



Clark Regional Emergency Services Agency DIRECTOR'S REPORT

From: Dave Fuller, Director

AUGUST 2025

HUMAN RESOURCES

Current Recruitment

- Public Records Part Time position – offer made
- IT Support Technician Swing Shift - started 7/1/25
- 911 Call Taker Trainees
 - Four (4) starting 9/22/25
 - Compiling eligibility list for hiring in 2026

Current Staffing

2024	Approved Budget	Actual
CRESA Total Headcount	103	92
Administration/Executive	6	6
Finance Division	5	4
Emergency Management Division	8	8
Radio System Services	2	2
911 Tech Services	6	6
911 Operations - (non-represented)	3	3
911 Operations - (rep) Subtotal	73	63
Dispatch Supervisors	8	8
Dispatchers non-probationary	53	40
Dispatchers probationary		
Call Takers non-probationary	12	5
Call Takers probationary		3
Trainees - actively training		7

Actively Training Status Update	
Completed CT & FD. Currently training Police Dispatch	2
Completed CT. Currently training Fire Dispatch	1
Completed CT. Currently training Police Dispatch	3
In Call-taking training	1
Total	7

9-1-1 OPERATIONS

Total Call Statistics

May Call Volume:

911 Calls: 19,044
 311 and Other Calls: 14,440
 Abandonment Rate: 9% (1,802 calls)

June Call Volume:

911 Calls: 19,477
 311 and Other Calls: 15,453
 Abandonment Rate: 9% (1,794 calls)

Preliminary 4th of July Weekend Stats (7/3 - 7/6/25):

911 calls: 2,272
 311 and Other Calls: 1,778
 Fireworks Concerns: 1,079
 Total: 5,129

Mental Health Referrals

CRESA is partnering with Crisis Connections, a regional crisis response provider, to implement a 911 call diversion program for incidents involving mental health concerns or essential needs that do not require law enforcement or fire response. The initiative will establish a remote, real-time collaboration between 911, 988, and 211 services. When appropriate, 911 callers will be connected directly to a Crisis Diversion Specialist through a "warm handoff." CRESA staff will receive training to identify calls that are best suited for Crisis Connections' specialized support. The program is scheduled to launch at the end of September.

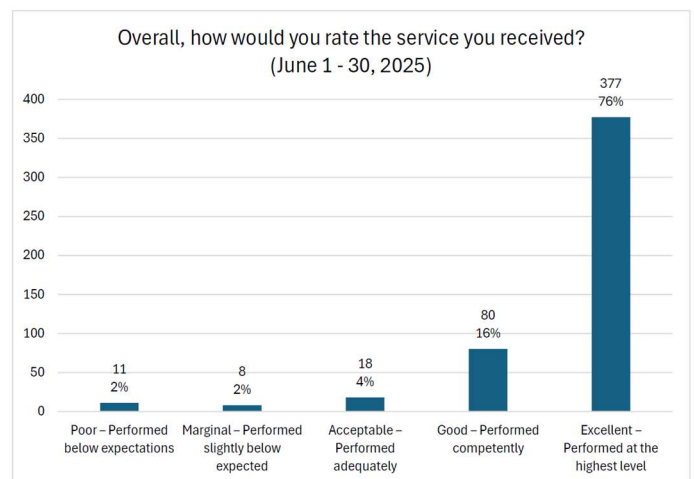


Language Interpretation Services

For June 2025, language interpretation services were utilized for 196 calls, with 140 for Spanish, 41 for Russian, three (3) each for Korean and Ukrainian, two (2) each for Mandarin and Chuukese, and one (1) each for Arabic, Lao, Pidgin, Turkish and Vietnamese.

My90 Citizen Survey

The My90 system sends citizen satisfaction surveys via text message to select individuals who have utilized 911 or 311. The general performance results for **June 2025** are as follows:



Public Records Requests

Total public records requests received by the agency 2021 through current are as follows:

2021: 6,940 total, monthly average of 578
2022: 8,317 total, monthly average of 692
2023: 7,734 total, monthly average of 645
2024: 8,321 total, monthly average of 693
2025: 4,060 total through June, monthly average of 677

TECHNICAL SERVICES

Network/Systems

With the networking project now complete, the Technical Services Division is focusing on catching up with deferred work and preparing for upcoming projects.

One key project currently underway is the migration of CRESA’s systems to Windows 11. The Administration and Emergency Management Divisions, along with the CRESA training room, have already transitioned to the new operating system. This phased approach has provided a valuable soak-in period to identify and resolve any issues prior to migrating the dispatch floor. The transition for dispatch is scheduled to begin in the final week of July and is expected to be completed by the end of October.

Technical Services is also resuming work on hardening the backup center located at the WSP Vancouver Dispatch Center. Recent technical audits identified several opportunities to enhance system resilience to ensure operational continuity in the event a temporary relocation of CRESA dispatch is required. Planned improvements include CAD replacement hardware, updates to the 911 phone system, and the installation of new monitors to address space limitations and expand visual display capacity. Completion of this project is anticipated by late September.

Phone System Replacement

Central Square has completed redundancy and failover testing, as well as verification of internal call handling functionality and call flow processes. Additionally, initial administrative training has been conducted, enabling CRESA staff to begin configuring the system, including creating user accounts and designing screen layouts. Over the next several months, efforts will focus on setting up user accounts and permissions and coordinating with the Operations Group to plan the system build-out. Cutover for the three-agency consortium is scheduled to begin in October, with CRESA transitioning to the new phone system during the first week of December.

CAD Assessment

Hexagon has completed its review of the data provided by the CAD Assessment Workgroup in June. Based on their analysis, they believe that migrating to their new platform, OnCall, will address many of the concerns identified and deliver several of the features and enhancements we are seeking. A meeting between CRESA and Hexagon is scheduled for the end of July to discuss the migration process and its implications. Following this, discipline-specific demonstrations will be held with partner agencies to address any remaining concerns and showcase the capabilities of the new platform.

QUALITY MANAGEMENT PROGRAM

Commission on Accreditation for Law Enforcement Agencies (CALEA)

Staff is currently working on final proof year four (09/01/24 - 08/31/25). The online assessment was completed successfully on May 20th. The on-site assessment was successfully completed on July 9th. The remaining steps include the on-site assessors report submitted to the CALEA Commissioners that will be used during the re-accreditation hearing in November. If successful this will mark the eighth continuous accreditation with CALEA.

2023 - 2033 Strategic Plan

Coordinate CRESA’s 2023 - 2033 Strategic Plan (see last page for update)

Nurse Navigation (NN) System

The NN Program was implemented on May 16, 2023. At the date of this writing, the following Nurse Navigation performance was reported:

Total Nurse Navigation Breakout (05/16/23 - 06/30/25)

ALS	BLS	Alt. Dest.	ER / Clinic	VC EMS	Clinic	Self-Care	Total
56	840	86	119	18	107	454	1,680

Calls Answered Breakout (secs.) (05/01/25 - 05/30/25)

Total Calls Answered	Ave. Time to Answer	Total Calls Abandoned	% Abandoned
100	21	5	4.8%

Patient Call Back Satisfaction Score - Completed = 10 (25.6%) (06/01/25 - 06/30/25)

Survey Questions	Satisfaction Score (0 - 5)
Care (care provided by RN / Phys)	5.0
Technology (ease of technology w/ visit)	5.0
Communication (time & care on phone)	4.2
Average Score	4.4

CRESA Call Processing Performance

April 911 Calls Answered Breakout (Excludes Abandoned Calls)

Total Calls	0s to 15s		15s to 20s		> 20s	
	# Comp.	%	# Comp.	%	# Comp.	%
17,670	13,920	78.78	888	45.03	2,862	16.20

Medical Priority Dispatch System (MPDS)

CRESA is currently working to complete its 10th re-accreditation by the International Academies of Emergency Dispatch due in 2028. To maintain this international standard of care, there are 20 points that include but are not limited to: certification and continuing education; use of current protocol; appropriate case reviews and compliance to protocol.

June EMD Compliance

Compliance Level	Standard	CRESA	No. Cases
High		65%	77
Compliant		15%	18
Partial	≤ 10%	4%	5
Low	≤ 10%	6%	7
Non-Compliant	≤ 7%	10%	12
Total		100%	119

EMERGENCY MANAGEMENT

Alert & Warning Program

Five Public Alerts were sent in June and July on behalf of Law Enforcement for missing/endangered persons and police activity.

Multnomah County will be conducting a countywide Wireless Emergency Alert (WEA system) test in their jurisdiction on August 14 from 2-3 PM. It is likely that the test will bleed over to southern Clark County, and residents of the area can expect to receive the test message.

Duty Officer Program

Duty Officer Calls 05/27/25 through 7/29/25	
Law Enforcement Support (Public Alert)	5
Severe Weather	3
Search & Rescue (Clark County)	1
Search & Rescue (Mutual Aid)	1
HAZMAT	1
Fire Resource Support	1
Law Enforcement Support (Event)	1
Sheltering/Mass Care	1
Total	14

2024 Duty Officer Calls by Jurisdiction 05/27/25 through 7/29/25	
Vancouver	9
Clark County Wide (Weather)	3
Mutual Aid (Grays Harbor County)	1
Camas	1

Public Outreach and Education

As part of our continued commitment to strengthening community and neighborhood resilience, we hosted two “I Am Reddi” preparedness classes in July, one in Amboy for the Chelatchie Prairie Neighborhood Association and another for the Parkside Neighborhood. Additionally, we conducted a three-hour workshop with students in the Health Care Aide program at Cascadia Tech Academy, covering preparedness basics, fire extinguisher use, and psychological trauma. The session included a special focus on how students can support future senior clients in preparing for emergencies.

Looking ahead, our primary focus in August is participation in National Night Out. The CRESA EOC team will host information

tables at events in Washougal, LeRoy Haagen Park, Battle Ground, Ridgefield, and La Center. Meanwhile, volunteer teams will visit neighborhood gatherings throughout Vancouver to connect with residents, share thanks, and distribute information on pet and neighborhood preparedness, as well as wildfire awareness

Citizen Corps and Volunteer Programs

On July 24th, CRESA was contacted by the State regarding a potential need for volunteer support in response to the Klickitat County fire. The following day, July 25th, we received a formal request from the State Emergency Operations Center and the Klickitat Incident Management Team for twelve volunteers to assist with staffing road closures within the Level 3 evacuation zone. We promptly reached out to 560 Emergency Worker volunteers to fill these positions.

As deployment details were being coordinated and schedules developed, we were informed that the fire threat had decreased, and volunteer support was no longer required. While the deployment was ultimately not needed, this situation provided valuable experience for our volunteers to understand the realities of a rapid-response deployment, including short notice, temporary accommodation, and extended hours, serving as excellent preparation for future incidents.

CCSO Auxiliary: In July, volunteers participated in the S.A.L.T. picnic and the La Center Our Days event. In August, they look forward to once again hosting a booth at the Clark County Fair and supporting law enforcement and neighborhoods during National Night Out, as well as being part of the East County Fire & Rescue Open House.

CERT: In anticipation of potential wildfire concerns, CERT volunteers dedicated their July meeting to practicing the setup of an Assembly Area. The exercise simulated the evacuation of an independent living facility, involving the arrival of two busloads of evacuees simultaneously, along with approximately 200 homes, RVs, trailers, various vehicles, people, and animals. Looking ahead to August, the group will focus on a Points of Distribution (POD) training review and discuss the recent deployment request related to the Klickitat Fire. Additionally, several CERT volunteers will collaborate with Emergency Operations Center (EOC) staff to support table events during National Night Out.

VPD NOW: Volunteers will team up to visit the many events being held throughout the City of Vancouver on National Night Out. These activities continue to grow in size each year and range anywhere from 20 to 200 or more attendees. Several neighborhoods are teaming up to hold their event at schools, while others will meet at neighborhood parks or churches.

Mitigation and Recovery

Work continues on the development of a regional Fuel Plan to support continuity of operations during fuel supply disruptions. Over 20 agencies are actively engaged, including public safety, public works, utilities, and transit partners. Phase 1 of the project, focused on Clark County-specific needs, has been completed, and the draft plan is now in development. Phase 2 is underway, emphasizing fuel prioritization strategies and coordination mechanisms.

A planning meeting was held on June 10 to distinguish between Clark County planning efforts and broader regional coordination. We are now in the process of establishing a Fuel Coordinating Body, with identified roles and representatives from key sectors. Select partners are beginning to collaborate on regional-level planning as we work toward a coordinated fuel management framework.

Emergency Drinking Water Tabletop Exercise

The regional Emergency Drinking Water Tabletop Exercise was successfully conducted on June 27. The exercise brought together utilities, emergency management, and public health partners to test interagency coordination in response to water system disruptions. The session helped clarify roles, strengthen communication pathways, and surface planning gaps. An After-Action Report is currently in development to guide follow-up efforts.

Emergency Transportation Routes (ETR)

CRESA continues to support regional Emergency Transportation Route (ETR) coordination efforts. While partner agencies remain the primary leads, we are actively engaged in integration discussions to ensure alignment with local mitigation, continuity, and response planning. We continue to monitor opportunities to strengthen planning for alternate access routes during emergencies.

Natural Hazard Mitigation Plan (NHMP) Update

Work is progressing on the next update of the Clark County Multi-Jurisdictional Natural Hazard Mitigation Plan. We have received the updated 2025 Local Mitigation Planning Policy Guides from FEMA, which include new climate resilience and equity requirements.

Our Hazard Mitigation Grant Program (HMGP) application to fund a full plan update, including technical support from a qualified contractor, is currently under review. In the meantime, stakeholder engagement and partner outreach are underway to prepare for the planning process.

Continuity of Operations Planning

Ridgefield continues preparation for their first functional exercise in September 2025. Due to department restructuring the June workshop was postponed until July and has been completed with a great turnout. The EOC Team has solidified a meeting schedule for 2026 and will use the rest of 2025 to ensure all members review and learn the basics of Emergency Management before the 2026 year begins.

Vancouver has not begun updating COOP, but is in the process of developing EOC structure and communication flow. The new Emergency Management Coordinator for Vancouver will assist with the development of their COOP planning process.

Battle Ground is in the process of updating their department COOP plans, with three departments complete and two scheduled to occur in September. They are making great progress and are on track to begin finalizing COOP Plans in 2026. Additionally, with the assistance of CRESA and Washington EMD, Battle Ground is exploring different EOC software options to use during city EOC activations.

La Center has a new Director of Administrative services. Initial introduction meeting occurred in July 2025 and progress on COOPs will continue in 2026. With assistance from the Grant and Volunteer Coordinator at CRESA, our team is also working on assisting La Center with preparedness kits for all employees in the City so they are better prepared.

Camas is now approximately 70% complete with initial department COOP meetings and are on track to begin finalizing plans in 2026.

Washougal - CRESA is awaiting feedback from Human Resources and will continue to reach out and develop other departments through 2025.

Emergency Management Division Grants

The State Homeland Security Program (SHSP) grants support Washington State Region IV, which includes Clark, Cowlitz, Skamania, and Wahkiakum counties. The Emergency Management Performance Grant (EMPG) provides ongoing support to CRESA's Emergency Management Division and requires a 50% matching contribution.

Urban Area Security Initiative (UASI) grants, administered through the City of Portland as the pass-through agency, support local Community Emergency Response Teams (CERT), Citizen Corps Programs, and special projects approved by the Regional Disaster Preparedness Organization (RDPO).

<i>Grant</i>	<i>Status</i>	<i>Total Award</i>	<i>% Expended</i>
22SHSP	Active	\$430,604	65%
23SHSP	Active	\$307,632	0%
24SHSP	Active	\$360,344	0%
24EMPG	Active	\$247,584	100%
UASI 23	Active	\$42,500	0%

Training and Exercise

This month marked the beginning of early planning for a tabletop exercise (TTX) in partnership with Clark County Public Works. The exercise aims to evaluate and validate the newly developed Road Damage Assessment Plan. Scheduled for October 16th to coincide with the Great ShakeOut event, the TTX will provide a timely opportunity to incorporate earthquake response considerations into the scenario.

Progress continues in expanding CRESA's instructional capabilities with the recent certification of an instructor training course. This development will support the growth of a broader network of qualified trainers throughout the region, enhancing capacity to meet increasing training demands and assist local agencies in building internal instructional expertise.

Ongoing collaboration with regional partners remains a priority, including coordinated efforts with the Clark County Sheriff's Office to plan an ICS 400 course set for October. This course will be available to agencies countywide and supports efforts to maintain compliance with NIMS training standards.

Overall, the focus for the month has been strategic collaboration, expanding instructional resources, and advancing training opportunities for both new and existing partners.

The Rocks for 3rd Quarter (July – September 2025)

Category	Rock	Status / Update
Training	Recruit and develop 1 CTOs	
	Utilize AI for public safety telecommunicator QA & training	QA and Accreditation Program building CommsCoach to capture all 911 calls and appropriate AI evaluation of case entry data. Training Program building training within CommsCoach to offer simulated calls that mimic real life situations.
Operations	Testing two different queues for only 311 or only 911 OA and Data	
	Increase Fire Ops. Position availability	Pending completion of new hire training
	Reduce 311 calls into CRESA (via AI and rerouting)	Assessment of AI vendors
	Build and test 4 portable remote 911 positions	Have kits completely built and turnkey by end of 3 rd quarter.
Personnel	Fully staff to 2025 budgeted headcount	Currently evaluating candidates for 4 call takers/dispatchers positions with the Academy scheduled for September 2025.
Standards	Establish Board-approved list of accreditations and standards	Pending new phone system to ensure accurate measures
Planning	Implement change management process and tracking software	Exploring change management methodologies and tools
	Complete labor negotiations	Currently negotiating Supervisors' labor agreement.
	Explore methods to measure employee engagement	Project pending completion of labor negotiations
Infrastructure	New phone system cutover	Testing internal call ques, flow and fail over; Build out of GUI
	CAD Review Workgroup	Workgroup to discuss Hexagon's new CAD platform; and discipline specific demos.
	Radio Review Workgroup	Ongoing review with agencies and staff
Alternative Response	Explore 911/988 Crisis Line triage interoperability	Starting 08/04 - Soft launch of warm transfers of appropriate mental health and 211 type calls to Crisis Connections
Management	Rebuild WSP 911 Backup Center	Work has resumed with anticipated completion by year end