

Northwest Regional Emergency Communications Center

2020 Annual Report



NRECC 911

**NORTHWEST REGIONAL EMERGENCY
COMMUNICATIONS CENTER**

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



TO THE COMMUNITIES WE SERVE

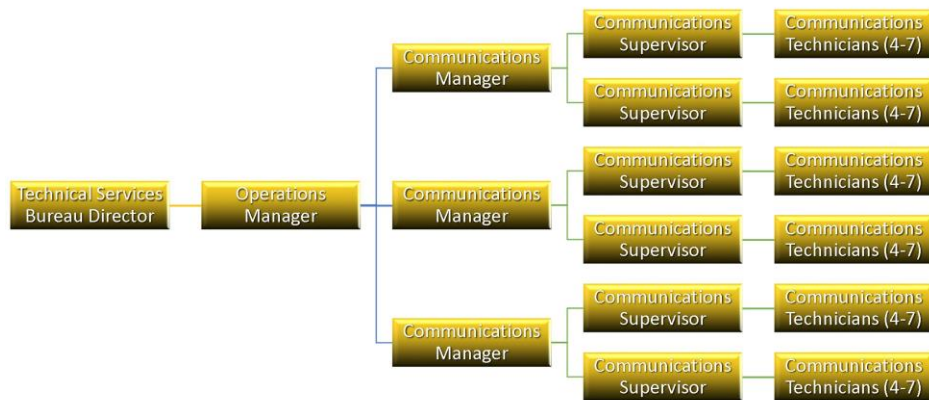
About NRECC

Dublin is home to the Northwest Regional Emergency Communications Center (NRECC), which dispatches for Dublin, Hilliard, Upper Arlington and Worthington police as well as the Washington Township, Norwich Township, Upper Arlington and Worthington fire departments.

NRECC is the primary answering point for all wireline and voice-over-internet calls placed within the City of Dublin, the City of Hilliard, the City of Upper Arlington and the City of Worthington. As one of six wireless Public Safety Answering Points (PSAPs), NRECC is also the primary answering point for 911 calls placed from wireless phones throughout northwest Franklin County.

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 NRECC's day-to-day operations.

Managed by the Technical Services Division of the Dublin Police Department, the consolidated center is staffed by 29 communications technicians, six communications supervisors, three communications managers, one operations manager and one bureau director.



NRECC is a Commission on Accreditation for Law Enforcement Agencies (CALEA) accredited center. This is a significant demonstration of the Department's commitment to the highest professional standards, effective management and up-to-date training techniques.

The accreditation process is extensive. It assesses everything from sound policy, officer training, proper equipment, agency efficiency and fiscal responsibility. More information on the CALEA accreditation process is available online at calea.org/content/steps-accreditation-process.



A Year in Review

During a year that brought a global pandemic and civil unrest, the Northwest Regional Emergency Communications Center (NRECC) stood ready and proud to serve its communities and responders. As with all other essential government functions, NRECC rose to the challenge to manage circumstances well beyond normal operations.

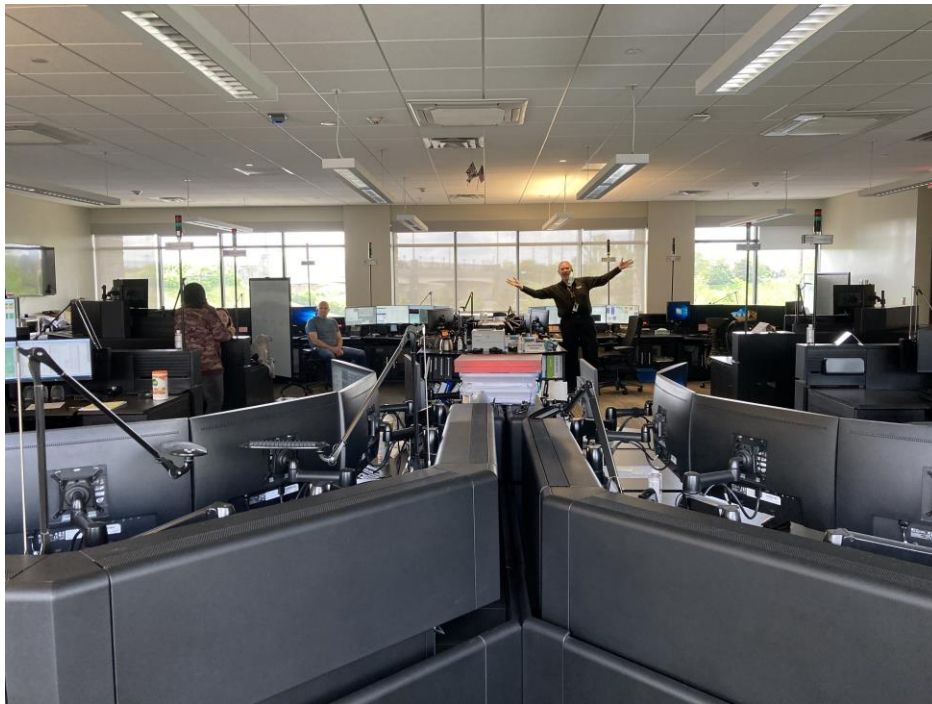
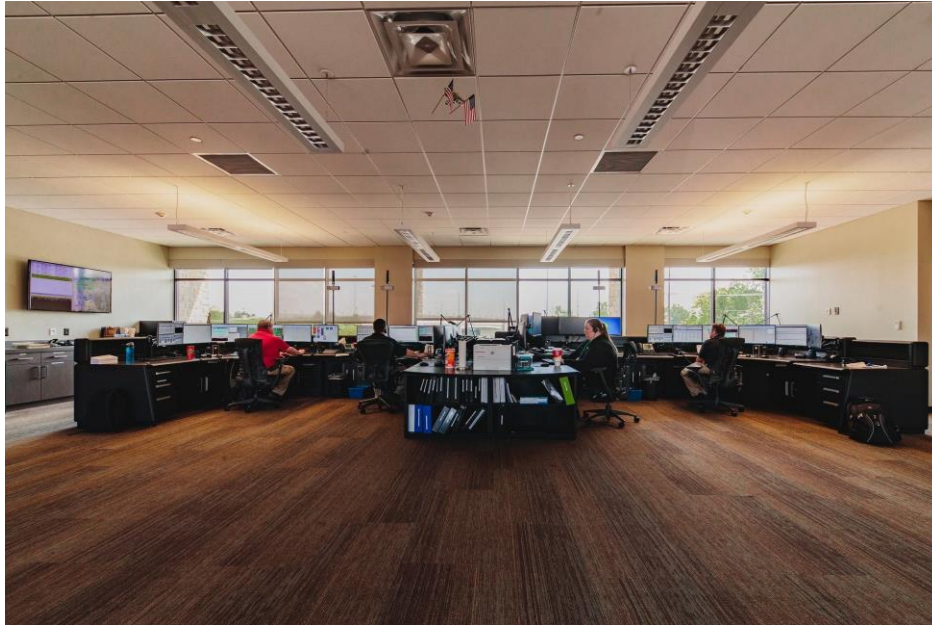
In addition to the unique challenges of 2020, NRECC experienced tremendous growth. The center added new partner agencies with Worthington Fire and Police. NRECC onboarded five new telecommunicators, a new operations manager and an additional layer of management with three communications managers, as well as added two communications supervisor positions.

While navigating all this, NRECC hit multiple milestones:

- LEADS audit in compliance
- Reduced error rate from prior years
- Increased number of total entries
- National Center for Missing and Exploited Children re-certification
- CALEA Year 2 Audit in compliance
- Four console positions added

- Compliance with PSAP operational standards

Through it all, the NRECC team continued to support the communities it serves through the members' characteristic high quality of service and dedication to the responders of those organizations.



A Change in Leadership

In 2020, NRECC conducted a search for a new operations manager. In November of 2020, NRECC welcomed Stephen Mette to the family. Stephen brought over 14 years of experience from the

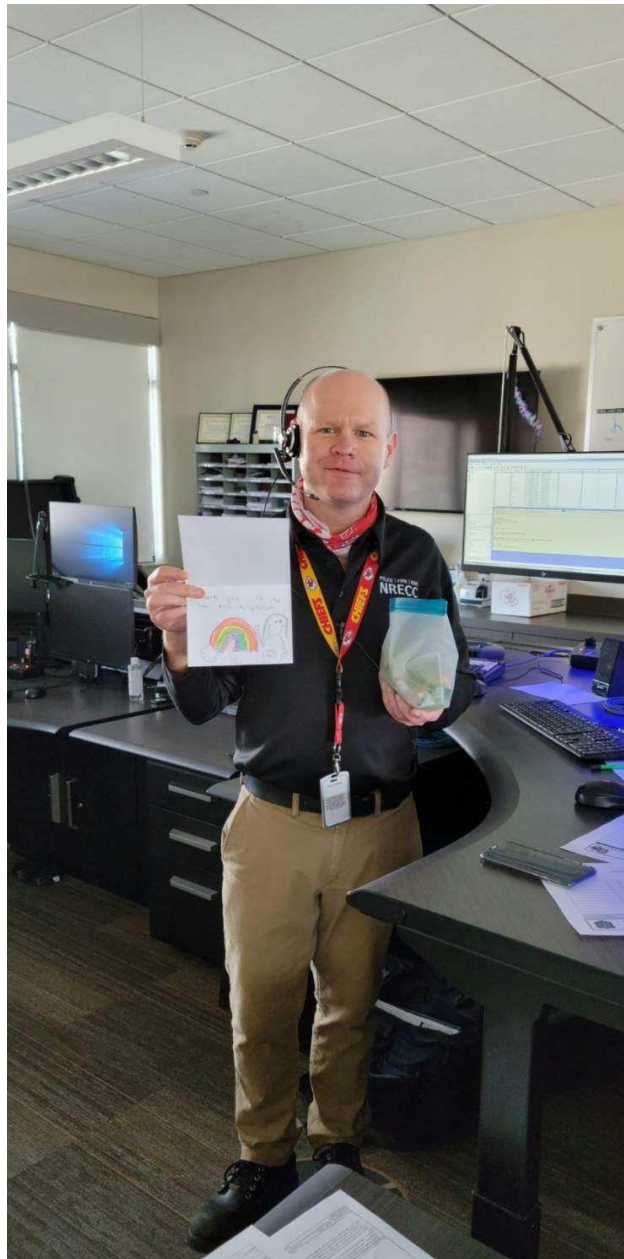
Worthington Division of Police, where he served as a sergeant, lieutenant, and acting chief of police. Stephen is eager to continue following his passion for serving others in his role at NRECC.

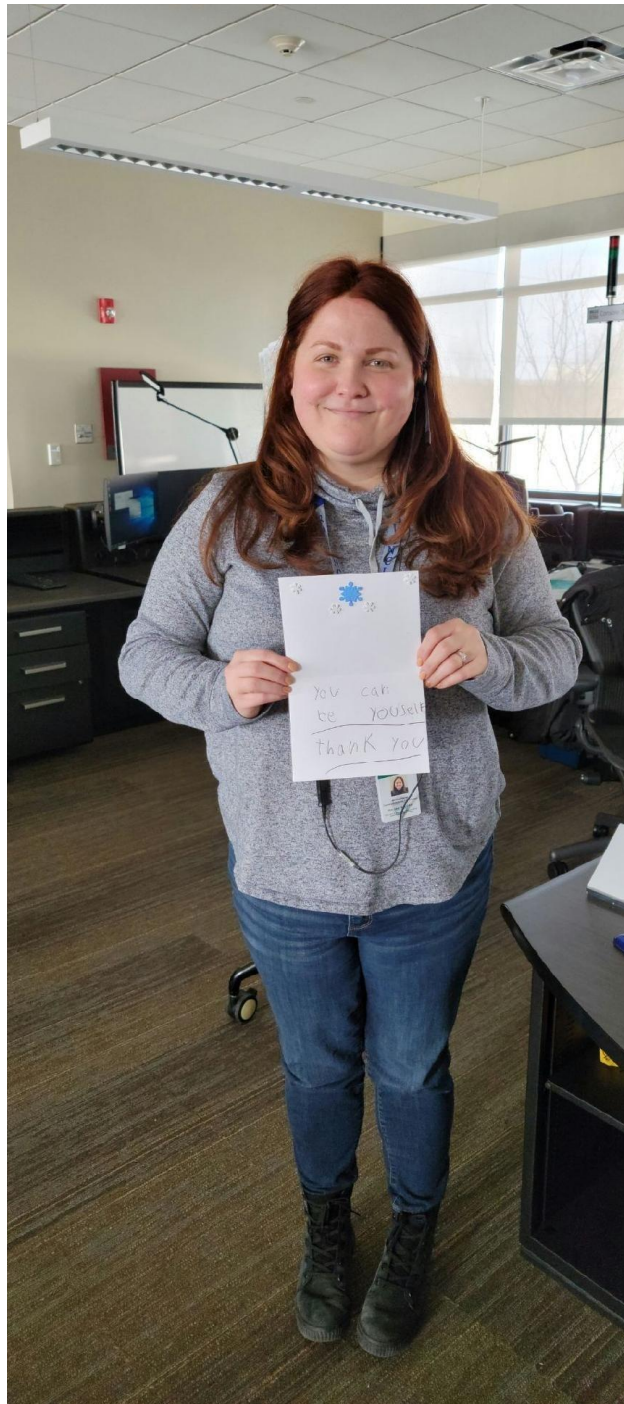
As NRECC enters 2021, it is a time of reflection and critical thinking to assess the organization's needs and the next steps in the journey. In this renaissance era for NRECC, we have chosen to focus on some of the methods presented by L. David Marquet in his book *Leadership is Language*. The management team first explored Mr. Marquet's red work, blue work, and leadership plays. Then, to truly incorporate the concepts learned the entire NRECC team received a copy of the book.

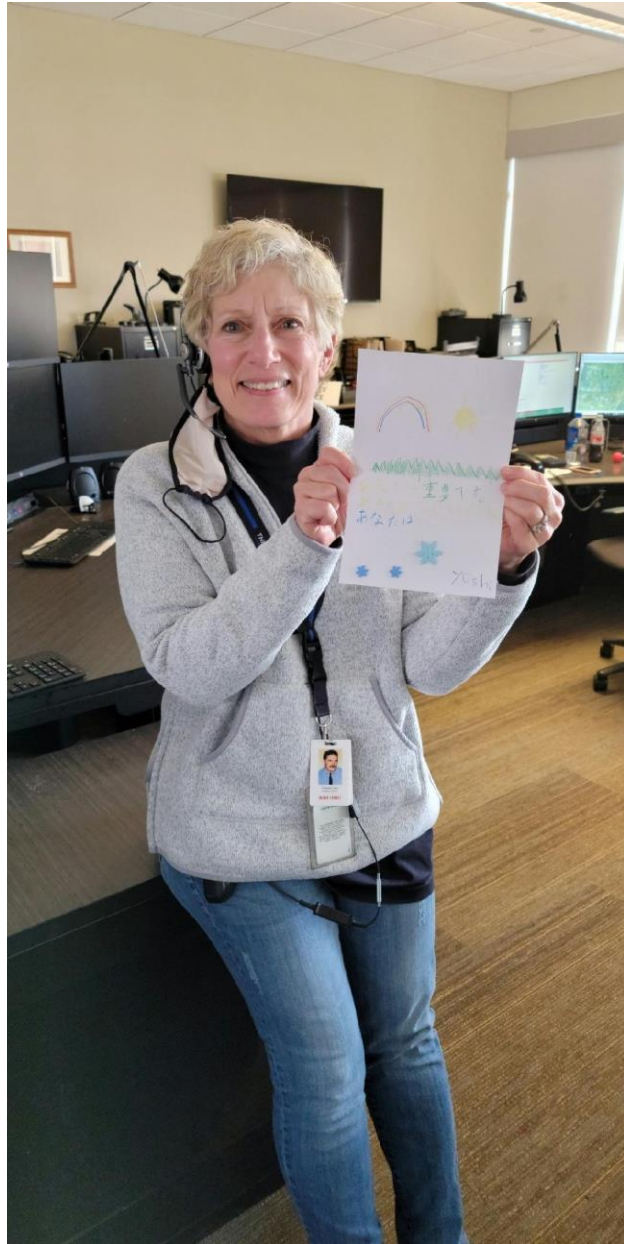
NRECC has a foundation of hard-working, dedicated, motivated team members who are primed to be the thought leaders to develop what comes next. From the future of holistic employee wellness to the new technologies for emergency response, these top-tier communications professionals are ready for the task.



The Community Cares







Glacier Ridge Elementary students sent cards filled with words of encouragement for the dispatch center. Staff members were so excited they made cards to send back to the students!

THE PEOPLE



New Hires

Meet Ashley, Judith, Zack, Matt and Allison



1 - Ashley



2 - Judith



3 - Zack



4 - Matt



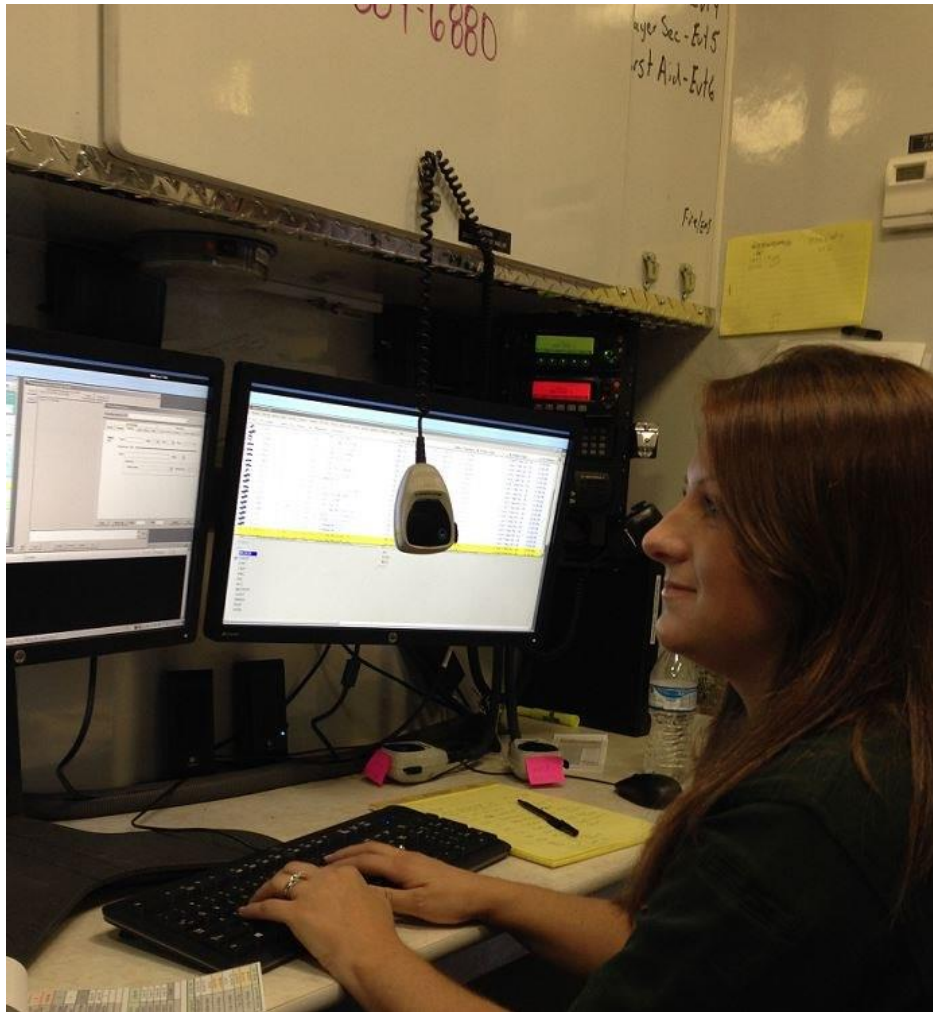
5 - Allison

Service Awards

The City of Dublin recognizes employees for milestone years of dedicated service.



6 - Jason Hughes – 5 years



7 - Portia Algie – 5 years



8 - Lauren Yankanin – 15 years



Awards Committee

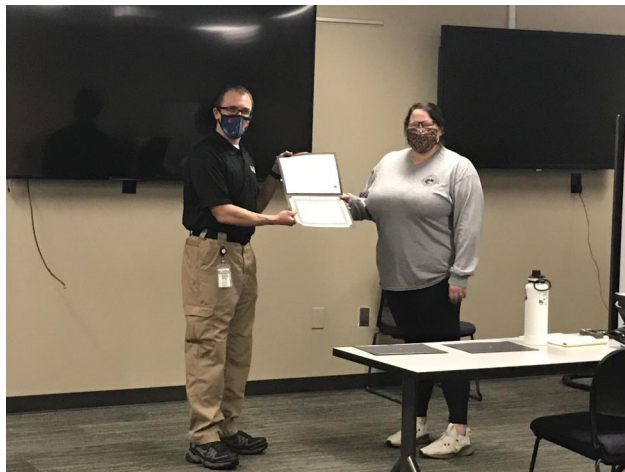
The Dublin Police Department is proud to recognize employees for their accomplishments. To that end, the awards committee, which includes NRECC team members, meets regularly to review award nominations. These are the awards presented to NRECC team members in 2020.



Communications Technician Brett Goldstein at Hilliard Police Department after a citizen had a sudden heart attack and others assisted in performing CPR, saving the man's life.



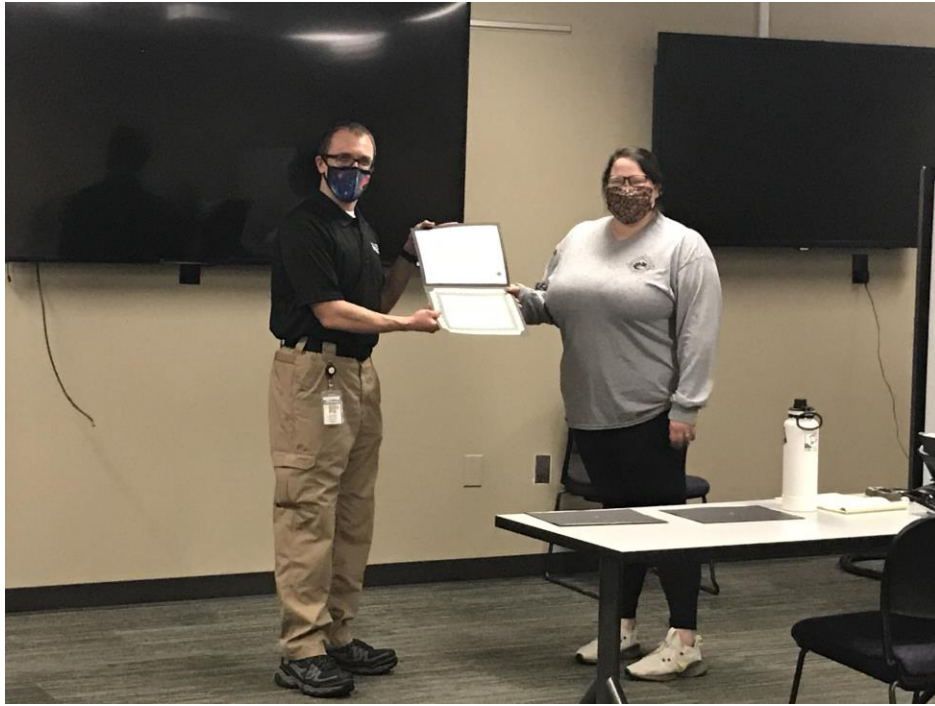
Life-Saving Award — Communications Supervisor **Stephanie Skipworth** was recognized for providing CPR instructions to a 911 caller. Her training in emergency medical dispatching and keen ear alerted her to a situation where a caller indicated the victim was breathing normally but Stephanie could hear that wasn't the case. The attention to detail and providing encouragement for the caller to perform CPR helped save the person's life.

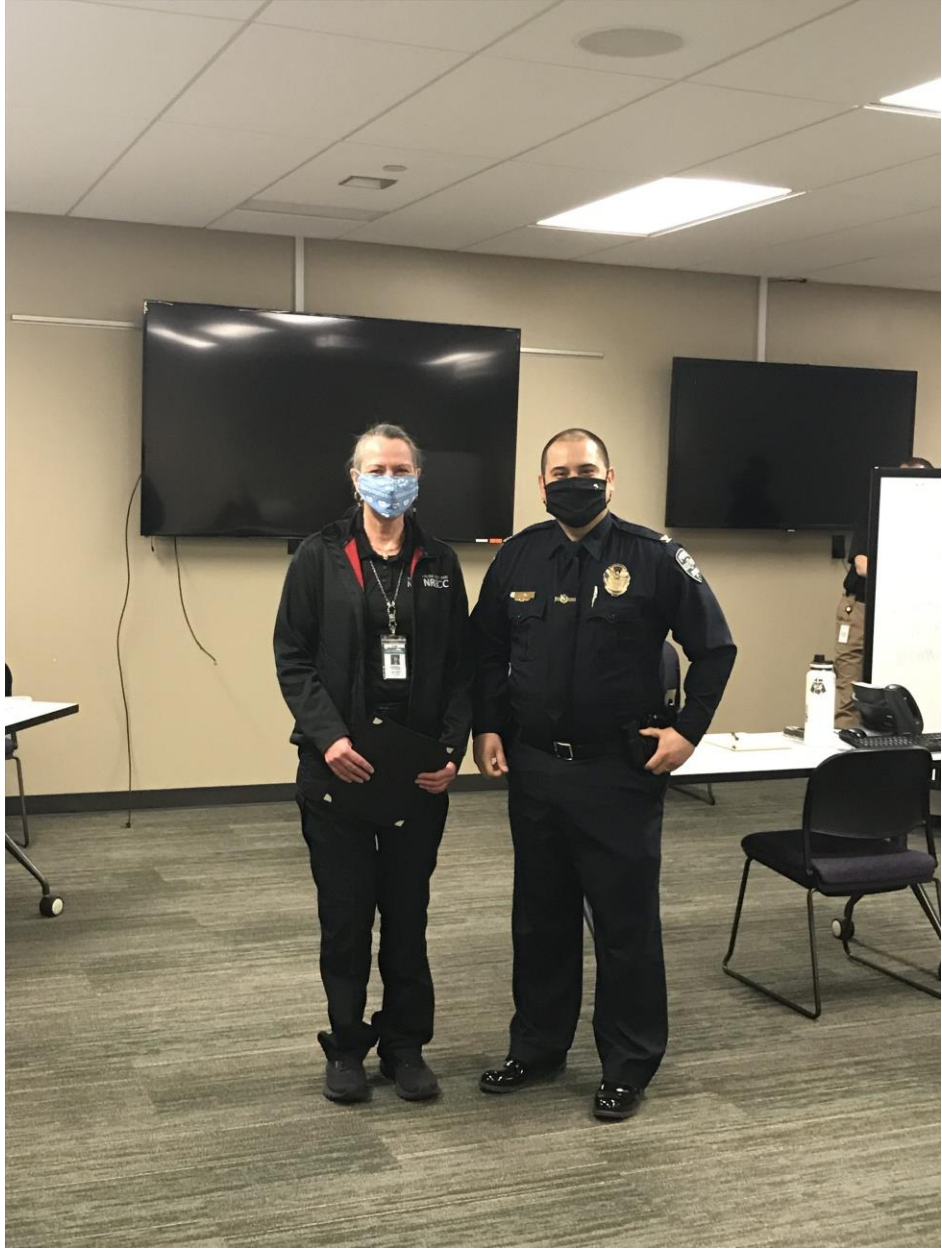


Award of Achievement — Communications Technician **Brittany Smith** was involved with a call of a missing child who has autism. After completing her shift at NRECC and doing everything possible in the communications center to help locate the child, Brittany and her spouse went driving in the area to try to help find the child.



Award of Achievement — Communications Technician **Chris Burkhardt** exemplified NRECC's core value of commitment when he made repeated, dedicated attempts beyond the normal requirements to make contact with a non-English speaking woman who needed help and kept hanging up on 911.



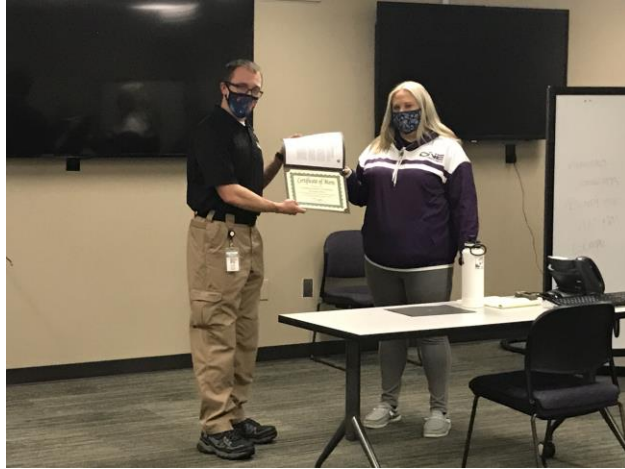




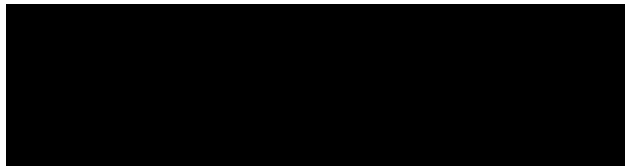


Awards of Merit — Communications Technicians **Jennifer Cain-Sultzbaugh, Rita Distelhorst, Anna Hinderer, Brittany Smith and Tiffany Kellermann** were on duty and worked a missing 10-year-old child case, using every resource available. One of those resources, Rave Alerts, became the key to finding the missing child.





Award of Achievement — Communications Technicians **Brittany Rhea** was on the way to work when she saw a young girl matching the missing child description from the Rave Alert. She stopped to speak with the girl, building a rapport, until officers were able to arrive and reunite her with her family.





Civilian of the Year — Communications Technician Amy Heger

"Communications Technician Heger is a value to the team, the mission and the agency, consistently demonstrating this is a career and not just a job. She is a reliable team member consistently keeping the end goal in mind.

"She promotes a positive image of NRECC in all of her interactions. She demonstrated this in assisting with a large volume of applicant observations. She was professional, patiently answered their questions, and provided valuable, constructive feedback for the hiring process. She is quick to assist in any situation, specifically those involving new members of the agency."

[A Little Fun](#)

NRECC held an inaugural "Ugly Sweater Contest" for the holidays. Participants brought out their most festive gear, some of which were homemade!













Some Friendly Competition

Communications Technicians Chris Burkhardt, Vernon Hylton, and Rita Distelhorst crushed the 2020 SparkColumbus Fit City Challenge for the City of Dublin, placing in the top three among 59 participants!

When the Fit City Challenge was announced in September, NRECC staff proposed their own competition among first, second and third shifts, with the losing shift members owing the others a pizza party.



WHO WE ARE



It's in the family

<http://twitter.com/statuses/1286799051774664706>



Outreach

Early in 2020 before pandemic restrictions were put in place, NRECC was active with its Community Education program working with partner communities. With 23 events scheduled at the start of 2020, the members of Community Education still completed nine events before the shutdown, including kindergarten education, Until Help Arrives, Hilliard's Citizens' Police Academy, neighborhood watch talks and Girl Scout tours. After restrictions were set, NRECC members worked with Hilliard Police to create a COVID-19 video, "In This together."

The NRECC team works hard to help give citizens a better idea of what happens behind the scenes in the dispatch center and how they can help provide information in an emergency to get responders what they need.



SERVICE STATS





Public Safety Answering Points (PSAPs) Operational Requirements

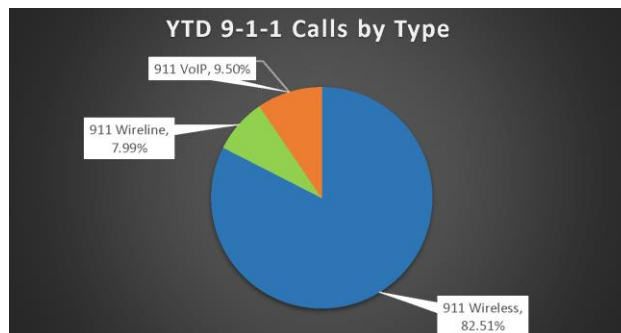
Under Ohio Administrative Code (OAC) 5507-1-17, NRECC must collect and report on the following items:

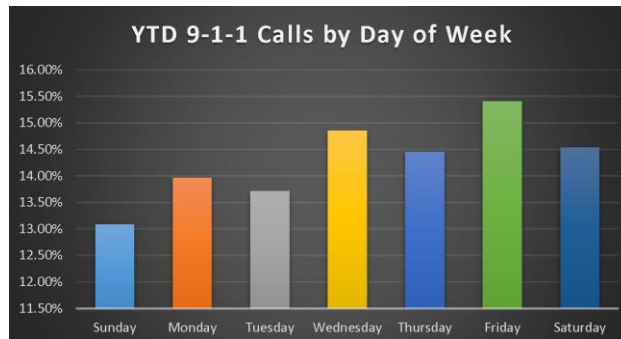
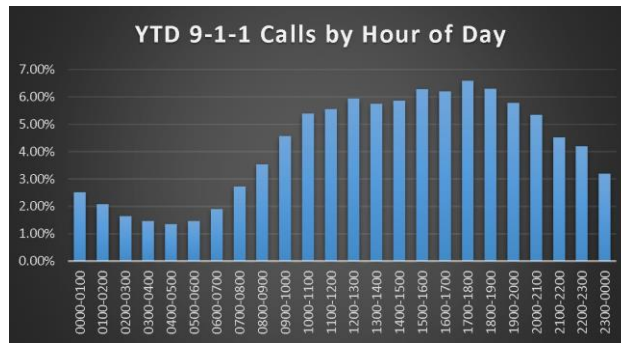
1. Total 911 call volume
1. 911 calls by hour of the day
1. 911 calls by day of week
1. 911 call ring/answer times
1. 911 call roll overcounts
1. 911 abandoned call counts
1. 911 calls by type (wireline/wireless/VoIP/etc.)
1. All other data are required by the ESINet Steering Committee or the state 911 administrator.

Per OAC 5507 including but not limited to 5507-1-18, Minimum Call Answering Standards are:

- 90% of all 911 calls will be answered within 10 seconds
- 95% of all calls to be answered within 20 seconds.

We have maintained a 99% answer rate for all calls within 10 seconds and 100% within 20 seconds.





Calls for Service by Agency

**Worthington Police and Fire joined NRECC in the third quarter of 2020.*



Year over Year

- Total Inbound Calls 2019
 - 911 – 46,535
 - Non-Emergency – 92,941
- Total Outbound Calls 2019
 - 41,600

Overall 2020 Statistics

- Total Calls for Service (CFS)
 - 158,629
- Total Inbound Calls

- 911 – 42,860
- Non-Emergency – 90,989
- Total Outbound Calls
 - 39,250
- Radio Push To Talks (PTT)
 - 1,875,147

INTO THE FUTURE

2021 Goals and Objectives

Project Items

Automated Voice Dispatch (AVD)/Station Alerting Upgrades — The new Automated Voice Dispatch (AVD) system and the upgrade to station alerting has been scheduled based on the integration with the Central Square software provider and a forthcoming update to CAD. This change will allow fire dispatchers to use a system to queue and dispatch calls rather than having to voice the calls over the air. It is anticipated this will save time and increase efficiency.

Fatpot Unit Information Sharing — This research information-sharing system will allow NRECC to share unit status information with other local fire agencies to reduce the amount of time needed to determine who can respond to a mutual aid need.

Station 101 Backup Location — NRECC has outgrown the current emergency use space at Washington Township Station 92. Working with Worthington Fire Department, NRECC has identified a space with the agency that can be further developed as a temporary emergency location.

DEWS Review and Upgrade — The Dublin Emergency Warning System is a series of outdoor warning sirens for severe weather operated by NRECC. The center has identified an opportunity to change some parts of the system to increase efficiency and reduce paper use.



Operational

LEADS Policies and Procedures Review and Refinements — With changes to the ability to digitally store LEADS required information and entries, NRECC is working to remove its paper records.

Additionally, NRECC will be making use of standardized forms which trigger notifications to both NRECC and requestors. This will also provide partner agencies with reference information they can access anytime.

Update Citizens' Police and Fire Academy Content — Prepare for future in-person Citizens' Academy classes by updating the information as well as trimming content for digital presentation when requested.

Multi-Year Plan — This is the first time that NRECC is conducting a five-year planning process. The team is starting with a timeline and MoSCoW (Must Do, Should Do, Could Do, Won't Do) outline of where members see things in the next five years. Once that timeline is complete, including staffing replacements and equipment upgrade information, the team will incorporate that into a living document that will represent the future of NRECC.