



Clark Regional Emergency Services Agency
DIRECTOR'S REPORT

From: Dave Fuller, Director

JUNE 2023

HUMAN RESOURCES

Recruitment

- Deputy Director, 911 Operations posted until filled
- Emergency Management Coordinator pending offer
- 911 Call Taker Dispatcher Trainees
 - Currently accepting applications (on-going)
 - Non-Lateral Candidates
 - 2 hired 5/22/23
 - 3 at background
 - Lateral Candidates
 - 1 hired 5/16/23
 - 1 at background

Current Staffing

2023	Approved Budget	Actual
CRESA Total Headcount	88	80
911 Operations Division	70	64
Emergency Management Division	6	5
Finance Division	5	5
Administration / Executive	7	6

9-1-1 OPERATIONS

Total Call Statistics

April 2023 Call Volume:

- 911 Calls: 22,330
- 311 and Other Calls: 12,928
- Abandonment Rate: 13.95% (Approx 3,115 calls)

Language Interpretation Services

Voiance calls for service for April totaled 164 with 118 for Spanish, 40 for Russian, two for Mandarin and Chuukese and one for Amharic and Cambodian.

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:** 676 monthly average through April 2023

TECHNICAL SERVICES

Network/Systems

Over the past few weeks, we have been moving our systems that have been running on older hardware to new, more secure, servers. Not only is this more secure for CRESA, it is allowing us to have better redundancies in place.

The replacement of our security cameras is in full swing. New cameras have been installed at CRESA, and are being installed at each radio tower site.

CAD

Nurse Navigation has been successfully implemented. We are still moving forward with the ASAP-to-PSAP project, all paperwork has been submitted with TMA (The Monitoring Association). Our next step is an onboarding meeting, and then we can start testing.

Website

We are in early development of a CRESA Employee Portal on our CRESA911.org website.

311

We are having Centurylink install a new "1FB" phone line into CRESA. After this is complete, we will move our 311 line to this new phone line. This will give us the capability to forward 311 to Amazon Connect so we can start building out our 311 call center.

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. The 2023 - 2033 Strategic Plan was presented to the Board on May 4. At today's meeting staff is requesting the Board consider approval of the plan.

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 December 2022, the Clark County Fire Chiefs Association and the Medical Director approved implementation of Global Medical Response (GMR) Nurse Navigation (NN) program. The objective of this program is to lessen the growing number of EMS responses 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 implemented on May 16, 2023. At the date of this writing (05/22/23) the following Nurse Navigation performance was reported:

Total Nurse Navigation Breakout

ALS	BLS	Alt. Dest.	Telehealth	Self-Care	Total
1	22	3	5	16	47

Calls Answered Breakout

<10	11-15	16-20	21-30	31-45	>45	Total
0	0	12	33	4	1	50

Patient Call Back Satisfaction Score (Completed = 32)

Survey Questions	Satisfaction Score (0 - 5)
Difficulty in ride back once Rx?	3.0
Time spent in clinic?	5.0
Waiting to see provider?	5.0
Care provided?	4.3
Transportation to care?	5.0
Time on phone with nurse?	5.0
Care provided over the phone?	5.0

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.

April EMD Compliance

Compliance Level	Standard	CRESA	No. Cases
High		62%	67
Compliant		22%	24
Partial	≤ 10%	7%	8
Low	≤ 10%	2%	2
Non-Compliant	≤ 7%	6%	7
Total		100%	108

April EMD Call Processing Times Priorities 1 - 7

	04'23	YTD
Answer to MED ¹	01:17 ≤ 90%	01:24 ≤ 90%
MED to Call Type ²	02:04 ≤ 90%	01:55 ≤ 90%
Total Time	03:21 ≤ 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

Alert & Warning Program

Emergency Management staff completed the EAS Required monthly test. Clark County remains one of two counties in the RDPO region that can send EAS tests on their own behalf. CRESA’s alerting subject-matter-expert has initiated a regional project to enable all counties to gain the capability to send EAS messages.

Emergency Management staff are working with cell carriers to clearly assess and document cell phone coverage throughout Clark County. Knowing cell coverage gaps in advance of an incident allows us to tailor our alerting methods to help ensure maximum alert saturation.

Duty Officer Program

2023 Duty Officer Calls 4/19 - 5/21/2023	
911 Support	1
Weather	1
Alert & Notification	1
Fire Support	1
HAZMAT	3
Search & Rescue	3
Total	10

2023 Duty Officer Calls by Jurisdiction	
Battle Ground	1
Outside Clark County	3
Clark County	3
Vancouver	3

Clark County Planning

The Clark County Local Emergency Planning Committee (LEPC) met to educate members on “Lithium Battery Hazards” to both local facilities and first responders.

Animal Planning continues, with concentration on Equine Evacuation solutions with both volunteer organizations and Clark County departments and resources. Planning includes how these organizations come together to report through the Operations Section of the EOC.

Public Outreach and Education

EM staff and CERT volunteers participated in the successful 2023 Home & Garden Idea Fair. Community members were provided information about wildfire awareness, how to create a Go-Bag, and the importance of signing up for public alerts. About two dozen people were interested in employment with CRESA and were provided with the appropriate contact information.

We were able to connect with 75+ community members in May through presentations to Clark College, neighborhood associations and civic groups, along with 150 fourth graders at South Ridge Elementary School. Information included emergency preparedness, wildfire awareness, and public alerts.

Citizen Corps and Volunteer Programs

CERT has completed its third training class of 2023 and scheduled dates for two fall classes, one in Vancouver and the second in Ridgefield. Thank you again to all of our partners for their interest and support of the CERT program: Vancouver Fire Dept, Clark County Fire District 6, Fire District 3, City of Washougal, Clark County Public Works, and Clark-Cowlitz Fire.

CCSO Auxiliary volunteers helped greet the public and provide directions to the ceremony for the Law Enforcement Memorial on 5/18. They will be providing traffic control and public safety for the Hazel Dell Parade on 5/20, and again for the Hockinson Fun Days/Parade on 6/3.

Medical Reserve Corps is updating their processes and has registered 55 volunteers into our emergency worker database. They continue to provide on-going skills assessment and training in a post-Covid setting.

Mitigation & Recovery

The adoption process for the approved NHMP continues for the involved stakeholders. Currently six of 17 partners have completed their adoption process with their policy groups. Another seven have declared their intention to formalize adoption by the end of June.

The final of the four partners involved with the initial Disaster Fuel Management project phase intend to have all data collected and documented by June 1st. Discussions regarding Fuel Points of Distribution (FPOD) locations continue to be underway.

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. Spending plans and projects for SHSP grants are determined by the Region IV Coordinating Council. 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).

<i>Grant</i>	<i>Status</i>	<i>Total Award</i>	<i>% Expended</i>
20SHSP	Active	\$474,853	63%
21SHSP	Active	\$584,255	23%
22SHSP	Active	\$430,604	0%
23SHSP	Application Phase	TBD	0%
22EMPG	Active	\$304,443	55%
UASI 20	Active	\$32,500	100%
UASI 21	Active	\$52,100	0%
UASI 22	Active	\$71,900	0%