

Jonathan Caccia- RTK #17-160

Luzerne County 9-1-1 response: 18 SEPT 2017

1. Base salary of 911 dispatchers:

\$32,000 per year, based on 2080 hrs. per year (currently)

2. Number of calls on average your center receives and handles a year:

For 2016- 911 calls=203,721: Admin calls-215,633: Text-493 sessions TOTAL: 419,847

3. Number of dispatchers employed by your county

65 Telecommunicators, of which, 33 are certified as Telecommunicator Specialists

4. Average number of dispatchers on duty per shift

Minimum of (13) for 1st shift, (13) for 2nd shift and (12) for 3rd shift.

5. What training and certifications your dispatchers are required to have and maintain

All dispatchers must attend a 12 week training course with an additional 8 weeks of on the job training with a certified CTO

Certifications needed for all new dispatchers:

**Pa State Emergency Telecommunicator
APCO Public Safety Telecommunicator 1
APCO Emergency Medical Dispatch
APCO Fire Service Communications
APCO Law Enforcement Communications
Red Cross CPR
Red Cross First Aid
ICS 100
ICS 200
ICS 700
ICS 800**

Dispatchers with 1 year and 1 day experience, can take the APCO Communications Training Officer course

Dispatchers with 3 years and 1 day experience, can test to be certified as a Telecommunicator Specialist

6. How many police, fire, and ems agency's your center dispatches for:

Total: 178 agencies, not including other county agencies and support services we provide for PSP or Federal Agencies.