



**Cheryl Bledsoe, Director
Department of Communications**

Communications and Emergency Operations Center
2200 Kaen Road, Oregon City, OR 97045

STAFF REPORT

April 15, 2022

Board of County Commissioners
Clackamas County

Members of the Board:

Proclamation of April 10-16th, 2022, as
National Public Safety Telecommunicator Week in Clackamas County

Purpose/Outcomes	Recognize the important work that 9-1-1 call-takers, dispatchers, technicians, trainers, supervisors and administrators do to provide 9-1-1 services to the residents of Clackamas County.
Fiscal Impact	No fiscal impact
Contact Person	Cheryl Bledsoe (971) 284-3091

BACKGROUND:

Across the nation in times of intense personal crisis and community-wide disasters, the first access point for those seeking all types of emergency services is 9-1-1. The local and county emergency communications centers that receive these calls have emerged as the first and single point of contact for persons seeking immediate relief during an emergency.

Clackamas 911 Communications, known as C-COM, is celebrating the second full week of April (April 10-16, 2022) as National Public Safety Telecommunicators Week. This week, sponsored by the Association of Public-Safety Communications Officials (APCO) International and celebrated annually since 1981, honors the thousands of men and women who respond to emergency calls, dispatch public safety responders, and render life-saving assistance to the residents of Clackamas County.

This past year, C-COM answered 273,260 calls from residents in our jurisdiction and navigated text response for 518 separate incidents. While this call volume was slightly less than 2020 (by 10K calls), 2021 did not have the significant call volume spikes which were evident during the September 2020 wildfires. We did, however, see a 6% increase in fire calls for service this year with 603 additional fire incidents and an 18.4% increase in calls for emergency medical service with an additional 4,984 EMS incidents within Clackamas County.

We presently have 21 certified dispatchers, 3 certified call-takers, 7 trainees (and additional 3 who will start on 4/17/22), 5 supervisors, 3 training & quality improvement coordinators, 4 technicians and 5 administrative staff who staff and support C-COM. Like many agencies, post-pandemic, we have seen notable attrition due to both the stressful nature of the work and people relocating to other states.

RECOMMENDATION:

We respectfully recommends approval of the attached proclamation to honor and celebrate the important work that public safety telecommunicators do every day to support our community.

Sincerely,
Cheryl Bledsoe,



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Department of Communications**

C-COM Director

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Proclaiming April 10-16th, 2022 as National Public Safety Telecommunicators Week in Clackamas County

WHEREAS emergencies can occur at any time that require police, fire or emergency medical services within Clackamas County; and,

WHEREAS when an emergency occurs the prompt response of police officers, firefighters and paramedics is critical to the protection of life and preservation of property; and,

WHEREAS the safety of our police officers and firefighters is dependent upon the quality and accuracy of information obtained from residents who call Clackamas County 9-1-1 Communications; and,

WHEREAS Public Safety Telecommunicators are the first and most critical contact our residents have with emergency services; and,

WHEREAS Public Safety Telecommunicators of Clackamas County provide life-saving information, deliver babies and provide CPR instructions to bystanders who may have never been trained, and,

WHEREAS each employee has exhibited compassion, understanding and professionalism during the performance of their job, and

WHEREAS, these past 2 years have provided significant challenges as 911 employees have provided consistent services, despite increased stress both personally and professionally due to world events and the challenge of employee retention due to the stressful nature of the work and population shifts;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED, that the Clackamas County Board of Commissioners declares April 10-16, 2022, to be National Public Safety Telecommunicators Week in Clackamas County, in honor of the first responders whose diligence and professionalism keep our county and residents safe.

We encourage all residents to join us in celebrating the commitment and courage that 9-1-1 call-takers, dispatchers and support staff exhibit daily in their service to the residents of Clackamas County.

Dated this 14th day of April, 2022.

CLACKAMAS COUNTY BOARD OF COMMISSIONERS

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