



CLACKAMAS
COUNTY
9.1.1

MALL SHOOTING
CLACKAMAS
TOWN CENTER

DECEMBER 11TH, 2012
HAPPY VALLEY, OREGON



Where is Clackamas County?



- 1,879 Square Miles
- 2011 Population 380,000

Location



A favorite shopping, dining and entertainment destination for Oregon and Southwest Washington, serving 25,000 people during peak shopping times

Location

- **1.4 million** total retail **square footage** within a two-level, enclosed regional center with two lifestyle outdoor villages, housing:
 - 7 anchor stores
 - 180 distinctive specialty stores
 - 21 service corridors spanning over **two miles**
 - 71,896 square foot, 20-screen stadium-style XD Century Theatre
- Strategically located at the junction of I-205 and Sunnyside Road, where over **130,000 vehicles** converge **daily**
- Over 7,500 parking spaces including a 6-story covered parking garage
- Multi-level transit structure for light rail connecting CTC to Downtown Portland and the Portland International Airport
- Estimated 10,000 shoppers in the mall at the time of the shooting

Initial Timeline

- 15:29:05 – First 9·1·1 call received reporting someone being shot near Macy's
- 15:29:17 – SHT super-type call entered for response
- 15:29:21 – Fire/Rescue dispatched to shooting
- 15:29:28 – Law Enforcement dispatched for potential “active shooter”
- 15:29:51 – Transit Police unit arriving on scene, “people bailing out like crazy from everywhere”
- 15:30:29 – First CCSO unit (motor) arrives at scene



CCOM Statistics (Telephone)

- All inbound 9-1-1 trunks were in use (6 landline, 5 wireless)
- Within eleven minutes of the first shooting report (15:29:05), CCOM answered **94** 9-1-1 calls (15:40:00)
- **260** 9-1-1 calls, **61%** of the daily total, occurred between 14:00 and 19:00 hours
- **429** total 9-1-1 calls for the day, **149%** of the December daily average of **297**
- **55%** of the daily outbound telephone activity occurred between 14:00 and 19:00 hours



CCOM Statistics (Personnel)

- At the time of the initial report, CCOM was staffed with 8 dispatchers and 1 supervisor
 - 3 Law dispatchers (2 primary, 1 service)
 - 4 Fire dispatchers
 - 1 Call Taker
- Within the first hour after initial call, all 14 dispatch positions were staffed along with 2 administrators and 2 technical staff.
- Within one minute of broadcast, both primary law networks were flooded with response activity
- Within the first hour, an additional radio channel was opened to handle other calls



CCOM Statistics (Radio)

- Primary law channel steadily rose in air traffic from 117 PTT using 404 air seconds at the 14:00-15:00 hour, **peaking** at **474 PTT** using **2,322 air seconds** during the 16:00-17:00 hour (**38:42 mph peak talk time**, 5.7 times the initial air usage)
- Secondary law channel steadily rose in air traffic from 137 PTT using 525 air seconds at the 14:00-15:00 hour, **peaking** at **412 PTT** using **1,640 air seconds** during the 16:00-17:00 hour (**27:20 mph peak talk time**, 3.1 times the initial air usage)
- All Fire channels increased in traffic from **36 PTT** using **165 air seconds** at the 14:00-15:00 hour, peaking at **460 PTT** using **2,321 air seconds** during the 16:00-17:00 hour (**38:41 mph peak talk time**, 14 times the initial air usage)

Field Response (Law Enforcement)

- Within the first 15 minutes, both primary radio networks were restricted to emergency and related incident traffic, one handling the interior incident, the other for perimeter traffic.
- Within the first 30 minutes, CCOM was tracking 49 police units that checked in at the incident scene; growing to 139 CCOM dispatched units by midnight.
- By the end of the incident, over 300 tracked law enforcement personnel from over 13 different agencies were counted.

- **Clackamas County Sheriff**

- Patrol
- Civil Units
- Detectives
- K9 (5)
- Marine Units
- Reserves
- Traffic Units (motors)
- Transit Units (Tri-Met)
- Contract Cities
 - Damascus
 - Estacada
 - Happy Valley
 - Wilsonville



- **Canby Police**

- CCOM Dispatched



- **Gladstone Police**

- CCOM Dispatched



- **Oregon City Police**

- CCOM Dispatched



Field Response (Law Enforcement)

Support Agencies

- Lake Oswego Police
 - 5 Personnel
- Milwaukie Police
 - 12 Personnel
- West Linn Police
 - 10 Personnel
- ATF
- FBI
 - 5 Personnel
 - SWAT Unit
- Portland Police Bureau
 - 70 Patrol
 - 3 K-9 Units
 - SERT Unit



Support Agencies

- Oregon State Police
 - 40 Personnel
 - Patrol Troopers
 - Game Troopers
 - Detectives
 - CSI
 - SWAT Team
 - Superintendent (OSP IC)
- Woodburn Police Interagency Tactical Services Unit (TSU)
 - 10 Personnel
 - 6 SWAT (Woodburn)
 - 1 SWAT (Hubbard)
 - 1 SWAT (Mt. Angel)
 - 2 HNTs



Field Response (Fire Service)

- **Clackamas County Fire District #1**

- 28 total apparatus

- 5 Engines
- 1 Heavy Squad (UASI MCI unit)
- 2 Heavy Rescues (1 CBRNE unit)
- 2 Transport capable Rescues
- 1 Squad
- 1 Mobile Command unit
- 3 Battalion Chiefs
- 2 Deputy Chiefs
- 1 Fire Chief
- 2 EMS Officers
- 1 Emergency Manager
- Various Training, Logistics & Fire Prevention Staff and Volunteers



Field Response (Support)

Support Agencies

- American Medical Response (AMR)
 - 13 Transport Units
 - 2 Supervisors
- Police & Fire Department Chaplaincy
 - 4 Chaplains
- TIP Volunteers
 - 23 TIP Volunteers
- TRIMET
 - 4 Warming Buses
- Peer Team Members
 - 4 Peer Team Members
- Life Flight Network
 - 1 Helicopter on scene
 - 1 Helicopter on standby
- 641st Medical Battalion (Evacuation) (OANG)
 - 1 Helicopter on standby



Field Response (Scene Entry)



- Information Available
 - Possibly more than one shooter
 - Floods of information from dispatch and citizens on scene
- Available Resources
 - Self Dispatch
- Distribution of Resources
 - Entry into Hot Zone
 - Treat in place or remove victims

Field Response (Communications)



- Communication Challenges
 - Multiple Dispatch Centers
 - Multiple Law Enforcement Agencies
 - Multiple frequencies for traffic volume
 - Clackamas County Radio System Capacity
 - **4,032 PTT** requests between 15:00-18:00,
 - **2,052 PTT** requests for same time **1 week prior**
 - **90 busies** recorded between 15:00-18:00,
 - **1 busy** recorded for same time **1 week prior**

Field Response (Command Ops)



- Command Operations
 - Independent CP for LE & Fire
 - Number of victims & Transport Locations
 - Identity of Suspect
 - Initiation of Investigative Steps



Field Response (Verification)



- Verification of Intelligence
 - Number of suspects
 - Tri-Met Intel
 - Use of Technology (iPhone Photo)
 - Mall camera intelligence
 - ALPR technology

Field Response (Transition)



- Hunting to Rescue
- Tactical clearing of mall
- Crime Scene Investigation
- Respond to 'locked down' citizens and mall employees
- Responding to requests from mall business owners

Suspect

- Dec 1st – Breaks up with girlfriend and says he is moving to Hawaii
- Dec 5th – Tells boss he is moving to HI and quits job
- Dec 8th – Everyone thinks suspect is leaving
 - 2:19pm - buys two 30 round AR-15 magazines from local gun store
 - 2:33pm - buys two 20-count boxes of .223 ammo, ear plugs, paper targets at local Walmart

- Dec 9th:
 - 1:19pm - buys two 30-round AR-15 magazines and paper targets from local outdoor store
 - 2:39pm - buys four 20-count boxes of .223 ammo and paper targets at local Walmart
 - 4:41pm - lists his car for sale on Craigslist
- Dec 11th (Day of shooting)
 - 12:15 am - Meets friend at area bar
 - 1:30 am - Go to friends home to drink, smoke marijuana, looks at AR-15 rifle
 - 3:00 am - goes with friend to Denny's (across from mall)

- Unknown Time: Tells friend not going to HI; doesn't want others to know but is still leaving town
- 5:00 am – Return to friends house to sleep
- 12:00 pm – Goes to his house, talks briefly with roommates and leaves with pair of boots and small plastic bag of clothes
- 3:00 pm – Visits friend who lives 2 miles from mall. Smoke some marijuana and says goodbye telling friend he is going to HI
- 3:15 pm – Approximate time he leaves friends house
- 3:28:40 pm – Suspect on Macy's store video. Enters from parking lot wearing a mask and carrying a rifle

Bullet Count

- Shorts fired in front of Macy's = **16**
- Magazine dropped in parking lot = **28**
- Magazine dropped by display = **6**
- Magazine dropped at Macy's Home Store = **31**
- Magazine spare on his vest = **31**
- Single un-fired bullets found = **3**
- Magazine in rifle = **28**
- Suicide bullet = **1**
- Bullet chambered in rifle = **1**
- (5 magazines) **TOTAL = 145**

Victims



Cindy Yuille

10/20/1958 - 12/11/2012



Steven Forsyth

02/13/1967 - 12/11/2012

Mrs. Yuille was shot from approximately 160 feet and hit in the back. Despite bystander efforts to revive Mrs. Yuille, she was pronounced deceased at the scene. Mr. Forsyth died immediately after being hit by a round from the AR-15 in the back of the head. Suspect was approximately 15 feet away.

Victims



Kristina Shevchenko
15 Years Old

Kristina was shot in the side of the chest while running away from suspect.

After being shot she exited the mall and flagged down the nearest police officer for assistance. They took her to medical personnel who stabilized her, then transported her to Oregon Health and Science University Hospital (OHSU).

Kristina Shevchenko survived her injuries.

Field Response (Effectiveness)

- **Familiarity** by responders and dispatch of the property involved
- **Training** mall staff received for lock-down situations
- **Reaction** to dispatch information and indicators
- **Cooperation & planning** at line level between LE and Fire





Lessons Learned (From Field)

- Telephone and radio traffic will overwhelm the system
- Responding units need to label cells before entry
- LE and fire must train for protocol on extracting victims and the role of the fire service in a *hot zone*
- Label location where victims were removed and coordinate with trauma tags
- Unified Command, or liaison for police and fire in both command posts
- Update disaster call-back procedure and paging of all employees
- Staff vehicles with emergency response package



Lessons Learned (From C-COM)

- Develop “major incident” procedures
 - Discussed active shooter but doesn’t cover everything (call answering, multiple CAD for same incident, etc.)
- Improvement for sharing critical information
 - CAD too cluttered for key updates
- Set up Tactical After Action Review for dispatch and try to participate in police/fire AARs
- Implement ICS in dispatch
 - Pull supervisor from call taking/response to coordination and notification
- Develop check off sheet for large incidents, not just evacuation or EOC operations
 - Easy to forget the basics





Lessons Learned (From C-COM)



- Peer support
 - Offer it to everyone
 - Assure administrative response
 - Director, if possible
 - Managers
 - Off-the-floor employee follow-up
 - Notify employees of release time, especially if incident is long in duration
 - Conduct peer debrief
- Ascertain what LE and fire are drilling
 - Language used, where they are training
- Better understanding of EOC for all staff
 - Contact with road department for changing signals, for instance



Thank You

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