



FRANKLIN COUNTY DEPARTMENT OF EMERGENCY SERVICES

390 New York Avenue

Chambersburg, PA 17201-7883

Phone: 717-264-2813

Fax: 717-267-2813

Director: Mary K. Seville

Assistant Director: Jacob B. Stoner

PSAP Operating Conditions

Operating Conditions for the Communications Center-

Under certain conditions radio and telephone traffic within the communications center may become heavy enough to prevent immediate response to non-emergency radio traffic. When this occurs, the Lead may take the following actions:

- Transmit the "Weather" alert tone
- Verbalize "Franklin County to all departments, we are now operating on Condition _____"

Condition Yellow- The communications center is experiencing some type of technical problem. Examples of technical problems include but are not limited to radio or phone malfunctions, tower site problems or CAD outages. The communications center may not be experiencing high radio traffic or call volume. This condition is to convey we are trying to address a technical problem that is adding an extra barrier to our staff's normal workflow. Field units should refrain from non-emergency telephone calls to inquire about the status of the technical issue.

Condition Red- The communications center is experiencing a heavy load of call volume and/or radio traffic. Field units should refrain from calling into the communications center unless necessary and to keep radio transmissions limited to essential traffic only. Please convey requests with short and concise radio transmissions.

In the event these conditions are verbalized to field units, there will be no further explanation of these conditions. If we are operating on the condition for an extended period, we may rebroadcast that we are still operating on said condition. Once the communications center is back to normal operations the Lead will verbalize:

- "Franklin County is now operating under normal conditions"- time stamp.