BURKE COUNTY
ALL ABOUT ADVANCING

EMS Recognition and Appreciation

BURKECOUNTY
ALL ABOUT ADVANCING



FOCUS AREA 1: COMMUNITY ADVANCEMENT

To invest in cultural capital and advancement strategies that promote participative governance that elevates a community to live, work and play – while also positioning Burke County as a community of choice.



FOCUS AREA 2: ECONOMIC GROWTH & SUSTAINMENT

Promotion of Burke County as a business and economic center in the region through recruitment of new industry, creating a healthy business climate for existing businesses.



FOCUS AREA 3: PUBLIC SAFETY& WELL BEING

To ensure the safety of our residents through efficient and effective public safety agencies.



FOCUS AREA 4: FISCAL STEWARDSHIP

Pursuit of the high-performing organization model that ensures high quality, transparent and efficient use of public resources.



FOCUS AREA 5: EMPLOYER OF CHOICE

To promote a professional value-based employee centric workplace that promotes innovation, performance, and integrity, and differentiation.

Burke County Emergency Services

The Burke County EMS system plan

The Burke County EMS System Plan is our outline on operations and compliance with administrative code 10A NCAC 13P



- Burke County EMS operates on 4 shifts (D,C,B,A rotation)
  - Each shift works a 24/72 schedule and is lead by:
    - 👨✈️ Shift Captain
    - 🎖️ Shift Lieutenant
    - 📚 Training Sergeant
      - 2 Field Training Officers (FTO's) on each shift help work with new employees and students
- Burke County First Responder Program within the fire departments

2025 CALL VOLUME & RESPONSE TIME

January – December 2025 | *CAD report data run March 2026*

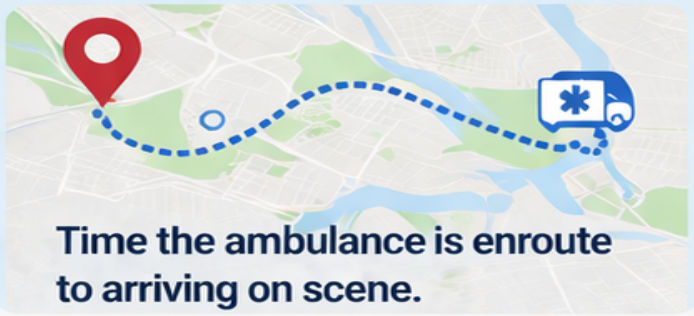
TOTAL CALL VOLUME
22,017

17,701
911 Calls

4,316
Medical Transports

ROLLING RESPONSE TIME (JAN–MAR 2025)

8m:33s
AVERAGE



Time the ambulance is enroute to arriving on scene.



Yes, every second counts, but the care provided by the team upon arrival is where those seconds truly matter.

Care is driven by education and industry best practice

Care with Compassion

Burke County Rescue Squad+ Burke County EMS

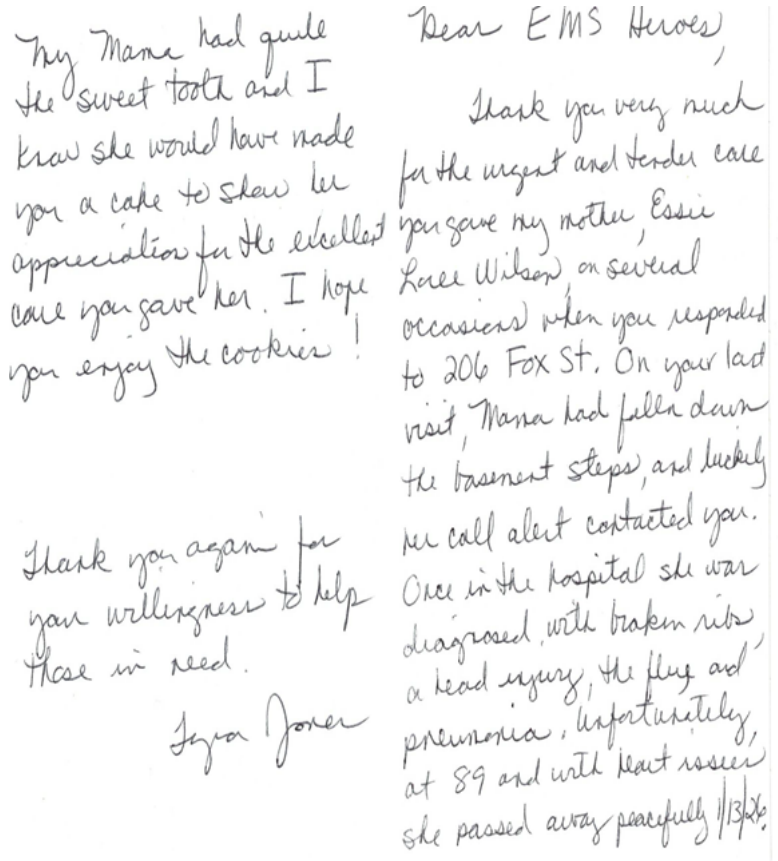
On January 4, 2026, Station 99 (BCRS) and BCEMS were dispatched to a fall call within the City of Morganton.

Upon arrival on the scene the patients home was locked. Looking through windows and trying to determine if anyone was home, no patient could be seen. EMS and FR worked with a neighbor to contact a family member who came to the home to let crews in.

The crew found a elderly female who appeared confused and with an injury to the back of her head. Patient did not feel she needed care, but the crew encouraged the patient to be evaluated.

Family stopped by March 3, 2026 with a appreciation card and a copy of the funeral card for the patient, advising that the patient was indeed more severely injured than she thought and due to the compassion and care provided she admitted to the hospital and passed away peacefully on January 13, 2026. Family brought by cookies as a token of appreciation with the sentiment that her mother had a “sweet tooth” and she would approve of the care provided.

Every Second counts-but it is the care provided in those moments that make the difference!


My Mama had quite the sweet tooth and I know she would have made you a cake to show her appreciation for the excellent care you gave her. I hope you enjoy the cookies!

Thank you again for your willingness to help those in need.

Tyra Jones

Dear EMS Heroes,

Thank you very much for the urgent and tender care you gave my mother, Essie Loree Wilson, on several occasions when you responded to 206 Fox St. On your last visit, Mama had fallen down the basement steps, and luckily her call alert contacted you. Once in the hospital she was diagnosed with broken ribs, a head injury, the flu and pneumonia. Unfortunately, at 89 and with heart issues she passed away peacefully 1/13/26

Partners in Patient Care

Salem Fire Rescue + Burke County EMS

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On March 4 2026, Salem Fire Rescue Firefighter/ EMT shopping in a local store when the pager alerted for a cardiac arrest in the store they were in.

Without hesitation, they went to their vehicle, obtained their AED while bystander CPR was initiated.

- High-quality CPR
- Delivered defibrillation

Upon arrival of the EMS team, ALS care was initiated including additional defibrillations and anti-dysrhythmics.

The return of a heartbeat was detected, the patient was moved to the unit, and transported to Frye Regional for additional cardiac care.

Every Second counts-but it is the care provided in those moments that make the difference!



First Responders in Action

Stephanie Smith

On March 26, 2026, Firefighter/EMT Stephanie Smith was traveling to work when she witnessed a motor vehicle crash.

Without hesitation, she used her training and equipment provided by Oak Hill Fire & Rescue to render aid to a male patient in cardiac arrest.

- Initiated high-quality CPR
- Delivered defibrillation
- Achieved return of a heartbeat



She continued care until Catawba County EMS arrived, ensuring continuity of care.

Follow-up confirmed the patient is expected to make a full recovery.

This outcome would not have been possible without her quick, decisive actions.

Every Second counts-but it is the care provided in those moments that make the difference!

Update from a Patient

Austin Hester update



On April 2, 2026, recovered patient Austin Hester came by EMS Station 7 to see Capt. Scott Brasecker. He wanted to provide an update to the crews that took care of him, even though he could not remember their names.



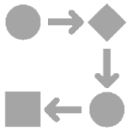
Mr. Hester was spreading gravel from a truck when it jumped out of gear. He could hear children playing nearby and was scared the truck would hit one of them so he tried to stop the truck. In the process he was run over and became pinned under the truck, but stopped it from hitting the children. The Mr. Hesters injuries included an amputated arm, broken femur, and degloving injury to his left leg.



Due to the directions from the 911 communicators, neighbors, first responders, and EMS Mr. Hester has made a full recovery after multiple surgeries, skin graphs, 2 weeks in a rehab facility and then at home care.



He advised that he is doing almost everything he did before the accident and credits all those who assisted with his ability to care for his daughter, and live a full lifestyle.



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Impacting lives is our Business

Facts about Burke County Emergency Services

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- **January- December 2025 call volume 22,017** (CAD report data run March 2026)
  - 17,701 911 calls
  - 4,316 medical transports
- *Rolling Response time (Jan-Mar): 8m:33s average*
  - *Time the ambulance is enroute to arriving on scene*
- Yes, every second counts, but the care provided by the team upon arrival is where those seconds truly matter.
- Care is driven by education and industry best practice

