



PSAP Spotlight Hertford County

Hertford County
E-911

Special points of interest:

- > Agency Size:
16 employees
- > Jurisdiction/
Size Area
Served: 360
Sq Miles/
Population of
approximately
25,000
- > Current vacan-
cies are for
part-time only.

Agency Information

Hertford County E-11 Communications Center



learning how to work and be accepted in a consolidated environment.

Hertford County E-911 is currently accepting applications for part-time employment. Interested persons can apply at www.hertfordcountync.gov.

Hertford County E-911 Communications Division is led by Director David Brown. There are 16 team members working 4 12-hour shifts, on a Dupont Shift Schedule. They do not have a peak demand schedule .

Along with 911 Call Intake, Hertford County E-911 serves the Hertford County Sheriff's

Office, Ahoskie Police Department, Murfreesboro Police Department, Hertford County EMS, Ahoskie Paid Fire Department and 8 volunteer Fire Departments.

Hertford County E-911 is the after-hours contact point for Animal Control.,

One of their success highlights this last year was

Statistical Information/Challenges/Goals

In 2017, Hertford County E-911 answered 14,163 911 calls and 37,120 non-emergency calls, for a total of 51,283 total calls answered. They dispatched 33,148 calls for service.

Like many 911 Centers across the State, Hertford County E-911 faces challenges. One of their challenges is the issue of having no middle management

positions. This can create an issue of increased workload on line Supervision and Management.

Hertford County E-911's goal is to evolve their use of industry best practices.. They are also working on obtaining approval for a more cohesive and detailed back-up plan.

