

**Westchester Coalition for EMS Sustainability and Resilience – March 2026**  
**Municipal-EMS Checklist for Agencies in Westchester County**

**Purpose:**

This checklist helps municipal leaders understand how EMS services operate within the Westchester County EMS system, identify potential service gaps, and ensure long-term sustainability for residents.

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**1. Service Overview**

- What geographic area and population does the agency serve within Westchester County?
  - What level of care is provided?
    - Basic Life Support (BLS – EMT staffed ambulance)
    - Advanced Life Support (ALS – Paramedic response)
    - Both BLS and ALS
  - How many annual EMS calls does the agency respond to in each of the past 3 years?
  - What percentage of calls originate from our municipality?
  - What are the most common call types?
  - Can you break down the number of calls by priority type?
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**2. Response Information**

- What is the average EMS response time within our municipality for the highest priority calls?
  - How is response time measured?
  - What are the 90th percentile response times?
  - How many ambulances are staffed or typically available during:
    - Peak daytime hours
    - Evenings
    - Overnight shifts
  - What occurs when all units are committed to calls?
  - How often is mutual aid requested or received?
  - What surrounding agencies most typically need our mutual aid assistance?
  - What hospitals are patients usually taken to by your agency?
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**3. Staffing and Workforce**

- How many personnel serve the agency?
    - Career staff
    - Volunteers
    - Per-diem staff
  - How many are NYS-certified EMTs vs Paramedics?
  - Are there staffing shortages affecting service availability?
  - What continuing education programs are required to maintain certification?
  - Does the agency participate in Westchester County EMS training programs or regional initiatives?
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**4. Financial Sustainability**

- What is the agency's annual operating budget?
  - What percentage of revenue comes from:
    - Insurance billing
    - Municipal contributions
    - Donations/fundraising
    - Grants
    - Other
  - Is the current funding model sustainable in the long-term?
  - What financial pressures are expected in the next 3–5 years?
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## 5. Equipment and Infrastructure

- How many ambulances and EMS response vehicles are available to be in service?
  - What is the vehicle replacement schedule?
  - Does the agency carry advanced medical equipment such as:
    - Cardiac monitors / defibrillators
    - Mechanical CPR devices
    - Advanced airway equipment
  - Are facilities adequate for current operations and staffing?
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## 6. Clinical Oversight and Medical Direction

- Who is the agency's Medical Director?
  - What performance indicators are documented and monitored (e.g., cardiac arrest survival, stroke care, trauma response)?
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## 7. County Coordination (DES)

- How does the agency coordinate with the Westchester County Department of Emergency Services?
  - Is the agency dispatched through the County 60-Control system? If not, what is the dispatching protocol?
  - Are data and response metrics reported to the County? Would you be open to sharing them with us on a regular basis as the municipality in your region?
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## 8. Regional Mutual Aid

- Which neighboring EMS agencies typically provide mutual aid to our community?
  - How times per month do you use mutual aid to request assistance from other agencies?
  - How times per month do you provide mutual aid assistance to other agencies?
  - Are any EMS agencies not on our call list to provide mutual aid?
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## 9. Service Demand Trends

- Has EMS call volume increased in the past 5 years?
  - What factors are driving demand increases?
  - Are the following call types rising:
    - Falls among older adults
    - Behavioral health calls
    - Opioid overdoses
    - Chronic illness transport
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## 10. Community Risk Reduction

- Does the EMS agency provide community programs such as:
    - CPR training for residents
    - Public AED placement and maintenance
    - Compression breathing for residents
    - Fall prevention programs for seniors
    - Community paramedicine initiatives
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## 11. Future System Planning

- What are the biggest challenges to EMS sustainability in Westchester County?
  - How are workforce and volunteer shortages affecting EMS statewide?
  - NYS has required each individual county to work together with local municipalities and EMS agencies to develop a county-wide EMS plan that identifies current levels of service, identifies and service gaps, and make recommendations. Do you have any concerns you wish to share about this process?
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