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THOMAS M. SULLIVAN
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OFFICIAL NOTIFICATION

To: Law Enforcement, EMS, and Fire Chiefs
Thru: Thomas M. Sullivan, Director of Public Safety
From: Michael O. Vest, Deputy Director
Subject: 10-digit Emergency Numbers
Date: November 8, 2019

You may be aware that Verizon is disconnecting old copper lines as they roll out fiber throughout the county. As Verizon does this many of the lines that serviced 10-digit emergency lines into police stations, fire stations and EMS stations are being phased out. In preparation for this we have established new numbers for these services to continue.

These new numbers will be shared with Verizon to be placed on the disconnect notification. That way when a resident dials the old number they will get a message that the number has been disconnected and the new number will be provided for them.

For example, if a resident calls the Abington Fire Company at the old 10-digit number of 215-884-3200 they will hear a message that the number has been disconnected and the new number is 610-635-4455.

Just to clarify that this is only taking effect on the numbers that are routed directly to the emergency communication center (9-1-1 center).

We would ask that your records and any public facing information be updated as well.

The new numbers to be used are as follows:

- Countywide 10-digit Number for Police: 610-635-4300
- Countywide 10-digit Number for Fire: 610-635-4455
- Countywide 10-digit Number for EMS: 610-635-4466

This transition will begin January 2020.



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