



# NORTHWEST REGIONAL EMERGENCY COMMUNICATIONS CENTER



## Annual Report

2017



## Our History

The Northwest Regional Emergency Communications Center (NRECC) is the primary public safety dispatch center for the City of Dublin, City of Hilliard, City of Upper Arlington, Washington Township and Norwich Township. Located inside the Dublin Justice Center, NRECC was formed in October 2013 when Dublin began providing dispatching services for Norwich Township Fire and became the primary 9-1-1 answering point for all of Hilliard. Dispatching for Hilliard Police started in January of 2014. Dispatching for Upper Arlington Fire started in October of 2017 and dispatching for Upper Arlington Police started in January of 2018.

NRECC is managed by the Technical Services Division of the Dublin Police Department. Our consolidated center is staffed by 26 communications technicians, 4 communications supervisors, 1 operations manager and 1 bureau director. An executive committee of the participating agencies provides policy and management direction while a police policy board and a fire/EMS policy board provide procedural input for day to day operations.

NRECC is the primary answering point for all wireline and voice-over-internet calls placed within the City of Dublin, the City of Hilliard and the City of Upper Arlington. As one of five wireless PSAPs, we are also the primary answering point for 9-1-1 calls placed from wireless phones throughout northwest Franklin County.

## Our Management Team

The Director of the Technical Services Bureau for the Dublin Police Department serves as the Director of NRECC. The center is managed by an Operations Manager and three Communications Supervisors. Each supervisor is responsible for operations on one of our three primary shifts. A fourth supervisor was authorized in the 2017 budget to oversee training, scheduling, incident dispatching and other administrative duties. It is expected that position will be filled in 2018.



Jay Somerville  
Bureau Director



Nancy Nicodemus  
Operations Manager



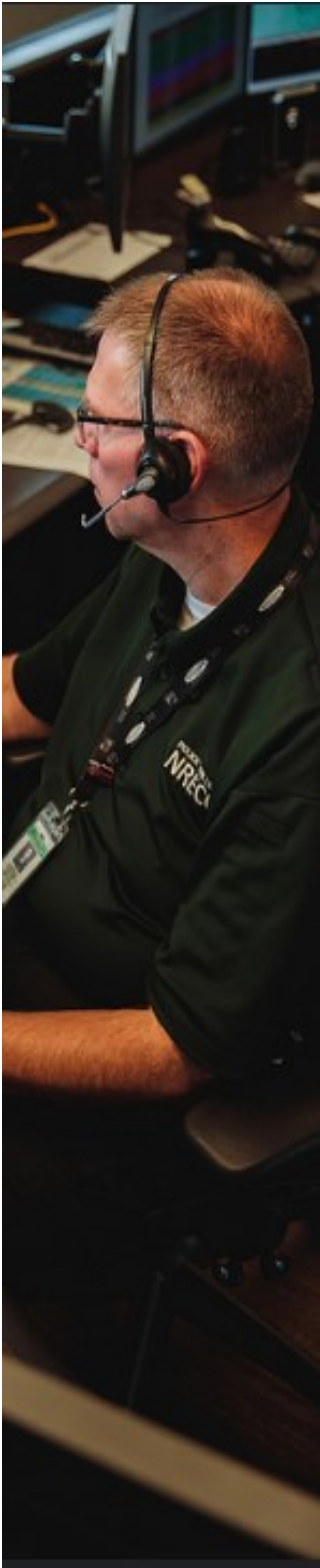
Carolyn Fergus  
Supervisor



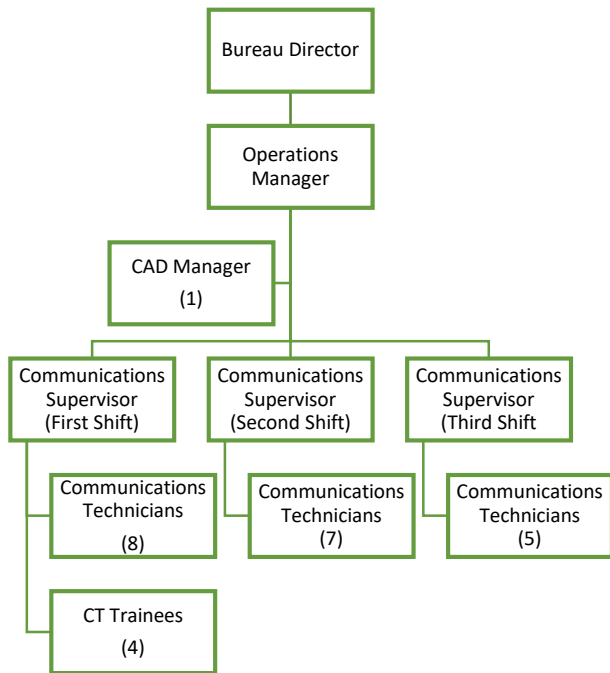
Lauren Yankanin  
Supervisor



Stephanie Skipworth  
Supervisor



# Personnel Highlights & Staffing



Position	2017 Authorized	2017 Actual
Bureau Director	1	1
Operations Manager	1	1
Communications Supervisor	4	3
Communications Technicians	25	23
CAD Manager (Comm Tech)	1	1
<b>TOTALS</b>	<b>32</b>	<b>29</b>

## New Additions

Angie Flesher, Communications Technician – 05/09/2017  
Megan Warren, Communications Technician – 05/17/2017  
Daniel Carey, Communications Technician – 05/18/2017  
Jessica Johnson, Communications Technician – 10/04/2017  
Anna Casey, Communications Technician – 12/26/2017  
David Garwood, Communications Technician – 12/27/2017

## Selections & Promotions

Rita Distelhorst, Communications Training Officer (CTO) – Selected 03/10/2017  
Tiffany Myers, Communications Training Officer (CTO) – Selected 03/10/2017  
Jason Hughes, Communications Training Officer (CTO) – Selected 08/19/2017

## Retirements & Resignations

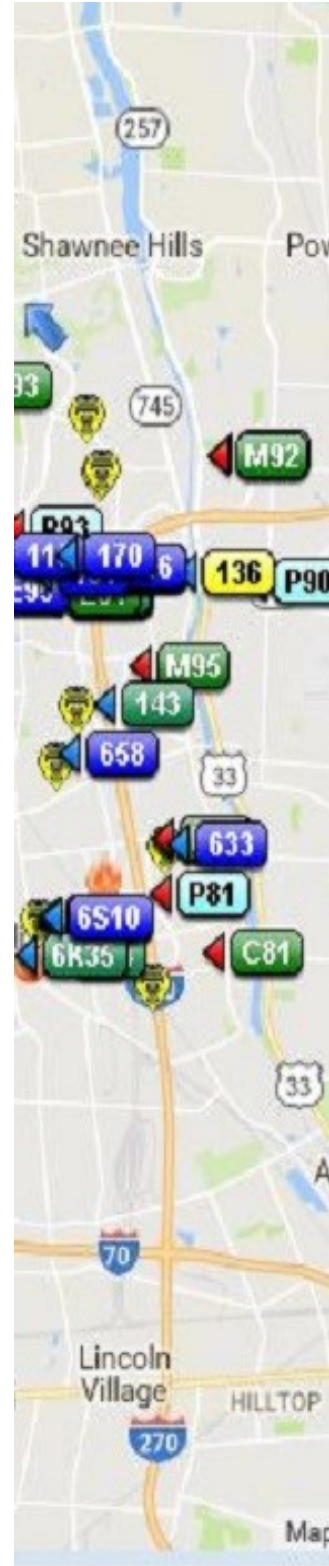
Jalisha Anderson, Probationary Communications Technician – Resigned 04/05/2017

## CAD Manager Assignment

In 2017, the ancillary assignment of CAD Manager became a full time assignment. CT Mike Pineault, who has served as the CAD Manager since 1993, was removed from daily communications center staffing and assigned Monday-Friday. Mike remains available for position coverage within the communications center when needed.



CT Mike Pineault  
CAD Manager





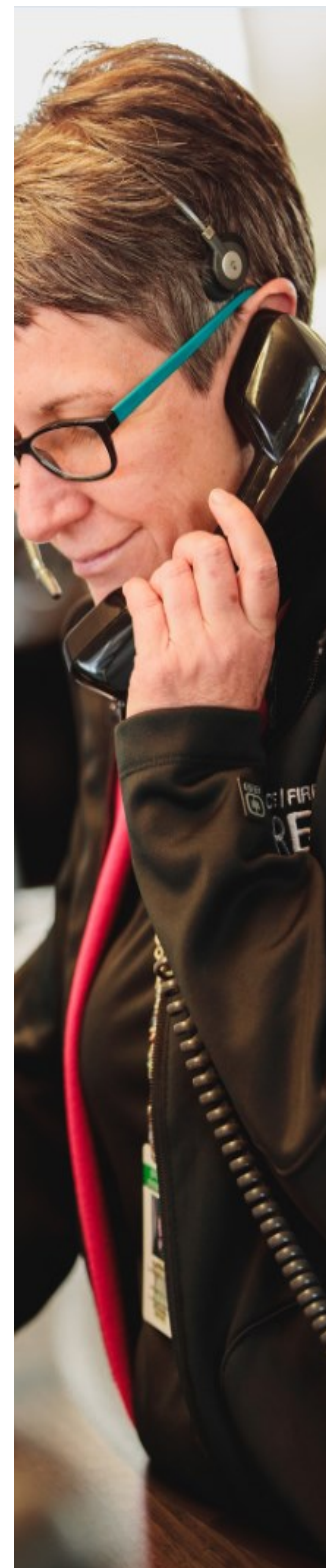
# 2017 Budget & Expenses



Category	Budget
<b>PERSONNEL EXPENSES</b>	
Salaries & Wages	\$1,581,410.00
Overtime Wages	\$125,000.00
Employee Benefits	\$698,260.00
Uniforms/Clothing	\$10,000.00
<b>OTHER EXPENSES</b>	
Training & Conferences	\$23,000.00
Communications	\$2,500.00
Maintenance of Equipment	\$26,000.00
Memberships/Subscriptions	\$3,800.00
Office Supplies	\$4,000.00
Operating Supplies	\$1,000.00
Equipment & Furniture	\$3,500.00
<b>TOTAL BUDGET:</b>	<b>\$2,478,470.00</b>



On November 14<sup>th</sup>,  
Mattis K9 from the  
Franklin County  
Sheriff's Office  
stopped by for a visit!





## Honored for their 2017 Accomplishments



CS Stephanie Skipworth  
2017 Leadership Award

We are proud that NRECC Communications Supervisor Stephanie Skipworth was awarded the Dublin Police Department Leadership Award for 2017. The Leadership Award is given annually to an employee that demonstrates exceptional leadership in the agency. This award is selected from nominations made by agency employees. Stephanie was specifically nominated for her exceptional dedication to her staff, the organization and public education. Stephanie has shown great leadership in NRECC's efforts to educate the public about the use of 9-1-1 and what they can do until responders arrive at an emergency. She is a lead instructor in the Citizens Police Academy programs at both Dublin and Hilliard Police Departments. She is a lead instructor for the "Until Help Arrives" program sponsored by Washington Township. As a true example of Stephanie's leadership, she was nominated for this award by both one of her employees and her supervisor.

### 2017 NRECC Staff Members Receiving Agency Awards

#### Certificate of Merit:

- CT Brett Goldstein – Handling of Robbery Call

#### Life Saving Awards:

- CT Jason Hughes – Suicidal Subjects Threatening to Jump from a Bridge
- CT Gloria Rose – CPR Instructions

#### Award of Merit:

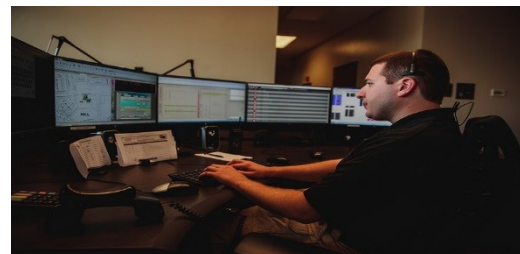
- CT Jason Hughes – Handling of a Suicidal Subject Call
- CT Gloria Rose – Assisting Victims of Hurricane Harvey

#### Leadership Award:

- CS Stephanie Skipworth

#### Exceptional Attendance Award:

- Bureau Director Jay Somerville
- CT Ben Karns
- CT Jennifer Cain-Sultzbaugh



#### 2017 Service Awards:

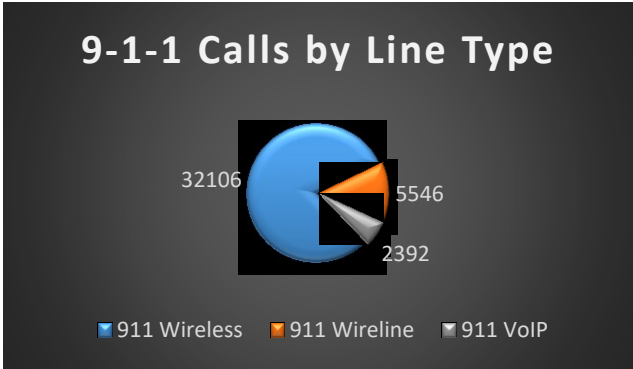
- **10 Years:** CT Kristopher Harris
- **15 Years:** CS Carolyn Fergus

#### 2017 Longevity Awards:

- **25 Years:** CT Paul Richmond; CT Mike Pineault; Bureau Director Jay Somerville

## Telephone Statistics

- Total 9-1-1 Calls Received: 40,044 (+6.1%)
  - Wireless Calls: 32,106
  - Wireline Calls: 5,546
  - VoIP Calls: 2,392
- Non-Emergency Calls Received: 78,939 (+7.2%)

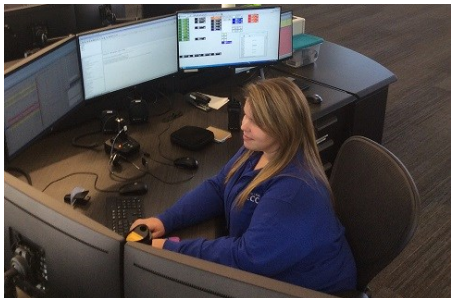


77.9% of all 9-1-1 calls received in 2017 came from wireless devices

## Fire/EMS Dispatch Delays

The average dispatch delay for priority one fire and EMS calls for service in 2017 was **71 seconds**, 19 seconds better than the industry standard. A dispatch delay is the time elapsed from the time the phone call is answered until apparatus is first dispatched to the emergency. This includes the time it takes to obtain the location of the emergency and the nature of the emergency. Once those two elements are obtained, help is dispatched and additional information is gathered from the caller.

In 2017, 97.8% of all 9-1-1 calls were answered in less than 10 seconds. 99.9% were answered in under 20 seconds.

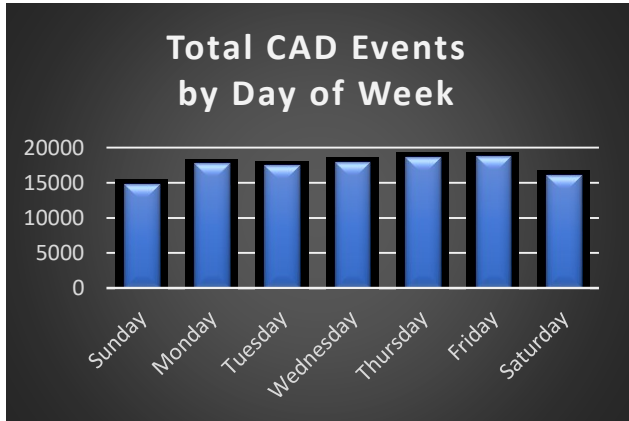
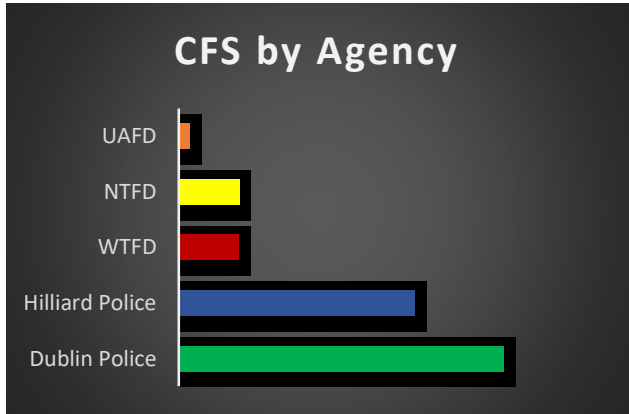


## Calls for Service (CFS)

Law Enforcement	
Dublin:	30,946
Hilliard:	22,495
TOTAL:	30,946

Fire/EMS	
Washington Township:	5,700
Norwich Township:	5,747
Upper Arlington*:	1,058
TOTAL:	12,505

\* Service for Upper Arlington Fire began 10/08/2017



- Busiest Day of the Week: Friday
- Busiest Hour of the Day: 0900-1000



# Executive & Advisory Boards

NRECC relies on input from our partners to guide our day to day operations, manage our budgets, establish goals & objectives, plan for improvements, advise on policy issues and forecast our long term direction. Three groups provide advisory services to NRECC.

## NRECC Executive Committee

- Chief Heinz von Eckartsberg, Dublin Police
- Chief Alec O'Connell, Washington Township Fire
- Chief Robert Fisher, Hilliard Police
- Chief Jeff Warren, Norwich Township Fire
- Chief Tracy Hahn, Upper Arlington Police
- Chief Lyn Nofzinger, Upper Arlington Fire

## NRECC Law Enforcement Policy Group

- Lt. Justin Paez, Dublin Police
- DC Eric Grile, Hilliard Police
- Lt. Greg Patrick, Upper Arlington Police

## Fire/EMS Policy Group

- AC Bill Lynn, Washington Township Fire
- BC Chris Grile, Norwich Township Fire
- Capt. Chris Zimmer, Upper Arlington Fire

Each policy group member serves as an Agency Liaison to NRECC. All service issues, data requests and call review inquiries are communicated through the Agency Liaison. The Executive Committee meets in August of each year and as needed. The Policy Groups meet a minimum of once per year and also as needed. All NRECC policy is ultimately issued by the Dublin Chief of Police and distributed by the NRECC Director.



# APCO Training Program Certification

On December 1<sup>st</sup>, the NRECC new hire and continued professional training program received national certification by the Association of Public Safety Communications Officials (APCO). Known as "The APCO Project 33 Agency Training Program Certification", this award is a formal mechanism for public safety agencies to certify their training programs as meeting APCO American National Standards Institute (ANSI) approved best practices. Agencies applying for certification submit their curriculum, training materials and supporting documentation to be assessed for compliance. The primary objective of the Agency Training Program Certification is to advance the training and professional development of public safety communications officials through the certification of an agency's training program. This certification goes hand-in-hand with our efforts to achieve CALEA Communications Center Accreditation.

This process took more than a year and included policy refinement, personnel training, proof gathering, self-assessment and responding to questions from assessors. Our program will be re-assessed every three years in order to maintain certification. Only a total of 71 communications centers in the country are P33 certified. We are only the sixth such certified center in the State of Ohio.



# Communications Center Accreditation

In December of 2016, NRECC executed a contract with the Commission for Law Enforcement Accreditation to participate in the CALEA Public Safety Communications Center Accreditation program. The CALEA Public Safety Communications Accreditation Program provides a communications center, or the communications unit of a public safety agency, with a process to systemically review and internally assess its operations and procedures. Since the first CALEA Communication Accreditation Award was granted in 1999, the program has become the primary method for a communications agency to voluntarily demonstrate its commitment to excellence.

The standards upon which the Public Safety Communications Accreditation Program is based reflect the current thinking and experience of public safety communications executives and accreditation experts. APCO International (Association of Public-Safety Communications Officials International, Inc.), the leading communications membership association, was a partner in the development of CALEA's Standards for Public Safety Communications Agencies© and its Accreditation Program. This relationship continues today as APCO recognizes the achievements of CALEA Accredited Public Safety Communications agencies and supports accreditation.

On November 5<sup>th</sup>, assessors from CALEA conducted an on-site evaluation of our policies, proofs of compliance, facility and other aspects of our operation to determine compliance. Assessors also received input from the public during a public hearing and a public call in period. We received a favorable review from the assessors during the exit interview. In March of 2018, NRECC staff will travel to the CALEA conference in Frisco, Texas for our official hearing when we expect to receive our award.



## Accreditation Quick Facts

- ✓ There are 212 communications standards
- ✓ Accredited agencies are assessed every four years
- ✓ NRECC is the sixth accredited center in Ohio and the first in Central Ohio

## 2017 Goals & Objectives

Goals	Outcome	Comments
Successful implementation of the Automated Secure Alarm Protocol (ASAP to PSAP) system for alarm receipt	Incomplete	We continue to work with Superior to complete the set up work needed. We expect a 2018 Q2 implementation.
Implement a new NG911 compliant telephone system	Completed	NRECC went live with a Plant Vesta NG911 phone system in September.
Successful Integration of Upper Arlington	Completed	UAFD went live on October 8 <sup>th</sup> . UAPD will go live on January 8, 2018.
Receive APCO Project 33 training program certification	Completed	NRECC received certification of the agency training program in December.