

2021 Snapshot Report

Northwest Regional Emergency Communications Center

NRECC911

NORTHWEST REGIONAL EMERGENCY COMMUNICATIONS CENTER

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



As a Public Safety Answering Point, NRECC serves approximately 145,000 residents inside a service area of nearly 55 square miles.

NRECC dispatches for

- Dublin Police
- Washington Township Fire
- Hilliard Police
- Norwich Township Fire
- Upper Arlington Police and Fire
- Worthington Police and Fire



51,278 calls to 911

Based on phone data, NRECC telecommunicators are handling some type of call every **150 seconds**.



100% of 911 calls answered in 20 seconds

Core Mission

Assists in saving lives, protecting property, and serving the public in their time of need

Awards

NRECC communications technicians and supervisors earned 23 awards for their public service, such as giving CPR instructions, locating missing children and assisting during a power outage in 2021.

- Certificate of Merit: **10**
- Exceptional Service Award: **6**
- Life-Saving Award: **4**
- Award of Achievement: **2**
- Honorable Service Award: **1**



2021 Accomplishments

Recertified
from APCO
International.
Demonstrated
compliance with
the 153 standards.

Reaccredited
through CALEA
after virtual on-site
audit. Assessor
feedback was
positive.

Community Outreach

NRECC's public education team shares information about 911 services during classes with the public, at community events and for partner agencies' citizens' police academy programs.

