to 17,161 EMS calls in FY '24*
 - CFD responded to approximately 80,000 EMS calls in FY '24**
- ✚ Fire Departments are critical to Mecklenburg County's EMS system



*U.S. Fire Administration 2020 and Medic Annual Report for County Fire Departments FY24

**Estimate from the Charlotte Fire Department

HISTORY OF FIRE DEPARTMENT CONTRACTS

- ✱ Current contracts date back to at least 1997
- ✱ Most County Fire Departments (FD) were volunteer-based and did not have taxing authority
 - Today all town FDs are municipal departments with taxing authority
- ✱ FD subsidy is passed through Medic's budget
- ✱ Based on research, Mecklenburg County is the only county in NC that pays a subsidy and/or has contracts with FDs specifically for EMS response

FISCAL YEAR END 2025 FIRE DEPARTMENT FUNDING PROJECTIONS

- ✱ First responder funding
 - Charlotte Fire Department
 - \$499,035 Annual flat subsidy
 - \$33,264 Annual lease
 - Town Fire Departments Combined
 - \$1,027.50 per department monthly (includes Idlewild)
 - \$82,200 flat subsidy
 - \$21.59 per call = \$311,802 (fluctuates by call volume)
- ✱ Volunteer FDs funded through LUESA since FY '24
- ✱ Medic also pays for a portion of medical supplies used by first responders

CURRENT STATUS OF FIRE DEPARTMENT CONTRACTS

✚ Medic has been provided with 180 days notice from multiple FDs to terminate and renegotiate contracts

- Charlotte Fire Department
 - Expires July 5, 2025
 - 5 meetings to-date
- Huntersville Fire Department
 - Expires July 7, 2025
 - 2 meetings to-date
- Cornelius Fire Department
 - Expires August 15, 2025
 - 1 meeting to-date
- Town managers and Fire Department Chiefs
 - 2 meetings since October

TOWN REQUESTS

- ✱ Medic Staffing
- ✱ Alternative Response Units
- ✱ Closest Response Vehicle Technology
- ✱ Response Zones & Reporting
- ✱ Funding
- ✱ Dedicated ALS Units

FIRE DEPARTMENT CONTRACT CHANGE REQUESTS – COMMON THEMES

- ✚ EMS calls during periods of high fire call volume
- ✚ First responder only responses (scene times for FDs)
- ✚ Funding
 - \$1.8mm in FY '26 for Charlotte Fire (259% increase)
 - \$1.6mm in FY '26 for Huntersville Fire (1409% increase)
 - Additional Fire Department funding requests expected from the remaining 4 towns

WHAT'S NEXT

- ✱ Funding direction from the County
- ✱ Impact of funding decision on contracts
- ✱ Continue to collaborate on operational improvements with FDs



QUESTIONS

