

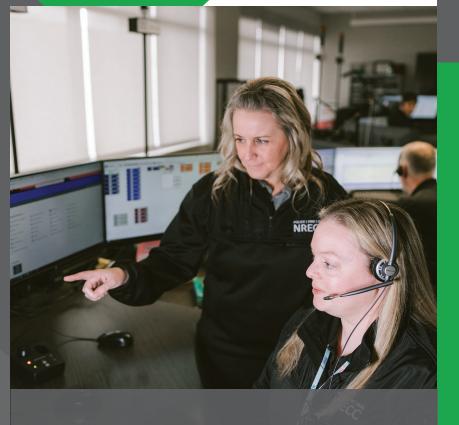
NRECC 2022 Snapshot Report

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



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

 Rolled out new agency core mission



- Communications Manager Lauren Yankanin became a certified public-safety executive
- 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