



Clark Regional Emergency Services Agency DIRECTOR'S REPORT

From: Dave Fuller, Director

MAY 2024

HUMAN RESOURCES

Current Recruitment

Emergency Management Coordinator - Training & Exercise:
Position posted 4/23/24 with a deadline to apply by 5/14/24.

911 Trainees:

- Academy starting June 17th
 - 11 in final stages: background, psych, med
- Academy starting in August
 - 112 applicants in various interview or testing stages

Current Staffing

2024	Approved Budget	Actual
CRESA Total Headcount	100	82
Administration/Executive	6	5
Finance Division	5	5
Emergency Management Division	7	6
Radio System Services	2	2
911 IT & CAD Support Services	4	4
911 Operations - (non-represented)	3	3
911 Operations -(rep) Subtotal	73	57
Dispatch Supervisors	8	7
Dispatchers fully-trained/non-probationary	53	37
Call Takers fully-trained/non-probationary	12	1
Probationary		2
Trainees		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

March 2024 Call Volume:

911 Calls: 18,969
311 and Other Calls: 12,303
Abandonment Rate: approx 15% (2,839 calls)

Language Interpretation Services

Voiance calls for service for March 2024 totaled 182 with 134 for Spanish, 34 for Russian, four for Ukrainian, two each for

Mandarin, Pashto and Vietnamese, and one each for Arabic and Korean.

Public Records Requests

Total public records requests received by the agency 2021 through current are as follows:

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: 676 monthly average through February

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

A short punch list of minor touch ups will be completed by the contractors. Staff has moved in and are functioning well in the new space.

Phone System

Central Square has been identified as the preferred vendor for replacement of CRESA's phone system. We have started contract negotiations and project plan development.

311

We continue to build out a "to go" setup that will allow 311 call taking to be done remotely. The Amazon Connects AI system continues to route non-emergency calls away from the dispatch floor by directly connecting to alternative resources.

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.

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	470	42	29	3	59	186	829

Calls Answered Breakout (secs.) (03/01/24 - 03/31/24)

Total Calls Answered	Ave. Time to Answer	Total Calls Abandoned	% Abandoned
81	33	6	6.3%

Patient Call Back Satisfaction Score - Completed = 26 (03/01/24 - 03/31/24)

Survey Questions	Satisfaction Score (0 - 5)
Wait Times (ride back home)	5.0
Transportation (ride to provider)	5.0
Technology (technology used for visit)	
Reception (time waiting for Dr. or RN)	5.0
Communication (care received over phone)	4.8
Care (care received from provider)	5.0
Adequate Time (time in clinic)	5.0
Average Score	4.9

CRESA Call Processing Performance

February 911 Calls Answered (Excludes Abandoned Calls)

Total Calls	0s to 15s		15s to 20s		> 20s	
	# Comp.	%	# Comp.	%	# Comp.	%
16,130	10,078	62.48	968	5.89	5,084	31.52

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.

February EMD Compliance

Compliance Level	Standard	CRESA	No. Cases
High		57%	62
Compliant		23%	25
Partial	≤ 10%	6%	7
Low	≤ 10%	4%	4
Non-Compliant	≤ 7%	9%	10
Total		100%	108

EMERGENCY MANAGEMENT

Alert & Warning Program

Two requests for Public Alerts were initiated in the month of April. One was a Level 1 Be Ready Evacuation Notice for the Thompson Road fire NE of Yacolt. The alert was sent to 125 contacts. A second request was made for CCSO for a missing endangered person, however the individual was found before the alert was sent.

The Regional Disaster Preparedness Organization Disaster Messaging Workgroup targeted Public Alert advertisement campaign is in full swing and will extend into mid-May. A

billboard advertising Public Alert sign-ups is located on St John's Road between 78th and 68th Streets for the duration of the campaign.

Duty Officer Program

Duty Officer Calls 04/01/24 through 04/24/24	
Law Enforcement Support	2
HAZMAT	1
Fire Support	1
Search & Rescue	1
Total	5

2024 Duty Officer Calls by Jurisdiction 02/01/24 through 02/28/24	
Ridgefield	3
Vancouver	1
Yacolt	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

We are ramping up for a busy season of community outreach and public education activities, beginning with the Home & Garden Idea Fair on April 27-28 at the Clark County Event Center. Our partnership with the Commission on Aging and monthly presentations continue to focus on emergency preparedness. In addition, a preparedness presentation was recently provided to Clark College faculty and staff. We look forward to a number of fire station open houses in the summer months, as well as National Night Out and the Clark County Fair in August.

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.

CERT: Two training classes are currently underway in Vancouver and Battle Ground. Thank you to VFD, CCFD6, and FD3 for your support! Volunteers interested in helping with community outreach activities will participate in a training session on 4/30.

Fire Corps: Continue to build their program with the addition of new members. Plans are underway for 2024 Project HomeSafe and a volunteer training is scheduled for 5/7.

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.

VPD NOW: Volunteers continue to support law enforcement training through their role-playing activities. The Vancouver Farmer's Market is partnering with VPD, and NOW volunteers will add the market to their patrols. On 5/4, volunteers will hold

their out-of-state license plate saturation event, which will be an on-going program. The current Academy of volunteers will graduate on 5/9.

In April, CRESA's Volunteer Management Coordinator provided informational presentations to both **VPD NOW** and **Silver Star SAR** on the Citizen Corps and Emergency Worker programs and the insurance provided to volunteers under the WAC. All program coordinators are invited to attend a training session on 5/1 to review training mission numbers, the application process, how to submit changes/cancellations to training schedules, and the required documentation for closing paperwork. The "why" behind all of these requirements, and an overview of the emergency worker program will also be explained.

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, and preparations are now being made for the launch of Phase 2. Additionally, plans are underway to schedule the first meeting regarding the Natural Hazard Mitigation Plan in the coming months, while research for the agency's hazard identification risk assessment is currently in progress. Regarding the Preliminary Damage Assessment (PDA), it has been determined that 12 counties have successfully met their respective thresholds, with an additional two counties approaching the threshold, surpassing the State's indicator/threshold of \$14.1 million, totaling over \$25 million in unverified costs. The State is actively working towards formalizing a disaster declaration based on the validated assessments.

Continuity of Operations Planning

Ridgefield's introductory meeting and all employee meetings are completed, with individual department meetings to begin this coming quarter. In addition, EOC development is underway with the Ridgefield city management to coincide with COOP planning. Still awaiting further meetings with Camas leadership for the upcoming quarter. Introductory meetings with La Center completed and now awaiting individual department meetings this coming quarter.

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).

22SHSP	Active	\$430,604	27%
23SHSP	Active	\$307,632	0%
23EMPG	Active	\$282,341	48%
UASI 22	Active	\$71,900	38%

Grant	Status	Total Award	% Expended
21SHSP	Active	\$584,255	52%

Services, Staffing and Infrastructure Needs Assessment

2024 Second Quarter (APR - JUN) ROCKS

Rocks	Status
1.A - <i>Training</i> : Onboard additional CTOst	<ul style="list-style-type: none"> ● Ongoing
1.B - <i>Training</i> : Utilize AI	<ul style="list-style-type: none"> ● Begin use of AISkillLAB for EMD Training ● Researching other companies for police and fire
2.A - <i>Operations</i> : Eliminate 911 being answered by fire dispatch	<ul style="list-style-type: none"> ● 16 hrs/day moving to 24 hrs/day
2.B - <i>Operations</i> : Expand dispatch and operations positions	<ul style="list-style-type: none"> ● Based on recruitment and training phases
2.C - <i>Operations</i> : Explore 311 call takers during peak hours	<ul style="list-style-type: none"> ● Pending 3rd qtr.
2.D - <i>Operations</i> : Explore remote Telecommunicators	<ul style="list-style-type: none"> ● Started research
3.A - <i>Personnel</i> : Onboard 18 FTEs for 2024	<ul style="list-style-type: none"> ● Ongoing
3.B - <i>Personnel</i> : Continue evaluation of hiring process	<ul style="list-style-type: none"> ● Enhancing ApplicantPro ● Updating recruitment video
4.A - <i>Standards</i> : List of accreditations and standards developed and presented to the Board	Completed draft list of existing CRESA standards and accreditations
5.A - <i>Planning</i> : Automated change management tool	<ul style="list-style-type: none"> ● Internal website page ● Training - started ● Draft ready for testing - Pending 3rd qtr.
5.B - <i>Planning</i> : Formal communications process	<ul style="list-style-type: none"> ● Staff training schedule for April/May In-Service
5.C - <i>Planning</i> : Measure employee engagement	<ul style="list-style-type: none"> ● Hire Communications Coordinator ● Begin work in Q4
6.A - <i>Infrastructure</i> : Kitchen remodel	<ul style="list-style-type: none"> ● Completed
6.B - <i>Infrastructure</i> : Dispatch floor remodel	<ul style="list-style-type: none"> ● Completed
6.C. - <i>Infrastructure</i> : New phone system	<ul style="list-style-type: none"> ● Consortium vendor selection
7.A - <i>Alternate Response</i> :	Attend Crisis Partnership Committee Attend EMS Training & QI Committee
8.A - <i>Management</i> : Enhance network security	<ul style="list-style-type: none"> ● Coordinating with County & TAC group to move CRESA as stand-alone.
9.A - <i>Governance</i> : Develop stakeholder engagement strategy	<ul style="list-style-type: none"> ● Review past progress - pending meeting with County Manager