



2019

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.

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 photo: View from CRESA public safety radio system "Canyon Tower" site.

Photo this page: CRESA Dispatcher Shan Olsen receives 2019 Washington APCO Dispatcher of the Year award at annual conference, joined by CRESA employees; pictured left to right are Sarah Martin, Dave Fuller, Shan Olsen, Kris DeVore, Katy Myers, Cynthia Dixon, Leslie Chapman, April Reynolds and Andrew Doughty.

TABLE OF CONTENTS

From the Director	4
Overview and Governance	5
42 Years of Service - CRESA History	6
Management Team	7
CRESA at a Glance	8
Financial Snapshot	9
Community Outreach	11
Highlights and Performance by Division or Program	
911 Operations Division and 2019 Statistics	14
Finance Division	23
Human Resources	25
Quality Assurance & Accreditation	27
Technical Services Division	31
Emergency Management Division	34



CRESA Dispatchers left to right: Marcy McMahon, Cassandra Deering, Robin Donahue, Kelly Henderson and Stefanie Ness

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 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 1,289 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 seven (7) Life Saving Awards; nine (9) EMD Excellence Awards and one (1) Childbirth Award. Our dispatchers continue to serve as the vital link between the community and first responder agencies we serve.

Technical Services

We continue to work on technical advancements and updates with our Technical Division spearheading most of these efforts. In 2019, after we cut over to State of Washington's new Emergency Services IP Network (ESINet). We began the search for a replacement phone system that will allow us the ability to take full advantage of the ESINet and position the agency to receive the multiple elements associated with a NextGen 911 system. Working with three other 911 centers and the State of Washington, we received a Federal 911 Grant to build a geo-diverse system that will use shared equipment and provide back-up for each other in the case of an outage or disaster.

Emergency Management

In 2019 Emergency Management staff worked to enhance our Public Alerting system by configuring our Everbridge notification tool to enable municipal and agency partners to send non-emergent public alerts to registered community members. All of the configuration and public webpage work has been completed and is ready to be fully implemented.

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 2019 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



2019 OVERVIEW AND GOVERNANCE

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



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

OVER 40 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 digital phone system.

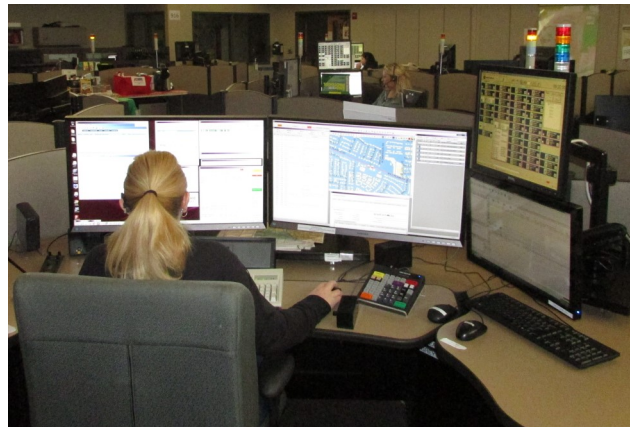
2015 - Launch of 3-1-1 non-emergency law enforcement number to report non-emergency law enforcement issues.

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.

2018 - Cut over to ESINet, the State's Emergency Service Internet Protocol allowing for interconnection of digital voice and data phone systems between 911 Centers.



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



Anthony Glenn
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



Kris DeVore and Scott Johnson at 2019 National Night Out event.

2019 - CRESA AT A GLANCE

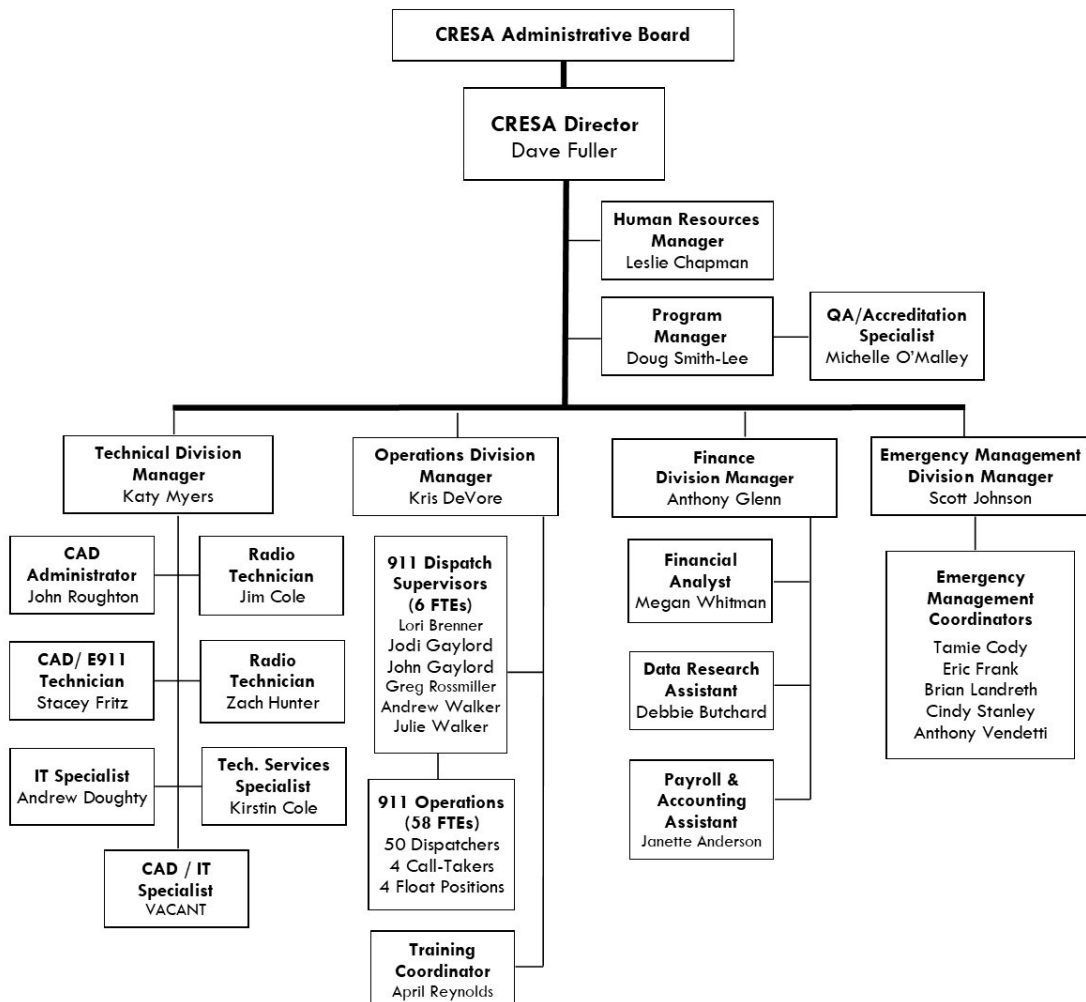
AGENCIES SERVED

Battle Ground Police
 BNSF Railroad Police
 Camas Police
 Clark County Sheriff
 Cowlitz Tribal Police
 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

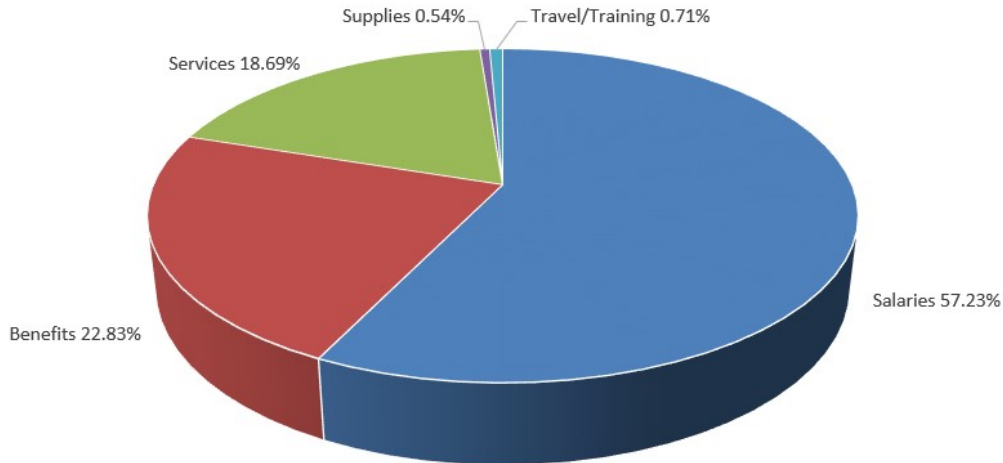


2019 FINANCIAL SNAPSHOT - Expenses

CRESA Operations Fund 6916 Expenditures

Salaries	\$5,676,631	57.23%
Benefits	\$2,264,471	22.83%
Services	\$1,854,207	18.69%
Supplies	\$53,128	0.54%
Travel/Training	\$70,001	0.71%
Total	\$9,918,438	100%

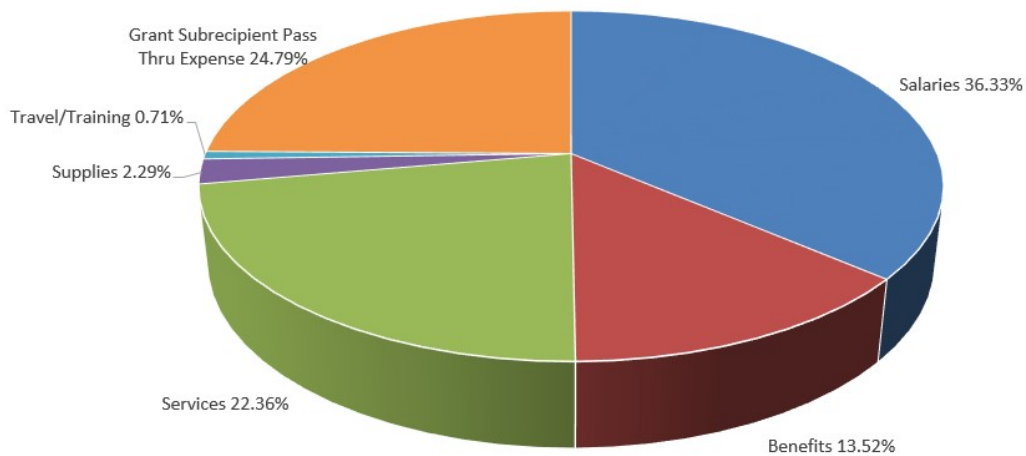
2019 CRESA Operations Expenditures



Emergency Management Fund 6918 Expenditures

Salaries	\$423,345	36.33%
Benefits	\$157,554	13.52%
Services	\$260,574	22.36%
Supplies	\$26,664	2.29%
Travel/Training	\$8,309	0.71%
Grant Subrecipient Pass Thru Expense	\$288,901	24.79%
Total	\$1,165,348	100%

2019 Emergency Management Expenditures

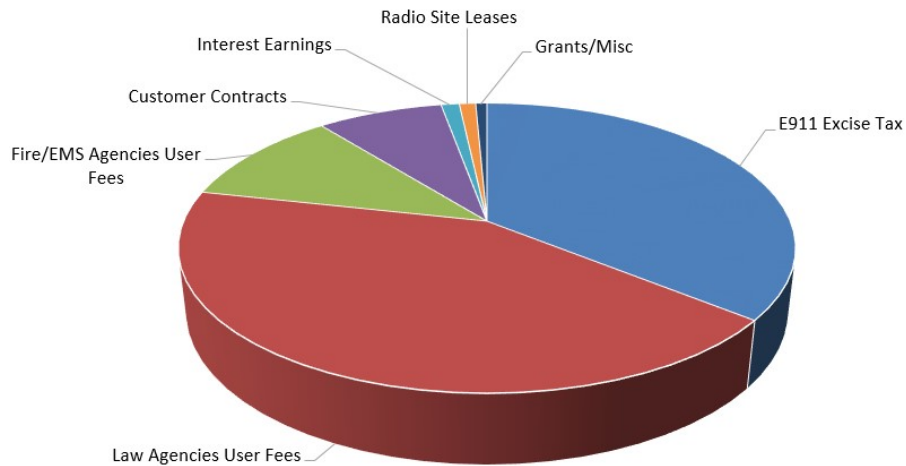


2019 FINANCIAL SNAPSHOT - Revenue

CRESA Operations Fund 6916 Revenue

E911 Excise Tax	\$3,920,246	36%
Law Agencies User Fees	\$4,674,331	43%
Fire/EMS Agencies User Fees	\$1,183,629	11%
Customer Contracts	\$862,881	8%
Interest Earnings	\$124,239	1%
Radio Site Leases	\$112,431	1%
Grants/Misc	\$77,552	0.7%
Total	\$10,955,309	100%

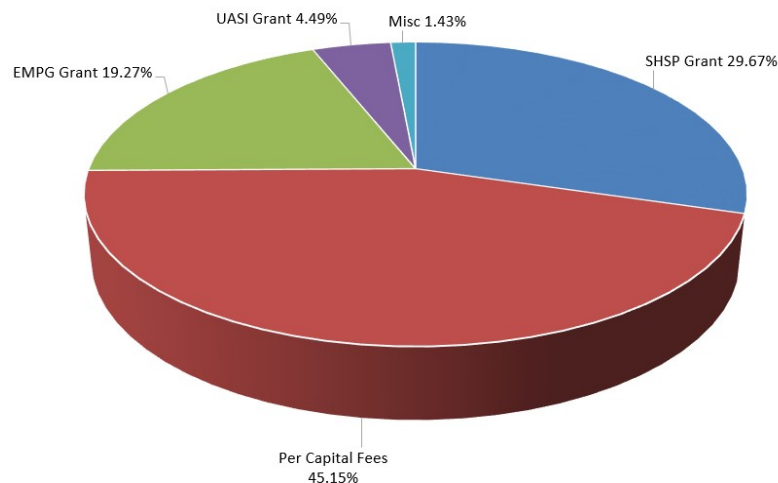
Operations Fund 6916 - Revenue 2019



CRESA Emergency Management Fund 6918 Revenue

SHSP Grant	\$366,745	30%
Emg Mgt Per Capita Fees	\$558,140	45%
EMPG Grant	\$238,218	19%
UASI Grant	\$55,510	4%
Interest Earnings / Misc	\$17,631	1%
Total	\$1,236,243	100%

Emergency Management Fund 6918 - Revenue 2019



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. In the past few years, CRESA has been able to grow and build upon our community engagement by partnering and attending events where people already congregate. This has all been possible due to some amazing public education volunteers who have helped us meet staffing needs on many of these larger events. CRESA also continued to develop partnerships with Clark County's and the City of Vancouver's Offices of Neighborhoods, with the Map Your Neighborhood Open house, as well as partnering with Vancouver Police Department on "Coffee with a Cop" events, and AMR in reaching assisted living and other senior care facilities.

2019 Public Education Event Summary:

Type of Event	Prep Hours	Event Hours
Neighborhood Presentations/Library Events	20	36
School Presentations	6	6
Safety Fairs	14	28
Telecommunications Week/Online Blog	80	
Tours	4	8
Co-Sponsor Events (Fire in the Park/Map Your Neighborhood)	45	12
Home & Garden Show and Clark County Fair	20	244
Preparedness Training Event (New Course)	40	8
National Night Out (17 locations in 2019)	8	24
Public Education Meetings	12	24
Coffee with a Cop	2	10
Total Hours - Public Education Events	251	400

Other Public Education Activity

Training Volunteers	16	30
Creating Public Education Materials	30	
Total Hours - Public Education Other	46	30

Total Hours	Prep 297	Events 430
--------------------	---------------------	-----------------------

2019 Total Estimated Public Education Hours

727

SIT-ALONGS AND TOURS

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

CRESA also 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 2019, tours were provided for college classes, scout groups, military and public safety agencies, and various public officials. These included Cascades Observatory Volcano Exchange Classroom and CCFR Fire Cadet Tours.

HIGHLIGHTS - OUTREACH AND PRESENTATIONS

CRESA Staff participated in numerous public education events in 2019 logging over 400 staff and volunteer hours. Outreach events ranged from public forums, open houses, hosted trainings and tours of the Agency. Examples of these public education activities are described below:

- CRESA partnered with AMR to create messaging for assisted living centers regarding correct number to call for assistance. This information was presented by CRESA and AMR to the Retirements Connections Community group.
- CRESA presented and participated in several business workshops in 2019. Some of these include Washington Association of Maintenance and Operations Administrators (WAMOA), Rotary, Bonneville Power, and Hazel Dell Salmon Creek Business Association. Outreach was also started with several financial institutions within Clark County.
- CRESA attended neighborhood, school, and faith-based events including Cascadia Tech Center, ESD Safety Day, and LDS Church Preparedness Day. Staff also attended multiple neighborhood association meetings, Multi-Cultural Community Fair, and the Battle Ground Library Preparedness Presentation.
- CRESA partnered with Clark County’s and the City of Vancouver’s Offices of Neighborhoods in hosting a Map Your Neighborhood Open House highlighting the steps of the Map Your Neighborhood Program. This was the second year of this event. CRESA also partnered with Clark PUD with the annual Race for Warmth 5k and staffed 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. CRESA attended events including the WSP/WSDOT Safety Fair, Legacy Health Systems Safety Group, and the Great Washington Shakeout.
- In July, CRESA helped host the annual Fire in the Park event. This event has grown to be the largest childhood injury prevention event in Clark County including outreach on fire safety, first aid, calling 911, hands-only CPR, emergency preparedness and bike safety.

- In August, CRESA attended 17 different locations for National Night Out. This was successful with help from Public Education Volunteers who partnered with CRESA staff to make community stops all over the County. Also in August, CRESA once again participated in the Clark County Fair. CRESA staff and volunteers supported a booth for 14 days making well over 10,000 contacts.
- In September, CRESA conducted its 10th 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 included a daily video/audio component to each daily challenge to help reach our sight impaired community.
- CRESA designed and hosted the first one-day #IamReddi Preparedness Class. This one-day training is designed to meet a growing need for individuals who want more training, however cannot make a commitment to the 30+ hour training of CERT. CRESA hopes to host at least four of these classes in 2020. Several financial businesses are interested in hosting this training as well for their staff.



Top Left: Dispatch Supervisor Greg Rossmiller and HR Manager Leslie Chapman staff booth at career fair.

Top Right: CRESA Booth at Clark County Fair.

Bottom Left: CRESA Booth at Fire in the Park event.

Bottom Right: Students with Cascade Observatory Volcano Exchange program visit CRESA for a tour.

9-1-1 OPERATIONS DIVISION AND STATISTICS

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 center, thus leaving 911 more accessible for emergencies. CRESA has found there are still callers that are unaware that 311 can be utilized for non-emergent law reporting. We continue to educate and provide information and will do so for the foreseeable future. In addition, we have incorporated messaging that 911 call takers are the same call takers answering 311 calls in an effort to provide understanding around the potential to be put on hold or experience a wait on the non-emergent line.

Approximately 470,509 calls were handled by operations staff in 2019. This is not including outbound calls where dispatchers act on responder requests or calling back abandoned 911 calls, etc. Approved staffing includes four dedicated call takers, 50 call taker/dispatchers, six dispatch supervisors, one training coordinator, one half-time quality assurance specialist and the division manager.

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 show excellence in providing life-saving ProQA 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 2019, the following awards were given to CRESA dispatchers:

Life Saving Awards

Madeline Johnson (02/20/19)
Julie Walker (03/25/19)
Kim Earls (04/17/19)
Jackie Wall (05/08/19)
Robyn Hensley (07/30/19)
Dawn Floyd (08/12/19)
Lori Brenner (10/15/19)

EMD Excellence Awards

Madeline Johnson (02/20/19)
Julie Walker (03/25/19)
Andrew Walker (04/13/19)
Jackie Wall (05/08/19)
Kira Yager (05/23/19)
Lori Brenner (10/15/19)
David Machado (10/21/19)
Dawn Floyd (11/06/19)
Julie Walker (11/13/19)

Childbirth "Stork" Award

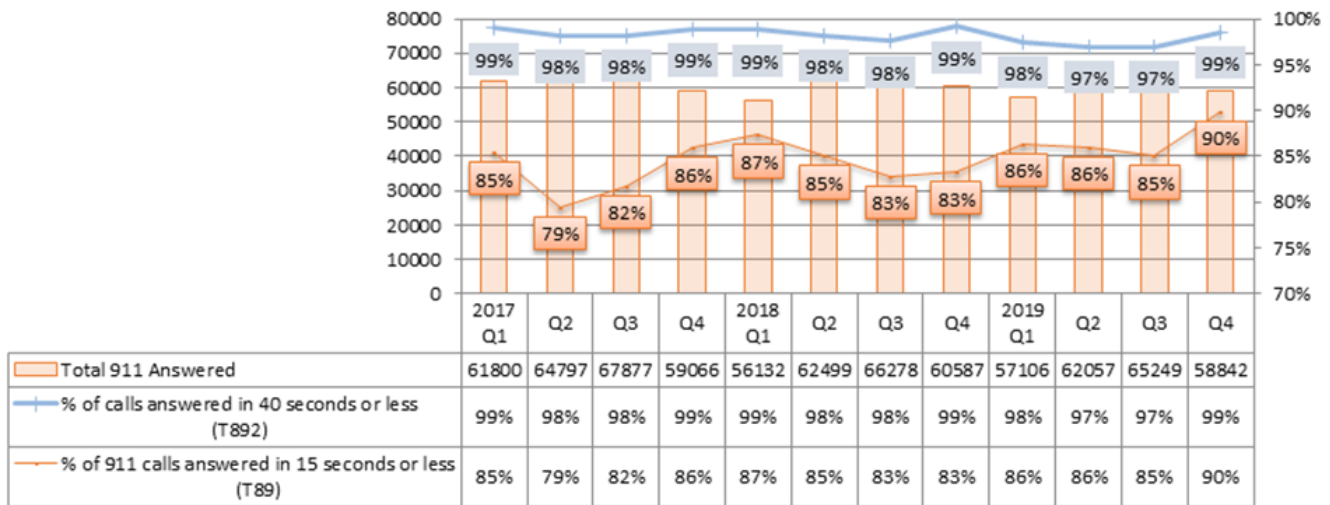
Kristina Olson (08/05/19)

STRATEGIC PLAN OBJECTIVES - 2019 PROGRESS & UPDATES

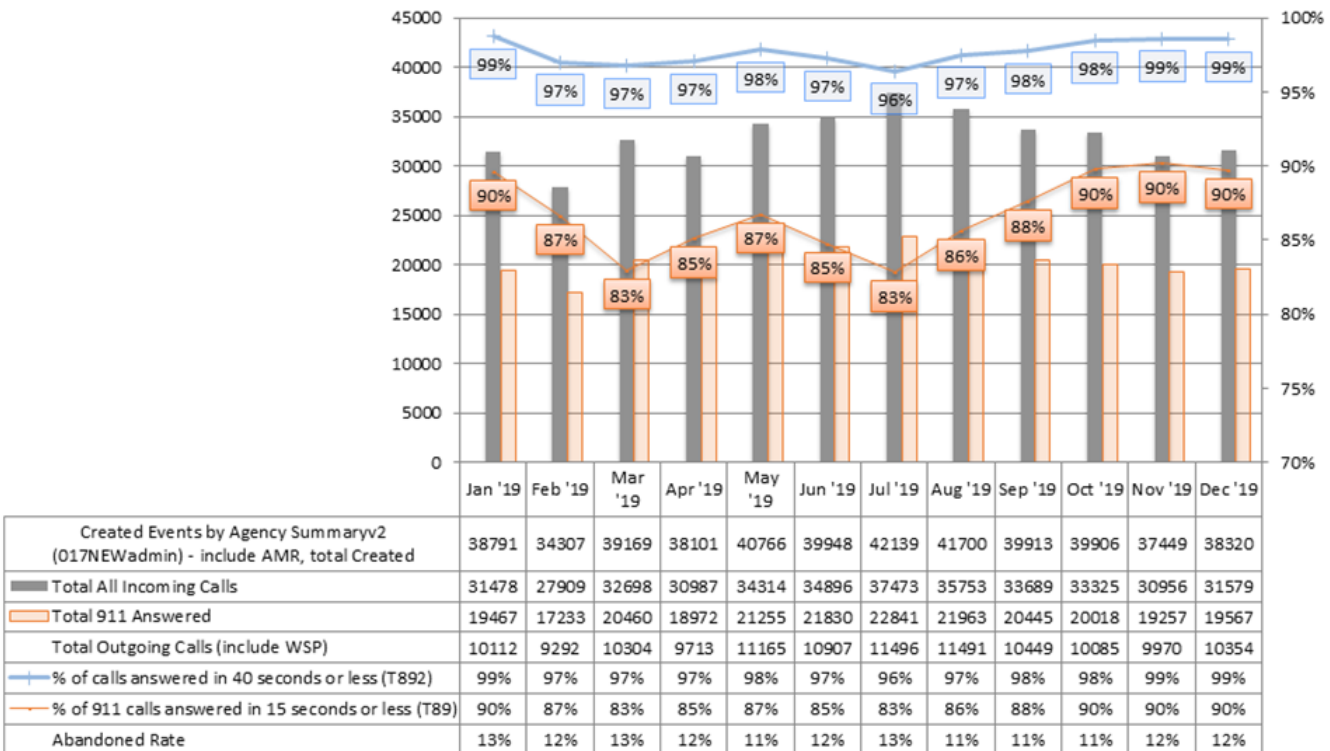
Call Processing Standardization – CRESA continues to quantify location verification, execution of processing parameters, and call type triage. There has been an established Dispatch Operations Committee that comes together monthly. The goal of this group is to establish, review, and refine dispatch processes, directives, and practices .

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

Quarterly Ring Time Standard Performance Report



2019 Ring Time Standard Performance Report



2019 YEAR END - STATISTICAL SUMMARY

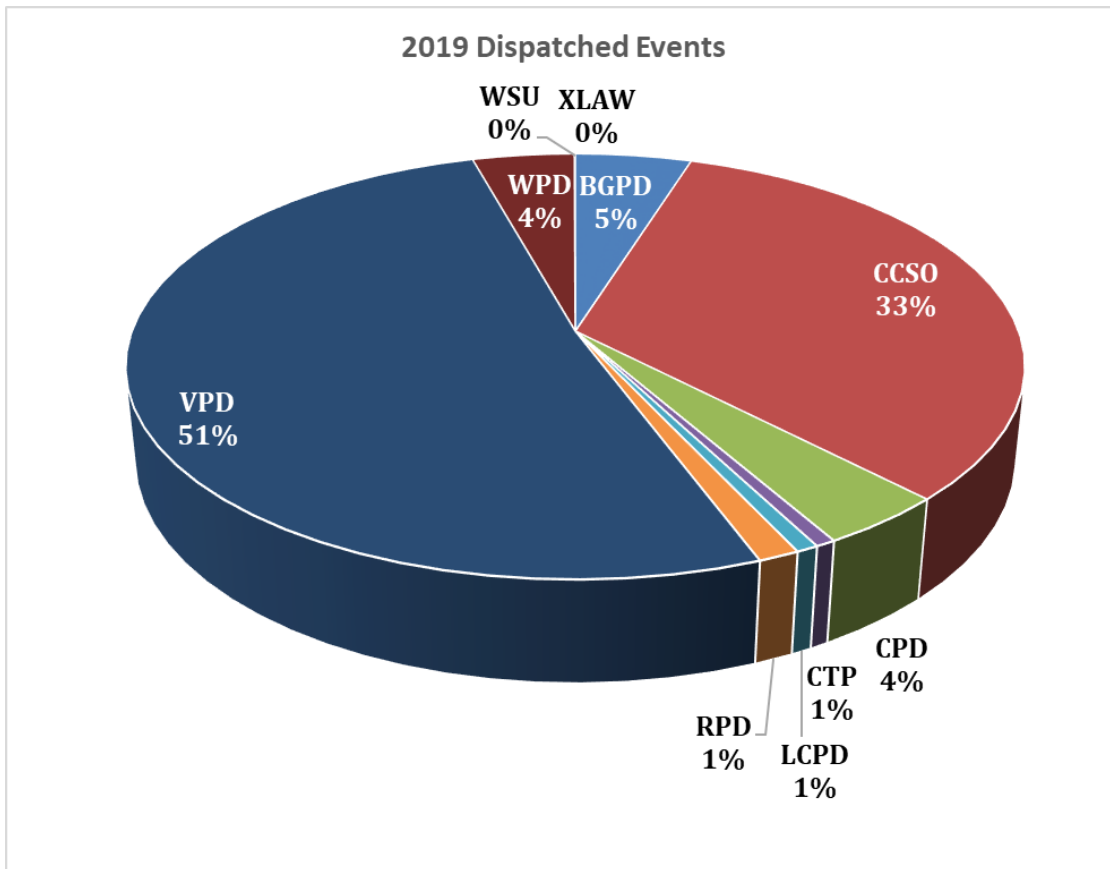
6	Operational Shift Supervisors
1	Training Coordinator
43	Dispatchers
2	Call Takers
5	Dispatch Trainees
7	Dispatch Vacant Positions
11	Law Enforcement Agencies
15	Fire/EMS Departments
26	Total Agencies Served
628	Estimated Service Area (Square Miles Clark County)
706	Estimated Service Area (Square Miles including NCEMS and Woodland Fire Outside of Clark County)
474,643	Estimated Population Served
470,509	Total Incoming Telephone Calls Answered in 2019
1289	Daily Average of Incoming Telephone Calls

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

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

Dispatched Events for Law Enforcement

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

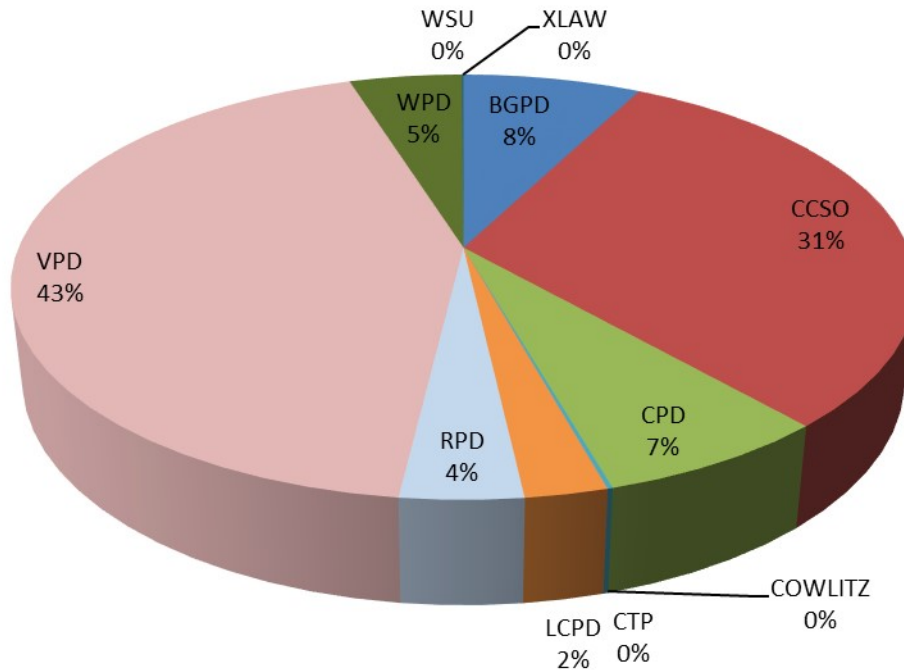


	2015	2016	2017	2018	2019
BGPD	6,910	5,645	5,940	7,191	6,892
CCSO	47,021	40,303	40,788	47,929	46,187
CPD	4,743	5,199	5,422	6,210	5,612
CTP				303	880
LCPD	884	817	800	928	973
RPD	1,285	1,070	1,305	1,576	1,805
VPD	67,707	56,198	56,496	70,924	72,336
WPD	6,380	5,325	5,612	6,700	6,042
WSU	34	33	24	30	47
XLAW	121	9	11	70	9
TOTAL	136,172	114,599	116,398	141,922	140,783

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.

2019 Field Generated Events

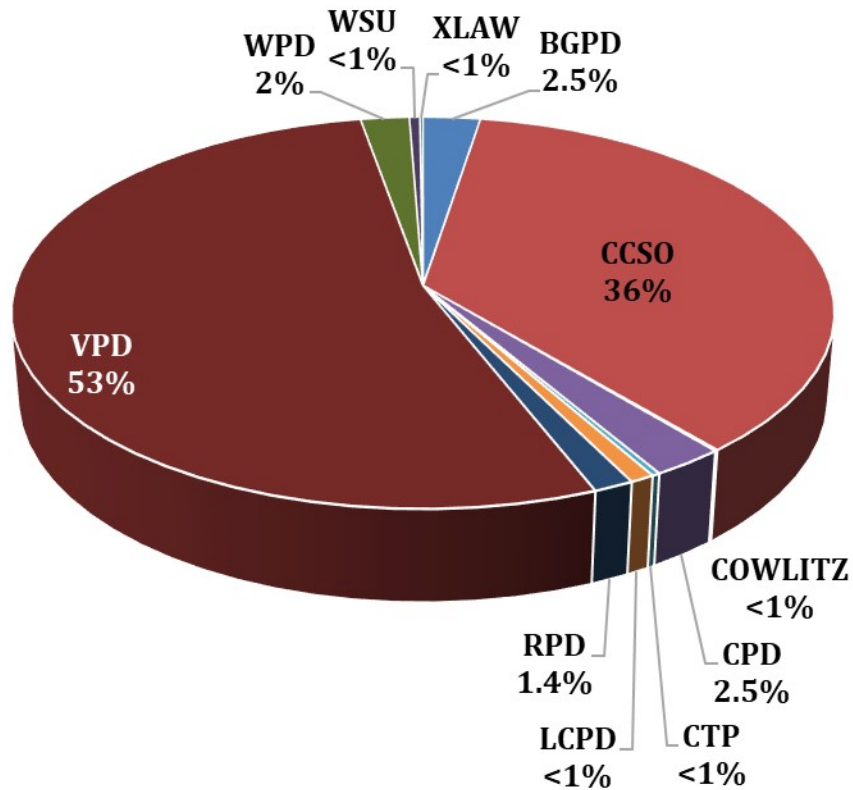


	2015	2016	2017	2018	2019
BGPD	7,758	8,190	8,362	7,524	9,915
CCSO	28,859	27,582	29,868	30,502	31,908
COWLITZ				0	0
CPD	6,357	6,575	5,843	7,013	7,104
CTP				153	447
LCPD	852	1,652	1,913	2,462	5,360
RPD	3,067	2,775	3,295	3,653	3,259
VPD	49,761	42,464	39,336	42,726	50,820
WPD	3,686	3,700	4,202	4,752	5,734
WSU	9	21	7	5	5
XLAW	107	45	192	65	16
TOTAL	100,456	93,004	93,018	98,855	114,568

Canceled 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.

2019 Cancelled/Referred Events

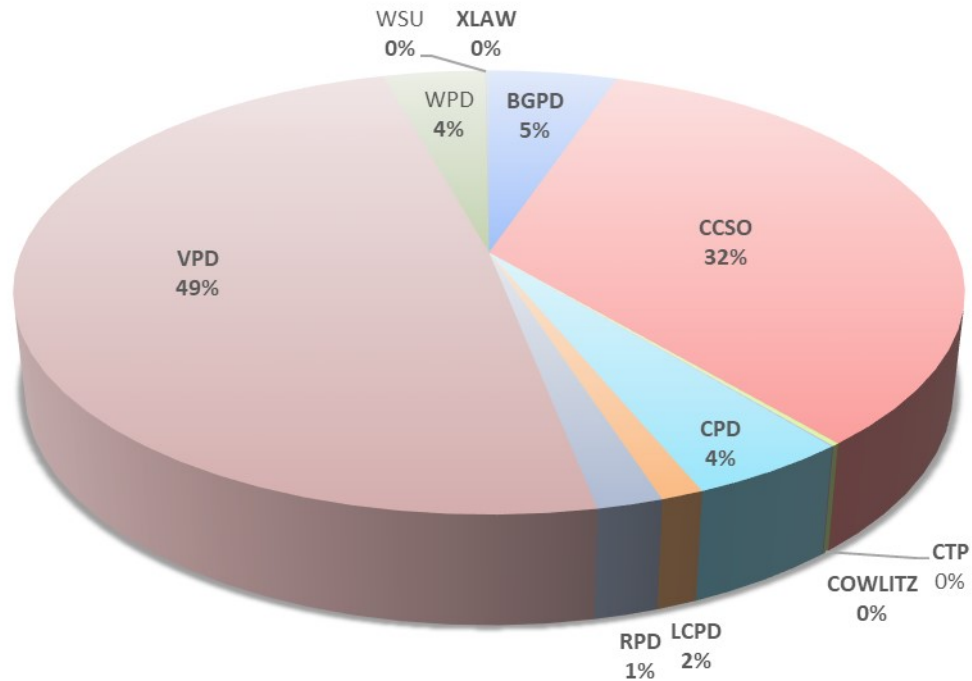


	2015	2016	2017	2018	2019
BGPD	3,159	2,602	2,100	2,178	2,433
CCSO	39,458	30,785	29,557	31,316	34,345
COWLITZ				113	103
CPD	2,433	2,213	1,858	1,922	2,388
CTP				204	261
LCPD	640	499	496	613	797
RPD	779	671	802	981	1,324
VPD	55,432	46,002	43,084	45,195	50,353
WPD	2,788	2,302	1,905	1,921	2,067
WSU	156	82	130	158	445
XLAW	201	105	95	181	130
TOTAL	101,594	85,261	80,027	84,782	94,645

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.

2019 Total Law Enforcement Events

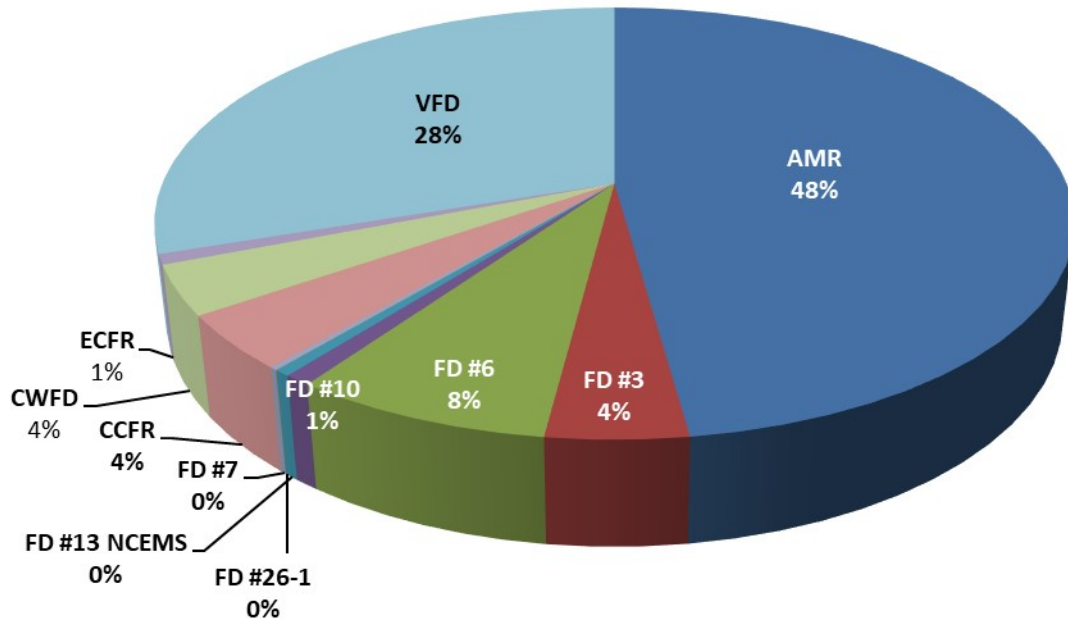


	2015	2016	2017	2018	2019
BGPD	17,827	16,323	16,276	16,893	19,448
CCSO	115,338	98,248	99,752	109,747	112,644
COWLITZ				174	152
CPD	13,806	13,821	12,913	15,145	15,504
CTP				660	1,601
LCPD	2,346	2,917	3,151	4,003	7,167
RPD	5,098	4,316	5,218	6,210	6,798
VPD	177,082	141,743	136,447	158,845	173,655
WPD	12,647	11,148	11,545	13,373	14,210
WSU	227	135	161	193	497
XLAW	581	156	297	316	155
TOTAL	344,952	288,807	285,760	325,559	351,831

Dispatched Events – Fire/EMS

Total events created by Dispatch for fire and medical response.

2019 Dispatched Fire & EMS



	2015	2016	2017	2018	2019
AMR			44,858	45,973	48,584
FD3	1,463	3,375	3,752	4,049	4,075
FD6	7,003	6,981	7,430	7,442	8,468
FD10	759	736	786	785	789
FD13/NCEMS	521	507	520	490	489
FD26-1	54	56	46	55	37
FD7	168	210	181	186	166
CCFR	5,440	3,416	3,898	3,936	4,054
CWFD	3,285	3,431	3,582	3,544	3,858
ECFR	787	734	770	738	801
VFD	26,224	25,512	27,889	28,996	28,788
TOTAL	45,704	44,958	93,712	96,194	100,109

Total FIRE/EMS Created Events

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	52,185	48,584	410	0	3,137	54
CCFR	4,338	4,054	38	0	235	11
CWFD	4,075	3,858	75	0	139	3
ECFR	852	801	7	0	43	1
FD10	823	789	8	0	25	1
FD13	512	489	6	0	17	0
FD3	4,283	4,075	63	0	135	10
FD6	9,583	8,468	83	1	984	47
FD7	190	166	1	0	23	1
NCEMS	33	14	9	0	9	1
SKF	40	37	0	0	2	1
VFD	41,763	28,788	210	8	11,777	980
XFIR	9	8	0	0	1	0
Grand Total	118,686	100,131	910	9	16,527	1110

FINANCE DIVISION

FINANCE DIVISION OVERVIEW

The Finance Division 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.

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 CRESA Finance Committee consists of financial representatives from Clark County, City of Vancouver, other cities in Clark County, fire districts within the County, and a CRESA Board liaison. The group meets several times each year to review CRESA's long-range financial plan, funding resources, equipment replacement and ongoing operations. The Committee, in turn, submits their recommendations to the CRESA Administrative Board for consideration. In 2019, members of the CRESA Finance Committee were:

Julie Arenz	IQ Credit Union AVP of Business Services (CRESA Board Liaison)
Mark Gassaway	Clark County Finance Director
Cathy Huber Nickerson	City of Camas Finance Director
Natasha Ramras	City of Vancouver Chief Financial Officer
Scott Sorenson	Chief of Clark County Fire District 3

STRATEGIC PLAN OBJECTIVES - 2019 PROGRESS & UPDATES

SP 1.2.9 Workday Transition

In March of 2019, Clark County completed the transition to a new cloud-based system, Workday, for all payroll, HR, purchasing, accounting and financial reporting functions. The Workday system replaced the Oracle software that had been in use by the County for over 15 years. Since CRESA continues to contract through Clark County for financial and HR services, CRESA staff joined this transition process by attending numerous trainings and working with the County's project team on configuration of our financial information within the new system. Training was provided by CRESA subject matter experts to staff on payroll entry, travel and expense reimbursements, requisitions and purchasing, and manager approvals. In 2020, staff expects to fine tune financial reporting processes as we continue to become more adept at utilizing the full functionality of the Workday system.

SP 5.3.2 – Customer Fee Structure

CRESA operations, equipment repair and capital costs are generally borne by key participating agencies based on a Board approved cost allocation model. CRESA bills other customer agencies for specific services based on stand-alone contracts or legacy agreements. In 2019, the CRESA Finance Manager completed a review of fees charged to customer agencies and made a presentation to the CRESA Board on proposed modifications to customer billing with the goals of increasing billing transparency and establishing cost equity for stakeholders. The CRESA Board elected to table any changes to customer billing at that time.

SP 5.3.3 - Fund Balance Policies

In conjunction with the CRESA Finance Committee, staff developed fund balance policies for the CRESA 6916 Operations Fund and the CRESA 6917 ER&R / Project Fund. The policies were developed to reflect best practice recommendations of the Government Finance Officers Association and financial guidance within the CRESA Interlocal Agreement. These fund balance policies were adopted by the CRESA Board in June of 2019.

OTHER ACCOMPLISHMENTS & HIGHLIGHTS

Public Records

The finance 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 decade, CRESA has experienced a dramatic increase in requests for public records going from a total of 2,439 requests received in 2011 to just under 5,000 in 2019. In line with trends statewide, we anticipate the demand for public records to continue to increase. In 2019, the following was accomplished in the area of Public Records:

- Total of 4,967 individual requests for public records were received in 2019 representing a 6.2% increase over 2018
- The average response time to complete a request for public records in 2019 was 7 business days
- Online Public Records Request Portal continued to offer streamlined process and greater accessibility to records for requesting parties

Citizen Survey

CRESA mails out a monthly satisfaction survey to approximately 45 randomly selected citizens who called 9-1-1 or 3-1-1 for service. In 2019, the response rate was 25% with 98% 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.

Citizen Survey Summary for 2019

<u>2019</u>	<u>Mailed</u>	<u>Returned</u>	<u>Feedback Responses</u>			
			<u>Exceeded Expectations</u>	<u>Satisfied</u>	<u>Frustrated</u>	<u>Dissatisfied</u>
JAN	42	13	10	3	0	0
FEB	48	11	7	4	0	0
MAR	44	19	12	8	0	0
APR	44	9	5	4	0	0
MAY	46	17	10	6	1	0
JUN	44	9	4	4	0	0
JUL	45	10	4	6	0	0
AUG	42	9	6	3	0	0
SEP	36	10	4	5	0	1
OCT	28	6	6	0	0	0
NOV	35	4	2	1	0	0
DEC	37	6	4	2	0	0
	491	123	74	46	1	1
% Returned		25%				
% Positive		98%				

HUMAN RESOURCES PROGRAM

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 - 2019 PROGRESS & UPDATES

Goal 6.3.18 - Develop an internal and external compliant process

- Online feedback form completed and activated on the CRESA website at cresa911.org/feedback

Goal 6.3.1 - Update job descriptions for all CRESA positions

- Completed six job description updates in 2019
- Currently all job descriptions are less than five years old
- 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 comprehensive job task analysis on four positions in 2019
- This will be an ongoing project that will be in conjunction with goal 6.3.1

Goal 2.2.3 - Leadership Development

- Continued our shared communication regarding the four leadership cornerstones for CRESA culture that include Personal Leadership, Results Leadership, Leadership of Others and Strategic Leadership
- Continued leadership theme throughout CRESA development, training and performance programs
- Managers and supervisors attending formalized leadership classes through our memberships and partners such as WCIA, APCO and Leadership Clark County (LCC)

OTHER ACCOMPLISHMENTS & HIGHLIGHTS

Recruitment

The following recruitments were successfully processed in 2019:

Posting #	Position	# of Applicants	Internal / External
1905-01	911 Call Taker Dispatch Trainee	1280	External
1911-02	Finance Division Manager	31	External
1911-03	Quality Assurance Accreditation Specialist	35	Both

Employee Recognition

The Employee Recognition Committee has been diligent in fundraising to support employee morale luncheons and gifts. In 2019, they have continued promoting more opportunities for peer to peer recognition.

The following employees were recognized for years of services milestones in 2019:

Megan Whitman	Financial Analyst	Hire Date 01/26/09	10-Year Anniversary
Andrew Walker	Dispatch Supervisor	Hire Date 01/07/04	15-Year Anniversary
Cassandra Deering	Dispatcher	Hire Date 09/24/04	15-Year Anniversary
Laura Patterson	Dispatcher	Hire Date 09/24/04	15-Year Anniversary
Jim Cole	Senior Radio Technician	Hire Date 03/15/99	20-Year Anniversary
Tim Woodring	Dispatcher	Hire Date 02/15/97	25-Year Anniversary

The foundation of Employee of the Year has always been CRESA values and what we base our nominations from. We are proud to recognize CRESA 2019 Employees of the Year:

Robin Donahue, Dispatcher

Andrew Doughty, IT Specialist



2019 Employees of the Year - Andrew Doughty and Robin Donahue

Health & Wellness

Health and wellness are important to CRESA employees since many of the positions at the agency are sedentary with a higher degree of stress. Tips and encouragement for healthier lifestyles and opportunities available are communicated to all employees through the Employee Assistance Program and Wellness Newsletter. The agency has provided a quiet room, ergonomic stations, sit/stand stations, balance balls, balance boards, desk cycle and treadmill. In the future we are looking into a small fitness area for employees to utilize on breaks. In 2019, the Employee Recognition Committee provided a quarterly newsletter and facilitated two activities to support this initiative.

QUALITY ASSURANCE & ACCREDITATION

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 the QA & Accreditation Specialist.

Currently, much of the quality and compliance activities of the agency follow the industry best practices such as those established by the Association of Public Communications Officers (APCO), accreditation standards established by the Commission on Accreditation of Law Enforcement Agencies (CALEA) for public safety communications, 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 – 2019 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 (SP) 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

In January 2018, CRESA changed its legal structure with the State by filing articles of incorporation and business license. CRESA was originally established in 1975 under the State's Interlocal Cooperation Act authorized under RCW 39.34.030. The 2018 filing with the State was part of a two year long process working with the CRESA Administrative Board, participating jurisdictions and legal counsel from Clark County and the City of Vancouver to become a special purpose quasi-municipal corporation known as Public Development Authority or PDA authorized under [RCW 35.21.730](#), et seq. At the time of development of the 2019 Strategic Plan Objectives, the tasks to be completed included: 1) Execution of the 911 and EMD Service Agreements with the Founding Agencies; 2) Execution of the Customer Service Agreements; 3) Revision and Termination of the ILA; and 4) Execute an Assignment of Assumption Agreement with all vendors.

These tasks were not completed due to a variety of issues raised by the City of Vancouver in a letter dated August 29, 2018 and email dated April 17, 2019. As a result, the following work was done relating to this project: Finding an attorney for CRESA with which the City of Vancouver had no concerns of conflict of interest; and providing background information for the new CRESA attorney. The tasks listed above are pending until the issues raised are addressed and the CRESA Administrative Board provides direction.

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 2019, staff focused on the remaining directives addressing dispatch operations. By the end of the year, 13 revised directives were approved and 67 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 outreach.

In 2018, CRESA began its implementation of the new four year assessment cycle. Each CALEA assessment year (September - August), staff provides an agency status report, statistical tables and undergoes a web-based assessment to verify CRESA can demonstrate meeting 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 in 2019 and found CRESA was in compliance with the standards reviewed for assessment year two.

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 with a national standard of care developed by industry experts and supported by the National Association of EMS Physicians
- Participation in an international data-base 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 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 2019, CRESA successfully received its ninth IAED re-accreditation.

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 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 2017, staff began providing administrative support for ongoing CQI/Lean efforts that is coordinated by 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 DOC projects worked on in 2019 include:

- *Performance Metrics: Call Processing Times* – Technical Services Division continued work with the DOC in establishing 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.). In 2019, Technical Services continued to work on cleaning up the data.

SP 6.3.9 - Coordinate CRESA's Emergency Planning

In 2016, staff developed CRESA's All-Hazard Emergency Operations Plan (EOP). The EOP provides the structure and mechanism for policy and operational coordination for incident management within the Agency. The EOP includes four 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 2019, staff provided training and drills in Evacuation and 9-1-1 Relocation. Staff also developed a family welfare check system with Spokane 9-1-1 and provided training and materials to staff on this system.

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.

The Operations Division implemented random case reviews on police and fire call taking and dispatching in 2018. Based on calls reviewed by Operations Supervisors for 2019, CRESA's compliance is as follows:

Police Call Taking (Calls Reviewed = 92)	Case Entry	Interrogation	Liability	Total Points
Total Possible Points	30	25	40	95
CRESA Points	27	24	40	91
CRESA Compliance	90%	96%	100%	96%

IAED ACE # 9, Monthly Case Evaluation Compliance Levels at or Above Accreditation Levels - In 2019, the QA&A Program continued quality checks based on IAED accreditation standards for emergency medical dispatch. This process includes: 2.5% of the total medical calls or at least 87 monthly random EMD call taking case reviews; CPR case reviews requested by the Medical Program Director or 911 Operations, five monthly EMD case reviews of each new dispatch trainees; and any EMD call inquiries. Once completed, the random individual case reviews are posted for dispatcher feedback and the opportunity for questions and answers. The monthly random compliance reports are provided to CRESA management, supervisors and the Clark County Medical Program Director. The table below shows CRESA compliance to the random case reviews for 2019.

2019	IAED Standard	CRESA Performance	Number of Cases
High Compliance		65%	667
Compliant		20%	200
Partial Compliance	≤ 10%	7%	74
Low Compliance	≤ 10%	3%	30
Non-Compliant	≤ 7%	5%	50
Total		100%	1,021

CALEA Standard 2.5.3, Emergency Line Performance Measurements – CALEA requires a documented quarterly review of call processing times. The one call processing metric that is reported on a quarterly basis is “Ring Time” or the time it takes to answer an incoming 9-1-1 call. This data is shown in the Annual Report section titled, “9-1-1 Operations Division and Statics.”

As mentioned above, the Technical Services Division has been working to refine the CAD data to report accurate call processing times. In the interim, the QA&A Program began reporting call processing times for EMD calls using the protocol and quality assurance data. The table below shows the EMD call processing times for 2019:

Call Start to Call Coded for Dispatch:

Level	# Calls	Call to Disp.	# Calls	Call to Disp.	# Calls	Call to Disp.	# Calls	Call to Disp.
	1 st Quarter		2 nd Quarter		3 rd Quarter		4 th Quarter	
Echo	224	00:46	193	00:47	157	00:48	190	00:45
Delta	3191	01:19	3139	01:19	2936	01:20	3148	01:15
Charlie	2844	01:37	2786	01:36	2690	01:39	2798	01:35
Bravo	1305	01:35	1341	01:38	1394	01:37	1319	01:31
Alpha	2719	01:30	2856	01:34	2752	01:33	2960	01:30
Omega	190	01:25	212	01:34	160	01:33	196	01:28
Total	10473	01:28	10527	01:30	10093	01:31	10611	01:26

TECHNICAL SERVICES DIVISION

TECHNICAL SERVICES DIVISION OVERVIEW

The Technical Services Division manages the agency's technology systems and equipment. Major systems include the Computer Aided Dispatch (CAD) system, Public Safety 800 MHz and VHR radio system, Region IV radio system, NG911 telephone system, and Voice logging recorder system. The division also supports numerous other technical and software systems and all hardware and software components for the 9-1-1 Dispatch Operations Center, back-up center, the EOC and administrative offices.

The division employs the Technical Division Manager, four CAD, phone and IT support technicians, two radio system technicians and one technical support specialist.

STRATEGIC PLAN OBJECTIVES – 2019 PROGRESS & UPDATES

800 MHz Radio System Replacement Project

The radio system replacement project is nearly complete. The users are on the new system, the final item is to complete the work on a new radio tower in the Ridgefield / La Center area. The project is expected to be completed and finalized in 2020.

CAD Backup

The build out of a CAD / MPS and Interface back-up and disaster recovery site at Washington State Patrol was approved and work began in 2018 and continued through 2019.

IT Service Metrics - Help Desk

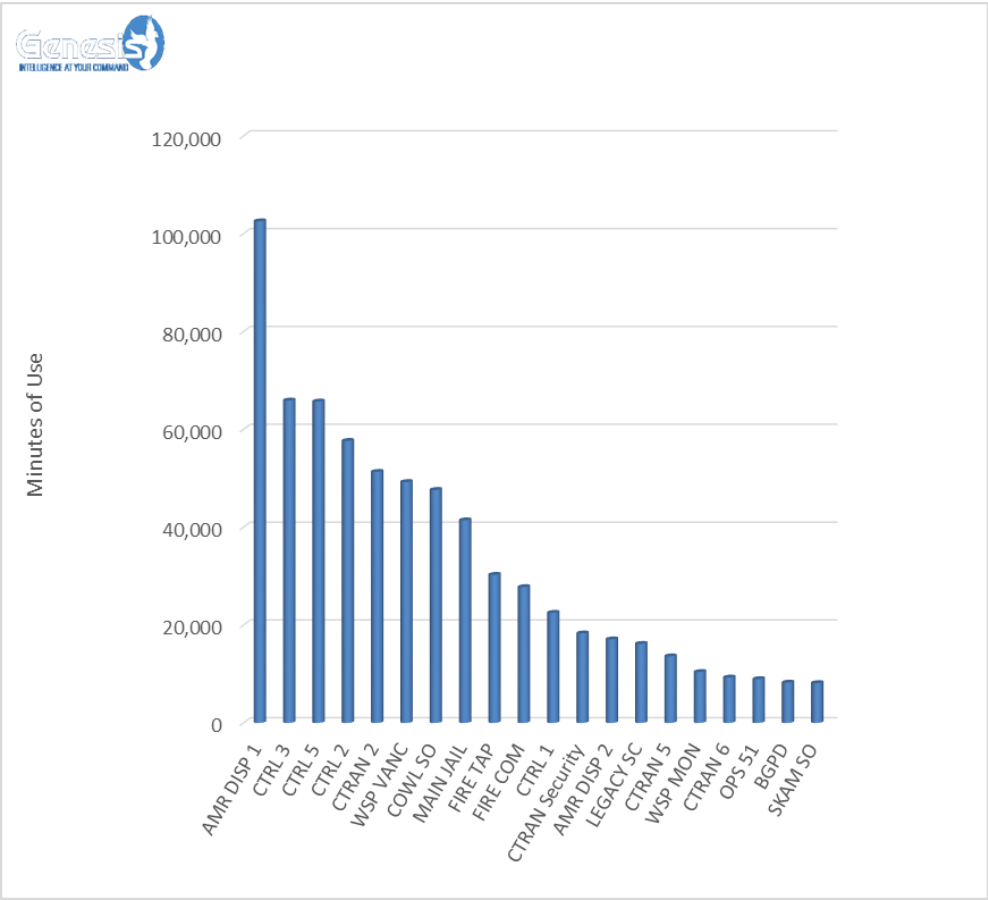
CRESA's help desk system allows for categorization and prioritization of issues and requests, tied to service levels and reporting. In July 2019, an automated survey link was enabled and sent to all internal customers whose helpdesk tickets were closed. We received 113 responses with a 95% satisfactory performance score.

CRESA Help Desk Requests created by category:

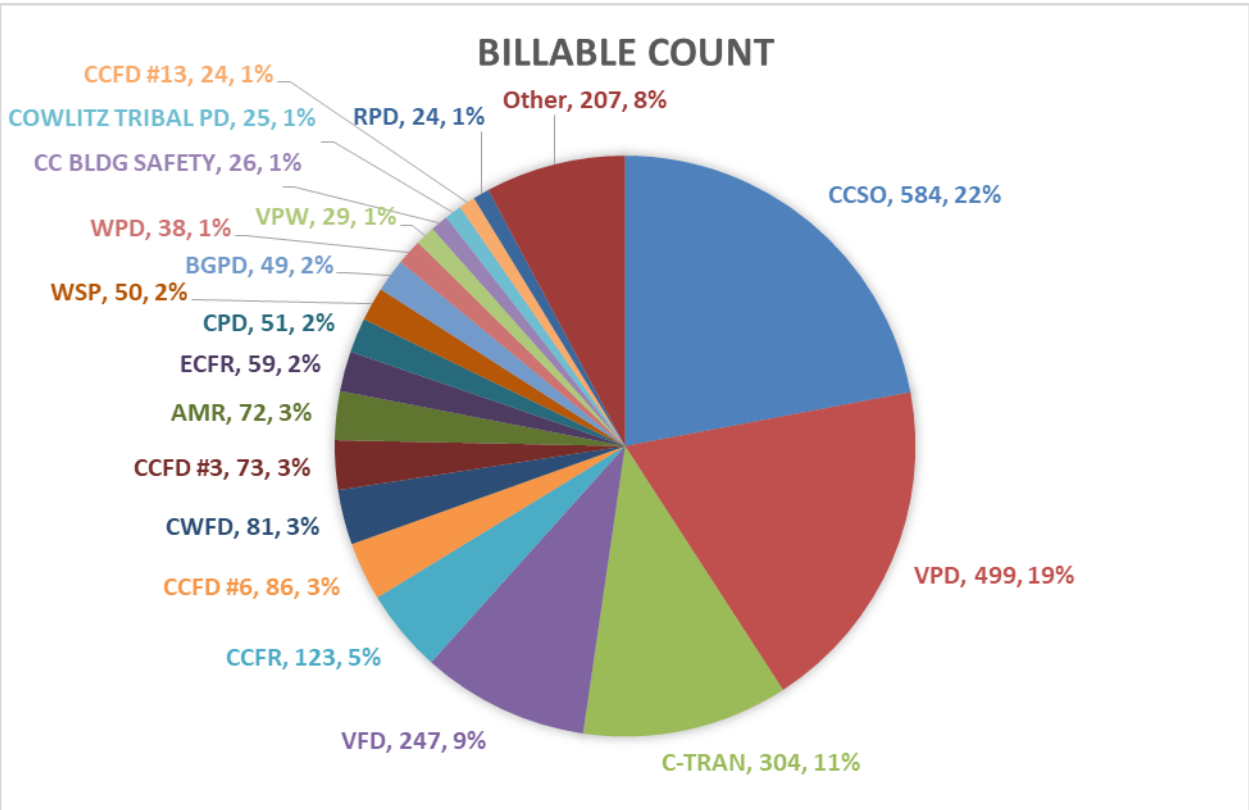
	2017		2018		2019	
Category	Count	% of Total	Count	% of Total	Count	% of Total
CAD (I/Dispatcher, Map, ProQA, Response Plans etc.)	1091	28%	1293	33%	1165	31%
Other	517	13%	497	12%	376	10%
Applications (PulsePoint, Voiceprint etc)	441	11%	462	12%	500	13%
User Accounts	249	6%	195	5%	159	4%
Radio Project/System	241	6%	225	6%	111	3%
Telephone	210	5%	463	12%	449	12%
Computer	191	5%	150	4%	111	3%
Interfaces (I/Page, Locution, Informer etc)	179	5%	172	4%	191	5%
Mobile for Public Safety	178	5%	95	2%	97	3%
All Others	647	16%	416	10%	437	12%
Cowlitz CAD Support					127	3%
Total	3944		3968		3723	

2019 RADIO SYSTEM PERFORMANCE AND STATISTICS

Top 20 Talkgroups Usage Summary

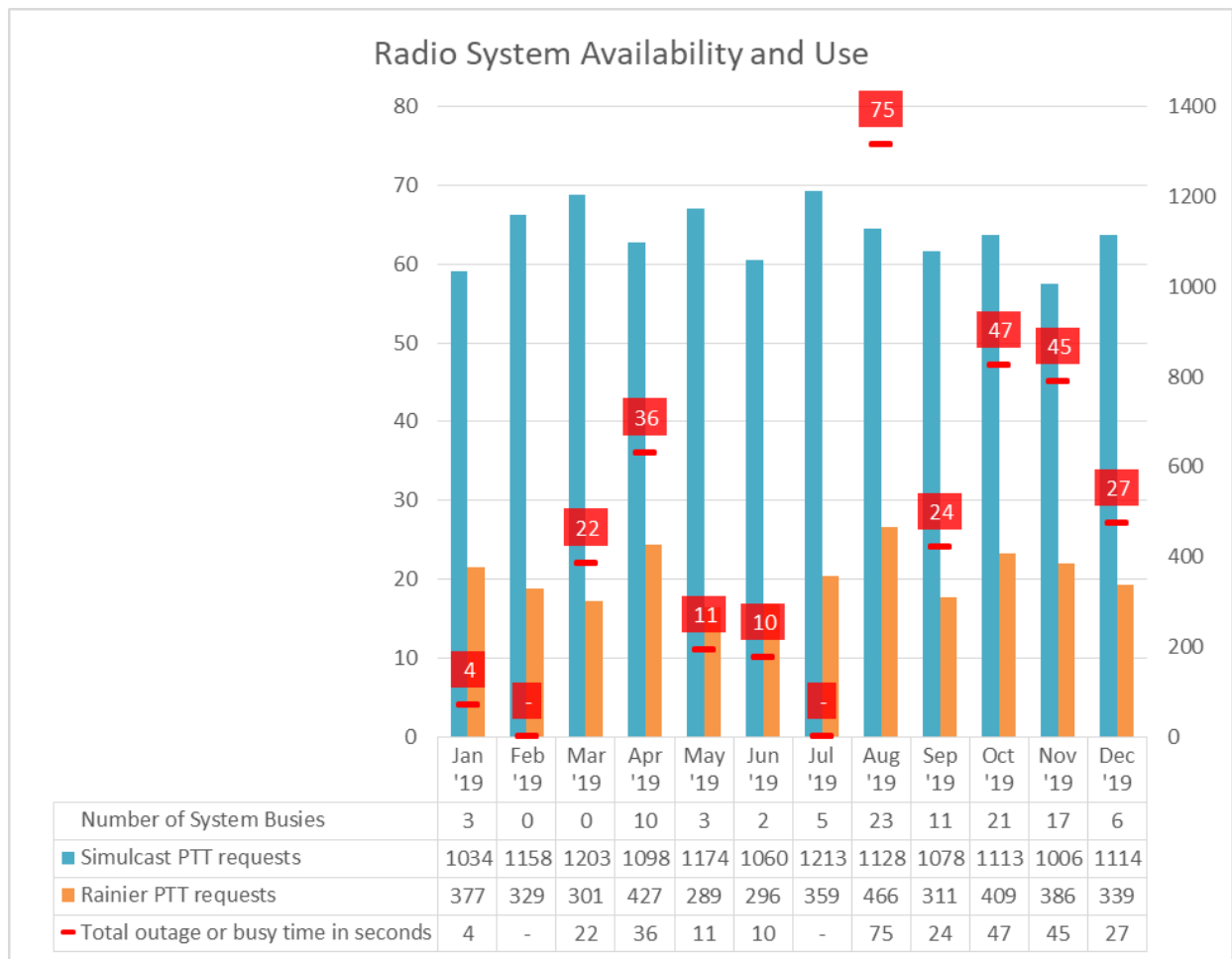


Number of Radios on the System by Agency



Radio System Availability and Use

System busies occur when all 11 radio channels are in use. System outages occur during regularly scheduled security updates.



OTHER ACCOMPLISHMENTS & HIGHLIGHTS

In 2020 CRESA entered into an agreement with Cowlitz County 911 to provide CAD support for their system.

In 2020 we completed several upgrades to systems and introduced or began work to introduce new applications for our users:

- Implemented a formal collaborative process with the Fire Marshals' Offices to track, test and maintain bi-directional amplifiers for in-building coverage
- Upgraded the virtual environment to ensure system capacity and proceed to the next step of the backup center hardening project
- Updated CRESA and Cowlitz County CAD connections with WA ACCESS system
- Added Washington State Patrol to our public safety radio system, improving radio interoperability within the county
- Rebuilt and virtualized the CAD map environment, improving redundancy and map staging processes
- Migrated CRESA911.org website to a new hosting provider and split our domain registrant company to ensure domain name control
- Began sending technical support surveys to internal division customers to track customer satisfaction
- Set up one, centralized helpdesk phone number to support radio and CAD/IT

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 2019 staff consisted of a division manager and five coordinators assigned to EOC Operations, Mitigation and Recovery, Grants Administration, 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. Approximately 40% of the program is supported by federal grant funding, with the remaining 60% coming from a per-capita contribution of 1.11 cents for each of the eight jurisdictions that make up Clark County.

Services provided to our partners include:

- Establishment and maintenance of emergency management organization as defined 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.

STRATEGIC PLAN OBJECTIVES – 2019 PROGRESS & UPDATES

Expansion of Public Alerts System Capabilities

In 2019, Emergency Management staff configured the Everbridge notification tool to enable municipal and agency partners to send non emergent public alerts to registered community members. All of the configuration and public webpage work has been completed and is ready to be fully implemented, but at this point in time none of the municipalities are actively using Everbridge to deliver non-emergency public notifications.

Clark County and the seven jurisdictions within its borders are at varying levels of utilizing the Everbridge notification platform to deliver internal alerts to employees and stakeholder groups. Some jurisdictions have loaded employee contact information and utilize premade templates to deliver staff notifications such as inclement weather plans and fire drills notices.

CRESA is also in the process of configuring Everbridge settings to facilitate the Technical Services and Emergency Management Divisions use of the notification system to deliver messages to response stakeholders throughout the service area. We are working with stakeholder agencies to collect the necessary contact data to enable a more seamless and streamlined notification process.

OTHER ACCOMPLISHMENTS & HIGHLIGHTS

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 2019 the five Emergency Management Duty Officers responded to 95 requests for support from partner agencies. Work continued on improving Duty Officers tools while adding standardization to our response procedures.

In 2019 the CRESA Emergency Management division became one of the first and only Emergency Management offices in the region with the ability to send emergency alerts on all three available platforms. CRESA can deliver critical emergency alerts using the Emergency Alert System (EAS), Wireless Emergency Alerts (WEA), and Public Alert system.

Duty Office Response Summary - 2019

	2019	2018
Search And Rescue		
Within Clark County	11	24
Mutual Aid	23	21
Dive Team	4	2
Police/Evidence	4	4
Total	42	51
HAZMAT Response		
Within Clark County	17	29
Outside Clark County	4	9
Total	21	38
Severe Weather Events		
Flooding	2	
High Winds/Storm	4	1
Heat/Fire	4	3
Other Severe Weather		1
Winter/Cold	3	2
Total	13	7
Other Calls		
Public Health	1	
Community Notification	5	5
Power Outage	1	
Earthquake/Tsunami Debris		
Critical Infrastructure Support		3
Fire Support/Smoky/Burn Ban	2	2
9-1-1 Outage/Support	2	5
Law Enforcement Support	8	2
Communications/IT		
Other		6
Total	19	23
Grand Total	95	119

EOC Operations

In 2019 we focused our efforts on improving the EOC response in the early stages of a developing incident. We created new tools and processes to organize our efforts in activating the EOC. We trained and exercised these new tools in several scenarios with an assortment of EOC staff that would likely be available in the early operational periods.

We hosted one Introduction to EOC course for new EOC staff members and continue to recruit new staff support from area jurisdictions. In the fall of 2019, the EOC hosted over 35 EOC staff members from multiple agencies in an EOC Refresher Workshop.

During the Clark County measles outbreak (01/18/2019 - 02/18/2019), the CRESA EOC served as logistics support to the Clark County Public Health ICP. In addition, Emergency Management Coordinator Cindy Stanley served as an ICP liaison officer, playing a key role in facilitating community outreach and engagement.

Grant Activities

CRESA is the Administrator/Sub-Recipient for Washington State Military Grants; the State Homeland Security Program Grant (SHSGP), and Emergency Management Preparedness Program Grant (EMPG). Grants for Washington State HLS Region IV support the following:

- Providing a Region IV Strategic Plan
- Providing Mutual Aid agreement for Regional Resources
- Providing three regional staff positions in Cowlitz, Skamania and Wahkiakum counties, and one Regional Coordinator at CRESA
- Coordination with local and regional jurisdictions on evacuations plans
- Support to Citizen Corps and CERT program within the region

Partner Engagement

Additional projects and partner engagement in 2019 included:

- Conducted three EOC activation trainings for the City of Battle Ground
- Began CEMP update project with the City of Camas
- Conducted 39 operational level disaster decision making trainings for the Evergreen School District
- Conducted IS-700 training for 30 Battle Ground School district employees
- Provided EOC activation templates and tools to City of Vancouver Emergency Manager
- Conducted an Introduction to Emergency Evacuation work shop with partners from Clark County Public Works, CCSO, Clark County Animal Control, Fire District 3, BGPD, AMR and CRESA Staff



Training in the CRESA Emergency Operations Center (EOC)

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.*