

March 28, 2019

To Whom It May Concern;

I started with the Linn Co Sheriffs office in the 911 Communications Dept in September of 2003. I was fully trained and on my own when I took a call from my own residence on July 18, 2004. My son had been critically injured in a lawnmower accident. Due to the training I had received I was able to assess the injuries and get an ambulance going to my home code 3 to help my son.

Without 911 to call for help my son would have died. I know this positively because he almost didn't make it as it was. I am grateful for the training I had received and the ability to get the paramedics heading to him.

911 is special in that it incorporates everything that most people need. Whether that is an ambulance, a fire truck, law enforcement, poison control or numerous other connections and needs. When people call 911 they can get help or be directed to the correct number or location for their needs.

Unfortunately I have experienced more than just one call on 911 from members of my family. I took the call when my brother was found dead, I have taken calls about my in laws in medical distress. I have had a front row seat to how effective 911 is and am proud to be a part of the changing world of 911.

I hope that this will help to make others realize the importance of 911 and the need to keep us current and up to date with technology and the need for appropriate staffing levels.

Sincerely,

Deanna Busalak Mckay  
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Linn Co Sheriffs Office  
Albany, Oregon