



Franklin County Department of Emergency Services

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Fact Sheet – 2023

Basic Facts

- Franklin County PA – 754 sq. miles, population of 155,932 (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 - eight 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 (2022 statistics)

- Processed 103,295 total phone calls.
- Created 80,799 incidents.
- 97% 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

Systems / Applications

- Motorola Solutions MCC7500 Elite, P25, digital, trunked UHF radio system, v2021.1
- Motorola Solutions Spillman Flex CAD and mapping, v 2022.2.15.4172
- Motorola Solutions Vesta 9-1-1 and Analytics, v 7.2.601.515 (2021)
- 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
- ProQA software v5.1.1.44 (May 2022)