



Franklin

COUNTY KANSAS

EST. 1855

Agenda Cover Sheet

To: Franklin County Board of County Commissioners
From: Sarah Peffly
Department: Emergency Communications
Date: 4/5/2023

AGENDA ITEM NARRATIVE

Discuss the EMD Re-Accreditation of ACE that the Franklin County ECC achieved. Consider for approval Proclamation for Telecommunications Week.

BACKGROUND

The Franklin County ECC utilizes a program called ProQA when handling any medical (EMD) call in Franklin County. This program allows the telecommunicators to ask specific questions to help the caller and/or patient until emergency medical services arrive. The ECC received our first Accredited Center of Excellence (ACE) April 27, 2020. For the last three years, the telecommunicators have continued to meet the standards as set forth by the International Academy of Emergency Dispatch and by the ECC. Medical calls are queued every week, and stats are submitted to the Academy every quarter. The ECC has achieved our second ACE in EMD. We are the second ECC in Kansas to achieve and maintain ACE for medical calls.

The week of April 9-15 is National Telecommunicator's Week. I would like to take a moment and recognize their dedication to their profession. We currently have 11 dedicated employees that answer the call from citizens in and traveling through Franklin County, helping them during their time of need. We then dispatch out the appropriate resources to assist those in need. These employees in 2022 dispatched responders to 48,844 calls for service, and fielded 56,223 phone calls. The Telecommunicators for Franklin County dispatch for 3 law enforcement agencies, 9 fire departments, and EMS. At any time, the ECC can go from being quiet to answering multiple phone calls, talking on multiple radio frequencies, helping someone who fell, or performing telephone CPR. Please help me in recognizing the hard work and dedication of the Franklin County ECC Telecommunicators.

SPECIFIC ACTION REQUESTED

Discuss ACE Achievement for the FCECC. Consider for approval a Proclamation recognizing April 9-15 as National Public Safety Telecommunications Week.

An affirmative motion in support of this item would read as follows: "I make a motion to approve Proclamation 23-02 recognizing April 9-15 as National Public Safety Telecommunications Week."

ATTACHMENTS

Proclamation 23-02