



Clark Regional Emergency Services Agency

DIRECTOR'S REPORT

From: Dave Fuller, Director

SEPT 2024

HUMAN RESOURCES

Current Recruitment

- *Network Administrator* - Final interviews completed, pending offer
- *Emergency Management Training & Exercise Coordinator*: Final interviews completed, pending offer
- *Communications PIO Coordinator* - Andrew Hahn starting 9/23
- *911 Dispatch Supervisor* - Pending offer
- *911 Trainees*
 - 9/23/24: New Hire Academy confirmed six (6) trainees
 - 1/6/24: New Hire Academy confirmed one (1) trainee and seven (7) candidates in background

Current Staffing

2024	Approved Budget	Actual
CRESA Total Headcount	101	85
Administration/Executive	6	5
Finance Division	5	5
Emergency Management Division	7	6
Radio System Services	2	2
911 Tech Services	5	4
911 Operations - (non-represented)	3	3
911 Operations - (rep) Subtotal	73	60
Dispatch Supervisors	8	7
Dispatchers fully-trained/non-probationary	53	38
Call Takers fully-trained/non-probationary	12	1
Probationary		
Trainees		14

**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

July 2024 Call Volume:

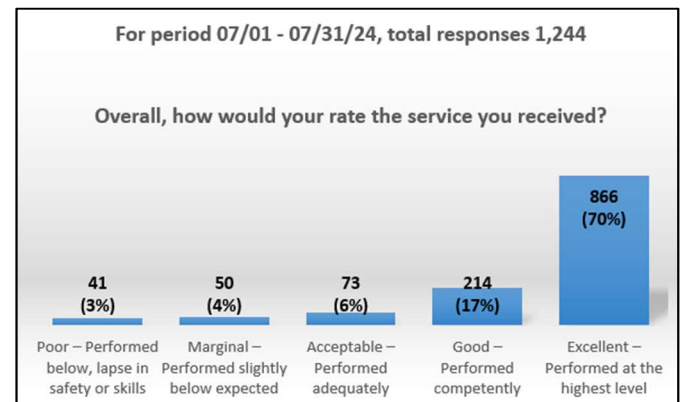
911 Calls: 22,763
 311 and Other Calls: 15,035
 Abandonment Rate: approx 13% (3,012 calls)

Language Interpretation Services

Voiance calls for service for July 2024 totaled 180 with 148 for Spanish, 24 for Russian, two each for Hindi, Mandarin and Punjabi, and one each for Vietnamese and Ukrainian.

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 911 or 311. 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 July 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: 705 monthly average through July

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 is moving forward with the process for procuring our own services and licenses (ISP, Endpoint Protection, authentication methods, O365).

Phone System Replacement

A site visit with project staff from vendor, Central Square, was held at CRESA on July 29. Hardware staging and site readiness activities will be taking place throughout September.

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)

After a successful on-line CALEA audit of proof year two on 11/10/23, staff is currently completing proof year three (09/01/23 - 08/31/24) re-accreditation process of updating directives and proofs.

2023 - 2033 Strategic Plan

Coordinate 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 - 08/27/24)

ALS	BLS	Alt. Dest.	NN ER	VC EMS	Telehealth	Self-Care	Total
45	573	59	51	9	73	268	1,078

Calls Answered Breakout (secs.) (07/01/24 - 07/31/24)

Total Calls Answered	Ave. Time to Answer	Total Calls Abandoned	% Abandoned
65	21	2	2.82%

Patient Call Back Satisfaction Score - Completed = 34 (50.7%) (07/01/24 - 07/31/24)

Survey Questions	Satisfaction Score (0 - 5)
Wait Times (ride back home)	5.0
Transportation (ride to provider)	5.0
Technology (technology used for visit)	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

July 911 Calls Answered Breakout (Excludes Abandoned Calls)

Total Calls	0s to 15s		15s to 20s		> 20s	
	# Comp.	%	# Comp.	%	# Comp.	%
19,211	12,916	67.23	1,090	6.19	5,105	26.57

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.

July EMD Compliance

Compliance Level	Standard	CRESA	No. Cases
High		61%	66
Compliant		25%	27
Partial	≤ 10%	4%	4
Low	≤ 10%	3%	3
Non-Compliant	≤ 7%	7%	8
Total		100%	108

EMERGENCY MANAGEMENT

Alert & Warning Program

FEMA’s new Assistive Tool Platform has been launched for release and all CRESA duty officers have received access. The toolkit includes the Message Design Dashboard (MDD) which enables quick development of Wireless Emergency Alert (WEA) scripts through cutting edge technology with an interactive message building platform.

Duty Officer Program

Duty Officer Calls 07/01/24 through 07/31/24	
SAR	4
Weather	4
Law Enforcement Support (Public Alerts)	2
Public Health Support (Sheltering)	1
Total	11

2024 Duty Officer Calls by Jurisdiction 07/01/24 through 07/31/24	
Vancouver	5
Clark County	5
Mutual Aid (Skamania County)	1

Partner Planning

EM Staff continues to meet with volunteer large animal coordinators and other partners for horses, llamas, alpacas and goats. Call out lists have been developed to be shared with the EOC and other participants for a next wildfire or other activation that might involve evacuation of these animal groups.

CRESA is researching potential sites around the county to solicit for shelter agreements. Review will be done to strategize on distribution throughout the county, concentrating on both where the population majority is and where natural hazards may happen.

Public Outreach and Education

August has been a busy month for community outreach activities. EOC staff and volunteers hosted tables at events in

Ridgefield, Battle Ground, Washougal, and the Fircrest neighborhood, while roving teams of volunteers visited other neighborhood activities taking place in the community. CRESA partnered with the CCSO to share a booth at the Clark County Fair again this year, and we participated in ECFR's Open House and a meeting of the Chelatchie Prairie Neighborhood Association. September's calendar continues with more activities, and we are scheduling into October.

Citizen Corps and Volunteer Programs

Our volunteer programs continue to be busy with their on-going trainings and individual activities. CCSO SAR has graduated seven new volunteers from their academy, while Fire Corps and MRC continue to add volunteers to their roster on a regular basis. Registration for the two Fall CERT classes opened on 8/27 and received eight registrants by end of day; classes will cap at 16 each. ARES is working with the EOC to plan their yearly exercise, focusing on the concept that they are "volunteers who have radio skills" and not just ham radio operators. VPD NOW and CCSO Auxiliary volunteers continue to support law enforcement training activities as role-play participants.

Mitigation & Recovery

Phase 1 of the emergency fuel management plan has concluded. Currently, Phase 2 is in progress with the drafting of the emergency fuel plan nearly complete. Additionally, the first meeting for the Natural Hazard Mitigation Plan partners happened August 19th. We will have several guest speakers from the State Emergency Management Division discuss mitigation grant opportunities of potential interest to our partners. The contact list for the Natural Hazard Mitigation group has been confirmed, and research for the agency's hazard identification risk assessment is ongoing.

Due to the federal disaster declaration following the January 2024 Severe Winter Storm, there is now a grant opportunity available. We applied for this grant to help fund a contractor who will draft a new Natural Hazard Mitigation Plan that complies with FEMA's new guidelines. The primary objective of this project is to create a FEMA-approved Natural Hazard Mitigation Plan that addresses the evolving risks and challenges faced by Clark County. The new plan will incorporate updated risk assessments, mitigation strategies, and community preparedness initiatives to reduce the impact of natural hazards such as wildfires, floods, earthquakes, and severe storms. The scope of work includes hiring a qualified contractor, conducting extensive consultations with local stakeholders, performing thorough risk assessments, formulating mitigation strategies, drafting and reviewing the plan, and submitting the final version 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.

Ridgefield is almost completed with introductory COOP meetings, and the first tabletop exercise completed on July 31st. An EOC Playbook is now being developed, and preparation for the next tabletop exercise is underway.

Vancouver has not begun updating COOP but is in process of developing EOC structure and communication flow ahead of election season.

Battle Ground had an initial introductory meeting with EOC manager and is in process of developing a timeline for COOP updates and EOC development with hopes to have a tabletop exercise by end of year.

La Center has begun the process of updating COOP plans and has identified an employee to attend introduction to COOP provided by Washington EMD and FEMA. Timeline for EOC development is currently underway.

Camas had their leadership introduction to COOP and will begin scheduling COOP review and update meetings through the end of the year.

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.

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	55%
22SHSP	Active	\$430,604	43%
23SHSP	Active	\$307,632	0%
23EMPG	Active	\$282,341	83%
UASI 22	Active	\$71,900	67%
UASI 23	Active	\$42,500	0%

The Rocks for 4th Quarter (July - Sept.)

4th Quarter Rocks	
Training	<ul style="list-style-type: none"> ● Ongoing CTO recruitment
	<ul style="list-style-type: none"> ● AI SkillsLab implemented for EMD
Operations	<ul style="list-style-type: none"> ● Move Fire Com to 24 x 7
	<ul style="list-style-type: none"> ● Implement Fire Ops (limited hours).
	<ul style="list-style-type: none"> ● Explore remote 311 call taking
Personnel	<ul style="list-style-type: none"> ● Onboard trainees ongoing
	<ul style="list-style-type: none"> ● Continued evaluation of hiring process
Standards	<ul style="list-style-type: none"> ● List of accreditations and standards approved by the Board (pending new phone system)
Planning	<ul style="list-style-type: none"> ● Change management <ul style="list-style-type: none"> ○ Hire PIO to develop and manage - Hiring
	<ul style="list-style-type: none"> ● Formal communication process <ul style="list-style-type: none"> ○ Drafts being developed
	<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 - Hardware staging and site readiness (Sept)
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 - (Nov.)
Management	<ul style="list-style-type: none"> ● Separate from County IT Network <ul style="list-style-type: none"> ○ SOW - Completed ○ License and equipment - Ongoing ○ System Network Admin Position - Hiring