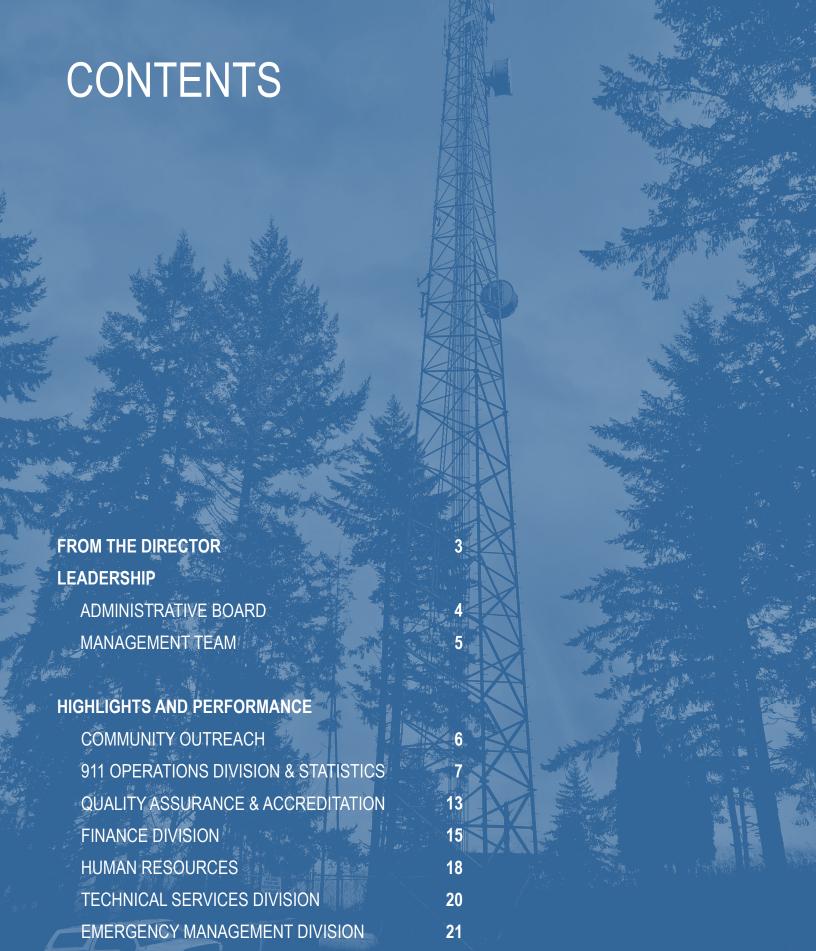
CLARK REGIONAL EMERGENCY SERVICES AGENCY

ALWAYS HERE, ALWAYS READY

2 0 2 2 ANNUAL REPORT



FROM THE DIRECTOR

2022 was a very busy year for CRESA filled with challenges and opportunities. Early in the year, we embarked on an agency evaluation process that helped clarify and validate the fact that our community and first responder agencies' needs are growing therefore CRESA needs to grow to support them.

Our biggest asset is our employees, and we need to be able to provide them a healthy environment where they are not overworked. As our volume grows, we need to make sure that we are not only meeting the needs of our employees, but the needs of our user agencies ensuring we have solid communication and change management strategies in place as we transition.

Staffing challenges continue to be a problem. It is a crisis throughout the State and industry as a whole. Many 911 centers are reporting vacancy rates in excess of 20% and some as high as 50%, which is concerning and a primary focus of our attention.

Filling our vacancies and positioning ourselves to provide better working conditions is paramount. Being understaffed leads to mandatory overtime for our employees. We need to grow to a point where individuals are not required to answer 911 calls while filling a dispatcher role. This will be a primary focus for us in 2023. Working with our training coordinator and HR Manager, we have made fundamental changes in our onboarding process that will allow us to put new employees to work as functional call takers earlier in their training process.

Operations

Our 911 Operations Division continues to work diligently to provide service to our over 510,000 residents and our 27 Police, Fire and EMS user agencies. In 2022, they provided dispatch support for over 430,000 law enforcement, fire and EMS events. In August, we were able to add the position of Assistant Operations Manager to the 911 Division. This has helped provide additional day to day support. The agency was able to recognize and present eight Life Saving Awards, eighteen EMD Excellence Awards, and two Childbirth Awards.

Technical Services

We continue to make technical advancements and updates with our Technical Division spearheading

these efforts. In 2022 we promoted one of our technicians into a Technical Support Lead Position. This move allows for better coordination and communication within the workgroup. In addition, we were able to fill a fourth Tech Support position that has been vacant since 2020. This brings our staffing back to pre-COVID levels. Recent upgrades have provided valuable "lessons learned" regarding the many links that have been built and attached to our CAD system. This awareness led to the formation of a Technical Advisory Group, which is made up of internal and external stakeholders.

Emergency Management

In October of 2022, the Clark Regional Emergency Operations Center (CREOC) fully activated to support an unseasonably late wildfire event that threatened a significant portion of east Clark County. Due to the area impacted and the rapid growth of the fire, it required a number of evacuation emergency alerts. While the incident went well with no loss of life or structures, it provided us a great learning opportunity. At our request, Washington State Emergency Management conducted a series of after action reviews that resulted in a focused After Action Report (AAR). This AAR will be used in 2023 to drive process improvement.

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 2022 annual report and learn more about our organization. If you have any questions visit us online at www.cresa911.org.

Dave Fuller CRESA Director

OVERVIEW AND GOVERNANCE

Clark Regional Emergency Services Agency (CRESA) was originally established in 1976 under the Interlocal Cooperation Act of the State of Washington (RCW 39.34). CRESA provides 911 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 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.



Chair
Representing cities other than Vancouver
Don Chaney
Camas City Council



Vice Chair Representing Fire Chiefs' Association **John Nohr** Chief, Clark-Cowlitz Fire Rescue



Representing Vancouver Fire Dept. **Brennan Blue** *Chief, Vancouver Fire*



Representing City of Vancouver **Jeff Mori** *Chief, Vancouver Police*



Representing Clark County Sheriff's Office John Horch Sheriff of Clark County



Representing Clark County

Kathleen Otto

County Manager, Clark County



Representing public EMS providers

Shaun Ford

Division Chief of EMS, Camas-Washougal

Fire



Representing regional law enforcement Wendi Steinbronn Chief, City of Washougal Police

MANAGEMENT TEAM

Doug Smith-Lee



Dave Fuller
Director

Oversees all CRESA Divisions and Programs



Emergency Management Division Manager

Oversees Emergency Management Division including the WA Region IV Homeland



Program Manager

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



Anthony Glenn Finance Division Manager

Scott Johnson

Security Office



Strategic Plan implementation

Greg Rossmiller



Leslie Chapman Human Resources Manager

dits, and public records

Oversees 911 Supervisors, Dispatch Leads and all 911 Operations staff

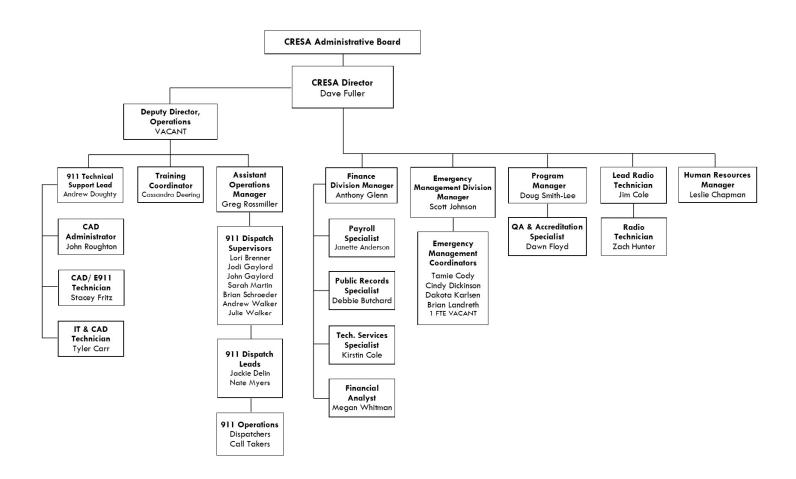
Assistant Operations Manager

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

Oversees Finance Division including

budget, accounts payable/receivable,

payroll, financial statements and au-



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. CRESA has been able to grow and build on our community engagement by partnering and attending events where people already congregate.

In 2022, we began to emerge from the COVID pandemic and were able to start participating once more at in-person events. We also continued to rely on digital outreach through social media and virtual meetings in 2022.

CRESA staff and volunteers logged over 400 hours at outreach events including:

- Race for Warmth sponsored by Clark Public Utilities; CRESA provided promotional items for over 1600 race participants
- National Telecommunications Week in April
- National Night Out events in Ridgefield, Battle Ground, Vancouver, and Washougal
- Educational booth at the Clark County Fair
- In-person and virtual meetings with neighborhood associations, faith-based groups and schools
- Providing 911 educational materials to all 2nd and 3rd graders in Clark County in partnership with the Police Activities League (PAL)

CRESA public education continued to help support public messaging related to COVID, severe weather events and the Nakia Creek Fire in October. Social media platforms continued to be a powerful tool to educate the public on these topics as well as about 911 and Emergency Management throughout the year.

CRESA continued to coordinate and manage the Clark County JIC (Joint Information Center) throughout 2022. CRESA staff worked tirelessly coordinating messages from a variety of stakeholders and partner agencies including Clark County, cities within the county, the State of Washington and other jurisdictions and agencies in the Portland Metro Region.

Through this process we were also able to share messaging and make sure communications were being translated and available for the whole community. Through the JIC, additional processes of sharing information were established in

sharing information with the communities within Clark County including working with local community groups and the Fort Vancouver Library to make sure information was available.





911 OPERATIONS

DIVISION OVERVIEW

The 911 Operations Division answers, processes and dispatches 911 calls for all of Clark County as well as portions of Cowlitz and Skamania Counties. 911 dispatchers and call-takers also answer 311 calls that transfer non-emergency calls off of the 911 lines to help prioritize incoming calls at the Center and leave 911 more accessible for emergencies.

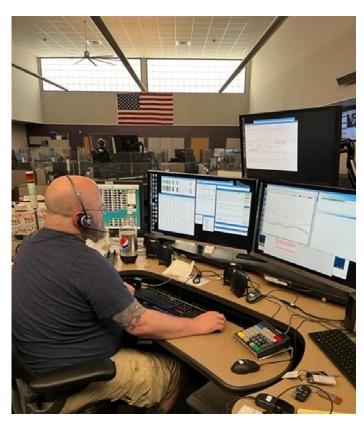
CRESA has three dedicated call-takers that provide coverage during our busiest hours of the week. 2022 provided evidence that CRESA would benefit from continuing to add additional dedicated call takers to build the team to a total of 8 people, which may provide the possibility of 24/7 coverage. It is clear that additional call-takers facilitate better responsiveness and higher levels of service for our callers.

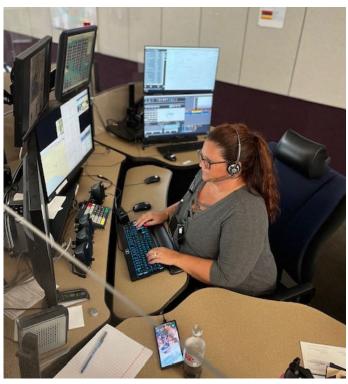
Similar to many emergency communications centers throughout the country, CRESA has had to grapple with staffing shortages while continuing to provide essential services at all times. This has proved to be challenging for all of our staff due to the required overtime needed to staff gaps in coverage. We have been hiring and onboarding as many people as possible and will continue to do so throughout 2023 as well.

Non-emergent calls received through administrative lines (the majority of which come via 311) continue to account for a greater share of the overall call volume. In 2022, these calls represented nearly 40% of our total incoming call volume. It will be a priority in 2023 to find creative, resourceful ways to provide services and referrals for these non-emergency callers.

Another emerging trend across emergency communication centers is the need for alternative response options. Mental health issues are more prevalent than ever, and it's important to connect callers and their loved ones with the most appropriate help when they need it. CRESA will continue to work together

with our partner agencies to find funding and support for the new programs throughout our region.





2022 BY THE NUMBERS

265,642 calls to 911

164,642 calls to 311

430,477 total incoming calls

83,350 outbound calls

513,827 total calls (incoming and outgoing calls)

1,408 calls handled per day on average

511,400 estimated population served

1,735 calls utilized language interpretation

19 identified languages spoken

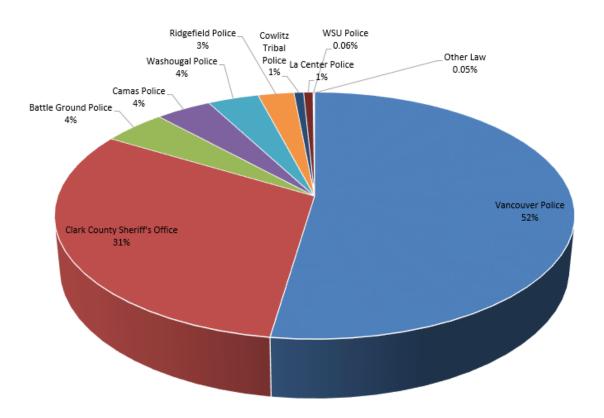
71% of events Law Enforcement related

29% of events Fire / Emergency Medical related

OPERATIONS STATISTICS - LAW

Agency	All Events Created	% of Total	Dispatched Events	Field Initiated/ Created	Cancelled Events	Referred Events
Vancouver Police	181,771	52.34%	92,459	27,894	54,442	6,977
Clark County Sheriff's Office	108,637	31.28%	47,560	20,403	33,898	6,776
Battle Ground Police	15,867	4.57%	6,450	6,406	2,853	158
Camas Police	14,041	4.04%	5,193	6,066	2,560	222
Washougal Police	12,807	3.69%	6,375	3,996	2,201	235
Ridgefield Police	9,005	2.59%	2,814	4,629	1,323	239
Cowlitz Tribal Police	2,427	0.70%	1,211	814	378	24
La Center Police	2,357	0.68%	935	480	823	119
WSU Police	221	0.06%	24	8	185	4
Other Law	167	0.05%	4	1	103	59

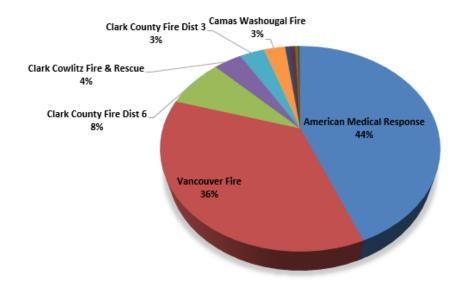
347,300 100% 163,025 70,697 98,766 14,813



OPERATIONS STATISTICS - FIRE / EMS

Agency	All Events Created	% of Total	Dispatched Events	Field Created	Cancelled Events	Referred Events	Camas Amb Evts*	NCEMS Amb Evts*
American Medical Response	62,523	43.90%	57,203	440	4,722	158	0	0
Vancouver Fire	50,927	35.76%	38,068	255	12,335	269	420	13
Clark County Fire Dist 6	11,295	7.93%	9,502	104	1,645	44	33	14
Clark Cowlitz Fire Rescue	5,499	3.86%	5,161	52	270	16	2	121
Clark County Fire Dist 3	4,880	3.43%	4,652	57	153	18	4	167
Camas Washougal Fire	4,287	3.01%	4,050	63	166	8	3,440	1
Clark County Fire Dist 10	1,032	0.72%	983	17	32	0	0	780
East County Fire & Rescue	947	0.66%	888	5	53	1	687	1
Clark County Fire Dist 13	568	0.40%	523	18	27	0	0	463
Clark County Fire Dist 7	192	0.13%	181	0	10	1	0	148
Cowlitz Fire	180	0.13%	59	0	71	50	0	1
Skamania Fire	43	0.03%	35	0	8	0	3	20
North Country EMS	38	0.03%	26	8	4	0	0	33
Other Fire	3	0.00%	0	0	3	0	0	0
	142,414	100%	121,331	1,019	19,499	565	4,589	1,762

^{*}Camas Ambulance and/or North Country EMS responded as mutual aid for lead agency



911 RECOGNITION & AWARDS

The following employees were recognized with <u>Life Saving Awards</u> in 2022. This is achieved through providing cardiac/respiratory arrest instructions to a 911 caller that directly result in a life being saved.

Kim Earls (01/12/22)

Sarah Jurhs (02/04/22)

Misty Michael (03/06/22)

Jamika Lawson (04/16/22)

Megan Olson (05/08/22)

Carrie Johnson (05/22/22)

Lucinda Collins (06/02/22)

Jake Tomasello (06/15/2022)

The following employees were recognized with <u>EMD Excellence Awards</u> in 2022. This is achieved through providing excellent Emergency Medical Dispatch ProQA life support instructions.

Kim Earls (01/12/22, 02/01/22, 02/08/22)

Sarah Jurhs (02/04/22)

Memorie Sanders (02/20/22)

Jackie Piggott (02/23/22)

Jim Eagon (03/02/22)

Misty Michael (03/06/22)

Megan Olson (04/09/22, 04/23/22, 05/08/22, 10/16/22)

Jamika Lawson (04/16/22)

Abby Ogdee (04/19/22)

Robin Donahue (04/20/22)

Greg Rossmiller (05/08/22)

Carrie Johnson (05/22/22)

Marcie Chamberlain (06/02/22, 08/09/22)

Lucinda Collins (05/01/22, 06/02/22)

Laura Paterson, (05/08/22)

Jake Tomasello (06/15/22)

Drew Walker (10/03/22)

David Machado (11/06/22)

The following employees were recognized with <u>Childbirth Awards</u> in 2022. This is achieved through providing pre-arrival instructions that directly result in the successful birth of a child:

Ryan Sayne (06/09/22)

Jake Tomasello (06/15/22)













Some of CRESA's 2022 Dispatch Award Recipients L to R: Kayla Edwards, Abby Ogdee, Memorie Sanders, Megan Olson, Sarah Jurhs, Kim Earls and Robin Donahue

QUALITY ASSURANCE & ACCREDITATION

PROGRAM OVERVIEW

The Quality Assurance and Accreditation (QA&A) Program leads the agency's planning and quality driven projects assigned by the Director within five categories: Quality, Compliance, Innovation, Funding and Strategic Plan Implementation. Program staff includes the Program Manager and the QA & Accreditation Specialist.

The following agency programs were administered by the Quality Assurance and Accreditation (QA&A) Program in 2022:

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

STRATEGIC PLAN OBJECTIVES - 2022 UPDATES

SP 1.0 through 7.0 - Strategic Planning

The current 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; and is organized numerically (e.g., SP 1.1.1). The first number is the Priority; the second number is the Objective; and the third number is the Deliverable.

The current plan was done in 2015. While the current plan's "Blueprint" has helped update and move related projects forward each year, the plan itself needed to be updated due to changes in the workload and the needs of the customers CRESA serves.

In April 2022, 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. On July 13, Mission Critical Partners (MCP) was awarded the contract to conduct the SLSI Needs Assessment.

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. CRESA was first awarded CALEA Accreditation in 2002.

CRESA is currently working on its eighth consecutive CALEA re-accreditation. Re-accreditations are on four-year cycles that involves an annual review of standard proofs and an on-site review at the end of proof year four. On November 18, 2022 CRESA successfully completed the review for proof year one.

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 911 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 not only to each individual within the 911 center, but also the community, that CRESA is committed to the international practice standards for emergency medical dispatch.

In March 2022, CRESA received its eighth continuous re-accreditation.







2022	IAED Standard	CRESA Performance	Number of Cases
High Compliance		62%	854
Compliant		24%	322
Partial Compliance	≤ 10%	6%	82
Low Compliance	≤ 10%	3%	42
Non-Compliant	≤ 7%	5%	67
Total		100%	1,367

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 2022 include:

- Development of Performance Metrics: In September 2022, CRESA's <u>Public Safety Communications Centers' Benchmarking Survey</u> was published in the Annals of Emergency Dispatch and Response. The objectives of the Survey focused on 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.
- Performance Measurements CALEA requires implementation of specific performance measurements and a documented review of call processing times. A project in 2021 was working with CRESA's 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 the fall of 2021.

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.

In 2022, staff worked on the following projects:

- Updated Annex 3, Emergency Response Guidelines – Updated the managers/supervisors Emergency Response Guidelines to reflect current practices.
- Earthquake Table Top Exercise Conducted an
 Earthquake Table Top Exercise with CRESA Staff
 in October. The objectives of the exercise included:
 1) assessing current personal preparedness with a
 team prize for the best prepared; 2) understanding
 the alternate communication resources available
 during a disaster event; and 3) an overview of
 CRESA's Continuity of Operations Plan during the
 initial response to a disaster event.



EMDQ Team L to R: Jim Eagon, Cassandra Deering, Doug Smith-Lee and Dawn Floyd

FINANCE DIVISION

FINANCE 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 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, and CRESA management staff. The group meets several times each year to review CRESA's long-range financial plan, funding resources, equipment replacement, and ongoing operations. The Committee, in turn, submits their recommendations to the CRESA Administrative Board for consideration.

PUBLIC RECORDS

The Finance Division responds to all requests for 911 call records and other CRESA public records from user agen-

cies, 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 2,705 requests received in 2012 to over 8,300 in 2022. In line with trends statewide, we anticipate the demand for public records to continue to increase. In 2022, the following was accomplished in the area of Public Records:

- Total of 8,317 individual requests for public records were received in 2022 representing a 20% increase over 2021
- The average processing time to complete a request for public records in 2022 was five business days
- Online Public Records Request Portal continued to offer a streamlined process and greater accessibility to records for requesting parties

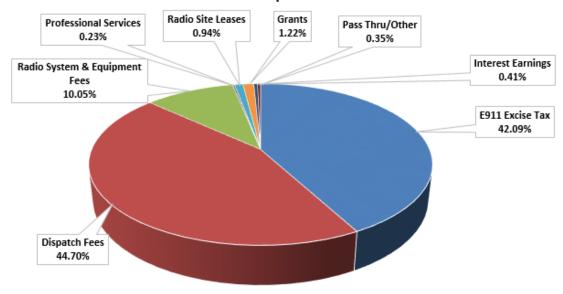
CITIZEN SURVEY

The Finance Division mails out a monthly satisfaction survey to approximately 40-50 randomly selected citizens who called 911 or 311 for service. In 2022, the response rate was 18% with 97% indicating their interaction with 911 was positive. All returned surveys containing comments or negative scores are reviewed by the Operations Division Manager for follow up.

CITIZEN SURVEY SUMMARY 2022

				Feedback Responses		
			Exceeded	_	_	
<u>2022</u>	<u>Mailed</u>	<u>Returned</u>	Expectations	Satisfied	Frustrated	Dissatisfied
JAN	55	10	9	1	0	0
FEB	54	6	4	2	0	0
MAR	43	5	4	1	0	0
APR	48	6	2	3	1	0
MAY	48	10	4	5	1	0
JUN	47	7	2	5	0	0
JUL	49	11	8	3	0	0
AUG	41	9	6	3	0	0
SEP	47	9	5	3	1	0
OCT	53	9	4	5	0	0
NOV	45	10	7	3	0	0
DEC	49	10	3	7	0	0
	579	102	58	41	3	0

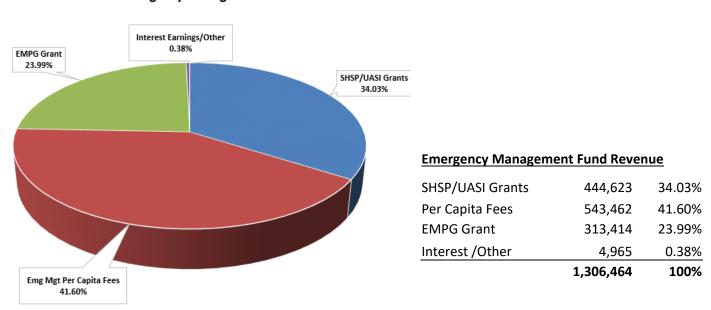
2022 CRESA Operations Revenues



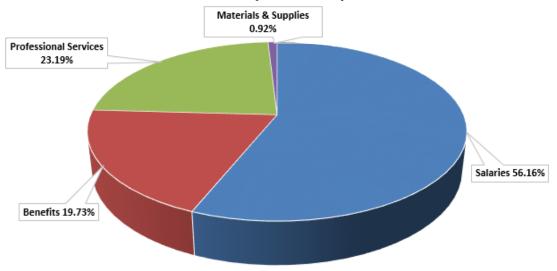
Operations Fund Revenue

FO11 Fusion Tou	4.050.000	42.000/
E911 Excise Tax	4,950,000	42.09%
Dispatch Fees	5,255,920	44.70%
Radio System & Equipment Fees	1,181,978	10.05%
Professional Services	27,000	0.23%
Radio Site Leases	111,064	0.94%
Grants	143,727	1.22%
Interest Earnings	48,070	0.41%
Pass Thru/Other	41,479	0.35%
	11,759,238	100%

2022 Emergency Management Revenues



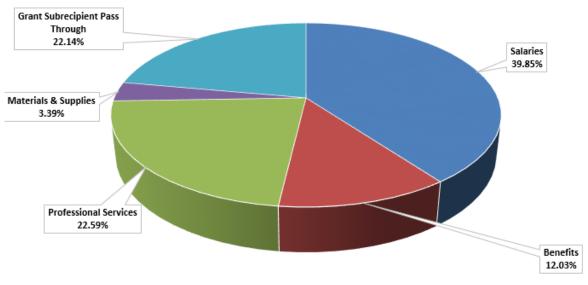
2022 CRESA Operations Expenditures



Operations/Radio Program Expenses

	11,708,559	100%
Materials & Supplies	107,944	0.92%
Professional Services	2,715,513	23.19%
Benefits	2,309,635	19.73%
Salaries	6,575,467	56.16%

2022 Emergency Management Expenditures



Emergency Management Expenses

Total	1.231.775	100%
Pass Through	272,773	22.14%
Grant Subrecipient		
Materials & Supplies	41,731	3.39%
Professional Services	278,215	22.59%
Benefits	148,180	12.03%
Salaries	490,876	39.85%

HUMAN RESOURCES

HUMAN RESOURCES PROGRAM OVERVIEW

CRESA's Human Resources program is responsible for a wide variety of activities that include but are not limited to; recruitment, benefits, leave programs, employee relations, labor relations, performance management, and leadership development.

HEALTH & WELLNESS

Physical, mental and emotional health and wellness are important for CRESA employees therefore HR communicates various tools and resources available through our community and Employee Assistance Program that employees can utilize. The agency has provided two quiet rooms, fitness room, ergonomic stations, balance balls, balance boards, desk cycle and treadmills.

2022 RECRUITMENTS

Position	# of Applicants	Internal / External
Assistant Operations Manager	38	Internal / External
CAD & IT Technician	33	Internal / External
Emergency Management Coordinator	62	External
911 Dispatch Supervisor	20	Internal / External
911 Call Taker Dispatch Trainee	418	External
Lateral – 911 Call Taker and/or Police and/or Fire Dispatcher	169	Lateral

2022 MILESTONE LENGTH OF SERVICE AWARDS

Years of Service	Name	Position
5	Ayumi Griffin	Dispatcher
5	Sarah Martin	Dispatch Supervisor
10	Brian Landreth	Emergency Management Coordinator
10	Dave Fuller	Director
10	Greg Rossmiller	Assistant Operations Manager
15	Lori Brenner	Dispatch Supervisor
15	Cindy Dickinson	Emergency Management Coordinator
15	Nate Myers	Dispatch Lead
15	Kira Yager	Dispatcher
20	Robyn Hensley	Dispatcher
25	Sally Dexter	Dispatcher
25	Stefanie Ness	Dispatcher
25	Kelly Stevens	Dispatcher
30	Doug Smith-Lee	Program Manager
30	Suzie Zimmer	Dispatcher

2022 EMPLOYEE RECOGNITION



JANEEN BROOKS - EMPLOYEE OF THE YEAR Dispatcher

Janeen shows up to work with a positive and constructive attitude day in and day out. She has an excellent ability to communicate with coworkers, users, and citizens in a direct but respectful manner that makes people feel heard. Janeen works hard every day and maintains an extremely high level of service regardless of the position she is working. She shares her experiences genuinely so that prospective trainees have a real understanding of the challenges of our work while also gaining an appreciation of the rewarding feel we all receive when we know we've made a difference in someone's life. Janeen is an example of the best of us and we thank her for her hard work supporting CRESA staff and our Clark County community.



SALLY DEXTER - EXEMPLARY SERVICE AWARD

Dispatcher

Sally really stepped up in 2022 with taking the lead on Peer Support. She has been creative and thoughtful on how she can improve that committee to best help her fellow coworkers. She should be commended for the incredible amount of time and effort she has put in to making the peer support team viable and provide helpful support, tools and resources for her coworkers. Its born of her own passion for mental health/wellness and a care and concern for her coworkers and it will make a difference for many years to come.



JOHN GAYLORD - EXEMPLARY SERVICE AWARD

Dispatch Supervisor

John shows exemplary performance in the areas of leadership, ingenuity, innovation, and professionalism in addition to being an advocate for staff and his supervisor peers. John moves through his typical workday with an approach that ebbs and flows with the temperature of the room. He does not escalate when events or attitudes turn to the negative; rather he meets each with thoughtfulness and a calm, commanding presence.



BRIAN LANDRETH - EXEMPLARY SERVICE AWARD

Emergency Management Coordinator

Brian Landreth has long been recognized as a regional leader in emergency alerting. Brian was home sick with COVID during the Nakia Creek Fire event in 2022, when he became aware of our need to rapid map integration into Everbridge, the need for tiered alerting, and the need for multiple alerts. Displaying the CRESA values of dedication, public service and selfless service, he contacted the EOC manager and volunteered to worked a 12-hour remote shift. Brian stayed in constant contact with the Duty Officer, EOC Manager and both WA DNR and County GIS to ensure our messages went to the right areas of threat in a timely manner



DOUG SMITH-LEE - EXEMPLARY SERVICE AWARD

Program Manager

Doug's light here at CRESA makes us all shine brighter. Doug exemplifies the motto of CRESA: "Always Here, Always Ready". Doug is always here, five days a week, Monday through Friday, and consistently comes in early and stays late. He is the constant 'doer', achiever, planner and problem solver. Doug's dedication and commitment to CRESA and our community is long standing and profound – 30 plus years. He exemplifies our Mission, Vision & Values. Doug's philosophy is summed up with a quote by Robert G Ingersoll, "We rise by lifting others up."

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 systems, 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 UPDATES

CAD System

CRESA completed the CAD upgrade in 2022. This allowed us to do a complete hardware refresh, including servers, VM environment, and dispatch workstations. This upgrade will also allow CRESA to build out a more redundant backup center.

Security System Upgrade Project

Radio staff issued an Request for Proposal (RFP) for security upgrades and site access at the CRESA facility and all of our radio sites. This project will replace all analog cameras with digital cameras, increase recording capacity, and add card key access at radio sites. The contract was executed in November 2022, and the project is scheduled to start the first quarter of 2023 with completion expected by the fourth quarter of 2023.

Web Site

CRESA worked with CivicPlus to build and replace the CRESA911.org website. We are continuing work on a self-service, non-emergency reporting system that will tie into the website.

OTHER ACCOMPLISHMENTS & HIGHLIGHTS

Tech Services Staffing

At the end of 2022, the tech services department added a new CAD/IT Technician, bringing tech services to four CAD/IT Technicians, and two Radio Technicians.

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. CRESA Help Desk Requests created by category in 2022 as follows:

IT Service Metrics: 2022 Help Desk Ticket Summary

Category	2022 Count	% of Total
CAD (I/Dispatcher, Map, ProQA, Response Plans etc.)	1,898	40%
Not Assigned	90	2%
Applications (PulsePoint, Equature, etc.)	481	10%
User Accounts	517	11%
Radio Project/System	230	5%
Telephone	420	9%
Computer	95	2%
Interfaces (I/Page, Locution, Informer, etc.)	92	2%
Mobile for Public Safety	240	5%
All Others	712	15%
Cowlitz CAD Support	21	0%
Total	4,796	100%



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. 2022 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. In 2022, a volunteer management contractor started with the goal of creating an online volunteer database and developing the volunteer program to support CRESA's mission. 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.

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.

NAKIA CREEK FIRE

During the 2022 Nakia Creek Fire response, the emergency management team sent 15 evacuation emergency alerts, including one Wireless Emergency Alert (WEA). Our largest alert was sent to nearly 29,000 registered contacts in a 300 square mile area. Throughout the period of October 9 - 18, approximately 90,000 residents were under some form of evacuation notice.

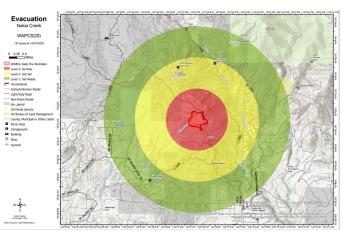
In conjunction with the American Red Cross, we supported shelter operations for 27 individuals in congregate shelters; and, in conjunction with the Cowlitz Indian Tribe and Port of Camas/Washougal we supported remote shelter operations for 40 mobile units.

CRESA's PIO worked extensively with the two separate IMT PIO teams on the fire, and received several positive remarks regarding the information shared. Viewership of our notification platforms increased dramatically during the fire; including an increased reach of over 350,000 viewers, and over 11,000 new followers on the agency Facebook page. The interactive map placed on CRESA's webpage was viewed over 700,000 times.

At the request of the EM Division, Washington State Emergency Management conducted a series of after action reviews that resulted in a focused After Action Report (AAR). This AAR will be used in 2023 to incorporate lessons learned and drive process improvement.







DIVISION DUTY OFFICER PROGRAM

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.

Duty Officer Annual Recap:

	2022	2021	2020
Search And Rescue			
Within Clark County	18	12	12
Mutual Aid	17	14	17
Dive Team	3	3	0
Police/Evidence	1	0	2
Total	35	26	31
HAZMAT Response			
Within Clark County	39	23	16
Outside Clark County	3	3	1
Total	41	26	17
Severe Weather Events			
Flooding	2	7	2
High Winds/Storm	2	2	1
Heat/Fire	1	4	0
Other Severe Weather	0	0	0
Winter/Cold	3	4	2
Total	8	17	5
Other Calls			
Public Health Support	2	2	3
Community Notification	7	8	7
Power Outage	0	0	0
Earthquake/Tsunami Debris	0	0	0
Critical Infrastructure Support	1	0	0
Fire Support/Smoky/Burn Ban	8	7	5
9-1-1 Outage/Support	3	3	3
Law Enforcement Support	6	4	7
Communications/IT	0	0	0
Other	0	1	0
Total	27	25	25
Grand Total	111	94	78
SIGNIFICANT EVENTS	Nakia Creek Fire	COVID-19	COVID-19

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 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