

Section 6.1: General Policies Regarding 911 Computers

Texas A&M EMS has two 911 systems that are property of Brazos County 911 District. These systems include: two computers, two monitors, two mice, two keyboards, two Genovation keypads, and two 911 phones with their respective SAM boxes and speakers, as well as all of the accompanying wires.

As a general rule, one of the computers should be logged into the user's account at all times. When an on-coming dispatcher needs to login, they will bring up the out-of-service terminal and login to their own account. Once the on-coming dispatcher is logged in, the off-going dispatcher may log out.

No changes should be made to the system without the prior approval of the communications department and/or Brazos County 911 District. This includes but is not limited to: setting alterations to layout, additions to speed dial, etc.

The 911 computers are for the explicit use of answering emergency calls. No programs should be added or downloaded. No disks should be inserted into the drives. Nothing should be plugged into the USB drives, including phone chargers.

Clean screens only with a clean, dry cloth. Do not use water, alcohol, glass cleaner, etc.
Keep all food and drinks away from workstation.

The 911 computers are highly sensitive. They are the property of Brazos County 911 District. The utmost care must be displayed around and with them.