

FRANKLIN COUNTY DEPARTMENT OF EMERGENCY SERVICES

Franklin County's Department of Emergency Services' mission is to provide effective services, coordination and collaboration to create a culture of preparedness that builds and sustains a disaster-resistant community. The department is responsible for providing all aspects of a comprehensive emergency management program in Franklin County as well as all aspects of call receipt and call processing for all fire, emergency medical service and law enforcement agencies, with the exception of the Pennsylvania State Police Chambersburg Barracks.



Contact Information



Franklin County Department of Emergency Services

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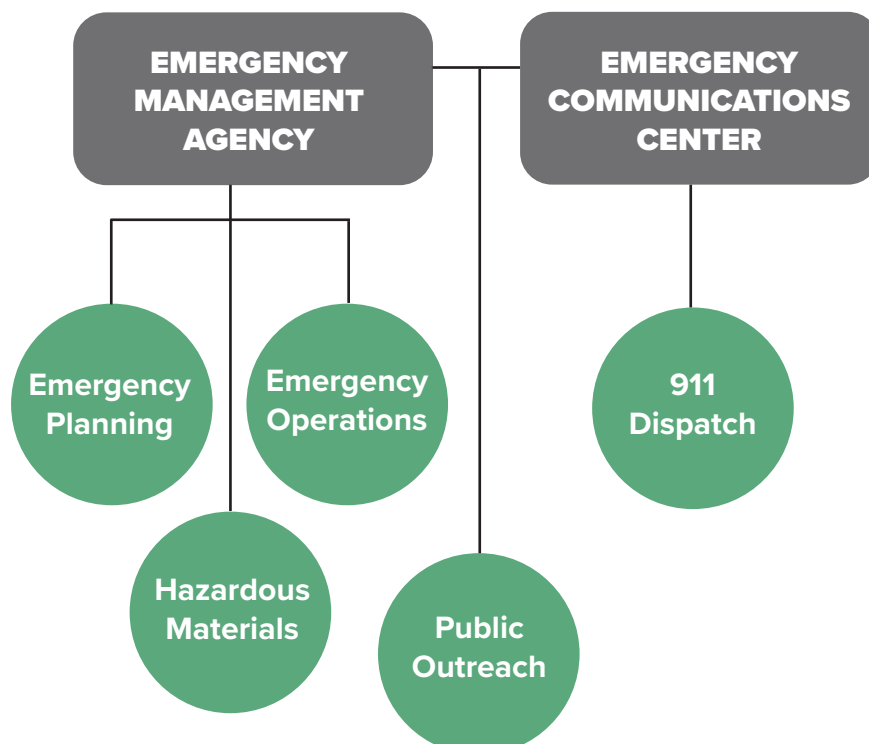
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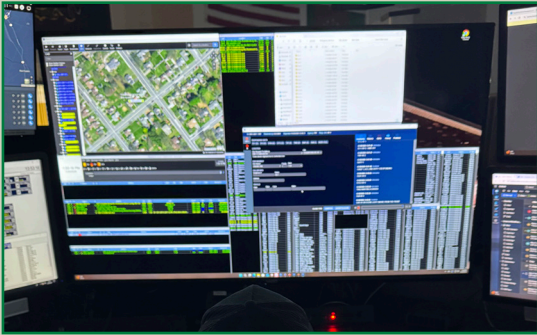
Updated January 2026

Who We Are

The Franklin County Department of Emergency Services is organized into two operational facets — an Emergency Communications Center (ECC) and an Emergency Management Agency (EMA) — with these primary areas of focus:



What We Do



911 Center & Emergency Communications

Franklin County's Department of Emergency Services handles and processes all 911 calls for all fire, emergency medical service (EMS) and law enforcement agencies, with the exception of the Pennsylvania State Police Chambersburg Barracks, within Franklin County. We are also responsible for initial engagement, responder activation and early warnings for emergencies and disasters in coordination with the Pennsylvania Emergency Management Agency (PEMA).

Emergency Management

The department is responsible for protecting Franklin County communities by coordinating and integrating all activities necessary to build, sustain and improve the ability to reduce, prepare for, respond to and recover from threatened or actual natural disasters, acts of terrorism or other man-made catastrophic events. This happens by training, staffing and activating an Emergency Operations Center; establishing thorough planning, training and exercise programs; and equipping, staffing and maintaining a quick initial response package for hazardous materials (HAZMAT) incidents.



Hazardous Materials (HAZMAT)

The department equips, staffs and maintains a quick initial response for HAZMAT incidents and ensures the safety of the public and the environment until a clean-up crew can arrive on scene. The county contracts with Cumberland County to coordinate a response and clean up of large-scale spills and incidents.

Public Safety & Public Outreach

Franklin County's Department of Emergency Services takes public safety very seriously. Staff participate in public outreach activities and/or lead training programs to inform, educate and partner with local and regional stakeholders and the general public on emergency preparedness and safety. Examples include CPR training, fire extinguisher training, HAZMAT training, developing emergency plans for schools and daycare centers, as well as facilitating preparedness/capabilities briefings.

