



Mike McEvoy, EMS Coordinator
Saratoga County
PO Box 624 • Ballston Spa, NY 12020-0624

Memorandum

TO: All Ambulance Agencies
RE: Crew Confirmation
DATE: May 30, 2007

In 2006, REMAC issued an Agency Response Parameters advisory (# 2006-03, available at: www.remo-ems.com/advisory06-03.pdf). REMAC recommended four goals be accomplished by all agencies before January 1, 2008. Significant to Saratoga County dispatch is recommended implementation of crew confirmation within 3 minutes for ALS (Charlie, Delta, and Echo determinants) or 5 minutes for BLS (Alpha and Bravo) with mutual aid dispatched when a crew cannot be confirmed.

Presently, any Saratoga County agency could elect to comply with the advisory by placing themselves on Automatic Mutual Aid (AMA) when a crew is not available. If additional calls are received while on a response, you could mutual aid these at any point prior to the 10 minute mark by request to Communications. A copy of the Mutual Aid Plan outlining these procedures is available at the EMS Council website downloads section: www.saratogaems.org/downloads.htm.

I believe that REMAC Advisory 2006-03 highlights a significant weakness in our Saratoga County MA plan: crew confirmation. To that end, I will update our plan to fully comply with the advisory. Response time data from NYS DOH show Saratoga County agencies answer more than 96% of EMS calls in less than 9 minutes. Based on these data and discussions with the EMS Council and Sheriff's Department, it appears that two changes will be implemented by year end 2007.

Firstly, the Mutual Aid point will be reduced from 10 minutes to 9 minutes to better reflect our response times. Secondly, a crew confirmation step will be added to the present process, set at 3 minutes from time of dispatch. If, at the 3 minute mark, Communications has not heard from a member of the agency dispatched confirming an available crew to answer the call, it will be mutual aided. As with the present process, this does not mean that the agency of jurisdiction should abort attempts to respond, only that their ability to roll an ambulance is in question. Keeping with 3 minute intervals, we will likely re-activate when an ambulance has not rolled at 6 minutes, and mutual aid calls without ambulance response at 9 minutes.

Crew confirmation is simply a phone call or radio contact with EMS Dispatch by a member of the EMS service activated indicating that a crew is available. It does nothing other than stop MA from being activated at the 3 minute mark. Obviously, there are both procedural and operational details that need to be ironed out. Please feel free to contact me with comments, questions, suggestions, or concerns. I will continue to work with the EMS Council to best improve our MA Plan to meet the needs of our agencies, the communities we serve, and comply with State and Regional guidelines. Stay tuned...