



Clark Regional Emergency Services Agency DIRECTOR'S REPORT

From: Kris DeVore, Acting Director

JAN 2022

HUMAN RESOURCES

Recruitment

- Emergency Management Coordinator - Dakota Karlsen starts 1/17/23
- 911 Call Taker Dispatcher Trainees
 - Currently accepting applications for laterals
 - Non-Laterals in final process

Current Staffing

2022	Approved Budget	Actual
CRESA Total Headcount	88	77
911 Operations Division	70	60
Emergency Management Division	6	5
Finance Division	5	5
Administration / Executive	7	7

9-1-1 OPERATIONS

Total Call Statistics

November 2022 Call Volume

911 Calls: 20,133
 311 and Other Calls: 11,907
 Abandonment Rate: 12.48% (Approx 2,513 calls)

Language Interpretation Services

Voiance calls for service for October 2022 totaled 158 with 131 for Spanish, 17 for Russian, three for Vietnamese, two for Korean, and one each for Amharic, Chuukese, Farsi, Mandarin and Pashto.

Voiance calls for service for November 2022 totaled 134 with 103 for Spanish, 22 for Russian, five for Vietnamese, two for Ukrainian, and one each for Mandarin and Filipino.

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
Sep 2022	5	3	1	0
Oct 2022	4	5	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 year to date are as follows:

2020: 5,483 total, monthly average of 457

2021: 6,940 total, monthly average of 578

2022: 7,734 total through November, monthly average of 703

TECHNICAL SERVICES

Network/Systems

Due to a VLAN change requirement from Clark County, CRESA is going to change the IP addresses of all systems on the network. We have started mapping this project out and doing some testing. The Sophos antivirus is being phased out within the next year, we are currently testing our new antivirus, Cisco Amp, and will plan a scheduled switch to the new software.

CAD

CRESA is working with Tellus to build a CAD-to-CAD interface with BOEC and should be able to start testing with BOEC in the coming weeks.

Telephone System

Bringing text-to-911 into the phone system has been put on hold due to the inability for the text messages to be delivered into the CAD system at this time.

CRESA Website Update

CRESA continues to work with vendor CivicPlus to conduct a branding refresh and website update. The CRESA logo refresh has been finalized with the new logo packet completed. Design of the new website is currently in process with a projected cutover 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 is expected to be in the first quarter of 2023. There are four phases in this assessment, including: Project Initiation; Data Gathering and Discovery; Data Analysis; and

the Final Report and Presentation. MCP and CRESA staff are currently reviewing the draft report.

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. To meet accreditation, public safety communication centers must meet over 200 standards covering: recruitment and selection; management and supervision; human resource practices, training and operations.

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.

November EMD Compliance

Compliance Level	Standard	CRESA	No. Cases
High		65%	73
Compliant		24%	27
Partial	≤ 10%	5%	6
Low	≤ 10%	4%	4
Non-Compliant	≤ 7%	3%	3
Total		100%	113

November EMD Call Processing Times Priorities 1 - 7

	10/22	YTD
Answer to MED ¹	01:15 ≤ 90%	01:22 ≤ 90%
MED to Call Type ²	01:56 ≤ 90%	01:53 ≤ 90%
Total Time	03:10 ≤ 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

Alert and Warning

Staff is working to integrate key learnings from the Nakia Creek Fire into our alert and warning procedures.

Clark Regional Natural Hazard Mitigation Plan

Both Volume 1 and 2 were submitted to Washington State EMD and FEMA on December 12th. While we wait for

provisional approval, we are considered to be in compliance with FEMA grant requirements.

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.

Grant	Status	Total Award	% Expended
19SHSP	Closed	\$476,221	100%
20SHSP	Active	\$474,853	33%
21SHSP	Active	\$584,255	0%
22SHSP	Active	\$430,604	0%
23SHSP	Application Phase	TBD	0%
21EMPG	Closed	\$271,751	100%
EMPG-ARPA	Active	\$59,420	79%
22EMPG	Active	\$304,443	0%