



## ADMINISTRATIVE COMMITTEE MEETING

TUESDAY, AUGUST 27, 2024 – 1:30 PM

LOMA LINDA-EOC 25541 BARTON RD, LOMA LINDA

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### AGENDA

The CONFIRE Administrative Committee Meeting is scheduled for Tuesday, August 27, 2024, 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](mailto:lberry@confire.org)

#### 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 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 Administrative Committee Minutes of July 23, 2024
2. YTD Call Summary
3. YTD Answering Times
4. Billable Incidents
5. Call Processing Time Analysis - July 2024
6. EMD-ECNS Performance Standards - July 2024
7. Resolution 2024-04 CONFIRE Participation in the Employment Risk Management Authority (ERMA) Program

### **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 Barreda
- b. CAD to CAD - Mike Bell

### **SUBSIDIARY COMMITTEE REPORTS**

- a. EMS Sub-Committee Update - Chief Barna

### **NEW BUSINESS**

8. "Public Safety" cloud concept - Chief Dan Munsey - **PRESENTATION**





# ADMINISTRATIVE COMMITTEE MEETING

TUESDAY, JULY 23, 2024 – 1:30 PM

LOMA LINDA EOC – 25541 BARTON RD. LOMA LINDA

## MINUTES

### ROLL CALL

#### ADMINISTRATIVE COMMITTEE MEMBERS:

- Chief Dan Harker/Chair, Loma Linda Fire Department
- Chief Rich Sessler/Vice-Chair, Redlands Fire Department - *Absent*
- Chief Buddy Peratt, Apple Valley Fire Protection District
- Chief Dave Williams, Chino Valley Fire District – *Absent - Absent*
- Chief Ray Bruno, Colton Fire Department
- Chief Mike McCliman, Rancho Cucamonga Fire Department
- Chief Brian Park, Rialto Fire Department
- Chief Bertral Washington, San Bernardino County Fire
- Chief Bobby Clemmer, Victorville Fire Department

### CALL TO ORDER

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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.

*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 Special Administrative Committee Minutes of June 25, 2024.
2. Approve the Administrative Committee minutes of June 25, 2024

3. YTD Call Summary
4. YTD Answering Times
5. Billable Incidents
6. Call Processing Time Analysis – June 2024
7. EMD-ECNS Performance Standards – June 2024
8. Resolution 2024-03 Department of Justice (DOJ) Criminal Background History
9. Tablet Command
10. Acceptance and Modification of FY2022 Homeland Security Grant Program Funds
11. Wittman Contract Amendment
12. Addition of Two Full-Time Regular Status Communication Positions

*Motion to accept all items on Consent.*

*Motion by: Chief Mike McCliman*

*Second by: Chief Bertral Washington*

*Yes – 7*

*No - 0*

*Abstain – 0*

*Absent – 2*

## **DIRECTOR REPORT**

- a. Staffing Update
- b. CAD Update
- c. 4<sup>th</sup> of July
- d. ECNS Funding Update
- e. Admin/Finance Staff Re-location

## **COMMITTEE REPORTS**

- a. Support Committee Report/MIS Updates - Blessing Ugbo  
*Sam Perez, CONFIRE's GIMS Coordinator, gave a demonstration on a weed abatement mapping program that is available to each CONFIRE agency.*

*The program takes what city inspectors do in the field and digitizes it.*

*The program allows you to click on a parcel, check inspections, and confirm if the landowner is compliant or not. This is a public facing dashboard that updates daily.*

*For Rialto Fire Department it took a 4–5-week job and cut it down to 4-5 days.*

## **SUBSIDIARY COMMITTEE REPORTS**

- a. Annual Charges Sub-Committee Update – Chief Peratt

*The Annual Charges Sub-Committee met and moved forward with a Staff Report to the Administrative Committee for action. The committee believes the outcome is fair and equitable for each agency.*

## **NEW BUSINESS**

### **13. ECNS Funding - DISCUSSION ITEM**

*The ECNS program has been up and running for 3 years, funded via ARPA funds, which are due to run out as of December 1<sup>st</sup>. It is apparent that this program is imperative to the overall ecosystem of CONFIRE and the more we invest into the system the more we benefit. Discussion ensued regarding possible funding sources and options available.*

*Another aspect of the ECNS system that was addressed is the struggle to retain ECNS employees. We need to provide stability to the ECNS nurses and overcome the struggle of staffing, this can be achieved by making the ECNS employees full time CONFIRE employees.*

*Direction was given to have the CONFIRE finance team and Chief Fratus provide statistics and the staff report needed for formal action.*

### **14. Cost Apportionment for Non-Emergency Call Types - ACTION ITEM**

*At the January 2024 Administrative Chiefs meeting, staff brought forward a proposal to change the method by which certain non-emergency call types were billed to both CONFIRE and non-CONFIRE agencies. The purpose was to ensure that costs associated with processing calls were distributed among participating agencies in a fair and equitable manner. During discussion of this proposal, the Chief's decided that more analysis would be beneficial and directed staff to facilitate an ad hoc committee of Admin. Chiefs to review options and bring back recommendations to the administrative group. This committee convened in May 2024 and developed the recommendations presented.*

*Fiscal Impacts: Non-emergency calls that are added and apportioned to the home agency will not have a fiscal impact on CONFIRE's operating budget. However, it will impact the amount each agency pays based on how many non-emergency type calls each agency has.*

*If CONFIRE begins charging non-CONFIRE agencies for services, staff projects a potential for approximately \$2,000 annually from San Bernardino County Department of Public Health, and approximately \$22,000 from private medical air transport companies assuming ICEMA gives approval for the proposed cost recovery. While the recommendations include formalizing a contract with San Bernardino County Road Department, CONFIRE is currently collecting reimbursements from them that are*

*approximately the same as what the proposed cost-per-call method would be, so no new revenues would be realized.*

**Motion to:**

- 1. Discontinue the current practice of excluding the non-emergency calls listed in Attachment A from each agency's annual call count as used for cost apportionment of CONFIRE's annual operating budget of universal costs.**
- 2. Direct staff to establish contracts with San Bernardino County Dept. of Public Health and San Bernardino County Road Dept. to reimburse CONFIRE for dispatching services annually on a cost-per-call basis.**
- 3. Direct staff to negotiate with ICEMA for a cost-per-call reimbursement requirement for privately operated air medical transport agencies that receive dispatching services from CONFIRE.**

**Motion by: Chief Bertral Washington**

**Second by: Chief Buddy Peratt**

**Yes - 7**

**No - 0**

**Abstain – 0**

**Absent – 2**

**ROUND TABLE**

**CLOSED SESSION**

*\*The Administrative Committee entered Closed Session at 2:53 p.m.*

15. Review and update anticipated Litigation – Significant exposure to litigation to Government Code section 45956.9(d): AMR Lawsuit
16. Personnel Matter – Public Employment Government Code section 54957(b):  
Title: Executive Director

*\*The Administrative Committee came out of Closed Session at 3:23 p.m.*

*No reportable action taken during closed session.*

**ADJOURNMENT**

***Motion to adjourn the CONFIRE Administrative Committee Meeting***

*The meeting adjourned at 3:24 p.m.*


**Upcoming Meetings:**

Next Regular Meeting: August 27, 2024, at 1:30 p.m.

      /s/ Liz Berry      

**Liz Berry**  
**Clerk of the Board**





### Call Summary

**CONFIRE/Comm Center**

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

Year: 2024

**From:** 1/1/2024

**To:** 7/31/2024

**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-24	18354	22	18376	0.12%	11742	359	12101	14670	5227	83	19980	50457	121.2
Feb-24	16567	41	16608	0.25%	11210	373	11583	14462	5171	94	19727	47918	121.2
Mar-24	17211	53	17264	0.31%	11325	375	11700	14701	5513	88	20302	49266	123.7
Apr-24	17537	25	17562	0.14%	11613	382	11995	15389	5447	102	20938	50495	122.9
May-24	18959	62	19021	0.33%	12081	528	12609	15925	5618	162	21705	53335	119.8
Jun-24	19692	57	19749	0.29%	12263	531	12794	15478	5894	196	21568	54111	121.5
Jul-24	22740	92	22832	0.40%	13755	806	14561	17916	6606	388	24910	62303	120.1
<b>2024 Totals</b>	131060	352	131412	0.27%	83989	3354	87343	108572	40062	1136	149770	368525	122.3
<b>2023 Totals</b>	124908	456	125364	0.36%	85031	2757	87788	109706	33437	645	143788	356940	110.5



### PSAP Answer Time

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

Month - Year: 1/1/2024 - 7/31/2024

Agency: Fire  
 Affiliation:

From: 1/1/2024  
 To: 7/31/2024  
 Period Group: Month  
 Time Group: 60 Minute  
 Time Block: 00:00 - 23:59  
 Call Type: 911 Calls

Call Hour	Answer Times In Seconds								Total
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+		
January 2024 Total	17,259	487	188	319	75	45	3	18,376	
% answer time ≤ 10 seconds	93.92%	2.65%	1.02%	1.74%	0.41%	0.24%	0.02%	100.00%	
% answer time ≤ 15 seconds	96.57%								
% answer time ≤ 40 seconds	99.33%								
February 2024 Total	15,685	388	174	253	74	33	1	16,608	
% answer time ≤ 10 seconds	94.44%	2.34%	1.05%	1.52%	0.45%	0.20%	0.01%	100.00%	
% answer time ≤ 15 seconds	96.78%								
% answer time ≤ 40 seconds	99.35%								
March 2024 Total	16,504	281	167	246	53	12	1	17,264	
% answer time ≤ 10 seconds	95.60%	1.63%	0.97%	1.42%	0.31%	0.07%	0.01%	100.00%	
% answer time ≤ 15 seconds	97.23%								
% answer time ≤ 40 seconds	99.62%								
April 2024 Total	16,779	316	161	212	61	33	0	17,562	
% answer time ≤ 10 seconds	95.54%	1.80%	0.92%	1.21%	0.35%	0.19%	0.00%	100.00%	
% answer time ≤ 15 seconds	97.34%								
% answer time ≤ 40 seconds	99.46%								
May 2024 Total	17,044	653	361	636	224	95	8	19,021	
% answer time ≤ 10 seconds	89.61%	3.43%	1.90%	3.34%	1.18%	0.50%	0.04%	100.00%	
% answer time ≤ 15 seconds	93.04%								
% answer time ≤ 40 seconds	98.28%								
June 2024 Total	17,064	919	520	873	248	119	6	19,749	
% answer time ≤ 10 seconds	86.40%	4.65%	2.63%	4.42%	1.26%	0.60%	0.03%	100.00%	
% answer time ≤ 15 seconds	91.06%								
% answer time ≤ 40 seconds	98.11%								
July 2024 Total	18,667	1,154	770	1,383	479	334	45	22,832	
% answer time ≤ 10 seconds	81.76%	5.05%	3.37%	6.06%	2.10%	1.46%	0.20%	100.00%	
% answer time ≤ 15 seconds	86.81%								
% answer time ≤ 40 seconds	96.24%								
Year to Date 2024 Total	119,002	4,198	2,341	3,922	1,214	671	64	131,412	
% answer time ≤ 10 seconds	90.56%	3.19%	1.78%	2.98%	0.92%	0.51%	0.05%	100.00%	
% answer time ≤ 15 seconds	93.75%								
% answer time ≤ 40 seconds	98.52%								
Year to Date 2023 Total	116,652	3,583	1,865	2,457	570	227	10	125,364	
% answer time ≤ 10 seconds	93.05%	2.86%	1.49%	1.96%	0.45%	0.18%	0.01%	100.00%	
% answer time ≤ 15 seconds	95.91%								
% answer time ≤ 40 seconds	99.36%								

## CONFIRE Billable Incidents

Period: 01/01/2024 thru 07/31/2024

Jurisdiction	# of Incidents	% of Total
San Bernardino County	78,007	53.35%
VictorvilleFD	13,848	9.47%
RanchoCucamonga	10,607	7.25%
ChinoValleyFD	8,122	5.55%
AppleValley	7,410	5.07%
Rialto	6,944	4.75%
Redlands	6,738	4.61%
Colton	4,576	3.13%
MontclairFD	2,925	2.00%
Loma Linda	2,594	1.77%
Big Bear Fire	2,167	1.48%
San Manuel FD	1,277	0.87%
Baker Ambulance	566	0.39%
Running Springs	297	0.20%
Road Department	150	0.10%
<b>Total</b>	<b>146,228</b>	<b>100%</b>
BDC Division	# of Incidents	% of Total
East Valley	26,743	34.28%
Fontana	12,430	15.93%
Valley	10,673	13.68%
Hesperia	7,742	9.92%
South Desert	7,356	9.43%
North Desert	7,115	9.12%
Adelanto	3,067	3.93%
Mountain	2,881	3.69%
<b>Total</b>	<b>78,007</b>	<b>100%</b>

# CONFIRE 911 Call Processing Time Analysis

## July 2024



# July 2024

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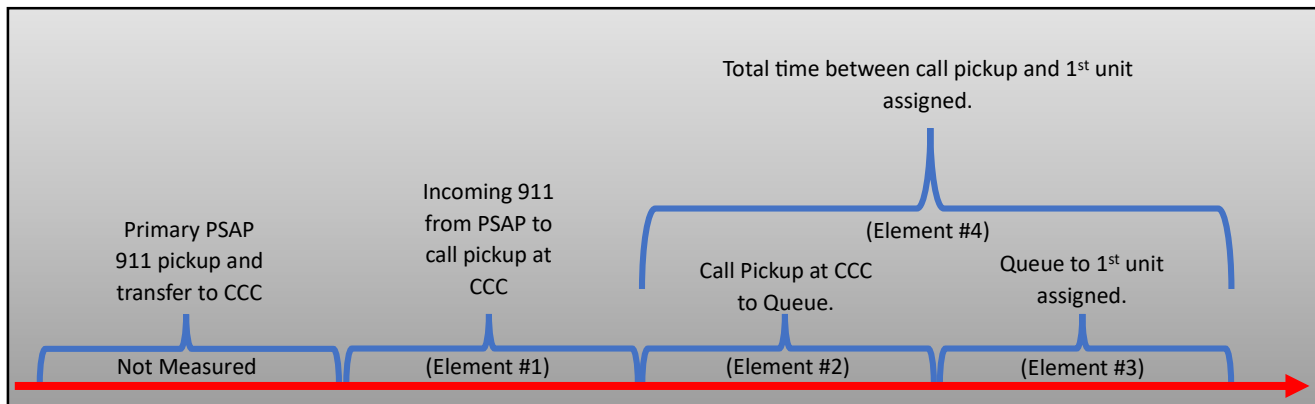
## CONFIRE Emergency Call Processing Times.

July 2024

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.*

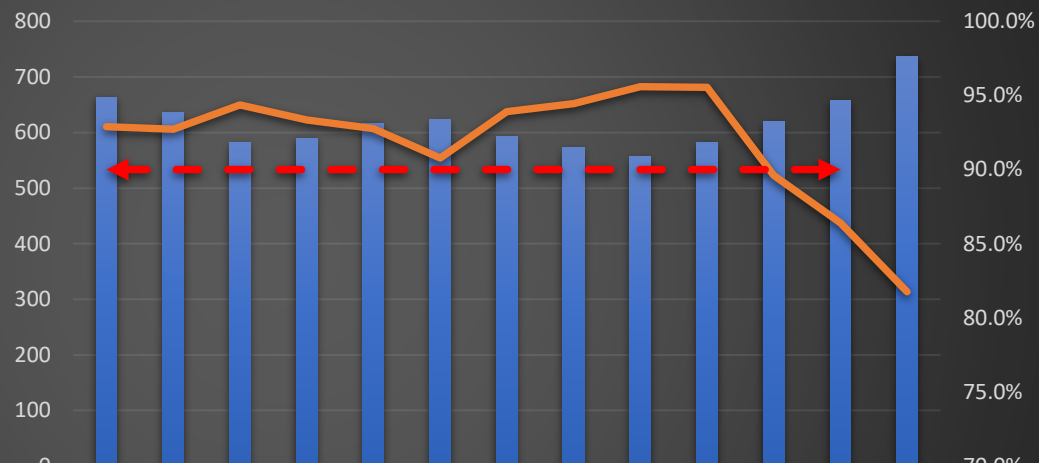


### Call Answering Time from Primary PSAP

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.

### CONFIRE Incoming 911 Call Volume and Pickup Times July 2023 to July 2024 (10 sec. or less answer time)



	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24
Average Calls per 24-hr Period	664	636	582	590	617	624	593	573	557	582	619	658	737
% of Calls Picked up in Target Time (10 sec. or less)	92.9%	92.7%	94.4%	93.4%	92.8%	90.8%	93.9%	94.4%	95.6%	95.5%	89.6%	86.4%	81.8%
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 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 Call Pickup to First Unit Assigned. Includes all Emergency Call Types, and Calls With and Without Determinant Codes.

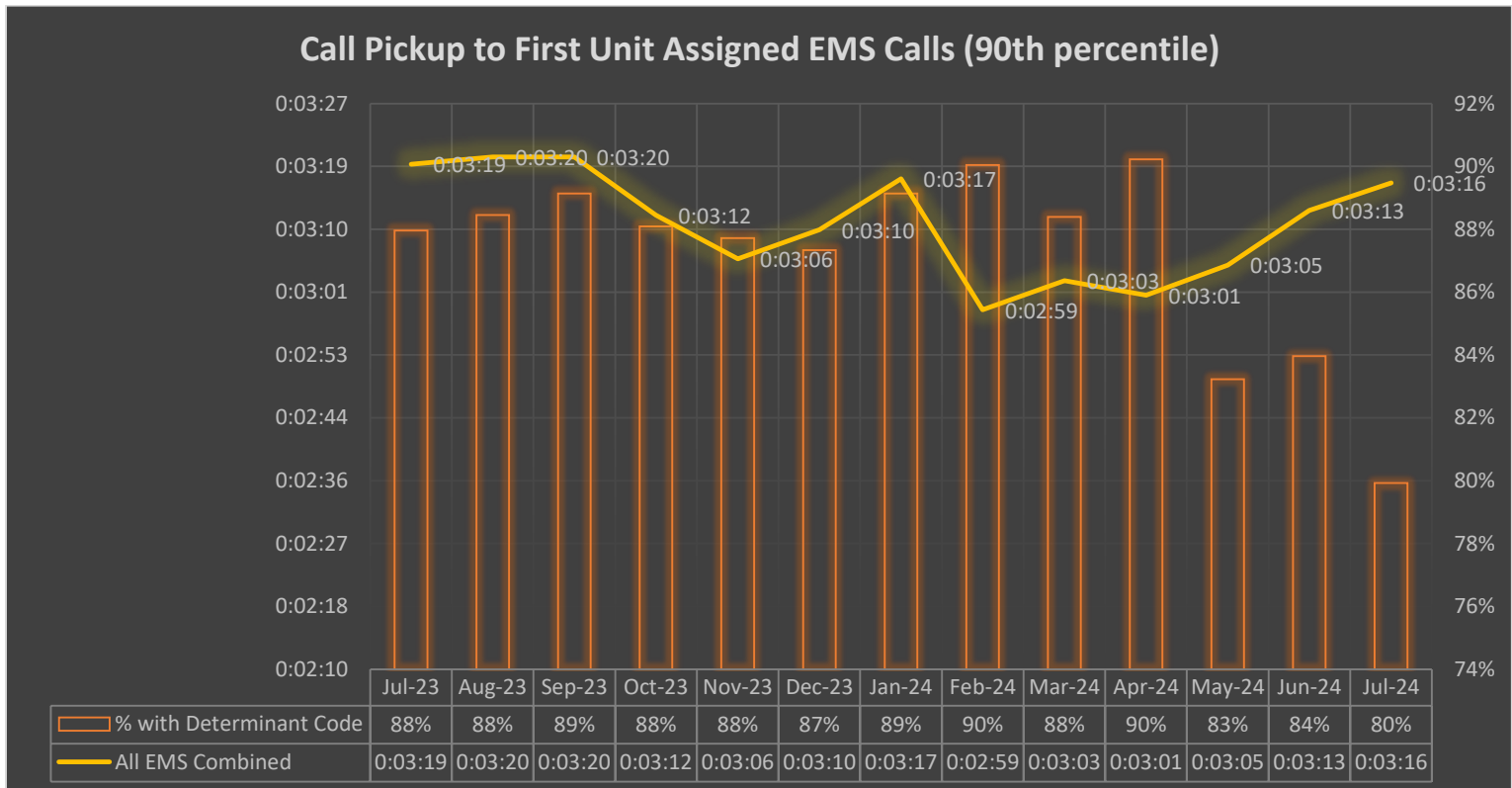


Figure 4: EMS Call Pickup to Queue. Includes all Emergency Call Types, and Calls with and Without Determinant Codes.

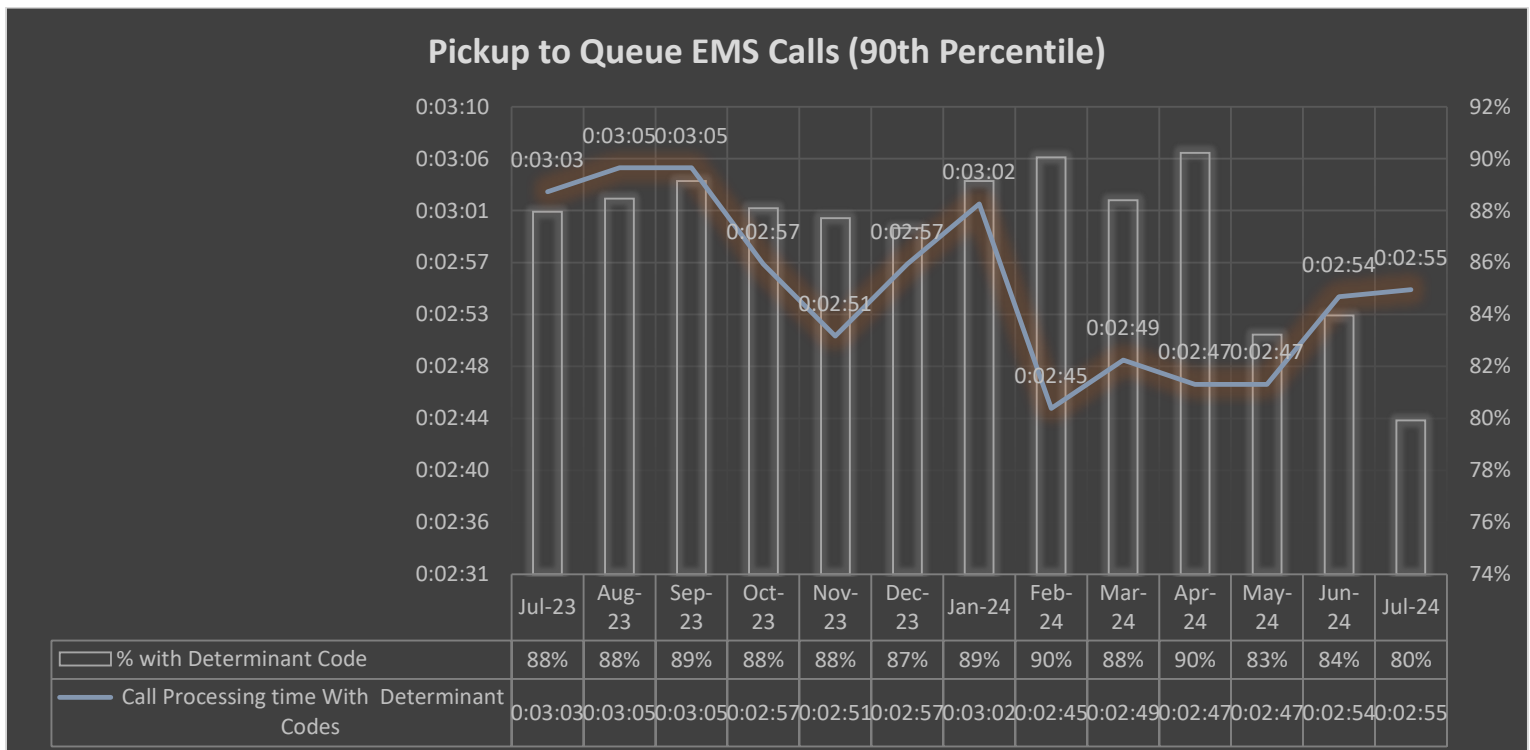




Figure 5: EMS Queue to First Unit Assigned. Includes all Emergency Call Types, and Calls with and Without Determinant Codes.

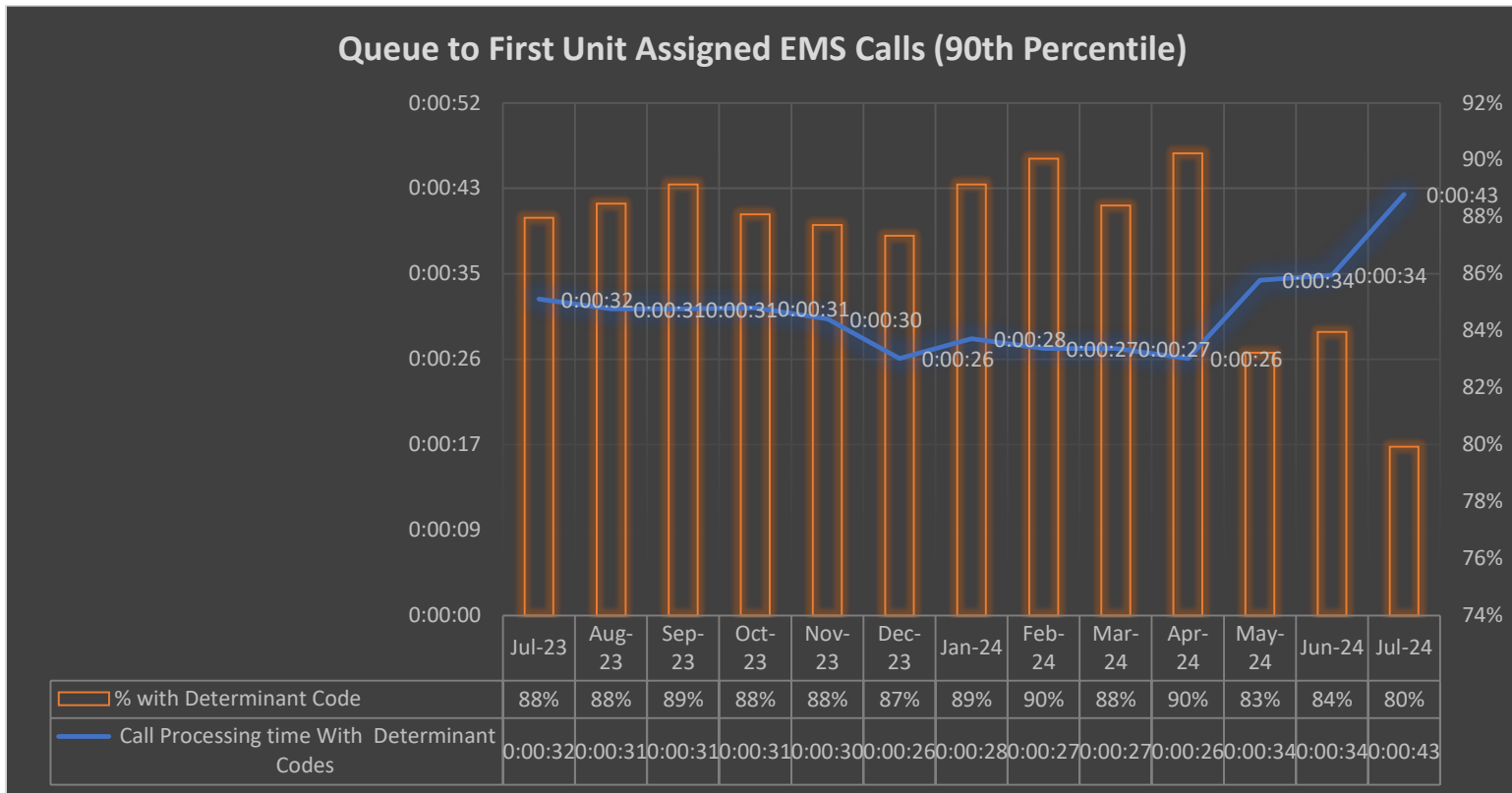
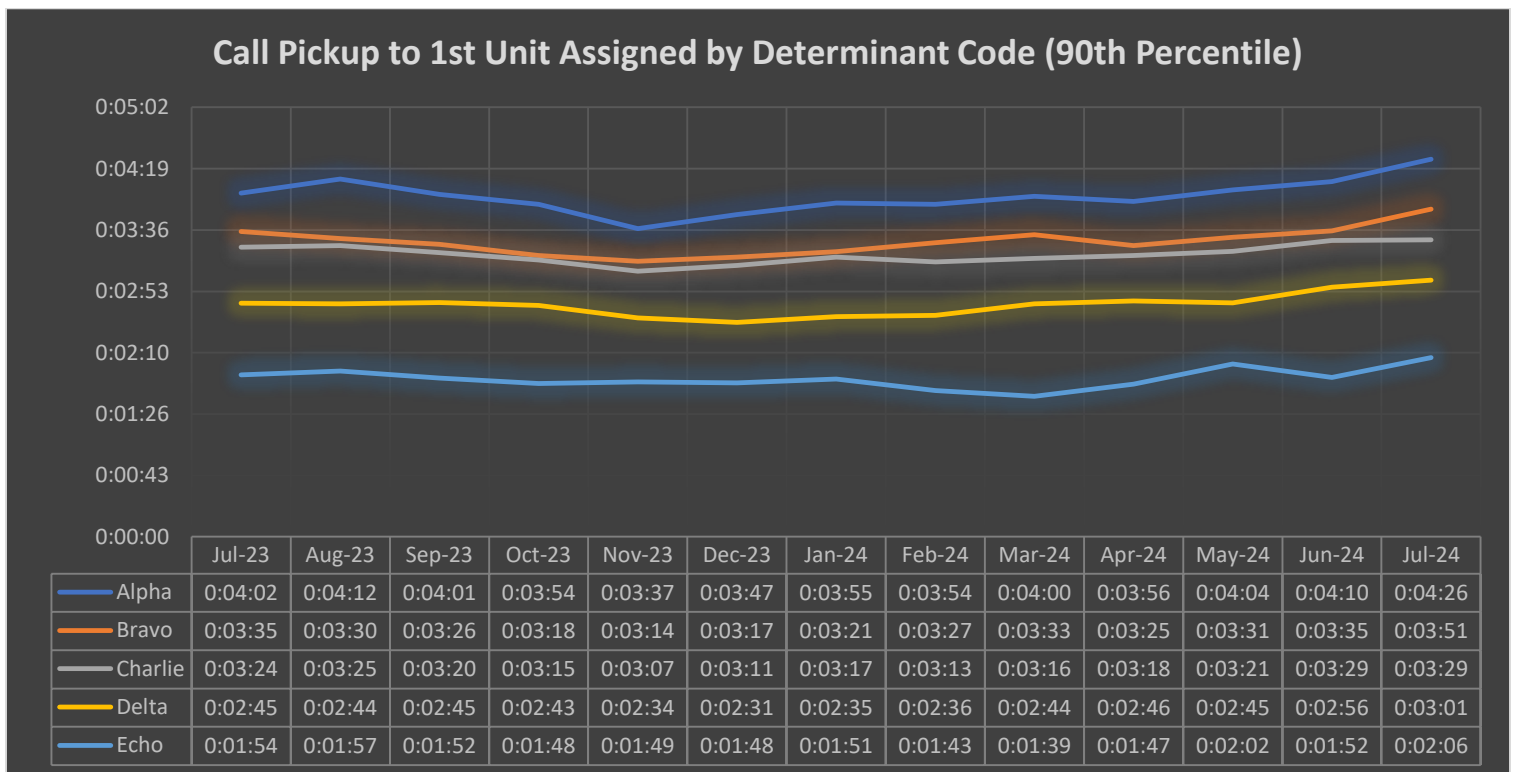


Figure 6: EMS Call Pickup to First Unit Assigned by EMD Determinant Code.



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

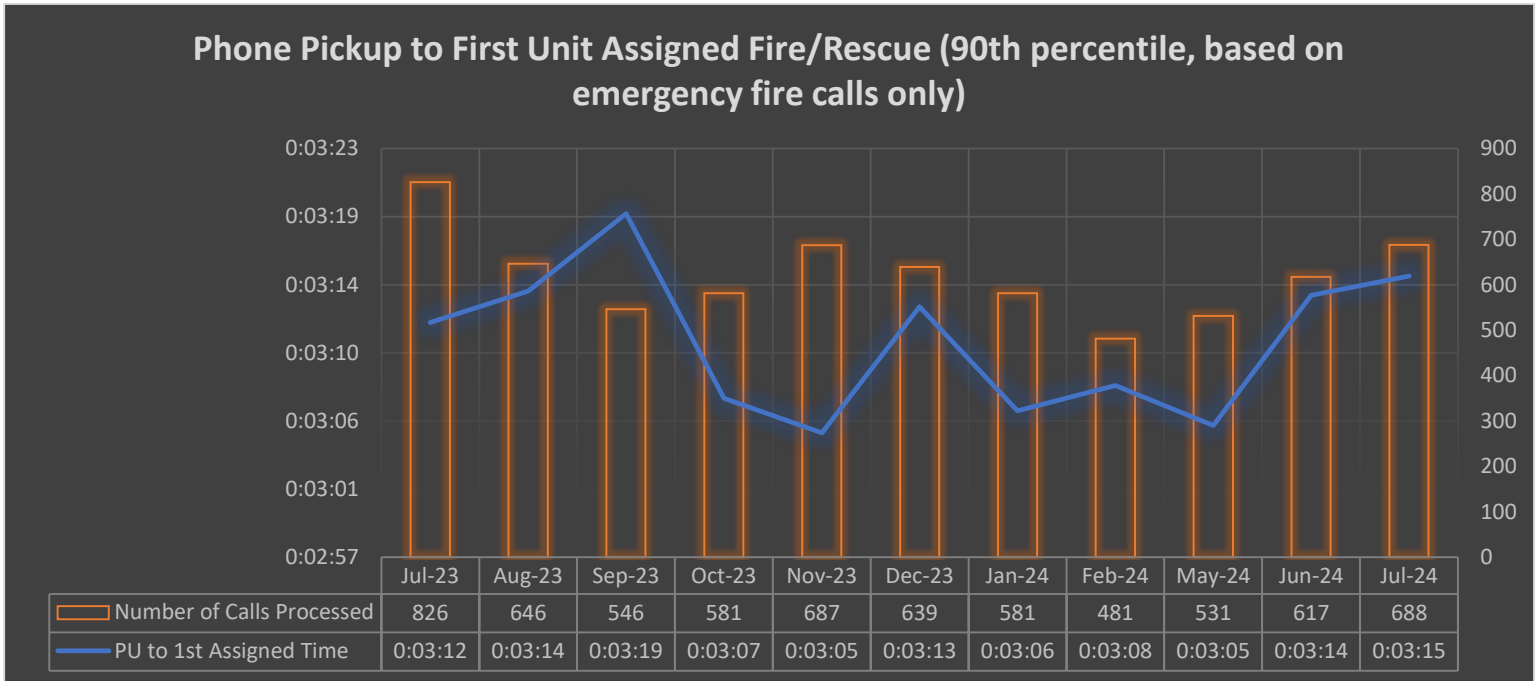


Figure 8: Fire/Rescue Call Pickup to Queue.

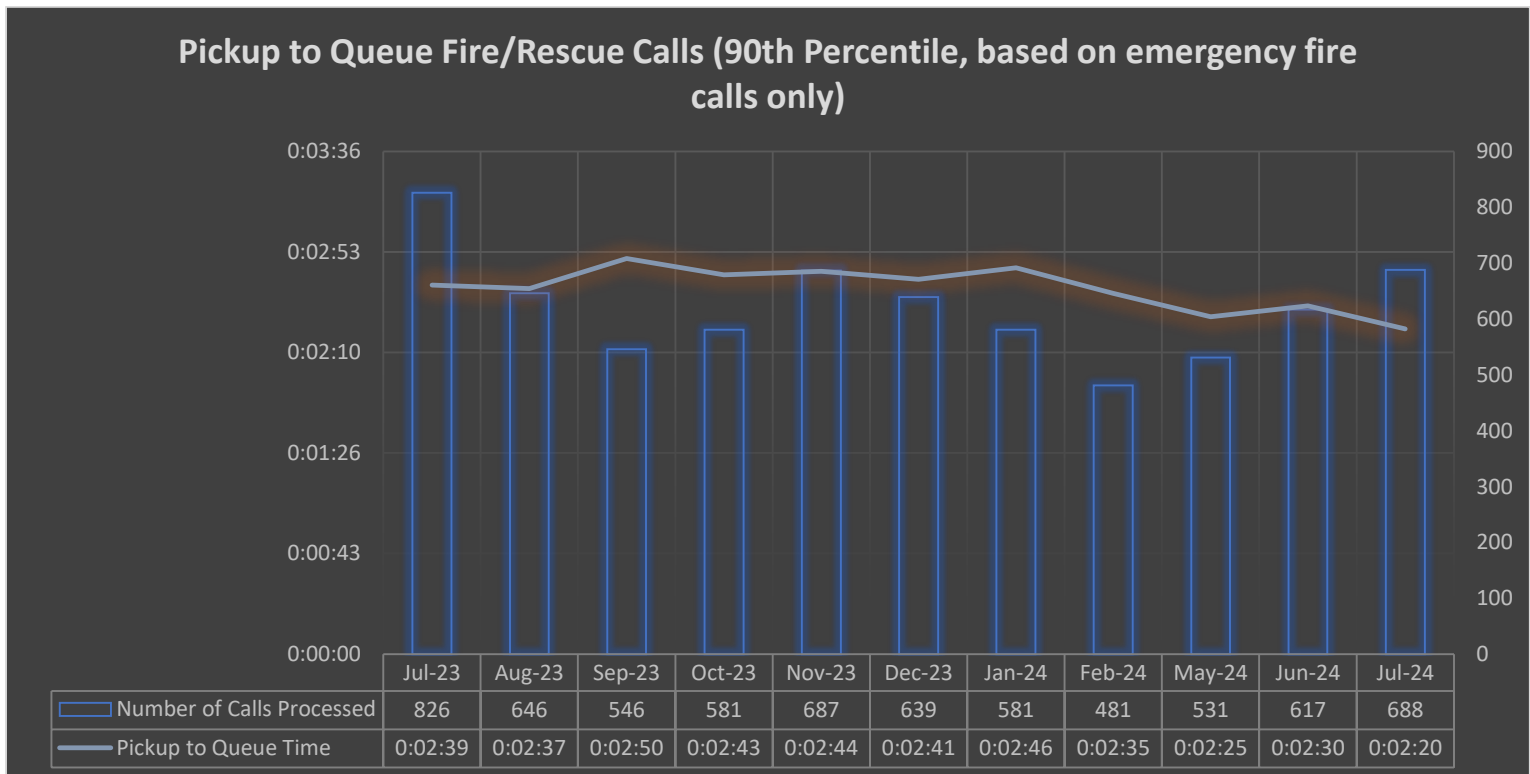
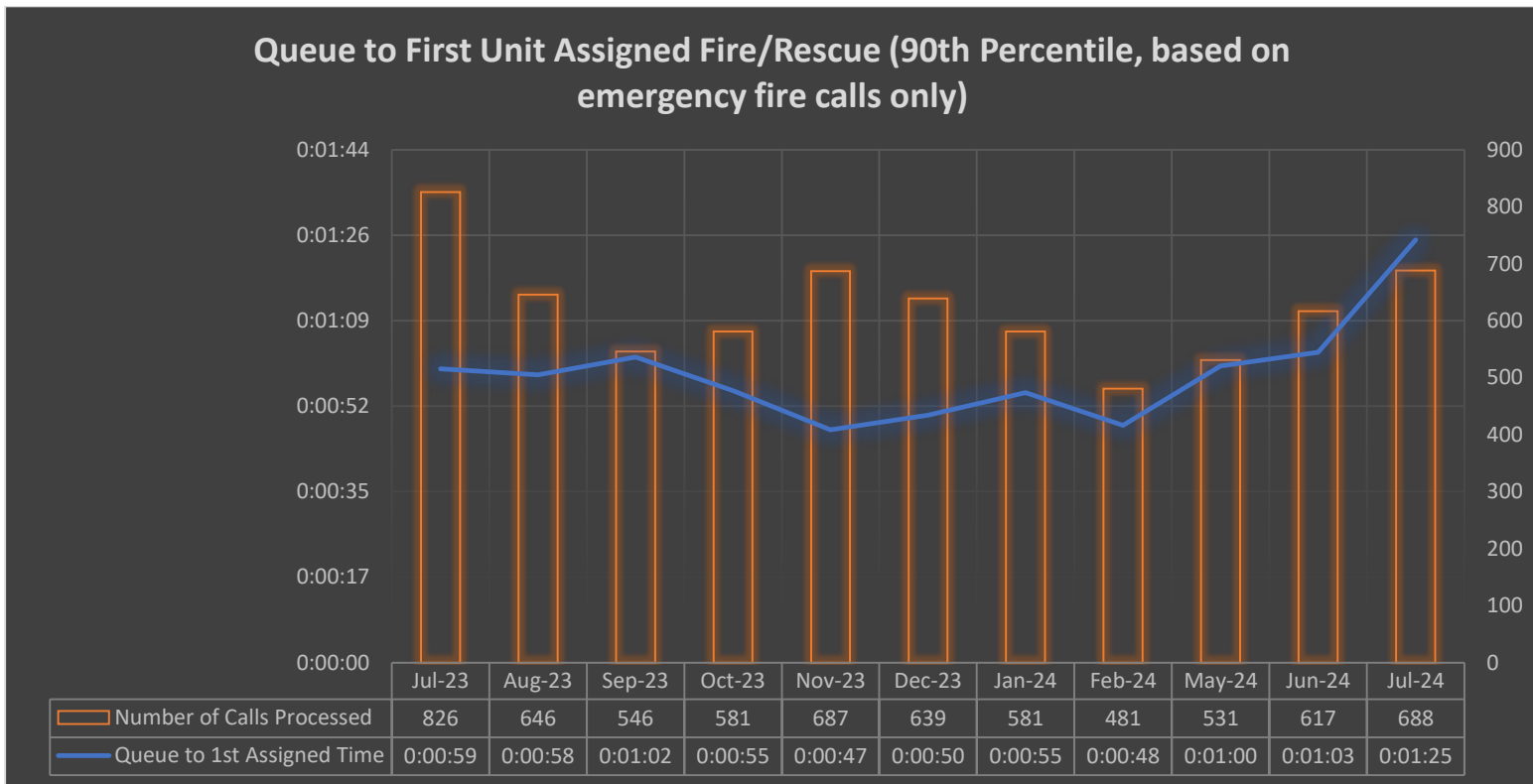


Figure 9: Fire/Rescue Queue to First Unit Assigned.



# CONFIRE ECNS Analysis

## July 2024



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

July 2024

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 July 2024*

Total Emergency EMS Calls Processed	19,290
Total EMS Calls with Obtainable Determinant Code	14,684
Total EMS Calls (EMD Obtainable) with Determinant Code	11,681
% of EMS Calls with Determinant Code	79.5%

*Table 2: ECNS eligible calls and status of transfers to Emergency Communication Nurse (ECN) for July 2024.*

Total Calls Eligible for ECNS:	1,368
% of EMS calls with Determinant Code Eligible for ECNS	12%
Total ECNS Eligible Calls Transferred to ECN (Entered in Low Code)	595
% of Eligible EMS Calls Transferred to ECNS	43.4%
% of Total EMS Calls Transferred to ECNS	3.1%

Table 3: Transport/treatment status of ECNS calls July 2024.

Incoming Calls to Emergency Communications Nurse (ECN) Nurse		
	Total ECNS Transfers	595
	Transferred via CAD Service (did not connect with ECN)	36
	Calls Aborted (Hangups, disconnects)	103
	Total Calls received and completed by ECN	456
Status in ECN Call Center		
	ECN returned call for Emergency Transport	107
	Patient had no alternative means of transport (Returned for non-emergency transport)	206
Ambulance Transport Status		
	Total calls to reach ECN that resulted in an ambulance response	313
	% of total calls to reach ECN that resulted in ambulance response	68.6%
	Total ambulance responses that resulted in a transport	97
	% of response with transport	31%
	Number of callers who received ECN direction and did not transport by ambulance.	143

<sup>1</sup> 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.

Table 4: Unit responses and ambulance transport rates to ECNS calls that were returned for first responders for July 2024 (by call type). Top 25 Call Types.

Call Type	Total Calls in LowCode	Total LowCode calls referred back for a Response	Total Responses with Transport	Call Type as % of Total Transports
SICK-A8	59	20	14	14%
SICK-O1	39	11	9	9%
BACK-A1	38	11	7	7%
SICK-A2	29	3	3	3%
ABD-A1	27	3	3	3%
SICK-A3	26	11	9	9%
SICK-A11	25	7	7	7%
TRAUMA-A3	21	5	5	5%
TRAUMA-A3	21	5	5	5%
SICK-A4	19	5	4	4%
FALL-A3	19	5	2	2%
FALL-A2	17	4	3	3%
SOB - Shortness of Breath	15	3	1	1%
DIA-O1	14	2	1	1%
CHOKO-O1	14	0	0	0%
PS - Public Service	13	9	4	4%
CP - Chest Pains	12	5	4	4%
TRAUMA-A2	12	2	2	2%
TRAUMA-A2	12	2	2	2%
DIA-A1	11	1	1	1%
UNC - Unconscious Person	10	3	1	1%
UNC - Unconscious Person	10	3	1	1%
FALL-O1	10	2	1	1%
HEAD-O1	8	1	1	1%
SICK-A6	7	2	2	2%



Table 5: Recommended Point of Care Disposition for patients completing ECNS process for July 2024\*.

Point of Care Selected by ECN	# of patients	% of all care recommendations given
Seek Emergency Care as Soon as Possible	147	36.0%
Seek Face to Face Care within 1-4 Hours	103	25.2%
Emergency Response	107	26.2%
Schedule an Appointment to be Seen by a Doctor/Health Care Professional within the Next 12 Hours (same day)	14	3.4%
Schedule an Appointment to be Seen by a Doctor/Health Care Professional within the Next 1-3 Days	15	3.7%
Schedule a Routine Appointment with a Doctor/Health Care Professional	10	2.5%
Speak to Your Doctor/Health Care Professional to Review the Symptoms As Soon As Possible	4	1.0%
Self-Care	6	1.5%
Contact Poison Control or Local Pharmacist	1	0.2%

*\*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).*

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

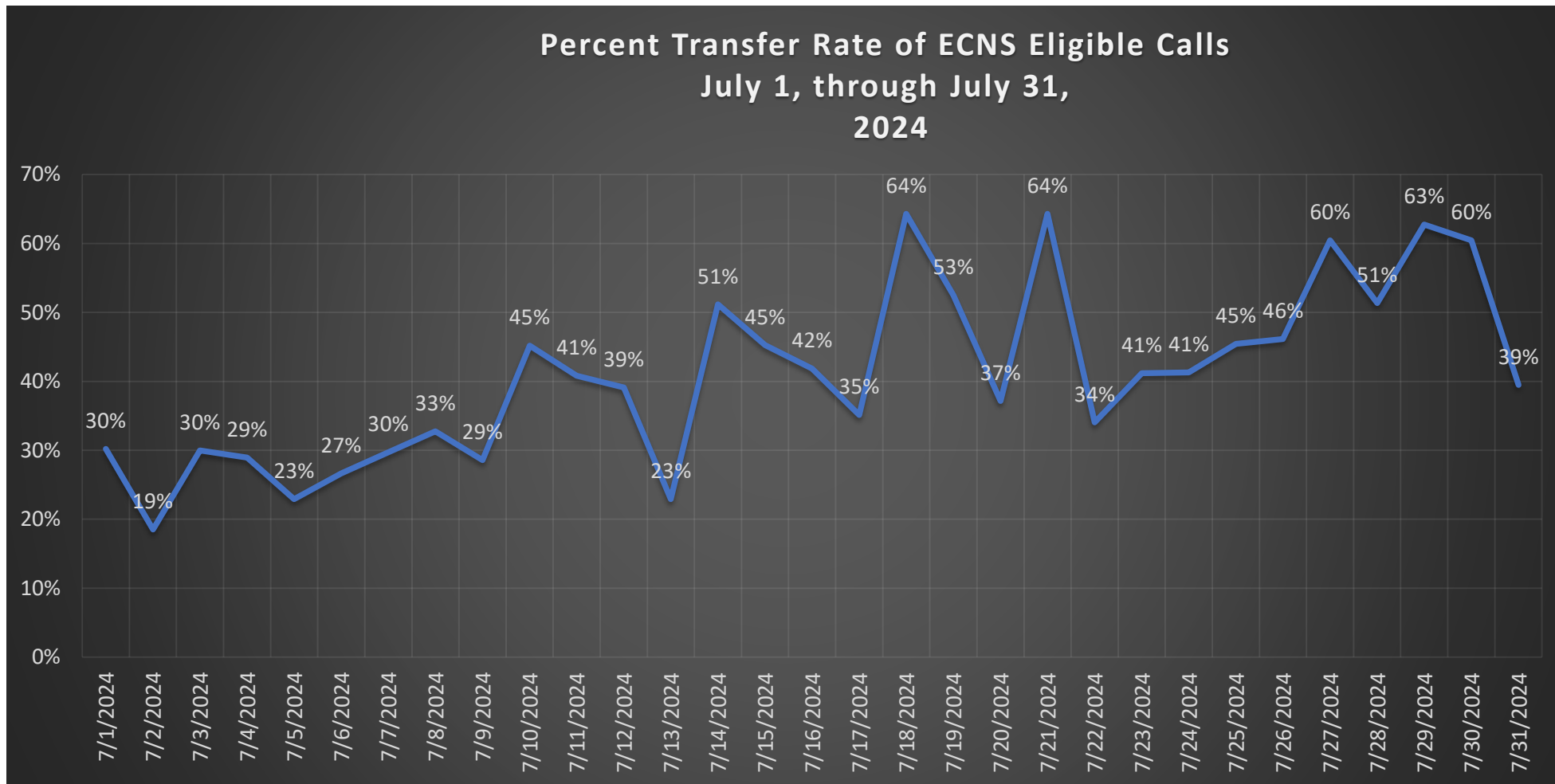


Figure 2: Total number of ECNS eligible calls and the number of them that were transferred to an ECN/entered into Low Code by date.

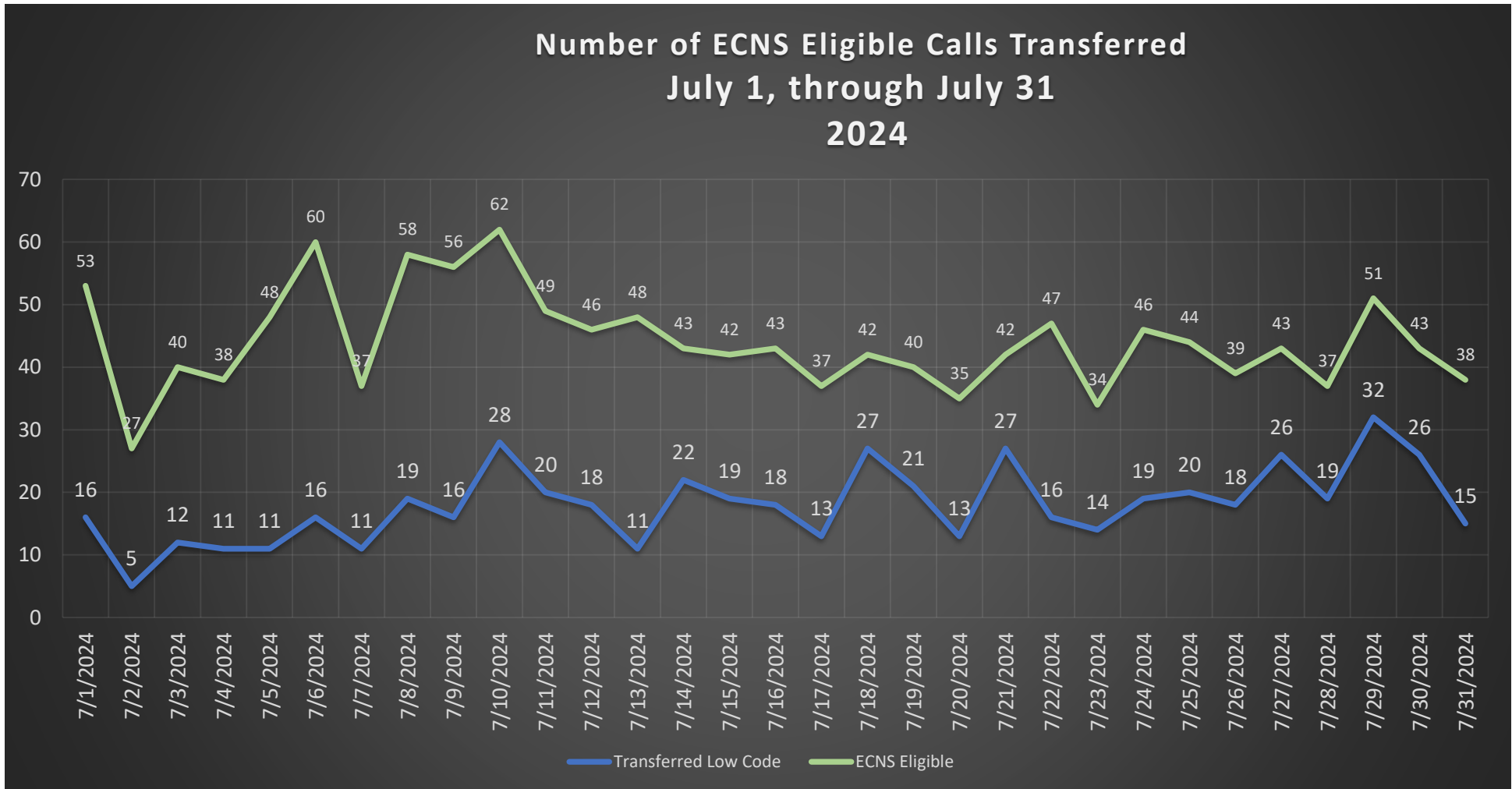


Figure 3:12-month analysis of ECNS eligible calls and rates of transfer to ECN/Low Code system.

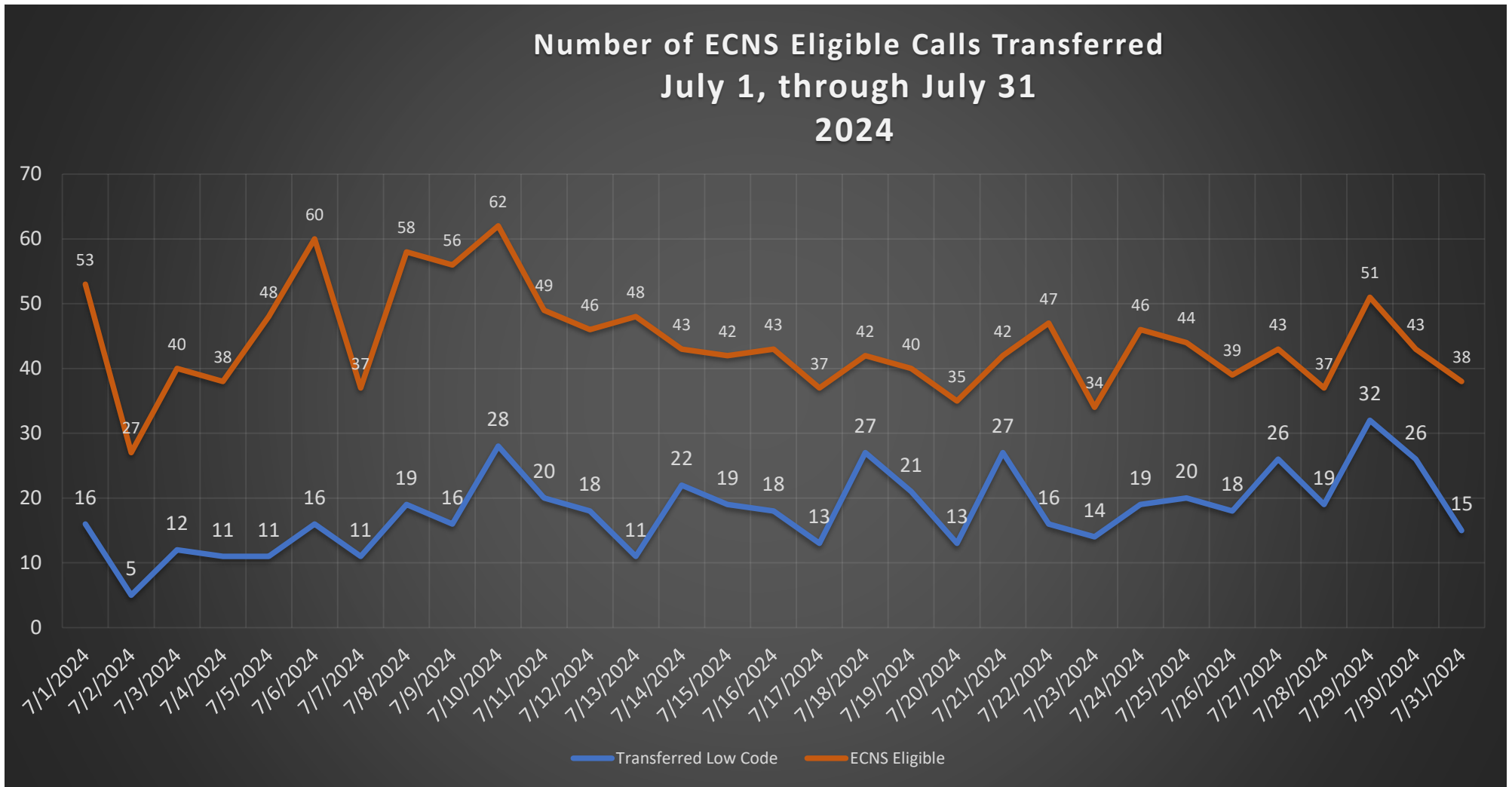
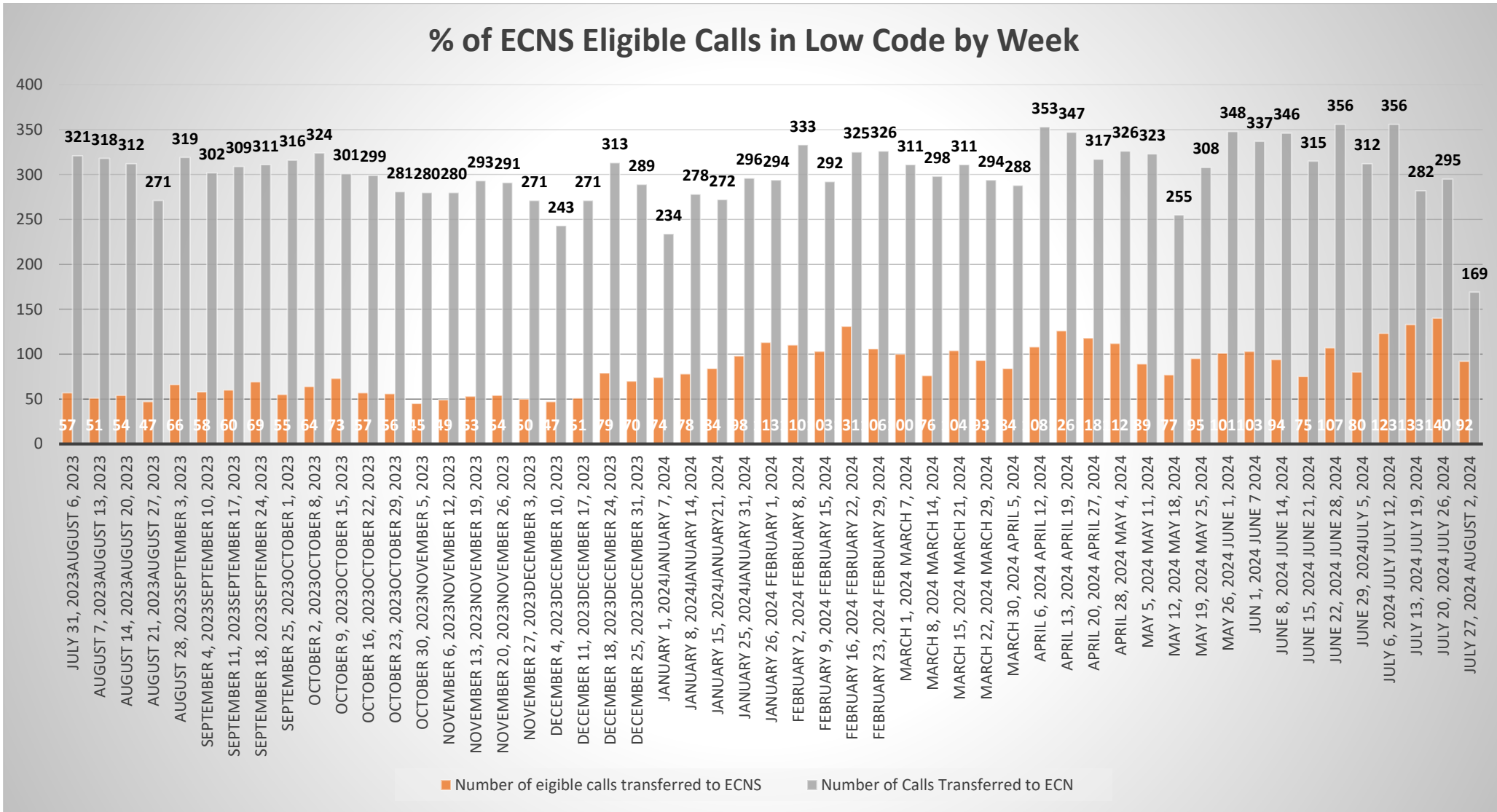


Figure 4: Number of eligible ECNS calls and rates of transfer from July 2023 through July 2024.



## Reasons why ECNS Eligible Calls were not Transferred to the ECNS Nurse Line

July 2024

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.*

<b>Disposition Text from CAD</b>	<b>Number of Calls</b>	<b>% of Total Eligible Calls Not Sent to LowCode</b>
*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)	370	45.2%
*Call Taker decided to not send incident to LowCode, with reason: ECN NOT AVAIL= No ECN staffing or hold music on transfer	83	10.1%
*Call Taker decided to not send incident to LowCode, with reason: INABILITY TO INTERROGATE PT= Inability to talk, belligerent, RP not at same location	21	2.6%
*Call Taker decided to not send incident to LowCode, with reason: MEDICAL FACILITY RP= RN/Dr requesting 911 AND is at PT bedside	86	10.5%
*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	46	5.6%
*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)	33	4.0%
*Call Taker decided to not send incident to LowCode, with reason: QUICK LAUNCH= CPR, UNC, CP, SOB, CVA	99	12.1%
*Call Taker decided to not send incident to LowCode, with reason: REOPENED CALL= Reopened call	18	2.2%
*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	9	1.1%

*Call Taker decided to not send incident to LowCode, with reason: TEST/REOPENED CALL= Test or reopened call	4	0.5%
*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	29	3.5%
*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	2	0.2%
* Call Taker decided to not send incident to LowCode, with reason: REOPENED CALL= Reopened call	18	2.2%

**CONFIRE****STAFF REPORT****DATE: August 27, 2024****FROM: Nathan Cooke  
Interim Director****TO: CONFIRE Administrative Committee**

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**SUBJECT: CONFIRE/County of San Bernardino Services Agreement**

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**Recommendation**

Adopt Resolution No: 2024-04 authorizing participation in the Employment Risk Management Authority (ERMA) program for employment practices liability insurance coverage.

**Background Information**

CONFIRE currently is insured with Alliant Insurance Services for employment practices liability insurance; however, Alliant Insurance Services excludes insurance coverages for any services related to ambulance operations, as a result, CONFIRE had to search for other insurance companies to provide coverages for compliance with CONFIRE's contract for ambulance operations, a requirement in the contract is for employment practices liability insurance coverage.

ERMA is a statewide risk sharing pool comprised of thirteen (13) joint powers authorities that provides coverage and loss prevention services to California public entities. ERMA has been in operation since July 1999, and provides programs and coverages for public agencies throughout the state. ERMA coverage is an added benefit for CONFIRE as a member of California Intergovernmental Risk Authority (CIRA), which provides liability insurance coverage including bodily injury, property damage, personal injury and public official's errors and omissions.

Upon approval and adoption of Resolution No: 2024-04 from the Administrative Committee for participation in ERMA for employment practices liability insurance coverage, CONFIRE will have access to the following services:

**Risk Management:** ERMA provides resources and strategies to mitigate risks associated with employment practices, such as wrongful termination, discrimination, and harassment claims.



**Legal Support:** Access to legal counsel and assistance with navigating complex employment laws and regulations.

**Training and Education:** ERMA invests a considerable effort in prevention and education providing a full suite of online and in-persons training including AB1234, Ethics, Prevention of Harassment, Discrimination and Retaliation. Coverage through ERMA includes administration and litigation, or workplace misconducts claims such as harassment, discrimination, or unlawful hiring practices.

**Policy Development:** Assistance in developing and implementing effective employment policies and procedures to ensure compliance with legal standards and promote a positive workplace culture.

**Claims Management:** Support in managing and resolving claims efficiently, including investigation and resolutions strategies.

### **Fiscal Impact**

The costs for participation in ERMA is based on CONFIRE's annual payroll and will fluctuate with any increase or decrease in payroll. The total current year cost for liability insurance from ERMA is \$589,463. These costs have been included in the current year budgets for funds 5008 and 5020.

**RESOLUTION NO. 2024-04****A RESOLUTION OF CONSOLIDATED FIRE AGENCIES (“CONFIRE”) AUTHORIZING PARTICIPATION IN THE EMPLOYMENT RISK MANAGEMENT AUTHORITY (ERMA).**

WHEREAS, CONFIRE wishes to obtain Employment Practices Liability coverage for the period October 1, 2024; and

WHEREAS, the Employment Risk Management Authority (ERMA) is a self-insured joint powers authority created for the sole purpose of Employment Practices Liability Coverage. ERMA is comprised of various public entities who risk share up to \$1 million against potentially unlawful employment practices and discrimination claims; and

WHEREAS, ERMA formed primarily due to the fact that government entities have not historically been able to secure Employment Practices Liability (EPL) coverage at a competitive cost through the commercial insurance marketplace; and

WHEREAS, ERMA has met all of the high professional standards established by the California Association of Joint Powers Authorities (CAJPA) in the areas of governance, finance, claims control, safety and loss control and ERMA is fully accredited by CAJPA. CAJPA’s accreditation process requires reviews by independent consultants in the areas of accounting, claims adjusting, and actuarial analysis; and

WHEREAS, ERMA provides services to both Joint Powers Insurance Authorities and individual public entities; and

WHEREAS, CONFIRE has determined that it is in the best interest to become a member of ERMA for the purpose of obtaining Employment Practices Liability coverage; and

WHEREAS, ERMA requires CONFIRE to pass a resolution expressing the desire and commitment of the CONFIRE’s participation in ERMA, which requires a three year minimum participation period. CONFIRE also understands our entity will be bound by the provisions in the ERMA Joint Powers Agreement just as though it were fully set forth and incorporated herein whether our entity had signed it individually or through an underlying Joint Powers Insurance Authority.

**NOW, THEREFORE, BE IT RESOLVED BY CONFIRE:**

THAT, CONFIRE approves participation in ERMA October 1, 2024; and

THAT, the Interim Director on behalf of CONFIRE is hereby authorized to take any and all actions necessary to implement the foregoing resolution.

PASSED, APPROVED AND ADOPTED this 27<sup>th</sup> day of August 2024.

\_\_\_\_\_  
CONFIRE Administrative Committee Chairperson

ATTEST: \_\_\_\_\_ CONFIRE Interim Director

I, Nathan Cooke, Interim Director of CONFIRE, hereby certify that the foregoing resolution was duly passed at a regular meeting of the CONFIRE Administrative Committee held on the 27<sup>th</sup> day of August 2024 by the following vote on roll call:

Ayes:

Noes:

Absent:

**CONFIRE****STAFF REPORT****DATE: August 27, 2024****FROM: Nathan Cooke, Interim Director****BY: Damian Parsons, Finance/Administrative Director****TO: Administrative Committee**

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**SUBJECT: Analysis of Costs Associated with Fire Department  
Response to Emergency Communication Nurse System  
Designated Calls**

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**Recommendation**

Accept the findings of the analysis of costs associated with fire department responses to Emergency Communication Nurse System.

**Background Information**

The Consolidated Fire Agencies (CONFIRE) implemented the Emergency Communication Nurse System (ECNS) program on December 21, 2020, through a contractual agreement with Regional Emergency Medical Services Agency (REMSA) to provide California licensed nurses who were Emergency Medical Dispatch (EMD) trained to screen certain low acuity calls and direct them to appropriate treatment or transportation options, in lieu of a fire department response or ambulance transport.

An analysis was performed to estimate the potential cost savings for CONFIRE agencies by the ECNS program. The analysis is based on Computer Aided Dispatch system (CAD) data from fiscal year 2023-24. It includes Geographic Information System (GIS) mapping data to calculate distances from the nearest fire station to each call location. These distances were subtotaled by the responding agency to estimate potential savings based solely on vehicle operation costs. Other costs such as staffing, and overhead were excluded as they are unlikely directly impacted by the ECNS program.

The following table illustrates the potential savings for each CONFIRE agency.

Analysis of ECNS Costs/Savings by CONFIRE Agency

CONFIRE Agency	Total ECNS Eligible Calls	Approx. miles traveled responding to ECNS Eligible Calls	Estimated Vehicle Cost	Average number of ECNS calls that reach nurse and are not returned for urgent response.	Total miles reduced through ECNS redirect of calls	Approx savings in vehicle costs
Adelanto	296	1,215	\$ 3,645	139	569	\$ 1,706
AppleValley	651	1,232	\$ 3,696	305	577	\$ 1,730
Big Bear Fire	260	370	\$ 1,110	122	173	\$ 520
ChinoValleyFD	1,325	2,382	\$ 7,147	620	1,115	\$ 3,345
Colton	387	474	\$ 1,423	181	222	\$ 666
CrestForest	249	293	\$ 878	117	137	\$ 411
East Valley	2,318	3,101	\$ 9,304	1,085	1,451	\$ 4,354
Fontana	1,333	2,070	\$ 6,210	624	969	\$ 2,906
Hesperia	801	2,152	\$ 6,456	375	1,007	\$ 3,021
Loma Linda	250	308	\$ 923	117	144	\$ 432
MontclairFD	270	342	\$ 1,025	126	160	\$ 480
Mountain	193	376	\$ 1,127	90	176	\$ 528
Needles	128	312	\$ 935	60	146	\$ 438
North Desert	523	2,773	\$ 8,319	245	1,298	\$ 3,893
RanchoCucamonga	1,178	1,912	\$ 5,737	551	895	\$ 2,685
Redlands	639	916	\$ 2,747	299	429	\$ 1,286
Rialto	1,415	1,766	\$ 5,299	662	827	\$ 2,480
Running Springs	47	31	\$ 94	22	15	\$ 44
South Desert	642	2,295	\$ 6,886	300	1,074	\$ 3,223
Valley	3,296	4,403	\$ 13,209	1,543	2,061	\$ 6,182
VictorvilleFD	468	895	\$ 2,684	219	419	\$ 1,256
Total	16,669	29,618	\$ 88,854.22	7,801	13,861	\$ 41,583.78

**Description of Table Elements:**

**Total ECNS Eligible Calls:** Calls that were identified as eligible to be transferred to an Emergency Communication Nurse (ECN) based on EMD determinant code. Not all calls that receive this designation will be transferred to an ECN. CONFIRE's goal is to reach a transfer rate of 60% or more. As of June 2024, the transfer rate was approximately 30%.

**Approximate miles traveled responding to ECNS calls:** Using the total number of eligible ECNS calls, the travel time from the closest fire station to each call location was measured using Lat/Lon coordinates from CAD. If more than one fire department resource was dispatched to the call and arrived on scene, the total miles from each unit was included.

**Estimated Vehicle Cost:** This was calculated as total miles traveled multiplied by \$3.00 per mile. The average cost per mile for a fire engine in California, influenced by factors like fuel, maintenance, depreciation, and equipment needs, is generally higher than that of standard vehicles. While there is no standardized cost, \$3.00 per mile is a commonly accepted estimate from various source.

**Average number of ECNS calls that reach nurse and are not returned for urgent response:** Based on the last six months of ECNS data, approximately 22% of calls that were transferred to an ECN were referred back to the CONFIRE dispatcher for an urgent response. This may be done for a variety of reasons, but the intent is to exercise a high level of caution if there is any question as to the acuity of the patient's condition. Because these would result in a fire department response, these calls are removed from the cost savings side of the equation.

**Total Miles Reduced through ECNS redirect of calls:** This represents approximately 60% of the total eligible ECNS calls, minus the 22% of calls returned for urgent response. This reflects the estimated number of calls that currently receive an emergency response but would no longer require such a response if ECNS is used. Therefore, each call that no longer requires a fire department response represents a savings measured by reduced vehicle costs.

**Approximate savings in vehicle costs:** This is based on the total miles reduced above time \$3.00 per mile.

**Assumptions and Limitations:**

- Given that ECNS is a new and expanding program, some estimates, like the 60% transfer rate to an ECN, are based on projections that staff believes are achievable with proper staffing. Additionally, calls returned for emergency response were averaged rather than analyzed individually.

- Travel distances were calculated from the closest fire station, not the actual location of responding units, as using the precise locations from CAD data in GIS software was impractical.
- Approximately 25% of transferred ECNS calls currently receive a fire department response due to the lack of alternative transportation, although CONFIRE is working on solutions. For this analysis, these calls were assumed to NOT require a fire response.

This analysis only evaluated one benefit of the ECNS program. In addition to the mitigation of unnecessary fire department responses, the ECNS program helps to avoid unnecessary ambulance transports and emergency room (ER) visits, which alleviates the strain on our emergency medical system as a whole and ensures that patients receive timely and appropriate care in the most suitable environment.

### **Fiscal Impact**

This analysis is for informational purposes. There is no fiscal impact.

**CONFIRE****STAFF REPORT****DATE: August 27, 2024****FROM: Nathan Cooke, Interim Director****BY: Damian Parsons, Finance/Administration Director****TO: CONFIRE Administrative Committee**

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**SUBJECT: Addition of Regular Status Positions to Change Emergency Communication Nurse System Positions from Contract to Permanent Positions and Funding Plan**

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**Recommendation**

1. Authorize the addition of five (5) new positions, four (4) Emergency Communication Nurse positions and one (1) Emergency Communications Nurse Manager position to convert Emergency Communication Nurse System staffing from contract positions to full-time permanent regular status positions.
2. Approve the proposed funding plan for the Emergency Communication Nurse System program for the last six months of the fiscal year and subsequent years.

**Background Information**

On March 11, 2021, the American Rescue Plan Act (ARPA) was signed into law by the President. The law is intended to assist, but limited to, public health and economic impacts due to the COVID-19 pandemic. The implementation of the Emergency Communications Nurse System (ECNS) program occurred December 21, 2020, through a contractual agreement with Regional Emergency Medical Services Agency (REMSA) to provide California licensed nurses who were Emergency Medical Dispatch (EMD) trained in LowCode to screen certain low acuity calls and direct them to appropriate treatment or transportation options.

As an accredited center for Emergency Medical Dispatch, Consolidated Fire Agencies (CONFIRE) can operate its Emergency Medical Dispatch (EMD) program to incorporate a nurse element. Utilizing nurses with CONFIRE's expanded dispatch capabilities mitigates unnecessary ambulance transports and emergency room (ER) visits by providing immediate, professional nursing care to individuals in their homes or community settings and sometimes arrange for other modes of transportation to non-emergency medical facilities. This approach not only alleviates the strain on our emergency services



but also ensures that patients receive timely and appropriate care in the most suitable environment.

The ARPA Coronavirus Local Fiscal Recovery Fund (CLFRF) has allowed CONFIRE to hire contract nurses and expand the program to provide 24-hour coverage, 7 days a week including additional staffing for peak periods of high call volume. Unfortunately, because the nurses are on a contract and not permanent employees of CONFIRE, it has been very difficult to retain and recruit qualified ECN's and a nurse manager.

On February 8, 2022, the County Board of Supervisors and the San Bernardino County Fire District entered into an agreement regarding the transfer of ARPA CLFRF, which is being utilized by CONFIRE for ECNS expenditures. The ARPA funding is set to run out as of December 1, 2024. CONFIRE requested additional ARPA funding from the County to secure funding for the program through December 2026 but was denied due to all ARPA funds being already earmarked for other projects.

Per the Ground Ambulance contract #23-1282 with San Bernardino County CONFIRE is required to have the ECNS program. CONFIRE staff has developed the following funding plan to cover the \$1.6 million a year needed to provide ECNS:

1. Seek to obtain 100% of program costs from the Payers, who in the healthcare industry are organizations, entities or people that pay for services from healthcare providers.
2. Seek to obtain the remaining balance after the Payers from other funding streams provided by San Bernardino County, the State, the Federal Government, or other sources.
3. Fund the balance of remaining costs from CONFIRE Emergency Medical Services revenues, subject to revenues materializing to meet existing expenditure obligations and contract requirements, or through the revenue (approx. \$900,000 annually) that would be received from AMR via the \$5 per call for EMD services provided by CONFIRE, if they remain as the County ambulance provider.
4. If needed, fund the remaining balance from CONFIRE agencies based on the existing Call Volume metric currently utilized to recover other CONFIRE costs.

### **Fiscal Impact**

The estimated annual fully encumbered costs for the (4) nurses and the (1) nurse manager is \$1.3 million. The CONFIRE Board of Directors previously approved this amount in the 2024-25 budget with the costs being paid for by the ARPA funding through December 2024.

CONFIRE will utilize the above funding plan to cover the estimated \$896,000 shortfall for 2024-25 and the annual \$1.6 million in costs for ECNS in future years.