

# **CAD Outage Update 1/11/24**

News Release Date

01-11-2024

Update: 01/11/2024 Local CAD system service for 9-1-1 dispatchers restored

The Metro Area Joint CAD System (MAJCS) technical teams restored service Thursday at 12:00 to their computer aided dispatch (CAD) system that aids dispatch teams at four local 9-1-1 centers.

The issue was discovered early Wednesday morning after a regularly scheduled patching service. All four dispatch centers -- Clackamas County 9-1-1 (CCOM), Columbia 9-1-1 Communications District (C911), Lake Oswego Communications (LOCOM) and Washington County Consolidated Communications Agency (WCCCA) -- maintained operations without interruption by operating on backup CAD. While the system was down, there was no impact to the public, and emergency dispatches to police, fire and emergency medical services continued.

After technical crews worked all day Wednesday to solve the issue, they were able to finish the migration to the "live" or production version of CAD. The root cause of this system outage has not been identified. However, the MAJCS teams will work in the coming days with its hardware and software partners to investigate the actual cause and determine how best to prevent any future disruptions.

Contact information for each of the 9-1-1 centers is below:

Clackamas County 9-1-1 (CCOM)

Scott Anderson, Clackamas County PIO - 503-742-4374

Columbia 9-1-1 Communications District (C911)

Mike Fletcher, PIO - 503-319-6862

Lake Oswego Communications (LOCOM)

Tom Harper, PIO - 503-969-6202

Washington County Consolidated Communications Agency (WCCCA)

Monique Roberts, PIO - 503-720-5065

## Supporting Documents

CAD Outage Update 1/11/24 167.55 KB
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