

TECHNICAL ADVISORY COMMITTEE MEETING

Wednesday • May 13, 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, March 11, 2026*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. EMS User Group Creation* (Reese)14
- B. EMS User Group Meetings* (Reese)15
- C. SOG's* (Kilcoin)16
 - 1. 1-Alarms ETS Bait Activations
 - 2. 24-Paging and Call Outs
 - 3. 35-Emergency Medical Dispatch System
 - 4. 51-ODOT Notification
 - 5. 52-Mass Casualty with Weapon
- D. Fire/EMS Response plans for MCI (Wineman)
- E. Genasys Drill – After Action Report (Wineman)
- F. Drone as a First Responder (DFR) Update (Crecelius)

Staff Report

Good of the Order

* Requires Action

Adjournment | Next Meeting: Wednesday, June 10, 2026, 10:00 am

Upcoming Meetings | Events at WCCCA:

CEO Board Meeting: June 18, 2026

**Washington County
Consolidated Communications Agency**

Minutes

Washington County Consolidated Communications Agency
TECHNICAL ADVISORY COMMITTEE
Meeting Minutes
Wednesday, March 11, 2026

Present	Capt. Ed Mastripolito, Beaverton PD Div. Chief Patrick Wineman, Forest Grove Fire Sgt. Clarice Gordon, Forest Grove PD CMD Brian Wilber, Hillsboro PD Capt. Corey Jentzsch, Sherwood PD CMD Bob Rogers, Tigard Police CMD. John Crecelius, WCSO	Staff Present	Mark Buchholz, Exec. Director Jennifer Reese, Assist. Director Jennifer Kilcoin, HR Manager Justin Haines, IT Supervisor Curtis Floyd, Radio Services Sup. Barbi Denman, Admin. Specialist Christine Petty, Supervisor
Guest	Lt. Jesse Baker, WCSO Kevin Kane, PSSTG, WCSO Eric Kennedy, PSSTG, TVF&R Becky Naugle, PSSTG, City of Beaverton Jeremy Millman, PSSTG, TVF&R Adrienne Donner, WC Public Health Nick Jones, WCSO		
Call to Order	The meeting was called to order at 10:01 am by Wineman.		
Approval of Minutes	Crecelius motioned for approval of the February 11, 2026 meeting minutes. The motion was seconded by Jentzsch and approved unanimously.		
	Mastripolito – aye Wilber – aye Crecelius – aye	Wineman– aye Jentzsch – aye	Gordon – aye Rogers - aye
Additions/Deletions	None		
Committee Reports	Police Users Group (Jones) - Nick Jones introduced himself. - Switching radio-nets was topic of conversation at the last PUG meeting. Basically, switching between jurisdictional boundaries. WCCCA prefers the call stays on the channel it originated on. - SOG's were confirmed for no changes. Fire Users Group (Wineman) - At last month's Fire Defense Board (FDB) meeting, it was decided that FDB would take the place of FUG going forward. - All fire agencies, within the County, are realigning the "mass casualty incident response plans." This will align all agencies to be on the same plan going		

- forward.
 - All agencies have written a letter of permission for Wineman to represent them.
 - Looking at all options, at a task force level of response.
- TVF&R is currently doing a trial run on what to call a sick person.
 - Code 1 – sick person, little stuff, but the patient is asking for an ambulance. In this case, there is no need to send a fire truck.
 - Beta test currently.
 - Code One Sick vs. Code One Sick BLS (no fire response).
- AMR is shifting their plans to support and are reducing the number of BLS ambulances within the County.
 - Where AMR has EMT only, they are increasing the number of ALS units proportionately.
- Working with Emergency Management, Chief Downey, from Hillsboro Fire, to get the County “pre-fire” meeting, with all of the IC’s in one room, at the training center, to discuss a pre-season forecast. Focusing on drone, SUS capabilities within the County.

PSSTG (Naugle)

- Small group working on VisiNet errors with Windows 11 update.
- Talked about, but put on Hold –
 - Any fire calls that require police assistance, usually overdose or CPR calls, are coming up on the SQL report incorrectly for self-initiated.
 - WCCCA is working on an SSO report to help fix, until we are on the new SQL reporting platform.
- Federal reporting requests from last month, there was some discussions within the agencies, on having a more unified approach to search the calls. Will continue to work with the analysts at the different agencies.

Haines – The issues with calls to service, versus self-initiated, we found that calls that start as a fire incident and then automatically creates a police response, (CPR call, or TAI), WCCCA queries those out by looking at the fire incident and then see if that was a fire call for service or self-initiated. The issue, PD agencies in the field don’t replicate fire, they only have PD data, without the fire data, they cannot differentiate between them, based off the data we send.

WCCCA will create a monthly call for service count report. WCCCA will port that over to the SSO server. This will also be sent out monthly to whomever requests it. Please send a request to IT@WCCCA.com so WCCCA can get you added to the subscription.

Kane asked for partial fire data, to be able to decide a determination. WCCCA replied, Yes, that is the fix that is coming after the CAD upgrade, later this year.

**Old
Business**

System Status

Activity and Projects:

Radio (Floyd)

- Motorola – Monthly patching is complete. March quarterly patching is also complete. Full system upgrade coming in June.
- For Fire users, WCCCA will be logging into the ATXs, trying for monthly, to make sure the Wi-path logs are running smoothly. This request was made by TVF&R. Emails will be sent out only if there is an issue.
- Microwave work, ongoing.
- Purchase orders for parts, for Wilsonville microwave repairs, are pending.
- User PMs:
 - WCSO is planned for July. Approximately five to six weeks onsite with them. Approximately 1300 radios.
 - CCSO is starting to cycle in radios into WCCCA, to alleviate onsite time with them.
- DVRS: WCCCA started working on Hillsboro PD. Seeing issues with odd bonking and some settings that Motorola said to use. These settings are causing issues with how the DVRS is functioning. Will be revisiting the how to reprogram Hillsboro PD DVRS.
- WAVE: No updates on the new management tool. Once updated, there will be a cut over. This may cause a three day to one-week outage on the WAVE tool, as WCCCA switches over.
- CCSO has requested fifteen licenses, they are working on how to manage themselves. Apparently, they own licenses on the WCCCA side and manage 534 of them.
 - If you go to Motorola directly to buy WAVE licenses, you get access to a portal where you can manage them. You can only use the talk groups provided by WCCCA.
 - Agencies will need to add WCCCA as an Admin.
- BDA/DAS: Station Nine is complete and fully signed off.
- Working with some of the AHJs on tracking, tools, and annual inspection confirmation.
- TDH (C800) Working on a monitor for AC power. WCCCA is seeing weekly power hits on Wednesday mornings. (0534 and 0538).

Facilities (Floyd)

- Hot water mixing valve at WCCCA, was replaced in the potable water system.
- There were metal filings from the building install, that were left in the piping, inhibiting a substantial amount of water flow through the entire building.
- Griffith Roofing has begun work on replacing the asphalt roof on our new thermo-bond buildings for Washington County.
 - We also have quotes out for Clackamas County, to be completed by July.
- February site maintenance was completed for radio sites.
- There are transfer switch issues at the Sandy radio site in Clackamas County. We are waiting for software/hardware.
- All vehicle PMs were completed with no major updates.

IT (Haines)

- Still working through on the MDC design groups with Fire and PD.
- Getting more people involved into test. This includes WCCCA Supervisors and the MAJCS team, today and tomorrow doing some console testing.
- Making good progress on the MDC clear form for PD side.
 - Stops data is just about done.
 - Once finished, it will be released for field testing.
 - Other customized clearance forms, like warrants, K9 tracking, drug dog, SRO and stuff of that nature.
- Still working on MicroMain ticketing system. Getting close, just waiting on a couple things for the facilities team.

B. Federal Activity Data Requests (New Permanent Topic) Reese

No new updates at this time. To be removed from new business, until further notice.

**New
Business**

A. EMS User Meeting discussion (Reese)

This is a new user group. In the past, we have not had an EMS user meeting. We are looking to add an EMS user meeting with the intention of WC EMS or a user has EMS or is dispatched, they will be able to take concerns to the EMS User meeting. This would be an avenue to get it approved up through TAC.

- The current discussion is to have this meeting within the EMS Alliance. They would stand in for EMS User Meeting. The Alliance would have a liaison in TAC, who will provide updates.
- The Alliance will take this to their meeting on March 26th. If able, they will approve this and then come back to TAC, in April, for final approval.

Wineman asked if there is an EMS related topic that impacts Fire, is it Fire that would bring it to FUG, or would Fire push that to EMS to bring forward? WCCCA responded this is one of many items that will need to be worked out.

Welcome to Adrienne Donner. She is very excited to have this alliance and a new direct connection to information.

B. Review and approve Radio for WCSO facilities/Juvenile (Floyd)

Washington County District Attorney has installed a new checkpoint on the juvenile building, that is being manned by DPI. Discussions concerning bring on a non-member agency who wants a radio. Still in discussion with folks at the jail and court security to see who owns the radio, in general, for billing purposes.

- WCCCA is going to say that the Sheriff's Office owns it and SO will loan it out to DPI or the DA.

WCCCA requests DPI and or the DA, a private entity to have a radio, an Apex 900 programmed for Washington County Court Security, owned by and managed by Washington County SO. They will have one talk group.

Crecelius motioned for approval of WCSO to provide a single APX radio, with one talk group, to DPI. The motion was seconded by Jentzsch.

Mastripolito – aye
Wilber – aye
Crecelius – aye

Wineman– aye
Jentzsch – aye

Gordon – aye
Rogers - aye

Motion was approved unanimously.

Staffing

Staffing Report (Kilcoin)

- 7 in training. (5 on phones and 2 on radios.)
- Currently sitting at 57 Dispatchers. (Including the above)
- One recruit for March. Losing another, today in psych.
- 8 call takers candidates moving to admin interviews.
- Recently closed the current job posting, with 120 applications.
- Job Fair scheduled for March 17th.
- Attending a two-day event in May.
- Facilities Tech – a conditional offer has been extended. Currently in Background.
- Regional CAD Coordinator position (shared position) is starting on April 1st.

Reese:

- Kick-off meeting scheduled for Aurelian, non-emergency 911 call handling. Scheduled for the 30th of March. Looking at a go live date 6-8 weeks later.
- Professional Development training is on the calendar. (Including some Fire input)

Wineman:

- How many do we currently have in MDD training? Currently zero. Two on the waiting list. Do we think they will be in the process by fire season? Probably unlikely, due to training and staffing.

Good of the Order

Captain Mastripolito updated the committee on Mark Logan. He was convicted in court and put on bench probation with stipulations that he is only to contact dispatch for life threatening emergencies. If he calls, please let it go through and a Sergeant will take the call. If it is determined, we will then write a report and send to the city attorney's office for the issuance of a warrant. Short term, if he calls for any reason, please pass it through.

Next Meeting

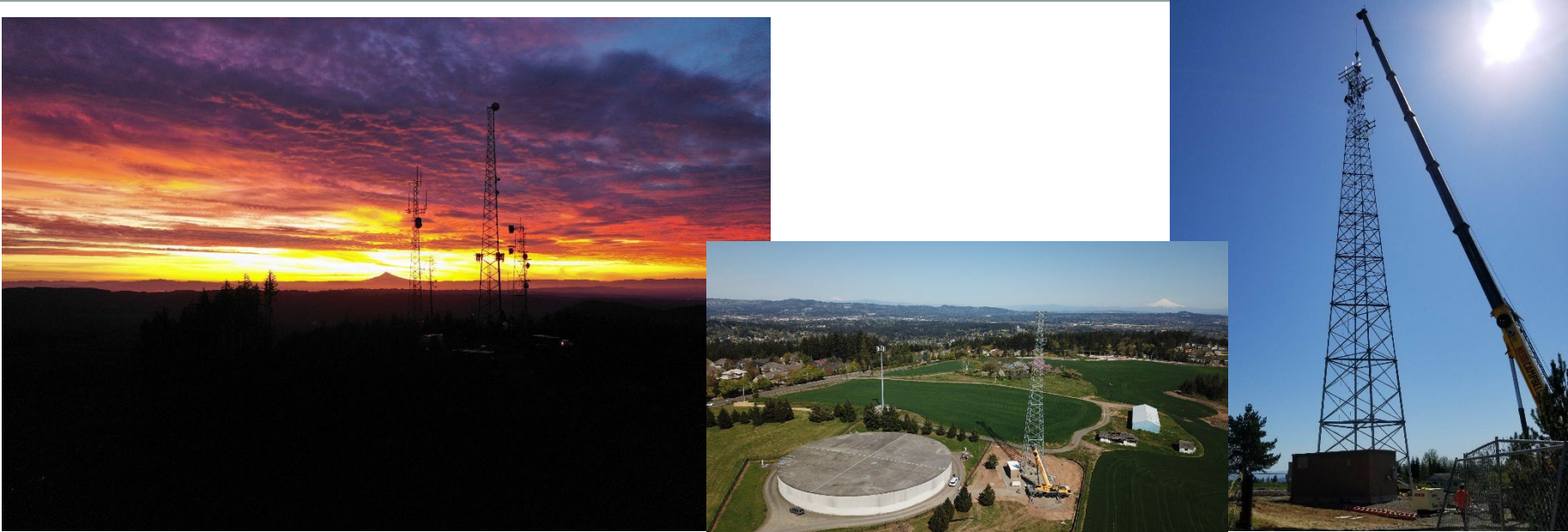
The next TAC meeting is scheduled for Wednesday, April 8, 2026 at 10:00 am.

Adjournment

Chair Wineman adjourned the meeting at 11:05 am.

**Washington County
Consolidated Communications Agency**

Old Business



WCN SYSTEMS

Technical Services

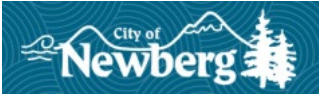
Manager: Jennifer Reese (Interim)

Radio: Curtis Floyd

Facilities: Ted Leach

IT: Justin Haines

Activity for: April 2026



Radio Team

Activity and Projects:

- Motorola Projects: April Monthly patching complete. JUNE 15-26, 2026-full system upgrades.
- JOT Form: on-line. <https://forms.office.com/g/uY1tn0sbbK> (QR Code can be provided)
- Site Preventative Maintenance: Motorola completed 40 sites to date.
- Station Alerting : TVFR working on station remodels and temp setups.
 - Reminder: USDD Approved Vendors and WCCCA are only personnel allowed to work on ATX or peripherals.
- Backhaul: WCCCA will begin backhaul switch firmware updates. No impact to users, we'll coordinate with third party system users for outages (PGE, ODOT, Trimet, etc)
- Microwave: TIMB<GOAT Frequency change (DELAYED due to weather/access)
 - Wilsonville and Damascus replacements complete. Waiting for closeout packages.
- Member Agency (WCN) Preventative Maintenance
 - CCSO has started to cycle radios into WCCCA for PM
 - WCSO planning phase for large scope project, July 2026.
- DVRS: LOPD (One test vehicle set up); HBFD DVRS completed.
 - HBPD DVRS completed, we are working through some programming updates from Moto for issues that surfaced.
- WAVE (Mobile Devices Radio Use):
 - Working with Motorola on new WAVE Management tool. We're loading tool with Talkgroups and building baseline system. We'll have outage for WCCCA users. We'll communicate with our POC and users via provided emails.
 - TAC approval for WC Templates, and C800 Board approval for CC Templates.
 - CCSO-Working on new WAVE tool setup with WCCCA, currently using WCCCA Lic to get users online. We'll work on planned outage as cutover is needed
- BDA/DAS- Projects in progress as they arise.
 - Canby OLCC facility, Walked and found that Canby radio site provided overwhelming coverage and left BDA offline.
 - Beaverton High School, will revisit for inspection
- OTHERS and REMINDERS:
 - Canby site outage testing completed.
 - WCCCA Equature upgrades July 14th, 2026.
 - Damascus Radio site tower footing. Contractor is working on resurfacing tower footing and grouting.
 - USFS requesting as builts and locates for Memaloose, Whalehead, and Oak Grove. Currently in progress.
 - Working with Slatercom on tower lighting and FAA/ODVA assessments for multiple C800 sites and WCCCA Pinefarm filing.

Facilities Team

- The storage buildign insulation project began on 4/30.
- The new Facilities Tech has been undergoing initial training and obtaining his access requirements for other agencies where WCCCA has radio sites or other supported equipment.
- Griffith Roofing has completed four of the C800 Thermobond shelter roofs. More to be completed during May.
- Radio site maintenance for April was completed in both counties with the exception of TDH and Whale Head.
- The failed ATS at the Sandy radio site has been repaired and is back in service.
- No new issues.
- The 2026 Explorer has been back to the dealership for recalls and outfitting and installation of radios, etc. Will continue when it returns.
- No new updates.

Information Technology Team

- April CAD Maintenance was successful with all systems receiving latest security patches.
- Ongoing work with CST for upgrades discussion.
- MAJCS Tech and Ops meetings are ongoing with role assignments and noting milestones with possible roadblocks. User meeting identified concern regarding timelines for end user training.
- CST and Motorola working on APIs for interfaces
- WCCCA has begun a project to replace the current MicroMain work order system with their latest version.
 - Production tool provisioning starting with vendor.
- PC refresh ongoing for WCCCA staff.

**Washington County
Consolidated Communications Agency**

New Business Items

TECHNICAL ADVISORY COMMITTEE

Agenda Date: May 13, 2026

Agenda Item: Approval of EMS User Group

Background:

In August 1, 2023, Washington County transitioned their contract for the Ambulance Service Area (ASA) from Metro West ambulance to American Medical Response (AMR). In this transition, WCCCA became responsible for the initial dispatch of medical units in the Washington County area.

Since this transition any questions or needs related to EMS have been addressed through either the EMS Alliance or through WCCCA's EMS QI meeting, neither of which is the most appropriate or efficient means of processing requests. The need to create a new User Group has become apparent.

Staff is requesting the formation of an EMS User Group that would function as a sub-group of the Technical Advisory Committee (TAC), similar to PUG, FUG, and PSSTG. This group would allow a single conduit of information to flow to WCCCA for changes in SOG's or dispatching procedures.

Staff Recommendation: Approve the formation of the EMS User Group

WASHINGTON COUNTY CONSOLIDATED COMMUNICATIONS AGENCY
TECHNICAL ADVISORY COMMITTEE

Agenda Date: May 13, 2026

Agenda Item: Approval of EMS User Group Meeting

Background:

With the advent of the EMS User Group, there is the need for meetings. The Washington County EMS Alliance is a monthly standing meeting that has as its governing board those entities that have perspectives and concerns that determine what is in the best interest of Washington County's EMS system. The members include:

- Banks Fire District
- City of Forest Grove, City of Cornelius
- City of Hillsboro
- Tualatin Valley Fire & Rescue
- Washington County

The affiliate members are:

- American Medical Response Northwest
- WCCCA
- Metro West Ambulance

Through conversations with the EMS Alliance, they have approved to hold the WCCCA EMS User Group meeting in conjunction with their monthly meeting. The WCCCA EMS User Group meeting will be a regularly occurring agenda item for issues or questions to be brought forward for the betterment of the EMS dispatch system at WCCCA.

The liaison between the EMS Alliance and the WCCCA EMS User Group will report back to the TAC meetings with updates. This liaison will also work with WCCCA staff to ensure any questions or concerns are addressed through the proper avenues. The appointment of the liaison to this group will be assigned by discussion of the TAC Chair and WCCCA Assistant Director.

Staff Recommendation: Approve the Washington County EMS Alliance meeting to be the standing location for the WCCCA EMS User Group meetings.

WASHINGTON COUNTY CONSOLIDATED COMMUNICATIONS AGENCY
TECHNICAL ADVISORY COMMITTEE

Agenda Date: May 13, 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.

1: Alarm Activations: minor revision to clarify Admin Panic Alarm; removal of LoJack terminology

SOG 24: Paging and Call Outs: updated with current DRE and DRONE procedures

SOG 35: Emergency Medical Dispatch (EMD) System: Clarified ACI and VPQ expectations and minor clean

SOG 51: ODOT Notification: updated to reflect CAD2CAD notification

SOG 52: Mass Casualty with Weapon (MCW): minor update to reflect current system process

Notes:

- Revising format for easier formatting and readability
- Adding "Change Log" back to 2016 for tracking purposes
- 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.

Subject	Alarm Activations (Tests)
Purpose	To detail procedures for uniform dispatching and handling of alarm calls, and tracking system activations.

Procedures

1. User Installed Alarms

- A. These are portable, temporary, alarm systems placed in specific locations by police departments.

1. Sentinel Alarm/Varda

- a. When activated, the alarm information will say: "Sentinel Radio Alarm, Sentinel Radio Alarm, followed by the address" and will be broadcast over the user's primary radio channel
- b. Current alarm information (location, radio #, agency contact info) will be kept in an assigned incident on the status monitor, as well as the alarm book at each radio.
- c. Information received by WCCCA will be updated by a Supervisor, Lead or designee. Occasionally alarm changes will be received via fax to individual radio positions. It is the Dispatcher's responsibility to promptly advise a Supervisor or Lead if such fax is received.
- d. In the event of activation, create an ALO incident using the information being broadcast by the device over the radio. Note: User trained staff will log into the system and will provide dispatch and responding units with heading, location and direction. Do not AA, append, link or use the sentinel alarm as the active call.

2. 3Si

- a. 3Si is a GPS tracking system that uses devices in both the public and private sector to monitor the location and status of an article remotely and in real time. These devices are not monitored at dispatch. 3Si and user agencies monitor the devices and will advise dispatch of any activation.
- b. In the event of an activation initiated by a user agency, dispatch shall generate an ALO incident. If the activation is initiated by 3Si via a user agency, dispatch shall use the appropriate call type related to the nature of the event (robbery, etc.) Note: User trained staff will log into the system

Original: ~~07-01-91~~
Approved by TAC: ~~04-13-23~~

and will provide dispatch and responding units with heading, location and direction.

The agency with jurisdiction where the activation occurs shall coordinate the response and radio traffic should be limited to the assigned primary channel. The decision to switch channels should be made by the incident commander, supervisor, dispatch or detective coordinating the response.

2. Telephone Calls to (Police) Alarm Sites

- A. Dispatch will not make calls into the location of an alarm until the primary unit assigned or the first unit on scene makes the request.
- B. Banks
 - 1. Once requested by an on-scene officer to call into the bank, ask to speak to a manager.
 - 2. Attempt to determine validity of the alarm. If a valid alarm, obtain suspect(s) description and whether or not still on scene or if the suspect(s) have fled.
 - 3. If false alarm, obtain manager or the person in charge description and have them meet officers at the location provided by the officers.
 - 4. If there is a situation at a bank, try to use yes/no questions to obtain details.

3. Confidentiality

- A. Employees should not discuss alarms with anyone outside of the law enforcement community.

4. WCCCA Administrative Panic Alarm

- A. Should administrative personnel become fearful for their personal safety due to the actions of another, they will activate their panic alarm. Note: Dispatch can only silence the alarm from the console; it will have to be deactivated by the individual who pushed it.

B. Activation of the admin panic alarm will include an audible alert and an icon on the button turns red. Floor personnel will do the following:

- 1. The Hillsboro dispatcher will create an ALO priority two (2) call and dispatch units code 3. They will also ask the primary SO dispatcher to broadcast the incident.
- 2. The Hillsboro dispatcher will APAGE ADMIN with the following message "ADMIN PANIC ALARM ACTIVE"

3. Available administrative staff will attempt to determine what is occurring and notify the Operations division. Safety of all personnel is imperative. Do only what you feel safe in doing and do not place yourself in danger.
4. All personnel located on the dispatch floor at the time of the panic alarm activation will not be allowed to exit the dispatch floor until the scene is secure.

*References	To clear <u>the Admin Panic Alarm</u> on <u>HB</u> dispatch consoles: 1. (Audio) At controlling console (Hillsboro) access features menu and then select clear audible alarm. 2. (Visual) Press panic alarm button on the console.
*Definitions	LoJack: vehicle and personal property equipped with LoJack tracking equipment, see info WLojack. Tracker: Any device or system that allows one to monitor the location and status of an article remotely, in real time. These devices can use GPS, Cellular and RF signals to determine and communicate their location.

Change Log (since 2016)

<u>Date</u>	<u>Update</u>	<u>Reason</u>
<u>04/12/2023</u>	<u>Approved by TAC</u>	<u>Updated Admin Panic Alarm due to move into new building and added associated references</u>
<u>02/09/2022</u>	<u>Approved by TAC</u>	<u>Updated Admin Panic Alarm to accurately reflect what a dispatcher sees and hears which activation is received</u>
<u>08/12/2020</u>	<u>Approved by TAC</u>	<u>Minor update to clarify User agencies receive 3SI info which is displayed to dispatch</u>
<u>02/13/2019</u>	<u>Approved by TAC</u>	<u>Remove ETS, updated bank section; added Admin Panic Alarm information</u>
<u>07/01/1991</u>		<u>Established SOG</u>

Original: ~~07-01-91~~Approved by TAC: ~~04-13-23~~

Subject	Paging and Call Outs
Purpose	To ensure proper notification of the request is completed according to Agency procedure.

Procedure

1. **AIR5 – Air Support Unit (INFO WAIR5)**

A. For any/all AIR5 requests:

The request needs to be approved by an OIC of the requesting agency.

The requesting agency dispatcher will do the following:

1. Obtain name and phone number of the contact person and type of incident.
2. APAGE AIR5, “any on duty AIR5 units, go to radio channel for incident # and incident type.”

B. If an AIR5 unit responds, provide the contact information of the requesting agency and the AIR5 unit will make direct contact.

If no units are on duty or no response is received within 5 minutes, Dispatch will provide the 24-hour contact number as listed the INFO WAIR5 to the requester.

2. **CART – Crash Analysis Reconstruction Team (INFO WCART)**

A. In the event of a fatal crash, CART OIC notification is necessary regardless of city, county or state jurisdiction.

B. CART Consults:

1. Any Agency Supervisor or Officer-In-Charge may request a CART consult with APAGE “CARTOIC” with the following information:

- a. incident ID #,
- b. location,
- c. time of call and
- d. scene contact name and phone number.

2. If no answer from CARTOIC page, provide the requester the contact phone number listed in the INFO WCART file.

C. All other CART Requests:

Original: 11-03-2009

Approved by TAC: 08-11-2021

Approved by TAC: 02-12-2025

1. The dispatcher working the incident will send a message to other police radios requesting the on-duty CART to respond and include the following information:
 - a. incident ID #
 - b. location
 - c. calltype
 - d. working channel
2. Police Dispatchers will broadcast the on-duty CART request over the air and document in the original call.
3. On-duty CART members will determine the closest unit to respond and will advise their primary dispatcher and supervisor.

3. CHAPLAIN SERVICES (INFO WCHAP)

1. At the request of an on-scene unit, a chaplain for the requesting user agency should be paged out via APAGE in CAD with the specific police chaplain group you are wanting to page.
2. Example: APAGE BPChap BPChap call dispatch at 503-629-0111 regarding inc 045.
3. If no response after 7 minutes, page the same chaplain ID again.
4. If no response to second page use the appropriate all chaplain pager ID: APCHAP for police, AFCHAP for fire.
5. If still no response consider using ACCHAP to page all police and fire chaplains at the same time.
6. When the chaplain calls back, the chaplain should be notified of the type of incident, location of incident, and the unit on scene to contact.

See INFO WCHAP for a list of pager IDS.

4. CNU – Crisis Negotiation Unit out for Team Activation (INFO WCNU)

- A. For Team Activation, provide the requester with the callout phone number from the INFO WCNU file.
- B. The Team Leader will activate team members to respond.
- C. If the Team Leader is unavailable, contact the Team Commander or designee.
- D. If a request is made to send out an CNU page, use “APAGE CNUAC” and include the following information:
 - a. “Callout;”
 - b. Type of call;
 - c. Address of incident;
 - d. Command post location (if available); and
 - e. Radio Channel (if known).

Original: 11-03-2009

Approved by TAC: 08-11-2021

Approved by TAC: 02-12-2025

E. CNU is automatically notified for any on-duty TNT activation.

5. DRE – Drug Recognition Expert (INFO WDRE)

A. Notification – On Duty

1. Once the need for a DRE has been determined, the user agency should determine if they have a DRE that is currently on-duty and available. If the agency DRE is not available, ~~proceed to step 2. or the requesting user agency does not have a DRE, WCCCA will create an ATL incident to be broadcast county wide.~~
2. The Dispatcher working the incident will send a message to other police radios requesting broadcast to include the following information:
 - a. Request for closest DRE to respond
 - b. Incident ID and calltype.
 - c. Assigned primary channel for the incident
 - d. On scene contact name and phone number ** in some cases they may just need a phone consult with a DRE.

~~3. Use the LINK feature in CAD to link the ATL incident ID with the original incident or create the WATL using the AA Add Agency command ID number so that all timestamps are documented.~~

~~34. Police Dispatchers will broadcast the on duty DRE request over the air. It will be the responsibility of the dispatcher that generated the request to clear out the ATL incident ID# once handled.)~~

***If a DRE is not on duty or immediately available:

Dispatch will provide the requester with the phone number listed in the INFO WDRE file for the Oregon State Dispatch Center. The officer can request a page be sent to all DRE's in our area by contacting the Oregon State Dispatcher.

6. DRONE (INFO WDRONE)

A user or an outside agency may request a notification page be sent for a drone operator to assist with a working incident.

A. Notification

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1. User Agencies

a. a.—If a User Agency is requesting a drone operator for a working incident, dispatch should check with that user agency's on-duty drone

Original: 11-03-2009

Approved by TAC: 08-11-2021

Approved by TAC: 02-12-2025

operator (if any) for availability and assign them accordingly. If that agency's drone unit is not available or not on duty, the dispatcher will note in the call and send a message around the room requesting a drone~~send out an APAGE WDRONE message with requesting agency, type of call, incident number, location of call, and working radio channel.~~

a.b. Police radios will air the drone request and note it in the call.

cb. If no on-duty drone operator is available provide the requester with the 24 hour contact # as listed in the INFO WDRONE file.

2. Outside Agencies

a. If an outside agency is requesting a drone operator for a working incident, dispatch will send a message around the room with~~out an APAGE WDRONE message with requesting agency, type of call, location, call type, radio channel, and outside agency contact information. of call, working radio channel, and outside agency contact phone number.~~ Police radios will air the drone request and note it in the call.

b. Dispatcher of the responding agency will create an AOA and assign the responding drone operator.

c. If no on-duty drone operator is available provide the requester with the WCSO Special Teams line 503-846-2370 option 5.

B. Drone programs are agency specific, see info WDRONE for additional details.

7. K9 RESPONSE (INFO WK9)

User and outside agencies may request notification countywide page for an on duty K9 officer to assist with a working incident.

A. Dispatch Responsibility

1. If a User Agency is requesting a K9 for a working incident, dispatch should check with that user agency's on-duty K9 units for availability & assign them accordingly. If that agency's K9 units are not available or they are not on duty, the dispatcher will then send out the APAGE TRACK9 OR APAGE DRUGK9 with requesting agency, type of call, incident # and location or add TRACK9 or DRUGK9 dummy unit to the call using the B (backup) command in CAD as well as send a message around the room for all dispatchers to announce over the air. The on duty K9 units will go to WALAW1 to determine who is closest to respond and advise their OIC and dispatcher to be assigned to the incident. If WALAW1 is in use, the page will contain what channel to use.
2. If there are no K9 units on in the county, check with surrounding agencies to see if they have an available K9 on duty (BOEC, LOCOM, CCOM, Newberg, Yamhill). If not, with Sgt. approval APAGE the agency requesting the K9 unit first before sending out an ALLK9 APAGE. (BVK9, HBK9, WCK9, SHK9,

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- TIK9) If the requesting agency does not have a K9 program or no response to the agency page with Sgt. approval then send out the ALLK9 APAGE or add ALLK9 dummy unit to the call using the B (backup) command in CAD.
3. If an Outside Agency is requesting a K9 unit for their working incident, the call-taker will send out the appropriate APAGE (TRACK9 or DrugK9). The APAGE should include the requesting agency, type of incident and a contact name and phone number. It is the responsibility of the K9 officer to get approval from and notify their OIC. The dispatcher of the responding agency will create an AOA call for the K9 unit to be assigned.
 4. The DRUGK9 is the only APAGE for both on duty and off duty requests. Off duty tracks are agency specific. See INFO WK9.

B. K9 Officer Responsibility

1. K9 officers should identify themselves to their primary dispatcher prior to switching to WALAW1, or the channel designated in the APAGE.
2. Once on WALAW1, or the channel designated in the APAGE, K9 officers will decide which unit is closest to respond.
3. The K9 officer who will respond should advise their primary dispatcher and their supervisor prior to switching to the event channel.

8. MCT – Major Crimes Team Notification (INFO WMCT)

A. Notification

1. User Agencies are responsible for determining the need for the activation of the MCT. Once the need has been determined, Dispatch will provide the requester with the MCT Coordinator phone number from the INFO WMCT file. If the Coordinator is not available, provide the requester with the Alternate Coordinator phone number from the INFO WMCT file.

9. MX – MEDICAL EXAMINER NOTIFICATION (INFO WMX)

- A. Paging Procedure (The MX will be paged 24/7, for any and all WCCCA member agency requests)
1. APAGE MX. If there is no response to a page within 10 minutes, a second attempt should be made. If there is still no response the dispatcher who made the original page request will refer to the Emergency Callout section on the intranet for a current callout list. If the dispatcher is still unable to contact a Washington County MX, refer to INFO WMX on who to contact with the state medical examiner's office. The dispatcher who made the original page is responsible for making sure the call gets serviced.

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B. Documenting Notification for User Agencies

1. For both Fire and Police: Dispatchers will add notification information, including times into the incident using the “UC” or “AC” command to indicate the MX has been paged. If the medical Examiner is not responding to the incident location a notation will be made into the call and the user will be notified.

C. Public/Outside Agency Requests: Refer the caller to the Washington County Medical Examiner’s office phone number (See INFO WMX)**10. PUBLIC WORKS (INFO WUTIL)**

- A. Public Works can be requested by either a community member or a field unit.
- B. The dispatcher should make an “INFO” call with the city code of the Public Works Department being contacted. The call should have the address Public Works is needed at and the name/phone number of who needs to be contacted.
- C. A page or APAGE to the proper agency should be made and documented in the call. If there is no response to a page within 5 minutes, a second attempt should be made.
- D. When Public Works has been notified, it should be documented in the call. The primary dispatcher should be notified, and the call should be cleared W2.

11. Reserves (INFO WRESERVES)**A. For HBPD and WCSO Reserves**

Include the following information when requested by a Sergeant to call out Reserves for:

HBPD (APAGE HBRES):

1. Callout
2. What level reserve requested
3. Location
4. Reason (i.e. crime scene security, transport, hospital duty, etc.)
5. Direct phone number or on scene contact

WCSO (APAGE SORES)

1. Callout
2. Who is requesting: OIC or designee. Call or text?
3. Phone number for who is requesting
4. Reason
5. Location

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6. Any special instructions

12. SAR – Search and Rescue (INFO WSAR)

- A. At the request of a user agency or outside agency an WATL call will be created and sent to the primary sheriff's office radio with the following information in it.
 1. Person requesting SAR and their phone number
 2. Location SAR needs to respond to and related incident # and
 3. Primary channel incident is working on.
- B. The dispatcher on the primary sheriff's office radio will broadcast the request for a SAR unit and then will assign the incident to an available on duty SAR unit.
Example: Dispatch to any SAR unit on duty for incident #...
- C. Send a group MDC message (WCS) with the following text:
Request for SAR, see incident #....
- D. If there is no on duty SAR unit or one is not available, Dispatch will provide the requester with the phone number for the SAR Supervisor or designee from the INFO WSAR file.

13. SRO – School Resource Officer (INFO WSRO)

- A. During the hours of 0700-1700 Monday – Friday (during the school year), dispatch will use the SRO APAGE or add the dummy units below to a call using the B(backup) command in CAD to notify the SROs of all school calls and any call involving a school bus.
- B. For priority 1's and 2's, immediately dispatch an available patrol unit and then add the appropriate dummy unit below to the call.
- C. When using the APAGE follow this format to send the APAGE:
APAGE [XXSRO], [calltype, location, incident ID #, quick description of call]
- D. Use the specific agency APAGE IDs:

Beaverton	BVSRO
Forest Grove	FGSRO Forest Grove FGSRO
Hillsboro	HBSRO
Sherwood	SHSRO
Tigard	TISRO
Tualatin	TUSRO
WCSO	SOSRO
- E. The specific SRO will either 1) key up on their primary radio channel or 2) call and advise they will be handling the call or if it needs to hold in the queue.

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14. TNT – Tactical Negotiations Team (INFO WTNT)**A. TNT Consult**

1. Any Agency Supervisor or Officer-In-Charge may request a TNT consult.
2. At the request of an OIC of any user or outside agency for a TNT Consult, dispatch will provide the requester with the contact phone numbers listed under the INFO WTNT file.

B. On Duty TNT Response

1. Any Agency Supervisor or Officer-In-Charge may request an On-Duty TNT call out.
2. The dispatcher working the incident will send a message to other police radios requesting the broadcast of an on-duty TNT response - include the type of call, incident number, working channel, and location. All dispatchers will broadcast the request for on duty personnel (i.e., "On duty TNT respond to Beaverton, channel one, incident ID #, signal 2 on that channel") and then note that the request was broadcast by their radio in the original incident.

34. If an On Duty request is made, WCCCA will send an APAGE **TNTOD** and include the following information:

- a. On Duty
- b. Type of incident;
- c. Location of incident;
- d. Incident ID number
- e. Command post location (if available); and
- f. Radio channel (if known).

45. Officers responding should advise their primary dispatcher and shall be added to the working incident prior to switching radio channels.

Example: APAGE TNTOD *ON DUTY* Barricaded subject, Incident ID 123
17911 NE Evergreen PI, CP@ Old Chicago lot Evergreen/Cornell, HB1.

Reminder that CNU is automatically notified for any on-duty TNT activation.

C. Full TNT Call Out

1. Any Agency Supervisor or Officer-In-Charge may request a FULL TNT call out.
2. The dispatcher working the incident should send a message to the police radios requesting broadcast of full TNT response – include type of call, , incident number and location and, radio channel. All police radios will

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broadcast the request for the full callout and then note that the request was broadcast by their radio in the original incident.

3. If a Full TNT Call Out request is made, WCCCA will send an APAGE **TNTALL** and include the following information:
 - a. Full Team
 - b. Type of incident;
 - c. Incident ID;
 - d. Location of incident;
 - e. Command post location (if available); and
 - f. Radio channel (if known).
4. Officers responding should advise their primary dispatcher and shall be added to the working incident prior to switching radio channels.

Example: APAGE TNTALL *FULL TEAM CALLOUT* Barricaded subject, Incident ID 123 17911 NE Evergreen PI, CP@ Old Chicago lot Evergreen/Cornell, HB1

15. TRAFFIC HAZARDS (INFO WLUT, INFO WUTIL, INFO WROAD, INFO WODOT)

A. Signal Issues

1. For emergency signal issues after hours that will require immediate response from LUT (including but not limited to: red lamp outage, any intersection in flashing mode, light not “tripping,” damaged equipment at an intersection), APAGE “LUTLTS” to contact the correct on call personnel.

B. Long Term Traffic Congestion

1. Long term traffic congestion is defined as traffic congestion lasting longer than 30 minutes.
2. When an incident results in a roadblock or traffic re-route that will last longer than 30 minutes, ODOT and/or LUT must be notified via APAGE or a phone call.
 - a. To notify Washington County LUT and ODOT simultaneously, APAGE “WROADS.” This activates the LUT and ODOT dispatch pagers as well as the on call LUT pager. Consider sending courtesy page for short term hazards.
 - b. ODOT must also be notified of any damage to state signage or property. LUT must be notified of any damage to county signage or property APAGE LUTRDS.

16. TRI-MET (INFO WTRIMET)

Original: 11-03-2009
Approved by TAC: 08-11-2021
Approved by TAC: 02-12-2025

- A. Dispatch will “APAGE WSTRI” or add dummy unit WSTRI to the call using the B (backup) command in CAD for all incidents occurring on Tri-Met property (all Max stations, Tri-Met vehicles, bus stops, WES stations, and Park and Rides). When using an APAGE the dispatcher will include the call type, incident ID #, location and primary channel then document in the call when this has occurred.

17. WCSO Marine Patrol Notification (INFO WMARINE)

- A. Washington County Sheriff's Office is responsible for all water-related incidents/investigations/complaints that occur in the waters of the county (e.g. drownings, missing/overdue boaters, water craft incidents and/or rescues, etc.)
- Includes all streams, rivers and lakes or any body of water regardless of police or fire jurisdiction.
 - Excludes incidents or accidents occurring in bathtubs or swimming pools.
- B. After the initial dispatch of a water-related incident, including but not limited to MR1 and MR2, dispatch will send an APAGE to WMARINE.

APAGE WMARINE and include the following:

- Incident ID
- Type of incident
- Location of incident
- Radio channel

Example: APAGE WMARINE Incident ID 123 reckless jet skier Tualatin River Lower Boones Ferry ramp in Tualatin SC1
APAGE WMARINE Incident ID 123 overturned boat at Hagg Lake MR1 on WASHA

*References	Additional Info File (INFO WPAGER) for a list of available pager dummy CAD units. ** All CAD info files mentioned above should be double checked upon approval of this SOG.
*Definitions	

Change Log (since 2016)

<u>Date</u>	<u>Update</u>	<u>Reason</u>
<u>12/12/2025</u>	<u>Approved by TAC</u>	<u>Minor revisions to reflect current practice</u>
<u>08/14/2024</u>	<u>Approved by TAC</u>	<u>Clarified and/or streamlined the process for AIR5, CART, CNU, TNT and WCSO Marine Patrol. Added new section on DRONE</u>
<u>07/10/2019</u>	<u>Approved by TAC</u>	<u>Minor change to CNU and removal of Thomas Guide page number</u>
<u>12/12/2018</u>	<u>Approved by TAC</u>	<u>Updated the following sections–CART, DRE, GET, K-9, SRO and Trimet</u>
<u>12/13/2017</u>	<u>Approved by TAC</u>	<u>Request to update CART language and add section for Reserves</u>
<u>09/14/2016</u>	<u>Approved by TAC</u>	<u>Updated CART and DRE procedures</u>
<u>07/13/2016</u>	<u>Approved by TAC</u>	<u>Updated CART procedures</u>
<u>11/03/2009</u>		<u>Established SOG</u>

Original: 11-03-2009
Approved by TAC: 08-11-2021
Approved by TAC: 02-12-2025

Subject	Emergency Medical Dispatch (EMD) System
Purpose	To establish standards for the certification, training, quality improvement and management of dispatchers certifying as Emergency Medical Dispatchers.
Risk of Non-Compliance	The risk of failing to properly use the APCO EMD cards include delays in service, harm to the patient, financial loss to the involved employee and financial loss to the Agency.

Procedure

1. Dispatch personnel shall process medical calls for service using the Emergency Medical Dispatch protocols approved by the Agency and in accordance with the Washington County EMS Administrative Rules. Protocols will be developed and established under the supervision of a medical director appointed by the agency.

4.2. An electronic and/or card system containing the Emergency Medical Dispatch protocols is provided at each dispatch/call taker work station. The system shall provide:

- a. All caller interrogation and vital point questions.
- b. Scripted Medical and Pre-Arrival instructions.
- c. Response mode based on call taker triage which aid in determining the proper EMS response.

3. The All Callers Interrogation (ACI) questions on all EMD cards (ACI and Vital points) should be asked individually and in order as outlined on the card.

The Vital Points Questions (VPQs) are arranged in order of decreasing seriousness to coincide with dispatch criteria and should be asked individually and in order.

All bolded VPQs should be asked if they apply.

Non-bolded VPQs should be asked if they apply and as time allows.

Pre-Arrival Instructions (PAIs) and Scripted Medical instructions shall be followed and used on all applicable calls. Call takers are not allowed to provide PAIs or medical instructions that are not listed in the EMD cards, however callers can be encouraged to follow doctor or product instructions for medical care.

Original: ~~01-01-91~~
Approved by TAC: ~~04-13-23~~

Minor deviations are acceptable when it is necessary to clarify or help a caller understand a question or instruction. Deviations should not change the context of the original question or instruction. Acceptable deviation examples:

Changing from 3rd person reference to 1st person reference

Omitting a question because it has already been answered

Rephrasing a question or instruction for better understanding

4. Call takers are responsible for notifying dispatchers of changes in the response of a call (e.g. change a call from a code 1 response to a code 3 response).
5. All attempts to obtain information from the caller should be made utilizing good communication and customer service techniques.
6. Call takers should keep callers on the line (if safe to do so) on life threatening calls, when requested by the caller, and when it's necessary to provide pre-arrival instructions and scripted medical instructions.
7. All pertinent information obtained should be relayed via the radio or MDC to responding units.
8. This agency shall maintain an EMD training program based on approved standards and curriculum set by the APCO Institute EMD program and this agency.
9. Continued dispatch education and recertification shall be an integral part of the Agency training program.
10. Emergency medical calls will be reviewed on a monthly basis for the purpose of determining protocol effectiveness and dispatch compliance.

*References	See Appendix A for procedures relating to MetroWest /Kaiser transports-
*Definitions	

Original: ~~01-01-91~~
 Approved by TAC: ~~04-13-23~~

Change Log (since 2016)

<u>Date</u>	<u>Update</u>	<u>Reason</u>
<u>04/12/2023</u>	<u>Approved by TAC</u>	<u>Updated to reflect current practice; request to remove Appendix A and move to Calltaking and Fire Dispatch Training materials</u>
<u>03-09/2022</u>	<u>Approved by TAC</u>	<u>Revised language in section 2 to include what our EMD card system includes; removed section 3 since no electronic card system</u>
<u>08/12/2020</u>	<u>Approved by TAC</u>	<u>Removal of old electronic software (MEDS); addition of Appendix A – guidelines for Metro West and Kaiser transports</u>
<u>11/08/2016</u>	<u>Approved by TAC</u>	<u>Added risk statement. Added mandated to use the questions on EMD cards for all medical calls; clarified use of pre-arrival and scripted medical questions and added language regarding acceptable minor deviations</u>
<u>04/12/2003</u>		<u>Established SOG</u>

Original: ~~01-01-91~~Approved by TAC: ~~04-13-23~~

Subject	ODOT Notification
Purpose	To provide guidelines and procedures for notifying ODOT of incidents occurring in their response area.

Procedure

1. Notifications to ODOT can be made via CAD, via phone or by using the ODOTDISP radio channel.

The radio channel shall be available for use by CCOM, LOCOM, and WCCCA. Only notifications or communications initiated by one of the participating PSAPS to ODOT-Portland will be by radio. Notifications or communications initiated by ODOT to a PSAP will continue to be made by telephone.

2. Types of incidents requiring ODOT notification:
 - A. Fatal accidents
 - B. Any incident that impacts a travel lane on a state highway
3. The primary method of notifying ODOT of incidents in their response area is via a CAD CAD notification in an active police call ~~page~~ or via phone.
4. If unable to contact ODOT via CAD, page or phone, the ODOT radio channel for can be utilized for notification:
 - A. The PSAP wanting to make a radio notification should first monitor the ODOTDISP channel for a few seconds to ensure the channel is clear and available.
 - B. Communication should then begin with the PSAP identifying itself. (I.E. "WCCCA or Washington County calling ODOT dispatch").
 - C. Wait for ODOT to respond.
 - D. Transmit incident information.
 - E. Ensure ODOT acknowledges ~~the~~ receipt of the information.
 - F. The PSAP should document in their incident that ODOT was advised along with any other detail provided (en-route, not available, eta, etc.).
 - G. When all information has been exchanged between the PSAP and ODOT, the PSAP should state the current time to signify the completion of the information exchange and that the channel is clear.

Original: 10-10-12

Approved by TAC: 11-14-18

*References	
*Definitions	Incident information: Location, nature of incident, responding agency(ies), expected duration of incident (if known), any other details requested by ODOT.

Change Log (since 2016)

<u>Date</u>	<u>Update</u>	<u>Reason</u>
<u>11/14/2018</u>	<u>Approved by TAC</u>	<u>Updated to reflect current notification practice to call or page ODOT. Change name of SOG to ODOT Notification.</u>
<u>10/10/2012</u>		<u>Established SOG</u>

Subject	Mass Casualty with Weapon (MCW)
Purpose	To establish guidelines for handling of a mass casualty incident

Procedure

1. Call Taking

- A. Initial report(s) should be processed using standard call taking practices: type of emergency, location, time frame (in progress);
- B. Upon determination of a mass casualty incident, the following procedural adjustments are allowed for **related calls**:
 1. Location verification standards can be limited to identifying common place and/or geographic location description identification, based on active threats to individual callers and pertinent information (should include location of caller at incident scene)
 2. Callers who are not witnesses and/or have no time critical or relevant information directly relating to the incident in progress may receive expedited handling (e.g. obtaining caller's name and contact number for deferred police follow up)
 3. During heavy related call load, triaging medical calls may be limited to:
 - i. Location of patient(s), age, gender, level of consciousness, breathing status, type and severity of injuries
 - ii. Pre-Arrival Instructions should be given when possible and appropriate
 - iii. Scripted Medical Instructions WILL BE provided without deviation or adlib
- C. **Unrelated calls for service** will continue to be processed, but may receive reduced handling as directed by the on-duty Operations Supervisor
 1. Reduced handling refers to processing non-emergency calls for service by limiting information gathering to obtaining: caller's name, call back phone number, location of occurrence and call type
- D. **Major Emergency Dispatch Guidelines – Level 1** may be activated by the on-duty Operations Supervisor based on call load and incident type/scope, with the following exceptions to implementation in the initial response phase:
 1. Police and Fire liaisons will be requested, not required, to respond to WCCCA
 2. Priority 3 calls will not be forwarded to EOC as one may not activated immediately

Original: ~~1-8-14~~

Approved by TAC: ~~1-8-14~~

Implemented: ~~3-3-14~~

2. Police Dispatching

- A. Priority 1 – AVL dispatching procedures for initial dispatch, ~~may include interoperable patching of primary police and fire/EMS channels~~
- ~~B. Use auto-page function will be attached to the call type to send an automatic message to police agency command staff~~
- ~~C.B.~~ The primary radio channel will be restricted to communications updates to arriving units and units actively pursuing suspect(s)
- ~~D.C.~~ Dependent on staffing and call load, a second dispatcher will be dedicated to assist the primary incident dispatcher in a scribe/intelligence position to support information flow and documentation

3. Fire/EMS Dispatching

- A. Change the related initial call type (if any) to MCW and use the BAL command to upgrade the original response
- B. Contact OERS if air ambulance support is needed beyond routine LifeFlight resources in coordination with fire/EMS incident commander(s)
 - a. US Coast Guard
 - b. Oregon National Guard

4. On-Duty Operations Supervisor Duties

- A. Based on the scope and projected duration of the immediate response impacts to routine operations for WCCCA personnel and police/fire user agencies, **consider activating Major Emergency Dispatch Guidelines**
- C. Provide direction and support to the primary dispatch positions handling the mass casualty incident, as well as managing routine operations including delegation and/or changes of routine assignments
- C. Make the following notifications:
APAGE ADMIN (Director, Assistant Director, Operations Manager, Performance Manager/PIO)
- D. Review current staffing levels to add or adjust staffing as needed, manage relief assignments, breaks and meal availability
- E. Refer to Admin Directive 3.4.18 WCCCA Emergency Call Out, Section II Administrative Staff Notification for list of additional notifications

Original: 1-8-14

Approved by TAC: 1-8-14

Implemented: 3-3-14

*References	SOG #5 Dispatch of Police Units SOG #29 Major Emergency Dispatch Guidelines SOG #35 Emergency Medical Dispatch System SOG #43 Interoperable Dispatching SOG #44 Bomb Incident / Threat SOG #47 Location Verification Admin Directive 3.4.18 WCCCA Emergency Call Out
*Definitions	Active Shooter – <i>An active shooter is an armed subject who has used deadly physical force (GUN) on other people AND continues to do so while having unrestricted access to additional victims</i> ATAC Plan - Existing terrorist attack operation matrix-based plan for scalable ramping-up of county-wide resources Casualty Collection Point – A secured site within the active incident zone where wounded casualties are brought for triage and transport by fire/EMS personnel under the protection of armed law enforcement officers IED – Improvised Explosive Device MCW - An intentional act of violence involving weapon(s) in a public venue that may result in numerous casualties and/or significant property damage that requires an expanded and prolonged emergency response to eliminate active threat(s) and reduce loss of life and property Terrorist Attack - Acts of terrorism include threats of terrorism; assassinations; kidnappings; hijackings; bomb scares and bombings; cyber-attacks (computer-based); and the use of chemical, biological, nuclear and radiological weapons

Original: 1-8-14

Approved by TAC: 1-8-14

Implemented: 3-3-14

APPENDIX A
ACTIVE SHOOTER

Active Shooter

*An **ACTIVE SHOOTER** is an armed subject who has used deadly physical force (**GUN**) on other people AND continues to do so while having **unrestricted access to additional victims***

- A. After location identification to include the shooter(s) last known whereabouts, call taking efforts should focus on obtaining specific information on **type of threat and suspect(s) description**, including but not limited to:
 - 1. Number and type of weapon(s)
 - 2. Body armor, other equipment
 - 3. Related suspicious activity (e.g. IED's, booby traps, etc)
 - 4. Victims information: location, access points, number of injured, nature of injuries
- B. Provide callers with a complete safety admonishment as appropriate:
 - 1. **RUN** – immediately leave by safe escape route
 - 2. **HIDE** - if unable to escape, hide out of shooter's view: lock doors and block entry to hiding place if possible
 - 3. **FIGHT** - If unable to escape or hide **AND** in imminent danger:
Take Action To Do Whatever Necessary To Stay Safe!

ACTIVE SHOOTER RESPONSE - CALL TAKING KEY QUESTIONS**1. LOCATION** *Full physical address & name of business or complex*

- ☐ Where is the shooting happening inside the building?
- ☐ What is the best entry/access point to where the shooter is at now?
 - *What is the best access to known victims?*
- ☐ Are there any “landmarks” to identify the specific area in the building?
 - *[e.g. internal department/directional signs, parked cars on the exterior, etc.]*

2. INCIDENT *Shots Fired, Subject With Gun, Suspicious Person, etc.*

- ☐ What has happened?
- ☐ What is happening NOW?
 - Rapidly obtain brief, detailed description of reported incident*

CALLER SAFETY INSTRUCTIONS DHS ACTIVE SHOOTER GUIDELINES 2008

1. **RUN/EVACUATE** *Safe escape route, leave belongings, keep hands visible when exiting bldg.*
2. **HIDE-OUT** _____ *In an area out of the shooter’s view; lock doors & block entry to hiding place*
Silence or turn off cell phones & stay quiet
3. **FIGHT/TAKE ACTION** *If unable to evacuate or hide & in imminent danger:*
Do whatever you have to - to stay safe

3. TIME LAPSE *Obtain time frame*

- ☐ How long ago did the shooting start?
- ☐ If you saw the shooter, how long ago did you see the shooter?

4. DESCRIPTIONS

- ☐ **Suspect** (includes name if known)
 - *Race, gender, age, height, weight/body size, hair color/style, eye color*
 - *Clothing: **hat, coat or shirt** color/style, **pants** color/style, costume*
 - ***Weapon: number & type – handgun, hunting rifle, assault rifle, shotgun, etc.***
 - ***Misc:** body armor, backpacks or bags, etc*
 - ***Vehicle:** color, year & make/model, body style, license number and state*
- ☐ **Victims – number, location & access, ages and nature of injuries**
- ☐ **Good Guy** – *Obtain complete description of any subject who may be trying to stop the shooter: **include if they’re armed** (may be citizen, off duty LE or military)*

Original: 1-8-14

Approved by TAC: 1-8-14

Implemented: 3-3-14

ACTIVE SHOOTER RESPONSE – PRIMARY POLICE DISPATCHER

INITIAL BROADCAST

- ☐ Use **ALERT TONES** for **AVL** dispatch: complete physical address including business name
- ☐ PATCH police and fire channels

Law Enforcement's initial focus will be on locating and **stopping the active threat**

IMMEDIATE PRIORITIES *ACTIVE THREAT COMMUNICATIONS*

- ☐ **Scribe** key essential radio transmissions – including but not limited to:
 - *Officers / Deputies entering hot zone (unit numbers, entry point, destination)*
 - *Location and numbers of victims (officers **will not** stop to render aid)*
 - *Tracking movement of officers searching for suspect*
 - *Locations for Command Post (CP), Casualty Collection Point (CCP)*
 - ☐ **Reduce outgoing radio traffic to **repeating + time stamping critical transmissions only (interior operations)****
 - *Suspect description + updates*
 - *Reports of active shooting occurring at location*
 - *Shooter located & engaged by law enforcement*
 - *Shooter down, threat neutralized*
 - *Officer Down*
-
- ☐ **Secondary tasks** – to be performed by 2nd dispatcher **and** additional lead or supervisor
 - 2nd dispatcher - Secondary radio channel traffic (e.g. exterior operations)
 - Lead / Supervisor: provide direct support to primary & secondary dispatchers
 - View and sort incoming related incidents – give updates to dispatchers with priority being given to updates on shooters location

APPENDIX B
DETONATED EXPLOSIVE DEVICE

Detonated Explosive Devices

Confirmed large-scale explosion(s) requiring major fire suppression, complex rescue activities (e.g. entrapments), on-site medical triage and multi-agency law enforcement response

- A. After determining location, information gathering should expand to obtain information regarding the extent of the physical damage to structures (e.g. active fire, structural collapse, compromised structure integrity – like a building leaning off the foundation or visibly crumbling – etc.)
- B. **Evacuating Occupants:** provide the following safety instructions when appropriate:
 - 1. Elevators may not be safe for use
 - 2. If leaving, watch for weakened floors and stairways
 - 3. Watch for falling debris
 - 4. Once out, do not stand in front of glass windows or doors or other potentially hazardous areas, move away from sidewalks or streets to be used by emergency responders and/or others evacuating the building (direct witnesses to a designated staging area for police contact)
- C. **Trapped Occupants:** Provide the following safety instructions when appropriate:
 - 1. Avoid unnecessary movement
 - 2. Cover nose & mouth – with cloth if possible to act as filter
 - 3. Tap on metal or wall or whistle so rescuers can hear where they are

Definition

IED – Improvised Explosive Device

APPENDIX C

BIOLOGICAL or CHEMICAL THREATS

Biological or Chemical Threats

Poisonous vapors, aerosol, liquids, solids and/or person-to-person exposures (pathogens, viruses)

- Use the APCO Emergency Medical System guidecard for **TOXIC EXPOSURE** to direct actions based on the specific nature of the threat

Vital Points Questions

1. What happened?
2. How many patients are there?
3. Is everyone safe and out of danger?
4. Is the patient breathing normally?
5. Does the patient have any complaints (burning eyes and mouth, excessive tearing, coughing, etc)?
6. What was the length of the exposure?
7. What kind of chemicals (fumes) or hazardous materials are involved?
 - Do you know the warning placard numbers?
 - Where are the chemicals coming from?
8. Is the patient contaminated (skin contact) with chemicals?
9. Is the patient able to speak to you and follow simple commands?
10. Does the patient feel like they are going to pass out (light headed and/or faint)?

Pre-Arrival Instructions

HAZMAT:

- If **chemicals** are involved, **do not touch the patient**.
- Have the patient remove contaminated clothing, if possible.
- *[If chemical is **powder**]* have the patient brush off visible particles, and then have them wash off the rest with lots of water, being careful not to spread it into the eyes.

Chemical eye exposure: Flush eyes continuously with water until help arrives; be careful not to get the chemical into the non-affected eye

Original: ~~1-8-14~~

Approved by TAC: ~~1-8-14~~

Implemented: ~~3-3-14~~

Change Log (since 2016)

<u>Date</u>	<u>Update</u>	<u>Reason</u>
<u>01/08/2014</u>		<u>Established SOG</u>

Original: ~~1-8-14~~
Approved by TAC: ~~1-8-14~~
Implemented: ~~3-3-14~~

**Washington County
Consolidated Communications Agency**

KPI's



Key Performance Indicators (KPI)

Mar 2026

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 (15,420)

(includes call filter processing time)

Diff from
Previous Year



42% (6,471) of the calls answered in 15s - standard is 90% in 15s.

↑ 4.6%

64.5% (9,947) of the calls answered in 20s - standard is 95% in 20s.

↑ 3.6%

911 Phone Lines by Type

Wireline - Total (2,794)

(8 dedicated trunk lines)



82.3% (2,299) of the calls answered in 15s - standard is 90% in 15s.

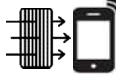
↑ 5.3%

86.5% (2,416) of the calls answered in 20s - standard is 95% in 20s.

↑ 3.8%

Wireless - Total (12,626)

(10 trunk lines includes automated call filter process time)



33% (4,171) of the calls answered in 15s - standard is 90% in 15s.

↑ 4.5%

59.6% (7,528) of the calls answered in 20s - standard is 95% in 20s.

↑ 3.6%

Wireless - Staff Time (12,626)

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



81.8% (10,326) of the calls answered in 15s - standard is 90% in 15s.

↑ 2.9%

86.7% (10,950) of the calls answered in 20s - standard is 95% in 20s.

↑ 3.1%

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.)



65.4% of 56 Police Priority 1 calls processed in 105s - goal is 90% in 105s.

↓ -3.8%



58.6% of 74 Fire Priority 1 calls processed in 90s - goal is 90% in 90s.

↓ -0.4%



59.3% of 3,743 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.)



72.5% of 56 Police Priority 1 calls created in 80s - goal is 90% in 80s.

↓ -1.4%



65.6% of 74 Fire Priority 1 calls created in 65s - goal is 90% in 65s.

↓ -4.4%



46.8% of 3,743 EMS Code 3 calls created in 65s - goal is 90% in 65s.

↓ -0.7%



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

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



55% of 56 Police Priority 1 calls dispatched in 25s - goal is 90% in 25s.

↓ -10.6%



66.2% of 74 Fire Priority 1 calls dispatched in 25s - goal is 90% in 25s.

↑ 0.4%



93.8% of 3,743 EMS Code 3 calls dispatched in 25s - goal is 90% in 25s.

↑ 0.5%

911 Call Volume Comparison⁵

YEAR	WK 1	WK 2	WK 3	WK 4	WK 5	WK 6	WK 7	WK 8	WK 9	WK 10	WK 11	WK 12	WK 13
2026	1,826	3,986	3,914	4,594	3,968	4,146	4,280	3,922	3,733	3,806	3,517	3,834	3,816
2025	2,204	4,102	4,163	4,204	4,084	3,996	3,824	4,019	4,429	3,985	3,791	3,829	4,045
2024	3,320	4,762	4,874	3,931	3,998	3,701	3,749	3,747	3,658	3,878	3,891	3,901	3,819

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)

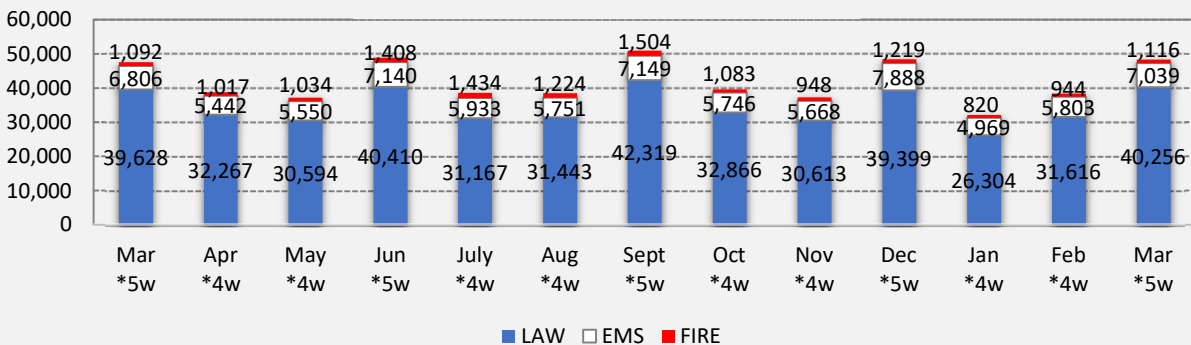
Mar 2026

Roll-up

Dispatch Incidents (EMS, Fire, Law)

WCCCA Generated		Incidents	Prior Yr.	% Change	YTD	
	Priority 1	225	231	-2.60%	510	
	Priority 2	3,825	3,836	-0.29%	9,147	
	Priority 3	5,158	5,670	-9.03%	12,735	
	Priority 4	4,732	4,931	-4.04%	11,440	
	Priority 5	4,375	4,370	0.11%	10,738	
	Priority 6	1	0	100.00%	1	
	Priority 7	69	48	43.75%	159	
	EMS	6,899	6,614	4.31%	17,474	
	FIRE	1,089	1,146	-4.97%	2,814	
Self-Initiated (In-Field)						
	EMS	140	192	-27.08%	337	
	Fire	27	40	-32.50%	66	
	Law	21,871	20,157	8.50%	53,446	
Totals						
	Total EMS	7,039	6,806	3.42%	17,811	
	Total Fire	1,116	1,186	-5.90%	2,880	
	Total Law	40,256	39,243	2.58%	98,176	
	Total	48,411	47,235	2.49%	118,867	

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)

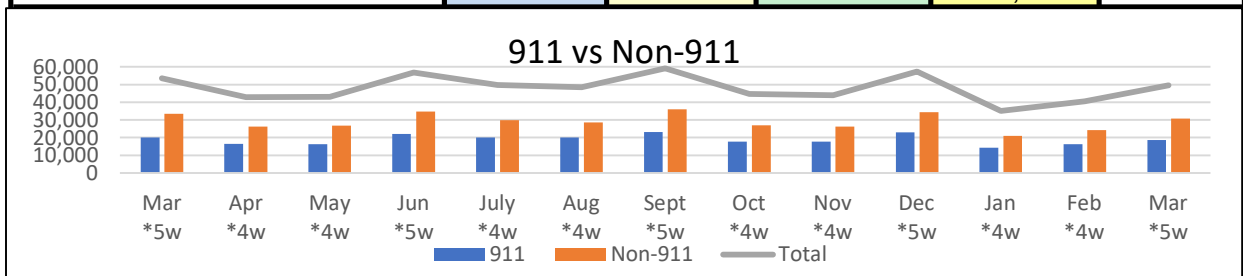
Mar 2026

Roll-up

Dispatch Telephone Activity

911 Telephone Activity					
Busiest Day, Hour, Calls Peak Hour	3/21-Sat	Bus. Hour	22:00	All Calls	127
Call-taking times for EMS-related Code 1 incidents increased following a dip in the previous month. Additionally, average call answer times rose slightly, but remain lower overall compared to the past year.					
	Mar 2026	Prior Yr.	% Change	YTD	
911 Wireless (Cellular)	15,668	16,994	-7.80%	41,246	
Cellular - % of all 911 calls	82.23%	83.53%	-1.30%	83.59%	
911 Wireline (WL)	277	357	-22.41%	793	
911 VOIP	1,905	1,584	20.27%	5,245	
TLMA / Other	54	32	68.75%	382	
No Class of Service (NC)	664	650	2.15%	1,916	
911 Wireline (WL) - Total All	2,900	2,623	10.56%	8,336	
WL, VOIP, TLMA, NC - % of all 911	17.77%	16.47%	1.30%	16.89%	
911 TEXT	57	66	-13.64%	275	
(AE) 911 TEXT	31	39	-20.51%	153	
Abandoned 911 Calls	3,286	911 Average Talk Time (mm:ss)		03:16	
Average Abandon Percent	17.68%	911 Total Talk Time hh:mm:ss		841:01:47	
Abandoned Time Sec - Median 50%	9				

Non- Emergency Telephone Activity							
Non-Emer	Alarms	Fire Direct	Ops Calls	Press	Hosp C3 / C1	911 INC	Outbound
24,847	1,719	828	1,064	1	88 / 0	1,732	6,019
Total Telephone Activities		Mar 2026	Prior Yr.	% Change	YTD		
911 Emergency		18,706	20,063	-6.76%	49,342		
Non - Emergency		30,866	33,540	-7.97%	76,125		
Total Phone Traffic		49,572	53,603	-7.52%	125,467		



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)

Mar 2026

Roll-up

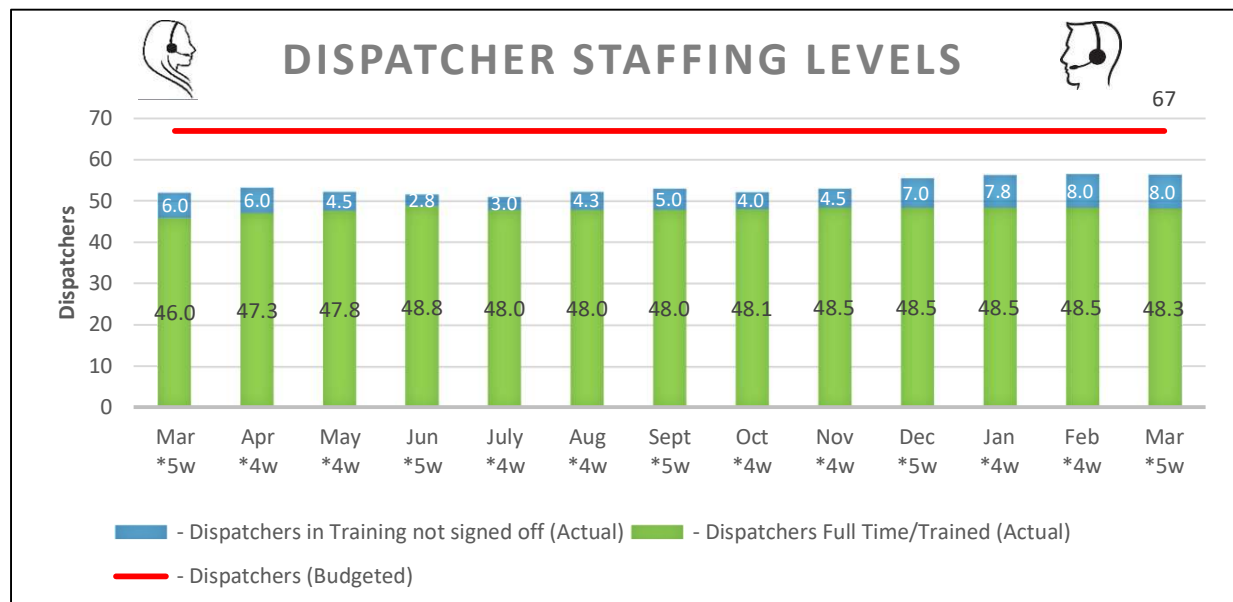
Telephone Activity cont.

911 Wireless Call Filter (Pocket Dial)				
Filter Status	Mar 2026		Prior Year	
	Count	Percent	Count	Percent
Presented	14,809		16,216	
Accepted	12,255	82.75%	12,379	76.34%
Acpt - VOX	8,854	72.25%	8,940	72.22%
Acpt-DTMF	3,401	27.75%	3,438	27.78%
Rejected	209	1.41%	171	1.05%
Hang up	2,345	15.83%	3,666	22.61%
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	48.3
Dispatchers/CT in-training		8.0
Technical Services	18.5	16.5
Total	105.10	91.9

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





Key Performance Indicators (KPI)

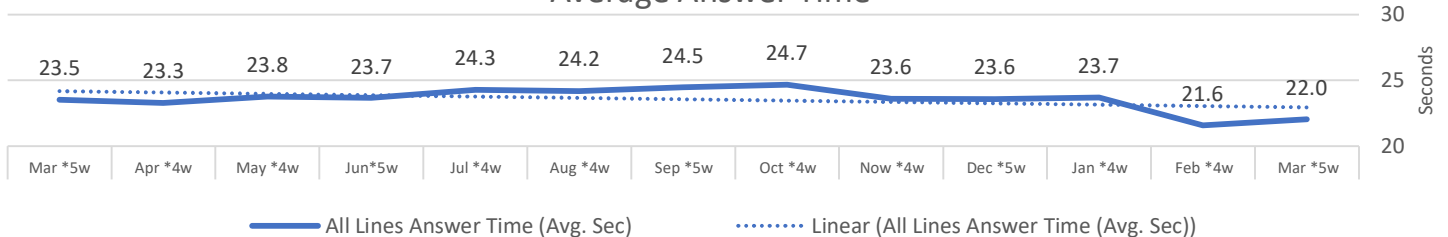
Mar 2026



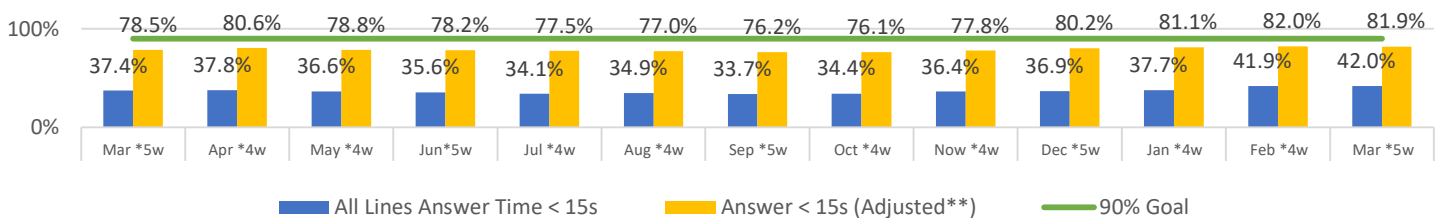
Timed Performance Timed Performance (911 Calls)

Average Answer Times	Mar 2026	Prior Year	YTD (avg)
All Lines (avg sec)**	22.0	23.5	22.4
- Wire Line (avg sec)	10.8	12.6	11.0
- Wireless (avg sec)**	24.5	26.0	25.1
NENA Performance Goal - 90% of 911 Calls Answered in 15s or less			
All Lines (% at 15s or less)**	42.0%	37.4%	40.5%
Wire Line (% at 15s or less)	82.3%	77.0%	81.8%
Wireless (% at 15s or less)**	33.0%	28.5%	30.9%
All Lines (adjusted)***	81.9%	78.5%	81.7%
NENA Performance Goal - 95% of 911 Calls Answered in 20s or less			
All Lines (% at 20s or less)**	64.5%	60.9%	63.4%
Wire Line (% at 20s or less)	86.5%	82.6%	86.5%
Wireless (% at 20s or less)**	59.6%	56.0%	58.0%
All Lines (adjusted)***	86.7%	83.4%	86.9%

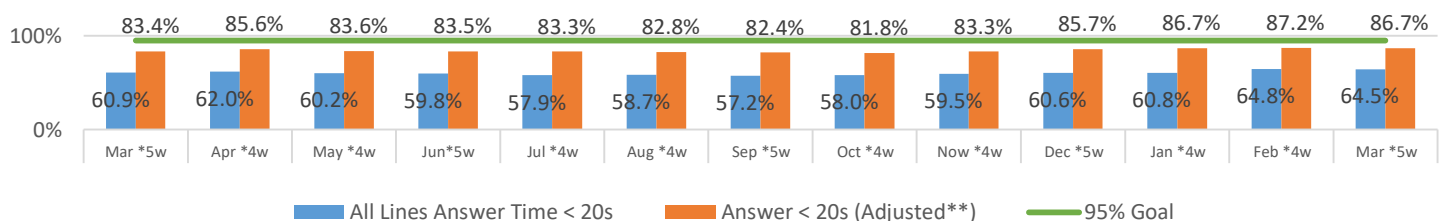
Average Answer Time



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)

Mar 2026

Roll-up

Timed Performance

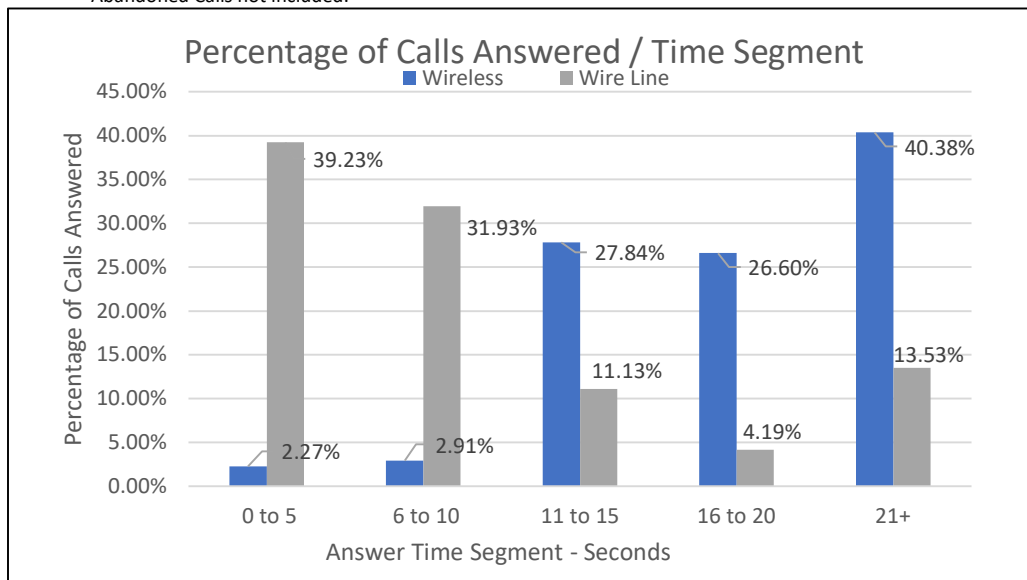


	Wire Line 911 Answer Times^ - Land Line				
	Count of Calls per Answer Time Segment Seconds				
	0 to 5	6 to 10	11 to 15	16 to 20	21+
	1,096	892	311	117	378
	39.23%	31.93%	11.13%	4.19%	13.53%
Answer Time in Fractiles (mm:ss)					
	25%	50%	75%	90%	
	00:04	00:07	00:12	00:28	
Longest Wait Time Duration (mm:ss)	01:52		Date / Time	3/16-Mon	7:03:08

^ - 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+
	287	368	3,515	3,358	5,098
	2.27%	2.91%	27.84%	26.60%	40.38%
Answer Time in Fractiles (mm:ss)					
	25%	50%	75%	90%	
	00:14	00:18	00:27	00:45	
Longest Wait Time Duration (mm:ss)	03:25		Date / Time	3/21-Sat	22:14:07

^ - Abandoned Calls not included.





Key Performance Indicators (KPI)

Mar 2026

Roll-up

High Priority Incidents -Timed Performance

Police - Incidents ***	Mar 2026	Prior Yr	% Change	YTD (avg)
------------------------	----------	----------	----------	-----------

Median (50%) Times (mm:ss) - Priority 1



Call Answer to Incident Creation	01:00	00:58	3.09%	00:56
Incident Creation to Dispatch	00:20	00:18	8.70%	00:25
Call Answer to Dispatch	01:27	01:22	5.58%	01:24

Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)

Priority	# Inc	Pct of Calls	25%	50%	75%	90%	Goal
P1	56	0.66%	01:01	01:27	02:04	03:30	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	0	13	17	9	11	4	2

Fire Incidents ***	Mar 2026	Prior Yr	% Change	YTD (avg)
--------------------	----------	----------	----------	-----------

Median (50%) Times (mm:ss) - Priority 1



Call Answer to Incident Creation	00:49	00:48	2.08%	00:55
Incident Creation to Dispatch	00:18	00:23	-20.88%	00:21
Call Answer to Dispatch	01:16	01:10	8.96%	01:15

Call Answer to Dispatch - Processing Times by Percentiles

Priority	# Inc	Pct of Calls	25%	50%	75%	90%	Goal
P1	74	21.20%	00:54	01:16	01:55	02:44	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	3	22	18	15	10	4	2

Medical Incidents ***	Mar 2026	Prior Yr	% Change	YTD (avg)
-----------------------	----------	----------	----------	-----------

Median (50%) Times (mm:ss) - CODE 3



Call Answer to Incident Creation	01:08	01:07	1.34%	01:08
Incident Creation to Dispatch	00:11	00:11	-1.79%	00:11
Call Answer to Dispatch	01:21	01:20	1.25%	01:21

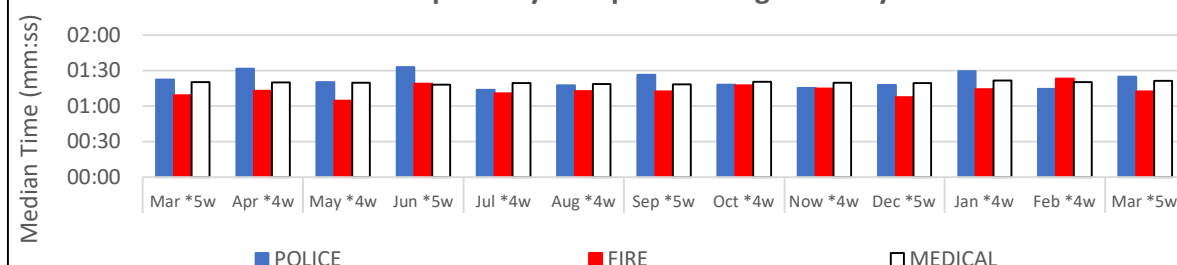
Call Answer to Dispatch - Processing Times by Percentiles

Priority	# Inc	Percent	25%	50%	75%	90%	Goal
CODE 3	3743	61.51%	01:01	01:21	01:51	02:30	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	38	859	1324	768	543	151	60

Call Answer to Dispatch by Discipline for High Priority Incidents





Key Performance Indicators (KPI)

Mar 2026

Roll-up

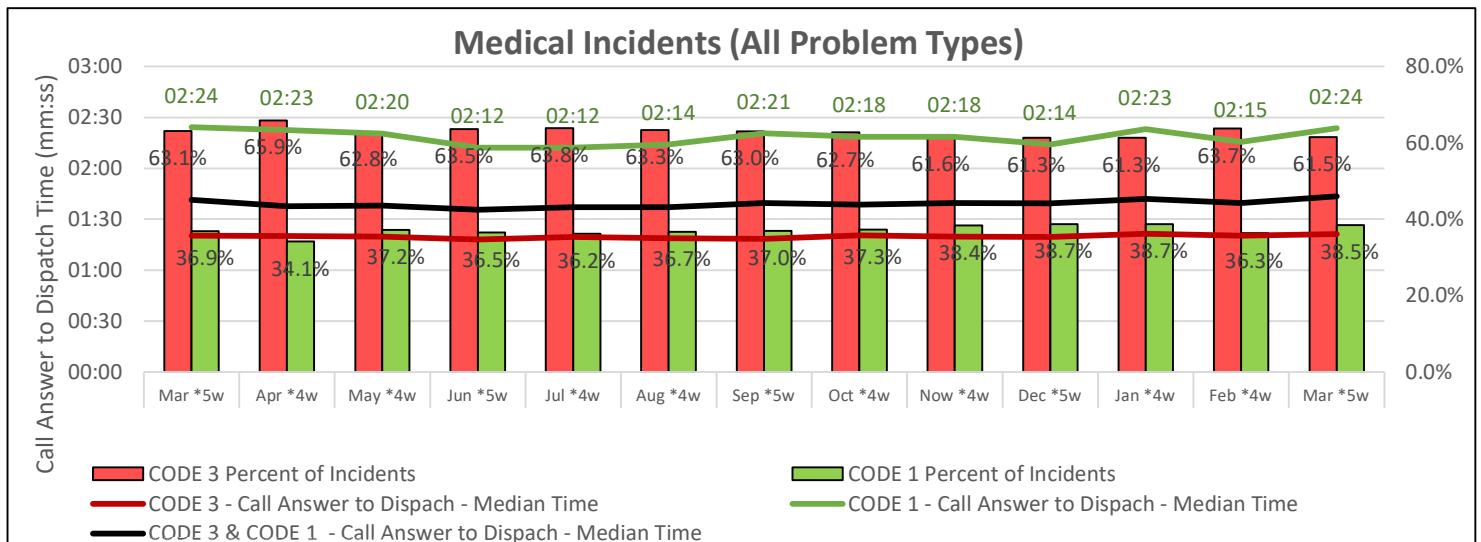
Top Medical Incidents (By Month)

RANKED TOP 10 INCIDENT COUNTS	AVG	2025										2026		
		3	4	5	6	7	8	9	10	11	12	1	2	3
SK - SICK PERSON	654.9	665	645	666	671	707	728	670	700	569	592	682	633	586
CH - CHEST PAIN/HEART	489.4	508	500	487	454	511	486	472	479	466	555	515	409	520
FA1 - FALLS C1	429.7	395	370	460	476	417	439	416	429	438	445	479	387	435
BR - BREATHING PROBLEM	367.4	379	380	390	341	335	289	325	340	331	417	433	408	408
FA1B - FALL BLS	340.2	342	329	343	341	349	335	344	354	319	341	378	311	336
SK1 - SICK PERSON C1	294.8	270	244	271	268	325	302	271	310	342	337	289	284	320
FA - FALL	290.0	257	285	306	270	318	356	290	335	270	291	275	266	251
SK1B - SICK/UNKOWN BLS	282.2	259	261	298	251	299	267	303	282	247	259	322	316	304
TAI - TRAFFIC ACCIDENT INJURY	247.2	223	208	249	255	262	256	285	285	234	276	250	222	208
TAU - TRAFFIC ACCIDENT UNK INJ	220.0								220					
UN - UNCONSCIOUS/FAINTING	209.5	180	201		229	228	215	206		210	219		190	217
CVA - STROKE	202.3			199	192							216		

Timed Performance

Medical Incidents (All Problem Types)***				Mar 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:08	01:08	0.29%	01:08
	Incident Creation to Dispatch			00:11	00:11	-1.79%	00:11
	Call Answer to Dispatch			01:21	01:20	1.00%	01:21
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	3743	61.5%	01:01	01:21	01:51	02:30	
CODE 1	2342	38.5%	01:52	02:24	03:06	03:56	
ALL	6085	100%	01:12	01:43	02:27	03:17	
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	38	859	1324	768	543	151	60
CODE 1	11	37	205	473	963	438	215
ALL	49	896	1529	1241	1506	589	275

Medical Incidents (All Problem Types)





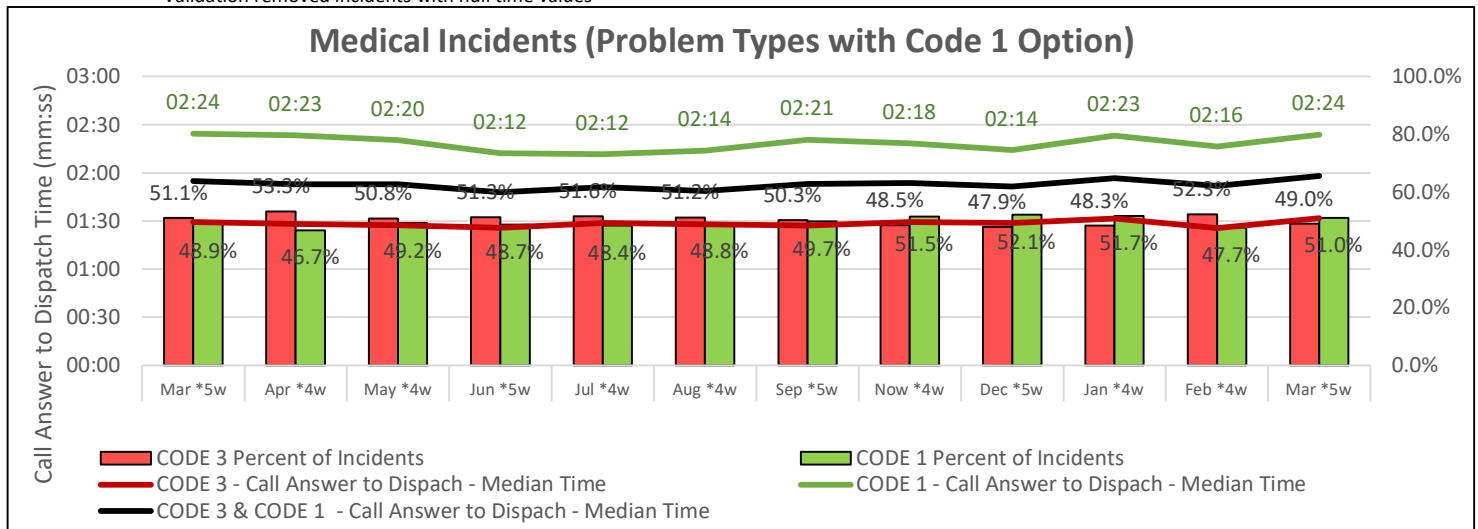
Key Performance Indicators (KPI)

Mar 2026

Roll-up

Medical Incidents (with Code 3 / 1 Opt)***				Mar 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:18	01:15	3.72%	01:16
	Incident Creation to Dispatch			00:11	00:11	-1.79%	00:12
	Call Answer to Dispatch			01:32	01:29	3.14%	01:30
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	2248	49.0%	01:09	01:32	02:04	02:46	
CODE 1	2342	51.0%	01:52	02:24	03:06	03:56	
ALL	4590	100%	01:24	01:58	02:40	03:32	
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	12	356	734	543	429	124	50
CODE 1	11	37	205	473	963	438	215
ALL	23	393	939	1016	1392	562	265

*** 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)

Mar 2026

Roll-up

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

Medical - CHOKING ***				Mar 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			00:57	01:00	-4.68%	01:02
	Incident Creation to Dispatch			00:10	00:09	6.38%	00:09
	Call Answer to Dispatch			01:07	01:10	-4.83%	01:12
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	15	NA	00:55	01:07	01:14	01:20	
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	6	9	0	0	0	0

Medical - CPR ***				Mar 2026	Prior Yr.	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			00:53	00:59	-10.77%	00:54
	Incident Creation to Dispatch			00:11	00:10	7.84%	00:11
	Call Answer to Dispatch			01:05	01:12	-9.97%	01:07
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	197	NA	00:51	01:05	01:24	01:47	
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	3	87	68	27	10	2	0

Medical - PREGNANCY / CHILDBIRTH ***				Mar 2026	Prior Yr.	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:39	01:29	11.74%	01:34
	Incident Creation to Dispatch			00:14	00:11	27.27%	00:12
	Call Answer to Dispatch			01:53	01:42	10.57%	01:24
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	12	NA	01:25	01:53	02:17	02:31	
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	2	1	3	5	0	1

