

General Policy and Procedure

**Ground Ambulance Service Communications Equipment**

- A. All primary response ambulance services shall maintain a radio communications system for use in the event that the primary system fails. The system shall also have coverage throughout the agency's service area. Cellular telephones are not acceptable as a primary communications device.
- B. Ground ambulance dispatch centers within the MCA will be equipped with enhanced 9-1-1 telephone answering equipment which contains ANI (automatic number identification) and ALI (automatic location identification) features. In lieu of providing such equipment, a dispatch center may contract with another dispatch center for the function.
- C. Each telephone in the ground ambulance dispatch center which is utilized for answering requests for ambulance service (either 9-1-1 or direct 7-digit dial) must be equipped with an automatic playback device which is capable of replaying the telephone call to the dispatcher instantly, at the press of a button.
- D. All telephone instruments and radio channels answered or monitored in the dispatch center will be recorded on a 24-hour tape machine. At least one tape shall record at all times and shall not be interrupted at any time. Recorded tapes shall be maintained for a minimum period of 30 days. Sufficient tapes shall be maintained by the agency for this purpose.
- E. The dispatch center and dispatch communications system shall ensure continuous communications are possible in the event of a power failure. Systems will be designed so that power source interruptions are less than 5 seconds.
- F. All transport units will be equipped with a minimum of two portable radios capable of communication with the service's dispatch center
- G. All transport units will participate with the MPSCS (Michigan Public Safety Communication System) or the Washtenaw 800 MHz trunking system. All transporting units shall be capable of communications with one of these systems.