

ABSTRACT

An Emergency Service Response system commonly include Ambulances Logistics as comprised everything that has to do with managing an efficient ambulance health care, which includes both emergency medical service and patient transportations. In this work, ambulance logistics is defined and discussed using the Emergency Service Response (ESR) as a basis. A number of ways of improving the ambulance logistic service provided by ESR is identified. Work that has been performed in two of the eight identified areas is described in more detail. In both of these two areas, the main improvement lies in the development of decision support tools for the ambulance dispatchers. The tools that are developed are a preparedness calculator, an ambulance dispatch tool a relocation tool and simulation tool.

Keywords: Ambulance Logistics, Preparedness, Dispatch

