



PSAP Spotlight

Randolph County

Randolph County
Department of
Emergency
Services

Special points of interest:

- > Agency Size:
40+ employees
- > Jurisdiction/
Size Area
Served: 789
Sq Miles/
Population of
approximately
145,000
- > No current
vacancies

Agency Information

Randolph County's Newly Opened 911 Center



Randolph County Department of Emergency Services—911 Communications Division is led by Major Keena Heaton. There are 40+ team members working 4 12-hour shifts, on a Dupont Shift Schedule. They also have a peak demand schedule working 1200-0000.

Along with 911 Call Intake, Randolph County 911 serves Randolph EMS, Ash-Rand Rescue,

Piedmont Triad Ambulance and Rescue, Asheboro Police, Randolph County Sheriff's Office, Randleman Police, Ramseur Police, Liberty Police, Seagrove Police and 22 Fire Departments.

Randolph County 911 also has CISM Teams that respond for debriefing needs. They are the contact points for water and sewer problems, Animal Con-

trol, utility issues, along with many other Departments.

Randolph County 911 was very excited to open their new 911 Center in 2017. They can now rely on a fully functioning back-up center. One of their success highlights this last year was participating in, and passing, their NC 911 Board Standards Review.

Without a doubt, Randolph County 911 feels their biggest success is their team. They have the most skilled, passionate and dedicated employees. Every team member lives up to their mission statement, and believes in continued improvement.

Statistical Information/Challenges/Goals

In 2017, Randolph County 911 answered 94,307 911 calls and 88,247 non-emergency calls, for a total of 182,554 total calls answered. They dispatched 123,528 calls for service.

Like many 911 Centers across the State, Randolph County 911 faces challenges. One of their challenges is the difficulty in providing training opportunities to

their team members due to staffing. Staffing is also a challenge with increasing job demands.

This 911 Center's goal is to improve how they recognize the amazing work their team members do. They also want to find ways to offer more training/conference opportunities. They are committed to improving



dispatch and hands-on-chest times for cardiac patients. They want to help their citizens and field responders by doing, and being, the best at what they do. Randolph County 911 will always strive to be the best 911 Center in the State.