

HANOVER ECC FACTS

The Emergency Communications Department provides services 24 hours a day, 7 days a week. In providing emergency call taking, dispatching, and support activities the 9-1-1 Center uses the following systems and equipment:

- A 15 site, 12 channel, 800Mz, Digital Radio System
- A 6 Ghz Microwave Sub-system
- 10 Radio Dispatch/Call Taker Consoles & two dedicated 9-1-1 Call Taker Consoles
- Positron Viper IP 9-1-1 Phone system – with Wireless & Wire Line Enhanced 9-1-1
- A full featured Computer Aided Dispatch System with mapping
- Tone & Voice and Alpha/Numeric Paging Systems
- Tower Sites Monitoring Alarm System
- Insta-Phone Network/Ring down (VEOC)
- VCIN/NCIC Terminals
- Cameo and Hazardous Material Files
- TDD/TTY Capabilities
- Nice Digital Recording System
- ProQA Fire & Medical Dispatch
- Hospital Diversion Monitoring Computer

HANOVER 9-1-1 – HIGHLIGHTS

The concept of having a Centralized Consolidated Emergency Dispatch Center for the County was implemented by the late Sheriff Harold E. Bradley in 1976. As a result of his efforts the Hanover County Emergency Communications Department was established in 1986.

Today the Department provides emergency call taking, dispatching and paging services for the citizens of Hanover County, Town Of Ashland, as well as 23 public safety and public service Departments and agencies within the County.

HANOVER COUNTY Public Safety EMERGENCY COMMUNICATIONS DEPARTMENT

"Hanover 911 - Here to Serve"

Contact:

Hanover Communications
Email: cwudriet@co.hanover.va.us

Human Resources
County Website:
www.co.hanover.va.us

Telephone
(804) 365-6311 or (804) 365-6140
Fax

(804) 365-6300

**Hanover County is an Equal Opportunity
Employer-EOE/MFDV**



PUBLIC SAFETY



EMERGENCY

JOB REQUIREMENTS

Basic criteria for consideration as an Emergency Communications Officer:

- Must be US Citizen, at least eighteen years (18) of age
- Must have a high school diploma or equivalent
- Must successfully pass computerized pre-employment testing (Critical)
- Must be able to read, understand and hear written or verbal instructions
- Must be able to speak and understand the English language
- Undergo through Criminal background Investigation with favorable results
- Pass Physical-hearing test and drug screening

ASSOCIATIONS

- Members of APCO & NENA
- Internationally Accredited Fire and EMS Dispatch Center of Excellence (IAED)

WORKLOAD - STATISTICAL INFORMATION

Statistics

The Emergency Communications Department handles approximately 80,000 Public Safety Incidents on an annual basis, which results in approximately 90,000 responses by the Counties various Public Safety Personnel.

Annual Workload

- Approximately 160,000 non-911 calls
- Approximately 50,000 wireless and wireline 911 calls
- Approximately 3 million radio transmissions
- Approximately 90,000 unit dispatches
- Approximately 80,000 Public Safety calls for service

HANOVER COUNTY GENERAL CHARACTERISTICS

Population: approx. 100,000

Land area: 471 square miles

Located in east-central Virginia at the heart of Virginia's Golden Crescent, approximately 85 miles south of Washington, D.C. and 15 miles north of Richmond, VA.

Excellent Schools, low unemployment, diverse economy and a healthy financial base.

TRAINING PROCESS

The normal training process for an Emergency Communications Officer and Call Taker consists of following certifications:

- State mandated Basic Dispatch Course
- State mandated VCIN/NCIC Operator Course
- Emergency Fire, Police and Medical Dispatch Certification and CPR
- Released to handle emergency and non-emergency telephone calls
- Released at each radio dispatch console position.

This process consists of approximately three months of classroom/practical training, followed by an additional six to nine months of on-the-job training with a certified training officer.

BENEFITS

- *Salary commensurate with experience*
- *Health and Dental Insurance*
- *Savings and Retirement Plans*
- *Life Insurance-double your salary*
- *Time Off Benefits: Paid Holidays, annual and sick leave*
- *Other Services: Tuition assistance, direct deposit, and credit union membership*

