Clark Regional Emergency Services Agency

DIRECTOR'S REPORT

From: Dave Fuller, Director ***NOV 2025***

HUMAN RESOURCES

Current Recruitment

911 Call Taker Trainees

- Four (4) new trainees started 9/22/25
- Six (6) on eligibility list to be hired in January 2026
- Current opening applications to create ranked pool

Current Staffing

2025	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	6
911 Operations - (non-represented)	3	3
911 Operations - (rep) Subtotal	73	65
Dispatch Supervisors	8	8
Dispatchers non-probationary	53	39
Dispatchers probationary		4
Call Takers non-probationary	12	7
Call Takers probationary		1
Trainees - actively training		6

Actively Training Status Update	
Completed CT & FD. Currently training Police Dispatch	1
Completed CT & PD . Currently training Fire Dispatch	0
Completed CT. Currently training Police Dispatch	1
In Call-taking training	4
Total	6

9-1-1 OPERATIONS

Total Call Statistics

September Call Volume:

911 Calls:	17,836
311 and Other Calls:	14,416
Abandonment Rate:	9% (1,603 calls)

Mental Health Referrals

On October 1, CRESA launched its 911 diversion program in partnership with Crisis Connections. Through this initiative, 911 callers experiencing mental or behavioral health concerns that do not require law enforcement or fire response can be seamlessly transferred to Crisis Connections for specialized support. Early data indicates that fewer than 2% of diverted calls are referred back to 911, demonstrating that callers in crisis are being efficiently connected with the most appropriate care and resources.

Interactive Non-Emergency Call Handling System

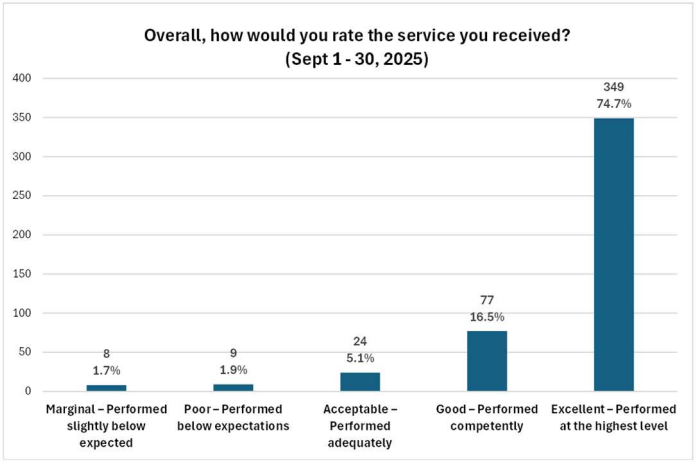
On October 15, CRESA issued a Request for Proposals (RFP) for a new AI-powered Non-Emergency Call Handling System. Data indicates that approximately 71% of CRESA's non-emergency calls could be managed through artificial intelligence, equating to roughly 400 of the more than 560 non-emergency calls received each day. Implementing this system will significantly reduce the number of calls handled directly by call takers and dispatchers, allowing them to focus on emergency calls and resource coordination. Additionally, the system will enable dispatchers to address non-emergency incidents at more appropriate times, rather than while simultaneously managing 911 emergencies. The RFP closes on November 5, with a goal of finalizing a contract by year-end.

Language Interpretation Services

For September 2025, language interpretation services were utilized for 262 calls, with 199 for Spanish, 41 for Russian, four (4) each for Arabic and Vietnamese, three (3) for Farsi, two (2) for Ukrainian, and one (1) each for Chuukese, Haitian, Mandarin, Polish, Portuguese, Punjabi, Thai and Turkish.

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 **September 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: 5,949 total through August, monthly average of 661

TECHNICAL SERVICES

Network/Systems

The Windows 11 migration has been successfully completed across all CRESA systems. This marks the conclusion of the deployment that began back in August. The transition went smoothly, and all workstations are now fully operating on Windows 11. Additionally, our newest technician has transitioned to a swing shift, providing Helpdesk coverage until 2130, Monday through Friday. This expanded coverage has already proven beneficial, particularly in supporting the dispatch floor during the final phases of the Windows 11 upgrades.

The network fiber replacement project is scheduled to begin at the end of October and is expected to be completed by the first week of November. This upgrade will enhance network stability and capacity across the agency, positioning CRESA for continued growth and reliability. The Technology Services team has completed the setup of the new server equipment and will begin migrating systems to the new environment during the last week of October. The migration is planned to conclude in November, ensuring the upgraded infrastructure is ready to support upcoming initiatives, including deployment of CRESA's new phone system.

Phone System Replacement

CRESA remains on schedule to transition to the new Central Square NG911 phone system on December 2nd. To support this effort, a dedicated training lab is being established in the Emergency Operations Center to facilitate staff training during the second half of November. CRESA Technical Services will also be on-site at TCOMM on November 4th to assist and observe their phone system cutover. This collaboration will provide valuable insight and preparation for CRESA's own go-live.

CAD Assessment

Hexagon has experienced recent staffing changes that have impacted the scheduling of the planned OnCall platform demonstrations. As a result, the discipline-specific sessions originally slated for October will need to be rescheduled. CRESA is potentially looking at bringing in a consultant to work through a CAD needs assessment.

QUALITY MANAGEMENT PROGRAM

Commission on Accreditation for Law Enforcement Agencies (CALEA)

Following a successful on-site assessment completed July 9th, staff is now preparing for the CALEA Commissioners re-accreditation hearing taking place on November 15th. If approved, this will mark our eighth consecutive CALEA accreditation.

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 - 09/30/25)

ALS	BLS	RER CCR.	ER / Clinic	VC EMS	Virtual	Self-Care	Total
60	931	98	138	22	122	519	**1,890**

Calls Answered Breakout (secs.) (09/01/25 - 09/30/25)

Total Calls Answered	Ave. Time to Answer	Total Calls Abandoned	% Abandoned
87	10	1	1.1%

Patient Call Back Satisfaction Score - Completed = 16 (38.1%) (09/01/25 - 09/30/25)

Survey Questions	Satisfaction Score (0 - 5)
Care (care provided by RN / Phys)	4.2
Technology (ease of technology w/ visit)	4.8
Communication (time & care on phone)	4.7
Average Score	**4.6**

CRESA Call Processing Performance

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

Total Calls	0s to 15s		15s to 20s		> 20s	
	# Comp.	%	# Comp.	%	# Comp.	%
16,226	12,497	77.02	724	4.46	3,005	18.52

Medical Priority Dispatch System (MPDS)

CRESA is preparing for its 10th re-accreditation by the International Academies of Emergency Dispatch, scheduled for 2028. To maintain this internationally recognized standard of care, CRESA must meet 20 key criteria, which include certification and ongoing education, adherence to current protocols, regular case reviews, and compliance monitoring.

September EMD Compliance

Compliance Level	Standard	CRESA	No. Cases
High		58%	69
Compliant		27%	32
Partial	**≤ 10%**	**7%**	8
Low	**≤ 10%**	**4%**	5
Non-Compliant	**≤ 7%**	**4%**	5
Total		**100%**	**119**

EMERGENCY MANAGEMENT

Alert & Warning Program

CRESA Emergency Management staff collaborated on the Regional Disaster Preparedness Organization's (RDPO) new

regional Joint Information System (JIS) plan and on the RDPO's end of year alert & warning capability assessment for the Portland Metro Region.

Duty Officer Program

Duty Officer Calls 9/23/25 through 10/28/25	
Search & Rescue (Clark County)	2
Search & Rescue (Mutual Aid)	2
HAZMAT	1
911 Operations Support	1
Utility Outage	1
Law Enforcement Support (Public Alert)	1
Total	**8**

Duty Officer Calls 9/23/25 through 10/28/25	
Vancouver	2
Outside Clark County	2
Unincorporated Clark County	2
Battle Ground	1
Countywide	1

Public Outreach and Education

On October 11, *The Columbian* featured an article highlighting our ongoing efforts to promote emergency preparedness within the senior community, including our 2024 partnership with the Commission on Aging. We also began collaborating with Hayes Freedom High School in Camas to strengthen their emergency readiness by reviewing the contents of their classroom and school safety kits. A follow-up presentation with students and staff is scheduled for later this year.

Additionally, requests continue to come in for information booths at employee benefit fairs and community events, as well as for preparedness presentations — all of which are being supported through the combined efforts of our volunteers and EOC staff.

Citizen Corps and Volunteer Programs

CCSO Auxiliary volunteers had a busy October, participating in several Trunk or Treat events for local children and assisting the La Center Sheriff's Office with a Drug Take-Back event.

CCSO Search and Rescue (SAR) members have been providing K9 support for a cold-case investigation while maintaining their rigorous training schedule. In early November, board members and team leads will host an informational meeting for prospective applicants to learn more about the program.

CERT volunteers recently completed training on the "OODA" loop—Observe, Orient, Decide, Act—and will follow up with the "Run, Hide, Fight" safety protocol in November. The CERT program will also celebrate the graduation of 31 new volunteers at the start of November, marking the completion of two fall training sessions.

Medical Reserve Corps volunteers supported a community flu vaccine clinic in late October.

The **VFD Fire Corps** enjoyed their annual participation in Dozer Days at the Clark County Fairgrounds on October 4. In November, they look forward to assisting the Deputy Fire Marshal with industrial safety and fire extinguisher training at a large distribution facility.

Municipal Coordination

The Municipal Support Emergency Management Coordinator continues advancing the City of Vancouver's Emergency Management Program through department engagement, staff education and public outreach initiatives that strengthen preparedness and resilience across the organization and community. This work is progressing through:

Employee Preparedness Training Program: Department Coordination Team (DCT) discovery meetings continue to progress, with 11 of 13 departments completed or scheduled. These tailored discussions capture each department's unique needs and inform the design of the citywide Employee Preparedness Training Program. Feedback garnered through these sessions will guide content development and implementation planning in the coming months.

Public Education & Outreach: In October, CRESA represented the City of Vancouver's Emergency Management booth at the Employee Wellness Fair, engaging staff through interactive preparedness trivia and conversations focused on practical, everyday readiness steps. The booth drew strong participation and helped advance a culture of resilience across City departments. CRESA also presented at the Hough Neighborhood Association, continuing efforts to bring preparedness education directly to the community.

In partnership with City leadership, CRESA represented the City at the City Council Proclamation of the Great ShakeOut, emphasizing earthquake awareness and the shared responsibility of all employees and community members to plan, practice and strengthen community resilience.

Additionally, two preparedness pieces authored by CRESA were featured in the City of Vancouver's printed community newsletter, which is mailed to all City residents. The first article, "Get Prepared Now to Stay Safe and Connected During Winter Storms," provides a practical winter storm readiness checklist and QR codes linking to both CRESA's website and the City's severe weather resources. The second piece promotes ClarkPublicAlerts, encouraging community members to sign up for local emergency alerts to stay informed during incidents.

City Collaboration: The City's Information Technology Department invited the Municipal Coordinator to begin integrating preparedness messaging and engagement into monthly all-staff meetings. This new collaboration provides a valuable platform for ongoing education and reinforces the City's commitment to embedding emergency readiness into everyday operations.

Together, these efforts continue to expand preparedness awareness and deepen collaboration between the City of Vancouver and CRESA, supporting a more informed, resilient and connected community.

Mitigation and Recovery

Work continues on the development of the regional Fuel Management Plan to strengthen continuity of operations during fuel supply disruptions. Following the submission of the draft Emergency Fuel Management Plan to the Washington State Department of Commerce, Phase 2 is now progressing. Current efforts focus on refining fuel allocation and prioritization strategies, including the development of a decision-tree tool to guide resource distribution during shortages. Planning is also underway to convene the Fuel Coordinating Body, which will include representatives from local jurisdictions, utilities, transportation, healthcare, emergency services, and critical infrastructure partners. Coordination meetings are scheduled in advance of the upcoming F-Pod work session in November.

CRESA continues engagement in regional Emergency Transportation Route (ETR) planning discussions to ensure alignment with county mitigation, continuity, and response frameworks. Integration of ETR considerations within the Fuel Plan remains a priority to enhance coordination between transportation and fuel lifelines, ensuring critical route access and sustained emergency response capability.

Progress is also ongoing toward renewal of the Regional Mutual Aid Agreement with Region 4 Homeland Security partners. The team is reviewing and updating decision logs, resource inventories, and asset tracking processes to improve cross-jurisdictional coordination and readiness for large-scale incidents.

Work continues on the Clark County Multi-Jurisdictional Natural Hazard Mitigation Plan update. The pre-application for Hazard Mitigation Grant Program (HMGP) funding remains under review, and preliminary coordination with partner agencies has begun in anticipation of contractor selection and project initiation.

Finally, the Comprehensive Emergency Management Plan (CEMP) reformat and update are in progress. The base plan is being aligned with the Washington State template for consistency and compliance, while annexes are being revised for clarity and functional integration. Recent efforts have focused on finalizing formatting and incorporating lessons learned from recent planning activities and exercises to ensure a cohesive and updated framework.

Continuity of Operations Planning

Ridgefield postponed their Functional Exercise and are going to have two TTX in November and December in place of the functional. 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 COOP development has begun in conjunction with the new Emergency Management Coordinator for Vancouver. We are currently in the pre-planning phases and hope to move forward on plan development and implementation in 2026.

Battle Ground is in the process of updating their department COOP plans, with five department introduction meetings complete. 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 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

CRESA administers federal grants through the Washington State Military Department's Emergency Management Division. The State Homeland Security Program (SHSP) supports Region IV (Clark, Cowlitz, Skamania, and Wahkiakum counties), with spending priorities set by the Region IV Coordinating Council and most funds distributed to local subrecipients. The Emergency Management Performance Grant (EMPG) provides ongoing support to CRESA's Emergency Management Division, requiring a 50% local match. Urban Area Security Initiative (UASI) grants, passed through the City of Portland, fund CERT teams, Citizen Corps programs, and RDPO-approved special projects.

Grant	*Status*	*End Date*	*Total Award*	*% Expended*
22SHSP	**Closed**	**07/31/25**	**$430,604**	**100%**
23SHSP	**Active**	**07/31/26**	**$307,632**	**17%**
24SHSP	**Active**	**07/31/27**	**$360,344**	**0%**
24EMPG	**Closed**	**09/30/25**	**$247,584**	**100%**
UASI 23	**Active**	**03/31/26**	**$42,500**	**8%**

Training and Exercise

Outreach to regional partners continues to coordinate participation in the AWR-167: *Sports and Special Events Risk Management and Planning* course in preparation for upcoming FIFA festivities. Hosting this nationally recognized training locally will strengthen regional preparedness and enhance planning, coordination, and risk mitigation for large-scale events.

Registration is now open for the ICS-400 and G0191: *EOC/ICS Interface* courses hosted by CRESA this fall and winter, which will expand regional capacity and incident management expertise. In coordination with the COOP Program Coordinator, L-1301 and L-1302 *Continuity of Operations Planning* courses are confirmed for early next year to support partners in refining COOP plans and applying best practices.

The Training and Exercise Coordinator was accepted into the competitive FEMA *Master Exercise Practitioner Program* beginning in December, further positioning CRESA to lead complex regional exercises.

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

Category	Rock	Status / Update
Training	Recruit and develop 1 CTO	• Onboard 1 CTO
	Utilize AI for public safety telecommunicator QA & training	• AI Simulation Training - Continue programming and testing with formal implementation at 09'25 Academy • AI QA - Continue programming and testing with implementation of case entry template - **Completed**
Operations	Reduce 911 and 311 Calls to Key Dispatch Positions - Testing the option of two different queues. One that presents 311 calls only to OA and Data and one that presents 911 calls only.	• Removal of Data and OA positions from 311 calls by the end of 3rd quarter - **Completed**
	Increase Fire Ops. Position availability	• Fire Ops. positions staffed 09:00 - 19:00 - **Completed**
	Reduce 311 calls into CRESA (via AI and rerouting)	• Issuing RFP to AI vendors - *Approval to Issue RFP*
	Build and test 4 portable remote 911 positions	• Have kits completely built and turnkey ready - **Completed**
Personnel	Fully staff to 2025 budgeted headcount	• 4 candidates call takers/dispatchers ready for the Academy scheduled for September 2025- **Completed**
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	• *Purchase change management and project tool and pilot tool by Technical Services*
	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 queues, 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	• Warm transfers of appropriate mental health and 211 type calls to Crisis Connections - **Completed**
Management	Rebuild WSP 911 Backup Center	• **Completed** - Install new monitors • **Completed** - Obtain spare Solacom PCs from neighboring PSAPs • Install phone PCs and monitors - **Completed** • Relocate old VMware servers and SAN - *Pending VxRail*