

## Lake Oswego Communications (LOCOM)



The Lake Oswego Communications Center (LOCOM) is the 911 Dispatch Center. It handles all emergency and non-emergency telephone calls for Lake Oswego, West Linn and Milwaukie Police Departments, as well as the Lake Oswego Fire Department. In 2010, these dispatchers answered approximately 108,000 non-emergency calls and 22,583 911 calls. In addition to answering phones, these dedicated employees also answer the police and fire radios, dispatch officers and firefighters to calls, and run computer records searches for officers.

Calls received by LOCOM range from people calling to see what time it is or to get directions, to a 6-month old baby choking, to a man with a gun threatening to shoot people. The dispatchers have to be experts at multi-tasking because they constantly have to juggle phone calls, 911 calls, radio traffic, and officers coming into the center looking for information. The center is usually manned by a team of 3 dispatchers who work together to provide the high quality of service that our communities and user agencies demand.

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<https://www.ci.oswego.or.us/police/lake-oswego-communications-locom>