



Clark Regional Emergency Services Agency DIRECTOR'S REPORT

From: Dave Fuller, Director

SEPT 2025

HUMAN RESOURCES

Current Recruitment

911 Call Taker Trainees:

- Three (3) confirmed starting 9/22/25 with potential one more to be added
- Nine (9) on eligibility list to be hired in January 2026

Current Staffing

2025	Approved Budget	Actual
CRESA Total Headcount	103	92
Administration/Executive	6	6
Finance Division	5	5
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	62
Dispatch Supervisors	8	8
Dispatchers non-probationary	53	39
Dispatchers probationary		2
Call Takers non-probationary	12	7
Call Takers probationary		2
Trainees - actively training		4

Actively Training Status Update	
Completed CT & FD. Currently training Police Dispatch	2
Completed CT & PD . Currently training Fire Dispatch	1
Completed CT. Currently training Police Dispatch	1
In Call-taking training	0
Total	4

9-1-1 OPERATIONS

Total Call Statistics

July Call Volume:

911 Calls: 21,024
311 and Other Calls: 15,986
Abandonment Rate: 9% (1,920 calls)

Mental Health Referrals

This month, CRESA soft-launched a 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. To ensure effective implementation, 911 center staff are receiving training to identify calls that would be better handled by Crisis Connections' trained professionals.

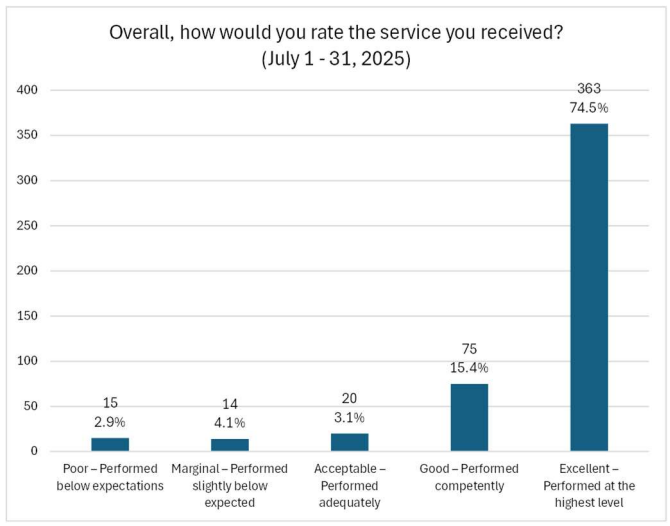
Additionally, Crisis Connections recently announced that it has been awarded the statewide 211 contract to provide services across Washington. This expanded role will further enhance the resources and care available to Clark County residents experiencing mental health challenges or essential needs crises.

Language Interpretation Services

For July 2025, language interpretation services were utilized for 221 calls, with 169 for Spanish, 31 for Russian, six (6) for Mandarin, six (6) for Korean, four (4) for Vietnamese, (3) for Ukrainian, and one (1) each for Farsi and Bengali.

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 **July 2025** are as follows:



Public Records Requests

Total 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: 4,684 total through June, monthly average of 669

TECHNICAL SERVICES

Network/Systems

Tech Services continues progressing with the migration to Windows 11 on the dispatch floor. Three dispatch stations were successfully migrated at the beginning of August, and dispatchers have been using the updated consoles in a live environment to identify potential issues. This “soak-in” period has been valuable, allowing the team to detect and resolve several bugs before full deployment. To ensure platform stability, Tech Services is allowing additional time for monitoring and plans to resume migrating the remaining consoles in October, with the goal of completing the transition by the end of the month.

Additionally, CRESA’s primary server environment is scheduled for replacement next month. This critical upgrade will enhance system redundancy, improve performance, and support future growth. Tech Services is currently building out a new virtual environment to minimize downtime during the transition. Once complete, the existing servers will be moved to the backup call center at WSP, establishing true redundancy between the two sites.

Phone System Replacement

Over the next several months, efforts will focus on configuring user accounts and permissions while collaborating with the operations team to plan the system build-out. Cutover for the three-agency consortium is scheduled to begin in October, with CRESA transitioning to the new phone system during the first week of December.

CAD Assessment

Discipline-specific demonstrations are planned for September or 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)

Staff is currently working on final proof year four (09/01/24 - 08/31/25). The remaining steps include the on-site assessors report submitted to the CALEA Commissioners that will be used during the re-accreditation hearing in November. If successful, this will mark the eighth continuous accreditation with CALEA.

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 - 07/31/25)

ALS	BLS	RER CCR.	ER / Clinic	VC EMS	Virtual	Self-Care	Total
59	899	94	131	19	116	491	1,809

Calls Answered Breakout (secs.) (07/01/25 - 07/31/25)

Total Calls Answered	Ave. Time to Answer	Total Calls Abandoned	% Abandoned
87	11	2	2.3%

Patient Call Back Satisfaction Score - Completed = 15 (36.6%) (07/01/25 - 76/31/25)

Survey Questions	Satisfaction Score (0 - 5)
Care (care provided by RN / Phys)	3.5
Technology (ease of technology w/ visit)	
Communication (time & care on phone)	4.9
Average Score	4.7

CRESA Call Processing Performance

July 911 Calls Answered Breakout (Excludes Abandoned Calls)

Total Calls	0s to 15s		15s to 20s		> 20s	
	# Comp.	%	# Comp.	%	# Comp.	%
19,103	14,895	77.9	1,069	5.6	1,139	16.4

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.

July EMD Compliance

Compliance Level	Standard	CRESA	No. Cases
High		67%	80
Compliant		18%	21
Partial	≤ 10%	9%	11
Low	≤ 10%	1%	1
Non-Compliant	≤ 7%	5%	6
Total		100%	119

EMERGENCY MANAGEMENT

Alert & Warning Program

On August 14, CRESA’s Emergency Management staff participated in a workshop hosted by the Multnomah County Department of Emergency Management, which included a tabletop exercise facilitated by the Integrated Public Alert and Warning System (IPAWS) Technical Support Services Facility team from Maryland.

The workshop brought together several dozen alert originators from across the Portland/Vancouver metro region and featured a countywide Wireless Emergency Alert (WEA) live test conducted by Multnomah County in coordination with the event.

Duty Officer Summary

Duty Officer Calls 07/30/25 through 8/26/25	
Law Enforcement Support (Public Alert)	2
Search & Rescue (Clark County)	2
Severe Weather	1
Law Enforcement Support (Resource)	1
Total	6

Duty Officer Calls 07/30/25 through 8/26/25	
Unincorporated Clark County	2
La Center	2
Vancouver	1
Countywide	1

Public Outreach, Education and Volunteer Programs

In early August, Emergency Management staff and volunteers participated in National Night Out events across Clark County, focusing on promoting Clark Public Alerts. These efforts resulted in 152 new registrations. Additional outreach included presentations to the Camas Lions Club, Rotary Club of Greater Clark County, and Battle Ground Rotary, as well as participation in the East County Fire & Rescue Open House and a session with the Vancouver Housing Authority.

Looking ahead to September, the team will take part in the Clark Public Utilities Employee Benefits Fair and the Camas-Washougal Fire Department's Annual Open House & Safety Fair to continue strengthening community engagement and preparedness.

CCSO Auxiliary volunteers remained active in community outreach, promoting their Paws on Patrol Neighborhood Safety program.

CCSO Search and Rescue (SAR) welcomed 10 new volunteers following the successful completion of a rigorous seven-month training academy. An additional 10 applicants are currently in training for the Underwater Recovery Team.

CERT volunteers are preparing for another Assembly Area and Point of Distribution (POD) exercise in September. Registration opens September 9 for the two fall CERT classes, which will run concurrently in Vancouver and Ridgefield. CERT volunteers also continue to play a vital role in CRESA's broader community outreach efforts.

Silver Star SAR successfully completed their overnight training camp and will provide communication support in September for the Dark Divide 100-Mile Runner Event, marking their fifth consecutive year supporting this event.

VFD Fire Corps continues to expand its program by welcoming new volunteers into training.

VPD NOW volunteers provided invaluable assistance to CRESA during National Night Out activities.

Municipal Coordination

Since joining CRESA in June, 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: Designed and launched a comprehensive approach to develop preparedness training across all 14 City departments. Developed the Department Coordination Team (DCT) engagement structure to ensure department-level customization and buy-in.

Leadership Engagement: Presented the employee preparedness engagement approach to the City of Vancouver Management Leadership Team (MLT), ensuring senior leadership support and alignment with workplan priorities. Department-level discovery meetings are scheduled to begin in September.

Public Education & Outreach: Developed a coordinated campaign strategy that aligns with City Communications. This includes refreshed messaging for National Preparedness Month and participation in the upcoming City of Vancouver Wellness Fair.

City Collaboration: Established collaborative frameworks with multiple City partners to ensure emergency preparedness initiatives are integrated, actionable and sustainable within Vancouver's operations and public engagement. Two OODA loop (Observe, Orient, Decide, Act) training lectures have been delivered to Public Works and City Council/MLT as part of these efforts.

Together, these deliverables 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 on 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 three departments complete and two scheduled to occur in September. 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.

<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	15%
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, the Training and Exercise Program supported multiple key initiatives aimed at strengthening regional preparedness and interagency coordination.

We held the Initial Planning Meeting for the upcoming Public Works Tabletop Exercise. This discussion marked an important first step in designing an engaging and impactful exercise to help validate their Road Damage Assessment Plan. The scenario will provide an opportunity to enhance interdepartmental coordination and assess post-disaster infrastructure response.

Additionally, we have begun initial planning discussions with ESD112 for a future full-scale exercise focused on Family Assistance Center operations. This will be a long-term, multi-agency collaboration and reflects our continued efforts to expand complex capability-building exercises involving key stakeholders.

In anticipation of FIFA-related activities, one of our communities has been selected to host a Family Fun Zone. To help prepare for this large-scale special event, we've successfully requested and scheduled AWR-167: Sports and Special Events Risk Management, which will be held on February 10, 2026. This DHS-certified training supports best practices in risk identification, planning, and coordination for high-profile public events.

An ICS 400 course has been scheduled for October, which will help strengthen local and regional partners' command and coordination capabilities and continue building depth in the incident management workforce.

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 ques 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)	Assessment of AI vendors and determine options for purchase
	Build and test 4 portable remote 911 positions	Completed - Have kits completely built and turnkey ready
Personnel	Fully staff to 2025 budgeted headcount	3 candidates (possibly 4) 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	Exploring change management methodologies and tools
	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	Starting 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