



## Clark Regional Emergency Services Agency

# DIRECTOR'S REPORT

**From: Dave Fuller, Director**

**AUG 2024**

### HUMAN RESOURCES

#### Current Recruitment

- *Public Safety Systems Network Administrator* - Position posted with deadline to apply of 8/4/24
- *Emergency Management Training & Exercise Coordinator*: Position reposted with deadline to apply of 7/28/24
- *Communications PIO Coordinator* - Final Interview Stage
- *911 Dispatch Supervisor* - Final Interview Stage
- *911 Trainees* - Next academy starting 09/23/24 with six (6) pending trainees

#### Current Staffing

2024	Approved Budget	Actual
CRESA Total Headcount	100	85
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	60
Dispatch Supervisors	8	7
Dispatchers fully-trained/non-probationary	53	38
Call Takers fully-trained/non-probationary	12	1
Probationary		
Trainees		14

*\*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

June 2024 Call Volume:

911 Calls: 20,319  
311 and Other Calls: 13,637  
Abandonment Rate: approx 13% (2,614 calls)

#### Language Interpretation Services

Voiance calls for service for May 2024 totaled 189 with 146 for Spanish, 28 for Russian, three each for Arabic and Vietnamese,

two each for Dari, Farsi and Mandarin, and one each for Punjabi, Romanian and Tagalog.

Voiance calls for service for June 2024 totaled 206 with 166 for Spanish, 30 for Russian, three for Vietnamese, two for Mandarin, and one each for French, Hindi, Japanese and Serbian.

#### 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: 693 monthly average through June

### TECHNICAL SERVICES

#### Network/Systems

Work has begun for the project to separate network and IT services between CRESA and Clark County. We have weekly meetings keeping everyone on task, identifying any possible roadblocks and/or delays. CRESA has started the process for procuring our own services and licenses (ISP, Endpoint Protection, authentication methods, O365).

#### Dispatch Floor Remodel

Russ Basset has completed installation of new doors and fans in the tech cabinets that house the CAD and Phone system PCs. The goal is to lower the temperature in the cabinets to an acceptable range.

#### 311

The "to go" workstations have been built, and testing is taking place. There are still a few bugs to work through, however the testing was very promising for the ability for remote 311 call taking.

### QUALITY MANAGEMENT PROGRAM

#### Commission on Accreditation for Law Enforcement Agencies (CALEA)

After a successful on-line CALEA audit of proof year two on 11/10/23, staff is currently completing 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 - 07/24/24)

ALS	BLS	Alt. Dest.	NN ER	VC EMS	Telehealth	Self-Care	Total
44	548	56	44	8	71	246	1,017

#### Calls Answered Breakout (secs.) (06/01/24 - 06/30/24)

Total Calls Answered	Ave. Time to Answer	Total Calls Abandoned	% Abandoned
93	22	1	0.98%

#### Patient Call Back Satisfaction Score - Completed = 21 (56.8%)

(06/01/24 - 06/30/24)

Survey Questions	Satisfaction Score (0 - 5)
Wait Times (ride back home)	4.3
Transportation (ride to provider)	5.0
Technology (technology used for visit)	4.3
Reception (time waiting for Dr. or RN)	4.3
Communication (care received over phone)	4.6
Care (care received from provider)	5.0
Adequate Time (time in clinic)	5.0
Average Score	4.7

#### CRESA Call Processing Performance

##### June 911 Calls Answered Breakout (Excludes Abandoned Calls)

Total Calls	0s to 15s		15s to 20s		> 20s	
	# Comp.	%	# Comp.	%	# Comp.	%
17,706	12,190	66.85	1,030	5.82	4,486	25.34

#### 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.

#### June EMD Compliance

Compliance Level	Standard	CRESA	No. Cases
High		47%	51
Compliant		28%	30
Partial	≤ 10%	9%	10
Low	≤ 10%	6%	6
Non-Compliant	≤ 7%	10%	11
Total		100%	108

### **EMERGENCY MANAGEMENT**

#### Alert & Warning Program

Public Alerting Grid Map books are available in the EOC. Please contact Scott Johnson for pick up.

#### Duty Officer Program

Duty Officer Calls 06/01/24 through 06/30/24	
SAR	3
HAZMAT	3
Fire Support	2
Total	8

2024 Duty Officer Calls by Jurisdiction 02/01/24 through 02/28/24	
Camas	1
Washougal	1
Vancouver	1
Mutual Aid-Washington	2
Clark County	3

#### Partner Planning

EM Staff continues to meet with volunteer large animal coordinators and other partners for horses, llamas, alpacas and goats. Call out lists have been developed to be shared with the EOC and other participants for a next wildfire or other activation that might involve evacuation of these animal groups.

CRESA is researching potential sites around the county to solicit for shelter agreements. Review will be done to strategize on distribution throughout the county, concentrating on both where the population majority is and where natural hazards may happen.

The Local Emergency Planning Committee (LEPC) will meet in July with facilities with hazardous materials and state and local response partners coming together. Concentration this month and next quarter will be a workshop on what evacuation would look like including what mitigation, preparedness and communication methods can be engaged.

#### Public Outreach and Education

Our 4th of July Call Center was open 7/3 through 7/6 and received just over 1,000 reports from community members via the phone lines and on-line reporting. Volunteers and Dispatch trainees did a great job staffing the phone lines; 96 total hours were donated by volunteers. Community Outreach activities continue with the Commission on Aging and the North County EMS Safety Fair. National Night Out will be a busy evening on 8/6, and we will again have a presence at the Clark County Fair 8/2 - 8/11.

#### Citizen Corps and Volunteer Programs

Our volunteer programs continue to be busy with their on-going trainings and individual activities. Participants have also been doing a great job supporting activities and projects for other teams, such as MRC's Heat Mapping campaign, VFD's Project Homesafe, role-playing for law enforcement teams, and CRESA EOC community outreach prep work.

#### Mitigation & Recovery

The initial emergency management fuel meeting was successfully completed with the participation of the Washington State Department of Commerce, marking the conclusion of Phase 1. Currently, Phase 2 is in progress with the drafting of the

emergency fuel plan underway. Additionally, the first meeting for the Natural Hazard Mitigation Plan partners has been scheduled for August 19th. We will have guest speaker Christopher Reilly from the Washington State Emergency Management Division, who will discuss mitigation grant opportunities of potential interest to our partners. The contact list for the Natural Hazard Mitigation group has been confirmed, and research for the agency's hazard identification risk assessment is ongoing.

Due to the federal disaster declaration following the January 2024 Severe Winter Storm, there is now a grant opportunity available. We plan to apply for this grant to help fund a contractor who will draft a new Natural Hazard Mitigation Plan that complies with FEMA's new guidelines. The primary objective of this project is to create a FEMA-approved Natural Hazard Mitigation Plan that addresses the evolving risks and challenges faced by Clark County. The new plan will incorporate updated risk assessments, mitigation strategies, and community preparedness initiatives to reduce the impact of natural hazards such as wildfires, floods, earthquakes, and severe storms. The scope of work includes hiring a qualified contractor, conducting extensive consultations with local stakeholders, performing thorough risk assessments, formulating mitigation strategies, drafting and reviewing the plan, and submitting the final version to FEMA for approval.

#### **Continuity of Operations Planning**

Continuity of operations and Emergency Operations Center (EOC) development has been progressing with Ridgefield, Vancouver, Battle Ground, La Center, Camas and Washougal.

**Ridgefield** is almost completed with introductory COOP meetings, and has identified their EOC team members. The first EOC activation exercise will take place on July 31st.

**Vancouver** has not begun updating COOP but is in process of developing EOC structure and communication flow ahead of election season.

**Battle Ground** had an initial introductory meeting with EOC manager and is in process of developing a timeline for COOP updates and EOC development with hopes to have a tabletop exercise by end of year.

**La Center** has begun the process of updating COOP plans and has identified an employee to attend introduction to COOP provided by Washington EMD and FEMA.

**Camas** had an introductory meeting with the City Manager, Mayor, Public Works Director and Police Chief. Currently awaiting a meeting invitation to present COOP at their next leadership meeting so individual departments can begin the process.

**Washougal** has begun COOP updates with the HR and Risk Management department, awaiting feedback and will continue onto the next department to keep momentum going.

#### **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><b>Grant</b></i>	<i><b>Status</b></i>	<i><b>Total Award</b></i>	<i><b>% Expended</b></i>
<b>21SHSP</b>	<b>Active</b>	<b>\$584,255</b>	<b>52%</b>
<b>22SHSP</b>	<b>Active</b>	<b>\$430,604</b>	<b>33%</b>
<b>23SHSP</b>	<b>Active</b>	<b>\$307,632</b>	<b>0%</b>
<b>23EMPG</b>	<b>Active</b>	<b>\$282,341</b>	<b>74%</b>
<b>UASI 22</b>	<b>Active</b>	<b>\$71,900</b>	<b>38%</b>
<b>UASI 23</b>	<b>Active</b>	<b>\$42,500</b>	<b>0%</b>

## The Rocks for 2nd Quarter (APR - JUN)

3 <sup>rd</sup> Quarter Rocks	
Training	<ul style="list-style-type: none"> <li>● Ongoing CTO Recruitment</li> </ul>
	<ul style="list-style-type: none"> <li>● AI SkillsLab Implemented for EMD</li> </ul>
Operations	<ul style="list-style-type: none"> <li>● Move Fire Com to 24 x 7</li> </ul>
	<ul style="list-style-type: none"> <li>● Implement Fire Ops (limited hours).</li> </ul>
	<ul style="list-style-type: none"> <li>● Hire 311 Call Takers</li> </ul>
	<ul style="list-style-type: none"> <li>● Explore Remote 311 Call Taking</li> </ul>
Personnel	<ul style="list-style-type: none"> <li>● Onboard trainees Ongoing</li> </ul>
	<ul style="list-style-type: none"> <li>● Continued evaluation of hiring process</li> </ul>
Standards	<ul style="list-style-type: none"> <li>● List of accreditations and standards approved by the Board</li> </ul>
Planning	<ul style="list-style-type: none"> <li>● Hire PIO to Coordinate Change Management Tool</li> </ul>
	<ul style="list-style-type: none"> <li>● Management Team to Approve Formal Communication Process</li> </ul>
Infrastructure	<ul style="list-style-type: none"> <li>● Kitchen remodel - <b>Completed</b></li> </ul>
	<ul style="list-style-type: none"> <li>● Ops Floor remodel - <b>Completed</b></li> </ul>
	<ul style="list-style-type: none"> <li>● New Phone System - Kick-Off Meeting and Site Visit in July</li> </ul>
Alternative Response	<ul style="list-style-type: none"> <li>● Explore Feasibility for 911 and 988/Crisis Line Interoperability</li> </ul>
Management	<ul style="list-style-type: none"> <li>● Separate from County IT Network – Developing SOW in July</li> </ul>