

Saratoga County Office of Emergency Services Public Safety Radio System Maintenance Request Procedure

The Saratoga County Office of Emergency Services announces a new method for submitting radio repair requests. This system is designed for agencies with county owned radios (800 and VHF) and those desiring radio repair services from the county contractor – Pittsfield Communications. If you wish to have radio repair services provided by a vendor other than Pittsfield, **DO NOT USE** this system.

The new system is accessed on the web. The County Communications Center will no longer accept radio repair requests. This service covers mobiles, portables and siren monitors provided by the County.

The portal to access the radio repair request system is: www.saratogacountyny.gov/radio

You will be asked to fill out some basic information about your request:

- Name of person making the repair request
- Contact information such as daytime phone or cellphone
- Department or Agency
- Nature of problem – drop down box will assist
- A box to include any additional information that will assist in response
- Unit ID – example Ambulance 1951 or Portable 7161, etc
- Further information – If you want to add additional comments or cover something that was not included in a drop down box

The security question at the bottom of the page prevents spammers (When water freezes, it turns to ice).

A login for further use of the maintenance portal will be needed: Username is generally first initial and last name; Password is the preferred phone number you entered with the request.

PLEASE NOTE – Portable radios needing repair have to be dropped off at the Office of Emergency Services (25 West High Street, Ballston Spa). You must first create a repair request and then have the portable brought to OES.

The new system will automatically notify Pittsfield Communications and the Office of Emergency Services that you have made a repair request. You need not do anything further. The system will automatically create a repair ticket and assign a ticket number used for tracking repairs.

If you have any questions please feel free to contact the Office of Emergency Services 885-2232.