ANNUAL REPORT *2017*

CLARK REGIONAL EMERGENCY
SERVICES AGENCY

CRESA
9-1-1

CRESA booth at East County Fire and Rescue Open House event

OUR MISSION

We serve as the vital link between our community and our public safety partners in providing reliable 9-1-1 call-taking and dispatch, regional public safety radio and emergency management.

OUR VISION

Always here, always ready for our community and partner agencies, delivering excellent and innovative 9-1-1 and emergency services

OUR VALUES

Dedication, Integrity, Creativity, Passion, Communication, Concern

Cover Photos (Left to Right): CAD/E911 Technician Stacey Fritz receives award for "Technician of the Year" from the Washington State Chapter of APCO/NENA; Dispatcher Abigail Mitchell celebrates completion of training; Emergency Management Coordinator and PIO Eric Frank attends Amateur Radio Field day event; Dispatchers Kira Yager, Kim Myers and Lori Brenner and Dispatch Supervisor Julie Walker receive recognition for 100% compliance with Emergency Medical Dispatch (EMD) protocols; CRESA EOC in action

TABLE OF CONTENTS

CRESA Dispatchers Dawn Floyd and Lisa Dobbs on Red Nose Day

FROM THE DIRECTOR

Welcome to Clark Regional Emergency Services Agency (CRESA). CRESA is a regional public safety agency that provides 9-1-1 emergency and 3-1-1 non-emergency call taking and public safety dispatch, technology support services, and emergency management coordination. CRESA's service area includes Clark County and each of its seven cities - Battle Ground, Camas, La Center, Ridgefield, Vancouver, Washougal, Yacolt and Woodland in Cowlitz County. CRESA also hosts the Region IV Homeland Security Office, which coordinates Homeland Security efforts within four SW Washington counties - Clark, Cowlitz, Skamania and Wahkiakum.

Our Technical Division has made several advancements and completed a number of long term projects. In June of 2017 we cutover to a new digital 800 MHz radio system that is P-25 compliant. This transition has provided many advancements in radio technology, but it has also provided some challenges related to coverage. As we worked through the challenges and the differences between digital and analog radio transmission, we have identified the need for an additional tower location in the northwest portion of the County. At the end of 2017, the CRESA Board approved the addition of the new tower and it is our goal to have the new location up and running by the end of 2018.

We have expanded our 911 phone system which now includes Wahkiakum County as a "Remote" off of the shared host system that we implemented with Thurston County in 2015. This Host-Remote system provides geographic redundancy as well as provides us the ability to answer one another's calls in the event of disaster that impacts one of our dispatch centers.

Finally in an effort to become more efficient and resilient, we have transitioned a number of our IT services (programs) to virtual environments. This transition reduces the number of physical servers that we need to purchase and maintain as well as enables quicker recovery times if we were to suffer an outage of one of the programs.

In Emergency Management, the Board approved the purchase and implementation of a new Public Alert and Warning System hosted by Everbridge. This system provides a more robust tool for CRESA as well as sub-accounts for our partner agencies that can be used in a variety of ways - from community event notifications to call backs of city/agency personnel. We have just begun to unlock and take advantage of the potential uses of this new system.

Organizationally we have been working with the County and the agencies we serve to transition the CRESA's organization structure. In October of 2017 the County council revised the county ordinance that formed CRESA and changed our structure from being an Inter Local Agreement (ILA) formed in accordance with RCW 39.34.030 to a Public Development Authority as outlined in RCW 35.21.730. We believe that this transition is one that will benefit not only CRESA but also the founding agencies of the original ILA.

While it has been a very busy year, our employees remain passionate for their profession and continue to live by the mission, vision and values of the agency. CRESA is **Always Here, Always Ready,** and I am proud to be a part of this dedicated group of managers and committed employees at CRESA.

I hope you take the opportunity to review our 2017 annual report and learn more about our organization, or if you have any questions visit us online at www.cresa911.org.

Dave Fuller

CRESA Director

OVERVIEW AND GOVERNANCE

LEGAL ORGANIZATION

Clark Regional Emergency Services (CRESA) was originally established in 1976 under the Interlocal Cooperation Act of the Sate of Washington (RCW 39.34) In the last quarter of 2017, CRESA became legally incorporated as a Public Development Authority (PDA) authorized under RCW 35.21.730 which allows cities and counties the ability to establish public corporations. Through contracts for service, CRESA provides 9-1-1 dispatch services, public safety radio system and services, and emergency management services in all incorporated and unincorporated areas of participating jurisdictions including:

Clark County, City of Battle Ground, City of Camas, City of La Center, City of Ridgefield, City of Vancouver, City of Washougal, City of Woodland, Town of Yacolt, Clark County Fire Districts 3, 6, 10 and 13, East County Fire and Rescue, Clark County Fire and Rescue, North Country EMS, Skamania County Fire District #6 and Cowlitz/Skamania Fire District #7.

GOVERNANCE

CRESA is governed by an Administrative Board comprised of nine members including the Clark County Administrator or designee, Vancouver City Manager or designee, Clark County Sheriff or designee, Small Cities Representative appointed by the small city mayors, Police Representative appointed by the Law Enforcement Council, Vancouver Fire Department Representative, Fire Chief Representative appointed by the Clark County Fire Chiefs Association, Public EMS Provider Representative, and a Citizen Representative employed in the field of finance.

The CRESA Administrative Board convenes monthly in regular meetings open to the public in accordance with RCW 42.30 Open Public Meetings Act. For more information visit www.cresa911.org/about/board

Chair
Representing cities other than Vancouver
Don Chaney
Camas City Council

Vice Chair
Representing Vancouver Fire Dept.
Joe Molina
Chief, Vancouver Fire

Representing local financial institution
Jennifer Larson-Cody*
Murdock Trust

*retired from Board end of 2017

Representing Clark County
Jim Rumpeltes
Interim County Manager, Clark County

Representing regional law enforcement
Bob Richardson
Chief, Battle Ground Police

Representing Clark County Sheriff's Office
Chuck Atkins
Sheriff of Clark County

Representing City of Vancouver
James McElvain
Chief, Vancouver Police

Representing Fire Chiefs' Association
Jerry Green
Chief, Clark County Fire District 6

Representing public EMS providers
Ben Peeler
Division Chief, Clark County Fire & Rescue

41 YEARS OF QUALITY SERVICE - CRESA HISTORY

1976 - Clark Regional Communications Agency (CRCA) is established through an interlocal agreement between Clark County and the cities and fire districts to provide consolidated 9-1-1 dispatch services.

1981 - CRCA, through interlocal agreement, began providing emergency management services on behalf of Clark and Skamania Counties.

1991 - CRCA implements its first Computer Aided Dispatch (CAD) System to include enhanced 9-1-1 and unit tracking.

1993 - CRCA implements the first Medical Priority Dispatch System that prioritizes EMS response in Vancouver/Portland area.

1994 - CRCA is accredited by the National Academy of Emergency Medical Dispatch - the fourth 9-1-1 center to do so in the nation.

1995 - CRCA moves into its new facility at 710 W. 13th Street, Vancouver, WA.

1997 - CRCA completes installation of the county wide 800 MHz public safety radio system.

1999 - CRCA implements the first electronic emergency management reporting system in the Vancouver/Portland metro area.

2001 - CRCA's name is changed to Clark Regional Emergency Services Agency (CRESA) with a new interlocal agreement that consolidates all the services provided by the agency.

2002 - CRESA receives Public Safety Communications Accreditation by the Commission on Law Enforcement Agencies (CALEA) - the second to do so in Washington.

2003 - CRESA becomes the Region 4 Homeland Security Office for Clark, Cowlitz, Skamania and Wahkiakum Counties.

2004 - Mobile Device Computers on emergency responder units are deployed with Automatic Vehicle Location (AVL).

2005 - CRESA establishes a dedicated Emergency Operations Center and launches the County's first Emergency Community Notification System (ECNS).

2007 - CRESA establishes a back-up 9-1-1 center at Washington State Patrol.

2010 - CRESA replaces the original HiTech CAD system with Intergraph CAD system.

2013 - CRESA receives APCO Project 33 Training Program Accreditation.

2013 - Implementation of PulsePoint smart phone app that alerts subscribers to cardiac arrests and locations of public AEDs.

2015 - Installation of Next Generation 911 (NG911) digital phone system capable of providing text-to-911.

2015 - Launch of 3-1-1 non-emergency law enforcement number to report non-emergency law enforcement issues.

2016 - Text-to-911 implemented for callers unable to speak due to the type of emergency or disability.

2016 - Smart 911 implemented to allow additional information provided by individuals, schools and business to be flagged to corresponding telephone number.

2017 - CRESA becomes legally incorporated as a Public Development ment Authority (PDA).
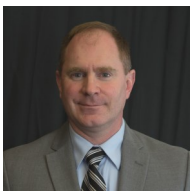
MANAGEMENT TEAM

Dave Fuller
Director
Oversees all CRESA Divisions and Programs

Kris DeVore
Operations Division Manager
Oversees 9-1-1 Dispatch Operations Division including training program

Scott Johnson
Emergency Management Division Manager
Oversees Emergency Management Division including the WA Region IV Homeland Security Office

Katy Myers
Technical Division Manager
Oversees Technical Services Division including CAD, E911, radio system and general agency IT support

Michael Stout
Finance Division Manager
Oversees Finance Division including budget, accounts payable/receivable, payroll, financial statements and audits, and public records.

Leslie Chapman
Human Resources Manager
Manages human resources including recruitment, labor relations, performance management and HR training
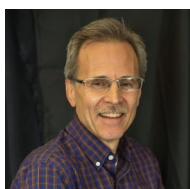
Doug Smith-Lee
Program Manager
Manages planning and quality driven projects within five categories: Quality, Compliance, Innovation, Funding and Strategic Plan implementation

2017 9-1-1 Operations Division Supervisors and Manager
L to R back row: Andrew Walker, John Gaylord, Julie Walker, Kelly Henderson.
L to R front row: Jodi Gaylord, Kris DeVore, Lynn Walker

2017 - CRESA AT A GLANCE

BY THE NUMBERS

- 82 employees

- 399,674 calls answered by Dispatch Center in 2017

- 1,095 - daily average of incoming calls

- 1,020 total foreign language calls using interpretive services in 2017

- 123 Emergency Management Duty Officer responses

AGENCIES SERVED

Battle Ground Police
BNSF Railroad Police
Camas Police
Clark County Sheriff
La Center Police
Ridgefield Police
Vancouver Police
WSU Vancouver Campus Police
Washougal Police
Clark County Fire Marshal
WA State Dept. of Corrections
Vancouver Code Enforcement

Camas Fire Department
Clark County Fire and Rescue
Clark County Fire District #3
Clark County Fire District #6
Clark County Fire District #10
Clark County Fire District #13
East County Fire and Rescue
North Country EMS
Vancouver Fire Department
Washougal Fire Department
Woodland Fire Department
Skamania County Fire District #6
Cowlitz/Skamania Fire District #7
American Medical Response

CRESA ORGANIZATIONAL CHART
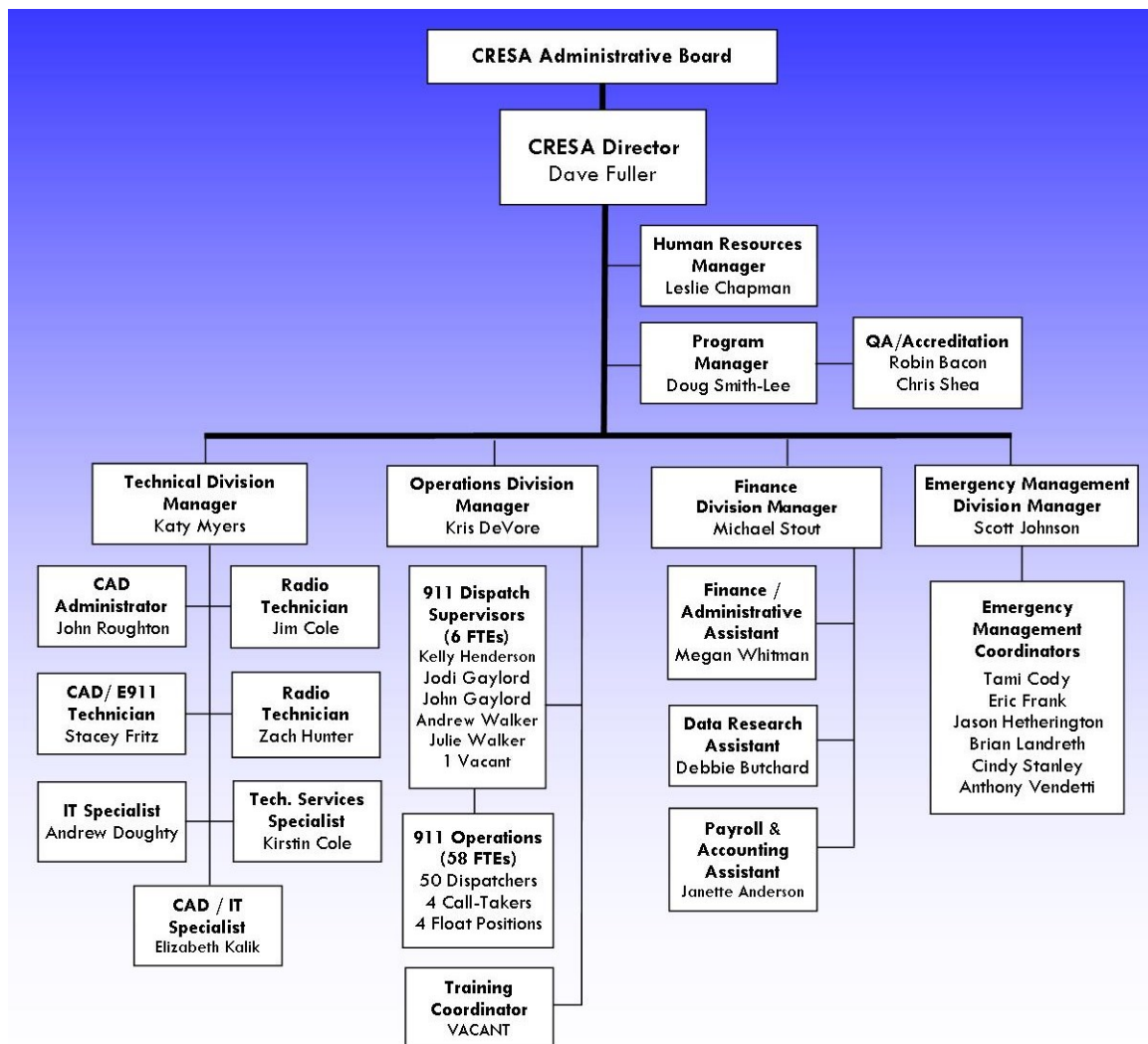
FINANCIAL SNAPSHOT

2017 Operations/Radio Revenue Overview

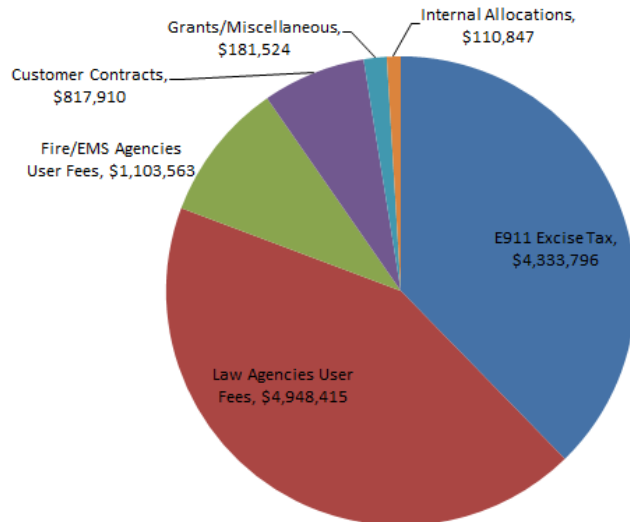| Law Agencies User Fees	$4,948,415	43%
E911 Excise Tax	$4,333,796	38%
Fire/EMS Agencies User Fees	$1,103,563	10%
Customer Contracts	$817,910	7%
Grants/Miscellaneous	$181,524	2%
Internal Allocations	$110,847	1%
Total	**$11,496,055**	

2017 Operations/Radio Revenue Detail

E911 Excise Tax	37.70%	4,333,796	$4,333,796
Customer Contracts	7.11%	817,910	
Grants/Miscellaneous	1.58%	181,524	
Internal Allocations	0.96%	110,847	$1,110,281
Vancouver Police Dept (VPD)	21.04%	2,418,373	
Clark County Sheriff (CCSO)	15.27%	1,755,850	
Camas Police Dept (CPD)	1.83%	210,457	
Battle Ground Police Dept (BGPD)	2.25%	258,826	
Ridgefield Police Dept (RPD)	0.66%	75,586	
La Center Police Dept (LCPD)	0.36%	41,724	
Washougal Police Dept (WPD)	1.63%	187,599	$4,948,415
Vancouver Fire Dept (VFD)	4.83%	555,161	
East County Fire & Rescue (ECFR)	0.38%	43,600	
Clark County Fire Dist 3 (CCFD3)	0.67%	77,532	
Clark County Fire Dist 6 (CCFD6)	1.22%	139,797	
Clark County Fire Dist 10 (CCFD10)	0.13%	15,163	
Clark County Fire & Rescue (CCFR)	0.93%	106,621	
Clark County Fire Dist 13 (CCFD13)	0.08%	9,022	
Cowlitz/Skamania Fire Dist 7 (C/S FD7)	0.02%	2,790	
Camas/Washougal Fire Dept	0.78%	89,165	
Camas Ambulance	0.39%	44,635	
North Country EMS (NCEMS)	0.17%	20,077	$1,103,563
Total Operations/Radio Revenue	**100.00%**	**11,496,055**	**$11,496,055**

2017 Emergency Management Revenue

Per Capita Fees	$394,414	60%
Emergency Management Performance Grant (EMPG)	$249,823	38%
State Homeland Security Program Grant (SHSP)	$14,283	2%
Misc	$3,852	1%
Total	**$662,372**	
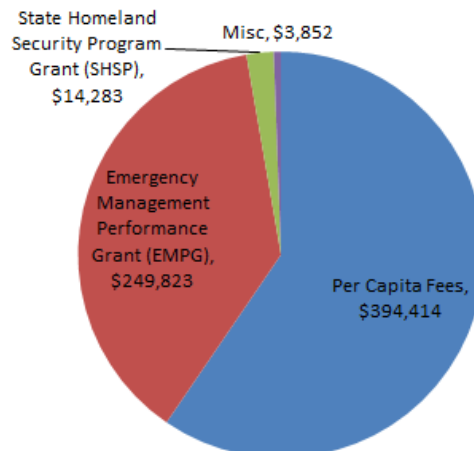
All CRESA Program Expenditures for 2017

Operations *(includes all 9-1-1 operations, technical services, administrative and other supporting services)*	$8,941,441
Radio Program	$801,912
Emergency Management	$641,626
6917 Fund - Capital / Radio Projects	$3,119,950
6918 Fund - Emergency Management Reserves	$55,000
Region IV Homeland Security Grant Program	$473,574
Total	**$14,033,503**

2017 Operations/Radio Expenditures - by Category

Salaries & Benefits	$7,829,175	80%
Supplies	$56,295	1%
Services	$1,857,883	19%
Total	**$9,743,353**	
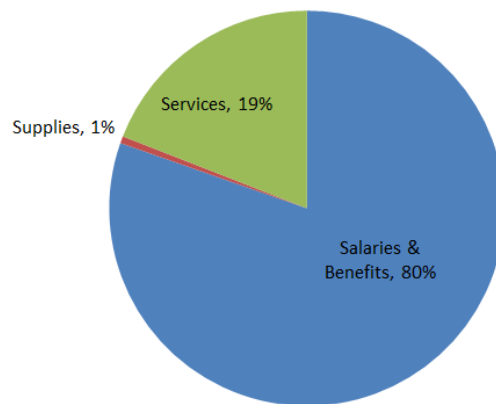
2017 Emergency Management Expenditures - by Category

Salaries & Benefits	$461,883	72%
Supplies	$6,996	1%
Services	$172,748	27%
Total	**$641,626**	
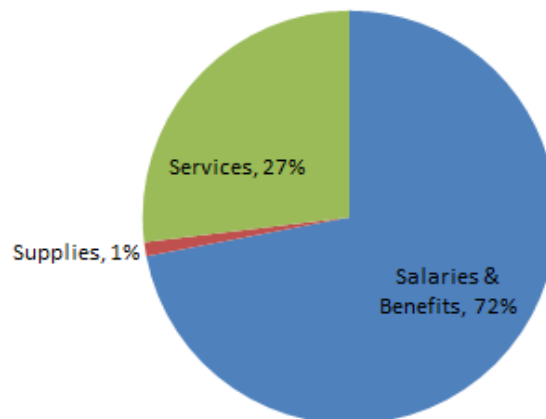
2017 Fund 6917 - by Category

Equipment under $5,000	$31,061	1%
Computer Supplies (CAD upgrade)	$52,433	2%
Professional Services	$42,330	1%
EOC Viewer	$36,392	1%
Radio System Replacement (Equipment)	$2,935,729	94%
Radio System Replacement (Temp Services)	$22,005	1%
Total	**$3,119,950**	

COMMUNITY OUTREACH

CRESA strives to maintain positive community relationships through public education and to support opportunities for staff to represent the Agency and interact with the community they serve.   2017 brought for the first time the use of trained volunteers; ten trained volunteers joined CRESA public education efforts in 2017 in reaching individuals in Clark County. CRESA also made a major change in 2017 to our public education event line-up by choosing to take part in the Clark County Fair instead of the holding the CRESA Expo. Feedback from CRESA's presence at the County Fair was very positive allowing outreach to a larger and more diverse audience.

SIT-ALONGS AND TOURS

9-1-1 "Sit-Along" provide a working snapshot of public safety communications in action. Sit-along participants wear a headset to "plug in" and listen to incoming 911 calls and radio traffic, and watch in-progress call processing and dispatching on multiple computer screens and systems dispatchers use during their shift. Newly hired law enforcement officers, fire fighters, and EMT/paramedics participate in sit-along as part of their required training. CRESA also accommodates requests for sit-along from other agencies and groups including students interested in a career in emergency communications and volunteers such as Vancouver Police Neighbors on Watch (NOW).

CRESA facilitates tours of the agency throughout the year for community groups, youth organizations, cadets in training and others. Small group tours of the Agency allow CRESA staff the unique opportunity to highlight services and technology. Tour participants see CRESA services up-close and get to ask specific questions according to their particular interests and perspectives. In 2017, tours were provided for college classes, public schools, military, public safety agencies and various public officials. Specific tour groups joined us from Cascades Observatory Volcano Exchange Classroom, Take your Child to Work Day and the local Boy Scouts.

CRESA booth at Vancouver Fire Department "Fire in the Park" event

SPECIAL OUTREACH AND PRESENTATIONS

In 2017 CRESA attended over 45 events logging over 236 hours at public education events and making over 20,000 contacts for the year. Outreach activities ranged from public forums, open houses, and neighborhood events. Examples of these education and outreach activities are described below.

- CRESA presented at the Washougal High School Career Day about agency services, and at the ESD 110 School Summit.

- CRESA attended the Hockinson Heights Community Night, First Presbyterian FEAST, Smith Tower Preparedness Talk, Costco Honoring Heroes, LDS Preparedness Fair, several neighborhood association meetings, and the Clark Multi-Cultural Community Fair.

- CRESA partnered with WSU-Vancouver for a presentation attracting well over 1000 people. CRESA also partnered with Clark PUD and created the preparedness booth at the Home and Garden Idea Fair in April reaching several thousand people.

- CRESA attended Open Houses at Fire District 3 in Hockinson and at Fire District 6 in Hazel Dell. We also participated in the annual Amateur Radio Field Day.

- In July, CRESA taught personal emergency preparedness in Vancouver and provided a booth at the American Cancer Society Relay for Life event.

- In August, CRESA attended National Night Out in Ridgefield. CRESA also participated in the Clark County Fair for the first time in over a decade. CRESA staff and volunteers supported an educational booth for the entire 14-day run of the fair making well over 10,000 contacts.

- For National Preparedness Month in September, CRESA hosted a number of community training events, participated in a CCSO Open House.

- During September CRESA conducted its 8th annual online preparedness game called "30 Days, 30 Ways", which was once again recognized nationally and internationally. CRESA added an accessibility component in 2017 hoping to better reach our visually impaired community members.

- In October, CRESA attended events including the WSP/WSDOT Safety Fair, Camas Library Preparedness Event, and the Great Washington Shakeout

- In November, CRESA conducted outreach along the Lewis River area in Woodland. CRESA also presented at the Clark County Annual Llama Association Meeting about emergency preparedness for livestock/ animal owners.

In 2017, CRESA saw a revitalized partnership with the City of Vancouver and Clark County's Office of Neighborhoods in regards to the "Map Your Neighborhood" program (MYN). The three agencies plan on working together to organize and relaunch MYN in Clark County in 2018. Neighborhood outreach events and funding for this effort are underway.

CRESA also worked with the Regional Disaster Preparedness Organization (RDPO) in partnering with our neighboring counties on two new public education campaigns. The first included updating of a Public Alerts Website and creation of video PSAs in partnership with local news station KGW. The other new campaign focused on the topic of "disaster sanitation" (handling of human waste during a disaster scenario). One of the first of its kind in the nation, this campaign developed materials promoting education and resources around an important topic that is usually overlooked. Production items are finalized and CRESA along with other partners in the Portland/ Vancouver Metro region will be printing and distributing in 2018.

9-1-1 OPERATIONS DIVISION AND STATISTICS

OPERATIONS DIVISION OVERVIEW

The 9-1-1 Operations Division answers, processes and dispatches 9-1-1 calls for all of Clark County as well as portions of Cowlitz and Skamania Counties. The 3-1-1 non-emergency law enforcement line continues to transfer non-emergency calls off of the 9-1-1 line to help prioritize incoming calls at CRESA, increasing 9-1-1 accessibility for emergencies. While there is a continued public perception that 311 call-takers are separate from those that manage 911 calls, in fact all non-emergency and ten-digit emergency calls are answered by the same employees triaging 911 calls. Public education on this topic and on the use of 3-1-1 verses 9-1-1 in general is an on-going effort.

Approximately 399,674 calls were handled by operations staff in 2017. Approved staffing includes 50 Call-Taker/Dispatchers, four Call-Takers, four Float Positions, six Dispatch Supervisors, one Training Coordinator, one Division Manager and 0.5 FTE for a Quality Assurance Specialist.

2017 COMPARISON OF 9-1-1 AND NON 9-1-1 TOTALS

|	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total % change from prev year, YTD	5%	0%	0%	-2%	-2%	-3%	-2%	-2%	-2%	-2%	-2%	-2%
311 % of total	15%	15%	15%	16%	16%	17%	20%	17%	18%	17%	17%	17%
non 911 % of total	35%	36%	35%	36%	36%	37%	38%	36%	37%	37%	37%	36%
911 % of total	65%	64%	65%	64%	64%	63%	62%	64%	63%	63%	63%	64%
All Other Lines	6616	6011	6609	6370	7130	7135	7142	6913	6410	6370	5954	5935
311 Non Emergency Law Enforcement	4964	4445	5089	5053	5767	6000	7703	6099	5964	5486	5045	5231
911 Emergency	21755	18502	21758	19929	22906	22233	24540	22807	20684	20364	18779	19976
2016 Total	31807	30379	33472	33789	36381	37611	38493	36672	32946	33609	31223	32054
2017 Total	33335	28958	33456	31352	35803	35368	39385	35819	33058	32220	29778	31142

STRATEGIC PLAN OBJECTIVES – 2017 PROGRESS & UPDATES

SP 1.3.6 - SMART911 Implemented – Responder and public education around use of the product to continue in to 2018.

SP 6.3.3 - Call Processing Standardization – Currently quantifying location verification, execution of processing parameters, and call type triage.

Created Events by Agency as a Percentage of Total
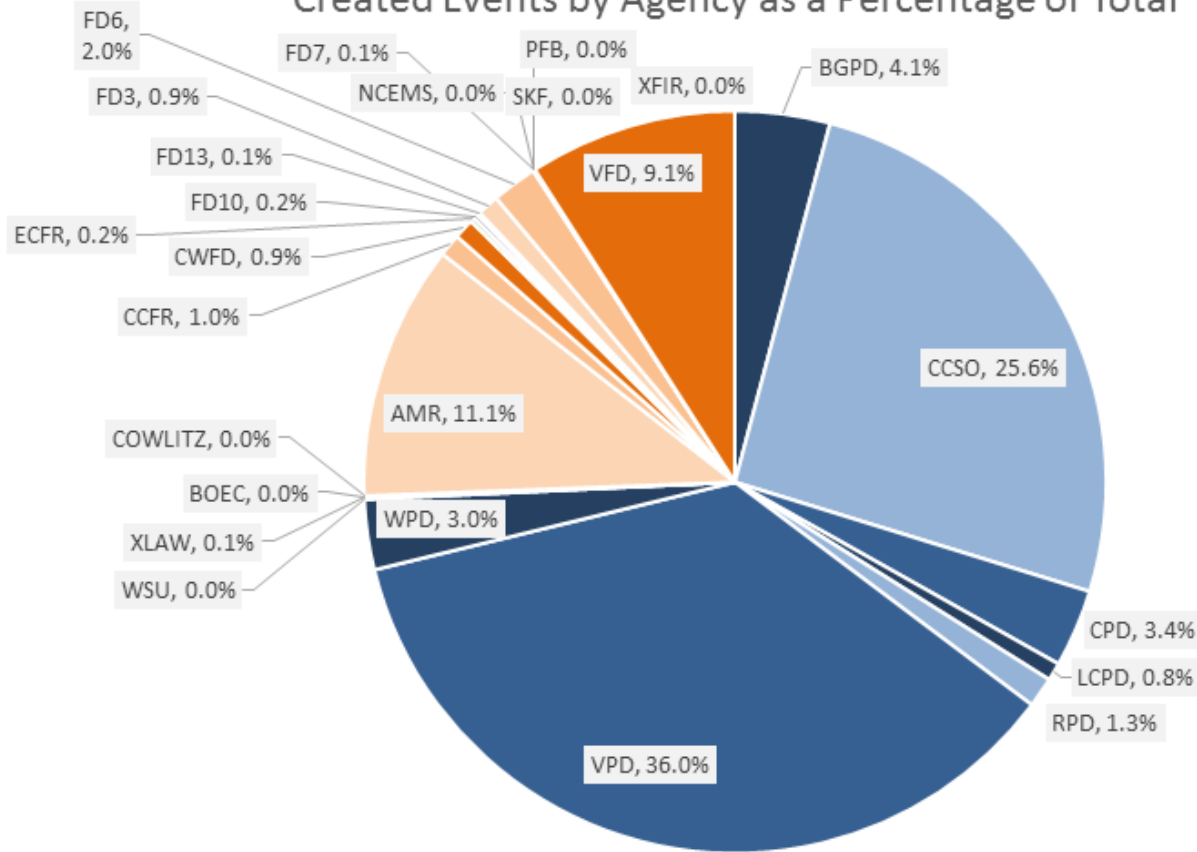
Law Enforcement events (in blue) accounted for 74.4% of events created versus 25.6% for Fire/EMS.

In the following data tables 2016 numbers have been updated from the annual report to reflect a change in reporting which resulted in some events not being reported. Overall the update resulted in a small increase in 2016 numbers from originally reported.

The following acronyms are used in the statistical graphs and charts in this report:

AMR	American Medical Response	**LCPD**	La Center Police Department
BGPD	Battle Ground Police Department	**NCEMS**	North Country EMS
BOEC	Bureau of Emergency Communication (Portland 911)	**PFB**	Portland Fire Bureau
CCFR	Clark County Fire and Rescue	**RPD**	Ridgefield Police Department
CCSO	Clark County Sheriffs Office	**SKF**	Skamania Fire
COWLITZ	Cowlitz County	**VFD**	Vancouver Fire Department
CPD	Camas Police Department	**VPD**	Vancouver Police Department
CWFD	Camas Washougal Fire Department	**WPD**	Washougal Police Department
ECFR	East County Fire and Rescue	**WSU**	Washington State University (Police)
FD10	Clark County Fire District 10	**XFIR**	Other Fire Agencies
FD13	Clark County Fire District 13	**XLAW**	Other Law Agencies
FD3	Clark County Fire District 3		
FD6	Clark County Fire District 6		
FD7	Clark County Fire District 7		

Dispatched Events by Agency as a Percentage of Total Law
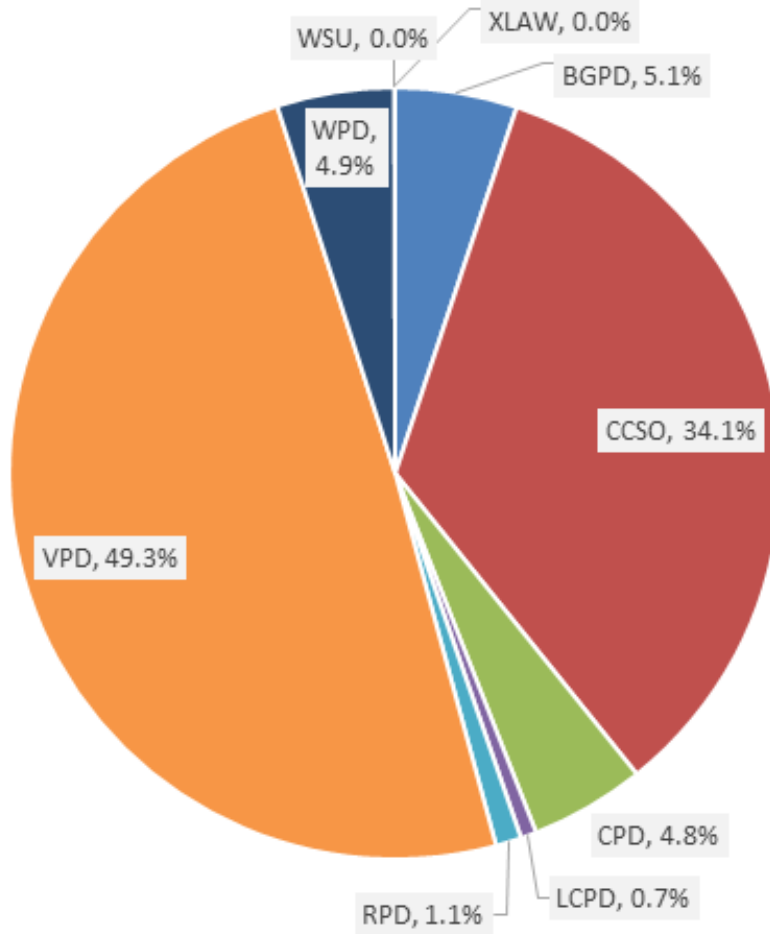
	2013	2014	2015	2016	2017
BGPD	5922	6147	6910	6735	6987
CCSO	41960	42787	47021	46351	46775
CPD	4502	4549	4743	6343	6602
LCPD	824	830	884	922	910
RPD	1002	1040	1285	1205	1476
VPD	60796	60480	67707	67067	67503
WPD	5241	6411	6380	6509	6746
WSU	33	40	34	38	29
XLAW	10	10	121	10	12
TOTAL	120290	122294	136172	135180	137040

Dispatched events are created by a dispatcher, generated by a telephone call to the 911 center and a unit assigned. "XLAW" agency includes BNSF, DOC, and FBI.

Field Generated Events as a Percentage of Total Law
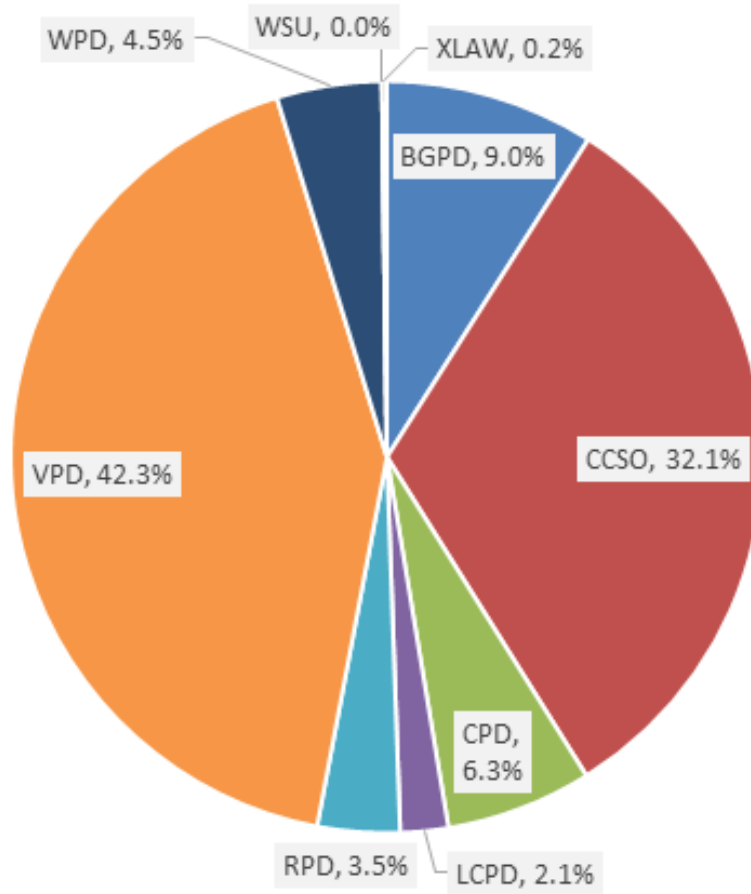
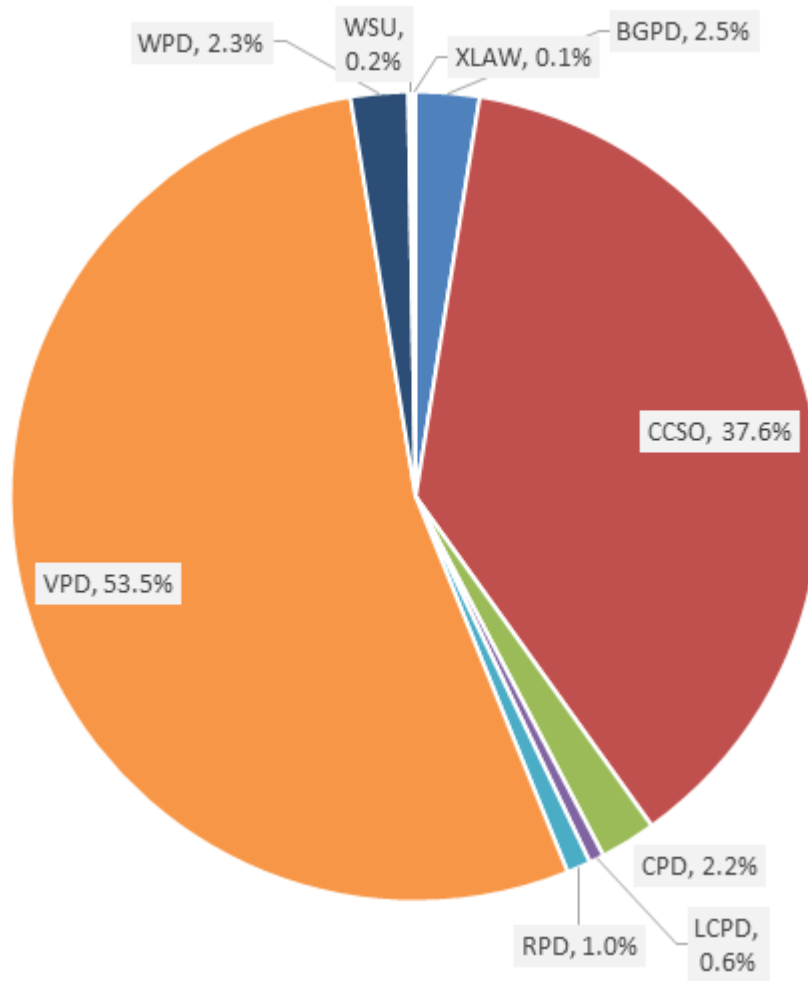|	2013	2014	2015	2016	2017
BGPD	7198	8330	7758	8190	8362
CCSO	30720	28090	28859	27582	29868
CPD	7663	7404	6357	6575	5843
LCPD	1911	1447	852	1652	1913
RPD	3602	3371	3067	2775	3295
VPD	35690	43644	49761	42464	39336
WPD	3755	3409	3686	3700	4202
WSU	16	8	9	21	7
XLAW	24	47	107	45	192
Total	120290	95750	100456	93004	93018

Field generated events include events that were created by a dispatcher, but generated by an officer (i.e. traffic stops) and events created and generated by an officer on their MDC. VPD reports indicate a continued drop in field generated events. Some of that decrease can be attributed to mental health referrals and the installation of Police Service Technicians (PSTs).

Cancelled and Referred Events as a Percentage of Total Law

	2013	2014	2015	2016	2017
BGPD	2049	2999	3159	2646	2157
CCSO	20239	25700	39458	33239	32042
CPD	1306	1640	2433	2293	1908
LCPD	305	381	640	506	506
RPD	319	394	779	688	814
VPD	30635	36978	55432	48476	45665
WPD	1254	1644	2788	2371	1959
WSU	97	79	156	83	132
XLAW	115	115	201	129	111
TOTAL	55995	69980	101594	90431	85294

Includes events created by a dispatcher but not dispatched to a unit. These calls are either referred to another agency, to an online reporting system or did not require further assistance.

All Law Enforcement Events as a Percentage
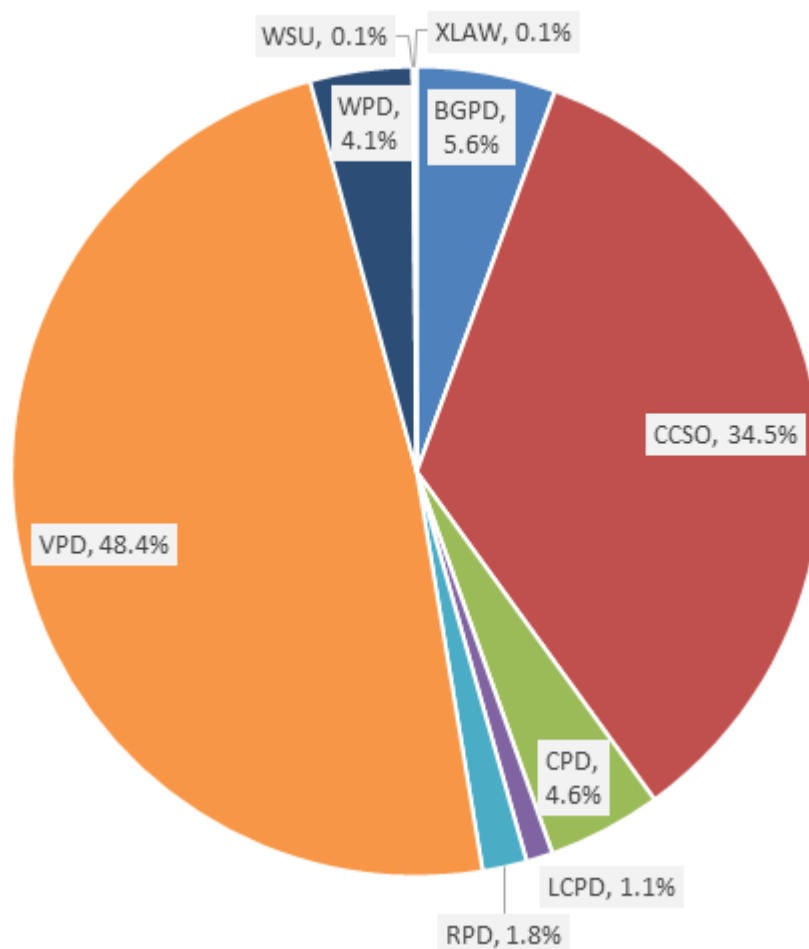
	2013	2014	2015	2016	2017
BGPD	15169	17220	17827	17571	17506
CCSO	93380	108649	115338	107172	108685
CPD	13805	14108	13806	15211	14353
LCPD	3116	2859	2346	3080	3329
RPD	4998	5116	5098	4668	5585
VPD	133464	157861	177082	158007	152504
WPD	10640	12181	12647	12580	12907
WSU	128	202	227	142	168
XLAW	161	224	581	184	315
TOTAL	274861	318420	344952	318615	315352

Total created events are those that are created by both dispatch and field units and include those where a unit was not dispatched.

Fire Dispatched Events as a Percentage of Total Fire
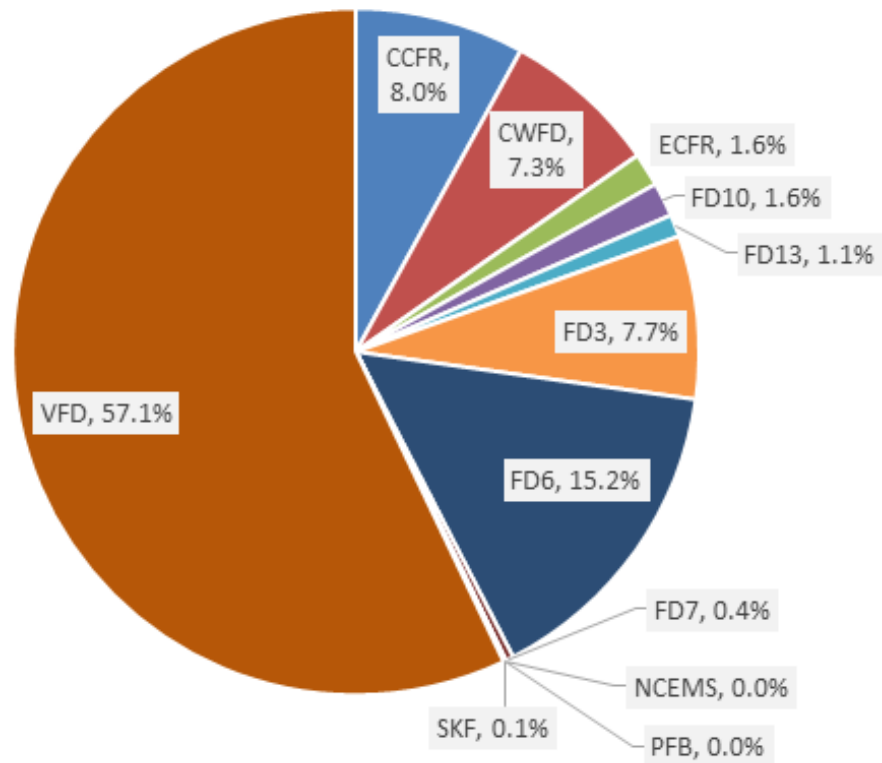
	2013	**2014**	**2015**	**2016**	**2017**
FD3	1089	1194	1463	3375	3752
FD6	5827	6346	7003	6981	7430
FD10	575	627	759	709	786
FD13/NCEMS	407	416	521	461	520
FD26-1	43	49	54	56	46
FD7	130	141	168	210	181
CCFR	4518	4911	5440	3431	3898
CWFD	2820	2953	3285	3414	3582
ECFR	595	649	787	734	770
VFD	22343	22897	26224	25512	27889
TOTAL	38347	40183	45704	44883	48854

2017 was the year of the Eagle Creek Fire in Oregon that had some impact on the Washington side of the Columbia River. 2017 weather had drier conditions than 2016, however, not those of 2015.

Workload at the fire dispatch position has been evolving as response agencies may opt to not respond to some events in place of an ambulance responding. The table below includes all events created in the CAD system and as described for law enforcement above, also breaks out how those events were created and resolved.

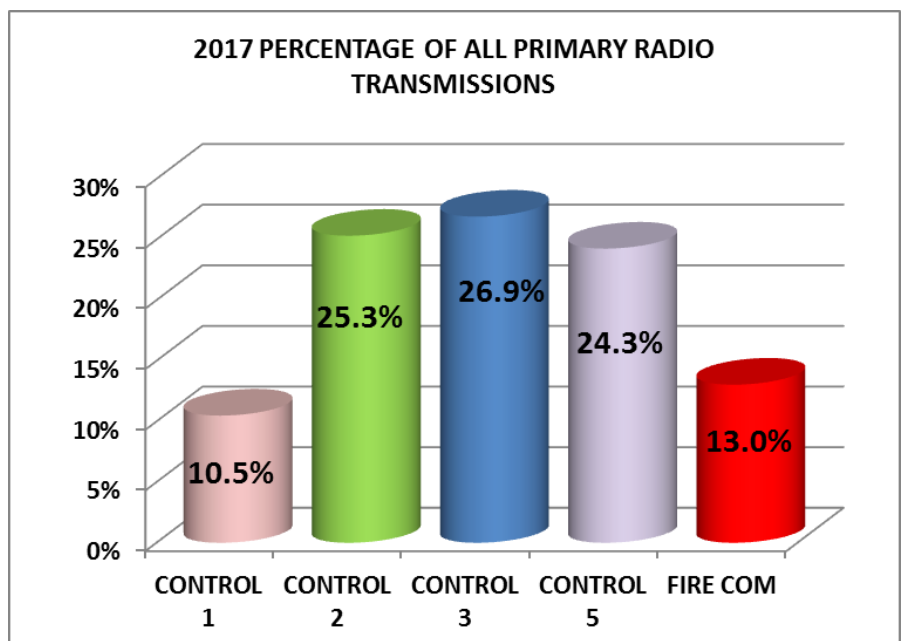**Total Events:** All events created for each agency

Dispatched Events: an event generated by a dispatcher where a unit responded

Cancelled and Referred events: events generated by a dispatcher where a unit did not respond

Field Generated: an event generated by a field unit, could be through setting off an emergency alert or by reporting an incident or response to dispatch over the radio where an event hasn't already been created.

	Total Events	Dispatched Events	Cancelled and Referred Events	Field Generated
AMR	47204	44858	1997	349
CCFR	4117	3898	185	34
CWFD	3781	3582	137	62
ECFR	827	770	54	3
FD10	837	786	46	5
FD13	541	514	20	7
FD3	4011	3752	202	57
FD6	8365	7430	823	112
FD7	223	181	41	1
NCEMS	20	6	1	13
PFB	77	8	69	0
SKF	55	46	9	0
VFD	38405	27889	10327	189
XFIR	45	14	2	29

Law enforcement agencies are divided among three radio channels. Vancouver Police operate on Control 3 – 24/7/365. The remainder of the law enforcement agencies operate on Control 2 for ten hours of the day. The remaining 14 hours have outlying law enforcement agencies split away from CCSO on Control 1. The data channel, Control 5, is operational 18 hours of the day from 0900 to 0300. All of the fire agencies in Clark County operate on Fire Com which is operational 24/7/365.

2017 PERCENTAGE OF ALL PRIMARY RADIO TRANSMISSIONS

Channel	Percentage
CONTROL 1	10.5%
CONTROL 2	25.3%
CONTROL 3	26.9%
CONTROL 5	24.3%
FIRE COM	13.0%

5	**Operational Shift Supervisors (retirement of tenured Supervisor at end of 2017—recruitment on-going at time of report)**
45	**Dispatchers**
1	**Call Takers**
6	**Dispatch Trainees**
5	**Dispatch Vacant Positions**
10	**Law Enforcement Agencies**
15	**Fire/EMS Departments**
25	**Total Agencies Served**
628	**Estimated Service Area (Square Miles Clark Co)**
706	**Estimated Service Area (Square Miles NCEMS and Woodland Fire Outside of Clark Co.) (City of Woodland added 6 square miles)**
466,935	**Estimated Population Served**
399,674	**Total Incoming Telephone Calls Answered in 2017**
1,095	**Daily Average of Incoming Telephone Calls**

ADMINISTRATIVE SERVICES & HUMAN RESOURCES

ADMINISTRATIVE SERVICES DIVISION OVERVIEW

Administrative Services provides vital support services for the agency in the areas of finance, budget, financial statements and audits, accounts payable/receivable, public records management, payroll and retirement plans. The program also provides staff support for the CRESA Administrative Board and the CRESA Management Team.

In 2017, CRESA's expenditures totaled $14,033,503 of which approximately $3 million was related to the new radio system replacement project. Each year CRESA receives an audit by the Washington State Auditor's Office; CRESA has received 23 consecutive years of clean audits.

CRESA's finances are reviewed and direction provided by a five-member Financial Subcommittee. The Finance Subcommittee consists of financial representatives from Clark County, City of Vancouver, other cities in the County, Fire Districts within the County, and CRESA management staff. The group meets regularly to review CRESA's financial information, revenue resources, budget development, and ongoing operations. The Subcommittee, in turn, submits their recommendations to the CRESA Administrative Board for consideration.

STRATEGIC PLAN OBJECTIVES - 2017 PROGRESS & UPDATES

SP 2.3.1 - CRESA Governance / Funding Model

In response to recommendations from the CRESA Organizational and Operational Assessment conducted in 2015, a Funding Model Taskforce was formed to research and develop a revised funding model. After many months of work, this revised model, which included a new, simplified cost allocation formula for CRESA's Founding Public Agencies, was adopted by the CRESA Administrative Board in October 2016. For 2017 fees, agencies were invoiced for the first time according to this new methodology which combined operations and radio related costs into one consolidated invoice, resulting in a simplified billing process. In addition to streamlining the process for staff, stakeholder agencies appreciated receiving one consolidated bill verses multiple bills.

SP 5.3.2 - Reserve Fund

In 2017, the CRESA Finance Subcommittee continued to discuss the need to establish financial policies related to a reserve/contingency fund for unplanned failures of infrastructure or other large scale unforeseen expenses. With the completion of the radio system replacement project in 2018, the development of these policies will be a primary focus of staff and the Finance Subcommittee.

OTHER ACCOMPLISHMENTS & HIGHLIGHTS

Public Records

The Administrative Services division responds to all requests for 9-1-1 and other CRESA public records from user agencies, attorneys, media outlets, and the public. The most commonly requested records are CAD information and 9-1-1 call audio recordings. Over the last five years, CRESA has experienced a steady increase in requests for public records. In line with trends statewide, we anticipate the demand for public records to continue to increase. In 2017, the following was accomplished in the area of Public Records:

- Total of 4,188 individual requests for public records received and processed in 2017 representing a 4% increase over 2016
- Average response time to complete a request for public records in 2017 was 4 business days
- Online Public Records Request Portal continued to offer streamlined process and greater accessibility to records for requesting parties

<u>Citizen Survey</u>

The Administrative Services division mails out a monthly satisfaction survey to 45 randomly selected citizens who called 9-1-1 or 3-1-1 for service. In 2017, the response rate was 21% with 94% indicating their interaction with 9-1-1 was positive. All returned surveys containing comments or negative scores are reviewed by the Operations Division Manager for follow up.

HUMAN RESOURCES OVERVIEW

CRESA's Human Resources program administers recruitment and selection, classification and compensation programs, employee performance management, employee and labor relations and negotiations, and benefits and leave programs. The HR Manager works closely with all managers and supervisors and serves all CRESA employees.

STRATEGIC PLAN OBJECTIVES - 2017 PROGRESS & UPDATES

SP 2.2.1 - Develop an internal development tracking for individuals with aptitude for supervision and management providing pathway for leadership positions within the Agency.

- A tracking tool was created and is pending implementation in 2018.

SP 2.2.2 - Develop leadership training focusing on leadership of sub groups, communication skills, work place cultures and results oriented work environment.

- Implemented foundation of four leadership cornerstones for CRESA culture that include Personal Leadership, Results Leadership, Leadership of Others and Strategic Leadership. These will resonate throughout CRESA development, training and performance programs. New performance evaluation tools implemented along with formalized training. Implemented new training plans for future supervisors.
- Managers and supervisors attending formalized leadership classes through our memberships and partners (e.g.WCIA, APCO, LCC, etc.)

SP 4.3.1 – Implement a strategic approach to improve labor and management relations.

- Continuing to have productive Labor Management Committee meetings and informal communication between members to build relationships, resolve issues in a more timely manner and at the lowest level.

OTHER ACCOMPLISHMENTS & HIGHLIGHTS

<u>Recruitment</u>

2017 CRESA evaluated the selection process for the 911 Call Taker/Dispatcher positions and have streamlined the process along with ensuring the testing qualifications are relevant to current on the job skills. In December 2017 CRESA also implemented a new application tracking tools that offers flexibility, improved communication and an extended recruitment reach for candidates.

Posting #	Position	Total Applicants	Total Hired in 2017
1611-06	911 Call Taker Dispatcher	370	5
1703-01	911 Call Taker Dispatcher	283	3
1708-02	QA Accreditation Specialist (Job Share)	2	1
1709-03	Finance Division Manager	60	1 (hired in 2018)

Employee Recognition

Employee Recognition Committee has been diligent in fundraising to support employee morale luncheons and gifts. In 2017 they promoted more opportunities for peer to peer recognition. The Employee of the Year award is based on CRESA values and nominations for the award are solicited from all agency employees. We are proud to announce CRESA 2017 Employee of the Year is Jaclyn Wall, Dispatcher.

In addition, CRESA recognized the following employees in 2017 for length of service milestones:

Hire Date	Last	First	Years of Service
2/21/2012	Rossmiller	Greg	5
5/1/2012	Frank	Eric	5
11/2/2012	Landreth	Brian	5
11/26/2012	Fuller	Dave	5
3/5/2007	Brenner	Lori	10
5/4/2007	Stanley	Cindy	10
9/25/2007	Myers	Nate	10
9/25/2007	Michael	Ryan	10
9/25/2007	Yager	Kira	10
11/6/2002	Hensley	Robyn	15
4/29/1997	Brusseau	Kelly	20
4/29/1997	Stevens	Kelly	20
4/29/1997	Dexter	Sally	20
10/10/1997	Thompson	Marc	20
12/10/1997	Ness	Stefanie	20
8/24/1992	Zimmer	Suzie	25
11/4/1992	Smith-Lee	Doug	25
5/26/1987	Shea	Chris	30

Dispatch Supervisor Jodi Gaylord accepts award for "Step Challenge" 2017

Health & Wellness

CRESA employees continued our wellness initiatives with step challenges, newsletters and weight loss events. In spring, CRESA took the step challenge state wide and challenged other PSAPs which garnered 65 teams and 240 participants that stepped over 150 million in 81 days.

CRESA Team participants in Vancouver St. Patrick's Day Run/Walk wellness event

QUALITY ASSURANCE & ACCREDITATION

QUALITY ASSURANCE & ACCREDITATION PROGRAM OVERVIEW

The Quality Assurance (QA) and Accreditation Program leads the agency's planning and quality driven projects assigned by the Director within five categories: Quality, Compliance, Innovation, Funding and Strategic Plan Implementation.[1] Program staff includes the Program Manager and a job-share position of two half-time QA Accreditation Specialists.

Currently, much of the quality and compliance activity of this Program follows the industry best practices such as those established by the Association of Public Communications Officers (APCO); and accreditation standards established by the Commission on Accreditation of Law Enforcement Agencies (CALEA) and International Academy of Dispatch (IAED) accreditation standards. The planning and innovation projects are guided by the agency's strategic plan and Continuous Quality Improvement/Lean program.

STRATEGIC PLAN OBJECTIVES – 2017 PROGRESS & UPDATES

The QA and Accreditation Program coordinates the update of CRESA's Strategic Plan each year. The Plan has a "Blueprint" that results in the CRESA Strategic Plan being a "living document" since it is updated each year. The Strategic Plan Blue Print is organized in a work plan format so that CRESA can efficiently review accomplishments and establish new goals for each upcoming budget cycle.

SP 2.3.1 - Governance/Funding Model
Over this past year, CRESA changed its legal structure from an entity originally established in 1975 under the state's Interlocal Cooperation Act (RCW 39.34.030) to a special purpose quasi-municipal corporation known as Public Development Authority (PDA) authorized under RCW 35.21.730, et seq. This action was taken as a result of a series of meetings with an ILA taskforce, the CRESA Administrative Board and current member jurisdictions. Changing CRESA's legal structure to a PDA was based on limiting the liability of CRESA partners and preventing recourse to participating parties; and providing the ability for CRESA to own and sell real and personal property.

On October 24, 2017, the Clark County Board of Councilors approved an Ordinance and Charter establishing CRESA as a PDA to provide emergency communications and emergency management services. On November 2, 2017, the CRESA Administrative Board approved revised Bylaws to reflect this change in governance structure.

SP 2.3.7 - Overhaul of Agency Written Directives
CRESA Directives are the agency's policies and procedures organized by specific categories addressing: Organizational Structure; Planning, Management and Supervision; Administrative Services; Human Resources; Technical Services; Emergency Management; Agency Security and Facilities; Training and Quality Assurance; and Dispatch Operations.

This project was launched in 2016 with the following objectives: 1) reflect current practice; 2) ensure compliance to related CALEA standards; 3) condense, simplify and allow for flexibility. By the end of 2017, all the directives in Chapters 1 through 9 were updated and reflected over 200 directives that were revised, combined or removed.

---

1   Hicks, D. and Quitugua, D. "Clark Regional Emergency Services Agency Organizational and Operational Audit 2014"; SCGI Performance Management Consulting, p. 43.

SP 6.3.2 - Continuous Quality Improvement/Lean

CRESA implemented a Continuous Quality Improvement (CQI) and Lean Culture Implementation Plan in 2016. The three objectives of this plan are: 1) Identify Core Services, especially in light of customer/owner governance and funding models; 2) conduct workflow analysis in key areas across the organization; and 3) advanced CQI and Lean training for key CRESA staff.

In 2017, the CQI/Lean committee transitioned to the Dispatch Operations Committee (DOC). The DOC developed a Charter whose purpose focuses on: 1) Developing and reviewing meaningful performance data; 2) Analyzing gaps in performance; and 3) Developing solutions using Lean principles. Some of the Lean projects worked on in 2017 include:

- *Performance Metrics: Call Processing Times* - Working to establish performance metrics specific to call processing that included: 1) verify accurate capture of call processing data points (*Call Pick Up* = call presented to 1st work station to call answered; *Validation* = 1st key stroke to CAD address; *Call Processing* = address verification to call coded for dispatch; and *Dispatch Processing* = Call coded for dispatch to first unit dispatched). At the time of this report, the Technical Services Division is working on accurately identifying and developing reports to measure these performance metrics.

- *Performance Metrics: Police & Fire QA* – One of the performance metrics that was identified as needing enhancement was conducting case reviews for police and fire call taking and dispatching. In 2017, much of the work has focused on identifying the appropriate case review tool to use. At the time of this report, the Operations Division has elected to use an Access database evaluation and reporting system that was developed in-house.

- *Process to Find Operations Procedures, Information and Temporary Bulletins* – It was determined there were a variety of sources to use when looking for dispatch procedures or information (i.e., the CAD SOP Button; PowerDMS; SharePoint, Help File, email). The DOC worked to consolidate the sources of information into a few locations that would provide the most accurate up-to-date information.

SP 6.3.3 – Update the Quality Management Guidelines

The purpose of the Quality Management Guidelines are to outline a comprehensive program that ensures quality emergency dispatch services are provided in the most efficient and effective manner possible. The objectives of the Guidelines are to: 1) Improve 9-1-1 call processing and outcomes; 2) Increase customer satisfaction; and 3) Increase employee morale and professionalism. In 2017, these Guidelines were revised to reflect the new police and fire case review process.

SP 6.3.9 – CRESA Emergency Operations Plan

The agency's All-Hazard Emergency Operations Plan (EOP) provides the structure and mechanism for policy and operational coordination for incident management within the Agency. The EOP includes a number of Annexes:

Annex 1 - CRESA Department Operations Center (DOC) Manual
Annex 2 – CRESA Building Guide
Annex 3 – CRESA Emergency Response Guidelines
Annex 4 – CRESA Continuity of Operations Plan.

In 2017, staff provided training and drills on the EOP related plans to managers, supervisors and at an all staff in-services.

SP 2.4.1 - CALEA Accreditation

The Commission on Accreditation of Law Enforcement Agencies (CALEA) Public Safety Communications Accreditation Program provides communications centers with a process to systemically review and internally assess operations and procedures. Since CRESA was first awarded CALEA Accreditation in 2002, this program has become the primary method for the agency to voluntarily demonstrate its commitment to excellence.

CALEA standards apply to all facets of 9-1-1 operations, from recruitment and training to establishing and monitoring performance of call takers and dispatchers. Not only do these standards focus on 9-1-1 operations, but also the agency's fiscal management processes, how complaints are investigated and the involvement CRESA has in community education.

CRESA was awarded its sixth CALEA re-accreditation in November 2017 for the assessment period from September 2013 through August 2017.

CRESA staff Dave Fuller, Robin Bacon, Kris DeVore and Doug Smith-Lee attend CALEA Accreditation conference in Jacksonville, FL.

SP 2.4.2 - IAED Accreditation

CRESA's accreditation by the International Academies of Emergency Dispatch (IAED) as an Emergency Medical Dispatch Center of Excellence, ensures the agency's 9-1-1 dispatchers determine appropriate emergency response and provide quality patient care over the phone. This is accomplished through an independent evaluation of CRESA meeting the IAED's "20 Point of Excellence" highlights of which include:

- Proper Emergency Medical Dispatcher (EMD) training and continuing education

- Appropriate evaluation and feedback of EMD performance on a monthly basis

- EMD protocol compliance against a national standard of care developed by industry experts and supported by the National Association of EMS Physicians

- Participation in an international database for furthering EMD research.

CRESA originally received IAED Accreditation in 1993, becoming the fourth emergency dispatch center to do so in the world. Earning IAED Re-Accreditation demonstrates not only to each individual within the 9-1-1 center, but also the community, that CRESA is committed to the international practice standards for emergency medical dispatch.

OTHER ACCOMPLISHMENTS & HIGHLIGHTS

Environmental Scan

In 2017, staff worked on drafting an environmental scan for the agency to addresses CALEA standard 1.2.9, regarding a plan that addresses anticipated workload and population trends. This draft environmental scan looks at variety of categories to determine workload trends including: Social Economic (population growth, age distribution, employment, median household income, median household expenses); historic 9-1-1 service level demands; trends in public safety technology and emergency management. From this data, projections were made regarding future anticipated workload.

STANDARDS & PERFORMANCE

Emergency Line Performance Standards
CALEA 2.5.2, Emergency Line Performance Measures Established – In 2017, CRESA's standard for call answer times was 0m:10s ≤ 90%. Technical Services Division will continue working to accurately identify and develop reports to measure address validation, call processing and dispatching times and appropriate standards.

CALEA and IAED – Quality Checks of Call-Taking and Dispatch Performance Standards
CALEA 6.1.5, Quality Checks – CALEA requires documented quality checks of employees' call taking and dispatch performance that includes dispatcher feedback and management review. As was mentioned above under "Continuous Quality Improvement/Lean", the Operations Division has been working to implement a police and fire case review and reporting system that was developed in-house.

IAED 9, Monthly Case Evaluation Compliance Levels at or Above Accreditation Levels - In 2019, the QA and Accreditation Program continued quality checks based on IAED accreditation standards for emergency medical dispatch. This process includes: 3% or approximately 110 monthly random EMD call taking case reviews, approximately 10 monthly CPR case reviews requested by the Medical Program Director, five monthly EMD case reviews of each new dispatch trainee, and any EMD inquiries based on IAED compliance standards. Once completed the case reviews are posted for dispatcher review and opportunity to Q & A; monthly compliance reports are provided to management and supervisors.

2017	IAED Standard	CRESA Performance	Number of Cases
High Compliance		64%	805
Compliant		27%	338
Partial Compliance	≤ 10%	7%	87
Low Compliance	≤ 10%	1%	10
Non-Compliant	≤ 7%	2%	27
Total		**100%**	**1267**

IAED – Emergency Medical Dispatch Protocol Compliance
Point 9 - Monthly average case evaluation compliance levels for the communication center with compliance levels at or above accreditation levels.

TECHNICAL SERVICES DIVISION

TECHNICAL SERVICES DIVISION OVERVIEW

The Technical Services Division manages the agency's technology systems and equipment including:

- Computer Aided Dispatch (CAD) system
- Database administration and programming
- 800 MHz radio system and the VHF radio system
- NG911 phone system including the Master Street Address Guide (MSAG)
- Voice logging recorder system
- All hardware and software components for the 9-1-1 Dispatch Operations Center, back-up center, the EOC and administrative offices

The division employs a total of eight personnel including the Technical Division Manager. Four of these are dedicated to the CAD system and overall IT support, and three are dedicated to supporting the public safety radio system and program.

STRATEGIC PLAN OBJECTIVES – 2017 PROGRESS & UPDATES

SP 7.1.1 - 800 MHz Radio System Replacement Project

In November of 2014 CRESA entered into a contract with Motorola to replace our current analog radio system, which was at its "end-of-life" with a new digital P25 compliant system. In June of 2017 users began a rolling go-live, with all users on the system by June 17th.

As with all major technology changes, there were questions and issues reported with the new system. Many were related to user understanding of the system, user training and equipment. Coverage issues were reported in the Ridgefield / La Center area. After troubleshooting and system optimization, the need for a new radio tower was identified. Work will continue on the new radio system throughout 2018.

Technical Services Division Staff - Back L to R: Stacey Fritz, Andrew Doughty, Zach Hunter, John Roughton
Front L to R: Jim Cole, Elizabeth Kalik, Katy Myers, Kirstin Cole

SP 1.3.1/1.3.2 - IT Service Metrics

In September of 2016 a new help desk system was introduced. The system allows for categorization and prioritization of issues and requests, tied to service levels and reporting. This will allow building service levels based on achievable metrics. In addition to tracking issue counts and categories the IT staff have begun logging their work time to resolve issues. This will provide insight on resource allocation and Lean system opportunities.

IT Service Requests created by category for 2017:

Category	Count	% of Total
CAD (I/Dispatcher, Map, ProQA, Response Plans etc)	1091	28
Other	517	13
Applications (PulsePoint, Voiceprint etc)	441	11
User Accounts	249	6
Radio Project/System	241	6
Telephone	210	5
Computer	191	5
Interfaces (I/Page, Locution, Informer etc)	179	5
Mobile for Public Safety	178	5
All Others	647	16

OTHER ACCOMPLISHMENTS & HIGHLIGHTS

While the CAD and MPS system was upgraded in October of 2016, 2017 saw another full maintenance version update and a reassessment for Law and Fire users and CAD.

The build out of a CAD / MPS and Interface back-up and disaster recovery site at Washington State Patrol, though budgeted, was not approved for 2017. This was due to the radio system coverage issues and the undetermined cost for resolution. A plan is in place and we have received the approval to move forward in 2018.

EMERGENCY MANAGEMENT DIVISION

EMERGENCY MANAGEMENT DIVISION OVERVIEW

CRESA's Emergency Management Division is the local comprehensive emergency management organization for Clark County and the Cities of Battle Ground, Camas, La Center, Ridgefield, Vancouver, Washougal and the Town of Yacolt, as required under RCW 38.52 and WACs 118-09 and 118-30. The 2017 staff consisted of a division manager and six coordinators assigned to EOC Operations, Mitigation and Recovery, Grants Administration, Training and Exercise, Public Education and Comprehensive Planning. EM Staff serve as department duty officers on a 24/7 rotation providing our partners with a minimally staffed, on-call EOC around the clock. In addition to federal grant funding, the program is supported by a per-capita contribution for each of the eight participating jurisdictions. Services provided to our partners include:

- Establishment and maintenance of an emergency management organization as required by ordinance or resolution
- Provide an Emergency Operations Center (EOC) and duty officers to assess and support incident response and recovery
- Work with jurisdictions to have plans, procedures and resources to support effective disaster response, planning and mitigation
- Maintaining and operating a public alert and warning system
- Fiscal and administrative procedures to manage day-to-day operations of the division
- Fiscal and administrative plans to assist in the managing of disaster operations
- Coordinating the creation and maintenance of Comprehensive Emergency Management Plans
- Coordinating the creation and maintenance of hazard analysis and assessments
- Coordinating the creation and maintenance of a hazard mitigation plan
- Coordination of training, exercises and drills to evaluate and enhance emergency plans, systems and emergency personnel response

The Emergency Management Division also includes a Homeland Security Program which receives and administers State Homeland Security Program grant funds for Washington State Region IV comprised of Clark, Cowlitz, Skamania and Wahkiakum counties. The Regional IV Homeland Security Coordinating Council directs grant funding and regional coordination efforts in SW Washington.

Elected Official and Department Heads from the City of Battle Ground attend training in CRESA EOC

STRATEGIC PLAN OBJECTIVES—2017 PROGRESS & UPDATES

SP 1.3.7 - Evaluate the Effectiveness of Technology Programs/Systems
In 2016, based on feedback and a recent Hazard and Vulnerability Analysis (HVA), it was determined that the Emergency Community Notification System (ECNS) system currently in use was not adequate. To close this gap, CRESA Emergency Management staff worked with partners to identify an ECNS that met stakeholder needs for community notification. The partner evaluation process identified Everbridge as the provider of choice. Through an existing governmental contract with the City of Portland, CRESA was able to move forward in 2017 with successfully procuring and launching the new Everbridge ECNS.

OTHER ACCOMPLISHMENTS & HIGHLIGHTS

EOC Operations
In 2017 we focused on building a more comprehensive Duty Officer response capability in emergency public alerting. We entered into a contract with a new provider that allows us to incorporate better situational awareness into our alerting. The system also allows for our partner jurisdictions to use the system for non-emergent public alerts.

In 2017 we also entered into a contract to provide unmanned aerial system support to our partner jurisdictions. Coordinated through the CRESA Emergency Management staff, this service allows CRESA's partner agencies to request and coordinated use of state of the art drone technology to enhance situational awareness during both emergency and pre-planned events.

In September 2017 the Regional EOC was activated in response to the Archer Mountain Fire in Skamania County and the Eagle Creek Fire in Multnomah County, Oregon. Three CRESA Staff were deployed locally to support EOC operations in the affected areas for five days, while the remainder of the EM staff maintained an active EOC at CRESA throughout the period. In addition the Emergency Manager worked with regional, state and federal partners on the solid waste problem created when the Columbia River was shut down.

Smoke from the Archer Mountain Fire as visible from Cap Horn lookout in Skamania County, WA

Duty Officer Responses

CRESA Emergency Management staff members serve as Duty Officers for the Agency. Duty Officers monitor hazardous situations, conduct notifications as outlined in the emergency response plans and provide coordination assistance for hazmat, search and rescue, weather-related situations and anything else as requested.

Response to a duty officer call may involve hours of phone calls and support coordination, much of which occurs after hours for Emergency Management staff who receive no additional pay due to their salaried status with the agency.

In 2017 the six Emergency Management Duty Officers responded to 123 requests for support from partner agencies. We worked on improving Duty Officers tools while adding standardization to our response procedures.

Grant Activities

CRESA is the Administrator/Sub-Recipient for Washington State Military Grants - the State Homeland Security Program Grant (SHSP) and Emergency Management Preparedness Program Grant (EMPG). SHSP grants for Washington State HLS Region IV supported the following in 2017:

- Provided a Region IV Strategic Plan
- Provided Mutual Aid agreement for regional resources
- Provided Regional Staffing in Clark, Cowlitz, Skamania and Wahkiakum Counties
- Supported Citizen Corps/CERT program within the region
- Supported training and exercises including:
  - ✓ Two EOC introduction classes and two EOC refresher classes
  - ✓ 13 policy level disaster decision-making trainings for public officials (School Principals)
  - ✓ County-wide communication exercise in Skamania County
  - ✓ IS-700 training for over 120 Clark County Public Works and Battle Ground School district employees

2017 DUTY OFFICER RESPONSES		
Search & Rescue	**40 total**	*(50 in 2016)*
within Clark County	20	
Mutual Aid	15	
Dive Team/Water Rescue	3	
Police/Evidence Search	2	
Hazmat Response	**49 total**	*(57 in 2016)*
within Clark County	46	
Mutual Aid	3	
Severe Weather Events	**26 total**	*(10 in 2016)*
Flooding / Storm	6	
High Winds	3	
Heat/Wild Fire	2	
Winter/Extreme Cold	10	
Other Severe Weather	5	
Other Calls	**8 total**	*(19 in 2016)*
Community Notification	3	
Road Closure/Sink Hole	2	
9-1-1 / Communication Outages	1	
Fire/Smoke/Burn Ban	1	
Law Enforcement Support	1	

Citizens Emergency Response Team (CERT) Drill

V A L U E   S T A T E M E N T S

<u>Dedication</u> is a commitment to our task and purpose. We are dedicated to the organization, each other, our families, and the community we serve.

<u>Integrity</u> is the cornerstone of our profession. We value ethical conduct and public trust. We are people of character and principle that are committed to upholding our position of trust.

<u>Creativity</u> is thinking broadly and strategically. We are inventive and innovative yet practical when creating solutions to difficult challenges.

<u>Passion</u> is driven by a desire for excellence. We care deeply about the people that need our help. We inspire the best of our colleagues and ourselves.

<u>Communication</u> is required to effectively serve. We are part of a community. We consider all to be valued partners in our drive to fulfill our mission.

<u>Concern</u> is a desire to support others. We know others may depend on us during times of high stress and naturally give them our support.

CRESA - *Always here, always ready.*