

# Northwest Regional Emergency Communication Center

## 2025 Snapshot Report



### NRECC Dispatches for:

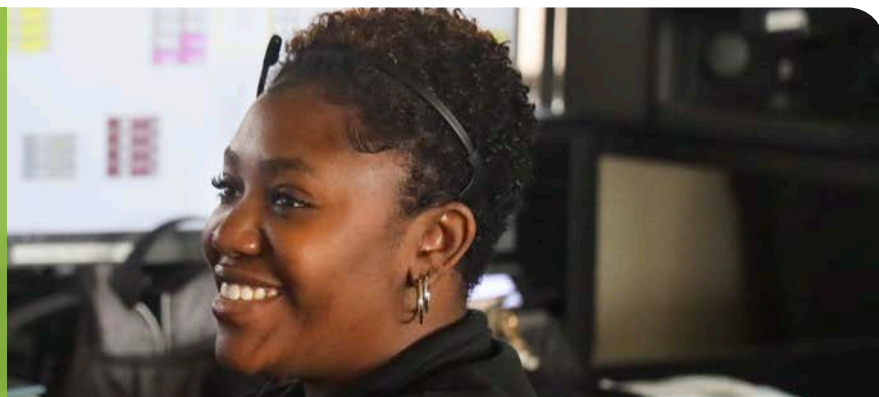
- Dublin Police
- Washington Township Fire
- Hilliard Police
- Norwich Township Fire
- Upper Arlington Police and Fire
- Worthington Police and Fire

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



**40,741**  
calls & texts to 911

Dispatchers answered 106,146 non-emergency calls and made nearly 35,000 outbound calls.



**100%** of 911 calls were answered in 20 seconds



## Average Dispatch Times

- **Police Priority 1 Calls:** 61 seconds (goal < 95 seconds)
- **Fire & EMS Priority 1 Calls:** 54.3 seconds (goal < 70 seconds)

## Community Outreach

Engaged the community through 9 education events, including Safety Towns, Citizens' Police Academies and National Night Out. Reached future talent through school outreach and gave our youngest residents a chance to explore "cool trucks" up close.

## Accomplishments

- Hired five Communications Technicians and Communications Supervisor Laura Mead
- Promoted Angie Flesher to Communications Supervisor



2025 Supervisor of the Year: Jennifer Cain-Sulzbaugh



## Core Mission

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

## Awards

- NRECC communications technicians and supervisors earned six Service Awards, six Certificates of Merit Awards and two Exceptional Service Awards.
- Six dispatchers were commended for teamwork during a fatal fire, helping crews arrive in just 4:20 under challenging conditions.
- Seven dispatchers were recognized for coordinating a safe, unified response during a suicidal barricade.
- Successfully achieved CALEA reaccreditation, ensuring compliance with the organization's high standards for communication center operations, including training, performance and accountability.

