



Clark Regional Emergency Services Agency

DIRECTOR'S REPORT

From: Dave Fuller, Director

FEB 2024

HUMAN RESOURCES

Current Recruitment

- Payroll & Accounting Specialist - Post 3/3/25
- Emergency Management Coordinator - Post 3/3/25
- 911 Call Taker Trainees - Post 3/3/25
- IT Support Tech - Post 3/25/25

Current Staffing

2024	Approved Budget	Actual
CRESA Total Headcount	102	97
Administration/Executive	6	6
Finance Division	5	5
Emergency Management Division	7	7
Radio System Services	2	2
911 Tech Services	6	5
911 Operations - (non-represented)	3	3
911 Operations - (rep) Subtotal	73	69
Dispatch Supervisors	8	8
Dispatchers non-probationary	53	37
Call Takers non-probationary	12	1
Probationary		2
Trainees		21

Trainee Status Update

Completed CT & FD. Training Police	2
Completed CT & PD. Training Fire	1
Completed CT & working. Pend dispatch training	5
In Call Taking Training	8
In Academy	5
	21

9-1-1 OPERATIONS

Total Call Statistics

November Call Volume:

911 Calls: 18,222
 311 and Other Calls: 12,196
 Abandonment Rate: approx 11% (2,042 calls)

December Call Volume:

911 Calls: 18,953
 311 and Other Calls: 12,274

Abandonment Rate: approx 11% (2,054 calls)

January Call Volume:

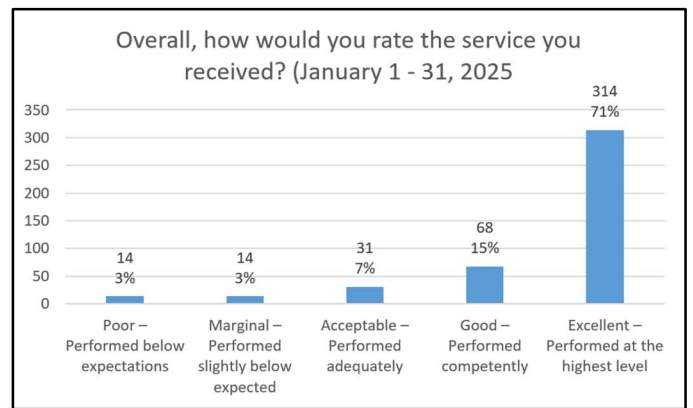
911 Calls: 18,639
 311 and Other Calls: 12,850
 Abandonment Rate: approx 11% (2,025 calls)

Language Interpretation Services

In 2024, language interpretation services from Voiance accounted for a total of 26 different foreign languages. 77% of the services were for Spanish language speakers, and 17% were for Russian.

My90 Citizen Survey

On June 18, 2024, CRESA launched the My90 system which sends citizen satisfaction surveys via text message to select individuals who have utilized 9-1-1 or 3-1-1. The surveys are optional and anonymous. A variety of questions are included in the surveys related to interaction with the CRESA call-taker. The general performance results for **January 2025** are as follows:



Public Records Requests

Total public records requests received by the agency 2020 through current are as follows:

2020: 5,483 total, monthly average of 457
2021: 6,940 total, monthly average of 578
2022: 8,317 total, monthly average of 693
2023: 7,734 total, monthly average of 645
2024: 8,321 total, monthly average of 693

The public records fee schedule was successfully implemented following Board adoption on 08/01/24. In 2024, the agency collected \$642 in public records fees.

TECHNICAL SERVICES

Network/Systems

This month, we began migrating divisions within CRESA to the new cresa.wa.gov domain as part of the ongoing separation of network and IT services between CRESA and Clark County. We

started with the EOC and are currently in the process of moving the administrative staff. The next phase will involve migrating the dispatch floor and servers, which is scheduled for the first week of March. The migration is progressing smoothly with no major roadblocks, and we are preparing for the transition to minimize disruptions during this process.

Phone System Replacement

The equipment for the phone system replacement has been successfully staged, and we are currently in a waiting period as testing is being conducted between the members of the consortium. Discussions continue with the new vendor to keep this project moving forward, and we are actively working to ensure the timely progress of the next phases.

QUALITY MANAGEMENT PROGRAM

Commission on Accreditation for Law Enforcement Agencies (CALEA)

After a successful on-line CALEA audit of proof year three on 11/08/24, staff is currently working to complete the final proof year four (09/01/24 - 08/31/25) in preparation for the final on-line review and on-site visit prior to CALEA's consideration for re-accreditation in the fall of 2025.

2023 - 2033 Strategic Plan

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

Nurse Navigation System

GMR's 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 - 01/31/25)

ALS	BLS	Alt. Dest.	NN ER	VC EMS	Telehealth	Self-Care	Total
48	689	71	77	12	87	346	1,330

Calls Answered Breakout (secs.) (01/01/25 - 01/31/25)

Total Calls Answered	Ave. Time to Answer	Total Calls Abandoned	% Abandoned
55	26	10	14.1%

Patient Call Back Satisfaction Score - Completed = 8 (33.3%)
(01/01/25 - 01/31/25)

Survey Questions	Satisfaction Score (0 - 5)
Wait Times (ride back home)	1.0
Transportation (ride to provider)	5.0
Technology (technology used for visit)	5.0
Reception (time waiting for Dr. or RN)	5.0
Communication (care received over phone)	4.7
Care (care received from provider)	5.0
Adequate Time (time in clinic)	5.0
Average Score	4.5

CRESA Call Processing Performance

January 911 Calls Answered Breakout (Excludes Abandoned Calls)

Total Calls	0s to 15s		15s to 20s		> 20s	
	# Comp.	%	# Comp.	%	# Comp.	%
16,617	12,098	72.80	903	5.43	3,616	21.76

Medical Priority Dispatch System (MPDS)

On January 30th, CRESA received its ninth re-accreditation by the International Academies of Emergency Dispatch for emergency medical dispatch. This accreditation ensures CRESA is at or above the standards of care in triage and instructions, as well as safely sending the correct public safety responders. This is no small feat with over 3,600 call centers using priority dispatch protocols in over 46 countries with only 300 achieving ACE.

January EMD Compliance

Compliance Level	Standard	CRESA	No. Cases
High		64%	76
Compliant		24%	28
Partial	≤ 10%	3%	3
Low	≤ 10%	5%	6
Non-Compliant	≤ 7%	5%	6
Total		100%	119

EMERGENCY MANAGEMENT

Alert & Warning Program

CRESA Emergency Management staff serving on the planning team and supporting consultants hired by Multnomah County Emergency Management to create their Alert & Warning Annex of their Emergency Operations Plan.

Duty Officer Program

Duty Officer Calls 12/01/24 through 01/31/25	
HAZMAT	9
Search & Rescue	2
Fire Support	2
Weather	2
Other (Severe Weather Sheltering Support)	2
Law Enforcement Support	1
Total	18

2024 Duty Officer Calls by Jurisdiction 11/01/24 through 11/22/24	
Vancouver	2
Mutual Aid (Wahkiakum, Skamania)	2
Camas	1
Washougal	1
Clark County	1

Partner Planning

Emergency Management participated in a large Worst Case Oil Spill response exercise for Marathon Petroleum by participating in Unified Command as the Local On-Scene Coordinator position with a Vancouver Fire Chief.

CRESA also continues working with local churches to locate potential mass care sites during times of community disaster.

Public Outreach and Education

Our community outreach activities in November included a presentation on emergency preparedness to seniors at the Luepke Center, along with a preparedness presentation and “work party” with employees from IQ Credit Union. IQ provided a list of items for “Boil the Ocean” bags. After the presentation, participants put together a starter kit for their vehicles. Employees also had a tour of CRESA and learned more about the 911 center and how the entire agency supports the community each day.

Citizen Corps and Volunteer Programs

Our volunteer programs continue to be busy with on-going trainings and individual activities.

- The planned POD training and exercise for **ARES** in early November had to be postponed, however volunteers are participating in a State sponsored exercise this weekend. The program continues to add new volunteers to their group.
- **CCSO Auxiliary** volunteers participated in a training on disabled parking laws and procedures to support enforcement activities and continue to work toward another successful Santa’s Posse event in December.
- **CCSO SAR** continues with the training schedule of their respective teams. Volunteers were recently called out to help with a LE Evidence Search, as well as a two-day search for a missing mushroom picker. While the individual was located, it was not a positive outcome. SAR volunteers will also be helping with Santa’s Posse in December.
- **MRC** volunteers will participate in Advanced Radiation training in December.
- **VFD Fire Corps** continues to add new volunteers to their program.
- **VPD NOW** volunteers continue to support law enforcement with various activities, such as assembling calendars and providing set-up/clean-up and support at the Night of 1000 Stars area agency event in December. Memorial Support Team training was held in early November and included information on logistics, parking lot, and pre/during/post event support. Team members also continue to train on Base Operations procedures.
- The November meeting for **CERT** volunteers centered around a discussion on program leadership for 2025. The group is now at a point where they can begin to take ownership of their program, including monthly training skills and activities.

Emergency Fuel Management Plan and Preparedness Efforts

Phase 1 of the Emergency Fuel Management Plan has been successfully completed, and we are now transitioning into Phase 2. Partner feedback has been incorporated, and the updated

plan has been submitted to the Washington State Department of Commerce for review. A poll to schedule our next meeting will be sent out soon to continue discussions and finalize next steps.

The Emergency Transportation Work Group is set to begin meeting this winter to strengthen Emergency Transportation Route (ETR) planning. In addition, we will focus on organizing emergency drinking water tabletop exercises over the coming months to further enhance our preparedness efforts.

We recently hosted a Public Assistance grant training session at the WSDOT office for some of our mitigation partners from the state. This session provided valuable insights for representatives from cities and special-purpose districts, helping them better understand FEMA’s requirements for reimbursement following a disaster. The training included an engaging exercise and was well-received, fostering greater collective preparedness for future events.

Mitigation Grant Update

Following the federal disaster declaration for the January 2024 severe winter storm, we applied for a grant to fund a contractor to lead the development of our updated Natural Hazard Mitigation Plan (NHMP). After being invited by the state to submit a full application, we received encouraging feedback. The state expressed strong interest in supporting our application and offered suggestions to enhance its quality. These revisions have been incorporated, and the updated application has been re-submitted for consideration.

The primary objective of this project is to create a FEMA-approved Natural Hazard Mitigation Plan that addresses the evolving risks and challenges facing Clark County, including considerations for climate change. The updated plan will feature enhanced risk assessments, refined mitigation strategies, and new initiatives aimed at improving community preparedness for hazards such as wildfires, floods, earthquakes, and severe storms.

The scope of work includes hiring a qualified contractor, expanding the stakeholder group to ensure inclusivity, conducting detailed consultations with local stakeholders, performing comprehensive risk assessments, formulating mitigation strategies, drafting and reviewing the plan, and ultimately submitting the final version to FEMA for approval.

Continuity of Operations Planning

Continuity of operations and Emergency Operations Center (EOC) development has been progressing with Ridgefield, Vancouver, Battle Ground, La Center, Camas and Washougal. The introduction to the Clark Regional EOC on November 20th and January 14th were well received and allowed for cities to connect with one another while learning more about CRESA. **Ridgefield** is scheduled to have finalized COOP plans by the end of February in preparation for planning their first functional exercise for Summer 2025.

Vancouver has not begun updating COOP but is in the process of developing EOC structure and communication flow.

Battle Ground has had an introduction with the new Training and Exercise Coordinator and are in the process of scheduling COOP updates.

La Center is currently awaiting finalized COOP plans and will begin EOC development sometime in 2025.

Camas Public Library has finalized their COOP, and work with other departments has begun.

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

Additionally, introduction meetings with local school districts have occurred with plan formalization scheduled to continue in March 2025.

Emergency Management Division Grants

CRESA is the subrecipient and regional administrator for federal grants passed through the Washington State Military Department, Emergency Management Division.

SHSP grants cover WA State Region IV which includes Clark, Cowlitz, Skamania and Wahkiakum counties. Spending plans and projects for SHSP grants are determined by the Region IV Coordinating Council. The majority of SHSP grant funds are passed through to subrecipient agencies in Region IV.

EMPG grants provide on-going support to CRESA's Emergency Management Division and require a 50% match.

UASI grants, through the City of Portland as the pass-through agency, provide support for local CERT and Citizen Corp Programs and special projects approved by the Regional Disaster Preparedness Organization (RDPO).

the area has been designated as a FIFA Fanzone location. This involvement aims to ensure preparedness efforts align with state-level planning for this high-profile event.

Locally, collaboration with partners to assess and support training needs is ongoing. Assistance has begun with ESD112 in their exercise planning process, and coordination with the Clark County Sheriff's Office is underway to host an ICS course. These efforts contribute to a larger initiative focused on enhancing emergency response capabilities across the county.

<i>Grant</i>	<i>Status</i>	<i>Total Award</i>	<i>% Expended</i>
21SHSP	Active	\$584,255	96%
22SHSP	Active	\$430,604	51%
23SHSP	Active	\$307,632	0%
24SHSP	Active	\$360,344	0%
24EMPG	Active	\$247,584	24%
UASI 22	Active	\$71,900	73%
UASI 23	Active	\$42,500	0%

Training and Exercise

Since joining CRESA at the beginning of January, the new Training and Exercise Coordinator has been actively engaged in the onboarding process and familiarization with the agency's training and exercise initiatives. Efforts are underway to establish collaborative relationships with internal and external partners. As part of this initiative, the new Coordinator attended the Fire Ops meeting, providing an opportunity to connect with several stakeholders involved in that workgroup.

Additionally, engagement with regional partners has commenced, with an assignment to attend the EOCTES subcommittee, representing CRESA in regional training and exercise coordination efforts. The new coordinator is also finalizing commitments to the UASI25 Grant Evaluation Committee, contributing to the review of grant proposals submitted to the RDPO.

On a broader scale, an invitation was extended to participate in the State's FIFA World Cup Training and Exercise Committee, as

The Rocks for 1st Quarter (Jan. - Mar. 2025)

1st Quarter Rocks	
Training	<ul style="list-style-type: none"> A. Recruit and develop CTOs B. Utilize AI for public safety telecommunicator QA & training
Operations	<ul style="list-style-type: none"> A. Reduce need for 911 calls being answered by key dispatch positions B. Continue to increase Fire Ops. Position availability C. Explore the feasibility of additional law channels and dispatch positions. D. Explore reducing the number of 311 calls coming into CRESA. E. Explore feasibility of on-call remote telecoms as part of staffing model
Personnel	<ul style="list-style-type: none"> A. Fully staff to 2025 budgeted headcount B. Explore over-hire of trainees to mitigate turnover impacts.
Standards	<ul style="list-style-type: none"> A. List of accreditations and standards approved by the Board – <i>Pending new phone system to ensure accurate measures</i>
Planning	<ul style="list-style-type: none"> A. Implement a change management process and tracking software B. Complete Labor Negotiations C. Explore methods to best measure employee engagement
Infrastructure	<ul style="list-style-type: none"> A. New Phone System Cutover B. Implement a CAD review Workgroup C. Implement a Radio review Workgroup
Alternative Response	<ul style="list-style-type: none"> A. Explore 911/988 Crisis Line Triage Interoperability
Management	<ul style="list-style-type: none"> A. Separate from County IT Network