



FRANKLIN COUNTY DEPARTMENT OF EMERGENCY SERVICES

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Fact Sheet – 2024

Basic Facts

- Franklin County PA – 772 sq. miles, population of 156,932 (60% urban & 40% rural).
- Consolidated dispatch center, answering all 9-1-1 & nonemergency calls, excluding direct calls to the State Police.
- Dispatch calls for service for police, fire & EMS to 22 municipalities.
- 26 budgeted full-time telecommunicators, 10 budgeted part-time telecommunicators.
- Primary dispatch center – eight positions, configured to accept call taking, fire/EMS, or police dispatch.
- Backup dispatch center – five positions, configured to accept call taking, fire/EMS, or police dispatch.

Call Statistics (2023 statistics)

- Processed 111,820 total phone calls.
- Created 82,823 incidents.
- 97% of all 9-1-1 calls were answered in fewer than 10 seconds.
- Employees are cross trained as call takers and telecommunicators.

Training

New hires attend a four-week in-house training to earn certifications in:

- International Association of Emergency Dispatchers (IAED):
 - 40-hour Emergency Telecommunicator Course
 - Medical (v13.2), Police (v6.1) & Fire (v7.0) Dispatch
- CPR
- Suicide Prevention & Child Endangerment training
- FEMA
 - Professional Development series
 - Incident Command (IS-100, -200, -700 & -800)
 - Special Events Contingency Planning for Public Safety Agencies (IS-15B)
 - National Incident Management System (NIMS), An Introduction (IS-703A)
 - Active Shooter: What You Can Do (IS-907)

Systems / Applications

- Motorola Solutions MCC7500 Elite, P25, digital, trunked UHF radio system, v2021.1
- Motorola Solutions Spillman Flex CAD and mapping, v 2023.3.15.5043
- 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 (2023)
- Cisco IP unified call manager administrative phone system, v 6.1.5
- ProQA software v5.1.1.46 (May 2023)