



**PSAP
Statistics
Report
2021**

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METCOM 9-1-1 — 2021 Statistics Report

Call-Taking and Dispatching

Statistics for METCOM 9-1-1

2021



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Who we are

METCOM 9-1-1

METCOM 9-1-1 is an ORS190 Agency identified and governed by an Intergovernmental Agreement with all public safety stakeholders served. METCOM is one of two Primary Emergency Communications Centers (ECC's) in Marion County. Management of the agency is the responsibility of the Executive Director by authority of the Governing Board.

METCOM serves with a staff including 19 Full-Time Dispatcher/Call-Takers, 1 Part-Time Dispatcher/Call-Taker, 2 Part-time Call-Takers, 3 Operations Supervisors, a Business Manager, and Executive Director.

METCOM proudly serves and provides emergency telecommunications services to a diverse population of approximately 94,000 residents throughout 36 communities located in Marion County, and portions of Linn and Clackamas Counties.

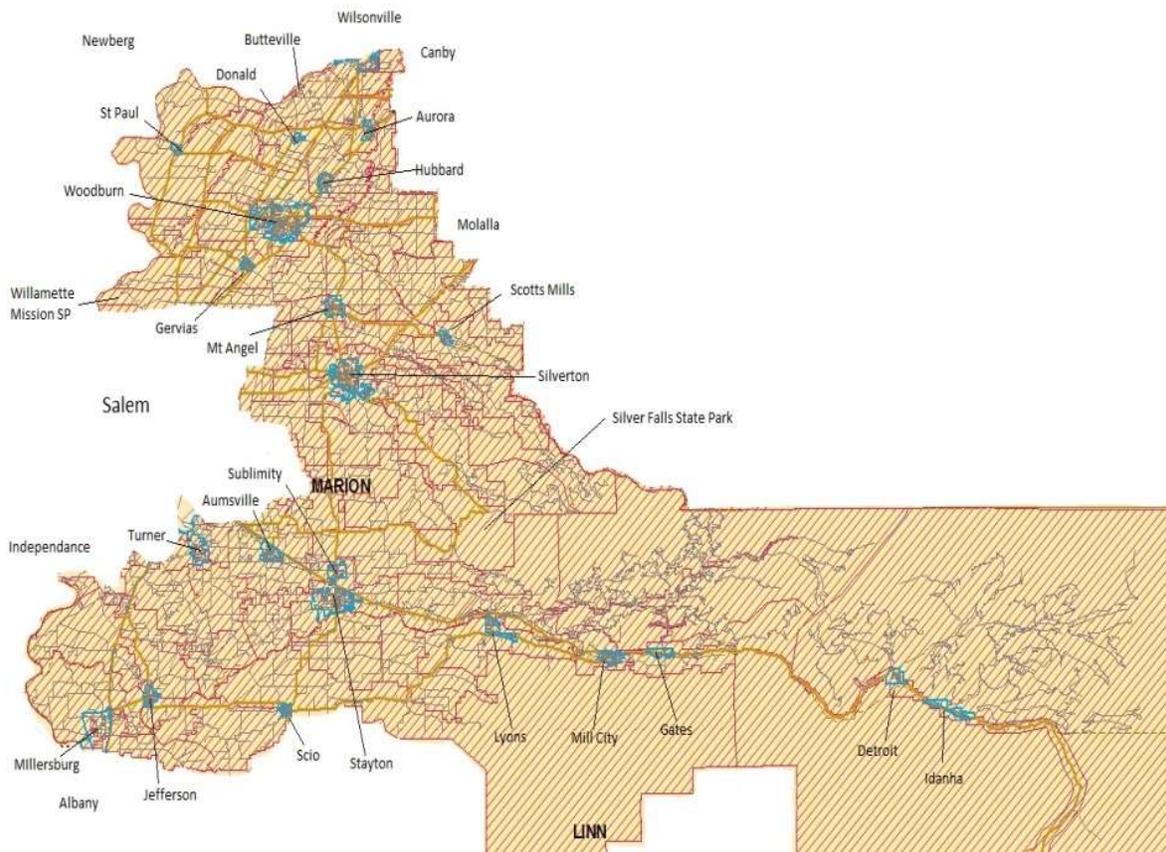
METCOM provides emergency call taking and dispatch services to seven Law Enforcement Agencies, sixteen Fire Districts, two Private Ambulance Districts, Marion County Public Works, Bureau of Land Management and the US Forest Service for the Willamette National and Siuslaw National Forests.

METCOM's primary Dispatch facility is located within the Woodburn, Oregon Police Department. METCOM also maintains a fully functional back-up 911 Center in Stayton, Oregon. The facility is shared with the Willamette Valley Communications Center, the second of the two Primary Dispatch Centers in Marion County.

Areas of Coverage

METCOM is one of two Public Safety Answering Points for Marion County

METCOM handles emergency and non-emergency calls for seven incorporated cities within Marion County, including Turner, Aumsville, Stayton, Woodburn, Hubbard, Silverton and Mt. Angel, in addition to much of rural Marion County.

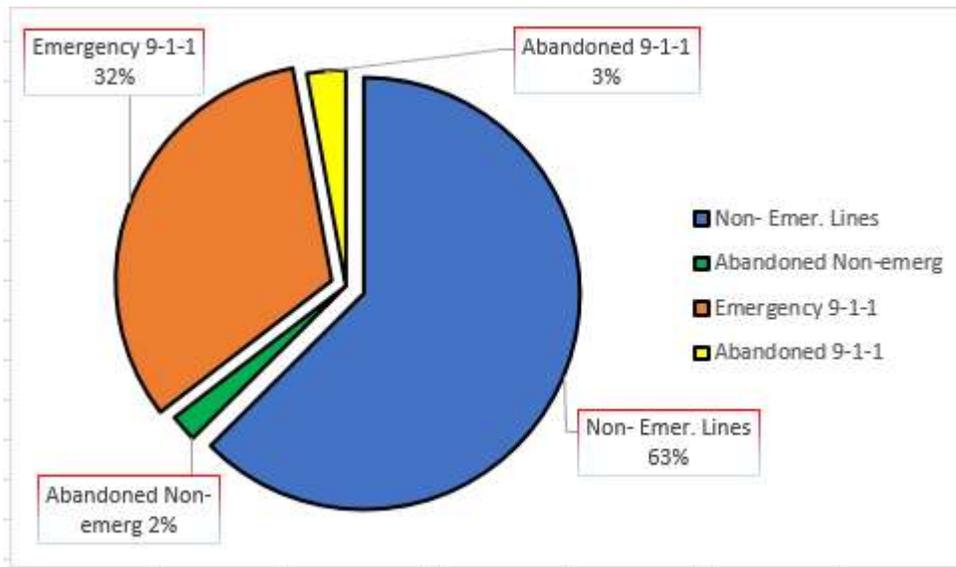


Inbound Calls for Service

During the 2021 calendar year, METCOM received 111,125 calls requesting some type of service, including calls from Law Enforcement and Fire/EMS user agencies. This total does not include abandoned calls, which would boost the total number of incoming calls by 5,759 for a total of 116,884 inbound calls.

Excluded from these totals are outgoing calls. These are calls initiated from Dispatch or transfers to other Agencies. The total of outgoing calls in 2021 was 55,054

| Telephone Activity | 2021 | Monthly Average | 2020 | Monthly Average | 3 Year Average | Monthly Average | %Change from 3 Yr Average |
|----------------------|----------------|-----------------|----------------|-----------------|----------------|-----------------|---------------------------|
| Non- Emer. Lines | 73,107 | 6092 | 72,548 | 6046 | 72,332 | 6028 | 1.07% |
| Abandoned Non-emerg | 2,375 | 198 | 2,279 | 190 | 2,293 | 191 | 3.58% |
| Emergency 9-1-1 | 38,018 | 3168 | 35,593 | 2966 | 36,963 | 3080 | 2.85% |
| Abandoned 9-1-1 | 3,384 | 282 | 2,821 | 235 | 2,993 | 249 | 13.06% |
| Total Inbound | 116,884 | 9740 | 113,241 | 9437 | 114,581 | 9548 | 2.01% |



9-1-1 Calls

During the 2021 calendar year, METCOM answered **38,018** 9-1-1 calls for service, a 6.81% increase from the previous year.

The chart below will show totals by month, monthly averages, prior year totals and the difference between 2021 and the three-year average from 2018 through 2020.

| 9-1-1 Emergency Lines | 2021 | Daily Average | 2020 | Daily Average | 3 Year Average | Daily Average | % Change from 3 Yr Average |
|-----------------------|--------------|---------------|--------------|---------------|----------------|---------------|----------------------------|
| January | 2687 | 87 | 2727 | 88 | 2750 | 88 | -2.28% |
| February | 3337 | 119 | 2698 | 96 | 2609 | 101 | 27.92% |
| March | 2632 | 85 | 2689 | 87 | 2743 | 88 | -4.06% |
| April | 2965 | 99 | 2324 | 77 | 2518 | 91 | 17.74% |
| May | 3188 | 103 | 2641 | 85 | 2796 | 96 | 14.02% |
| June | 3651 | 122 | 3002 | 100 | 3204 | 114 | 13.95% |
| July | 3874 | 125 | 3623 | 117 | 3694 | 122 | 4.86% |
| August | 3473 | 112 | 3596 | 116 | 3721 | 119 | -6.67% |
| September | 3275 | 109 | 3924 | 131 | 3701 | 116 | -11.51% |
| October | 3090 | 100 | 3124 | 101 | 3096 | 100 | -0.19% |
| November | 2953 | 98 | 2585 | 86 | 2625 | 92 | 12.50% |
| December | 2893 | 93 | 2660 | 86 | 2697 | 90 | 7.27% |
| Total | 38018 | 104 | 35593 | 98 | 36155 | 101 | 5.15% |

The next chart shows the breakdown between wireless (cellular) and wireline (hardline) 9-1-1 calls for service by month.

| 9-1-1 Emergency Lines | Wireless (Cellular) | % of Total 9-1-1 | Wireline (Hardline) | % of Total 9-1-1 | Total 9-1-1 per month | # Difference |
|-----------------------|---------------------|------------------|---------------------|------------------|-----------------------|--------------|
| January | 2231 | 83.0% | 456 | 17.0% | 2687 | 1775 |
| February | 2802 | 84.0% | 535 | 16.0% | 3337 | 2267 |
| March | 2264 | 86.0% | 368 | 14.0% | 2632 | 1896 |
| April | 2530 | 85.3% | 435 | 14.7% | 2965 | 2095 |
| May | 2750 | 86.3% | 438 | 13.7% | 3188 | 2312 |
| June | 3207 | 87.8% | 444 | 12.2% | 3651 | 2763 |
| July | 3393 | 87.6% | 481 | 12.4% | 3874 | 2912 |
| August | 3070 | 88.4% | 403 | 11.6% | 3473 | 2667 |
| September | 2880 | 87.9% | 395 | 12.1% | 3275 | 2485 |
| October | 2683 | 86.8% | 407 | 13.2% | 3090 | 2276 |
| November | 2594 | 87.8% | 359 | 12.2% | 2953 | 2235 |
| December | 2476 | 85.6% | 417 | 14.4% | 2893 | 2059 |
| Total | 32880 | 86.5% | 5138 | 13.5% | 38018 | 27742 |

METCOM 9-1-1 — 2021 Statistics Report

In accordance with the standards set forth by the National Emergency Number Association (NENA), the chart below will show time performance for wireless and wireline 9-1-1 calls combined. The current NENA standard is that 90% of all 9-1-1 calls shall be answered within 10 seconds and 95% of all 9-1-1 calls should be answered within 20 seconds.

| 9-1-1 Answer Time in Seconds | 0-10 Seconds | 11-20 Seconds | 21 + Seconds | Monthly Total | Total ≤ 10 Seconds | % ≤ 10 Seconds | % ≤ 20 Seconds |
|---------------------------------|-----------------|------------------|-----------------|------------------|-----------------------|-------------------|-------------------|
| January | 2,463 | 159 | 65 | 2,687 | 2,463 | 91.66% | 97.58% |
| February | 2,641 | 408 | 288 | 3,337 | 2641 | 79.14% | 91.37% |
| March | 2,374 | 235 | 23 | 2,632 | 2374 | 90.20% | 99.13% |
| April | 2,621 | 314 | 30 | 2,965 | 2621 | 88.40% | 98.99% |
| May | 2,848 | 318 | 22 | 3,188 | 2848 | 89.34% | 99.31% |
| June | 3,270 | 350 | 1 | 3,621 | 3270 | 90.31% | 99.97% |
| July | 3,508 | 325 | 41 | 3,874 | 3508 | 90.55% | 98.94% |
| August | 3,111 | 326 | 36 | 3,473 | 3111 | 89.58% | 98.96% |
| September | 2,966 | 279 | 30 | 3,275 | 2966 | 90.56% | 99.08% |
| October | 2,827 | 247 | 3 | 3,077 | 2827 | 91.88% | 99.90% |
| November | 2,718 | 215 | 20 | 2,953 | 2718 | 92.04% | 99.32% |
| December | 2,669 | 202 | 22 | 2,893 | 2669 | 92.26% | 99.24% |
| Total 9-1-1 | 34,016 | 3,378 | 581 | 37,975 | 34016 | 89.57% | 98.47% |

METCOM 9-1-1 — 2021 Statistics Report

During the 2021 calendar year, METCOM Dispatchers handled 64,142 emergency and non-emergency CAD calls for the public and user agencies. This shows a 1,780 CAD call difference from the 2020 total of 62,362; a 2.85% increase in CAD call volume.

The chart below shows the breakdown by agency, monthly averages and prior year averages. Also listed is a three year average from 2018-2020.

| Agency | 2021 | Monthly Average | 2020 | Monthly Average | 3 Year Average | Monthly Average | %Change from 3Yr Average |
|----------------------|--------------|-----------------|--------------|-----------------|----------------|-----------------|--------------------------|
| Aumsville Fire | 904 | 75 | 750 | 63 | 774 | 65 | 16.85% |
| Drakes Crossing Fire | 89 | 7 | 93 | 8 | 86 | 8 | 3.89% |
| Gates Fire | 176 | 15 | 227 | 19 | 216 | 19 | -18.64% |
| Hubbard Fire | 1079 | 90 | 771 | 64 | 748 | 58 | 44.25% |
| Idanha-Detroit Fire | 209 | 17 | 215 | 18 | 215 | 19 | -2.79% |
| Jefferson Fire | 1578 | 132 | 1266 | 106 | 1259 | 104 | 25.34% |
| Lyons Fire | 863 | 72 | 889 | 74 | 881 | 77 | -2.08% |
| Mill City Fire | 266 | 22 | 313 | 26 | 294 | 24 | -9.52% |
| Monitor Fire | 333 | 28 | 302 | 25 | 291 | 23 | 14.30% |
| Mt. Angel Fire | 612 | 51 | 541 | 45 | 519 | 41 | 17.92% |
| Silverton Fire | 1489 | 124 | 1004 | 84 | 1050 | 92 | 41.81% |
| St. Paul Fire | 317 | 26 | 211 | 18 | 227 | 19 | 39.65% |
| Stayton Fire | 1196 | 100 | 1166 | 97 | 1166 | 101 | 2.60% |
| Sublimity Fire | 784 | 65 | 720 | 60 | 706 | 59 | 11.10% |
| Turner Fire | 1451 | 121 | 1123 | 94 | 1060 | 84 | 36.89% |
| Woodburn Fire | 3387 | 282 | 2811 | 234 | 2785 | 229 | 21.62% |
| Santiam Ambulance | 2981 | 248 | 2578 | 215 | 2667 | 235 | 11.79% |
| Woodburn Ambulance | 7703 | 642 | 6847 | 571 | 6942 | 583 | 10.97% |
| Aumsville Police | 2903 | 242 | 2957 | 246 | 3229 | 287 | -10.11% |
| Hubbard Police | 4211 | 351 | 5083 | 424 | 4864 | 366 | -13.43% |
| Mt. Angel Police | 4058 | 338 | 4854 | 405 | 4763 | 360 | -14.81% |
| Silverton Police | 5997 | 500 | 6227 | 519 | 6972 | 631 | -13.98% |
| Stayton Police | 7313 | 609 | 7102 | 592 | 7593 | 663 | -3.69% |
| Turner Police | 1074 | 90 | 1303 | 109 | 1373 | 124 | -21.76% |
| Woodburn Police | 13718 | 1143 | 13237 | 1103 | 13909 | 1219 | -1.38% |
| USFS LE | 1078 | 90 | 1122 | 94 | 1064 | 101 | 1.35% |
| Total | 64142 | 5481 | 62362 | 5309 | 65861 | 5591 | -2.61% |

Law Enforcement CAD Calls Processed

The chart below sums the total CAD calls for each of the Police Departments dispatched by METCOM. Shown are calls dispatched vs. field initiated numbers, monthly averages and change percentages between 2021 calls vs. the three year average from 2018-2020.

| Aumsville Police Department | 2021 | Monthly Average | 2020 | Monthly Average | 3 Year Average | Monthly Average | % Change from 3 Yr Average |
|-----------------------------|--------------|-----------------|--------------|-----------------|----------------|-----------------|----------------------------|
| Dispatched | 1,955 | 163 | 2,132 | 178 | 2,247 | 187 | -13.00% |
| Field Initiated | 948 | 79 | 906 | 76 | 1,229 | 102 | -22.84% |
| Total: | 2,903 | 242 | 3,038 | 253 | 3,476 | 290 | -16.48% |

| Hubbard Police Department | 2021 | Monthly Average | 2020 | Monthly Average | 3 Year Average | Monthly Average | % Change from 3 Yr Average |
|---------------------------|--------------|-----------------|--------------|-----------------|----------------|-----------------|----------------------------|
| Dispatched | 2,224 | 185 | 2,598 | 217 | 2,496 | 208 | -10.89% |
| Field Initiated | 1,987 | 166 | 2,565 | 214 | 1,923 | 160 | 3.33% |
| Total: | 4,211 | 351 | 5,163 | 430 | 4,419 | 368 | -4.70% |

| Mt. Angel Police Department | 2021 | Monthly Average | 2020 | Monthly Average | 3 Year Average | Monthly Average | % Change from 3 Yr Average |
|-----------------------------|--------------|-----------------|--------------|-----------------|----------------|-----------------|----------------------------|
| Dispatched | 3,392 | 283 | 4,206 | 351 | 3,519 | 293 | -3.62% |
| Field Initiated | 666 | 56 | 800 | 67 | 852 | 71 | -21.83% |
| Total: | 4,058 | 338 | 5,006 | 417 | 4,371 | 364 | -7.17% |

Law Enforcement
CAD Calls Processed

continued

| Silverton Police Department | 2021 | Monthly Average | 2020 | Monthly Average | 3 Year Average | Monthly Average | % Change from 3 Yr Average |
|-----------------------------|--------------|-----------------|--------------|-----------------|----------------|-----------------|----------------------------|
| Dispatched | 5,997 | 500 | 4,963 | 414 | 5,062 | 422 | 18.48% |
| Field Initiated | 1,440 | 120 | 1,289 | 107 | 2,454 | 205 | -41.32% |
| Total: | 6,021 | 502 | 6,252 | 521 | 7,516 | 626 | -19.89% |

| Stayton Police Department | 2021 | Monthly Average | 2020 | Monthly Average | 3 Year Average | Monthly Average | % Change from 3 Yr Average |
|---------------------------|--------------|-----------------|--------------|-----------------|----------------|-----------------|----------------------------|
| Dispatched | 5,619 | 468 | 5,884 | 490 | 5,816 | 485 | -3.38% |
| Field Initiated | 1,530 | 128 | 1,158 | 97 | 2,003 | 167 | -23.60% |
| Total: | 7,149 | 596 | 7,042 | 587 | 7,818 | 652 | -8.56% |

| Turner Police Department | 2021 | Monthly Average | 2020 | Monthly Average | 3 Year Average | Monthly Average | % Change from 3 Yr Average |
|--------------------------|--------------|-----------------|--------------|-----------------|----------------|-----------------|----------------------------|
| Dispatched | 776 | 65 | 1,088 | 91 | 1,111 | 93 | -30.17% |
| Field Initiated | 304 | 25 | 267 | 22 | 389 | 32 | -21.85% |
| Total: | 1,080 | 90 | 1,355 | 113 | 1,500 | 125 | -28.02% |

| Woodburn Police Department | 2021 | Monthly Average | 2020 | Monthly Average | 3 Year Average | Monthly Average | % Change from 3 Yr Average |
|----------------------------|---------------|-----------------|---------------|-----------------|----------------|-----------------|----------------------------|
| Dispatched | 14,332 | 1,194 | 12,517 | 1,043 | 13,284 | 1,107 | 7.89% |
| Field Initiated | 2,174 | 181 | 1,128 | 94 | 1,479 | 123 | 47.02% |
| Total: | 16,506 | 1,376 | 13,645 | 1,137 | 14,762 | 1,230 | 11.81% |

Law Enforcement CAD Calls Processed

continued

The chart below shows CAD calls for each of the seven Police Departments by call type handled. The seven Police Departments do not equal the total yearly call volume by call type. Police Departments responding to Fire/EMS calls with the exception of motor vehicle crashes, are not shown in the chart.

| Law Enforcement Call Type | Aumsville Police Totals | Hubbard Police Totals | Mt. Angel Police Totals | Silverton Police Totals | Stayton Police Totals | Turner Police Totals | Woodburn Police Totals | 2021 totals per call type | 2020 totals per call type | % Difference between 2021 and 2020 |
|---------------------------|-------------------------|-----------------------|-------------------------|-------------------------|-----------------------|----------------------|------------------------|---------------------------|---------------------------|------------------------------------|
| 911 HANGUP | 5 | 9 | 7 | 19 | 35 | 3 | 116 | 194 | 183 | 6.01% |
| ABAN | 13 | 12 | 44 | 49 | 67 | 6 | 323 | 514 | 455 | 12.97% |
| ABATE | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 6 | 4 | 50.00% |
| ABATG | 0 | 0 | 0 | 0 | 0 | 0 | 46 | 46 | 8 | 475.00% |
| ABUSE | 4 | 0 | 1 | 10 | 11 | 1 | 15 | 42 | 40 | 5.00% |
| ARLM AUDIBL | 32 | 69 | 53 | 160 | 170 | 27 | 835 | 1346 | 1250 | 7.68% |
| ALRM SIL/HLD | 5 | 5 | 4 | 11 | 19 | 1 | 65 | 110 | 103 | 6.80% |
| ANIM | 94 | 46 | 105 | 125 | 96 | 26 | 483 | 975 | 888 | 9.80% |
| AOA | 302 | 81 | 76 | 162 | 215 | 14 | 299 | 1149 | 1020 | 12.65% |
| AREA | 38 | 244 | 113 | 154 | 1096 | 15 | 248 | 1908 | 2027 | -5.87% |
| ARSON | 0 | 0 | 1 | 2 | 1 | 0 | 1 | 5 | 5 | 0.00% |
| ASLT | 4 | 4 | 6 | 16 | 23 | 3 | 65 | 121 | 101 | 19.80% |
| ATL | 71 | 76 | 84 | 237 | 194 | 34 | 533 | 1229 | 1109 | 10.82% |
| BAD CHECK | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 2 | 5 | -60.00% |
| BAR CHECK | 1 | 32 | 31 | 0 | 19 | 0 | 5 | 88 | 71 | 23.94% |
| BIZ CTC | 1 | 99 | 0 | 0 | 32 | 0 | 3 | 135 | 131 | 3.05% |
| BOMB THRT | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 100.00% |
| BURG 1 | 6 | 4 | 1 | 3 | 10 | 1 | 17 | 42 | 67 | -37.31% |
| BURG COLD | 3 | 3 | 1 | 12 | 18 | 3 | 55 | 95 | 96 | -1.04% |
| CIVIL | 34 | 46 | 30 | 61 | 39 | 7 | 205 | 422 | 458 | -7.86% |
| COVER | 14 | 18 | 11 | 11 | 36 | 1 | 68 | 159 | 160 | -0.63% |
| DHS | 64 | 52 | 47 | 21 | 105 | 12 | 34 | 335 | 320 | 4.69% |
| DIST | 49 | 35 | 54 | 128 | 161 | 20 | 270 | 717 | 693 | 3.46% |

Law Enforcement
CAD Calls Processed

continued

| Law Enforcement Call Type | Aumsville Police Totals | Hubbard Police Totals | Mt. Angel Police Totals | Silverton Police Totals | Stayton Police Totals | Turner Police Totals | Woodburn Police Totals | 2021 totals per call type | 2020 totals per call type | % Difference between 2021 and 2020 |
|---------------------------|-------------------------|-----------------------|-------------------------|-------------------------|-----------------------|----------------------|------------------------|---------------------------|---------------------------|------------------------------------|
| DOA | 3 | 3 | 5 | 6 | 2 | 1 | 25 | 45 | 36 | 25.00% |
| DRIV | 5 | 22 | 13 | 55 | 42 | 8 | 95 | 240 | 246 | -2.44% |
| DRUG | 6 | 10 | 1 | 13 | 25 | 2 | 33 | 90 | 140 | -35.71% |
| EDP | 24 | 39 | 24 | 133 | 103 | 10 | 489 | 822 | 714 | 15.13% |
| ELUDE | 4 | 13 | 4 | 2 | 7 | 4 | 26 | 60 | 22 | 172.73% |
| EMSG | 1 | 1 | 1 | 2 | 1 | 1 | 6 | 13 | 11 | 18.18% |
| ESCAPEE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | -100.00% |
| EXTRA | 19 | 6 | 1365 | 64 | 72 | 9 | 157 | 1692 | 2162 | -21.74% |
| FAMD | 69 | 43 | 33 | 134 | 165 | 37 | 200 | 681 | 768 | -11.33% |
| FAMD NC | 0 | 3 | 0 | 0 | 0 | 0 | 94 | 97 | 0 | NEW |
| FIGHT | 6 | 5 | 7 | 7 | 12 | 2 | 51 | 90 | 94 | -4.26% |
| FIGHT/WEAP | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | -400.00% |
| FIR | 66 | 77 | 68 | 90 | 165 | 31 | 149 | 646 | 949 | -31.93% |
| FIRE ASSIST | 9 | 2 | 7 | 8 | 7 | 2 | 22 | 57 | 56 | 1.79% |
| FNRL DETAIL | 0 | 3 | 1 | 1 | 3 | 0 | 1 | 9 | 7 | 28.57% |
| FOLL | 18 | 0 | 1 | 0 | 189 | 0 | 1 | 209 | 51 | 309.80% |
| FOOT PATRL | 48 | 77 | 11 | 54 | 86 | 5 | 15 | 296 | 395 | -25.06% |
| FOUND CHILD | 2 | 2 | 1 | 5 | 5 | 1 | 13 | 29 | 37 | -21.62% |
| FRAUD 1 | 0 | 0 | 0 | 0 | 1 | 0 | 5 | 6 | 16 | -62.50% |
| FRAUD COLD | 14 | 20 | 1 | 36 | 52 | 8 | 108 | 239 | 292 | -18.15% |
| FWRKS | 2 | 3 | 10 | 9 | 26 | 5 | 39 | 94 | 216 | -56.48% |
| FWRKS HZD | 0 | 0 | 1 | 2 | 5 | 0 | 7 | 15 | 13 | 15.38% |
| GRAF | 0 | 1 | 0 | 4 | 13 | 1 | 71 | 90 | 42 | 114.29% |
| GUN | 2 | 1 | 1 | 1 | 6 | 0 | 6 | 17 | 16 | 6.25% |
| H2O ASSIST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | -100.00% |
| H2O RECOVER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | -100.00% |

Law Enforcement
CAD Calls Processed

continued

| Law Enforcement Call Type | Aumsville Police Totals | Hubbard Police Totals | Mt. Angel Police Totals | Silverton Police Totals | Stayton Police Totals | Turner Police Totals | Woodburn Police Totals | 2021 totals per call type | 2020 totals per call type | % Difference between 2021 and 2020 |
|---------------------------|-------------------------|-----------------------|-------------------------|-------------------------|-----------------------|----------------------|------------------------|---------------------------|---------------------------|------------------------------------|
| HARS | 22 | 21 | 15 | 69 | 95 | 14 | 141 | 377 | 328 | 14.94% |
| HIT RUN | 11 | 20 | 16 | 46 | 52 | 10 | 240 | 395 | 354 | 11.58% |
| HOMICIDE | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 2 | 1 | 100.00% |
| ILLEGAL CAMP | 0 | 0 | 0 | 11 | 7 | 4 | 38 | 60 | 4 | 1400.00% |
| INFO | 28 | 16 | 25 | 50 | 55 | 10 | 125 | 309 | 350 | -11.71% |
| INTOX SUBJ | 1 | 12 | 13 | 24 | 17 | 1 | 89 | 157 | 147 | 6.80% |
| JUV PROBLM | 17 | 12 | 9 | 43 | 39 | 3 | 64 | 187 | 196 | -4.59% |
| KDNP | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 3 | -66.67% |
| LIQ | 0 | 0 | 0 | 0 | 1 | 0 | 5 | 6 | 7 | -14.29% |
| LOIT | 0 | 1 | 1 | 12 | 12 | 0 | 32 | 58 | 52 | 11.54% |
| MENACE | 0 | 4 | 3 | 4 | 1 | 0 | 16 | 28 | 25 | 12.00% |
| MIP A | 1 | 0 | 0 | 1 | 2 | 0 | 1 | 5 | 5 | 0.00% |
| MIP PARTY | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 3 | 3 | 0.00% |
| MIP T | 0 | 0 | 0 | 5 | 2 | 0 | 1 | 8 | 9 | -11.11% |
| MISS ENDNGR | 4 | 2 | 5 | 9 | 10 | 1 | 34 | 65 | 35 | 85.71% |
| MISS PERSON | 4 | 3 | 6 | 10 | 7 | 1 | 13 | 44 | 38 | 15.79% |
| MSG | 14 | 4 | 9 | 8 | 29 | 2 | 18 | 84 | 38 | 121.05% |
| MVA HEAVY | 3 | 1 | 5 | 5 | 5 | 4 | 13 | 36 | 28 | 28.57% |
| MVA INJ | 25 | 26 | 23 | 27 | 33 | 22 | 154 | 310 | 270 | 14.81% |
| MVA NON INJ | 9 | 21 | 20 | 56 | 51 | 8 | 190 | 355 | 276 | 28.62% |
| NOISE | 52 | 43 | 47 | 118 | 85 | 17 | 559 | 921 | 848 | 8.61% |
| OPEN DOOR | 36 | 30 | 33 | 85 | 92 | 6 | 25 | 307 | 334 | -8.08% |
| ORD | 0 | 66 | 50 | 18 | 72 | 25 | 295 | 526 | 752 | -30.05% |
| ORD LND USE | 0 | 0 | 0 | 2 | 1 | 0 | 8 | 11 | 52 | -78.85% |
| ORD LWN PRK | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 9 | -66.67% |

Law Enforcement
CAD Calls Processed
continued

| Law Enforcement Call Type | Aumsville Police Totals | Hubbard Police Totals | Mt. Angel Police Totals | Silverton Police Totals | Stayton Police Totals | Turner Police Totals | Woodburn Police Totals | 2021 totals per call type | 2020 totals per call type | % Difference between 2021 and 2020 |
|---------------------------|-------------------------|-----------------------|-------------------------|-------------------------|-----------------------|----------------------|------------------------|---------------------------|---------------------------|------------------------------------|
| ORD LIGHT | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 2 | 0 | 200.00% |
| ORD TALL GRS | 1 | 0 | 0 | 0 | 4 | 0 | 55 | 60 | 134 | -55.22% |
| PARK VIOL | 13 | 27 | 77 | 88 | 77 | 28 | 22 | 332 | 545 | -39.08% |
| PPI REP | 11 | 0 | 0 | 3 | 25 | 5 | 3 | 47 | 42 | 11.90% |
| PROPERTY | 57 | 44 | 25 | 136 | 139 | 21 | 167 | 589 | 652 | -9.66% |
| PROP FIRARM | 0 | 0 | 0 | 0 | 5 | 0 | 6 | 11 | 12 | -8.33% |
| PROSTITUTN | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 2 | 0 | 200.00% |
| PROW | 4 | 3 | 3 | 14 | 11 | 2 | 22 | 59 | 61 | -3.28% |
| PUBL | 188 | 301 | 312 | 444 | 410 | 50 | 781 | 2486 | 2293 | 8.42% |
| PURSUIT | 5 | 3 | 6 | 4 | 6 | 2 | 7 | 33 | 28 | 17.86% |
| RADAR | 1 | 17 | 32 | 1 | 0 | 0 | 27 | 78 | 70 | 11.43% |
| RAPE | 0 | 1 | 2 | 1 | 1 | 1 | 9 | 15 | 11 | 36.36% |
| RAW | 4 | 2 | 0 | 15 | 21 | 3 | 28 | 73 | 100 | -27.00% |
| ROB STR ARM | 0 | 1 | 1 | 0 | 2 | 0 | 6 | 10 | 13 | -23.08% |
| ROB ARMED | 0 | 4 | 0 | 0 | 0 | 0 | 11 | 15 | 9 | 66.67% |
| RSTR | 7 | 7 | 13 | 32 | 14 | 2 | 45 | 120 | 108 | 11.11% |
| SRCH WRNT | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 3 | 0 | 300.00% |
| SEX OFFENSE | 8 | 6 | 5 | 18 | 20 | 3 | 44 | 104 | 117 | -11.11% |
| SHOP | 0 | 0 | 0 | 0 | 3 | 0 | 16 | 19 | 22 | -13.64% |
| SHOTS FIRED | 1 | 1 | 0 | 1 | 2 | 0 | 17 | 22 | 27 | -18.52% |
| SHOTS HEARD | 3 | 2 | 1 | 16 | 22 | 8 | 75 | 127 | 144 | -11.81% |
| SRO | 0 | 2 | 0 | 128 | 0 | 0 | 1 | 131 | 218 | -39.91% |

Law Enforcement
CAD Calls Processed

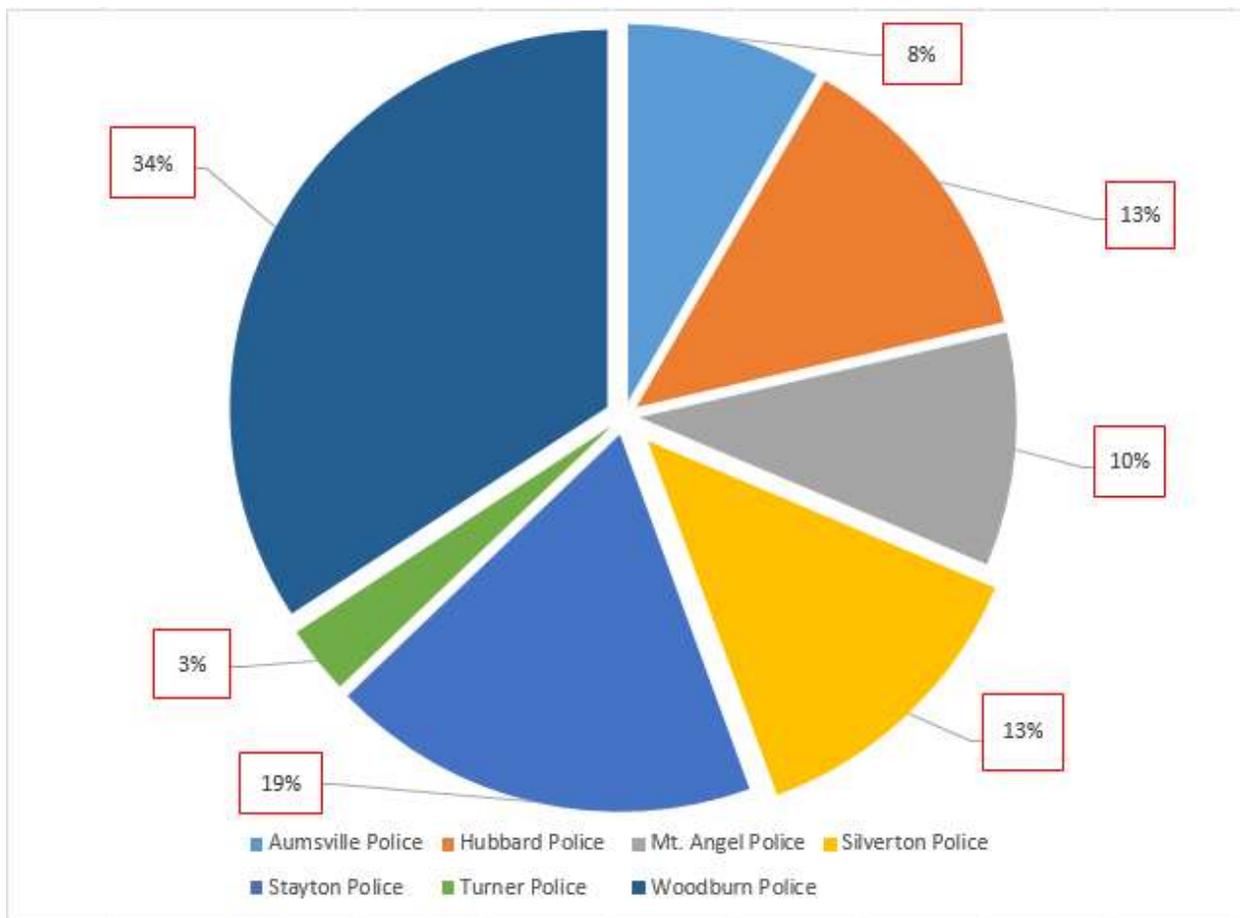
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| Law Enforcement Call Type | Aumsville Police Totals | Hubbard Police Totals | Mt. Angel Police Totals | Silverton Police Totals | Stayton Police Totals | Turner Police Totals | Woodburn Police Totals | 2021 totals per call type | 2020 totals per call type | % Difference between 2021 and 2020 |
|---------------------------|-------------------------|-----------------------|-------------------------|-------------------------|-----------------------|----------------------|------------------------|---------------------------|---------------------------|------------------------------------|
| STALK | 0 | 0 | 0 | 2 | 1 | 0 | 4 | 7 | 10 | -30.00% |
| SUIC ATTMPT | 1 | 0 | 3 | 6 | 4 | 1 | 4 | 19 | 23 | -17.39% |
| SUIC THREAT | 12 | 4 | 5 | 18 | 30 | 8 | 38 | 115 | 159 | -27.67% |
| SUSP ACTIV | 111 | 103 | 147 | 271 | 259 | 58 | 445 | 1394 | 1666 | -16.33% |
| SUSP DEVICE | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 3 | 0.00% |
| SUSP PACKG | 1 | 0 | 1 | 3 | 3 | 0 | 7 | 15 | 12 | 25.00% |
| SUSP PRS VEH | 210 | 188 | 183 | 419 | 437 | 110 | 861 | 2408 | 2581 | -6.70% |
| SVEH 1 | 5 | 9 | 4 | 4 | 9 | 1 | 67 | 99 | 99 | 0.00% |
| SVEH COLD | 16 | 8 | 5 | 35 | 48 | 1 | 125 | 238 | 369 | -35.50% |
| THEFT 1 | 3 | 7 | 6 | 24 | 41 | 4 | 132 | 217 | 165 | 31.52% |
| THEFT COLD | 46 | 32 | 25 | 137 | 137 | 32 | 432 | 841 | 1037 | -18.90% |
| THREATS | 2 | 2 | 4 | 11 | 10 | 2 | 22 | 53 | 32 | 65.63% |
| TRES | 18 | 27 | 21 | 111 | 104 | 16 | 333 | 630 | 648 | -2.78% |
| TRF | 863 | 1811 | 597 | 1440 | 1308 | 273 | 2021 | 8313 | 7393 | 12.44% |
| TRFA | 36 | 44 | 44 | 91 | 62 | 13 | 162 | 452 | 373 | 21.18% |
| VAN | 20 | 14 | 16 | 53 | 61 | 9 | 159 | 332 | 415 | -20.00% |
| WELFARE CHK | 72 | 88 | 80 | 263 | 208 | 30 | 464 | 1205 | 1055 | 14.22% |
| WRNT | 29 | 101 | 20 | 69 | 74 | 4 | 139 | 436 | 497 | -12.27% |
| Total Law | 2903 | 4211 | 4058 | 5997 | 7313 | 1074 | 13718 | 39274 | 39494 | -0.56% |

Law Enforcement CAD Calls Processed

continued

Law Enforcement calls dispatched by METCOM to user agencies in 2021 are shown below and do not include self-initiated calls. Self-initiated calls included are Business Contacts, FIR's, Follow up and Traffic stops. All other call types are considered "dispatched calls."



Fire / EMS CAD Calls Processed

The chart below sums the total CAD calls for each Fire District dispatched by METCOM, as well as two private Ambulance Companies. Shown are calls dispatched, monthly averages and change percentages between 2021 calls vs. the three year average from 2018-2020.

| | | | | | | | |
|-----------------------------|-------------|------------------------|-------------|-----------------------|-----------------------|------------------------|-----------------------------------|
| Aumsville Fire | 2021 | Monthly Average | 2020 | Montly Average | 3 Year Average | Monthly Average | % Change from 3 Yr Average |
| Dispatched | 904 | 75 | 750 | 63 | 782 | 65 | 15.65% |
| Drakes Crossing Fire | 2021 | Monthly Average | 2020 | Montly Average | 3 Year Average | Monthly Average | % Change from 3 Yr Average |
| Dispatched | 89 | 7 | 93 | 8 | 94 | 8 | -4.98% |
| Gates Fire | 2021 | Monthly Average | 2020 | Montly Average | 3 Year Average | Monthly Average | % Change from 3 Yr Average |
| Dispatched | 176 | 15 | 227 | 19 | 233 | 19 | -24.57% |
| Hubbard Fire | 2021 | Monthly Average | 2020 | Montly Average | 3 Year Average | Monthly Average | % Change from 3 Yr Average |
| Dispatched | 1079 | 90 | 771 | 64 | 696 | 58 | 55.03% |
| Idanha-Detroit Fire | 2021 | Monthly Average | 2020 | Montly Average | 3 Year Average | Monthly Average | % Change from 3 Yr Average |
| Dispatched | 209 | 17 | 215 | 18 | 226 | 19 | -7.39% |
| Jefferson Fire | 2021 | Monthly Average | 2020 | Montly Average | 3 Year Average | Monthly Average | % Change from 3 Yr Average |
| Dispatched | 1578 | 132 | 1266 | 106 | 1253 | 104 | 25.90% |
| Lyons Fire | 2021 | Monthly Average | 2020 | Montly Average | 3 Year Average | Monthly Average | % Change from 3 Yr Average |
| Dispatched | 863 | 72 | 889 | 74 | 921 | 77 | -6.30% |

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Fire / EMS
CAD Calls Processed

continued

| | | | | | | | |
|-----------------------|-------------|------------------------|-------------|-----------------------|-----------------------|------------------------|-----------------------------------|
| Mill City Fire | 2021 | Monthly Average | 2020 | Montly Average | 3 Year Average | Monthly Average | % Change from 3 Yr Average |
| Dispatched | 266 | 22 | 313 | 26 | 286 | 24 | -6.88% |
| Monitor Fire | 2021 | Monthly Average | 2020 | Montly Average | 3 Year Average | Monthly Average | % Change from 3 Yr Average |
| Dispatched | 333 | 28 | 302 | 25 | 281 | 23 | 18.51% |
| Mt. Angel Fire | 2021 | Monthly Average | 2020 | Montly Average | 3 Year Average | Monthly Average | % Change from 3 Yr Average |
| Dispatched | 612 | 51 | 541 | 45 | 487 | 41 | 25.58% |
| Silverton Fire | 2021 | Monthly Average | 2020 | Montly Average | 3 Year Average | Monthly Average | % Change from 3 Yr Average |
| Dispatched | 1489 | 124 | 1004 | 84 | 1101 | 92 | 35.24% |
| St. Paul Fire | 2021 | Monthly Average | 2020 | Montly Average | 3 Year Average | Monthly Average | % Change from 3 Yr Average |
| Dispatched | 317 | 26 | 211 | 18 | 233 | 19 | 36.05% |
| Statyon Fire | 2021 | Monthly Average | 2020 | Montly Average | 3 Year Average | Monthly Average | % Change from 3 Yr Average |
| Dispatched | 1196 | 100 | 1166 | 97 | 1207 | 101 | -0.91% |
| Sublimity Fire | 2021 | Monthly Average | 2020 | Montly Average | 3 Year Average | Monthly Average | % Change from 3 Yr Average |
| Dispatched | 784 | 65 | 720 | 60 | 707 | 59 | 10.89% |
| Turner Fire | 2021 | Monthly Average | 2020 | Montly Average | 3 Year Average | Monthly Average | % Change from 3 Yr Average |
| Dispatched | 1451 | 121 | 1123 | 94 | 1003 | 84 | 44.67% |

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Fire / EMS
CAD Calls Processed

continued

| | | | | | | | |
|---------------------------|-------------|------------------------|-------------|-----------------------|-----------------------|------------------------|-----------------------------------|
| Woodburn Fire | 2021 | Monthly Average | 2020 | Montly Average | 3 Year Average | Monthly Average | % Change from 3 Yr Average |
| Dispatched | 3387 | 282 | 2811 | 234 | 2751 | 229 | 23.13% |
| Santiam Ambulance | 2021 | Monthly Average | 2020 | Montly Average | 3 Year Average | Monthly Average | % Change from 3 Yr Average |
| Dispatched | 2981 | 248 | 2578 | 215 | 2825 | 235 | 5.52% |
| Woodburn Ambulance | 2021 | Monthly Average | 2020 | Montly Average | 3 Year Average | Monthly Average | % Change from 3 Yr Average |
| Dispatched | 7703 | 642 | 6847 | 571 | 6993 | 583 | 10.16% |

Fire / EMS CAD Calls Processed

continued

The chart below shows CAD calls for each of the sixteen fire districts and two private ambulance companies by call type.

| Fire / EMS Call Type | Aumsville Fire | Drakes Crossing Fire | Gates Fire | Hubbard Fire | Idanha-Detroit Fire | Jefferson Fire | Lyons Fire | Mill City Fire | Monitor Fire | Mt. Anel Fire | Silverton Fire | St. Paul Fire | Stayton Fire | Sublimity Fire | Turner Fire | Woodburn Fire | Santiam Amb | Woodburn Amb | 2021 totals per call type | 2020 totals per call type | % Difference between 2021 and 2020 | |
|----------------------|----------------|----------------------|------------|--------------|---------------------|----------------|------------|----------------|--------------|---------------|----------------|---------------|--------------|----------------|-------------|---------------|-------------|--------------|---------------------------|---------------------------|------------------------------------|----------|
| ABD | 25 | 1 | 3 | 18 | 2 | 45 | 27 | 10 | 4 | 7 | 23 | 7 | 7 | 15 | 28 | 55 | 100 | 291 | 668 | 494 | 35.22% | |
| AIR ALERT 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% |
| AIR ALERT 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | -100.00% |
| AIR ALERT 3 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 5 | -80.00% |
| ALM FIRE | 21 | 0 | 3 | 47 | 1 | 32 | 9 | 12 | 17 | 57 | 102 | 14 | 83 | 65 | 51 | 243 | 2 | 2 | 761 | 678 | 12.24% | |
| ALRG | 5 | 0 | 1 | 3 | 1 | 4 | 3 | 0 | 1 | 2 | 2 | 1 | 0 | 2 | 6 | 4 | 11 | 30 | 76 | 80 | -5.00% | |
| ALRM MED | 9 | 1 | 1 | 19 | 0 | 25 | 12 | 1 | 4 | 3 | 6 | 7 | 3 | 18 | 18 | 74 | 67 | 129 | 397 | 371 | 7.01% | |
| ALT MNTL | 42 | 4 | 4 | 28 | 11 | 76 | 47 | 12 | 12 | 16 | 81 | 8 | 38 | 35 | 46 | 136 | 208 | 416 | 1220 | 978 | 24.74% | |
| AOA F | 11 | 3 | 1 | 29 | 0 | 31 | 2 | 0 | 21 | 12 | 26 | 3 | 17 | 1 | 1 | 34 | 3 | 22 | 217 | 210 | 3.33% | |
| BACK | 11 | 1 | 0 | 13 | 1 | 12 | 11 | 1 | 2 | 2 | 4 | 1 | 6 | 4 | 14 | 17 | 41 | 90 | 231 | 250 | -7.60% | |
| BACKYARD | 27 | 1 | 10 | 29 | 18 | 20 | 10 | 12 | 9 | 22 | 91 | 2 | 29 | 5 | 8 | 71 | 0 | 0 | 364 | 269 | 35.32% | |
| BARN | 3 | 0 | 0 | 3 | 0 | 2 | 1 | 0 | 4 | 6 | 8 | 2 | 6 | 1 | 4 | 6 | 2 | 3 | 51 | 61 | -16.39% | |
| BIRTH | 1 | 0 | 0 | 1 | 0 | 3 | 0 | 0 | 0 | 1 | 2 | 0 | 3 | 0 | 0 | 4 | 4 | 7 | 26 | 8 | 225.00% | |
| BITE | 0 | 0 | 0 | 2 | 0 | 0 | 6 | 5 | 2 | 1 | 0 | 0 | 1 | 0 | 0 | 2 | 4 | 8 | 31 | 24 | 29.17% | |
| BLEED | 12 | 1 | 2 | 19 | 3 | 32 | 15 | 4 | 4 | 4 | 11 | 3 | 3 | 6 | 23 | 54 | 55 | 218 | 469 | 371 | 26.42% | |
| BREA PROB | 54 | 3 | 12 | 87 | 10 | 111 | 81 | 23 | 10 | 16 | 44 | 11 | 119 | 109 | 90 | 177 | 277 | 734 | 1968 | 1524 | 29.13% | |
| BURN | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 4 | 14 | 19 | -26.32% | |
| CARD | 21 | 2 | 5 | 21 | 6 | 39 | 19 | 3 | 8 | 24 | 32 | 4 | 28 | 20 | 20 | 78 | 49 | 157 | 536 | 493 | 8.72% | |
| CAVE IN | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 100.00% | |
| CHEST | 43 | 4 | 7 | 65 | 8 | 100 | 67 | 21 | 15 | 15 | 29 | 5 | 81 | 43 | 68 | 144 | 162 | 606 | 1483 | 1446 | 2.56% | |
| CHIM FIRE | 1 | 0 | 0 | 2 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 4 | 0 | 1 | 3 | 0 | 1 | 16 | 33 | -51.52% | |
| CHOKE | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 3 | 0 | 0 | 7 | 4 | 9 | 28 | 17 | 64.71% | |

Fire / EMS CAD Calls Processed

continued

| Fire / EMS Call Type | Aumsville Fire | Drakes Crossing Fire | Gates Fire | Hubbard Fire | Idanha-Detroit Fire | Jefferson Fire | Lyons Fire | Mill City Fire | Monitor Fire | Mt. Anel Fire | Silverton Fire | St. Paul Fire | Stayton Fire | Sublimity Fire | Turner Fire | Woodburn Fire | Santiam Amb | Woodburn Amb | 2021 totals per call type | 2020 totals per call type | % Difference between 2021 and 2020 |
|----------------------|----------------|----------------------|------------|--------------|---------------------|----------------|------------|----------------|--------------|---------------|----------------|---------------|--------------|----------------|-------------|---------------|-------------|--------------|---------------------------|---------------------------|------------------------------------|
| COLD FIRE | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 4 | 8 | -50.00% |
| COLLAPSE | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 0 | 2 | 1 | 1 | 1 | 4 | 3 | 17 | 0 | 1700.00% |
| COMM FIRE | 7 | 1 | 2 | 9 | 1 | 2 | 3 | 2 | 6 | 10 | 11 | 2 | 11 | 8 | 3 | 18 | 1 | 6 | 103 | 95 | 8.42% |
| CVA | 19 | 2 | 4 | 22 | 5 | 29 | 35 | 7 | 6 | 39 | 47 | 2 | 36 | 18 | 25 | 112 | 83 | 234 | 725 | 705 | 2.84% |
| DEATH | 2 | 1 | 2 | 5 | 2 | 9 | 11 | 2 | 4 | 6 | 8 | 1 | 0 | 3 | 7 | 13 | 8 | 39 | 123 | 108 | 13.89% |
| DIAB | 8 | 0 | 1 | 12 | 1 | 13 | 9 | 3 | 1 | 4 | 12 | 2 | 0 | 10 | 6 | 32 | 39 | 132 | 285 | 311 | -8.36% |
| DROWN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 7 | -85.71% |
| EDP | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 3 | 4 | 5 | 23 | 39 | 49 | -20.41% |
| ELEC | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 3 | 1 | 200.00% |
| Eval | 4 | 1 | 0 | 19 | 1 | 13 | 7 | 2 | 1 | 14 | 3 | 5 | 2 | 1 | 14 | 68 | 27 | 50 | 232 | 231 | 0.43% |
| EXPOSURE | 2 | 1 | 0 | 5 | 1 | 5 | 4 | 0 | 4 | 1 | 2 | 4 | 0 | 1 | 3 | 7 | 5 | 25 | 70 | 38 | 84.21% |
| EYE | 0 | 0 | 0 | 0 | 1 | 2 | 3 | 1 | 2 | 1 | 0 | 0 | 1 | 0 | 0 | 2 | 2 | 12 | 27 | 29 | -6.90% |
| FALL | 15 | 2 | 4 | 11 | 3 | 18 | 23 | 6 | 6 | 17 | 34 | 2 | 28 | 13 | 18 | 54 | 50 | 121 | 425 | 413 | 2.91% |
| FIRE ASSIST | 10 | 0 | 1 | 7 | 0 | 1 | 1 | 0 | 2 | 6 | 6 | 2 | 7 | 3 | 5 | 16 | 8 | 26 | 101 | 77 | 31.17% |
| GLF | 54 | 2 | 5 | 61 | 7 | 79 | 58 | 12 | 10 | 21 | 52 | 10 | 30 | 38 | 94 | 144 | 294 | 643 | 1614 | 1565 | 3.13% |
| GRAS FIR HR | 21 | 6 | 5 | 14 | 7 | 16 | 7 | 4 | 12 | 20 | 22 | 3 | 32 | 13 | 24 | 27 | 0 | 5 | 238 | 387 | -38.50% |
| GSW | 1 | 1 | 0 | 0 | 0 | 1 | 2 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 1 | 5 | 4 | 8 | 29 | 23 | 26.09% |
| H2O ASSIST | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 3 | 33.33% |
| H2O RESCUE | 0 | 1 | 3 | 0 | 3 | 24 | 7 | 1 | 0 | 1 | 2 | 1 | 5 | 1 | 3 | 0 | 5 | 4 | 61 | 29 | 110.34% |
| HAZMAT | 3 | 0 | 0 | 3 | 0 | 1 | 0 | 0 | 1 | 2 | 7 | 0 | 2 | 2 | 1 | 14 | 0 | 1 | 37 | 25 | 48.00% |
| HEAD | 0 | 0 | 1 | 1 | 0 | 1 | 5 | 1 | 1 | 0 | 4 | 1 | 1 | 1 | 4 | 8 | 6 | 37 | 72 | 49 | 46.94% |
| INFO F | 1 | 0 | 0 | 2 | 1 | 3 | 0 | 0 | 1 | 5 | 1 | 1 | 6 | 2 | 3 | 6 | 0 | 1 | 33 | 34 | -2.94% |

Fire / EMS
CAD Calls Processed

continued

| Fire / EMS Call Type | Aumsville Fire | Drakes Crossing Fire | Gates Fire | Hubbard Fire | Idanha-Detroit Fire | Jefferson Fire | Lyons Fire | Mill City Fire | Monitor Fire | Mt. Anel Fire | Silverton Fire | St. Paul Fire | Stayton Fire | Sublimity Fire | Turner Fire | Woodburn Fire | Santiam Amb | Woodburn Amb | 2021 totals per call type | 2020 totals per call type | % Difference between 2021 and 2020 |
|----------------------|----------------|----------------------|------------|--------------|---------------------|----------------|------------|----------------|--------------|---------------|----------------|---------------|--------------|----------------|-------------|---------------|-------------|--------------|---------------------------|---------------------------|------------------------------------|
| LIFT | 97 | 4 | 7 | 77 | 1 | 86 | 21 | 7 | 9 | 11 | 21 | 5 | 132 | 66 | 224 | 388 | 45 | 211 | 1412 | 1211 | 16.60% |
| LOW RSK FR | 27 | 6 | 12 | 14 | 15 | 18 | 7 | 6 | 8 | 2 | 51 | 4 | 51 | 14 | 22 | 71 | 0 | 0 | 328 | 307 | 6.84% |
| LZ | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 42 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 42 | 23 | 82.61% |
| MEDIC STBY | 1 | 2 | 0 | 2 | 1 | 77 | 3 | 0 | 0 | 0 | 4 | 0 | 2 | 1 | 6 | 13 | 0 | 29 | 141 | 101 | 39.60% |
| MOVE UP | 9 | 2 | 0 | 8 | 0 | 13 | 1 | 0 | 4 | 5 | 13 | 5 | 5 | 4 | 18 | 8 | 0 | 14 | 109 | 49 | 122.45% |
| MPS | 1 | 1 | 0 | 2 | 0 | 0 | 1 | 0 | 1 | 1 | 1 | 1 | 2 | 1 | 1 | 1 | 2 | 3 | 19 | 0 | 1900.00% |
| MVA HEAVY | 10 | 1 | 9 | 26 | 12 | 23 | 28 | 2 | 9 | 16 | 21 | 13 | 20 | 14 | 20 | 40 | 29 | 76 | 369 | 290 | 27.24% |
| MVA INJ | 64 | 9 | 21 | 65 | 29 | 170 | 84 | 15 | 57 | 67 | 124 | 46 | 90 | 40 | 137 | 321 | 171 | 651 | 2161 | 1736 | 24.48% |
| MVA NO INJ | 0 | 1 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 2 | 4 | 1 | 1 | 1 | 2 | 16 | 1 | 16 | 48 | 18 | 166.67% |
| OD | 12 | 2 | 1 | 11 | 2 | 10 | 17 | 6 | 5 | 1 | 11 | 5 | 6 | 6 | 10 | 27 | 44 | 90 | 266 | 218 | 22.02% |
| ODOR | 3 | 0 | 1 | 9 | 0 | 7 | 0 | 1 | 1 | 6 | 10 | 2 | 11 | 3 | 3 | 24 | 0 | 1 | 82 | 45 | 82.22% |
| PD ASSIST | 0 | 0 | 1 | 0 | 0 | 3 | 0 | 0 | 1 | 1 | 1 | 2 | 0 | 0 | 0 | 4 | 0 | 1 | 14 | 6 | 133.33% |
| PREG | 0 | 0 | 0 | 2 | 0 | 1 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 2 | 5 | 2 | 13 | 28 | 19 | 47.37% |
| PSYCH | 15 | 2 | 5 | 5 | 1 | 19 | 12 | 1 | 0 | 0 | 5 | 4 | 2 | 2 | 14 | 30 | 32 | 124 | 273 | 201 | 35.82% |
| PUBLASST | 8 | 1 | 1 | 28 | 3 | 14 | 3 | 3 | 3 | 24 | 42 | 2 | 14 | 6 | 16 | 99 | 2 | 12 | 281 | 194 | 44.85% |
| SEIZ | 10 | 1 | 5 | 19 | 4 | 35 | 21 | 7 | 3 | 3 | 20 | 6 | 3 | 9 | 30 | 47 | 60 | 172 | 455 | 409 | 11.25% |
| SICK | 65 | 2 | 2 | 84 | 7 | 147 | 73 | 18 | 11 | 20 | 39 | 12 | 22 | 55 | 113 | 203 | 417 | 895 | 2185 | 1817 | 20.25% |
| SICK EID | 7 | 0 | 1 | 18 | 0 | 33 | 7 | 1 | 4 | 2 | 3 | 1 | 5 | 16 | 24 | 19 | 50 | 183 | 374 | 387 | -3.36% |
| SMK INVEST | 7 | 1 | 7 | 11 | 7 | 23 | 5 | 13 | 5 | 13 | 35 | 2 | 25 | 11 | 14 | 34 | 0 | 0 | 213 | 226 | -5.75% |
| SPILL | 2 | 0 | 0 | 5 | 2 | 15 | 3 | 0 | 1 | 2 | 6 | 3 | 5 | 1 | 12 | 31 | 1 | 7 | 96 | 111 | -13.51% |
| STAFF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 10 | 0 | 0 | 10 | 19 | -47.37% |

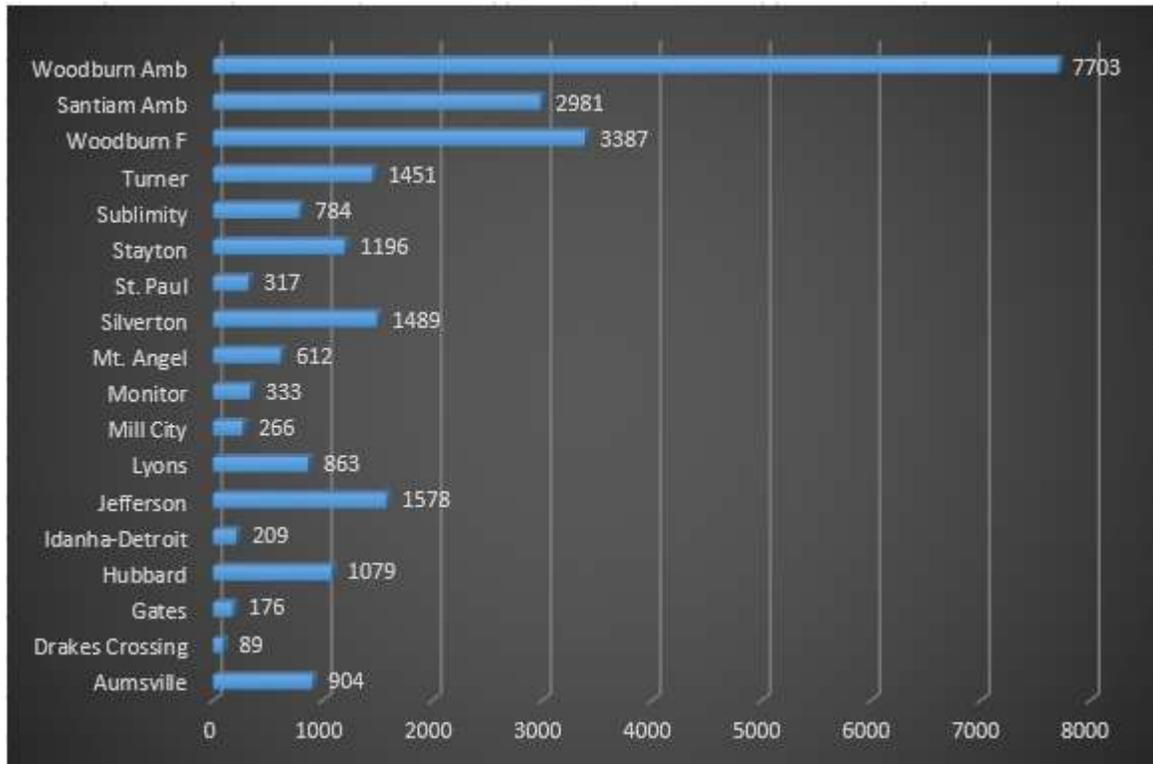
Fire / EMS CAD Calls Processed

continued

| Fire / EMS Call Type | Aumsville Fire | Drakes Crossing Fire | Gates Fire | Hubbard Fire | Idanha-Detroit Fire | Jefferson Fire | Lyons Fire | Mill City Fire | Monitor Fire | Mt. Anel Fire | Silverton Fire | St. Paul Fire | Stayton Fire | Sublimity Fire | Turner Fire | Woodburn Fire | Santiam Amb | Woodburn Amb | 2021 totals per call type | 2020 totals per call type | % Difference between 2021 and 2020 |
|----------------------|----------------|----------------------|------------|--------------|---------------------|----------------|------------|----------------|--------------|---------------|----------------|---------------|--------------|----------------|-------------|---------------|-------------|--------------|---------------------------|---------------------------|------------------------------------|
| STRC | 43 | 2 | 4 | 35 | 1 | 38 | 11 | 6 | 12 | 27 | 31 | 3 | 53 | 23 | 41 | 45 | 10 | 8 | 393 | 427 | -7.96% |
| TONE | 0 | 1 | 3 | 1 | 2 | 1 | 1 | 3 | 1 | 6 | 2 | 35 | 2 | 0 | 5 | 9 | 0 | 8 | 80 | 88 | -9.09% |
| TRASH FIRE | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 4 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 10 | 13 | -23.08% |
| TRAU | 7 | 6 | 4 | 13 | 8 | 34 | 25 | 7 | 5 | 8 | 27 | 10 | 19 | 14 | 27 | 52 | 41 | 111 | 418 | 389 | 7.46% |
| TRNS | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 4 | 0 | 442 | 692 | 1143 | 1031 | 10.86% |
| T - DERAIL | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% |
| TRAIN INCD | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 3 | 0 | 3 | 10 | 0 | 1000.00% |
| UNC | 9 | 1 | 3 | 14 | 1 | 28 | 18 | 7 | 0 | 6 | 23 | 7 | 14 | 14 | 15 | 67 | 38 | 119 | 384 | 302 | 27.15% |
| UNK MED | 14 | 0 | 0 | 7 | 7 | 29 | 22 | 6 | 2 | 2 | 10 | 15 | 12 | 3 | 15 | 39 | 44 | 120 | 347 | 315 | 10.16% |
| VEH F | 4 | 0 | 6 | 10 | 4 | 28 | 4 | 1 | 0 | 3 | 10 | 3 | 15 | 1 | 25 | 33 | 1 | 4 | 152 | 121 | 25.62% |
| WEATHER | 18 | 1 | 0 | 12 | 1 | 6 | 1 | 0 | 5 | 8 | 88 | 4 | 23 | 10 | 9 | 21 | 0 | 1 | 208 | 27 | 670.37% |
| WIRES | 36 | 4 | 6 | 38 | 6 | 28 | 4 | 9 | 14 | 32 | 157 | 20 | 63 | 28 | 30 | 82 | 0 | 0 | 557 | 160 | 248.13% |

Fire / EMS CAD Calls Processed continued

Fire / EMS calls dispatched by METCOM to user agencies in 2021 showed a 37.55% increase over calls dispatched to the same eighteen agencies in the 2020 calendar year.





For more information about METCOM 9-1-1 and the material in this report, please contact:

METCOM 9-1-1

1060 Mt. Hood Ave
Woodburn, Oregon 97071

503-982-2340

You can also visit METCOM 9-1-1's Website

www.metcom911.com

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