



# Media Release

**FOR IMMEDIATE RELEASE**

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NORCOM 911 Bolsters Staff Ahead of Storm;  
Recommends Citizens Enroll in Hazard Notification App

FOR IMMEDIATE RELEASE  
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Bellevue, WA - NORCOM 911 call center is adding additional call receivers ahead of the impending storm. "This is definitely an all-hands-on-deck environment," says supervisor Josh Baker.

The call center employs 62 full time telecommunicators to handle an average of 14,594 calls per month. "Wind storms tend to create a lot of havoc. We added staff to make sure that our response times don't suffer and also have folks on standby as well," explained Baker.

Executive Director Tom Orr stresses that if you have a power outage, call Puget Sound Energy. "The fundamentals of when to call 911 remain as they have always been: you call 911 to report a crime in progress, to report a fire in progress or any medical situation in which there's uncontrollable bleeding, loss of consciousness or trouble breathing."

Orr also pointed out that NORCOM, in conjunction with King County, has partnered with CodeRED to provide real time community notifications about local hazards and threats. "We had a recent Silver Alert (missing elderly person) and CodeRED's system pushed out 17,000 notification calls in under 20 minutes. Better yet, the missing person was found unharmed," said Orr.

To sign up for King County Alerts powered by CodeRED, visit [www.norcom.org](http://www.norcom.org). It takes about one minute to enroll, it is free to use and your information stays protected.

Baker explained "If you see anything on fire, call 911. This includes electrical or phone wires on fire, power poles, fallen trees into wires with actual flames seen, or wires are on the ground arching and sparking." Baker added that if you see trees leaning on power lines that are not arching, sparking or on fire, stay away and call the power company.

If your power is out, call your power provider or look at their web site to check for outages by using these links:

Puget Sound Energy 888-225-5773 = Automated phone system to report power outages.

Outage checker: <http://pse.com/accountsandservices/servicealert/pages/outage-map.aspx>

Snohomish PUD: 425-783-1001 = Automated phone system to report power outages.

Outage checker: [http://m.snopud.com/if\\_the\\_power\\_is\\_out](http://m.snopud.com/if_the_power_is_out)

Seattle City Light: 206-684-7400 = Automated phone system to report power outages.

Outage checker: <http://www.seattle.gov/light/mobile/outagemap.asp>

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