

The Future of Wake County EMS Response

Prompt, compassionate, clinically excellent care for a growing county

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Wake County EMS in 2025

Our Services Today

Common 9-1-1 Calls

Time-critical

Heart attack requiring CPR

Severe gunshot wound

Patient unconscious and/or not breathing

Less time-critical

Broken arm

Slips and falls, patient alert and breathing

Smell of fumes, patient alert and breathing

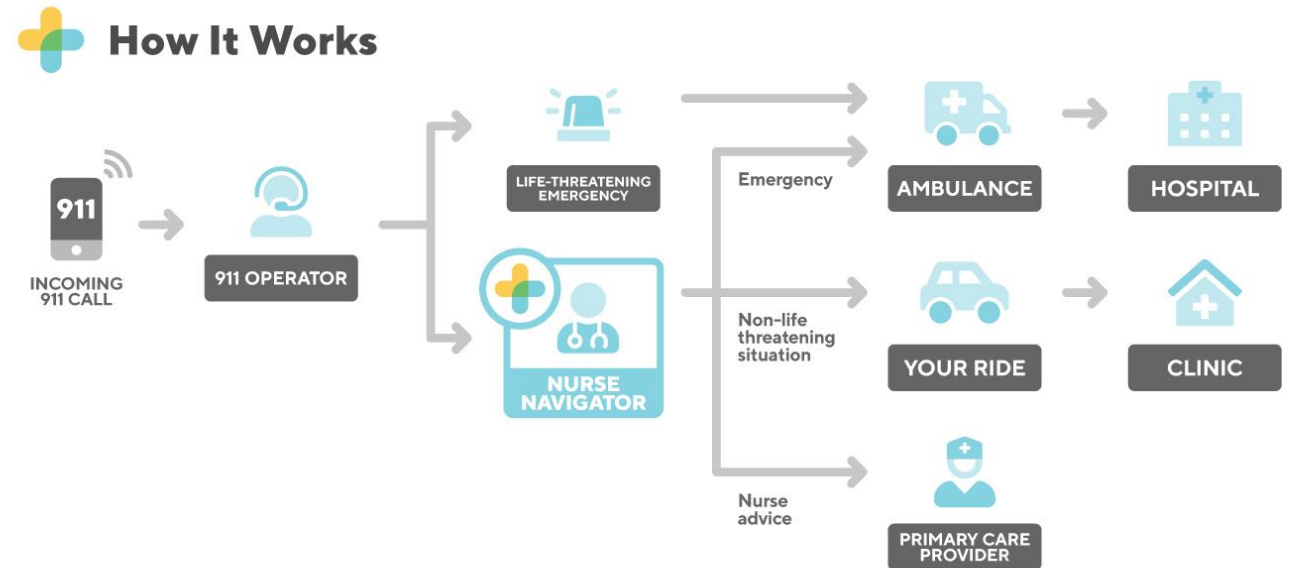


**Improving our community response:
Advanced Practice Paramedic (APP) Program**

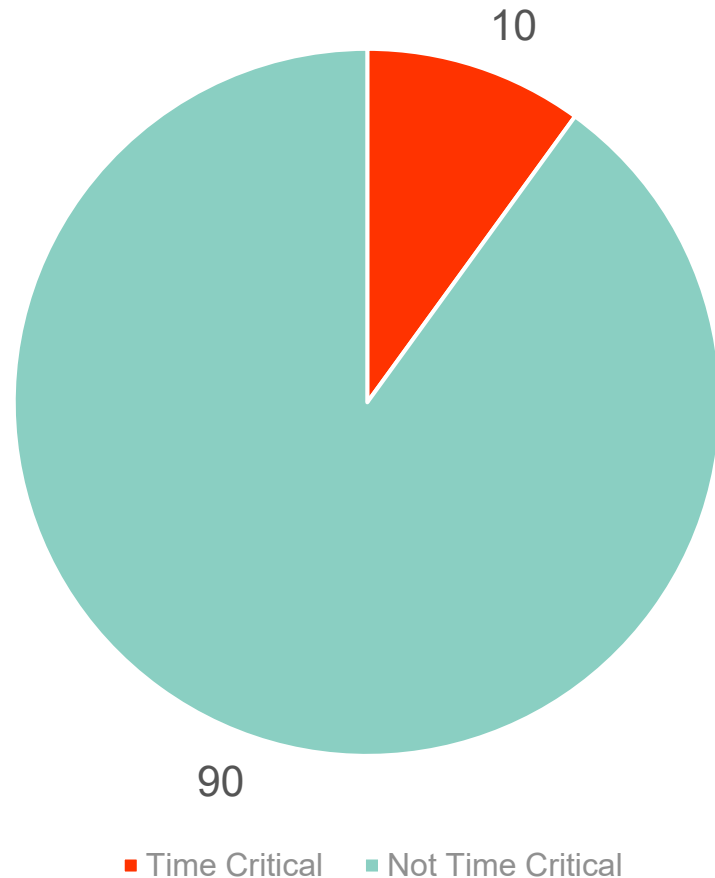
The Right Resource

Nurse Navigation

- In 2025...
 - 32% of callers did not know how to access care
 - Program received a 4.7 out of 5 approval rating from callers
 - 2,658 callers navigated to resources other than EMS



Time Critical Emergencies



Out of every 100 calls, about 10 – 15 currently require a time-critical lifesaving intervention.

Our current call response plan treats almost all these calls as if they are time-critical emergencies.



Changes Coming in 2026

A safer response plan for everyone

Studies on lights and siren use

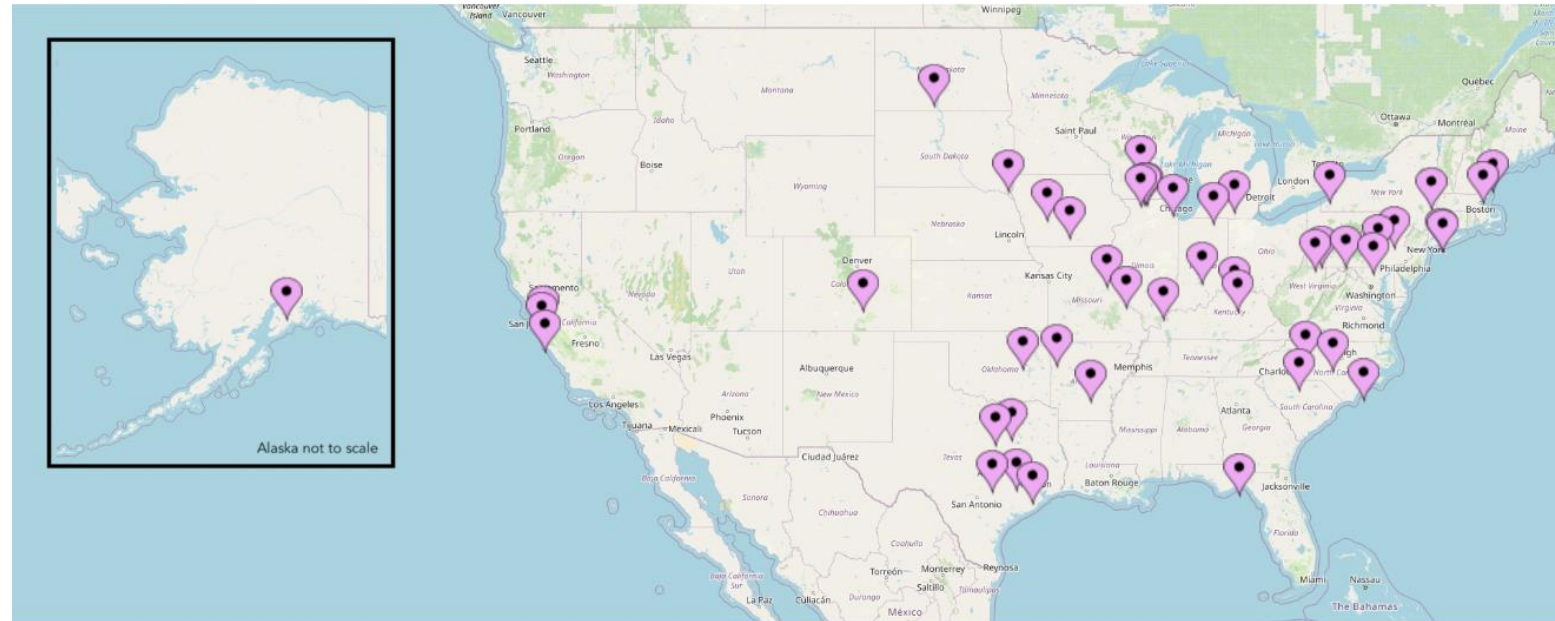
- The use of lights and siren is linked to increased traffic accidents involving emergency response vehicles and the public.
- Much like medication, lights and sirens are medical interventions.
- For critically ill patients, the minutes and seconds saved with lights and sirens can be lifesaving.

We'll be reducing our use of lights and sirens in 2026.



Examples from Other Systems

- Since Charlotte-Mecklenburg's EMS system (MEDIC) changed their response plan in a similar way,
 - *Lights and siren crashes are 33% lower than before.*
- Other systems across the country are making similar changes.



Calls Receiving a Lights and Siren Response

Old Method

New Method

80 out of every **100**
callers

20 out of every **100**
callers

80%

20%

Keeping us all safer





How We're Making Changes Responsibly

What we've done and what we'll do next



9-1-1 Center Partners

What 9-1-1 centers need to know

Changes to codes

How to enter in
computer dispatch



What we've done

Working groups

Collaborative planning
and studies



What we'll do next

Phased rollout

Ongoing communication
and feedback



First Responder Partners

What first responders need to know

How our response is
changing

How this impacts their
staff and their systems



What we've done

Presentations to
leadership

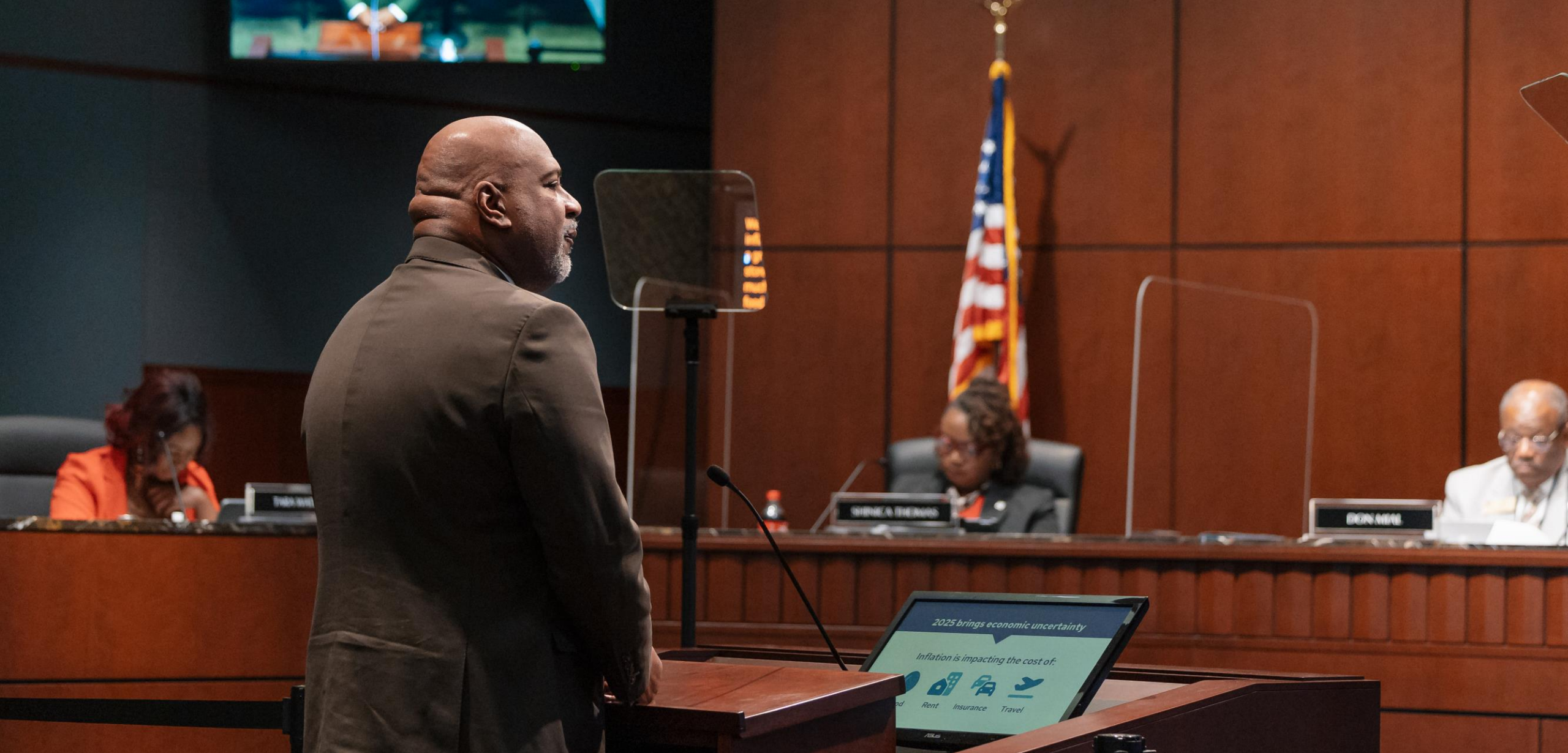
Creation of working
groups



What we'll do next

Phased rollout

Ongoing communication
and feedback



Local Government Leadership

What local leaders need to know

How our response is
changing

How it impacts their
residents



What we've done

Scheduled presentations to leadership



What we'll do next

Incorporate their
feedback

Tailor public information
for their jurisdictions



Our Residents

What residents need to know

What changes they
will see

Why we're making a
change

How it benefits them



What we've done

Created a communications plan



What we'll do next

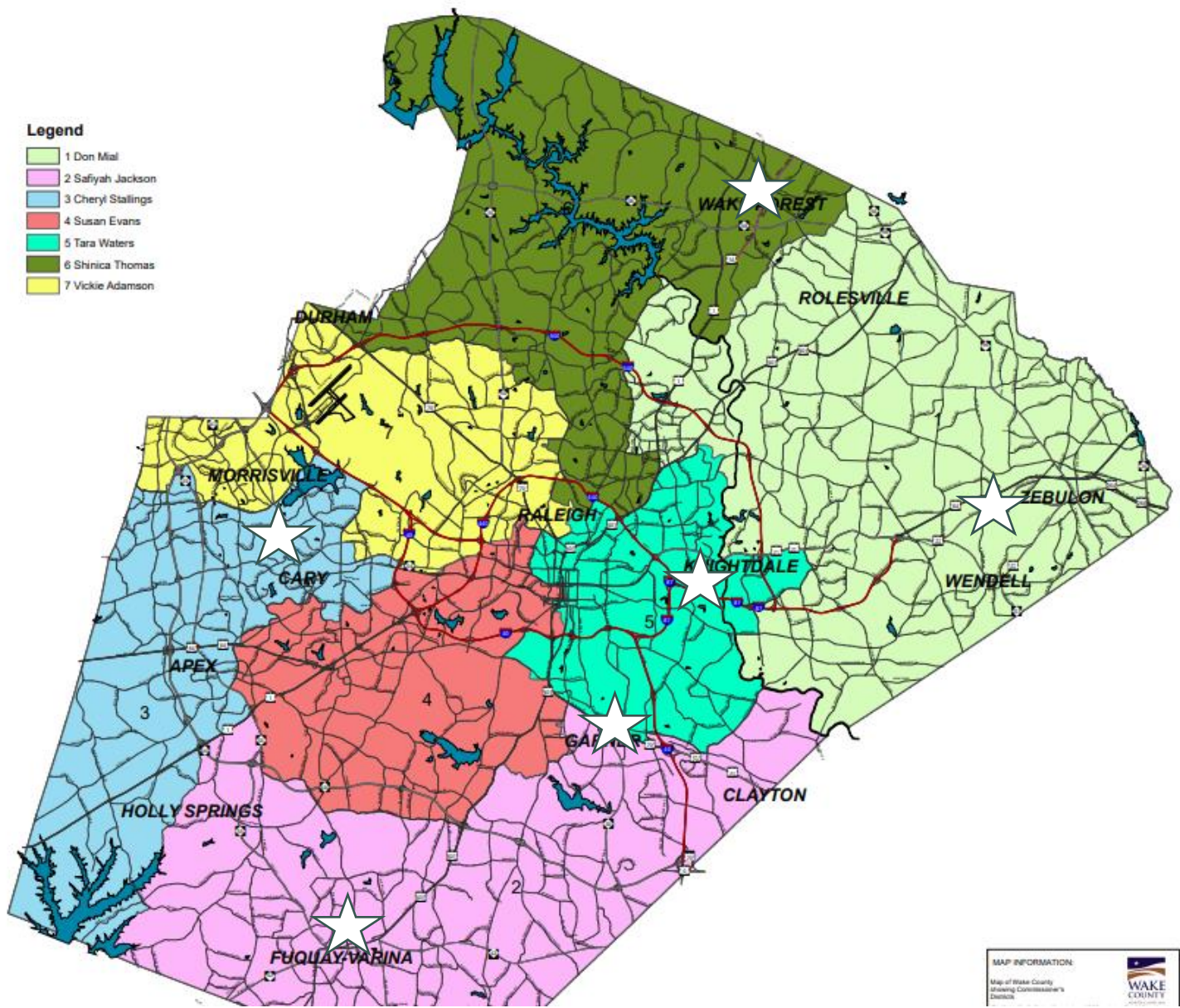
Host public
meetings

Lean on media
partners

Social media
and the web

Print materials

Public Meetings





Why Now?

Responding proactively to growth

1.2 Million +

Wake County residents

66 people per day

Population growth rate

52% of population

Aged 55 or older



Safer Community Together

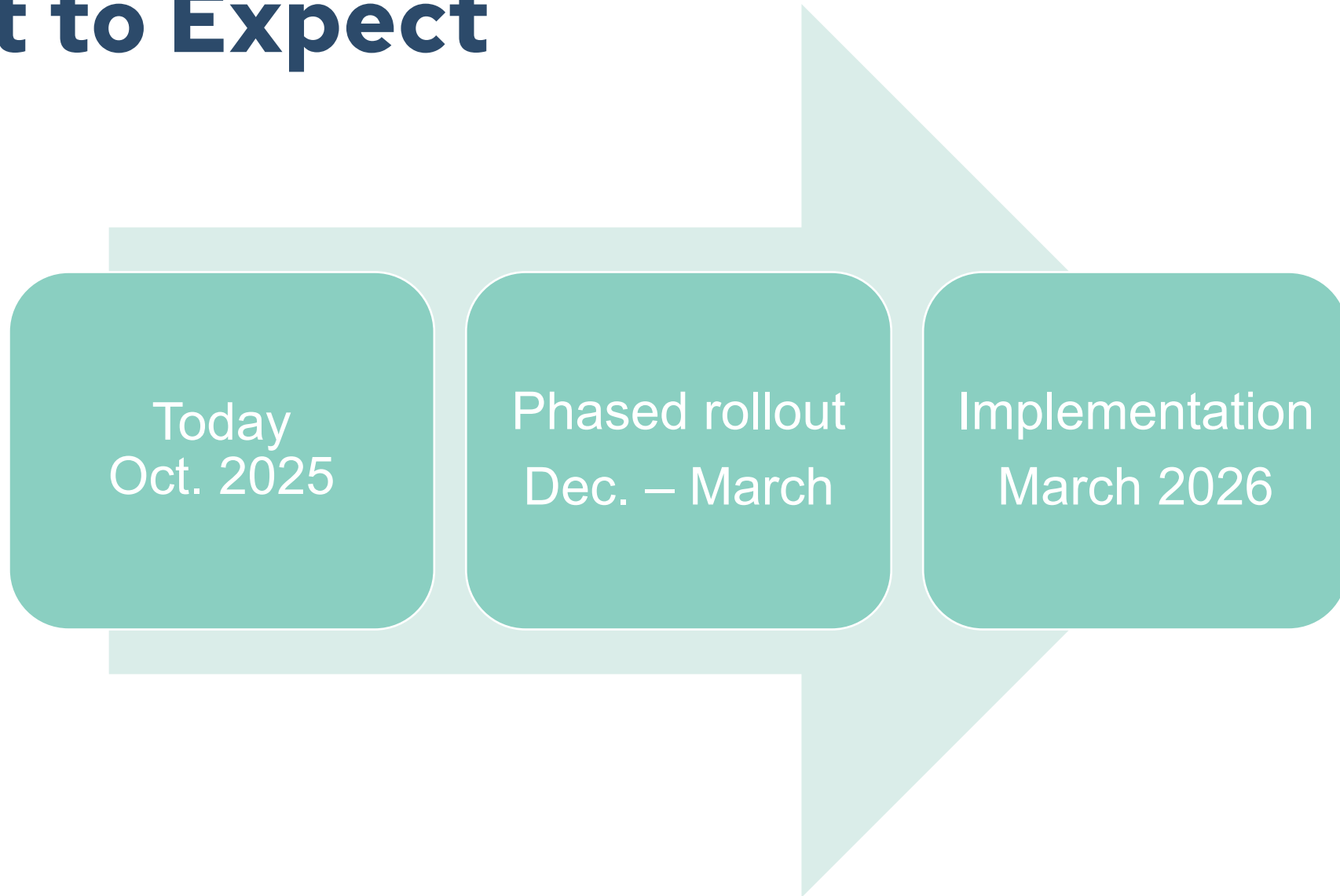
Wake County's growth is not slowing down, and neither will we.

By reducing our use of lights and sirens, we are:

- Keeping the public and first responders safer.
- Improving our reliability.



What to Expect



Questions?



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