



## FRANKLIN COUNTY DEPARTMENT OF EMERGENCY SERVICES

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### Fact Sheet – 2026

#### **Basic Facts**

- Franklin County PA – 772 sq. miles, population of 158,854 (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, 12 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 (2025 statistics)**

- Processed 137,555 total phone calls.
- Created 84,088 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 (v14.0), Police (v7.0) & Fire (v8.0) 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 2025.1.15.9695
- Carbyne Cloud based 9-1-1 & Analytics (8/2024)
- NICE Inform Lite and Verify recording, recall & evaluation software, v 7.2
- IAED ProQA Paramount Medical v14, Police v7 & Fire v8 protocols
- Cisco IP unified call manager administrative phone system, v 6.1.5
- ProQA software v5.1.1.54 (Sept 2025)