

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

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# 2021

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Who we are

# METCOM 9-1-1

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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.

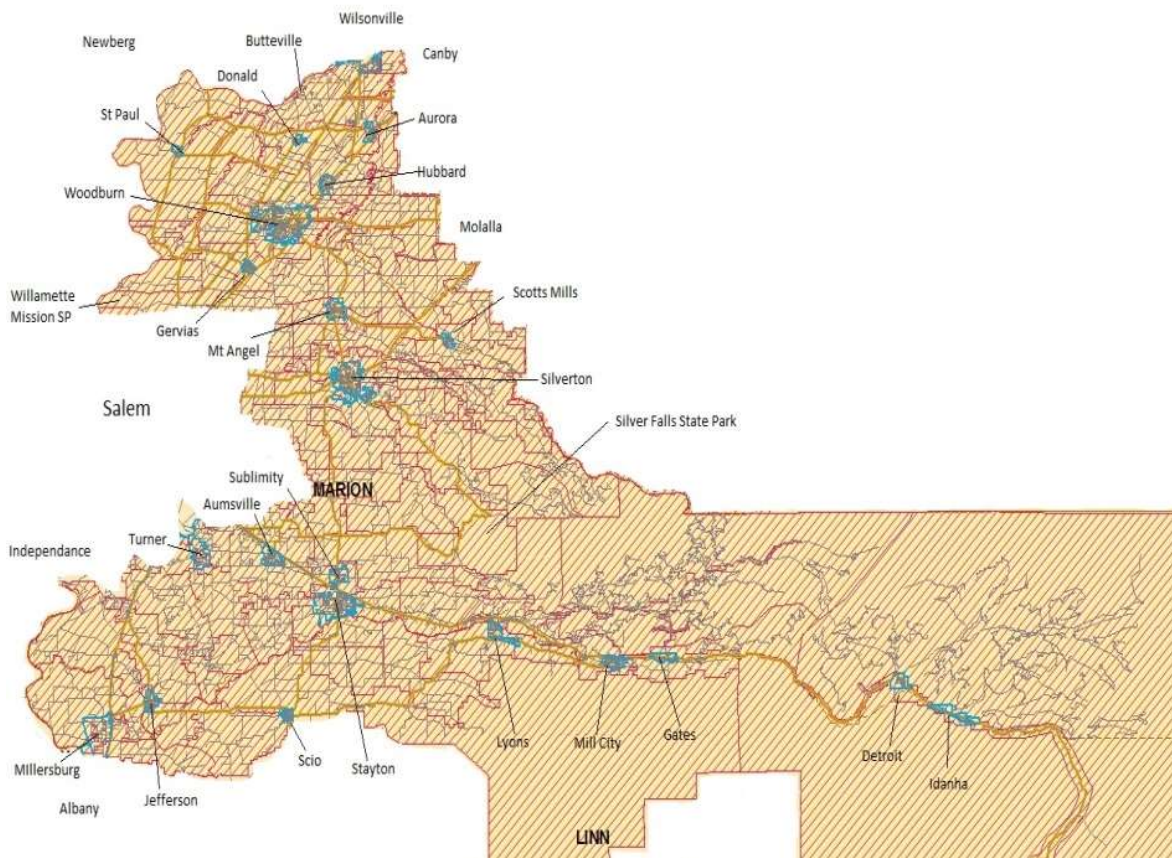


## Areas of Coverage

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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.

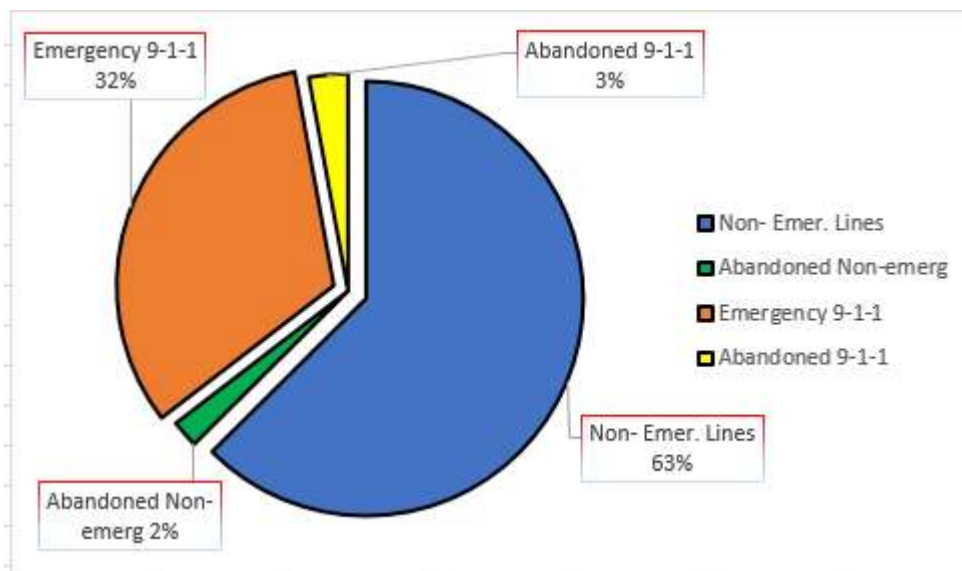


## Inbound Calls for Service

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%
<b>Total Inbound</b>	<b>116,884</b>	<b>9740</b>	<b>113,241</b>	<b>9437</b>	<b>114,581</b>	<b>9548</b>	<b>2.01%</b>



## 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%
<b>Total</b>	<b>38018</b>	<b>104</b>	<b>35593</b>	<b>98</b>	<b>36155</b>	<b>101</b>	<b>5.15%</b>

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
<b>Total</b>	<b>32880</b>	<b>86.5%</b>	<b>5138</b>	<b>13.5%</b>	<b>38018</b>	<b>27742</b>



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%
<b>Total 9-1-1</b>	<b>34,016</b>	<b>3,378</b>	<b>581</b>	<b>37,975</b>	<b>34016</b>	<b>89.57%</b>	<b>98.47%</b>

## 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%
<b>Total</b>	<b>64142</b>	<b>5481</b>	<b>62362</b>	<b>5309</b>	<b>65861</b>	<b>5591</b>	<b>-2.61%</b>

## 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

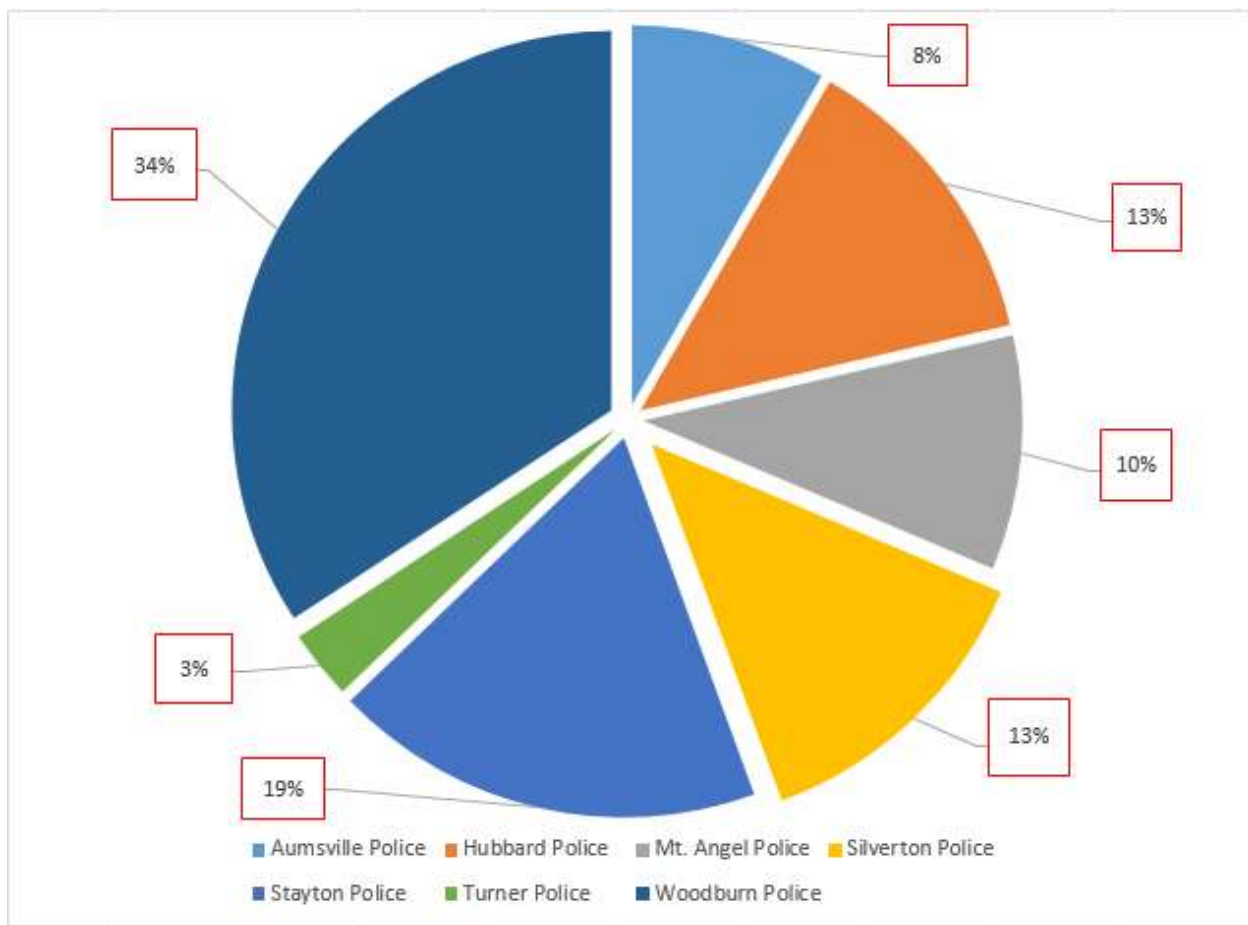
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Law Enforcement Call Type	Aumsville Police Totals	Hubbard Police Totals	Mt. Angel Police Totals	Silverton Police Totals	Stayton Police Totals	Turner Police Totals	Woodburn Police Totals	2021 totals per call type	2020 totals per call type	% Difference 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%
<b>Total Law</b>	<b>2903</b>	<b>4211</b>	<b>4058</b>	<b>5997</b>	<b>7313</b>	<b>1074</b>	<b>13718</b>	<b>39274</b>	<b>39494</b>	<b>-0.56%</b>

## 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.

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

# Fire / EMS CAD Calls Processed

continued

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



# Fire / EMS CAD Calls Processed

continued

<b>Woodburn Fire</b>	<b>2021</b>	<b>Monthly Average</b>	<b>2020</b>	<b>Montly Average</b>	<b>3 Year Average</b>	<b>Monthly Average</b>	<b>% Change from 3 Yr Average</b>
Dispatched	3387	282	2811	234	2751	229	23.13%
<b>Santiam Ambulance</b>	<b>2021</b>	<b>Monthly Average</b>	<b>2020</b>	<b>Montly Average</b>	<b>3 Year Average</b>	<b>Monthly Average</b>	<b>% Change from 3 Yr Average</b>
Dispatched	2981	248	2578	215	2825	235	5.52%
<b>Woodburn Ambulance</b>	<b>2021</b>	<b>Monthly Average</b>	<b>2020</b>	<b>Montly Average</b>	<b>3 Year Average</b>	<b>Monthly Average</b>	<b>% Change from 3 Yr Average</b>
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	0.00%
AIR ALERT 2	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	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%
PUBL ASST	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

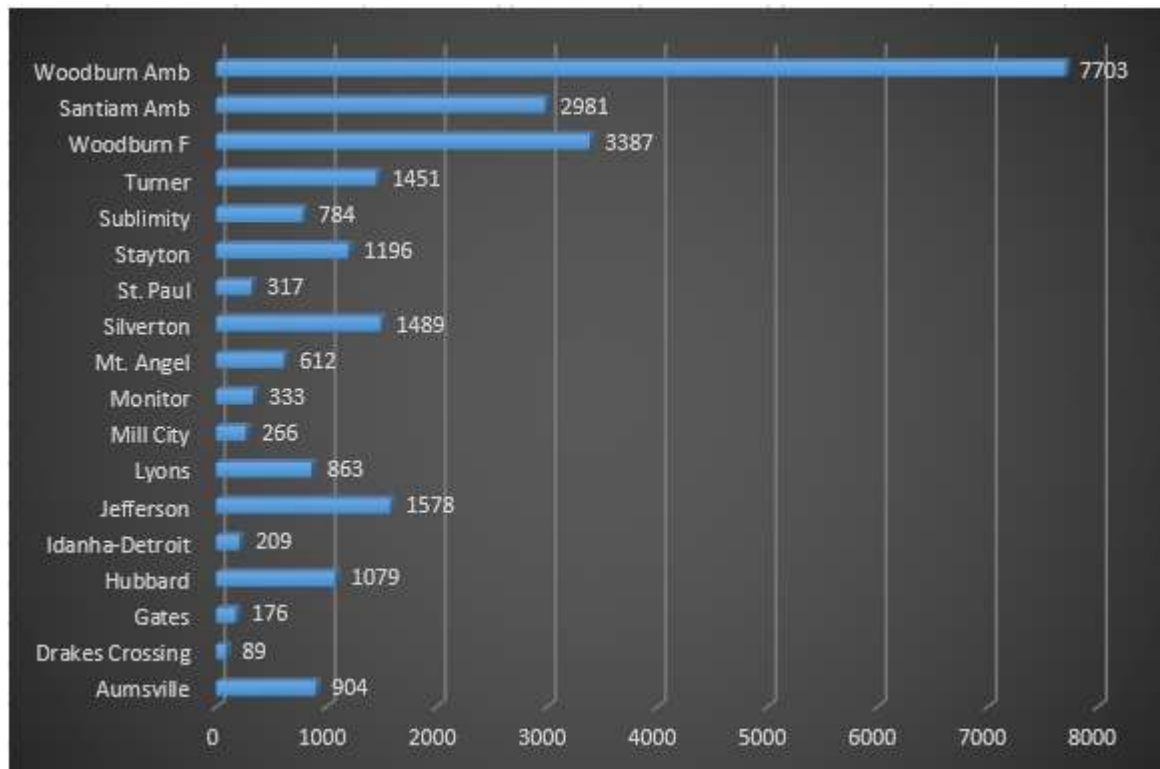
continued

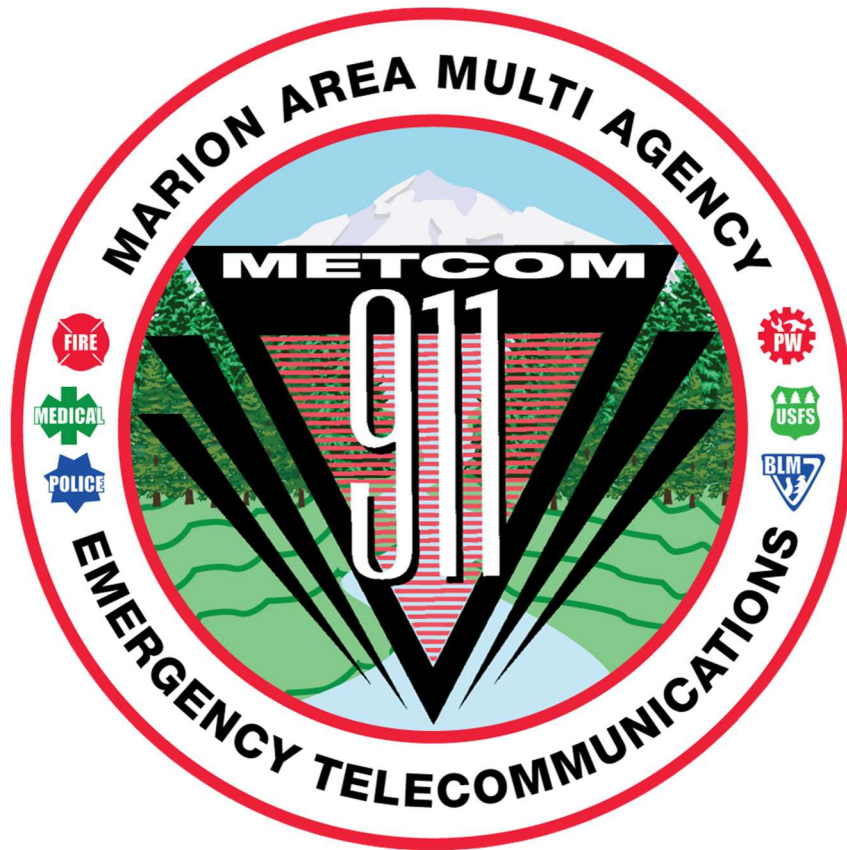
Fire / EMS Call Type	Aumsville Fire	Drakes Crossing Fire	Gates Fire	Hubbard Fire	Idanha-Detroit Fire	Jefferson Fire	Lyons Fire	Mill City Fire	Monitor Fire	Mt. Anel Fire	Silverton Fire	St. Paul Fire	Stayton Fire	Sublimity Fire	Turner Fire	Woodburn Fire	Santiam Amb	Woodburn Amb	2021 totals per call type	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

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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.





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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](http://www.metcom911.com)

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