



2020 ANNUAL REPORT



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*

AGENCIES SERVED

Battle Ground Police
BNSF Railroad Police
Camas Police
Clark County Sheriff
La Center Police
Ridgefield Police
Vancouver Police
WSU Vancouver Police
Washougal Police
Cowlitz Tribal Police

Clark County Fire Marshal
WA State Dept. of Corrections
Vancouver Code Enforcement
Camas Washougal Fire Dept.
Camas Ambulance
Clark-Cowlitz Fire and Rescue
Clark County Fire District #3
Clark County Fire District #6
Clark County Fire District #10
Clark County Fire District #13

East County Fire and Rescue
North Country EMS
Vancouver Fire Department
Woodland Fire Department
Skamania County Fire District #6
Cowlitz/Skamania Fire District #7
American Medical Response

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Brian Landreth and Doug Smith-Lee maintain social distance in the CRESA EOC, spring 2020.

FROM THE DIRECTOR

April 2021

2020 proved to be a year filled with both challenges and opportunities. As opportunities and grant funds allowed, we were able to make some key technological advancements while keeping user costs down. At the same time, a global pandemic, an unprecedented wildfire season, and social unrest presented challenges in 2020 that significantly impacted CRESA as well as those we serve. We learned valuable lessons through these experiences and have been able to put new practices in place that we believe will have long term benefits to the agency and our community.

Operations

Our Operations Division continues to excel and works diligently to provide service to our over 499,000 residents and our 27 Police, Fire and EMS user agencies. In 2020, they provided dispatch support for over 332,237 police incidents and over 99,109 fire and EMS calls. The CRESA Administrative Board was able to recognize and present 23 Life Saving Awards, 17 EMD Excellence Awards, and two 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 technical advancements and updates with our Technical Division spearheading these efforts. In 2020, we completed the purchase and installation of a new NG911 capable phone system that allows us to take full advantage of the Washington State Emergency Service Information Network (ESINet) and position our 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 uses shared equipment and provides back-up for each other in case of an outage or disaster.

Emergency Management

In 2020 Emergency Management staff and the Clark Regional Emergency Operations Center (CREOC) spent over 300 days activated in support of the response to the global COVID 19 pandemic. In addition, the CREOC activated for 30 days in support of regional wildfire response, 14 days activated in response to local civil unrest and five days activated to support the I-5 bridge closure for scheduled repair. Throughout these multiple activations, staff established a virtual Joint Information Center (JIC) to facilitate information sharing and stakeholder updates and briefings. In addition, a supply warehouse was established through the CREOC to receive and distribute personal protective equipment and medical supplies and COVID test kits. Staff facilitated the delivery of over 1 million items of PPE and testing supplies to local first responders, medical providers and organizations supporting highly impacted communities.

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 2020 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



40+ YEARS OF SERVICE

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

2020 - Cut over to upgraded Solacom NG911 digital phone system.

2020 OVERVIEW AND GOVERNANCE

Clark Regional Emergency Services (CRESA) was originally established in 1976 under the Interlocal Cooperation Act of the State of Washington (RCW 39.34). 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-Cowlitz Fire and Rescue, North Country EMS, Skamania County Fire District #6 and Cowlitz/Skamania Fire District #7.

CRESA is governed by an Administrative Board comprised of nine board members serving indefinite terms. The CRESA Administrative Board has the authority and responsibility to provide policy and legislative direction for CRESA and its administration. The Board appoints and supervises the Director, oversees the finances and budget of the Agency, determines what services the Agency shall offer, reviews and adopts policies, and acts as necessary to further CRESA's mission.

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
Kathleen Otto
County Manager, Clark County



Representing Vancouver Fire Dept.
Brennan Blue
Chief, Vancouver Fire



Representing Fire Chiefs' Association
John Nohr
Chief, Clark-Cowlitz Fire & Rescue



Representing regional law enforcement
Mitch Lackey
Chief, City of Camas Police



The CRESA Board meets via web conference in May 2020.

MANAGEMENT TEAM & ORG CHART



Dave Fuller
Director

Oversees all CRESA Divisions and Programs



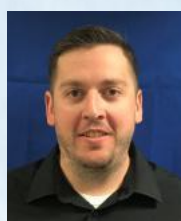
Kris DeVore
Operations Division Manager

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



Anthony Glenn
Finance Division Manager

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



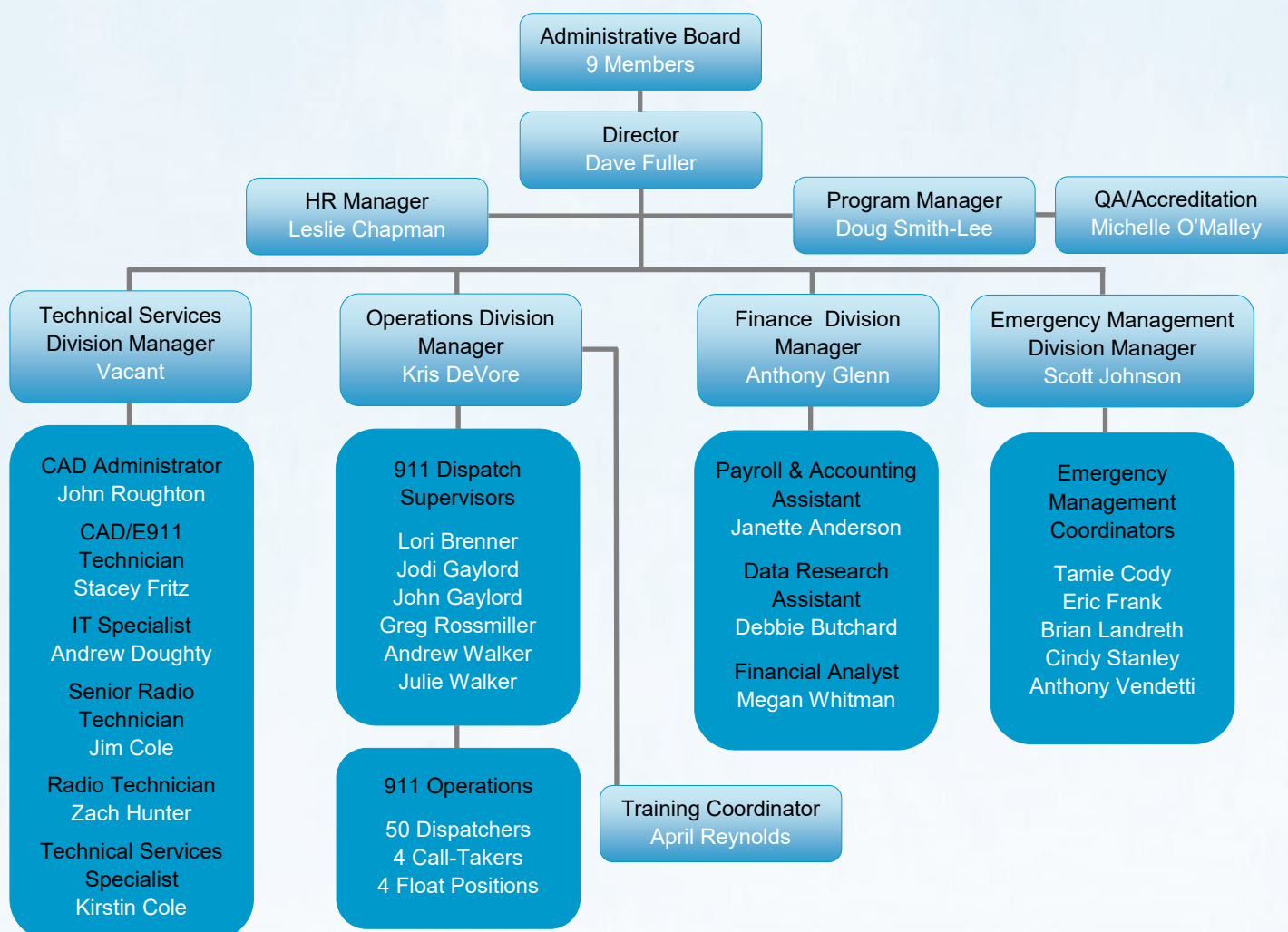
Doug Smith-Lee
Program Manager

Manages planning and quality driven projects within five categories: Quality, Compliance, Innovation, Funding and Strategic Plan implementation



Leslie Chapman
Human Resources Manager

Manages human resources including recruitment, labor relations, performance management and HR training



2020 COMMUNITY OUTREACH

CRESA strives to maintain positive community relationships through public education and to support opportunities for staff to represent the Agency and interact with the community they serve. In past years, CRESA has been able to grow and build on our community engagement program by partnering and attending events where people already congregate. CRESA usually participates in numerous in-person public education events like the Clark County Fair and the Home and Garden Show. Due to COVID, public education in 2020 was significantly impacted as every physical event after the first part of February was canceled or postponed. CRESA relied on digital outreach through social media, and virtual meetings for the remainder of 2020.

PUBLIC OUTREACH HIGHLIGHTS

Early in 2020 before widespread COVID restrictions were enacted, CRESA was able to partner once more with Clark Public Utilities and the Race for Warmth event providing public education materials for race participants. This event attracted approximately 1000 participants with over 90% Clark County residents.

CRESA celebrated National Telecommunicators week virtually in April by sharing daily posts, videos and important messages regarding 911 and 311 services through our CRESA blog and social media platforms. CRESA was also successful in conducting its 11th annual virtual preparedness game in September called “30 Days, 30 Ways” which was once again recognized nationally and internationally. This international challenge has become a staple of National Preparedness Month and is used by agencies across the country. We added a video component addressing daily challenges around 911/311 to reach and inform the sight impaired community in Clark County.

CRESA Emergency Management collaborated agency-wide to provide support to Clark County Public Health and COVID-19 pandemic response through the majority of 2020. CRESA took on a major role in coordination and management of the Clark County JIC (Joint Information Center) throughout 2020 and continuing into 2021. CRESA staff worked tirelessly coordinating messages from the County, cities within Clark County, governmental and non-profit agencies, southwest Washington, the Portland metro region, as well as the State of Washington. Through that process, we were able to ensure communications were being translated for non-English speakers and available for the whole community. Through the JIC, new processes were developed for sharing information with communities within Clark County including working with local community groups and the Fort Vancouver Library. The Clark County JIC, coordinated and managed by CRESA, provided over 150 JIC reports to Clark County, cities, community organizations and elected leadership in 2020. Critical information was coordinated related to the COVID pandemic, civil unrest issues and the extreme wildfire season.



CRESA outreach to the public took place virtually in 2020 with messaging online through our website and social media platforms.

911 OPERATIONS

The 911 Operations Division answers, processes and dispatches all 911 calls for Clark County as well as portions of Cowlitz and Skamania Counties. 311 continues to transfer non-emergency calls off of the 911 line to help prioritize incoming calls at the Center, thus leaving 911 more accessible for emergencies.

2020 was the year of COVID, which provided new challenges for call-taking and dispatching. Throughout the year, 911 operations implemented a triage protocol used during the call-taking process to determine whether any persons on the scene could have COVID symptoms or risks of exposure. These triage questions were included for every call including law, fire and medical responses. It was imperative to provide information at the front end of calls for first responders to know information around potential COVID exposure risks. In addition, operations was impacted by callers asking questions related to COVID resources, violation reporting, exposure information, etc. Early on it was determined CRESA needed to employ an information resource outside of the 911 / 311 call system. CRESA was able to employ call routing that directed callers with questions specific to COVID to an outside source through RingCentral to provide that information. This helped free up call-takers and dispatchers from fielding resource questions related to COVID.

In addition, CRESA continued to provide education around 311, reporting non-emergent events, and reminding callers that the same staff that are answering their calls are also engaging with 911 callers, dispatching and providing information to responders.

STRATEGIC PLAN OBJECTIVES - 2020 PROGRESS & UPDATES

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

In 2020, work continued on establishing call answering protocol and standardization around ring times. This is an effort to establish a clear picture of the call-taking process from start to finish as calls come in to CRESA, reach a call taker, are triaged, and processed for dispatch. In 2020, CRESA had a ten second average speed of answer for 911 calls.



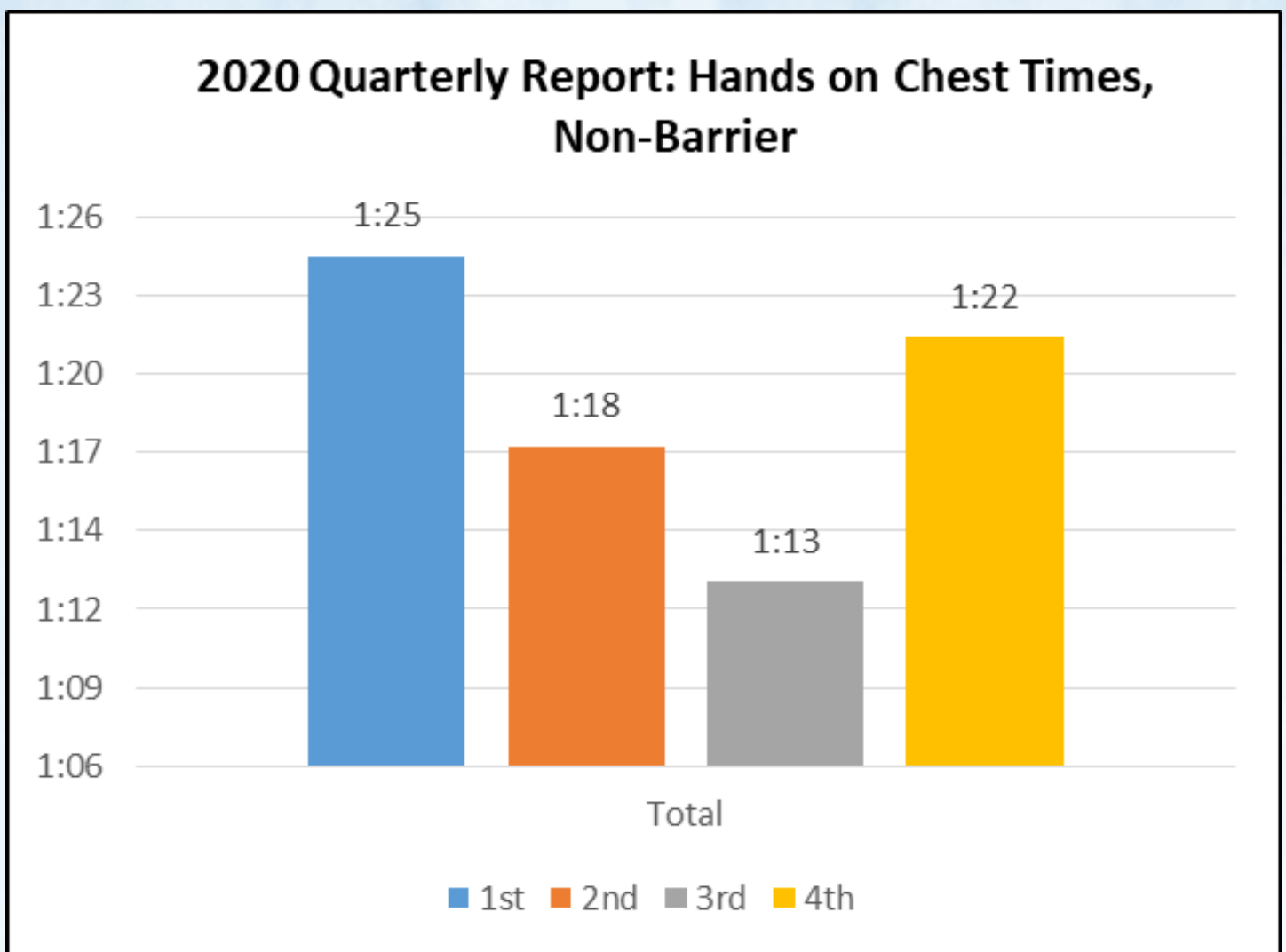
Dispatcher Abby Mitchell works behind plexi-glass barriers, one of several COVID-19 mitigation efforts implemented in the CRESA dispatch center in 2020

ACHIEVING OUR MISSION - 911 Operations

CPR IN THE SHORTEST TIME POSSIBLE

CRESA's dispatchers and call-takers are trained to use protocols that quickly instruct the caller to begin chest compressions in cardiac and respiratory arrest calls. Studies have shown that survival falls by 10-15% for each minute of cardiac arrest without CPR.^{1, 2}

"Hands-on-Chest" time is measured as the length of time from the 9-1-1 call-taker asking the caller to describe the reason for calling 911 to when the caller/bystander starts CPR compressions. Non-Barrier is defined as cardiac arrest recognition in less than 60 secs. (Causes: language, emotion or distance barrier) and positioning the patient in less than 60 secs. (Causes: strength or health of caller to help patient)



- 1 Valenzuela TD, Roe DJ, Cretin S, et al. Estimating effectiveness of cardiac arrest interventions: a logistic regression survival model. *Circulation*. 1997 Nov 18. 96(10):3308-13.
- 2 Wik L, Hansen TB, Fylling F, et al. Delaying defibrillation to give basic cardiopulmonary resuscitation to patients with out-of-hospital ventricular fibrillation: a randomized trial. *JAMA*. 2003 Mar 19. 289(11):1389-95.

ACHIEVING OUR MISSION - 911 Operations

HIGHLIGHTING SERVICE EXCELLENCE IN 2020

The following employees were recognized for *Outstanding Performance in Emergency Medical Dispatch* (EMD) protocols for 2020. This is achieved through monthly random case review of 9-1-1 calls that meet the International Academies of Emergency Dispatch EMD protocol compliance and meeting high compliance levels for the entire year.

Lori Brenner	David Machado
Janeen Brooks	Sarah Martin
Cynthia Dixon	Greg Rossmiller
Dawn Floyd	Stefanie Ness
Carrie Johnson	Julie Walker

The following employees were recognized with *Life Saving Awards* in 2020. This is achieved through providing cardiac/respiratory arrest instructions to a 9-1-1 caller that directly result in a life being saved.

Janeen Brooks (01/05/20)	Misty Michael (04/26/20)
Kim Earls (01/06/20)	Roxanne DaCorte (05/27/20)
Cassandra Deering (01/27/20)	Cynthia Dixon (06/24/20)
Jodi Gaylord (02/07/20)	Julie Walker (07/14/20)
Cynthia Dixon (02/10/20)	Laura Patterson (08/08/20)
Jaclyn Wall (02/21/20)	Sarah Juhrs (08/23/20)
Julie Walker (03/09/20)	Lauren Schwilke (09/17/20)
David Machado (03/14/20)	Jenna Hatch (09/24/20)
Janeen Brooks (03/27/20)	Memorie Sanders (10/19/20)
Kim Myers (03/29/20)	Crissa McClellan (11/09/20)
Ayumi Griffin (04/03/20)	Misty Michael (12/20/20)
Kim Earls (04/22/20)	

The following employees were recognized with *EMD Excellence Awards* in 2020. This is achieved through providing excellent Emergency Medical Dispatch ProQA life support instructions.

Janeen Brooks (01/05/20)	Misty Michael (04/26/20)
Cassandra Deering (01/27/20)	Roxanne DaCorte (05/27/20)
Jodi Gaylord (02/07/20)	Lucinda Daniel (06/06/20)
Suzie Zimmer (03/04/20)	Julie Walker (07/14/20)
Julie Walker (03/09/20)	Memorie Sanders (10/23/20)
Ayumi Griffin (03/10/20)	Crissa McClellan (11/09/20)
David Machado (03/14/20)	Cassandra Deering (12/12/20)
Janeen Brooks (03/27/20)	Misty Michael (12/20/20)
Kim Myers (03/29/20)	

The following employees were recognized with *Childbirth Awards* in 2020. This is achieved through providing pre-arrival instructions that directly result in the successful birth of a child:

David Machado (05/02/20)	Cynthia Dixon (07/03/20)
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Award presentations looked different in 2020 with social distancing and masks. Some of CRESA's award recipients L to R: Jenna Brooks, Cassandra Deering, Roxanne Da Corte, Cynthia Dixon, Julie Walker, Ayumi Griffin, David Machado and Kim Earls.

ANNUAL STATISTICS - 911 OPERATIONS

2020 YEAR END - STATISTICAL SUMMARY (as of 12/31/2020)

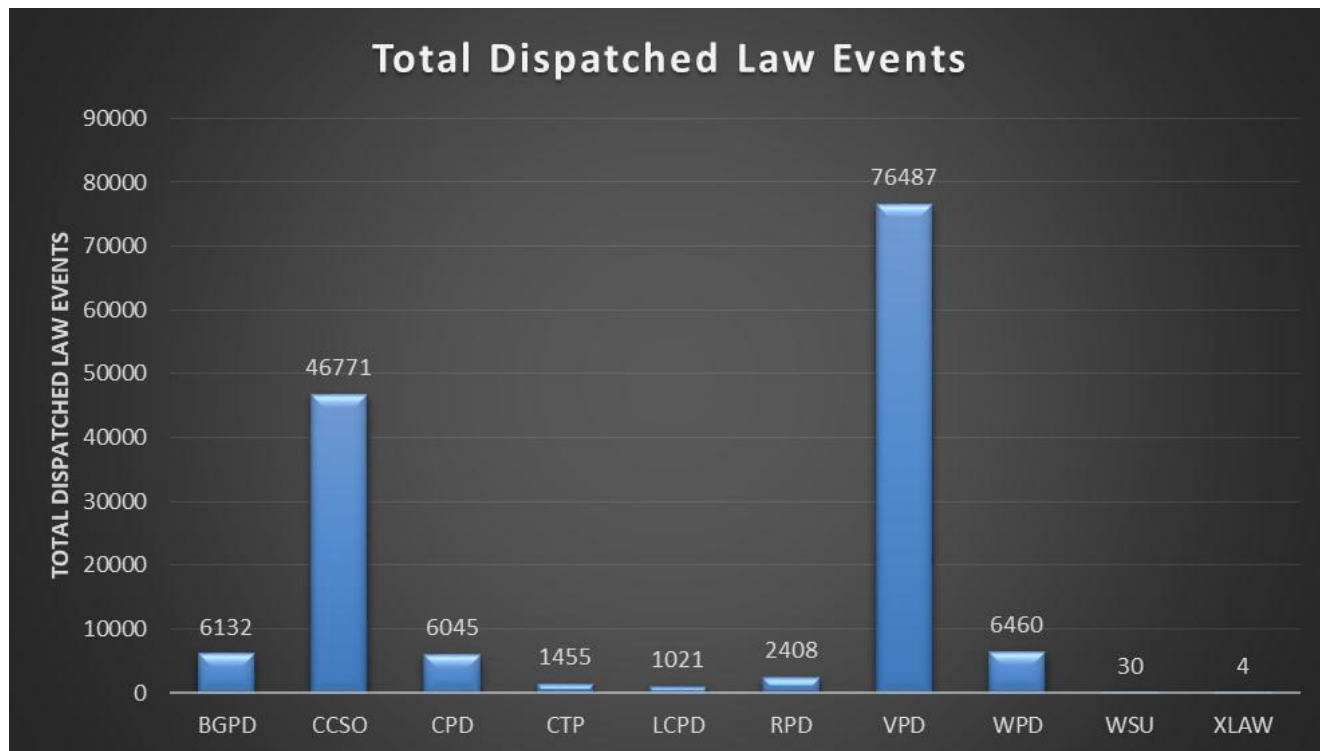
6	Operational Shift Supervisors
1	Training Coordinator
43	Dispatchers
2	Call Takers
7	Dispatch Trainees
2	Dispatch Vacant Positions
12	Law Enforcement Agencies
14	Fire/EMS Departments
27	Total Agencies Served
628	Estimated Service Area (Square Miles Clark County)
706	Estimated Service Area (Square Miles including NCEMS and Woodland Fire Outside of Clark County)
499,200	Estimated Population Served
528,759	Total Telephone Calls in 2020
1,449	Daily Average of Telephone Calls

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

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

Dispatched Events for Law Enforcement

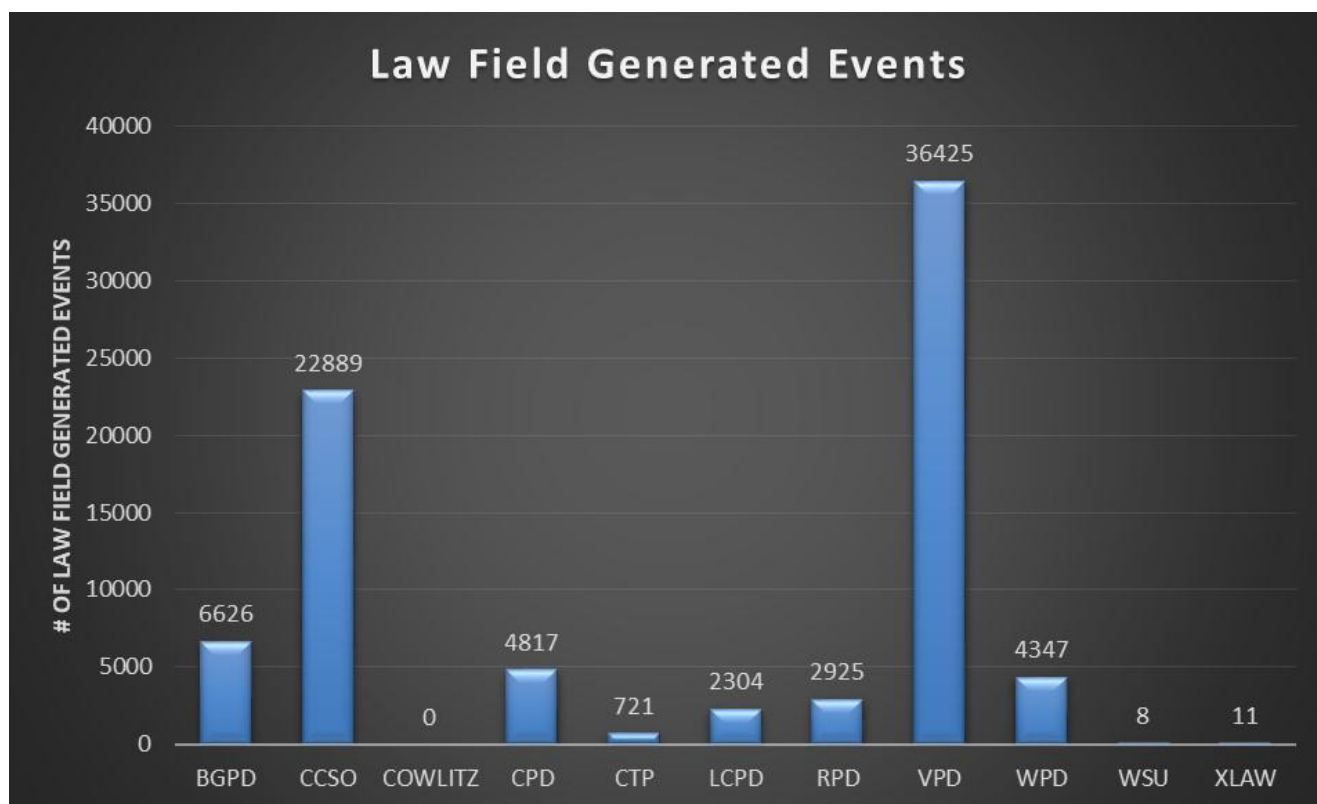
Dispatched events are created by a dispatcher, generated by a telephone call to the 911 center. "XLAW" includes BNSF, DOC and FBI.



	2016	2017	2018	2019	2020
BGPD	5,645	5,940	7,191	6,892	6,132
CCSO	40,303	40,788	47,929	46,187	46,771
CPD	5,199	5,422	6,210	5,612	6,045
CTP			303	880	1,455
LCPD	817	800	928	973	1,021
RPD	1,070	1,305	1,576	1,805	2,408
VPD	56,198	56,496	70,924	72,336	76,487
WPD	5,325	5,612	6,700	6,042	6,460
WSU	33	24	30	47	30
XLAW	9	11	70	9	4
TOTAL	114,599	116,398	141,922	140,783	148,833

Field Generated Law Enforcement Events

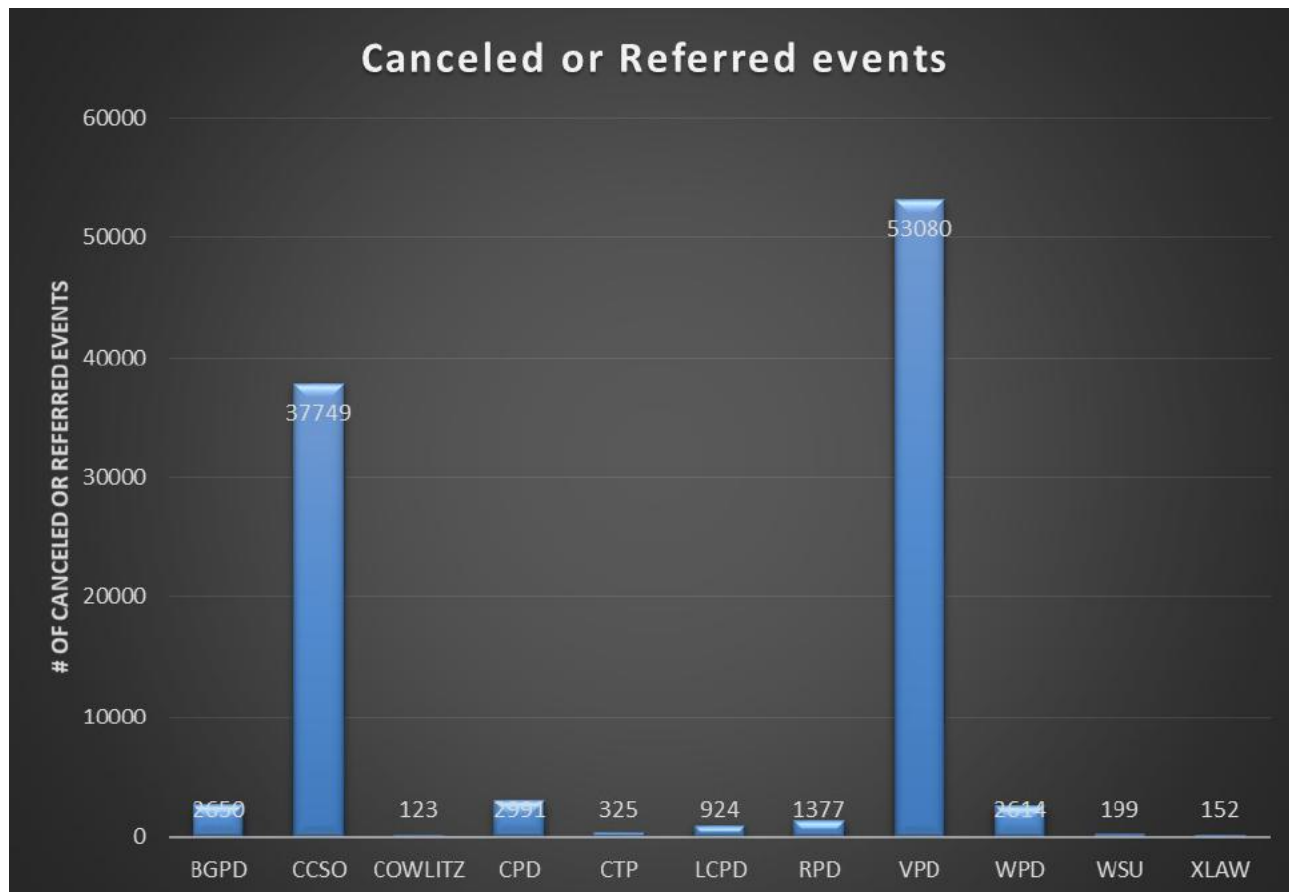
Field generated events include events that were created by a dispatcher, but generated by an officer (i.e. traffic stops) and events created and generated by an officer on their MDC.



	2016	2017	2018	2019	2020
BGPD	8,190	8,362	7,524	9,915	6,626
CCSO	27,582	29,868	30,502	31,908	22,889
COWLITZ			0	0	0
CPD	6,575	5,843	7,013	7,104	4,817
CTP			153	447	721
LCPD	1,652	1,913	2,462	5,360	2,304
RPD	2,775	3,295	3,653	3,259	2,925
VPD	42,464	39,336	42,726	50,820	36,425
WPD	3,700	4,202	4,752	5,734	4,347
WSU	21	7	5	5	8
XLAW	45	192	65	16	11
TOTAL	93,004	93,018	98,855	114,568	83,093

Canceled or Referred Law Enforcement Events

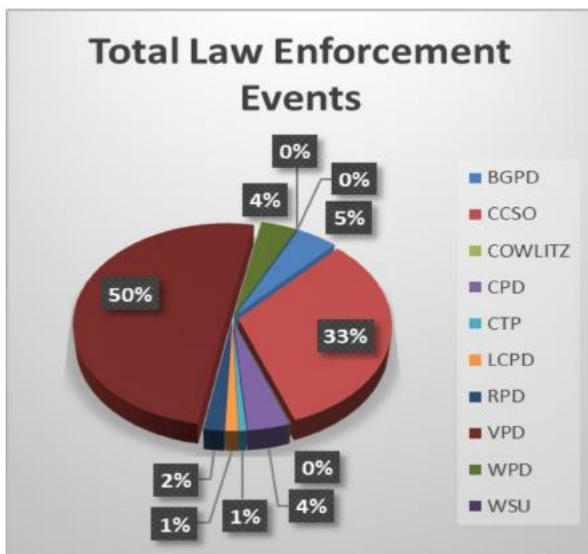
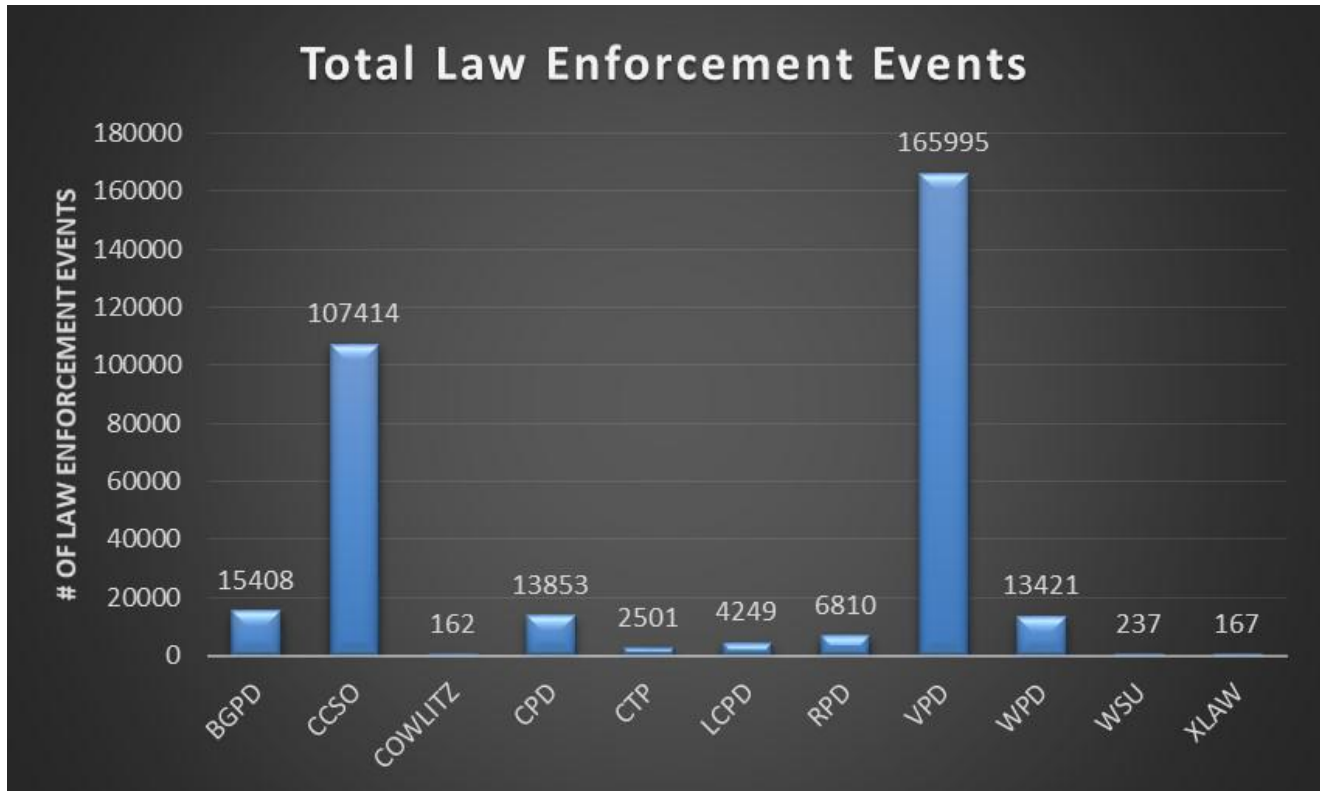
Includes events created by a dispatcher but not dispatched to a unit. These calls are either referred to another agency, to an online reporting system or did not require further assistance.



	2016	2017	2018	2019	2020
BGPD	2,602	2,100	2,178	2,433	2,650
CCSO	30,785	29,557	31,316	34,345	37,749
COWLITZ			113	103	123
CPD	2,213	1,858	1,922	2,388	2,991
CTP			204	261	325
LCPD	499	496	613	797	924
RPD	671	802	981	1,324	1,377
VPD	46,002	43,084	45,195	50,353	53,080
WPD	2,302	1,905	1,921	2,067	2,614
WSU	82	130	158	445	199
XLAW	105	95	181	130	152
TOTAL	85,261	80,027	84,782	94,645	102,184

Total Law Enforcement Events

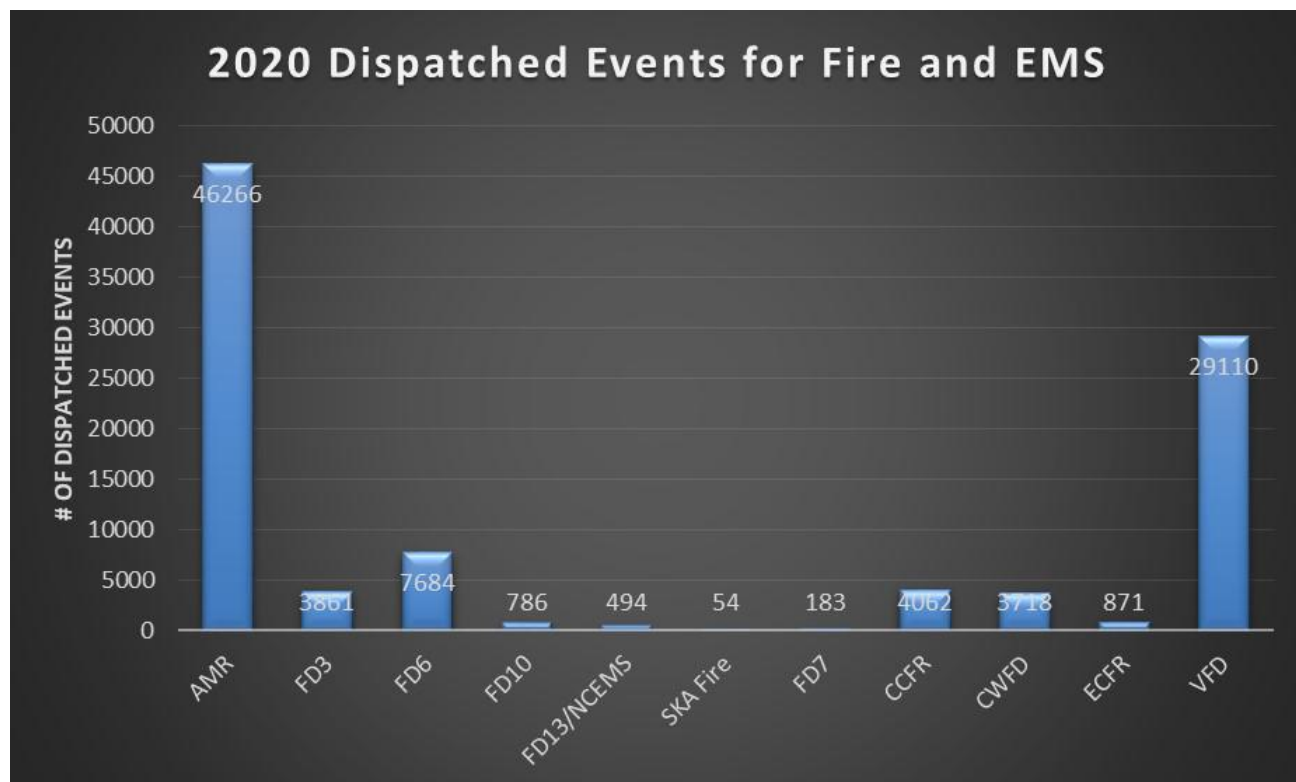
Total created events are those that are created by both dispatch and field units and include those where a unit was not dispatched.



	2016	2017	2018	2019	2020
BGPD	16,323	16,276	16,893	19,448	15,408
CCSO	98,248	99,752	109,747	112,644	107,414
COWLITZ			174	152	162
CPD	13,821	12,913	15,145	15,504	13,853
CTP			660	1,601	2,501
LCPD	2,917	3,151	4,003	7,167	4,249
RPD	4,316	5,218	6,210	6,798	6,810
VPD	141,743	136,447	158,845	173,655	165,995
WPD	11,148	11,545	13,373	14,210	13,421
WSU	135	161	193	497	237
XLAW	156	297	316	155	167
TOTAL	288,807	285,760	325,559	351,831	332,237

Dispatched Events – Fire / EMS

Total events created by Dispatch for fire and medical response.



	2016	2017	2018	2019	2020
AMR		44,858	45,973	48,584	46,266
FD3	3,375	3,752	4,049	4,075	3,861
FD6	6,981	7,430	7,442	8,468	7,684
FD10	736	786	785	789	786
FD13/NCEMS	507	520	490	489	494
FD26-1	56	46	55	37	54
FD7	210	181	186	166	183
CCFR	3,416	3,898	3,936	4,054	4,062
CWFD	3,431	3,582	3,544	3,858	3,718
ECFR	734	770	738	801	871
VFD	25,512	27,889	28,996	28,788	29,110
TOTAL	44,958	93,712	96,194	100,109	99,109

Total FIRE/EMS Created Events

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

Agency Event Type	Agency	All Events Created	Dis-patched Events	Field Initiated	Field Created	Cancelled Events	Referred Events	Camas Amb Evts	NCEMS Amb Evts
EMS	AMR	49,520	46,037	342	0	3,078	63	42	13
	CCFR	3,476	3,282	32	0	153	9	1	52
	COWLITZ	109	22	0	0	45	42	0	0
	CWFD	3,162	3,043	38	0	78	3	3,062	0
	ECFR	692	668	1	0	23	0	662	0
	FD10	651	633	2	0	16	0	0	633
	FD13	406	392	2	0	12	0	1	392
	FD3	3,339	3,194	25	0	116	4	4	140
	FD6	7,314	6,634	39	0	605	36	14	10
	FD7	151	142	1	0	7	1	0	143
	NCEMS	14	11	2	0	1	0	0	11
	SKF	47	42	0	0	4	1	7	34
	VFD	35,501	23,942	159	0	11,111	289	111	7
	XFIR	4	1	0	0	3	0	0	0
	EMS Total	104,386	88,043	643	0	15,252	448	3,904	1,435
Fire	AMR	552	229	20	0	298	5	0	0
	CCFR	869	780	13	0	74	2	0	0
	COWLITZ	53	17	0	0	23	13	0	0
	CWFD	751	675	24	0	52	0	109	0
	ECFR	229	203	0	0	23	3	13	0
	FD10	174	153	5	0	16	0	0	12
	FD13	95	88	1	0	6	0	0	3
	FD3	722	667	23	0	32	0	0	0
	FD6	1,563	1,050	16	0	489	8	0	0
	FD7	48	41	0	0	6	1	0	1
	NCEMS	6	3	0	0	2	1	0	1
	SKF	19	12	1	0	5	1	1	0
	VFD	5,580	5,168	38	0	358	16	2	0
	XFIR	2	1	0	0	1	0	0	0
	Fire Total	10,663	9,087	141	0	1,385	50	125	17
Other	BOEC	1	0	0	0	1	0	0	0
	VFD	5	0	0	5	0	0	0	0
	Other Total	6	0	0	5	1	0	0	0
1,452	1,452	1,452	1,452	1,452	1,452	1,452	1,452	1,452	1,452

FINANCE DIVISION

DIVISION OVERVIEW

The Finance Division provides vital support services for the agency in the areas of finance, budget, accounts payable/receivable, public records management, payroll and employee retirement plans. The program also provides staff support for the CRESA Administrative Board and the 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 reviewed a by a five-member Finance Committee. The Finance Committee consists of financial representatives from Clark County, the City of Vancouver, other cities in Clark County, fire districts within the County, CRESA management staff and a CRESA Board Member liaison. 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. In 2020, members of the CRESA Finance Committee were:

Julie Arenz	IQ Credit Union AVP of Business Services
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 - 2020 PROGRESS & UPDATES

SP 1.2.9 Workday Transition

In March of 2019, Clark County completed the cutover to a new cloud-based application, 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 in 2019, attending numerous trainings and working with the County's project team on configuration of our financial organization within the new system. Training was provided by CRESA subject matter experts to CRESA staff on payroll entry, travel and expense reimbursements, requisitions and purchasing, and manager approvals. In 2020, staff fine-tuned financial reporting processes and continued to become more adept at utilizing the full functionality of the Workday system. The system is operating as intended.

SP 5.3.2 – Customer Fee Structure

CRESA operations, equipment repair and capital costs are generally borne by founding 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 proposals to modify 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 pending continued review of the ILA and PDA structures by the CRESA Governance Working Group

OTHER ACCOMPLISHMENTS & HIGHLIGHTS

Public Records

The Finance Division responds to all requests for 9-1-1 call records 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 5,500 in 2020. In line with trends statewide, we anticipate the demand for public records to continue to increase. In 2020, the following was accomplished in the area of Public Records:

- Total of 5,483 individual requests for public records were received in 2020 representing a 10% increase over 2019
- The average response time to complete a request for public records in 2020 was 3 business days
- Online Public Records Request Portal continued to offer streamlined process and greater accessibility to records for requesting parties

Citizen Survey

The Finance Division mails out a monthly satisfaction survey to approximately 40 randomly selected citizens who called 9-1-1 or 3-1-1 for service. In 2020, the response rate was 22% with 96% indicating their interaction with 9-1-1 was positive. All returned surveys containing comments or negative scores are reviewed by the Operations Division Manager for follow up.

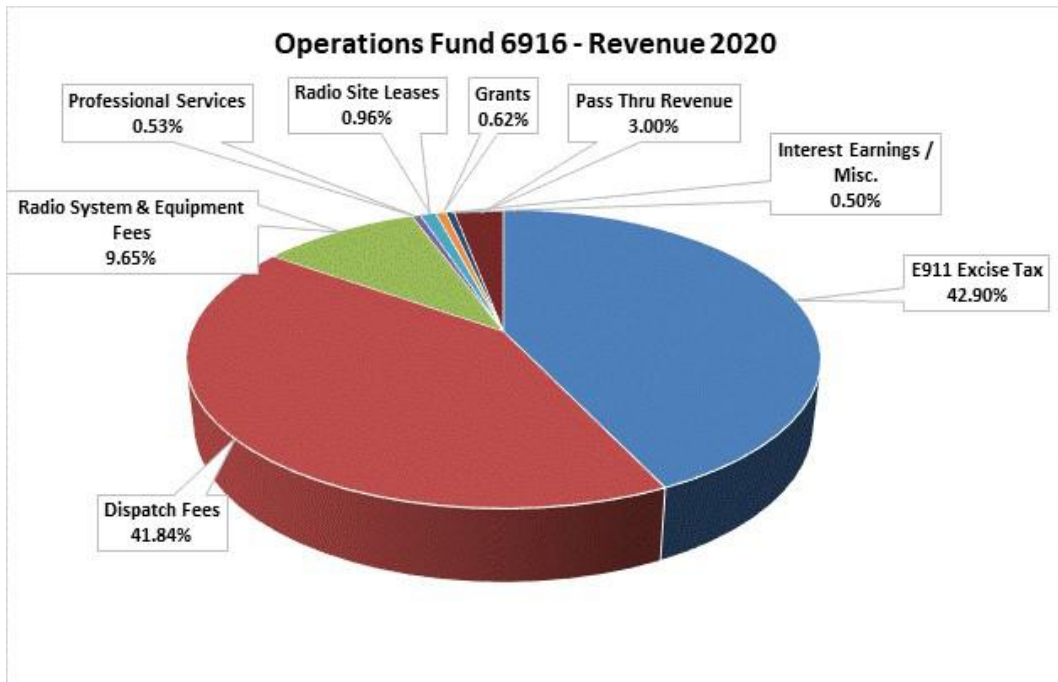
Citizen Survey Summary for 2020

<u>2020</u>	<u>Mailed</u>	<u>Returned</u>	<i>Feedback Responses</i>			
			<u>Exceeded Expectations</u>	<u>Satisfied</u>	<u>Frustrated</u>	<u>Dissatisfied</u>
JAN	35	6	1	5	0	0
FEB	36	12	3	6	1	0
MAR	41	12	6	6	0	0
APR	40	8	6	2	0	0
MAY	37	6	2	4	0	0
JUN	37	7	5	2	0	0
JUL	37	7	4	2	0	0
AUG	35	8	3	5	0	0
SEP	49	14	7	6	1	0
OCT	57	8	6	2	0	0
NOV	52	13	8	4	1	0
DEC	51	13	6	8	0	0
	507	114	57	52	3	0

% Returned 22%

% Positive 96%

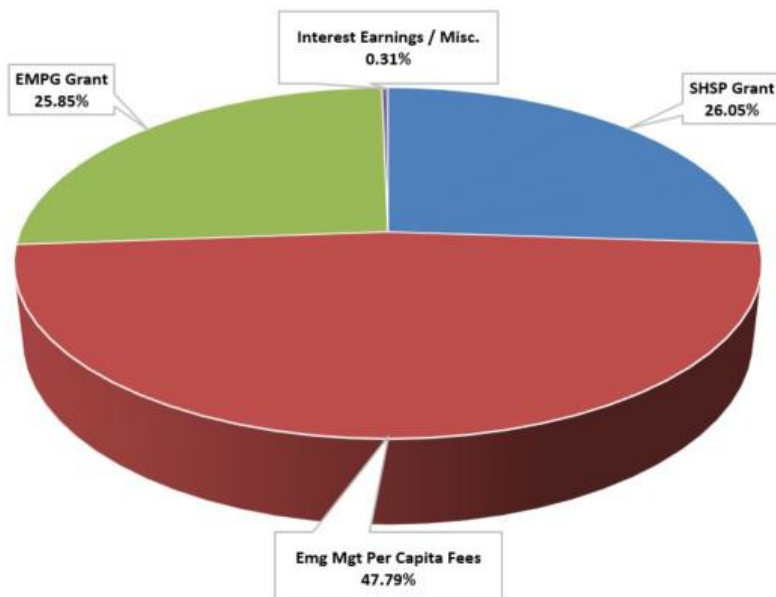
2020 FINANCIAL SNAPSHOT - REVENUES



CRESA Operations Fund 6916 Revenue

E911 Excise Tax	\$4,722,252	42.90%
Dispatch Fees	4,605,991	41.84%
Radio System & Equipment Fees	\$1,061,888	9.65%
Professional Services	\$57,837	0.53%
Radio Site Leases	\$105,357	0.96%
Grants	\$68,294	0.62%
Interest Earnings / Misc.	\$55,564	0.50%
Pass Thru Revenue	\$330,318	3.00%
	\$11,007,501	100%

Emergency Management Fund 6918 - Revenue 2020

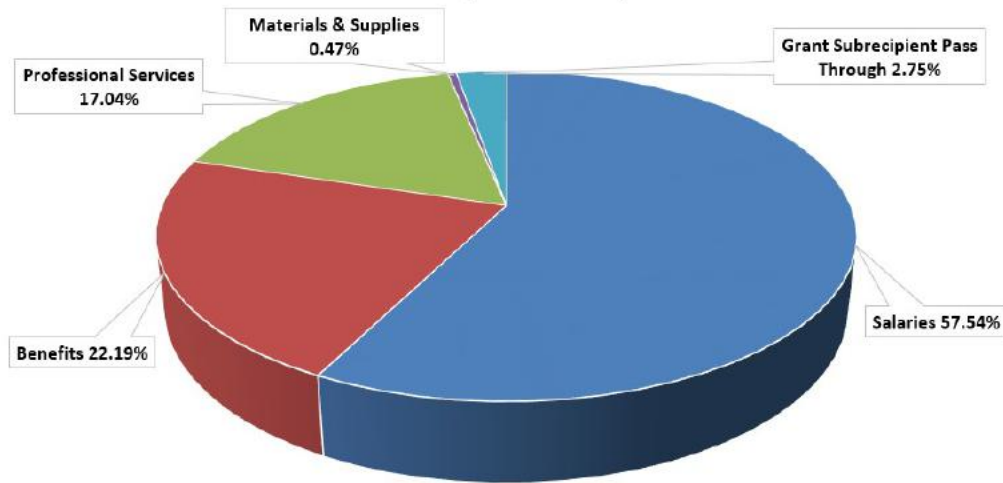


CRESA Emergency Management Fund 6918 Revenue

SHSP Grant	\$	295,529	26.05%
Emg Mgt Per Capita Fees	\$	542,130	47.79%
EMPG Grant	\$	293,302	25.85%
Interest Earnings / Misc.	\$	3,542	0.31%
	\$	1,134,503	100%

2020 FINANCIAL SNAPSHOT - EXPENSES

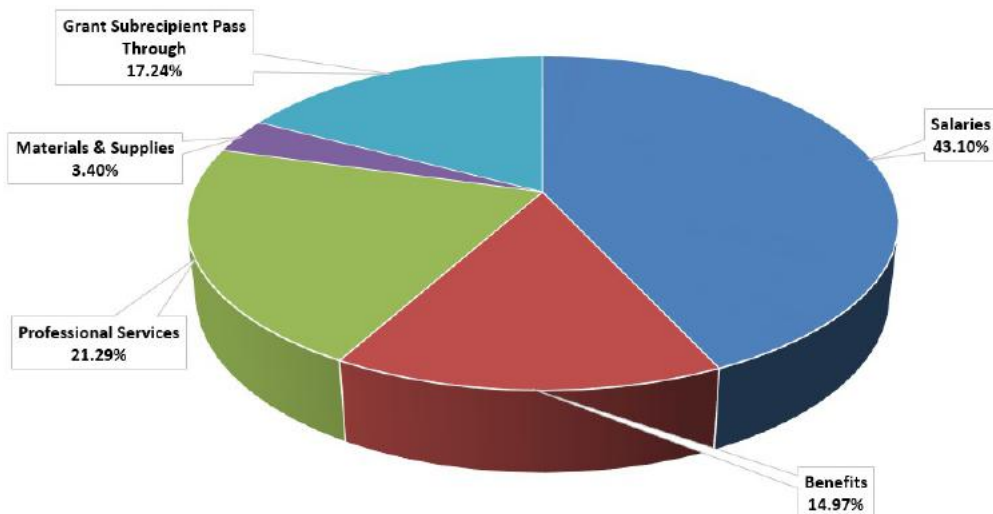
2020 CRESA Operations Expenditures



Operations/Radio Program Expenses

Salaries	\$6,316,103	57.54%
Benefits	\$2,436,155	22.19%
Professional Services	\$1,870,736	17.04%
Materials & Supplies	\$51,618	0.47%
Grant Subrecipient Pass Through	\$302,163	2.75%
Total	\$10,976,775	100%

2020 Emergency Management Expenditures



Emergency Management Fund 6918 Expenditures

Salaries	457,605	43.10%
Benefits	158,986	14.97%
Professional Services	226,028	21.29%
Materials & Supplies	36,068	3.40%
Grant Subrecipient Pass Through	182,996	17.24%
Total	1,061,683	100%

HUMAN RESOURCES

PROGRAM OVERVIEW

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

STRATEGIC PLAN OBJECTIVES - 2020 PROGRESS & UPDATES

Goal 6.3.1 - Update job descriptions for all CRESA positions

- 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

- 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. 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

The following recruitments were successfully processed in 2020:

Posting #	Position	# of Applicants	Internal / External
2020.03	CAD IT	45	External
2020.04	911 Call Taker Dispatch Trainee	715	External

Length of Service Awards

The following employees were recognized for years of services milestones in 2020:

Memorie Sanders	Dispatcher	Hire Date 09/14/2015	5-Year Anniversary
Leslie Chapman	HR Manager	Hire Date 06/01/2015	5-Year Anniversary
Sarah Jurhs	Dispatcher	Hire Date 03/09/2015	5-Year Anniversary
Lucinda Daniel	Dispatcher	Hire Date 11/10/2005	15-Year Anniversary
Michelle O'Malley	QA Coordinator	Hire Date 11/10/2005	15-Year Anniversary
April Reynolds	Training Coordinator	Hire Date 05/07/2005	15-Year Anniversary
Misty Michael	Dispatcher	Hire Date 05/07/2005	15-Year Anniversary
Amy Coles	Dispatcher	Hire Date 05/15/2000	20-Year Anniversary
Robin Bardon	Dispatcher	Hire Date 04/20/2000	20-Year Anniversary
Robin Donahue	Dispatcher	Hire Date 01/25/1990	30-Year Anniversary

2020 EMPLOYEES OF THE YEAR

CRESA encourages all employees to submit nominations for their fellow co-workers for the Employee of the Year award. From the nominations submitted, the Director and Division Managers select the Employee of the Year Award recipients. Criteria for the award includes:

- Meeting and exceeding job performance standards
- Serving as a role model of CRESA's Values of Dedication, Integrity, Creativity, Passion, Communication and Concern
- Delivers goals or projects that are of a higher standard
- Mindset of continuous improvement

We are proud to recognize CRESA 2020 Employees of the Year:

Nate Myers, Dispatcher

Kirstin Cole, Technical Services Specialist



Health & Wellness

Health and wellness are important to CRESA since we have mainly sedentary positions with a higher degree of stressful situations. We communicate information on healthier lifestyles and opportunities available through an Employee Assistance Program. The agency has provided a quiet room, ergonomic stations, sit/stand stations, balance balls, balance boards, desk cycle and treadmill. We created a fitness room with a treadmill for employees to utilize on their break. The employee recognition committee provided a quarterly newsletter promoting well-being in the workplace and ideas around wellness. In addition, they were able to facilitate two wellness activities in 2020 for staff.

QUALITY ASSURANCE AND 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 QA & Accreditation Specialist.

The following agency programs were administered by the Quality Assurance and Accreditation (QA&A) Program in 2020:

- Strategic Planning
- IAED Accreditation
- CALEA Accreditation
- Agency Emergency Operations Planning
- Special Projects

In 2020, the QA&A Program also assisted in CRESA's and the Clark Regional Emergency Operations Center's (CROEC's) COVID-19 response. This included updating communicable disease prevention and control procedures within the agency; revising the epidemic, pandemic outbreak protocols for triaging and dispatching EMS response; and serving in the CREOC Planning Section.

STRATEGIC PLAN OBJECTIVES – 2020 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 annually. 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 2.4.1 - 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 its 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 processes, 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 (Sept. – Aug.), 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. CALEA completed its web-based assessment in 2020 and found CRESA was in compliance with the standards reviewed for assessment year three.

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 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 re-accreditation.

The table below shows CRESA compliance to the random EMD case reviews for 2020:

2020	IAED Standard	CRESA Performance	Number of Cases
High Compliance		63%	637
Compliant		23%	229
Partial Compliance	≤ 10%	6%	57
Low Compliance	≤ 10%	2%	22
Non-Compliant	≤ 7%	7%	67
Total		100%	1,012

SP 6.3.2 - Continuous Quality Improvement/Lean

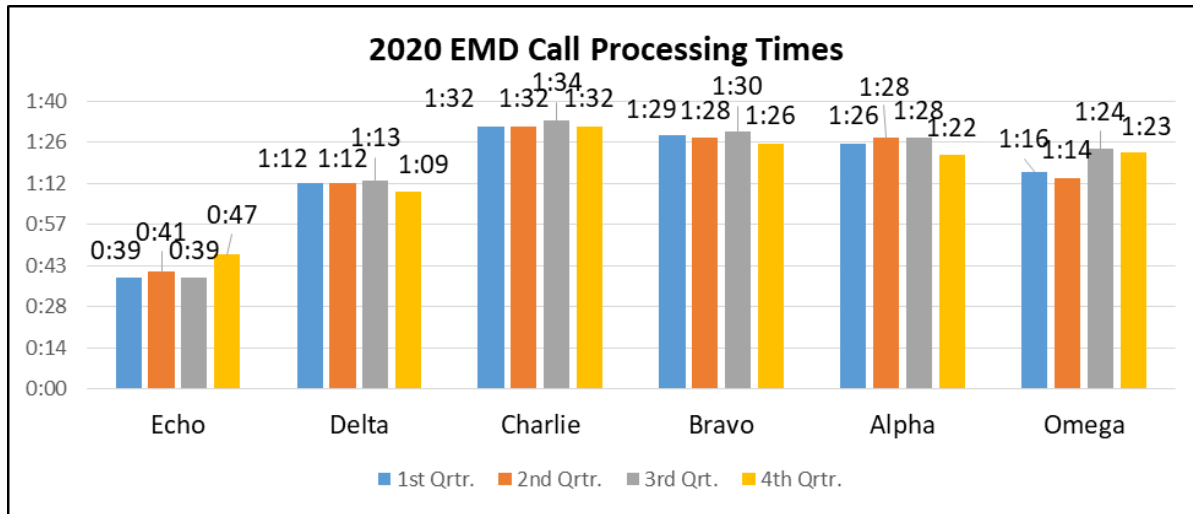
CRESA implemented a Continuous Quality Improvement (CQI) and Lean Culture Implementation Plan in 2016. The three objectives of this plan are to: 1) Identify Core Services, especially in light of customer/owner governance and funding models; 2) conduct workflow analysis in key areas across the organization;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

Some of the projects worked on in 2020 include:

Development of Performance Metrics: In October, a Public Safety Communication Centers' Benchmarking Survey was developed and sent to other 9-1-1 centers in North America, Europe and Australia to provide comparison of different public safety communication systems, as well as provide a foundation of best practices both in how Key Performance Indicators (KPIs) are defined and future performance standards for the profession. This survey was first approved the IAED's Institutional Review Board approval.

Distribution of the survey includes IAED members using the Academy's social media platforms; and CALEA members through the Public Safety Communications Accreditation Support Network (PSCAN).

The chart below shows the EMD call processing times from the dispatching software ProQA for 2020:



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 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 2020, staff worked on the following projects:

- *Revised Directive, Communicable Disease Procedures* – Outlines the use of the Emerging Infectious Disease Surveillance (EIDS) Tool that allows dispatchers to identify and advise emergency responders of possible COVID-19 patients.
- *Revised Directive, Epidemic, Pandemic Outbreak Protocol 36* – Outlines the use of the Epidemic, Pandemic Outbreak Protocol when the local outbreak has impacted local medical capacity and how to adjust response to possible COVID-19 patients.
- *Revised Directive, Workplace Communicable Disease Prevention and Control* – Describes the steps to take to prevent and control a COVID-19 outbreak within the agency.
- *COVID-19 Training for CRESA Staff* - Provided video-tape training for the March remote in-service on the revised directives described above.
- *Enhanced CRESA Facility Cleaning* – Developed enhanced facility cleaning procedures in response to COVID-19.

OTHER ACCOMPLISHMENTS & HIGHLIGHTS

Assisted in the Clark Regional Emergency Operations Center Planning Section in Response to COVID-19 – Managed the CREOC Planning Section from March 2020 through year-end. During this time, the following objectives and tasks were completed:

- Developed CREOC Incident Action Plans (IAPs).
- Developed and distribute the CREOC Situation Reports.
- Developed and distribute CREOC After-Action Report for the March - June 2020 operational period.

TECHNICAL SERVICES DIVISION

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 VHF radio system, Region IV radio system, NG911 telephone system, and voice logging recording 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.

STRATEGIC PLAN OBJECTIVES - 2020 PROGRESS & UPDATES

800 MHz Radio System Replacement Project

The radio system replacement project was completed in 2020. As part of the project we added the new tower site in Ridgefield. This helped enhance coverage in that area. In addition, we initiated the first of two system upgrades to hardware and software to the radio system, scheduled for completion in first quarter of 2021.



Generator is lifted into place at the new Ridgefield water tower radio site.

CAD System Upgrade and Backup Center

The Hexagon upgrade of the CRESA CAD system kicked off with an introductory planning meeting in November 2020. Work on the project will occur throughout 2021 with a projected cutover date of January 15, 2022. The CAD upgrade will allow us the ability to set up a redundant geo-diverse server at our back-up center for better disaster recovery options.

AMR Interface (Tellus)

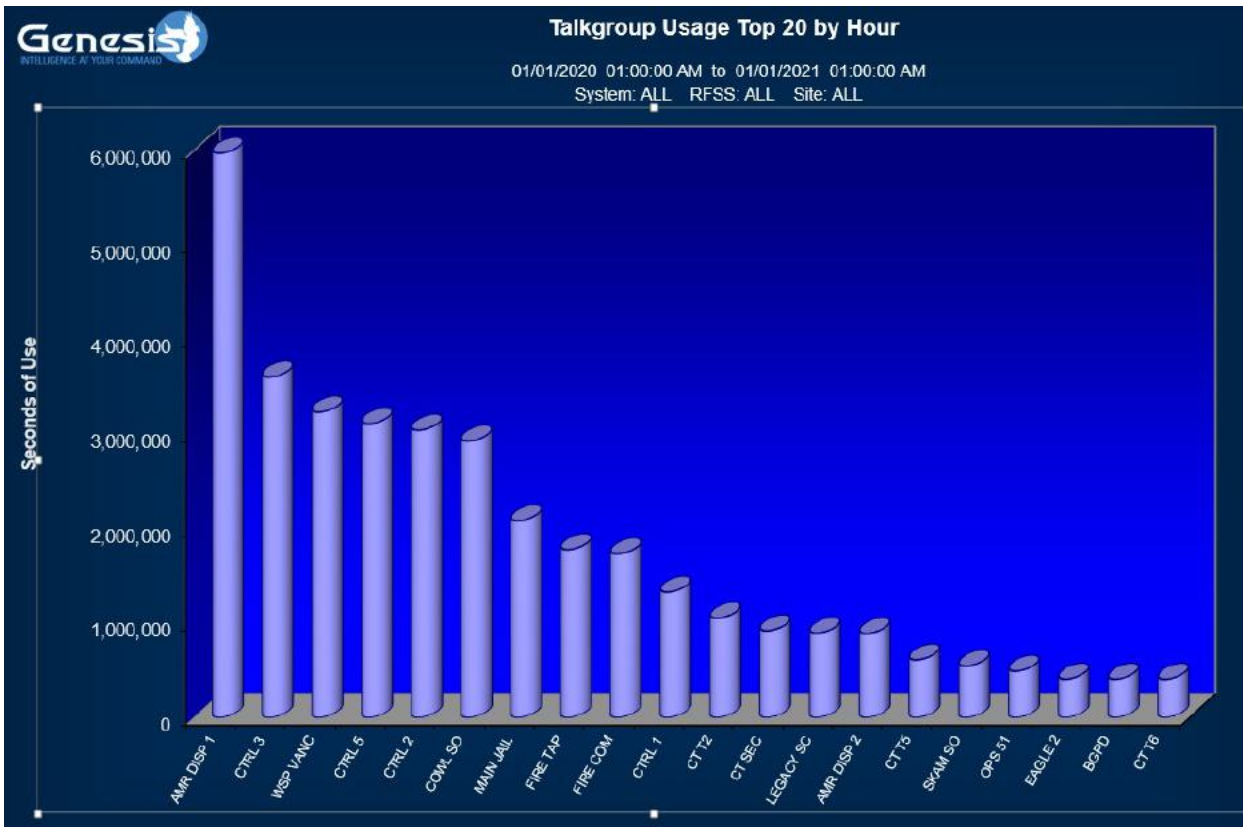
The majority of this project was completed in 2020 between CRESA and AMR. Work will continue in 2021 to include CAD-to-CAD links with Portland Bureau of Emergency Communications (BOEC) and Clark County PUD.

Phone System Upgrade

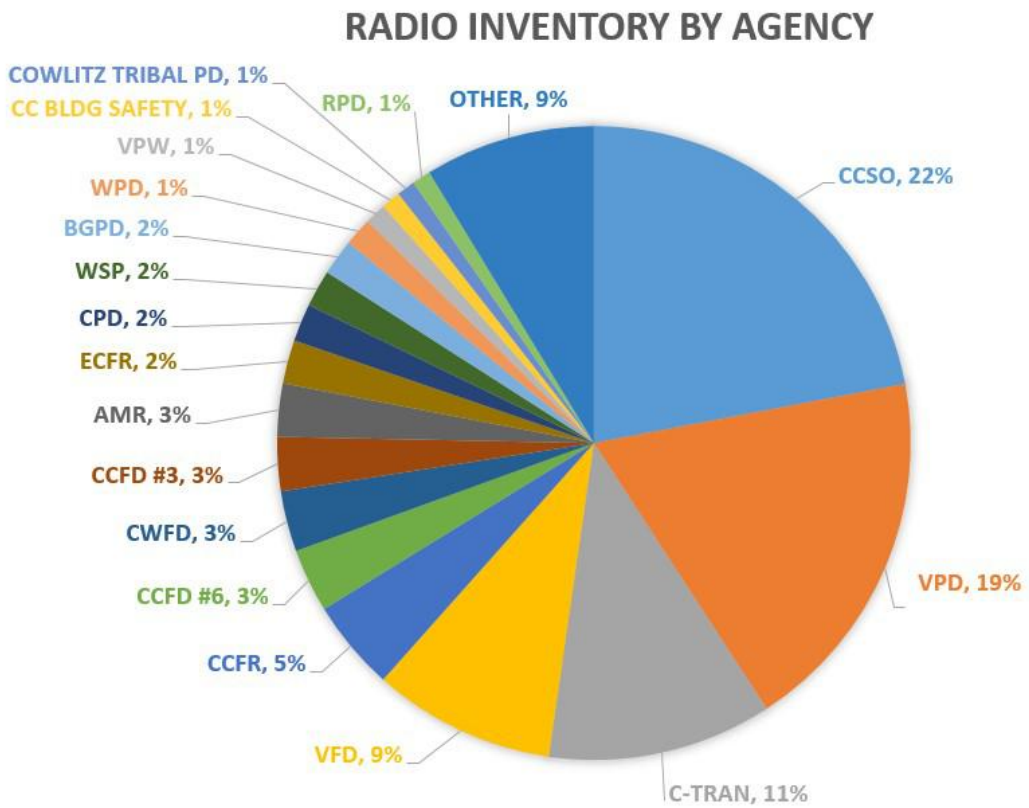
In 2020, we completed our purchase and installation of our new NG911 capable phone system that will allow us the ability to take full advantage of the Washington State Emergency Service Information Network (ESINet) and position our agency to receive the multiple elements associated with a NextGen 911 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 uses shared equipment and provides back-up for each other in the case of an outage or disaster. Cut over to the new system was completed in October 2020.

2020 RADIO SYSTEM PERFORMANCE AND STATISTICS

Top 20 Radio System Talkgroups Usage Summary

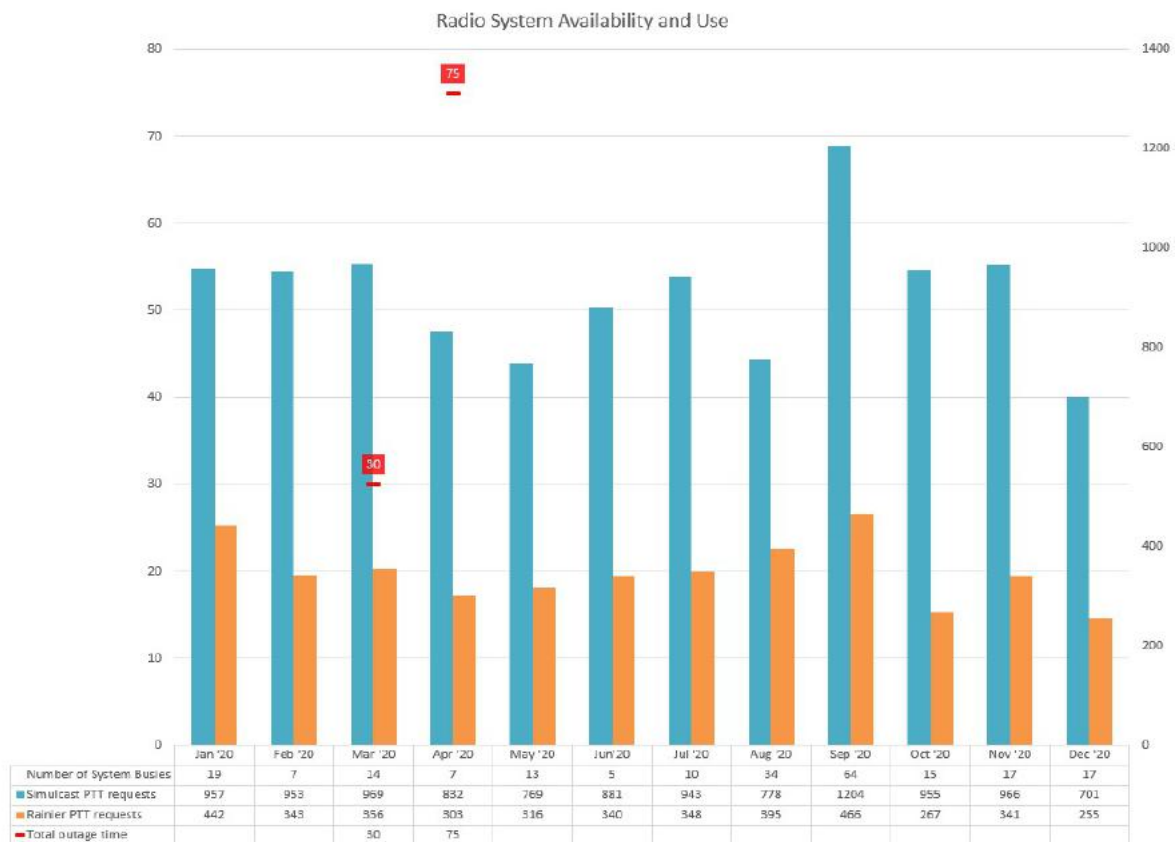


Number of Radios on the System by Agency



Radio System Availability and Use

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



IT Service Metrics - Help Desk

CRESA's help desk system allows for categorization and prioritization of technology issues and requests, tied to service levels and reporting. An automated satisfaction survey link is generated to all internal customer helpdesk tickets once they are closed.

CRESA Help Desk Requests created by category:

	2018		2019		2020	
Category	Count	% of Total	Count	% of Total	Count	% of Total
CAD (I/Dispatcher, Map, ProQA, Response Plans etc.)	1293	33%	1165	31%	988	25%
Not Assigned	497	12%	376	10%	1394	36%
Applications (PulsePoint, Voiceprint etc.)	462	12%	500	13%	349	9%
User Accounts	195	5%	159	4%	47	1%
Radio Project/System	225	6%	111	3%	150	4%
Telephone	463	12%	449	12%	408	10%
Computer	150	4%	111	3%	49	1%
Interfaces (I/Page, Locution, Informer etc.)	172	4%	191	5%	174	4%
Mobile for Public Safety	95	2%	97	3%	82	2%
All Others	416	10%	437	12%	143	4%
Cowlitz CAD Support			127	3%	117	3%
Total	3968		3723		3901	

EMERGENCY MANAGEMENT DIVISION

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 2020 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 also 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 for each of the eight participating jurisdictions in Clark County.

Services provided to our partners include:

- Establishing and maintaining an emergency management organization as called out by ordinance/ resolution
- Providing an Emergency Operations Center (EOC) and Duty Officers to assess and support incident response and recovery
- Working with jurisdictions on 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 southwest Washington.

STRATEGIC PLAN OBJECTIVES – 2020 PROGRESS & UPDATES

In 2019, the decision was made to begin transitioning the Clark Regional Emergency Operation Center (CREOC) away from a pre-identified staffing and training model to a Just in Time Training (JITT) model. This decision was the result of small scale activations in 2019 that had shown that the pool needed to staff the EOC for 96 hours with trained and identified individuals was not sustainable.

This process was underway when, on March 15, 2020, the CREOC activated to support county wide operations related to the SARS-COV2 global pandemic. Due to the need to quickly train the 50+ individuals assigned to the EOC between 3/15 and 6/15 the JITT process was accelerated and is now in place for individuals assigned to the Planning, Logistics and Operations sections. Work is ongoing for members of the PIO section.

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 any other emergency situation as requested.

In 2020, the five Emergency Management Duty Officers responded to 78 requests for support from partner agencies. We balanced the needs of supporting a prolonged EOC activation for COVID-19 with routine Duty Officer incident support. We dedicated one staff member to serve as the Duty Officer while the remaining Emergency Management team supported EOC operations full time.

In 2020 the CRESA Emergency Management division continued to be a regional leader in community notification competencies and capabilities. Staff mentored surrounding jurisdictions in improving their notification abilities. CRESA can deliver critical emergency alerts using the Emergency Alert System (EAS), Wireless Emergency Alerts (WEA), and PublicAlert system utilizing the online Everbridge tool.

	2020	2019
Search And Rescue		
Within Clark County	12	11
Mutual Aid	17	23
Dive Team	0	4
Police/Evidence	2	4
Total	31	42
HAZMAT Response		
Within Clark County	16	17
Outside Clark County	1	4
Total	17	21
Severe Weather Events		
Flooding	2	2
High Winds/Storm	1	4
Heat/Fire		4
Other Severe Weather		
Winter/Cold	2	3
Total	5	13
Other Calls		
Public Health	3	1
Community Notification	7	5
Power Outage		1
Earthquake/Tsunami Debris		
Critical Infrastructure Support		
Fire Support/Smoky/Burn Ban	5	2
9-1-1 Outage/Support	3	2
Law Enforcement Support	7	8
Communications/IT		
Other		
Total	25	19
Grand Total	78	95

EOC Operations

2020 was an unprecedented year for the field of Emergency Management worldwide. COVID-19 became a universal priority early in the year and continued into 2021. The Clark Regional Emergency Operations Center remained at the Full Activation level from early March until June 2020. The incident put tremendous strain on both EOC staffing and the physical space. The division implemented creative solutions for both staffing and location challenges.

On March 20, 2020, the EOC Logistics Section opened, and continues to operate the COVID-19 PPE Supply Warehouse. The supply warehouse has provided thousands of essential PPE supplies to first responders, care facilities, and medical offices throughout Clark County.

<u>COVID-19 PPE Warehouse Activity</u>	<u>Totals 6/1/2020 through 2/16/2021</u>
Requests Received	698
Requests Partially Filled	4
Requests Completed	694
Item Requested	3,235,680
Items Filled	3,194,769

CRESA continues to dedicate staffing to operate the warehouse and coordinate response logistics. During the period of full EOC activation, over twenty agencies contributed over twelve thousand staff hours to the COVID-19 incident. CRESA staff dedicated nearly 8,000 hours to the incident. Due to social distancing guidelines EOC operations were based at several different locations. Staff worked quickly to incorporate new tools and methods to facilitate remote operations. Many of these tools and key learnings will help enhance future EOC response activations.

Grant Activities

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

- Provide a Region IV Strategic Plan
- Providing support to the State Homeland Security Coordinating Council
- Mutual Aid agreements for Regional Resources.
- Providing Sub-Recipient agreements to local and regional agencies for grant projects
- Regional Staffing in Cowlitz (1 FTE), Skamania (1 PTE) and Wahkiakum (1 PTE) Counties, in addition to 1 Regional Coordinator at CRESA
- Citizen Corps/CERT program within the region

As a result of the COVID-19 pandemic, many grant funded projects, especially training and exercise efforts, were placed on hold or deferred. In order to meet grant requirements and timelines, staff worked with the Washington State Military Department, Emergency Management Division and local partners to file amendments to grant contracts to extend the grant period and adjust the planned budget. As of February 2021, all amendment requests to State have been approved. We anticipate grant funded projects will continue to be impacted by COVID restrictions in 2021 and additional grant contract amendments may be needed.

ACHIEVING OUR MISSION - Emergency Management

CREOC COVID-19 RESPONSE

After the initial 120 days of activating the Clark Regional Emergency Operations Center (CREOC) in response to the COVID-19 public health emergency, CRESA conducted an After Action Report (AAR) to evaluate strengths and areas of improvement for the CREOC's identified Core Capabilities and Incident Objectives. Based on this evaluation, an improvement plan was developed to improve the CREOC's response to this and future disasters.

The table below provides a numerical score demonstrating how well the CREOC performed to the Core Capabilities and Incident Objectives measured in the After Action Report Survey. For a copy of the full After Action Report, contact CRESA at cresa@clark.wa.gov.

Core Capabilities	Incident Objectives	Always / Excellent (5)	Often / Good (4)	Sometimes / Fair (3)	Rarely / Poor (2)	Never / Very Poor (1)
Situation Assessment	Provide awareness of hazard	4.65				
	Provide facilities; tools and plans to respond to and recover from the hazard impact	4.34				
Information & Warning	Collect, document and distribute event information to key stakeholders and community	4.57				
Operational Coordination	Support CCPH (IC)	4.57				
	Provide resource (PPE) support and coordination	4.35				
	Provide local guidance throughout State's Phased Recovery	4.33				
Recovery	Provide local support and guidance to federal and state recovery programs	4.29				
	Assess economic impacts to individuals and employers	4.20				

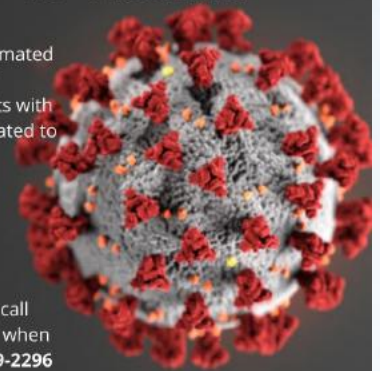


CRESA COVID-19 Hotline

CRESA is offering an automated "COVID-19 Hotline" for Clark County residents with questions or concerns related to COVID19.

To access the hotline, call **3-1-1** and then press **"7"** when prompted, or call **971-599-2296**

For the Latest Information regarding COVID-19 in Clark County visit:
<https://www.clark.wa.gov/covid19>



L to R: EOC Logistics Section stays six feet apart; Volunteers in COVID PPE warehouse; Recovery Section Chief Anthony Vendetti in the EOC; PPE supplies staged for distribution; COVID PPE warehouse; CRESA COVID Hot-line information on CRESA website

CRESA 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.

CLARK REGIONAL EMERGENCY SERVICES AGENCY

710 W. 13TH STREET - VANCOUVER, WA 98660

www.cresa911.org