

## Who Am I?

I am the voice that calms the mother breathing life into her infant son.

I am the invisible hand that holds and comforts the elderly man who woke up and found his wife of 50 years had passed away during the night.

I am the friend who talks the disgruntled teenager out of ending her own life.

I sent help when you had your first automobile accident.

I am the one who tries to obtain the information from callers to ensure that the scene is safe for those I dispatch to emergencies - all the while anticipating the worst and hoping for the best.

I am the psychologist who readily adapts my language and tone of voice to serve the needs of my callers with compassion and understanding.

I am the ears that listen to the needs of all those I serve.

I have heard the screams of faceless people I will never meet nor forget.

I have cried at the atrocities of mankind and rejoiced at the miracle of life.

I was there, though unseen, by my comrades in the field during the most trying emergencies.

I have tried to visualize the scene to coincide with the voices I have heard.

I am usually not privy to the outcome of the call, and so I wonder...

I am the one who works weekends, strange shifts and holidays. Children do not say they want my job when they grow up.

Yet, I am at this vocation by choice.

Those I help do not call back to say thank you. Still, there is comfort in the challenge, integrity and the purpose of my employment.

I am thankful to provide such a meaningful service.

I am a mother, a father, sister, brother, son or a daughter.

I am here when you need me and still here when you don't.

My office is never empty, and the work here is never done. I am always on call. The training is strenuous, demanding and endless. No two days at work are ever the same.

## Who Am I?

*I am an*

**EMERGENCY DISPATCHER**

*and I am proud.*

Author Unknown



## 9-1-1/ Communications Center

*Emergencies call 9-1-1 (Fire, Police, & Medical)*

*The mission of the Lycoming County Communications Center is to provide a county-wide communications system that permits 9-1-1 access to provide any individual in need of assistance in the county, dispatch of the appropriate police, fire, emergency medical services, emergency management personnel, and other affiliated agencies to emergency incidents by certified Telecommunicators and to work in conjunction with the County Emergency Management Agency, Regional Emergency Medical Services Council, and Hazardous Materials Planning Division of the Department of Public Safety.*

*Public Safety Officials define emergencies as when an individual needs immediate assistance. Examples of emergencies include fires, accidents, medical problems, intruders, etc. If you are in doubt as to whether or not this is an emergency, always call 9-1-1. Be prepared to answer the following questions:*

- 1. Where is your emergency? (address & municipality)*
- 2. What is your emergency?*
- 3. What is the phone number you are calling from?*
- 4. What is your name, home address, and home phone number?*



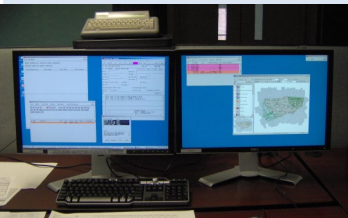
*Do not disconnect with the Telecommunicator until you are told to do so. In certain circumstances the Telecommunicator will attempt to gather further information for the police officer that is responding or he/she will attempt to assist you with medical instructions.*

**THE LYCOMING COUNTY COMMUNICATIONS CENTER** has been proudly serving residents since 1976. The Center provides a state-of-the-art Communications System for Lycoming and Sullivan Counties dispatching:

- \* 44 Fire Departments
- \* 26 Ambulance Services
- \* 3 Paramedic Services
- \* 17 Quick Responder Units
- \* 11 Police Departments
- \* 52 EMA Coordinators

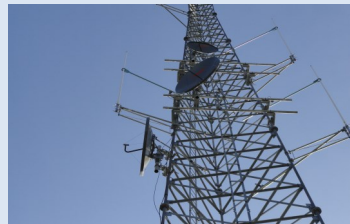


There are six (6) radio consoles that dispatch from seven transmitter locations.



Within the Communication Center there are three main dispatch consoles, one supervisory dispatch console, one telephone answering position, and one training console. Tower sites are controlled by a digital “loop” microwave system. This loop microwave system operates in a way that sends the microwave signals over eight separate microwave channels. The loop interconnects the sites in such a manner that if one of the tower sites becomes inoperable the looped channel will reverse direction and maintain operability of the remaining sites. The backup site is controlled via telephone circuit.

The dispatch radio system consists of four-channel simulcast repeating base stations. County Police, Fire/EMS, EMA and the Countywide channel are the four main dispatch channels. The simulcast portion of the system means that signals from these base stations transmit simultaneously from the eight simulcast sites. The repeating portion of the base stations means that field units transmit in to the system on a repeater input frequency and their transmissions are repeated back out over the eight sites on the dispatch channel. Each user can hear every other user in the system.



This new system, consoles, base stations, digital microwave, as well as a tower and two equipment shelters, was completed in 2001 at a cost of \$4.7 million dollars.



The Communications Center also maintains a 9-1-1 Back-up Center. The back-up Center has limited capability in comparison to the primary center. Dispatching for Police, Fire, EMS and EMA can be done from the back-up center. 9-1-1 calls as well as routine calls can also be answered from the back-up center.

LYCOMING COUNTY COMMUNICATIONS CENTER—TELECOMMUNICATOR

## WHERE TO APPLY FOR A TELECOMMUNICATOR'S JOB

Pa Careerlink

329 Pine Street, Williamsport, PA 17701

<http://www.cpwdc.org/pa-careerlink>



*Department of Public Safety*

**542 County Farm Road, Montoursville, PA 17754**