



METCOM 9-1-1

Gina Audritsh – Executive Director

Who Are We?

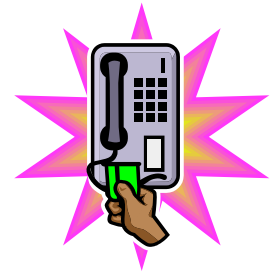
- METCOM is the result of a merger between 2 PSAP's North Marion County and Santiam Canyon Communication Centers



Established July 2013



Who Are We?



- METCOM: The 9-1-1 Call Answering and Emergency Service Dispatch Center for the Greater Marion, Southern Clackamas, and Northern Linn County Areas.
- We provide Call Taking and Dispatching Services for 29 Agencies (31 communities)
- Police, Fire, EMS, Public Works, BLM and US Forestry

Governance Structure

ORS190

METCOM is Governed through an (IGA) Intergovernmental Agreement that represents all cities, townships and fire districts that we receive 9-1-1 Tax Revenue to provide 9-1-1 call answering.

Additional User Agreements are in place with Stakeholders for Emergency Dispatch Services.

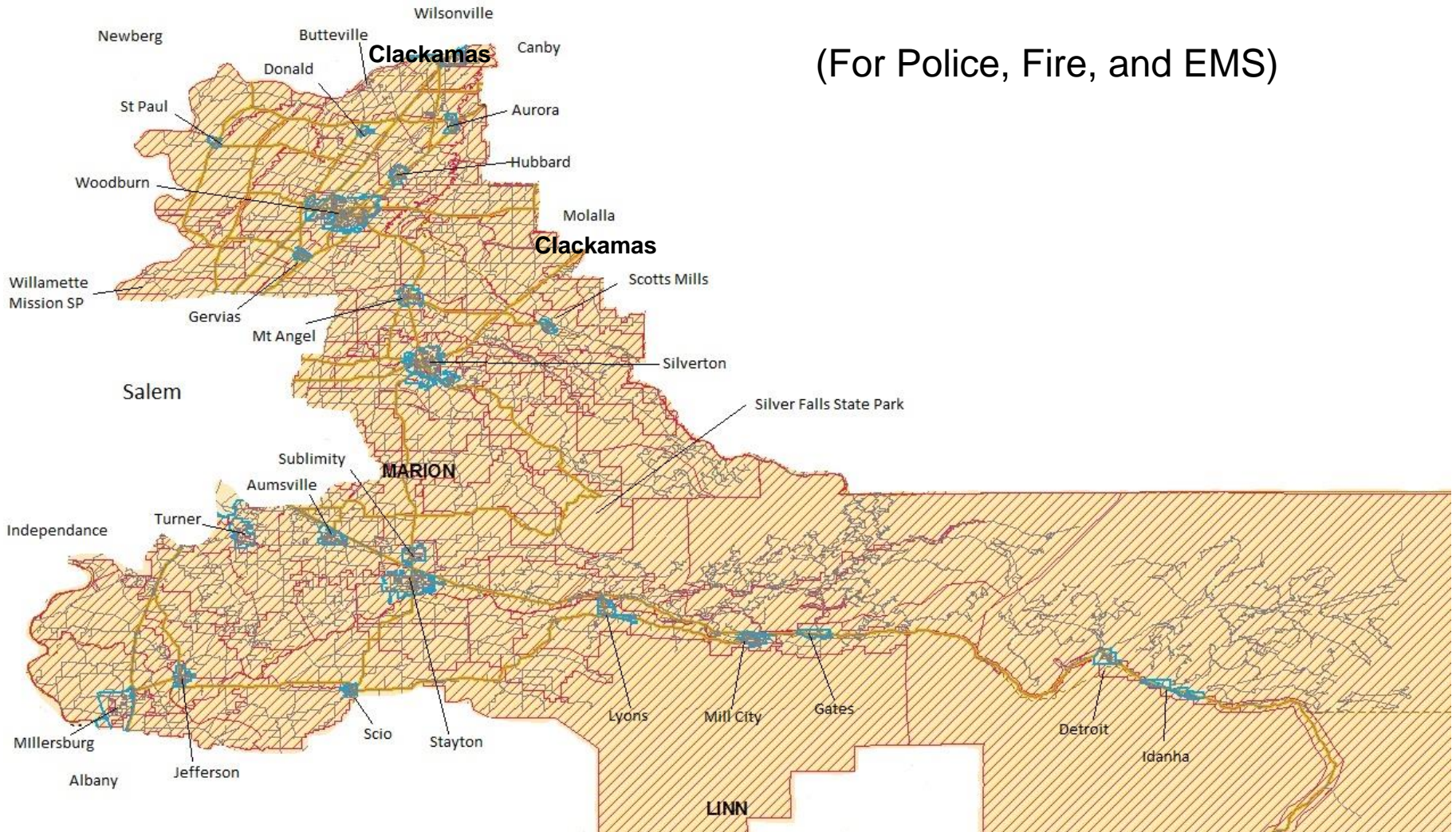
Users have Equal Representation to the Agency.

Why ORS190 Agency?

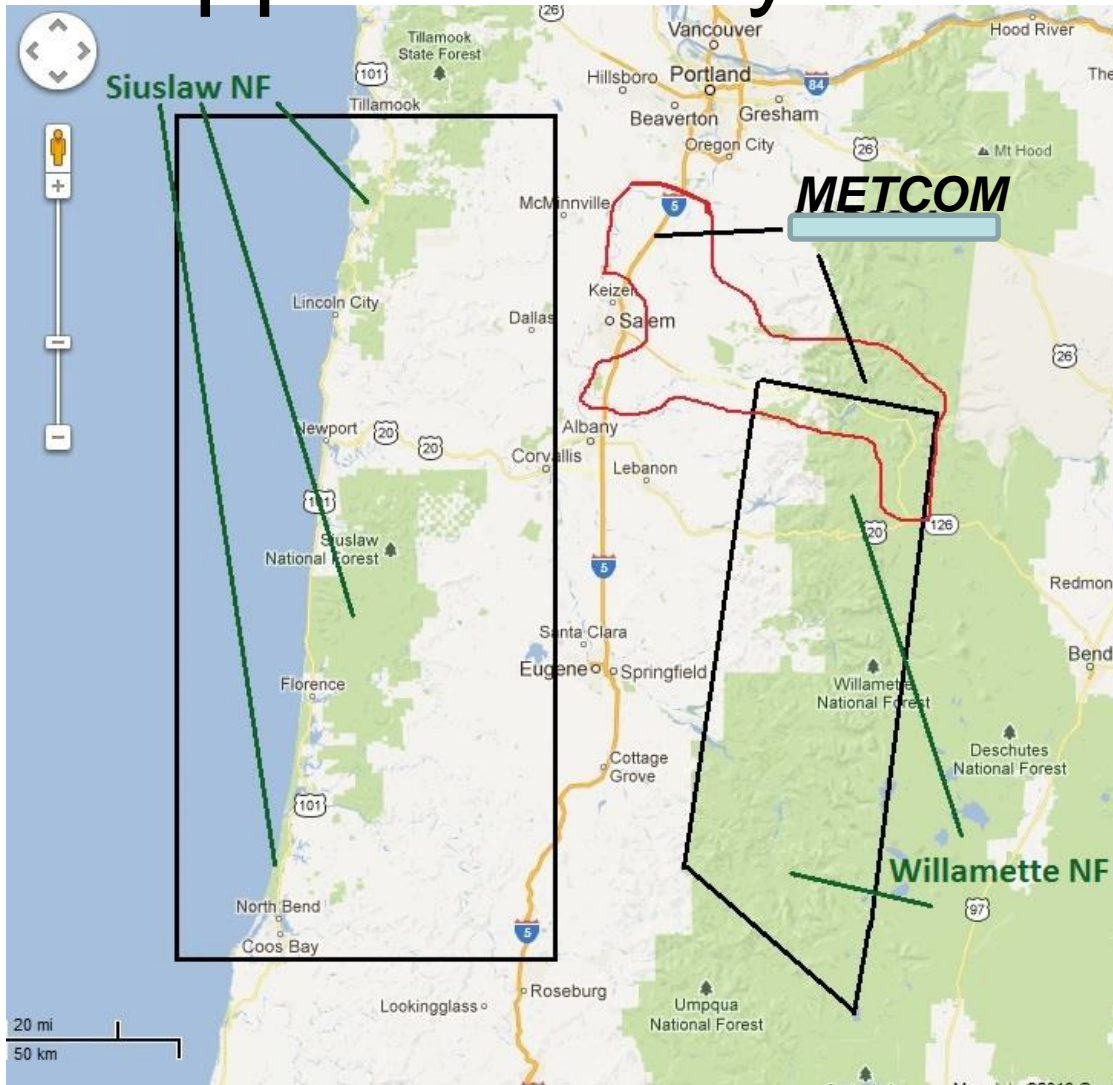
Multiple public safety agencies and other non-profit organizations coming together collectively while building relationships to improve and provide a consistent level of service to our community while providing a safer Marion County.

Our 9-1-1 Jurisdiction is approximately 1300 square miles

(For Police, Fire, and EMS)



Our dispatch Jurisdiction is approximately 4500 square miles



When US Forest Service

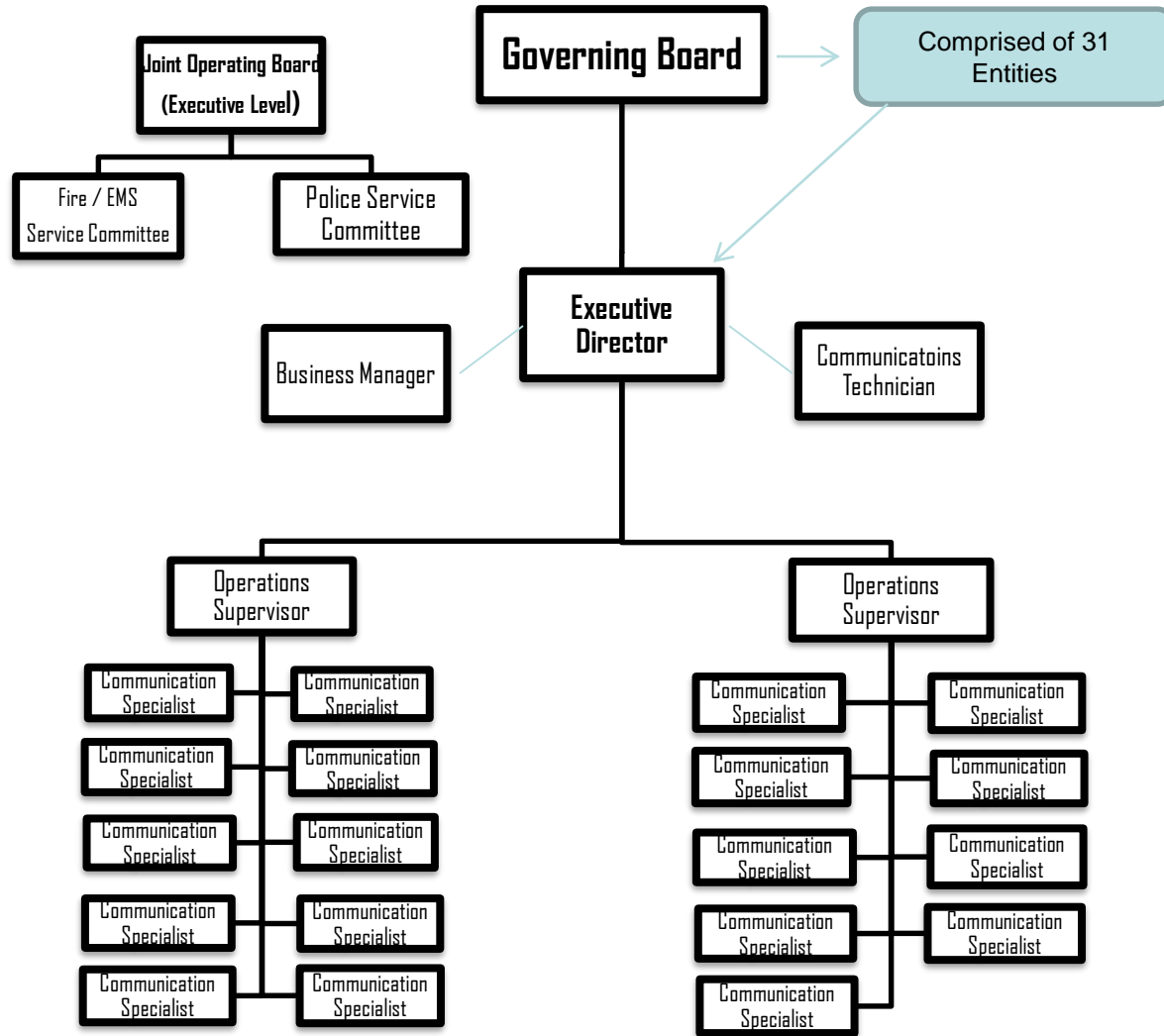


and

The US Bureau of Land Management



ORGANIZATIONAL CHART



Staffing Level

- * 19 FTE Dispatcher/Call taker
- * 2 PT Dispatch / Call taker
- * 2 Operation Supervisors
- * Communications Technician
- * Business Manager
- * Executive Director

Range from 1 year to 39 years of Service

Who we are when seconds count . . .

Not pictured: Mary, Reva, Louise & Brad





Budget

\$2.8 Million Annual Budget

82% of Budget is Personnel

12% Operation Expenditures

6% Capital Planning/Projects

Funding: 9-1-1 Tax Revenue = 18%

User Fees = 80%

Other = 2%

Dispatcher Skills

- Bilingual
 - Multi-task
 - Customer Service Skills
 - Typing
 - Computers
 - Telephone
 - Spelling
 - Human Relations
 - Read / Follow Directions
 - Ability to Read and Comprehend
 - Ability to work as a Team Player
- Recognize Colors
 - Good Work Ethic
 - Spelling, Punctuation
 - Good Listening Skills
 - Speak Clearly
 - Punctuality
 - Recognition of Colors

Dispatch Training

- On the Job Training at METCOM
 - Training Academy = *40 hours*
 - CAD / Phone / Geography = *420 hours*
 - Police Phase Training = *240 hours*
 - Fire Phase Training = *200 hours*
 - LEDS Manual = complete within 60 days
 - Shadow Phase = *80 hours*
 - *Total Hours of Training = 1040 hours (26 weeks)*

Dispatcher Training

Training and Education Requirements



Two Week Academy

3 Day EMD Training

1st Aid / CPR

Hazardous Materials

Emergency Medical Dispatch

Annual Resertification-Training

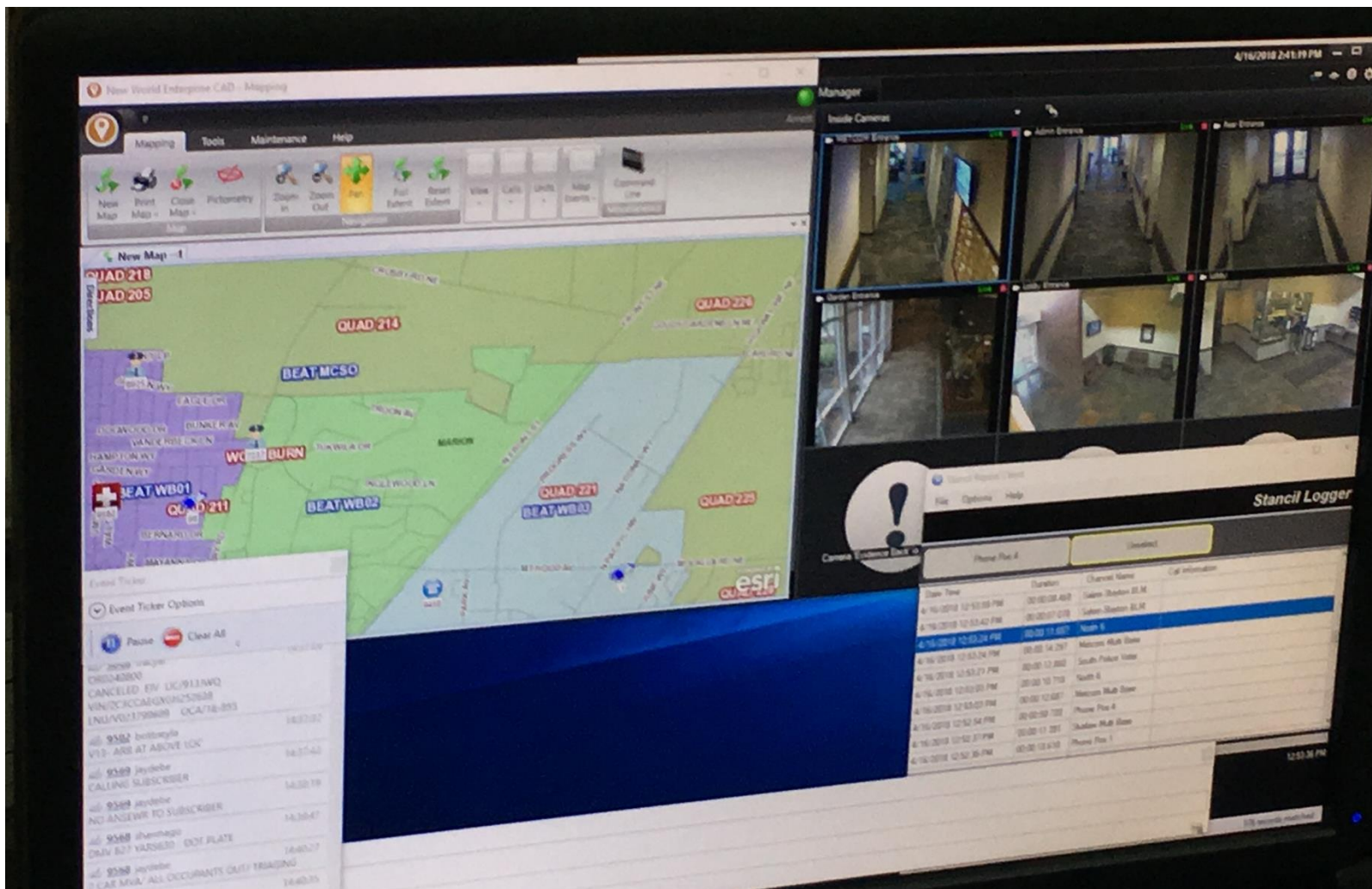
Multi - Tasking

The Ability to do more than one thing at a time –

METCOM Definition: is having the ability to talk on the telephone, type the information receiving from the telephone call into a computer, at the same time answering an unit on the radio and typing in their request information to the same computer and also knowing what your partner is doing at all times –



Multiple Applications



Center Call Statistics

9-1-1 Calls:

Over **47,819** 9-1-1 Calls answered in 2017

Average **3,985** 9-1-1 Calls a Month

Approximately **133** 9-1-1 Calls each Day

All Calls (911, Non-Emergent and Administrative)

In the year 2017 processed **172,116** Calls

Average **14,340** Calls a Month

Approximate **480** phone calls processed each day



METCOM Phone Call Stat's

Types of Calls	2015	2016	2017
Calls Received:			
Administrative & Ring Down	82,136	118,877	123,892
Land Line & Cell 911	47,961	43,889	39,427
Total Calls Received:	130,097	162,766	163,319
		25% increase	increase .003%

Aurora City Received	245	311	157
Gervais City Received	75	45	33
Jefferson City Received	183	228	221
MCSO Rurral Received	1693	1483	1301
Sublimity City Received	619	645	547
Total Potential Txfr to WVCC:	2815	2712	2259
			decrease -17%

MCSO Transfers for Law Response	2760	4218	4654
911 Txfr % to WVCC for MCSO	2.10%	2.60%	2.85%

What to Expect When You Call...

CALL INFORMATION REPORT

Date/Time: 3/26/2008 3:55:59 PM

Console ID: 2202

Calling Number: (503) 982-2345

Location Information:

503-982-2345 03/26/2008 15:55:59

CITY OF WOODBURN

1060 Mt Hood Ave

Woodburn, OR 97071

CLASS: **BUSN**

LAT: LON:

ELV: SPD:

PSAP = METCOM 911

POLICE: WOODBURN

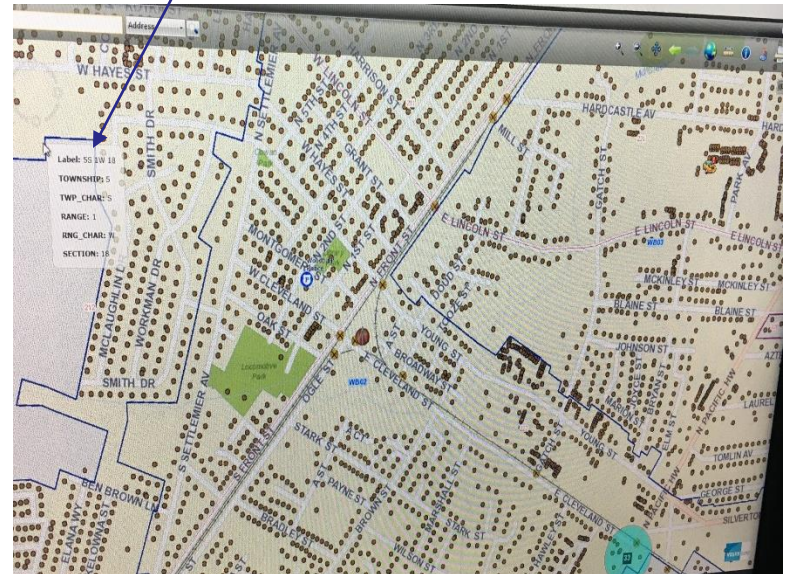
FIRE: WOODBURN

EMS: WOODBURN

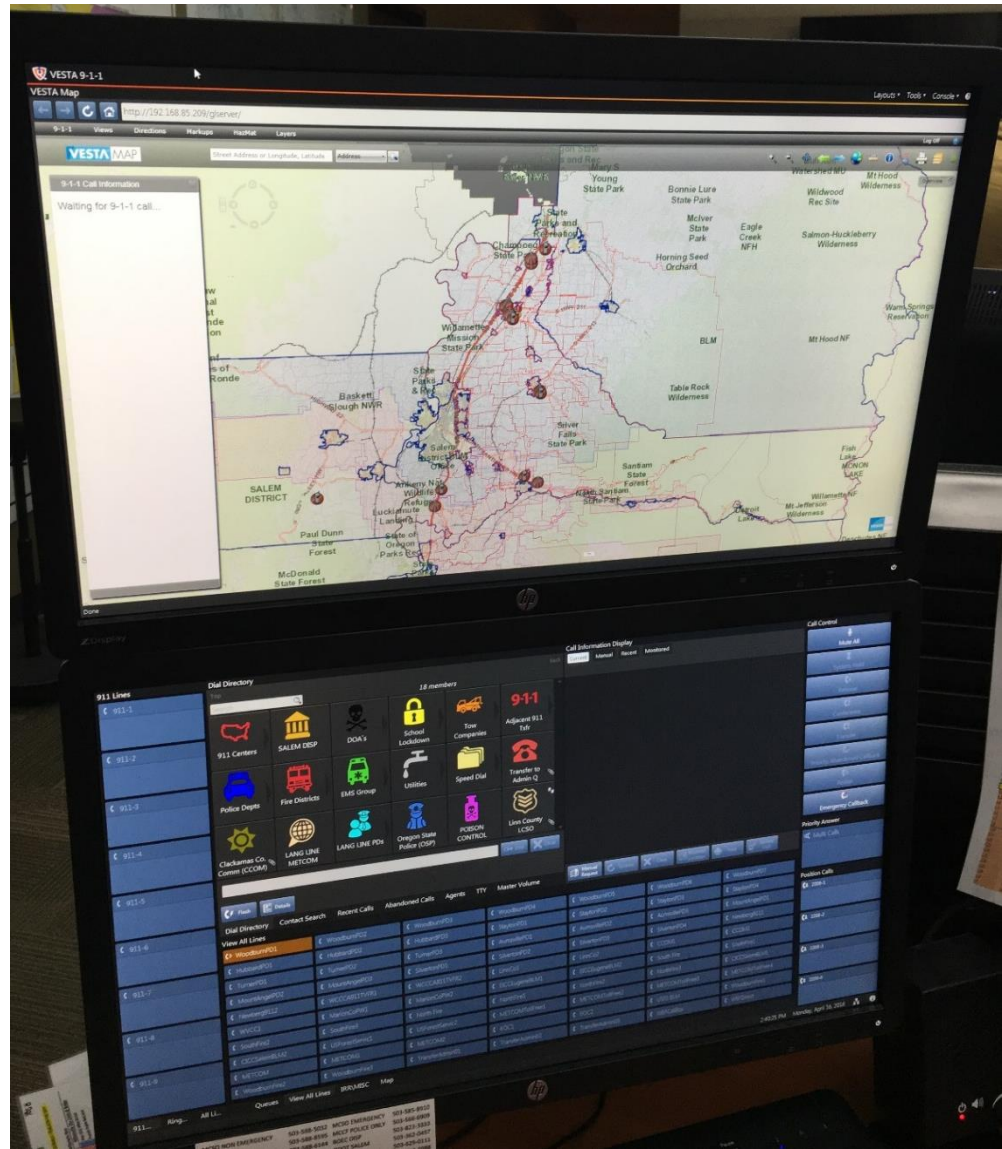
ESN=00889

TEL=QWSTC

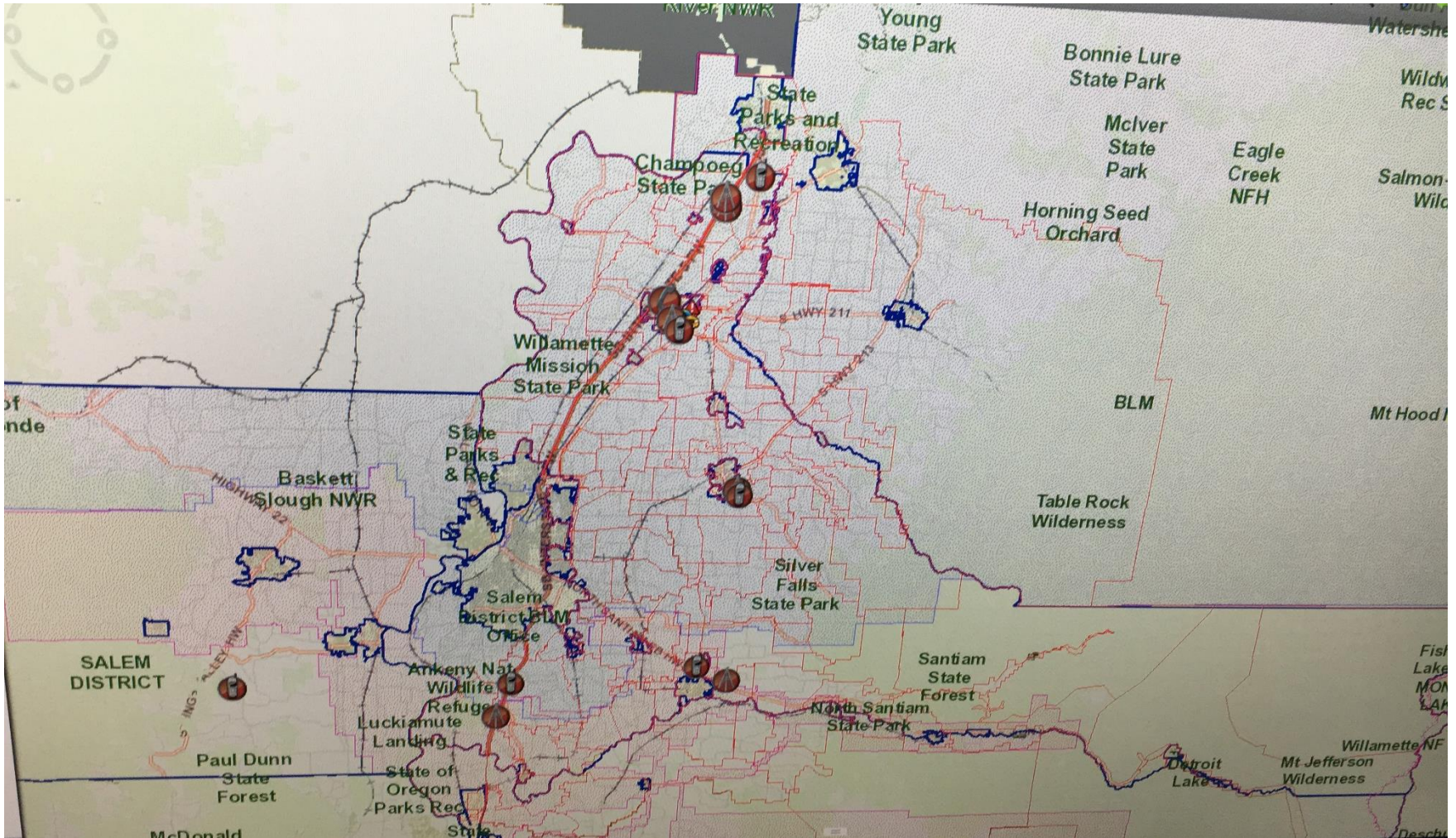
DIR:



Phone System



Plotting Calls



We Contract for Services

- I.T. Services – contract with City of Woodburn
- HR – In house resource
- A/P and Payroll – Contract Services with Bookkeeper
- Legal – Labor – Contract with Kathy Peck
- Legal – Contracts – SDAO Member
- Insurance [Liability, Bond, WorkerComp]
Contract Scott Gustufson
- Health Insurance Benefits – WHA Insurance Co.
- Vehicle Insurance – SDAO
- Property Insurance - SDAO

METCOM

Oregon Accredited PSAP

The Oregon Accreditation Alliance is dedicated to providing its members with professional leadership in meeting organizational objectives regarding state accreditation.

We shall strive to ensure that all our members are served in a professional, ethical, and equitable manner. We aspire to increase the level of law enforcement professionalism among law enforcement agencies throughout the State of Oregon.

METCOM 9-1-1
ACCREDITED SINCE SEPTEMBER 2017



Why Accreditation?

- Established uniform set of “Best Practices” for public safety agencies
- Measurable and verified by an independent auditor
- Validates Compliance, and creates an accountability to the community, elected policy makers, and the line officers who are performing the day to day work.
- Best Practices are compliance requirements dealing with life, health, safety, and high liability exposures.
- **Every standard:**
 - Keeps the agency accountable
 - Keeps the agency professional
 - improves its services to the community
 - Transparency

There is no conceivable reason an agency would not want to comply with the standards whether or not they participate in a formal accreditation process.

Seven (7) Accredited 9-1-1 PSAP's in Oregon

- **METCOM 9-1-1**
- Deschutes County 9-1-1 [DC911]
- Emergency Communications of Southern Oregon [ECISO]
- Washington County Consolidated Communications Center [WCCCA]
- Toledo 9-1-1 Communications Center
- Prineville 9-1-1
- Central Lane Communications [Eugene]

National Center for Missing & Exploited Children

Consistent with
Marion County
Dist. Attorney
Walt Beglau.
Child Abuse
Protocol
Initiative - 2016



All Staff must go through NCMEC Training & Certification to meet the 9-1-1 Readiness Project Best Practice

METCOM – Leaders in Technology

- One of first 7 PSAP's in Metro Area to initiate Text to 911 in Oregon
- Accredited PSAP – 1 of 7 PSAP's in Oregon
- Pictometry Integrated in CAD – 1 of 2 PSAP's in Oregon
- Call integration with users of all disciplines
- Integrated / Auto Tone Encoding - Fire Users
- Webview Alerting for Public Safety Partners

Unique Technology

- Text to 9-1-1
- Neighboring PSAP CAD access
- Mobile Data Terminals
- COPLINK Interface
- Active 9-1-1 Interface / Use in House
- Mobile Applications
- Electronic Pre Arrival Instructions
- Fire House and Imagetrend Interface
- Mark 43 Interface
- Everbridge

This is our Radio Screen



Fire Page Screen – Radio System

The screenshot displays a comprehensive fire radio system interface. At the top, a status bar shows a volume level of -60dB and the date/time: Fri 4-May-18.

The main area is divided into several sections:

- Top Section:** A grid of fire stations including AURORA FIRE, DRAKES CROSSING, HUBBARD FIRE, MONITOR FIRE, MT. ANGEL FIRE, SILVERTON FIRE, ST. PAUL FIRE, WOODBURN AMBULANCE, and WOODBURN FIRE. Each station has a list of associated frequencies and channels.
- Middle Section:** A second grid of stations including AUMSVILLE FIRE, DETROIT-IDANHA, GATES FIRE, JEFFERSON FIRE, LYONS FIRE, LYONS AMB, MILL CITY, SANTIAM AMBULANCE, STAYTON FIRE, SUBLIMITY FIRE, and TURNER FIRE.
- Bottom Section:** A control panel with a mode selector (AUTO CHANNEL STEERED / MANUAL ON SELECT) and five active channel windows. Each window shows a station name (e.g., NI CROSBY, NI HOUSE, NI McLAREN, SI DETROIT, SOUTH 1) and a list of frequencies with 'SEL' and 'Muted' buttons.
- Right Side:** A vertical column of additional channels and stations, including NI CROSBY, NI McLAREN, NI HOUSE, NORTH 6, NORTH 7, OPS 38, SOUTH 1, S1 DETROIT, S2 WIPPER, S3 PINE, S4 WIPPER, S5 PINE, S6 WIPPER, S7 PINE, S8 WIPPER, S9 PINE, S10 WIPPER, S11 PINE, S12 WIPPER, S13 PINE, S14 WIPPER, S15 PINE, S16 WIPPER, S17 PINE, S18 WIPPER, S19 PINE, S20 WIPPER, S21 PINE, S22 WIPPER, S23 PINE, S24 WIPPER, S25 PINE, S26 WIPPER, S27 PINE, S28 WIPPER, S29 PINE, S30 WIPPER, S31 PINE, S32 WIPPER, S33 PINE, S34 WIPPER, S35 PINE, S36 WIPPER, S37 PINE, S38 WIPPER, S39 PINE, S40 WIPPER, S41 PINE, S42 WIPPER, S43 PINE, S44 WIPPER, S45 PINE, S46 WIPPER, S47 PINE, S48 WIPPER, S49 PINE, S50 WIPPER, S51 PINE, S52 WIPPER, S53 PINE, S54 WIPPER, S55 PINE, S56 WIPPER, S57 PINE, S58 WIPPER, S59 PINE, S60 WIPPER, S61 PINE, S62 WIPPER, S63 PINE, S64 WIPPER, S65 PINE, S66 WIPPER, S67 PINE, S68 WIPPER, S69 PINE, S70 WIPPER, S71 PINE, S72 WIPPER, S73 PINE, S74 WIPPER, S75 PINE, S76 WIPPER, S77 PINE, S78 WIPPER, S79 PINE, S80 WIPPER, S81 PINE, S82 WIPPER, S83 PINE, S84 WIPPER, S85 PINE, S86 WIPPER, S87 PINE, S88 WIPPER, S89 PINE, S90 WIPPER, S91 PINE, S92 WIPPER, S93 PINE, S94 WIPPER, S95 PINE, S96 WIPPER, S97 PINE, S98 WIPPER, S99 PINE, S100 WIPPER.
- Bottom Control Panel:** Includes a 'Radio Main' menu, 'UnSelect' and 'Select' buttons, 'Patch Clear' and 'Patch Select' buttons, 'All Mute', 'PRIORITY ALERT CODE 9', 'INFO ALERT', 'CODE 0', 'PTT' (Push-to-Talk) button, 'Group Select', 'Record North Message', 'Record South Message', 'Abort North', and 'Abort South' buttons.
- Bottom Right:** A logo for 'mindshare by CSR' and a circular logo for 'NORTH AREA MULTI-AGENCY COMMUNICATIONS CENTER'.

Pre Arrival Card Instructions

File Edit View Favorites Tools Help

METCOM 9-1-1

Police Fire EMS

Choose a Category... Go

Rosters

EMS

[Alpha Pager List](#)

[Abdominal Pain/Problems](#)

[Allergies & Reactions](#)

[Altered Mental/LOC](#)

[Assault/Abuse](#)

[Back Pain](#)

[Bites/Stings](#)

[Bleeding/Wounds](#)

[breathing Problems](#)

[Burns](#)

[Cardiac/Respiratory Arrest](#)

[Chest Pain](#)

[Choking](#)

[Diabetic Problems](#)

[Drowning/Diving Accid](#)

[Electrocution](#)

[Eye Injury](#)

[Falls](#)

[FLU](#)

[Gunshot Wound](#)

[Evaluation](#)

[Exposure Heat/Cold](#)

[Influenza](#)

[Injuries](#)

[Overdose/Ingestion's](#)

E1 ABDOMINAL PAIN/PROBLEMS

All Agencies	
Abdominal Pain	ABD F
Associated Chest, Jaw, Arm or Upper Abdominal Pain	CHEST F
Pregnancy related abdominal pain -	PREG F

KEY QUESTIONS	PRE ARRIVAL INSTRUCTIONS
Any Flu Symptoms?	Refer to E27 Influenza card
1. Nausea or Vomiting?	1. Turn patient on left side.
2. Signs of shock? (Pale, cool, moist skin)	2. If it does not aggravate an injury elevate feet and legs 6" - 10". Keep Patient Warm.
3. Any Bleeding?	3. Advise Responders.
<ul style="list-style-type: none">• Rectal or vaginal bleeding?• Vomiting blood?	
4. Associated chest, jaw or arm pain?	4. Refer to #10, CHEST PAIN
5. Location of pain and duration?	5. Leave patient in position of comfort.
6. Associated medical history	6. Don't give the patient anything to eat or drink.
7. Recent trauma?	7. Refer to #18, TRAUMA

****CALL BACK IF ANYTHING CHANGES****

SUPPLEMENTAL INFORMATION

Common Causes:

- [Aneurysm](#)
- [Appendicitis](#)
- [Bowel Obstruction](#)
- [Colic](#)
- [Ectopic Pregnancy](#)
- [Gastroenteritis](#)

CPR Instructions

METCOM 9-1-1

Police Fire EMS

Choose a Category...

EMS

[Alpha Pager List](#)

[Abdominal Pain/Problems](#)

[Allergies & Reactions](#)

[Altered Mental/LOC](#)

[Assault/Abuse](#)

[Back Pain](#)

[Bites/Stings](#)

[Bleeding/Wounds](#)

[breathing Problems](#)

[Burns](#)

[Cardiac/Respiratory Arrest](#)

[Chest Pain](#)

[Choking](#)

[Diabetic Problems](#)

[Drowning/Diving Accid](#)

[Electrocution](#)

[Eye Injury](#)

[Falls](#)

[FLU](#)

[Gunshot Wound](#)

[Evaluation](#)

B - CPR Sequence

I'm going to Help you - please you must remain calm
Listen Carefully, and do exactly what I say.

1. Go bring the patient near the phone or take the phone to them. Do it now and get back on the phone with me. I'll help you.	2. First tap their shoulders and yell at them to make sure they are unconscious. Do it Now
---	--

Did the Patient move or respond?

No			Yes
How old is the patient?			No treatment - Calm patient Position Patient on left side and tilt the head back to keep the airway open. Keep the phone line open.
0 - 1 Year	1 - 8 Years	Over 8 Years	
Go to Infant CPR	Go to Child CPR	Do you know CPR? Yes - Go to Adult CPR No - Go to compression only CPR	
Go to Stoma Info Page Go to AED Instructions			

METCOM 9-1-1

Police Fire EMS

Choose a Category... Go

Rosters

EMS

[Alpha Pager List](#)

[Abdominal Pain/Problems](#)

[Allergies & Reactions](#)

[Altered Mental/LOC](#)

[Assault/Abuse](#)

[Back Pain](#)

[Bites/Stings](#)

[Bleeding/Wounds](#)

[breathing Problems](#)

[Burns](#)

[Cardiac/Respiratory Arrest](#)

[Chest Pain](#)

[Choking](#)

[Diabetic Problems](#)

[Drowning/Diving Accid](#)

[Electrocution](#)

[Eye Injury](#)

[Falls](#)

[FLU](#)

[Gunshot Wound](#)

[Evaluation](#)

Adult CPR (13 and older)

Pre - arrival sequence card

If the patient is the victim of drowning, overdose or respiratory event, start at step 5

Step 1

- I am going to help you.
- Please remain calm and do exactly what I say.
- Help is getting started.
- **Stay on the phone.**
- Take the phone next to the patient. I'll tell you what to do.
- If there is an A.E.D. available, send someone to get it [AED Instructions](#)

Step 2

- Place the patient flat on his/her back on a table or on the floor - NO PILLOWS
 - If unable to place on flat surface, continue anyway
- Kneel or stand on one side of the patient next to the head.

Step 3

- I am going to tell you how to open the airway
- Remove any dentures or any other object obstructing the nose or the mouth
- Place one hand on the forehead, and with the other hand gently lift the chin toward the ceiling
- Put your ear next to the patient's mouth
- Listen and feel for air coming out of the mouth or the nose, Watch and tell me if the chest or stomach rise?
- **DO IT NOW AND RETURN TO THE PHONE**

Is the patient breathing?

<p>Yes - Go to step 7</p>	<p>No</p> <ul style="list-style-type: none"> • If AED available go the AED card • If no AED AVAILABLE. Go to step 4
----------------------------------	--

Continue with PAI

Police PAI

File Edit View Favorites Tools Help

METCOM 9-1-1

Police Fire EMS

Choose a Category... Go

Rosters

Burglary P12

DISPATCH PRIORITIES	
Determinant	Responses
Unlawful entry into a premise with intent to commit a crime	BURG 1 - IN PROGRESS/JUST OCCRD BURG COLD
Theft of property from an open structure	THEFT 1 - IN PROGRESS/JUST OCCRD THEFT COLD
Entering a vacant building	TRES
KEY QUESTIONS	PRE ARRIVAL INSTRUCTIONS
Where? Exact address of house or building? Apartment number?	Suspects may still be on scene. Advise caller not to search building - wait for Police to arrive.
Is suspect inside now?	If in progress, or if still on scene, do not confront the suspect(s).
Is suspect trying to break in now?	If in danger, leave telephone line open, move to safety, if able to safely remain in residence or building, move to another telephone extension. If cordless phone, leave line open and take with you.
Weapons? Type? Description?	
Where are you in the house or building? (upstairs, bedroom, etc.)	Explore escape alternatives with the caller - offer options (can you lock or barricade the door or leave by another exit)? let the caller select the method.
Other people in the house or building?	
If another house or building, is it occupied?	
How many suspects and descriptions?	
Where are the suspect(s)? from officers perspective?	

SUPPLEMENTAL INFORMATION

Call Handling Instructions:

- Tell caller police will arrive as quickly as possible.
- Break inverted communications. for example, get location of suspects from the street, not from where the caller is. ("as I look at your house from the street, where are the suspect (s) breaking in?")
- Give clear instructions as to location of suspect(s) or point of entry from officers' arrival point.
- Advise officers of all changes in location and movement of suspect(s), caller(s), etc.
- If safe and able to observe situation, have caller(s) give detailed descriptions and updates of what is happening. Advise officers of names and locations of caller.
- After incident is over, unit(s) should secure scene.
- If reported after occurrence, determine when facility was secured.
- If facility is unoccupied, notify owner(s) and have them assist in providing additional information.

POLICE

- [Accelerator Stuck](#)
- [Abandoned Vehicle](#)
- [Abatement](#)
- [Accident/Hit and Run](#)
- [Accident/Motor Vehicle](#)
- [Accident/Other/Industrial](#)
- [Active Shooter](#)
- [Alarm Sounding](#)
- [Animal complaint](#)
- [Anonymous Callers](#)
- [Area Check](#)
- [Arson](#)
- [Assault/Battery](#)
- [Assault/Shooting-Stubbing](#)
- [AOA](#)
- [ATL](#)
- [Auto Theft](#)
- [Body Found](#)
- [Bomb Threat](#)
- [Burglary](#)
- [Bump and Rob](#)
- [Carjacking](#)
- [Checks and Credit Cards](#)
- [Child Abandoned/Found](#)
- [Child Abuse](#)
- [Child Callers "latchkey"](#)
- [Child Missing](#)
- [Child Molester](#)
- [Criminal Impersonation](#)

Tyler New World CAD

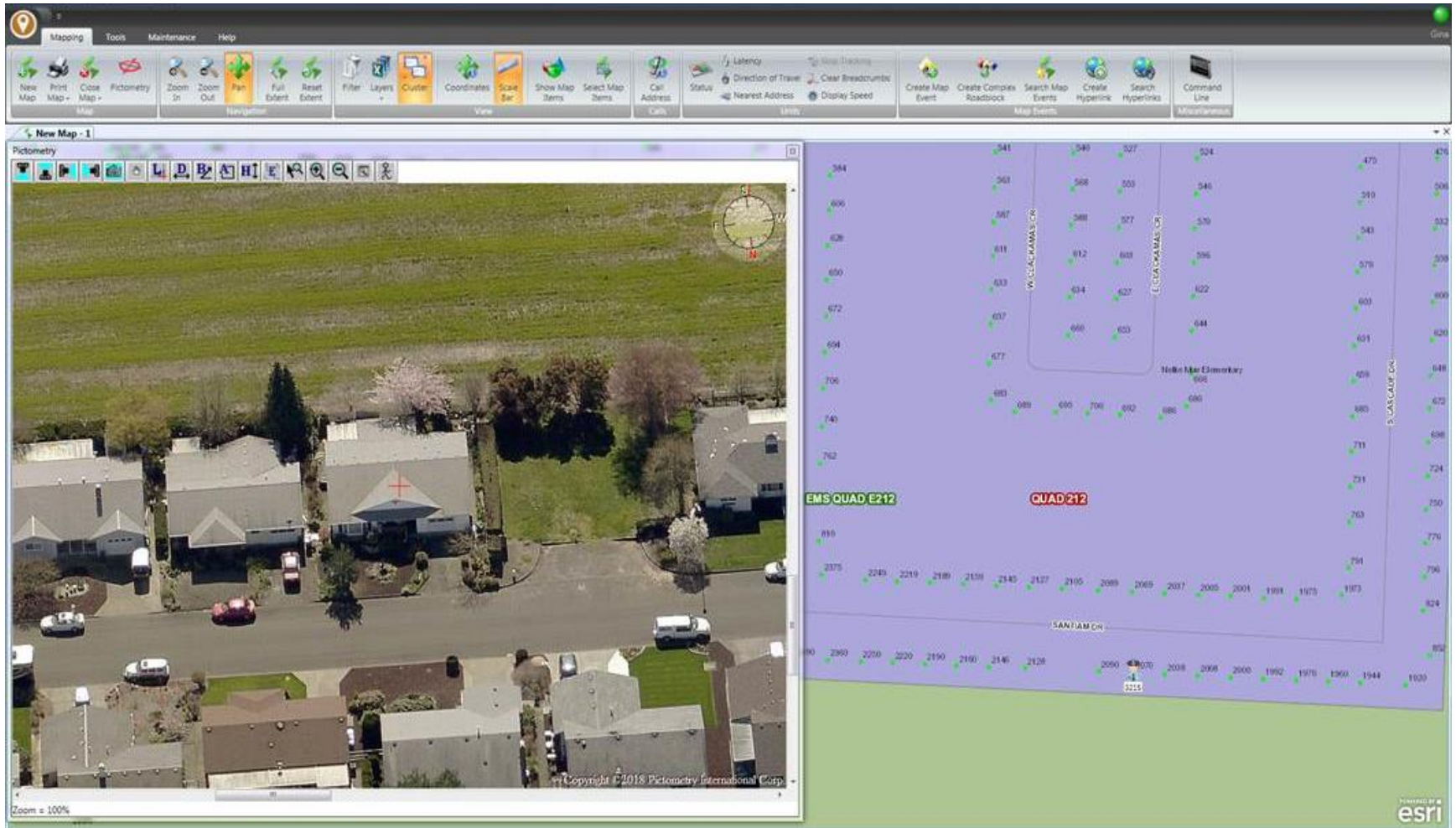
- Executive Director serves on National CAD Advisory Team
- Executive Director Leads the Oregon User Group for Oregon NWS Users
 - Deschutes County Consortium
 - Grants Pass
 - Oregon Health Sciences University LEO
 - Lebanon
 - Tillamook
 - * Woodburn/METCOM Consortium
 - Milton-Freewater / Walla Walla Consortium

CAD SCREEN (Computer Aided Dispatch)

The screenshot displays the Aegis CAD Enterprise software interface, which is used for Computer Aided Dispatch (CAD). The interface is divided into several main sections:

- Call Entry (CFS #4569 - Default Entry):** This section contains fields for call details. The call location is "700 N SPRUCE ST" with a verified location. The call type is "BLK" (Block) and the venue is "MT ANGEL". Other fields include "Priority/Safety Info" (Nature of Call), "Complainant" (Name, Phone, Extension, Source), and "Additional Location Information".
- Unit Lists:** Multiple windows show lists of available units.
 - Unit List (21 items):** Lists units such as P21 (Quarters), B15 (WBP FD), B24 (DIST 2 PD), B27 (WBP Enroute W CLEVELAND), B3 (WBP FD), B30 (DIST 1 Arrived PD 1567 JAMES ST), B31 (WBP Available), B45 (WBP Available), C17 (FD), C18 (SVP Available), C4 (SVP FD), and L1 (HUP FD).
 - Unit List (7 items):** Lists units E21 (Quarters), P21 (Quarters), MED753 (Quarters), MED21 (Quarters), MED22 (Quarters), MED23 (Quarters), and MED24 (Available).
 - Unit List (7 items):** Lists units for "NC-W/PB, HUP, AAP (Un-Avail Units) (1 item)".
 - Default Call List (3 items):** Lists units 4566 (ACA 1567 JAMES ST, WOODBURN), 4569 (AREA 700 N SPRUCE ST BLK, MT AN EBNER PARK), and 4570 (MVA W CLEVELAND ST @ S FRONT).
- Form Selection (NICIC Form Chooser):** A panel on the right allows selecting a form from a list including "Article - Cancel", "Article - Clear", "Article - Enter", "Article - Locate", "Article - Modify", "Article - Pawn - Enter", "Article - Pawn - Modify", "Article - Query", "Article - Query Case Files", and various "Supplemental Data" forms.
- Alerts and GIS:** A bottom section shows a list of alerts with columns for Date, Type, Entered By, and Narrative. A GIS map is also visible.

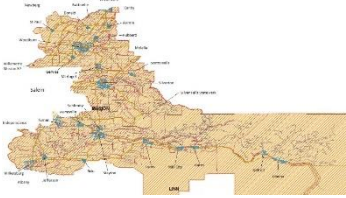
CAD MAP



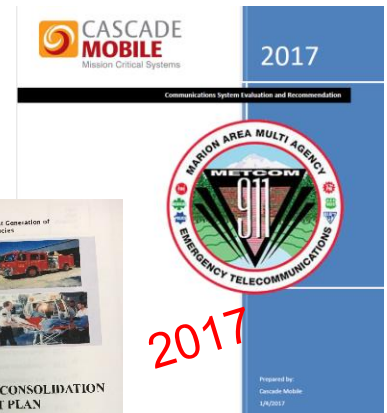
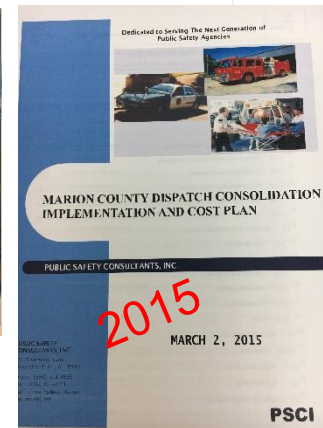
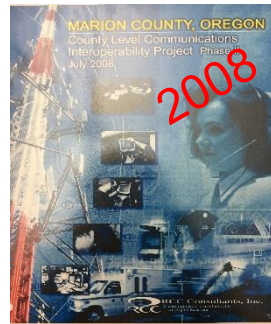
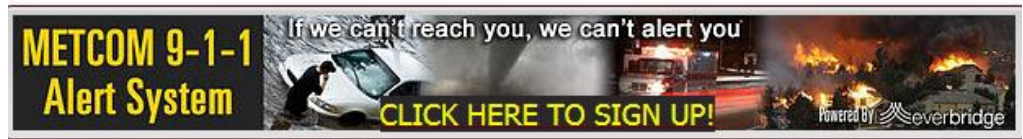
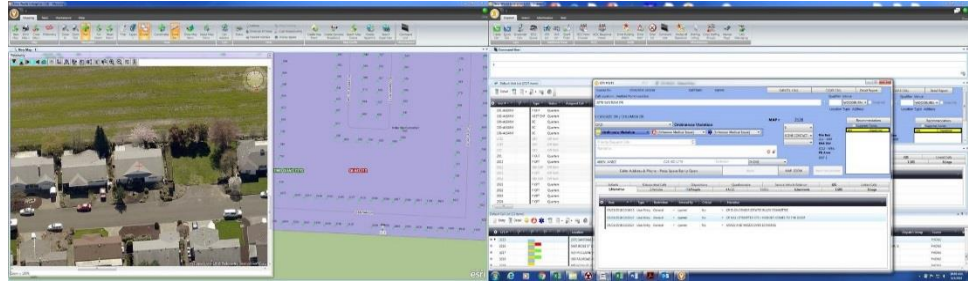
Special Programs

- Public Education in Schools K-5
- Public Education – Community Events
- Career Fair – Chemeketa Community College, High and Middle Schools
- Interview Panel at High Schools
- Sit-A-Long Program
- High School Mentor Program
- Train with User Agencies
- Tactical Dispatch
- County Emergency Management Exercise Support
- Everbridge Program – similar to Reverse 9-1-1
(all supported by our dispatch staff)

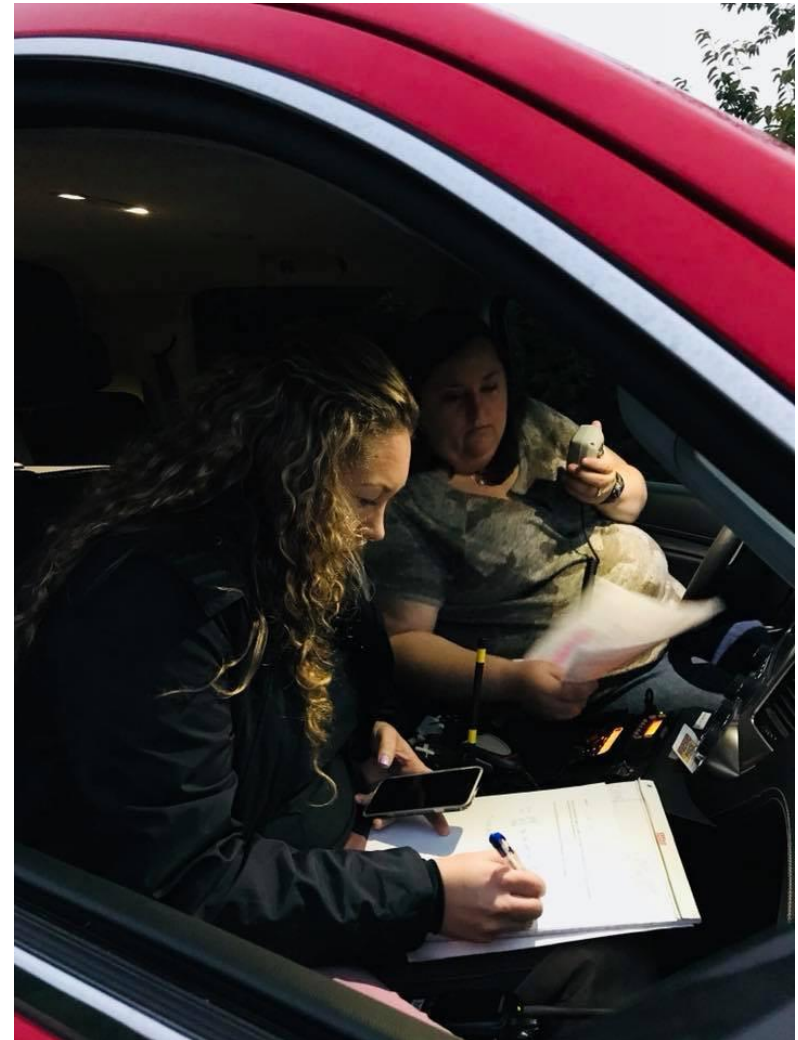
Marion County Partnerships



- Pictometry –
- Everbridge –
- Radio Communication -
- Training



Training in the Field with Users





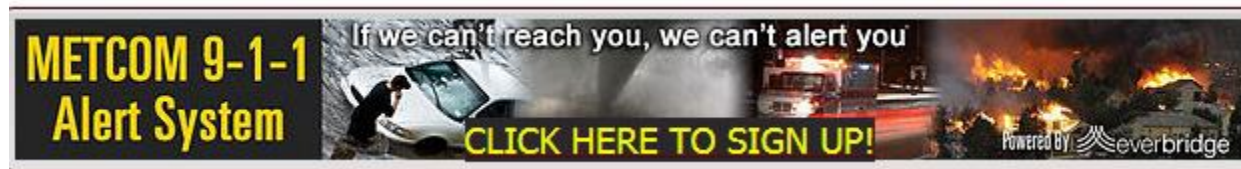
Bring Training to Staff



Staff Meeting Training

EVERBRIDGE EMERGENCY ALERT PROGRAM

“Opt In” to receive emergency alerts and notifications of events in your community.



Sign up at www.metcom911.com

Citizen Opt In

Provides more ways to contact than just Home Phone

Marion Area Multi Agency Emergency Telecommunications

Serving the Communities of: Aumsville - Aurora - Butteville - Detroit - Donald - Drakes Crossing - Gates - Gervais - Hubbard - Idanha - Jefferson - Lyons - Mill City - Mt. Angel - Monitor - Scotts Mills - Silverton - St. Paul - Stayton - Sublimity - Turner - Woodburn

powered by  everbridge

Emergency Alerts: New User Sign-Up



Alerts You Want to Receive

Emergency alerts

Important community alerts:

- | | |
|---|---|
| <input checked="" type="checkbox"/> Severe Weather Alerts | <input type="checkbox"/> Air quality |
| <input type="checkbox"/> Road closures | <input type="checkbox"/> Pandemic Information |
| <input type="checkbox"/> Amber Alerts | |

Citizens may provide more contact information for emergency alerts only or opt to receive other important announcements (optional).

Citizens can register as residents or businesses.

About You

I am a resident I am registering a business

First name:* Middle: Language preference:

Last name:* Suffix: Special needs: Yes

Citizens may provide up to five locations within your coverage area.

Locations You Care About

Location name:
(e.g., Home, Work, School)

Street address:*
(e.g., 123 Main Street)

Capture important details, such as language preferences, special needs, and even volunteering interest for community mobilization with customizable fields (optional).

Contacts to be Notified

everbridge | Aware

HOME HELP LOG OUT
(Organization Leader) Louise Funk
(184284651) NORCOM notification > select population

>> Exit Geo Mode Create Message


Geo Notification

1) Type of Alert 2) Select Contacts 3) Review Contacts


Address Street Segment Lat-Long

Address
City
State
Zip Code
Radius Miles

Region Tools



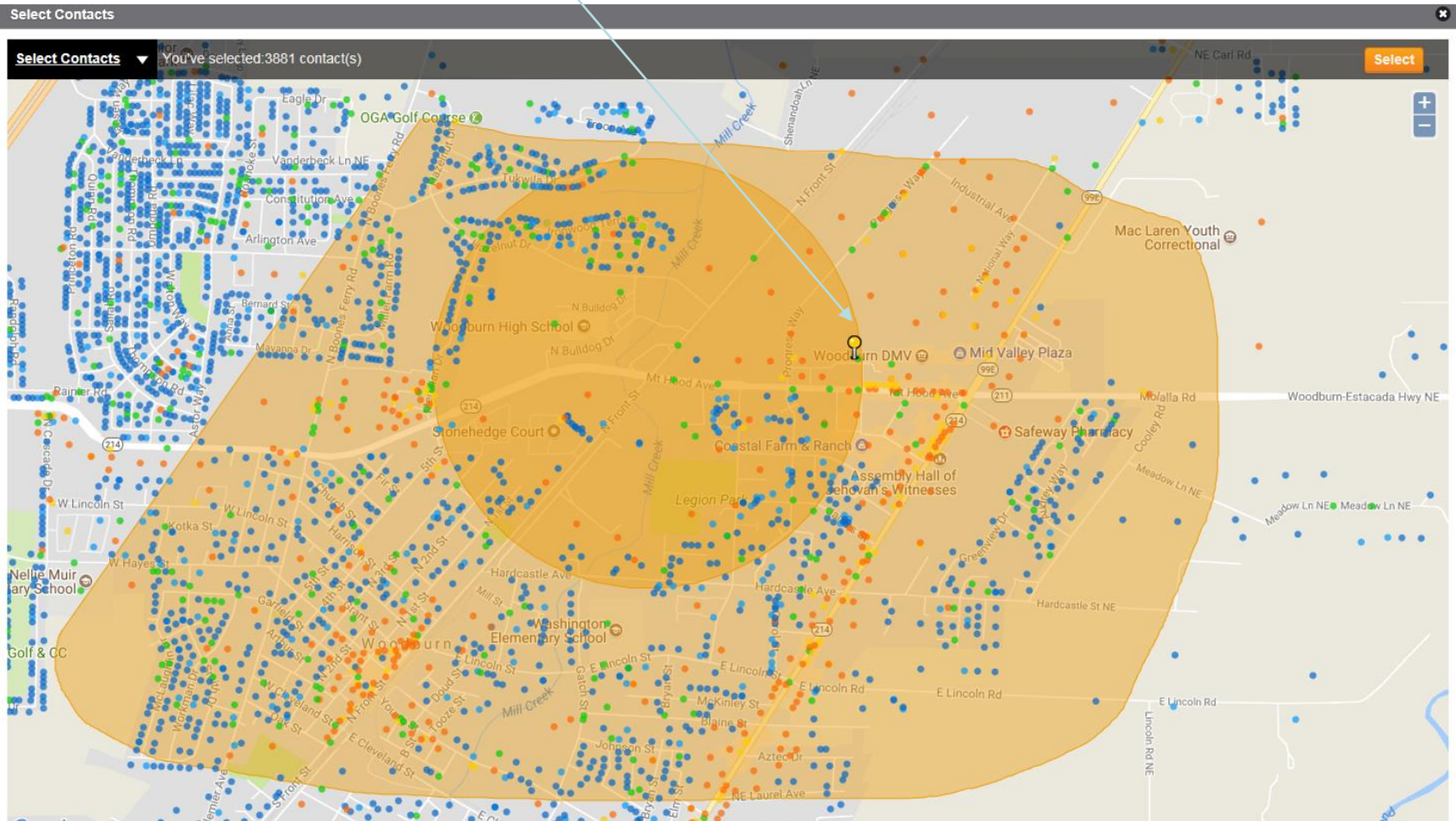
Map Layers



Map Data Copyright © 2009 Navteq

Contact Client Care Privacy Terms of Use

Pin Point Location and Draw Boundary for Notification



[Utility Billing late Notice for March 27](#)

[Frontier outage repaired](#)

[Frontier Land Line Outage](#)

[Utility Billing late Notice for February 26](#)

[SAFE TO RESUME NORMAL ACTIVITY](#)

[POLICE ACTIVITY IN WOODBURN](#)

[Utility Billing late Notice for January 25](#)

[Utility Billing late Notice for December 28](#)

[North Marion County Fire Districts and Scouts Food Drive](#)

[Utility Billing late Notice for November 28](#)

[! FRONTIER PHONE SERVICE RESTORED](#)

Contacts

139954



Record Type

- Resident 911 (47593)
- White Page (40491)
- Business 911 (34049)
- Yellow Page (11339)
- Citizen Opt-in (5804)
- Turner Citizen (678)

POLICE ACTIVITY IN WOODBURN

SENT Notification ID:8105604015163156

Auto Refresh OFF

Rebroadcast Send Follow Up

Status Method



- Confirmed: 59
- Confirmed Late: 0
- Unreachable: 114
- Not Confirmed: 300

Details

Notification Type: Standard
Priority Greeting: No
Recurring: No
Sent From: Web Manager Portal
Start: 2018-02-22 12:33:43 PST
End: 2019-02-22 13:33:43 PST
Sent by: Jordan VanDyke
Sent to: [473 contacts](#)
Voice Recording: Record by Phone
Message Format: Voice/Text
Escalation: No

Message

POLICE ACTIVITY IN WOODBURN

WOODBURN POLICE ASKING ALL CITIZENS TO AVOID THE AREA OF FRONT ST & GRANT STREET AND THE DOWNTOWN WOODBURN AREA DUE TO POLICE ACTIVITY. WE WILL UPDATE WITH FURTHER INFORMATION WHEN IT IS AVAILABLE.

Voice File

Recorded Audio 1519331597124(Jordan VanDyke, 2018-02-22 12:33:17 PST, 135 KB)



HOSPITAL STATUS

Intermedia Corporation [US] https://www.oregonia.intermedia.com/EN/0101am

Emergency Oregon HOSCAP

Contact Us | Help Center | Search | Log Out

Setup View Event Preferences Forms Report Regional Info

Custom View - Table

show map print excel customers refresh help

Oregon HOSCAP Terms and Conditions - Please Review

Region 2	ED Diversion	Trauma	Critical Care	CT Scan	Trauma Level	Checkpack	ED Main Number	24 Hour Phone Number	Comment
Silverton Hospital	Open	Open	Open	Operational	IV	No	(503) 873-1999	(503) 873-1900	
Salem Hospital	Open	Open	Open	Operational	II	No	(503) 814-1572	(503) 961-6200	
Santiam Memorial Hospital	Open	Open	Unstaffed	Operational	IV	No	(503) 768-8256	(503) 768-2175	please call for availability
Providence Newberg Hospital	Open	Not Applicable	Open	Non-Operational	Non-Degradated	No	(503) 537-1793	(503) 537-1556	Located in the county - accessible through...
Good Samaritan Corvallis	Open	Open	Open	Operational	II	No	541-758-5921	541-768-5111	
Samaritan Albany General Hospital	Open	Open	Open	Operational	IV	Yes	(541) 812-4194	(541) 812-4000	
Samaritan Lebanon Community Hospital	Open	Open	Open	Operational	IV	No	(541) 451-7113	(541) 258-2101	
Region 1 - Western	ED Diversion	Trauma	Critical Care	CT Scan	Trauma Level	Checkpack	ED Main Number	24 Hour Phone Number	Comment
MP - Legacy Meridian Park Hospital	Open	Not Applicable	Open	Operational	Non-Degradated	No	(503) 692-7467	(503) 692-1212	Trauma Level 5
SV - Providence St Vincent Medical Ctr	Closed	Not Applicable	Open	Operational	Non-Degradated	Yes	(503) 216-2361	(503) 216-1254	Trauma Level 5
TH - Tuality - Hillsboro	Open	Not Applicable	Open	Operational	Non-Degradated	No	(503) 681-1866	(503) 681-1111	
FG - Tuality - Forest Grove	Open	Not Applicable	Not Applicable	Not Applicable	Non-Degradated	No	(503) 358-6100	(503) 357-2173	Trauma Level 5
WK - Kaiser Westside Medical Center	Open	Not Applicable	Open	Operational	Non-Degradated	No	(503) 210-4500	(503) 310-1000	
Region 1 Central/SW WA	ED Diversion	Trauma	Critical Care	CT Scan	Trauma Level	Checkpack	ED Main Number	24 Hour Phone Number	Comment
UH - OHSU	Open	Open	Open	Operational	I	Yes	(503) 494-7331	(503) 494-7351	Direct to Emergency Communications Ce...
PR - Providence Portland Medical Center	Closed	Not Applicable	Open	Operational	Non-Degradated	No	None	(503) 215-6548	
VA - VA Portland HC System/VAPORCHS	Closed	Not Applicable	Open	Operational	Non-Degradated	No	503-229-8262 x15433	503-721-7383	Trauma Level 5
SW - PeaceHealth Southwest Med Ctr	Open	Open	Open	Operational	II	No	503-814-2464	(503) 258-2000	
SCA - Legacy Salmon Creek	Open	Not Applicable	Open	Operational	Non-Degradated	No	503-887-1400	503-887-1000	
EM - Legacy Emanuel	Open	Open	Open	Operational	I	No	(503) 413-4121	(503) 413-2200	
RCH - Randall Childrens Hospital at LCH	Open	Open	Open	Operational	I	No	503-278-8100	503-413-2200	
GS - Legacy Good Samaritan Hospital	Open	Not Applicable	Open	Operational	Non-Degradated	No	(503) 413-7260	(503) 413-7711	Trauma Level 5
DC - Doernbecher Childrens Hospital	Open	Open	Open	Operational	Non-Degradated	No	None	(503) 494-8811	Trauma Level 5
Region 1 Eastern	ED Diversion	Trauma	Critical Care	CT Scan	Trauma Level	Checkpack	ED Main Number	24 Hour Phone Number	Comment
PM - Providence Milwaukee Hospital	Open	Not Applicable	Open	Operational	Non-Degradated	No	(503) 513-1031	(503) 813-8300	
SK - Kaiser Sunnyside Medical Center	Open	Not Applicable	Open	Operational	Non-Degradated	No	(503) 571-3616	(503) 852-2000	L&D census management
MW - Legacy Mt Hood Medical Center	Open	Not Applicable	Open	Operational	III	No	(503) 674-1400	(503) 674-1122	Trauma Level 3
WF - Providence Willamette Falls Med Ctr	Open	Not Applicable	Open	Operational	Non-Degradated	No	(503) 657-6742	(503) 656-1631	Trauma Level 5
PA - Adventist Medical Center	Open	Not Applicable	Open	Operational	Non-Degradated	No	(503) 251-6108	(503) 257-2500	Trauma Level 5
Region 1 - Specialty	ED Diversion	Trauma	Critical Care	CT Scan	Trauma Level	Checkpack	ED Main Number	24 Hour Phone Number	Comment
PE5 - Unity Behavioral Health	Closed	Not Applicable	Not Applicable	Not Applicable	-	-	503-944-7738	-	PE5 Triage

© Intermedia Corp. Terms & Conditions Privacy Policy Mobile View

ED/Resource 8 1 31-release-3 (01)

North Marion County Communications 811 NORCOM (access) | 16 Apr 14:37

Wall of Honor



BLM and FS Status Board

OR/WA BLM 911 Melcom Help Logout

Home **Status Board** Calendars Messages Feeds Reports Reservations

Status Board Reception View

Location: --All Locations-- Department: --All Departments--
 Team: --All Teams-- Status: NO - Out - Field
 Name: Display Photo Search

Status	First Name	Last Name	Work Phone	Return Time	Comments	Last Update
NO - Out - Field	Brian	Barr	541-683-6497		G63-2923; 21S-02W-29; T Bush (super)	4/16/2018 9:52 A
NO - Out - Field	Mike	Adcock	541-683-6285	4/16/2018 4:00 PM	G62-3296P; Supervisor Premdas. 14-1E-35. 16-2-21; Horse Rock Ridge repeater	4/16/2018 11:55 .
NO - Out - Field	Kasey	Ankeny	541-683-6960	4/16/2018 4:30 PM	bear ridge, blading, Prairie repeater, Supervisor Don McGuigan 541-954-8808 or 503-983-0328 (cell) Kasey cell 541-870-7788	4/16/2018 6:13 A
NO - Out - Field	Heidi	Christensen	603-315-5920	4/16/2018 4:30 PM	Contract Inspection T7S-R8W, T9S-R7W, T13S-R8W.... veh: G62-2052M ... rep: Laurel Mtn & Marys Peak ... sup: M. Theve	4/16/2018 8:17 A
NO - Out - Field	Damien	Hawley-Jones	(541) 683-6634	4/16/2018 4:30 PM	T15S R02W Sec. 21,22,28. Riding with Klein. Sup Premdas. Horse Rock	4/16/2018 8:47 A
NO - Out - Field	Sharon	Klein	541-683-6167	4/16/2018 4:30 PM	T15S R02W Sec. 21,22,28. Riding with Titcomb and Hawley-Jones. Sup Premdas. Horse Rock , G62-4287S	4/16/2018 8:57 A

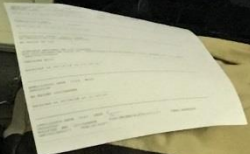
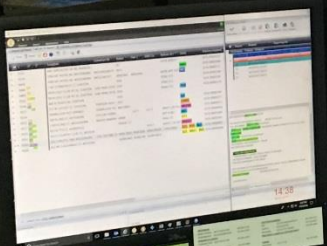
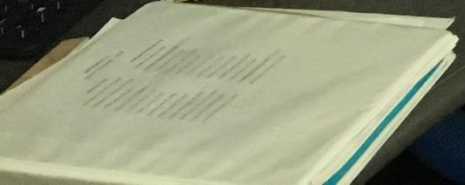
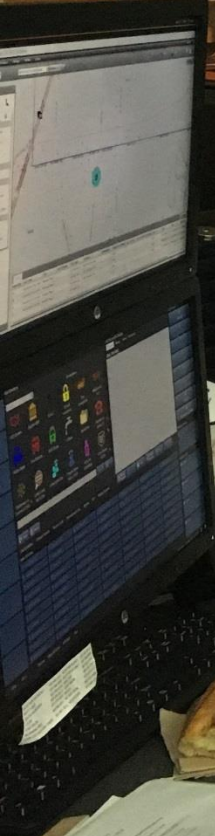
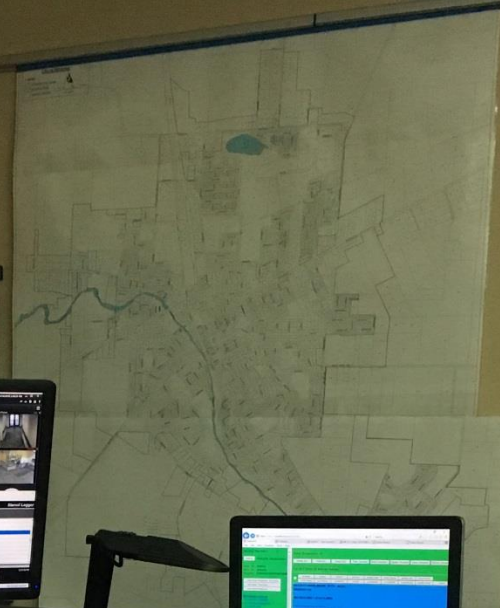
SUWI National Forest 911 Metcom Help Setup Logout

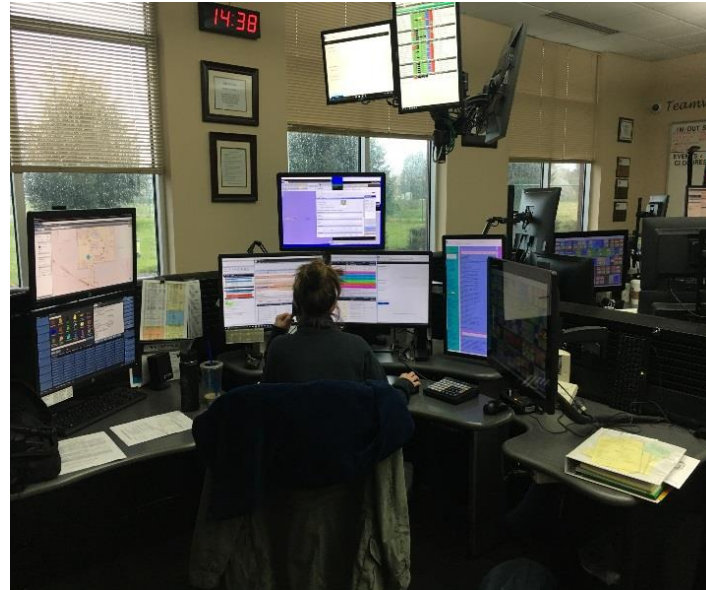
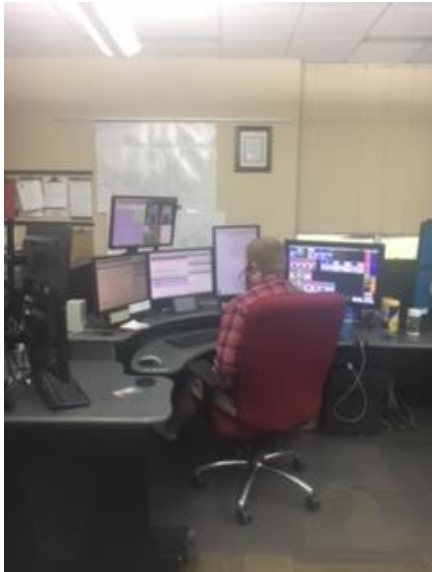
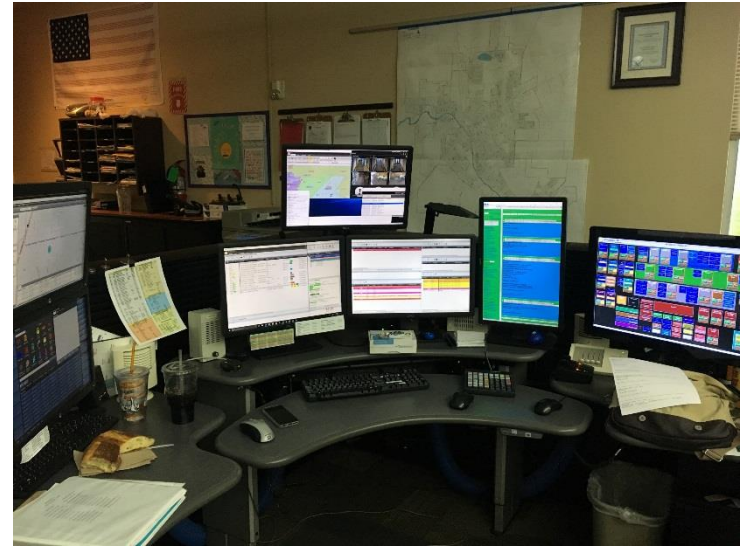
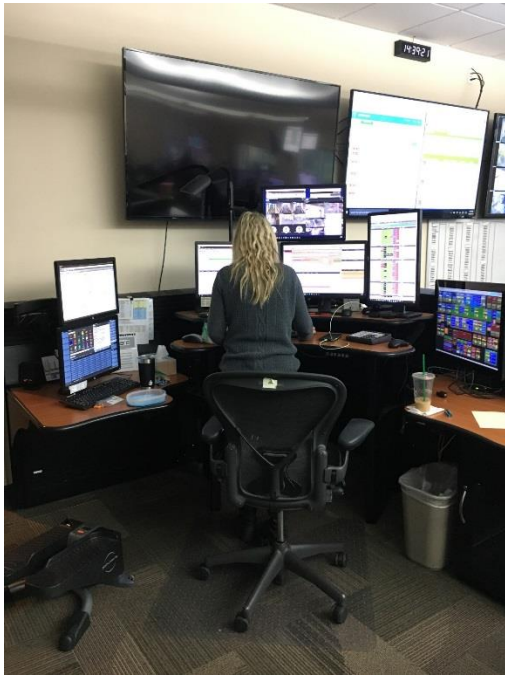
HOME **STATUS BOARD** S-SEND W-SEND CALENDAR MESSAGES

Status Board Reception View Printer-Friendly View

Location: --All Locations-- Department: --All Departments--
 Team: --All Teams-- Status: Out - Field
 Name: Filter by name Display User Photo GO

Status	First Name	Last Name	Work Phone	Return Time	Comments	Updated
Out - Field	Steven	Teegardin	No Phone		Vehicle 6250, Repeater Hebo, Supervisor: Brandon Hendrix working in jenck off of FSR 1500. will be working in unit 67 off of the 117 spur road.	4/16/2018 7:46 AM
Out - Field	Terri	Allen	503-392-5124	4/16/2018 3:30 PM	Vehicle 9987, Repeater Hebo, SEND# SH 3 , Supervisor: Brandon Hendrix With contractor, Warehouse, prework, then 2234, Sourgrass units	4/16/2018 7:37 AM
Out - Field	Kraig	Lindelin	541-997-2562	4/16/2018 4:00 PM	Township: 16 S, Range: 12 W, Section: 10.	4/16/2018 7:48 AM







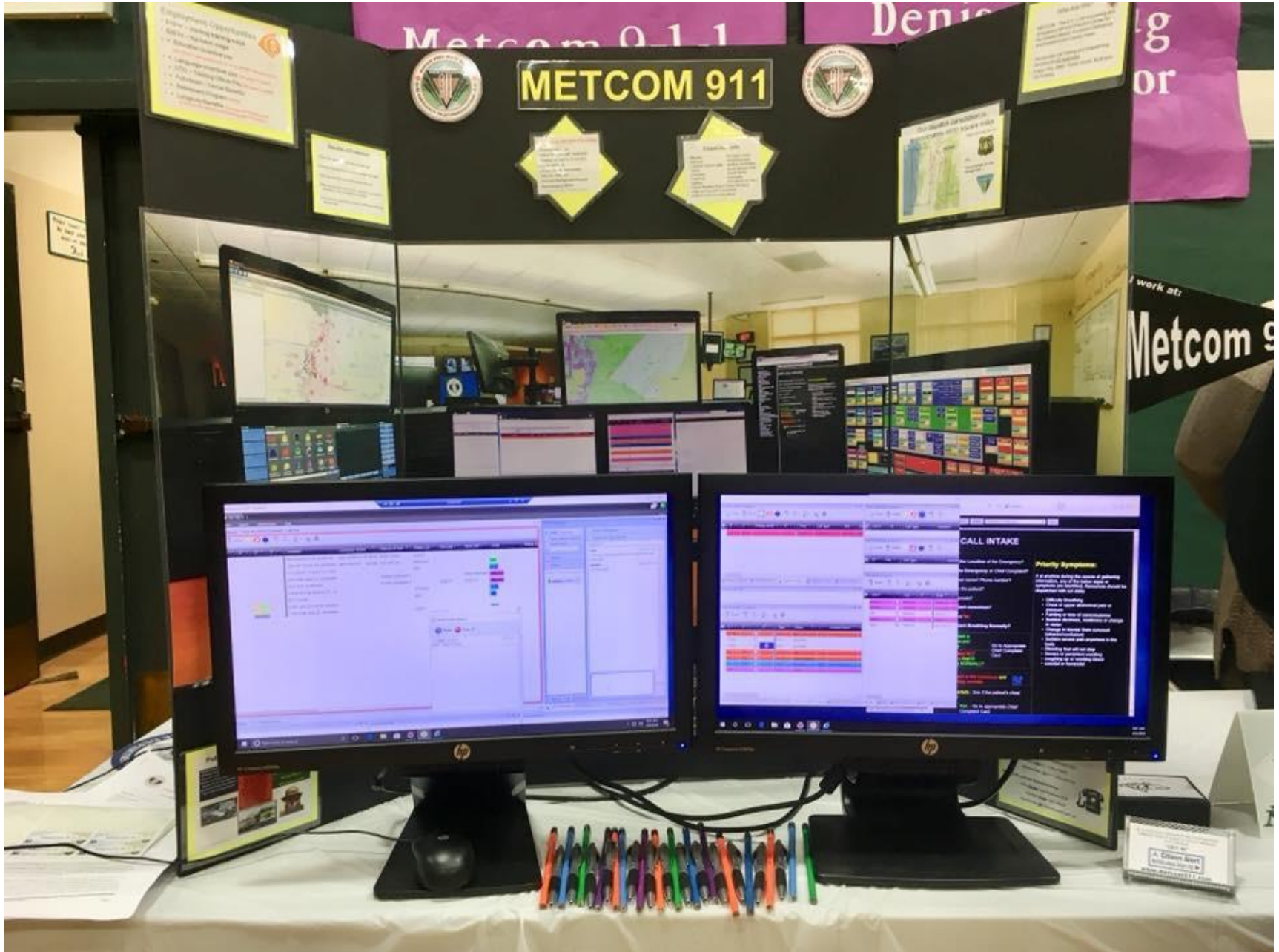
14:39:58

EXIT

14

13

CAREER DAY at NMHS





Public Education Events

Shared Back Up Center



METCOM & WVCC



Backup Center

Stayton, Oregon



Back Up Center



METCOM & WVCC Shared Backup Center



METCOM Working Position with CAD, RADIO and Phone



*We truly have the opportunity to
make a difference each day!*



QUESTIONS?

Thank You.

Gina Audritsh

503.982.2344

gina.audritsh@metcom911.com

www.metcom911.com