

# EMS Department Update

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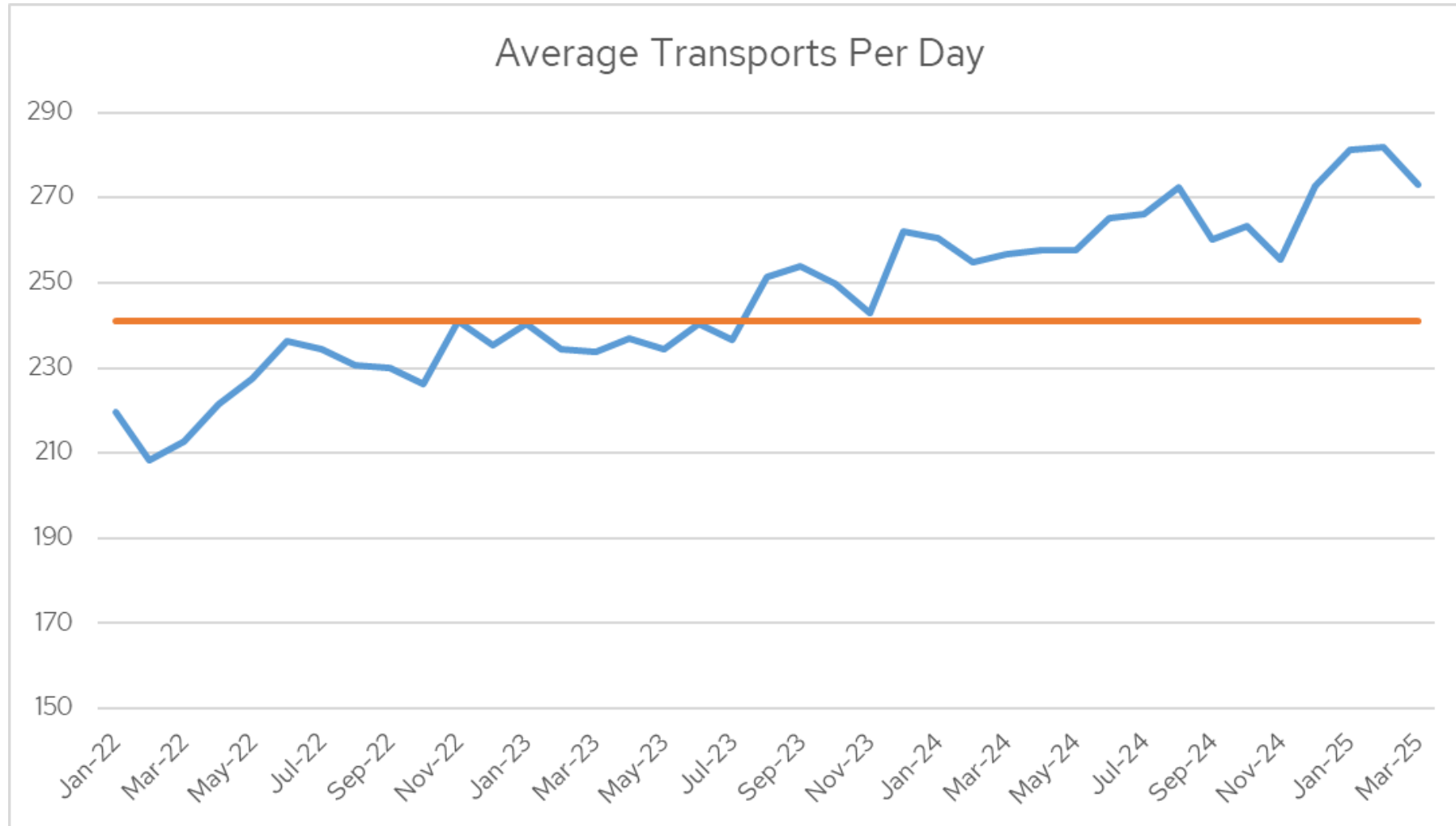
# Agenda

- **Introduction**
- **Review of key measures and progress**
- **Describe core services and alignment**
- **Discuss future initiatives**

# Introduction

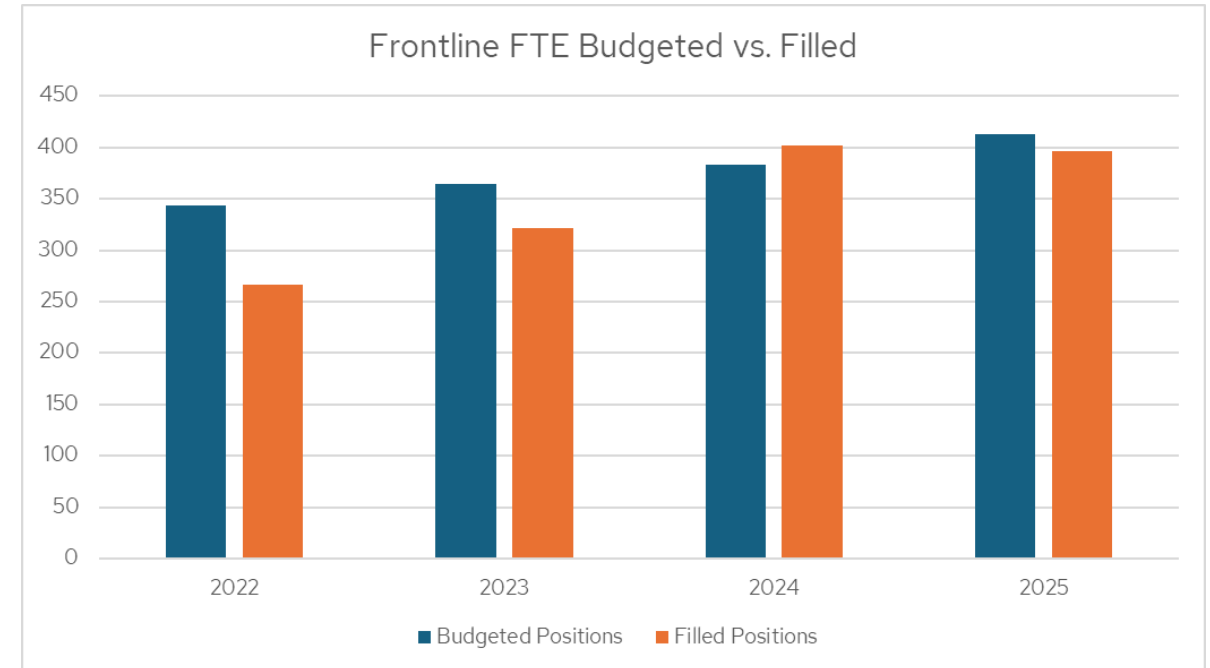
- **Mission of Wake County EMS**
  - We will provide prompt, compassionate and clinically excellent care to patients; whenever or wherever needed
- **Frontline investments are tied to our strategic priorities**
  - 10 more ambulances and staff in service; as approved in FY' 25 budget
- **Current challenges include managing the growth we see in our community**

# Current Transport Volume



# Vacancy Reductions

- Significant improvement in Frontline FTE
  - Frontline = Paramedic, Field Training Officer, AEMT and EMT
  - Point in time measurement
    - 22% vacancy in 2022
    - 4% vacancy in 2025



# Progress on Capital Plan

	TYPE/MODEL	FY 24	FY 25	FY 26	FY 27
Garner Main	DISTRICT				
Knightdale FS #3	CO-LOC W/TOWN				
Knightdale FS #1	CO-LOC W/TOWN				
Caddy Road Public Safety	CO-LOC W/TOWN				
Apex Main	SUBSTATION	<b>May 30th !!</b>			
Zebulon Public Safety	CO-LOC W/TOWN				
Sandy Plains Public Safety	CO-LOC W/NWAKE				
Wendell North Public Safety	CO-LOC+DISTRICT				
Cary Main	DISTRICT				
Whitaker Mill	SUBSTATION - REBUILD				
Mini City	SUBSTATION				
ESEC Warehouse Renovation	EMS/EM HUB				
Facility Upgrades	RENOVATIONS				

# Wake County EMS Core Services

- **Response Preparedness**

- We prepare to respond to requests for emergency medical services by ensuring qualified staff, reliable ambulances, and necessary equipment are available when and where our patients need us.

- **Patient Treatment and Transport**

- We provide emergency medical care and, when needed, transport to a hospital or an alternative destination (e.g., urgent care, behavioral health clinic, telehealth).

# Core Services Alignment

- **Response Preparedness**

- Safer Communities Together Goal 1
  - By 2029, 80% of all County public safety calls will receive an appropriate and timely emergency response.
- Foundations of Service Goal 2
  - Increase overall employee satisfaction to 90% by 2029.

- **Patient Treatment and Transport**

- Foundations of Service Goal 2
  - By 2029, 10% more residents will agree that Wake County provides high-quality, fair, and equitable services.



# Wake County EMS Key Initiatives

- **Response Preparedness**

- Initiative #1: Assure prompt, compassionate, clinically excellent care whenever and wherever needed, given population growth and demographic changes.
  - Predict call volume and align staffing with demand and geographic coverage.
  - Reconfigure EMS response plans to prioritize response times to critically ill patients.
  - Improve collaboration with the Raleigh/Wake emergency communication center by focusing on a structured decision-making framework.

# Wake County EMS Key Initiatives

- **Response Preparedness**

- Initiative #4: Enhance support functions (logistics, scheduling, facilities) to improve operational efficiency and reliability in meeting service demands.
  - Implement an inventory management system to optimize supply use
  - Use regional stations for supply restocking to reduce out of service time.
  - Improve efficiency through right sizing warehousing of supplies

# Conclusion

- **Wake County EMS manages 2 critical core services**
  - Investing in these services allow us to meet increasing demand
- **A focus on response preparedness allows our service to be delivered when patients need us.**
  - We must focus now on preparing for the future of Wake County
- **Our team continues to seek innovation in response and patient treatment**
  - Demographic shifts will drive change