



ADMINISTRATIVE COMMITTEE MEETING

TUESDAY, APRIL 28, 2026 – 1:00 PM

LOMA LINDA-EOC 25541 BARTON RD, LOMA LINDA

AGENDA

The CONFIRE Administrative Committee Meeting is scheduled for Tuesday, April 28, 2026, 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 3 minutes per 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.

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 Administrative Committee. (Limited to 3 minutes 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 Administrative Committee Minutes of March 25, 2026.
- [2.](#) CONFIRE Operations Statement as of March 31, 2026
- [3.](#) Fund Balance Report as of March 31, 2026
- [4.](#) YTD Call Summary
- [5.](#) YTD Answer Time
- [6.](#) YTD Billable Incidents
- [7.](#) Call Processing Time Analysis - March 2026
- [8.](#) ECNS Report - March 2026
- [9.](#) Viewpoint Advocacy - Amendment No. 1

EMPLOYEE RECOGNITION

10. Introduction of New Employees

Communications - Angela Haddad: Jordyn Brasil, Call Taker
Devin Lopez, Call Taker
Destiny Wooten, Call Taker

ECNS - Mallory Osekowsky: Sarah Edgar, ECNS Nurse

DIRECTOR REPORT

- a. Communications Division Update - Angela Haddad
- b. Finance/Admin. Division Update - Damian Parsons
- c. MIS Division Update - Renan Mamaril

SUBSIDIARY COMMITTEE REPORTS

- a. Ops Chief Committee Report - Chief Augie Barreda

OLD BUSINESS

11. Call Processing Workshop - Angela Haddad - **UPDATE**



ADMINISTRATIVE COMMITTEE MEETING
TUESDAY, MARCH 24, 2026 – 1:00 PM
LOMA LINDA EOC - 25541 BARTON RD., LOMA LINDA

MINUTES

ROLL CALL

ADMINISTRATIVE COMMITTEE MEMBERS:

Chief Buddy Peratt, Apple Valley Fire Protection District
Chief Dave Williams, Chino Valley Fire District
Chief Ray Bruno, Colton Fire Department
Chief Dan Harker/**Chair**, Loma Linda Fire Department
Chief Augie Barreda, Rancho Cucamonga Fire Department
Chief Rich Sessler/**Vice Chair**, Redlands Fire Department
Chief Chris Jensen, Rialto Fire Department
Chief Bertral Jackson, 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 Administrative Committee. (Limited to 3 minutes for each speaker)

No statements were made.

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.

No conflicts were announced.

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 24, 2026.
2. CONFIRE Operations Statement as of February 28, 2026.
3. Fund Balance Report as of February 28, 2026.
4. YTD Call Summary
5. YTD Answer Time
6. YTD Billable Incidents
7. Call Processing Time Analysis – February 2026
8. ECNS Report – February 2026

Motion to accept all items on Consent.

Motion by: Chief Bertral Washington

Second by: Chief Chris Jensen

Yes – 9

No - 0

Abstain – 0

Absent – 0

EMPLOYEE RECOGNITION

9. Introduction of New Employees

Communications – Angela Haddad: Jessica Lopez, Supervising Dispatcher
Joyrene Marques, Supervising Dispatcher

MIS – Renan Mamaril: State Lattin, Information Systems Analyst III

DIRECTOR REPORT

- a. Communications Division Update – Angela Haddad
 - *Year to date call volume on pace to last year.*
 - *Recruitment continues. Two new Supervising Dispatchers, three Call Takers and 1 ECNS nurse have been hired.*
 - *Dispatcher Leilanie Villanueva awarded the Epic pin from EMCC.*
- b. Finance/Admin. Division Update – Damian Parsons
 - *Oracle financial software scheduled to go live at the end of April.*
 - *Annual audit is currently underway.*
- c. MIS Division Update – Renan Mamaril
 - *Continue to build out the Desert Center in preparation for the move to the new VCC.*

- *MIS will continue to work with vendors to be prepared for a seamless move, all testing in preparation has been successful.*
- *Reporting on the topic of security from last month, unauthorized network access has been minimal.*
- *Security awareness will be required for all new onboarded employees.*
- *Cybersecurity is a shared responsibility, and we must all be vigilant.*

SUBSIDIARY COMMITTEE REPORTS

a. Ops Chief Committee Report – Chief Augie Barreda

County and CONFIRE Ops group continues to review and update policies. Chief Serna OA Coordinator is discussing preplanning for the 2028 Olympics.

OLD BUSINESS

10. Call Processing Workshop Update – Angela Haddad – **ACCEPT & FILE**

At the January 27th Administrative Committee Call-Processing workshop, the consensus of the Chiefs was to pursue processes to support greater efficiency and to reduce call processing time.

In February the CONFIRE team reviewed the current CAD system functionality to identify opportunities for additional structured call intake capabilities that could enhance efficiency and support the established call processing goal. Preliminary configuration and testing of the CAD system Protocol Builder took place.

The CONFIRE team has engaged an allied partner to provide a system demonstration and gather feedback to help evaluate potential improvements. A vendor product demonstration of Emergency Fire Dispatch is scheduled for March 25, 2026.

Additional actions that have been taken:

- *47 complaint types were identified and updated to Auto-Dispatch.*
- *Internal policy updated to enter and dispatch an immediate response to all reports of “fire” and return to call interrogation.*

Staff will continue to research and evaluate system enhancements and process improvements aimed at reducing call intake times, ensuring greater efficiency and improved response time.

Current items being reviewed:

- *Protocol Builder, CAD system feature, that can be internally developed, for scripted protocol triage, that call takers can use to quickly assess the nature and severity of a fire-related incident.*

- *Emergency Fire Dispatch (EFD) is a structured, standardized system used to gather critical incident information, prioritize calls, and provide lifesaving instructions prior to arrival of fire personnel. This program has the benefit of adding additional accreditation to the organization.*

Both options being reviewed have no fiscal impact.

NEW BUSINESS

11. 2026-27 Preliminary Budget Overview – Damian Parsons – ACTION ITEM

The proposed preliminary budget focuses on maintaining current service levels. Outlined below are projected changes, including new expenditures, and offsetting reductions as well as three budget options and associated implications for each option.

Key Cost Increases:

- *Memorandum of Understanding (MOU) increases: Contractually obligated wage and benefit adjustments negotiated under current labor agreements.*
- *New Positions: strategic additions to staffing to support current services and operational efficiency.*
- *Increased Rent: Additional costs for the space at the new Valley Communication Center (1 full year).*
- *Rackspace Rent*
- *Increases in Radio/Console Rates.*

Offsetting Reductions:

- *Streamlining of Software services, eliminating redundant subscriptions.*
- *Realignment of Equipment Reserve items (hardware)*

These offsets partially mitigate the overall impact of increasing expenditures and help to maintain a responsible fiscal trajectory.

Due to the projected revenue short fall of \$1,147,670 in Emergency Communications Nurse System (ECNS) revenues. Staff is presenting three preliminary budget options for consideration.

Option 1 – Approve Target Preliminary Budget for All Funds with Reserve Subsidy.

Approves the preliminary budgets for all funds, including the continuation of the ECNS program utilizing \$1.15 million in available reserves to subsidize program operations. Staff will continue to pursue other funding sources. If CONFIRE can start providing

ambulance services under the contract with San Bernardino County, these revenues would be used to fund ECNS going forward, eliminating the need to utilize reserves.

Option 2 – Approve All Funds Preliminary Budgets with New positions in Fund 5008 and Agency Funding of ECNS

Approves the preliminary budgets for all funds, including the addition of two (2) new positions within fund 5008 (Operations), with member and contract agencies paying the unfunded costs of ECNS operations base on ECNS call volumes per each agency.

Option 3 – Approve All Funds Preliminary Budgets with No New Positions in Fund 5008

Approve preliminary budgets for all funds with no additional staffing positions added in Fund 5008. This represents a reduction in cost of \$331,370.

Staff recommends Option 1 as it best supports the organization’s strategic priorities related to maintaining current service levels and operational readiness, without immediately financially impacting the agencies, while allowing for the impending decision on the ambulance contract.

Motion to adopt Option 1 -The Administrative Committee approves the Target Preliminary Budget for all funds with reserve subsidy.

Motion by: Chief Dave Williams

Second by: Chief Bobby Clemmer

Yes – 9

No - 0

Abstain – 0

Absent –0

ROUND TABLE

Chief Ray Bruno, with Colton Fire Department, announced his retirement.

CLOSED SESSION

**The Administrative Committee entered Closed Session at 2:31 p.m.*

12. Personnel Matter – Public Employment – Government Code section 54957(b)(1):
Title: Executive Director.
13. Review and update Existing Litigation – Government Code section 54956.9: AMR
Lawsuit



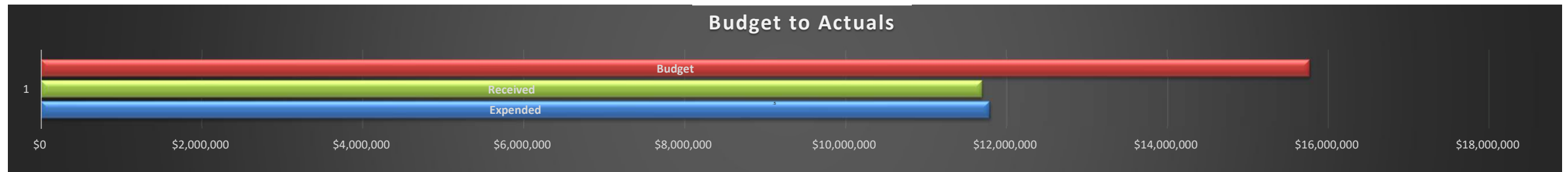
OPERATIONS FUND 5008
Unaudited MONTHLY SUMMARY FY 2025-26

Transactions thru March 31, 2026

Item 2.

Expenditures	3 PP									3 PP			Total YTD Expended	2025/26 Budget	Bud - Exp Difference	% Used
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June				
Salary/Benefits	711,761	755,969	724,721	1,148,080	790,165	842,579	776,260	781,033	826,268	-	-	-	7,356,837	10,879,850	\$3,523,013	67.6%
Overtime/Call Back	34,366	31,923	32,584	48,906	30,610	33,910	25,382	28,834	30,844	-	-	-	297,357	-	-\$297,357	0.0%
Phone/Circuits/Internet	30,938	1,348	36,543	25,468	24,196	27,803	32,448	28,553	36,228	-	-	-	243,526	316,018	\$72,492	77.1%
County IS/Data Services/Counsel	440	5,029	7,583	2,306	2,852	2,349	2,853	27,773	4,491	-	-	-	55,678	59,905	\$4,227	92.9%
Radio/Pager, Console Maint	-	22,678	22,678	22,678	22,678	22,678	25,979	22,204	22,204	-	-	-	183,779	205,559	\$21,780	89.4%
Computer Software	335,785	892,083	190,479	668,132	810	23,168	5,877	117,602	292,432	-	-	-	2,526,368	2,663,919	\$137,551	94.8%
Computer Hardware	14	(8,358)	16,729	-	-	-	-	1,806	8,964	-	-	-	19,155	15,250	(\$3,905)	125.6%
Office Exp/Copier Lease	11,374	4,779	31,311	13,364	27,777	6,145	2,957	30,379	7,196	-	-	-	135,282	91,435	(\$43,847)	148.0%
Insurance/Auditing	(41,272)	18,119	217,532	4,900	-	-	-	-	-	-	-	-	199,279	303,998	\$104,719	65.6%
Payroll/HR/Medical Director	26,513	(40,440)	147,092	(41,602)	124,429	80,881	(60,015)	52,110	62,049	-	-	-	351,017	649,321	\$298,304	54.1%
Travel/Training	17,879	(13,344)	8,815	9,127	4,840	3,741	421	2,237	2,903	-	-	-	36,619	115,592	\$78,973	31.7%
Auto/Structure/Fuel	1,839	2,013	2,938	5,669	4,198	2,630	4,120	3,794	873	-	-	-	28,073	60,590	\$32,517	46.3%
Other/HDGC Rent/Equip Trans	16,713	3,823	26,788	17,645	13,423	14,680	226,487	14,750	24,952	-	-	-	359,260	405,938	\$46,678	88.5%
Total	1,146,349	1,675,623	1,465,794	1,924,675	1,045,976	1,060,565	1,042,770	1,111,074	1,319,404	-	-	-	11,792,229	15,767,375	\$3,975,146	74.8%
% Fiscal Year Passed																75%

Revenue	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Received	Budget	Difference	% Rcvd
Services	3,934,989.40	(133,258.97)	(685.00)	3,909,044.04	-	-	3,945,387.41	-	-	-	-	-	11,655,476.88	15,691,744.00	4,036,267.12	0.74
Interest	47,233.88	(47,233.88)	-	40,976.89	-	-	34,388.39	-	-	-	-	-	75,365.28	-	(75,365.28)	-
Other	-	(51,551.29)	-	-	10,544.69	-	-	6,939.47	-	-	-	-	(34,067.13)	-	34,067.13	-
Total	3,982,223	(232,044)	(685)	3,950,021	10,545	-	3,979,776	6,939	-	-	-	-	11,696,775	15,691,744	3,994,969	0.75
% Fiscal Year Passed																75%





**FY 2025-2026
Unaudited Fund Balance Report
as of March 31, 2026**

Operations Fund (5008)

Unaudited Fund Balance 7/1/25		\$ 3,092,812
Revenue	11,696,775	
Expenditures	<u>(11,791,569)</u>	
	Net	(94,794)
	Net Transfers In/Out	-
	Available Fund Balance	<u>\$ 2,998,018</u>

*FY 2025-26 Operating costs 10% is \$1,569,174 Per Board Policy

Equipment Reserve Fund (5009)

Unaudited Fund Balance 7/1/25		\$ 2,294,392
Revenue	484,101	
Expenditures	<u>(41,961)</u>	
	Net	442,140
	Available Fund Balance	<u>\$ 2,736,532</u>

General Reserve Fund (5010)

Unaudited Fund Balance 7/1/25		\$ 7,181,591
Revenue	211,964	
Expenditures	(893,904)	
Grant Funds Due to CAD to CAD	-	
	Net	<u>(681,940)</u>
	Fund Balance	6,499,651
	Net Transfers In/Out	-
	Total Fund Balance	<u>\$ 6,499,651</u>
Restricted Fund Balance		
Reserve for CIP	(2,200,000)	
	Net Committed	<u>(2,200,000)</u>
	Available Fund Balance	<u>\$ 4,299,651</u>

*FY 2025-26 Operating costs 25% is \$3,941,844

Term Benefits Reserve Fund (5011)

Unaudited Fund Balance 7/1/25		\$ 2,013,843
Revenue	173,702	
Expenditures	-	
	Net	173,702
	Net Transfers In/Out	-
	Available Fund Balance	<u>\$ 2,187,545</u>



FY 2025-2026
Unaudited Fund Balance Report
as of March 31, 2026

CAD-to-CAD Project Special Revenue Fund (5019)


Unaudited Fund Balance 7/1/25		\$	450,624
Revenue			62,082
Expenditures			(207,691)
	Net		(145,609)
	Net Transfers In/Out		-
	Available Fund Balance	\$	305,015

Emergency Medical Service Division Enterprise Fund (5020)

Unaudited Fund Balance 7/1/25		\$	697,805
Revenue			3,866
Expenditures			(579,292)
	Net		(575,426)
	Net Transfers In/Out		-
	Available Fund Balance	\$	122,379

Emergency Communications Nurse System (5030)

Unaudited Fund Balance 7/1/25		\$	-
	Revenue		855,291
	Expenditures		(199,829)
	Net	\$	655,462
	Net Transfers In/Out		-
	Available Fund Balance	\$	655,462



Call Summary

CONFIRE/Comm Center

1743 W Miro Way
Rialto, CA 92376 County: San Bernardino

Year: 20206

From: 1/1/2026

To: 3/31/2026

Period Group: Month

Call Type: All

Abandoned Filters: Include Abandoned

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-26	16799	152	16951	0.90%	14143	564	14707	16155	3644	67	19866	51524	130.4
Feb-26	14720	157	14877	1.06%	12885	438	13323	14448	4175	53	18676	46876	131.8
Mar-26	19122	22	19144	0.11%	12258	436	12694	15533	3507	46	19086	50924	128.1
2026 Totals	50641	331	50972	0.65%	39286	1438	40724	46635	11326	166	58127	149823	129.8
2025 Totals	55585	403	55988	0.72%	37912	3910	41822	43528	13542	344	57415	155225	126.8



PSAP Answer Time

CONFIRE/Comm Center
 1743 W Miro Way
 Rialto, CA 92376 County: San Bernardino

Month - Year: 1/1/2026- 3/31/2026
 Agency: Fire
 Affiliation:

From: 1/1/2026
 To: 3/31/2026
 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 2026 Total	15,986	435	215	249	47	17	2	16,951
% answer time ≤ 10 seconds	94.31%	2.57%	1.27%	1.47%	0.28%	0.10%	0.01%	100.00%
% answer time ≤ 15 seconds	96.87%							
% answer time ≤ 40 seconds	99.61%							
February 2026 Total	14,047	356	165	222	56	30	1	14,877
% answer time ≤ 10 seconds	94.42%	2.39%	1.11%	1.49%	0.38%	0.20%	0.01%	100.00%
% answer time ≤ 15 seconds	96.81%							
% answer time ≤ 40 seconds	99.42%							
March 2026 Total	18,139	427	220	265	56	34	3	19,144
% answer time ≤ 10 seconds	94.75%	2.23%	1.15%	1.38%	0.29%	0.18%	0.02%	100.00%
% answer time ≤ 15 seconds	96.98%							
% answer time ≤ 40 seconds	99.51%							
Year to Date 2026 Total	48,172	1,218	600	736	159	81	6	50,972
% answer time ≤ 10 seconds	94.51%	2.39%	1.18%	1.44%	0.31%	0.16%	0.01%	100.00%
% answer time ≤ 15 seconds	96.90%							
% answer time ≤ 40 seconds	99.52%							
Year to Date 2025 Total	52,253	1,508	720	1,125	262	109	11	55,988
% answer time ≤ 10 seconds	93.33%	2.69%	1.29%	2.01%	0.47%	0.19%	0.02%	100.00%
% answer time ≤ 15 seconds	96.02%							
% answer time ≤ 40 seconds	99.32%							

CONFIRE Billable Incidents

Period: 01/01/2026 thru 03/31/2026

Jurisdiction	# of Incidents	% of Total
San Bernardino County	33,439	52.45%
VictorvilleFD	6,228	9.77%
RanchoCucamonga	5,073	7.96%
ChinoValleyFD	3,546	5.56%
AppleValley	3,387	5.31%
Redlands	3,054	4.79%
Rialto	2,933	4.60%
Colton	1,773	2.78%
MontclairFD	1,258	1.97%
Loma Linda	1,115	1.75%
Big Bear Fire	963	1.51%
San Manuel FD	631	0.99%
Running Springs	179	0.28%
Baker Ambulance	120	0.19%
Road Department	57	0.09%
Total	63,756	100%

BDC Division	# of Incidents	% of Total
East Valley	11,425	34.17%
Fontana	5,271	15.76%
Valley	4,532	13.55%
Hesperia	3,355	10.03%
South Desert	3,136	9.38%
North Desert	3,131	9.36%
Adelanto	1,419	4.24%
Mountain	1,120	3.35%
Hazmat	50	0.15%
Total	33,439	100%

CONFIRE 911 Call Processing Time Analysis

March 2026



March 2026

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Figure 6: EMS Call Pickup to Queue. Includes all Emergency Call Types, and Calls with and Without Determinant Codes. 5

Figure 7: EMS Queue to First Unit Assigned. Includes all Emergency Call Types, and Calls with and Without Determinant Codes. 6

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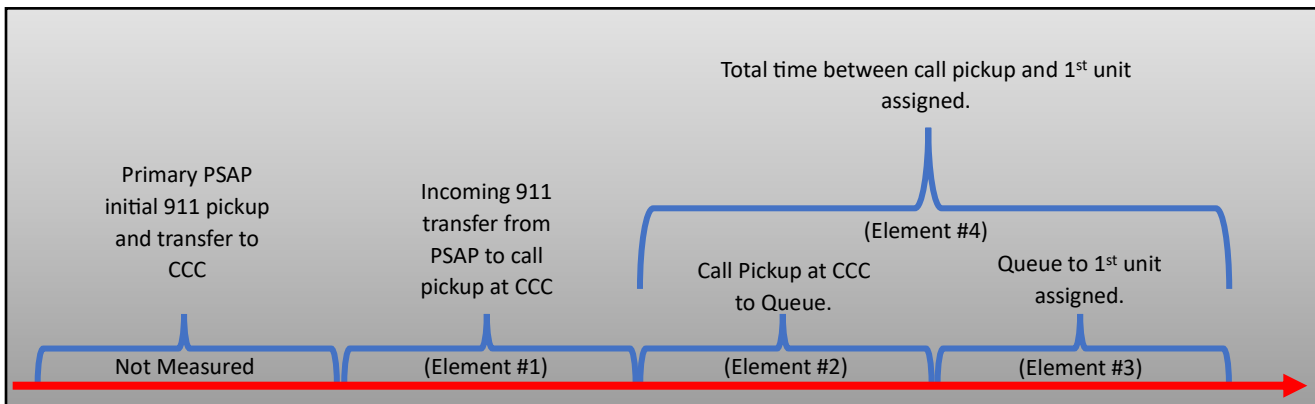
CONFIRE Emergency Call Processing Times.

March 2026

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 an emergency 911 call is answered by a CCC dispatcher to the time when the first responding unit is alerted and assigned to the call.

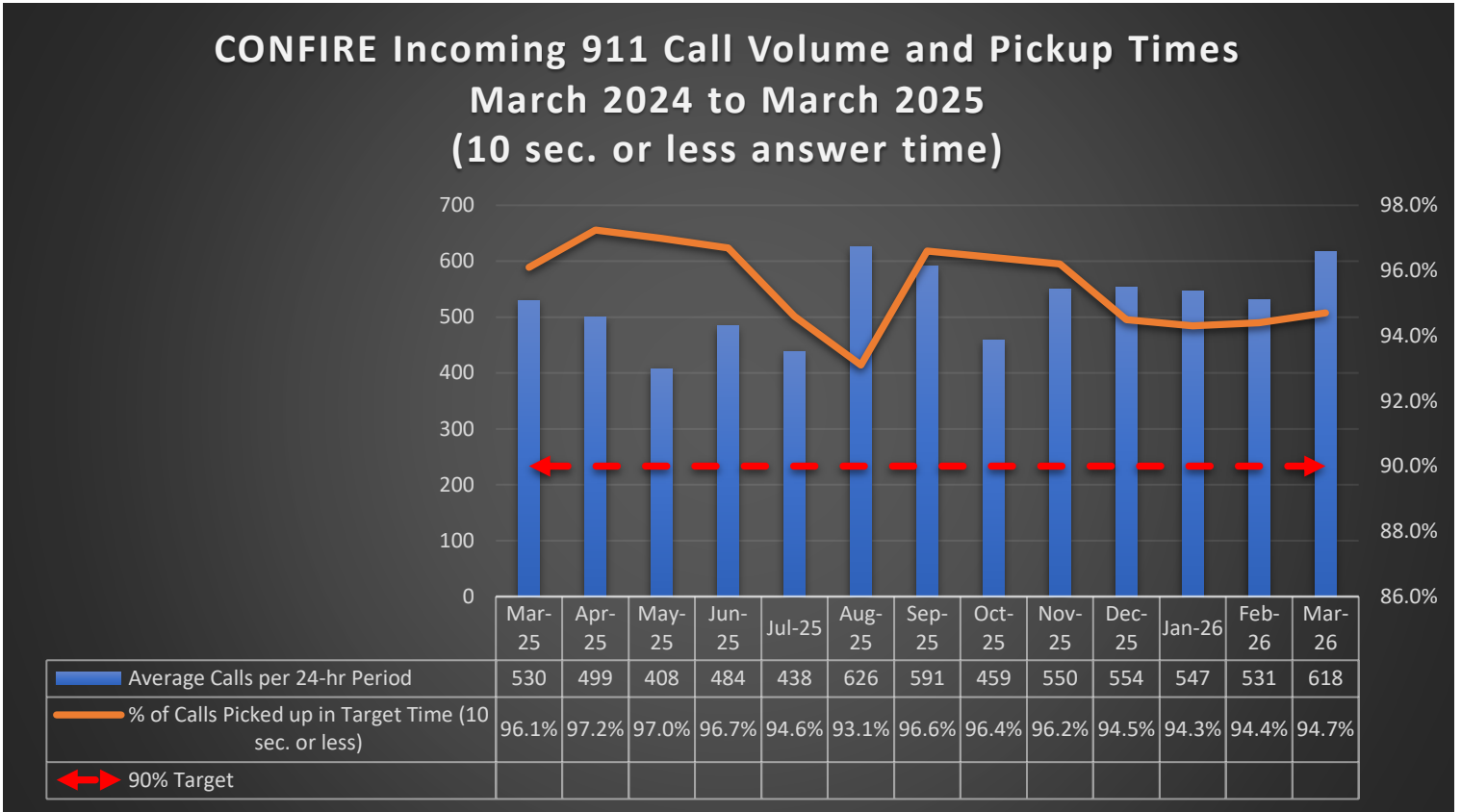
Figure 1: Visual display of elements captured in the analysis of call processing times at CONFIRE communications center.



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: CONFIRE PSAP 911 Call Pickup Times for Primary PSAP Transfers per ECaTS Reporting System.



NOTE: Call volume in May 2026 was low due several 911 trunks out of service as a result of a drilling accident that damaged County 911 lines.

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 1221 and 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 Related Call Pickup to 1st Unit Assigned Processing Time by Percentile Intervals for March 2026

Call Type	25th Percentile	50th Percentile	75th Percentile	90th Percentile	Goal
Echo	0:00:43	0:01:02	0:01:32	0:02:03	0:01:30
Delta	0:00:53	0:01:18	0:02:01	0:02:48	0:02:30
Charlie	0:01:10	0:01:51	0:02:39	0:03:25	0:02:30
Bravo	0:01:48	0:02:16	0:02:54	0:03:34	0:03:00
Alpha	0:01:17	0:01:46	0:02:25	0:02:53	0:03:00
no EMD Code	0:01:02	0:01:27	0:02:07	0:02:59	0:02:00
All EMS	0:01:02	0:01:35	0:02:20	0:03:11	

Figure 4: EMS Related Call Pickup to 1st Unit Assigned Call Volume by Percentile Interval for March 2026

Call Type	25th Percentile	50th Percentile	75th Percentile	90th Percentile	Additional calls needed to reach 90%
Echo	68	135	202	243	45
Delta	962	1924	2886	3464	163
Charlie	881	1762	2643	3172	680
Bravo	334	667	1001	1201	169
Alpha	15	29	45	53	0
no EMD Code	1196	2391	3587	4304	1051
All EMS	3454	6909	10364	12438	0

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

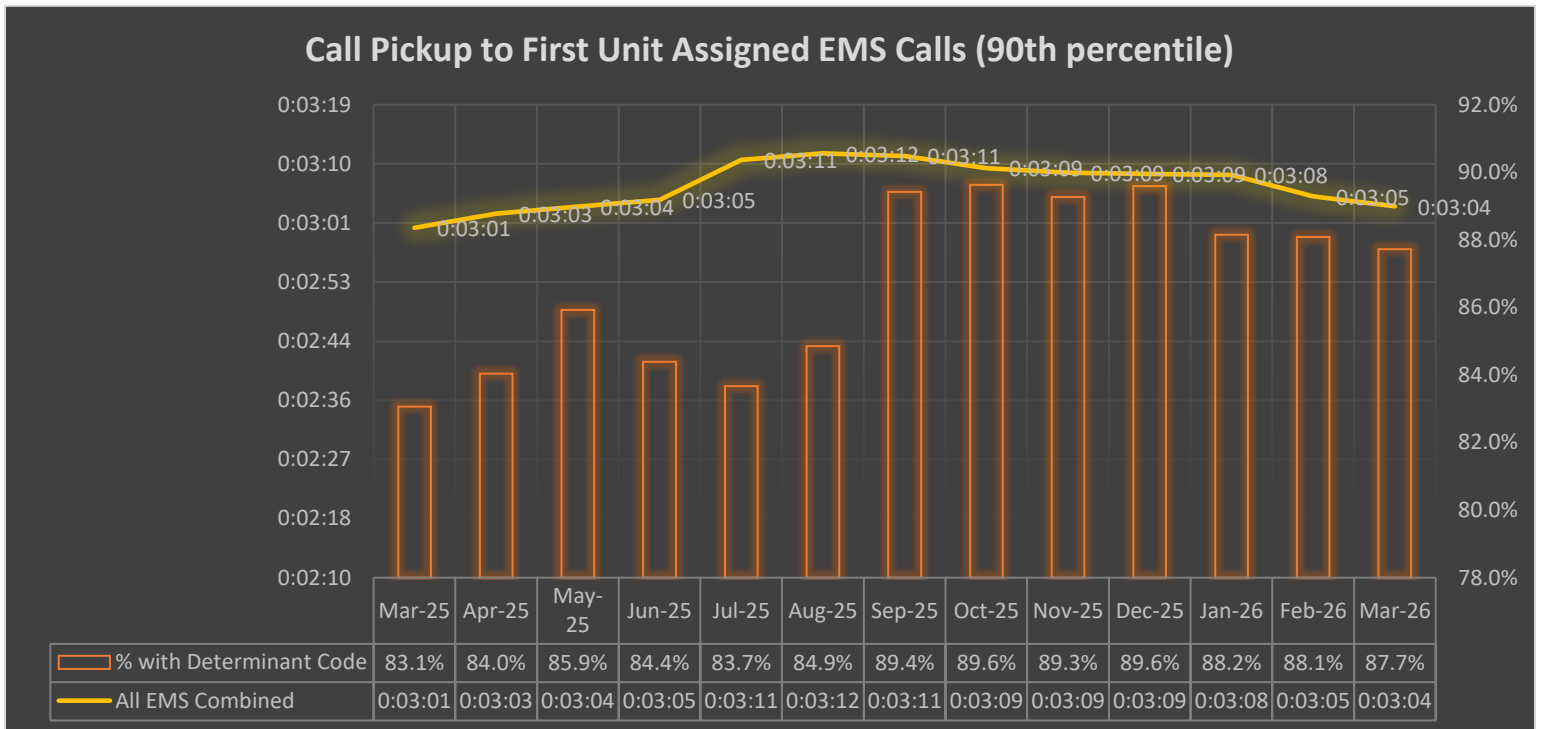


Figure 6: EMS Call Pickup to Queue. Includes all Emergency Call Types, and Calls with and Without Determinant Codes.

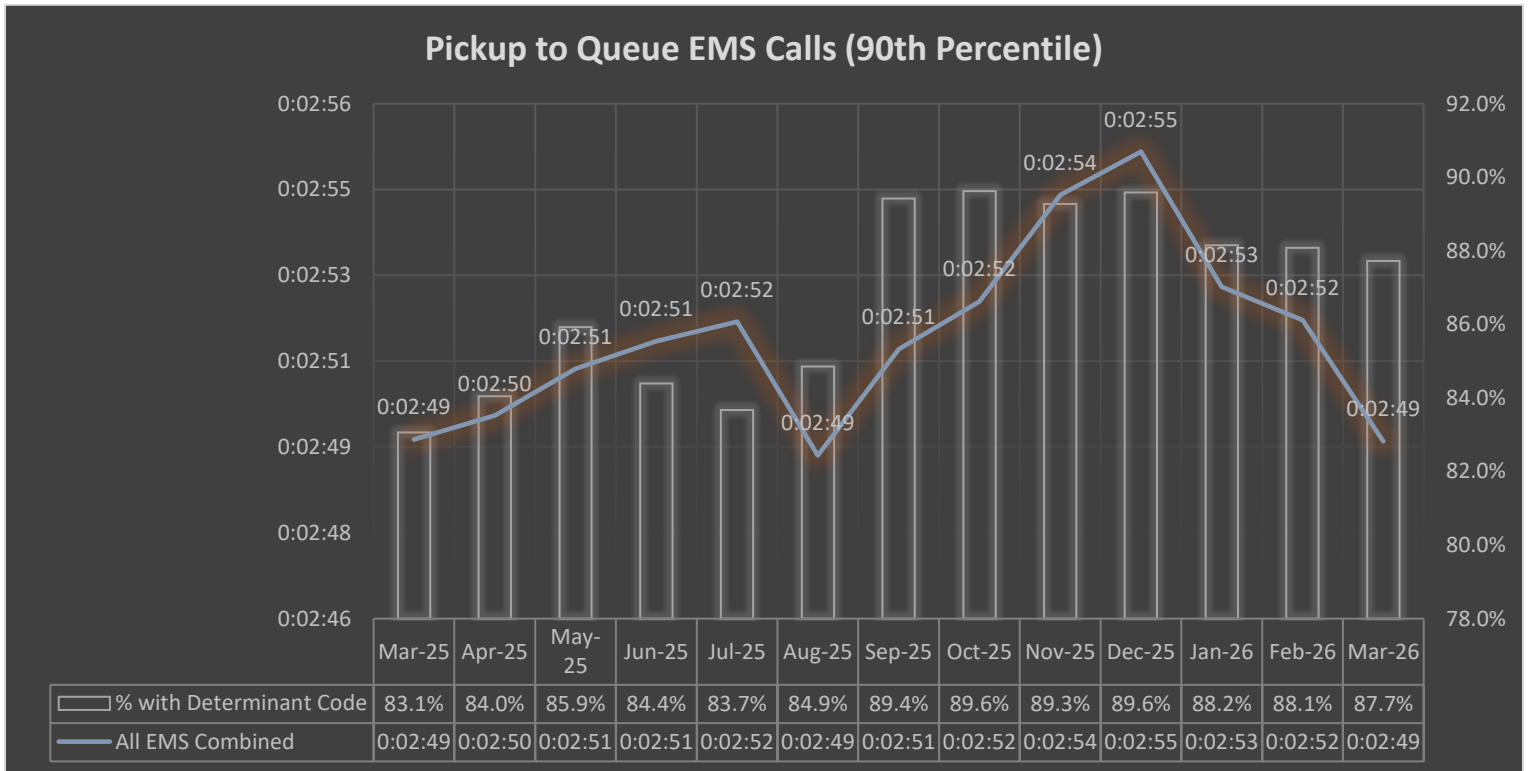


Figure 7: EMS Queue to First Unit Assigned. Includes all Emergency Call Types, and Calls with and Without Determinant Codes.

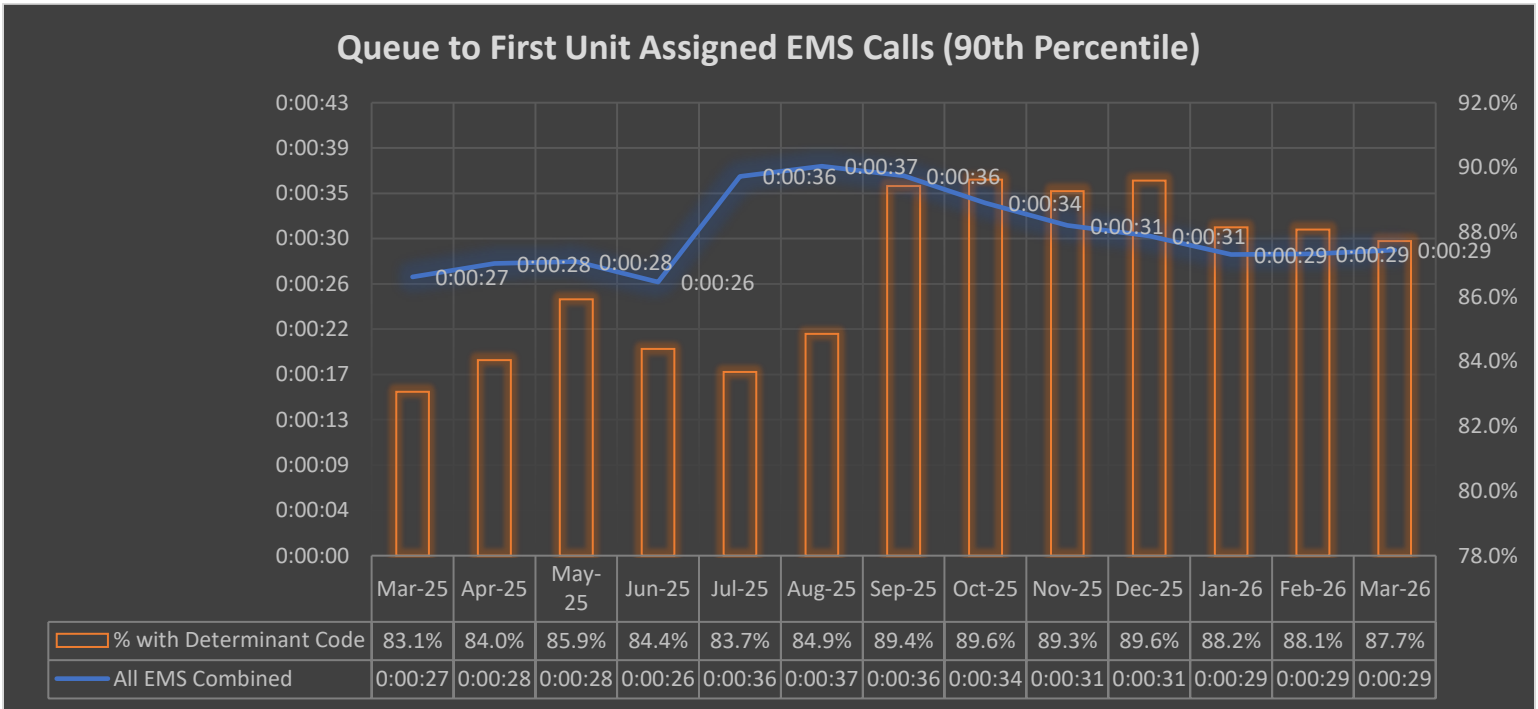
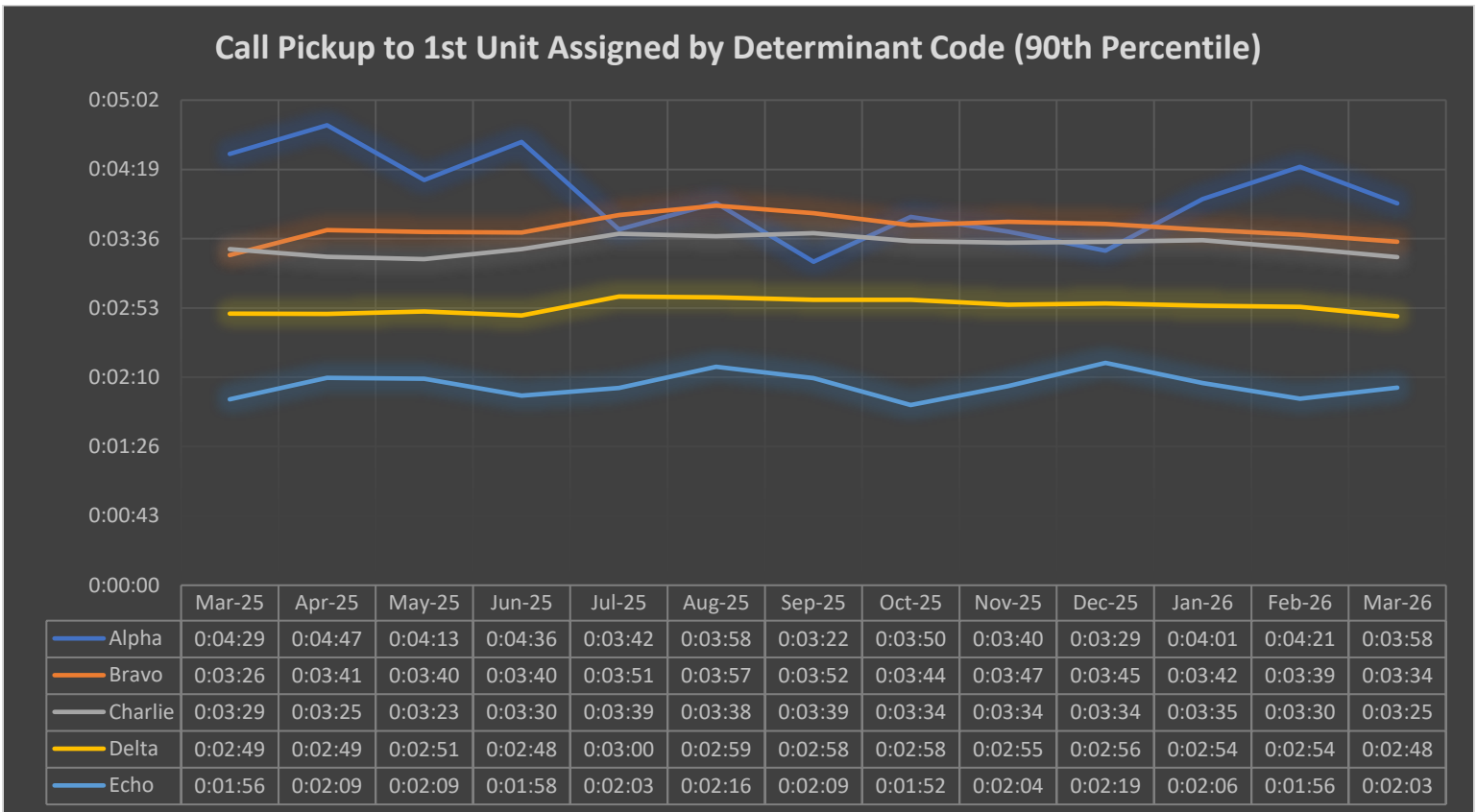


Figure 8: EMS Call Pickup to First Unit Assigned by EMD Determinant Code.



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 9: Fire Related Call Pickup to 1st Unit Assigned Processing Time by Percentile Intervals for March 2026

Call Type	25th Percentile	50th Percentile	75th Percentile	90th Percentile	Goal
Structure Fires	0:01:25	0:01:50	0:02:26	0:03:10	0:02:30
Non-Structure Fires	0:01:18	0:01:44	0:02:22	0:03:09	0:02:30

Figure 10: Fire Related Call Pickup to 1st Unit Assigned Call Volume by Percentile Interval for March 2026

Call Type	25th Percentile	50th Percentile	75th Percentile	90th Percentile	Additional calls needed to reach 90%
Structure Fires	41	88	128	151	19
Non-Structure Fires	145	276	406	479	53

Figure 11: Fire/Rescue Call Pickup to First Unit Assigned.

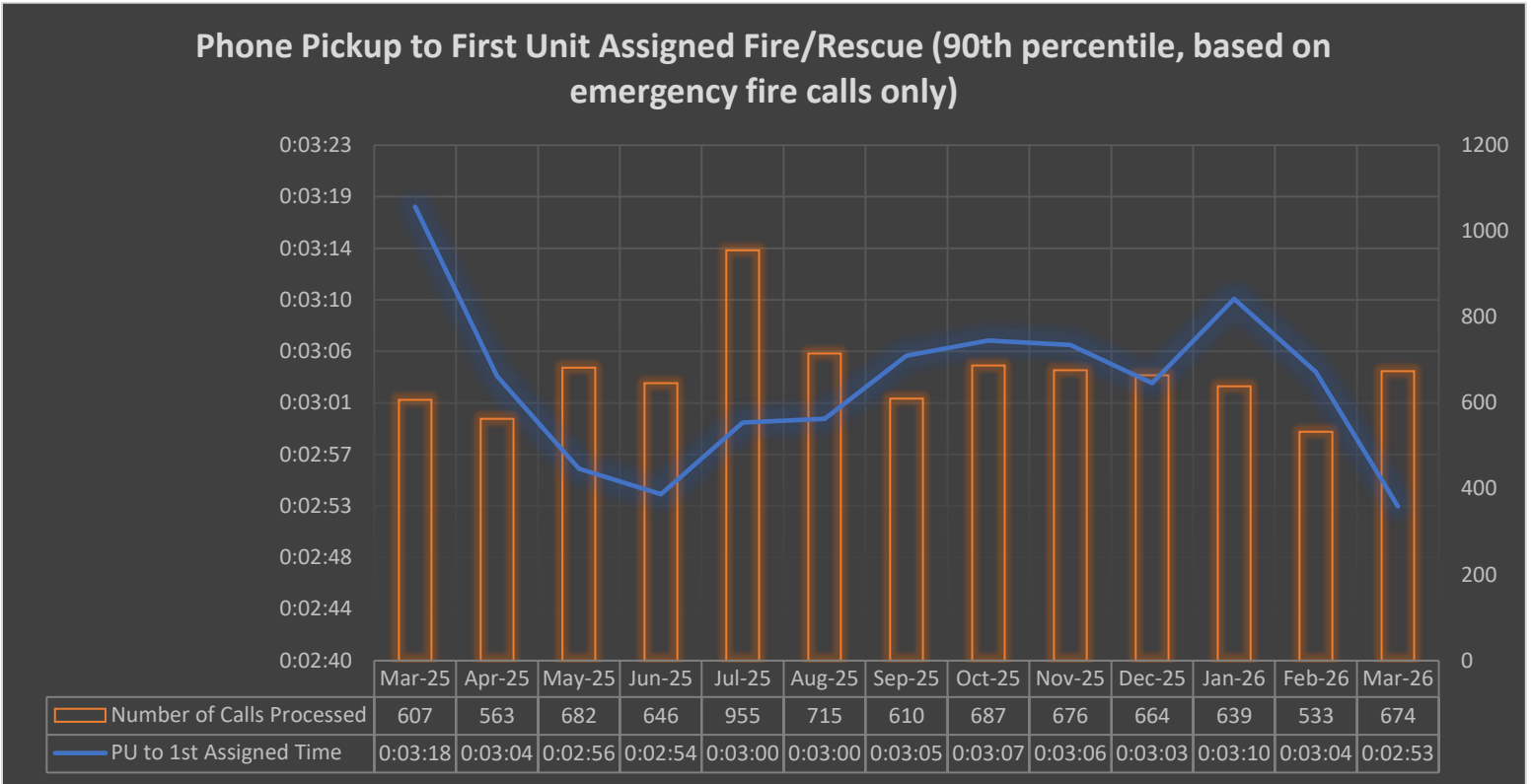


Figure 12: Fire/Rescue Call Pickup to Queue.

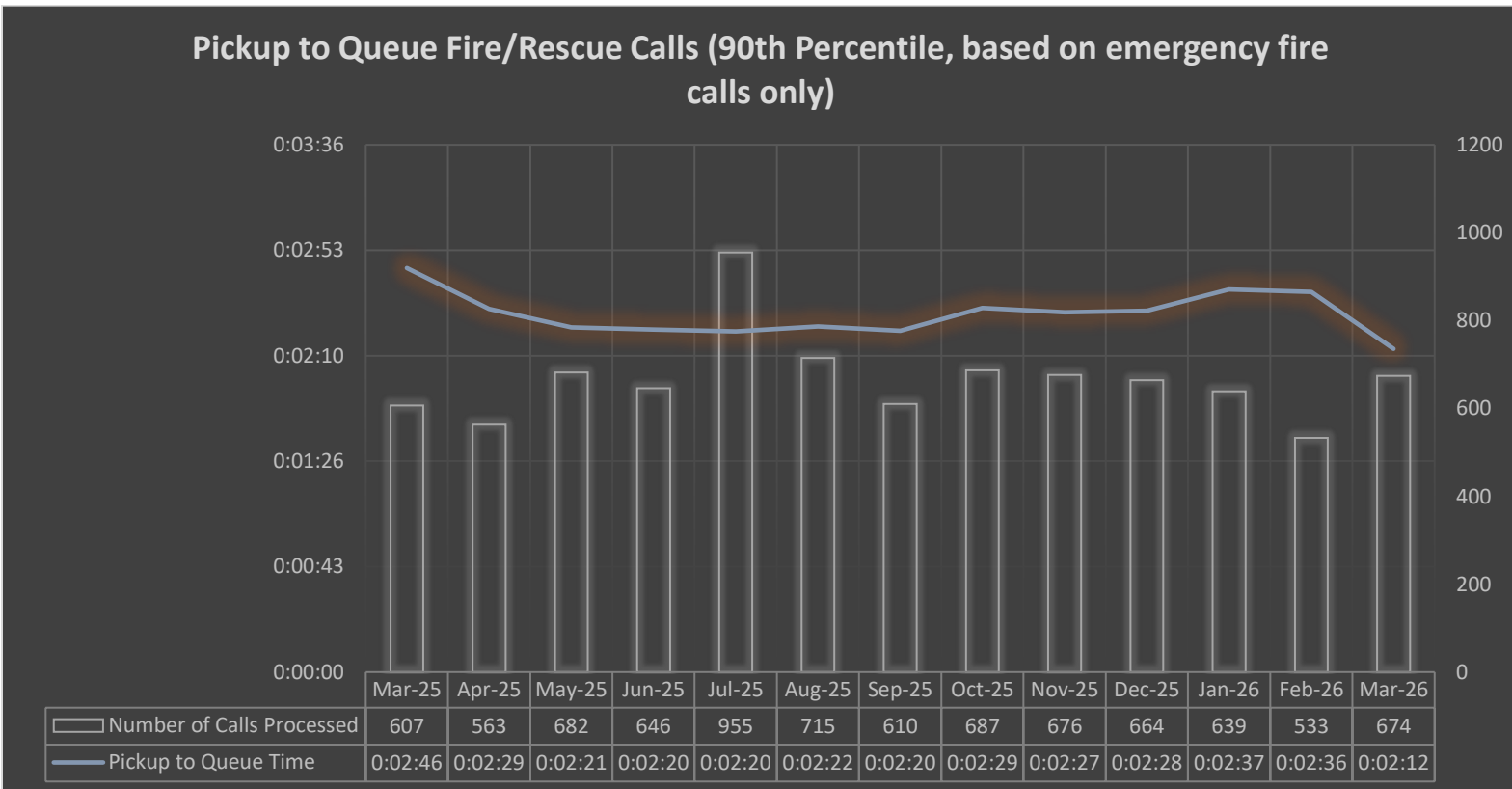
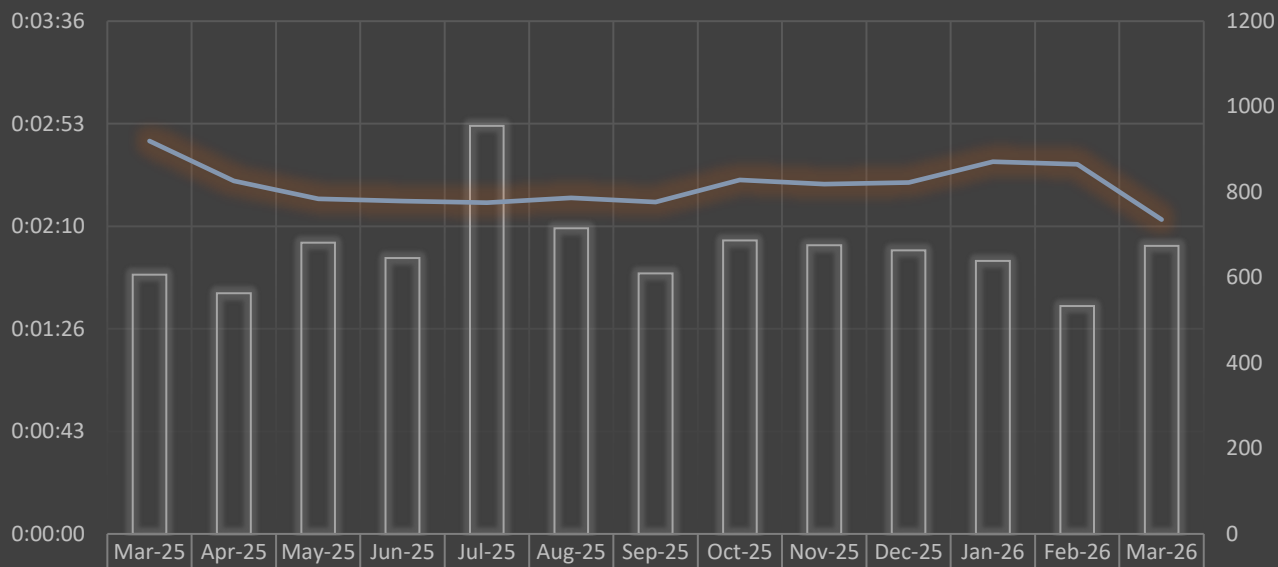


Figure 13: Fire/Rescue Queue to First Unit Assigned.

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



CONFIRE ECNS Analysis

March 2026



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March 2026

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 database, the LowCode database, and ImageTrend medical records.

Table 1 provides an overview of CONFIREs EMS call volume and EMD effectiveness based on all emergency calls coming into the system. To align with the ECNS data, the numbers are also shown during hours when the ECNS is operational (0700 to 2330 hrs).

Table 1: EMS 911 calls for service and EMD completion for March 2026

	All Calls	ECNS Operational Hours Only
Total Emergency EMS Calls	18,986	15,621
Total EMS Calls with Obtainable Determinant Code	14,363	11,824
Total EMS Calls with Determinant Code	12,569	10,194
% of EMD Obtainable EMS Calls with Determinant Code	87.5%	86.2%

Table 2 analyzes these elements using two different approaches. The first approach (column 2) is an ideal, capacity-based analysis using all EMS calls with a determinant code that qualifies for ECNS transfer using International Academies of Emergency Dispatch (IAED) protocols. This also includes eligible calls that occur during times when CONFIRE’s ECNS is not staffed (2301 hrs. to 0659 hrs.).

The second approach (column 3) takes a more refined and real-world operational approach by excluding calls that, while technically eligible by determinant code, are not suitable for ECNS transfer due to situational limitations. Examples of excluded scenarios include

- The patients' condition becomes more serious during the interrogation.
- The caller is a medical facility.
- The caller is a minor with no adult on scene.
- The Patient is in a public place which inhibits detailed communication with the ECN.
- The patient is completely immobile.
- Other inability to interrogate patient (Language barrier, uncooperative).

Additionally, the second approach considers that CONFIRE's ECNS center is only staffed from 0700 hrs. to 2330 hrs. and excludes calls that are received outside ECNS operational hours. With these differences, the first approach serves as an indicator of the system's capacity with ideal circumstances, where the second approach provides a view of the practical application of the program with CONFIRE's current operations and limitations. These differences are summarized below:

Summary of Methodological Differences

Feature	First Approach – Ideal Capacity	Second Approach - Practical Application (CONFIRE Policy)
Time of Call	All hours included	Only calls within ECNS operational hours
IAED Code Eligibility	Included	Included
Situational Limitations (e.g., public setting, minor without adult)	Included	Excluded
Purpose	Measures theoretical capacity	Measures practical effectiveness

Table 2: March 2026 data comparison IEAD Protocol and CONFIRE Adopted Policy.

Item 8.

	Based on IEAD Protocol (All Hours)	Based on CONFIRE Policy (Staffed hours only)
Total Calls Eligible for Low Code:	1,680	1,316
% of EMS calls with Determinant Code Eligible for ECNS	13.4%	10.5%
Total calls eligible for ECNS transfer	1,680	1,247
Total ECNS Eligible Calls Transferred to ECN (Entered in Low Code)	717	717
% of Eligible EMS Calls Transferred to ECNS system	42.7%	57.5%
% of Total EMS Calls Transferred to ECNS	3.8%	3.8%

For the purposes of this report, the remaining charts and graphs will represent the practical application (CONFIRE Policy) methodology.

Table 3: Recommended Point of Care Disposition for patients completing ECNS process for March 2026*.

Disposition of Care*		
Seek Emergency Care as Soon as Possible	259	44.7%
Seek Face to Face Care within 1-4 Hours	130	22.4%
Emergency Response	123	21.2%
Schedule an Appointment to be Seen by a Doctor/Health Care Professional within the Next 12 Hours (same day)	26	4.5%
Speak to Your Doctor/Health Care Professional to Review the Symptoms As Soon As Possible	15	2.6%
Schedule an Appointment to be Seen by a Doctor/Health Care Professional within the Next 1-3 Days	9	1.6%
Self-Care	6	1.0%
Schedule a Routine Appointment with a Doctor/Health Care Professional	5	0.9%
Contact Dentist Urgently	3	0.5%
Contact Poison Control or Local Pharmacist	2	0.3%
Contact Community Crisis Line or Community Mental Health Team	2	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 include callers calls that were returned to 911 as emergency and callers who were provided a recommendation that did not require ambulance transport, but may have received an ambulance transport due to lack of alternative transportation (see table 3 for detail)

Table 4: Transport/treatment status of ECNS calls March 2026.

Incoming Calls to Emergency Communications Nurse (ECN) Nurse		
	Total ECNS Transfers	717
	Calls Aborted, unable to complete assessment (Hangups, disconnects)	109
	Total Calls received and assessment completed by ECN	608
Calls Returned for Emergency Transport		
	Assessment completed and ECN recommended an emergency response	123
	During assessment, nurse triaged call and returned to dispatch as an emergency	29
	Number of returned calls for emergency resulting in actual transport	N/A
	% of returned calls for emergency resulting in transport	N/A
	Total calls eligible for deferral/referral through ECNS	456
Non-emergency with no Alternative Transport		
	Patient had no alternative means of transport (Transport Unit Sent)	325
	Number of non-emergency ambulance responses that resulted in actual transport.	N/A
	% of non-emergency ambulance responses that resulted in actual transport.	N/A
	Total calls to reach ECN that resulted in an ambulance response	448
	% of total calls to reach ECN that resulted in ambulance response	73.7%
	Total ambulance responses that resulted in a transport	N/A
	% of response with transport	N/A
	Number of callers who received ECN direction and did not transport by ambulance.	131

	Number of calls where assessment was completed but ambulance was sent only because the patient had no other means of transportation.	<i>Item 8.</i>
	Combined transport deferrals with additional transportation options	456

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

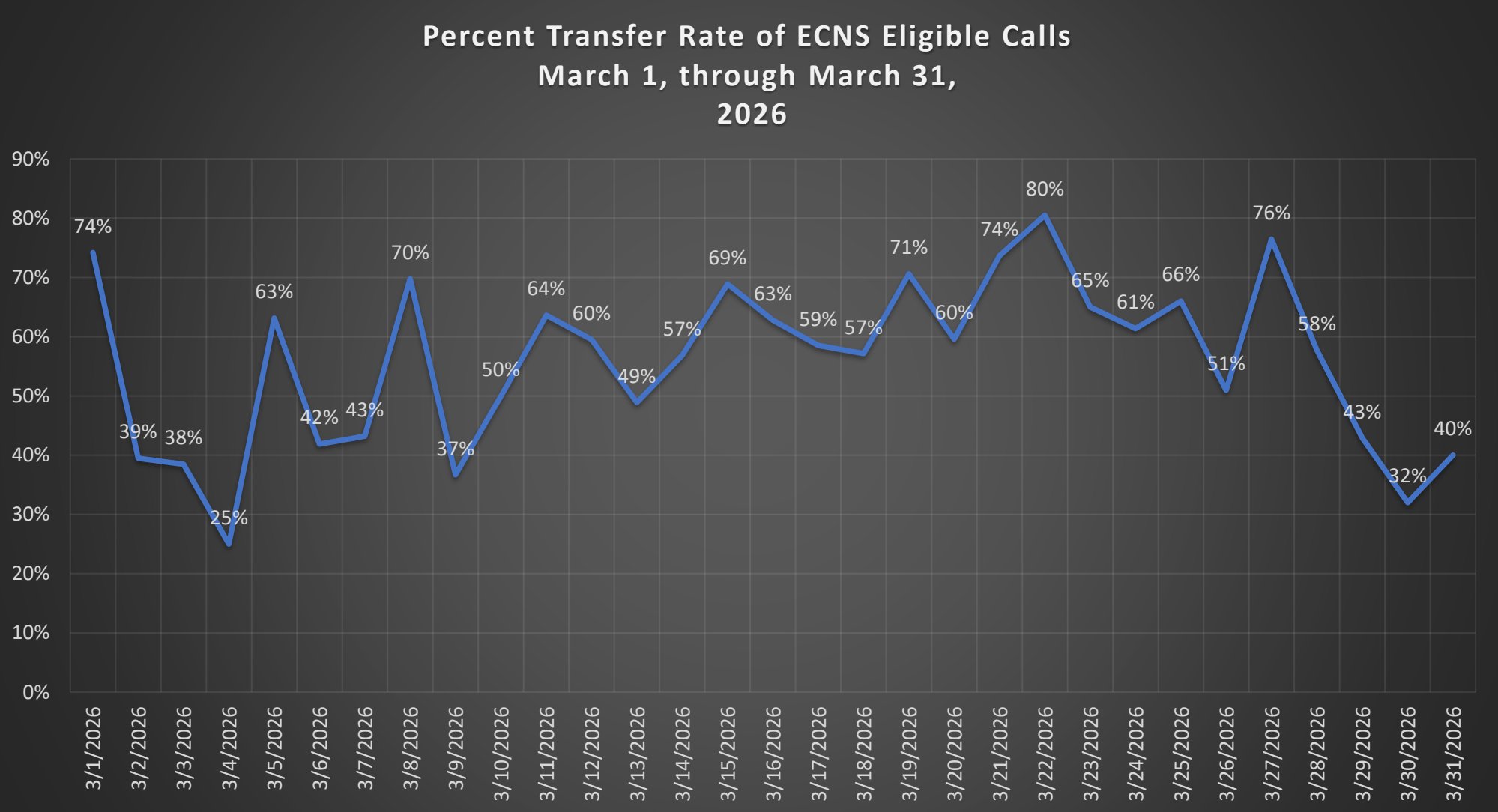


Figure 2: Total number of ECNS eligible calls and the number of them that were transferred to an ECN/entered into Low Code by date.

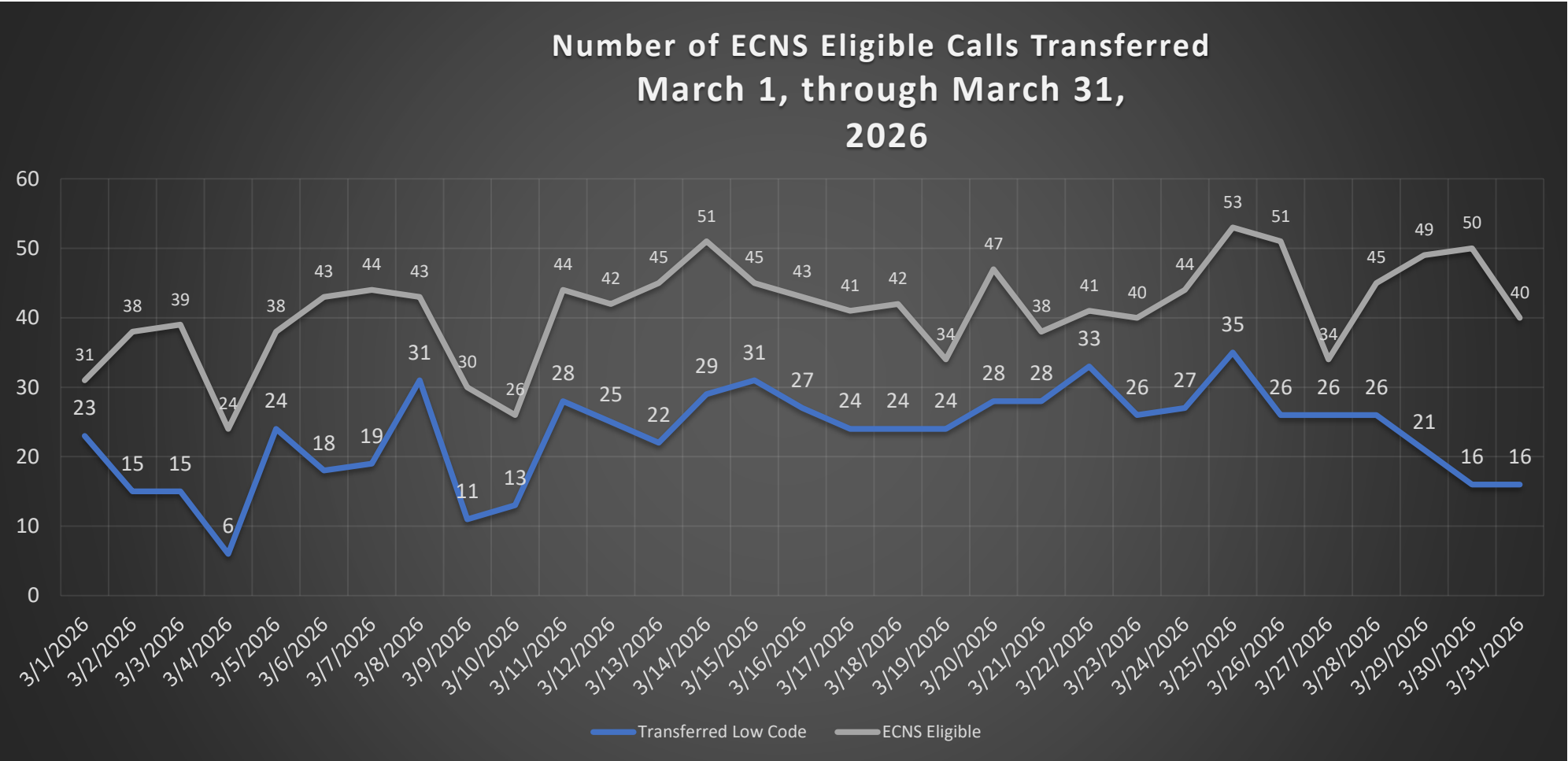


Figure 3: 12-month analysis of ECNS eligible calls and rates of transfer to ECN/Low Code system.

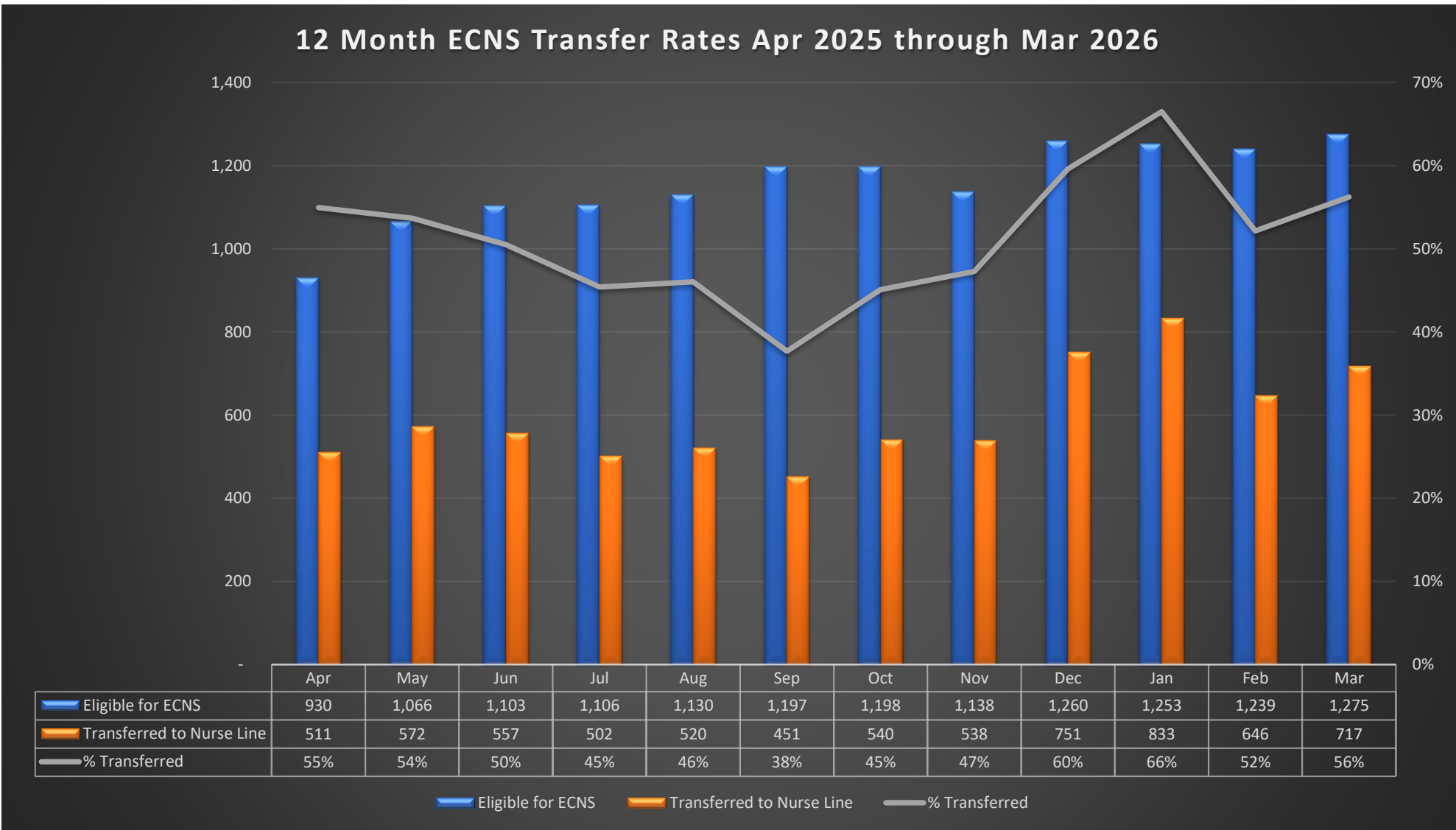
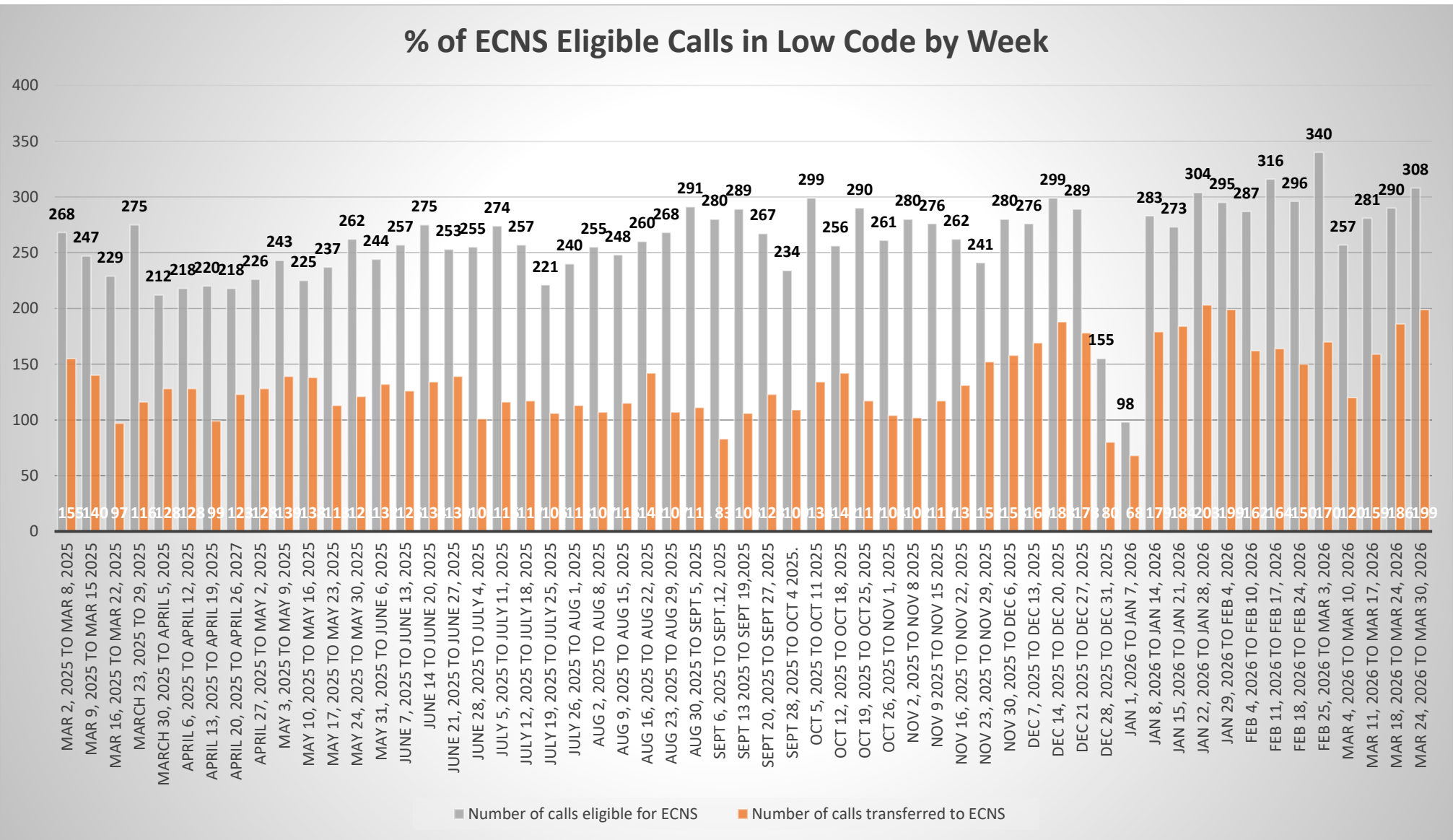


Figure 4: Number of eligible ECNS calls and rates of transfer from March 2025 through March 2026.



March 2026

CONFIRE's CAD system is configured to prompt dispatchers whenever a call meets the criteria for potential transfer to the Emergency Communications Nurse System (ECNS). Eligibility is determined by the established determinant code assigned to the incident.

When prompted, the dispatcher may choose to bypass ECNS and dispatch a standard response instead; however, they must select a reason for doing so from a predefined list. The summary below outlines the reasons calls were not transferred.

These determinations rely on the dispatcher's interpretation of the information available at the time of the call, introducing an element of subjectivity. Additionally, because the list of bypass reasons is predefined, it may not encompass every possible situation. As a result, dispatchers must exercise judgment in selecting the category that best fits the circumstances, even if it does not perfectly describe the situation.

Table 3: Dispatcher response as to why eligible calls were not transferred to ECNS.

Disposition Text from CAD	Total Number of Calls	% of Total Eligible Calls Not sent to Low Code	During Staffed Hours Only	% of Total Eligible Calls Not sent to Low Code During Staffed Hours
*Call Taker decided to not send incident to LowCode, with reason: 3RD/4TH PARTY=RP is not nor able to be with PT	45	4.3%	44	6.7%
*Call Taker decided to not send incident to LowCode, with reason: ECN NOT AVAIL= No ECN staff available in house or remote (Sup Approval Required)	820	79.0%	447	68.6%
*Call Taker decided to not send incident to LowCode, with reason: FALL= ONLY if PT on ground AND unable to get up	2	0.2%	1	0.2%
*Call Taker decided to not send incident to LowCode, with reason: MEDICAL FACILITY RP= RN/Dr requesting 911 AND is at PT bedside	16	1.5%	14	2.1%
*Call Taker decided to not send incident to LowCode, with reason: MINOR AT SCHOOL= PT is a minor at school or NO adult on scene	22	2.1%	22	3.4%
*Call Taker decided to not send incident to LowCode, with reason: QUICK LAUNCH= CP, CPR, CVA. SOB, TC, UNC	71	6.8%	63	9.7%

***Call Taker decided to not send incident to LowCode, with reason: REOPENED CALL= Reopened call, call already processed**

17

1.6%

17

Item 8.

**CONFIRE****STAFF REPORT****DATE:** April 28, 2026**FROM:** Nathan Cooke, Interim Executive Director**BY:** Damian Parsons, Finance/Administrative Director
Erika Torres-Murillo, Staff Analyst II**TO:** CONFIRE Administrative Committee

SUBJECT: Amendment No.1 to Consultant Agreement– Viewpoint Advocacy

Recommendation

Approve Amendment No. 1 to the Independent Contractor Agreement for Viewpoint Advocacy to continue to provide Public Information Officer (PIO) services with the following changes:

1. Extend the term by one six-month period, new expiration date of November 30, 2026
2. Increase monthly rate by \$1,000 to \$6,000. To a total not-to-exceed amount of \$36,000

Background Information

On April 22 ,2025, the Administrative Committee approved a one-year renewal with Viewpoint Advocacy with an option to extend an additional six (6) months. Said term will expire April 30, 2026. CONFIRE still maintains a need for PIO services. Staff recommends approval of the amendment.

On December 5, 2023, the County of San Bernardino awarded the contract to CONFIRE for the Advanced Life Support and Basic Life Support Ground Ambulance Services, Interfacility, and Critical Care Transport Services for Exclusive Operating Areas in San Bernardino County.

It is crucial for CONFIRE to engage in robust public affairs and (PIO) activities to ensure effective communication with stakeholders, including the public, media outlets, and relevant governmental bodies. The contract with Viewpoint Advocacy will enable CONFIRE to navigate complex public relations scenarios, disseminate timely and accurate information, and ensure alignment with regulatory requirements and community expectations.

Viewpoint Advocacy will support CONFIRE's operational objectives and uphold its commitment to transparency and accountability.

Fiscal Impact

The cost will be \$36,000 for the extended term of six months. The cost of this contract will be included in the 2026-27 Budget - Operations Fund (5008).

Attachments

- 2024_04_Amendment No.1 – Viewpoint Advocacy

**AMENDMENT NO. 1
TO
INDEPENDENT CONTRACTOR AGREEMENT FOR SPECIAL SERVICES**

Consolidated Fire Agencies (“CONFIRE”) and Viewpoint Advocacy are parties to an Agreement for Special Services with a term through April 30, 2026. CONFIRE and Viewpoint Advocacy desire to amend the Agreement for Special Services as set forth in this First Amendment.

1. CONFIRE and Contractor entered into an Agreement, effective May 1, 2025, for the services of Public Information Officer (PIO) for CONFIRE.
2. The Original Agreement was for the term of one (1) year with the option to extend for an additional six (6) months. This amendment shall serve to extend the term through November 30, 2026.
3. Exhibit B, entitled Compensation to the Special Services Agreement shall be replaced with Exhibit B-1 to Agreement for Services attached hereto and incorporated herein by this reference.
3. All other terms and conditions of the Agreement for Special Services shall remain unchanged.

The Parties have executed this First Amendment to the Special Services Agreement on the dates indicated below.

CONSOLIDATED FIRE AGENCIES

VIEWPOINT ADVOCACY

Date: _____, 20__

Date: 4/21/2026 _____, 20__

By: _____

By:  _____

Print Name: _____

Print Name: Josh Candelaria _____

Its: _____

Its: Principal _____

**EXHIBIT B-1
to AGREEMENT FOR SERVICES**

A. Compensation

The Contractor's fee is Six Thousand Dollars (\$6,000) per month.

Not to exceed the sum of Thirty-Six Thousand Dollars (\$36,000).

B. Payment

a. Schedule

To be billed in monthly installments.

b. Process

Payment shall be made (for all undisputed amounts) within thirty (30) calendar days after the Contractor submits an invoice to CONFIRE for Services actually completed.

Public Hearing – **CONFIRE**
Assembly Bill 2561 Compliance Report
April 28, 2026

PRESENTED BY: DAMIAN PARSONS

Agenda

- Introduction & Background
- Position Vacancy Status
- Recruitment Efforts
- Retention Strategies
- Hiring Process Obstacles
- Q&A

About AB 2561

- Enacted to improve transparency in public agency hiring
- Require annual public hearing on:
 - Staffing levels and vacancies
 - Recruitment and retention efforts
 - Barriers to hiring qualified personnel

CONFIRE Overview



CONFIRE (Consolidated Fire Agencies)



Provides dispatch services, mutual aid coordination, and support for fire agencies in San Bernardino County



Staffed by technical specialist, dispatchers, finance and administration personnel

Position Vacancy Status Finance/Administration(5008)

Position	Budgeted	Filled	Vacancies	Vacancy %
Clerk of the Board	1	1	0	0%
Finance Administration Director	1	1	0	0%
Finance Manager	1	0	1	100%
HR Manager	1	1	0	0%
Fiscal Specialist	2	2	0	0%
HR Generalist	1	1	0	0%
Staff Analyst II	1	1	0	0%
Staff Analyst I	1	1	0	0%
Public Service Employee	1	0	1	100%
Totals	10	8	2	20%

Position Vacancy Status Management Information Systems (5008)

Position	Budgeted	Filled	Vacant	Vacancy Rate
MIS Director	1	1	0	0%
Information Systems Manager	1	1	0	0%
Information Systems Analyst 2	3	3	0	0%
Information Systems Analyst 3	3	3	0	0%
GIMS Coordinator	1	1	0	0%
Public Service Employee	2	2	0	0%
Totals	11	11	0	0%

Position Vacancy Status Communications (5008)

Position	Budgeted	Filled	Vacant	Vacancy Rate
Communications Director	1	0	1	10%
Emergency Communications Manager	3	3	0	0%
Emergency Communications Assistant Manager	1	1	0	0%
Supervising Dispatcher	9	9 (1 dual fill)	0	0%
Dispatcher	29	27	2	6.89%
Call Taker	10	10 (2 dual fill)	0	0%
Information Systems Analyst 2	1	1	0	0%
Data Manager	1	1	0	0%
Totals	55	53	2	3.63%

Position Vacancy Status ECNS (5030)

Position	Budgeted	Filled	Vacant	Vacancy Rate
ECNS Manager	1	1	0	0%
Contract ECNS Manager	1	1	0	0%
ECNS Nurse	4	2	2	50%
Contract ECNS (Remote)	0	2	0	0%
Contract ECNS Per Diem	3	2	1	33%
Totals	9	8	3	33%

Vacancy Threshold Within Bargaining Units

When vacancies in a bargaining unit exceed 20% of authorized full-time positions, the following data highlights units above this threshold.

Position	Bargaining Unit	Total Vacancies	Total Applicants	Avg time to hire
Emergency Communications Nurse	NRP	4	72	30+ days
Finance Manager	EXS	1	36	30+
Public Service Employee	NRP	1	Not advertised	N/A

On average, it takes over 30 days to complete the hiring process—from recruitment (14 days), salary determination, and conditional job offers to background checks, drug testing, and final job offer and onboarding.

Recruitment Efforts

- Bringing recruitment efforts in-house
- Expanded outreach to local colleges and training programs
- Use of additional recruitment websites
 - Indeed
 - ZipRecruiter
 - Monster
 - LinkedIn
- Obtained our own Department of Justice (DOJ) account to process background checks – results are received by the end of the business day if cleared through DOJ
- Contracted with 3rd Degree Background Checks – backgrounds are being completed with 5 business days
- Changed Medical Exams to Concentra Urgent Care – medical results are by the end of the business day
- Continuous posting for high-turnover rolls

Retention Strategies

- Competitive pay and benefits
- Career pathway development (Call Taker → Dispatcher → Supervising Dispatcher → Emergency Communications Manager)
- Shift flexibility
- Staff recognition

Hiring Process Obstacles

- Limited applicant pool
- Job postings on CONFIREs NeoGov site generating significant candidate pools
- High stress/workload nature of dispatch role
- Competition with other agencies offering higher starting pay

Solutions and Future Plans



Continue working to shorten hiring timelines



Increased investment in internal training



Reviewing job requirements to expand eligibility



Ongoing assessment and adjustment of recruitment strategies

Questions and Comments

- Public Comment Session

- Please submit general written comments to the Clerk of the Board, Liz Berry, at Lberry@confire.org.
- For inquiries related to hiring or open positions, please contact HR Generalist, Nicole Lemez, at Nlemez@confire.org.




CONFIRE

STAFF REPORT

DATE: April 28, 2026

FROM: Nathan Cooke, Interim Executive Director

BY: Damian Parsons, Finance/Administrative Director
Erika Torres-Murillo, Staff Analyst II

TO: CONFIRE Administrative Committee

SUBJECT: 2025-26 Budget – Appropriation Request EMS Fund 5020

Recommendation

Approve the following 2025-26 budget adjustments for EMS Fund 5020 as follows:

Fund Center	Commitment Item	Description	Action	Amount
8830005020	52002200	Insurance	Increase	\$25,000
8830005020	52002540	Legal Opinions	Increase	\$225,000

Background Information

During the current budget year, costs for insurance were higher than anticipated. In addition, legal costs are projecting slightly higher than budgeted.

As a result of this unanticipated increase in expenses, staff is recommending an increase in expenditure authority for Services and Supplies in the amount of \$250,000. This increase will be funded from the existing loan requested and approved by the Administrative Committee on May 28, 2024. Of the \$2,000,000 requested at that time, \$625,000 remains unused.

Fiscal Impact

The cost impact of this budget adjustment is \$250,000. It will be funded with the loan from Fund 5010 (General Reserve) previously approved by the Administrative Committee. There is \$625,000 in loan funds available.



STAFF REPORT

DATE: April 20, 2026
FROM: Nathan Cooke, Interim Executive Director
BY: Angela Haddad, Interim Communications Director
TO: CONFIRE Administrative Committee

SUBJECT: Process Change for Custodial Records Requests

Recommendation

It is recommended that the Administrative Committee accept and file this report related to processing requests for custodian of records (including audio calls).

Background Information

CONFIRE has implemented a change to our processing of records requests. CONFIRE has transitioned to utilizing **NextRequest**, an online records request management platform, to receive, track, and fulfill all requests for records in our possession — including audio files. This change applies to all requesters, including partner agencies, as well as the public.

Request for records or audio files held by CONFIRE may be submitted directly through the CONFIRE website: [Confire.org/public-records](https://confire.org/public-records) and selecting the “Public Records Request Form” on the screen. The selection will take you to the CONFIRE “NextRequest” platform landing page. To submit a request, individuals should create a free account on the portal’s home page. Once created, select the “*Make A Request*” button on the home page, and complete the fields on the following page. Requests submitted through the portal can also be tracked, updated and received through the NextRequest platform.

For questions specific to records held in CONFIRE’s possession, inquiries may be submitted directly to CONFIRE via our contact page at <https://confire.org/contact>.

Any questions regarding these changes to the handling of Records requests may be directed to Angela Haddad, Communications Director Int., at AHaddad@confire.org.

Your time and attention to this change is greatly appreciated.

Fiscal Impact

None

**CONFIRE**

STAFF REPORT

DATE: April 28, 2026

FROM: Nathan Cooke, Interim Executive Director

BY: Damian Parsons, Finance/Administrative Director
Erika Torres-Murillo, Staff Analyst II

TO: CONFIRE Administrative Committee

SUBJECT: Application for the United States Department of Transportation Grant Program

Recommendation

Authorize staff to apply for the U.S. Department of Transportation Fiscal Year 2026 Safe Streets and Roads for All Grant Program.

Background Information

The Safe Streets and Roads for All (SS4A) Grant Program, administered by the U.S. Department of Transportation, provides funding to support regional, local, and Tribal initiatives aimed at preventing roadway deaths and serious injuries through a "Safe System Approach".

CONFIRE has been evaluating opportunities to enhance public safety response and reduce unnecessary emergency medical transports through its Emergency Communications Nurse System (ECNS) program. The ECNS program aligns with SS4A program objectives by improving call triage, directing low-acuity 911 calls to appropriate care pathways, and reducing non-essential ambulance dispatches that contribute to roadway congestion and risk exposure.

The FY 2026 SS4A funding cycle presents an opportunity for CONFIRE to secure federal funding to expand and enhance ECNS capabilities, integrate data-driven safety interventions, and collaborate with regional partners to improve overall system efficiency and safety outcomes. The grant application is due on May 26, 2026.

Fiscal Impact

There is no fiscal impact associated with submitting the grant application. If awarded, the grant may provide significant external funding to support and expand ECNS and related safety initiatives. Any required matching funds or long-term financial commitments will be presented to the Board for approval prior to acceptance of the grant.