

Mount Mourne Fire Department

Attn: Fire Chief Roger Hoover

Hello Chief Hoover. First let me say we have always been impressed with the service our [REDACTED] neighborhood has received from the Mount Mourne Fire Department. We truly appreciate the station's dedication to the community and their service.

On April 21, 2023 we requested 911 service. [REDACTED] had fallen from a ladder earlier in the day and thought he could just "walk it off". As the day progressed it became evident he needed help. He used a walking stick to get to the bathroom but was unable to stand up to get back out. We were able to get a chair into the bathroom and get him to it but he was not able to go any further. He was pale and sweating profusely, he was bruising along his side and back. I feared he had damaged something internally, or worse. His ankle was swollen like a balloon. I called 911. I became truly afraid [REDACTED] would pass out sitting in the chair, I had never seen him this way, color drained, sweating and now nauseous, but I told myself help would arrive pretty soon. I am grateful it was only his body's reaction to him trying to move after shattering his heel and not a heart attack because after the call we waited for what seemed like an eternity. As [REDACTED] sat the color did return to his face and the wave of sweating and nausea passed. More than 15 minutes had passed since the 911 call so our daughter walked home to get her car and drove back to our house. The emergency squad had not yet arrived. It was now more than 20 minutes. It had to be close to 25/30 minutes before anyone arrived after I placed the call. We were quite surprised at the time that the fire department had not been sent to our house. We later learned the fire department is not being dispatched to all the emergency calls like they were in the past. We would have felt so much better if someone had arrived sooner to evaluate [REDACTED] condition. Are there any plans to revert back to the Fire Department responding to all emergency calls?

Thank you

[REDACTED] and [REDACTED]

[REDACTED]

Mooresville, NC 28117