2021 Snapshot Report

Northwest Regional Emergency Communications Center





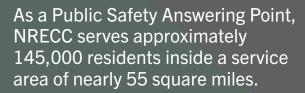












NRECC dispatches for

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



2021 **Accomplishments**



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

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

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.



