

TECHNICAL ADVISORY COMMITTEE MEETING

Wednesday • January 14, 2026 • 10:00 am

Chair: Div. Chief Patrick Wineman | Vice Chair: CMD. Brian Wilber

Washington County Consolidated Communications Agency

5900 NE Pinefarm Court • Hillsboro, Oregon • 97124

Agenda

Call to Order

Approval of Minutes, November 12, 2025*3

Additions and/or Deletions of Agenda Items

Committee Reports

- A. Police Users Group
- B. Fire Users Group
- C. PSSTG

Old Business

- A. System Status (Reese)
Radio, IS and Facilities updates.

New Business

- A. **Approval of SOG's***13
 - 1. 7-Emergency Radio Traffic Signal
 - 2. 13-Polie Pursuits
 - 3. 34-Call for Service
 - 4. 34-Call for Service Graph
 - 5. 47-Location and Phone Verification
 - 6. 56-CAD Caution Notes

Staff Report

Good of the Order

* Requires Action

Adjournment | Next Meeting: Wednesday, February 11, 2026, 10:00 am

Upcoming Meetings | Events at WCCCA:

CEO Board Meeting: January 15, 2025

**Washington County
Consolidated Communications Agency**

Minutes

Washington County Consolidated Communications Agency
TECHNICAL ADVISORY COMMITTEE
Meeting Minutes
Wednesday, November 12, 2025

Present	Capt. Ed Mastripolito, Beaverton PD Capt. Troy Maslen, Forest Grove PD Deputy Chief Greg Espinosa, Hillsboro FD CMD Brian Wilber, Hillsboro PD Capt. Corey Jentzsch, Sherwood PD CMD Brad Sitton, Tigard Police Capt. Jeremy Rankin, Tualatin PD Brian Phillips, PSSTG, TVF&R Eric Kennedy, TVF&R CMD. John Crecelius, WCSO Lt. Jesse Baker, WCSO Christine Navarro, PSSTG SGT. Clarice Gordon, Forest Grove PD	Staff Present	Jennifer Kilcoin, HR Manager Kim Foster, Operations Manager Curtis Floyd, Radio Services Sup. Barbi Denman, Admin. Specialist Michael Stout, CFO
Call to Order	The meeting was called to order at 10:03 am by Espinosa.		
Approval of Minutes	Wilber motioned for approval of the October 8, 2025 meeting minutes. The motion was seconded by Crecelius and approved unanimously.		
	Mastripolito – aye Maslen – aye Espinosa – aye Wilber - aye	Jentzsch – aye Sitton – aye Rankin – aye Philips – aye	Kennedy - aye Crecelius - aye Baker - aye Navarro - aye
Additions/ Deletions	None		
Committee Reports	PUG (Baker) • Motorola is coming out with a new ear piece/mic. More to follow from WCCCA. • Referencing Federal Calls – See minutes / Foster. • Animal Calls – WCCCA is trying to direct callers to call Animal Control directly. If the responding unit does not go, they need to let their RP know. • When giving out name, DOB, or ODL, please make sure to say it twice. • BHCC calls – this is an internal code, WCCCA uses. Some units have started using it, please use an BHL call type. • Sherwood has asked to be notified when a priority call comes out and what agency it is for. (Shared Channel) • Forest Grove asked for Officer safety information on calls. • Forest Grove asked for a new federal activity clearance code, for tracking. (See Foster's comments)		

(Foster) - WCCCA feels the stress, along with the officers, of all the calls regarding federal ICE presence. Community members think it is ICE, but it cannot be proven, as WCCCA dispatchers cannot see the activities. Dispatchers will record the activity as un-wanted, suspicious circumstance, fire, etc. Reminder – if the responding agency does not go, please call the complainant and let them know you are not going. WCCCA Supervisors have been directed to contact the agencies OIC to discuss. If it is found to be an “ICE” call, then the responding agency can clear as such.

Hillsboro PD has been asked to data mine information regarding ICE activity. They are only able to do so through key word searches. Hillsboro PD is asking if there can be multiple clearance codes?

FUG (Espinosa)

- OSFM (Oregon State Federal Marshall) reported that there were eight conflagrations last year, in which sixty-four task forces were deployed within the state of Oregon. Washington County deployed most of them. There were fewer deployments this year.
- Chief Wineman reported that Forest Grove was trying to staff a second company.
- There was talk about adding additional call types. To be re-discussed next week, to include discussions based on mid-level response. The current response plan does not include everything needed to manage those instances. Espinosa has been in contact with Roberts and Crawford from WCCCA.

PSSTG (Navarro)

- Discussion took place regarding installation issues with the new version of CAD. Looking for documentation, from Central Square.
- PSSTG's election will take place in January 2026, for a new Vice-Chair and Chair.
 - o Navarro will be retiring Spring of 2026.
- Navarro's choice on a new clearance code, would be a check box, if possible.

System Status

Activity and Projects:

Old
Business

Radio (Floyd)

- Motorola quarterly PMs will be done first week of December. Notification to be sent out.
- All site maintenance for Motorola (2025) is complete.
 - o WCCCA dispatch was completed.
- US Digital station alerting: Floyd attended US Digital's Winter Conference.
 - o Floyd to present at next FUG meeting.
- Helping Hillsboro Fire with the new SOHI Fire Station.
- TVF&R is rebuilding a few of their stations. WCCCA will helping out.
- Woodland Fire is also building a new station in Welches.
- Working on final punch list for Microwave project.
- Agency PMs – CCOM was lined up for PMs and updates, but the dates fell through.
 - o WCSOs PMs / upgrades are being scheduled, as well as Hillsboro PD and FD, for all DVRs needs.
- WAVE had an odd issue occur, audio was lost. WCCCA is working with WAVE on how WCCCA can see the issues. Due to being an external system, it does not report back.
 - o WCCCA will be cutting over to a new WAVE tool in December 2025.
 - o Users will need to remove the WAVE app from their phones and then re-load the app. This reload will adjust to the newest version.

- Ski Patrol is currently working on an update at TDH, (Clackamas County)
- (Fire) Please see packet for the Salem talk group conversion.

IT (Floyd)

- Assigning work groups for the new system.
- Working on new MicroMain work order system.
- PC upgrades at WCCCA to follow.

Facilities (Floyd)

- IES has completed all of the contract work at WCCCA.
- Annex building and gazebo have power.
- HVAC PMs are done for the quarter.
- Additional “leak” measures have been installed near the UPS's.
- Reroofing multiple WCCCA radio site buildings with asphalt.
- PGE has some plan outages – not impacting WCCCA/agencies.
- November Update – A WCCCA Facilities Tech's was in an automobile accident yesterday with a WCCCA vehicle. Technician is doing okay, however the Explorer he was driving was totaled. Insurance has been notified. WCCCA is working on a replacement.

New Business

A. Who has Radios (Floyd)

- Beginning in November 19th, Yamhill County will be doing maintenance on some of their repeaters. This will take some repeaters off line. Update to be emailed to all TAC members.
- WCCCA was asked to provide a list of non-members that are on the radio system. For example: PCC, OHSU (Hillsboro), Intel Security, mall security, etc. WCCCA does not track these. This should be tracked by the agency that hands them out. If you are an agency that loans radios, please notate in the User log.

B. OHSU Hillsboro – Police Talk Groups (Floyd)

- OHSU Hospital Security has requested the use of radios for awareness of activities around their locations. Hillsboro PD will look into.

C. Potential Need – Call Type- Federal Activity (Wilber)

- Potential call type for federal activity will be provided in the clearance code. Foster will get with Haines on how to complete the request.

D. Agenda Bill – Cost Allocation (Stout)

- The Cost Allocation model includes a feature that caps on fees for the smallest members. Members whose costs do not rise above 1% of the total WCCCA costs have their annual cost increases capped at 3% increase each year.
 - o In February 2025, while putting together the current budget, WCCCA received concerned feedback from one of the community members on the WCCCA's Budget Committee, about fairness in regards to the allocation.
 - o As a result, there was a committee formed out of the Board of Commissioners to study the issue. After meeting a couple of times for the summer, the recommendation, to either raise the cap from 3% to a gradual 4%, then 5%, or 5% cap.

- o The process starts with this Agenda Bill being presented today to TAC. WCCCA encourages comments from TAC for further consideration. Once presented to TAC, it will be presented to CEO and the BOC for final approval.
 - Included in the packet are two documents detailing the small city increase scenarios. (Page 15/16)

E. Appoint Chair (Fire) and Vice-Chair (Police) for January 2026.

All were in favor for the election of the following:

- o Chair – Div. Chief Wineman / Forest Grove FD.
- o Vice Chair – CMD. Brian Wilber /Hillsboro PD

Staffing

Staffing Report (Kilcoin)

- Five new call takers started yesterday.
- Currently at 57 of the 67 authorized Dispatchers.
- Partnering with local high schools and PCC, EMT programs.
- WCCCA has a Radio Tech position opening due to a retirement early next year.
- Facilities Technician position, interviews took place earlier this week, with four finalists.
 - o Final interviews to be scheduled.
- Regional CAD Coordinator position, this is a shared position, housed and employed by WCCCA.
 - o Interviews have been scheduled for the week of the 17th.
- Please remember, if you have any candidates that failed your agency, please refer them to the open dispatch positions.

Good of the Order

Kim Foster, Operations Supervisor at WCCCA, will be retiring February 2, 2026.

Next Meeting

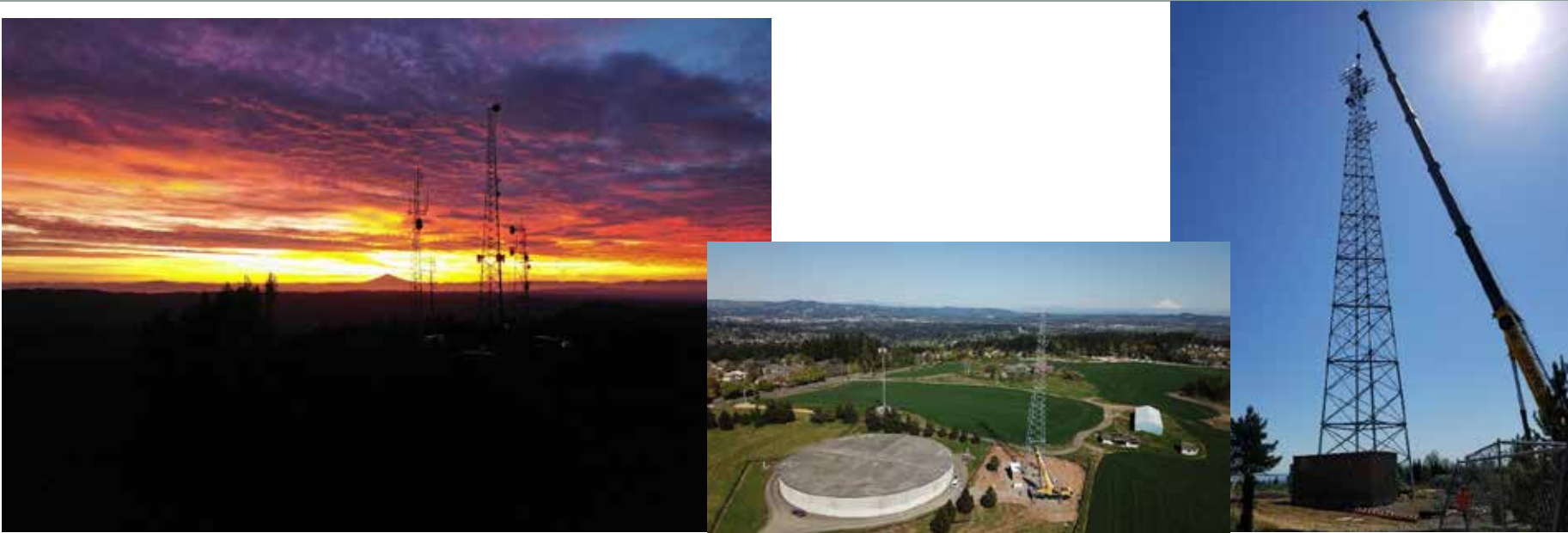
The next TAC meeting is scheduled for Wednesday, December 10, 2025 at 10:00 am.

Adjournment

Vice Chair Espinosa adjourned the meeting at 10:52 am.

**Washington County
Consolidated Communications Agency**

Old Business



WCN SYSTEMS

Technical Services

Manager: Jennifer Reese (Interim)

Radio: Curtis Floyd

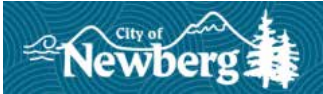
IT: Justin Haines

Facilities: Ted Leach

Activity for: December 2025



C800 Group



Radio Team

Activity and Projects:

- Motorola Projects: Dec Monthly patching complete. JUNE 2026-full system upgrades.
- JOT Form: on-line. <https://forms.office.com/g/uY1tn0sbbK> (QR Code can be provided)
- Site Preventative Maintenance: Planned for Jan start on Wash Co side.
- Station Alerting : Multiple TVFR stations in review. Hillsboro Station 9 on-line.
- Backhaul: No updates. Working on budget
- Microwave: Updating and organizing spares.
 - Working to get sites fully repaired before winter. Working on TIMB<>GOAT Frequency change (DELAYED due to WHAL<>AOKG link issues). Wilsonville Tank, and Damascus have physical damage.
 - Whalehead <> Oak Grove OFFLINE, winter storm. We're waiting for ODOT to open HWY224.
- Member Agency (WCN) Preventative Maintenance
 - PM's for Mobile and Portable Radios
 - Recently Completed Agencies: CCOM
 - WCSO-working on upgrades and PM cycle. CCSO will begin to cycle radios from Fleet to WCCCA.
 - LOPD/LOCOM planned for Jan 12th
 - Corrected Canby FD programming on Clack A and B in their A Zone.
 - DVRS: LOPD (One test vehicle set up); HBPD and HBFD- Scheduling for third week of Jan.
- WAVE (Mobile Devices Radio Use):
 - Document and direction for licenses
 - Next and Smart Connect- Policy for WAVE and Smart Connect.
- BDA/DAS- Projects in progress as they arise. MOL PD Station, Complete.
 - WLPD- escalated to Day Wireless multiple times.
- Other projects:
 -
- OTHERS and REMINDERS:
 - Please create internal distro for radionotifications@domain.com ; tapoutnotifications@domain.com ; cadnotifications@domain.com
 - Good feedback so far. We'll plan to utilize these Distro's fully starting in March 2026.
 - Battery Maintenance document was shared, please review batteries for life cycle and replacement needs.
 - **Starting NOV 2025-** Salem Radio Talkgroup reorg. Salem provided final template. We'll work to program users as immediate mutual aid response calls for it.
 - WCCCA will communicate with boards on addition or programming of individual non-member radios, i.e. Nike Security, Mall Security, etc, for approvals on individual user basis.
 - Working with CD911 to help support MW needs for an offline link with C800 MNI microwave spares.

Information Technology Team

Activity and Projects:

- **CAD Maintenance**
 - December CAD Maintenance was successful with all systems receiving latest security patches.
- **CAD Services**
 - Development and testing/validation of CAD version 25.5 is on-going.
 - MAJCS Tech and Ops meetings are on going with role assignments and noting milestones with possible roadblocks.
 - Alignment of WCCCA FD response areas with AMR districts is finished.
- **IT Services**
 - WCCCA has begun a project to replace the current MicroMain work order system with their latest version.
 - We are working to populate the test environment and work through how to load data for streamed lined services.

Facilities Team

Activity and Projects:

- Pine Farm Facility
 - The two expansion tanks for the potable water system are scheduled to be replaced in January.
 - WCCCA has started the process of a background check for a second candidate for the open Facilities position. The initial candidate failed to pass a background check.
- Site Maintenance Status
 - Griffith Roofing is continuing to install asphalt roofs at WCCCA sites as weather permits. The Highway 26 Tunnel and North Banks site were completed. POs were issues for the Harward and High Compromise radio sites in late December.
 - Radio site maintenance for December was completed.
 - Highway 224 access to OGB is still closed since the December windstorm and mudslide. No ETA yet from ODOT on when the highway can reopen so WCCCA staff can assess the requirements to clear the USFS road to reach the site.
- Site Power Status
 - The power issue at TDH in December was determined to be a problem within the ATS. The firmware and SD card were upgraded as recommended by the manufacturer. Unfortunately, the ATS may require new controller unit as the problem persists.
- Site Security Status
 - No new issues to date.
- Vehicles
 - Fleet vehicle PMs were completed for the month of December.
- Special Projects
 - No updates

**Washington County
Consolidated Communications Agency**

New Business Items

WASHINGTON COUNTY CONSOLIDATED COMMUNICATIONS AGENCY
TECHNICAL ADVISORY COMMITTEE

Agenda Date: January 14, 2026

Agenda Item: Approval of Standard Operating Guidelines

The Policy Review Committee meets to review, update and rewrite standard operating guidelines of the Agency. Goal also is to eliminate duplicative information amongst the agency binding documents to keep resources updated. Attached please find SOGs for this Committee's consideration.

SOG 7: Emergency Radio Traffic Signal II: minor revision for clarity

SOG 13: All Pursuits: clarification on when to APAGE for purists and minor language clean up

SOG 34: Calls for Service: clean up language on incomplete calls so consistent with current practice

SOG 47: Location and Phone Number Verification: revised to include best practice for commonplace name

SOG 56: Calls for Service: minor revision for clarity

Notes:

- Revising format for easier formatting and readability
- Adding "Change Log" for tracking purposes back to 2016
- The term "Citizen" has been replaced with "Community Member" as needed
- Pronoun correction as needed
- Position titles corrected as needed

Staff Recommendation: Review and approve the attached SOGs.

STANDARD OPERATING GUIDELINE
7 - P Manual

Subject	Emergency Radio Traffic "Signal 2" (Law Enforcement)
Purpose	To provide guidelines for occasions when clearing the radio channel for emergency radio traffic is necessary. Law Enforcement radio channels shall be maintained as clear as possible during an emergency in order to be available without delay for use by units involved in the emergency.

PROCEDURE

1. Reasons to call a Signal 2:

- A. Alert tone used prior to dispatching the call; an automatic Signal 2 will exist for that incident.
- B. Any time the radio system goes into site trunking;
- C. Pursuits – car and foot;
- D. Confirmed robberies with a displayed or implied weapon;
- E. Confirmed explosive device;
- F. Officer(s) injured or needs help e.g. Code 0 and Code 3 cover requests
- G. Emergency button activated and no response from officer;
- H. When requested from the field;
- I. Incorrect or no response to a status check;
- J. When dispatch determines a need, e.g., dispatcher on an emergency phone call, emergency or unusual circumstance inside the center, etc.
- K. High risk stop e.g. occupied stolen vehicle or felony stop

Deleted: Any time the system goes into site trunking;

2. How to Call a Signal 2:

"Dispatch calling a Signal 2 on (*state the channel*) at (*state a brief location*) for call type XXX or incident ###.

Example: "Dispatch calling a Signal 2 on Beaverton 1 for the units at Hwy 10 and Griffith Dr for incident ### or call type."

If a multi-agency channel, note the agency requesting the Signal 2.

Example: "Dispatch calling a signal 2 on City Net for Tigard units at Hall and Pacific for incident ### or call type."

The channel that the Signal 2 is called on is then closed for that incident.

3. During a Signal 2:

1. Keep broadcasts brief and to the point
2. Repeat critical transmissions from the field. This includes, but is not limited to:
 - A. Updates in suspect locations
 - B. Changes in pursuing officer locations
 - C. Updates in suspect descriptions
 - D. Officer safety information
3. Allow radio silence and don't clutter the air with non-critical information which may take units attention away from their tactical procedures.
4. When a Signal 2 is called on any channel, the secondary channel is to be limited to officer safety emergency communications, to include priority calls/radio traffic - not for routine radio transmissions or requests.

In the event of a signal 2 on both channels (SO2 and SNET), WALAW2 will be used.

Note: A Signal 2 does NOT automatically staff a second dispatcher. Considerations shall include, but may not be limited to, staffing levels in the dispatch center, additional priority calls needing service, and/or severity of the closed channel incident.

The Supervisor/Lead on duty will make the determination.

5. Clearing a Signal 2:

"This is dispatch clearing the Signal 2 on (*state the channel*)."

The associated channel is now open.

The Signal 2 can only be cleared by personnel on scene.

If the Signal 2 is called by dispatch, for a dispatch emergency, the Signal 2 in this case can be cleared by the dispatcher.

*References	
*Definitions	Emergency traffic is defined as "officer safety emergency communications only".

STANDARD OPEARATING GUIDELINE
7 - P Manual

Change Log (since 2016)

<u>Date</u>	<u>Update</u>	<u>Reason</u>
<u>08/12/2025</u>	<u>Approved by TAC</u>	<u>Updated reasons for Signal 2, procedures for calling a Signal 2 and officer safety information</u>
<u>08/14/2024</u>	<u>Approved by TAC</u>	<u>Clarified reason to call a Signal 2 and reference information</u>
<u>12/13/2023</u>	<u>Approved by TAC</u>	<u>Minor addition to reasons to call a Signal 2; clarification of use of secondary channel when a Signal 2 is called</u>
<u>02/09/2022</u>	<u>Approved by TAC</u>	<u>General clean up and consistent verbiage in SOG 12 for Emergency traffic</u>
<u>12/01/1987</u>		<u>Established SOG</u>

STANDARD OPERATING GUIDELINE
13 - P Manual

Subject	All Pursuits
Purpose	To ensure officer safety, record pertinent information, and update cover units in an effective manner.

Deleted: (Vehicles and Foot)

PROCEDURE

1. Dispatcher Responsibility

During a pursuit, the dispatcher should record and relay information and coordinate responding units to assist the officer who is in pursuit. Radio transmissions should be brief as to keep the channel clear for the primary unit. At the onset of the pursuit, the dispatcher should call a Signal 2 and may enter Critical Incident Mode (CIM). Unit location changes can be documented in the comments by locking the powerline to UC (Unit Comments). Remember to CLO the units when a final destination has been reached. CIM launches a Vehicle Centering Window and follows the unit in pursuit. Note: Have a second powerline open by hitting shift F2 after your unit has entered CIM mode.

A. The dispatcher will obtain or verify the following information from one of the pursuing units:

1. Location & direction of travel
2. CYMBALS description of suspect vehicle
3. Reason for pursuit

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B. Coordinate units to assist the pursuing officer.

C. Confirm with the duty patrol supervisor that they are aware of the pursuit. For King City Police: APAGE the Chief of Police and advise that one of their officers is involved in a pursuit.

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D. Send a UMS containing the unit # and/or incident ID. If utilizing Critical Incident Mode (CIM) it is not necessary to send a UMS,

E. When the pursuit has ended, the dispatcher should broadcast the final location, change the unit's location and continue cover units to that location.

F. The dispatcher will check with personnel on scene prior to canceling the Signal 2.

*Note: remember to End Critical Incident Mode (ECIM) when the situation has resolved and close out the CIM Map by clicking the smaller X in the right hand corner. The system will also alert workstations that the critical incident mode has ended and you will need to click the green arrow to acknowledge this alert.

STANDARD OPERATING GUIDELINE
13 - P Manual

2. During a Signal 2:

1. Keep broadcasts brief and to the point
2. Repeat critical transmissions from the field. This includes, but is not limited to:
 - A. Updates in suspect locations
 - B. Changes in pursuing officer locations
 - C. Updates in suspect descriptions
 - D. Officer safety information
3. Allow radio silence and don't clutter the air with non-critical information which may take units attention away from their tactical procedures.

*References	
*Definitions	CYMBALS: Standardized order of obtaining and describing a vehicle. Color Year Make Body Style Other License State. Critical Incident Mode: CAD powerline command. CIM <Unit/Inc> [Command Code], [Incident Id], [new], [Comment] Example: CIM 5151 UC, Pursuit and ECIM to end.

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STANDARD OPEARTING GUIDELINE
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Change Log (since 2016)

<u>Date</u>	<u>Update</u>	<u>Reason</u>
<u>12/14/2022</u>	<u>Approved by TAC</u>	<u>Added clarification surrounding using CIM command and clarified UMS messaging</u>
<u>02/05/1988</u>		<u>Established SOG</u>

STANDARD OPERATING GUIDELINE
34 – C Manual

Subject	9-1-1 & Non-Emergency Calls for Service
Purpose	Handling & processing of 9-1-1 and Non-Emergency calls. Emergency telephone calls should have priority over routine radio communication. It is the expectation of the agency that all staffed positions are in "ready" and available for incoming phone calls as workload allows.

PROCEDURE

1. A. For non-emergency calls received for police, fire & medical service, the call taker should verify the address/location of the incident being reported and the caller's first/last name and phone number prior to disconnect.

For 911 priority calls including medical calls requiring the use of scripted medical EMD cards OR in progress police calls where responder or community member safety information needs to be obtained, obtain the caller's first/last name and phone number prior to disconnect. Should the caller wish to remain anonymous indicate so in the caller name field.

- B. In the event information cannot be verified with the ANI/ALI information provided, the call taker shall initiate a call for service based on the E9-1-1 data provided.
- C. To verify CAD incident generation for all calls for service, call takers shall enter the last 3 or 4 digits of the incident ID number or master incident number as an added remark after the call is sent to the pending queue for dispatch.

2. **Incomplete 9-1-1 calls, Hang-ups and Disconnected calls**

An incomplete 9-1-1 call occurs when telephone contact has been made to WCCCA and there is no direct communication. (Refer to the flow chart "Processing Incomplete or Abandoned 9-1-1 Calls SOG 34A.")

3. A. For landline calls, the call taker will attempt ~~TTY. If no response then attempt a call back utilizing the ANI/ALI information displayed on the E911 screen and forward the call to dispatch.~~ If the ANI/ALI is not displayed the call taker will attempt to have the appropriate service provider trace the call to obtain a location.

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- B. For cell calls that remain open, but with clear indication that there is no emergency or need of a call for service, attempt ~~TTY. If no response then attempt a call back to establish if there is an emergency. If no emergency then file a call using the INC (incomplete) calltype in CAD with the cell location and then click CANCEL in the ECT to file the call.~~ (Examples of this type of call

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STANDARD OPERATING GUIDELINE
34 – C Manual

would be an open line with calm discussion heard, or a classroom lecture, but no one talking to the call taker.)

- C. For cell calls that come through abandoned or disconnect promptly with no indication of an emergency or a need of a call for service, attempt to call back. If no answer, there is no need to leave a voicemail. File a call using the INC (incomplete) calltype in CAD.
- D. For abandoned calls from a 911 only (disconnected) cellphone, when no response can be generated, there is no need to create a call for service.
- E. For any open line call with no communication or clear indication of no emergency (see B) from the caller, attempt TTY. If it is a disconnected cell call with an indication of an emergency that cannot be reached again, the call taker will attempt to obtain subscriber information from the cell service provider (using the Exigent Circumstances Form, located on the WCCCA intranet). If the call was Phase 2, make a call with the location listed using the CAD map. If the call remains open, the call taker should utilize the 'Update' button on the VESTA phone system to continue getting updated phase 2 location information.

Refer to & follow attached "Processing Incomplete or Abandoned 9-1-1 Calls."

4. Abandon/Open Line Coin Phone Calls

Check the ANI/ALI screen, attempt to locate phone number for the location where the phone is installed, advise them we have received a hang-up call, and ask if they are aware of an emergency. If a response is necessary, send the appropriate call for service. If no response is necessary, create a call and file it.

5. ANI/ALI Error Reports

Data error reports (i.e., incorrect address, old phone numbers) should be submitted by the call taker. In the event of a phone number displayed without an address, the call taker should attempt to confirm the information with the caller. Error reports should be turned into the WCCCA IS Department using the incorrect ANI/ALI reporting feature through the VESTA phone system.

6. **ALI Look Up (Manual Address using the Call Information Display in the VESTA phone system.)**

- A. Agency personnel may use the telephone system to look up an address (ALI) associated with a telephone number. This feature will only be used under the guidelines set by Oregon Administrative Rules (OAR). OAR 104-080-030(15) states:

“Reverse Query shall be allowed only after the PSAP has received a live emergency call on either its 9-1-1 lines or ten digit lines from the public, and then only for the purposes of identifying the customer name, address, and phone number from which the call was made or where the emergency is located. Reverse Query includes any ability to search the telecommunications carrier data management system regardless of the technological ability of the customer premise equipment.”

7. **RapidSOS-** An additional emergency technology company that provides a direct link from connected devices to 911 services. Upon answering of a 911 cell phone that has RapidSOS technology the cell phone location information will automatically be pulled and available via an interface with CAD.

8. **Cell Phone Subscriber Information & “Pinging”**

If the call comes in via 911, an attempt shall be made to obtain a possible incident location by requesting subscriber information when a call taker reasonably believes an individual is in imminent danger to create a call for service. It will be the responsibility of the user agency to contact the cell phone company to ping for further updates and information.

9. **Caller Location Query (CLQ)**

This feature allows a person to share their GPS location on their phone with a calltaker or dispatcher. The person does not need to be on the phone with WCCCA for the feature to work; however, the ECT needs to be displayed on your screen

- A. Best practice for use:

- A call taker/dispatcher should only use the CLQ command when online with the person they are trying to locate.
- For 911 calls: use only after Phase 2/Rapid SOS efforts have been exhausted.
- For non-emergency calls; helpful tool when someone calls or was transferred to our PSAP on the non-emergency line. CLQ will provide a location when ANI/ALI, Phase 2, or RapidSOS is not available.

B. Additional uses:

- Any additional uses other than listed under best practice will be done only when directly requested by a User (police or fire)
- Examples: locating a missing person, or other investigative purposes.
- If used for these purposes, all information must be documented in the CAD incident by the radio dispatcher.

10. **9-1-1 Service Interruption**

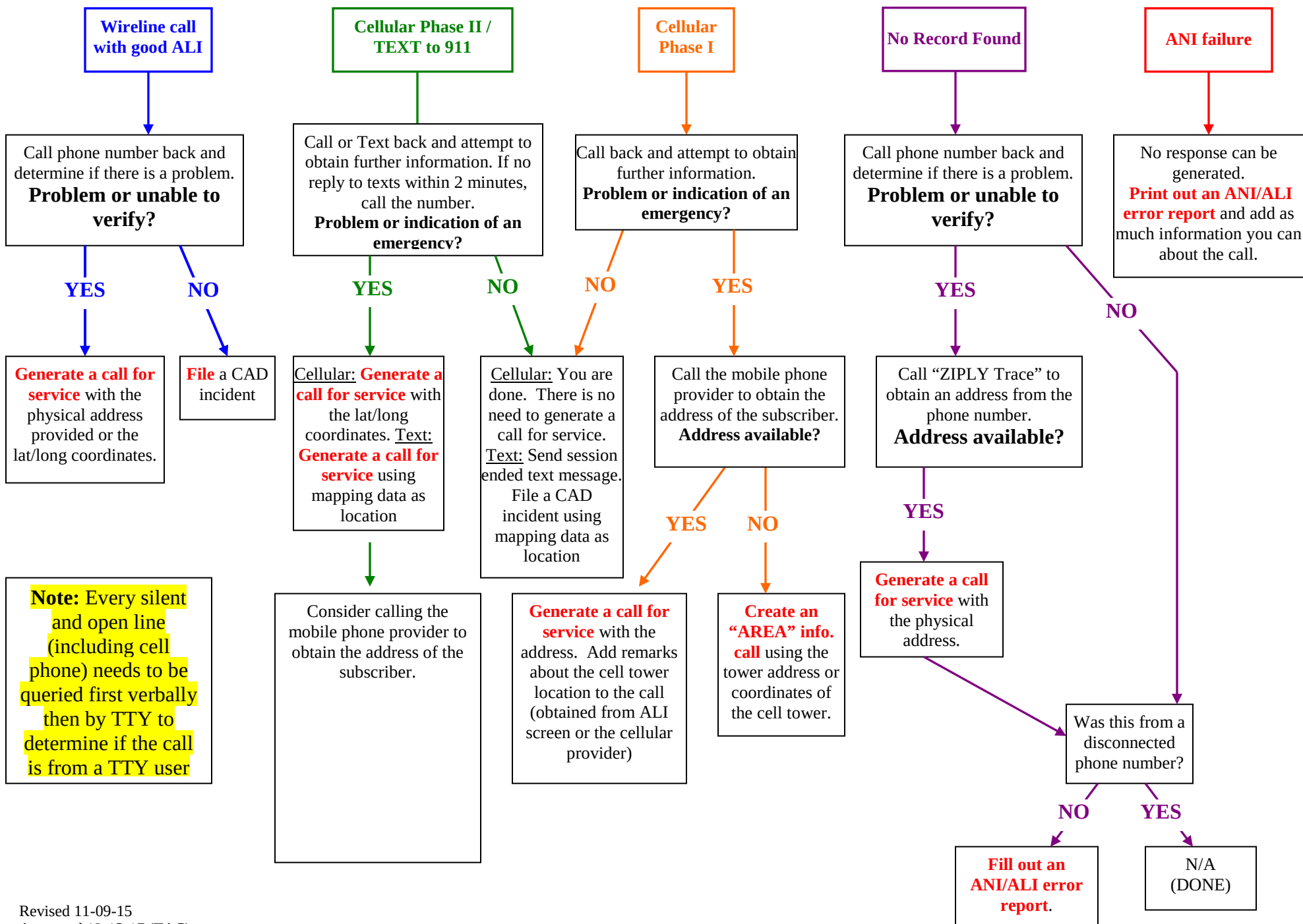
When any interruption or malfunction in 9-1-1 service occurs, notify the Operations Supervisor or Lead Dispatcher immediately.

*References	Flow Chart: Processing Incomplete or Abandoned 911 Calls (SOG 34A)
*Definitions	Non-Published Telephone Numbers: Customers who have non-published phone numbers have "(NP)" displayed next to their name on the E9-1-1 display.

STANDARD OPEARTING GUIDELINE
34 – C Manual

Change Log (since 2016)

<u>Date</u>	<u>Update</u>	<u>Reason</u>
<u>08/13/2025</u>	<u>Approved by TAC</u>	<u>Added clarification surrounding using CIM command and clarified UMS messaging</u>
<u>05/08/2024</u>	<u>Approved by TAC</u>	<u>Minor language clean up</u>
<u>12/14/2022</u>	<u>Approved by TAC</u>	<u>Clarified that there is no action to take on an abandoned 911 call from a disconnected cell phone</u>
<u>08/11/2021</u>	<u>Approved by TAC</u>	<u>General clean up for clarification of expectations; moved two “how to” sections out of SOG and into respective training manual</u>
<u>05/13/2020</u>	<u>Approved by TAC</u>	<u>Added language on obtaining caller’s name, RapidSOS and Caller Location Query (CLQ) features; updated Cell Phone Subscriber Information and “Pinging” section</u>
<u>11/14/2018</u>	<u>Approved by TAC</u>	<u>Updated to reflect current CAD lanague/practice</u>
<u>11/09/2016</u>	<u>Approved by TAC</u>	<u>Insertion of requirement to enter the last 4-digits of incident number into CAD incident to reduce risk of non-gernated incidents</u>
<u>11/18/1992</u>		<u>Established SOG</u>



STANDARD OPERATING GUIDELINE
47 - C Manual

Subject	Location and Phone N umber Verification
Purpose	To establish the required method to verify location and phone information on all calls for service.
Risk of Non-Compliance	The risk of failing to properly confirm the location and phone number to agency standard include a delay in service, increased harm to the caller or person in need of help, financial loss to the employee and financial loss to the Agency.

Deleted: n

PROCEDURE

1. A. The call taker/dispatcher shall attempt to verify the address/location prior to sending the call for dispatch. The caller's name and phone number for all incidents being reported, should be obtained/verified prior to disconnect.

Incidents involving multiple callers - It is up to the call taker to do the best ~~they~~, can to verify that the incident is the same as the one already reported. The location and specific details of the incident should be used to help determine whether or not a call is a duplicate. If it is a duplicate, the Calltaker will obtain the caller's name, phone number, whether the caller was involved or a witness, and any other pertinent details regarding the incident.

Deleted: he/she

B. The CAD mapping system is to be open and visible at all times by both call takers and dispatchers.

2. Verification Standard for addresses/locations.

Prior to selecting a verification method below, complete the following steps:

1. Ask the caller for the location of the incident/emergency.

2. Geo-verify the location in CAD and visually verify using the map.

a. Visual Verification: Confirm the address plots to an accurate location on the map. An "accurate location" can be defined as a visible address point plotting over a building, business, structure, landmark, etc. Addresses plotting in the middle of a roadway and addresses where only a block range is available as a choice should not be considered an accurate location. Address discrepancies should be confirmed with the caller and documented in CAD notes.

b. When selecting an address in the ECT, select the option that is an address, not a block range. If a commonplace name is available and appropriate, it should be selected.

A. Voice Verification

1. Verbally confirm the numeric, directional, street name, street suffix and city/community code by reading back to the caller the location as geo-verified by CAD (e.g. "2711 NW Town Center Dr. in Beaverton").

If the *city name* does not match the "community code," verify the geo-verified information in the "location verified" window using the jurisdiction/division information or accepted community alias (Beaverton/Aloha).

Deleted: <#>Ask the caller for the location of the incident/emergency.¶
<#>Geo-verify the location in CAD and visually verify using the map.¶
<#>¶

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B. Common Place Name

1. If the caller provides a common place location and does not know the address, confirm the location in the following way:
 - a. Check the cross streets and confirm the common place location using the business name, street name of the address (with directional and suffix) and at least one of the cross streets (with directional and suffix), as well as the city/community (e.g. "Starbucks on NW Town Center Dr. between NW Evergreen Pk. and NW Tanasbourne Dr. in Beaverton"). If the caller is unfamiliar with the streets and/or cross streets, attempt to verify the location using other nearby businesses or landmarks.
 - b. If the caller provides a common place location with the physical address and it exactly matches the CAD common place name file, you do not have to then verbally verify the address.

C. Intersections

1. For each intersecting street, read back to the caller the street directional, street name (spell phonetically when necessary), the street suffix and the city/community code as geo-verified by CAD (e.g. "NW Town Center Dr. at NW Tanasbourne Dr. in Beaverton")

D. Visual Verification – on Enhanced 9-1-1 (E9-1-1) calls only

1. Ask the caller for the location of the emergency or
2. For Phase 2 Wireless 9-1-1 calls, the closest address information populated in the enhanced 9-1-1 (E911) address field of the incident entry screen shall be utilized as a resource for discerning the best incident location.
3. If the address on the ANI/ALI in the Call Information Display or if the accepted ANI/ALI in the ECT screen **exactly matches** the address obtained from the caller, you do not have to verbally verify the address, or
4. If the address **does not match exactly**, the location must be verified verbally

3. Verification of Phone Number

STANDARD OPERATING GUIDELINE
47 - C Manual

- A. Ask the caller for the phone number they are calling from, if caller is able to provide a phone number do one of the below:
- B. Visually verify from the ANI/ALI or caller ID, or
- C. Verbally repeat the phone number back to the caller for verification, or
- D. Ask the caller to repeat the phone number for verification

For callers who are unable to provide a phone number after being asked it is acceptable to read back the number on the phone display to confirm.

*References	Accepted ANI/ALI refers to latitude and longitude coordinates transferred from the phone system into CAD. Transferring ANI/ALI generates a physical address.
*Definitions	

STANDARD OPEARTING GUIDELINE
47 - C Manual

Change Log (since 2016)

<u>Date</u>	<u>Update</u>	<u>Reason</u>
<u>05/08/2024</u>	<u>Approved by TAC</u>	<u>Clarification on when to obtain caller information prior to dispatch and prior to disconnect</u>
<u>06/14/2023</u>	<u>Approved by TAC</u>	<u>Added use of map (requirement) from SOG 45. Updated terminology and added verification information on Phase 2 Wireless 911 calls. Cleaned-up language under verification of a phone number and added a reference</u>
<u>06/09/2021</u>	<u>Approved by TAC</u>	<u>Added phone verification requirements</u>
<u>09/14/2016</u>	<u>Approved by TAC</u>	<u>Added risk statement and procedures for incidents involving multiple callers</u>
<u>05/08/2012</u>		<u>Established SOG</u>

STANDARD OPERATING GUIDELINE
56 – C and P Manual

Subject	CAD Caution Notes
Purpose	To establish guidelines for Agency users to submit information that will be entered into the CAD Caution Note table; to ensure ongoing maintenance for validating and purging CAD Caution Notes and to ensure CAD Caution Notes are reviewed and relayed to first responders by Dispatch and that the information is accessible to first responders.

PROCEDURE

- A. All Call Takers and dispatchers are required to check CAD Caution Notes prior to sending or dispatching a call.
- B. The Agency shall maintain Caution Notes within the CAD system on behalf of user agencies. The Agency and users will prioritize creation of Caution Note files for situations that pose an immediate threat to responder safety.
- C. Caution Notes are categorized based on their type. Caution Note categories include Responder Safety, Occupant Health/Safety and Informational.

1. RESPONDER SAFETY

Caution notes of this type can be defined as either people or property that may be hazardous to responders.

Examples:

- An environmental hazard related to chemicals stored at the location (note: Hazardous Substances Information Survey database include thousands of locations with chemicals. The Caution Note database is not intended to track these chemical locations).
- Structural issues with a building.
- Locations where residents are known to be hostile to first responders.

2. OCCUPANT HEALTH/SAFETY

Caution notes of this type can be defined as critical patient information and/or situations that could be hazardous to the person/patient at the incident location.

Examples:

- An LVAD patient who may not have a palpable pulse. Information located on the refrigerator.
- Premie sent home on a ventilator.

Deleted: Every

Deleted: is

Deleted: of police or

Deleted: fire/medical units.

3. INFORMATIONAL

Caution notes of this type can be defined as non-urgent, but helpful pieces of information.

Examples:

- Access codes, directions for hard to find addresses, no consent and Project Life Saver client locations, etc.

Informational Caution Notes should be used thoughtfully as the primary purpose is to maintain critical responder safety information. Excessive use of information caution notes may be detrimental in several ways.

- Can create dispatcher and responder complacency to highlighted Caution Note buttons and tabs.
- Can result in long Caution Note search radius lists.
- Can create an excessive burden for data administrators who must enter, manage and annually validate every entry.

D. Caution Notes are not a replacement for user agency records management systems. If information can be verified by using a mapping system or an alternate resource, for example, to show street access, length of driveways, solar panels or hazmat locations, entering a note file would be discouraged. The Agency reserves the right to deny requests for information caution notes.

E. Premise History

The CAD system automatically generates premise history information associated with an incident location. (No manual data is made into this file).

F. Agency Disciplines

There are two disciplines in the CAD hierarchy: PD and FD. Caution Notes can be configured to be viewable by FD only, PD only, or both PD and FD. The Agency will configure all Caution Notes to be viewable by both PD and FD, unless the user requests otherwise and provides reasoning for limiting access to one discipline.

G. CAD Caution Note Request Form

User Agencies must complete and submit the attached form in its entirety for every Caution Note request. Caution Note requests made via other methods will be returned to the requesting agency. This form will be considered the official record for caution note requests.

Request Form content

- Provide immediate necessary information (who, what, where, when, etc.)
- Think "less is more". Less of the story and more of the safety information.
- These forms are not for submitting responsible party information.

H. Information Approval

1. Citizens or businesses who request Caution Notes will be referred to their appropriate police/fire user agency for approval.

Example: 911 caller request entry for medical situation, they will be referred to the appropriate fire department's administration office.

2. Data entry will not take place until the user agency designee (may be TAC representative), submits the request form.
3. If information has been provided by police/fire line personnel without the proper submission form or approval, they will be referred back to their agency. The Agency will enter caution notes at the request of line personnel for urgent situations. These entries will be given an expiration of one week. The user agency designee must submit a request form for the expiration to be extended.
4. User agency designees must proactively contact the Agency to renew their Caution Notes prior to their expiration date. Designees should investigate whether the Caution Note is still active by contacting the resident/business, running a report or other method. This review should take place once a year at a minimum. Caution Notes are given a maximum expiration of one year.

I. Agency Caution Note File Maintenance

Caution Note files shall be maintained by the designated Operations Supervisor or their designee.

*References	CAD Caution Note Request Form
*Definitions	

CAD CAUTION NOTE REQUEST FORM



CAUTION NOTE INFORMATION

EXPIRATION DATE (max 1 year):

ADDRESS: UNIT #:

CITY: COUNTY:

CAUTION
NOTE
INFO

CITIZEN NAME:

CITIZEN PHONE: CITIZEN EMAIL:

OK TO CONTACT? ☐ YES ☐ NO PREFERRED METHOD:

REQUESTING POLICE/FIRE AGENCY INFORMATION

FIRST RESPONDER POINT OF CONTACT: The first responder who identified the need for the caution note. They would likely be tasked by the agency lead to validate the caution note prior to its expiration.

NAME:

PHONE:

EMAIL:

AGENCY LEAD APPROVAL: Each police/fire agency will have a designated caution note lead. Agency lead receives staff caution note request, evaluates its appropriateness under the SIF, submits form to WCCCA, and ensures all caution notes are re-validated prior to expiration.

AGENCY LEAD NAME:

DATE SUBMITTED TO WCCCA:

APPROVED: ☐ Yes ☒ No

Do not write below this line - This information to be completed by WCCCA

RECEIVED DATE:

CAD ENTRY DATE:

ENTERED BY:

EMAIL TO: resource@wccca.com Phone a supervisor if urgent entry required

STANDARD OPEARTING GUIDELINE
56 – C and P Manual

Change Log (since 2016)

<u>Date</u>	<u>Update</u>	<u>Reason</u>
<u>08/11/2021</u>	<u>Approved by TAC</u>	<u>General clean-up and added the expectation that every dispatcher is required to check CAD Caution Notes prior to dispatch of police or fire/medical units.</u>
<u>12/13/2017</u>		<u>Established SOG</u>

**Washington County
Consolidated Communications Agency**

KPI's



Key Performance Indicators (KPI)

Dec 2025

Roll-up

Performance Summary

Call Answer Time^{1 2}

(Answer time segment measured from emergency lines received at phone server to answered by call taker.)

911 Phone Lines - All Lines - Total (18,150)

(includes call filter processing time)

Diff from
Previous Year



36.9% (6,695) of the calls answered in 15s - standard is 90% in 15s.

↓ -0.7%

60.6% (10,990) of the calls answered in 20s - standard is 95% in 20s.

↓ -1.8%

911 Phone Lines by Type

Wireline - Total (3,362)

(8 dedicated trunk lines)



80.9% (2,721) of the calls answered in 15s - standard is 90% in 15s.

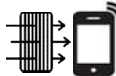
↑ 1.0%

86.2% (2,897) of the calls answered in 20s - standard is 95% in 20s.

↑ 1.9%

Wireless - Total (14,788)

(10 trunk lines includes automated call filter process time)



26.8% (3,968) of the calls answered in 15s - standard is 90% in 15s.

↓ -0.9%

54.7% (8,089) of the calls answered in 20s - standard is 95% in 20s.

↓ -2.5%

Wireless - Staff Time (14,788)

(call filter time removed - actual staff time from available in queue to answered)



80% (11,837) of the calls answered in 15s - standard is 90% in 15s.

↓ -0.7%

85.5% (12,649) of the calls answered in 20s - standard is 95% in 20s.

↑ 0.1%

Total Call Processing Time^{1 3} - Call Answer to Dispatch

(Total call processing time segment measured from emergency lines answered by call taker to initial notification of emergency response units.)



77.9% of 68 Police Priority 1 calls processed in 105s - goal is 90% in 105s.

↑ 12.7%



68.9% of 89 Fire Priority 1 calls processed in 90s - goal is 90% in 90s.

↑ 1.9%



61.6% of 4,144 EMS Code 3 calls processed in 90s - goal is 90% in 90s.

↓ -1.0%



Call Taking - Call Answer to Incident Creation^{1 4}

(Call taking time segment measured from call taker answer to incident record in dispatch queue.)



71.8% of 68 Police Priority 1 calls created in 80s - goal is 90% in 80s.

↓ -3.5%



71.7% of 89 Fire Priority 1 calls created in 65s - goal is 90% in 65s.

↑ 22.0%



48.7% of 4,144 EMS Code 3 calls created in 65s - goal is 90% in 65s.

↓ -2.1%



Dispatch Time - Incident Creation to Dispatch^{1 4}

(Dispatch time segment measured from incident record in dispatch queue to initial notification of response units.)



76.8% of 68 Police Priority 1 calls dispatched in 25s - goal is 90% in 25s.

↑ 13.3%



73.3% of 89 Fire Priority 1 calls dispatched in 25s - goal is 90% in 25s.

↑ 9.3%



93.5% of 4,144 EMS Code 3 calls dispatched in 25s - goal is 90% in 25s.

↓ -0.3%

911 Call Volume Comparison⁵

YEAR	WK 40	WK 41	WK 42	WK 43	WK 44	WK 45	WK 46	WK 47	WK 48	WK 49	WK 50	WK 51	WK 52	WK 53
2025	4,557	4,262	4,218	4,702	4,431	4,550	4,330	4,364	4,021	3,790	4,378	4,531	4,033	2,230
2024	4,172	4,020	4,060	4,125	4,125	4,055	3,869	4,206	3,827	3,989	4,271	4,282	4,050	1,637
2023	4,286	4,017	4,129	3,771	3,944	3,912	3,759	3,577	3,761	3,964	3,849	4,010	3,782	519

¹ Calls for Service Generated by WCCCA. Validation removed incidents with null time values.

² Section 2.2 Call Taking Standards - NENA-STA-020.1-2020 - NENA Standard for 9-1-1 Call Processing.

³ Indicates Agency goals for total call processing time.

⁴ Draft goals - Derived from Agency goal of total processing time.

⁵ Total 911 phone calls received at phone server.



Key Performance Indicators (KPI)

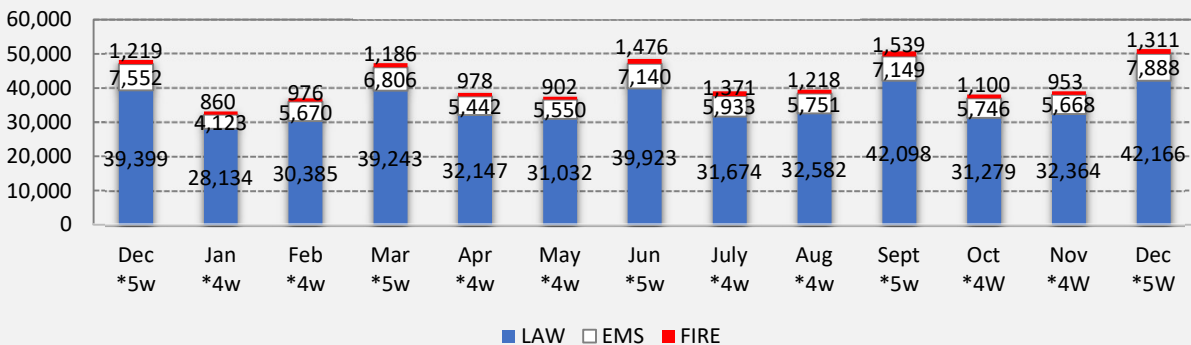
Dec 2025

Roll-up

Dispatch Incidents (EMS, Fire, Law)

WCCCA Generated		Incidents	Prior Yr.	% Change	YTD	
	Priority 1	218	286	-23.78%	2,277	
	Priority 2	4,376	4,130	5.96%	41,479	
	Priority 3	6,145	5,904	4.08%	59,780	
	Priority 4	5,117	5,219	-1.95%	51,405	
	Priority 5	4,577	4,449	2.88%	48,316	
	Priority 6	0	0	0.00%	7	
	Priority 7	53	50	6.00%	525	
	EMS	7,717	7,379	4.58%	71,810	
	FIRE	1,272	1,186	7.25%	13,427	
Self-Initiated (In-Field)						
	EMS	171	173	-1.16%	1,754	
	Fire	39	33	18.18%	443	
	Law	21,680	19,361	11.98%	209,238	
Totals						
	Total EMS	7,888	7,552	4.45%	72,866	
	Total Fire	1,311	1,219	7.55%	13,870	
	Total Law	42,166	39,399	7.02%	413,027	
	Total	51,365	48,170	6.63%	499,763	

Incidents by Discipline



Legend:

"WCCCA Generated" = Calls made into the 9-1-1 center and dispatched to police, fire & EMS providers.

"Priority 1 - 7" = All police related calls are categorized by a priority level. 1 being the most life threatening to 7 being the least emergent.

"Self-Initiated" = Incidents that are not dispatched by the 9-1-1 center, but rather a police officer, fire and or EMS unit creates the call by reporting these to the 9-1-1 center that they are responding to.

"Fire" = Calls for service that are fire related.

"EMS" = Calls for service that are medical in nature.

* - Number of calendar weeks (Sunday to Saturday) per month of analysis



Key Performance Indicators (KPI)

Dec 2025

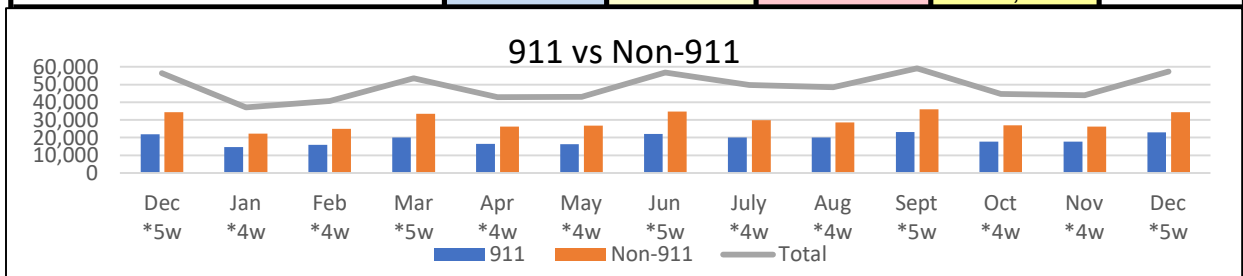
Roll-up

Dispatch Telephone Activity

911 Telephone Activity					
Busiest Day, Hour, Calls Peak Hour	12/17-Wed	Bus. Hour	1:00	All Calls	252
Call-taking times for EMS-related Code 1 incidents have decreased from the previous month.					
	Dec 2025	Prior Yr.	% Change	YTD	
911 Wireless (Cellular)	19,316	18,342	5.31%	193,924	
Cellular - % of all 911 calls	84.04%	83.16%	0.88%	85.24%	
911 Wireline (WL)	385	547	-29.62%	4,211	   
911 VOIP	2,273	2,221	2.34%	20,522	
TLMA / Other	45	53	-15.09%	379	
No Class of Service (NC)	961	893	7.61%	8,469	
911 Wireline (WL) - Total All	3,667	3,714	-1.27%	33,581	
WL, VOIP, TLMA, NC - % of all 911	15.96%	16.84%	-0.88%	14.76%	
911 TEXT	137	148	-7.43%	1,111	
(AE) 911 TEXT	53	64	-17.19%	600	
Abandoned 911 Calls 	4,833	911 Average Talk Time (mm:ss)		03:06	
Average Abandon Percent	20.78%	911 Total Talk Time hh:mm:ss		938:06:04	
Abandoned Time Sec - Median 50%	9				

Non- Emergency Telephone Activity

Non-Emer	Alarms	Fire Direct	Ops Calls	Press	Hosp C3 / C1	911 INC	Outbound
27,432	2,028	893	1,194	10	114 / 0	2,165	6,960
Total Telephone Activities		Dec 2025	Prior Yr.	% Change	YTD		
911 Emergency		22,983	22,056	4.20%	227,511		
Non - Emergency		34,392	34,405	-0.04%	350,655		
Total Phone Traffic		57,375	56,461	1.62%	578,166		



Legend:

"911 Cell" = 9-1-1 calls that are made via a cellular telephone.

"911 Wireline" = 9-1-1 calls made by traditional telephone (not cell phones)

"VOIP" = Voice Over Internet Protocol (9-1-1 calls made via the internet).

"TLMA" = Telematic Services (OnStar, Ford, GM, etc.)

"911 Text" = Calls received by the 9-1-1 center via cell phone texting. Not included in 911 emergency totals.

"(AE) 911 Text" = Text to 9-1-1 that are actual emergencies. Not included in 911 emergency totals.

"Abandoned 911 Calls" = Calls to 9-1-1 where the calling party disconnects prior to a dispatcher answering the telephone.

* Number of calendar weeks (Sunday to Saturday) per month of analysis



Key Performance Indicators (KPI)

Dec 2025

Roll-up

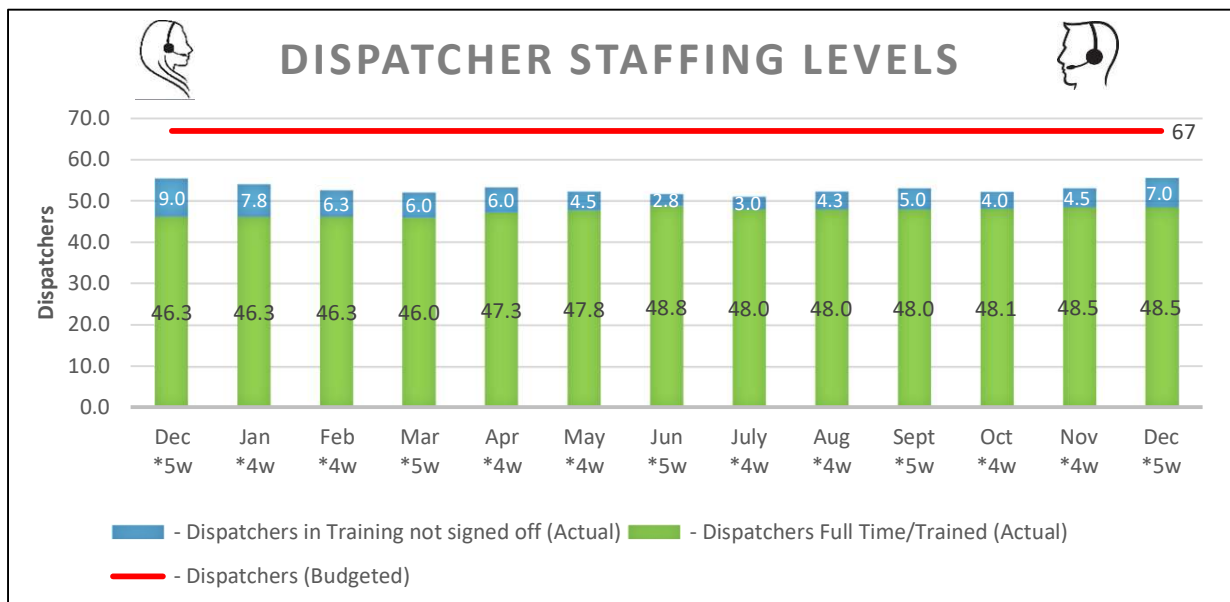
Telephone Activity cont.

911 Wireless Call Filter (Pocket Dial)				
Filter Status	Dec 2025		Prior Year	
	Count	Percent	Count	Percent
Presented	18,406		17,525	
Accepted	14,577	79.20%	13,967	79.70%
Acpt - VOX	10,397	71.32%	9,909	70.96%
Acpt-DTMF	4,180	28.68%	4,056	29.04%
Rejected	324	1.76%	502	2.86%
Hang up	3,505	19.04%	3,056	17.44%
Time in Filter (Median Seconds)	10		10	

Staffing Levels

PERSONNEL		
CLASSIFICATION	FTE Budg*	FTE Act(avg)
Administration (HR,Staff)	8.6	9.1
Operations (Sups/Training)	11.0	10.0
Dispatchers/CT Trained	67.0	48.5
Dispatchers/CT in-training		7.0
Technical Services	18.5	16.5
Total	105.10	91.1

* Note Budgeted FTEs are organized by functional area based on approved positions, including recent reassignments.





Key Performance Indicators (KPI)

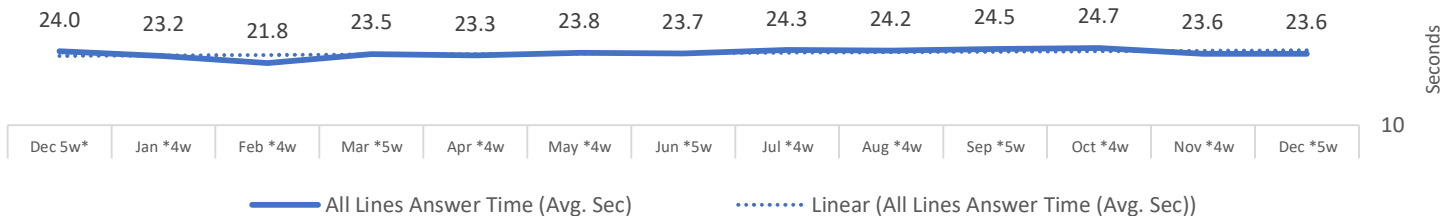
Dec 2025



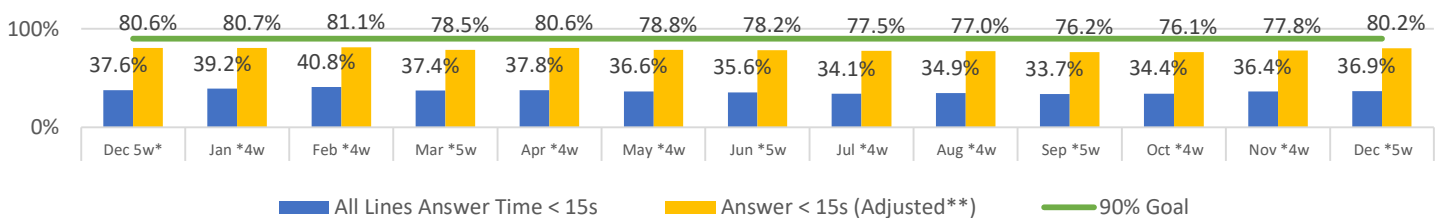
Timed Performance
Timed Performance (911 Calls)

Average Answer Times	Dec 2025	Prior Year	YTD (avg)
All Lines (avg sec)**	23.6	24.0	23.7
- Wire Line (avg sec)	12.1	12.7	12.3
- Wireless (avg sec)**	26.3	26.8	26.2
NENA Performance Goal - 90% of 911 Calls Answered in 15s or less			
All Lines (% at 15s or less)**	36.9%	37.6%	36.5%
Wire Line (% at 15s or less)	80.9%	79.9%	78.9%
Wireless (% at 15s or less)**	26.8%	27.7%	27.2%
All Lines (adjusted)***	80.2%	80.6%	78.6%
NENA Performance Goal - 95% of 911 Calls Answered in 20s or less			
All Lines (% at 20s or less)**	60.6%	62.4%	60.2%
Wire Line (% at 20s or less)	86.2%	84.3%	84.0%
Wireless (% at 20s or less)**	54.7%	57.2%	55.0%
All Lines (adjusted)***	85.7%	85.2%	83.8%

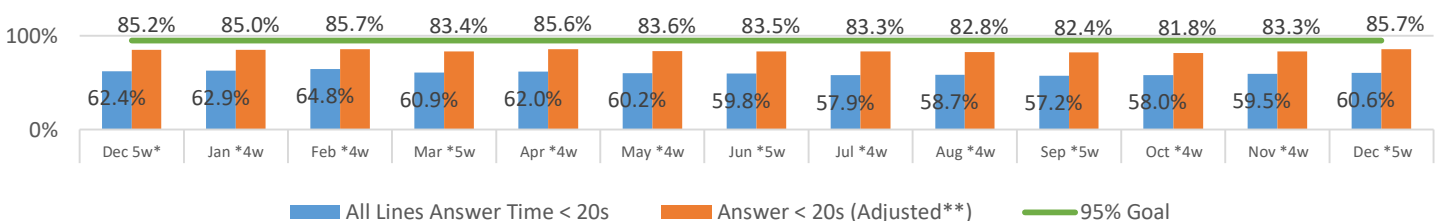
Average Answer Time



Answer Time 15 sec or Less



Answer Time 20 sec or Less



**911 call duration includes wireless call filter "Pocket Dial". Answer Time segment measured from emergency lines received at phone server to answer by call taker.

*** Wireless call filter "Pocket Dial" time removed - actual staff time from available in phone queue to answered.

NENA - National Emergency Number Association, The 911 Association - <https://www.nena.org/> - NENA-STA-020.1-2020 NENA Standard for 9-1-1 Call Processing



Key Performance Indicators (KPI)

Dec 2025

Roll-up

Timed Performance

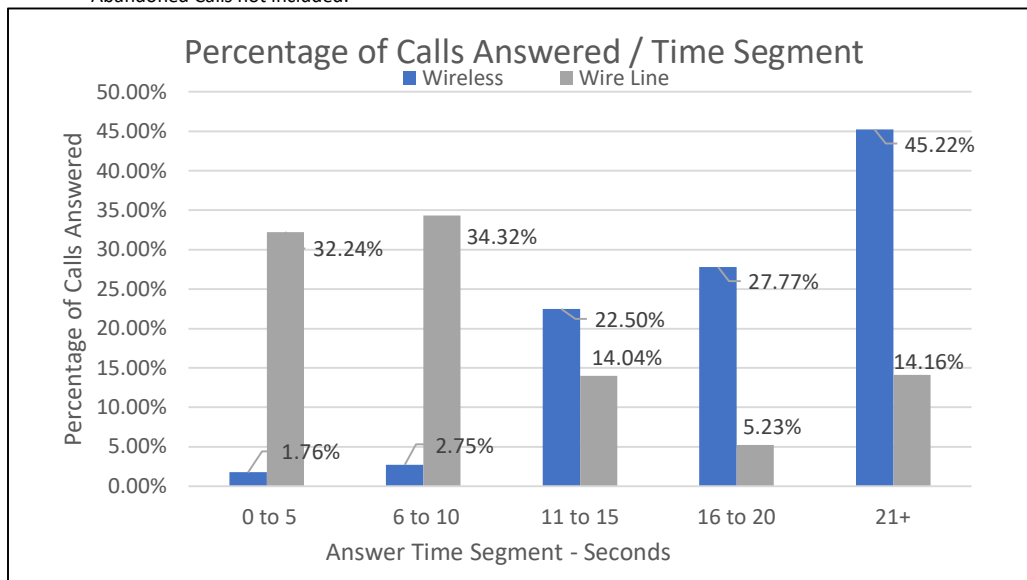


	Wire Line 911 Answer Times^ - Land Line				
	Count of Calls per Answer Time Segment Seconds				
	0 to 5	6 to 10	11 to 15	16 to 20	21+
	1,084	1,154	472	176	476
	32.24%	34.32%	14.04%	5.23%	14.16%
Answer Time in Fractiles (mm:ss)					
	25%	50%	75%	90%	
	00:05	00:08	00:13	00:27	
Longest Wait Time Duration (mm:ss)	05:40		Date / Time	12/1-Mon	8:36:30

^ - Abandoned Calls not included.

	Wireless 911 Answer Times^ - Cellular				
	Count of Calls per Answer Time Segment Seconds				
	0 to 5	6 to 10	11 to 15	16 to 20	21+
	261	406	3,327	4,107	6,687
	1.76%	2.75%	22.50%	27.77%	45.22%
Answer Time in Fractiles (mm:ss)					
	25%	50%	75%	90%	
	00:15	00:20	00:28	00:49	
Longest Wait Time Duration (mm:ss)	13:57		Date / Time	12/17-Wed	1:23:25

^ - Abandoned Calls not included.





Key Performance Indicators (KPI)

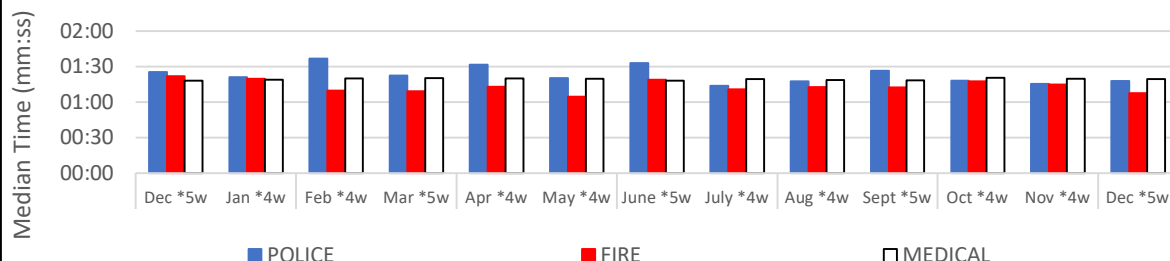
Dec 2025

Roll-up

High Priority Incidents -Timed Performance

Police - Incidents ***				Dec 2025	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - Priority 1							
	Call Answer to Incident Creation			00:56	00:58	-4.00%	00:56
	Incident Creation to Dispatch			00:18	00:22	-17.56%	00:20
	Call Answer to Dispatch			01:17	01:25	-9.77%	01:24
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Pct of Calls	25%	50%	75%	90%	Goal
P1	68	0.71%	01:01	01:17	01:45	02:21	1:45
Call Answer to Dispatch - Count of Time Interval (mm:ss)							
Priority	0:00 - 0:30	0:31- 1:00	1:01 - 1:30	1:31 - 2:00	2:01 - 3:00	3:01 - 4:00	4:01+
P1	2	14	28	12	9	1	2
Fire Incidents ***				Dec 2025	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - Priority 1							
	Call Answer to Incident Creation			00:46	01:00	-23.76%	00:50
	Incident Creation to Dispatch			00:20	00:20	2.56%	00:20
	Call Answer to Dispatch			01:09	01:22	-15.68%	01:12
Call Answer to Dispatch - Processing Times by Percentiles							
Priority	# Inc	Pct of Calls	25%	50%	75%	90%	Goal
P1	89	21.76%	00:52	01:09	01:34	02:09	1:30
Call Answer to Dispatch - Count of Time Interval (mm:ss)							
Priority	0:00 - 0:30	0:31- 1:00	1:01 - 1:30	1:31 - 2:00	2:01 - 3:00	3:01 - 4:00	4:01+
P1	1	33	28	16	10	0	1
Medical Incidents ***				Dec 2025	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:06	01:05	2.06%	01:06
	Incident Creation to Dispatch			00:11	00:11	-2.94%	00:11
	Call Answer to Dispatch			01:19	01:18	1.07%	01:19
Call Answer to Dispatch - Processing Times by Percentiles							
Priority	# Inc	Percent	25%	50%	75%	90%	Goal
CODE 3	4144	61.27%	01:00	01:19	01:48	02:28	1:30
Call Answer to Dispatch - Count of Time Interval (mm:ss)							
Priority	0:00 - 0:30	0:31- 1:00	1:01 - 1:30	1:31 - 2:00	2:01 - 3:00	3:01 - 4:00	4:01+
CODE 3	34	1058	1458	810	580	134	70

Call Answer to Dispatch by Discipline for High Priority Incidents





Key Performance Indicators (KPI)

Dec 2025
Roll-up

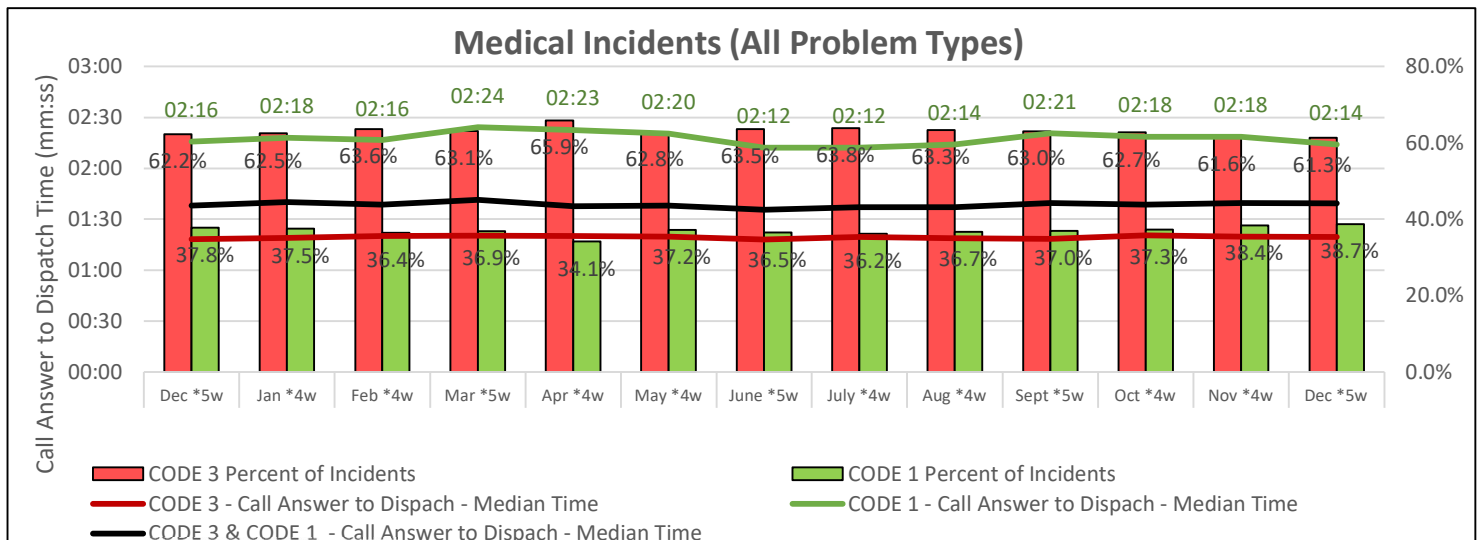
Top Medical Incidents (By Month)

RANKED TOP 10 INCIDENT COUNTS	AVG	2024	2025											
		12	1	2	3	4	5	6	7	8	9	10	11	12
SK - SICK PERSON	669.9	720	723	653	665	645	666	671	707	728	670	700	569	592
CH - CHEST PAIN/HEART	484.2	465	496	415	508	500	487	454	511	486	472	479	466	555
FA1 - FALLS C1	423.3	415	442	361	395	370	460	476	417	439	416	429	438	445
BR - BREATHING PROBLEM	362.9	400	390	401	379	380	390	341	335	289	325	340	331	417
FA1B - FALL BLS	323.1		198	282	342	329	343	341	349	335	344	354	319	341
SK1B - SICK/UNKOWN BLS	303.8	398	441	384	259	261	298	251	299	267	303	282	247	259
FA - FALL	295.7	298	285	283	257	285	306	270	318	356	290	335	270	291
SK1 - SICK PERSON C1	288.3	275	281	252	270	244	271	268	325	302	271	310	342	337
TAI - TRAFFIC ACCIDENT INJURY	256.5	322	237	242	223	208	249	255	262	256	285	285	234	276
CPR - CARDIAC ARREST	226.0	226												
TAU - TRAFFIC ACCIDENT UNK INJ	220.0											220		
LA - LIFT ASSIST	216.0	216												
UN - UNCONSCIOUS/FAINTING	210.0		210	202	180	201		229	228	215	206		210	219
CVA - STROKE	195.5						199	192						

Timed Performance

Medical Incidents (All Problem Types)***				Dec 2025	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:06	01:05	2.06%	01:06
	Incident Creation to Dispatch			00:11	00:11	-2.94%	00:11
	Call Answer to Dispatch			01:19	01:18	1.07%	01:19
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	4144	61.3%	01:00	01:19	01:48	02:28	
CODE 1	2620	38.7%	01:45	02:15	02:58	03:54	
ALL	6764	100%	01:09	01:40	02:20	03:12	
Call Answer to Dispatch - Incident Counts per Time Interval (mm:ss)							
Priority	0:00 - 0:30	0:31- 1:00	1:01 - 1:30	1:31 - 2:00	2:01 - 3:00	3:01 - 4:00	4:01+
CODE 3	34	1058	1458	810	580	134	70
CODE 1	12	43	304	656	976	388	241
ALL	46	1101	1762	1466	1556	522	311

Medical Incidents (All Problem Types)





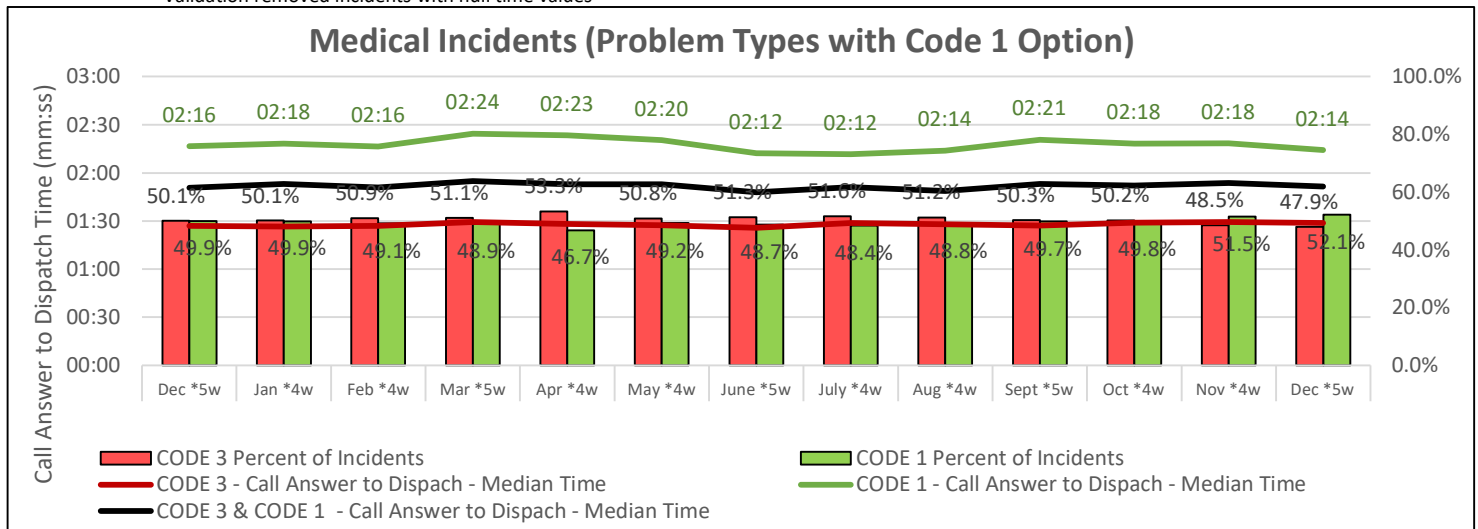
Key Performance Indicators (KPI)

Dec 2025

Roll-up

Medical Incidents (with Code 3 / 1 Opt)***				Dec 2025	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:16	01:14	2.93%	01:15
	Incident Creation to Dispatch			00:11	00:11	-1.49%	00:11
	Call Answer to Dispatch			01:29	01:27	2.50%	01:28
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	2411	47.9%	01:06	01:29	02:00	02:39	
CODE 1	2620	52.1%	01:45	02:15	02:58	03:54	
ALL	5031	100%	01:22	01:52	02:33	03:25	
Call Answer to Dispatch - Incident Counts per Time Interval (mm:ss)							
Priority	0:00 - 0:30	0:31- 1:00	1:01 - 1:30	1:31 - 2:00	2:01 - 3:00	3:01 - 4:00	4:01+
CODE 3	11	449	784	574	451	95	47
CODE 1	12	43	304	656	976	388	241
ALL	23	492	1088	1230	1427	483	288

*** Validation removed incidents with null time values



*** Calls for Service Generated by WCCCA. Validation removed incidents with null time values. Call Answer to Dispatch Time segment measured from emergency lines answered by call taker to initial notification of emergency response units

POLICE - P1 - ASSAULT WEAPON, COVER OFFICER CODE 3, ASSIST FIRE CPR, DISTURBANCE WEAPON, DOMESTIC WEAPON, KIDNAP, MASS CASUALTY WEAPONS, ROBBERY ARMED, SHOOTING, TRAIN ACC.

FIRE - P1 - BARN FIRE, BOAT FIRE, BRUSH/GRASS/TREE FIRE, CAR FIRE, COMMERCIAL FIRE, CHIMNEY FIRE, EXPLOSION/HAZMAT, RESIDENTIAL FIRE, TRUCK FIRE

EMS - Code 3 (P1 & P2) - ABDOMINAL PAIN, AIR INCIDENT, ALLERGIC REACTION, TRANSPORT CODE 3, ANIMAL BITES, ASSAULT WEAPONS, ASSAULT PHYSICAL, BACK PAIN, BEHAVIORAL HEALTH, BLEEDING PROB., BREATHING PROB., BURNS, CHEST PAIN, CHOKING, CARDIAC ARREST, STROKE, DIABETIC PROB., DROWNING, FALL, HEAT/COLDS EXPOSURE, HEADACHE, HIT AND RUN INJ, HIT AND RUN UNK INJ, INDUSTRIAL ACCIDENT, MASS CASUALTY INCIDENT, MASS CASUALTY WEAPONS, MARINE RESCUE, OVERDOSE/POISON, PREG/CHILDBIRTH/MISCAR, SEND MEDICAL CODE 3, SHOOTING, SICK PERSON, SUICIDE ATTEMPT, SEIZURES, TECHNICAL RESCUE, TRAFFIC ACC. INJURY/UNK, TRAIN INCIDENT, TOXIC EXPOSURE, TRAUMA, UNCONSCIOUS

EMS - Code 1 - ABDOMINAL PAIN C1 & BLS, ALLERGIC REACTION C1 & BLS, MEDICAL ALARM-1, MEDICAL TRANSPORT CODE, ANIMAL BITES/ATTACKS-1/ & BLS, ASSAULT PHYSICAL C1 & BLS, BACK PAIN C1 & BLS, BEHAVIORAL HEALTH C1, BLEEDING PROBLEM C1 & BLS, BREATHING PROBLEM C1 & BLS, BURNS C1 & BLS, CHOKING C1 & BLS, DIABETIC C1 & BLS, FALLS C1 & BLS, HEAT/COLD EXPOSURE C1 & BLS, HEADACHE C1 & BLS, Home Visit, Fire, LIFT ASSIST, OVERDOSE C1, PREGNANCY C1 & BLS, SEND MEDICAL CODE 1, SICK PERSON C1 & BLS, TOXIC EXPOSURE C1 & BLS, TRAUMA C1 & BLS

EMS - Code 3 with Code 1 Option - ABDOMINAL PAIN C1 & BLS, ALLERGIC REACTION / ALLERGIC REACTION C1 & BLS, MEDICAL TRANSPORT CODE3 / MEDICAL TRANSPORT CODE1 & BLS, ANIMAL BITES/ATTACKS / ANIMAL BITES/ATTACKS-1 & BLS, ASSAULT PHYSICAL / ASSAULT PHYSICAL C1 & BLS, BACK PAIN / BACK PAIN C1 & BLS, BEHAVIORAL HEALTH / BEHAVIORAL HEALTH C1 & BLS, BLEEDING PROBLEM / BLEEDING PROBLEM C1 & BLS, BREATHING PROBLEM / BREATHING PROBLEM C1, BURNS / BURNS C1 & BLS, CHOKING / CHOKING C1 & BLS, DIABETIC PROBLEMS / DIABETIC C1, DROWNING / DROWNING C1, FALL / FALLS C1 & BLS, HEAT/COLDS EXPOSURE / HEAT/COLD EXPOSURE C1 & BLS, HEADACHE / HEADACHE C1 & BLS, OVERDOSE / OVERDOSE C1, PREG/CHILDBIRTH/MISCAR / PREGNANCY C1 & BLS, SEND MEDICAL CODE 1 / SEND MEDICAL CODE 3, SICK PERSON / SICK PERSON C1 & BLS, SEIZURES / SEIZURES BLS, TOXIC EXPOSURE / TOXIC EXPOSURE C1 & BLS, TRAUMA / TRAUMA C1 & BLS



Key Performance Indicators (KPI)

Dec 2025

Roll-up

Timed Performance *** Validation removed incidents with null time values

Medical - CHOKING ***				Dec 2025	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			00:53	00:52	2.32%	00:52
	Incident Creation to Dispatch			00:10	00:10	4.17%	00:10
	Call Answer to Dispatch			01:06	01:03	4.43%	01:05
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	21	NA	00:50	01:06	01:21	01:32	
Call Answer to Dispatch - Incident Counts per Time Interval (mm:ss)							
Priority	0:00 - 0:30	0:31- 1:00	1:01 - 1:30	1:31 - 2:00	2:01 - 3:00	3:01 - 4:00	4:01+
CODE 3	0	8	10	3	0	0	0

Medical - CPR ***				Dec 2025	Prior Yr.	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			00:53	00:55	-3.34%	00:56
	Incident Creation to Dispatch			00:11	00:11	1.54%	00:11
	Call Answer to Dispatch			01:04	01:07	-5.19%	01:08
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	184	NA	00:50	01:04	01:28	01:55	
Call Answer to Dispatch - Incident Counts per Time Interval (mm:ss)							
Priority	0:00 - 0:30	0:31- 1:00	1:01 - 1:30	1:31 - 2:00	2:01 - 3:00	3:01 - 4:00	4:01+
CODE 3	5	78	58	27	11	4	1

Medical - PREGNANCY / CHILDBIRTH ***				Dec 2025	Prior Yr.	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:18	01:22	-4.88%	01:26
	Incident Creation to Dispatch			00:11	00:09	22.22%	00:11
	Call Answer to Dispatch			01:28	01:30	-2.22%	01:32
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	19	NA	01:13	01:28	02:02	04:49	
Call Answer to Dispatch - Incident Counts per Time Interval (mm:ss)							
Priority	0:00 - 0:30	0:31- 1:00	1:01 - 1:30	1:31 - 2:00	2:01 - 3:00	3:01 - 4:00	4:01+
CODE 3	0	1	9	4	3	0	2

