



Clark Regional Emergency Services Agency DIRECTOR'S REPORT

From: Dave Fuller, Director

MARCH 2022

HUMAN RESOURCES

Recruitment

- Dispatch Supervisor starts 3/13/23
- 911 Call Taker Dispatcher Trainees
 - Currently accepting applications (on-going)
 - Ranked list non-laterals candidates - 9
 - Ranked list lateral candidates - 3

Current Staffing

2023	Approved Budget	Actual
CRESA Total Headcount	88	77
911 Operations Division	70	60
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: 21,080
311 and Other Calls: 13,131
Abandonment Rate: 14.01% (Approx 2,951 calls)

Language Interpretation Services

Voiance calls for service for January 2023 totaled 147 with 109 for Spanish, 21 for Russian, four for Vietnamese, three for Mandarin and one each for Ukrainian, Korean, Portuguese, and Hindi.

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
DEC 2022	3	7	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 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: 738 in January 2023

TECHNICAL SERVICES

Network/Systems

Beginning on March 2nd the Administrative and EOC departments within CRESA will be switched over to a new VLAN. This will allow us to clean up our network and have better network segmentation between departments.

CAD

We will be putting together training for Shared Station that will be presented at the next in-service. Shared station will be going live shortly after starting with VFD. We are looking forward to being able to continue moving forward with the CAD-to-CAD project in March, and we are ready to accept the statement of work to move forward with the ASAP-to-PSAP project.

CRESA Website Update

CRESA staff will be going through training on the new website in the coming week, with a cutover date for the new website being March 8th.

QUALITY MANAGEMENT PROGRAM

Service Levels, Staffing & Infrastructure 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. MCP will be presenting the Assessment Report to the Board on March 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 (09/01/22 - 08/31/23) of a four-year re-accreditation process. A new CALEA public comment portal now available on CRESA's website. The purpose of this portal is to receive public comments regarding an agency's compliance with CALEA standards, engagement in the service community, delivery of public safety services, and overall candidacy for accredited status.

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.

January EMD Compliance

Compliance Level	Standard	CRESA	No. Cases
High		63%	68
Compliant		24%	26
Partial	≤ 10%	9%	10
Low	≤ 10%	2%	2
Non-Compliant	≤ 7%	2%	2
Total		100%	108

January EMD Call Processing Times Priorities 1 - 7

	10/22	YTD
Answer to MED ¹	01:47 ≤ 90%	01:47 ≤ 90%
MED to Call Type ²	01:29 ≤ 90%	01:29 ≤ 90%
Total Time	03:16 ≤ 90%	03:16 ≤ 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

Emergency Operation Center

EOC refresher training has been scheduled for mid-March. We will welcome new and returning EOC staff to review and practice critical EOC skills.

Public Outreach and Education

CRESA started off 2023 by once again partnering with Clark PUD for the annual Race for Warmth. Multiple educational events have already been scheduled for 2023, with additional requests coming in weekly. Relationship building continues to be a priority for 2023.

CRESA has begun planning for National Telecommunication Week which takes place April 9-15, 2023. During the week, CRESA will highlight services related to 911/311 as well as provide tips and tricks for the public about calling.

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. Additionally, PIO's within the region are working to better establish quick response teams that can assist a jurisdiction during a crisis situation.

Citizen Corps

The Citizen Corps Council met in February to work on projects to support each program. Attracting and finding volunteers was a topic that had much conversation with thoughts of organizing a Public Safety Volunteer Outreach Fair. A small group from the council will gather additional information in hopes of organizing an event. The spring CERT class is now underway, with an additional class accepting applications beginning next month.

Mitigation & Recovery

The Clark Regional Natural Hazard Mitigation Plan update has been submitted to WA EMD and FEMA and is expected back in mid-March.

Groundwork for the new Clark County Disaster Fuel Management Plan has begun with the "big four" partners (Clark County, C-Tran, Clark PUD, City of Vancouver) well underway on completing their fuel needs assessment toolkits. Launch with the remaining partners for fuel assessments is planned for mid-March.

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).

Grant	Status	Total Award	% Expended
20SHSP	Active	\$474,853	38%
21SHSP	Active	\$584,255	8%
22SHSP	Active	\$430,604	0%
23SHSP	Application Phase	TBD	0%
22EMPG	Active	\$304,443	33%
UASI 20	Active	\$26,000	96%
UASI 21	Active	\$52,100	0%
UASI 22	Active	\$71,900	0%