

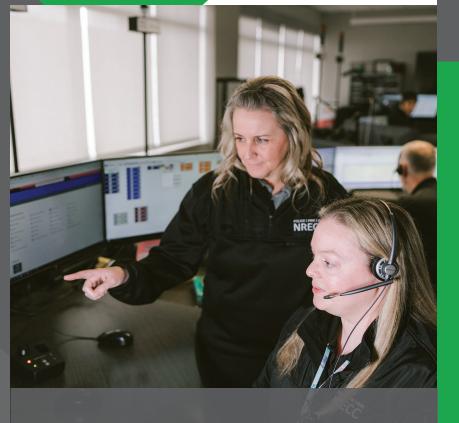
## NRECC 2022 Snapshot Report

Northwest Regional Emergency Communications Center

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



# **48,777** calls and texts 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

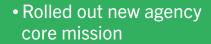
#### **Awards**

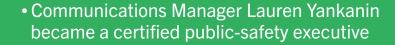
NRECC communications technicians and supervisors earned 19 awards for their public service, such as giving CPR instructions, locating a missing person and giving instructions to a trapped fire victim.

Certificate of Merit: 3
Exceptional Service Award: 11
Life-Saving Award: 5



### **Accomplishments**





 Kyle Plush Answer The Call Foundation honored six dispatchers for their teamwork in locating a missing person



#### **Community Outreach**

- Cohosted Dublin Police's metal health town hall
- Released 911 educational video series
- Collaborated with partner agencies