



Clark Regional Emergency Services Agency DIRECTOR'S REPORT

From: Dave Fuller, Director

JULY 2023

HUMAN RESOURCES

Recruitment

- Deputy Director, 911 Operations - 2 at final interview
- Finance Division Manager - initial interviews started
- Emergency Management Coordinator - starts August 2023
- 911 Call Taker Dispatcher Trainees
 - Currently accepting applications (on-going)
 - Non-Lateral Candidates
 - 7 at background/offers
 - 6 at final interview
 - Lateral Candidates
 - 1 at background
 - 1 pending reinstatement

Current Staffing

2023	Approved Budget	Actual
CRESA Total Headcount	88	75
911 Operations Division	70	60
Emergency Management Division	6	5
Finance Division	5	4
Administration / Executive	7	6

Dispatchers on Demand

We have implemented the contract with Moetivations, Dispatchers on Demand (DoD), for call takers to help staff the center. Currently we have two individuals that are in place and helping answer 311 and 911 calls. The intent is to grow that number to a total that allows a call taker position to be staffed around the clock through the busy summer months. While this has created some training challenges, we are working with the vendor to help streamline the process.

9-1-1 OPERATIONS

Total Call Statistics

May 2023 Call Volume:

911 Calls: 26,068
 311 and Other Calls: 14,553
 Abandonment Rate: 15.03% (Approx 3,918)

Language Interpretation Services

Voiance calls for service for May totaled 140 with 116 for Spanish, 18 for Russian, two for Mandarin and one each for Dari, Vietnamese, Farsi and Portuguese.

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 May 2023

TECHNICAL SERVICES

Network/Systems

After the 4th of July, we will be working with Clark County IT to finalize our plan to finish re-IPing the Dispatch Floor, and our servers.

CAD

We are currently working closely with Hexagon and CommSys on the ASAP-to-PSAP project, and have started initial testing with the alarm companies.

Website

We have developed a fireworks complaint submission form on the website. After the 4th of July we will start building the non-emergency reporting forms, based on what we learn from the fireworks form.

311

Lumen has completed the install of a new "1FB" phone line into CRESA. This allows us to move our 311 line to this new phone line and provide us the capability to forward 311 to Amazon Connect so we can start building out our virtual 311 call center. We are using this technology over the 4th of July holiday to divert as many non-emergency firework calls away from dispatch, and into the fireworks call center as we can. After the 4th of July we will build out the processes to eventually divert other calls away from the dispatch floor and directly to the resources the caller is requesting.

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 13th; 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 2nd 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 4th. 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.

GMR's NN Program was implemented on May 16, 2023. At the date of this writing (06/23/23) the following Nurse Navigation performance was reported:

Total Nurse Navigation Breakout

ALS	BLS	Alt. Dest.	Telehealth	Self-Care	Total
4	100	20	6	47	177

Calls Answered Breakout

<10	11-15	16-20	21-30	31-45	>45	Total
0	1	61	119	20	11	212

Patient Call Back Satisfaction Score (Completed = 67)

Survey Questions	Satisfaction Score (0 - 5)
(Alt Dest.) Difficulty in ride back once Rx?	5.0
(Alt Dest.) Time spent in clinic?	5.0
(Alt Dest.) Waiting to see provider?	5.0
(Alt Dest.) Care provided?	4.0
(Alt Dest.) Transportation to care?	5.0
(Self Care) Time on phone with nurse?	4.3
(Self Care) Care provided over the phone?	5.0
(Teleh.) Ease of technology with visit	4.5
(Teleh.) Time spent w/ provider	4.0
(Teleh.) Waiting for the provider	4.0
(Teleh.) Care received from the provider	4.0

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. 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.

May EMD Compliance

Compliance Level	Standard	CRESA	No. Cases
High		62%	67
Compliant		27%	29
Partial	≤ 10%	6%	6
Low	≤ 10%	1%	1
Non-Compliant	≤ 7%	5%	5
Total		100%	108

May EMD Call Processing Times Priorities 1 - 7

	05'23	YTD
Answer to MED ¹	01:20 ≤ 90%	01:23 ≤ 90%
MED to Call Type ²	02:04 ≤ 90%	01:57 ≤ 90%
Total Time	03:24 ≤ 90%	03:30 ≤ 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 are working on a project to create predetermined alerting zones in Clark County. These zones will simplify alert requests from incident command and decrease the time it takes to send emergency alerts.

Duty Officer Program

Duty Officer Calls 5/21 through 6/26/23	
911 Support	1
Law Enforcement Support	3
Alert & Notification	2
Fire Support	3
HAZMAT	4
Search & Rescue	3
Total	16

2023 Duty Officer Calls by Jurisdiction	
Outside Clark County	2
Clark County	2
Vancouver	12

Clark County Planning

Animal Evacuation for Horses planning Phase 1 has been completed. A plan was written in cooperation with the Clark

County Executive Horse Council and the Clark County Event Center. Specific larger horse farms may be assigned to this location by the Executive Horse Council. The next steps may include meeting with another local large barn facility that may agree to be included in the plan. Clark County Animal Control has also participated in the partner meetings.

Public Outreach and Education

Wildfire awareness, the importance of signing up for Clark Public Alerts, and creating a Go-Bag continue to be our focus. On June 3rd, EM staff and CERT volunteers participated in both the pancake breakfast at Fire District 3 and the Open House at CCFD 6, sharing information and answering questions.

Several faith-based organizations in Clark County have expressed interest in supporting CRESA during an activation, so we have been meeting with church leaders/members to discuss personal preparedness and when/how their participation may be needed. We look forward to their further training and development as a valuable resource to the community.

Citizen Corps and Volunteer Programs

Our programs continue to be busy with their respective activities and on-going training:

- ARES – Radio Field Day on 6/24
- CCSO Auxiliary – CCFD6 Open House, Hockinson Parade
- CERT – CCFD6 & FD3 Open Houses; call center training
- Fire Corps – call center training
- MRC – Updating documents & database, orientation & certification trainings
- VPD NOW – Academy #23, adding 9 new volunteers

In addition to the activity within their individual programs, we are incorporating cross training and cross-participation among the groups: Fire Corps volunteers attended the CERT training on call center operations; CERT, CCSO Auxiliary and VPD NOW have been offered the opportunity to help with VFD Project HomeSafe. Fire Corps volunteers received training on basic emergency preparedness this month, and the Volunteer Coordinator attended Animal Sheltering After a Disaster training, which will be shared with volunteer programs to create an additional resource.

Five CERT volunteers responded to the request for immediate help with the Burnt Bridge Creek Brush Fire on 6/5. Four staffed an evacuation point in the Winco parking lot, and one was on standby to help staff a call center, if needed.

The 4th of July Call Center for the Fireworks Hotline will be staffed with CERT, Fire Corps, and CCSO Auxiliary volunteers on July 1-4.

Mitigation & Recovery

The adoption process for the approved NHMP continues for the involved stakeholders. Currently seven of 17 partners have completed their adoption process with their policy groups. All other jurisdictions have declared their intent to formalize adoption by the end of the year.

Fuel consumption data continues to be gathered by the initial jurisdictions for the Disaster Fuel Management plan. A discussion with DHS Region 4 detailing the “last mile” of the fuel

supply chain as it relates to disaster fuel planning is scheduled for the end of the month.

A new methodology and process for EOC acquisition of resources has been developed and a framework detailing the process is being drafted.

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	75%
21SHSP	Active	\$584,255	23%
22SHSP	Active	\$430,604	12%
23SHSP	Application Phase	TBD	0%
22EMPG	Active	\$304,443	62%
UASI 20	Active	\$32,500	100%
UASI 21	Active	\$52,100	0%
UASI 22	Active	\$71,900	0%