



Clark Regional Emergency Services Agency DIRECTOR'S REPORT

From: Dave Fuller, Director

FEB 2023

HUMAN RESOURCES

Recruitment

- Emergency Management Coordinator - Dakota Karlsen started 1/17/23
- 911 Call Taker Dispatcher Trainees
 - Currently accepting applications (on-going)
 - Ranked list of 11 candidates

Current Staffing

2023	Approved Budget	Actual
CRESA Total Headcount	88	77
911 Operations Division	70	59
Emergency Management Division	6	6
Finance Division	5	5
Administration / Executive	7	7

9-1-1 OPERATIONS

Total Call Statistics

December 2022 Call Volume

911 Calls: 21,838
 311 and Other Calls: 12,913
 Abandonment Rate: 14.44% (Approx 3,153 calls)

Language Interpretation Services

Voicance calls for service for December 2022 totaled 167 with 125 for Spanish, 36 for Russian, two for Vietnamese, and one each for Amharic, Mandarin, Turkish and Ukrainian.

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 Division Manager and Director.

Month/Yr	Exceeded Expectations	Satisfied	Frustrated	Dissatisfied
NOV 2022	7	3	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 2022 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

TECHNICAL SERVICES

Network/Systems

We have implemented an “Active Incidents” notification board on the Sharepoint Site and on the homepage of the helpdesk. This will list larger incidents and give updates as Tech services staff are working on the issue. We are also completing a new notification system to give notice of outages and planned work in a timely, efficient manner.

CAD

After talking with a Hexagon customer support liaison, we are starting to see movement on our older outstanding CAD issues. Additionally, we have received a statement of work for the ASAP-to-PSAP project, and will begin moving that forward. New maps for MPS will be tested and rolled out to law and fire by the end of February.

CRESA Website Update

CRESA continues to work with vendor CivicPlus to conduct a branding refresh and website update. Design of the new website is currently in process, and training for CRESA staff on editing and administration of the new website is scheduled for February. We anticipate launching the new website in spring 2023.

QUALITY MANAGEMENT PROGRAM

Service Levels, Staffing & Infrastructure (SLSI) 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 13th; and there are four phases in this assessment, including: Project Initiation; Data Gathering and Discovery; Data Analysis; and the Final Report and Presentation. Staff will be conducting a second review on the final report on Feb. 2nd.

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 covering 09/01/22 - 08/31/23. An online assessment for the first year in the four-year reaccreditation period occurred November 4th and the CALEA assessor approved the standards reviewed. On December 1st, CALEA advised CRESA successfully completed the reaccreditation year-1 report.

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.

December EMD Compliance

Compliance Level	Standard	CRESA	No. Cases
High		64%	72
Compliant		25%	28
Partial	≤ 10%	6%	7
Low	≤ 10%	3%	3
Non-Compliant	≤ 7%	3%	3
Total		100%	113

December EMD Call Processing Times Priorities 1 - 7

	10/22	YTD
Answer to MED ¹	01:12 ≤ 90%	01:21 ≤ 90%
MED to Call Type ²	02:01 ≤ 90%	01:54 ≤ 90%
Total Time	03:13 ≤ 90%	03:15 ≤ 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

New Mitigation and Recovery Coordinator

Dakota Karlsen

- I grew up in Battle Ground and enlisted in the U.S. Air Force after high school. I spent a little over 10 years on active duty around the globe as a Security Forces Specialist, before separating as a Technical Sergeant in February 2022. Most recently, I worked as the Permitting Specialist for New Tradition Homes in Vancouver. In my free time you can find me enjoying all things Pacific Northwest, often in the form of hiking, motorcycle riding, camping and sand duning on the Oregon Coast.

Emergency Operation Center

We have updated the EOC Organization Structure to move the Call Center to fall under the EOC PIO. This change elevates the management of the Call Center and sets the path to be able to activate it quickly when requested. EOC training has been scheduled for mid-March. We will welcome new and returning EOC staff to review and practice critical EOC skills.

Alert and Warning

The Emergency Management division conducted a test to send non weather emergency alerts to NOAA Weather Radios. CRESA was the first agency in the region to test this capability. Once all the procedures have been tested and the operational tools have been finalized, CRESA will gain the ability to send emergency alerts to NOAA Weather Radios which can reach areas in the county with limited cellular coverage.

Duty Officer Program

Duty Officer Responses 11/16/22 - 01/24/23	
911 Support	1
Alert & Warning	1
HAZMAT	9
Search & Rescue	5
Weather	2
Total	18

Duty Officer Response Locations	
Camas	2
Clark County	8
Vancouver	4
Washougal	1
Yacolt	1
Outside Clark County	2

Public Outreach and Education

CRESA's Public Education is in the process of finalizing reports for 2022 and preparing for another busy year. CRESA started off 2023 by once again partnering with Clark PUD for the annual Race of Warmth. Multiple educational events have already been scheduled for 2023, with the calendar continuing to fill. CRESA public education has established a new process to help volunteer coordination match the correct individuals for the right event. Relationship building continues to be a priority for 2023.

CRESA Public Education has also 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. Contact information was updated for

each jurisdiction during January.

Citizen Corps

Citizen Corps volunteers have been invaluable and have already spent numerous hours volunteering this year. CCSO Auxiliary and VPD NOW both graduated new academy volunteers. Registration for a spring CERT class will soon be accepting applications. At this time, the Citizen Corps Council is also working to finalize our grant proposals for the UASI '23 grant cycle.

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. 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	8%
22SHSP	Active	\$430,604	0%
23SHSP	Application Phase	TBD	0%
22EMPG	Active	\$304,443	26%
UASI 20	Active	\$26,000	96%
UASI 21	Active	\$52,100	0%