



**Cheryl Bledsoe, Director
Department of Communications**

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

STAFF REPORT

April 18, 2019

Board of County Commissioners
Clackamas County

Members of the Board:

Proclamation of April 14 - 20, 2019, 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 (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 14-20, 2019) 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 260,000 9-1-1 calls and non-emergency calls for residents in our jurisdiction. Approximately 78% of phone calls received came from a cell phone while only 22% arrived via landline phone. In addition, we answered 264 reported incidents over our "text-to-911" service.

We have presently have 21 fully-trained dispatchers, 13 call-takers and dispatchers in training, 4 supervisors, 1 training coordinator, 4 technicians and 3.5 administrative staff who staff and support Clackamas County 9-1-1.

RECOMMENDATION:

C-COM Staff recommends approval of the attached proclamation to honor and celebrate the important work that public safety telecommunicators do every day to support public safety responders and save the lives of residents in our area.

Sincerely,

Cheryl Bledsoe,
C-COM Director

Proclaiming April 14-20th, 2019 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 are the single vital link for our police officers and firefighters by monitoring their activities by radio, providing them information and insuring their safety; and,

WHEREAS Public Safety Telecommunicators of Clackamas County have contributed substantially to the apprehension of criminals, suppression of fires and treatment of patients; and,

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

NOW, THEREFORE, IT IS HEREBY PROCLAIMED, that the Clackamas County Board of Commissioners declares April 14-20, 2019, to be National Public Safety Telecommunicators Week in Clackamas County, in honor of the employees 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 and dispatchers exhibit daily in their service to the residents of Clackamas County.

Dated this 18th day of April, 2019.

CLACKAMAS COUNTY BOARD OF COMMISSIONERS

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Public & Government Affairs

Public Services Building
2051 Kaen Road, Oregon City, OR 97045

April 18, 2019

Board of County Commissioners
Clackamas County

Members of the Board:

**Presentation: National County Government Month
“Connecting the Unconnected.”**

Purpose/Outcome	Share with Commissioners the county’s participation in National County Government month and how we are publicizing some of the efforts of the county to connect the unconnected.
Fiscal Impact	None
Funding Source	N/A
Duration	The month of April is National County Government Month
Previous Action	None
Strategic Plan Alliance	1. Build public trust through good government 2. Ensure safe, healthy and secure communities
Counsel Review	N/A
Contact Person	Scott Anderson, Community Relations Specialist, PGA 503-655-8752

BACKGROUND

National County Government Month held each April, is an annual celebration of county government. Since 1991, the National Association of Counties has encouraged counties to actively promote the services and programs they offer. This year’s theme is “Connecting the Unconnected.”

All month, Public and Government Affairs (PGA) has been relaying via social media some of the ways the county is *Connecting the Unconnected* and breaking poverty cycles.

Some of the highlights recently shared or are scheduled include:

- Last year county Health Centers served 17,237 individuals. All are served, regardless of ability to pay.
- More than \$3.9 million in energy assistance was distributed to more than 5,000 households, benefitting 12,253 county residents.
- The Veterans Service Office worked intensively with 1,776 veterans and filed 729 initial claims. Staff assisted denied claimants with 85 appeals and re-open requests and helped 63 veterans apply for VA health care. In total, staff efforts generated new monetary benefits of more than \$11,000,000

- The Volunteer Connection Program assists seniors, people with disabilities and residents lacking resources and in need. Last year Transportation Reaching People drivers logged more than 284,000 miles and provided more than 11,500 medical-related trips, and the Senior Companions Program gave 22,000+ hours of service while supporting over 100 individuals!
- The Small Grants Program assists local organizations whose purpose is to help the most vulnerable residents. Specifically, this annual program, which distributes \$300,000 annually, helps people meet basic needs.

RECOMMENDATION

Staff recommends the Board receive this presentation and short video on the county's participation in National County Government Month and how the county is communicating some of the efforts of the county to connect the unconnected.

Respectfully submitted,

Amy Kyle, Strategic Communications Manager
Public and Government Affairs