

Quick reference guide for Medic and FD employees
4/6/2023

What

Medic is improving its Response Configuration; what types of resources go to calls, how they are dispatched (lights and sirens vs. no lights and sirens) and response time targets. **Launch is scheduled for April 17th at a time TBD.**

What you can expect

- ☼ A significant decrease in responding with lights and sirens
 - You'll respond with lights & sirens only to Deltas/Echos
 - You'll respond to Charlie calls without lights and sirens and use discretion to upgrade per current protocol
 - All other response types – no lights and sirens
- ☼ Medic CAD notes will be shared with all fire departments by the time of launch
- ☼ First responder EMS volume is predicted to decrease by 5-10% and will no longer respond to the following calls:
 - Most General Illness calls
 - Some Stroke calls
 - Most Psychiatric calls
- ☼ First Responder Only Responses (where first responders arrive on scene and notify Medic once a patient is confirmed) will be expanded across the county instead of just in the city in addition to including select 911 calls identified through the ProQA process. Examples of these types of calls:
 - Minor MVCs
 - Assaults
 - Unknowns
- ☼ Falls will see a quicker response time from Medic and most will include first responders
- ☼ You may see an increase of Medic BLS 911 units responding to calls as a primary resource when appropriate.

Why

- ☼ The 911 system must evolve alongside the growth of Mecklenburg County. An improved triage system and preservation of both Medic and fire department resources is vital to better serving our community, particularly those experiencing high acuity medical emergencies.
- ☼ How 911 calls are dispatched does not consistently match up with the patient's condition when we arrive on scene (76% dispatched immediately with only 5% resulting in a high priority transport). This causes an overuse of resources that should be better preserved for life threatening emergencies.

Who

Response Configuration changes were developed by a team comprised of representatives from Medic, County Fire Departments, CFD and CMPD.

What is the new configuration?

Naming Convention	Response Time Target	Primary Medic Resource	First Responder Resource	Lights & Sirens	Predicted % Call Volume
ECHO/DELTA	11	ALS	Y - FIRE	Yes	19.6%
CHARLIE	15	ALS	Y - FIRE	No (w/ Discretion)	11.3%
CHARLIE - No FR	15	ALS	N	No (w/ Discretion)	9.8%
BRAVO	30	BLS	Y - FIRE	No	9.2%
BRAVO - No FR	30	BLS	N	No	12.3%
ALPHA	60	BLS	N	No	9.7%
OTO	90	BLS	N	No	0.1%
OMEGA (N/P/C)	ON/OP/OC	-	N	No	9.0%
OMEGA LE	OL	-	Y - POLICE	No	0.3%
FROR	FR	-	Y - FIRE	Yes[H]/No[C]	18.7%

**No FR = No fire department response*

Questions?

This is a significant transition for Mecklenburg County's 911 system. Please utilize [this link](#) to submit any questions or provide feedback through your chain of command.