

2021 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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Dispatcher Supervisor Lori Brenner and Deputy Director Kris DeVore in the EOC July 4, 2021

FROM THE DIRECTOR

Like the previous year, 2021 was a year filled with challenges and opportunities. Our response to the pandemic continued which had impacts throughout the agency and the community we serve. In addition, we saw new legislation at the State level that greatly affected our Law agencies requiring changes in what calls they were able to respond to and what actions could be taken when they did respond. These changes had a significant impact on call-takers and dispatchers as the need for more information from the caller became imperative before we could process the call. It also had significant impacts on Fire and EMS responders who were asked to respond on calls without police support where they would have had help in the past. The good news is that the Washington legislature will review their 2021 changes and it is anticipated that some of the unintended challenges they created will be mitigated.

Other challenges included staffing and our ability to onboard call-taker and dispatch personnel at a rate that meets our demand. While this is a concern for CRESA that requires constant attention, it is becoming a crisis throughout the State with many 911 centers reporting vacancy rates in excess of 20% and some as high as 50%. As part of the 2022 budget, the CRESA board approved additional headcount in our call taker ranks and filling those positions as well as replacing dispatchers who are expected to retire will be a primary focus for us in 2022. To that end we have a new Training Coordinator who will be working closely with our HR Manager and Deputy Director of 911 Operations to meet our hiring needs.

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 2021, they provided dispatch support for over 428,000 law enforcement, fire and EMS calls. The agency was able to recognize and present eight Life Saving Awards, nine 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 early 2021 we completed our first contracted upgrade of the 800 MHz radio system which included a software update as well as a hardware refresh with Motorola. 2021 saw the wrap up of the project to replace the phone system which began in 2020. In addition, the Technical Division worked throughout 2021 laying the groundwork for another significant technology project, the upgrade of the CAD system, with cutover to the new version in February 2022.

Emergency Management

In early 2020, the Clark Regional Emergency Operations Center (CREOC) fully activated to support county wide response to the COVID-19 global pandemic. This activation level continued until June 30, 2021. Throughout 2021, Emergency Management staff continued to facilitate the delivery of PPE and testing supplies to local first responders, medical providers and organizations supporting highly impacted communities through the PPE supply warehouse. In addition, the five Emergency Management Duty Officers responded to 95 requests for support from partner agencies and juggled the response to winter storms, extreme heat, and wildfire danger occurring in 2021.

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 2021 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.

2021 - First scheduled update to the P25 digital radio system.

2021 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 meetings were held virtually throughout 2021.

MANAGEMENT TEAM & ORG CHART



Dave Fuller
Director

Oversees all CRESA Divisions and Programs



Kris DeVore
Deputy Director of Operations

Oversees 9-1-1 Dispatch Operations Division and IT/CAD Technical Support Services.



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

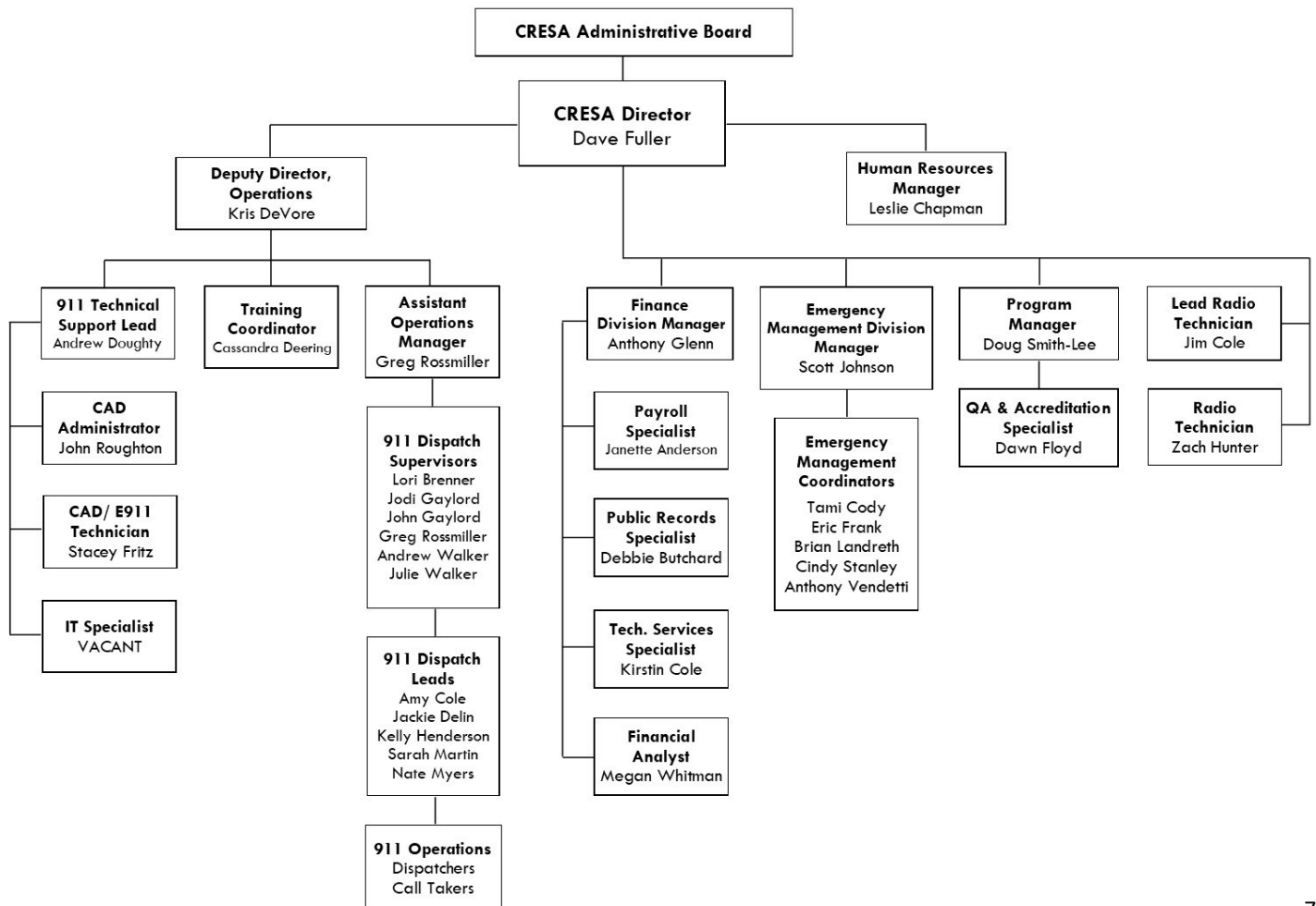
Manages planning and quality driven projects within five categories: Quality, Compliance, Innovation, Funding and Strategic Plan implementation



Leslie Chapman
Human Resources Manager

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

ORGANIZATIONAL CHART



2021 COMMUNITY OUTREACH

CRESA strives to maintain positive community relationships through public education and to support opportunities for staff to represent the Agency and interact with the community we serve. In past years, CRESA had been able to grow and build on our community engagement by partnering and attending popular community events where people already congregate like the Clark County Fair, and the Home and Garden Show. Once again, due to COVID, Public Education in 2021 was greatly reduced as most in-person events throughout the year were canceled. As was the case in 2020, CRESA relied on digital outreach through social media and virtual meetings in 2021.

SIT-A-LONGS

9-1-1 “sit-a-longs” provide a working snapshot of public safety communications in action. Sit-a-long participants wear a headset to “plug in” and listen to incoming 911 calls and radio traffic, and watch in-progress call processing and dispatching on multiple computer screens and systems dispatchers use during their shift. Newly hired law enforcement officers, fire fighters, and EMT/paramedics often participate in sit-alongs as part of their training. Sit-alongs are also an important part of CRESA’s recruitment process allowing prospective employees the chance to get a better feel for the job of a dispatcher. Through creativity and collaboration, a new process to allow sit-a-longs to be held via a remote link was successfully implemented in 2021. This allowed for the sit-along experience to continue, while still limiting access to the dispatch floor due to COVID-19. Dispatch center screens and radio communications were shared in a remote location to maintain physical distance requirements.

HIGHLIGHTS AND EVENTS

Public outreach highlights from 2021 included:

- CRESA partnered with Clark PUD and the Race for Warmth providing items for race participants. This event attracts around 1,000 participants annually with over 90% Clark County residents.
- CRESA celebrated National Telecommunications week in April by sharing daily posts, videos and important messages regarding calling 9-1-1.
- CRESA was able to participate in-person at National Night Out events in three communities in August staffing booths in Ridgefield, Battle Ground and Washougal.
- CRESA was successful in conducting its 12th annual online preparedness game called “30 Days, 30 Ways” in September. The international challenge has become a staple of National Preparedness Month used by agencies across the country.
- Throughout the year, CRESA hosted virtual meetings with many of the County’s public safety agencies, neighborhood associations and school districts.
- CRESA relied heavily on social media to share information throughout 2021 including videos and Facebook live events in coordination with wildfire and COVID / Public Health response.

Outside of these events, CRESA staff helped support COVID public information throughout the year as well as wildfire information in September. CRESA continued using social media platforms to share public education information about 9-1-1 services and emergency preparedness throughout the year.

SPECIAL OUTREACH AND COVID-19 RESPONSE

CRESA Emergency Management spent the majority of 2021 supporting Clark County Public Health and the on-going response to the COVID-19 pandemic. CRESA Emergency Management, through the EOC (Emergency Operations Center), helped support needs for personal protective equipment (PPE) for first responders and healthcare providers with PPE supplies coming through the State of Washington and local donations. The EOC continued to manage the PPE supply warehouse throughout 2021.

Building on the work from 2020, CRESA continued to play a major role in coordination and management of the Clark County JIC (Joint Information Center) throughout 2021. CRESA staff worked tirelessly coordinating messages from the County, cities within Clark County, governmental/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 Regional Library. The Clark County JIC, coordinated by CRESA, provided over 60 JIC reports throughout the year.



CRESA participates in National Night Out events in Washougal (top) and Ridgefield (bottom) in August 2021.

911 OPERATIONS

OPERATIONS DIVISION OVERVIEW

The 9-1-1 Operations Division answers, processes and dispatches 9-1-1 calls for all of Clark County as well as portions of Cowlitz and Skamania Counties. 9-1-1 dispatchers and call-takers also answer 3-1-1 calls that transfer non-emergency calls off of the 9-1-1 lines to help prioritize incoming calls at the Center and leave 9-1-1 more accessible for emergencies.

2021 continued in the throes of COVID challenges. COVID triage protocols continued to assess COVID symptoms with every response; from law, to fire, to medical response. The continuance of COVID triage was necessary to provide as much information on the risks of COVID exposure to first-responders prior to arrival. House Bill 1310, concerning permissible uses of force by law enforcement, was instated in Washington. Interpretation and response plans for Clark County law enforcement varied across our user agencies. CRESA dispatchers and call takers met the challenges associated with response by engaging callers in a concentrated effort to get to the root of events. This increased focus on detail gathering lead to more return calls to citizens and modification of how 9-1-1 dispatch staff were used to conducting business.

CRESA has two, dedicated call-takers that have shift coverage during the busiest hours of the day. 2021 provided evidence that CRESA would benefit from additional dedicated call takers. Four additional dedicated call-taker positions were added to the staffing model at CRESA. The prediction is that the hiring of additional call-takers will provide added response, level of service, and resources for callers.

CRESA continues to provide education around 3-1-1, reporting non-emergent events, and reminding callers that the same staff that are answering their calls are also engaging with 9-1-1 callers, dispatching and providing information to responders.

In 2021, approved staffing includes eight dedicated Call-Takers, 50 Call-Taker/Dispatchers, six Dispatch Supervisors, one Training Coordinator, one full-time Quality Assurance specialist, the Assistant Operations Manager and the Deputy Director of Operations.

STRATEGIC PLAN OBJECTIVES – 2021 PROGRESS & UPDATES

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

The Quality Assurance (QA) Specialist has begun an in-depth look at call processing and triage around medical calls. In addition, the QA Specialist will partner with Operations to build a more thorough quality assurance assessment for events that are dispatched to included dispatch times, information provision, and status oversight.

CRESA is also establishing call answer protocol and standardization around ring times. This is an effort to better gather granular data for calls coming in to CRESA including the time it takes to reach a call-taker, undergo triage, and be processed for dispatch. In 2021, CRESA had a ten second average speed of answer for 9-1-1 calls.

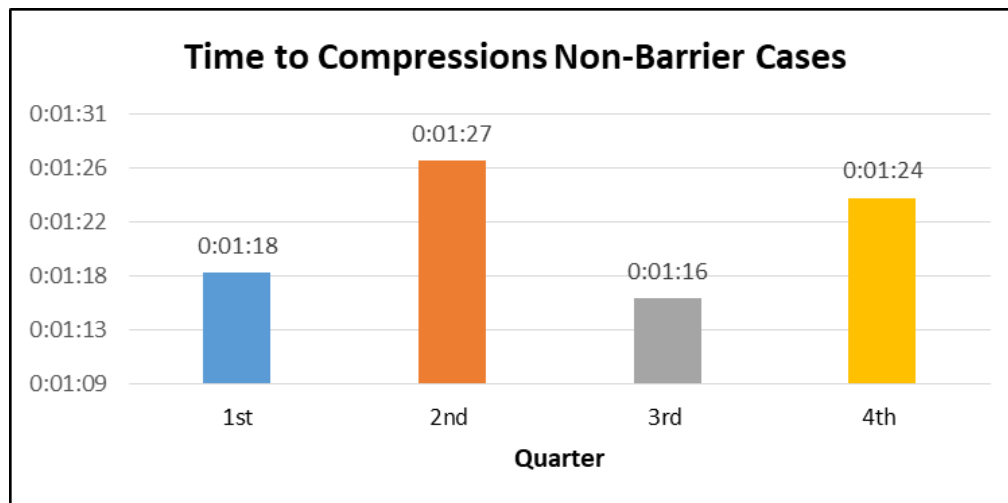
ACHIEVING OUR MISSION - 911 Operations

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 rates fall 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)

The chart below shows CRESA's Start Times for CPR for 2021 by quarter:



- 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.



Staff continued to wear masks while on the dispatch floor throughout 2021.

ACHIEVING OUR MISSION - 911 Operations

HIGHLIGHTING SERVICE EXCELLENCE IN 2021

The following employees were recognized for *Outstanding Performance in Emergency Medical Dispatch* (EMD) protocols for 2021. 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.

Joshua Bredy
Lucinda Collins
Holly Davis
Ayumi Giffin
Jackie Piggot

The following employees were recognized with *Life Saving Awards* in 2021. 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 (01/03/21)
Memorie Sanders (02/19/21)
Ryan Michael (03/25/21)
Dawn Floyd (04/15/21)
Ryan Michael (05/29/21)
Sally Dexter (06/07/21)
Sarah Jurhs (08/19/21)

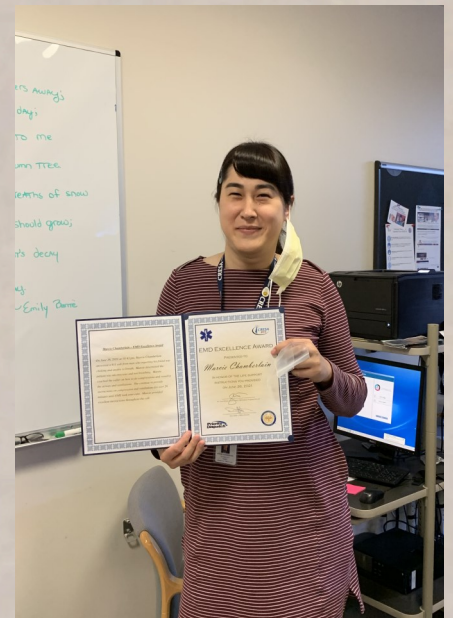
Robin Donahue (Vancouver Fire Department Life Saving Award)

The following employees were recognized with *EMD Excellence Awards* in 2021. This is achieved through providing excellent Emergency Medical Dispatch ProQA life support instructions.

Janeen Brooks (01/03/21)
Marcie Chamberlain (01/12/21)
Janeen Brooks (01/02/21)
Ryan Michael (05/29/21)
Janeen Brooks (06/20/21)
Marcie Chamberlain (06/26/21)
Misty Michael (07/02/21)
Kayla Edwards (08/26/21)
Jennifer Melton (10/29/21)

The following employees were recognized with *Childbirth Awards* in 2021. This is achieved through providing pre-arrival instructions that directly result in the successful birth of a child:

Memorie Sanders (06/12/21)
Laura Patterson (08/16/21)



Some of CRESA's award recipients in 2021, left to right: Robin Donahue, Ryan Michael, Dawn Floyd, Misty Michael, Marcie Chamberlain, Cynthia Dixon and Lauren Schwilke.

ANNUAL STATISTICS - 911 OPERATIONS

2021 YEAR END - STATISTICAL SUMMARY (as of 12/31/2021)

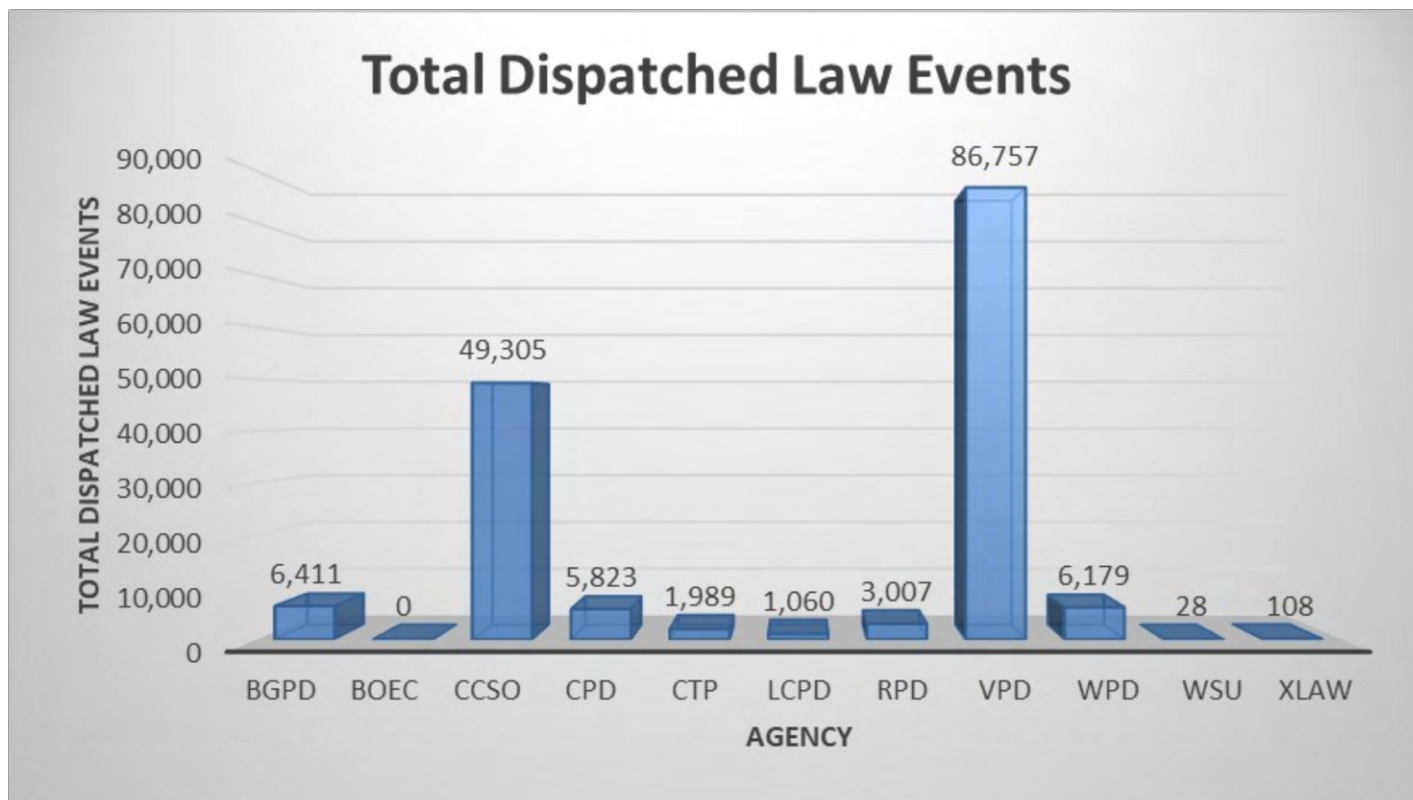
6	Operational Shift Supervisors
1	Training Coordinator
44	Dispatchers
2	Call Takers
6	Dispatch Trainees
3	Dispatch Vacant Positions
12	Law Enforcement Agencies
15	Fire/EMS Departments
27	Total Agencies Served
628	Estimated Service Area (Square Miles Clark County)
706	Estimated Service Area (Square Miles including NCEMS and Woodland Fire Outside of Clark County)
499,200	Estimated Population Served
428,120	Total Telephone Calls in 2021
1,195	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

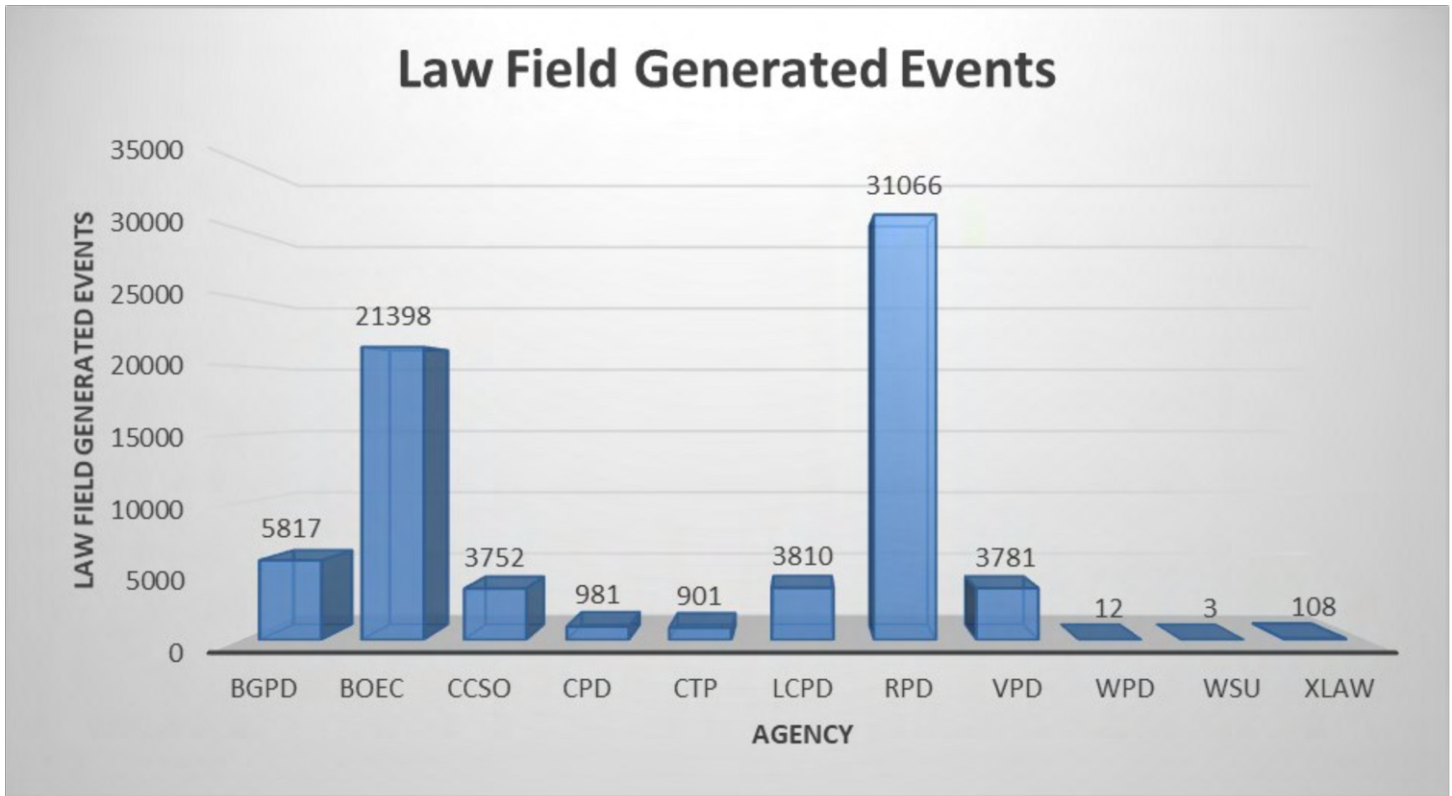
Dispatched events are created by a dispatcher, generated by a telephone call to the 911 center. "XLAW" includes BNSF, DOC and FBI.



	2017	2018	2019	2020	2021
BGPD	5,940	7,191	6,892	6,132	6,411
CCSO	40,788	47,929	46,187	46,771	49,305
CPD	5,422	6,210	5,612	6,045	5,823
CTP		303	880	1,455	1,989
LCPD	800	928	973	1,021	1,060
RPD	1,305	1,576	1,805	2,408	3,007
VPD	56,496	70,924	72,336	76,487	86,757
WPD	5,612	6,700	6,042	6,460	6,179
WSU	24	30	47	30	28
XLAW	11	70	9	4	108
TOTAL	116,398	141,922	140,783	148,833	160,667

Field Generated Law Enforcement Events

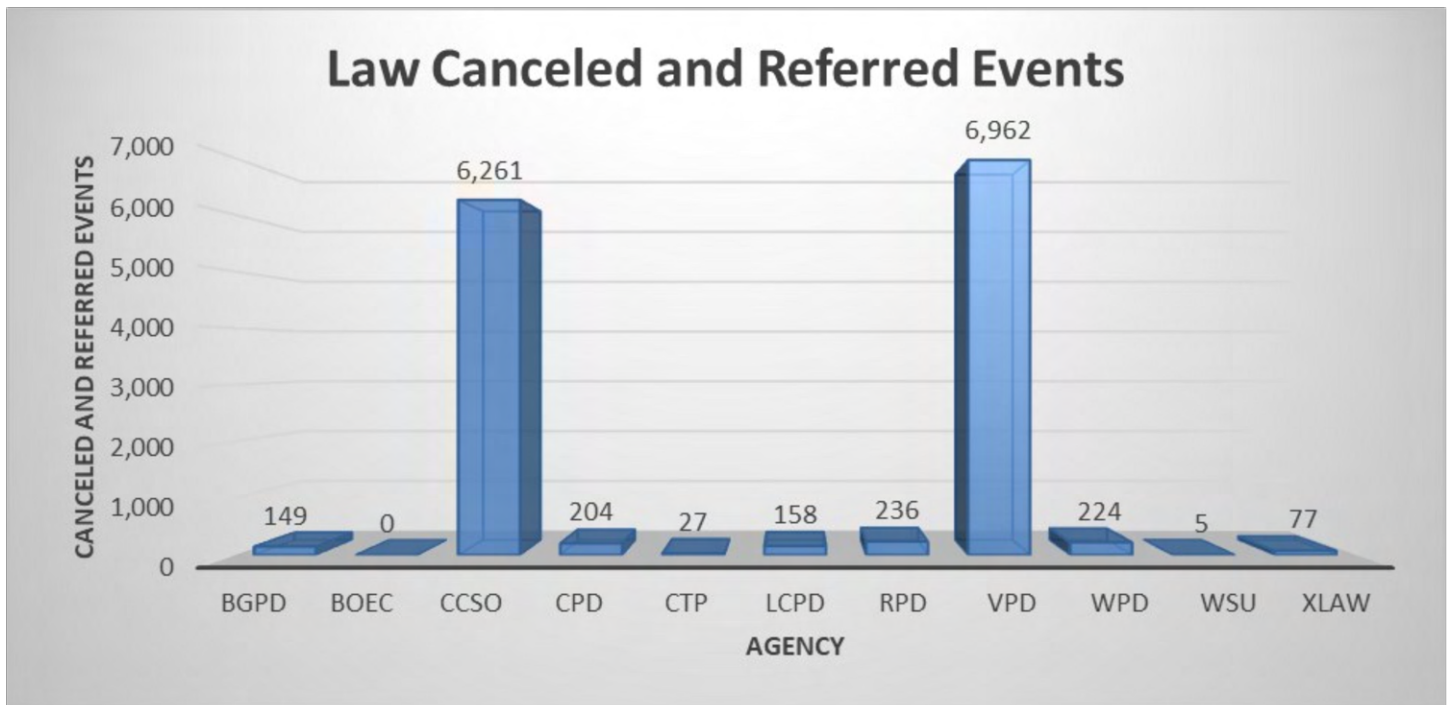
Field generated events include events that were created by a dispatcher, but generated by an officer (i.e. traffic stops) and events created and generated by an officer on their MDC.



	2017	2018	2019	2020	2021
BGPD	8,362	7,524	9,915	6,626	5,817
CCSO	29,868	30,502	31,908	22,889	21,398
CPD	5,843	7,013	7,104	4,817	3,752
CTP		153	447	721	981
LCPD	1,913	2,462	5,360	2,304	901
RPD	3,295	3,653	3,259	2,925	3,810
VPD	39,336	42,726	50,820	36,425	31,066
WPD	4,202	4,752	5,734	4,347	3,781
WSU	7	5	5	8	12
XLAW	192	65	16	11	3
TOTAL	93,018	98,855	114,568	83,093	71,521

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.

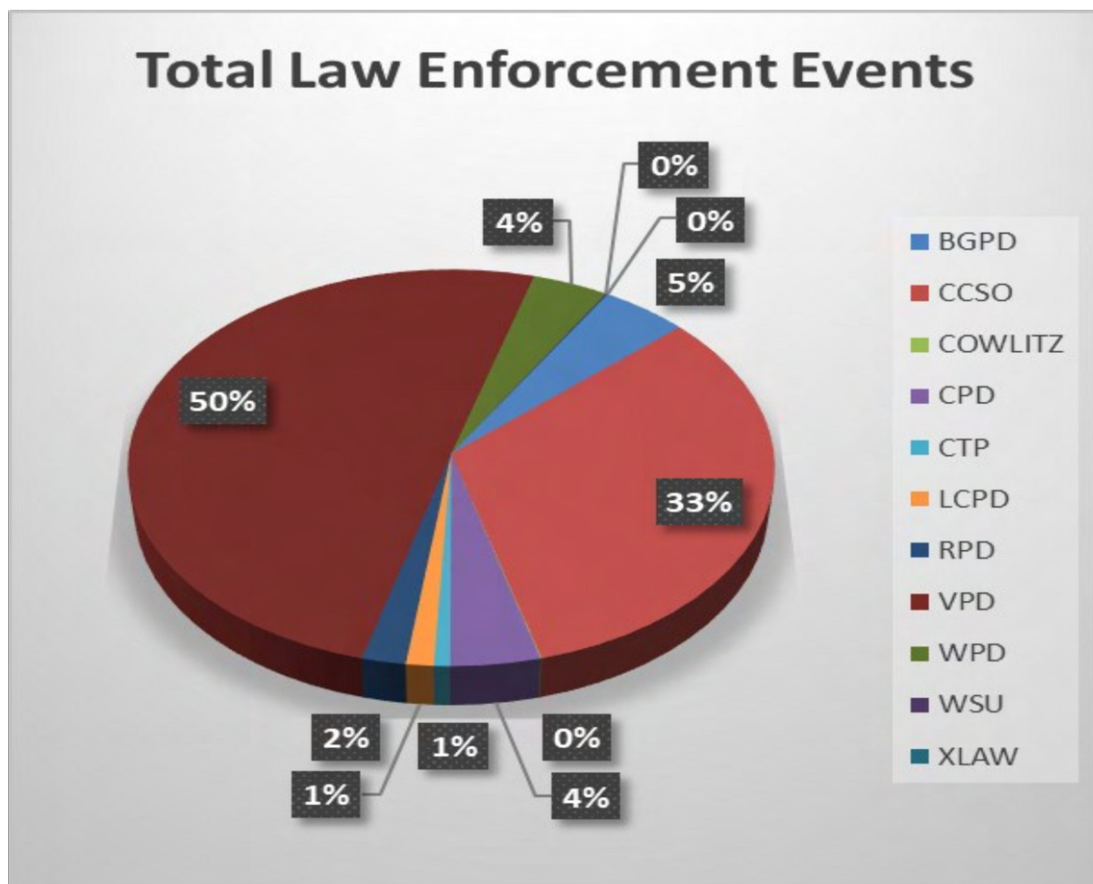


	2017	2018	2019	2020	2021
BGPD	2,100	2,178	2,433	2,650	3,198
CCSO	29,557	31,316	34,345	37,749	45,113
CPD	1,858	1,922	2,388	2,991	3,603
CTP		204	261	325	482
LCPD	496	613	797	924	1,295
RPD	802	981	1,324	1,377	1,818
VPD	43,084	45,195	50,353	53,080	66,487
WPD	1,905	1,921	2,067	2,614	2,910
WSU	130	158	445	199	196
XLAW	95	181	130	152	246
TOTAL	80,027	84,782	94,645	102,184	125,348

Total Law Enforcement Events

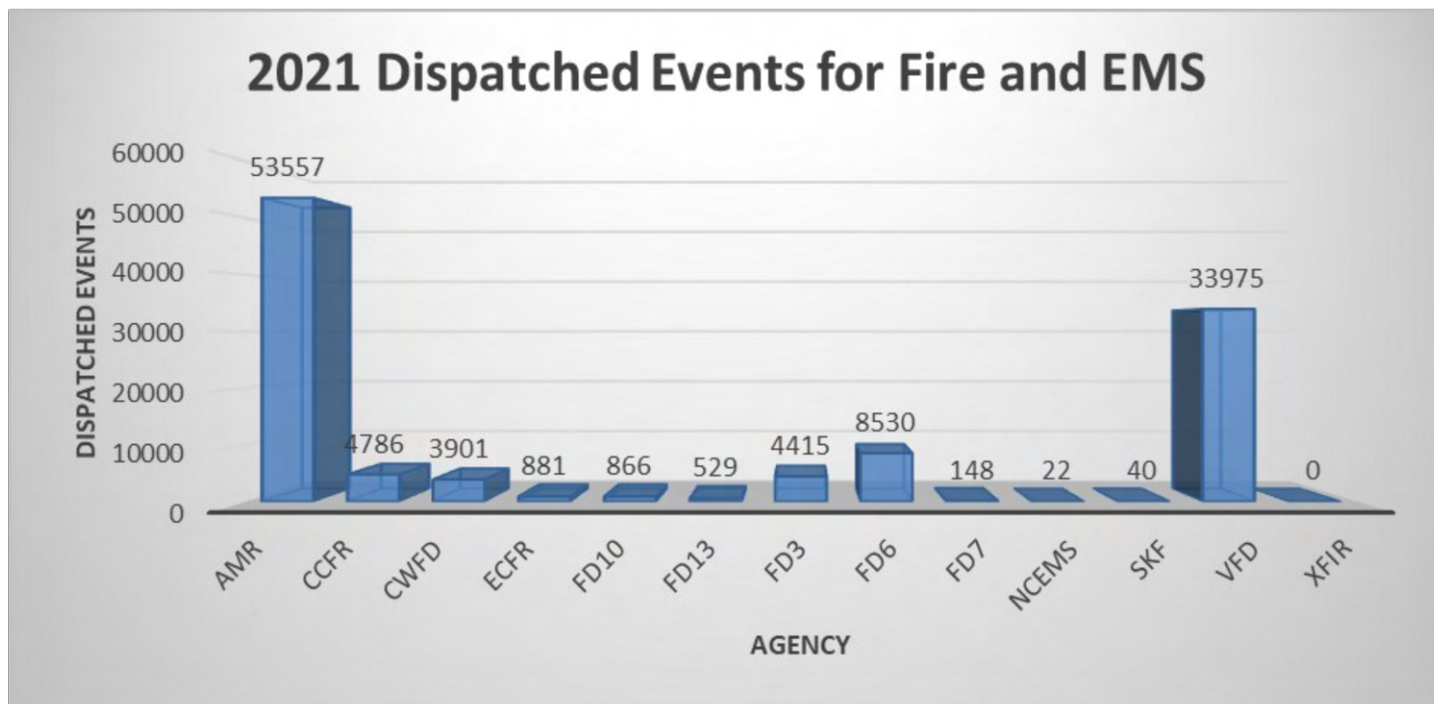
Total created events are those that are created by both dispatch and field units and include those where a unit was not dispatched.

	2017	2018	2019	2020	2021
BGPD	16,276	16,893	19,448	15,408	15,426
CCSO	99,752	109,747	112,644	107,414	115,815
CPD	12,913	15,145	15,504	13,853	13,178
CTP		660	1,601	2,501	3,452
LCPD	3,151	4,003	7,167	4,249	3,256
RPD	5,218	6,210	6,798	6,810	8,635
VPD	136,447	158,845	173,655	165,995	184,310
WPD	11,545	13,373	14,210	13,421	12,870
WSU	161	193	497	237	236
XLAW	297	316	155	167	357
TOTAL	285,760	325,559	351,831	332,237	357,536



Dispatched Events – Fire / EMS

Total events created by Dispatch for fire and medical response.



	2017	2018	2019	2020	2021
AMR	44,858	45,973	48,584	46,266	53,557
FD3	3,752	4,049	4,075	3,861	4,415
FD6	7,430	7,442	8,468	7,684	8,530
FD10	786	785	789	786	866
FD13/NCEMS	520	490	489	494	551
FD26-1	46	55	37	54	40
FD7	181	186	166	183	148
CCFR	3,898	3,936	4,054	4,062	4,786
CWFD	3,582	3,544	3,858	3,718	3,901
ECFR	770	738	801	871	881
VFD	27,889	28,996	28,788	29,110	33,975
TOTAL	93,712	96,194	100,109	99,109	111,650

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	Dispatched Events	Field Initiated	Field Created	Cancelled Events	Referred Events	Camas Amb Evts	NCEMS Amb Evts
EMS	AMR	57,058	53,190	316	0	3,462	90	1	0
	CCFR	4,072	3,819	36	0	207	10	0	74
	COWLITZ	144	31	0	0	59	54	0	0
	CWFD	3,349	3,234	38	0	73	4	3,233	0
	ECFR	740	715	2	0	22	1	714	1
	FD10	746	720	5	0	20	1	0	716
	FD13	486	474	3	0	9	0	0	472
	FD3	3,826	3,680	33	0	106	7	4	126
	FD6	8,258	7,362	51	0	822	23	21	15
	FD7	126	120	0	0	6	0	0	118
	NCEMS	29	19	10	0	0	0	0	29
	SKF	32	29	0	0	2	1	9	18
	VFD	40,931	28,068	141	0	12,467	255	214	11
	XFIR	1	0	0	0	1	0	0	0
	EMS Total	119,798	101,461	635	0	17,256	446	4,196	1,580
Fire	AMR	758	367	28	0	361	2	0	0
	CCFR	1,048	967	15	0	65	1	0	0
	COWLITZ	89	41	0	0	22	26	0	0
	CWFD	730	667	16	0	43	4	104	0
	ECFR	178	166	1	0	10	1	9	0
	FD10	162	146	6	0	8	2	0	9
	FD13	59	55	1	0	3	0	0	6
	FD3	786	735	15	0	35	1	0	2
	FD6	1,845	1,168	14	0	656	7	0	0
	FD7	30	28	0	0	2	0	0	1
	NCEMS	10	3	0	0	6	1	0	1
	PFB	1	0	0	0	0	1	0	0
	SKF	11	11	0	0	0	0	3	1
	VFD	6,391	5,907	46	0	416	22	3	0
	XFIR	1	0	0	0	0	1	0	0
	Fire Total	12,099	10,261	142	0	1,627	69	119	20
Other	BOEC	1	0	0	0	1	0	0	0
	ECFR	1	0	0	1	0	0	0	0
	FD10	2	0	0	2	0	0	0	0
	VFD	6	0	0	6	0	0	0	0
	Other Total	10	0	0	9	1	0	0	0
Grand Total		131,907	111,722	777	9	18,884	515	4,315	1,600

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 2021:

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

STRATEGIC PLAN OBJECTIVES – 2021 PROGRESS & UPDATES

SP 1.0 through 7.0 - Strategic Planning

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" 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.

The last comprehensive strategic plan for the agency was done in 2015. While the "Blueprint" has helped update and move projects forward each year, the plan itself needs to be updated due to changes in the needs of the customers CRESA serves. At the end of 2021, a Service Levels, Staffing and Infrastructure (SLSI) Needs Assessment RFP was issued for professional services related to recommending appropriate service levels for CRESA, as well as determining the staff and resources needed to support those service levels based on an assessment of the current and future workload.

SP 2.4.1 - CALEA Accreditation

The Commission on Accreditation of Law Enforcement Agencies (CALEA) was created in 1979 as a private, non-profit credentialing authority to develop a body of public safety standards of best practices and recognize professional excellence. To meet accreditation, public safety communication centers must meet over 200 standards covering: recruitment and selection; management and supervision; human resource practices, training and operations. CRESA was first awarded CALEA Accreditation in 2002.

On November 16th, CRESA received its seventh consecutive re-accreditation by CALEA during the virtual fall conference.



SP 2.4.2 - IAED Accreditation

The International Academy of Emergency Dispatch (IAED) was established in 1988 as a private non-profit standard setting body for emergency call-taking protocols, training, certification and accreditation. CRESA's Emergency Medical Dispatch (EMD) Accredited Center of Excellence by the IAED 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 Points of Excellence" that are further broken down by over 60 specific standards.

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.

On December 14, 2021, staff submitted CRESA's application for its ninth continuous re-accreditation.

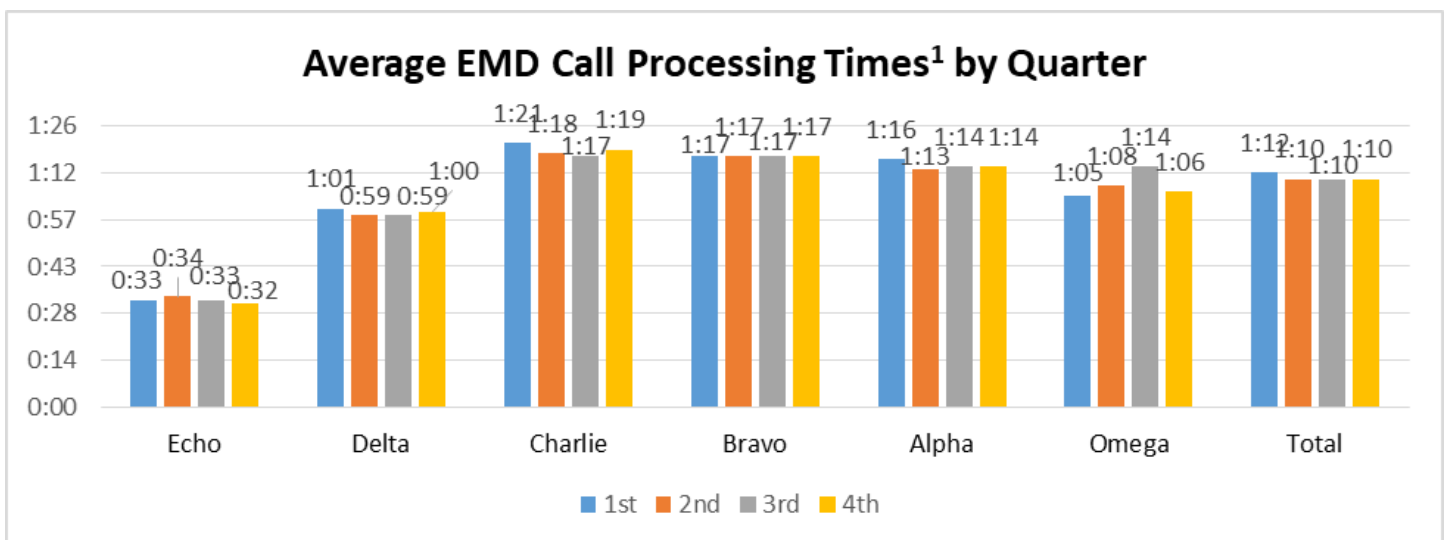


The table below shows CRESA's EMD protocol compliance to the random case reviews for 2021:

2021	IAED Standard	CRESA Performance	Number of Cases
High Compliance		60%	596
Compliant		25%	248
Partial Compliance	≤ 10%	7%	66
Low Compliance	≤ 10%	3%	33
Non-Compliant	≤ 7%	6%	57
Total		100%	1,000

The table below shows CRESA's EMD call processing times for 2021 by quarter:

1 Call start when ProQA is opened following address and phone verification and ends when call is coded for dispatch.



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 2021 include:

- **Development of Performance Metrics:** The Public Safety Communication Centers' Benchmarking Survey (PSCC) that was developed and sent to other 9-1-1 centers in 2020, was completed in 2021 and the results were submitted for publication to the Annals of Emergency Dispatch and Response. The objectives of the Survey is to focus on a few of the PSCCs' Key Performance Indicators (KPIs) and establish a framework that allows for: 1) comparison of different public safety communications systems; 2) provide a foundation of best practices in how KPIs are defined; and 3) develop future performance standards for the profession.
- **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.
- CRESA's worked closely in 2021 with our report vendor, FirstWatch, to develop an Interactive Data Visualization (IDV) tool that allows users to interact with the data that has been configured for a particular reporting dashboard. The end user is able to view or filter based upon the desired data elements, for example by: certain time periods, discipline, call priority, etc. An initial CRESA IDV tool was launched in 2021 and is currently being refined. Some of the reports include:
 - ✓ Count by Discipline;
 - ✓ Count by Call Priority;
 - ✓ Count by Event Type;
 - ✓ Count by Hour per Day; and
 - ✓ Call Processing Time by Priority

Report Example: 2021 Count by Hour per Day

	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
MONDAY	18...	14...	13...	10...	10...	11...	16...	21...	29...	36...	39...	42...	41...	41...	42...	45...	44...	40...	36...	34...	33...	30...	25...	20...
TUESDAY	16...	13...	12...	10...	964	11...	15...	23...	31...	36...	40...	40...	41...	43...	44...	46...	45...	40...	37...	35...	34...	31...	25...	21...
WEDNESDAY	17...	14...	13...	11...	10...	11...	16...	24...	32...	36...	38...	41...	42...	45...	46...	47...	45...	40...	37...	36...	33...	31...	27...	21...
THURSDAY	17...	15...	12...	11...	10...	11...	15...	23...	31...	36...	40...	40...	41...	44...	44...	45...	43...	41...	37...	35...	33...	30...	25...	22...
FRIDAY	18...	15...	13...	11...	10...	12...	15...	23...	32...	35...	37...	42...	43...	44...	45...	45...	45...	41...	38...	38...	36...	35...	32...	28...
SATURDAY	22...	18...	15...	12...	10...	11...	11...	16...	23...	29...	31...	36...	37...	39...	39...	37...	39...	38...	34...	35...	35...	35...	31...	28...
SUNDAY	23...	20...	16...	13...	10...	10...	11...	16...	21...	25...	30...	33...	32...	34...	35...	35...	36...	34...	34...	33...	33...	33...	30...	22...

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 2021, staff worked on the following projects:

- *Updated Annex 3, Emergency Response Guidelines* – Updated the managers/supervisors Emergency Response Guidelines to reflect current practices. (05/03/21)
- *Protocol 36 Pandemic/Epidemic/Outbreak Training* – Provided refresher training on the pandemic protocol should there be need to implement a modified response due to COVID’s impact on the local medical system (September 2021 In-Services)
- *Evacuation and Relocation Training* – Conducted training on the procedures regarding evacuation and relocation of 911 at the backup facility (October 2021 In-Services)

OTHER ACCOMPLISHMENTS & HIGHLIGHTS

- *Staffing Analysis* - Conducted a staffing analysis to help determine if CRESA’s current 9-1-1 Operations Division staffing is sufficient, as well as estimate future staffing needs based on anticipated increases in service demand.



CRESA EMDQ staff Left to Right: Jim Eagon, Cassandra Deering, Doug Smith-Lee and Dawn Floyd.

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 2021, 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 - 2021 PROGRESS & UPDATES

SP 7.4.1 – Capital Improvement Plan

The Finance Division created a five-year capital improvement plan to forecast the future equipment repair and replacement needs of the Agency. The capital improvement plan was presented to the Agency's Finance Committee and Administrative Board, and was formally approved by the Administrative Board in May 2021. In conjunction with the annual budget process, the capital improvement plan will be updated to ensure equipment repair and replacement needs are forecasted for the upcoming five years. To ensure these projects are adequately funded, a separate fee, paid by CRESA's founding agencies, was established. This fee will be reviewed and updated annually.

SP 5.3.5 – Capital Asset System

Historically, the Finance Division tracked all of CRESA's capital asset activity in an excel spreadsheet. While the spreadsheet was updated and reviewed annually, it was determined that a more robust system was needed to control and report these activities accurately. The Finance Division identified a few software applications and thoroughly tested them to ensure they met the needs of the Agency. An application called Asset Accountant was determined to be the best, low cost, option for the Agency. The system was implemented in December 2021.

OTHER ACCOMPLISHMENTS & HIGHLIGHTS

Public Records

The Finance Division responds to all requests for 911 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 911 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 7,000 in 2021. In line with trends statewide, we anticipate the demand for public records to continue to increase. In 2021, the following was accomplished in the area of Public Records:

- Total of 6,940 individual requests for public records were received in 2021 representing a 27% increase over 2020
- The average response time to complete a request for public records in 2021 was four business days
- Online Public Records Request Portal continued to offer streamlined process and greater accessibility to records for requesting parties

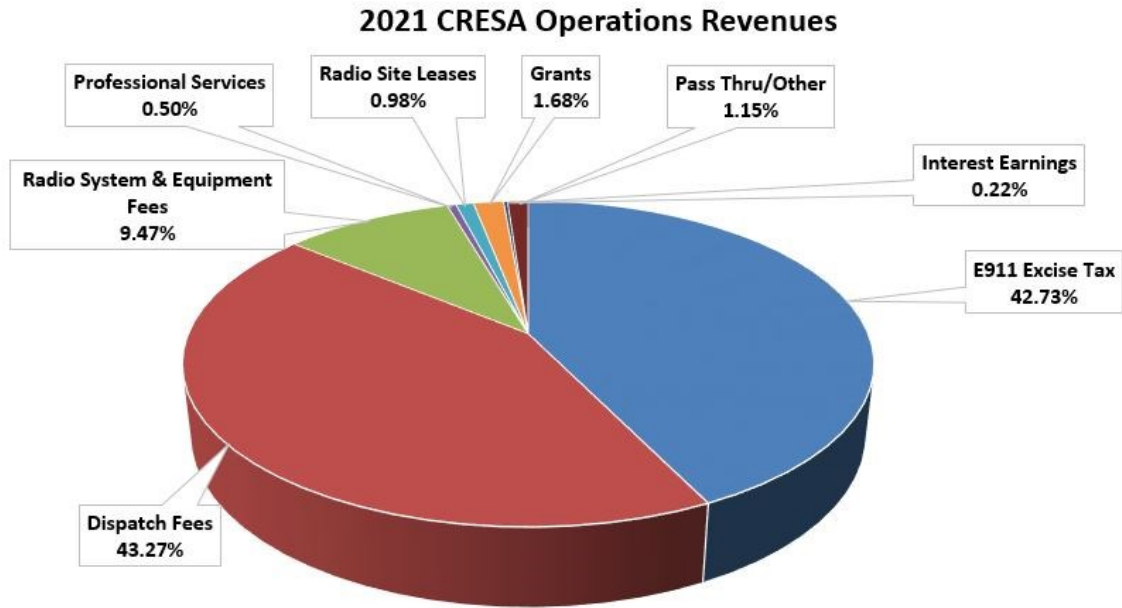
Citizen Survey

The Finance Division mails out a monthly satisfaction survey to approximately 50 randomly selected citizens who called 9-1-1 or 3-1-1 for service. In 2021, the response rate was 18% with 95% 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 2021

<u>2021</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	55	9	5	5	0	0
FEB	55	13	10	2	1	1
MAR	47	8	5	3	0	0
APR	53	8	5	2	1	0
MAY	45	6	2	3	1	0
JUN	47	8	7	0	1	0
JUL	49	9	5	3	1	0
AUG	53	9	5	3	0	1
SEP	53	11	4	7	0	0
OCT	49	8	5	4	0	0
NOV	53	13	7	5	1	0
DEC	53	7	6	1	0	0
	612	109	66	38	6	2
% Returned			18%			
% Positive			95%			

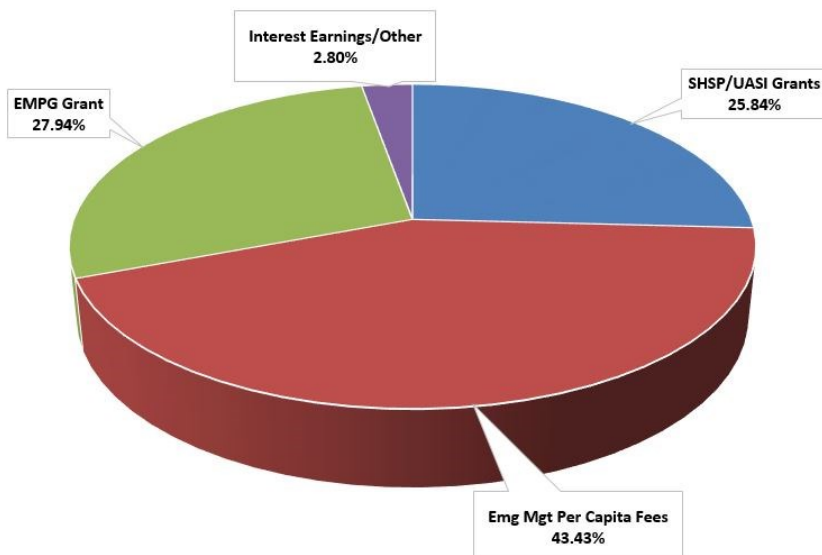
2021 FINANCIAL SNAPSHOT - REVENUES



CRESA Operations Fund 6916 Revenue

E911 Excise Tax	\$4,818,319	42.73%
Dispatch Fees	4,879,432	43.27%
Radio System & Equipment Fees	\$1,067,935	9.47%
Professional Services	\$56,252	0.50%
Radio Site Leases	\$110,326	0.98%
Grants	\$189,831	1.68%
Interest Earnings	\$24,936	0.22%
Pass Thru/Other	\$129,892	1.15%
	\$11,276,923	100%

2021 Emergency Management Revenues

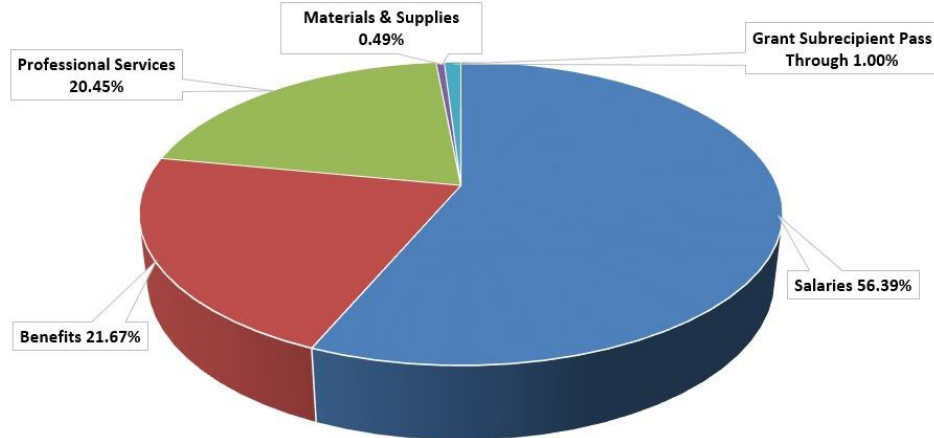


Emergency Management Fund 6918 Revenue

SHSP/UASI Grants	\$314,762	25.84%
EM Per Capita Fees	\$529,046	43.43%
EMPG Grant	\$340,427	27.94%
Interest Earnings/	\$34,055	2.80%
	\$1,218,290	100%

2021 FINANCIAL SNAPSHOT - EXPENSES

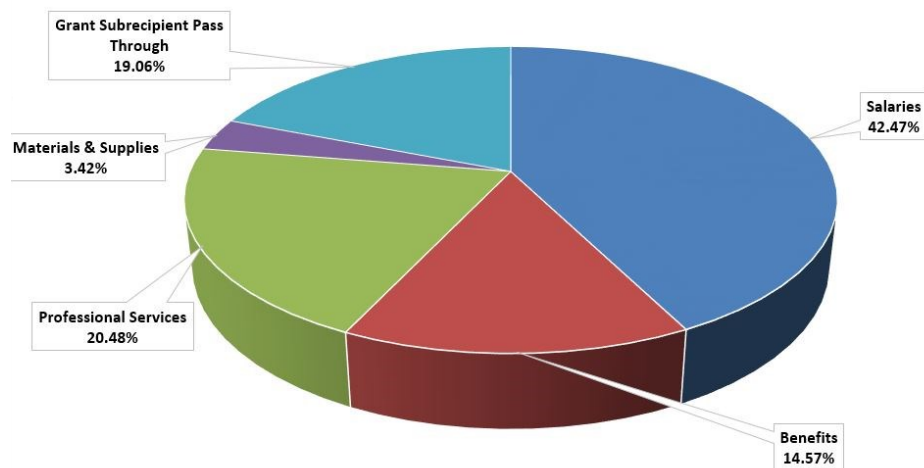
2021 CRESA Operations Expenditures



Operations/Radio Program Expenses

Salaries	\$6,092,737	56.39%
Benefits	\$2,340,885	21.67%
Professional Services	\$2,209,800	20.45%
Materials & Supplies	\$53,159	0.49%
Grant Subrecipient Pass Through	\$108,085	1.00%
Total	\$10,804,666	100%

2021 Emergency Management Expenditures



Emergency Management Fund 6918 Expenditures

Salaries	\$470,267	42.47%
Benefits	\$161,274	14.57%
Professional Services	\$226,752	20.48%
Materials & Supplies	\$37,887	3.42%
Grant Subrecipient Pass Through	\$211,054	19.06%
Total	\$1,107,234	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 - 2021 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

- In 2021, we continued 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 have formalized leadership classes available to them through our memberships and partners (e.g. WCIA, APCO, LCC, etc.)

OTHER ACCOMPLISHMENTS & HIGHLIGHTS

Recruitment

The following recruitments were successfully processed in 2021:

Posting #	Position	# of Applicants	Internal / External
2021.01	911 Dispatch Leads	3	Internal
2021.02	Quality Assurance & Accreditation Specialist	2	Internal
2021.03	911 Call Taker Dispatch Trainee	559	External
2021.04	911 Training Coordinator	5	Internal / External

Health & Wellness

Health and wellness are important to CRESA since we have mainly sedentary positions with a higher degree of stress. The agency communicates opportunities for healthier lifestyles and resources available through Employee Assistance Program. The agency has provided a quiet room, ergonomic work stations, sit/stand work stations, balance balls, balance boards, desk cycle and treadmill.

Employee Recognition Committee

The Employee Recognition Committee is voluntary and self-funded. This year with COVID guidelines in place we were not able to have in-person group events so we focused on creating fun opportunities for individuals to do while at work from games to selfie pictures to individualized wrapped meals. Some of the events were get to know your co-workers, throwback pictures, spirit week, howling Halloween and Reindeer Games.

2021 EMPLOYEES OF THE YEAR

CRESA encourages all employees to submit nominations for their 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 Values
- Delivers goals or projects that are of a higher standard
- Mindset of continuous improvement

We are proud to recognize CRESA 2021 Employees of the Year, ***Sarah Jurhs, Dispatcher.***

EXEMPLARY SERVICE AWARD

In addition, for 2021, the management team selected three employees as recipients of the Exemplary Service Award recognizing outstanding contributions, leadership and service to CRESA.

- ***Sally Dexter, Dispatcher***
- ***Kelly Henderson, Lead Dispatcher***
- ***Anthony Vendetti, Emergency Management Coordinator***

LENGTH OF SERVICE AWARDS

The following CRESA employees were recognized for milestone length of service in 2021:

Years	Hire Date	Employee	Position
30	10/28/91	Dawn Floyd	QA & Accreditation Specialist
30	11/12/91	John Gaylord	Supervisor
25	3/5/96	Kirstin Cole	Technical Services Specialist
20	4/3/01	Roxanne da Corte	Dispatcher
20	7/6/01	Derek Pullings	Dispatcher
20	12/24/01	Julie Walker	Supervisor
15	1/30/06	John Roughton	Senior CAD Administrator
15	9/12/06	Jamika Lawson	Dispatcher
15	9/14/06	Carrie Johnson	Dispatcher
10	2/15/11	Jaclyn Delin	Lead Dispatcher
10	11/1/11	Janette Anderson	Accounting & Payroll Specialist
5	1/4/16	Crisa McClellan	Dispatcher
5	1/4/16	Abigail Mitchell	Dispatcher
5	2/16/16	Anthony Vendetti	Emergency Management Coordinator
5	3/7/16	Kimberly Earls	Dispatcher
5	4/4/16	Kristine DeVore	Deputy Director
5	4/11/16	Zachariah Hunter	Radio Technician
5	4/18/16	Andrew Doughty	Senior IT Specialist
5	6/6/16	Jennifer Melton	Call Taker
5	6/6/16	Ryan Sayne	Dispatcher
5	11/29/16	Megan Olson	Dispatcher



CRESA honors our 2021 Employee of the Year and 2021 Exemplary Service Award recipients, left to right: Employee of the Year, Sarah Jurhs; Exemplary Service Award winners Kelly Henderson, Anthony Vendetti and Sally Dexter



Just a few of the CRESA employees celebrating milestone length of service in 2021, left to right: Megan Olson (5 years), Janette Anderson (10 years), Carrie Johnson (15 years), Derek Pullings (20 years), Jodi Gaylord (25 years), Dawn Floyd (30 years)

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 911 dispatch operations center, back-up center, the EOC and administrative offices.

PROJECT & STRATEGIC PLAN OBJECTIVES - 2021 PROGRESS & UPDATES

800 MHz Radio System Replacement Project

In early 2021 we completed our first contracted upgrade of the system which included a software update as well as a hardware refresh. In addition, we have seen a significant increase in the number of Distributed Array Systems (DAS) agreements that have been requested and entered into with CRESA. DAS system provide enhanced in-building radio coverage for large structures. Large building with steel and glass components present a challenge for first responders when there is an incident inside one of these locations. Current code requires a DAS to be installed if specific transmit and receive measurements cannot be met. At the end of 2021, we had 51 DAS agreements registered and active on our 800 radio system.

CAD System Upgrade and Backup Center

Work on the CAD upgrade project occurred throughout 2021 with a planned cutover date of February 22, 2022. The CAD upgrade will provide better security features operating on SQL and Windows 10. In addition, this upgrade will allow us the ability to set up a redundant geo-diverse server at our back-up center for better disaster recovery options.

Phone System Upgrade

In late 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. In 2021, we had three other 911 centers in Washington join the system through a Federal 911 Grant we received 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. Through most of 2021 we worked with the vendor to trouble shoot a number of networking issues that were causing outages and concerns for our partner agencies. As of the first quarter of 2022, the majority of the issues have been resolved, and we are continuing to work with the vendor to optimize the system.

OTHER ACCOMPLISHMENTS & HIGHLIGHTS

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 in 2021 are summarized on the following page.

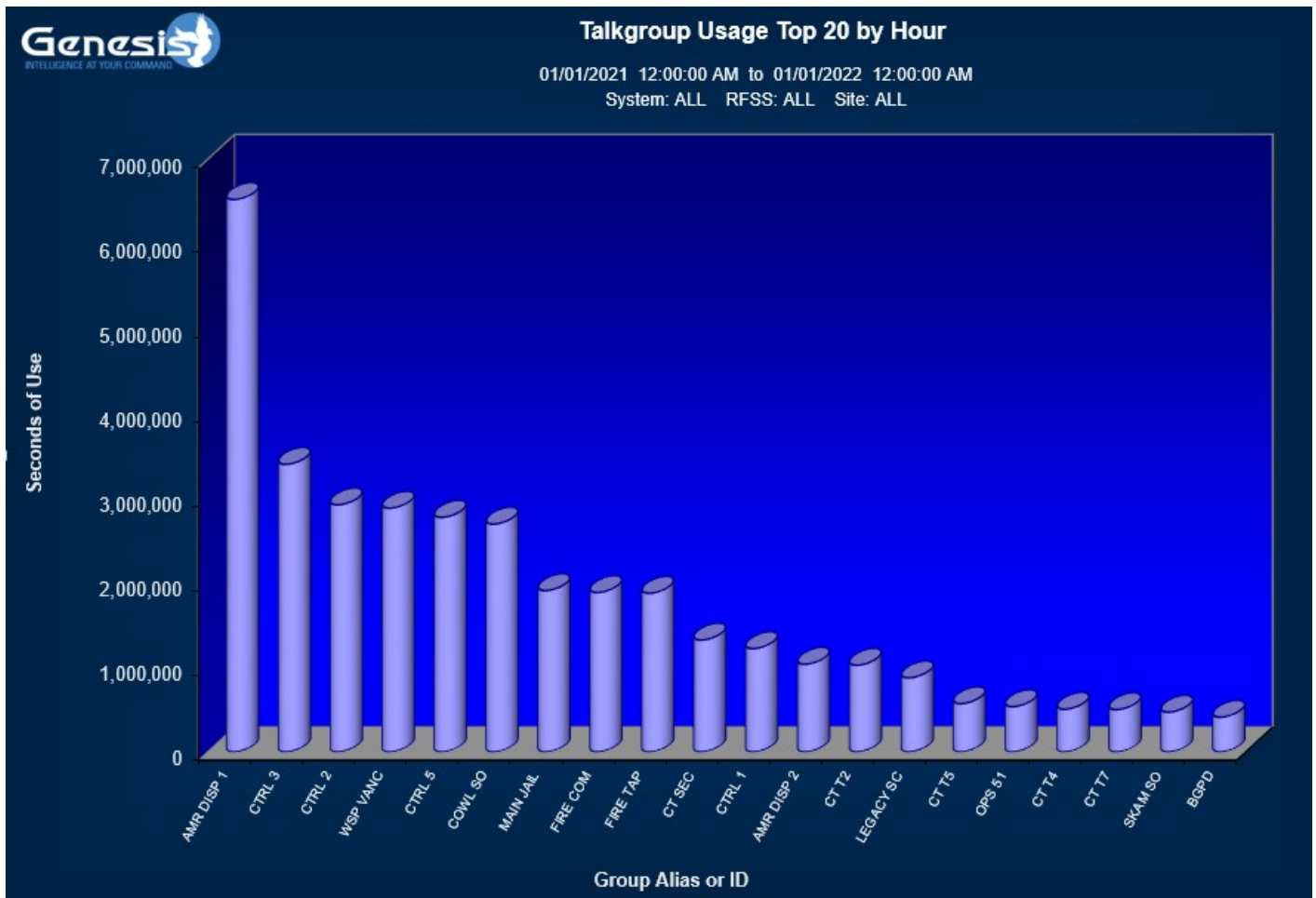
IT Service Metrics - 2021 Help Desk Ticket Summary

Category	2021 Count	% of Total
CAD (I/Dispatcher, Map, ProQA, Response Plans etc.)	1,375	35%
Not Assigned	151	4%
Applications (PulsePoint, Voiceprint, etc.)	401	10%
User Accounts	117	3%
Radio Project/System	202	5%
Telephone	792	20%
Computer	108	3%
Interfaces (I/Page, Locution, Informer, etc.)	95	2%
Mobile for Public Safety	60	2%
All Others	567	14%
Cowlitz CAD Support	71	2%
Total	3,939	

2021 RADIO SYSTEM PERFORMANCE AND STATISTICS

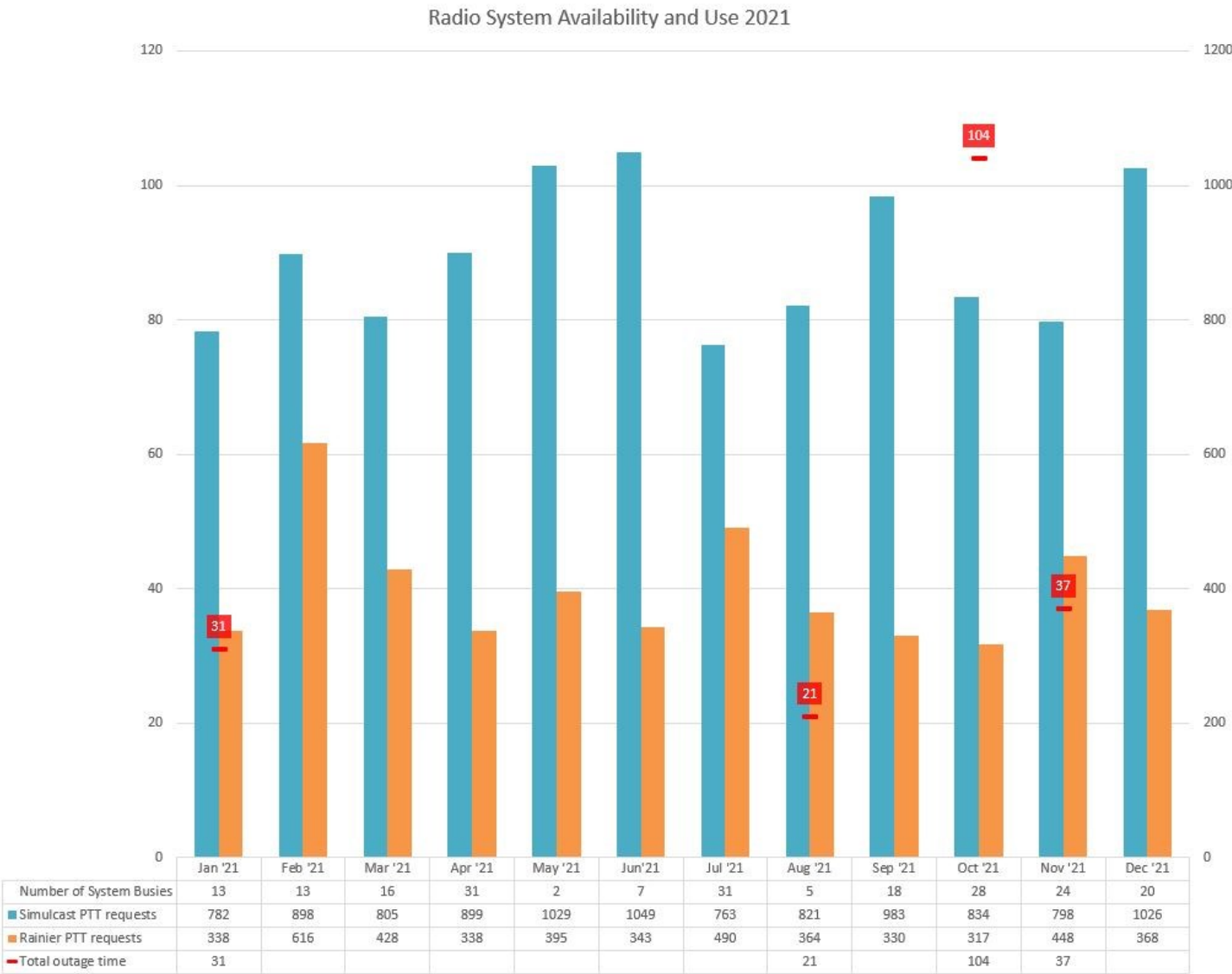
Radio Talkgroup Usage Trends

Summary of radio talkgroups (controls) usage in 2021.



Radio System Availability and Use

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



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. 2021 staffing consisted of a Division Manager and five Emergency Management Coordinators assigned to EOC Operations, Mitigation and Recovery, Grants Administration, Public Education and Comprehensive Planning. EM Staff also 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 from each of the eight participating jurisdictions in Clark County.

Services provided to our partners include:

- Establishing and maintaining an emergency management organization as required by ordinance/resolution
- Providing an Emergency Operations Center (EOC) and Duty Officers to assess and support incident response and recovery
- Assisting 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 – 2021 PROGRESS & UPDATES

On March 15, 2020, the CREOC fully activated to support county wide operations related to the SARS-COV2 global pandemic. This activation continued until June 30, 2021. During this period we made progress in creating JITT training documents for most of our EOC positions.

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 2021, the five Emergency Management Duty Officers responded to 95 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 dedicate one staff member to serve as the Duty Officer on a rotating basis while the remaining Emergency Management team support EOC operations full time.

In 2021, the CRESA Emergency Management division continued to be a regional leader in community notification 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.

Duty Officer Response Summary

	2021	2020
Search And Rescue		
Within Clark County	12	12
Mutual Aid	14	17
Dive Team	3	0
Police/Evidence	0	2
Total	29	31
HAZMAT Response		
Within Clark County	23	16
Outside Clark County	3	1
Total	26	17
Severe Weather Events		
Flooding	7	2
High Winds/Storm	2	1
Heat/Fire	4	
Other Severe Weather	0	
Winter/Cold	4	2
Total	17	5
Other Calls		
Public Health	2 (Including COVID-19)	3 (Including COVID-19)
Community Notification	8	7
Power Outage	0	
Earthquake/Tsunami Debris	0	
Critical Infrastructure Support	0	
Fire Support/Smoky/Burn Ban	7	5
9-1-1 Outage/Support	3	3
Law Enforcement Support	4	7
Communications/IT	0	
Other	1	
Total	23	25
Grand Total	95	78

EOC Operations

2021 started with the EOC continuing in full activation status due to the on-going COVID-19 pandemic. The EOC remained full activated until June 30, 2021, a total of 470 days. During the first three months of 2021, EOC staff worked extensively with Clark County Public Health (CCPH) and other community partners supporting and coordinating community testing and community vaccination efforts. Once the EOC transitioned from full activation to partial activation, our primary effort became the continued operation and support of the county PPE warehouse. The table below summarizes the activity of the PPE warehouse – during 2021 and throughout the entire activation period of 06/01/2020 - 12/31/2021.

Other EOC activities included information and community support for extreme weather events in February and July 2021.

COVID-19 PPE Warehouse Activity

	2021 Totals 01/01/2021 - 12/31/2021	Cumulative Totals (6/1/2020 - 12/31/2021)
Requests Received	507	1,137
Requests Partially Filled	0	0
Requests Completed	507	1,137
Item Requested	6,965,354	9,472,067
Items Filled	7,019,609	9,535,522
Agencies Served	265	429

Grant Activities

CRESA is the sub-recipient and regional administrator for Washington State Military Grants, including the State Homeland Security Program Grant (SHSP) and Emergency Management Preparedness Program Grant (EMPG). SHSP grants for Washington State Homeland Security 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 were placed on hold or deferred. In order to meet grant conditions and timelines, staff worked with WA EMD and local partners to file amendments as needed to extend timelines and adjust spending plans.




Happy Independence Day

To report fireworks violations in Clark County, please call 3-1-1 and listen for the prompt or dial 564-888-4004 directly where you can lodge your complaint.

In addition, you can email fireworks complaint information to fireworks@Cresa911.org.

Please include the location of the violation, your name, and a phone number to contact you if there is a need for clarification.

If you have a fire, medical or life threatening emergency please call 9-1-1.

Let's all celebrate Safely!!





CRESA (Clark Regional Emergency Services Agency)
October 21, 2021 · 🌐

It's Time for the Great Shake Out Earthquake Drill.... Time to Drop, Cover and Hold On.. Please share with us your [#ShakeOutSelfies](https://www.instagram.com/shakeoutselfies/)



THIS IS AN EARTHQUAKE DRILL

[#ShakeOut](https://www.shakeout.org/) [ShakeOut.org](https://www.shakeout.org/)



CRESA (Clark Regional Emergency Services Agency)
April 29, 2021 · 🌐

Join us as we learn more about Washington States new Earthquake Early Warning System coming soon!!



THU, APR 29, 2021

The Earthquake Early Warning system is coming to Washington! Learn about alerts... [☆ Interested](#)

Katy, Eric and Stefanie were interested

Left to Right: CRESA EOC activated for July 4th Fireworks Call-Center; Fireworks information shared online and via social media; Eric Frank and Kris DeVore in the EOC on 7/4/21; Zach Hunter organizes supplies in the PPE Warehouse; Emergency Management messages shared via social media.

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