



Clark Regional Emergency Services Agency

DIRECTOR'S REPORT

From: Dave Fuller, Director

SEPT 2023

HUMAN RESOURCES

Recruitment

- Finance Division Manager - final interviews 9/12
(2) Emergency Management Coordinators - final interviews
911 Call Taker Dispatcher Trainees
- Currently accepting applications (on-going)
- 9/25/23 New Hire Academy
- 1 Lateral
- 4 Non-Laterals
- 12/10/23 New Hire Academy
- 7 at Background
- 10 at Final Interview

Current Staffing

Table with 3 columns: 2023, Approved Budget, Actual. Rows include CRESA Total Headcount, 911 Operations Division, Emergency Management Division, Finance Division, and Administration / Executive.

9-1-1 OPERATIONS

Total Call Statistics

July 2023 Call Volume:

- 911 Calls: 25,901
311 and Other Calls: 14,344
Abandonment Rate: 18% (approx 4,662 calls)

Language Interpretation Services

Voiance calls for service for June totaled 172 with 141 for Spanish, 29 for Russian, and one each for Amharic and Punjabi.

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.

Table with 5 columns: Month/Yr, Exceeded Expectations, Satisfied, Frustrated, Dissatisfied. Rows for JUN 2023 and JUL 2023.

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: 679 monthly average through July 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's 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	Status
1.A - Training: Evaluation Options for Training Support	<ul style="list-style-type: none"> Completing job description for Training Asst. FTE
2.A - Operations: Alternative 311 call processing solutions and procedures	<ul style="list-style-type: none"> Implemented 311 call routing platform MOU with Guild for 311 job classification
3.B - Personnel: Non-recruiting personnel to participate in recruiting and hiring workflow	<ul style="list-style-type: none"> Ongoing enhancements to hiring process Ongoing recruitment events
5.B - Planning: Formal change / project management plan	<ul style="list-style-type: none"> Change management methodology approved
5.A - Planning: Change / project management education	<ul style="list-style-type: none"> Change management training visuals posted at CRESA.
5.C - Planning: Develop and adopt a formal communications plan	<ul style="list-style-type: none"> Developing formal communications methodology
6.A - Infrastructure: Identify options for use of the EOC	<ul style="list-style-type: none"> Decision to not move forward based on cost and benefits assessment
6.B - Infrastructure: Update the design quotes for the dispatch floor	<ul style="list-style-type: none"> Budget adjustment included in 2024 Cap Ex plan
8.A - Management: Inventory county administrative and IT services/costs	<ul style="list-style-type: none"> Waiting for updated costs for county services
9.A - Governance: Develop stakeholder engagement strategy	<ul style="list-style-type: none"> Pending 4th qtr.

Commission on Accreditation for Law Enforcement Agencies (CALEA)

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

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, the following Nurse Navigation performance was reported:

Total Nurse Navigation Breakout

ALS	BLS	Alt. Dest.	Telehealth	Self-Care	Total
7	184	17	37	89	334

Calls Answered Breakout (secs.)

<10	11-15	16-20	21-30	31-45	>45	Total
0	1	134	232	30	20	417

Patient Call Back Satisfaction Score (Completed = 48)

Survey Questions (2nd Qtr.)	Satisfaction Score (0 - 5)
Wait Times	3.0
Transportation	4.7
Technology	4.8
Reception	5.0
Communication	4.7
Care	4.5
Adequate Time	4.7
Average Score	4.7

CRESA Call Processing Performance

July 911 Calls Answered Breakout

Total Calls	0s to 15s		15s to 20s		> 20s	
	# Comp.	%	# Comp.	%	# Comp.	%
25,878	17,087	66.03	1,278	4.96	7,513	29.03

Medical Priority Dispatch System (MPDS)

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.

July EMD Compliance

Compliance Level	Standard	CRESA	No. Cases
High		74%	80
Compliant		18%	19
Partial	≤ 10%	4%	4
Low	≤ 10%	0%	0
Non-Compliant	≤ 7%	5%	5
Total		100%	108

EMERGENCY MANAGEMENT

Alert & Warning Program

Dakota Karlsen has assumed the lead role in our Emergency Operations & Response to include Alert & Warning.

Eight Public Alerts were sent out for evacuation notices during the Jenny Creek Fire between 8/16 and 8/18. Over 1,000 new registrations for Clark Public Alerts have been made since the Jenny Creek Fire.

In conjunction with the RPDO on September 5. Emergency Management staff will send a live EAS required monthly test in front of an audience. 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 7/18/23 through 8/28/23	
Search & Rescue	5
Fire Support	5
Law Enforcement Support	3
HAZMAT	1
Total	13

2023 Duty Officer Calls by Jurisdiction 7/18/23 - 8/28/23	
Clark County	4
Vancouver	4
Outside Clark County	4
Camas	1

Public Outreach and Education

National Night Out events in Clark County - CRESA employees and CERT volunteers actively participated in Ridgefield, Battle Ground, and Washougal. Topics included, wildfire awareness, sign-ups for Clark Public Alerts, and letting people know that CRESA is hiring for 911 call takers and dispatchers. In addition, other CERT volunteers and the Volunteer Coordinator visited multiple neighborhood events throughout the Vancouver area, distributing bags with wildfire awareness information and promotional items.

CRESA partnered with the CCSO to share booth space at the 2023 Clark County Fair 8/4 - 8/13. Our focus continues to be wildfire awareness, signing up for Alerts, and recruiting for 911 dispatch. CRESA staff and CERT volunteers staffed the booth daily.

Future events include East County Fire & Rescue's Open House and the Camas-Washougal FD Open House & Safety Fair on 9/23.

Citizen Corps and Volunteer Programs

CCSO Auxiliary has been focused on the Clark County Fair, with volunteers helping to cover shifts in the CCSO booth. They continue to reach out to people through their Senior Wellness program, and are already thinking ahead to Santa's Posse.

CCSO SAR hosted a four-hour workshop on "Autism in the Wild" on 8/12 and invited area partners to participate in this valuable training session.

CERT volunteers have been busy! In late July they stuffed 200 give-away backs for National Night Out, put together backpacks for the upcoming fall CERT classes, helped with public education & outreach activities, joined Fire Corps volunteers and staff to help with Project HomeSafe, and drilled on area size-up and building assessment during their skills refresher meeting.

Fire Corps volunteers continue to focus on connecting with homeowners for Project HomeSafe.

Mitigation & Recovery

Dakota Karlsen will be turning over the Mitigation & Recovery program areas to a new coordinator specializing in planning once selected. Job posting closed on 8/15 and the interview process is in progress.

The adoption process for the approved NHMP continues for the involved stakeholders. Currently 13 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 has been received for 4 of 4 Phase 1 organizations. FPOD planning is underway with a methodology for site selection and documentation being formulated.

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).

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	75%
23EMPG	Application Phase	\$282,341	0%
UASI 20	Active	\$32,500	100%
UASI 21	Active	\$52,100	0%
UASI 22	Active	\$71,900	32%