



Clark Regional Emergency Services Agency DIRECTOR'S REPORT

From: Dave Fuller, Director

OCT 2025

HUMAN RESOURCES

Current Recruitment

911 Call Taker Trainees

- Four (4) new trainees started 9/22/25
- Nine (9) 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	95
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	66
Dispatch Supervisors	8	8
Dispatchers non-probationary	53	39
Dispatchers probationary		4
Call Takers non-probationary	12	8
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

August Call Volume:

911 Calls: 20,870
311 and Other Calls: 15,473
Abandonment Rate: 11% (2,224 calls)

Mental Health Referrals

On October 1st, CRESA will launch its 911 diversion process in partnership with Crisis Connections. Under this initiative, 911 callers whose needs involve mental/behavioral health concerns, but do not require law enforcement or fire response, can now be seamlessly transferred to Crisis Connections for specialized support. Statistical data shows that less than 2% of all calls transferred through diversion are referred back to 911. This ensures that callers in crisis, or suffering from other behavioral health concerns, can get the right help they need more efficiently.

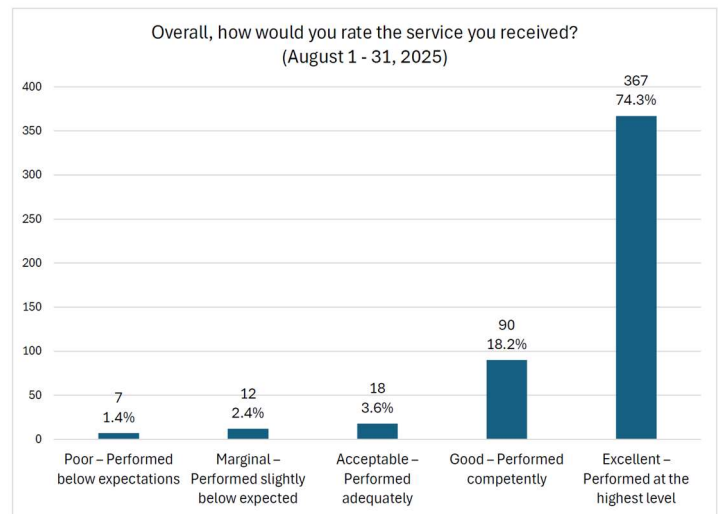
Additionally, Crisis Connections recently announced that it has been awarded the statewide 211 contract to provide services across Washington. This expanded role will further enhance the resources and care available to Clark County residents experiencing mental health challenges or essential needs crises. The rollout of the expanded 211 services is expected to take place in the 1st quarter of 2026.

Language Interpretation Services

For August 2025, language interpretation services were utilized for 214 calls, with 148 for Spanish, 44 for Russian, four (4) each for Mandarin, Ukrainian and Vietnamese, three (3) for Arabic, and one (1) each for Chuukese, Farsi, Hindi, Korean, Nigerian, Punjabi and Romanian.

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 **August 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: 5,326 total through August, monthly average of 665

TECHNICAL SERVICES

Network/Systems

Tech Services has been in the “soak-in” period for the Windows 11 migration on the dispatch floor since August. Dispatchers continue using the updated consoles in a live environment, allowing the team to monitor for issues and validate stability. This process has been valuable in identifying and addressing bugs prior to the broader deployment. Tech Services is now finalizing the plan to resume the migration in October, with the goal of completing the transition by the end of the month.

In parallel, several major infrastructure upgrades are underway. CRESA has launched a project to replace and upgrade the network fiber throughout the agency, ensuring improved stability and capacity to support future growth. The new equipment for the server environment has begun arriving, and the team is actively preparing the virtual environment to minimize downtime during the transition. This project remains on track, with the goal of completing the upgrade in time to support the deployment of CRESA’s new phone system in the first week of December. Once the replacement is finalized, the existing servers will be moved to the backup call center at WSP, providing redundancy between the two sites.

Phone System Replacement

Our training room has been fully implemented with the new Central Square NG911 phone system and is able to take test calls and work through call flows. Efforts continue on configuring user accounts and permissions while the operations team continues to plan the system build-out. Cutover for the three-agency consortium is scheduled to begin in October, with CRESA cutting to the new phone system during the first week of December. CRESA technical and operations personnel will be participating in the other agencies' training and cut-overs during the next two months in order to better prepare for our go-live in December.

CAD Assessment

Discipline-specific demonstrations are being scheduled for October. Hexagon will be on-site at CRESA for three days to showcase its new OnCall platform to dispatch, technical services, law enforcement, and fire representatives. Following the demonstrations, the CAD Assessment Workgroup will reconvene to review feedback and determine next steps.

QUALITY MANAGEMENT PROGRAM

Commission on Accreditation for Law Enforcement Agencies (CALEA)

The on-site assessors have submitted their report to the CALEA Commissioners, which will be reviewed during the re-accreditation hearing on November 14th and 15th. If approved, this will mark our eighth consecutive CALEA accreditation.

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 - 08/31/25)

ALS	BLS	RER CCR	ER/ Clinic	VC EMS	Virtual	Self-Care	Total
59	903	94	132	19	116	496	1,819

Calls Answered Breakout (secs.) (08/01/25 - 08/31/25)

Total Calls Answered	Average Time to Answer	Total Calls Abandoned	% Abandoned
88	11	4	4.5%

Patient Call Back Satisfaction Score - Completed = 10 (27.8%) (08/01/25 - 8/31/25)

Survey Questions	Satisfaction Score (0-5)
Care (provided by RN/Phys)	4.0
Technology (ease of use w/ visit)	4.8
Communication (time & care on phone)	4.6
Average Score	4.5

CRESA Call Processing Performance

August 911 Calls Answered Breakout (Excludes Abandoned Calls)

Total Calls	0s to 15s		15s to 20s		> 20s	
	# Comp.	%	# Comp.	%	# Comp.	%
18,627	13,142	70.6	1,154	6.2	4,331	23.3

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.

August EMD Compliance

Compliance Level	Standard	CRESA	No. Cases
High		64%	76
Compliant		17%	20
Partial	≤ 10%	5%	6
Low	≤ 10%	4%	5
Non-Compliant	≤ 7%	10%	12
Total		100%	119

EMERGENCY MANAGEMENT

Alert & Warning Program

CRESA Emergency Management staff who participate in the National Language & Accessibility in Alert & Warning Working Group (LAAWWG) contributed to a comment period providing

recommendations to the Federal Communications Commission (FCC) for modernization of the national alerting system.

Duty Officer Program

Duty Officer Calls 8/27/25 through 9/23/25	
Law Enforcement Support (Public Alert)	1
Law Enforcement Support (Resource)	1
Search & Rescue (Clark County)	1
Severe Weather	1
HAZMAT	1
Total	5

Duty Officer Calls 8/27/25 through 9/23/25	
Vancouver	2
Unincorporated Clark County	1
Battle Ground	1
Countywide	1

Public Outreach and Education

Community outreach events have slowed somewhat, although we continue to receive inquiries for information and presentations. In September, we joined two Clark Public Utilities employee benefits fairs and revisited a Senior Lunch & Learn group in Battle Ground. Since their April session on personal preparedness, we checked in on their Go-Bags, celebrated their progress, handed out prizes, and shared tips for supporting one another during emergencies. The month ended with another successful open house alongside the Camas Washougal Fire Department.

Citizen Corps and Volunteer Programs

The Fall Academy for *CCSO Auxiliary* is currently underway with 10 participants. In addition, *CCSO SAR* is continuing with their planned training schedule.

CERT volunteers conducted a successful Assembly Area and POD exercise in September. During the drill, *NOW* volunteers unexpectedly arrived at a designated time to role-play community members needing assistance, giving *CERT* the opportunity to test and adjust their setup in real time. In addition, Registration for the two Fall *CERT* classes opened on September 9. The Vancouver class filled in just two and a half hours (a new record) while the Ridgefield class is continuing to fill. Classes begin October 1.

VFD Fire Corps provided information on fire safety for families to employees at Peace Health SW Medical Center in late September and are looking forward to their annual participation in Dozer Days on October 4th.

VPD NOW volunteers provided assistance to the *CERT* team during their September exercise. They were also called out to help with a search for an endangered missing person in early September and provided support to *VPD* with vehicle patrols throughout the city.

Municipal Coordination

The Municipal Support Emergency Management Coordinator has focused on advancing the City of Vancouver's Emergency Management Program through the development and implementation of strategic initiatives that strengthen preparedness and resilience across departments and in the community. This work is progressing through:

Employee Preparedness Training Program: Department Coordination Team (DCT) discovery meetings began in September to guide the development of a citywide training program. These engagement sessions ensure each department's needs are captured and incorporated into the program design.

Public Education & Outreach: Outreach planning is underway for CRESA's participation in the upcoming City of Vancouver Employee Wellness Fair. In September, the City of Vancouver also issued its National Preparedness Month Proclamation at City Hall, with CRESA represented by Emergency Management Division Manager Scott Johnson. CRESA provided content support to the City's social media campaign, reinforcing preparedness messaging across platforms.

City Collaboration: Vancouver Police Department visited the EOC in September to learn about CRESA capabilities and partnership opportunities. This type of engagement builds stronger operational connections and awareness of resources available during an emergency.

Together, these efforts demonstrate meaningful progress in strengthening the City of Vancouver's preparedness culture and expanding collaboration between the City and CRESA.

Mitigation and Recovery

Work continues the development of the regional Fuel Plan to support continuity of operations during fuel supply disruptions. The draft Emergency Fuel Management Plan has been submitted to the Washington State Department of Commerce for review, completing Phase 1 of the project. Phase 2 is now underway, focusing on fuel allocation and prioritization strategies, including the development of a decision tree tool to guide distribution during shortages. In parallel, a Fuel Coordinating Body is being established with representatives from county, cities, utilities, health and medical providers, fire agencies, businesses, the airport, and social services. Lessons and takeaways from regional fuel planning efforts are also being reviewed to determine best practices for incorporation into the Clark County plan. As part of this effort, the nexus between Emergency Transportation Routes (ETRs) and fuel planning is being examined to ensure that transportation and fuel lifelines are coordinated effectively.

CRESA continues to support regional Emergency Transportation Route planning discussions. While partner agencies remain the leads, engagement continues to ensure alignment with local mitigation, continuity, and response priorities. Integration of ETR considerations into the Fuel Plan remains a key focus to strengthen overall resilience and maintain access to critical lifeline routes during emergencies.

Work is also underway with the Region 4 Homeland Security group to renew the regional Mutual Aid Agreement. This includes updating decision logs and asset tracking processes to improve coordination across jurisdictions and ensure regional

partners are positioned to support one another during major incidents.

Progress continues on the next update of the Clark County Multi-Jurisdictional Natural Hazard Mitigation Plan. A pre-application for Hazard Mitigation Grant Program (HMGP) funding has been submitted to support a contractor-led update, and review is currently pending. In the meantime, outreach and coordination with partner jurisdictions and agencies are in progress to prepare for the planning process.

Finally, a rework and update of the Comprehensive Emergency Management Plan (CEMP) base plan is in process. The update is being aligned with the Washington State template to ensure consistency and compliance, while annexes are being reformatted and updated for clarity and integration with the revised base plan.

Continuity of Operations Planning

Ridgefield continues preparation for their first functional exercise in September 2025. Due to department restructuring the June workshop was postponed until July and has been completed with a great turnout. 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 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 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 options 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.

CRESA is awaiting feedback from *City of Washougal* 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.

<i>Grant</i>	<i>Status</i>	<i>End Date</i>	<i>Total Award</i>	<i>% Expended</i>
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	Fully Expended	09/30/25	\$247,584	100%
UASI 23	Active	03/31/26	\$42,500	8%

Training and Exercise

This month focused on building momentum across several critical initiatives aimed at enhancing partner readiness and advancing regional training capacity.

Development of the Public Works Tabletop Exercise continued, scheduled to coincide with the Great ShakeOut. The exercise will evaluate the new Post Disaster Rapid Bridge and Roadway Assessment Plan using a regional earthquake scenario. It will provide Public Works an opportunity to validate the assessment process, identify procedural gaps, and refine the plan prior to implementation.

Outreach to regional partners and stakeholders has commenced to coordinate participation in the AWR-167: Sports and Special Events Risk Management and Planning course in preparation for the upcoming FIFA festivities. Hosting this nationally recognized training locally will enhance capabilities for managing the Family Fun Zone and strengthen regional preparedness for future high-profile events through improved planning, coordination, and risk mitigation strategies.

Registration is now open for the ICS-400 and G0191: EOC/ICS Interface courses hosted by CRESA this fall and winter. Both courses are expected to build regional capacity and deepen incident management expertise across jurisdictions.

In coordination with the COOP Program Coordinator, delivery of L-1301 and L-1302 Continuity of Operations Planning courses has been confirmed for early next year. These courses will support partners in developing and refining COOP plans by reinforcing key planning concepts and best practices.

Looking ahead, several CRESA will participate in the Pacificorp Lewis Dam Functional Exercise scheduled for late October. The exercise will test critical dam safety and emergency coordination across multiple partners.

CRESA is proud to announce the acceptance of the Training and Exercise Coordinator into FEMA's Master Exercise Practitioner Program, with training beginning in December. This competitive program accepts only 100 candidates annually. Upon completion, it will further CRESA ability to lead and support complex, full-scale exercises across the region.

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

Category	Rock	Status / Update
Training	Recruit and develop 1 CTO	Posted CTO Recruitment
	Utilize AI for public safety telecommunicator QA & training	- QA and Accreditation Program building out CommsCoach system to capture all 911 calls and appropriate AI evaluation of case entry data - Training Program building police and fire case review templates AI evaluation. - Training Program building training within Commscoach to offer simulated calls that mimic real life situations
Operations	Testing two different queues for only 311 or only 911 OA and Data	Removal of Data and OA positions from 311 calls by the end of 3rd quarter
	Increase Fire Ops. Position availability	Fire Ops. positions staffed 09:00 - 19:00
	Reduce 311 calls into CRESA (via AI and rerouting)	Issuing RFP to AI vendors
	Build and test 4 portable remote 911 positions	Completed - Have kits completely built and turnkey ready
Personnel	Fully staff to 2025 budgeted headcount	4 candidates call takers/dispatchers ready for the Academy scheduled for September 2025
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 ques, 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	Started 08/04 - Soft launch of warm transfers of appropriate mental health and 211 type calls to Crisis Connections
Management	Rebuild WSP 911 Backup Center	Completed - Install new monitors Completed - Obtain spare Solacom PCs from neighboring PSAPs - Install phone PCs and monitors - Relocate old VMware servers and SAN