



Clark Regional Emergency Services Agency DIRECTOR'S REPORT

From: Dave Fuller, Director

MAR 2025

HUMAN RESOURCES

Current Recruitment

- Payroll & Accounting Specialist - Interviewing
- Emergency Management Coordinator - Post 3/3/25
- 911 Call Taker Trainees - Create eligibility list / Testing
- IT Support Tech - Post 4/1/25

Current Staffing

2024	Approved Budget	Actual
CRESA Total Headcount	103	97
Administration/Executive	6	6
Finance Division	5	4
Emergency Management Division	8	7
Radio System Services	2	2
911 Tech Services	6	5
911 Operations - (non-represented)	3	3
911 Operations - (rep) Subtotal	73	68
Dispatch Supervisors	8	8
Dispatchers non-probationary	53	39
Call Takers non-probationary	12	1
Probationary		1
Trainees		19

Trainee Status Update

Completed CT & FD. Training Police	2
Completed CT & working. Pend dispatch training	8
In Call Taking Training	9
	19

9-1-1 OPERATIONS

Total Call Statistics

February Call Volume:

911 Calls: 16,147
311 and Other Calls: 11,685
Abandonment Rate: approx 9% (1,510 calls)

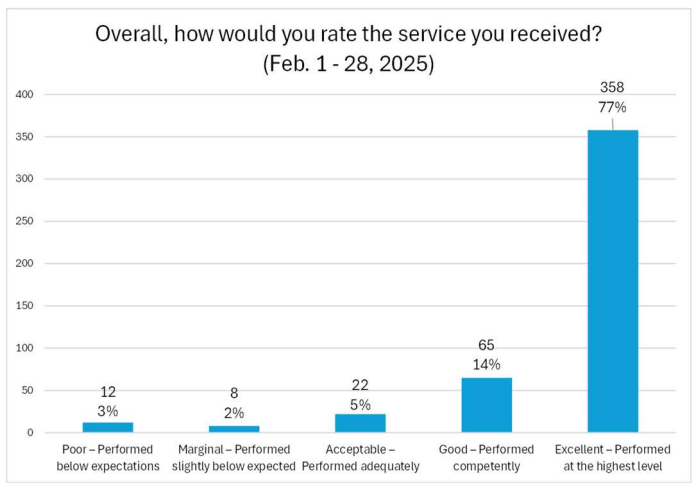
Language Interpretation Services

For February 2025, language interpretation services were utilized for 168 calls, with 120 for Spanish, 29 for Russian, five (5) for Farsi, four (4) for Korean, three (3) for Arabic and once each

for Mandarin, Hindi, French, Chuukese, Vietnamese, Tagalog and Lao.

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 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 **February 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: 1,152 total, monthly average of 576

TECHNICAL SERVICES

Network/Systems

This month, we successfully completed the migration of the EOC, administrative staff, and the dispatch floor to the new cresa.wa.gov domain as part of the ongoing separation of network and IT services between CRESA and Clark County. While the migration has progressed smoothly, we have encountered some challenges with migrating the CAD-related servers. We are currently working closely with Hexagon to develop a comprehensive plan to address these issues and ensure a seamless transition. We are committed to minimizing disruptions and ensuring the continued success of this migration.

Phone System Replacement

CentralSquare will be on-site during the week of March 24th to stage the new phone system computers on the dispatch floor and in the training room. Testing is still ongoing among the members of the consortium, and discussions with the new vendor continue to keep the project moving forward. We are actively working to ensure the timely progress of the next phases.

CAD Assessment

We held our first CAD Workgroup meeting to discuss the group's objectives and evaluate the needs of our current CAD system. During the meeting, we began outlining a plan for assessing the system and identifying key areas for improvement. As part of the ongoing process, we are planning to attend the International Public Safety Consortium in the first week of May to gain insights and further evaluate potential solutions for our CAD system. We are committed to ensuring that the system supports the needs of our team, the agencies we serve, and enhances our public safety operations.

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 - 02/28/25)

ALS	BLS	Alt. Dest.	NN ER	VC EMS	Telehealth	Self-Care	Total
49	718	71	84	12	93	366	1,393

Calls Answered Breakout (secs.) (02/01/25 - 02/28/25)

Total Calls Answered	Ave. Time to Answer	Total Calls Abandoned	% Abandoned
76	22	13	14.3%

Patient Call Back Satisfaction Score - Completed = 4 (12.1%) (02/01/25 - 02/28/25)

Survey Questions	Satisfaction Score (0 - 5)
Wait Times (ride back home)	(no data)
Transportation (ride to provider)	(no data)
Technology (technology used for visit)	(no data)
Reception (time waiting for Dr. or RN)	(no data)
Communication (care received over phone)	3.7
Care (care received from provider)	5.0
Adequate Time (time in clinic)	5.0
Average Score	4.5

CRESA Call Processing Performance

February 911 Calls Answered Breakout (Excludes Abandoned Calls)

Total Calls	0s to 15s		15s to 20s		> 20s	
	# Comp.	%	# Comp.	%	# Comp.	%
14,637	11,380	77.75	637	4.35	2,620	17.90

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.

February EMD Compliance

Compliance Level	Standard	CRESA	No. Cases
High		65%	77
Compliant		21%	25
Partial	≤ 10%	5%	6
Low	≤ 10%	3%	4
Non-Compliant	≤ 7%	6%	7
Total		100%	119

EMERGENCY MANAGEMENT

Alert & Warning Program

Additional emergency alert templates for Public Safety Power Shutoffs (PSPS) have been developed. Clarification on alert templates for cautionary hazardous material release and total shelter in place for chemical emergencies have been made.

In conjunction with the Disaster Preparedness Organization's Emergency Alert & Warning Workgroup, a regional Cross-Jurisdictional Emergency Alerting Guideline has been created. This framework encompasses Multnomah, Columbia, Clackamas, and Washington counties in Oregon and Clark County in Washington.

Duty Officer Program

Duty Officer Calls 02/01/25 through 03/25/25	
Search & Rescue	7
HAZMAT	5
911 Operations Support	2
Fire Support	2
Law Enforcement Support (Sent Public Alert)	2
Law Enforcement Support	1
Weather	1
Total	20

2024 Duty Officer Calls by Jurisdiction 02/01/25 through 03/25/25	
Vancouver	7
Mutual Aid (Cowlitz, Skamania, Lewis, Wahkiakum)	5
Clark County	3
Camas	2
Battle Ground	2
Ridgefield	1

Partner Planning

A Livestock Evacuation Webinar will be conducted April 8th in partnership with Clark Conservation District. Coordinators from species-specific groups are invited.

CRESA has developed strategies for identifying locations and recruitment of community disaster shelters incorporating GIS data by population and zip code areas.

Public Outreach and Education

Planning and preparation for spring and summer community outreach events are in full swing. Calendar dates have been set for our partner Open House events, community safety fairs, and presentations to neighborhood associations and senior groups. An "I Am Ready" (eight-hour, CERT Lite) class is scheduled for June 21 in collaboration with Fire District 10 for the Amboy/Chelatchie Prairie neighborhoods. A new brochure on Pet Preparedness is being developed and will be included in our materials for the Home & Garden Idea Fair on April 26-27.

Citizen Corps and Volunteer Programs

- **ARES, CERT, and Civil Air Patrol (CAP)** volunteers participated in a full-day exercise in late February. The scenario was conducted in real-time, focusing on the evacuation and water shut off of a Camas neighborhood due to a potential landslide from heavy rain. "Activation" activities included team lead volunteers collaborating with EOC staff on Planning and Operations in the EOC, while volunteers set up and operated an Assembly Area and POD on-site at the Port of Camas. Additional volunteers role-played as "impacted community members" and planning of an emergency shelter was also tested.
- **ARES** has implemented a three-level task book system as part of its orientation and training program for new volunteers. Planning is underway for the first of two large exercises to be held in 2025.
- **CCSO Auxiliary** volunteers participated in de-escalation training and reviewed radio-usage skills. The 2025 Citizen's Academy is planned for April.
- **CCSO SAR** continues its training schedule for its respective teams. A special training course on Disaster Psychology and Domestic Terrorism (CERT training curriculum) was presented in February.
- **CERT:** The upcoming Basic Training classes in Battle Ground and Vancouver were filled within four days, setting a new record.
- **MRC** held a new volunteer orientation for its growing team of volunteers.
- **Refuge Point Incident Support** is separating from the Responders' Resource Center to become an independent entity as they continue their efforts to support law

enforcement training.

- **VFD Fire Corps** is planning for Take Your Kids to Work Day 2025. Planning is underway to visit 2,500 residences for 2025 Project Home Safe.
- **VPD NOW** volunteers continue their support of Vancouver law enforcement efforts. A training session on personal & home emergency preparedness was held in mid-March.

Mitigation and Recovery

Emergency Fuel Management Plan and Preparedness Efforts

Phase 2 of the Emergency Fuel Management Plan is underway. We continue to incorporate feedback from local and regional partners to refine the plan. Deanna Henry of the Washington State Department of Commerce will be hosting a Region 4 coordination meeting to discuss regional fuel planning efforts. Clark County will serve as an example for counties starting their planning process, including Cowlitz, Wahkiakum, and Skamania. Work is also underway to establish a Fuel Coordinating Body to guide implementation efforts.

Emergency Transportation Routes (ETR)

The Emergency Transportation Routes Work Group has begun meeting to strengthen regional coordination and planning. These efforts aim to identify critical transportation corridors for emergency response and recovery operations. Ongoing discussions help define priorities, gather data, and lay the groundwork for future plan development.

Emergency Drinking Water Tabletop Exercise

Planning has begun for a regional Emergency Drinking Water Tabletop Exercise, scheduled for later this year. The exercise will focus on interagency coordination and response strategies to address disruptions to public water systems during a disaster. It is intended to bring together utilities, public health agencies, emergency managers, and other critical stakeholders to explore realistic scenarios and identify gaps in response capabilities.

Natural Hazard Mitigation Plan (NHMP) Update

Due to recent changes at the federal level, the future of the hazard mitigation planning grant process and FEMA requirements remains uncertain. In light of this, partners have been updated that we will shift focus to refining the existing version of the plan. This includes reviewing and updating jurisdiction-specific action items to ensure they remain relevant and actionable. The updated content will be made available on our new web page to support ongoing mitigation and preparedness efforts until clearer federal direction is provided.

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.

Battle Ground had a successful EOC Tour where they learned more about EOC Functions and how they fit into the big picture. Initial COOP introduction meeting is in the process of being scheduled with department leadership so the COOP updates can begin as soon as possible.

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

Camas Administrative Services COOP is currently underway with a communications review meeting taking place next.

Washougal Human Resources team is tasked with providing feedback. CRESA staff will continue to reach out and develop other departments through 2025.

Additionally, meetings with local school districts continue as they get closer to completing their finalized COOP plans.

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).

<i>Grant</i>	<i>Status</i>	<i>Total Award</i>	<i>% Expended</i>
21SHSP	CLOSED	\$584,255	100%
22SHSP	Active	\$430,604	52%
23SHSP	Active	\$307,632	0%
24SHSP	Active	\$360,344	0%
24EMPG	Active	\$247,584	41%
UASI 22	Active	\$71,900	90%
UASI 23	Active	\$42,500	0%

Training and Exercise

Engagement with regional partners has commenced, including attending 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 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. Additionally, they assisted ESD112 with a tabletop workshop involving several

school districts in the region, helping facilitate discussion and identify areas for improvement in tabletop exercise development. They are also part of the planning team for the healthcare alliances MRSE tabletop exercise, contributing to scenario development and coordination across healthcare partners.

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 - <i>QA and Accreditation Program currently building out CommsCoach Simulation training application.</i>
Operations	<ul style="list-style-type: none"> A. Reduce need for 911 calls being answered by key dispatch positions - <i>Call routing dependent on new call takers trained</i> B. Continue to increase Fire Ops. Position availability - <i>Pending completion of new hire training</i> C. Explore the feasibility of additional law channels and dispatch positions. - <i>Pending Board approval</i> D. Explore reducing the number of 311 calls coming into CRESA. E. Explore feasibility of on-call remote telecoms as part of staffing model - <i>Conducting remote testing</i>
Personnel	<ul style="list-style-type: none"> A. Fully staff to 2025 budgeted headcount - <i>Posting of position openings end of February</i> B. Explore over-hire of trainees to mitigate turnover impacts. - <i>Pending Board approval</i>
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 - <i>Project Planner training for management staff to be scheduled</i> B. Complete Labor Negotiations - <i>Ongoing</i> C. Explore methods to best measure employee engagement
Infrastructure	<ul style="list-style-type: none"> A. New Phone System Cutover - <i>Cabling installation</i> B. Implement a CAD review Workgroup - <i>First meeting held in March</i> C. Implement a Radio review Workgroup – <i>Planned for second quarter 2025</i>
Alternative Response	<ul style="list-style-type: none"> A. Explore 911/988 Crisis Line Triage Interoperability - <i>Exploring warm transfer options with Regional Crisis Line</i>
Management	<ul style="list-style-type: none"> A. Separate from County IT Network - This project is about 90% complete. All Administrative, Emergency Management, and Dispatch staff are moved over to the new CRESA domain. We will move the final, CAD related, servers over to the CRESA domain in early April. CoV has their own tunnel directly into CRESAs new network, cutting over all of VPD, VFD, and AMR to access CRESA directly, no longer through Clark County. All other Clark County traffic will be cutover at the end of March.