Clark Regional Emergency Services Agency
DIRECTOR'S REPORT

From: Dave Fuller, Director   *MAY 2025*

HUMAN RESOURCES

Current Recruitment

- Payroll Accounting Specialist - Initiated task analysis of position to evaluate needs
- Emergency Management Coordinator - two candidates proceeding to final interviews
- IT Support Technician Swing Shift - currently accepting applications until May 4th
- 911 Call Taker Trainees – three at fingerprint/background check phase pending start date in 2025. New recruitment accepting applications until 4/30/25 to compile eligibility list for hiring in 2026

Current Staffing

2024	Approved Budget	Actual
CRESA Total Headcount	103	93
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	66
Dispatch Supervisors	8	8
Dispatchers non-probationary	53	39
Call Takers non-probationary	12	1
Probationary		1
Trainees		17

Trainee Status Update	
Completed Call-taking and Fire, currently training Police	2
Completed Call-taking and working. Started dispatch training (Laterals)	3
Completed Call-taking and working. Potential dispatch training pending apply	5
In Call-taking training	7
Total	17

9-1-1 OPERATIONS

Total Call Statistics
March Call Volume:

911 Calls:	17,851
311 and Other Calls:	12,886
Abandonment Rate:	approx 9% (1,702 calls)

Language Interpretation Services
For March 2025, language interpretation services were utilized for 179 calls, with 138 for Spanish, 29 for Russian, four (4) for Chuukese, and one (1) each for Arabic, Bosnian, French, Thai, Romanian, and Ukrainian.

My90 Citizen Survey
The My90 system sends citizen satisfaction surveys via text message to select individuals who have utilized 911 or 311. 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 **March 2025** are as follows:
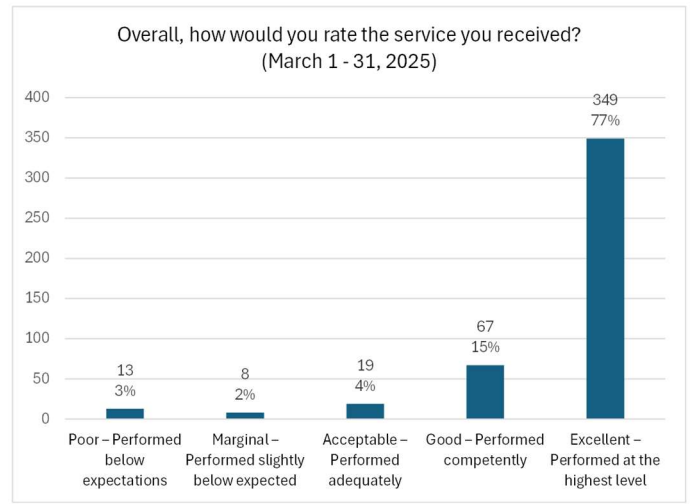
Public Records Requests
Total public records requests received by the agency 2021 through current are as follows:

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 596

TECHNICAL SERVICES

Network/Systems
We're excited to report that the migration of all core systems—including the EOC, administrative staff, dispatch floor, and servers—to the cresa.wa.gov domain has been successfully completed. This is a major milestone in the broader effort to separate CRESA's network and IT services from Clark County. With system migration now finalized, we've entered a planned month-long *cooling period* to monitor stability and ensure all services are functioning smoothly in the new domain environment. While this phase helps us validate system performance, some final network cleanup tasks are still

underway and will continue in parallel. We remain committed to minimizing disruptions and maintaining a seamless experience for all users.

Phone System Replacement

While CentralSquare was on-site, several key setup tasks for the new phone system were worked on. This included installing the necessary servers, prepping the phone system computers, and preparing the dispatch pods for the new equipment. In addition, we completed a project to install additional network drops at each dispatch pod to accommodate the new system.

Although this foundational work is now in place, the go-live for the new phone system has been postponed until after the summer. This decision was made to ensure the system replacement is completed in a safe, stable, and well-coordinated manner. Testing continues across the consortium, and we remain in active collaboration with the vendor as we plan the next steps in the rollout.

CAD Assessment

As part of our ongoing efforts to assess and improve our CAD system, we have users from our team who will be attending the International Public Safety CAD Consortium in Tempe, Arizona, during the first week of May. This will provide an excellent opportunity to explore the latest innovations, gather insights from industry leaders, and evaluate potential solutions that could enhance our current system.

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). The online assessment is currently scheduled to begin May 16th. The final on-site assessment will occur some in July; with CALEA's consideration for re-accreditation in the fall of 2025.

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 - 03/31/25)

ALS	BLS	Alt. Dest.	NN/VC ER	VC EMS	Telehealth	Self-Care	Total
53	743	75	91	15	100	385	**1,662**

Calls Answered Breakout (secs.) (03/01/25 - 03/31/25)

Total Calls Answered	Ave. Time to Answer	Total Calls Abandoned	% Abandoned
100	22	14	11.4%

Patient Call Back Satisfaction Score - Completed = 8 (19.5%) (03/01/25 - 03/31/25)

Survey Questions	Satisfaction Score (0 - 5)
Wait Times (ride back home)	5
Transportation (ride to provider)	5
Care (care provided by RN / Phys)	5

Survey Questions	Satisfaction Score (0 - 5)
Reception (time waiting for Dr. or RN)	5
Communication (time & care on phone)	4.6
Adequate Time (time in clinic)	5.0
Average Score	**4.8**

CRESA Call Processing Performance

March 911 Calls Answered Breakout *(Excludes Abandoned Calls)*

Total Calls	0s to 15s		15s to 20s		> 20s	
	# Comp.	%	# Comp.	%	# Comp.	%
16,141	12,873	79.75	635	3.93	2,633	16.31

Medical Priority Dispatch System (MPDS)

CRESA attended the Navigator Conference and formally received its Emergency Medical Dispatch Re-Accreditation on April 15th. CRESA is now working to complete its 10th re-accreditation by the International Academies of Emergency Dispatch due in 2028.

March EMD Compliance

Compliance Level	Standard	CRESA	No. Cases
High		63%	75
Compliant		18%	22
Partial	≤ 10%	8%	10
Low	≤ 10%	3%	3
Non-Compliant	≤ 7%	8%	9
Total		**100%**	**119**

EMERGENCY MANAGEMENT

Alert & Warning Program

Duty Officers each completed an in-depth drill regarding wildfire evacuation messaging in Clark County as well as confirmed network access to the Clark County GIS hosted EOC Map containing the Public Alert Grid System in advance of fire season.

Duty Officer Program

Duty Officer Calls 03/25/25 through 04/21/25	
Search & Rescue	4
HAZMAT	4
Law Enforcement Support	1
Fire Support	1
Total	**10**

2024 Duty Officer Calls by Jurisdiction 03/25/25 through 04/21/25	
Vancouver	5
Mutual Aid (Cowlitz, Skamania, Lewis, Wahkiakum)	3
Clark County	2

Public Outreach and Education

On April 19, representatives from ARES, CCSO Auxiliary and Search and Rescue (SAR), CERT, and CRESA participated in the Safety Fair held at the Manor Grange in Battle Ground. Each program hosted an informational booth, engaged with attendees, answered questions, and distributed educational materials and promotional items.

In addition, we continue our outreach to the senior community through emergency preparedness presentations to community groups, senior living facilities, and service groups. We are also looking forward to hosting a table at the Home & Garden Idea Fair 4/26-27.

Citizen Corps and Volunteer Programs

CCSO Auxiliary

Auxiliary volunteers have seen a significant increase in activity, particularly in response to abandoned vehicle reports—170 in March alone. In addition, several volunteers attended Tactical Casualty Care training, where they received instruction in the application of chest seals, tourniquets, and other basic first aid techniques. The team is also preparing to support the Drug Take-Back event in La Center on April 26.

Search and Rescue (SAR)

SAR continues to deliver its comprehensive training program. The current academy class of 12 new applicants is nearly halfway through their training. Meanwhile, members of the K9 team are actively participating in the North American Police Work Dog Association (NAPWDA) Cadaver Training and Testing. This training covers search operations in various environments, including buildings, wooded areas, rubble, stationary vehicles, and waterways.

Community Emergency Response Team (CERT)

CERT volunteers have begun creating customized checklists for Assembly Areas, Points of Distribution (PODs), and Emergency Sheltering operations. Spring Basic Training sessions are currently underway in Battle Ground and Vancouver, with a combined total of 31 participants.

Medical Reserve Corps (MRC)

The MRC recently welcomed three new volunteers. At the latest meeting, an emergency response coordinator from Wahkiakum County presented on the unique healthcare challenges faced in rural communities. Additionally, the quarterly WASecures Drill was conducted to assess MRC volunteers' response time during deployment notifications.

VFD Fire Corps

Volunteer recruitment continues to grow. Planning is ongoing for Project Home Safe, scheduled for early May, with 2,500 residences targeted for outreach. Volunteers are also preparing to assist the Fire Department with activities for Bring Your Kid to Work Day on April 24.

VPD Neighbors On Watch (NOW)

During their monthly meeting, NOW volunteers received emergency preparedness guidance from CRESA's community outreach coordinator. As a result, many have made immediate progress in assembling supplies and refining their emergency kits. Recently, NOW volunteers responded to a missing endangered adult case, successfully aiding in the individual's recovery. They also served as role players in two Vancouver Police Department Active Threat Exercises. The 25th NOW Academy launched on April 17, welcoming 14 new recruits to the program.

Partner Planning

The Livestock Evacuation Group has expanded its team by appointing community volunteer coordinators for Sheep and Pigs, complementing the existing coordinators for horses/equine, llamas, alpacas, and goats. A meeting with Clark County Animal Control was held last month to strengthen collaboration between Emergency Management and the local animal community.

The draft update of the Emergency Support Function (ESF) 4 plan has undergone significant development and is currently under review by the County Fire Operations Chiefs. Approval will also be sought from other relevant stakeholders and Fire Chiefs before moving to the next phase

Mitigation and Recovery

Emergency Transportation Routes (ETR)

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

Emergency Drinking Water Tabletop Exercise

Planning continues 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

We recently received the updated 2025 Local Mitigation Planning Policy Guides from FEMA, which will help move our planning process forward with greater clarity and alignment to current federal expectations. In addition, we received good news from the State— the freeze on funding processes has been lifted, and our Hazard Mitigation Assistance (HMA) grant application is now moving ahead for formal submission. These developments mark important steps in advancing our plan update efforts.

Emergency Feeding Framework Planning

Following participation in the Regional Food System Assessment project task force, we received a set of planning resources from the Feeding Cities group and the Regional Disaster Preparedness Organization (RDPO). These materials include guidance and tools for coordinating food access and distribution during emergencies. We plan to use these resources as a foundation to begin shaping a local emergency feeding framework for Clark County. This effort aims to identify key partners, logistical needs, and strategies to ensure food security during disasters.

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 CRESA is awaiting feedback from Human Resources and 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 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).

Grant	Status	Total Award	% Expended
21SHSP	CLOSED	$584,255	100%
22SHSP	Active	$430,604	52%
23SHSP	Active	$307,632	0%
24SHSP	Active	$360,344	0%
24EMPG	Active	$247,584	75%
UASI 22	CLOSED	$71,900	100%
UASI 23	Active	$42,500	0%

Training and Exercise
Over the past few months, training and exercise efforts have been focused on meeting with partners across the county to build relationships and gain a deeper understanding of their training and exercise needs. These discussions have been pivotal in identifying opportunities for collaboration and ensuring that training initiatives align with the unique requirements of each agency and jurisdiction.

In collaboration with ESD112, assistance is being provided in the design of their upcoming reunification tabletop exercise, which will also be co-facilitated. This exercise aims to enhance coordination and communication procedures among regional educational and public safety stakeholders. Recently, participation in Skamania County's wildfire tabletop exercise offered a valuable opportunity to connect with neighboring partners and gain insights into wildfire preparedness and response coordination.

Currently, the second installment of the ICS300 course is being taught to the Clark County Sheriff's Office, with plans to begin preparing for the ICS400 course soon. These training sessions are crucial for strengthening local capabilities in managing large-scale incidents.

Additionally, enrollment in the G0141 Train-the-Trainer course is underway, which will provide the ability to certify new instructors and expand regional instructional capabilities. Involvement with the Healthcare Alliance's exercise planning team is also taking place, supporting the development of the upcoming Medical Response Surge Exercise (MRSE). This collaboration plays a vital role in ensuring cross-sector preparedness and effective emergency response in healthcare settings.

Category	Rock	Status / Update
Training	Recruit and develop 2 CTOs	Completed
	Utilize AI for public safety telecommunicator QA & training	QA and Accreditation Program building CommsCoach; Tech Services targeting data go-live by 04/31
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	Recruited 4 call takers
	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 to be scheduled
	Complete labor negotiations	Completed for call takers and dispatchers
	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	Exploring warm transfer options; supported by Carelon, DOH, and HCA
Management	Separate from County IT network	Completed