



Clark Regional Emergency Services Agency

DIRECTOR'S REPORT

From: Dave Fuller, Director

DEC 2023

HUMAN RESOURCES

Recruitment

- Public Records Specialist - accepting applications
- Emergency Management Coordinators
 - Jodi Blackwood started 11/6/23
- 911 Call Taker Dispatcher Trainees
 - Currently accepting applications (on-going)
 - 12/18/23 for next New Hire Academy
 - 4 confirmed
 - 2 pending final processes

Current Staffing

2023	Approved Budget	Actual
CRESA Total Headcount	88	81
Administration/Executive	5	4
Finance Division	5	5
Emergency Management Division	6	6
Radio System Services	2	2
911 IT & CAD Support Services	4	4
911 Operations - Salary (non-represented)	2	2
911 Operations - Hourly (represented)	64	58
Subtotal		
Dispatch Supervisors	7	7
Dispatch Leads	2	2
Dispatchers, fully-trained/non-probationary	47	37
Call Takers, fully-trained/non-probationary	8	2
Probationary		0
Trainees		10

9-1-1 OPERATIONS

Total Call Statistics

October 2023 Call Volume:

911 Calls: 20,544
 311 and Other Calls: 14,297
 Abandonment Rate: 11.89% (2,236 calls)

Language Interpretation Services

Voiance calls for service for October totaled 167 with 128 for Spanish, 30 for Russian, four (4) for Mandarin, two (2) each for French and Vietnamese and one (1) for Arabic.

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: 668 monthly average through October 2023

TECHNICAL SERVICES

Network/Systems

The switches for the dispatch floor have been configured, we will physically move dispatch positions to the new switches, one at a time, with a plan to have all dispatch stations moved over to the new network environment by mid-December.

CAD

Work with the CAD-to-CAD interface with BOEC is continuing to move forward, we have made very good progress with final testing scheduled for the week of December 4th with BOEC.

Website

We continue to build out the non-emergency reporting forms on the website, and are exploring what other call types can be directed to an online reporting system.

311

We currently see about 10% of 311 calls being handled by AI and diverted away from the 911 floor and we are working on ways to increase that number.

QUALITY MANAGEMENT PROGRAM

Service, Staffing & Infrastructure Needs Assessment

The Rocks for 4th Quarter (Oct. - Dec.)

Rocks	Status
1.A - Training: Evaluation Options for Training Support	<ul style="list-style-type: none"> • Week 11/20 - Conducted Interviews for Training Asst.
2.A - Operations: Alternative 311 call processing solutions and procedures	<ul style="list-style-type: none"> • Implemented 311 call routing platform to callers • Call takers using call routing platform • Exploring 311 remote access
3.B - Personnel: Recruiting and hiring workflow	<ul style="list-style-type: none"> • Updating hiring video • Working with Cascadia for 911 orientation class

3.C - Personnel: Additional Operations positions	<ul style="list-style-type: none"> Recruiting additional staff approved by Board
4.A - Standards: List of accreditations and standards developed and presented to the Board	<ul style="list-style-type: none"> Draft list of existing CRESA standards and accreditations Draft industry standards and performance benchmarking
5.B - Planning: Formal change / project management plan	<ul style="list-style-type: none"> <i>Pending</i> - Automated change management system
5.A - Planning: Change / project management education	<ul style="list-style-type: none"> Assessed training effectiveness at 11/23 in-service
5.C - Planning: Develop and adopt a formal communications plan	<ul style="list-style-type: none"> <i>Pending</i> - Formal communications methodology
6.B - Infrastructure: Update the design quotes for the dispatch floor	<ul style="list-style-type: none"> Layout completed 11/15 meeting developed work and installation plan
6.C. - Infrastructure: New Phone System	<ul style="list-style-type: none"> Conducting vendor demos
8.A - Management: Inventory county administrative and IT services/costs	<ul style="list-style-type: none"> <i>Pending</i> - Updated costs for county services
9.A - Governance: Develop stakeholder engagement strategy	<ul style="list-style-type: none"> <i>Pending</i> - Initial stakeholders meeting

Commission on Accreditation for Law Enforcement Agencies

Staff completed proof year two (09/01/22 - 08/31/23) of a four-year re-accreditation process. An on-line CALEA audit of 25% of the files occurred from 11/03/23 - 11/11/23. The review found no deficiencies.

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 from 05/16/23 and ending 11/20/23:

Total Nurse Navigation Breakout

ALS	BLS	Alt. Dest.	Telehealth	Self-Care	Total
15	297	33	56	131	532

Calls Answered Breakout (secs.)

Total Calls Answered	Ave. Time to Answer	Total Calls Abandoned	% Abandoned
666	26	55	7.2%

Patient Call Back Satisfaction Score (Completed = 156)

Survey Questions (2nd Qtr.)	Satisfaction Score (0 - 5)
Wait Times (ride back home)	4.0
Transportation (ride to provider)	4.9
Technology (technology used for visit)	4.7

Survey Questions (2nd Qtr.)	Satisfaction Score (0 - 5)
Reception (time waiting for Dr. or RN)	4.0
Communication (care received over phone)	4.8
Care (care received from provider)	4.6
Adequate Time (time in clinic)	4.6
Average Score	4.7

CRESA Call Processing Performance

October 911 Calls Answered Breakout

Total Calls	0s to 15s		15s to 20s		> 20s	
	# Comp.	%	# Comp.	%	# Comp.	%
19,512	14,217	72.86	1,050	5.38	4,245	21.76

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.

October EMD Compliance

No access to data for Oct. due to suspicious network event that occurred on 10/21/23.

EMERGENCY MANAGEMENT

Alert & Warning Program

The Resident Connection subscription service providing additional data for alert & warning purposes has been fully implemented with all duty officers trained in its operation within Everbridge. This service added over 300,000 new contacts within Clark County.

New Wireless Emergency Alert (WEA) templates for 360 character messages have been created and added to the existing library of 90 character templates. Currently 64% of cell phones are capable of receiving 360 character alerts, with the other 36% being able to receive only 90 character alerts. Having both templates ready to be sent at the same time enables 100% of cell phones capable of receiving WEAs, will receive them.

CRESA completed the regional monthly Emergency Alert System (EAS) test on November 7th. The test which originated from Clark County was broadcast on television and radio stations within the five counties in the Portland/Metro area.

Duty Officer Program

Duty Officer Calls 10/23/23 through 11/28/23	
Search & Rescue	5
HAZMAT	3
Law Enforcement Support	1
Total	9

2023 Duty Officer Calls by Jurisdiction 10/23 - 11/28/23	
Outside Clark County	5
Camas	2
Vancouver	2

Partner Planning

Lacamas Dam Planning. We have worked with our partners at Camas Public Works to develop procedures for protecting the community if this dam were to fail. Camas will be asking citizens in the inundation zone to sign up for our Clark Public Alerts to directly connect their addresses with their emergency contacts. Next phases will continue with additional first responder partner meetings, including traffic plans and identifying possible assembly areas.

General Planning Updates. We are starting to update the Emergency Support Functions (ESFs) in anticipation of submitting our updated Comprehensive Emergency Management Plan (CEMP) in late 2025. ESF 10 Oil and Hazardous Materials is currently being updated and is the most detailed ESF that we have. It is anticipated to be completed, including all promulgation mid-2024.

Public Outreach and Education

In November we continued our outreach efforts with presentations to several neighborhood associations. With wildfire season primarily over, we will turn our focus to other hazards including earthquakes, tornadoes, volcanoes, flooding, winter storms, high winds, and power outages. Emphasis is on general preparedness and having three emergency kits: at home, in your vehicle, and a go-bag.

Individuals at each event inquired about our availability to speak to other groups in the spring, so it is anticipated our calendar will again ramp up with presentations and activities in 2024. We have confirmed our attendance at the 2024 Home & Garden Idea Fair in April, and look forward to including our two new EOC teammates in our public education and outreach activities in 2024.

Citizen Corps and Volunteer Programs

Our programs continue to be busy with their respective activities and on-going training.

CCSO Auxiliary volunteers attended a Trunk or Treat event at RV INN on 10/27 and handed out safety information to kids. In early November, they underwent training to be junk inspectors so they can help with junk vehicles on private property, and also participated in a PAL Literacy event at Sara J Anderson School. Volunteers have been busy keeping up with the tagging of abandoned vehicles and their Disabled Parking enforcement patrols.

CERT volunteers conducted two table-top exercises in early November: 1) Focusing on set-up and registration processes for evacuation assembly sites; and 2) POD set-up, ingress/egress, staffing needs, organization, and distribution of items at a specified location in Clark County.

VFD Fire Corps is now under the leadership of volunteer Barney Levie. Fire Corps has added new volunteers to their roster, updated Emergency Worker cards, and is working to ensure they

are in compliance with all requirements as emergency workers. Planning for 2024 is moving ahead and volunteers can look forward to an interesting, active year!

Mitigation & Recovery

The approved Natural Hazard Mitigation Plan is progressing smoothly among the concerned stakeholders, with 14 out of 17 partners having successfully completed their adoption process within their respective policy groups. All remaining jurisdictions have expressed their commitment to formalize adoption by year-end.

Fuel consumption data has been successfully obtained from all four Phase 1 organizations, and the planning for fuel pods is actively underway. Assessment forms have been generated for the selected FPOD sites, and efforts are underway at these sites to promptly complete and return the forms. Formal invitations have been extended to all 30 potential fuel management partners. A timeline is currently being developed for the fuel planning project, aiming to convene a meeting in April 2024 to discuss the project overview and progress towards prioritization planning.

Continuity of Operations Planning

Anna Piasecki joined the CRESA team on November 1st and has started the initial introduction into Continuity of Operations Planning as well as overall EOC operations. La Center, Ridgefield and Battle Ground will be the cities of primary focus going into 2024.

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	99%
21SHSP	Active	\$584,255	23%
22SHSP	Active	\$430,604	12%
23SHSP	Active	\$307,632	0%
22EMPG	Closed	\$304,443	100%
23EMPG	Awaiting Contract	\$282,341	0%
UASI 20	Closed	\$32,500	100%
UASI 21	Active	\$52,100	5%
UASI 22	Active	\$71,900	32%