

Norwalk Updates Emergency Services

The City of Norwalk has been working to seamlessly transition its Emergency Dispatching Services to the Westcom Emergency Communications Center. This allows Norwalk to comply with federally mandated narrow band communication requirements by January 1, 2013.

Westcom is a state of the art 911 communications center located in West Des Moines that has actively addressed Federal narrow banding requirements and is taking full advantage of available technology. Westcom is a consolidated dispatch center serving the cities of Clive, West Des Moines, Urbandale and now Norwalk.

What does this mean for Norwalk residents?

What doesn't change - You will still dial 911 in the case of an emergency to reach police and fire.

What does change - For your non-emergency issues/questions, you will now call 515-222-3321 to reach a multi-discipline trained dispatcher.

The transition to the Westcom Emergency Communications Center ensures the residents of Norwalk are provided:

- with an efficiency in service delivery
- quality assistance
- emergency medical dispatching, and
- emergency fire dispatching

Questions? For additional information, please contact Captain Doug Richardson by phone at 515-981-4316 or email at drichardson@norwalkpublicsafety.org or Major Kirk Westvold by phone at 515-981-0666 or email at kwestvold@norwalkpublicsafety.org.

The information below the dotted line has been assembled to help you make the right call. Simply cut along the dotted line and save this in a convenient location.

Important Emergency Phone Numbers

— effective 12-03-2012 —



Emergency - 911

medical, fire, gas leak, break-ins, assault, domestic, "in-progress" calls, etc

Non-Emergency Dispatch- 515-222-3321

animal control, general police questions, criminal mischief complaint, etc.

Police Administrative Requests - 515-981-0666

copy of reports, finger printing appointments, etc.

Fire Administrative Requests - 515-981-4316

copy of reports, inspections, general business, etc.

***Note:** In addition to tornado warnings, the Outdoor Warning Sirens will now be sounded when wind speeds reach 70 mph. The sirens will also now be tested the first Saturday of each month at 12 noon.

