

Northern
Middlesex
Regional
Emergency
Communications
Center



NMRECC 2021 Significant Milestones

- National Media Coverage of Dispatch Center and recognition for role in assisting the saving a drowning juvenile in Tewksbury in July 2021.
- NMRECC Celebrated One Year of Operation on 9/1/2021.
- Four Separate State 911 Grants applied for and granted in 2021 for Assessment/Transition Costs, Training, Support and Incentive, and EMD Program.
- NMRECC Social Media Accounts active in 2021 furthering goals of attaining Regionalization with additional communities and recruitment efforts.

Current NMRECC Staffing

- Executive Director
- Administrative Assistant
- Four Dispatch Supervisors (Day, Evening, Split, and Midnight Shifts)
- Six Full-Time Dispatchers
- Three Full-Time Dispatch Trainees
- Three New Full-Time Dispatch Hires planned to be hired by March 2022
- Six Part-Time/Reserve Dispatcher(s)

NMRECC Call Statistics 2021

- Comprised of all Incoming Tewksbury Police/Fire, Dracut Police/Fire, and NMRECC Business Line calls in 2021.
- 71,100 Incoming Calls Received in total
- 43,513 Outgoing Calls Placed in total
- Total of 114,513 or avg. of 313 Calls per day not including 911 Calls
- Data compiled in TPX Reporting System which became available after 1/1/2021

NMRECC 911 Call Statistics Calendar 2021

- Comprised of 911 Call Volume + Text to 911 Calls
- 16,586 911 Calls in 2021
- Increase of 3,712 911 Calls or 28% Higher than all 911 Calls received in 2020
- 46% of all calls received were from Wireless Devices
- Wireless Phase 1 Trial Conducted from July 1st, 2021, through December 31st per State 911 Development Grant Requirements

NMREC 911 Call Volume

Comparison to Middlesex County 911 Calls, More than 5,692 Calls difference in 2021

Call Summary

