

911 Call Answering & Public Safety Dispatching:

Recommendation

City Council Meeting – May 20, 2019



Recommendation

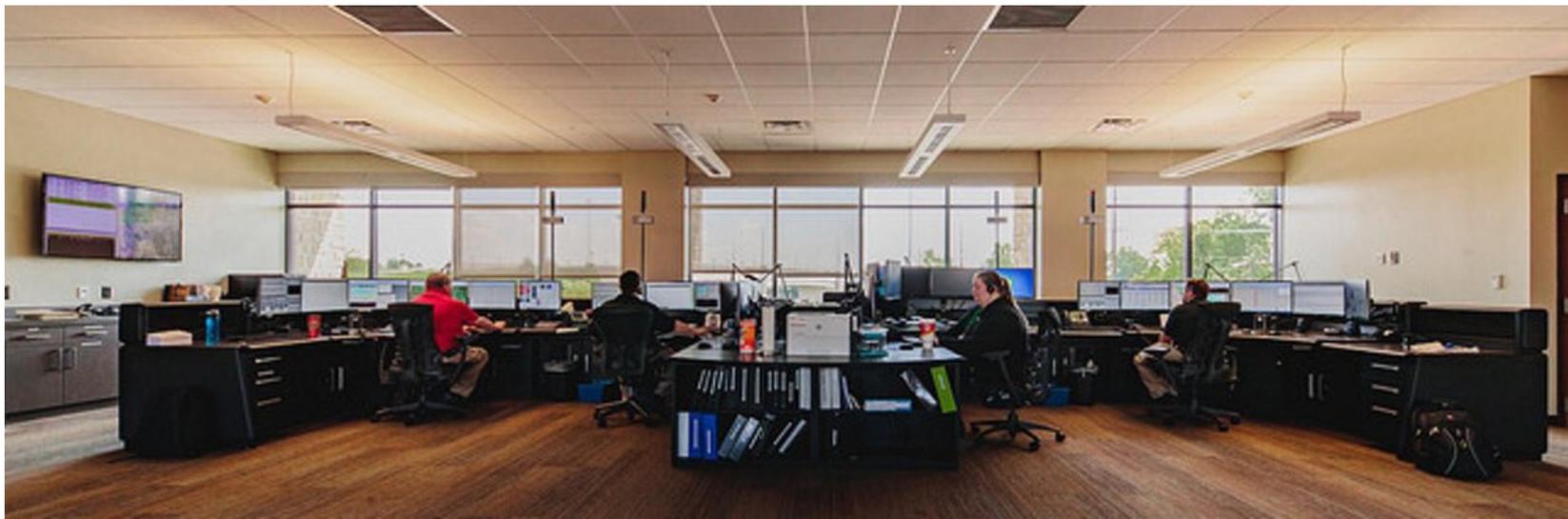
Join the Northwest Regional Emergency Communications Center for 911 call answering and dispatching services





What service are we discussing?

- 911 Call Answering
- Dispatching of Worthington Police, Firefighters, Paramedics
- After Hours Dispatching of Other City Crews





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



Who is the Northwest Center?

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

NRECC 911

NORTHWEST REGIONAL EMERGENCY COMMUNICATIONS CENTER

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





Benefits of Joining Northwest

Enhanced capability & services for the community





Benefits of Joining Northwest



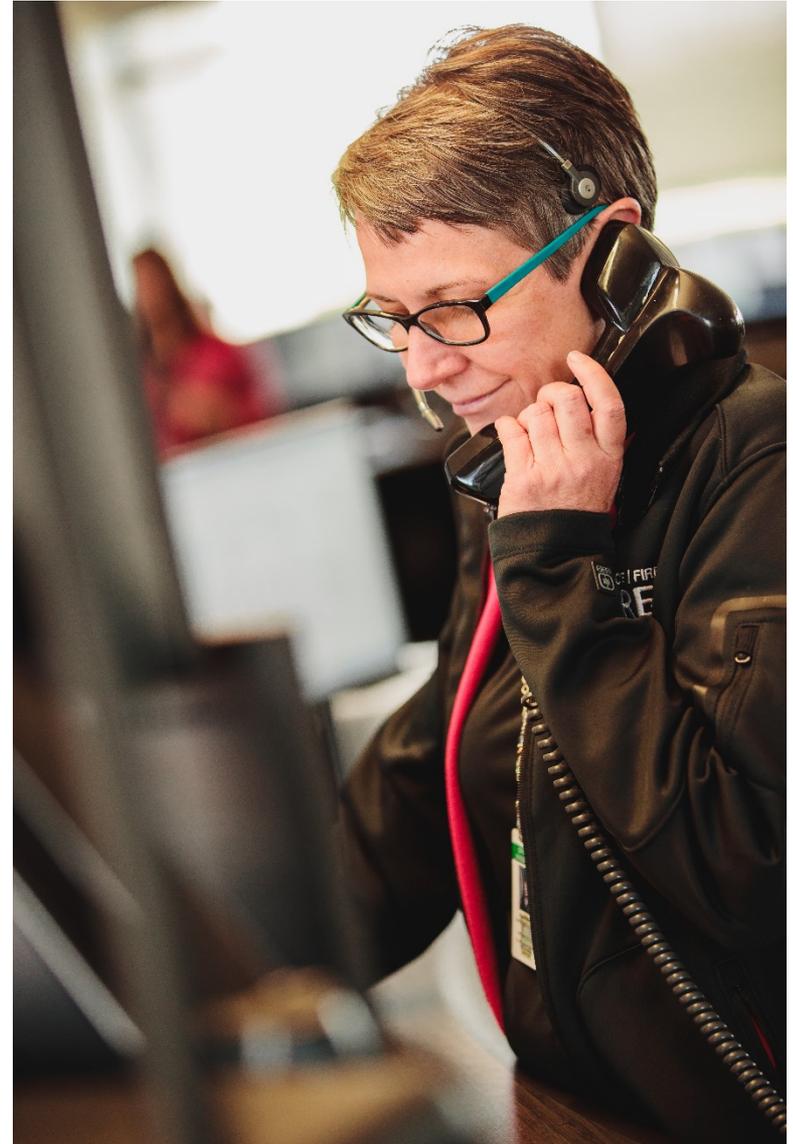
Fewer 911 call transfers
&
Quicker response times for
Worthington
paramedics,
firefighters
and police



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





Public Engagement & Discussion

General Public

Coffees with the Chiefs – April 29 & May 8

Public Forums – May 1 & 6

Telephone Town Hall – May 14

Webpage & Notify Me notice

Article – Neighborhood News

Article – Village Talks

Facebook & Twitter

Newspaper Articles - *Dispatch* & *This Week News*

Facebook boosting of forums, coffees & videos





Public Engagement & Discussion

Community Groups

Lions Club – April 23

Old Worthington Partnership

Annual Meeting – April 23

Chamber's Eggs & Issues –

April 25

Downtown Merchants Meeting – April 30

Chamber's Economic Development Committee – May 2

Dublin-Worthington Rotary – May 15

Skilled Nursing Facilities – Visits with administrators





Public Engagement & Discussion

Partners

Perry Township Trustees

Sharon Township Trustees

Village of Riverlea City Council



City Groups

Police Citizens Academy Alumni – April 8 & May 13

Email to Citizens Academy Alumni

Email to Members of City Boards & Commissions



Agreement with City of Dublin

Northwest will provide:

- Police & fire emergency communications
 - Answering 911 calls, other emergency calls & some after-hours nonemergency calls
- Emergency dispatch of police, firefighters and medics
- Radio communications for the Worthington Division of Police and the Worthington Division of Fire & EMS



Agreement with City of Dublin

Financial Agreement:

- Determined each year based on the Joint Dispatching Budget, proportioned across the jurisdictions based on usage of the Center
- Joint Dispatching Budget developed by the Executive Committee comprised of the Chiefs from each jurisdiction and adopted by Dublin City Council
- Worthington will receive the cost for the upcoming year in the fall of each year, which will be incorporated into the annual operating budget



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 911 caller because of enhanced training and staffing
- Quicker response time for Worthington medics, firefighters and police