



Clark Regional Emergency Services Agency DIRECTOR'S REPORT

From: Dave Fuller, Director

AUGUST 2023

HUMAN RESOURCES

Recruitment

- Deputy Director, 911 Operations - starts 8/21/23
- Emergency Management Coordinator - starts 8/21/23
- Finance Division Manager - Reposted
- 911 Call Taker Dispatcher Trainees
 - Currently accepting applications (on-going)
 - Non-Lateral Candidates
 - Five at final selection phase
 - Lateral Candidates
 - One at final selection phase
 - One pending reinstatement

Current Staffing

2023	Approved Budget	Actual
CRESA Total Headcount	88	73
911 Operations Division	70	58
Emergency Management Division	6	5
Finance Division	5	4
Administration / Executive	7	6

9-1-1 OPERATIONS

Total Call Statistics

June 2023 Call Volume:

911 Calls: 25,646
 311 and Other Calls: 14,281
 Abandonment Rate: 14.46% (approx 3,708 calls)

Language Interpretation Services

Voiance calls for service for June totaled 164 with 118 for Spanish, 37 for Russian, five for Mandarin and one each for Cambodian, Korean, Romanian and Vietnamese.

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
MAR 2023	7	6	1	0
APR 2023	0	2	0	0
MAY 2023	1	4	0	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 June 2023

TECHNICAL SERVICES

Network/Systems

We are in the process of re-imaging the CAD workstations with an image that has fixes in place for CAD itself and antivirus. We will be using this time to move everyone to a print server for printing needs, and replacing the monitors. After this is done we will be able to move the CAD workstations to the new IP scheme.

CAD

We have been conducting weekly tests with ASAP-to-PSAP. In our development environment, the alarm companies are now successfully able to create CAD calls with the interface, and receive updates when units are dispatched, and calls are closed.

Website

We have created an abandoned vehicle complaint form that citizens have been using successfully since mid-July. The complaints within the Vancouver city limits are being directed to Vancouver's online complaint form, all others are being delivered to the BOLO email box.

311

We have been successfully using Amazon Connect AI since the beginning of July. Calls coming in for animal control, abandoned vehicles, PUD, and 211 are being delivered directly to those resources without the need for dispatch interaction. Calls with certain keywords are being immediately delivered to the 10-digit emergency number, and all others are being delivered to non-emergency.

QUALITY MANAGEMENT PROGRAM

Service, Staffing & Infrastructure Needs Assessment

Mission Critical Partners (MCP) was awarded the contract to conduct the Service, Staffing and Infrastructure (SSI) Needs Assessment. The work began on 07/13/22; that included 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 03/02/23 Administrative Board meeting. The next step involved taking the recommendations from this final SSI Report and

developing a strategic plan to prioritize the projects to address the issues identified. CRESA's 2023 - 2033 Strategic Plan was developed based on the "10 Rockefeller Habits" that is built around the agency's: purpose; long-term focus; 5-year targets; 3-year thrusts; annual goals; and quarterly "Rocks" (Three-month mini projects on how the annual goals will be accomplished). This Plan was approved at the 07/06/23 Administrative Board meeting.

The Rocks for 3rd Quarter (July - Sept.)

Rocks
1.A - Training: Evaluation Options for Training Support
2.A - Operations: Alternative 311 call processing solutions and procedures
3.B - Personnel: Non-recruiting personnel to participate in recruiting and hiring workflow
5.B - Planning: Formal change / project management plan
5.A - Planning: Change / project management education
5.C - Planning: Develop and adopt a formal communications plan
6.A - Infrastructure: Identify options for use of the EOC
6.B - Infrastructure: Update the design quotes for the dispatch floor
8.A - Management: Inventory county administrative and IT services/costs
9.A - Governance: Develop stakeholder engagement strategy

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. CRESA was the 2nd PSAP in WA to receive CALEA accreditation.

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 (07/18/23) the following Nurse Navigation performance was reported:

Total Nurse Navigation Breakout

ALS	BLS	Alt. Dest.	Telehealth	Self-Care	Total
5	140	15	24	66	250

Calls Answered Breakout (secs.)

<10	11-15	16-20	21-30	31-45	>45	Total
0	1	94	168	24	17	303

Patient Call Back Satisfaction Score (Completed = 21)

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?	4.3
(Alt Dest.) Transportation to care?	5.0
(Self Care) Time on phone with nurse?	4.5
(Self Care) Care provided over the phone?	5.0
(Teleh.) Ease of technology with visit	4.7
(Teleh.) Time spent w/ provider	4.3
(Teleh.) Waiting for the provider	4.3
(Teleh.) Care received from the provider	4.3

CRESA Call Processing Performance

911 Calls Answered Breakout

Total Calls	0s to 15s		15s to 20s		> 20s	
	# Comp.	%	# Comp.	%	# Comp.	%
25,643	17,241	67.23	1,551	6.05	6,851	26.72

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. CRESA was the 4th internationally to receive EMD 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.

June EMD Compliance

Compliance Level	Standard	CRESA	No. Cases
High		58%	63
Compliant		30%	32
Partial	≤ 10%	6%	6
Low	≤ 10%	2%	2
Non-Compliant	≤ 7%	5%	5
Total		100%	108

EMERGENCY MANAGEMENT

Alert & Warning Program

Emergency Management staff participated in an Emergency Management Alert System (EAS) roadshow. CRESA alert and warning subject matter experts worked with regional partners to develop and facilitate a presentation to area news media directors and broadcast engineers. The goal of the EAS Roadshow is to strengthen the relationships between alert originators and the stations that broadcast EAS alerts. These alerts are critical, serving as one of the most reliable methods to reach a large amount of the population quickly. By continuing to focus on relationship building we can strive to have the news media share our official incident related information.

Emergency Management staff will send a live EAS Required Monthly during the next EAS Roadshow on September 5th. Meeting attendees will have the opportunity to witness the process of sending an alert from the perspective of an alert originator.

Duty Officer Program

Duty Officer Calls 6/26/23 through 7/18/23	
Search & Rescue	3
Total	3

2023 Duty Officer Calls by Jurisdiction	
Outside Clark County	0
Clark County	1
Vancouver	2

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

Volunteers staffed the Fireworks Call Center July 1-4 and answered 832 calls during that time, responding to community complaints, concerns, and frustration. CCSO Auxiliary and CERT volunteers will be staffing tables at the Yacolt EMS Safety Fair on 7/29. We are also ramping up for a busy National Night Out on August 1st. We will have tables at events in Washougal, Battle Ground, and Ridgefield, staffed by an EOC team member and a volunteer; a table at Bridgeview Resource Center, staffed by a CERT volunteer; and teams of volunteers will visit the different events being hosted by neighborhood and church organizations through-out the county. We have created a flier focusing on wildfire awareness and preparedness messages for this event, which will also be used for the upcoming Clark County Fair.

Citizen Corps and Volunteer Programs

15 people from CERT, Fire Corps, and CCSO Auxiliary volunteered 125 hours to staff the Fireworks Call Center July 1-4.

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

ARES: Continuing to run regularly scheduled exercise drills.

CCSO Auxiliary: Volunteers supported Jeremy Brown's Blue Mile Walk on 7/23, and in addition to the Yacolt EMS Safety Fair, are participating in VFD Project HomeSafe.

CCSO SAR: The underwater recovery and K9 team spent four days over the Fourth of July holiday working successfully to recover an 18 year old drowning victim.

CERT: Completed Part 1 of training to stand up and operate a shelter during an evacuation in Clark County. Volunteers are also supporting Project HomeSafe and the Yacolt EMS Safety Fair.

Fire Corps: Focused on Project HomeSafe

MRC: Continued registration and onboarding of volunteers. Opioid overdose and Naloxone training is scheduled for later this month.

VPD NOW: Volunteers represented the Department at various outreach events including Juneteenth, Paws on Patrol Annual Park Gathering, Heroes Night and SummerFest. They continue their community patrols, especially in the retail corridor of Mill Plain, Waterfront and Esther Short Parks during events.

Mitigation & Recovery

The adoption process for the approved NHMP continues for the involved stakeholders. Currently 11 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. A new approval letter from FEMA documenting jurisdictions eligible for HMA through adoption of the plan was received on 7/21.

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 was completed on 6/28.

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).

Grant	Status	Total Award	% Expended
20SHSP	Active	\$474,853	80%
21SHSP	Active	\$584,255	23%
22SHSP	Active	\$430,604	12%
23SHSP	Application Phase	TBD	0%

22EMPG	Active	\$304,443	62%
23EMPG	Application Phase	\$282,341	0%
UASI 20	Active	\$32,500	100%
UASI 21	Active	\$52,100	0%
UASI 22	Active	\$71,900	0%