

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

Police, Fire, EMS, EMA



The mission of the **Lycoming County Communications Center** is to provide a county-wide communications system that permits 9-1-1 access to any individual in need of assistance in Lycoming and Sullivan Counties and the timely dispatch of the appropriate police, fire, and emergency medical services to provide that assistance. This mission is fulfilled with highly skilled and certified Telecommunicators who dispatch appropriate first responders in a timely and professional manner.

Public Safety Officials define an emergency as an instance in which an individual needs immediate assistance. Examples of emergencies include structure fires, vehicle accidents, medical emergencies, crimes in progress, and many other priority situations. If you are in doubt as to whether or not a situation is an emergency, dial 9-1-1.



Be prepared to answer the following questions upon speaking with a Telecommunicator. Answer these questions quickly and to the best of your ability. This will allow the Telecommunicator to obtain the primary information needed to dispatch the incident.

Where is your emergency? Address, municipality, intersection?

What is your Emergency? Tell me exactly what happened.

Are there any injuries? If yes, how many?

Are there any weapons? If yes, what is it, where is it, who has it?

Do not disconnect with the Telecommunicator until you are told to do so. After dispatching the call, Telecommunicators will ask further questions in an attempt to obtain more information in order to obtain as much detail as possible for the police, fire, and emergency medical services personnel responding to the scene. They will also provide post-dispatch and pre-arrival instructions such as medical assistance, personal safety, and situational safety.



THE LYCOMING COUNTY COMMUNICATIONS CENTER

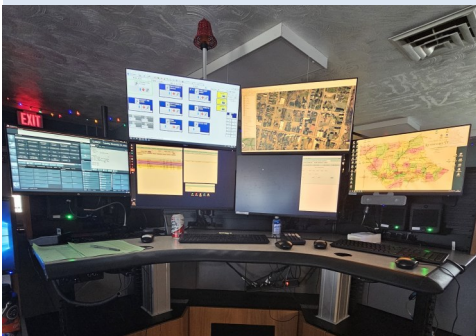
has been proudly serving the residents of Lycoming County since 1976. Located at the Lysock View Complex in Loyalsock Township, the Center provides a state-of-the-art communications system for Lycoming and Sullivan Counties.

- * **38** Fire Departments
- * **30** BLS Ambulances
- * **10** ALS Paramedic Units
- * **19** Law Enforcement Agencies
- * **52** EMA Coordinators



The Communications Center is staffed 24 hours a day, 365 days a year, answering 9-1-1 and non-emergency calls for Lycoming and Sullivan Counties along with manning the continuous operations of the four primary dispatch frequencies: Lycoming County Police, Williamsport City Police, Lycoming County Fire/EMS, and Sullivan County Fire/EMS.

The Communications Center fields all emergency and non-emergency calls for Lycoming and Sullivan County with a Vesta/Motorola telephone system, inputs information into Computer Information Systems (CIS) computer aided dispatch (CAD) system, and dispatches calls over a repeated multi-channel Motorola radio system via 16 tower sites.



Lycoming County Department of Public Safety also maintains a Back-up 9-1-1 Communications Center. Located in downtown Williamsport, the Back-up Center has limited capability in comparison to the primary center but is still a fully-functional communications center. Telecommunicators who staff the Back-up Center can still answer all 9-1-1 and administrative calls, dispatch police, fire, EMS, EMA, etc.



WHERE TO APPLY ?

Apply online through County of Lycoming

[***www.lyco.org/Employment-Opportunities***](http://www.lyco.org/Employment-Opportunities)

For assistance, contact

Recruiting @ 570-320-2100 or email at careers@lyco.org



**Lycoming County Department of Public Safety
542 County Farm Road**