



Clark Regional Emergency Services Agency DIRECTOR'S REPORT

From: Dave Fuller, Director

JUNE 2025

HUMAN RESOURCES

Current Recruitment

- Public Records Part Time Contract position posted
- Emergency Management Coordinator hired 6/2/25
- IT Support Technician Swing Shift - pending offer
- 911 Call Taker Trainees
 - 2 starting 9/22/25, pending 2 more
 - Compiling eligibility list for hiring in 2026

Current Staffing

2024	Approved Budget	Actual
CRESA Total Headcount	103	94
Administration/Executive	6	6
Finance Division	5	4
Emergency Management Division	8	8
Radio System Services	2	2
911 Tech Services	6	5
911 Operations - (non-represented)	3	3
911 Operations - (rep) Subtotal	73	66
Dispatch Supervisors	8	8
Dispatchers non-probationary	53	39
Dispatchers probationary		1
Call Takers non-probationary	12	4
Call Takers probationary		5
Trainees - actively training		9

Actively Training Status Update	
Completed CT & FD. Currently training Police Dispatch	2
Completed CT. Currently training FD (laterals)	3
In Call-taking training	4
Total	9

9-1-1 OPERATIONS

Total Call Statistics

April Call Volume:

911 Calls: 18,331
311 and Other Calls: 13,265
Abandonment Rate: 10.9% (2,001 calls)

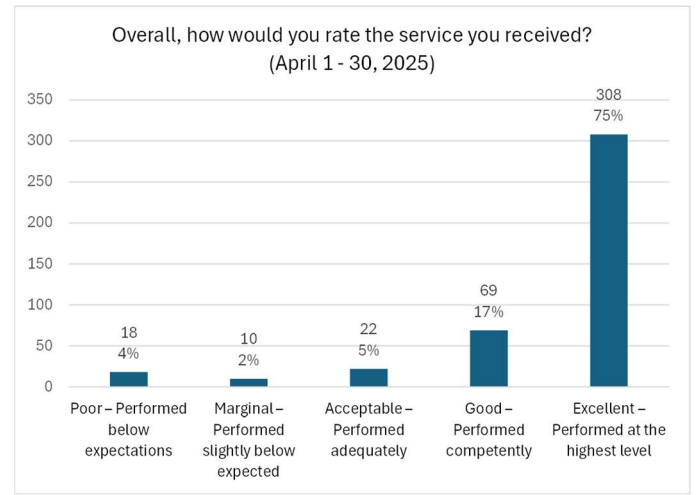
Language Interpretation Services

For April 2025, language interpretation services were utilized for 201 calls, with 156 for Spanish, 29 for Russian, five (5) for

Ukrainian, three (3) for Mandarin, two (2) for Hindi, and one (1) each for Cambodian, Lao, Punjabi, Romanian, Tagalog and Vietnamese.

My90 Citizen Survey

The My90 system sends citizen satisfaction surveys via text message to select individuals who have utilized 9-1-1 or 3-1-1. The general performance results for **April 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 693
2023: 7,734 total, monthly average of 645
2024: 8,321 total, monthly average of 693
2025: 1,788 total, monthly average of 627

TECHNICAL SERVICES

Network/Systems

During the week of May 18th, CRESA successfully migrated its final application from the Clark County network to its new, independent domain. With paging now fully operating on CRESA's network, the network separation project is officially complete. We are currently in the final "soak" phase and awaiting formal project sign-off.

This milestone represents a significant achievement for our Technical Services team. Gaining full control over CRESA's applications, systems, and network—managed by technical staff who understand the demands of 24/7 mission-critical operations—is both a relief and a major accomplishment. This transition enhances system reliability for our call takers, dispatchers, and partner agencies.

With the networking project now behind us, the Technical Services division is eager to resume work on deferred initiatives and prepare for upcoming projects.

Phone System Replacement

The Central Square NG911 phone system cutover has been rescheduled for early 4th quarter. Circuit provisioning and testing requirements were causing delays in the project that was forcing CRESA into a tighter cutover schedule, pushing us closer into the summer months and the busy 4th of July holiday time frame. The decision was made to delay the cut-over and allow CRESA the necessary time to ensure the system was built and configured as designed, and thoroughly tested and stable before cutting over the system in a live environment. The delay will allow us to build out the configuration and design of the system and allow our 911 operations staff time for input on design, layout and workflow as well as hands on exposure to the application during the summer months, well before the go-live in the 4th quarter.

CAD Assessment

We have completed compiling the responses from our initial survey. The data indicates that the majority of CAD system users believe there is significant room for improvement in mapping functionality. Based on the survey results, the following features were identified as the top priorities and areas of interest for CAD system users:

1. Mapping
2. User Interface
3. Connectivity
4. Safety Information
5. Customization
6. Paging

A team from CRESA recently attended the International CAD Consortium in Tucson, Arizona. This event provided valuable opportunities to connect with CAD system users from across the country, exchange knowledge and experiences with peers, and engage directly with various CAD vendors—including our current provider. The next meeting of the CAD Assessment Workgroup is scheduled for the end of May.

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 will occur July 7th through July 9th; with CALEA's consideration for CRESA's eighth re-accreditation in November 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 - 04/30/25)

ALS	BLS	Alt. Dest.	NN/VC ER	VC EMS	Telehealth	Self-Care	Total
54	770	81	103	16	104	410	1,538

Calls Answered Breakout (secs.) (04/01/25 - 04/30/25)

Total Calls Answered	Ave. Time to Answer	Total Calls Abandoned	% Abandoned
96	20	3	2.6%

Patient Call Back Satisfaction Score - Completed = 19 (20.9%) (04/01/25 - 04/30/25)

Survey Questions	Satisfaction Score (0 - 5)
Transportation (ride to provider)	5.0
Care (care provided by RN / Phys)	5.0
Technology (ease of technology w/ visit)	5.0
Communication (time & care on phone)	4.2
Adequate Time (time in clinic)	5.0
Average Score	4.6

CRESA Call Processing Performance

April 911 Calls Answered Breakout (Excludes Abandoned Calls)

Total Calls	0s to 15s		15s to 20s		> 20s	
	# Comp.	%	# Comp.	%	# Comp.	%
16,308	12,104	74.22	799	4.90	3,405	20.88

Medical Priority Dispatch System (MPDS)

CRESA is now 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.

April EMD Compliance

Compliance Level	Standard	CRESA	No. Cases
High		62%	74
Compliant		24%	29
Partial	≤ 10%	8%	9
Low	≤ 10%	3%	3
Non-Compliant	≤ 7%	3%	4
Total		100%	119

EMERGENCY MANAGEMENT

Alert & Warning Program

The annual wildfire season briefing was held on May 6th. The briefing included a refresher with public safety partners on the Public Alert Grid System, which was developed to decrease lead time in launching evacuation alerts.

Two Public Alerts were sent in May to assist Law Enforcement with locating missing, endangered people. A third was drafted but the missing person was located before sending the message.

Duty Officer Program

Duty Officer Calls 04/21/25 through 05/27/25	
Search & Rescue (Clark County)	6
Law Enforcement Support (Public Alert)	3
Search & Rescue (Mutual Aid)	1
HAZMAT	1
Fire Support	1
Total	12

2024 Duty Officer Calls by Jurisdiction 04/21/25 through 05/27/25	
Vancouver	4
Unincorporated Clark County	2
Mutual Aid (Skamania)	1
Battle Ground	1
Washougal	1
Yacolt	1

Public Outreach and Education

We continue building resilience in our community with presentations on emergency preparedness to various community groups, service organizations, and senior living facilities. We also look forward to participating in the upcoming Open House events for both Clark County FD3 and Clark County FD6.

Citizen Corps and Volunteer Programs

CCSO Auxiliary volunteers once again helped with the Hazel Dell parade and look forward to the Hockinson Fun Days parade on May 31st. They will also be providing support for the law enforcement memorial on May 29th.

CCSO SAR continues working with their Academy of new applicants, while maintaining their rigorous training schedule.

CERT volunteers continue developing objectives, checklists, and Just in Time training for Assembly Areas and PODS. A total of 25 new volunteers graduated from the Spring training classes in Battle Ground and Vancouver. Dates are scheduled and posted for fall classes in Vancouver and Ridgefield.

VFD Fire Corps has begun connecting with community members on behalf of Project HomeSafe 2025. They have identified 2,500 residences for contact this year.

VPD NOW has completed their 25th Academy and welcomed 13 new volunteers to the program.

Mitigation and Recovery

Fuel Plan Development

Work continues on the development of a regional Fuel Plan to support continuity of operations during fuel supply disruptions. Over 20 agencies are currently engaged, including public safety, public works, utilities, and transit partners. We are working to

identify fuel priorities, critical infrastructure needs, and coordination strategies.

The next planning meeting is scheduled for June 10. During this session, we will clarify the distinction between Clark County-specific fuel planning and broader regional coordination. Select partners will also be invited to begin collaborating on regional-level fuel planning efforts.

Emergency Drinking Water Tabletop Exercise

Planning is progressing for the regional Emergency Drinking Water Tabletop Exercise, scheduled for June 27. This exercise will focus on interagency coordination in response to disruptions in public water systems, with participation from utilities, emergency management, and public health agencies. The goal is to test realistic scenarios and identify areas for improved coordination.

Emergency Transportation Routes (ETR)

CRESA continues to monitor and support regional ETR coordination as needed. While partner agencies are leading current efforts, we remain engaged and ready to assist with integration into broader mitigation and continuity planning.

Natural Hazard Mitigation Plan (NHMP) Update

We recently received updated 2025 Local Mitigation Planning Policy Guides from FEMA, providing clearer guidance for federal alignment. Our Hazard Mitigation Assistance (HMA) grant application is also moving forward.

Continuity of Operations Planning

Ridgefield continues preparation for their first functional exercise for later in 2025. The initial June 2025 date will now be a workshop due to new department creation and EOC Manager turnover. We want to ensure they get the most out of the exercise and feel a workshop in June and full exercise later in 2025 will set them up for the most success.

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 had an introduction to COOP meeting with leadership and has begun the process of scheduling departmental review meetings.

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

Camas Camas Communications COOP has been completed, and other departments are in the process of being scheduled.

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

Emergency Management Division Grants

CRESA serves as the subrecipient and regional administrator for federal grants distributed through the Washington State Military Department's Emergency Management Division.

The State Homeland Security Program (SHSP) grants support Washington State Region IV, which includes Clark, Cowlitz,

Skamania, and Wahkiakum counties. Spending plans and project priorities for SHSP grants are determined by the Region IV Coordinating Council. A majority of SHSP funds are distributed to subrecipient agencies within Region IV.

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	92%
UASI 23	Active	\$42,500	0%

Training and Exercise

May offered multiple opportunities for CRESA to collaborate with area partners in exercise participation and facilitation. These included the Port of Portland, Clark County Public Health and ESD 112. In addition, the T&E coordinator was able to complete three Train the Trainer classes that will allow CRESA to expand training and classes in future.

2023 - 2033 CRESA STRATEGIC PLAN**The Rocks for 2nd Quarter (Apr. - Jne. 2025)**

Category	Rock	Status / Update
Training	Recruit and develop 2 CTOs	Complete
	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	Reduce need for 911 calls being answered by key dispatch positions	Dependent on training of new call takers
	Increase Fire Ops. Position availability	Pending completion of new hire training
	Explore feasibility of more law channels and dispatch positions	Pending Board approval
	Reduce 311 calls into CRESA (via AI and rerouting)	Identifying calls for AI; meetings with agencies for online/10-digit redirection
	Explore remote on-call telecoms as part of staffing model	Remote testing underway
Personnel	Fully staff to 2025 budgeted headcount	Currently evaluating candidates for 4 call takers/dispatchers positions with the Academy scheduled for Sept. 2025.
	Explore over-hire of trainees to mitigate turnover	Pending Board approval
Standards	Maintain Board-approved list of accreditations and standards	Pending new phone system to ensure accurate measures
Planning	Implement change management process and tracking software	Project Planner training for management is currently in progress
	Complete labor negotiations	Currently negotiating Supervisors' labor agreement.
	Explore methods to measure employee engagement	Project pending
Infrastructure	New phone system cutover	Vendor project issues; estimated for early Q4
	Implement a CAD Review Workgroup	First meeting held in March; assessment in progress
	Implement a Radio Review Workgroup	Pending Q2
Alternative Response	Explore 911/988 Crisis Line triage interoperability	Working on draft MOU, data sharing agreement and needs assessment for Crisis Connections to provide secondary assessment and alternate response for pre-identified 911 calls
Management	Separate from County IT network	Completed