



## Franklin County Department of Emergency Services

390 New York Avenue  
Chambersburg, PA 17201

(717) 264-2813

Fax- (717) 267-2813

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### Fact Sheet – 2021

#### **Basic Facts**

- Franklin County PA – 754 sq. miles, population of 154,234 (60% urban & 40% rural).
- Consolidated dispatch center, answering all 9-1-1 & non-emergency calls, excluding direct calls to the State Police.
- Dispatch calls for service for police, fire & EMS to 22 municipalities.
- 26 budgeted fulltime telecommunicators, 8 budgeted part time telecommunicators.
- Primary dispatch center - seven positions, easily configured to accept call taking, fire/EMS, or police dispatch.
- Backup dispatch center - five positions, easily configured to accept call taking, fire/EMS, or police dispatch.

#### **Call Statistics (2020 statistics)**

- Processed 112,446 phone calls.
- Created 78,349 incidents.
- 96% of all 9-1-1 calls were answered in less than ten seconds.
- All employees are cross trained as call takers and telecommunicators handling any type of call for service.

#### **Training**

- New hires attend a four-week in-house training earning certifications to include:
  - ~ IAED 40-hour Emergency Telecommunicator Course
  - ~ IAED – Medical (v13.2), Police (v6.1) & Fire (v7.0) Dispatch
  - ~ CPR
  - ~ Suicide Prevention & Child Endangerment training
  - ~ FEMA Professional Development series.
  - ~ FEMA Incident Command 100, 200, 700 & 800
  - ~ FEMA IS-15B, 703A, 907
- Six to twelve months total rotation training after hire for on-the-job-training.

#### **Systems / Applications**

- Motorola Solutions MCC7500 Elite, P25, digital, trunked UHF radio system, v 7.18
- Motorola Solutions Spillman Flex CAD and mapping, v 2020.1.15.1629
- Motorola Solutions Vesta 9-1-1 and Analytics, v 7.2 (2019)
- NICE Inform Lite and Verify recording, recall & evaluation software, v 7.2
- IAED ProQA Paramount Medical, Police & Fire protocols
- Cisco IP unified call manager administrative phone system, v 6.1.5