

FOR IMMEDIATE RELEASE



**CONTACT:** Dustin Huston, Fire Chief  
515-981-4316 (office) 515-202-7110 (cell)

## **Norwalk Updates Emergency Services** ***Changes Effective December 3***

November 15, 2012 - 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 the January 1, 2013 deadline,” Dustin Huston, Norwalk Fire Chief said.

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.

According to Huston, “the transition to the Westcom Emergency Communications Center ensures the residents of Norwalk are provided with efficiency in service delivery, quality assistance, emergency medical dispatching, and emergency fire dispatching.”

### ***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.*

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**Questions?** For additional information, residents should contact Captain Doug Richardson by phone at 515-981-4316 or email at [drichardson@norwalkpublicsafety.org](mailto:drichardson@norwalkpublicsafety.org) or Major Kirk Westvold by phone at 515-981-0666 or email at [kwestvold@norwalkpublicsafety.org](mailto:kwestvold@norwalkpublicsafety.org).

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**About Norwalk, IA**

*Settled in 1846 and incorporated in 1900, Norwalk has grown to nearly 10,000 residents. Norwalk is located in Southern Polk and Northern Warren Counties and just south of the Des Moines International Airport and Highway 5 bypass. Business Week awarded Norwalk with the distinction of being the 2010 Best Affordable Suburb.*

[www.ci.norwalk.ia.us](http://www.ci.norwalk.ia.us)