



Clark Regional Emergency Services Agency DIRECTOR'S REPORT

From: Dave Fuller, Director

NOV 2024

HUMAN RESOURCES

Current Recruitment

- *Network Administrator* - Final interviews completed, pending offer
- *Emergency Management Training & Exercise Coordinator*: Initial interviews have started
- *911 Trainees Orientation & Training* scheduled for 1/6/2024
 - 1 Confirmed
 - 5 Pending

Current Staffing

2024	Approved Budget	Actual
CRESA Total Headcount	102	92
Administration/Executive	6	6
Finance Division	5	5
Emergency Management Division	7	6
Radio System Services	2	2
911 Tech Services	6	4
911 Operations - (non-represented)	3	3
911 Operations - (rep) Subtotal	73	66
Dispatch Supervisors	8	8
Dispatchers fully-trained/non-probationary	53	37
Call Takers fully-trained/non-probationary	12	1
Probationary		2
Trainees		18

**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

August 2024 Call Volume:

911 Calls: 20,942
311 and Other Calls: 14,489
Abandonment Rate: approx 12% (2,555 calls)

September 2024 Call Volume:

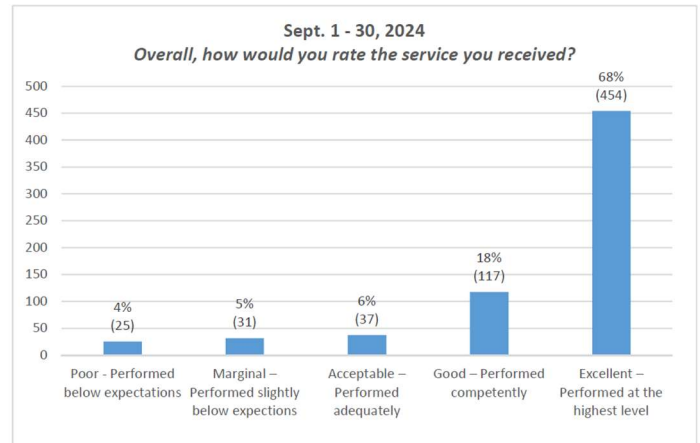
911 Calls: 20,208
311 and Other Calls: 14,175
Abandonment Rate: approx 12% (2,506 calls)

Language Interpretation Services

Voiance calls for service for September 2024 totaled 210 with 160 for Spanish, 37 for Russian, four (4) for Ukrainian, two (2) each for Mandarin and Bosnian, and one (1) each for Arabic, Cambodian, French, Korean and Vietnamese.

My90 Citizen Survey

On June 18, 2024, CRESA launched the My90 system which sends citizen satisfaction surveys via text message to select individuals who have utilized 9-1-1 or 3-1-1. The surveys are optional and anonymous. A variety of questions are included in the surveys related to interaction with the CRESA call-taker. The general performance results for **September 2024** are as follows:



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: 710 monthly average through September

The public records fee schedule was successfully implemented following Board adoption on 08/01/24.

TECHNICAL SERVICES

Network/Systems

Work continues for the project to separate network and IT services between CRESA and Clark County. We have weekly meetings keeping everyone on task, identifying any possible roadblocks and/or delays. CRESA continues moving forward with the process for procuring our own services and licenses (ISP, Endpoint Protection, authentication methods, O365).

Phone System Replacement

Project staff from Central Square is onsite at CRESA the last week of October for equipment delivery, preliminary setup and testing.

311

The “to go” workstations have been built, and testing is taking place. There are still a few bugs to work through, however the testing was very promising for the ability for remote 311 call taking.

QUALITY MANAGEMENT PROGRAM

Commission on Accreditation for Law Enforcement Agencies (CALEA)

Staff is currently preparing for the on-line CALEA audit for proof year three (09/01/23 - 08/31/24). A CALEA Compliance Service Member will be conducting the on-line assessment from 11/01/24 - on 11/08/24 including: 1) Review of CRESA ability to meet Public Safety Communication Agency Standards based on associated directives and proofs; and 2) Interviews related to four areas of interest including Agency Goals and Objectives; Recruitment and Selection; Training; and Security Measures.

2023 - 2033 Strategic Plan

CRESA's 2023 - 2033 Strategic Plan (see last page for update)

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 - 10/10/24)

ALS	BLS	Alt. Dest.	NN ER	VC EMS	Telehealth	Self-Care	Total
46	604	67	57	10	78	288	1,150

Calls Answered Breakout (secs.) (09/01/24 - 09/30/24)

Total Calls Answered	Ave. Time to Answer	Total Calls Abandoned	% Abandoned
71	30	0	0.0%

Patient Call Back Satisfaction Score - Completed = 12 (41.4%)
(09/01/24 - 09/30/24)

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)	5.0
Care (care received from provider)	5.0
Adequate Time (time in clinic)	5.0
Average Score	5.0

CRESA Call Processing Performance

September 911 Calls Answered Breakout (Excludes Abandoned Calls)

Total Calls	0s to 15s		15s to 20s		> 20s	
	# Comp.	%	# Comp.	%	# Comp.	%
17,701	11m235	63.47	1,137	6.42	5,329	30.11

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.

September EMD Compliance

Compliance Level	Standard	CRESA	No. Cases
High		55%	59
Compliant		24%	26
Partial	≤ 10%	10%	11
Low	≤ 10%	4%	4
Non-Compliant	≤ 7%	7%	8
Total		100%	108

EMERGENCY MANAGEMENT

Alert & Warning Program

EM staff served on the planning and presentation team for a regional Media & Disasters event with 70+ attendees. The event united broadcast media, PIOs, and Emergency Managers within the Portland/Vancouver Metro Region to discuss and strategize best practice language and accessibility needs for disaster messaging.

The Sage Digital ENDEC box, which serves as the sole communication redundancy of its kind for the entire Portland/Vancouver Metro Region, received a software upgrade enabling simplified use in the event it must be activated. The ENDEC box functions as a backup source for sending an Emergency Alert System (EAS) message to broadcast media via radio wave in the event of a widespread internet outage which would disable conventional means. All EM staff will be trained on its operation with the new software.

Duty Officer Program

Duty Officer Calls: 8/01/24 - 10/31/24	
SAR	9
Law Enforcement Support (Public Alert)	6
HAZMAT	3
911 Operations Support (911 outage/gas leak)	2
Weather	2
Public Health Support (Sheltering)	1

Volcano (Mount Adams increased seismic activity)	1
Fire Support (small wildfire near Tarbell Trailhead)	1
Other (the great stink)	1
Total	26

Duty Officer Calls by Jurisdiction: 07/01/24 - 10/31/24	
Vancouver	11
Clark County	11
Mutual Aid (Yakima, Skamania, & Lewis Counties)	5

Partner Planning

EM Staff held a quarterly Local Emergency Planning Committee (LEPC) meeting on 10/23 hosted by Clark Public Utilities. Participants included other government agencies (local/State/Federal) along with local facilities that house reportable hazardous materials. We were briefed by Ecology on their responses in the last quarter and had an information session with Clark PUD on how power is restored after a disruption.

CRESA continues working with local churches to locate potential mass care sites during times of community disaster.

Public Outreach and Education

Community outreach activities have continued through October. We ended September with the Camas-Washougal Fire Department Open House, which is always a very busy event. In October, CERT volunteers hosted tables with emergency preparedness information for two Clark PUD Employee Benefit Fair events, and provided presentations to two neighborhood associations. In addition, CRESA staff spoke with the Chelatchie Prairie Neighborhood Association and a group of seniors at the Hockinson Senior Social on emergency prep and how to support each other in the event of an emergency/disaster. Vancouver Housing Authority hosted presentations for their residents at two of their locations, and we wrapped up our partnership for 2024 with the Commission on Aging with information on Alerts & Warnings.

Citizen Corps and Volunteer Programs

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

- EOC staff will host **ARES** for a Point of Distribution training and exercise on 11/2.
- **CCSO Auxiliary** volunteers have been promoting their Paws on Patrol program, as well as learning about the Mobile Response Team, patrol functions, and a recent incident involving SWAT. Community outreach events for Halloween and the Prescription Drug Take-Back event in LaCenter were also on their schedule for October.
- **CERT volunteers** completed a Sheltering and Area Assembly site set-up exercise for their October meeting. A small group of volunteers are now trained and qualified to speak to groups about emergency preparedness. Fourteen new volunteers graduated from our third basic training class of 2024, with another three to make-up a missing class in the spring and receive their certification.

- **VFD Fire Corps** volunteers delivered 25 cartons of bed shaker smoke alarms to the Vancouver School District, participated in Dozer Days, with over 1,200 visitors to their booth, and held an orientation class for eight new volunteers.
- **VPD NOW** volunteers have conducted nearly 50 community patrols (bike, walking, vehicle, traffic surveys, out of state license plate and ballot box emphasis) since August. They have assisted with various administrative projects, role playing for POST trainings and connected VPD to the community through outreach events.

Mitigation & Recovery

Phase 1 of the Emergency Fuel Management Plan has been successfully completed. We are now progressing into Phase 2. The initial draft for this phase has been distributed to partners for feedback. Once their input is received, we will finalize the draft and aim to submit it to the Washington State Department of Commerce for review before the end of the year. Additionally, the Emergency Transportation Work Group is set to begin meeting this winter to strengthen Emergency Transportation Route (ETR) planning. In the coming months, we will also be involved in the planning of emergency drinking water tabletop exercises to further enhance our preparedness efforts.

Following the federal disaster declaration for the January 2024 severe winter storm, a grant opportunity became available. We have applied for this grant to fund a contractor who will lead the development of our updated Natural Hazard Mitigation Plan, ensuring it aligns with FEMA's latest guidelines.

The primary objective of this project is to create a FEMA-approved Natural Hazard Mitigation Plan that addresses the evolving risks and challenges facing Clark County, including actions related to climate change. The updated plan will integrate enhanced risk assessments, updated mitigation strategies, and new initiatives designed to improve community preparedness against hazards such as wildfires, floods, earthquakes, and severe storms.

The scope of work involves hiring a qualified contractor, broadening the stakeholder group to promote a more inclusive and comprehensive approach, conducting thorough consultations with local stakeholders, performing detailed risk assessments, formulating mitigation strategies, drafting and reviewing the plan, and ultimately submitting it to FEMA for approval.

Continuity of Operations Planning

Continuity of operations and Emergency Operations Center (EOC) development has been progressing with Ridgefield, Vancouver, Battle Ground, La Center, Camas and Washougal. There will be two opportunities for staff from the cities to learn about the Clark Regional EOC on November 20th and January 14th.

Ridgefield will be having all staff tabletop exercises on November 12th and continue to build out their EOC capabilities. **Vancouver** has not begun updating COOP but is in process of developing EOC structure and communication flow ahead of election season.

Battle Ground has had introductory COOP meetings with City Management and will develop an update schedule in 2025 to begin looking at COOP plans.

La Center introduction meeting occurred with the new Public Works Director and are currently working on creating a joint COOP Plan with Public Works and Community Development. **Camas** Public Library has completed the initial COOP review meeting with other departments to follow through the end of 2024 and into 2025.

Washougal has begun COOP updates with the Human Resources and Risk Management department, awaiting feedback and will continue onto the next department to keep momentum going. Additionally, introduction meetings have been scheduled with local school districts to begin the process of COOP development and implementation.

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>
21SHSP	Active	\$584,255	64%
22SHSP	Active	\$430,604	50%
23SHSP	Active	\$307,632	0%
23EMPG	Active	\$282,341	100%
UASI 22	Active	\$71,900	69%
UASI 23	Active	\$42,500	0%

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

4th Quarter Rocks	
Training	<ul style="list-style-type: none"> ● Ongoing CTO recruitment - <i>Ongoing</i>
	<ul style="list-style-type: none"> ● AI SkillsLab implemented for EMD - Completed
Operations	<ul style="list-style-type: none"> ● Move Fire Com to 24 x 7 - <i>Est. 11'24</i>
	<ul style="list-style-type: none"> ● Implement Fire Ops (limited hours) - <i>Est. 01'25</i>
	<ul style="list-style-type: none"> ● Hire 311 Call Takers - <i>Pending 911 recruitment activities</i>
	<ul style="list-style-type: none"> ● Explore remote 311 call taking - <i>Testing remote kit</i>
Personnel	<ul style="list-style-type: none"> ● Onboard trainees ongoing - <i>10'24 YTD = 18</i>
	<ul style="list-style-type: none"> ● Continued evaluation of hiring process - <i>Ongoing</i>
Standards	<ul style="list-style-type: none"> ● List of accreditations and standards approved by the Board – <i>Pending new phone system to ensure accurate measures</i>
Planning	<ul style="list-style-type: none"> ● Change management <ul style="list-style-type: none"> ○ Hire PIO to develop and manage - Completed
	<ul style="list-style-type: none"> ● Formal communication process - <i>09/30/24 feedback on first draft</i>
	<ul style="list-style-type: none"> ● Measure employee engagement
Infrastructure	<ul style="list-style-type: none"> ● Kitchen remodel - Completed
	<ul style="list-style-type: none"> ● Ops Floor remodel - Completed
	<ul style="list-style-type: none"> ● New Phone System - <i>Hardware staging and site readiness</i>
Alternative Response	<ul style="list-style-type: none"> ● Explore Feasibility for 911 and 988/Crisis Line Interoperability <ul style="list-style-type: none"> ○ Mental Health Sale Tax Grant application - Completed ○ Funding Decision - <i>Application not selected</i>
Management	<ul style="list-style-type: none"> ● Separate from County IT Network <ul style="list-style-type: none"> ○ Core network established - Completed ○ Migrate MS and Exchange Environment – <i>Est. 11'24</i> ○ VPN Sec Tunnel Migration – <i>Est. 11/12'24</i> ○ System Network Admin Position – Hiring – Offer made. <i>Est. 11'24</i>