

Operational challenges in Emergency Service Platforms in Low- and Middle-Income Countries

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Emergency medical services (EMS) in many low- and middle-income countries utilize decentralized platforms coordinating independent ambulance providers. However, significant operational challenges arise from uncertainty in provider time availability and unpredictable idle locations. These uncertainties hinder reliable service coverage and negatively impact patient outcomes. Using data from our partner Flare in Nairobi, Kenya, we investigate the relative effectiveness of enhancing provider temporal commitment versus spatial commitment to improve system coverage.