



OUR PATIENTS



OUR PEOPLE



OUR STEWARDSHIP

MEDIC UPDATE

November 2025

TOPICS

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





EMS SYSTEM STUDY

EMS SYSTEM STUDY

Timeline

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?

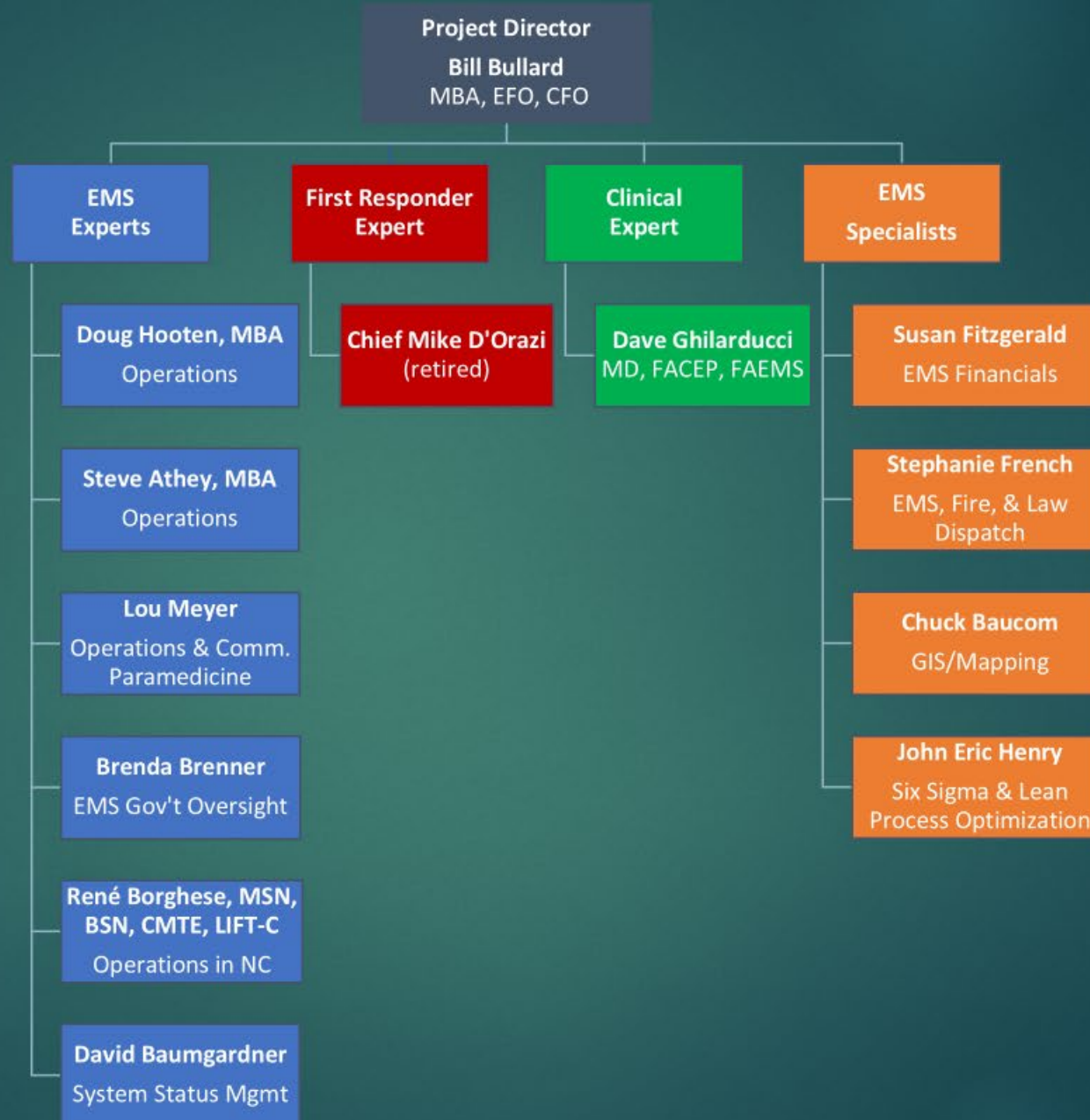
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- ▶ Patient-Centric Approach
- ▶ Dedicated Senior Consultants – no “Junior” staff
- ▶ Specialized – EMS Consulting
- ▶ Objectivity – Focused almost exclusively on government projects

Project Team

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- ▶ 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

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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

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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 & AMBULANCE
FLEET UPDATE

STAFFING

Full-Time

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



QUESTIONS?