

# 2018

## ANNUAL REPORT



Clark Regional Emergency Services Agency  
*Always here, always ready.*





## 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.

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## OUR VISION

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

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## OUR VALUES

Dedication, Integrity, Creativity, Passion,  
Communication, Concern

*Cover Photo: View from the CRESA public safety radio system "Canyon Tower" site*

*Photo this page: CRESA Dispatchers Megan Olson, Kim Myers and Robin Donahue receive Life Saving Awards*

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*Dispatch staff receive certificates for Outstanding Performance in Emergency Medical Dispatch Protocols in 2018  
L to R: Andrew Walker, Lori Brenner, Robin Bardon, Lucinda Daniel, Sally Dexter, Jennifer Melton, Lauren Schwilke, and Jackie Wall*



# FROM THE DIRECTOR

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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 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.

## ***Operations***

Our Operations division continues to excel and work diligently to provide service to our nearly 475,000 residents and our 27 Police, Fire and EMS user agencies. Last year they answered an average of 1,084 calls a day and provided dispatch support for over 325,000 Police incidents and over 111,000 Fire and EMS calls. The CRESA Administrative Board was able to recognize and present eight (8) Life Saving Awards; three (3) EMD Excellence Awards and two (2) Childbirth Awards. Our dispatchers continue to serve as the vital link between the community and first responder agencies we serve.

## ***Technical Services***

We continue to make many technical advancements and updates with our Technical Division leading most of this effort. In 2018, we cut over to State of Washington's new Emergency Services IP Network (ESINet). ESINets are designed to provide ease of call flow with the ability to share call information by utilizing broadband, packet switched technology capable of carrying voice, plus large amounts of varying types of data through the use of Internet Protocols (IPs) and the National Emergency Number Association (NENA) standards. This network will provide both the State of Washington and CRESA the ability to respond to and implement rapidly evolving elements of the NextGen 911 system. At the end of 2016 the CRESA Board approved the addition of a new tower in the Ridgefield area. Over the course of the last several months we have worked with the City of Ridgefield, the Ridgefield School District and Motorola to buildout this new location. Install and cutover to the new site is scheduled to be completed this summer with final acceptance testing completed by the end of 2019.

## ***Emergency Management***

In Emergency Management we hosted and conducted a two-day functional exercise with members of 14 partner agencies. The exercise focused on a wildfire scenario and yielded many good lessons related to strengths and areas for improvement. In addition, the EM division staff worked with the local jurisdictions on a disaster debris management plan which gained final approval early this year.

While we have been tested this year with challenges. CRESA is ***Always Here, Always Ready***, and I am proud to be a part of this dedicated group of employees and committed managers at CRESA.

I hope you take the opportunity to review our 2018 annual report and learn more about our organization or if you have any questions visit us online at [www.cresa911.org](http://www.cresa911.org).



Dave Fuller, CRESA Director





# OVERVIEW AND GOVERNANCE

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## LEGAL ORGANIZATION

Clark Regional Emergency Services (CRESA) was originally established in 1976 under the Interlocal Cooperation Act of the State of Washington (RCW 39.34). In the last quarter of 2017, CRESA began the process of transitioning to a Public Development Authority (PDA) authorized under RCW 35.21.730 which allows cities and counties the ability to establish public corporations.

CRESA provides 9-1-1 dispatch services, public safety radio system and services, and emergency management services for 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](http://www.cresa911.org/about/board)



Chair  
Representing cities other than Vancouver  
**Don Chaney**  
*Camas City Council*



Vice Chair  
Representing City of Vancouver  
**James McElvain**  
*Chief, Vancouver Police*



Representing local financial institution  
**Julie Arenz**  
*IQ Credit Union*



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



Representing public EMS providers  
**Shaun Ford**  
*Chief, North Country EMS*



Representing Clark County  
**Shawn Hennessee**  
*County Manager, Clark County*



Representing Vancouver Fire Dept.  
**Joe Molina**  
*Chief, Vancouver Fire*



Representing Fire Chiefs' Association  
**John Nohr**  
*Chief, Clark County Fire & Rescue*



Representing regional law enforcement  
**Bob Richardson**  
*Chief, Battle Ground Police*

# 42 YEARS OF QUALITY SERVICE - CRESA HISTORY

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**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.

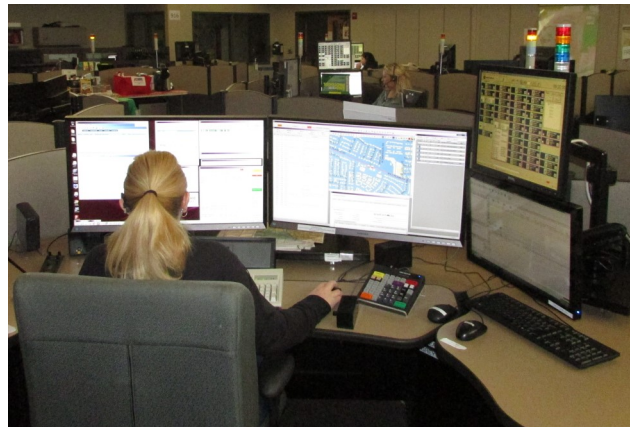
**2015** - Launch of 3-1-1 non-emergency law enforcement number to report non-emergency law enforcement issues.

**2016** - Text-to-911 implemented.

**2016** - Smart 911 system made available for citizens and facilities.

**2017** - Cutover to new P25 digital radio system which replaced the P16 analog radio system.

**2017** - CRESA begins process of transitioning to a Public Development Authority (PDA).



# MANAGEMENT TEAM

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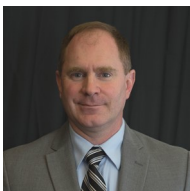
Dave Fuller  
*Director*

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



*Operations Manager Kris DeVore and Dispatcher Kelly Henderson at public education event.*



# 2018 - CRESA AT A GLANCE

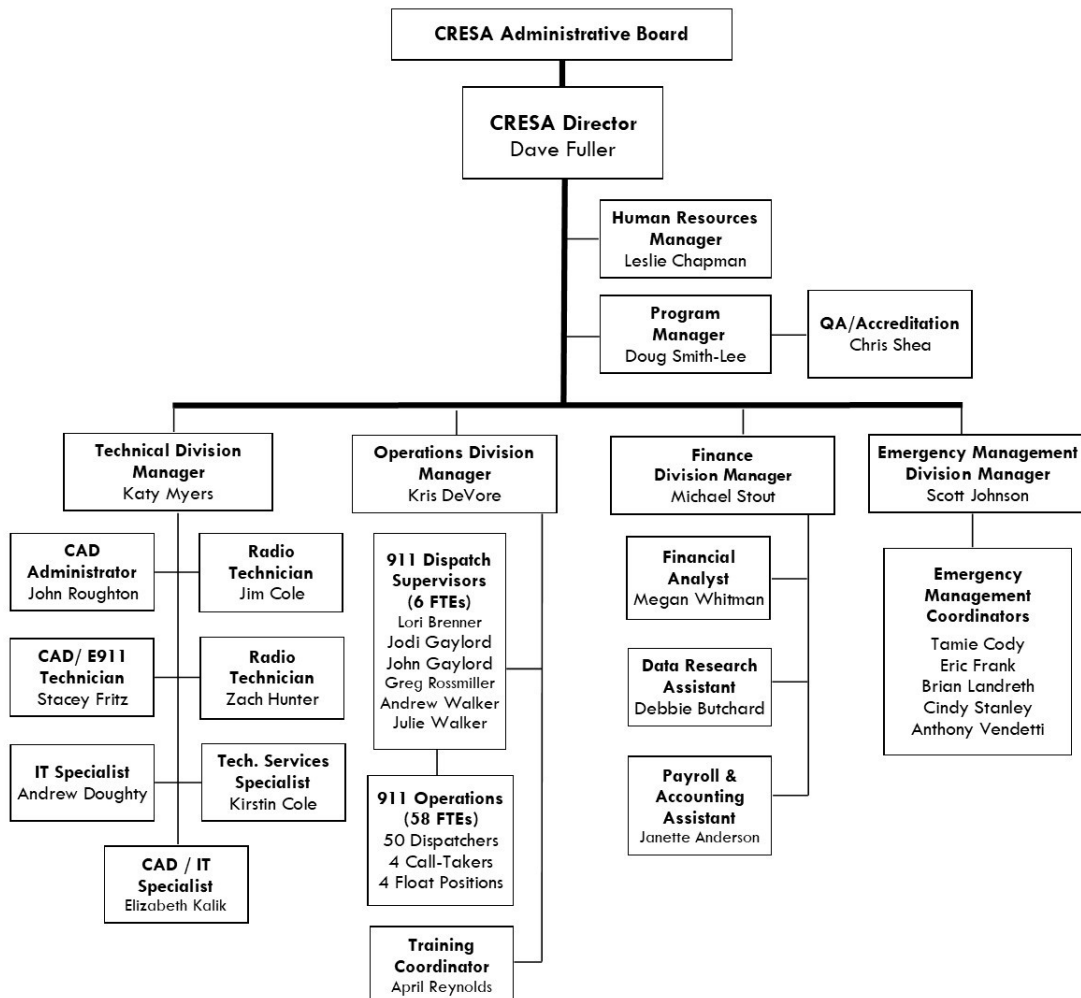
## AGENCIES SERVED

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  
 Cowlitz Tribal Police  
 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

## Clark Regional Emergency Services Agency

### ORGANIZATIONAL CHART

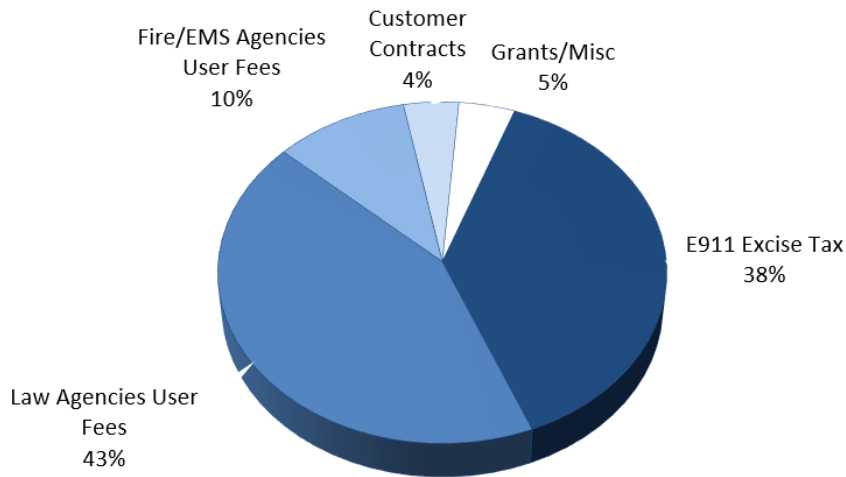


# FINANCIAL SNAPSHOT - Revenue

## 2018 Operations/Radio Program Revenue

<b>E911 Excise Tax</b>	<b>\$4,473,009</b>	<b>38%</b>
<b>Law Agencies User Fees</b>	<b>\$5,011,579</b>	<b>43%</b>
<b>Fire/EMS Agencies User Fees</b>	<b>\$1,199,928</b>	<b>10%</b>
<b>Customer Contracts</b>	<b>\$494,692</b>	<b>4%</b>
<b>Miscellaneous/Grants</b>	<b>\$502,070</b>	<b>4.3%</b>
	<b>\$11,681,278</b>	<b><u>100%</u></b>

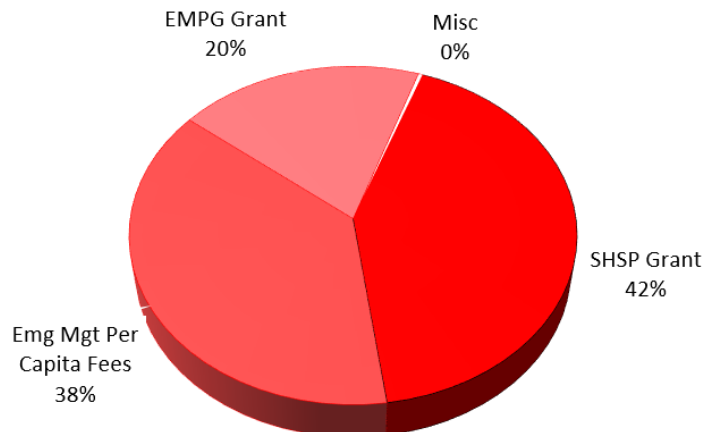
### 2018 Operations Revenue



## 2018 Emergency Management Program Revenue

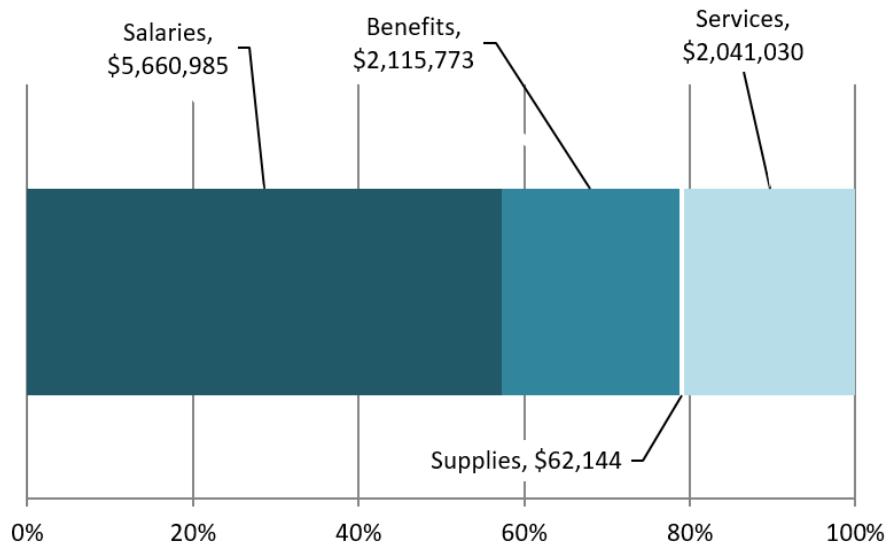
<b>State Homeland Security Program Grant (SHSP)</b>	<b>\$503,096</b>	<b>42.25%</b>
<b>Emergency Management Per Capita Fees</b>	<b>\$452,079</b>	<b>37.96%</b>
<b>Emergency Management Performance Grant (EMPG)</b>	<b>\$231,523</b>	<b>19.44%</b>
<b>Miscellaneous</b>	<b>\$4,179</b>	<b>0.35%</b>
	<b>\$1,190,877</b>	<b>100%</b>

### 2018 Emergency Mgt. Revenue



# FINANCIAL SNAPSHOT - Expenses

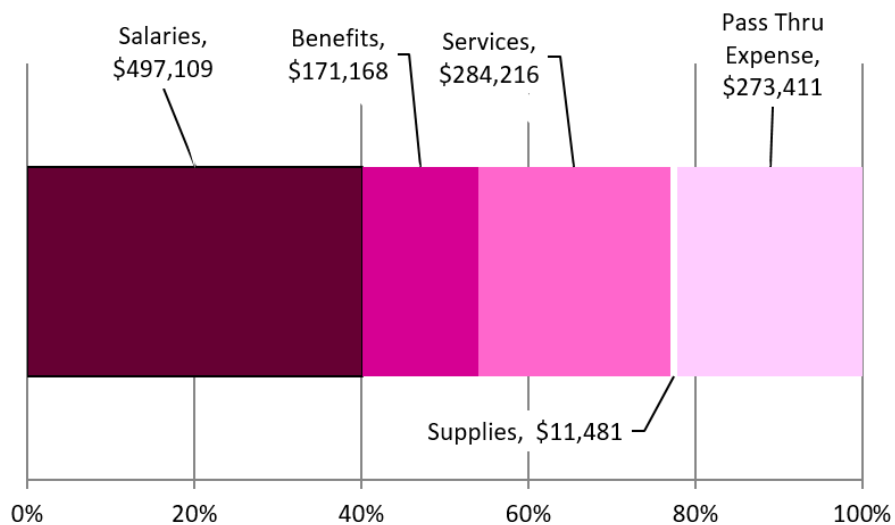
## 2018 Operations Expense



### Operations/Radio Program Expenses

Salaries	\$5,660,985	57%
Benefits	\$2,115,773	21%
Services	\$2,041,030	21%
Supplies	\$62,144	1%
	<b>\$9,879,932</b>	<b>100%</b>

## 2018 Emergency Mgt. Expense



### Emergency Management Program Expenses

Salaries	\$497,109	40.17%
Benefits	\$171,168	13.83%
Services	\$284,216	22.97%
Supplies	\$11,481	0.93%
Grant Pass Thru Expense (SHSP subrecipients)	\$273,411	22.10%
	<b>\$1,237,384</b>	<b>100%</b>



# 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 we serve. In 2018, CRESA built on using Public Education Volunteers, a practice started in 2017, to help staff many of the events CRESA participates in. CRESA also made one major addition in 2018, by hosting the Map Your Neighborhood event in partnership with Clark County's and the City of Vancouver's Offices of Neighborhoods.

In total, CRESA staff and volunteers provided outreach at 46 separate events in 2018 summarized below.

Type of Event	Prep Hours	Event Hours
Neighborhood Presentations/Library Events	16	32
School Presentations	8	10
Safety Fairs	14	61
Telecommunications Week/Online Blog	75	
Tours	5	10
Co-Sponsor Events (Fire in the Park/Map Your Neighborhood)	45	11
Home & Garden Show and Clark County Fair	20	244
Public Education Meetings	12	24
<b>Total Hours - Public Education Events</b>	<b>195</b>	<b>392</b>

## Other Public Education Activity

Training Volunteers	12	12
Creating Public Education Materials	30	
<b>Total Hours - Public Education Other</b>	<b>42</b>	<b>12</b>

<b>Total Hours</b>	<b>Prep 237</b>	<b>Events 404</b>
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*2018 Total Estimated Public Education Hours*

**641**



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

## HIGHLIGHTS - OUTREACH AND PRESENTATIONS

CRESA staff participated in numerous types of public education activities in 2018 ranging from neighborhood association meetings to the Clark County Fair. Here are some highlights of CRESA public outreach events throughout 2018:

- CRESA presented at the Washougal High School Career Day about agency services, and at Leadership Clark County Justice Session.
- CRESA attended the Hockinson Heights Community Night, Truman Neighborhood Bike and Safety Fair, Evergreen High School Health and Safety Fair, Battle Ground Coffee with the Chiefs, several neighborhood association meetings, and the Clark Multi-Cultural Community Fair.
- CRESA partnered with Clark County and the City of Vancouver Offices of Neighborhoods hosting a Map Your Neighborhood Open House highlighting the steps of the Map Your Neighborhood Program. The event was highly successful, and the first of its kind, sparking interest from the Washington State Emergency Management Office. CRESA also partnered with Clark PUD for the annual Race for Warmth 5k 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, Fire District 6, ECFR, CCFR in Woodland, and Camas/Washougal Fire. We also participated in the annual Amateur Radio Field Day.
- In July, CRESA helped host the annual Fire in the Park event. Over the past few years, Fire in the Park has grown to be the largest childhood injury prevention event in Clark County including fire safety, first aid, calling 911, hands-only CPR, emergency preparedness, and bike safety.
- In August, CRESA attended National Night Out in Ridgefield and Battle Ground. CRESA also participated in the Clark County Fair. For the fair, CRESA staff and volunteers supported a booth for the full 14-day event making well over 10,000 contacts.
- For National Preparedness Month in September, CRESA hosted a number of community training events, including the Fairway Village Safety Fair.
- During September CRESA conducted its 9<sup>th</sup> annual online preparedness game called 30 Days, 30 Ways which was once again recognized nationally and internationally. The international challenge has become a staple of National Preparedness Month used by agencies across the country. We once again added a daily video component to each day's challenge to help reach our sight impaired community.
- In October, CRESA attended events including the WSP/WSDOT Safety Fair, Legacy Health Systems Safety Group, and the Great Washington Shakeout
- In November, CRESA conducted outreach with neighborhood associations and provided CRESA tours to the Clark County Sheriff's Auxiliary and Vancouver Fire Corps.



*CRESA at the Clark County Fair*

# 9-1-1 OPERATIONS DIVISION AND STATISTICS

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## OPERATIONS DIVISION OVERVIEW

The 9-1-1 Operations Division answers, processes and dispatches all 9-1-1 calls for all of Clark County as well as portions of Cowlitz and Skamania Counties. 3-1-1 continues to transfer non-emergency calls off of the 9-1-1 line to help prioritize incoming calls at the 911 center, thus 911 is accessible for emergencies. There is a continued public perception that 311 call takers are separate from those that take and dispatch 911 calls. We are continuing public education efforts around the 3-1-1, non-emergency and ten-digit emergency calls, and that these are answered by the same employees triaging 911 calls.

Approximately 395,492 calls were handled by operations staff in 2018. This does not include outbound calls acting on responder requests, callback on abandoned 911 calls, etc.

Approved staffing includes four dedicated call takers, 50 call taker/dispatchers, six dispatch supervisors, one training coordinator, .5 time quality assurance specialist and the division manager.

## STRATEGIC PLAN OBJECTIVES - 2018 PROGRESS & UPDATES

Call Processing Standardization – continuance of quantifying location verification, execution of processing parameters, and call type triage.

Application of Quality Assurance Protocol Measuring – Supervisors measure knowledge and skill set of staff based on established benchmarks for call triage and call processing.

## AWARDS AND RECOGNITION

Dispatcher awards for EMD Excellence, Lifesaving, and Childbirth are under the purview of the Medical Dispatching Review Committee (MDRC). Nominations may be made by any CRESA employee, and may start with feedback from user agencies, our Medical Director's office, or citizens. Lifesaving Awards are given to call takers who provide lifesaving instructions (mainly CPR and choking) using the Medical Priority Dispatch System (MPDS) ProQA instructions correctly and as scripted, and the patient is discharged from a hospital with a positive outcome. EMD Excellence awards are given to call takers who provide these instructions but unfortunately, the patient succumbs. Childbirth awards, (Stork awards) are given to dispatchers who use ProQA correctly and actively assist in the birth of a child. The MDRC listens to the calls and uses MPDS Quality Assurance Guides to determine if these calls qualify for awards.

In 2018, the following awards were given to CRESA Dispatchers:

### **Life Saving Awards**

Zachary Guest (01/02/18)  
Laura Patterson (02/22/18)  
Kim Earls (06/03/18)  
Ayumi Griffin (06/24/18)  
Misty Michael (08/24/18)  
Megan Olson (11/18/18)  
Kim Myers (11/26/18)  
Robin Donahue (11/28/18)

### **EMD Excellence Awards**

Zach Helmes (01/19/18)  
Dawn Floyd (03/14/18)  
Lauren Schwilke (04/10/18)

### **Childbirth Award**

Kim Earls (8/18/18)  
Lucinda Daniel (11/26/18)



## 2018 YEAR END - STATISTICAL SUMMARY

6	<b>Operational Shift Supervisors (successful recruitment of two new Supervisors in 2018)</b>
45	<b>Dispatchers</b>
1	<b>Call Takers</b>
3	<b>Dispatch Trainees</b>
5	<b>Dispatch Vacant Positions</b>
11	<b>Law Enforcement Agencies (addition of Cowlitz Tribal Police)</b>
15	<b>Fire/EMS Departments</b>
26	<b>Total Agencies Served</b>
628	<b>Estimated Service Area (Square Miles Clark County)</b>
706	<b>Estimated Service Area (Square Miles NCEMS and Woodland Fire Outside of Clark County)</b>
474,643	<b>Estimated Population Served</b>
395,492	<b>Total Incoming Telephone Calls Answered in 2018</b>
1,084	<b>Daily Average of Incoming Telephone Calls</b>

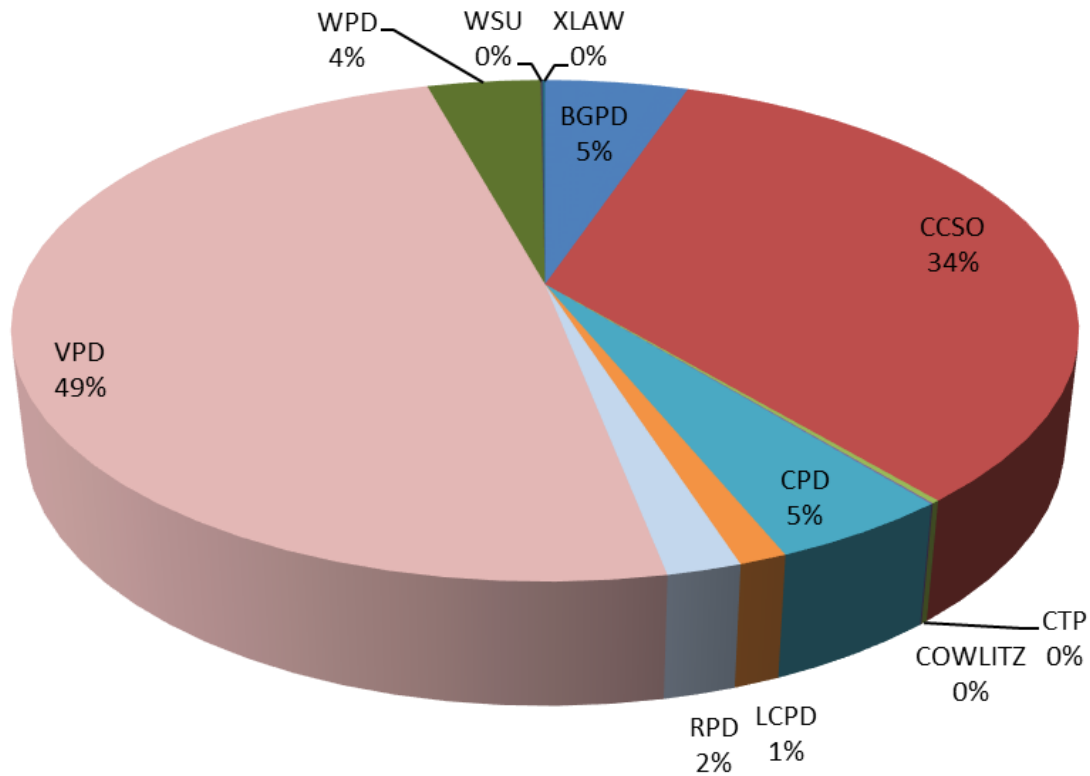
The following acronyms are used in the statistical graphs and charts that follow in this report:

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

## Dispatched Events for Law Enforcement

Dispatched events are created by a dispatcher generated by a telephone call to the 911 center for which a unit is assigned. “XLAW” includes BNSF, DOC, and FBI.

### 2018 Dispatched Law Events

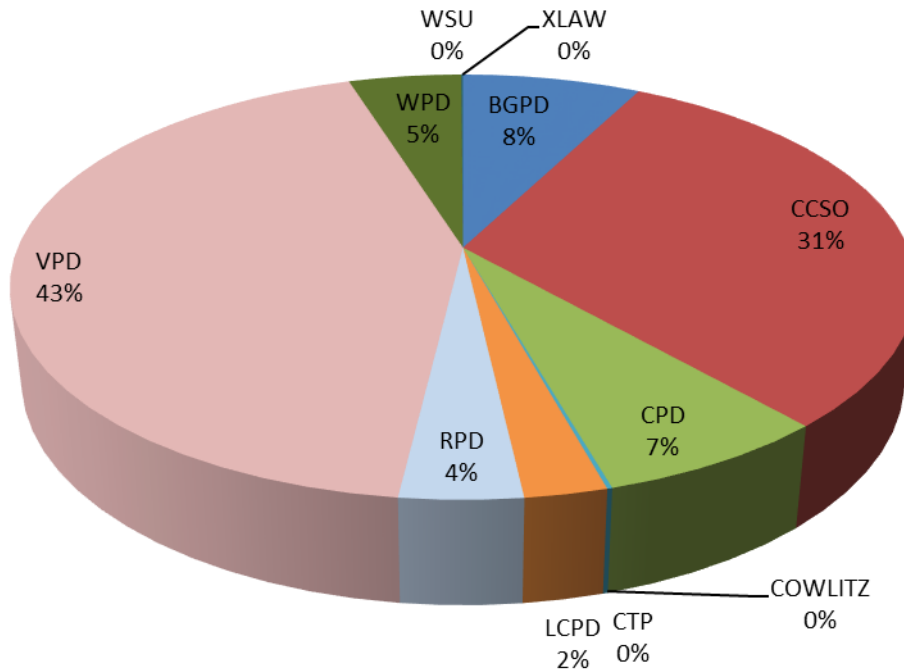


	2014	2015	2016	2017	2018
BGPD	6147	6910	5645	5940	7191
CCSO	42787	47021	40303	40788	47929
COWLITZ					61
CPD	4549	4743	5199	5422	6210
CTP					303
LCPD	830	884	817	800	928
RPD	1040	1285	1070	1305	1576
VPD	60480	67707	56198	56496	70924
WPD	6411	6380	5325	5612	6700
WSU	40	34	33	24	30
XLAW	10	121	9	11	70
TOTAL	122294	136172	114599	116398	141922

### ***Field Generated Law Enforcement Events***

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.

### **2018 Field Generated Events**

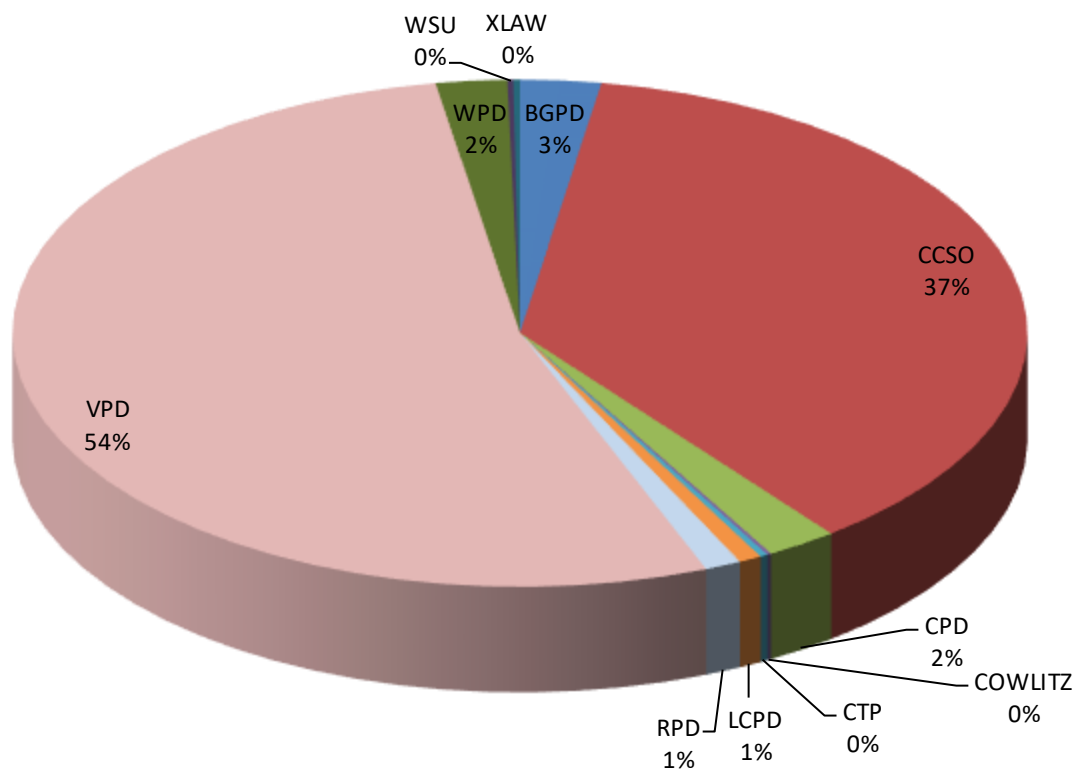


	2014	2015	2016	2017	2018
BGPD	8330	7758	8190	8362	7524
CCSO	28090	28859	27582	29868	30502
COWLITZ					0
CPD	7404	6357	6575	5843	7013
CTP					153
LCPD	1447	852	1652	1913	2462
RPD	3371	3067	2775	3295	3653
VPD	43644	49761	42464	39336	42726
WPD	3409	3686	3700	4202	4752
WSU	8	9	21	7	5
XLAW	47	107	45	192	65
TOTAL	95750	100456	93004	93018	98855

### *Cancelled or Referred Law Enforcement Events*

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.

## 2018 Cancelled or Referred Law Events



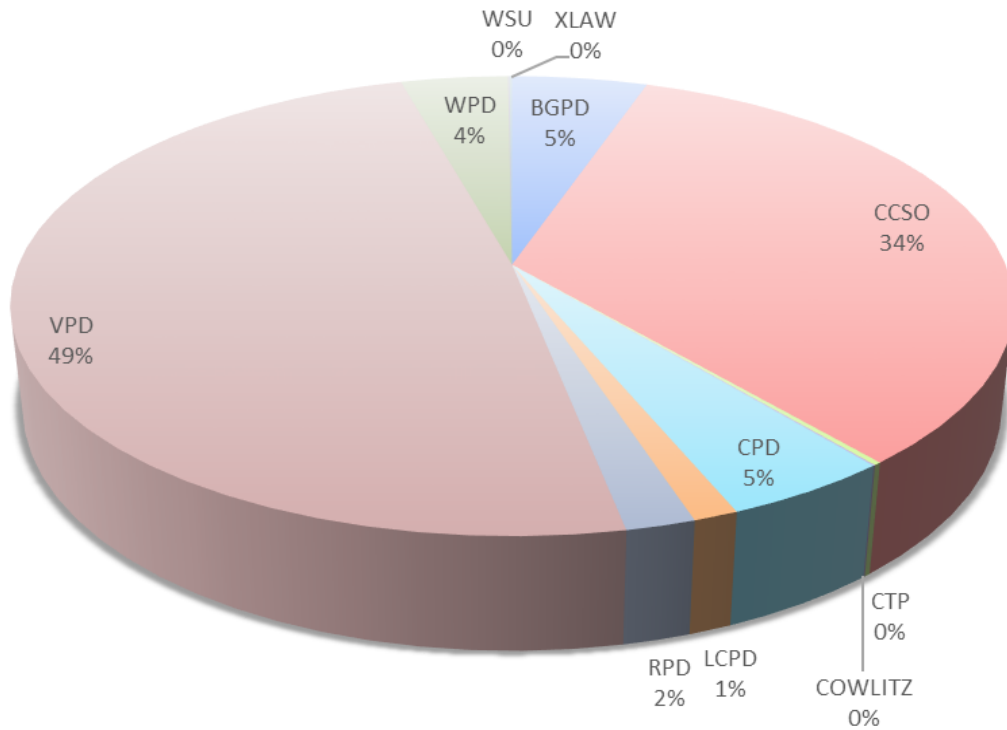
	2014	2015	2016	2017	2018
BGPD	2999	3159	2602	2100	2178
CCSO	25700	39458	30785	29557	31316
COWLITZ					113
CPD	1640	2433	2213	1858	1922
CTP					204
LCPD	381	640	499	496	613
RPD	394	779	671	802	981
VPD	36978	55432	46002	43084	45195
WPD	1644	2788	2302	1905	1921
WSU	79	156	82	130	158
XLAW	115	201	105	95	181
TOTAL	69980	101594	85261	80027	84782



## *Total Law Enforcement Events*

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

### 2018 Total Law Enforcement Events

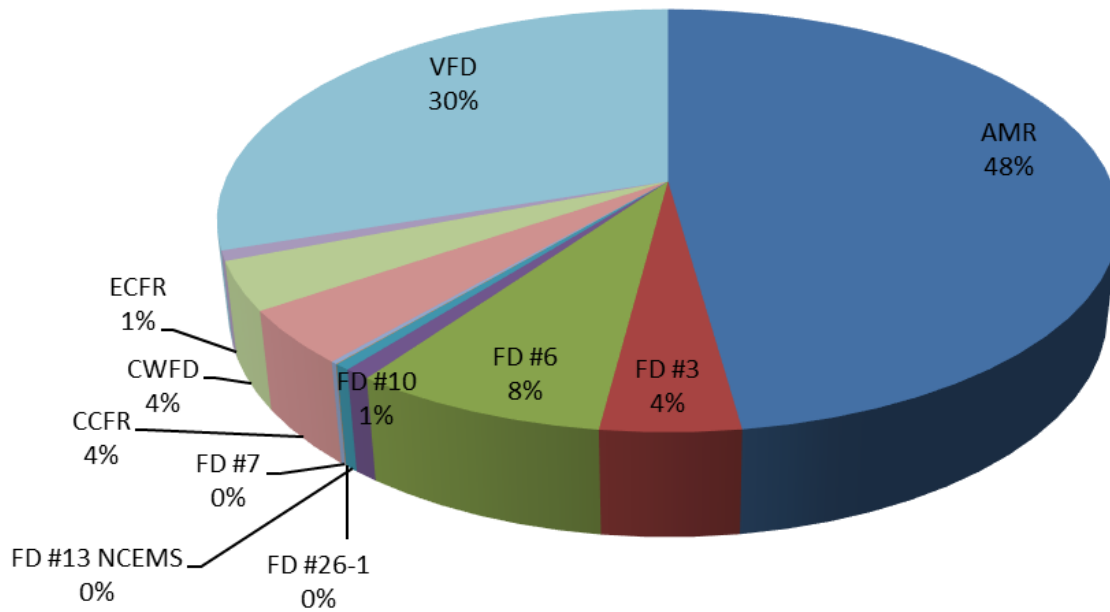


	2014	2015	2016	2017	2018
BGPD	17220	17827	16323	16276	16893
CCSO	108649	115338	98248	99752	109747
COWLITZ					174
CPD	14108	13806	13821	12913	15145
CTP					660
LCPD	2859	2346	2917	3151	4003
RPD	5116	5098	4316	5218	6210
VPD	157861	177082	141743	136447	158845
WPD	12181	12647	11148	11545	13373
WSU	202	227	135	161	193
XLAW	224	581	156	297	316
TOTAL	318420	344952	288807	285760	325559

## Dispatched Events – Fire/EMS

Total events created by Dispatch for fire and medical response.

### 2018 Dispatched Fire & EMS



	2014	2015	2016	2017	2018
AMR				44858	45973
FD3	1194	1463	3375	3752	4049
FD6	6346	7003	6981	7430	7442
FD10	627	759	736	786	785
FD13/NCEMS	416	521	507	520	490
FD26-1	49	54	56	46	55
FD7	141	168	210	181	186
CCFR	4911	5440	3416	3898	3936
CWFD	2953	3285	3431	3582	3544
ECFR	649	787	734	770	738
VFD	22897	26224	25512	27889	28996
TOTAL	40183	45704	44958	93712	96194

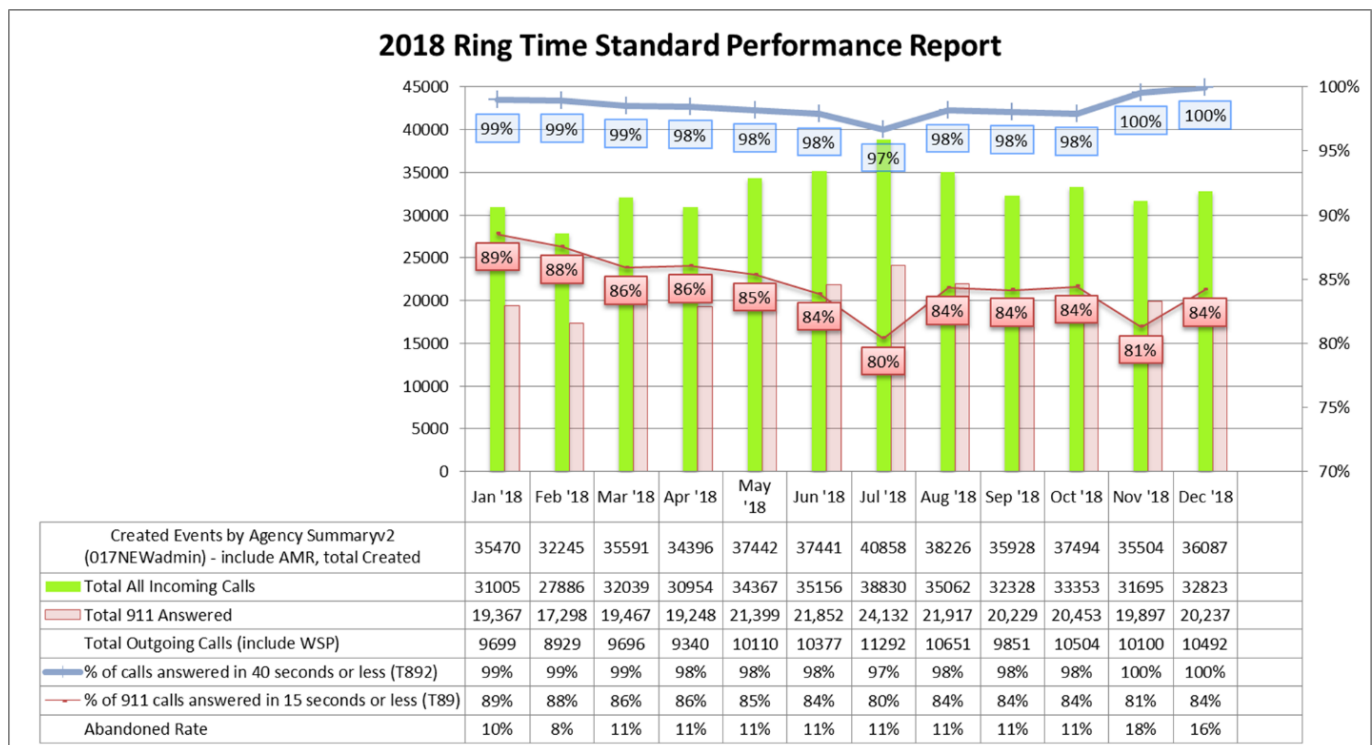
## Total FIRE/EMS Created Events 2018

Distinct count of incidents for the year 2018 by agency, call type and priorities. This summarizes the incident total for each Fire and EMS agency.

Agency	All Events Created	Dispatched Events	Field Initiated	Field Created	Cancelled Events	Referred Events
AMR	48,926	45,973	336	0	2,553	64
BOEC	5	0	0	0	5	0
CCFR	4,163	3,936	34	2	183	8
COWLITZ	174	61	0	0	63	50
CWFD	3,746	3,544	52	0	148	2
ECFR	781	738	5	0	37	1
FD10	814	785	3	0	26	0
FD13	489	464	1	0	24	0
FD3	4,269	4,049	49	0	158	13
FD6	8,461	7,442	76	1	886	56
FD7	223	186	1	0	35	1
NCEMS	60	26	17	0	15	2
PFB	13	0	0	0	11	2
SKF	63	55	0	0	6	2
VFD	39,555	28,996	214	12	8,930	1,403
XFIR	9	8	0	0	1	0
<b>Grand Total</b>	<b>111,751</b>	<b>96,263</b>	<b>788</b>	<b>15</b>	<b>13,081</b>	<b>1,604</b>

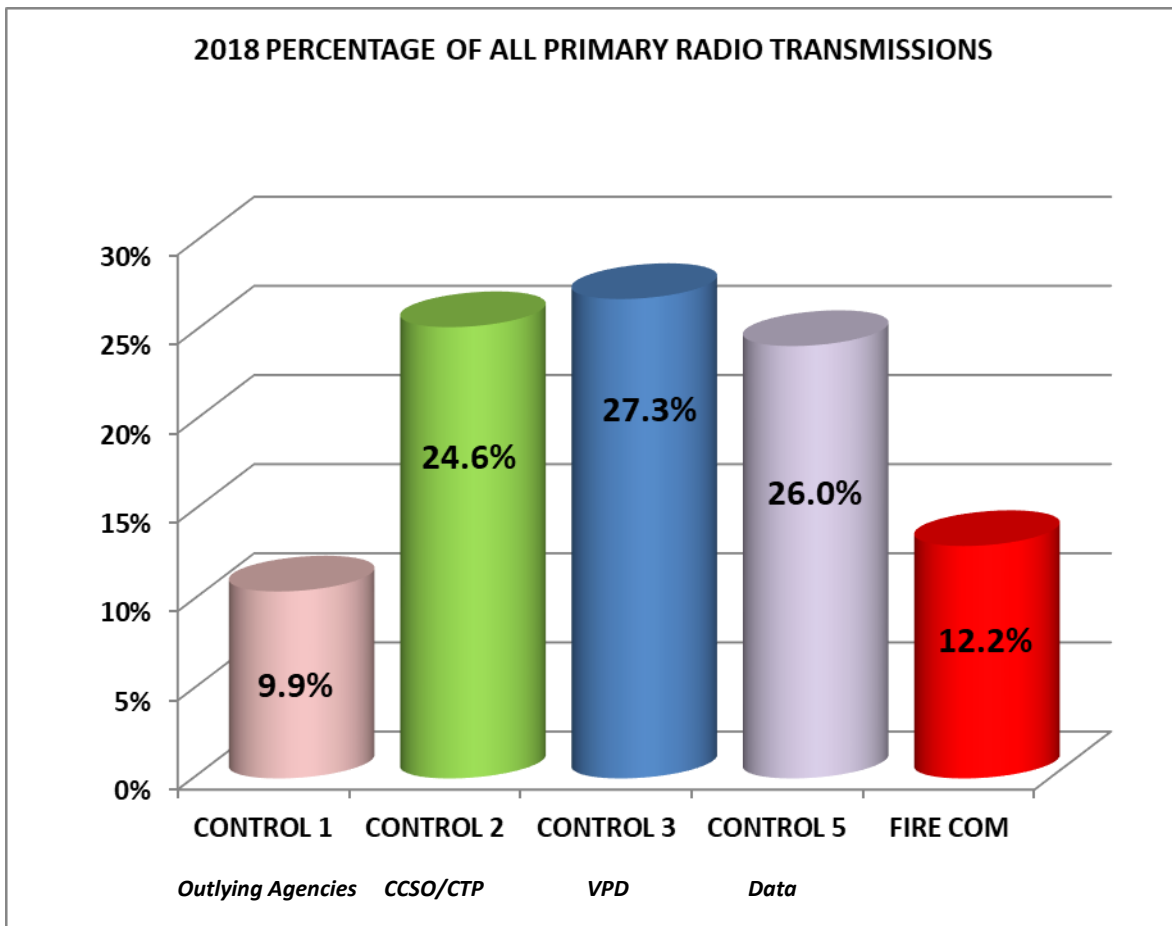
## Ring Time Performance

Percentage of calls answered in 40 seconds or less and in 15 seconds or less.



### ***2018 Radio Traffic Push to Talk and Airtime Use by Talkgroup***

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.



In 2018 Control 5 experienced 1.7% overall increase. This increase appears to be due to an overall 14% increase in call volume for all law agencies. Control 1 and Control 2 both had an overall 1% decrease in radio traffic even with the addition of Cowlitz Tribal Police in late summer of 2018 who run their radio traffic on Control 2. Control 3 had a 0.4% increase in radio use in 2018. Fire COM had a 0.8% decrease in radio traffic in 2018.



# FINANCE & ADMINISTRATIVE SERVICES

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## ADMINISTRATIVE SERVICES DIVISION OVERVIEW

Finance & Administrative Services provides vital support services for the agency in the areas of financial management, budget, accounts payable/receivable, public records management, payroll and employee retirement plans. The division also provides staff support for the CRESA Administrative Board and CRESA management team.

In 2018 CRESA's expenses for Operations were \$9.9 million, \$1.2 million for Emergency Management and \$1.1 million for projects and equipment repair and replacement. CRESA is audited annually by the Washington State Auditor's Office in accordance with auditing standards generally accepted in the United States and the standards applicable to financial audits contained in Government Auditing Standards, issued by the Comptroller General of the United States.

CRESA's finances are also reviewed by a five-member financial committee. The Finance Committee consists of financial representatives from Clark County, City of Vancouver, other cities in Clark County, fire districts within the County, and CRESA management staff. The group meets several times each year to review CRESA's long-range financial plan, funding resources, equipment replacement, capital debt and ongoing operations. The Committee, in turn, submits their recommendations to the CRESA Administrative Board for consideration.

## STRATEGIC PLAN OBJECTIVES - 2018 PROGRESS & UPDATES

### SP 1.1.2 Workday Transition

In 2018 Clark County began the transition from Oracle to Workday for its enterprise resource planning software. CRESA has contracted with the County for many services, including some IT services which has included using Oracle. CRESA is transitioning from Oracle to Workday along with Clark County. Phase I of the transition included payroll capabilities and was scheduled for July of 2018. CRESA's payroll is particularly complex due to 24/7 operations and detailed labor agreements, however Workday was implemented as planned. In 2019, Phase II of the Workday transition includes accounts receivable, accounts payable, budgeting and other core accounting functions.

### SP 5.3.2 – Customer Fee Structure

CRESA operations, equipment repair and capital costs are generally borne by key participating agencies. CRESA bills other customer agencies for specific services and uses the revenue to offset the operations costs. In 2018, the CRESA board requested the agency re-examine its fee structures for CRESA customer agencies. CRESA hired a new finance manager in the spring of 2018 and the finance manager began the process of assessing the fee structure. The finance manager identified goals of increasing billing transparency and establishing cost equity for its stakeholders. CRESA intends to make a proposal to the board for the structure of customer fees in 2019.

### SP 5.3.3 - Fund Balances

The CRESA Finance Committee continues to discuss the need to establish financial policy related to a reserve/contingency fund for unplanned failures of infrastructure or other large scale unplanned expenses. CRESA continues to work with the Finance Committee to create fund balance policies which are sustainable and meet the agency's needs. The board is currently reviewing its foundational structure and board acceptance of a fund balance policy proposal is not expected until its foundational structure is settled.

## OTHER ACCOMPLISHMENTS & HIGHLIGHTS

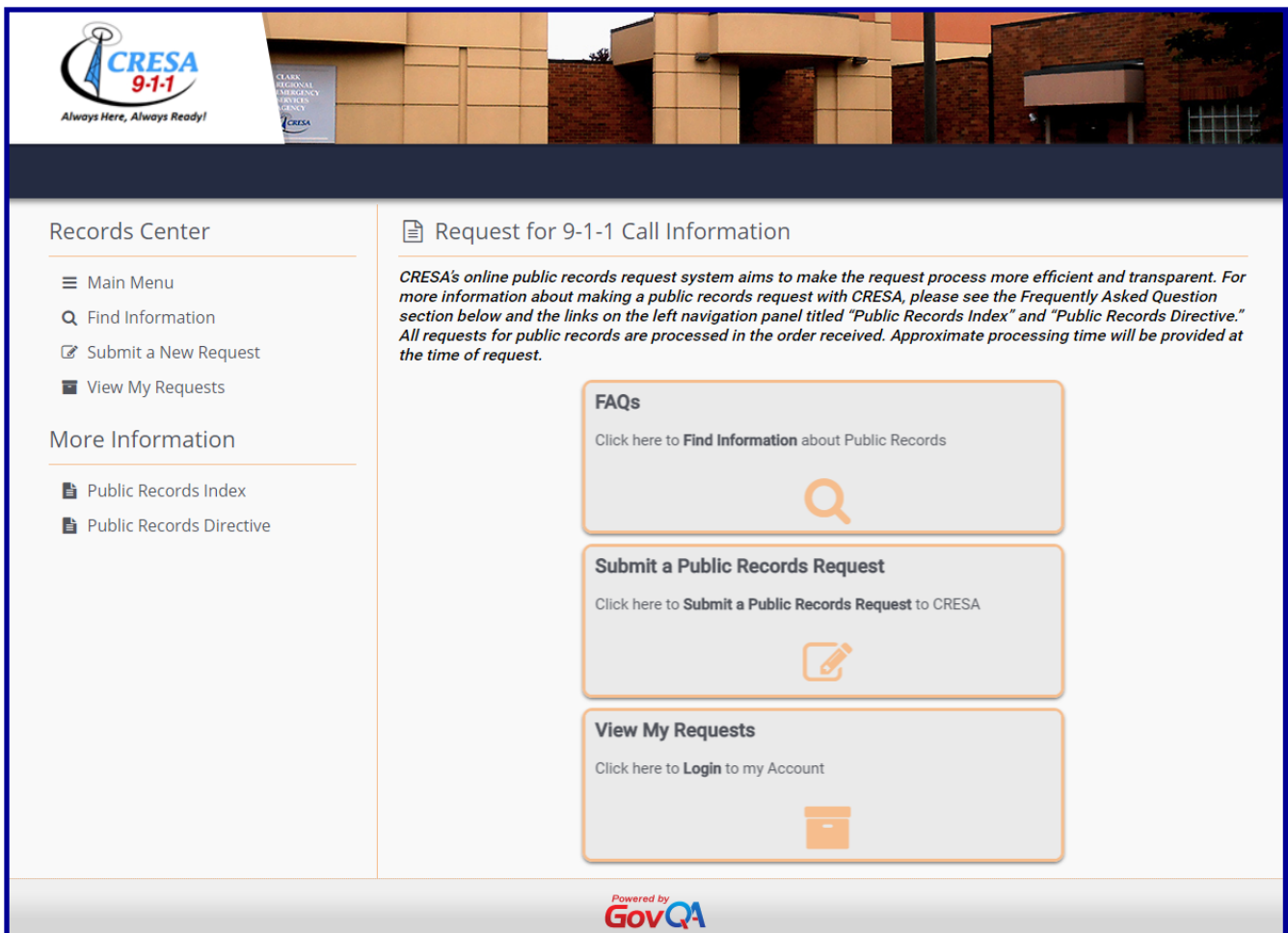
### Public Records

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 2018, the following was accomplished in the area of Public Records:

- Total of 4,668 individual requests for public records were received and processed in 2018 representing a 11.5% increase over 2017
- The average response time to complete a request for public records in 2018 was 6 business days
- Online Public Records Request Portal continued to offer streamlined process and greater accessibility to records for requesting parties

### Citizen Survey

The Administrative Services division mails out a monthly satisfaction survey to approximately 45 randomly selected citizens who called 9-1-1 or 3-1-1 for service. In 2018, the response rate was 23% with 96% indicating their interaction with 9-1-1 was positive. All returned surveys containing comments or negative scores are reviewed by the Director and Operations Division Manager for follow up.



*CRESA online public records request system can be found at [www.cresa911.org](http://www.cresa911.org).*

# HUMAN RESOURCES PROGRAM

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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 - 2018 PROGRESS & UPDATES

### **Goal 6.3.18 - Develop an internal and external complaint process.**

- Determined to use existing tracking tool on Sharepoint however tailor some categories for improved reporting. Implementation of external user complaint and recognition web form on website scheduled for spring 2019.

### **Goal 6.3.17 - Develop early warning metrics and triggers.**

- Triggers have been identified and communicated to manager and supervisors for their reporting functionality on a semi-annual basis. Due to the overall low number of incidents to be tracked, it was determined it is not cost effective to purchase a tracking system. In 2019, staff will create internal basic tracking tool at no cost.

### **Goal 6.3.1 - Update Job Descriptions for all CRESA positions.**

- Currently have completed updates to 70% of CRESA's job descriptions. This will be an ongoing project that will be in conjunction with goal 6.3.2

### **Goal 6.3.2 - Conduct Job Task Analysis**

- Completed three in 2018. This will be an ongoing project in 2019.

### **Goal 1.1.2 - Implement Applicant Pro**

- Applicant Pro was implemented in December 2017. For recruitments in 2018, the new system provided easier access for candidates to apply and improved ability to track candidates and tailor communication during the selection process.

### **Goal 2.2.2 - Leadership Development**

- Continued our shared communication regarding the four leadership cornerstones for CRESA that include Personal Leadership, Results Leadership, Leadership of Others and Strategic Leadership. This resonates throughout CRESA development, training and performance programs. Managers and supervisors attending formalized leadership classes through our memberships and partners (e.g. WCIA, APCO, LCC, etc.)

## OTHER ACCOMPLISHMENTS & HIGHLIGHTS

### Recruitment

In 2018 CRESA implemented a new online application tracking tools that offers flexibility, improved communication and an extended recruitment reach for candidates. The following recruitments were conducted in 2018:

Posting #	Position	# of Applicants	Internal / External
1802-01	911 Call Taker Dispatch Trainee	745	External
1802-02	Dispatch Supervisor	4	Internal
1804-03	Training Coordinator	131	Both
1809-04	Dispatch Supervisor	1	Internal
1810-05	911 Call Taker Dispatch Trainee	707	External

## Employee Recognition

CRESA's Employee Recognition Committee has been diligent in fundraising to support employee morale lunches and gifts. In 2018 they promoted additional opportunities for peer to peer recognition.

The foundation of Employee of the Year has always been CRESA values and what we base our nominations from therefore we are proud to announce CRESA 2018 Employees of the Year are Carrie Johnson, Dispatcher, and Janette Anderson, Payroll & Accounting Clerk (pictured below).

The following employees were also recognized in 2018 for length of service milestones:

Anniversary	Hire Date	Employee
5	2/4/2013	Scott Johnson
5	9/11/2013	Shan Olsen
10	2/4/2008	Marcy McMahon
10	2/4/2008	Kim Myers
15	7/7/2003	David Machado
15	9/2/2003	Tamie Cody
20	10/12/1998	Debbie Butchard
25	3/1/1993	Stacey Fritz
30	3/2/1988	Robin Bacon
30	3/7/1988	Lisa Drake

## Health & Wellness

CRESA employees continued several wellness initiatives in 2018 with step challenges and newsletters.



*2018 Employees of the Year - Janette Anderson and Carrie Johnson.*



# QUALITY ASSURANCE & ACCREDITATION

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## PROGRAM OVERVIEW

The Quality Assurance and Accreditation (QA&A) 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. Program staff includes the Program Manager and a QA/Accreditation Specialist (.5 FTE).

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 for emergency medical calls. The planning and innovation projects are guided by the agency's strategic plan and Continuous Quality Improvement/Lean program.

## STRATEGIC PLAN OBJECTIVES – 2018 PROGRESS & UPDATES

The QA&A 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's priorities include: 1) Technology, Futuring, Research and Adoption; 2) Agency Structure and Stabilization; 3) Partner and Community Relations; 4) Communications; 5) Sustainable Funding; 6) Core Services; and 7) Major Systems and Facilities. The Strategic Plan Blue Print is organized numerically (e.g., SP 1.1.1). The first number is the Priority; the second number is the Objective; and the third numbers is the Deliverable. This structure assists CRESA in efficiently reviewing accomplishments and establishing new objectives and deliverables for each upcoming year.

### **SP 2.3.1 - Governance**

Over this past year, CRESA changed its legal structure from an entity originally established in 1975 under the state's Interlocal Cooperation Act authorized under RCW 39.34.030, to a special purpose quasi-municipal corporation known as Public Development Authority or PDA authorized under RCW 35.21.730. 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 and preventing recourse to participating parties; and providing the ability for CRESA to own real and personal property.

On January 17, 2018, CRESA's PDA articles of incorporation and business license were filed with Washington's Secretary of State Office and Department of Revenue. On January 22, 2018, CRESA sent service agreements for emergency communications to founding public agencies; as well as service agreements for emergency management services to participating cities and Clark County. On March 22, 2018, CRESA entered into a Memorandum of Understanding with the Clark County Treasurer's Office for finance and banking services. On June 7, 2018, CRESA entered into a Master Agreement with Clark County for various administrative services (e.g., financial, payroll, benefits, general services, technology and GIS).

On August 29, 2018, the Assistant City Attorney of Vancouver sent a letter to the Clark County Deputy Prosecuting Attorney. This letter identified concerns about the most appropriate way to navigate the transition of CRESA moving from an interlocal entity to a PDA.

On December 12, 2018, CRESA signed an engagement letter with Pacifica Law Group to provide legal representation in relation to matters concerning governance, organization and operations as the agency addresses issues related to its transition from an interlocal entity to a public development authority. The Board continues to work with stakeholders and legal council to reach a resolution on this issue.

### **SP 2.3.7 - Overhaul of Agency Written Directives**

CRESA's Directives are the agency's policies and procedures divided up in specific categories addressing: organization, direction and supervision, fiscal management, human resources, recruitment and selection, training, quality management, emergency operations, and dispatch operations. A project to overhaul the agency's 400+ directives to bring them in line with the Commission on Law Enforcement and Accreditation (CALEA) standards was launched in 2016. All categories, with the exception of dispatch operations were completed by the end of 2017.

In 2018, staff focused on the remaining directives addressing dispatch operations. By the end of the year, 33 revised directives were approved and 50 revised directives were sent to division managers for review.

### **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's 213 standards apply to all facets of 9-1-1 operations, from recruitment, selection 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, how complaints are investigated and the involvement CRESA has in community education.

In 2018, CRESA began its implementation of the new four year assessment cycle. Each CRESA assessment year (September – August), staff provides an agency status report, statistical tables and undergoes a remote web-based assessment to verify CRESA can show it's met given standards. By the end of four years, an onsite assessment is conducted with a final report submitted to the CALEA Commission for review and consideration of re-accreditation. CALEA completed its web-based assessment and found CRESA was in compliance with the standards reviewed for assessment year one.



*CRESA was awarded its sixth CALEA Accreditation in 2017.*

### **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" some of which include:

- Proper Emergency Medical Dispatcher (EMD) training and continuing education;
- Appropriate evaluation and feedback of EMD performance on a monthly basis (see below);
- EMD protocol compliance against a national standard of care developed by industry experts and supported by the National Association of EMS Physicians; and
- Participation in an international data-base for furthering EMD research.

CRESA originally received IAED Accreditation in 1993, becoming the 4<sup>th</sup> emergency dispatch center to do so in the world. Earning IAED Re-Accreditation demonstrates that CRESA is committed to the international practice standards for emergency medical dispatch.

CRESA submits a re-accreditation application and proofs of compliance every three years. In 2018, CRESA submitted its ninth re-accreditation application to the IAED for review.

### **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 is to: 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 2018, staff provided administrative support for ongoing CQI/Lean efforts coordinated by the Dispatch Operations Committee (DOC). The DOC developed a charter which focuses on: 1) Developing and reviewing meaningful performance data; 2) Analyzing gaps in performance; and 3) Developing solutions using Lean principles.

Some of the DOC projects worked on in 2018 include:

- *Performance Metrics: Call Processing Times* – Technical Services Division continued work with the DOC in establish performance metrics specific to call processing times. By the end of 2018, a number of issues were discovered that led to delayed call processing times (re-opening closed events, difficulty in location verification, etc.) The DOC decided that once these issues have been adequately addressed, the call processing time reports will be re-run. If the data looks relatively clean, Technical Services will work with 9-1-1 Operations to determine appropriate standards to recommend to the CRESA Administrative Board.
- *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. In May 2018, Directive 03.004 – Internal Communications Tools, was revised to ensure consistent use of information and communication tools within the agency.

### **SP 6.3.7 – 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 2018, staff provided training and drills on the EOP related plans to managers, supervisors and at all staff in-services. These trainings and drills included: February in-service training on agency re-location; February in-service evacuation drill; and an earthquake table top exercise with managers in October.

### **OTHER ACCOMPLISHMENTS & HIGHLIGHTS**

#### **CALEA and IAED – Quality Checks of Call-Taking and Dispatch Performance Standards**

*CALEA Standard 6.1.5, Quality Checks* – CALEA requires documented quality checks of employees' call taking and dispatch performance that includes dispatcher feedback and management review. The QA&A Program is responsible for conducting monthly random EMD case reviews based on IAED Accreditation Center of Excellence (ACE) Point 9 (outlined below). For police and fire case reviews, CRESA developed an in-house reporting system based on the APCO/NENA Standard for the Establishment of a Quality Assurance and Quality Improvement Program for Public Safety Answering Points case evaluation scoring templates.

In May 2018, the Operations Division implemented random case reviews on police and fire call taking and dispatching. Based on a total of 36 calls reviewed, CRESA's compliance is as follows:

	<b>Case Entry</b>	<b>Interrogation</b>	<b>Liability</b>	<b>Total Score</b>
Total Possible Points	30	25	20	100%
<b>CRESA Performance</b>	<b>26</b>	<b>24</b>	<b>20</b>	<b>96.9%</b>

*IAED ACE # 9, Monthly Case Evaluation Compliance Levels at or Above Accreditation Levels* - In 2018, 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, 5 monthly EMD case reviews of each new dispatch trainees; and any EMD inquiries based on IAED compliance standards. Once completed, the case reviews are posted for dispatcher review and opportunity for Q & A. Monthly compliance reports are provided to management, supervisors and the Clark County Medical Program Director

<b>2018</b>	<b>IAED Standard</b>	<b>CRESA Performance</b>	<b>Number of Cases</b>
High Compliance		85.7%	1,069
Compliant		8.7%	108
Partial Compliance	≤ 10%	<b>3.2%</b>	40
Low Compliance	≤ 10%	<b>0.5%</b>	6
Non-Compliant	≤ 7%	<b>1.9%</b>	24
<b>Total</b>		<b>100%</b>	<b>1,247</b>



# 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 and IT support, three are dedicated to supporting the radio system and program.

## STRATEGIC PLAN OBJECTIVES – 2017 PROGRESS & UPDATES

### 800 MHz Radio System Replacement Project

In November of 2014 CRESA entered into a contract with Motorola to replace the analog radio system, which was at its “end-of-life” with a new, digital P25 compliant, system. All users were on the new system by June 2017.

Work to add a new radio tower in the Ridgefield / La Center area continued in 2018 to improve coverage issues, with work to be completed in 2019.

### CAD Backup

The build out of a CAD / MPS and interface back-up and disaster recovery site at Washington State Patrol was approved. Work on this project began in 2018 and will continue through 2019.

### IT Service Metrics

In September of 2016 a new help desk system was introduced. This system allows for categorization and prioritization of issues and requests, tied to service levels and reporting. With now a full year of data we are verifying our categories and sub categories are appropriate for the work and will then be preparing to build service levels based on achievable metrics.

Requests created by category:

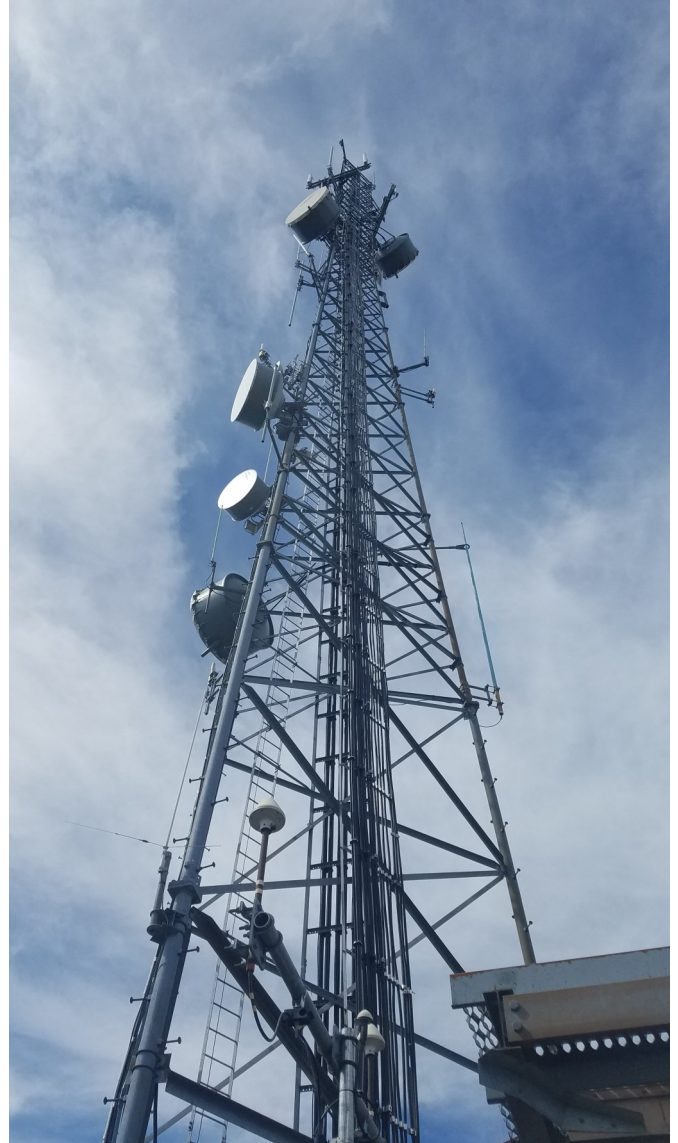
Category	2017		2018	
	Count	% of Total	Count	% of Total
CAD (I/Dispatcher, Map, ProQA, Response Plans etc)	1091	28%	1293	33%
Other	517	13%	497	12%
Applications (PulsePoint, Voiceprint etc)	441	11%	462	12%
User Accounts	249	6%	195	5%
Radio Project/System	241	6%	225	6%
Telephone	210	5%	463	12%
Computer	191	5%	150	4%
Interfaces (I/Page, Locution, Informer etc)	179	5%	172	4%
Mobile for Public Safety	178	5%	95	2%
All Others	647	16%	416	10%
Total	3944		3968	

In 2018 we saw an increase in telephone issues generally attributed to an upgrade of the system in March and again in November, when we cut over to the new Statewide Next Generation 911 Emergency Services IP (ESI) telephone network (ESInet).

### OTHER ACCOMPLISHMENTS & HIGHLIGHTS

In 2018 we completed several upgrades to systems and introduced or began work to introduce new applications for our users:

- Replaced our CAD switches and connections to each work station with redundant connections and improved network speeds
- Upgraded Live MUM, our fire apparatus monitoring and move up recommendation system, which now allows users access to remote viewing and reporting
- Moved our inventory reporting process to our Help Desk system and implemented electronic sign off by each user
- Completed an update to Mobile for Public Safety (MPS) to maintenance release (MR) 6
- Began testing Mobile Responder, a new device based application that provides a lite version of MPS for use on cell phones or tablets
- Introduced WAVE, a device based application that provides users access to specific radio talk groups on our new P25 radio system through their cell phones
- Updated telephone system and connected to new state ESInet to prepare for new NG911 functionality
- Ongoing system testing in 2018 as shown in table below:



*Yacolt Mountain tower site*

Alternate Power Testing	Backup power is tested on a weekly basis, local facility power is switched over to the generator for short period once a week.
Backup Communications Testing	The new P25 radio system provides a geo-diverse redundant system.
TDD/TYY Equipment Testing	TDD/TYY tested by the supervisors on a monthly basis
Interoperable Equipment Testing	Interoperable communication talk groups and zones are regular part of our 800mhz radio system. These talk groups are used on a regular basis. In addition we have permanent radio patches in place between our 800 mhz system and our neighboring counties VHF system. That patch is used by the fire agencies on a regular or daily basis.
Security System Testing	We have automated systems and software that verifies each user and password for accessing our IT systems. Authorization level is set for each individual user.

# 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 2018 staff consisted of a division manager and five 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 of \$1.11 for each of the eight jurisdictions that make up Clark County.

Services provided to our partners include:

- Establishment and maintenance of an emergency management organization as called out by ordinance or resolution
- Providing an Emergency Operations Center (EOC) and Duty Officers to assess and support incident response and recovery
- Coordination 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 support 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.



*Training in the CRESA Emergency Operations Center (EOC)*



## STRATEGIC PLAN OBJECTIVES—2018 PROGRESS & UPDATES

### SP 1.3.7 - Evaluate the Effectiveness of Technology Programs/Systems

In 2018, the expansion of public alerts was accomplished allowing municipal and agency partners to send non-emergent public alerts to registered community members through the Everbridge system.

## OTHER ACCOMPLISHMENTS & HIGHLIGHTS

### EOC Operations

In 2018 we worked to improve EOC work processes and information flow. We enhanced several technological tools including adding a state sponsored WebEOC system, greatly improved wireless capabilities, and improved printing options. We hosted one Introduction to EOC course for new EOC staff members and continue to recruit new staff support from area jurisdictions.

### Clark Spark 2018

In the fall of 2018, the EOC hosted over 30 EOC staff members from 14 different agencies in a two-day functional exercise. The “Clark Spark 2018” exercise centered on supporting a response to a wildfire in a mixed use area. The exercise was instrumental in highlighting and reinforcing our strengths while revealing some areas of continued focus.

### Clark Regional Disaster Debris Management Plan

In late 2017, CRESA signed an agreement with Clark County Public Health to facilitate the creation of a Disaster Debris Management Plan. In January of 2018, CRESA conducted an RFP and signed a contract with Tetra Tech Inc. to provide technical planning services and subject matter expertise for the project.



*Clark Spark Exercise in CRESA EOC*

The Clark Regional Disaster Debris Management Plan (RDDMP) outlines critical components of debris removal operations in the Clark County region including the communities of Battle Ground, Camas, La Center, Ridgefield, Vancouver, Washougal, and Yacolt, as well as unincorporated areas of the County. The RDDMP conveys key information that will help the region coordinate and manage debris removal efforts. The plan ensures that partner agencies are aware of the following:

- Parties involved and their roles and responsibilities pertaining to debris removal operations
- Rules, regulations, and guidelines enacted by the Federal Emergency Management Agency (FEMA) and other agencies governing debris removal
- The process of collecting debris
- Disposal of debris including where the debris will be staged for reduction and/or hauled to final disposal or suitable recycling.

Throughout 2018, Tetra Tech worked with a core planning team (CPT) made up of CRESA, Clark County, City of Vancouver, and City of Battle Ground. The CPT and Tetra Tech researched local, state, and federal laws and policies, temporary storage sites, and identified future planning needs. CPT and Tetra Tech then coordinated and conducted training to provide partners throughout the county with knowledge of the plan and the processes documented within it. At the end of 2018, Tetra Tech was working with the CPT on finalizing the draft plan which is expected to be completed in 2019.

### Comprehensive Emergency Management Plan

In 2018, Emergency Management staff completed our Comprehensive Emergency Management Plan (CEMP) update. This 12 month effort included updating the base plan and 13 discipline and area specific annexes. EM staff worked with partners at the federal, state, and county levels as well as in each of our cities to ensure the plan structure supports an all-hazard, whole community approach. The plan and annexes were reviewed for WAC and RCW compliance by the WA State Emergency Management Department and was accepted in December 2018. The final CEMP is currently awaiting CRESA Board approval.

### 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.

In 2018 the Emergency Management Duty Officers responded to 119 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 Performance Grant (EMPG). In addition, in 2018 we partnered with Cowlitz Tribal Nation and the Tribe was awarded a FY 2018 Tribal Homeland Security Grant (THSGP). The THSGP award was the largest ever granted to a single tribe at \$1.2 Million. Grants provide funding to support training, exercise, and planning.

SHSP grants for Washington State HLS Region IV support the following in 2018:

- Provided a Region IV Strategic Plan
- Provided Mutual Aid agreement for Regional Resources
- Provided Regional Staffing in Clark, Cowlitz, Skamania and Wahkiakum: 4 staff positions, 1 Regional Training position and 1 Regional Coordinator
- Provided 1 part time staff for the Cowlitz Tribal Nation Emergency Management office
- Working with local and regional jurisdictions on evacuations plans
- Supports Citizen Corps/CERT program within the region

Additional Trainings and Exercises:

- Conducted a multi-day EOC activation exercise
- Conducted 39 policy level disaster decision making trainings for public officials (school principals)
- Conducted IS-700 training for Clark County Public Works and Battle Ground School District employees; over 120 individuals trained for a cost savings of 360 staff hours to these partners
- Providing tribal law enforcement training in dispatching and radio services

### **2018 DUTY OFFICER RESPONSES**

<b>Search &amp; Rescue</b>	<b>51 total</b>	<b>(40 in 2017)</b>
within Clark County	24	
Mutual Aid	21	
Dive Team/Water Rescue	2	
Police/Evidence Search	4	
<b>Hazmat Response</b>	<b>38 total</b>	<b>(49 in 2017)</b>
within Clark County	29	
Mutual Aid	9	
<b>Severe Weather Events</b>	<b>7 total</b>	<b>(26 in 2017)</b>
Flooding / Storm	0	
High Winds	1	
Heat/Wild Fire	3	
Winter/Extreme Cold	1	
Other Severe Weather	2	
<b>Other Calls</b>	<b>17 total</b>	<b>(8 in 2017)</b>
Community Notification	5	
9-1-1 / Communication Outages	5	
Fire/Smoke/Burn Ban	2	
Law Enforcement Support	2	
Critical Infrastructure Support	3	



## VALUE STATEMENTS

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

Integrity 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.

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

Passion 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.

Communication 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.

Concern 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.*