

NRECC 911

NORTHWEST REGIONAL EMERGENCY COMMUNICATIONS CENTER

City of Dublin | Washington Township | City of Hilliard
Norwich Township | City of Upper Arlington



2018 Annual Report





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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 the first Public Safety Communications Center in central Ohio to be CALEA certified. NRECC also holds national certification through The Association of Public Safety Communications (APCO) known as APCO Project 33 Agency Training Program.

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, three Communications Shift Supervisors and one Admin Communications Supervisor. Each shift supervisor is responsible for operations on one of our three primary shifts. The admin supervisor is responsible for administrative duties within the communications center such as training and continuing education. Currently, the admin supervisor is responsible for first shift operations until the promotional process is completed in early 2019.



Jay
Somerville
Bureau
Director



Nancy
Nicodemus
Operations
Manager



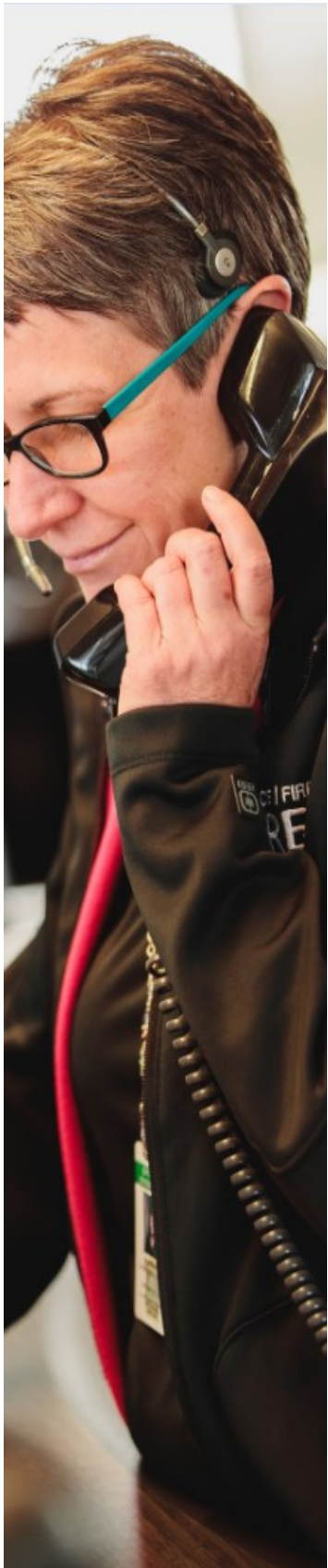
Lauren
Yankanin
Supervisor

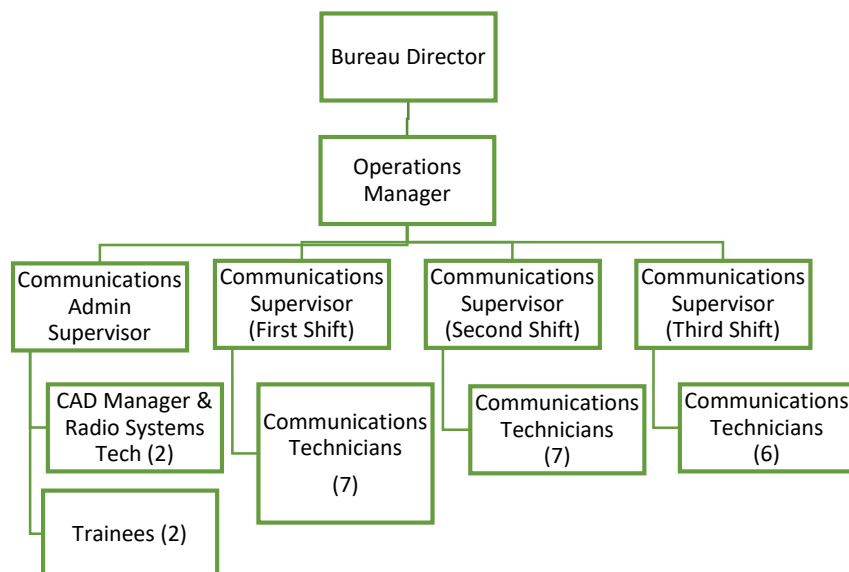


Stephanie
Skipworth
Supervisor



Jessica Posey
Supervisor



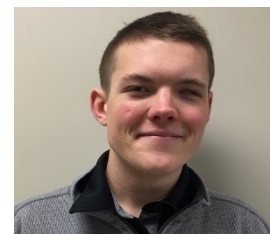


Position	2018 Authorized	2018 Actual
Bureau Director	1	1
Operations Manager	1	1
Communications Supervisor	4	3
Communications Technicians	25	24
CAD Manager (Comm Tech)	1	1
TOTALS	32	30

New Additions

Matthew Jarvi Communications Technician – 01/30/2018

Lennie Hunt, Communications Technician – 07/10/2018



Selections & Promotions

Angie Flesher Communications Training Officer (CTO) – Selected 05/17/2018

Jessica Posey – Communications Supervisor – Promoted 9/26/2018



Retirements & Resignations

David Garwood, Communications Technician – Resigned 06/13/2018

Paul Richmond, Communications Technician – Retired 09/28/2018

Carolyn Fergus, Communications Supervisor – Retired 09/28/2018

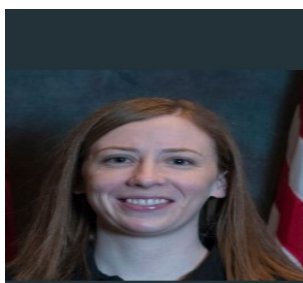
Mike Pineault, Communications Technician – Retired 11/09/2018



CAD Manager Assignment

Upon the retirement of CAD Manager/Communications Technician Mike Pineault, Communications Technician Caitlynn Seymour was appointed to the position in November 2018. Caitlynn had served as back up CAD Manager to CT Mike Pineault, who had served as the CAD Manager since 1993. Caitlynn is assigned to dayshift hours, Monday thru Friday and back fills the communications if needed.

CT Caitlynn
Seymour
CAD Manager



Honored for their 2018 Accomplishments



We are proud that NRECC Communications Supervisor Lauren Yankanin was awarded the Dublin Police Department Leadership Award for 2018. 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. Lauren was specifically nominated for her exceptional dedication to the agency, coordination of special events and training. Lauren has shown great leadership in ensuring thorough continuing education along with pre planning for large scale special events. She was nominated for this award by both one of her employees and her supervisor.



We are proud that NRECC Communications Technician Barbi Conaway was awarded the Dublin Police Department Civilian Employee of the Year Award for 2018. The Civilian Employee Award is given annually to a civilian employee that demonstrates exceptional performance and customer service skills in the agency. This award is selected from nominations made by agency employees. Barbi was specifically nominated for her exceptional dedication to the agency, modifying all of Upper Arlington Police LEADS entries & warrants to meet compliance standards. Barbi was nominated for this award by her supervisor.

2018 NRECC Staff Members Receiving Agency Awards

Award of Achievement:

CT's Barbi Conaway, Jason Hughes, Jessica Johnson, Megan Warren – Fatal House Fire

Certificate of Merit:

CT's Caitlynn Seymour & Megan Warren – Bomb Threat

Civilian Employee of the Year:

CT Barbi Conaway

Exceptional Attendance Award

CT Anna Casey
CT Barbi Conaway
CT Ben Karns
CT Jennifer Cain-Sultzbaugh
CT Caitlynn Seymour
CS Stephanie Skipworth

Leadership Award

CS Lauren Yankanin

2018 Service Awards:

5 Years:

CT Rita Distelhorst
CS Jess Posey

10 Years:

CS Stephanie Skipworth

15 Years:

CT Amy Heger
CT Ben Karns

20 Years:

CT Chris Burkhardt
CT Barbi Conaway

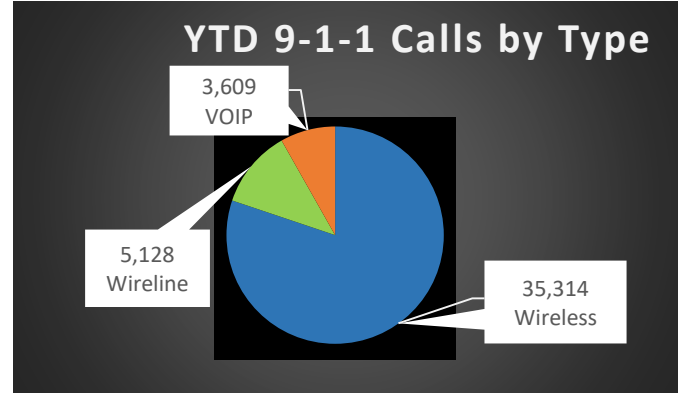
Category	Budget
PERSONNEL EXPENSES	
Salaries & Wages	\$2,046,710.00
Overtime Wages	\$125,000.00
Employee Benefits	\$921,540.00
Uniforms/Clothing	\$12,000.00
OTHER EXPENSES	
Training & Conferences	\$25,500.00
Communications	\$2,500.00
Maintenance of Equipment	\$99,000.00
Memberships/Subscriptions	\$3,800.00
Office Supplies	\$4,000.00
Operating Supplies	\$1,000.00
Equipment & Furniture	\$3,500.00
TOTAL BUDGET:	\$3,244,550.00



NRECC staff
participated in
over 21
Community
Education Talks

Telephone Statistics

- Total 9-1-1 Calls Received: 44,051 (+0.1%)
 - Wireless Calls: 35,314
 - Wireline Calls: 5,128
 - VoIP Calls: 3,609
- Non-Emergency Calls Received: 96,039 (+21.6%)

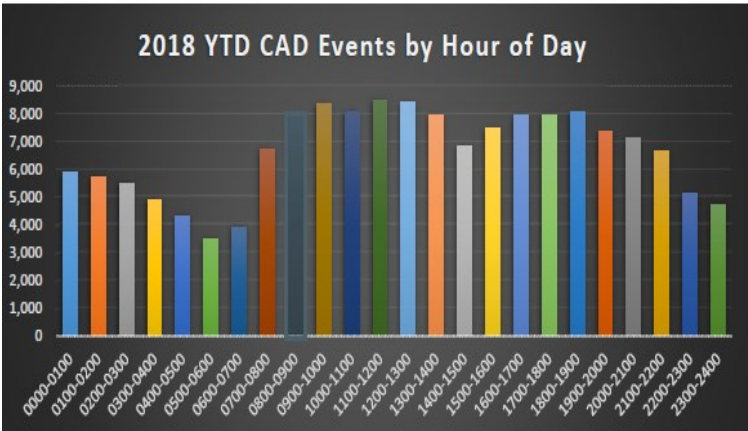
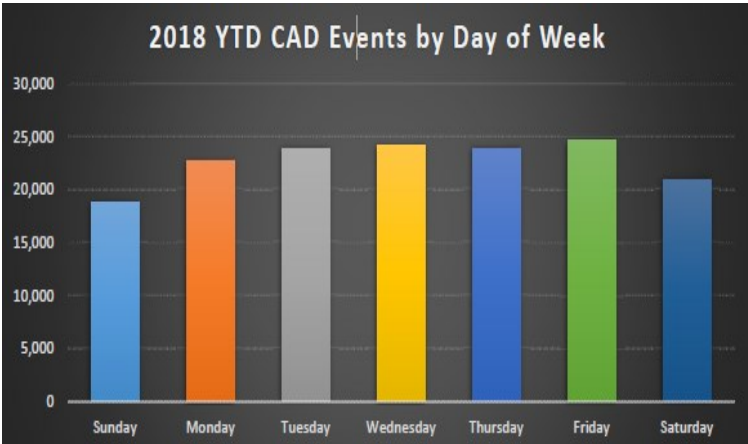


77.9% of all 9-1-1 calls received in 2018 came from wireless devices

Calls for Service (CFS)

Law Enforcement	
Dublin:	30,660
Hilliard:	23,836
UAPD:	15,370
TOTAL:	86.652

Fire/EMS	
Washington Township:	6,020
Norwich Township:	5896
Upper Arlington:	4,870
TOTAL:	16.890



Busiest Day of the Week: Friday
Busiest Hour of the Day: 12pm-1pm

Fire/EMS Dispatch Delays

The average dispatch delay for priority one fire and EMS calls for service in 2018 was **75 seconds**, 15 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.

Administrative Code standard 5507-1-18 requires 90% of all 9-1-1 calls be answered in less than 10 seconds & 95% of all 9-1-1 calls answered within 20 seconds. In 2018, NRECC answered 99% of all 9-1-1 calls within 10 seconds & 100% of 9-1-1 calls within 20 seconds.

Busiest Day of the Week: Friday
Busiest Hour of the Day: 5pm-6pm

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 Nofziger, Upper Arlington Fire

NRECC Law Enforcement Policy Group

- DC 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 David Baird Norwich Township Fire
- AC Chris ZimmerUpper 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.

NRECC 911

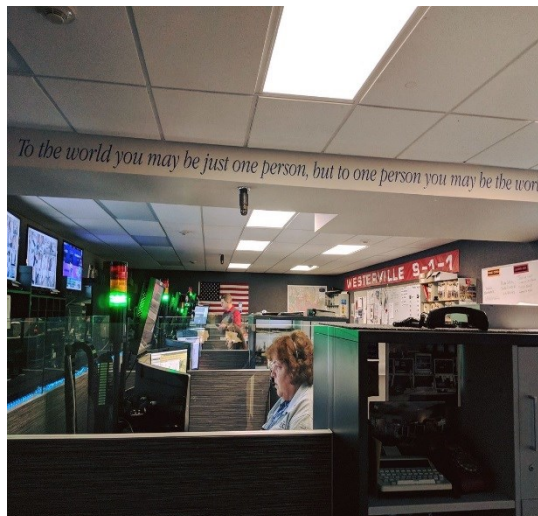
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Mutual Aid Assistance – Westerville Communications

On February 10th 2018, Westerville Police had two officers killed in the line of duty while responding to a 9-1-1 hang up call. The call resulted from a domestic dispute which the suspect fatally shot both officers. NRECC staff members deployed to Westerville Communications following the incident to assist with their staff and CISM. Over the next 10 days, NRECC along with DELCOMM coordinated a regional response, scheduling telecommunicators from seven agencies to cover Westerville Communications Center.



Independence Day Special Event

The cities of Dublin, Hilliard and Upper Arlington all held their parades and fire work events on the 4th of July 2018. To adequately serve all three communities with current operations plus special events, it required significant planning and staff coordination. Twenty-one (21) NRECC comm techs covered over a 16h hour period. Special events and incident dispatchers deployed to the Justice Center EOC and Hilliard Police Department EOC. This was in addition to the 8 mandated workstations in NRECC's communications center until 0245. This was the first simultaneously large scale special event for the communities in which NRECC serves. NRECC's operations were successful throughout the 16 hour event.



2018 Goals & Objectives

Goals	Outcome	Comments
Successful implementation of the Automated Secure Alarm Protocol (ASAP to PSAP) system for alarm receipt	Completed	NRECC went live with ASAP to PSAP in September
Successful implantation of Text to 9-1-1	Completed	NRECC went live with receiving & sending 9-1-1 text messages in June
Certified compliance with Ohio PSAP Operational rules	Completed	NRECC obtained full compliance in August
Successful implementation of Fatpot CAD to CAD sharing	Incomplete	NRECC continues to work with Superion and Fatpot to complete the set up work needed. We anticipate a 2019 Q3 implementation.

Objective	Measurement
Successful implementation of Fat Pot CAD to CAD Sharing	Implementation completed by Q3
Successful implementation of SMART911	Implementation completed by Q3
Maintain CALEA compliance for year one review	Full review completed by Q4

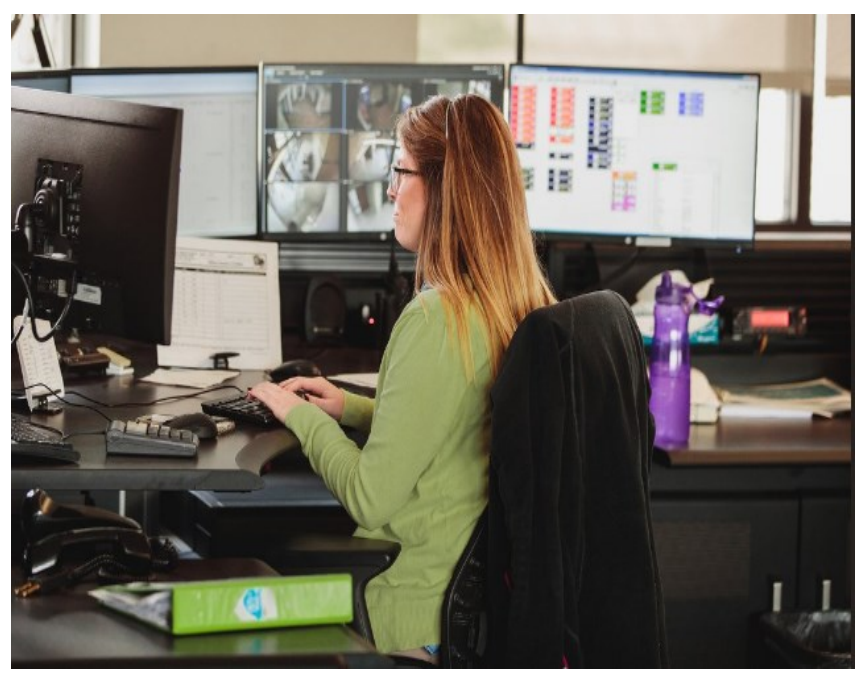
2019 Performance Objectives

- **Maintain a dispatch delay of 70 seconds on priority 1 Fire/EMS calls for service**
- **Maintain a dispatch delay of 75 seconds on priority 2 Fire/EMS calls for service**
- **Maintain a dispatch delay of 95 seconds on Priority P & 1 police calls for service**
- **Participate in a minimum of 6 public education events on the role of NRECC.**

Core Values

We remain dedicated to service and committed to excellence, focusing on the following core values:

- Professionalism
- Integrity
- Respect
- Commitment



NRECC

**NORTHWEST REGIONAL EMERGENCY
COMMUNICATIONS CENTER**

