

Section 10.6: Emergency Ambulance Service and Repairs

On some occasions, Texas A&M EMS vehicles may experience mechanical failure or have flat tires. If this is the case, the crew will contact the dispatcher and advise them of the situation. The dispatcher needs to obtain the following information about the unit's condition:

1. What the problem with the vehicle is.
2. The exact location of the vehicle.
3. Any information which the crew believes is pertinent.

Once this information is known, the dispatcher will call the Transportation Center if the difficulties occur between 0800 and 1700. If the difficulties occur after business hours, the dispatcher will call BDS Towing & Recovery (979) 218-3862. In either case, the dispatcher should identify themselves (Name, TAMU EMS), request assistance, identify the exact location of the ambulance, and describe the problem.

This is a mandatory administrator notification.

****If a mechanical failure occurs while the crew is responding to a call, and it will significantly delay or prevent the crew's arrival on scene, send the next available unit, or if one isn't available, immediately notify CSFD for mutual aid. If the mechanical situation is quickly resolved and the crew wishes to continue en route to the scene, and CSFD is not yet on scene, notify CSFD, at the crews' discretion, that their ambulance can disregard the alarm.****