



Know the Facts about the Recommendation to Join the Northwest Regional Emergency Communications Center for 911 Call Answering and Public Safety Dispatching.

Learn more at Worthington.org/911

Fact:	A team of City staff including the Chiefs of Police and Fire, Assistant City Manager, Finance Director, and Personnel Director, conducted an extensive analysis of the City's 911 and dispatching services.
Fact:	The analysis resulted in the recommendation to join the Northwest Regional Emergency Communications Center, operated by the City of Dublin, for 911 call answering and public safety dispatching services.
Fact:	Joining the Northwest Center will reduce the time it takes for emergency help to arrive for people who call 911 from their cell phones. Currently cell calls to 911 are answered elsewhere then transferred to the Worthington center.
Fact:	Joining the Northwest Center allows Worthington to stay current with advances in 911 technology and operations.
Fact:	Northwest Center communication technicians will have enhanced training and will stay on the line with the caller while a separate technician dispatches emergency help.
Fact:	Your Worthington firefighters, medics and police will still respond to your calls for help.
Fact:	The Northwest Center has a greater capacity to manage large-scale emergency events.
Fact:	The City of Worthington participated in a 2013 feasibility study that recommended a multijurisdictional partnership for several municipalities with similar characteristics to share resources and expertise in this service area. All other municipalities involved in this study have already joined the Northwest Center.
Fact:	The City of Worthington conducted further analysis now because of low full-time staffing levels and the continual demand to invest in technology upgrades to meet current standards.
Fact:	The costs of operating the Northwest Center are shared with partner jurisdictions, which include the Cities of Dublin, Upper Arlington, and Hilliard, and Washington and Norwich Township.
Fact:	The Northwest Center is a highly trained, certified, professional center that provides a high level of service and support for callers, as well as public safety personnel.
Fact:	The Worthington Division of Police will continue to staff its administrative offices between the hours of 7am-11pm, Monday through Friday, and 9am-5pm on Saturdays, to provide administrative support to customers and first responders.
Fact:	The non-emergency phone number for Worthington Police and Fire EMS will be answered 24/7 by the Northwest Center to answer questions and dispatch City services as needed.