



**Cheryl Bledsoe, Director
Department of Communications**

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

April 16, 2020

Board of County Commissioners
Clackamas County

Members of the Board:

**Proclamation to Recognize 9-1-1 Telecommunicators as Emergency Responders and
Recognize National Public Safety Telecommunicator Week as April 12-18, 2020**

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 (503) 723-4875

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 12-18, 2020) 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 just over 269,000 9-1-1 calls and non-emergency calls for residents in our jurisdiction. In addition, we answered 304 reported incidents over our "text-to-911" service which involved 2,476 total text-based messages. Beyond the call statistics, C-COM provided dispatch support for nearly 207,995 law enforcement incidents, 7,745 fire events and 29,544 Emergency Medical Service (EMS) events in which we provide medical questions and pre-arrival instructions. In total, C-COM dispatched and managed resources in 245,294 dispatched events.

We have presently have 24 fully-trained dispatchers, 4 certified call-takers, 8 call-takers and dispatchers in training, 4 supervisors, 2 training & quality improvement coordinators, 4 technicians and 4.75 management & administrative staff who support C-COM.

Over the year, Clackamas County, with your support, have been actively supporting the 911 SAVES Act which is focused on changing the federal classification of 9-1-1 Telecommunicators from an administrative classification to the "protected services" occupation through the Department of Labor. Currently, legislation is pending in both the Senate and the House of Representatives with significant sponsorship to change this classification. While we are hopeful that this legislation is signed, it has been stalled for quite some times.

Given the stalls in this federal legislation, two counties in Colorado, Arapahoe & Pitkin counties, moved forward on recognizing their local 9-1-1 employees as first responders. In response to these actions in Colorado, C-COM took a similar proclamation to our Member Board, which is comprised of 15 fire departments and 6 law enforcement agencies. This proclamation was affirmed unanimously in our March 2019 Member Board meeting.

RECOMMENDATION:

C-COM Staff recommends approval of the attached proclamation to recognize telecommunicators in Clackamas County as “first responders” and honor and celebrate National Telecommunicator Week given the important work that our employees do every day to support public safety responders and save the lives of residents in our area.

Sincerely,

Cheryl Bledsoe,
C-COM Director

RECOGNIZING 911 TELECOMMUNICATORS AS FIRST RESPONDERS IN CLACKAMAS COUNTY

WHEREAS, Clackamas County is elevating the status of its 911 Emergency Dispatchers to First Responders in a move that outpaces a similar effort on the national level; and

WHEREAS, Clackamas County could not wait for the 911 Saves Act that is stalled in Congress to give our dispatchers the classification of first responders that they have earned and deserve; and

WHEREAS, all Emergency Telecommunicators within Clackamas County are trained in emergency medical dispatch qualifying them to offer a variety of potentially lifesaving instructions including CPR, bleeding control, choking, childbirth and airway maintenance over the telephone until paramedics arrive on the scene; and

WHEREAS, in 2019, Clackamas Emergency Telecommunicators gave medical guidance to over 29,000 callers and Clackamas 911 Telecommunicators were recognized for their roles in saving the lives of at least 20 people who suffered cardiac arrest in our community; and

WHEREAS, the Clackamas 911 User Board, made up of 15 law enforcement and fire agencies, unanimously resolved to support the 911 Saves Act and all the agencies who work with C-COM already consider them “the first, first responders” as their information and instructions are critical to keeping our residents and our field units safe.

WHEREAS, April 12-18, 2020, is recognized as National Public Safety Telecommunicator Week, and Clackamas County typically recognizes and appreciates the dedicated and professional work done by all 9-1-1 Telecommunicators during this week,

NOW THEREFORE BE IT PROCLAIMED, by the Clackamas County Board of Commissioner that 9-1-1 Telecommunicators within Clackamas County, who work at Clackamas Communications (C-COM) are hereby recognized as important First Responders who serve our community.

Dated this 16th Day of April, 2020

CLACKAMAS COUNTY BOARD OF COMMISSIONERS

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