



Monroe Livingston Region Program Agency


Division of Prehospital Medicine, University of Rochester

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To: All EMS Agencies

From: Jeremy T. Cushman, MD, MS, EMT-P 
Regional Medical Director

Manish N. Shah, MD, MPH 
REMAC Chair

Date: April 1, 2011

Re: Advisory 11-06: Assuring Timely Response

The Monroe-Livingston Regional QA Committee has identified barriers that may prohibit dispatching the closest, most appropriate resources to EMS service requests in our region. The major barriers that have been identified include, but are not limited to:

- Jurisdictional boundaries regulated by State-issued operating authorities.
- Lack of universal resource statusing.
- Lack of real-time tracking of resource locations.

The Committee strongly recommends that EMS agencies identify strategies within the current statutory limitations to assure the closest, most appropriate resources are dispatched to requests for EMS services. Suggested interventions include, but are not limited to:

- EMS agencies status their available resources with their respective dispatch center.
- EMS agencies allow the dispatch center to dispatch a mutual aid resource when a staffed resource is not immediately available with the original agency still retaining the ability to cancel the mutual aid resource should it subsequently identify a closer, staffed resource.
- EMS agencies develop agency-specific standard operating guidelines to address appropriate actions when facing a delayed or mutual-aid response to a call in their district. Actions could include consideration of closer resources from neighboring jurisdictions and/or the use of BLSFR assets to decrease time to care.

With any questions, please do not hesitate to contact the Regional Program Agency.