ADMINISTRATIVE COMMITTEE MEETING
TUESDAY, MARCH 25, 2025 – 1:30 PM
LOMA LINDA-EOC 25541 BARTON RD, LOMA LINDA

AGENDA

The CONFIRE Administrative Committee Meeting is scheduled for Tuesday, March 25, 2025 in the Loma Linda Fire Department Emergency Operations Center, 25541 Barton Road, Loma Linda, California.

Reports and Documents relating to each agenda item are on file at CONFIRE and are available for public inspection during normal business hours.

The Public Comment portion of the agenda pertains to items NOT on the agenda and is limited to 30 minutes; 3 minutes allotted for each speaker. Pursuant to the Brown Act, no action may be taken by the Administrative Committee at this time; however, the Committee may refer your comments/concerns to staff or request that the item be placed on a future agenda.

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact CONFIRE at (909) 356-2302. Notification 48 hours prior to the meeting will enable CONFIRE to make reasonable arrangements to ensure accessibility to this meeting. Later requests will be accommodated to the extent feasible.

A recess may be called at the discretion of the Administrative Committee.

Liz Berry
1743 Miro Way, Rialto, CA 92376
909-356-2302
lberry@confire.org

CALL TO ORDER

a. Flag Salute
b. Roll call/Introductions
c. Presentations

PUBLIC COMMENT

An opportunity provided for persons in the audience to make brief statements to the Administrative Committee. (Limited to 30 minutes; 3 minutes allotted for each speaker)

INFORMATION RELATIVE TO POSSIBLE CONFLICT OF INTEREST

Agenda items may require committee member abstentions due to conflict of interests and financial interests. CONFIRE Administrative Committee member abstentions shall be stated under this item for recordation on the appropriate item.

CONSENT ITEMS

The following items are considered routine and non-controversial and will be voted upon at one time by the Administrative Committee. An item may be removed by a Committee Member or member of the public for discussion and appropriate action.

1. Approve the Joint Meeting of the CONFIRE Board of Directors and Administrative Committee Minutes of February 25, 2025.

2. CONFIRE Operations Statement as of February 28, 2025

3. Fund Balance Report as of February 28, 2025

4. YTD Call Summary

5. YTD Answer Time

6. CONFIRE Billable Incidents

7. CONFIRE 911 Call Processing Time Analysis February 2025

8. ECNS Report February 2025

DIRECTOR REPORT

a. Communication Division Update
b. Finance/Admin. Division Update
c. MIS Division Update
d. EMS Division Update

COMMITTEE REPORTS

a. Ops Chief Committee Report - Chief Ault

ROUND TABLE

CLOSED SESSION

9. Review and update existing Litigation - Government Code section 54956.9: AMR Lawsuit

ADJOURNMENT

Upcoming Meetings:

Next Regular Meeting: April 22, 2025, at 1:30 p.m.

POSTING:

This is to certify that on March 20, 2025, I posted a copy of the agenda:

- 1743 Miro Way, Rialto, CA
- on the Center's website which is www.confire.org
- 25541 Barton Rd., Loma Linda, CA

　　/s/ Liz Berry
　　　　　　　　　　　　　

Liz Berry
Clerk of the Board

JOINT MEETING OF THE CONFIRE BOARD OF DIRECTORS
AND
ADMINISTRATIVE COMMITTEE
TUESDAY, FEBRUARY 25, 2025 – 1:30 P.M.
LOMA LINDA-EOC, 25541 BARTON RD., LOMA LINDA

MINUTES

ROLL CALL

BOARD OF DIRECTORS:
Madam Chair – Lynne Kennedy – City of Rancho Cucamonga
Vice Chair – Phill Dupper – City of Loma Linda
Dan Leary, Director – Apple Valley Fire Protection District - *Absent*
Mike Kreeger, Director – Chino Valley Fire District - *Absent*
David Toro, Director – City of Colton
Marc Shaw, Director – City of Redlands
Andy Carrizales, Director – City of Rialto - *Absent*
Joe Baca, Jr., Director – San Bernardino County
Elizabeth Becerra, Director – City of Victorville

ADMINISTRATIVE COMMITTEE MEMBERS:
Chair – Chief Dan Harker, Loma Linda Fire Department
Vice Chair – Chief Rich Sessler, Redlands Fire Department
Chief Buddy Peratt, Apple Valley Fire Protection District
Chief Dave Williams, Chino Valley Fire District
B.C Justin Weems, Colton Fire Department
Chief Augie Barreda, Rancho Cucamonga Fire Department – *Chief McCliman @ 2:50 pm.*
Deputy Chief Paul Truffa, Rialto Fire Department
Chief Bertral Washington, San Bernardino County Fire
Chief Bobby Clemmer, Victorville Fire Department

CALL TO ORDER
   a. Flag Salute
   b. Roll call/Introductions

PUBLIC COMMENT
An opportunity provided for persons in the audience to make brief statements to the Board of Directors and Administrative Committee. (Limited to 30 minutes; 3 minutes allotted for each speaker)

INFORMATION RELATIVE TO POSSIBLE CONFLICT OF INTEREST
Agenda items may require Board Member abstentions due to conflict of interests and financial interests. Board Member/Administrative Committee abstentions shall be stated under this item for recordation on the appropriate item.
Director Joe Baca Jr. recused himself from Closed Session.

BOARD OF DIRECTORS CONSENT ITEMS
The following items are considered routine and non-controversial and will be voted upon at one time by the Board of Directors. An item may be removed by a Board Member or member of the public for discussion and appropriate action.

1. Approve the Joint Meeting of the CONFIRE Board of Directors and Administrative Committee Minutes of September 24, 2024
2. CONFIRE Operations Statement as of January 31, 2025
3. Fund Balance Report as of January 31, 2025
4. YTD Call Summary
5. YTD Answer Time
6. Billable Incidents
7. CONFIRE 911 Call Processing Time Analysis – January 2025
8. ECNS Report January 2025

ACTION REQUEST: The Administrative Committee requests the Board accept and approve consent items 1 thru 8.

ACTION: *The CONFIRE Board of Directors accepts and approves consent items 1 thru 8.*

Motion by: *Joe Baca Jr.*
Second: *Elizabeth Becerra*
Lynne Kennedy – Yes
Phil Dupper - Yes
Dan Leary – Absent
Mike Kreeger - Absent
David Toro– Yes
Marc Shaw – Yes
Andy Carrizales – Absent
Joe Baca, Jr. - Yes
Elizabeth Becerra - Yes
Ayes: *6*
Noes: *0*
Abstain: *0*
Absent: *3*
Motion Approved

CLOSED SESSION

The Board of Directors and Administrative Committee entered Closed Session at 1:58 p.m.

9. Review and update Existing Litigation – Government Code section 54956.9: AMR Lawsuit

   The Board of Directors and Administrative Committee came out of Closed Session at 2:45 p.m.

   No reportable action from Closed Session.

DIRECTOR UPDATE – CONFIRE Director to give an update on the various activities within CONFIRE.
Chief Cooke provided an overview of CONFIRE achievements for 2024.
- *Call Processing Standards Adoption*
- *Emergency Medical Dispatch ACE Accreditation*
- *ECNS Funding*
- *Committees/Task Force participation*
- *CAD to CAD SBCOG*

Art Andres – Director of EMS Operations for Priority Ambulance addressed the group with updates on staffing and logistics.

NEW BUSINESS

10. Election of Officers – **ACTION ITEM**

    ACTION REQUEST: Section 12 of Joint Powers Agreement requires that the Board of Directors elect officers (Chair-Vice Chair) each year.

    ACTION: *The CONFIRE Board of Directors elect Lynne Kennedy to serve as Chair for the term of 1 year.*

    Motion by: *Joe Baca Jr.*
    Second: *Phil Dupper*
    Lynne Kennedy – Yes
    Phil Dupper - Yes
    Dan Leary – Absent
    Mike Kreeger - Absent
    David Toro– Yes
    Marc Shaw – Yes
    Andy Carrizales – Absent
    Joe Baca, Jr. - Yes
    Elizabeth Becerra - Yes

Ayes: *6*
Noes: *0*
Abstain: *0*
Absent: *3*
Motion Approved

ACTION: *The CONFIRE Board of Directors elect Phill Dupper to serve as Vice-Chair for the term of 1 year.*

Motion by: *Joe Baca Jr.*
Second: *Marc Shaw*
Lynne Kennedy – Yes
Phil Dupper - Yes
Dan Leary – Absent
Mike Kreeger - Absent
David Toro– Yes
Marc Shaw – Yes
Andy Carrizales – Absent
Joe Baca, Jr. - Yes
Elizabeth Becerra - Yes
Ayes: *6*
Noes: *0*
Abstain: *0*
Absent: *3*
Motion Approved

ADMINISTRATIVE COMMITTEE CONSENT ITEMS

The following items are considered routine and non-controversial and will be voted upon at one time by the Administrative Committee. An item may be removed by a Committee Member or member of the public for discussion and appropriate action.

11. Approve Administrative Committee Minutes of January 28, 2025
12. CONFIRE Operations Statement as of January 31, 2025
13. Fund Balance Report as of January 31, 2025
14. YTD Call Summary
15. YTD Answer Time
16. Billable Incidents
17. CONFIRE 911 Call Processing Time Analysis
18. ECNS Report January 2025
19. UASI Grant Year 2020 Reimbursement

Motion to accept all items on Consent.

Motion by: *Chief Bertral Washington*
Second: *Chief Bobby Clemmer*
Ayes: *9*
No: *0*
Abstain: *0*
Absent: *0*

DIRECTOR REPORT

a. Communications Division Update – Nathan Cook for Henry Perez
- *Discussion on Call Processing times and how to drive them down.*

b. Finance/Admin. Division Update – Damian Parsons
- *Call taker recruitment closed last week and is in review.*
- *ECNS nurse and manager recruitment open until 3/9.*
- *Dispatcher recruitment closes 2/27 closes.*
- *Audit results due at any time.*
- *Discussed preliminary budget requests.*

c. MIS Division Update – Blessing Ugbo
- *CAD rehost completed, now enables inhouse updating.*
- *Testing begins next week to find any vulnerable areas that require attention/work.*

d. EMS Division Update
- *No update*

COMMITTEE REPORTS

a. Ops Chief Committee Report – Chief Jeremy Ault
- *Praised Chief Serna for his open communication.*
- *Discussed a quarterly meeting. Chino is hosting line level BC and DC in March to build relationships. Intent is to move this meeting around the County.*
- *Working with Dana DeAntonio to update OA manual.*

SUBSIDIARY COMMITTEE REPORTS

a. EMS Sub-Committee Update – Chief Joe Barna
- *Approved EOP and COOP plans at last meeting.*
- *Discussed a trial for whole blood with a regional approach. Challenges discussed but feel there is merit to continuing the discussion.*

ROUND TABLE

Chief Clemmer of Victorville informed the Administrative Committee that he met with AMR representatives last month to discuss response issues in the High Desert.

CLOSED SESSION

The Administrative Committee entered Closed Session at 3:08 p.m.

20. Review and update Existing Litigation – Government Code section 54956.9: AMR Lawsuit

21. Personnel Matter – Public Employment Government Code section 54957: Title: MIS Director

The Administrative Committee came out of Closed Session at 3:37p.m.

Direction was given by the Administrative Committee regarding the MIS Director position.

ADJOURNMENT

Motion to adjourn the Joint Meeting of the CONFIRE Board of Directors and Administrative Committee.

The meeting adjourned at 3:38 p.m.

Upcoming Meetings: CONFIRE Board of Directors – May 27, 2025
CONFIRE Administrative Committee – March 25, 2025
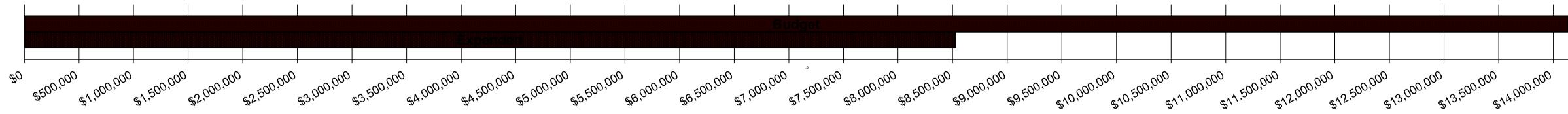

   /s/ Liz Berry
Liz Berry
Clerk of the Board
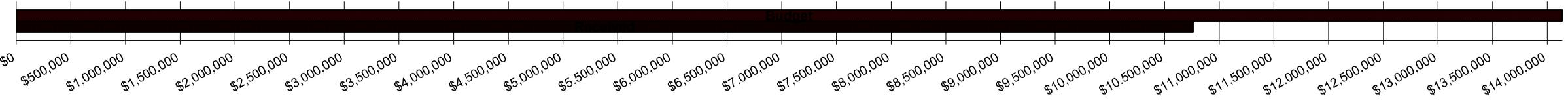
OPERATIONS FUND 5008
Unaudited MONTHLY SUMMARY FY 2024-25

Expenditures	July	Aug	Sep	3 PP Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	3 PP June	Total YTD Expended	2024/25 Budget	Bud - Exp Difference	% Used
Salary/Benefits	610,483	612,358	643,001	928,190	659,917	662,763	633,577	673,459	-	-	-	-	5,423,749	9,552,349	$4,128,600	56.8%
Overtime/Call Back	33,883	25,201	26,202	45,021	27,461	26,483	21,129	29,437	-	-	-	-	234,818	45,000	-$189,818	521.8%
Phone/Circuits/Internet	40,974	(10,033)	25,126	22,799	17,444	33,970	41,819	32,150	-	-	-	-	204,249	273,166	$68,917	74.8%
County IS/Data Services/Counsel	114	(450)	3,491	2,641	1,293	2,093	1,293	1,293	-	-	-	-	11,768	59,905	$48,137	19.6%
Radio/Pager, Console Maint	-	45,690	(11,159)	21,411	21,411	21,411	21,411	21,411	-	-	-	-	141,584	205,559	$63,975	68.9%
Computer Software	250,088	836,272	555,398	5,446	9,673	9,081	1,867	9,682	-	-	-	-	1,677,506	2,362,495	$684,989	71.0%
Computer Hardware	532	(220)	323	140	269	-	936	13	-	-	-	-	1,994	15,250	$13,256	13.1%
Office Exp/Copier Lease	5,259	10,061	6,385	2,565	7,390	4,074	4,952	4,516	-	-	-	-	45,201	90,897	$45,696	49.7%
Insurance/Auditing	-	252,504	-	11,636	(560)	-	-	11,450	-	-	-	-	275,029	302,912	$27,883	90.8%
Payroll/HR/Medical Director	121,858	(20,769)	29,967	39,680	20,572	44,411	108,445	12,156	-	-	-	-	356,322	780,659	$424,338	45.6%
Travel/Training	2,953	746	59	2,596	2,357	1,224	20	11,001	-	-	-	-	20,956	112,800	$91,844	18.6%
Auto/Structure/Fuel	-	3,204	2,181	3,745	2,109	1,796	1,571	4,141	-	-	-	-	18,748	60,590	$41,842	30.9%
Other/HDGC Rent/Equip Trans	16,434	13,233	15,226	24,950	17,040	13,984	15,923	(7,277)	-	-	-	-	109,514	274,974	$165,460	39.8%
Total	**1,082,578**	**1,767,796**	**1,296,203**	**1,110,821**	**786,376**	**821,289**	**852,943**	**803,433**	**-**	**-**	**-**	**-**	**8,521,438**	**14,136,556**	**$5,615,118**	**60.3%**

% Fiscal Year Passed   67%

Revenue	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Received	Budget	Difference	% Rcvd
Services	3,556,286.22	(7,944.00)	-	3,521,213.50	-	-	-	3,554,338.00	-	-	-	-	10,623,893.72	14,134,213.00	3,510,319.28	0.75
Interest	48,856.31	(48,856.31)	-	46,866.10	-	-	39,736.57	-	-	-	-	-	86,602.67	-	(86,602.67)	-
Other	-	-	36,119.71	-	9,250.56	-	-	4,625.28	-	-	-	-	49,995.55	-	(49,995.55)	-
Total	**3,605,143**	**(56,800)**	**36,120**	**3,568,080**	**9,251**	**-**	**39,737**	**3,558,963**	**-**	**-**	**-**	**-**	**10,760,492**	**14,134,213**	**3,373,721**	**0.76**

% Fiscal Year Passed   67%

FY 2024-2025
Unaudited Fund Balance Report
as of February 28, 2025

Operations Fund (5008)		
Unaudited Fund Balance 7/1/24		$ 3,335,344
Revenue	10,760,492	
Expenditures	(8,521,438)	
Net		2,239,054
Net Transfers In/Out		-
Available Fund Balance		**$ 5,574,398**

*FY 2024-25 Operating costs 10% is $1,413,421 Per Board Policy

Equipment Reserve Fund (5009)		
Unaudited Fund Balance 7/1/24		$ 2,311,408
Revenue	513,303	
Expenditures	(595,960)	
Net		(82,657)
Available Fund Balance		**$ 2,228,751**

General Reserve Fund (5010)		
Unaudited Fund Balance 7/1/24		$ 6,907,469
Revenue	(754,627)	
Expenditures	(567,294)	
Grant Funds Due to CAD to CAD	-	
Net		(1,321,921)
Fund Balance		5,585,548
Net Transfers In/Out		-
Total Fund Balance		**$ 5,585,548**
Restricted Fund Balance		
Reserve for CIP	(3,000,000)	
Net Committed		(3,000,000)
Available Fund Balance		**$ 2,585,548**

*FY 2024-25 Operating costs 25% is $3,533,553

CONFIRE

FY 2024-2025
Unaudited Fund Balance Report
as of February 28, 2025

Term Benefits Reserve Fund (5011)		
Unaudited Fund Balance 7/1/24		$ 1,786,600
Revenue	199,013	
Expenditures	-	
Net		199,013
Net Transfers In/Out		-
Available Fund Balance		**$ 1,985,613**

CAD-to-CAD Project Special Revenue Fund (5019)		
Unaudited Fund Balance 7/1/24		$ 303,620
Revenue	333,214	
Expenditures	(181,022)	
Net		152,192
Net Transfers In/Out		-
Available Fund Balance		**$ 455,812**

Emergency Medical Service Division Enterprise Fund (5020)		
Unaudited Fund Balance 7/1/24		$ 2,170,934
Revenue	1,383,729	
Expenditures	(2,493,832)	
Net		(1,110,103)
Net Transfers In/Out		-
Available Fund Balance		**$ 1,060,831**

Call Summary

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376   County: San Bernardino

Year: 2024

From:	1/1/2025
To:	2/28/2025
Period Group:	Month
Call Type:	All
Abandoned Filters:	Include Abandoned

CONFIRE

Date	911	911 Abdn	Total 911	911 Abdn Percentage	10-Digit Emergency Inbound	10-Digit Emergency Abdn	Total 10-Digit Emergency	Admin Outbound	Admin inbound	Admin Inbound Abandoned	Total Admin	Total All Calls	Average Call Duration
Jan-25	22264	78	22342	0.35%	12590	412	13002	15762	4942	149	20853	56197	128.9
Feb-25	14711	61	14772	0.41%	9400	269	9669	11718	3810	89	15617	40058	124.2
2025 Totals	34136	129	34265	0.38%	20428	638	21066	25386	8183	218	33787	89118	126.6
2024 Totals	29722	54	29776	0.18%	19641	618	20259	24756	9403	167	34326	84361	124.6

PSAP Answer Time

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376   County: San Bernardino

Month - Year: 1/1/2025- 2/28/2025

Agency Affiliation   Fire

From:	1/1/2025
To:	2/28/2025
Period Group:	Month
Time Group:	60 Minute
Time Block:	00:00 - 23:59
Call Type:	911 Calls

Call Hour	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
January 2025 Total	20,144	810	435	695	164	84	10	22,342
% answer time ≤ 10 seconds	90.16%	3.63%	1.95%	3.11%	0.73%	0.38%	0.04%	100.00%
% answer time ≤ 15 seconds	93.79%							
% answer time ≤ 40 seconds	98.85%							
February 2025 Total	16,326	384	167	262	65	18	1	17,223
% answer time ≤ 10 seconds	94.79%	2.23%	0.97%	1.52%	0.38%	0.10%	0.01%	100.00%
% answer time ≤ 15 seconds	97.02%							
% answer time ≤ 40 seconds	99.51%							
Year to Date 2025 Total	36,470	1,194	602	957	229	102	11	39,565
% answer time ≤ 10 seconds	92.18%	3.02%	1.52%	2.42%	0.58%	0.26%	0.03%	100.00%
% answer time ≤ 15 seconds	95.20%							
% answer time ≤ 40 seconds	99.14%							
Year to Date 2024 Total	32,944	875	362	572	149	78	4	34,984
% answer time ≤ 10 seconds	94.17%	2.50%	1.03%	1.64%	0.43%	0.22%	0.01%	100.00%
% answer time ≤ 15 seconds	96.67%							
% answer time ≤ 40 seconds	99.34%							

CONFIRE Billable Incidents
Period: 02/01/2025 thru 02/28/2025

Jurisdiction	# of Incidents	% of Total
San Bernardino County	10,219	52.91%
VictorvilleFD	1,904	9.86%
RanchoCucamonga	1,427	7.39%
ChinoValleyFD	1,063	5.50%
AppleValley	974	5.04%
Rialto	897	4.64%
Redlands	853	4.42%
Colton	616	3.19%
Loma Linda	394	2.04%
MontclairFD	370	1.92%
Big Bear Fire	339	1.76%
San Manuel FD	180	0.93%
Baker Ambulance	44	0.23%
Running Springs	35	0.18%
Total	19,315	100%

BDC Division	# of Incidents	% of Total
East Valley	3,552	34.76%
Fontana	1,714	16.77%
Valley	1,373	13.44%
Hesperia	1,012	9.90%
North Desert	933	9.13%
South Desert	914	8.94%
Adelanto	397	3.88%
Mountain	324	3.17%
Total	10,219	100%

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CONFIRE 911 Call Processing Time Analysis

February 2024

# February 2024

Contents

Figures

CONFIRE Emergency Call Processing Times.

February 2025

The following analysis covers four key elements of call processing times by CONFIRE Communications Center (CCC):

1. The time interval between the alert of an incoming 911 call from a primary PSAP and when the call is answered by a CCC dispatcher.
2. The time interval between when an emergency 911 call is answered by a CCC dispatcher to the time where it is entered into queue.
3. The time interval between when an emergency 911 call is entered into queue to the time when the first responding unit is alerted and assigned to call.
4. The total time interval between when and emergency 911 call is answered by a CCC dispatcher to the time when the first responding unit is alerted and assigned to the call.

Figure 1: Visual display of elements captured in the analysis of call processing times at CONFIRE communications center.
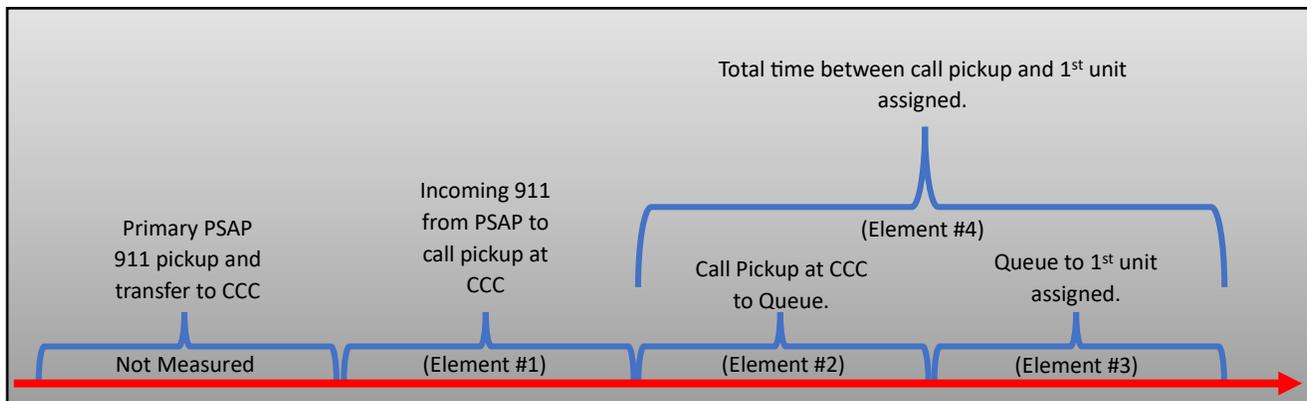
Call Answering Time from Primary PSAP

CONFIRE receives 911 calls from multiple law enforcement agencies' primary Public Safety Answering Points (PSAPs). As a secondary PSAP, CONFIRE has set a goal of answering incoming 911 calls from primary PSAPs in 10 seconds or less on 90% of the calls. Because the incoming 911 calls are not recorded in CONFIRE's CAD until after the call pickup time, the interval from first ring to call pickup must be measured from another source. CONFIRE uses a reporting software called Emergency Call Tracking System (ECaTS) to capture this data and uses it to measure performance benchmarks and quality control. This data was used to illustrate the call volumes and 911 answering times shown in Figure 2.

Figure 2: CONFIE PSAP 911 Call Pickup Times for Primary PSAP Transfers per ECaTS Reporting System.

CONFIRE Incoming 911 Call Volume and Pickup Times February 2024 to February 2025 (10 sec. or less answer time)
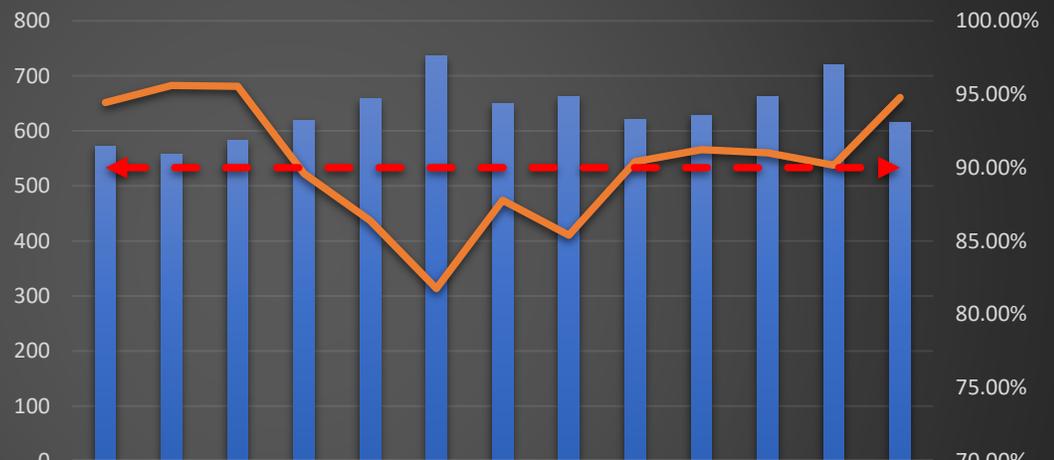
	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-2025
Average Calls per 24-hr Period	573	557	582	619	658	737	650	662	621	628	663	721	615
% of Calls Picked up in Target Time (10 sec. or less)	94.44%	95.6%	95.5%	89.6%	86.4%	81.8%	87.8%	85.4%	90.4%	91.2%	91.0%	90.2%	94.8%
90% Target													

Emergency Call Processing

Once the call is answered by CCC dispatchers, all call activity is captured in CONFIRE's CAD server. The following table illustrates multiple elements of the call processing continuum in terms of call volume and call processing times for various call types. For the purposes of this analysis, only calls that meet the definition of "emergency" per NFPA 1221and CONFIRE Administrative Chiefs' directive are included in the calculations. Because of the nuances of both Fire and EMS related call types, the following sections analyze the call processing elements separately.

EMS Call Processing

EMS Calls include all CAD problem codes that reference a medical emergency, trauma, or traffic collisions.

Figure 3: EMS Call Pickup to First Unit Assigned. Includes all Emergency Call Types, and Calls With and Without Determinant Codes.

Call Pickup to First Unit Assigned EMS Calls (90th percentile)

	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25
% with Determinant Code	92%	93%	86%	89%	88%	89%	90%	91%	90%	91%	90%	91%
All EMS Combined	0:03:03	0:03:00	0:03:05	0:03:13	0:03:16	0:03:15	0:03:13	0:03:14	0:03:17	0:03:12	0:03:11	0:03:07

Figure 4: EMS Call Pickup to Queue. Includes all Emergency Call Types, and Calls with and Without Determinant Codes.

Pickup to Queue EMS Calls (90th Percentile)

	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25
% with Determinant Code	92%	93%	86%	89%	88%	89%	90%	91%	90%	91%	90%	91%
Call Processing time With Determinant Codes	0:02:49	0:02:47	0:02:47	0:02:54	0:02:55	0:02:54	0:02:52	0:02:53	0:02:59	0:02:54	0:02:52	0:02:51

Figure 5: EMS Queue to First Unit Assigned. Includes all Emergency Call Types, and Calls with and Without Determinant Codes.

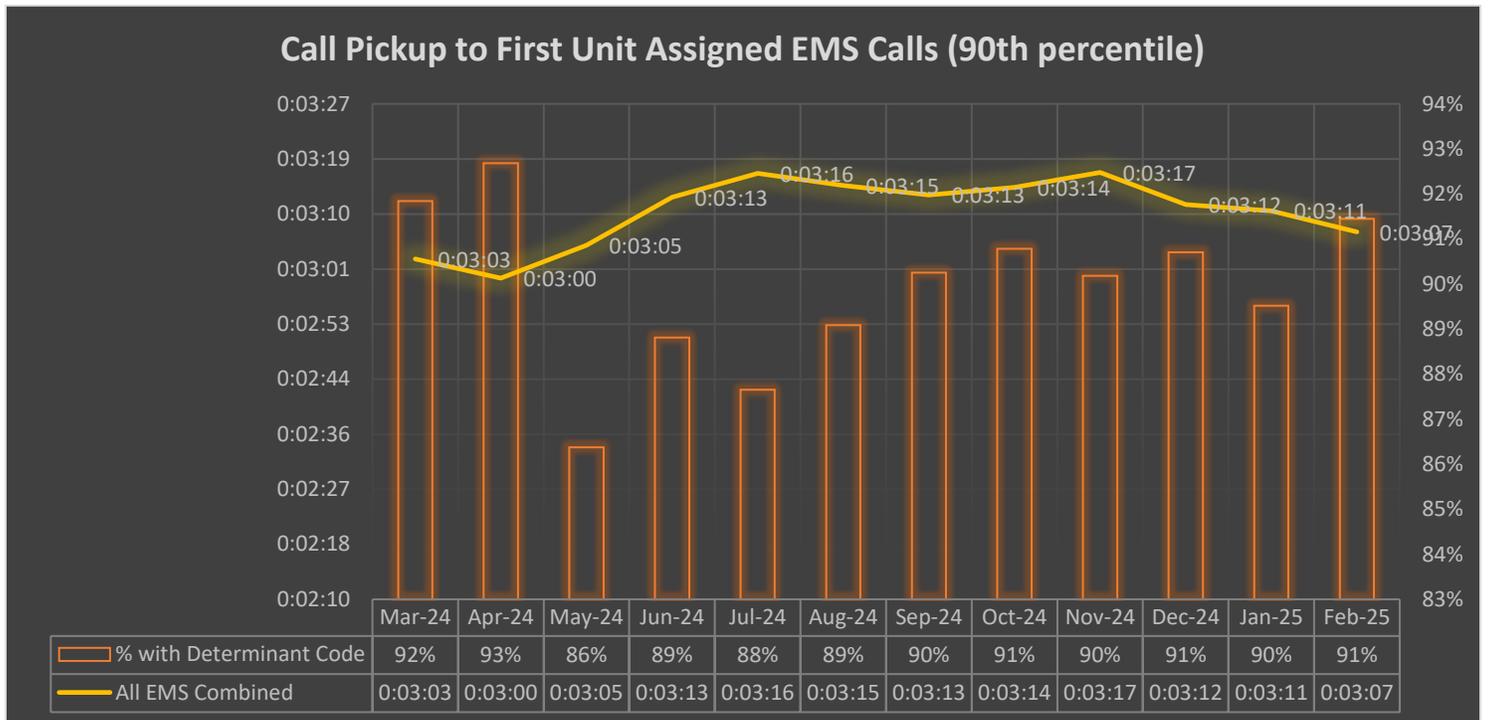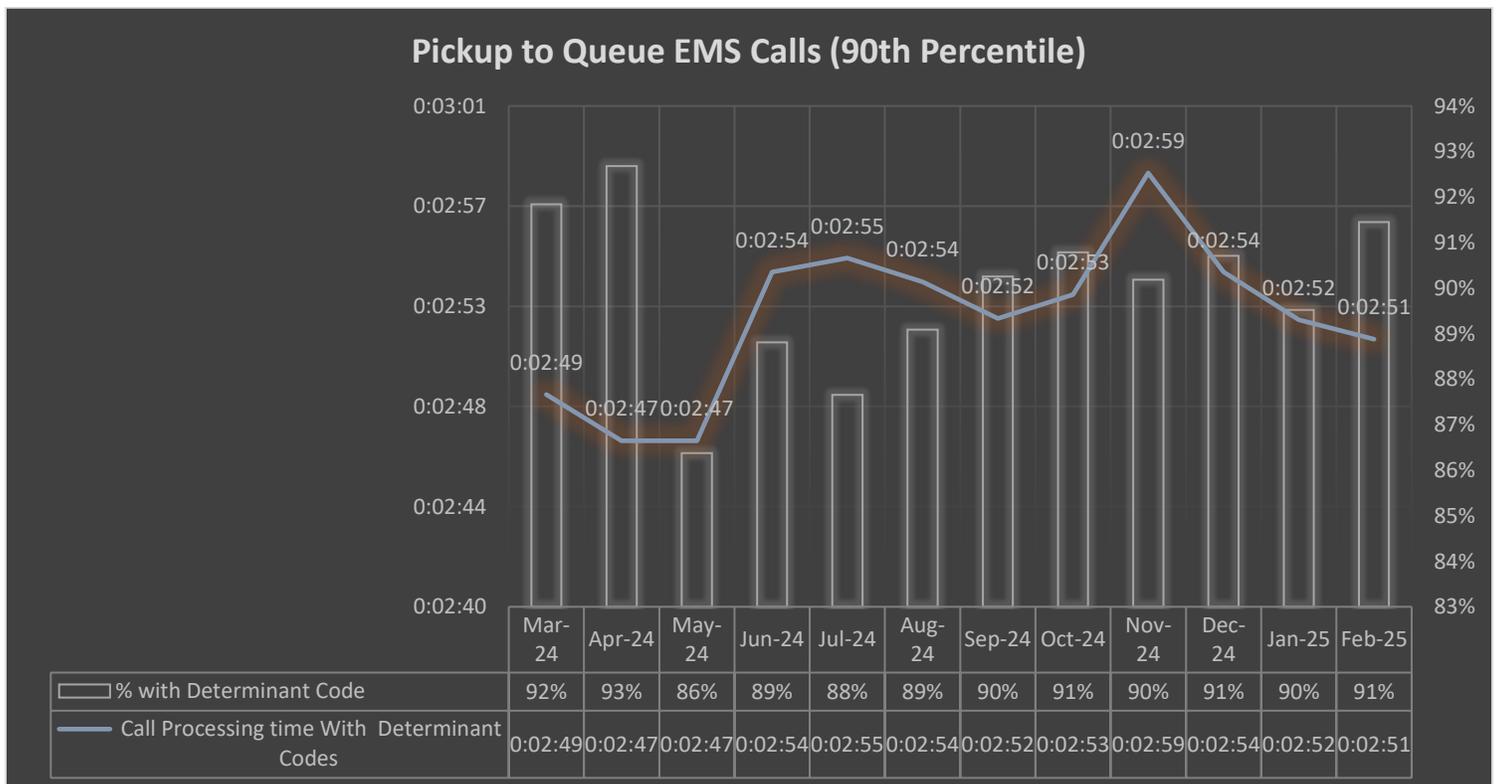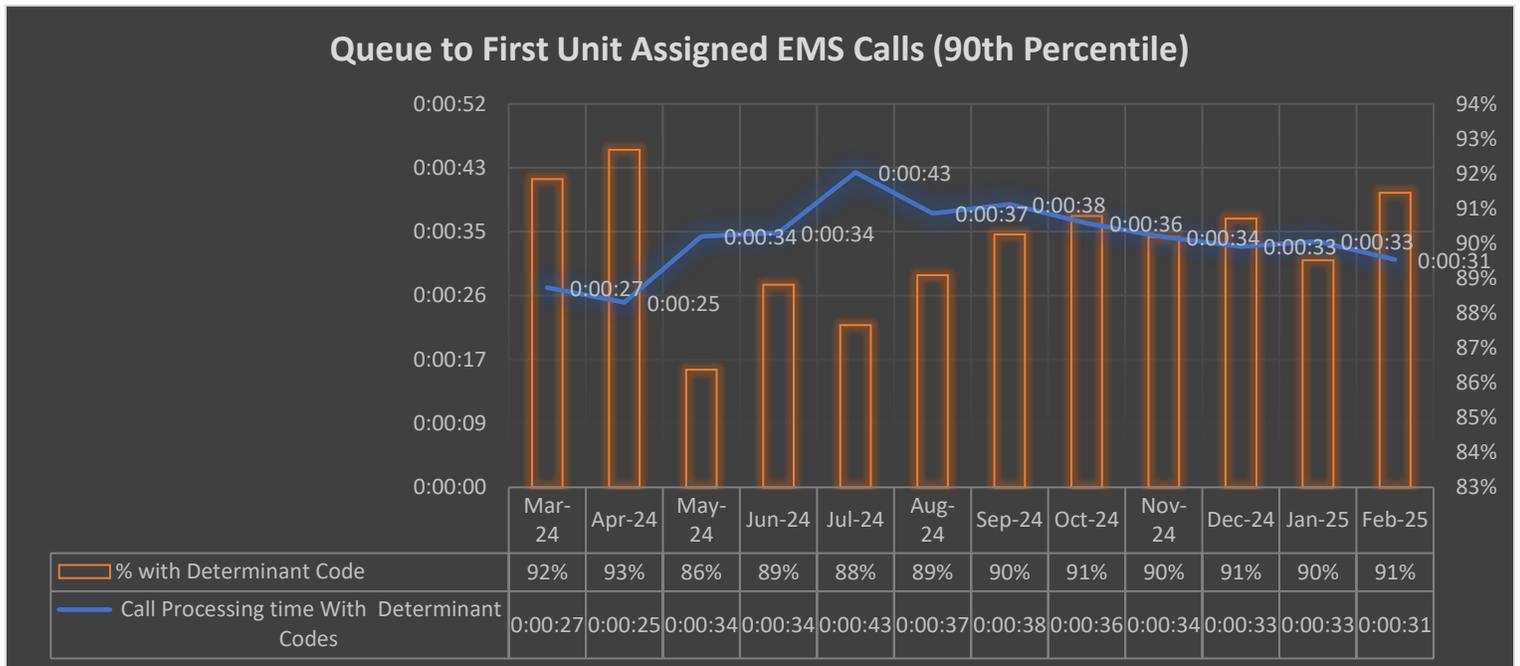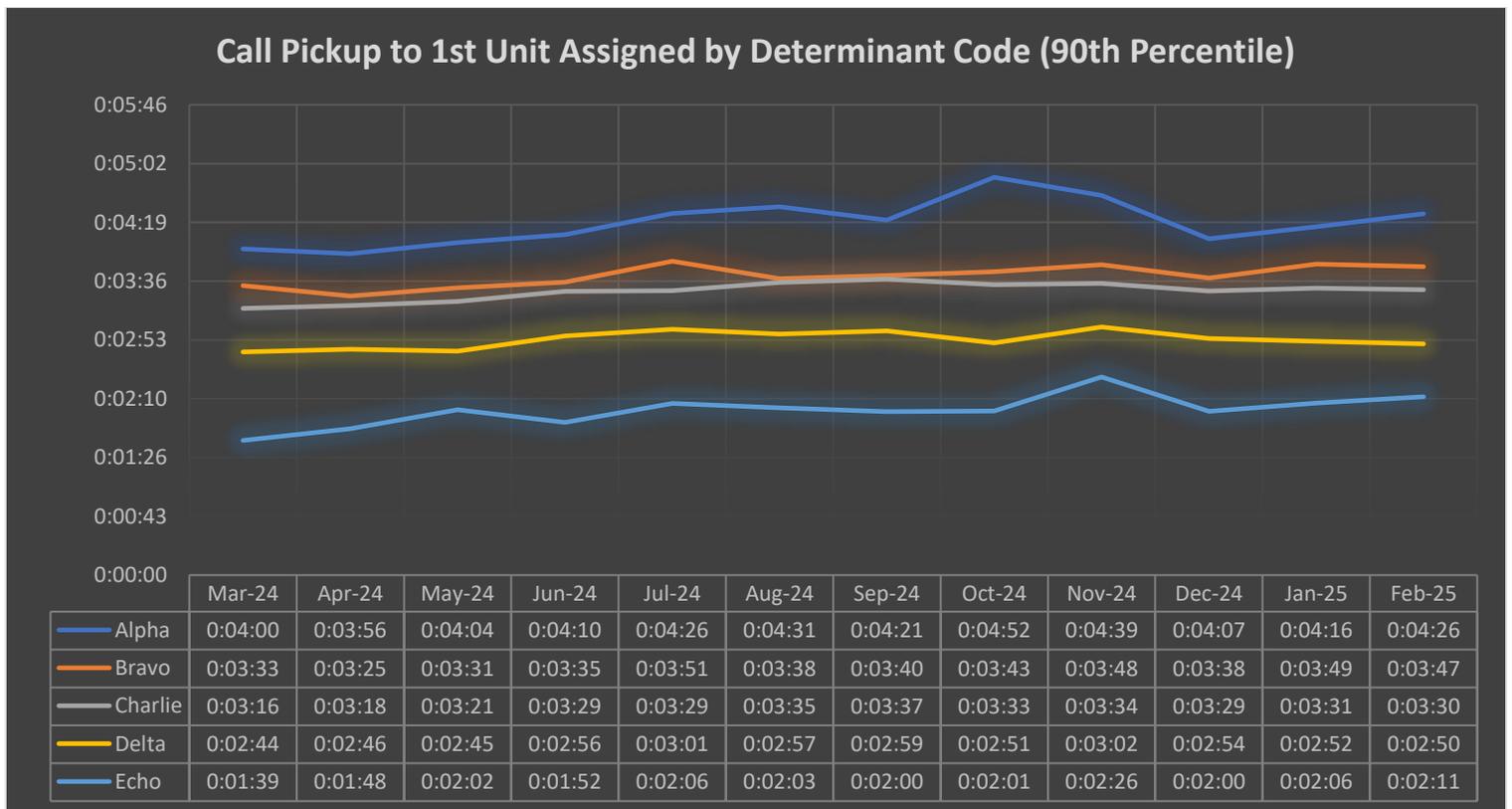### Queue to First Unit Assigned EMS Calls (90th Percentile)

	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25
% with Determinant Code	92%	93%	86%	89%	88%	89%	90%	91%	90%	91%	90%	91%
Call Processing time With Determinant Codes	0:00:27	0:00:25	0:00:34	0:00:34	0:00:43	0:00:37	0:00:38	0:00:36	0:00:34	0:00:33	0:00:33	0:00:31

Figure 6: EMS Call Pickup to First Unit Assigned by EMD Determinant Code.

Call Pickup to 1st Unit Assigned by Determinant Code (90th Percentile)

	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25
Alpha	0:04:00	0:03:56	0:04:04	0:04:10	0:04:26	0:04:31	0:04:21	0:04:52	0:04:39	0:04:07	0:04:16	0:04:26
Bravo	0:03:33	0:03:25	0:03:31	0:03:35	0:03:51	0:03:38	0:03:40	0:03:43	0:03:48	0:03:38	0:03:49	0:03:47
Charlie	0:03:16	0:03:18	0:03:21	0:03:29	0:03:29	0:03:35	0:03:37	0:03:33	0:03:34	0:03:29	0:03:31	0:03:30
Delta	0:02:44	0:02:46	0:02:45	0:02:56	0:03:01	0:02:57	0:02:59	0:02:51	0:03:02	0:02:54	0:02:52	0:02:50
Echo	0:01:39	0:01:48	0:02:02	0:01:52	0:02:06	0:02:03	0:02:00	0:02:01	0:02:26	0:02:00	0:02:06	0:02:11

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Fire/Rescue Related Calls

Fire/Rescue related calls include all CAD problem codes that reference specific fire types as well as technical rescue and Haz-mat calls.

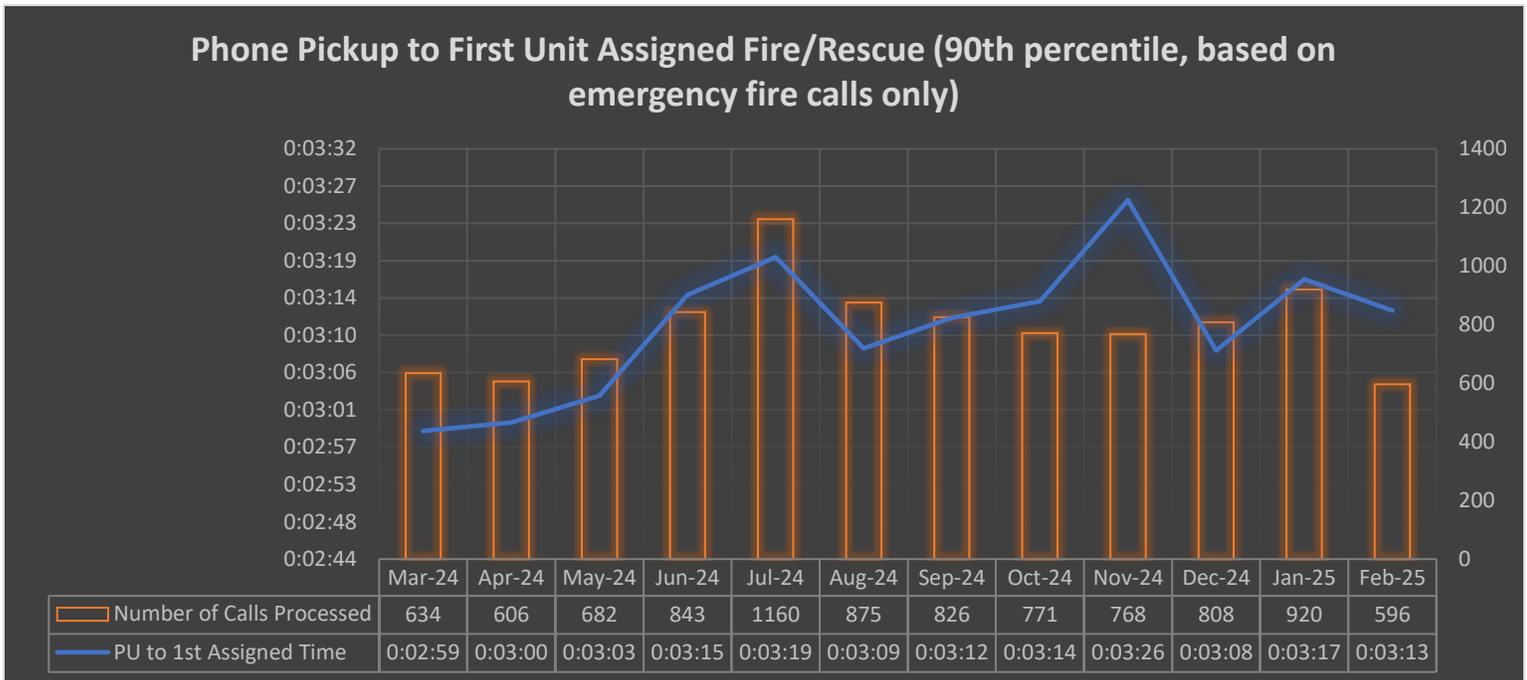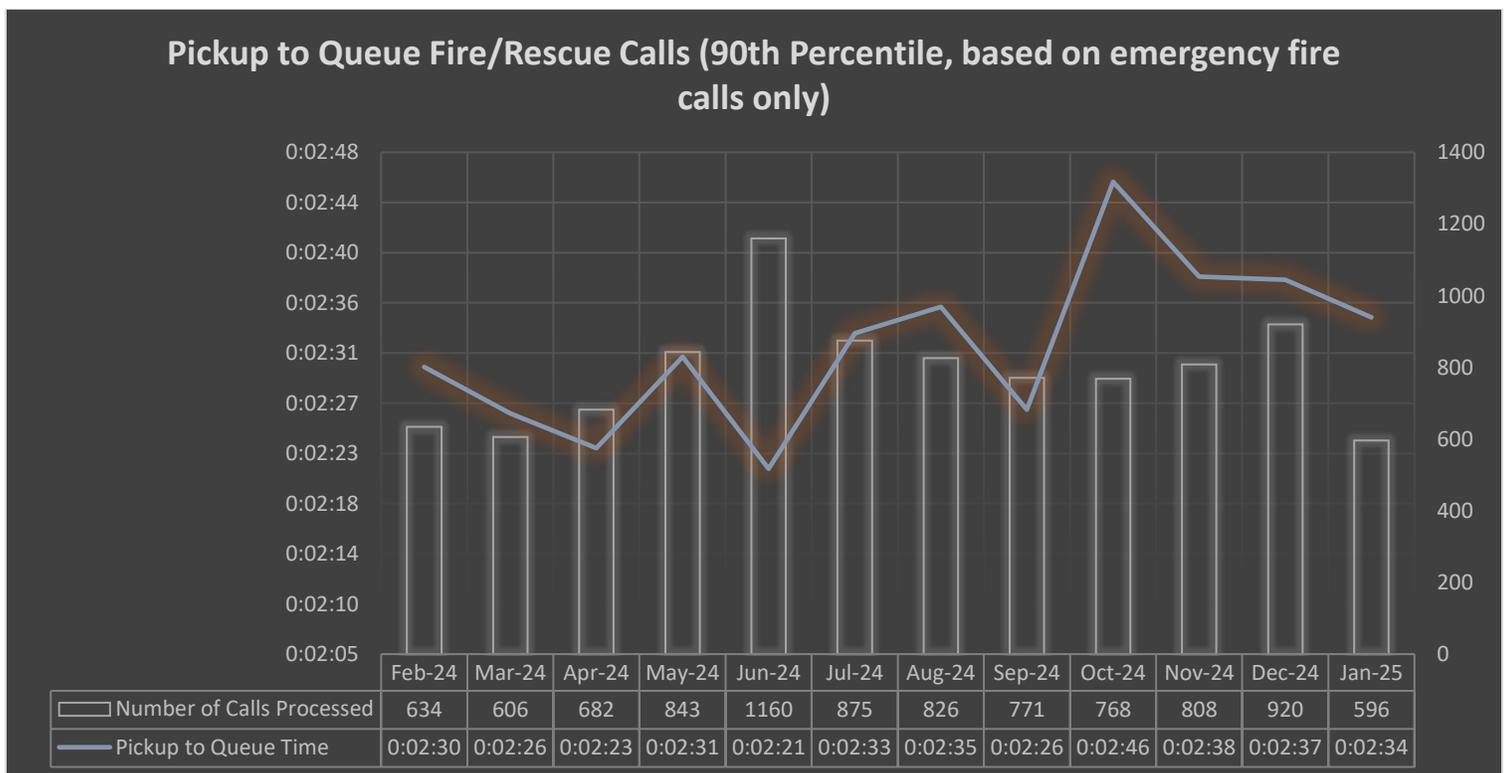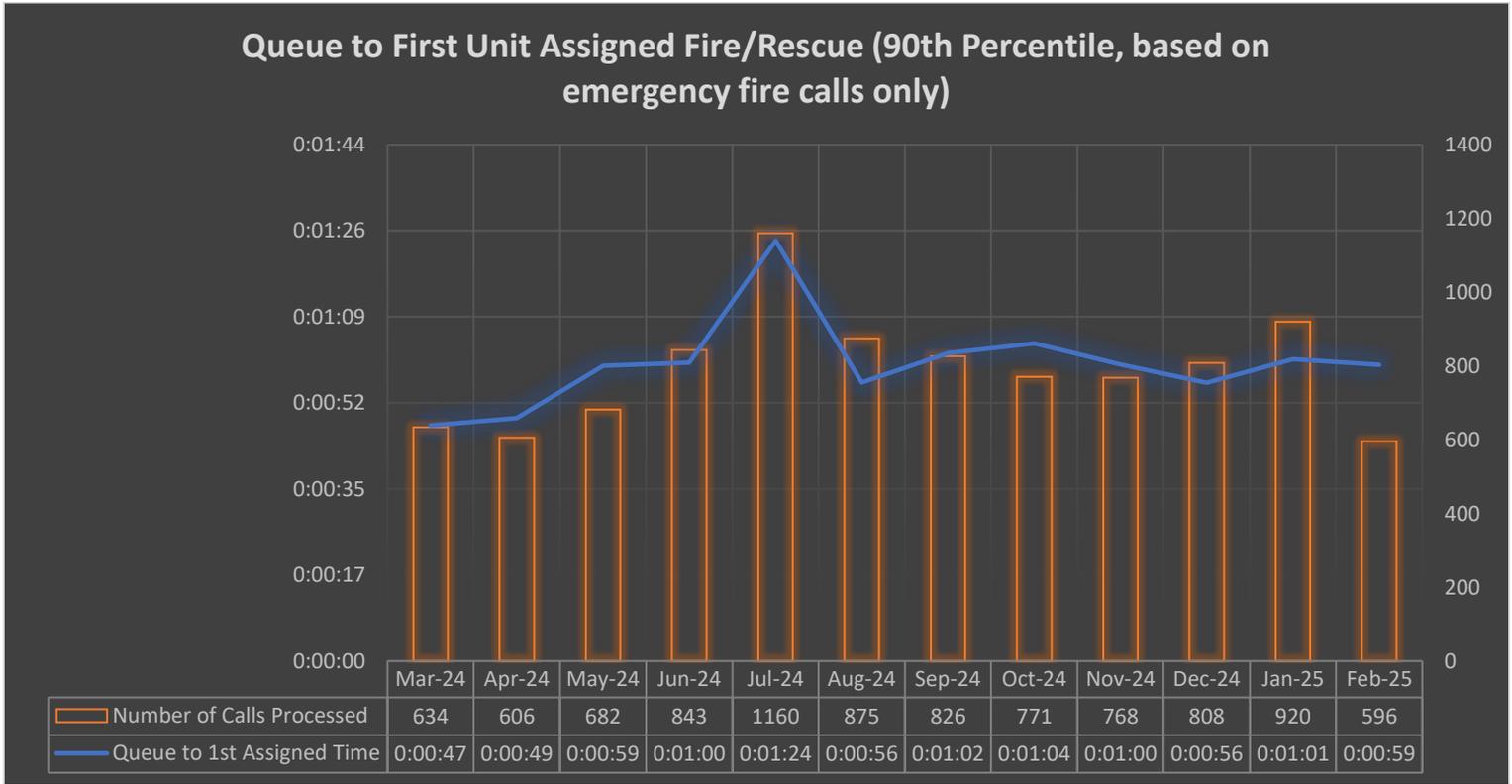*Figure 7:Fire/Rescue Call Pickup to First Unit Assigned.*

Phone Pickup to First Unit Assigned Fire/Rescue (90th percentile, based on emergency fire calls only)

	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25
Number of Calls Processed	634	606	682	843	1160	875	826	771	768	808	920	596
PU to 1st Assigned Time	0:02:59	0:03:00	0:03:03	0:03:15	0:03:19	0:03:09	0:03:12	0:03:14	0:03:26	0:03:08	0:03:17	0:03:13

Figure 8: Fire/Rescue Call Pickup to Queue.

Pickup to Queue Fire/Rescue Calls (90th Percentile, based on emergency fire calls only)

	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25
Number of Calls Processed	634	606	682	843	1160	875	826	771	768	808	920	596
Pickup to Queue Time	0:02:30	0:02:26	0:02:23	0:02:31	0:02:21	0:02:33	0:02:35	0:02:26	0:02:46	0:02:38	0:02:37	0:02:34

Figure 9: Fire/Rescue Queue to First Unit Assigned.

Queue to First Unit Assigned Fire/Rescue (90th Percentile, based on emergency fire calls only)

	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25
Number of Calls Processed	634	606	682	843	1160	875	826	771	768	808	920	596
Queue to 1st Assigned Time	0:00:47	0:00:49	0:00:59	0:01:00	0:01:24	0:00:56	0:01:02	0:01:04	0:01:00	0:00:56	0:01:01	0:00:59

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CONFIRE ECNS Analysis

February 2025

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List of Tables

List of Figures

1

CONFIRE Dispatch Processing of EMS Calls and Disposition of ECNS Eligible Calls

February 2025

The following is an analysis of various ECNS call processing components and disposition of callers participating in the ECNS process. The analysis looks at various components in the call processing continuum including determination of ECNS eligibility, proper transfer and capture in the LowCode ECNS processing software, and final disposition of pre-hospital care. Data for this analysis was extracted from CONFIREs CAD SQL database, the LowCode database, and ImageTrend medical records.

Table 1: EMS 911 calls for service and EMD completion for February 2025

Total Emergency EMS Calls	16,131
Total EMS Calls with Obtainable Determinant Code	12,036
Total EMS Calls with Determinant Code	10,785
% of EMD Obtainable EMS Calls with Determinant Code	89.6%

Table 2:ECNS eligible calls and status of transfers to Emergency Communication Nurse (ECN) for February 2025.

Total Calls Eligible for Low Code:	1,437
% of EMS calls with Determinant Code Eligible for ECNS	13%
Total ECNS Eligible Calls Transferred to ECN (Entered in Low Code)	542
% of Eligible EMS Calls Transferred to ECNS	37.7%
% of Total EMS Calls Transferred to ECNS	3.4%

2

Table 3:Transport/treatment status of ECNS calls February 2025.

Incoming Calls to Emergency Communications Nurse (ECN) Nurse		
	Total ECNS Transfers	604
	Transferred via CAD Service (did not connect with ECN)	31
	Calls Aborted (Hangups, disconnects)	115
	Total Calls received and completed by ECN	458
Calls Returned for Emergency Transport		
	Triage nurse returned call for Emergency Transport	76
	Number of returned calls for emergency resulting in actual transport	62
	% of returned calls for emergency resulting in transport	82%
Non-emergency with no Alternative Transport		
	Patient had no alternative means of transport (Transport Unit Sent)	247
	Number of non-emergency ambulance responses that resulted in actual transport.	187
	% of non-emergency ambulance responses that resulted in actual transport.	76%
Total calls to reach ECN that resulted in an ambulance response		323
	% of total calls to reach ECN that resulted in ambulance response	70.5%

[1] A CAD Service transfer occurs when CAD recognizes that the call is eligible for ECNS and automatically (and often without dispatcher knowledge) moves the call to LowCode electronically, but the dispatcher is not actually moving the call forward via telephone line to live ECN. There may be a number of reasons why this occurs, but for tracking purposes, it is not counted as an actual ECNS transfer. The call is actually being handled like a standard dispatched call with no time delays.

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Table 4:Unit responses and ambulance transport rates to ECNS calls that were returned for first responders for February 2025 (by call type). Top 20 Call Types.

Call Type	Total Calls in LowCode	Total LowCode calls referred back for a Response for medical reasons	% of Calls referred back for a response for medical reasons	Calls referred back for a response for medical reasons that transported.	% of Calls referred back for a response for medical reasons that transported.
SICK-A8	69	5	6%	5	100%
SICK-O1	38	6	7%	3	50%
SOB - Shortness of Breath	38	10	12%	7	70%
FALL-A2	30	5	6%	3	60%
FALL-A3	25	3	3%	3	100%
SICK-A2	23	1	1%	0	0%
SICK-A3	20	3	3%	2	67%
ABD-A1	19	3	3%	1	33%
BACK-A1	18	5	6%	3	60%
TRAUMA-A1	17	2	2%	1	50%
SICK-A11	16	2	2%	2	100%
TRAUMA-A3	13	0	0%	0	
DIA-O1	12	2	2%	1	50%
HL-A1	12	6	7%	6	100%
PSY-O1	11	1	1%	1	100%
SICK-A4	10	4	5%	3	75%
FALL-A1	10	3	3%	2	67%
UNC - Unconscious Person	10	1	1%	1	100%
CHOKE-O1	10	2	2%	1	50%
TRAUMA-O1	9	1	1%	1	100%

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Table 5: Recommended Point of Care Disposition for patients completing ECNS process for February 2025*.

Disposition of Care Text		
Seek Emergency Care as Soon as Possible	204	52.6%
Seek Face to Face Care within 1-4 Hours	79	20.4%
Emergency Response	76	19.6%
Speak to Your Doctor/Health Care Professional to Review the Symptoms As Soon As Possible	9	2.3%
Schedule an Appointment to be Seen by a Doctor/Health Care Professional within the Next 12 Hours (same day)	8	2.1%
Schedule an Appointment to be Seen by a Doctor/Health Care Professional within the Next 1-3 Days	5	1.3%
Schedule a Routine Appointment with a Doctor/Health Care Professional	3	0.8%
Self-Care	3	0.8%
Contact Obstetrician / Gynecologist / Midwife	1	0.3%

*This represents recommended care given by the ECN. The ECNS program does not have a mechanism to follow up on whether callers follow through with the recommendations. Also, the numbers in this table includes callers who were provided a recommendation that did not require ambulance transport, but received that transport anyway due to lack of alternative transportation (see table 3 for detail).

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Figure 1: Percentage of ECNS eligible Calls that are transferred to ECN and entered into Low Code system by date.

Percent Transfer Rate of ECNS Eligible Calls February 1, through February 28, 2025
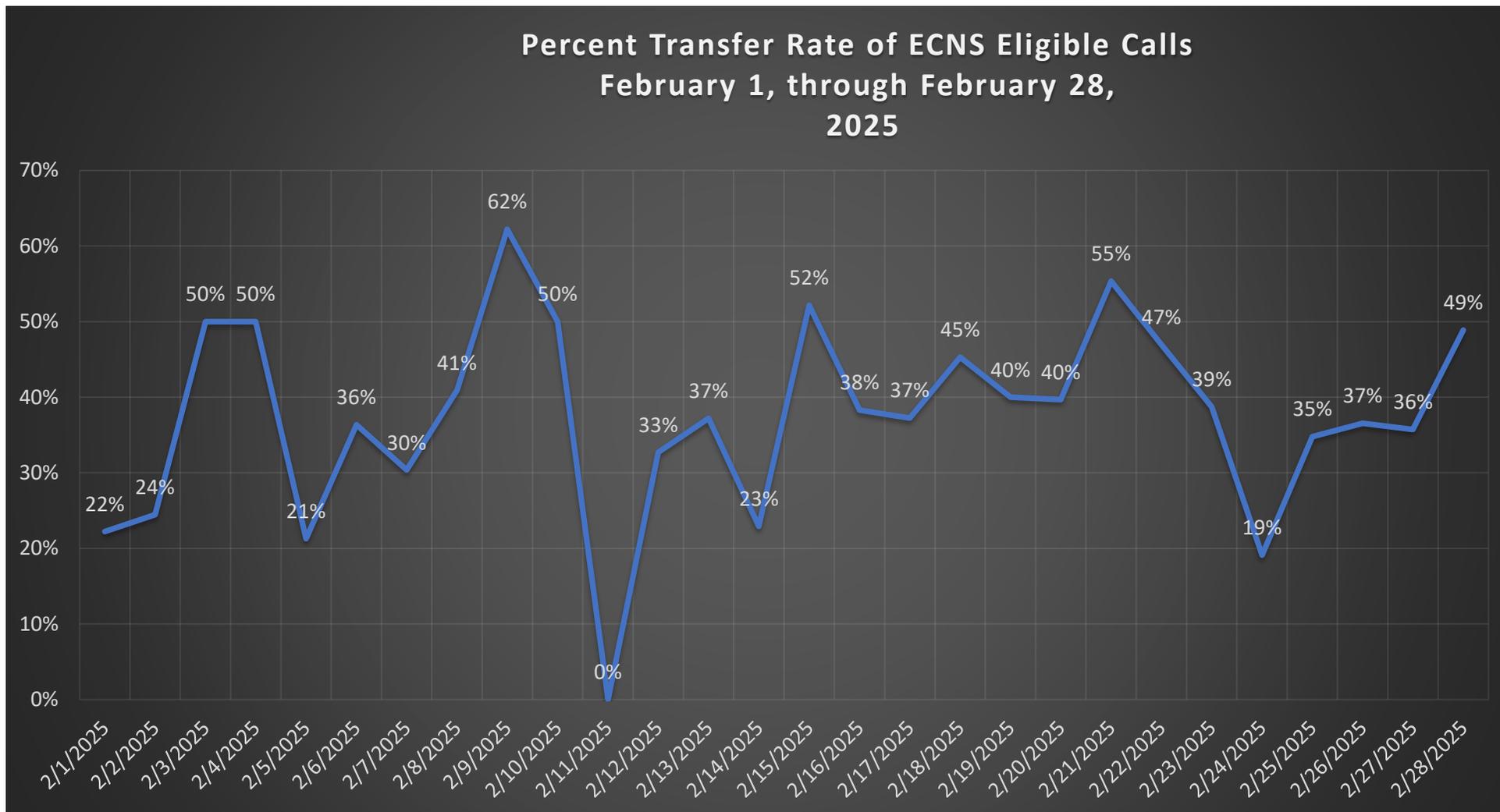
6

Figure 2:Total number of ECNS eligible calls and the number of them that were transferred to an ECN/entered into Low Code by date.

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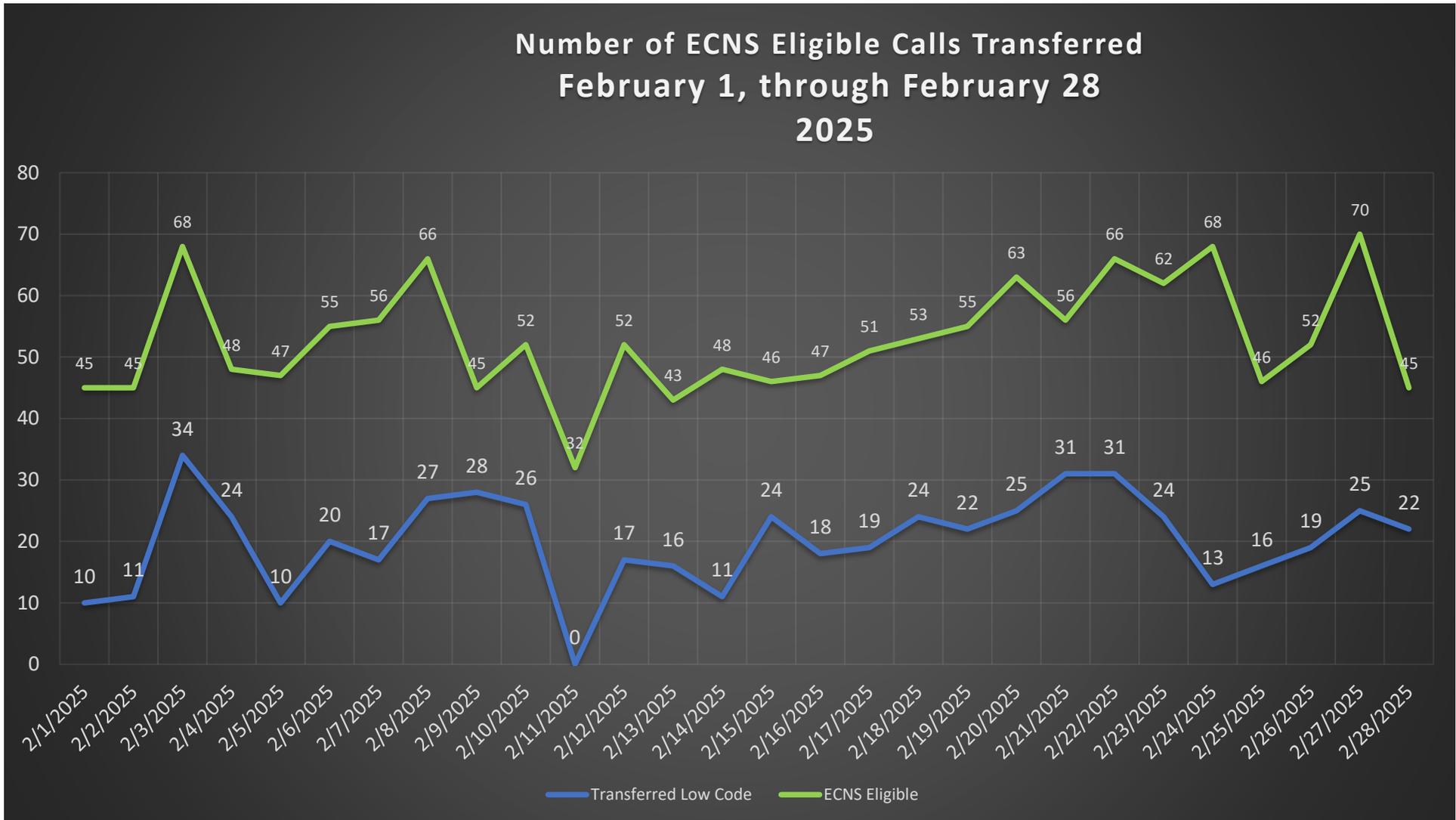Figure 3: 12-month analysis of ECNS eligible calls and rates of transfer to ECN/Low Code system.
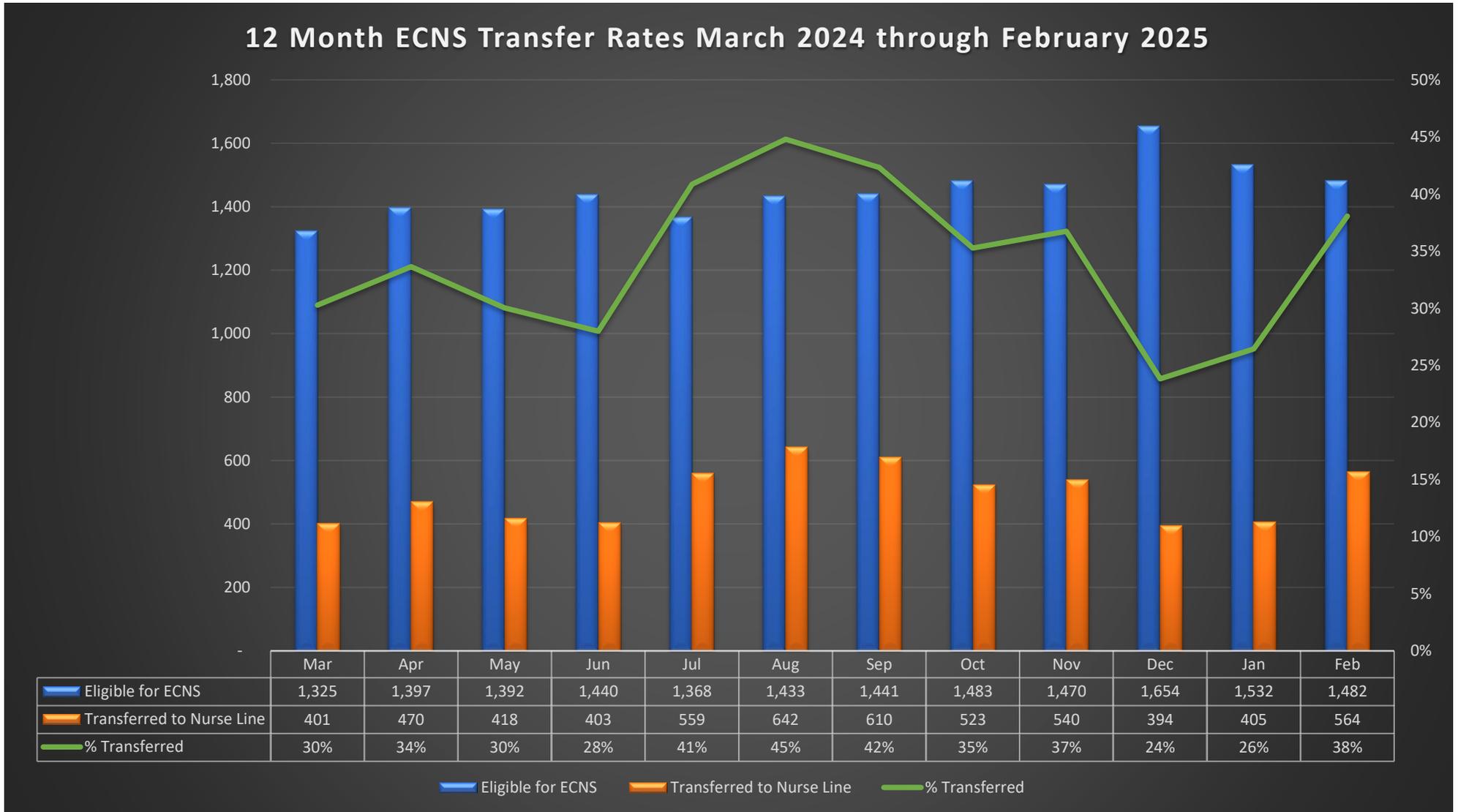

12 Month ECNS Transfer Rates March 2024 through February 2025

	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Eligible for ECNS	1,325	1,397	1,392	1,440	1,368	1,433	1,441	1,483	1,470	1,654	1,532	1,482
Transferred to Nurse Line	401	470	418	403	559	642	610	523	540	394	405	564
% Transferred	30%	34%	30%	28%	41%	45%	42%	35%	37%	24%	26%	38%

Eligible for ECNS   Transferred to Nurse Line   % Transferred

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Figure 4: Number of eligible ECNS calls and rates of transfer from March 2024 through February 2025.

% of ECNS Eligible Calls in Low Code by Week
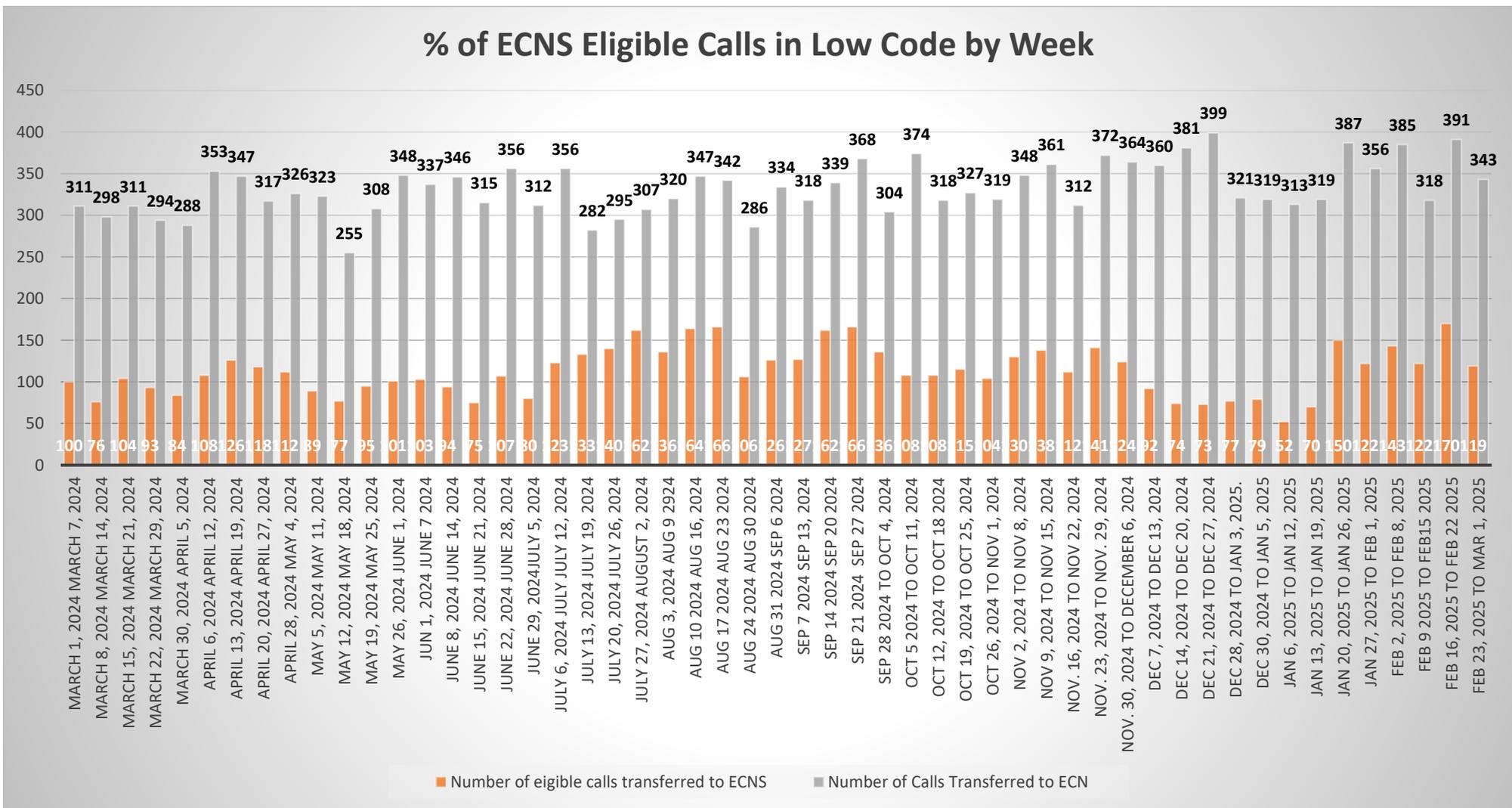
Reasons why ECNS Eligible Calls were not Transferred to the ECNS Nurse Line

February 2025

CONFIRE's CAD is programmed to prompt the dispatcher each time a call is determined to be eligible for transfer to the ECNS system. Eligibility is based on the established determinant code for the call. The dispatcher has the option of bypassing ECNS and sending a standard response for the call but must provide a reason for doing so from a pre-defined list. Below is a summary of reasons calls were not transferred.

These determinations are based on the information that the dispatcher has available and how they interpret the information, so there is a level of subjectivity. Furthermore, because it is a pre-defined list, the categories may not cover the specific situation of each call. Therefore, the dispatcher needs to make a judgement call as to the closest matching category, not necessarily the exact situation.

Table 6: Dispatcher response as to why eligible calls were not transferred to ECNS.

Disposition Text from CAD	Number of Calls	% of Total Eligible Calls Not Sent to LowCode
*Call Taker decided to not send incident to LowCode, with reason: ECN NOT AVAIL= No ECN staff at CONFIRE and REMSA or hold music on transfer (Sup Approval)	709	80.4%
*Call Taker decided to not send incident to LowCode, with reason: ECN NOT AVAIL= No ECN staffing or hold music on transfer	0	0.0%
*Call Taker decided to not send incident to LowCode, with reason: INABILITY TO INTERROGATE PT= Inability to talk, belligerent, RP not at same location	0	0.0%
*Call Taker decided to not send incident to LowCode, with reason: MEDICAL FACILITY RP= RN/Dr requesting 911 AND is at PT bedside	40	4.5%
*Call Taker decided to not send incident to LowCode, with reason: PT COMPLETE IMMOBILITY= Cannot move, bedridden or on the ground unable to get up	0	0.0%
*Call Taker decided to not send incident to LowCode, with reason: PT IN PUBLIC PLACE= PT is in an area where large crowds are gathering (i.e. sports complex)	0	0.0%
*Call Taker decided to not send incident to LowCode, with reason: QUICK LAUNCH= CPR, UNC, CP, SOB, CVA	97	11.0%
*Call Taker decided to not send incident to LowCode, with reason: REOPENED CALL= Reopened call	10	1.1%
*Call Taker decided to not send incident to LowCode, with reason: RP IS MINOR= PT is a minor at school or NO adult on scene	16	1.8%

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*Call Taker decided to not send incident to LowCode, with reason: TEST/REOPENED CALL= Test or reopened call	0	0.0%
*Call Taker decided to not send incident to LowCode, with reason: MEDICAL FACILITY RP= Staff requesting 911 or PT directed by medical facility to call 911	0	0.0%
*Call Taker decided to not send incident to LowCode, with reason: RP IS MINOR= RP is a child caller <16 or RP is a minor calling for minor PT	0	0.0%
* Call Taker decided to not send incident to LowCode, with reason: PUBLIC SERVICE= A public service has been dispatched	0	0.0%
* Call Taker decided to not send incident to LowCode, with reason: REOPENED CALL= Reopened call	10	1.1%

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