

## FACTSHEET

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### DISPATCH OPERATIONS

- BC Emergency Health Services (BCEHS) operates three separate, but integrated, Dispatch Operations Centres in Vancouver, Victoria and Kamloops.
- BCEHS Dispatch Operations provides 9-1-1 call taking, dispatching, prioritizing and coordinating ground and air ambulance responses 24/7.
- The three dispatch centres work closely with the BC Patient Transfer Services (BCPTS) to coordinate all inter-facility patient transfers throughout British Columbia.
- BCEHS's three dispatch centres receive between 1,400 and 1,700 requests for emergency response each day.
- Dispatchers are knowledgeable and highly trained professionals who work closely with partner agencies such as police, fire, search and rescue and coast guard to ensure that British Columbians have access to timely and effective care.
- Dispatch Operations coordinates the movement of paramedic crews (including helicopters and bike squads) to provide optimum coverage of resources and sharing of information to ensure the fastest and best possible response to patients.
- BCEHS has more than 270 employees in the three dispatch locations, including support staff and management.

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