

EMS Department Update

Jonathan Studnek, PhD, NRP
EMS Director

May 5, 2025



@wakegov    

wake.gov

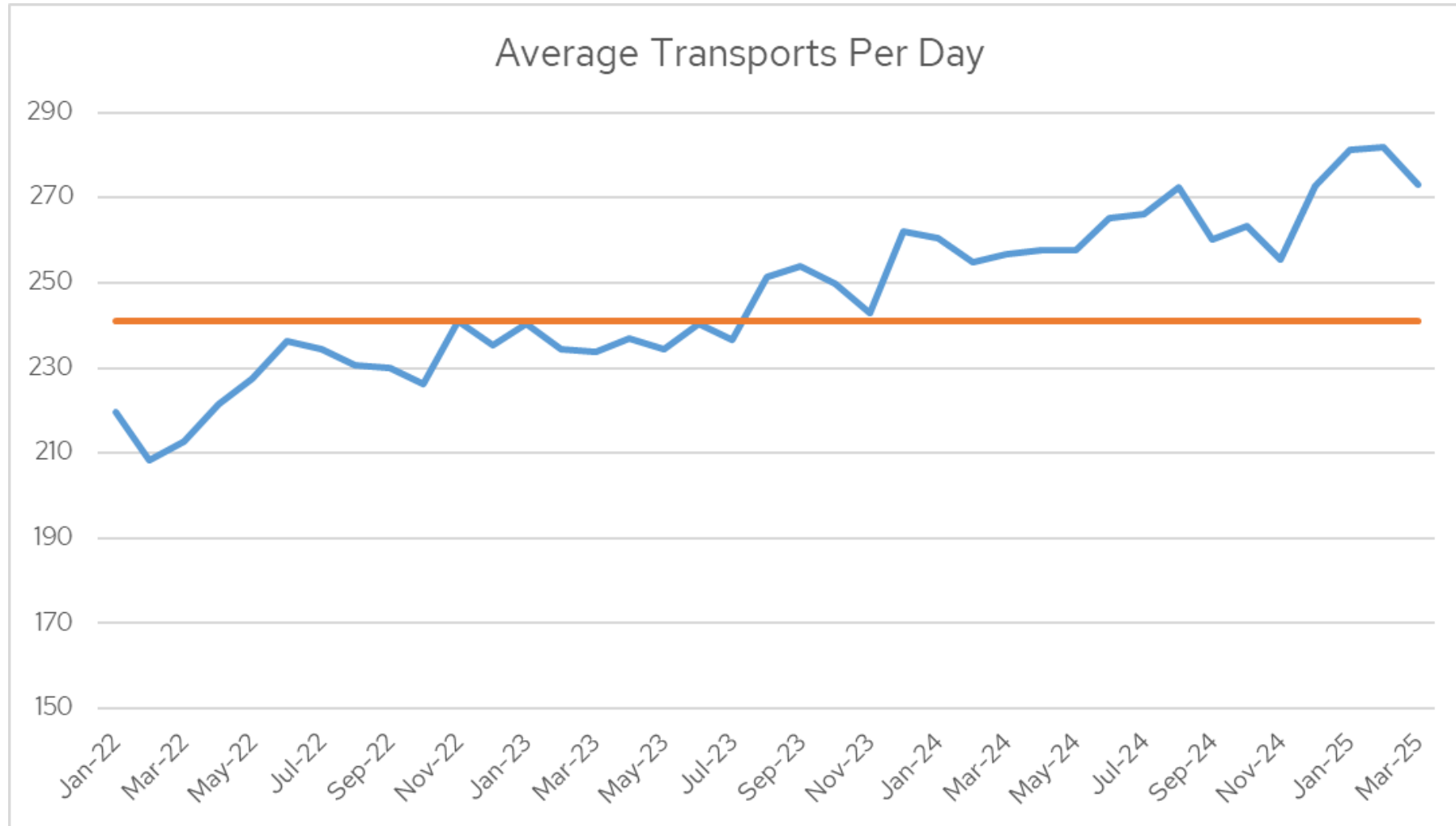
Agenda

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

Introduction

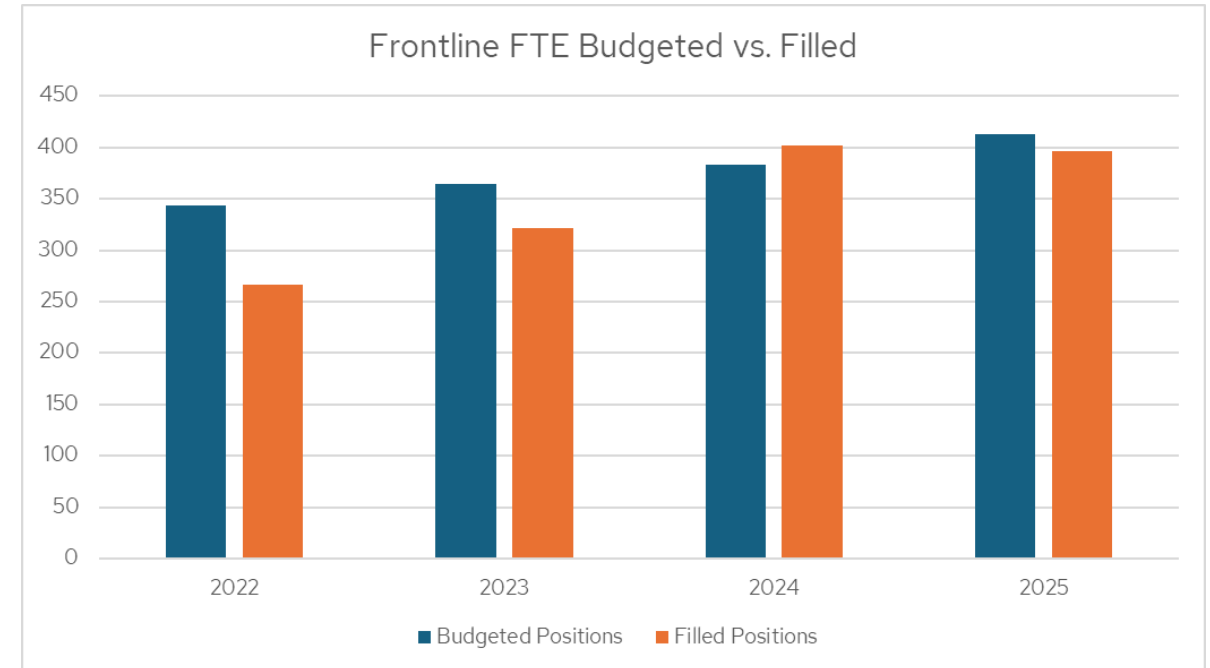
- **Mission of Wake County EMS**
 - We will provide prompt, compassionate and clinically excellent care to patients; whenever or wherever needed
- **Frontline investments are tied to our strategic priorities**
 - 10 more ambulances and staff in service; as approved in FY' 25 budget
- **Current challenges 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	May 30th !!			
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 for service goal 2
 - Increase overall employee satisfaction to 90% by 2029.

- **Patient Treatment and Transport**

- Foundations for 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