

MEMORANDUM

Date: Draft

To: Marquette County Central Dispatch Policy Board

From: Venetia Bryers, Marquette General Health Systems EMS Department
Dave Guizzetti, MediRide Inc.

Subject: **Memorandum of Understanding of Dispatch Procedures**

It is expressly understood by the parties that Marquette County Central Dispatch is under no legal obligation to either Marquette General Health Systems EMS Department or MediRide Inc. to apportion dispatch calls equally and that it is the duty of Marquette County Central Dispatch to make sure that the public in the need for emergency services in Marquette County is served properly. This MOU is entered into only as a guideline and in no way establishes a right of either party to demand legal or contractual redress. Marquette County Central Dispatch is free, at anytime, to disregard the guidelines with or without notice to Marquette General Health Systems EMS Department and MediRide Inc.

Purpose: This memo of understanding is to serve as a guideline for the dispatch of Marquette General Health Systems EMS (MGH) and MediRide Inc. Each service has agreed to a system of alternating calls within their concurrent service area.

It is understood that:

- Central Dispatch will alternate calls for service by agency, not by unit. Calls for service are received by the dispatch center from the 9-1-1 system, administrative phone lines, radio, mutual aid calls and standard operating procedures in the CAD system.
- Calls for non emergent transports that each service generates from within their agency will not be considered in the alternating call system.
- Central Dispatch will be as equitable as possible with the understanding that dispatchers will use their judgment in cases of life threatening emergencies as to the most appropriate agency to send regardless of the alternating system.
- Central Dispatch will not be expected to even out the number of calls: for example, if MediRide's unit is out of service for repairs and they miss three calls, Central Dispatch **will not** give the next three calls to them. MediRide will simply go back into the alternating call system.
- Each agency agrees that no employee shall call the dispatchers on duty to seek an explanation of why one agency was sent over another. Any complaints, concerns or questions shall be directed to the Central Dispatch Manager or Supervisor by the agency's Director. The Central Dispatch Manager or Supervisor will conduct an investigation of each complaint and will provide a written response, with the findings, to the service Director and a copy will go to the Central Dispatch Policy Board.
- Central Dispatch's duty is making sure those in need of emergency services within Marquette County are properly served. Central Dispatch asserts that there is no legal or contractual obligation established by this document, and its sole purpose is to serve as a guideline for dispatching Marquette General Health Systems EMS and MediRide Inc.