



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

- 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 mental health town hall
- Released 911 educational video series
- Collaborated with partner agencies