



PSAP Spotlight

Henderson-Vance County

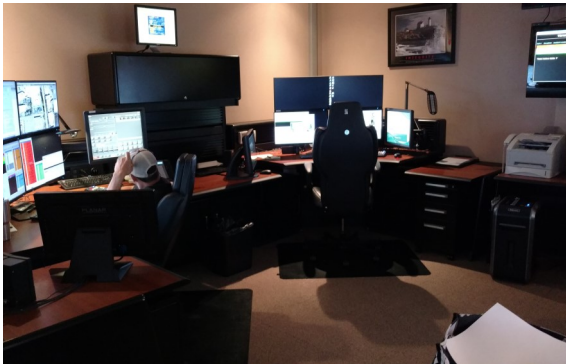
Henderson-Vance County
Emergency
Operations

Special points of interest:

- > Agency Size: 26 employees
- > Jurisdiction/ Size Area Served: 270 Sq Miles/ Population of approximately 44,600
- > Current vacancies: None.

Agency Information

Henderson-Vance County Emergency Operations Center

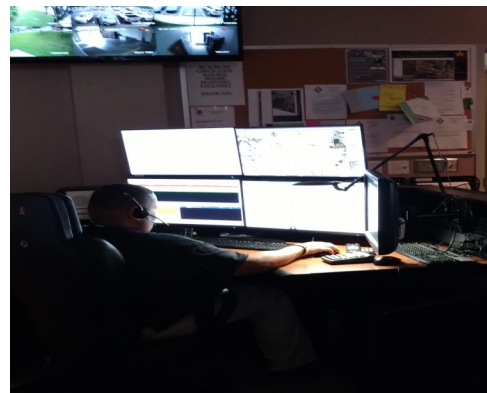


A few of their success highlights this last year was completing a fully redundant back-up center, completing the NC 911 Board Peer Review with no deficiencies, and maintaining a top notch EMD program.

Henderson-Vance County Emergency Operations currently holds no vacancies. However, interested parties can apply at www.vancecounty.org/departments/human-resources.

The Henderson-Vance County Emergency Operations Center is led by Director Brian Short. There are 16 full-time team members working 4 12-hour shifts. They do not have a peak demand schedule. They have 6 part-time team members.

Along with 911 Call Intake, Henderson-Vance County Emergency Operations serves Henderson Police, Henderson Fire, Vance County Sheriff's Office, Vance County EMS, Vance County Rescue, Vance County Fire Agencies and Vance County Animal Control.



Statistical Information/Challenges/Goals

In 2017, Henderson-Vance County Emergency Operations answered 62,425 911 calls and 40,801 non-emergency calls, for a total of 103,226 total calls answered. They dispatched 62,647 calls for service.

Like many 911 Centers across the

State, Henderson-Vance County Emergency Operations faces challenges. One of the challenges they face is how to address needs vs available funding. Another challenge is staffing, and retention, in a competitive market.

Henderson-Vance County Emer-

gency Operations' goal is to implement their new CAD System, which is slated for a June 25th deployment date. They are also pursuing their Medical ACE Accreditation with the International Academies of Emergency Dispatch.