

Todd Sims

Todd Sims, EMD, EFD, assisted with the creation of MEDIC, the Mecklenburg EMS Agency 911 Communications Center, and served as its Operations Manager, 911 Supervisor, and Unit Hour Coordinator for over 30 years.

He managed communications, scheduling and non-emergency transports, as well as major components of the organization including administration, personnel, finance, clinical affairs and quality management. He forecasted the agency personnel schedule to plan for adequate staffing and resources to ensure daily operations run smoothly. With the goal of technologies and processes to better serve frontline employees and improve morale, he developed and implemented System Status Management (SSM) technology, along with crew workload monitoring to provide real-time management of EMS operations.

As the Unit Hour Coordinator, he monitored operational metrics using Unit Hour Utilization (UHU) when planning and adjusting workload levels to effectively utilize resources and improve response. He developed, implemented and managed system status plans, and was the System Compliance Officer for MEDICs contract with Mecklenburg County. As the 911 Communications Supervisor, he directed and supervised staff including assigning and delegating, scheduling, performance management, coaching, mentoring and/or implementing corrective action to improve operations.

Todd was instrumental in the improvement of agencies in other major cities, including managing a team to launch the 911 Center in Niagara Region EMS in Ontario, Canada. He has earned many awards in the EMS community including: (1) the Blue Diamond Award - Best corporate use of information technology for his part in the development team that designed a computer-based mobile data system that provides crew's real-time mapping on ambulance location, destination, possible routes of travel, as well as time stamps that are crucial for measuring system performance; (2) Special achievement in GIS awarded by ESRI for the development team responsible for designing and implementing an in vehicle mapping, routing and CAD interface messaging system; (3) Star of Life - American Ambulance Association for achievements as communications supervisor; (4) Supported agency with obtaining and maintaining accreditation with Accredited Center of Excellence (IAED); (5) Agency-wide Pinnacle Award by Fitch and Associates as a Member of Agency Management Team for inaugural Pinnacle Award