

911 Call Answering & Public Safety Dispatching:

Analysis & Recommendation

April 8, 2019



What service are we discussing?

- Services provided by the Worthington Public Safety Communications Center
- 911 Call Answering
- Dispatching of First Responders (Police, Firefighters, Paramedics)
- After Hours Dispatching of Other City Crews

Worthington police, firefighters, paramedics will be the ones responding to emergencies



Why are we considering a change?

- Demands and expectations are ever-increasing in this service area
 - Extensive investment in personnel screening and training, including ongoing training
 - Technology-intensive
- Challenging to meet these demands as a small jurisdiction
- Worthington cannot receive wireless 911 calls directly
- Opportunity to enhance our service level through partnerships with other similar jurisdictions



Extensive Analysis

- First began evaluating the idea of joining with other like-minded entities in 2012-2013
 - State grant funded a study by L.R. Kimball to evaluate the feasibility of a multi-jurisdictional center involving the Cities of Dublin, Hilliard and Upper Arlington and the Townships of Norwich and Washington
- Conducted additional analysis following the Kimball report, but did not complete at that time
- Completed the evaluation in late 2018 after experiencing staffing shortages in our center



Recommendation

Join the Northwest Emergency Communications Center for 911 call answering and dispatching services





Who is the Northwest Center?

- Serves like-minded suburban communities who expect and demand a high level of service
 - Dublin Police
 - Hilliard Police
 - Upper Arlington Police, Fire & EMS
 - Norwich Township Fire & EMS
 - Washington Township Fire & EMS
- Multi-jurisdictional center with more personnel and technological resources
- Highly accredited, certified and professional center



Benefits of Joining Northwest

Enhanced capability & services for the community





Benefits of Joining Northwest



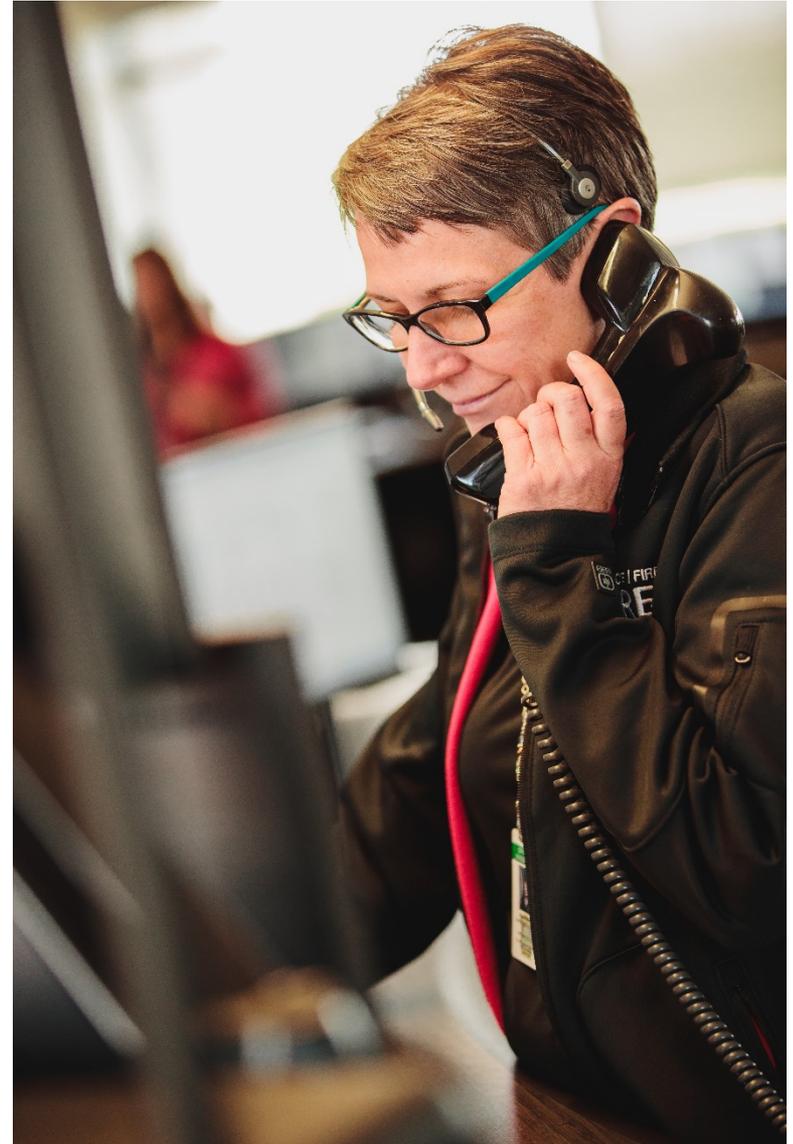
Fewer 911 call transfers
&
Quicker response times for
Worthington
paramedics,
firefighters
and police



Benefits of Joining Northwest

More focused attention for the 911 caller via call takers in the center

Separate personnel tasked with dispatching the first responders





Benefits of Joining Northwest

More responsive to future advances in technology and operations





Benefits of Joining Northwest

Enhanced training for call takers and dispatchers

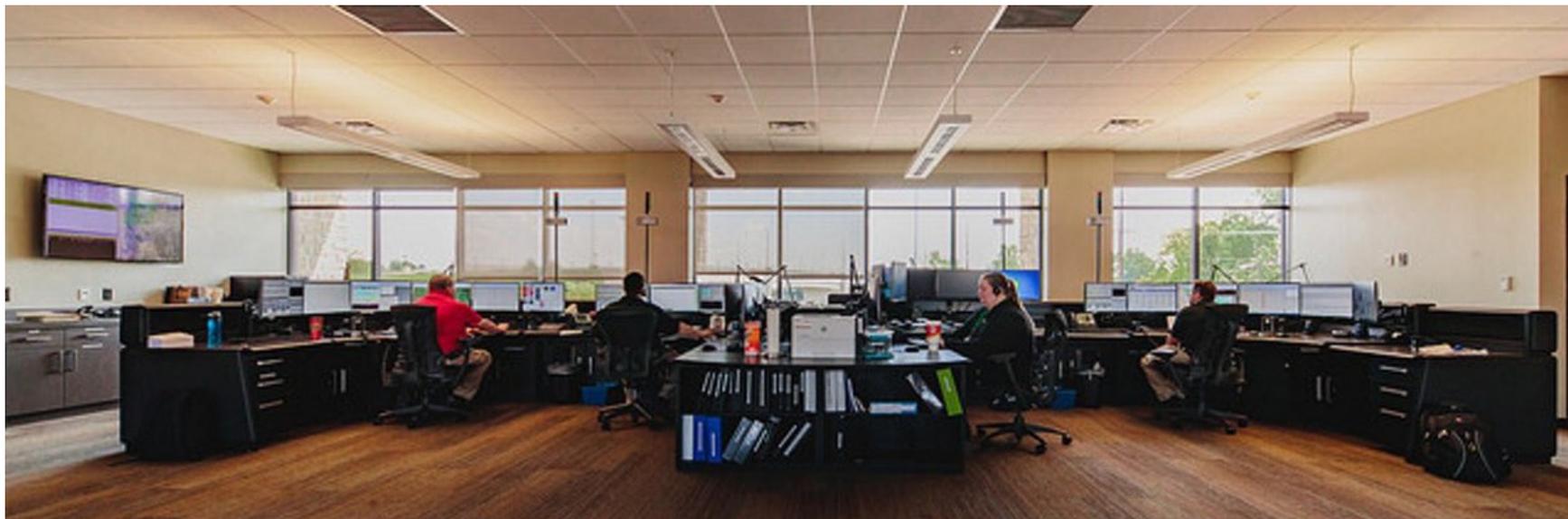




Benefits of Joining Northwest

Larger capacity
for emergency
events





Northwest Regional Emergency Communications Center

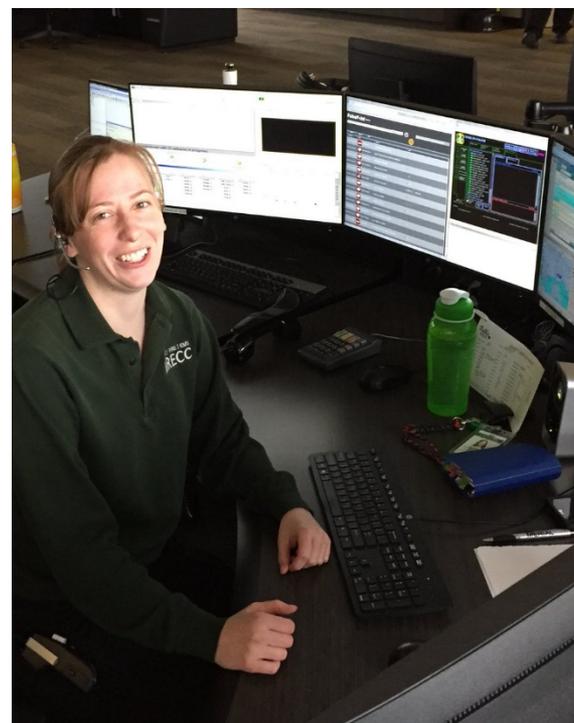
Serving Communities and their Responders



Northwest Center

Our mission is to “....protect life, liberty and property. We will provide the highest level of service and work in partnership with our communities to ensure public safety. We remain dedicated to service and committed to excellence focusing on the core values of:

**Professionalism, Integrity,
Respect & Commitment.”**





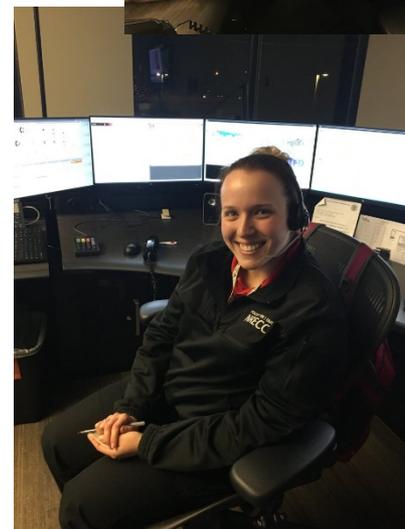
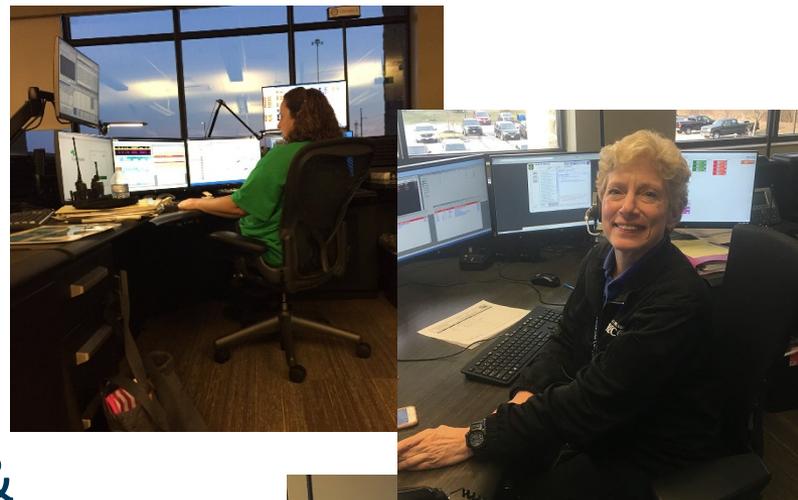
Northwest Center

Operates as part of the Technical Services Bureau of the Dublin Police Department

Serves Dublin Police, Hilliard Police, Upper Arlington Police, Norwich Township Fire, Upper Arlington Fire & Washington Township Fire

Current Staffing

- 1 Bureau Director
- 1 Operations Manager
- 4 Comm Supervisors
- 25 Communications Technicians
- 1 Computer Aided Dispatch (CAD) Manager





Northwest Center Committees

Executive Committee

Committee membership is made up of the chief of each participating agency. The Executive Committee advises on structure, budget, long range planning and management issues.

Fire/EMS Policy Committee

Each fire department has a liaison assigned to this committee to advise on policy, procedure, telecommunicator training and quality assurance.

Law Enforcement Policy Committee

Each police department has a liaison assigned to this committee to advise on policy, procedures, telecommunicator training and quality assurance.



Northwest Center Highlights

First in Central Ohio to receive CALEA/APCO Communications Center Accreditation in 2018. Only the seventh in the State of Ohio.



Received APCO P33 certification for our new hire training and continuing professional training programs (2017)



Text to 911 service implemented in May 2018



All staff members are Emergency Medical Dispatch certified

NORTHWEST REGIONAL EMERGENCY COMMUNICATIONS CENTER

City of Dublin | Washington Township | City of Hilliard
Norwich Township | City of Upper Arlington

17 of our 32 staff members have previous dispatch experience





Northwest Center Partnerships

Formed the Central Ohio Interoperable Radio System (COIRS) with Worthington and Delaware County in 2008.

Hilliard and Upper Arlington joined COIRS and share in the system.

All Northwest partners share computer aided dispatch and mobile data software for seamless data sharing.

All Northwest partners currently working towards a shared law enforcement records management system.





Northwest Center People



NRECC 911

**NORTHWEST REGIONAL EMERGENCY
COMMUNICATIONS CENTER**

City of Dublin | Washington Township | City of Hilliard
Norwich Township | City of Upper Arlington





Next: Community Conversations

Community Outreach

- Web page with summary and in-depth information
- City's social media channels
- City email & mailed newsletter
- News coverage

Community Feedback

- Public meetings
- Telephone town hall meeting



Summary

Joining the Northwest Center will enhance services for the community in a variety of ways, including

- More extensive use of technology
- More focused attention with the caller by more highly trained dispatchers
- Quicker response time for Worthington medics, firefighters and police



Questions?