**Managed care**
Processes or systems designed to control the cost of healthcare while ensuring its delivery

**Multi-role personnel**
Those fire service employees who serve also as EMS transport personnel

**Single-role personnel**
Those fire or EMS service employees who work exclusively in one of these disciplines or the other. They may perform other public services as well, including non-transport EMS first-response.

**Value added**
Additions or enhancements to existing services that bring benefit to those served by an existing agency

**Risk aversion**
The tendency for a government to avoid actions which may threaten fiscal, political, or legal stability, even when the public or a governmental agency has a different perception of acceptable risk