

Ulster County
Department of Emergency Services
Transforming EMS Through Regional Collaboration

***“Ulster County Case Study –
A Sustainable Approach to Modern EMS”***

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The Challenge

Every County Faces These Pressures

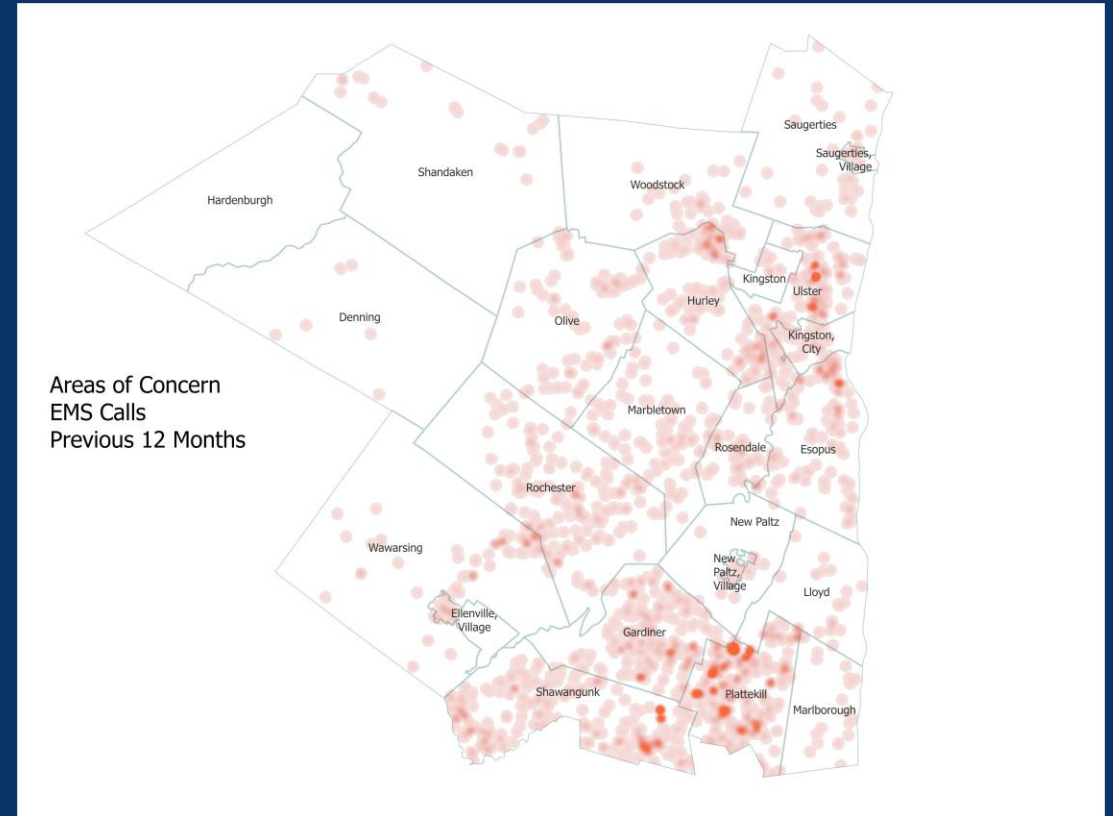
- Workforce shortages
- Rising call volume
- Higher Costs
- Uneven ALS coverage



Start With Data & What It Reveals

County EMS Study

- Response analysis
- Heat mapping
- Resource deployment



Make decisions based on evidence not assumptions.

Leadership Enabled Change

- County Executive Support
- Legislative Support
- Countywide Operating Certificate
- County Staffing
 - EMS Coordinator
 - Asst EMS Coordinator
 - Education Unit

Strengthening Existing Agencies

2025 EMS Sustainability and Enhancement Plan

- Invest in municipalities
- Strengthen local EMS Agencies
- Investment into EMT and Paramedic Training
- Adapt as conditions change



A Regional System

One County – One Coordinated System

- Shared Resources
- Improved Coverage
- Reduced Duplication



Embracing the Technology

- Primary Public Safety Answering Point
- Emergency Medical Dispatch
- County Wide Public Safety System – Computer Aided Dispatch
- AI Quality Assurance
- New Emergency Communications Center/Emergency Operations Center



Supporting Municipalities

County Guidance for Ambulance Tax District

- Technical Assistance
- Legal Support
- Standardized Documents



Key Takeaways

- Data Driven Approach
- Regional Collaboration
- Sustainable
- Investment in People
- Leadership

The logo for Ulster County, New York, is a dark grey silhouette of the county's irregular shape, positioned on the left side of the image. It features a prominent point on the left and a jagged, mountainous right edge.

Questions?

ULSTER
COUNTY
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