

OREGON STATE FIRE MARSHAL Community Right to Know

INTRODUCTION TO CHS MANAGER
Planner & Program User Manual
2025 Edition

TABLE OF CONTENTS

PART 1: OREGON COMMUNITY RIGHT TO KNOW
PART 2: REGISTERING FOR CHS MANAGER6
PART 3: LOGGING INTO CHS MANAGER10
CONFIDENTIAL AND SENSITIVE INFORMATION
PART 4: PROGRAM FEATURE OVERVIEW
Layers 13 Legend 13 Hazard Reports 14 List Facilities 14 Resources 14 Advanced Reports 14 Update My Profile 14 Offline Reports 14
PART 5: MAP FEATURE OVERVIEW
PART 6: LIST FACILITY FEATURES OVERVIEW
Chemicals 19 Facility/Report 20 Map Site 20 At-Risk Sites 20 At-Risk Population 20 Plan Details 20 List Audits 20 ALOHA Footprint 20 Site Map 20
PART 7: HOW DO IWAYS TO SEARCH FOR INFORMATION
Locating a Facility
EXAMPLES:
Facilities with Most Extremely Hazardous Substances (EHS)27
PART 8: SEARCHING THE MAP29
Identifying a Facility from the Map
PART 9: RESOURCE LINKS

Resources Button	35
PART 10: IMPORTING AND VIEWING ALOHA PLUMES	37
Viewing Plume Data	39
Viewing previously uploaded Plume Data	
PART 11: HOW TO BUILD AN ADVANCED REPORT	42
Exporting a small Advanced Report	45
Exporting Large Advanced Reports	46
Formatting Exported Reports for Easier Viewing	
PART 12: EXPORTING INFORMATION FROM CHS MANAGER FOR CAMEO IMPORT	53
PART 13: RESOURCES	56

Introduction

The Introduction to CHS Manager Planner/Program User Manual provides instructions to emergency planner and response personnel of local, and state agencies who plan for and respond to hazardous substance incidents (such as chemical spills, explosions, train derailments, and structure fires) in Oregon. CHS Manager can be effectively applied to all types of emergency planning and response activities involving hazardous substances.

Community Right to Know Report - The Community Right to Know and Protection Act was passed by the Oregon Legislature in 1985 (ORS 453.307 to ORS 453.520). Oregon's Community Right to Know (CR2K) program is administered by the Oregon State Fire Marshal (OSFM) and meets or exceeds certain requirements of the federal Emergency Planning and Community Right to Know Act. The law requires the OSFM to survey facilities annually to collect, validate, and disseminate information on hazardous substances located throughout the state. This supplemental report summarizes the information reported by facilities on the Hazardous Substance Inventory Report. This guide will walk you through using CHS Manager from beginning to end. It will provide you with a

comprehensive understanding of the following:

- Introduction to Community Right to Know 1.
- How to register for the correct User account 2.
- Program features and how they work 3.
- Map Features and how they work 4.
- 5. List Facility Features and how they work
- How do I...Searching for information 6.
- How do I...Searching the map 7.
- Resources available in CHS Manager 8.
- How to import an ALOHA Plume
- 10. How to build an Advance Search based on specific criteria
- 11. How to export Tier II data for CAMEO import
- 12. Additional Resources



Part 1: Introduction to Oregon Community Right to Know

Part 1: Oregon Community Right to Know

The Oregon Community Right to Know and Protection Act (ORS 453.307 to ORS 453.414) requires facilities that possess certain quantities of hazardous substances to submit an annual report to the Oregon State Fire Marshal (OSFM), Community Right to Know (CR2K) program. This law also requires emergency responders to report to OSFM incidents involving the release, or threatened release, of hazardous substances.

The Federal Emergency Planning and Community Right to Know Act (EPCRA Section 312) requires certain facilities to report hazardous substance information to the State Emergency Response Commission (SERC), Local Emergency Planning Committees (LEPC), and local fire agencies. In Oregon, the State Fire Marshal is designated as the (SERC), and this reporting requirement is accomplished by submitting hazardous substance information to OSFM's Community Right to Know (CR2K) program.

Beginning January 1, 2018, hazardous substance reporting migrated from a paper process to an online reporting platform. Reporting facilities are now able to log into the Community Right to Know Hazardous Substance Manager (CHS Manager) and submit the required information. Emergency planners, responders, and the public are also able to use CHS Manager to view the submitted information by facilities.

As required by law, reporting facilities submit demographic information and hazardous substance details for chemicals on site that meet reportable quantity thresholds. A hazardous substance is defined as a substance for which the Oregon Occupational Safety and Health Administration (OR-OSHA) requires the manufacturer to develop a Safety Data Sheet.

The reportable quantity thresholds for **most substances** are:

- 500 pounds of a solid
- 500 gallons of a liquid
- 500 cubic feet of a vaporous gas
- 500 gallons of a liquefied or cryogenic gas

For **highly toxic** substances or **explosives**, the thresholds are:

- 5 gallons of a liquid
- 10 pounds of a solid
- 20 cubic feet of a gas

Extremely Hazardous Substances (EHS) designated by the Environmental Protection Agency are reportable at the specific threshold planning quantity established for each substance. **Radioactive** substances that are not within a sealed source are reportable at any quantity (OAR 837-085-0070 (2)(a)).

The reportable quantity threshold for gasoline and diesel in underground storage tanks at retail gasoline service stations is 75,000 gallons and 100,000 gallons respectively.

The submitted data is frequently validated to ensure it is correct for those who rely upon it. Types of validation include reviewing submitted reports, calling facilities for clarification, and conducting inperson and phone audits to confirm and assist with compliance. A hazardous substance information hotline is available to facilities for assistance with submitting required data.

The public has access to most information at individual facilities, and information about hazardous substance incidents. Information is also accessible by Oregon's SERC, LEPCs, fire agencies, regional Hazmat teams, county and local emergency planners, county health administrators, Public Safety Answering Points (PSAP 911 call centers), and local and state agencies. The data helps these partners make informed decisions about how to protect life, property, and the environment from hazardous materials incidents.

For more information, please visit our CR2K website or call the Hazardous Substance Information Hotline at 503-378-6835 or 1-800-454-6125. To request or obtain hazardous submit information collected by CR2K, please visit: https://www.oregon.gov/osfm/Pages/CHSManager-PublicAccess.aspx



Part 2: Registering as a Planner & Responder

Part 2: Registering for CHS Manager

To register go to CHS Manager: https://oregon.hazconnect.com/account/login/aspx

NOTE: Due to a limited number of available licenses, currently we have allotted one license per agency. The username and password can be shared with individuals from your organization as deemed necessary.

1. Click on the **Register** Button

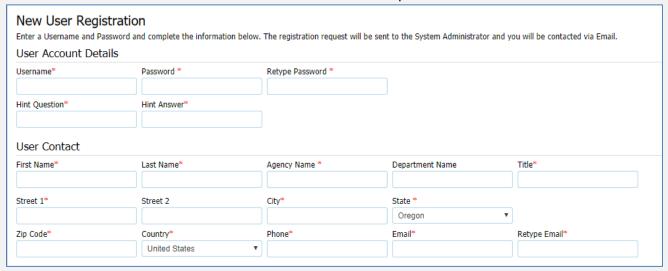


2. Click the dropdown menu, and select Responder or Planner



3. Complete the registration form

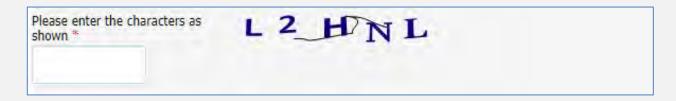
a. When choosing a Username, consider creating a generic name for your organization. This will enable us to transfer the account to a new responsible individual in the future.



- b. Enter a Hint Question and Answer
 - i. This can be used to reset your password if you ever forget it, so be sure to enter a question and the answer to the question. The answer field is case sensitive. Example: My dogs Name? Answer: Spot
- c. Under the Roles and Access Section:
 - i. Choose **Statewide Data User** and add the appropriate Role (**Only select ONE role**)
 - If you are representing a Local Emergency Planning Committee (LEPC), select the Planner Role.
 - If you are representing a State HazMat Team, select the Planner Role.
 - If you are representing a County Emergency Management Office, select the Planner Role.
 - If you are representing a Fire Department, select the Program User Role. (If you need access to plume modeling register as a Planner Role)



4. Enter the **CAPTCHA** characters as shown into the box



5. Submit your registration for review

NOTE: Your registration will be reviewed by the CHS Manager System Administrator for approval. You should receive an email notifying you of your account approval.



Part 3: Logging into CHS Manager

Part 3: Logging into CHS Manager

To login go to CHS Manager: https://oregon.hazconnect.com/account/login/aspx

The recommended internet browsers are Chrome, version 62 or higher or Firefox, version 59 or higher. **MS Edge or Internet Explorer are not recommended and may cause errors while reporting.**

The Oregon State Fire Marshal (OSFM) – Community Right to Know (CR2K) program implemented a required security feature for CHS Manager logins. The **Email Verification** and Multi-Factor Authentication (**MFA**) (also known as One Time Password - **OTP**) took effect the first week of June 2024.

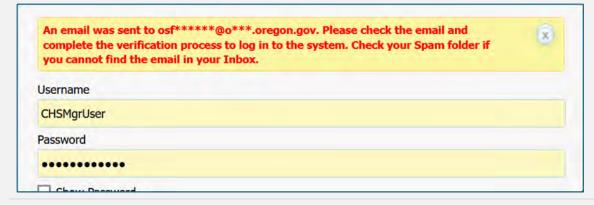


- 1. Enter the Username and Password into the Log In fields
- 2. Click the Log In button

The **Forgot Username**, **Forgot Password**, and to **Change User Email** links can assist if the login failed.

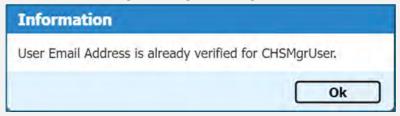
NOTE: The Hint Answer will be needed for the Security Question

After successfully logging in to CHS Manager an email with the **One Time Email Verification** link will be sent to the email address associated with the user account. The message on the CHS Manager website will look similar to this:



Open the email that was received, which may be received via spam/junk if not received in the inbox, and click on the provided link.

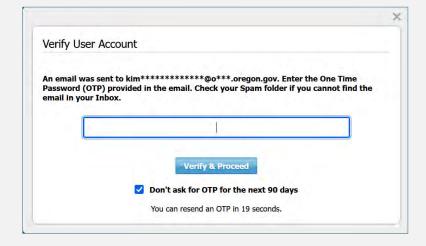
After clicking the link provided in the email, the Default Computer Browser will open on the computer with the following message, stating the username that is associated with the email address:



The user account has now completed the one-time email verification. This will be required every time the user account information changes.

You will need to login to CHS Manager and complete the One Time Password - OTP portion of the MFA.

After successfully logging in for the first time, a message will appear to Verify User Account, see image below. An email is sent to the email address associated with the user account, with a One Time Password (OTP) to be input into the field. **This code is only valid for 10 minutes from the time the email is sent.**



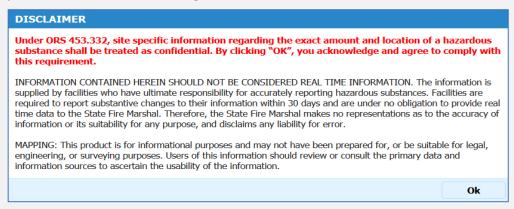
If an email is not received in the inbox, check the Spam/Junk folder. After the resend OTP count down completes, a button will appear to Resend OTP

After successfully entering the OTP, click the **Verify & Proceed** button.

The **Update Password** screen may appear, update any required information and click **Save.**

Every time, you log in, you will also see the Disclaimer message:

The Disclaimer is a reminder that some of the information collected from facilities is considered Confidential or Sensitive. Confidential information is never released to the public, whereas, Sensitive information can be requested by the public, and the requestor must go through a vetting process prior to information being released.



Click **OK** to access Facility Information.

Confidential and Sensitive Information

Facilities are required to report the exact maximum daily amount, as well as the exact storage location of all hazardous substances stored within their facility in a reportable quantity. CR2K will not release this information to the public as it is deemed **Confidential**. When members of the public request hazardous substance storage information, they are provided with the name of the Substance, Maximum Daily Storage Amount Code, a Code Range and the Storage Unit.

Example:

Substance	Maximum Daily Storage	Maximum Daily Storage	Storage Unit	
Name	Amount Code	Amount Code Range		
Diesel Fuel	61	25,000,000-49,999,999	Gallons	

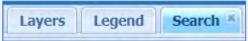
Also deemed Confidential, is Trade Secret information.

Sensitive information means all information not available through CHS Manager Public access but must be released under ORS 453.327 through a Public Information Request. This includes hazardous substances that have been identified by a facility as Explosive, Poisonous gas or material, Radioactive, or a Biological/Etiological hazard. Members of the public can specifically request this information through a Public Records Request for sensitive information. Under ORS 453.327, the Oregon State Fire Marshal may require an individual to provide their name, address, and proof of identity when necessary to protect the public safety and welfare. The request must be notarized by a Notary Public to be processed for the release of Sensitive information.

To request a Public Information Request please see our website: https://www.oregon.gov/osfm/Pages/public-records-request.aspx

Part 4: Program Feature Overview

You will notice the screen is divided with a map on the left side, and data on the right had side. At the top of right-hand section, you will see tabs. As you open new windows, additional tabs will be created. This will allow you to easily navigate between different screens, and close out screens you are no longer using.



Layers

Adjust the layers you see in the mapping program by checking or unchecking the box beside the layer. Clicking on Admin Bounds will show County boundaries; however, it will minimize the view when you run a search.



Legend

The Legend tab will show what the different icons on the map represent.



Hazard Reports

Use this button to quickly return to the Summary or view the facilities with the most Extremely Hazardous Substances (EHS).

List Facilities

Lists all facilities in the database. You may click on the Facility Name or Latest Report to see details for that facility. You may also click on any of the icons to perform various functions.

Resources

Lists several web pages that may be used as a reference for Emergency Planners and Responders.

Advanced Reports

This area opens a new window and allows the user to run specialized reports and filter on any condition. Users may export the reports. For detailed instructions on running Advanced Reports see the CR2K Help Desk article "As a Planner/Program User how do I do an advanced search?"

Update My Profile

Allows user to edit information used to register with CHSM. User may update email address or change password here.

Offline Reports

The List Offline Reports option is not a usable function. Use the List Offline Exports to retrieve the Advanced Reports exported from the system. To retrieve the Tier II Submit file exported from CHSM for import into CAMEO, use the List Offline Tier 2 Submit option.



Part 5: Map Feature Overview

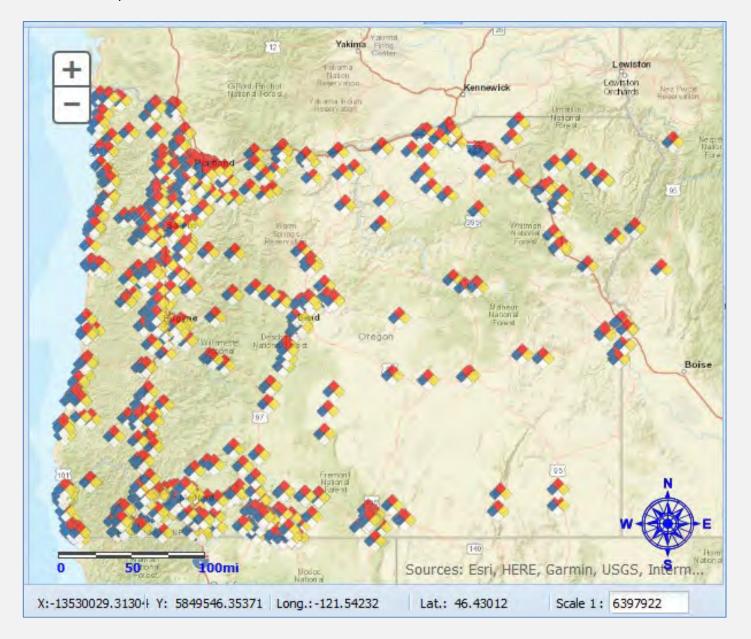
Part 5: Map Feature Overview

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Refresh Map	Search	Clear	Zoom In	Zoom Out	Pan	Full Extent	Previous Extent	Next Extent	Identify	Select Feature	Measure	Base Map
Refreshes the page	Search by Layer, Criteria & Text	Clears and resets the map	Zooms in on any area selected	Zooms out of any area selected	Drag the map	Goes back to the entire State view	Previous View	Next View	Identify an icon. Provides facility informati on	Draw a shape to select feature with the zone	Allows you to put points on the map, and Measure distance, or area	Sets base map. The only option is World Streets

Minimizing the map window will allow you to see additional columns in the facility list. The size of the map window may be adjusted by hovering over the vertical line until you see the curser change to this:

Then drag the vertical line to the left or right to resize.

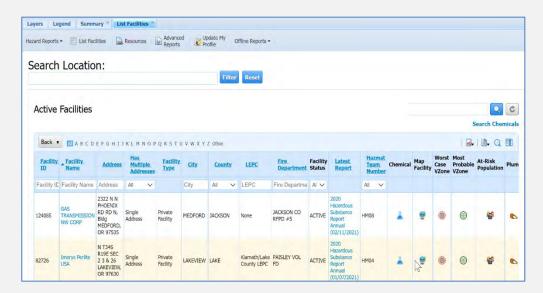
- On the map a user may scroll to zoom in or out.
- Press and hold the left mouse button to drag the map (pan) to the left or right, up or down.
- To identify a facility, click the Identify button, then click the facility, day care center, or hospital icon on the map.





Part 6: List Facility Features Overview

Part 6: List Facility Features Overview



This section lists all facilities in the State. The User can click any facility name to see further facility details. When the user clicks on the Latest Report link the system will redirect to the Report Details tab to view the full facility report.

Blue underlined column headers can be sorted by clicking on the label. Columns with white search text box can be filtered by typing in text or using the drop down provided.

To see a specific facility, click on the Facility Name or Latest Report. Icons on the right of the screen can be clicked for additional information.

Beaker Icon will open a tab to show you the facility chemicals.

Globe Icon will show the facility on the map.

Red and Black Target Icon will show you the worst-case vulnerability zone on the map.

Green and Black Target Icon will show you the most probably vulnerability zone on the map.

People Icon will show you the at-risk population.

Cone Icon will show you the latest plume saved in the system for this facility. (You can change the plume shown by selecting a different data set saved under the facility.)

Chemicals



This shows a list of the chemicals being stored at the facility. You can expand each chemical by clicking the plus (+) sign, to show storage location information.

The Paper with Paperclip Icon, next to the Chemical Name, can be clicked to access the facilities safety data sheet (SDS). The User can also access Cameo Data Sheets, Chemical Profiles and First Aid Guides. This section can be sorted by any of the blue underlined columns and filtered by CAS Number, Chemical Name, or EHS

Facility/Report

This shows a list of all the facility's Regulatory Reports, and any facility notes.

Map Site

Maps the facility on the maps.

At-Risk Sites

Opens a new screen to show a list of sites that are at risk within the surrounding area in the event of an incident. There are tabs to show what Schools, Hospitals, Child Care, and Nursing facilities are in near proximity to the facility.

At-Risk Population

Opens a new screen to show the population within the threat zone.

Plan Details

Shows Most Probable Vulnerability Zone and Worst-Case Vulnerability Zone. The user can change the values by going into the edit screen.

List Audits

Shows a list of any OSFM CR2K Audits that have been conducted.

ALOHA Footprint

Allows you to import ALOHA Footprint into CHSM.

Site Map

Shows the site map that the facility has uploaded. This is not a requirement for reporting and is optional at the facilities discretion.



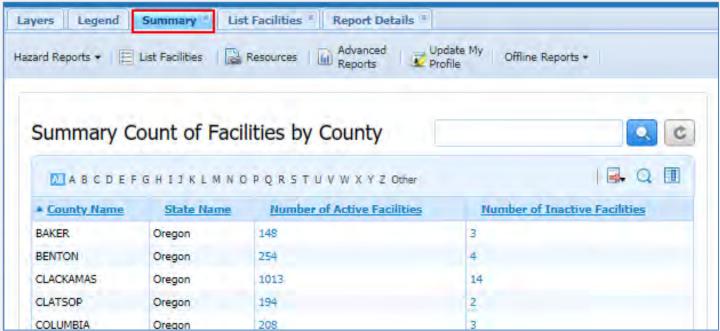
Part 7: How do I... Ways to Search for Information

Part 7: How do I...Ways to Search for Information

Locating a Facility

There are several ways to find a facility. This section will review the different ways to access facilities and their information.

Summary Tab



From the Summary Count of Facilities by County screen, you can click on the number links under the Number of Active Facilities or Number of Inactive Facilities columns to see a list of either the Active or Inactive facilities that have reported in the selected county.

From the list of facilities, you will be able to view facilities on the map, as well as all facilities information and reports.

List Facilities

The easiest way to locate a facility is through List Facilities.



- 1. Click on the List Facilities button.
- 2. If you know the Facility ID, Facility Name, or the Facility Address you can narrow down the results by entering the information into the filter box and clicking the enter button. Minimize the information you enter to ensure you get better results.

Examples:

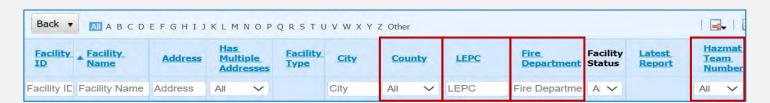
Enter the Facility Name, and City.



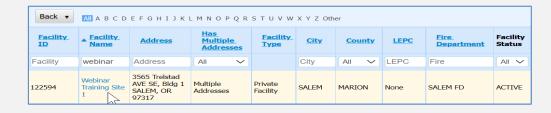
If you don't know the Facility Name; you can enter just the Street Name, and City.



To search for a list of all the facilities reporting a specific County, Fire Jurisdiction, LEPC, or State HazMat Team, you can either enter the information into their perspective filter boxes or select it from the drop-down menu provided.



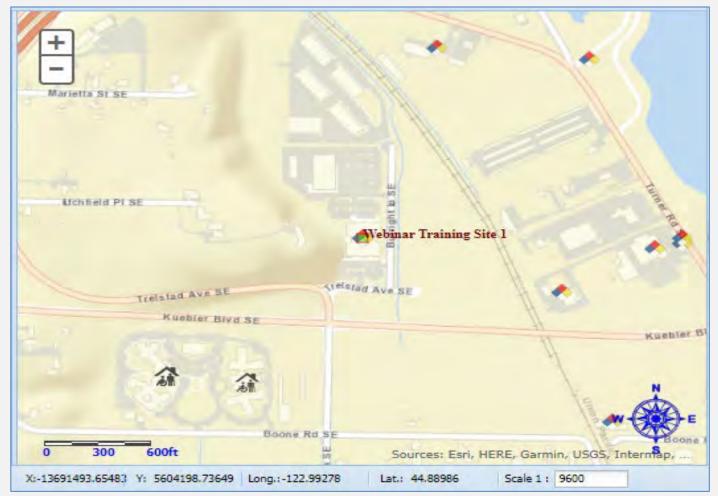
To review the facilities information, click on the facility name.



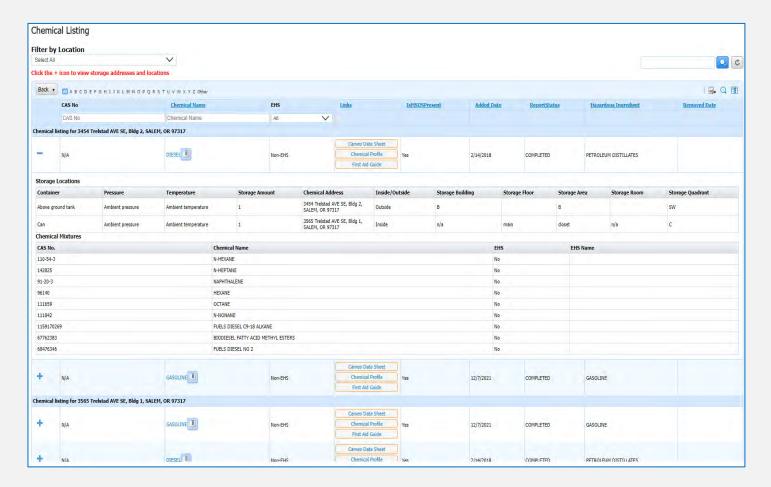
This will show you the facility location, Contiguous storage locations (Multiple Addresses), Emergency Contact phone numbers and allow for Filtering by Location.



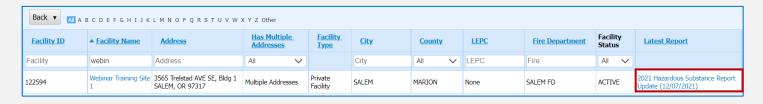
This will also map the site in the map area.



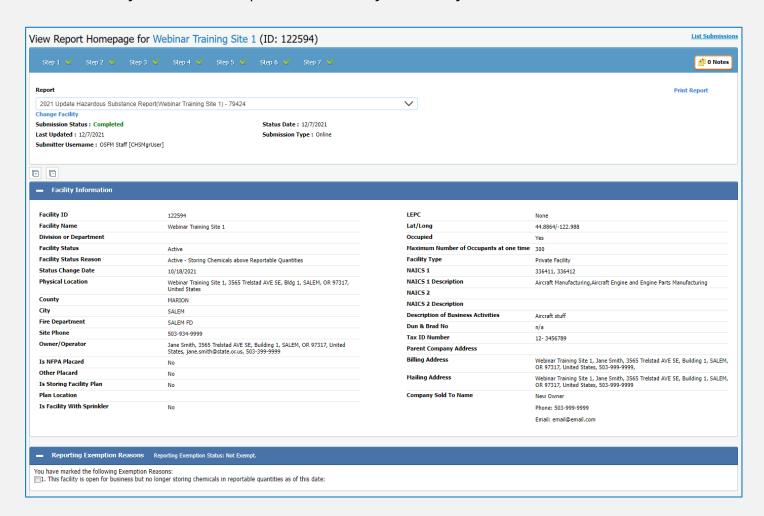
Also, in this screen you can see a list of the chemicals reported. If multiple addresses are reported, it will list the locations and the chemicals stored at those location separately. You can get detailed information for each chemical by clicking the Plus (+) sign next to each substance (See Example below), and access to the Safety Data Sheet (SDS) supplied by the facility. Additional resources are available in the Links column, such as the Cameo Data Sheet, Chemical Profile, and First Aid Guide for each substance.



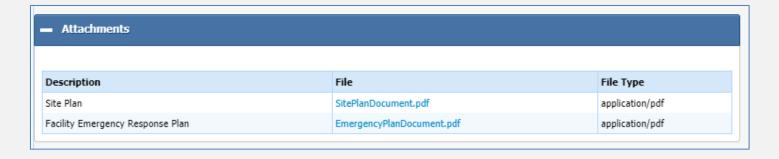
To view the facilities latest report, click on the Latest Report link.



This will show you the latest report submitted by the facility.

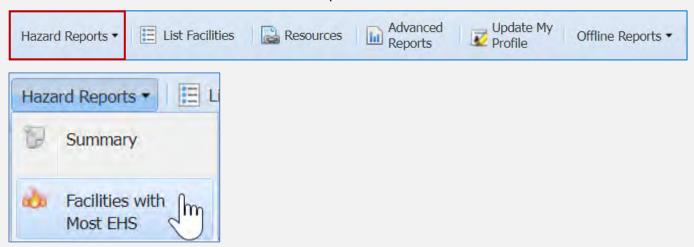


Through the latest report you will also have access to any Site Plans or Facility Emergency Response Plans that the facility has uploaded.



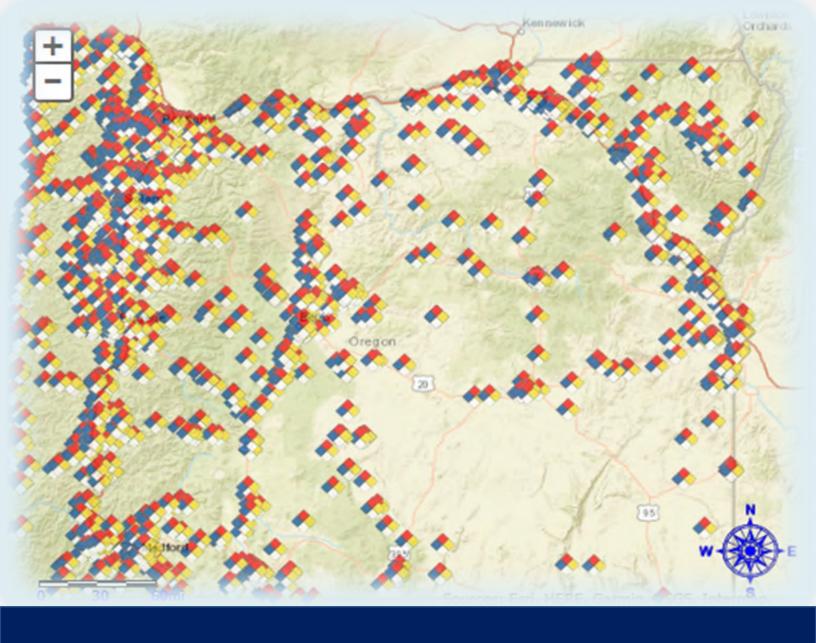
Facilities with Most Extremely Hazardous Substances (EHS)

To get a list of facilities reporting the most EHS substances, click on the Hazard Report button, and select Facilities with Most EHS from the dropdown menu.



Use the filter and sort options to narrow down your search.





Part 8: Searching the Map

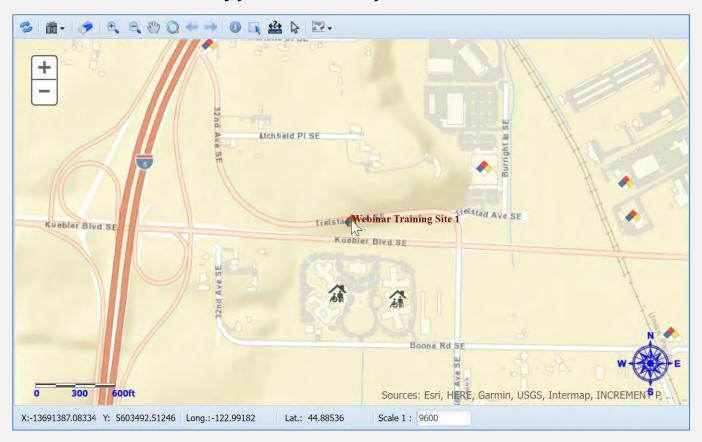
Part 8: Searching the Map

Identifying a Facility from the Map

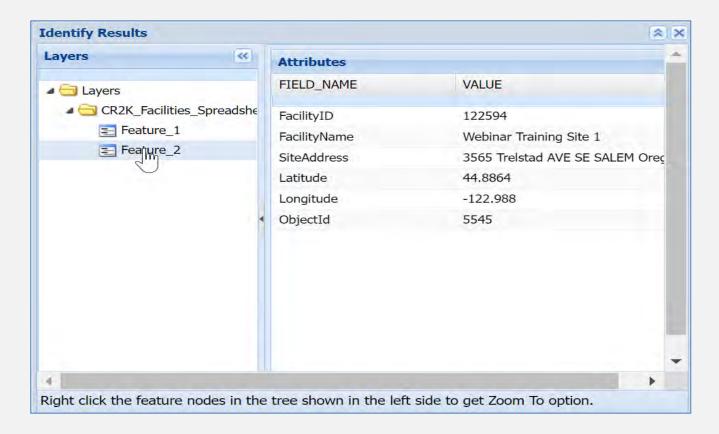
1. Click the **Identify** Button



2. Then **Click** on the **Facility** you wish to identify



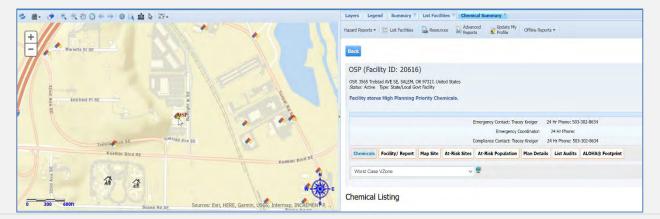
- 3. The Identify Results box will appear on the screen
- 4. If multiple facilities have reported at the same location, they will be listed as different Features. Click on each Feature to view facility information



5. To view the facility information and reports, a single left mouse click on the Facility Icon on the Map will load the facility information on the right hand side

Interactive Map

1. Zoom to an area on the map, once the facility is located; a single left mouse click on the Facility Icon on the Map will load the facility information on the right-hand side. The Interactive Map only works for CR2K Facilities; other icons will use the Identify Button to bring up the information



Using the Measuring Tools

The measurement tool allows you to put points on the map, as well as measure both distance and area.

1. Click on the **Measure** Icon



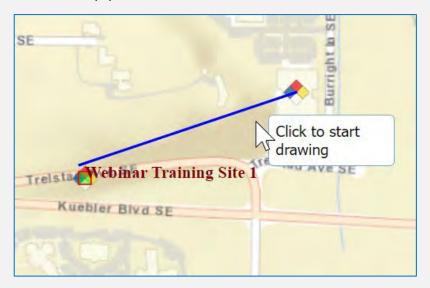
2. Select whether you want to enter points, measure distance, or measure area



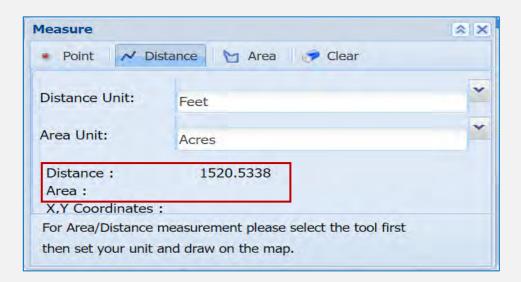
3. Then select your **Distance Unit** of Measure or **Area Unit** of Measure from the dropdown menus



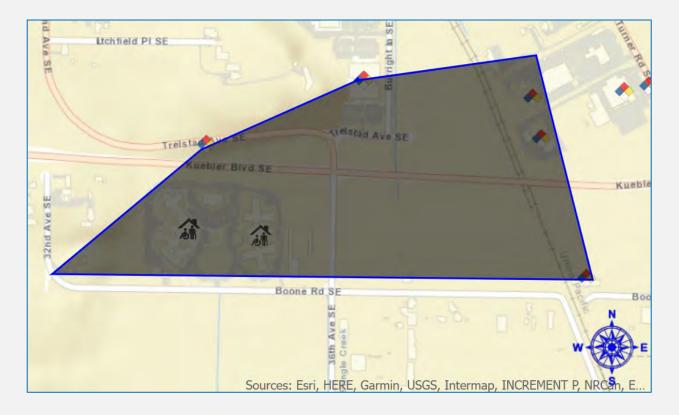
4. To measure the distance between two points, click on the first map point, then click on the second map point. This will draw a red line. Double click to get distance



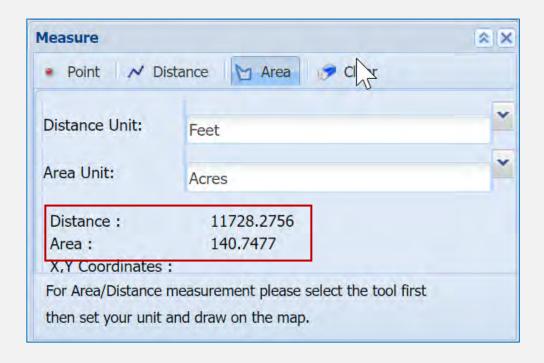
5. The distance will be displayed in the Measure popup box



6. To measure an area, click on the area button. Set the area unit, then click on your first point, then any additional points. Double click to close the area block



7. The area measurement will appear in the popup box



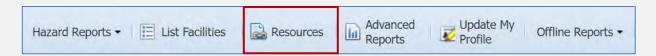


Part 9: CHS Manager Resources

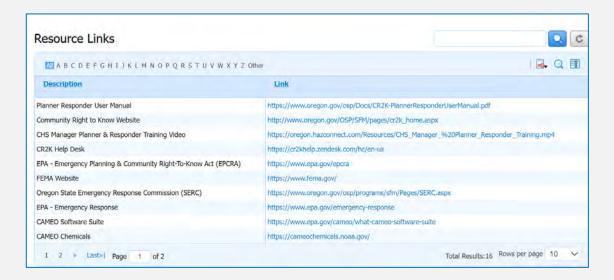
Part 9: Resource Links

Resources Button

The **Resource** button provides links to additional resources available through CHS Manager.



Clicking on the links will take you to external web pages.





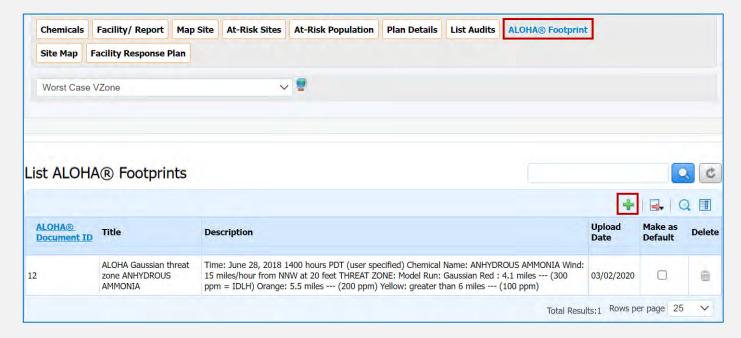
Part 10: Importing ALOHA Plumes

Part 10: Importing and viewing ALOHA Plumes

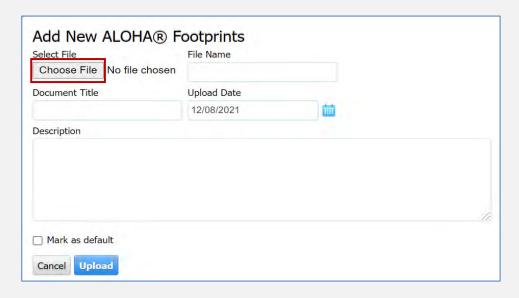
Note: The ALOHA Footprint is only available to the Planner User Role in CHS Manager

After exporting your plume model from ALOHA in *.pas format, you can import it into CHS Manager.

- 1. On the List Facilities tab, select the Facility Name to open the Chemical Summary page
- 2. Click the ALOHA Footprint button to view the List ALOHA Footprints screen
- 3. To add your exported plume, click on the Plus (+) button

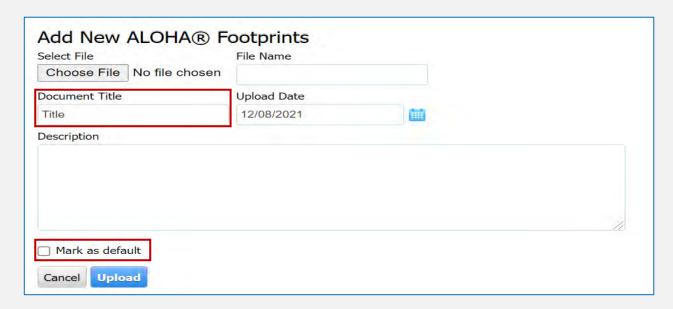


4. In the Add New ALOHA Footprints screen, click the **Choose File** button to select the *.pas exported plume file

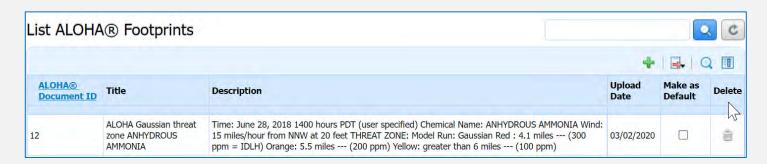


5. Click **Upload**

- 6. You can add a Document Title or a Description
- 7. To make this ALOHA Footprint the default shown plume check the **Mark as default** box
- 8. Click Upload



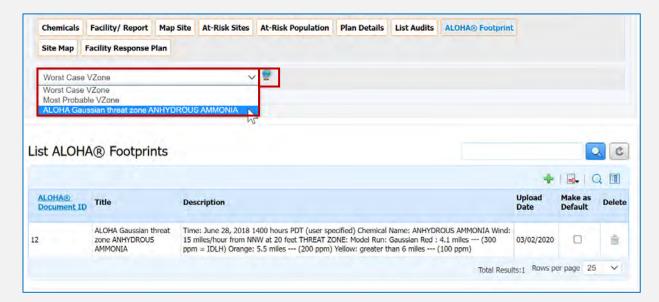
Under List ALOHA Footprints, the user can see the Upload Date, and have the options to Mark as Default or to delete the ALOHA Footprint



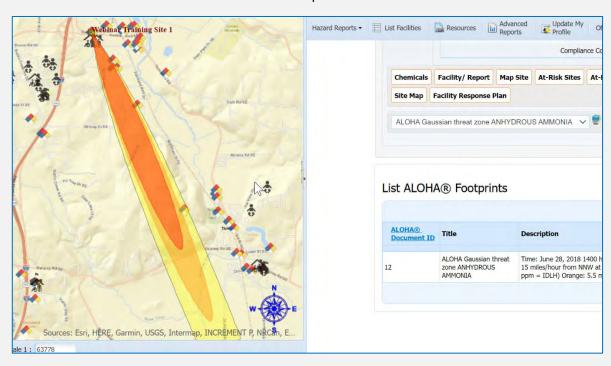
Viewing Plume Data

There are two ways to utilize the Worst Case VZone feature.

- 1. After uploading a Plume .pas file, select the uploaded Plume data file name from the Worst Case VZone drop-down
- 2. Click the **Globe** Icon to plot the threat zone on the map

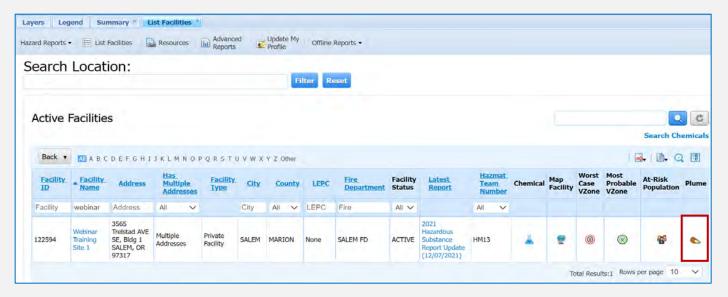


The selected Plume data will load on the map to the left.

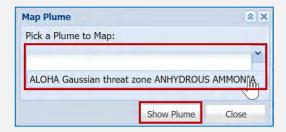


Viewing previously uploaded Plume Data

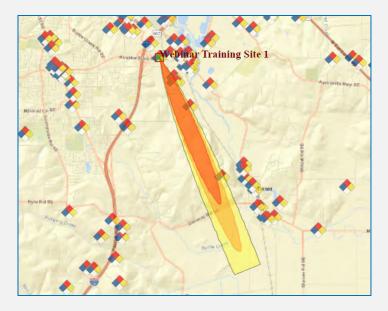
1. From the main page go to **List Facilities** and locate the Facility with the Plume Data, Click on the **Plume** Icon



- 2. In the Map Plume popup, select the previously uploaded Plume file
- 3. Click Show Plume



4. Click Close on the Map Plume popup. The Plume data loads on the map to the left





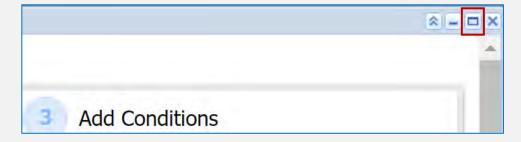
Part 11: How to build an Advanced Report

Part 11: How to Build an Advanced Report

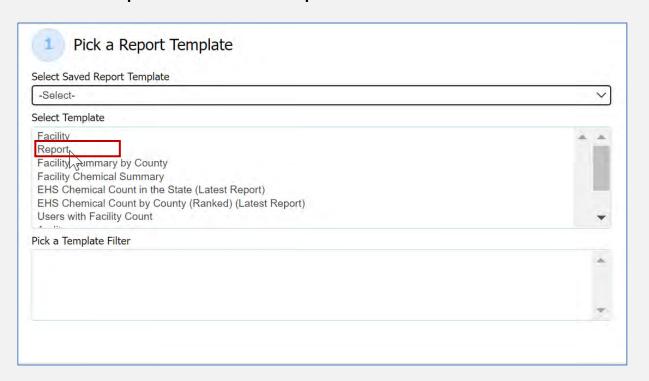
1. Click on the **Advanced Reports** button



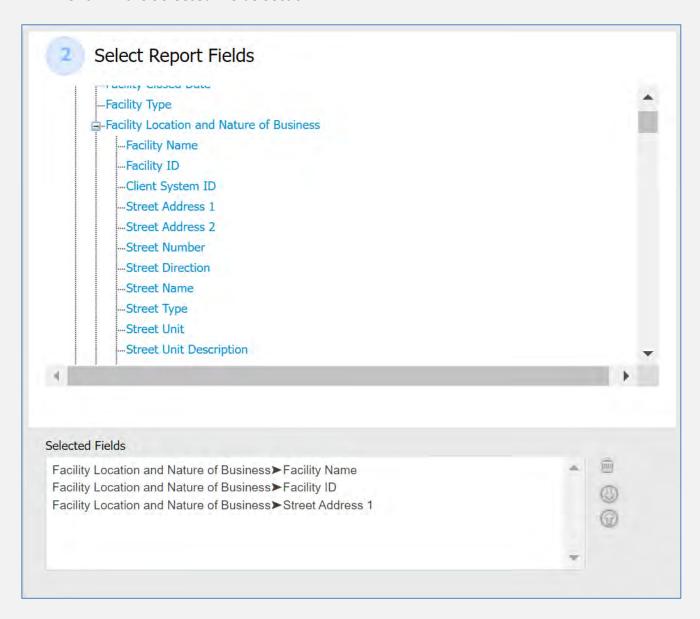
2. When the window opens, you can expand the view by clicking the **Expand** window button in the upper right corner



3. Select **Report** from the **Select Template** list

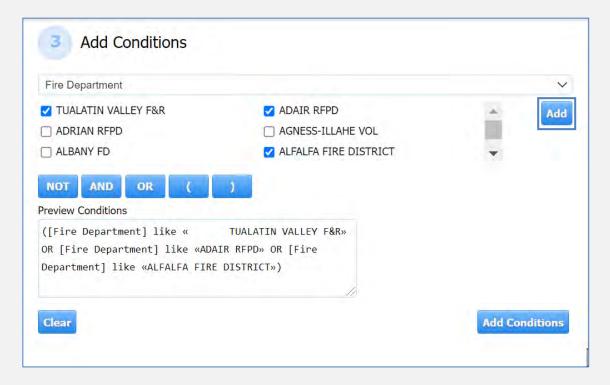


4. Select the fields (Columns) you want to see in your report by clicking on each one. The selected fields will show in the **Selected Fields** section

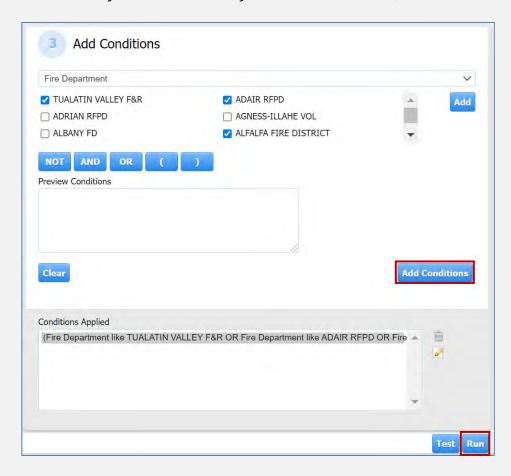


5. Add Conditions to your search, this is not a required field

Example: To search by Fire Department, select Fire Department in the drop-down menu. Check the box next to the department (you can select multiple) and click Add.



- 6. To apply the condition, click Add Condition. It will now show in the Conditions Applied box
- 7. Once you have added all your search conditions, click Run



Your Report will open in a popup window.



Exporting a small Advanced Report

After running, the report can be Exported in your choice of format by clicking the **Export** Icon in the upper right corner of the report popup screen.



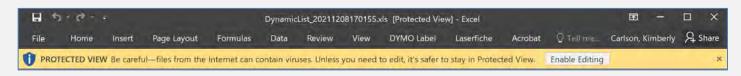
1. Click the **Export** Icon and select the format for your report

Smaller reports will download directly through the browser. Most browsers will show you a download progression in the browser window. Once the download is complete, it can be opened and saved.

When you open an Excel report you will get a message similar to the screenshot below, click Yes.

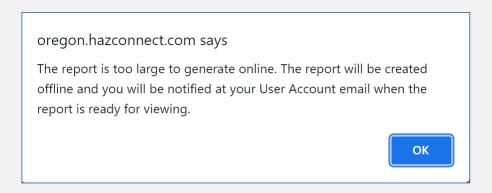


The report will open in protected view. Click on the **Enable Editing** button at the top of the screen.



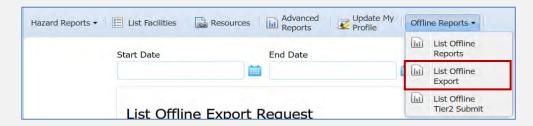
Exporting Large Advanced Reports

Some reports are too large to export online, and you will receive a message saying your report will be processed offline. Select **Ok**.

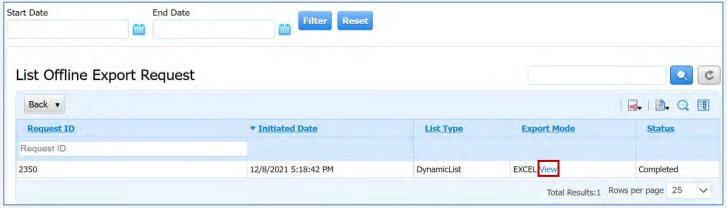


Once your report is done processing, you will be able to access it under the **Offline Reports** Button.

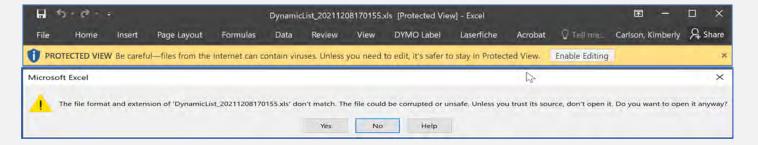
1. Select **List Offline Exports** from the dropdown list, then select the report from your list



2. Once the file exports offline, in the Export Mode column it will show the file type with **View**. Click on View to open your report. Most browsers will show you a download progression at the bottom of the browser window. Once the download is complete, it can be opened and saved



When you open an Excel report you will get a message similar to the screenshot below, click **Yes**.



The report will open in protected view. Click on the **Enable Editing** button at the top of the screen.

Formatting Exported Reports for Easier Viewing

Select the top rows (Usually 1 through 3) up to the row just above the column headings.



In the Alignment section of tools, click the **Wrap Text** button to unwrap the text.

Press **Ctrl + End** on your keyboard to go to the end of the document. Select all the rows from the last cell (the cell that was highlighted when you dropped to the end of the document) up to last row that does not contain data.

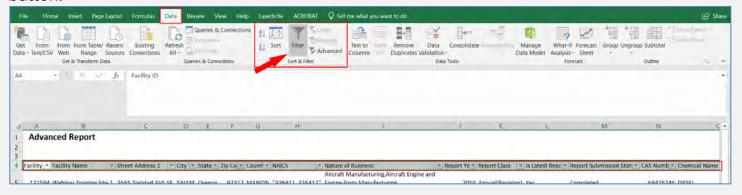


Right-click your mouse and **Delete** the rows.



Press **Ctrl + Home** on your keyboard to return to the top of the document.

Highlight the column header row. Click on the **Data Tab**, in the **Sort & Filter** section, click on the **Filter** button.

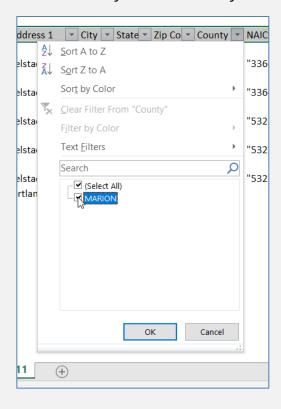


You can now filter by each column to narrow down your record search.

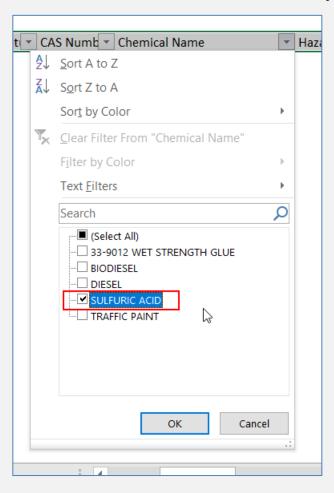
To find only records in a certain county, click on the filter arrow, unselect all, and click the checkbox next to the county you are wanting records for.

You can filter your records by multiple columns, by selecting each filter button on the columns you need to filter. For example, to see all the facilities reporting Lead Acid batteries in a quantity over 1,000 lbs. in Marion County do the following steps.

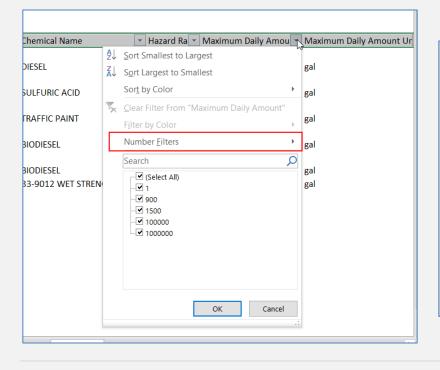
1. Filter the County column to only show Marion County



2. Next filter the Chemical Name column to only show Lead Acid Batteries



3. Lastly, filter the Maximum Daily Amount column, select the Number Filters, then select Greater Than





4. Enter the amount and press ok



The only results showing in your page will meet the filter criteria you specified

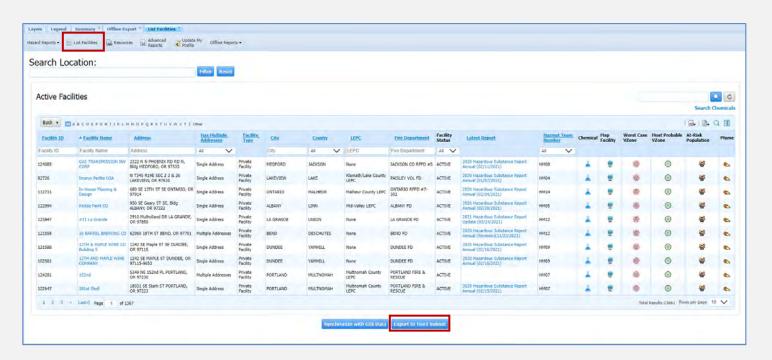
To clear out your filters and view all entries, click on the filter icons and select "clear filter from..." Be sure to clear out each filter you previously applied. This will restore your report to all results.

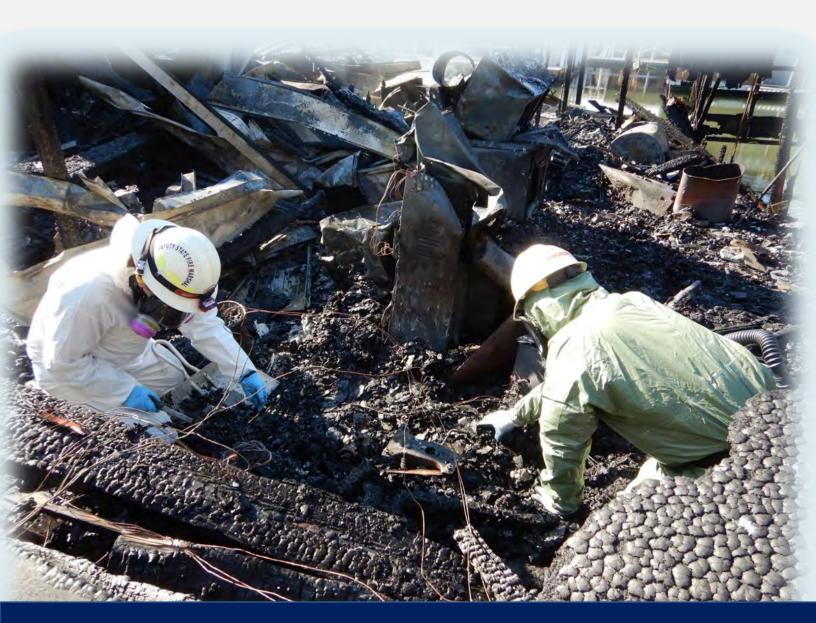


Part 12: Exporting Information from CHS Manager For CAMEO

Part 12: Exporting Information from CHS Manager for CAMEO Import

- 1. Click on the List Facilities button
- 2. Scroll to the bottom of the page
- 3. Click on the **Export to Tier2 Submit** Button
- 4. On the message saying, "Report is too large to generate online," click OK
- 5. Click on the **Offline Reports** dropdown Button
- 6. Select List Offline Tier2 Submit from the dropdown list
- 7. When your report is complete, click the **View** link to download the *.zip file
- 8. Open CAMEO
- 9. Import *.zip file





Part 13: Community Right to Know Contact Information

Part 13: Resources

Community Right to Know Contact Information

Hazardous Substance Information Hotline

Toll Free in Oregon 800-454-6125

Phone: 503-378-6835

CR2K Emailosfm.oregon.gov

CHS Manager https://oregon.hazconnect.com/Account/Login.aspx

CR2K Help Desk https://cr2khelp.zendesk.com/hc/en-us

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(503) 378-6835 800-454-6125 (toll free) https://www.oregon.gov/osfm/industry/Pages/CR2K.aspx

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