



## Clark Regional Emergency Services Agency DIRECTOR'S REPORT

From: Dave Fuller, Director

JAN 2024

### HUMAN RESOURCES

#### Current Recruitment

- Public Records Specialist - interviewing phase
- CAD IT Technician - offer
- 911 Training Assistant - accepted offer 2/1/24 start
- 911 Call Taker Dispatcher Trainees
  - Hired 5 on 12/18/23 Academy
  - Next Academy March 2024
    - 5 in background
    - 20 in selection

#### Current Staffing

2024	Approved Budget	Actual
CRESA Total Headcount	98	82
Administration/Executive	6	5
Finance Division	5	4
Emergency Management Division	7	6
Radio System Services	2	2
911 IT & CAD Support Services	4	3
911 Operations - (non-represented)	3	2
911 Operations -(rep) Subtotal	73	60
Dispatch Supervisors	8	7
Dispatchers fully-trained/non-probationary	53	39
Call Takers fully-trained/non-probationary	12	1
Probationary		
Trainees		13

\*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

November 2023 Call Volume:

911 Calls: 18,228  
311 and Other Calls: 12,394  
Abandonment Rate: approx 11% (2,075 calls)

#### Language Interpretation Services

Voiance calls for service for November totaled 162 with 109 for Spanish, 45 for Russian, three (3) for Mandarin, two (2) for Romanian and one (1) each for French, Turkish and Vietnamese.

#### 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:** 648 monthly average through November 2023

### TECHNICAL SERVICES

#### Network/Systems

The dispatch floor is now entirely on the new switches, providing another layer of protection. Additionally, all systems at CRESA are enrolled in MFA, this will help in keeping our systems secure from outside threats.

#### CAD

Work with the CAD-to-CAD interface with BOEC is continuing to move forward. Technical services is in the process of interviewing for a new CAD/E911 technician, with a goal to onboard that position in February.

#### Phone System

We have had demonstrations with multiple phone vendors as we look for a replacement phone system.

#### 311

We are beginning to build out a "to go" setup that will allow 311 call taking to be done remotely.

### QUALITY MANAGEMENT PROGRAM

#### Service, Staffing & Infrastructure Needs Assessment

CRESA's 2023 - 2033 Strategic Plan was developed based on the "10 Rockefeller Habits" that is built around the agency's: purpose; long-term focus; 5-year targets; 3-year thrusts; annual goals; and quarterly "Rocks" (Three-month mini projects on how the annual goals will be accomplished). This Plan was approved at the 07/06/23 Administrative Board meeting.

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

Rocks	Status
1.A - Training: Evaluation Options for Training Support	● Hired Training Asst. - <b>Completed</b>
2.A - Operations: Alternative 311 call processing solutions and procedures	● 311 call routing platform - <b>Completed</b> ● 311 remote access

3.B - Personnel: Recruiting and hiring workflow	<ul style="list-style-type: none"> <li>Updating hiring video</li> <li>Working with Cascadia for 911 orientation class</li> </ul>
3.C - Personnel: Additional Operations positions	<ul style="list-style-type: none"> <li>Recruiting additional staff approved by Board</li> </ul>
4.A - Standards: List of accreditations and standards developed and presented to the Board	<ul style="list-style-type: none"> <li>Draft list of existing CRESA standards and accreditations</li> <li>Draft industry standards and performance benchmarking</li> </ul>
5.B - Planning: Formal change / project management plan	<ul style="list-style-type: none"> <li><i>Pending</i> - Automated change management system</li> </ul>
5.A - Planning: Change / project management education	<ul style="list-style-type: none"> <li>Assessed training effectiveness at 11/23 in-service - <b>Completed</b></li> </ul>
5.C - Planning: Develop and adopt a formal communications plan	<ul style="list-style-type: none"> <li><i>Pending</i> - Formal communications methodology</li> </ul>
6.B - Infrastructure: Update the design quotes for the dispatch floor	<ul style="list-style-type: none"> <li>Layout - <b>Completed</b></li> <li>Work and installation plan - <b>Completed</b></li> </ul>
6.C. - Infrastructure: New Phone System	<ul style="list-style-type: none"> <li>Conducting vendor demos</li> </ul>
8.A - Management: Inventory county administrative and IT services/costs	<ul style="list-style-type: none"> <li><i>Pending</i> - Updated costs for county services</li> </ul>
9.A - Governance: Develop stakeholder engagement strategy	<ul style="list-style-type: none"> <li><i>Pending</i> - Initial stakeholders meeting</li> </ul>

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

After a successful on-line CALEA audit of proof year two on 11/01/23, staff began proof year three (09/01/23 - 08/31/24) re-accreditation process of updating directives and submitting 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 from 05/16/23 and ending 12/27/23:

#### **Total Nurse Navigation Breakout**

ALS	BLS	Alt. Dest.	Telehealth	Self-Care	Total
16	336	40	57	140	<b>589</b>

#### **Calls Answered Breakout (secs.)**

Total Calls Answered	Ave. Time to Answer	Total Calls Abandoned	% Abandoned
677	26	52	6.6%

#### **Patient Call Back Satisfaction Score (Completed = 156)**

Survey Questions (2nd Qtr.)	Satisfaction Score (0 - 5)
Wait Times (ride back home)	4.1
Transportation (ride to provider)	4.9
Technology (technology used for visit)	4.7
Reception (time waiting for Dr. or RN)	4.1
Communication (care received over phone)	4.7
Care (care received from provider)	4.7
Adequate Time (time in clinic)	4.6
<b>Average Score</b>	<b>4.7</b>

#### **CRESA Call Processing Performance**

#### **November 911 Calls Answered Breakout**

Total Calls	0s to 15s		15s to 20s		> 20s	
	# Comp.	%	# Comp.	%	# Comp.	%
18,041	11,916	66.05	1,056	5.85	5,069	28.10

#### **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.

#### **November EMD Compliance**

Compliance Level	Standard	CRESA	No. Cases
High		67%	72
Compliant		16%	17
Partial	≤ 10%	6%	7
Low	≤ 10%	6%	6
Non-Compliant	≤ 7%	6%	6
<b>Total</b>		<b>100%</b>	<b>108</b>

### **EMERGENCY MANAGEMENT**

#### **Alert & Warning Program**

A complete update and refresh of all Duty Officer checklists for alert systems has been completed. This update has included the creation of Quick Reaction Checklists (QRCs) to the program which introduce a quicker and more efficient tool for Duty Officer use in sending an alert to get the information out to the public in less time.

Dakota Karlsen completed a national introductory training course for a new tool called the Message Design Dashboard (MDD). The MDD is the first of its kind and allows for the faster crafting of warning statements with the use of an interactive tool

by “filling in the blanks” with incident specific information on existing scenario based templates.

#### **Duty Officer Program**

Duty Officer Calls 11/29/23 through 12/27/23	
Law Enforcement Support	3
Search & Rescue	2
HAZMAT	2
Weather	1
<b>Total</b>	<b>8</b>

2023 Duty Officer Calls by Jurisdiction 11/29/23 through 12/27/23	
Vancouver	5
Clark County	2
Battle Ground	1

#### **Public Outreach and Education**

December was a quiet month for us. In preparation for our busier times, our public education materials and give-away swag was reorganized and consolidated. The second order of the blue tote bags made from recycled water bottles was received, along with an additional 2,600 emergency blankets, 2,400 of which will be donated to Clark PUD’s Race for Warmth in January. In 2024 we look forward to partnering with Clark County Commission on Aging to present a three-part series on emergency preparedness, focusing on how elderly community members can plan to help take care of themselves in the event of a disaster.

#### **Citizen Corps and Volunteer Programs**

Programs are developing their 2024 training plans.

CERT volunteers hosted an “emergency rations potluck” for their December meeting and had a great time sampling interesting, creative, and delicious food made from items they had/would have in their emergency stash.

#### **Mitigation & Recovery**

Fuel pod planning is in full swing, with assessment forms already in circulation for the chosen Fuel Pod sites. Ongoing initiatives at these locations are focused on the timely completion and return of the assessment forms. Formal invitations have been dispatched to all 30 prospective fuel management partners, resulting in the receipt of 4 signed commitments to participate thus far.

To ensure efficient progress, a comprehensive timeline for the fuel planning project is in the works. The goal is to host a meeting in April 2024, where stakeholders can gather to delve into the project overview and evaluate the strides made in prioritization planning.

Invitations for the upcoming meeting on the Natural Hazard Mitigation Plan (NHMP) will be dispatched shortly. During our gathering, we will assess the progress of our partners in completing the action items they outlined in the 2023 NHMP.

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

Anna Piasecki joined the CRESA team on November 1 and has started the initial introduction into Continuity of Operations Planning as well as overall EOC operations. The 2024 work plan has been completed and introduction meetings with Ridgefield, Washougal and Camas have been scheduled for early 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).

<b><i>Grant</i></b>	<b><i>Status</i></b>	<b><i>Total Award</i></b>	<b><i>% Expended</i></b>
<b>21SHSP</b>	<b>Active</b>	<b>\$584,255</b>	<b>23%</b>
<b>22SHSP</b>	<b>Active</b>	<b>\$430,604</b>	<b>12%</b>
<b>23SHSP</b>	<b>Active</b>	<b>\$307,632</b>	<b>0%</b>
<b>23EMPG</b>	<b>Awaiting Contract</b>	<b>\$282,341</b>	<b>0%</b>
<b>UASI 21</b>	<b>Active</b>	<b>\$52,100</b>	<b>18%</b>
<b>UASI 22</b>	<b>Active</b>	<b>\$71,900</b>	<b>32%</b>