



Clark Regional Emergency Services Agency DIRECTOR'S REPORT

From: Dave Fuller, Director

APRIL 2023

HUMAN RESOURCES

Recruitment

- New Dispatch Supervisor started 3/13/23
- 911 Call Taker Dispatcher Trainees
 - Currently accepting applications (on-going)
 - Ranked list non-laterals candidates - 5
 - Ranked list lateral candidates - 1

Current Staffing

2023	Approved Budget	Actual
CRESA Total Headcount	88	76
911 Operations Division	70	59
Emergency Management Division	6	5
Finance Division	5	5
Administration / Executive	7	7

9-1-1 OPERATIONS

Total Call Statistics

February 2023 Call Volume

911 Calls: 19,996
 311 and Other Calls: 11,630
 Abandonment Rate: 14.03% (Approx 2,805 calls)

Language Interpretation Services

Voiance calls for service for February 2023 totaled 112 with 92 for Spanish, 12 for Russian, three for Vietnamese, and one each for Tamil, Thai, Ukrainian, Korean 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. The Operations Division Manager and Director review all survey responses.

Month/Yr	Exceeded Expectations	Satisfied	Frustrated	Dissatisfied
JAN 2023	3	4	0	0

Public Records Requests

All requests for CRESA records are processed through the GovQA system accessible through the CRESA website, cresa911.org. 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: 688 monthly average through February 2023

TECHNICAL SERVICES

Network/Systems

The Administrative and EOC sides of CRESA have both been moved to their own separate VLANs on the network. In doing this, all systems on those networks are now going through another layer of protection on the network. Our next step in this project is to move Dispatch onto its own separate VLAN.

CAD

We are putting together training for Shared Station that will be presented at the next in-service. Shared station will be going live shortly after. We are moving forward with the CAD-to-CAD project, and have signed off on the statement of work, and will be starting the work on the ASAP-to-PSAP project.

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.

CRESA Website Update

The new CRESA website was successfully launched on March 8 and is up and running.

QUALITY MANAGEMENT PROGRAM

Service Levels, 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 SLIS 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 report was presented during the March 2nd Administrative Board Meeting. On March 16th, MCP issued homework to the Board as well to the Strategic Plan Workgroup who will be conducting work sessions on April 11th and 12th.

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 an

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. The goal of this program is to lessen the impact on EMS resources and ED overcrowding. 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 is currently working with GMR/AMR on the call processing workflow including: 1) programming CAD for the NN call types; 2) building an SOP file for the script to be read to the 911 caller being transferred to NN; 3) establishing a 3-ring NN call answer threshold to minimize dispatcher time-on-task; 4) identifying the process for dispatch override when EMS response is required; and 5) the process to use for NN call backs requesting EMS response.

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.

February EMD Compliance

Compliance Level	Standard	CRESA	No. Cases
High		61%	66
Compliant		31%	34
Partial	≤ 10%	1%	1
Low	≤ 10%	3%	3
Non-Compliant	≤ 7%	4%	4
Total		100%	108

February EMD Call Processing Times Priorities 1 - 7

	2/23	YTD
Answer to MED ¹	01:18 ≤ 90%	01:33 ≤ 90%
MED to Call Type ²	01:54 ≤ 90%	01:41 ≤ 90%
Total Time	03:12 ≤ 90%	03:14 ≤ 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 hosted EOC training for new and returning EOC staff. Training focused on the role of the EOC in large-scale incidents and review of EOC technology.

Duty Officer Program

Emergency Management staff responded to an unexpected significant snow in February. Staff assisted in coordinating response efforts throughout the county while providing valuable situational awareness.

2023 Duty Officer Calls	
HAZMAT	4
Search & Rescue	2
Weather	2
Utility Outage	1
Total	9

2023 Duty Officer Calls by Jurisdiction	
Clark County	5
Vancouver	2
Battle Ground	1
Yacolt	1

Public Outreach and Education

CRESA continues planning for National Telecommunicator Week, April 9-15, 2023. During the week, CRESA will highlight services related to 911/311 as well as provide tips and tricks for the public about calling.

CRESA Public Education has committed to the spring Home and Garden Show in April 2023. Wildfire readiness and mitigation will be one of our key messages for this event.

CRESA continues to work with other PSAP's throughout the state on a shared messaging campaign. CRESA continues to be one of the lead PSAPs within Washington State creating and sharing information about 911 and making that available to other PSAPs.

Clark County JIC/ Public Information

CRESA continues to lead conversations bringing together all agency/city/county PIO's within Clark County. Working together regularly has already provided a much-improved network for sharing messaging and ensuring the correct messages are shared.

Citizen Corps and Volunteer Programs

CERT – graduated 11 new volunteers from Washington School of the Deaf in early March; another CERT class will be finishing this spring with 15 participants. A second spring class will begin at the end of March.

CCSO SAR just completed their new academy with 15 new volunteers.

Medical Reserve Corps has restarted their program for 2023. They are holding volunteer orientation and are working to get volunteers added as emergency workers.

Citizen Corps is seeing cross training of volunteers in programs: increasing number of volunteers participating in more than one program, i.e. ARES, CCSO SAR, and CERT.

Mitigation & Recovery

The Clark Regional Natural Hazard Mitigation Plan update was approved by WA EMD with no revisions required as of 3/14 and is currently with FEMA for final review.

WA State Department of Commerce input is that Clark County is the furthest ahead on the Fuel Management Plan and is considered the pilot organization for the project. Discussions regarding Fuel Points of Distribution (FPOD) locations have begun. Three of four initial organization's fuel tracking data were accepted and work is underway 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. 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	46%
21SHSP	Active	\$584,255	9%
22SHSP	Active	\$430,604	0%
23SHSP	Application Phase	TBD	0%
22EMPG	Active	\$304,443	40%
UASI 20	Active	\$26,000	100%
UASI 21	Active	\$52,100	0%
UASI 22	Active	\$71,900	0%