



## Clark Regional Emergency Services Agency

# DIRECTOR'S REPORT

**From: Dave Fuller, Director**

**JUNE 2024**

### HUMAN RESOURCES

#### Current Recruitment

*Emergency Management Coordinator* - Training & Exercise

Coordinator: Three (3) moving to final interview

*Communications PIO Coordinator* - accepting applications

*911 Dispatch Supervisor* - accepting applications

*911 Trainees:*

- Academy starting June 17th
  - 7 offers
- Academy starting August 12th
  - 16 at background

#### Current Staffing

2024	Approved Budget	Actual
<b>CRESA Total Headcount</b>	100	80
<b>Administration/Executive</b>	6	5
<b>Finance Division</b>	5	5
<b>Emergency Management Division</b>	7	6
<b>Radio System Services</b>	2	2
<b>911 IT &amp; CAD Support Services</b>	4	4
<b>911 Operations - (non-represented)</b>	3	3
<b>911 Operations -(rep) Subtotal</b>	73	56
<b>Dispatch Supervisors</b>	8	7
<b>Dispatchers fully-trained/non-probationary</b>	53	37
<b>Call Takers fully-trained/non-probationary</b>	12	1
<b>Probationary</b>		2
<b>Trainees</b>		10

*\*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

April 2024 Call Volume:

911 Calls: 18,371  
 311 and Other Calls: 12,436  
 Abandonment Rate: approx 13% (2,510 calls)

#### Language Interpretation Services

Voiance calls for service for April 2024 totaled 154 with 121 for Spanish, 22 for Russian, three for Ukrainian, two each for

Mandarin and Vietnamese, and one each for Bosnian, Hindi, Pashto and Punjabi.

#### 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:** 670 monthly average through April

### TECHNICAL SERVICES

#### Network/Systems

CRESA planning continues for separating IT services with Clark County. As specific costs and needs are developed, more information will be brought to the Board.

#### Dispatch Floor Remodel

Russ Basset has supplied CRESA with three solutions to reduce the temperature in the tech cabinets. We will test these out on a couple of positions, then deploy the preferred solution to all tech cabinets throughout the floor.

#### 4th of July

We will begin building out the Fireworks call center in the EOC. This year we will also use Amazon's AI to route non-emergency fireworks calls that come into 311 to the call center.

#### 311

We have started procuring the equipment to build out the "to go" workstations, and will test taking 311 calls from a remote location.

### 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 began proof year three (09/01/23 - 08/31/24) re-accreditation process of updating directives and proofs. A new CALEA standard was recently implemented that requires Public Safety Communications Agencies to establish assistance services to agency personnel and their families following a serious injury or death while in the performance of their duty. Staff is currently drafting a policy related to this new standard.

#### 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 - 04/22/24)

ALS	BLS	Alt. Dest.	NN ER	VC EMS	Telehealth	Self-Care	Total
40	480	44	35	4	60	195	858

#### Calls Answered Breakout (secs.) (04/01/24 - 04/30/24)

Total Calls Answered	Ave. Time to Answer	Total Calls Abandoned	% Abandoned
58	21	5	6.9%

#### Patient Call Back Satisfaction Score - Completed = 6 (28.6%) (04/01/24 - 04/30/24)

Survey Questions	Satisfaction Score (0 - 5)
Wait Times (ride back home)	5.0
Transportation (ride to provider)	5.0
Technology (technology used for visit)	5.0
Reception (time waiting for Dr. or RN)	5.0
Communication (care received over phone)	4.9
Care (care received from provider)	5.0
Adequate Time (time in clinic)	5.0
<b>Average Score</b>	<b>5.0</b>

#### CRESA Call Processing Performance

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

Total Calls	0s to 15s		15s to 20s		> 20s	
	# Comp.	%	# Comp.	%	# Comp.	%
15,853	9,895	62.42	1,076	6.79	4,881	30.79

#### 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.

#### April EMD Compliance

Compliance Level	Standard	CRESA	No. Cases
High		55%	59
Compliant		25%	27
Partial	≤ 10%	8%	9
Low	≤ 10%	3%	3
Non-Compliant	≤ 7%	9%	10
<b>Total</b>		<b>100%</b>	<b>108</b>

## EMERGENCY MANAGEMENT

#### Alert & Warning Program

One request for Public Alerts was initiated in the month of May. An alert requested by CCSO regarding an armed and dangerous subject in Ridgefield was sent to 25 contacts.

The new Public Alert Grid Map system has evolved to the next level with the creation of map books being disseminated to law and fire partners. A physical copy of a map of Clark County with the predetermined grids printed on it will ensure maximum continuity and usage during communication between alert requesters and Emergency Management.

The live Emergency Alert System (EAS) was sent by CRESA Emergency Management to the entire Portland/Vancouver Metro Region on May 7th. This test is sent approximately every four months by CRESA as it alternates between state and other county partners.

#### Duty Officer Program

Duty Officer Calls 05/01/24 through 05/29/24	
Law Enforcement Support	1
HAZMAT	1
911 Operations Support	1
<b>Total</b>	<b>3</b>

2024 Duty Officer Calls by Jurisdiction 02/01/24 through 02/28/24	
Ridgefield	1
Washougal	1
Clark County	1

#### Partner Planning

Progress continues on the Animal Evacuation planning. The Clark County Saddle Club has joined these efforts for equine needs, and work is being done to identify coordinators for llamas, alpacas, goats and sheep. The Clark County Conservation District has also become a partner in these efforts. A workshop is being planned for late spring/early summer with these partners.

#### Public Outreach and Education

Our partnership with the Commission on Aging and monthly presentations continue their focus on emergency preparedness for the senior community. We continue to respond to inquiries from neighborhood groups and civic organizations, and are scheduling presentations through-out the summer. Saturday, June 1st will be a busy day as we will be participating in FD3 and CCFD6 Open Houses.

#### Citizen Corps and Volunteer Programs

Our volunteer programs continue to be busy with their on-going trainings and activities.

**CCSO Auxiliary:** Volunteers continue to support law enforcement training through their role-playing activities. Community outreach and interaction was enjoyed through participation in the Hazel Dell Parade and Hockinson Parade.

**CCSO SAR:** Volunteers continue to train on all modalities.

**CERT:** Volunteers will participate in a drill in mid-June to test their building size-up and triage skills. Our Vancouver and Battle Ground classes will finish up their training with a combined final drill at a new location.

**Fire Corps:** 2024 Project HomeSafe is underway, and volunteers will be helping to upgrade the small museum at Fire Station 10.

**MRC:** Continues to build their program with the addition of new members.

**Refuge Point Incident Support:** Continues to support law enforcement training activities through their catering service. Volunteers will also help support activities in the Hockinson Parade.

**Silver Star SAR:** Continues to grow their program with new volunteers, and will hold two rope training sessions in June.

**VPD NOW:** Volunteers continue to support law enforcement training through their role-playing activities.

### **Mitigation & Recovery**

The initial emergency management fuel meeting was recently completed with participation from the Washington State Department of Commerce. This marks the conclusion of Phase 1; Phase 2 of the fuel project is now in progress, with the writing of the plan currently underway.

Additionally, plans are underway to schedule the first meeting regarding the Natural Hazard Mitigation Plan in the coming months. The contact list for the Natural Hazard Mitigation group has been confirmed, and the first meeting will be scheduled soon. Research for the agency's hazard identification risk assessment is currently in progress.

The January 2024 Severe Winter Storm was declared a Federal Disaster for Public Assistance on April 28, 2024. Public Assistance was granted for Emergency Work (Categories A & B) and Permanent Work (Categories C – G). The state has completed Joint Preliminary Damage Assessments to validate damages and associated costs, with only FEMA-validated damages and costs factored into the final calculations. The state has now moved from the PDAs (Preliminary Damage Assessments) to the RPAs (Requests for Public Assistance). The due date for RPAs is May 28th, and a reminder was sent on May 24th to partners involved in the process.

### **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>
<b>21SHSP</b>	<b>Active</b>	<b>\$584,255</b>	<b>52%</b>
<b>22SHSP</b>	<b>Active</b>	<b>\$430,604</b>	<b>27%</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>57%</b>
<b>UASI 22</b>	<b>Active</b>	<b>\$71,900</b>	<b>38%</b>

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

Rocks	Status
1.A - <i>Training</i> : Onboard additional Certified Training Officers (CTO)	● Ongoing
1.B - <i>Training</i> : Utilize AI	<ul style="list-style-type: none"> <li>● Begin use of AI SkillLAB for EMD Training</li> <li>● Researching other companies for police and fire</li> </ul>
2.A - <i>Operations</i> : Eliminate 911 being answered by fire dispatch	● 16 hrs/day moving to 24 hrs/day - goal by June 2024
2.B - <i>Operations</i> : Expand dispatch and operations positions	● Based on recruitment and training phases - goal by Fall 2024
2.C - <i>Operations</i> : Explore 311 call takers during peak hours	<ul style="list-style-type: none"> <li>● Ongoing Recruitment</li> <li>● Building out Amazon Connect IA features</li> <li>● Contract with Axon My90</li> </ul>
2.D - <i>Operations</i> : Explore remote telecommunicators	<ul style="list-style-type: none"> <li>● Building out “CAD Farm” for remote PC checkout</li> <li>● Build out Beta Remote Kit for 311 call taking</li> </ul>
3.A - <i>Personnel</i> : Onboard 18 FTEs for 2024	● Ongoing
3.B - <i>Personnel</i> : Continue evaluation of hiring process	<ul style="list-style-type: none"> <li>● Enhancing ApplicantPro</li> <li>● Updating recruitment video</li> <li>● Adding 4 “Dispatch on Demand” temp. staff for summer</li> </ul>
4.A - <i>Standards</i> : List of accreditations and standards developed and presented to the Board	● Recommended draft list of CRESA standards and accreditations to management team for approval
5.A - <i>Planning</i> : Automated change management tool	<ul style="list-style-type: none"> <li>● Internal website page</li> <li>● Training - started</li> <li>● Draft ready for testing - Pending 3rd qtr.</li> </ul>
5.B - <i>Planning</i> : Formal communications process	● Staff training schedule for April/May In-Services
5.C - <i>Planning</i> : Measure employee engagement	<ul style="list-style-type: none"> <li>● Assigned to HR Manager</li> <li>● Begin work in Q4</li> </ul>
6.A - <i>Infrastructure</i> : Kitchen remodel	● <b>Completed</b>
6.B - <i>Infrastructure</i> : Dispatch floor remodel	● <b>Completed</b>
6.C. - <i>Infrastructure</i> : New phone system	● Consortium vendor selection
7.A - <i>Alternate Response</i> :	<ul style="list-style-type: none"> <li>● Attend Crisis Partnership Committee &amp; EMS Training &amp; QI Committee</li> <li>● U of W School of Social Work lead on research grant “Clark County Crisis Response Improvement Initiative”: 1) 911/988 integration; and 2) enhanced alternate response coordination. Grant award decision September 2024.</li> </ul>
8.A - <i>Management</i> : Enhance network security	<ul style="list-style-type: none"> <li>● <b>Completed</b> - Board approval to network separation</li> <li>● Reviewing quote for network systems engineer to map CRESA network build implementation plan</li> <li>● Finalize and sign CRESA &amp; County IT Charter and SOW</li> </ul>
9.A - <i>Governance</i> : Develop stakeholder engagement strategy	● Pending Funding Model decision