



Clark Regional Emergency Services Agency DIRECTOR'S REPORT

From: Dave Fuller, Director

MAY 2023

HUMAN RESOURCES

Recruitment

- Deputy Director, 911 Operations posted. Deadline to apply is 5/14/23
- Emergency Management Coordinator moving final three candidates to final interview
- 911 Call Taker Dispatcher Trainees
 - Currently accepting applications (on-going)
 - Non-Lateral Candidates
 - 1 hired 4/14/23
 - 1 starts 5/22/23
 - 4 offers in final process
 - Lateral Candidates
 - 1 starts 5/16/23
 - 1 offer in final process

Current Staffing

2023	Approved Budget	Actual
CRESA Total Headcount	88	76
911 Operations Division	70	60
Emergency Management Division	6	5
Finance Division	5	5
Administration / Executive	7	6

9-1-1 OPERATIONS

Total Call Statistics

March 2023 Call Volume:

911 Calls: 22,623
 311 and Other Calls: 13,694
 Abandonment Rate: 13.45% (Approx 3,043 calls)

Language Interpretation Services

Voiance calls for service for March 2023 totaled 161 with 124 for Spanish, 23 for Russian, five for Vietnamese, three each for Farsi and Korean, and one each for Armenian, Khmer and Mandarin.

Citizen Survey

Each month, CRESA mails out satisfaction surveys to a random selection of 40 - 50 citizens who called 9-1-1 or 3-1-1 for service. All survey responses are reviewed by the Operations Assistant Manager and Director.

Month/Yr	Exceeded Expectations	Satisfied	Frustrated	Dissatisfied
FEB 2023	2	2	1	0

Public Records Requests

All requests for CRESA records are processed through the GovQA system accessible through the CRESA website. Over the last several years, CRESA has experienced a trend of increased public records requests. Total public records requests received by the agency 2020 through current are as follows:

2020: 5,483 total, monthly average of 457
2021: 6,940 total, monthly average of 578
2022: 8,317 total, monthly average of 693
2023: 677 monthly average through February 2023

TECHNICAL SERVICES

Network/Systems

With the recent transition to a new IP address scheme, we are having to re-install the printers on each computer. We are using this opportunity to move to a print server solution, which will streamline future changes.

CAD

Hexagon will be installing the ASAP-to-PSAP interface the last week of April; this will have minimal impact on dispatch operations. We will be implementing Nurse Navigation and Shared Station in May.

Phone System

Windows updates and patching will be performed at the end of April, followed by a software upgrade being completed on the Guardian software.

311

We are exploring using Amazon Connect to create a 311 call center. This would allow us to create a flexible 311 call center that is both staffed and allowing us to automate some of the calls that come into 311. We are also in the early development of creating an interactive form on the CRESA911.org website that will get people the correct information on who to contact for certain issues and online reporting.

QUALITY MANAGEMENT PROGRAM

Service, Staffing & Infrastructure Needs Assessment

CRESA is currently undertaking a professional services contract to recommend appropriate service levels and the staff and resources needed to support those service levels based on an assessment of current and future workload.

Mission Critical Partners (MCP) was awarded the contract to conduct the Service, Staffing and Infrastructure (SSI) Needs Assessment. The work began on July 13; and there are four phases in this assessment, including Project Initiation; Data Gathering and Discovery; Data Analysis; and the Final Reports and Presentations.

The final SSI Report was presented during the March 2 Administrative Board Meeting. The next step involves taking the recommendations from this final SSI Report and developing a strategic plan to prioritize the projects to address the issues identified. On April 11th and 12th, MCP led a Strategic Planning Workgroup composed of representatives from CRESA and the Board. MCP will provide an overview of the results from the Strategic Planning Workgroup at the Board meeting scheduled for May 4.

Commission on Accreditation for Law Enforcement Agencies (CALEA)

CALEA was created in 1979 as a private, non-profit credentialing authority to develop a body of public safety standards of best practices and recognize professional excellence.

Staff is currently working on proof year two (09/01/22 - 08/31/23) of a four-year re-accreditation process. A new CALEA public comment portal now available on CRESA's website. The purpose of this portal is to receive public comments regarding the agency's compliance with CALEA standards, engagement in the service community, delivery of public safety services, and overall candidacy for accredited status.

Nurse Navigation System

In November 2022, AMR introduced the Global Medical Response (GMR) Nurse Navigation (NN) program to the local EMS agencies and Medical Program Director's Office. The objective of this program is to lessen the growing number of EMS events and transports to the emergency department for lower acuity patients. This is accomplished by pre-identifying certain lower acuity 911 medical calls that would be appropriate to send to a nurse navigator who could provide nurse advise, physician consult, or appointment at a non-emergency clinic for primary care. GMR's NN Program was approved for implementation in December 2022, by the Clark County Fire Chiefs Assoc. and Medical Program Director. The date for implementation is May 16, 2023.

CRESA has established call-processing workflows with GMR/AMR and supporting work is being completed in CAD and the phone system. Training for dispatch staff will take place during our spring in-service training days on April 27 and May 1 in order to be ready for implementation.

Medical Priority Dispatch System (MPDS)

The International Academy of Emergency Dispatch (IAED) was established in 1988 as a private non-profit standard setting body for emergency call-taking protocols, training, certification and accreditation.

Staff is currently working on its ninth continuous accreditation that began in 1993. This accreditation ensures CRESA is at or above the standards of care in EMD triage and instructions, as well as safely sending the correct public safety responders.

March EMD Compliance

Compliance Level	Standard	CRESA	No. Cases
High		65%	70
Compliant		24%	26
Partial	≤ 10%	6%	6

Low	≤ 10%	2%	4
Non-Compliant	≤ 7%	4%	4
Total		100%	108

March EMD Call Processing Times Priorities 1 - 7

	2/23	YTD
Answer to MED ¹	01:22 ≤ 90%	01:27 ≤ 90%
MED to Call Type ²	02:13 ≤ 90%	01:52 ≤ 90%
Total Time	03:28 ≤ 90%	03:19 ≤ 90%

1. From call answer (address & phone verified) to determine medical call.
2. From first EMD triage question to call type for dispatch

EMERGENCY MANAGEMENT

Emergency Operation Center

Emergency Management staff participated in a Regional Disaster Preparedness Organization (RDPO) hosted mass care exercise. Mass care specialists from WA Emergency Management joined two CRESA Emergency Management staff in the exercise to identify our mass care capabilities during a catastrophic incident.

Duty Officer Program

Our newest Emergency Management Coordinator, Dakota Karlsen has completed his initial Duty Officer training and started taking Duty Officer calls. Dakota managed our Duty Officer response to a Cowlitz County landslide that closed Interstate 5 for several hours.

2023 Duty Officer Calls 3/30 - 4/18/2023	
Landslide	1
Search & Rescue	1
Total	2

2023 Duty Officer Calls by Jurisdiction	
Outside Clark County	2

Clark County Planning

Based on recent experiences with the Nakia Fire, Emergency Management is working with local partners to discuss and document operational procedures for evacuating horses during a disaster. Active partners in this task force include Clark County Events Center/Fairgrounds, Executive Horse Council and Clark County Animal Control along with EM. Work will continue as we develop next steps beyond horses.

Public Outreach and Education

CRESA is planning for a busy spring season of events and will focus our messaging on wildfire readiness, the importance of signing up for emergency alerts, the one, two, three evacuation levels, and basic emergency preparedness. Along with our participation in the Home & Garden Idea Fair at the end of April, we have scheduled presentations to neighborhood associations, community groups, and Clark College faculty and staff. We also look forward to attending the Open Houses at both FD6 and FD3 on June 3.

Citizen Corps and Volunteer Programs

CERT is mid-way through its third class of the year and will

graduate 14 new volunteers in early May. A volunteer is helping to teach two of the classes, with the potential of adding him to our instructor pool for future sessions. This has been our first class in central/east County in many years, and we greatly appreciate the hospitality and assistance we have received from Fire District 3.

CERT volunteers are assisting with public education and outreach events. They have applied logoed stickers on our recent order of 2,000 emergency blankets and will be participating in upcoming presentations and activities.

Thirty CERT and CCSO Auxiliary volunteers recently completed Traffic Control Training and obtained their WA State Traffic Control Flagger Certification from WSDOT. These volunteers will be used to help direct traffic for PODS and evacuation check-in points when/if there is need.

CCSO Auxiliary will have 32 new volunteers in their upcoming Academy and CRESA looks forward to welcoming them to the EOC and 911 Dispatch area in early May to learn more about emergency response and alerts.

Mitigation & Recovery

The Clark Regional Natural Hazard Mitigation Plan update has been fully approved by FEMA, effective April 11, 2023, the day of our first planning partner adoption. Collection of adoption resolutions from stakeholders is an ongoing process. Currently five of 17 partners have adopted the plan.

Discussions regarding Fuel Points of Distribution (FPOD) locations continue to be underway. Three of four initial organization’s fuel tracking data have been accepted and work continues on their individual internal 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. The Region IV Coordinating Council determines spending plans and projects for SHSP grants. 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).

UASI 21	Active	\$52,100	0%
UASI 22	Active	\$71,900	0%

<i>Grant</i>	<i>Status</i>	<i>Total Award</i>	<i>% Expended</i>
20SHSP	Active	\$474,853	53%
21SHSP	Active	\$584,255	13%
22SHSP	Active	\$430,604	0%
23SHSP	Application Phase	TBD	0%
22EMPG	Active	\$304,443	48%
UASI 20	Active	\$26,000	100%