

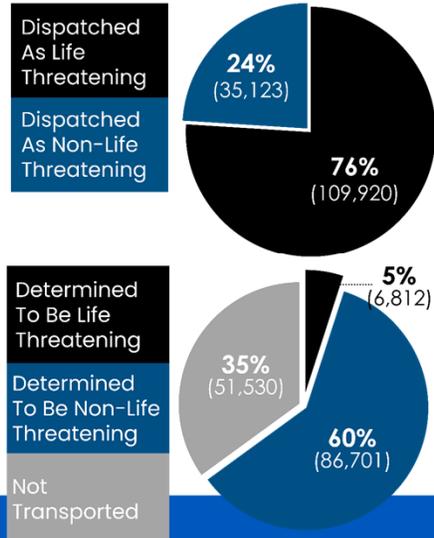
Proposed Changes

- * Why: Appropriate resource allocation & patient prioritization
- * What: Resource type, mode, and time targets
- * Who: Collaborative project under guidance of Medical Direction
 - Medic Agency Board of Commissioners/Medical Control Board
 - Charlotte Fire Department
 - Mecklenburg County Fire Departments/ETJs
 - Charlotte-Mecklenburg Police Departments
 - County law enforcement agencies

Why change response configuration?

- * Response & outcome are misaligned
- * Protect response to the sickest patients

911 RESPONSES



Based on FY '22 data



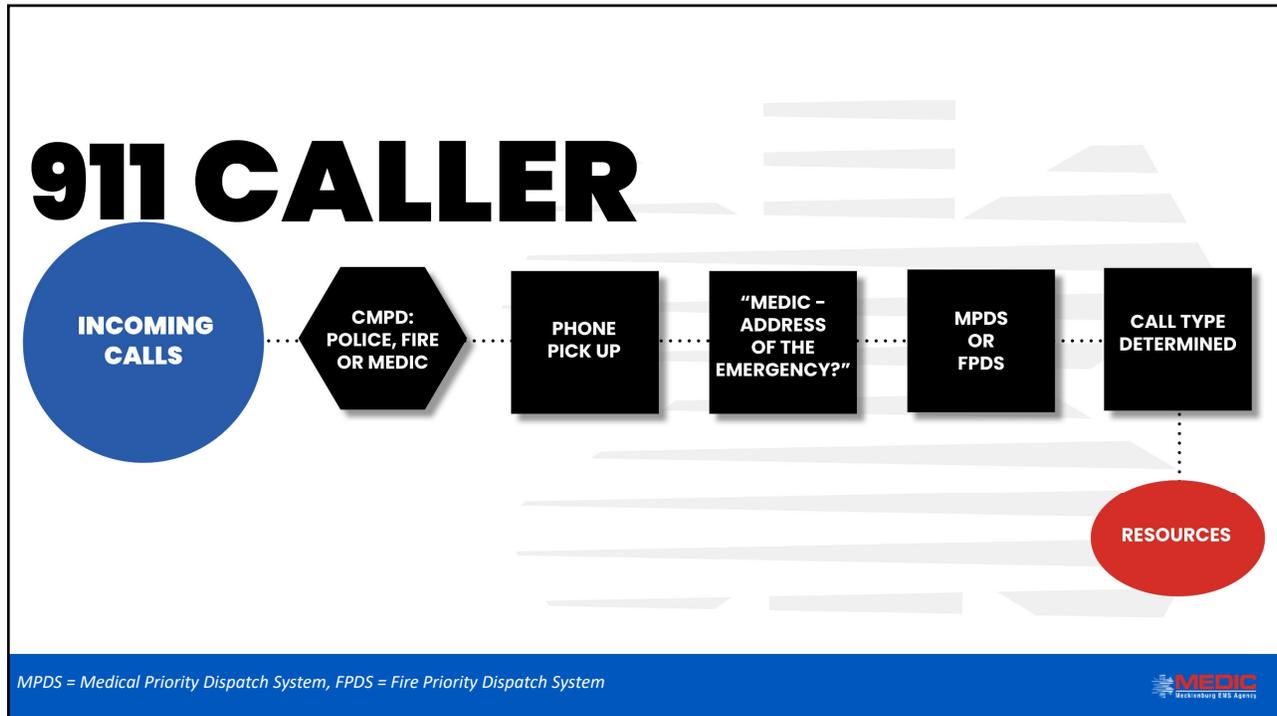
Why reduce lights & sirens?

- * Best practices have been evolving since 1990s
- * Increases chance of crashes by 50%
- * Avg time saved ranges from 42 seconds – 3.8 minutes
- * 6.9% of medical calls w/ lights & sirens result in life-saving interventions



Source: Lights and Siren Use by EMS: Above All Do No Harm; U.S. Department of Transportation National Highway Traffic Safety Administration Office of EMS May 2017





Current Response Configuration

Response Time Target	Response Time Reliability	First Responder Resource	% of Call Volume
10:59*	90%	Y-Fire	20%
12:59*	85%	Y-Fire	49%
60	80%	N	22%
ON/OP/OC	N/A	N	9%

*Red lights & sirens for Fire & Medic
 ON=Omega Nurse Line, OP = Poison Control, OC = Behavioral Health Crisis Line
 Based on 5 years of data

Proposed Response Configuration

Response Time Target	Response Time Reliability	First Responder Resource	% of Call Volume
10:59*	90%	Y - FIRE	19%
15	90%	Y/N - FIRE	18%
30	80%	Y/N - FIRE	25%
60	75%	N	10%
90	75%	N	0.1%
ON/OP/OC	N/A	N	9%
First Responder Only	N/A	Y - FIRE	19%

*Red lights & sirens for Fire & Medic

ON=Omega Nurse Line, OP = Poison Control, OC = Behavioral Health Crisis Line, FR Only=First Responder Only



Is it safe?

12,901

911 calls with a 60-minute response time target
from October 21, 2021 - October 31, 2022



65%

Transported to a local
Emergency Department

< 1%

Transported as a high
priority patient

17%

Cancelled before Medic
arrived

17%

Not transported

0%

Negative impact
to patient
outcomes



What this means for your community...

- * Rapid response to high priority emergencies will not change
- * Increases safety
 - Ability for Medic to respond to our sickest patients
 - Safer roadways due to decrease use in lights & sirens
- * Will receive a response that aligns to the severity of the condition presented, similar to Emergency Department triage
 - May experience longer response times to non-life threatening emergencies
- * Greater emphasis on community awareness & proper use of 911



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Council Presentations and Media Engagement

- * Community education process continues
 - Ongoing – Media engagement
 - 1/1/23 – Launched community info page on Medic911.com
 - 1/18/23 – County FRs, Town/County Manager Meeting
 - 1/23/23 – Charlotte City Council
 - 1/24/23 – Davidson Town Council
 - 2/13/23 – Matthews Town Council
 - 2/23/23 – Cornelius Town Council
 - 2/27/23 – Pineville Town Council

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Community Presentations

- * Community presentations in all six districts – Dates TBD
 - District 1 - North Regional Rec Center
 - District 2 - Bette Rae Thomas Rec Center
 - District 3 - Eastway Regional Rec Center
 - District 4 - Hickory Grove Rec Center
 - District 5 - Naomi Drenan Rec Center
 - District 6 - Matthews Sportsplex
- * Additional sites being identified for the non-English speaking community

