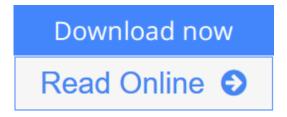


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About the Author

**Alexander C. Henderson** is Assistant Professor in the Department of Health Care and Public Administration at the C.W. Post Campus of Long Island University, USA. His current research examines administrative discretion and influence among street-level bureaucrats in emergency medical services organizations. Before beginning his doctoral studies, Alex served as a chief administrative officer, operational officer, director, and volunteer with several emergency services organizations in suburban Philadelphia.

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