



Clark Regional Emergency Services Agency DIRECTOR'S REPORT

From: Dave Fuller, Director

APRIL 2024

HUMAN RESOURCES

Current Recruitment

911 Trainees

- New Hires started 3/18/24 - 3 Trainees
- Current posting: 157 applicants in various stages of process

Current Staffing

2024	Approved Budget	Actual
CRESA Total Headcount	100	81
Administration/Executive	6	5
Finance Division	5	5
Emergency Management Division	7	6
Radio System Services	2	2
911 IT & CAD Support Services	4	4
911 Operations - (non-represented)	3	3
911 Operations -(rep) Subtotal	73	56
Dispatch Supervisors	8	7
Dispatchers fully-trained/non-probationary	53	37
Call Takers fully-trained/non-probationary	12	1
Probationary		
Trainees		11

*Effective 1/1/2024 increased budget headcount: 4 Dispatcher, 4 Call Taker, 1 Training Asst, 1 Supervisor, 1 EM Coord, 1 PIO

9-1-1 OPERATIONS

Total Call Statistics

February 2024 Call Volume:

911 Calls: 17,106
311 and Other Calls: 11,860
Abandonment Rate: approx 13% (2,370 calls)

Language Interpretation Services

Voiance calls for service for February 2024 totaled 165 with 127 for Spanish, 30 for Russian, two for Ukrainian, and one each for Amharic, Hindi, Korean, Mandarin and Punjabi.

Public Records Requests

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: 7,734 total, monthly average of 645

2024: 653 monthly average through February

TECHNICAL SERVICES

Network/Systems

CRESA continues to research and plan for separating IT services with Clark County. A project plan or "Charter" has been developed along with a draft budget which will be shared with the CRESA board in a staff report.

Dispatch Floor Remodel

Dispatching operations have been moved out of the EOC and back into the newly remodeled dispatch floor. Technical Services staff have been working long hours over the last few weeks installing computers, monitors and other technology equipment for the new workstations.

Phone System

Central Square has been identified as the preferred vendor for replacement of CRESA's phone system (see attached staff report). Next steps will include contract negotiations and project plan development.

311

We continue to build out a "to go" setup that will allow 311 call taking to be done remotely. The Amazon Connects AI system continues to route non-emergency calls away from the dispatch floor by directly connecting to alternative resources.

QUALITY MANAGEMENT PROGRAM

Service, Staffing & Infrastructure Needs Assessment

The Rocks for 1st Quarter (JAN - MAR)

Rocks	Status
1.A - Training: Onboard additional CTOst	• Ongoing
1.B - Training: Utilize AI	• Begin use of AISkillLAB for EMD Training • Researching other companies for police and fire
2.A - Operations: Eliminate 911 being answered by dispatch	• Started with the fire dispatch position

2.B - <i>Operations</i> : Expand dispatch and operations positions	<ul style="list-style-type: none"> Started
2.C - <i>Operations</i> : Explore 311 call takers during peak hours	<ul style="list-style-type: none"> Pending 3rd qtr.
2.D - <i>Operations</i> : Explore remote telecommunicators	<ul style="list-style-type: none"> Pending 2nd qtr.
3.A - <i>Personnel</i> : Onboard 18 FTEs for 2024	<ul style="list-style-type: none"> Started
3.B - <i>Personnel</i> : Continue evaluation of hiring process	<ul style="list-style-type: none"> Enhancing ApplicantPro Updating recruitment video
4.A - <i>Standards</i> : List of accreditations and standards developed and presented to the Board	Completed draft list of existing CRESA standards and accreditations
5.A - <i>Planning</i> : Automated change management tool	<ul style="list-style-type: none"> Internal website page Completed Training - started Draft ready for testing - Pending 3rd qtr.
5.B - <i>Planning</i> : Formal communications process	Plan ready for management team review by July
5.C - <i>Planning</i> : Measure employee engagement	<ul style="list-style-type: none"> Hire Communications Coordinator Begin work in Q4
6.A - <i>Infrastructure</i> : Kitchen remodel	Completed
6.B - <i>Infrastructure</i> : Dispatch floor remodel	<ul style="list-style-type: none"> Relocation in EOC - Completed Re-work - Electrical Completed - Data Completed - Carpet Underway - New Consoles
6.C - <i>Infrastructure</i> : New phone system	<ul style="list-style-type: none"> Underway - Review consortium contract and bids
7.A - <i>Alternate Response</i> :	<ul style="list-style-type: none"> Attend Crisis Partnership Committee Attend EMS Training & QI Committee
8.A - <i>Management</i> : Enhance network security	<ul style="list-style-type: none"> Workgroup formed to identify needed changes and costs TAC group to identify user

	agency impacts
9.A - <i>Governance</i> : Develop stakeholder engagement strategy	<ul style="list-style-type: none"> Identify stakeholders - Completed Review past progress - pending meeting with County Manager

Commission on Accreditation for Law Enforcement Agencies (CALEA)

After a successful on-line CALEA audit of proof year two on 11/10/23, staff began proof year three (09/01/23 - 08/31/24) re-accreditation process of updating directives and proofs.

Nurse Navigation System

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 (05/16/23 - 02/26/24)

ALS	BLS	Alt. Dest.	NN ER	VC EMS	Telehealth	Self-Care	Total
28	429	35	19	2	59	168	740

Calls Answered Breakout (secs.) (02/24/24 - -3/25/24)

Total Calls Answered	Ave. Time to Answer	Total Calls Abandoned	% Abandoned
65	37	8	10.1%

Patient Call Back Satisfaction Score - Completed = 13 (02/24/24 - 03/25/24)

Survey Questions	Satisfaction Score (0 - 5)
Wait Times (ride back home)	4.5
Transportation (ride to provider)	5.0
Technology (technology used for visit)	
Reception (time waiting for Dr. or RN)	4.0
Communication (care received over phone)	4.9
Care (care received from provider)	4.0
Adequate Time (time in clinic)	4.0
Average Score	4.5

CRESA Call Processing Performance

February 911 Calls Answered Breakout (Excludes Abandoned Calls)

Total Calls	0s to 15s		15s to 20s		> 20s	
	# Comp.	%	# Comp.	%	# Comp.	%
14,728	9,463	64.25	884	6.00	4,381	29.75

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.

February EMD Compliance

Compliance Level	Standard	CRESA	No. Cases
High		57%	62
Compliant		21%	23
Partial	≤ 10%	8%	9
Low	≤ 10%	4%	4
Non-Compliant	≤ 7%	9%	10
Total		100%	108

EMERGENCY MANAGEMENT

Alert & Warning Program

Two requests for Public Alerts were initiated by the Clark County Sheriff's Office during the month of March, and one was fully sent out before the situation was resolved. The March 9 Public Alert for a missing, endangered person was sent to 1367 contacts in the Salmon Creek area.

The Regional Disaster Preparedness Organization Disaster Messaging Workgroup is working on a targeted ad campaign for PublicAlerts registration for all counties in the Portland/Vancouver Metro Region. The campaign will be included on buses, billboards, and social media with the goal of increasing opt-in numbers for all partners. The campaign is expected to begin in April.

Duty Officer Program

Duty Officer Calls 03/01/24 through 03/27/24	
HAZMAT	2
Law Enforcement Support	1
Search & Rescue	1
Weather	1
Total	5

2024 Duty Officer Calls by Jurisdiction 02/01/24 through 02/28/24	
Vancouver	4
Clark County	1

Partner Planning

Progress continues on the Animal Evacuation planning. The Clark County Saddle Club has joined these efforts for equine needs, and work is being done to identify coordinators for llamas, alpacas, goats and sheep. The Clark County Conservation District has also become a partner in these efforts. A workshop is being planned for late spring/early summer with these partners.

Public Outreach and Education

Our presentations to the Commission on Aging and Affinity at Vancouver went very well. We will continue our focus on this underserved demographic in the coming months. The Clark County Republican Womens' Group also hosted a successful presentation

on emergency preparedness. In April, we look forward to our participation in the Home & Garden Idea Fair, along with a presentation to Clark College and a follow-up presentation to the Commission on Aging.

Citizen Corps and Volunteer Programs

Our volunteer programs continue to be busy with their on-going trainings and activities highlighted below.

CCSO Auxiliary: Volunteers are supporting law enforcement training activities by acting as "victims" for their scenarios. Volunteers have completed "Junk Vehicle Inspection" training and added this to their patrols.

CERT: Volunteers will be invited to participate in a training on community outreach skills and will be utilized this summer for some of our public education and outreach events. Spring CERT training classes begin in April; classes in Vancouver and Battle Ground will be running concurrently. Thank you to VFD, CCFD6, and FD3 for your support!

Fire Corps: Continue to build their program with the addition of new members.

MRC: Continues to build their program with the addition of new members.

Refuge Point Incident Support: Continues to support law enforcement training activities through their catering service.

VPD NOW: Volunteers are supporting law enforcement training activities by acting as "victims" for their scenarios.

Mitigation & Recovery

Invitations have been sent out for the initial Emergency Fuel Planning meeting, with the Washington State Department of Commerce invited to observe. The Department of Commerce is refining its toolkit, which will serve as the foundational guide for the statewide development of Emergency Fuel Plans.

Invitations will be sent out for a meeting regarding the Natural Hazard Mitigation Plan (NHMP), with a primary focus on evaluating partner progress in fulfilling the outlined 2023 NHMP action items.

Regarding the Preliminary Damage Assessment (PDA), it has been determined that 12 counties have successfully met their respective indicators/thresholds, with an additional two counties approaching the threshold. Collectively, these counties surpass the State's indicator/threshold of \$14.1 million, totaling over \$25 million in unverified costs. The State is currently engaged in conducting Joint Preliminary Damage Assessments to validate damages and associated costs. It's crucial to recognize that these figures are preliminary and await validation from FEMA, with only FEMA-validated damages and costs factored into the final calculations. The State is actively progressing towards formalizing a disaster declaration.

Continuity of Operations Planning

Ridgefield introductory meeting and all employee meetings are completed, with individual department meetings to begin this coming quarter. In addition, EOC development is underway with Ridgefield city management to coincide with COOP planning. Still awaiting further meetings with Camas leadership for the upcoming quarter. Introductory meetings with La Center to occur before the end of March and individual department meetings are underway with Washougal.

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>
21SHSP	Active	\$584,255	25%
22SHSP	Active	\$430,604	23%
23SHSP	Active	\$307,632	0%
23EMPG	Active	\$282,341	22%
UASI 22	Active	\$71,900	38%