

VII. EMS DISPATCH OPERATION

- A. EMS Dispatch is operated around the clock by the Communications Center of the Saratoga County Sheriff's Department, 6010 County Farm Road, Ballston Spa, New York.
- B. The EMS Desk Officer will monitor and control traffic on County EMS frequencies. S/he will maintain discipline on the air and determine the order of priority on simultaneous transmissions. Desk Officers should be familiar with the procedures in this manual.
- C. The EMS Desk Officer is responsible for recording and forwarding requests for radio repair to the repair vendor retained by the County. Corps not using the County radio maintenance contract or vendor should contact their repair vendors directly.
- D. EMS Dispatch will serve as the point of contact for the OES Director and his Deputies. OES Staff may be contacted at the discretion of EMS Dispatch for questions or difficulties that arise in operating the EMS Radio Network.
- E. EMS Dispatch will notify the OES Director or his designee if the EMS Radio system becomes inoperable.
- F. The following announcements will be made three times each day (00:15, 08:15, and 16:15 hours) by the EMS Dispatch Desk Officer:
 - 1. EMS Units Out Of Service (OOS).
 - 2. Corps on Automatic Mutual Aid (AMA).
 - 3. Streets and roads closed.
 - 4. Hospitals on diversion.
 - 5. Special announcements.In the event radio traffic precludes announcements, they may be postponed until the frequency has less traffic, but should not be canceled.
- G. At 18:00 hours each day, a pager test of the crew call and all call tones for each corps dispatched by EMS Dispatch will be conducted. This nightly pager test may be canceled at the discretion of the EMS Dispatch Desk Officer.
- H. Desk Officers will identify the vehicle with which s/he is in contact. Each request from the field will be verified by the Desk Officer repeating the highlight of the message.
- I. Emergency calls are dispatched in plain English according to the following format:
 - " (agency name) , stand by."
 - TONES ACTIVATED
 - " (agency) , problem at address ,"
 - Repeating for " (agency) , problem at address ."