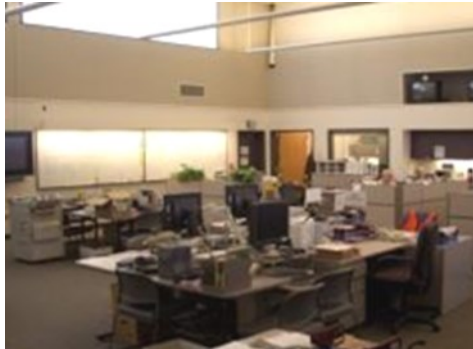


2005

CRESA remodels the training room into a dedicated Emergency Operations Center and expanded office space for Emergency Management Program staff. (Program/Project Lead – Chris Herrman)



Implemented Clark County's first Community Notification System. (Program/Project Lead – Chris Herrman)

Developed a National Incident Management System (NIMS) Implementation Plan for Region IV. (Program/Project Lead – Ernie Schnabler)

2007

CRESA establishes a back-up center at Washington State Patrol in the event of evacuation of the 9-1-1 Center. (Program/Project Lead – John Talbot)



2009

CRESA staff and AdComm Engineering completed the Sprint/Nextel rebanding project in 2009. (Program/Project Lead – Keith Flewelling)

ILI Data Surveillance System developed during the H1N1 (Swine Flu) outbreak to identify and report trends in pre-hospital flu-like symptoms encountered by emergency dispatchers and EMS providers. (Program/Project Lead – Elizabeth Kalik)

CRESA's EMS Program received a homeland security grant to develop a Multi-Casualty Incident Plan and a workshop to orient Region IV emergency responders to the Plan. (Program/Project Lead – Doug Smith-Lee)



2010

CRESA's CAD replaced the HiTech Systems CAD to Intergraph CAD (I/CAD) system (Program/Project Lead – Keith Flewelling)

Washington State Region 4 interoperable communications plan was completed. (Program/Project Lead – Keith Flewelling)



2011 - Present (Anna Pendergrass, Director)



2011

Clark County EMS District #2 Strategic Plan completed to guide the next EMS System Design Decisions and development of the next ambulance contract. (Program/Project Lead – Doug Smith-Lee)

2012

CRESA's Strategic Plan completed. (Program/Project Lead – Keith Flewelling)

CRESA's radio staff and VHF users worked together to complete the narrow-banding project for the VHF radio system and subscriber units. (Program/Project Lead – Jim Cole)

2013

Replacement of the obsolete 6 GHz microwave system which was originally installed in 1996 with a new Aviat microwave system. (Program/Project Lead – Jim Cole)

APCO Project 33 accreditation for the CRESA training program (Program/Project Lead—Will Rust)



Clark Regional Emergency Services Agency

"Always Here, Always Ready"



Clark Regional Emergency Services Agency (CRESA) is a regional public safety agency that provides 9-1-1 call taking and dispatch, technology support services and emergency management coordination. CRESA's service area includes Clark County and each of its seven cities, and Woodland in Cowlitz County. CRESA also hosts the Region IV Homeland Security Office which coordinates Homeland Security efforts for Clark, Cowlitz, Skamania and Wahkiakum Counties.



Clark Regional Emergency Services Agency

710 West 13st Street
Vancouver, WA 98660
Business: 360-737-1911
FAX: 360-694-1914
Website: www/cresa911.org

1975 -1983 (John "Jack" Atkinson, Director)



1975

Clark Regional Communications Agency (CRCA) established through

Interlocal Agreement to provide 9-1-1 operations to the residents of Clark County, Washington. (Program/Project Lead – Jack Atkinson, Director)

1977

Cutover from three dispatch locations (Vancouver Police Dispatch, Vancouver Fire Dispatch and Clark County Sheriff Dispatch) to CRCA on January 10, 1977. (Program/Project Lead – Jack Atkinson, Director)

CRCA 9-1-1 Operations located at Vancouver City Hall Basement, 210 East 13th Street, Vancouver, WA 98660. (Program/Project Lead – Jack Atkinson, Director)

1981

CRCA established through Interlocal Agreement to provide emergency management ser-

vices to the residents of Clark and Skamania Counties, Washington.



1983 - 1989 (Dennis Warren, Director)



1988

9-1-1 telephone tax ballot measure passes to fund: Computer Aided Dispatch

(CAD), enhanced 9-1-1, 800 MHz radio system and a new building.

1989

Contract awarded to HiTech Systems to install and implement a CAD system. (Program/Project Lead – John Talbot)

1990 - 2000 (Thera Bradshaw, Director)



1990

CRCA established through Interlocal Agreement revised to provide emergency

management services to the

CRESA's Vision - "Always here, always ready for our community and public safety partners delivering excellent and innovative 9-1-1 and emergency services."

residents of Clark County, Washington.

1991

Remodel of 9-1-1 operations at existing Vancouver City Hall location. (Program/Project Lead – John Talbot)

CAD Phase I Implementation – call taking and unit tracking. (Program/Project Lead – John Talbot)

Enhanced 9-1-1 telephone system implemented. (Program/Project Lead – John Talbot)



1992

CRCA begins administering the first paramedic ambulance contract in the metro area with Buck Medical Services on behalf of EMS District #2, Clark County and the Cities of Battle Ground, LaCenter, Ridgefield and Vancouver. (Program/Project Lead – Doug Smith-Lee)



CAD Phase II Implementation – Interface with enhanced 9-1-1 telephone system. (Program/Project Lead – John Talbot)

1993

Implemented the first emergency medical dispatch protocol that prioritized EMS response in the metro area (Medical Priority Dispatch System, MPDS) and provides Dispatch Life Support (DLS). (Program/Project Lead – Doug Smith-Lee)

1994

New facility project budget approved by Board of County Commissioners and bonds sold using 9-1-1 tax to repay over 15 years.

New facility construction begins. (Program/Project Lead – Mark Buchholz)

CRCA receives National Academy of Emergency Medical Dispatch (NAEMD) Accreditation - the 4th to do so in the world.

(Program/Project Lead – Doug Smith-Lee)

1995

CRCA's new building completed. Administration moved in May and 9-1-1 operations in July. Location at 710 West 13th Street, Vancouver, WA 98660. (Program/Project Lead – Mark Buchholz)



CRCA administers the second successful ambulance procurement

paramedic franchise ambulance contract with American Medical Response (formally Buck Medical Services) on behalf of EMS District #2, Clark County and the Cities of Battle Ground, LaCenter, Ridgefield and Vancouver. (Program/Project Lead – Doug Smith-Lee)

1996

Contract awarded to Motorola to install and implement 800 MHz radio system. (Program/Project Lead – Mark Buchholz)

1997

800 MHz Radio system installation completed. (Program/Project Lead – Mark Buchholz)

1998

CRCA's Emergency Medical Dispatch Quality Improvement Process is published in the Annals of Emergency Medicine. (Program/Project Lead – Doug Smith-Lee)

1999

Developed CRCA's first strategic plan. (Program/Project Lead – Doug Smith-Lee)

Completed Vancouver's first Comprehensive Emergency Management Plan. (Program/Project Lead – John Wheeler)

Implemented the first electronic Emergency Management reporting system. (ETeam) (Program/Project Lead – John Wheeler)

2000 - 2010 (Tom Griffith, Director)



2000

Installed Emergency Response (ER) Mapping Interface. (Program/Project Lead – Tim Goss)

Developed Clark County's first Terrorism Consequence Management Plan. (Program/Project Lead – John Wheeler)

Developed Clark County's first Flood Response Plan. (Program/Project Lead – John Wheeler)

Implemented the Clark County's first Emergency Alert System. (Program/Project Lead – John Wheeler)

2001

Clark Regional Communications Agency's name changed to Clark Regional Emergency Services Agency (CRESA). Interlocal Agreement with new governance structure established. (Program/Project Lead – John Talbot)



2002

Received CALEA (Commission on Accreditation for Law Enforcement Agencies) Accreditation. (Program/Project Lead – Jack Atkinson)



Established a formalized Communications Training Officer Program. (Program/Project Lead – Kay Fontana)

Implemented CritiCall, a nationally-

validated completely self-contained dispatcher suitability test. (Program/Project Lead – Rich Foster)

CRESA upgraded to a two-way CAD interface with the ambulance contractor, American Medical Response – The first in the metro area. (Program/Project Lead – Tim Goss)

Completed the Terrorism and Weapons of Mass Destruction (WMD) Plan. (Program/Project Lead – John Wheeler)

2003

Medical Dispatch Review Committee (MDRC) was created to address issues and concerns regarding MPDS Protocol compliance and EMD training needs. (Program/Project Lead – Doug Smith-Lee)

New templates developed and nearly 700 portable radios were reprogrammed for all county and city law enforcement agencies adding a dynamic regroup cancellation feature to their radios. (Program/Project Lead – Jim Cole)

Integrated Emergency Management Course with 75 members of local government and other critical agencies attend a FEMA-sponsored week-long course in Emmitsburg, MD. (Program/Project Lead – Debra Needham)

CRESA becomes the Region 4 Homeland Security Office. (Program/Project Lead – Doug Smith-Lee)

Development of a Region IV Strategic Plan (Program/Project Lead – Ernie Schnabler)

Hazard Mitigation Grant Program Planning Grant for the purpose of

developing a mitigation plan for Clark County and the Cities of Battle Ground, Camas, LaCenter, Ridgefield, Vancouver, Washougal, and Yacolt. (Program/Project Lead – Doug Smith-Lee)



2004

Mobile Device Computers (MDCs) deployed on emergency responder units with Automatic Vehicle Location (AVL), Clark County GIS and CAD Geo-file installed. (Program/Project Lead – Keith Flewelling)

Dispatch operations remodel. (Program/Project Lead – John Talbot)



CRESA administers the third successful ambulance procurement exclusive (9-1-1 and non-emergency) paramedic franchise ambulance contract with American Medical Response (on behalf of EMS District #2, Clark County and the Cities of Battle Ground, LaCenter, Ridgefield and Vancouver. (Program/Project Lead – Doug Smith-Lee)