

Section 3.8: Recording System

Texas A&M EMS owns a recording system, Higher Ground, that records all phone lines, both 911 and non-emergency, as well as the active channel on the EMS1 and EMS2 radios located inside of dispatch. The software should be logged into at all times to allow the dispatcher to review any missed information.

It is required that all 911 calls are recorded, so any malfunction of this system should be immediately reported to the Communications Coordinator. The system allows the dispatcher to listen to any recording in the last 24 hours. Dispatchers should only listen to calls that they have taken, unless given permission by the Communications Coordinator or the dispatcher responsible for the call. Some calls have private information, especially those that are on non-911 lines. In the event that a dispatcher is caught listening to calls without permission, appropriate disciplinary action will be taken.

Due to the way the system operates, the EMS1 base radio should always be set to the primary channel that Texas A&M EMS is using, and it should not be scanning any channels. The EMS2 base radio should then scan all other Texas A&M EMS channels and the hospital channels. The volumes on these two base radios should not be adjusted. The recorder will only record the active channel of the radio, so if two secondary channels of Texas A&M EMS are being used at the same time, only one will be recorded.