



ADMINISTRATIVE COMMITTEE MEETING

TUESDAY, JANUARY 27, 2026 – 11:00 AM

598 S. TIPPECANOE AVE. 1ST FLOOR ASSEMBLY ROOM, SAN BERNARDINO, CA

AGENDA

The CONFIRE Administrative Committee Meeting is scheduled for Tuesday, January 27, 2026, at the San Bernardino County Fire Headquarters located at 598 S. Tippecanoe Ave., 1st Floor Assembly Room, San Bernardino, 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 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
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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. (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 December 16, 2025.
- [2.](#) CONFIRE Operations Statement as of December 31, 2025.
- [3.](#) Fund Balance Report as of December 31, 2025.
- [4.](#) YTD Call Summary
- [5.](#) YTD Answer Time
- [6.](#) YTD Billable Incidents
- [7.](#) Call Processing Time Analysis - December 2025
- [8.](#) ECNS Report - December 2025
- [9.](#) Amendment to Consultant Agreement - Mat Fratus Consulting
- [10.](#) Consultant Agreement - Robert Half Inc.
- [11.](#) NICE Telephony Upgrade - Purchase

NEW BUSINESS

- [12.](#) Call Processing - **DISCUSSION**

ROUND TABLE

CLOSED SESSION

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

ADJOURNMENT

Upcoming Meetings:

Next Meeting: CONFIRE Joint Board of Directors and Administrative Committee Meeting,
February 24, 2026, 1:00 p.m.

POSTING:

This is to certify that on January 22, 2026, I posted a copy of the agenda:

- 1743 Miro Way, Rialto, CA
- on the Center's website which is www.confirer.org
- 598 S. Tippecanoe St., San Bernardino, CA

/s/ Liz Berry

Liz Berry
Clerk of the Board



ADMINISTRATIVE COMMITTEE MEETING

TUESDAY, DECEMBER 16, 2025 – 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 Jeremy Ault, 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, Redlands Fire Department
Chief Chris Jensen, Rialto Fire Department
Chief Martin Serna, 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 30 minutes; 3 minutes allotted 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 Administrative Committee Minutes of November 17, 2025.
2. CONFIRE Operations Statement as of October 31, 2025.
3. Fund Balance Report as of October 31, 2025.
4. YTD Call Summary
5. YTD Answer Time
6. YTD Billable Incidents
7. Call Processing Time Analysis – November 2025
8. ECNS Report – November 2025
9. Vehicle Purchase

Motion to accept item 1 on Consent.

Motion by: Chief Ray Bruno

Second by: Chief Jeremy Ault

Yes – 8

No - 0

Abstain – 1, Chief Jeremy Ault

Absent – 0

Motion to accept items 2 thru 9 on Consent.

Motion by: Chief Jeremy Ault

Second by: Chief Ray Bruno

Yes – 9

No - 0

Abstain – 0

Absent – 0

DIRECTOR REPORT

Director Cooke spoke on the ECNS program and updated the group of the momentum and support building around it.

- a. Communication Division Update – Angela Haddad
 - *Communication supervisor interviews were recently held. 7 candidates total, 4 internal 3 external. 1 internal candidate has been selected to fill the current vacancy.*
 - *ECNS nurse interviews were recently conducted, outcome not yet announced.*
 - *Communications continues to monitor and track call processing times.*
 - *NextRequest implementation coming soon for PRA requests.*
 - *Efforts continue regarding non- emergency transport for ECNS Division.*
 - *Nurses recently moved to a Zoom platform.*
 - *Preplanning continues for move to the Valley Communications Center.*
 - *Moving forward with Ontario joining the ECNS program.*

- b. Finance/Admin. Division Update – Damian Parsons
 - *County Board of Supervisors approved Department of Behavioral Health agreement with CONFIRE for 2 million over 3 years with DBH employees imbedded in the call center.*
 - *Continued discussion with Kaiser regarding ECNS funding, hopefully good news coming soon.*
- c. MIS Division Update – Renan Mamaril
 - *NICE voice logger update completed.*
 - *MIS continues to work on the build out of the HDGC for the upcoming VCC transition.*
 - *Senior Network Engineer recruitment continues. One strong candidate has been identified.*
- d. EMS Division Update – Chief Joe Barna
 - *We continue to review numbers as we dig in on what the EMS budget will look like.*
 - *Committee has not met as we continue waiting on a legal decision.*

SUBSIDIARY COMMITTEE REPORTS

- a. CAD to CAD – Nathan Cooke
 - *Scheduled to go live with San Bernardino County HUB January 13th.*
 - *CAD to CAD study continues via SBCOG.*
- b. CONFIRE ECNS Regionalization Initiative (CERIS) – Mallory Osekowsky
 - *First meeting was held December 4th.*
 - *Mallory Osekowsky was chosen as chair and will report to the Administrative Committee monthly.*

NEW BUSINESS

10. Motorola Purchase – Renan Mamaril – ACTION ITEM

The Board of Directors (BOD) in its meeting on September 24, 2024, authorized the Interim Director to approve and execute the lease agreement for the VCC with the County of San Bernardino.

In preparation for the move, there is a need to relocate and configure dispatch equipment and telephone circuits from the Rialto Communication Center to the High Desert Government Center and VCC.

Staff recommends the Administrative Committee approve the purchase of services from Motorola Solutions, in an amount not to exceed \$250,000; to move and re-install dispatch equipment and configure telephone circuits from the Rialto location to the High Desert Government Center and Valley Communications Center (VCC).

The fiscal impact is not to exceed \$250,000 and will be funded from General Reserves (Fund 5010). The 2025-26 budget for Fund 5010 includes \$3,000,000 for expenses

related to the new VCC as follows: \$2,000,000 for the lease down payment and \$1,000,000 for equipment and associated moving expenses.

Motion to approve the purchase of services from Motorola Solutions, not to exceed \$250,000, as presented.

Motion by: Chief Bobby Clemmer

Second by: Chief Dan Harker

Yes – 9

No - 0

Abstain – 0

Absent – 0

11. Interim Director Agreement – Damian Parsons – ACTION ITEM

To ensure continuity of services, CONFIRE recommends a fourth amendment to the contract with CVIFD to extend Deputy Fire Chief, Nathan Cooke to serve as the Interim Director of CONFIRE through December 31, 2026.

The annual cost for the contract extension will be \$455,552. The new annual cost reflects a 3% increase over the prior year. The cost of this contract was included in the approved 2025-26 Operations Budget (Fund 5008)

Motion to approve Amendment No. 4 to the Interim Director agreement with Chino Valley Independent Fire District, extending the term from January 1, 2026, to December 31, 2026, for a total not to exceed \$455,552.

Motion by: Chief Rich Sessler

Second by: Chief Ray Bruno

Yes – 9

No - 0

Abstain – 0

Absent – 0

12. Public Records Act/NextRequest – Nathan Cooke – DISCUSSION ITEM

CONFIRE is currently working with NextRequest to update our website with a link to NextRequest for the public to submit Public Records Requests. This will streamline requests and help maintain consistency. Our hope and goal is to take the burden off our agencies.

ROUND TABLE

None

CLOSED SESSION

**The Administrative Committee entered Closed Session at 1:33 p.m.*

13. Public Employee Discipline/Dismissal/Release – Government Code section 54957(b)
14. Review and update existing Litigation – Government Code section 54956.9: AMR Lawsuit

**The Administrative Committee reconvened in Open Session at 2:07 p.m.*

PUBLIC REPORT OF ACTION TAKEN IN CLOSED SESSION

Chair Dan Harker reported the following action taken during closed session pursuant to Government Code Section 54957, Public Employee Discipline/Dismissal/Release.

Item: Public Employee Dismissal: Call Taker

Motion to approve settlement of resignation in lieu of termination of employee holding the position of Call Taker, effective December 16, 2025.

Motion by: Chief Martin Serna

Second by: Chief Rich Sessler

Yes – 8, Chiefs Peratt, Ault, Bruno, Harker, Barreda, Sessler, Jensen and Serna

No – 1, Chief Bobby Clemmer

Abstain – 0

Absent – 0

ADJOURNMENT

Motion to adjourn the CONFIRE Administrative Committee Meeting

The meeting adjourned at 2:20 p.m.

Upcoming Meetings:

Next Regular Meeting: Administrative Committee Meeting – January 27, 2025

/s/ Liz Berry
Liz Berry
Clerk of the Board



OPERATIONS FUND 5008
Unaudited MONTHLY SUMMARY FY 2025-26

Expenditures	July	Aug	Sep	3 PP Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	3 PP June	Total YTD Expended	2025/26 Budget	Bud - Exp Difference	% Used
Salary/Benefits	711,761	755,969	724,721	1,148,080	790,165	842,579	-	-	-	-	-	-	4,973,275	10,879,850	\$5,906,575	45.7%
Overtime/Call Back	34,366	31,923	32,584	48,906	30,610	33,910	-	-	-	-	-	-	212,299	-	-\$212,299	0.0%
Phone/Circuits/Internet	30,938	1,348	36,543	25,468	24,196	27,803	-	-	-	-	-	-	146,296	316,018	\$169,722	46.3%
County IS/Data Services/Counsel	440	5,029	7,583	2,306	2,852	2,349	-	-	-	-	-	-	20,560	59,905	\$39,345	34.3%
Radio/Pager, Console Maint	-	22,678	22,678	22,678	22,678	22,678	-	-	-	-	-	-	113,391	205,559	\$92,168	55.2%
Computer Software	335,785	892,083	190,479	668,132	810	23,168	-	-	-	-	-	-	2,110,458	2,663,919	\$553,461	79.2%
Computer Hardware	14	(8,358)	16,729	-	-	-	-	-	-	-	-	-	8,385	15,250	\$6,865	55.0%
Office Exp/Copier Lease	11,374	4,779	31,311	13,364	27,777	6,145	-	-	-	-	-	-	94,750	91,435	(\$3,315)	103.6%
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	-	-	-	-	-	-	296,873	649,321	\$352,448	45.7%
Travel/Training	17,879	(13,344)	8,815	9,127	4,840	3,741	-	-	-	-	-	-	31,059	115,592	\$84,533	26.9%
Auto/Structure/Fuel	1,839	2,013	2,938	4,637	4,198	2,630	-	-	-	-	-	-	18,254	60,590	\$42,336	30.1%
Other/HDGC Rent/Equip Trans	16,713	3,823	26,788	17,645	13,423	14,680	-	-	-	-	-	-	93,071	405,938	\$312,867	22.9%
Total	1,146,349	1,675,623	1,465,794	1,923,643	1,045,976	1,060,565	-	-	-	-	-	-	8,317,950	15,767,375	\$7,449,425	52.8%
% Fiscal Year Passed																50%

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	-	-	-	-	-	-	-	-	7,710,089.47	15,691,744.00	7,981,654.53	0.49
Interest	47,233.88	(47,233.88)	-	40,976.89	-	-	-	-	-	-	-	-	40,976.89	-	(40,976.89)	-
Other		(51,551.29)	-	-	10,544.69	-	-	-	-	-	-	-	(41,006.60)	-	41,006.60	-
Total	3,982,223	(232,044)	(685)	3,950,021	10,545	-	-	-	-	-	-	-	7,710,060	15,691,744	7,981,684	0.49
% Fiscal Year Passed																50%





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

Operations Fund (5008)

Unaudited Fund Balance 7/1/25		\$	3,092,812
Revenue	7,710,060		
Expenditures	(8,318,321)		
Net			(608,261)
Net Transfers In/Out			-
Available Fund Balance		\$	2,484,551

*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	303,908		
Expenditures	(72,923)		
Net			230,985
Available Fund Balance		\$	2,525,377

General Reserve Fund (5010)

Unaudited Fund Balance 7/1/25		\$	7,181,591
Revenue	127,553		
Expenditures	(444,621)		
Grant Funds Due to CAD to CAD	-		
Net			(317,068)
Fund Balance			6,864,523
Net Transfers In/Out			-
Total Fund Balance		\$	6,864,523
Restricted Fund Balance			
Reserve for CIP	(3,000,000)		
Net Committed			(3,000,000)
Available Fund Balance		\$	3,864,523

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



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

Term Benefits Reserve Fund (5011)

Unaudited Fund Balance 7/1/25		\$	2,013,843
Revenue	138,477		
Expenditures	-		
	Net		138,477
	Net Transfers In/Out		-
Available Fund Balance		\$	2,152,320

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

Unaudited Fund Balance 7/1/25		\$	450,624
Revenue	11,047		
Expenditures	(201,319)		
	Net		(190,272)
	Net Transfers In/Out		-
Available Fund Balance		\$	260,353

Emergency Medical Service Division Enterprise Fund (5020)

Unaudited Fund Balance 7/1/25		\$	697,805
Revenue	(895)		
Expenditures	(516,361)		
	Net		(517,256)
	Net Transfers In/Out		-
Available Fund Balance		\$	180,549

Emergency Communications Nurse System (5030)

Unaudited Fund Balance 7/1/25		\$	-
Revenue	426,202		
Expenditures	-		
	Net	\$	426,202
	Net Transfers In/Out		-
Available Fund Balance		\$	426,202



Call Summary

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

Year: 2025

From: 1/1/2025

To: 1/231/2025

Period Group: Month

Call Type: All

Abandoned Filters: Include Abandoned

CONFIRE

Date	911	911 Abdn	Total 911	911 Abdn Percentage	10-Digit Emergency Inbound	10-Digit Emergency Abdn	Total 10-Digit Emergency	Admin Outbound	Admin Inbound	Admin Inbound Abandoned	Total Admin	Total All Calls	Average Call Duration
Jan-25	22264	78	22342	0.35%	12590	412	13002	15762	4942	149	20853	56197	128.9
Feb-25	14711	61	14772	0.41%	9400	269	9669	11718	3810	89	15617	40058	124.2
Mar-25	16161	262	16423	1.60%	14489	3176	17665	14220	4188	89	18497	52585	126.9
Apr-25	12272	2711	14983	18.09%	15995	337	16332	14700	4205	146	19051	50366	116.6
May-25	12442	193	12635	1.53%	19436	428	19864	16886	3933	57	20876	53375	121.3
Jun-25	14405	126	14531	0.87%	16844	433	17277	15653	3545	57	19255	51063	122.5
Jul-25	13391	199	13590	1.46%	18230	484	18714	16758	4742	331	21831	54135	122.3
Aug-25	19294	101	19395	0.52%	14556	412	14968	16857	4210	64	21131	55494	119.2
Sep-25	17679	60	17739	0.34%	12375	495	12870	15156	3881	47	19085	49694	120.6
Oct-25	14173	61	14234	0.43%	12649	355	13004	14930	7036	53	22019	49257	121.4
Nov-25	16402	96	16498	0.58%	13523	2324	15847	8267	3597	44	11908	44253	121.5
Dec-25	17036	147	17183	0.86%	14352	449	14801	12114	3503	81	15698	47682	134.4
2025 Totals	192679	4097	196776	2.08%	175872	9627	185499	174849	52195	1224	228269	610544	123.3
2024 Totals	229370	704	230074	0.31%	144965	6217	151182	188241	68615	2093	258949	640205	123.2



PSAP Answer Time

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

Month - Year: 1/1/2025- 12/31/2025

Agency Fire

Affiliation

From: 1/1/2025

To: 12/31/2025

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Call Type: 911 Calls

Call Hour	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
January 2025 Total	20,144	810	435	695	164	84	10	22,342
% answer time ≤ 10 seconds	90.16%	3.63%	1.95%	3.11%	0.73%	0.38%	0.04%	100.00%
% answer time ≤ 15 seconds	93.79%							
% answer time ≤ 40 seconds	98.85%							
February 2025 Total	16,326	384	167	262	65	18	1	17,223
% answer time ≤ 10 seconds	94.79%	2.23%	0.97%	1.52%	0.38%	0.10%	0.01%	100.00%
% answer time ≤ 15 seconds	97.02%							
% answer time ≤ 40 seconds	99.51%							
March 2025 Total	15,783	314	118	168	33	7	0	16,423
% answer time ≤ 10 seconds	96.10%	1.91%	0.72%	1.02%	0.20%	0.04%	0.00%	100.00%
% answer time ≤ 15 seconds	98.01%							
% answer time ≤ 40 seconds	99.76%							
April 2025 Total	14,570	195	88	112	15	3	0	14,983
% answer time ≤ 10 seconds	97.24%	1.30%	0.59%	0.75%	0.10%	0.02%	0.00%	100.00%
% answer time ≤ 15 seconds	98.55%							
% answer time ≤ 40 seconds	99.88%							
May 2025 Total	12,253	161	97	96	20	8	0	12,535
% answer time ≤ 10 seconds	96.98%	1.27%	0.77%	0.76%	0.16%	0.06%	0.00%	100.00%
% answer time ≤ 15 seconds	98.25%							
% answer time ≤ 40 seconds	99.78%							
June 2025 Total	14,050	213	104	130	25	9	0	14,531
% answer time ≤ 10 seconds	96.69%	1.47%	0.72%	0.89%	0.17%	0.06%	0.00%	100.00%
% answer time ≤ 15 seconds	98.16%							
% answer time ≤ 40 seconds	99.77%							
July 2025 Total	12,856	332	146	181	55	20	0	13,590
% answer time ≤ 10 seconds	94.60%	2.44%	1.07%	1.33%	0.40%	0.15%	0.00%	100.00%
% answer time ≤ 15 seconds	97.04%							
% answer time ≤ 40 seconds	99.45%							
August 2025 Total	18,060	622	240	359	84	28	2	19,395
% answer time ≤ 10 seconds	93.12%	3.21%	1.24%	1.85%	0.43%	0.14%	0.01%	100.00%
% answer time ≤ 15 seconds	96.32%							
% answer time ≤ 40 seconds	99.41%							
September 2025 Total	17,136	312	95	156	25	12	3	17,739
% answer time ≤ 10 seconds	96.60%	1.76%	0.54%	0.88%	0.14%	0.07%	0.02%	100.00%
% answer time ≤ 15 seconds	98.36%							
% answer time ≤ 40 seconds	99.77%							
October 2025 Total	13,725	249	96	128	29	6	1	14,234
% answer time ≤ 10 seconds	96.42%	1.75%	0.67%	0.90%	0.20%	0.04%	0.01%	100.00%
% answer time ≤ 15 seconds	98.17%							
% answer time ≤ 40 seconds	99.75%							
November 2025 Total	15,872	283	121	178	36	8	0	16,498
% answer time ≤ 10 seconds	96.21%	1.72%	0.73%	1.08%	0.22%	0.05%	0.00%	100.00%
% answer time ≤ 15 seconds	97.92%							
% answer time ≤ 40 seconds	99.73%							
December 2025 Total	16,237	341	200	250	85	61	9	17,183
% answer time ≤ 10 seconds	94.49%	1.98%	1.16%	1.45%	0.50%	0.36%	0.05%	100.00%
% answer time ≤ 15 seconds	96.48%							
% answer time ≤ 40 seconds	99.10%							
Year to Date 2025 Total	187,012	4,216	1,907	2,715	637	264	25	195,776
% answer time ≤ 10 seconds	95.04%	2.14%	0.97%	1.38%	0.32%	0.13%	0.01%	100.00%
% answer time ≤ 15 seconds	97.18%							
% answer time ≤ 40 seconds	99.53%							
Year to Date 2024 Total	206,347	8,202	4,645	7,420	2,223	1,150	87	230,074
% answer time ≤ 10 seconds	89.69%	3.56%	2.02%	3.23%	0.97%	0.50%	0.04%	100.00%
% answer time ≤ 15 seconds	93.25%							
% answer time ≤ 40 seconds	98.50%							

CONFIRE Billable Incidents

Period: 01/01/2025 thru 12/31/2025

Jurisdiction	# of Incidents	% of Total
San Bernardino County	134,679	53.08%
VictorvilleFD	24,405	9.62%
RanchoCucamonga	19,880	7.84%
ChinoValleyFD	13,754	5.42%
AppleValley	13,192	5.20%
Rialto	11,713	4.62%
Redlands	11,471	4.52%
Colton	7,710	3.04%
MontclairFD	5,116	2.02%
Loma Linda	4,753	1.87%
Big Bear Fire	3,332	1.31%
San Manuel FD	2,510	0.99%
Running Springs	563	0.22%
Baker Ambulance	391	0.15%
Road Department	254	0.10%
Confire EMS	3	0.00%
Total	253,726	100%

BDC Division	# of Incidents	% of Total
East Valley	46,107	34.23%
Fontana	21,598	16.04%
Valley	18,260	13.56%
Hesperia	13,339	9.90%
North Desert	12,447	9.24%
South Desert	12,413	9.22%
Adelanto	5,582	4.14%
Mountain	4,933	3.66%
Total	134,679	100%

Printed on 1/7/2026 7:50:05 AM

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CONFIRE 911 Call Processing Time Analysis

December 2025



December 2025

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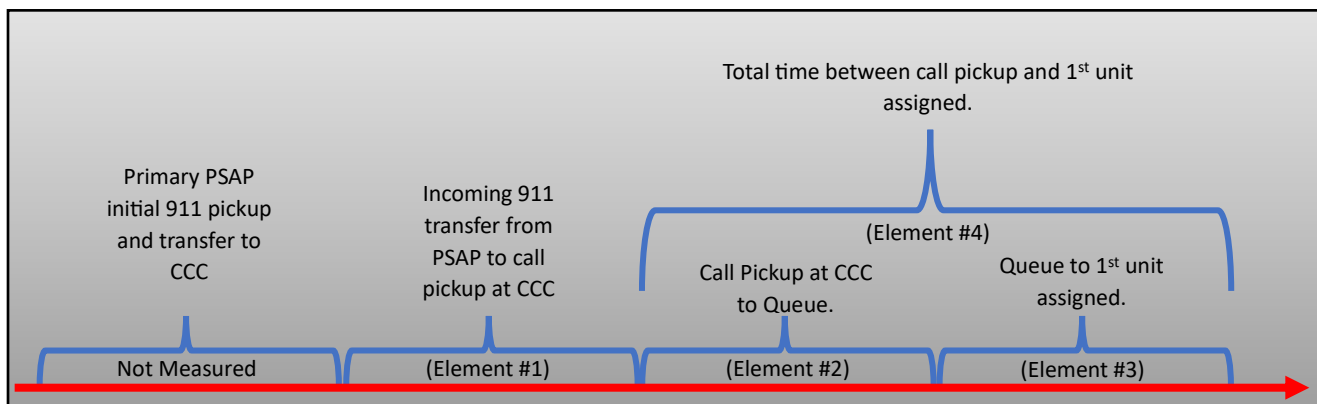
CONFIRE Emergency Call Processing Times.

December 2025

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

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

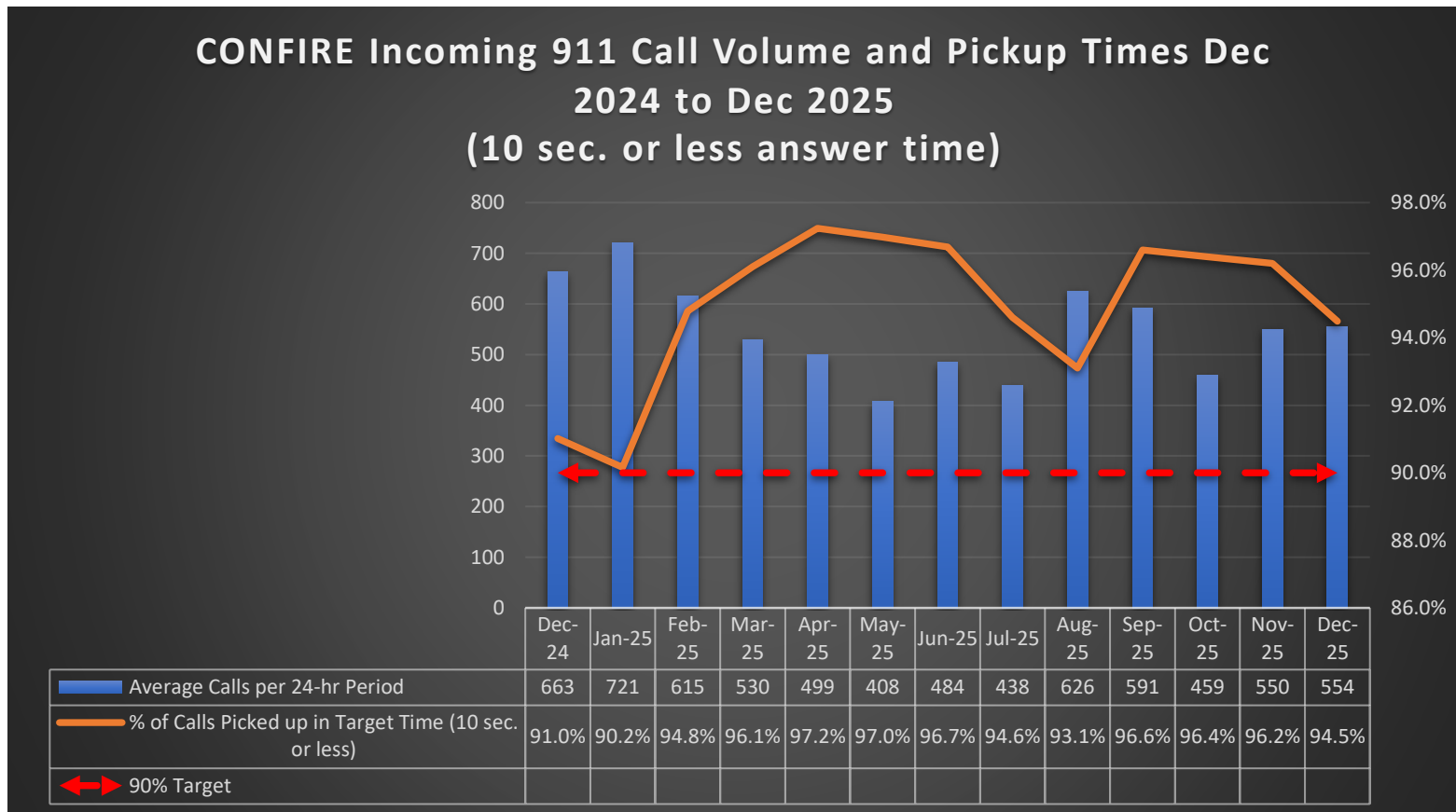
Figure 1: Visual display of elements captured in the analysis of call processing times at CONFIRE communications center.



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



NOTE: Call volume in May 2025 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 Call Pickup to First Unit Assigned. Includes all Emergency Call Types, and Calls With and Without Determinant Codes.

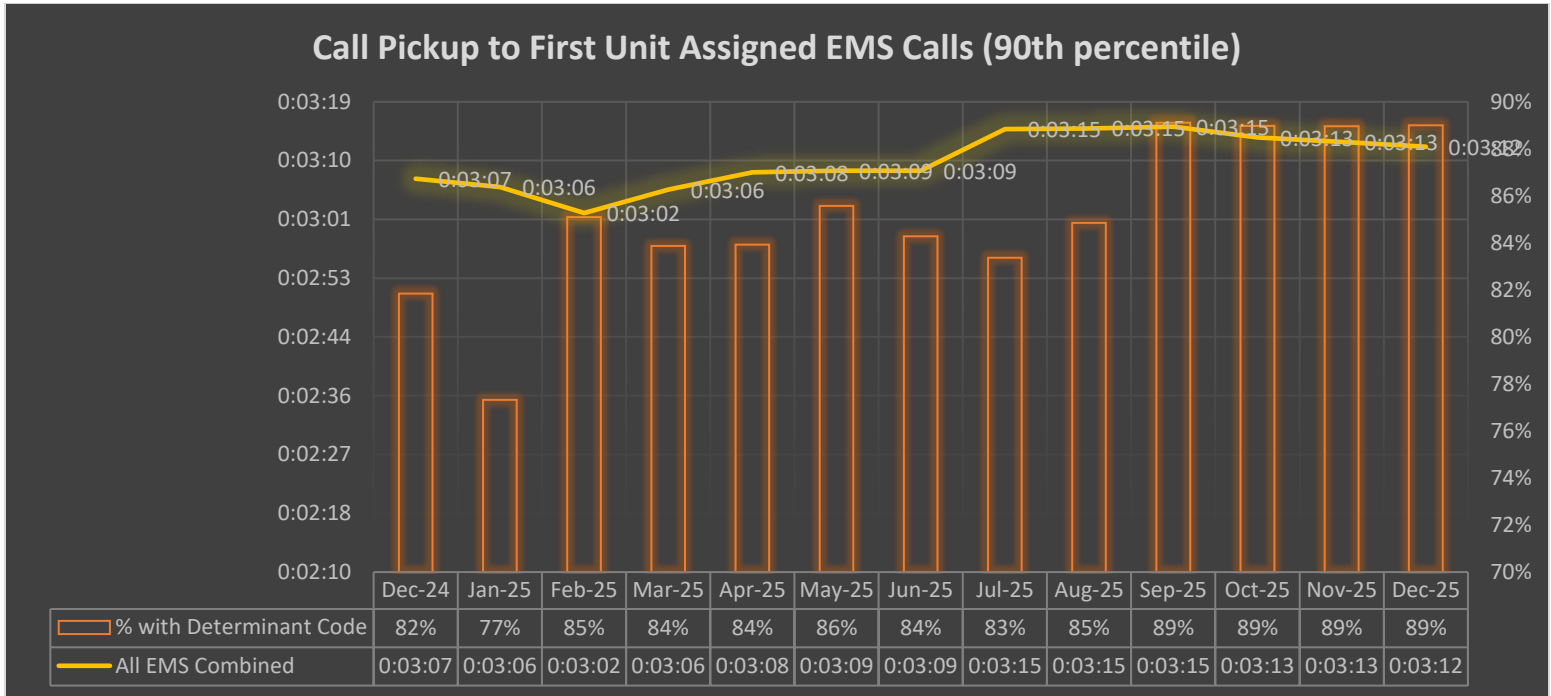


Figure 4: EMS Call Pickup to Queue. Includes all Emergency Call Types, and Calls with and Without Determinant Codes.

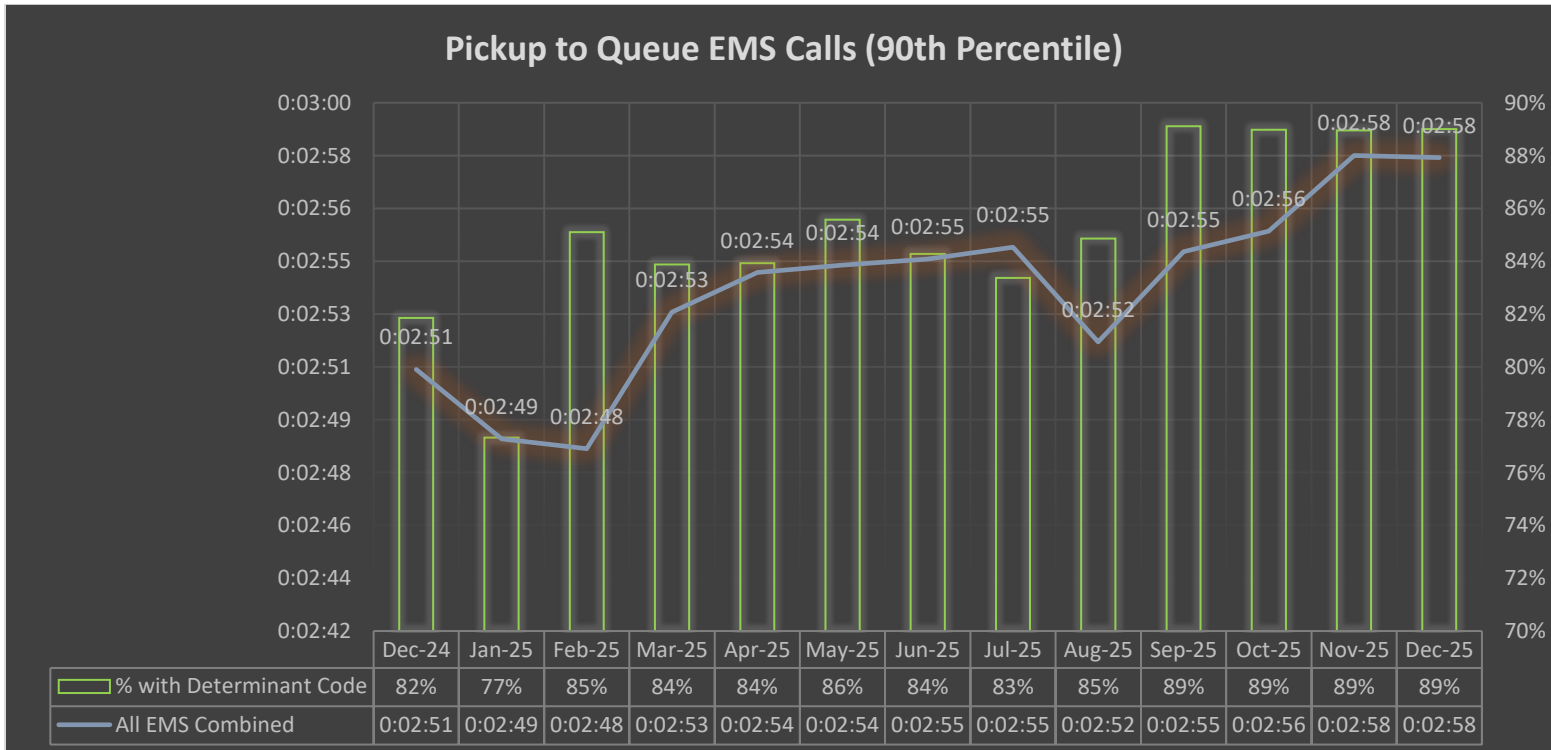


Figure 5: EMS Queue to First Unit Assigned. Includes all Emergency Call Types, and Calls with and Without Determinant Codes.

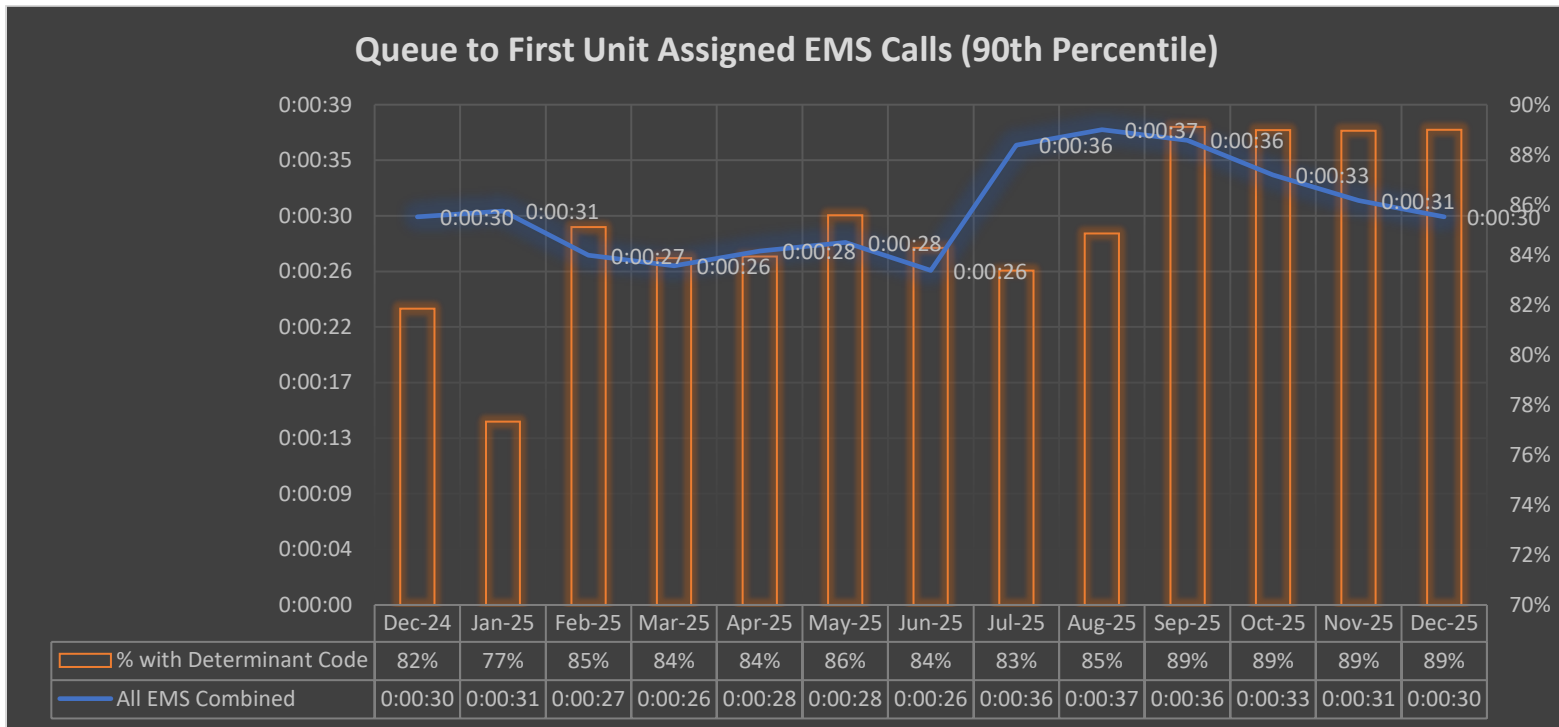
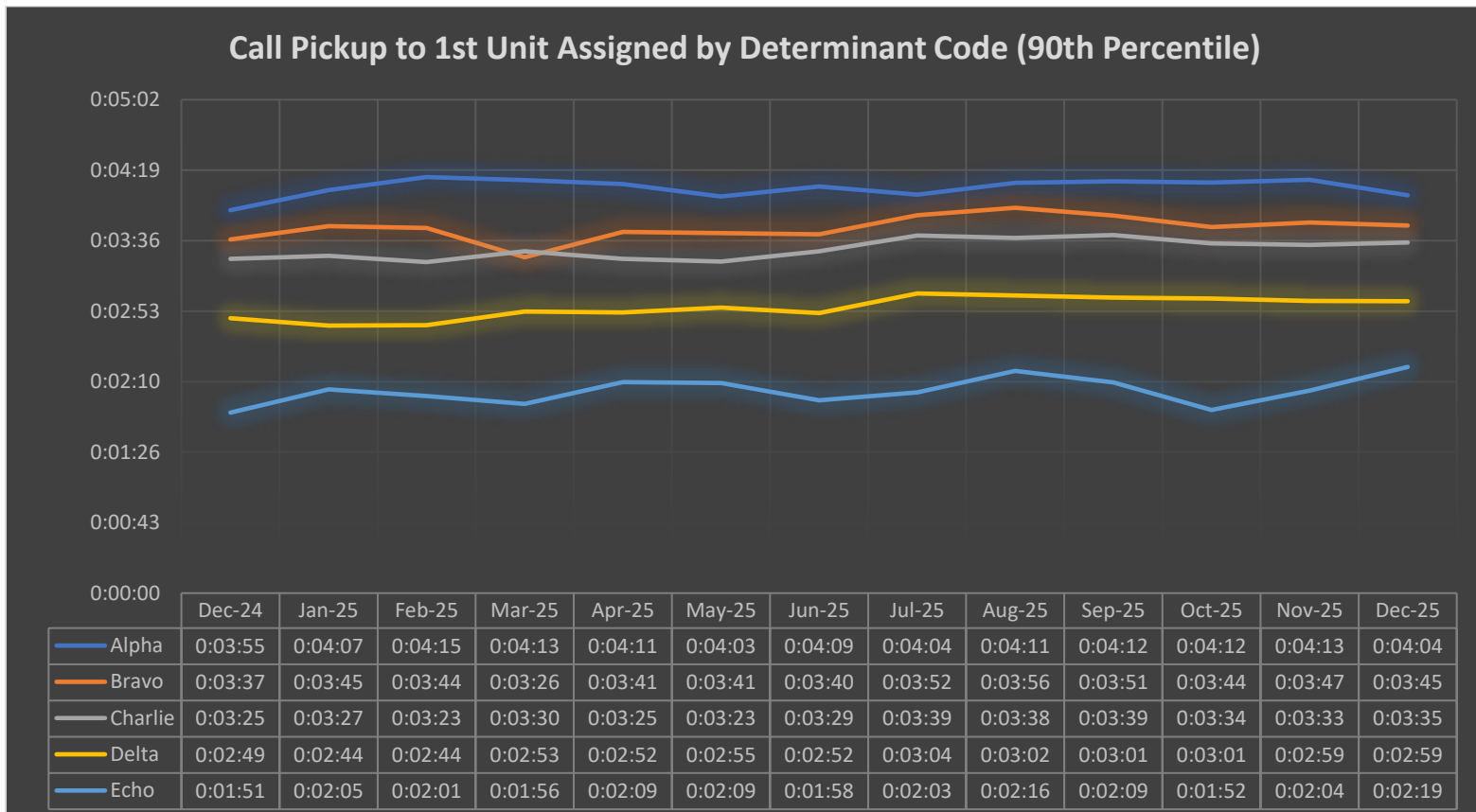


Figure 6: EMS Call Pickup to First Unit Assigned by EMD Determinant Code.



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.

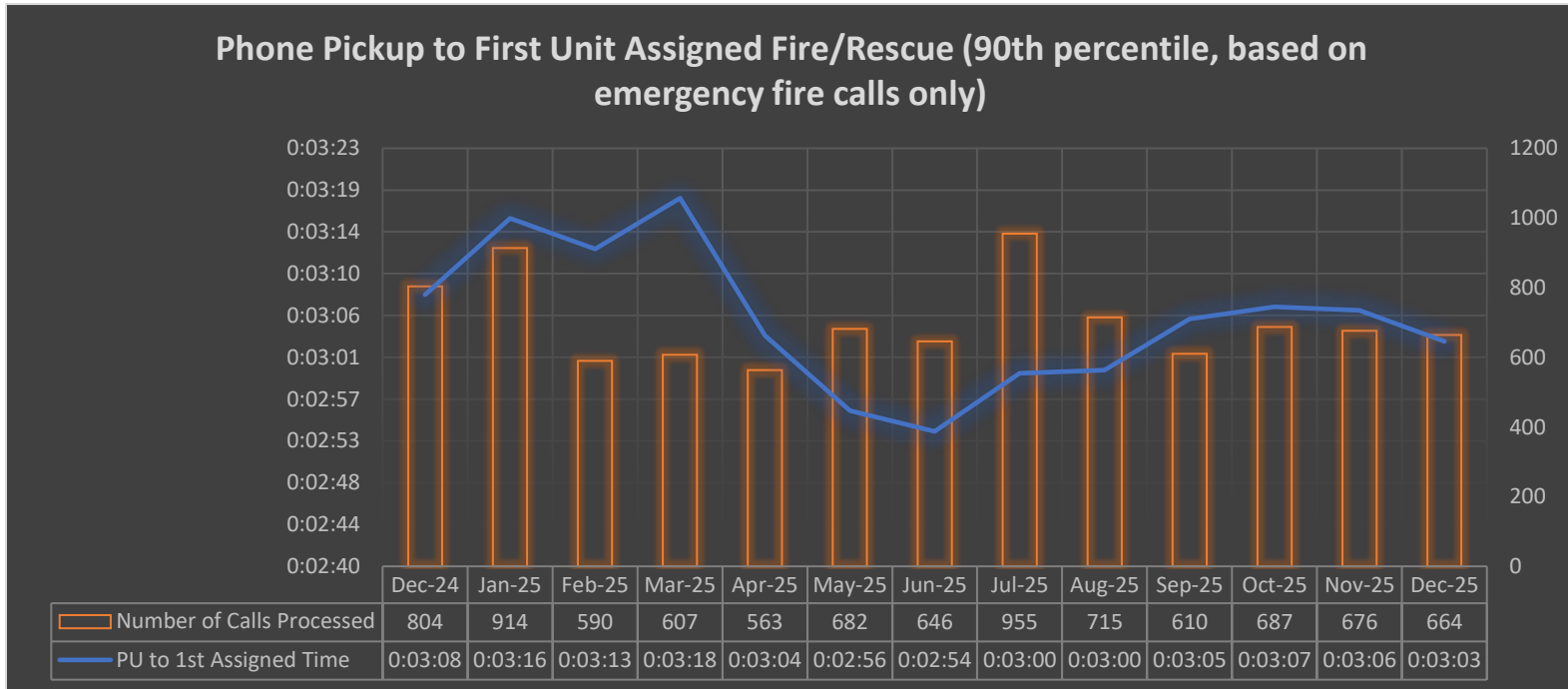


Figure 8: Fire/Rescue Call Pickup to Queue.

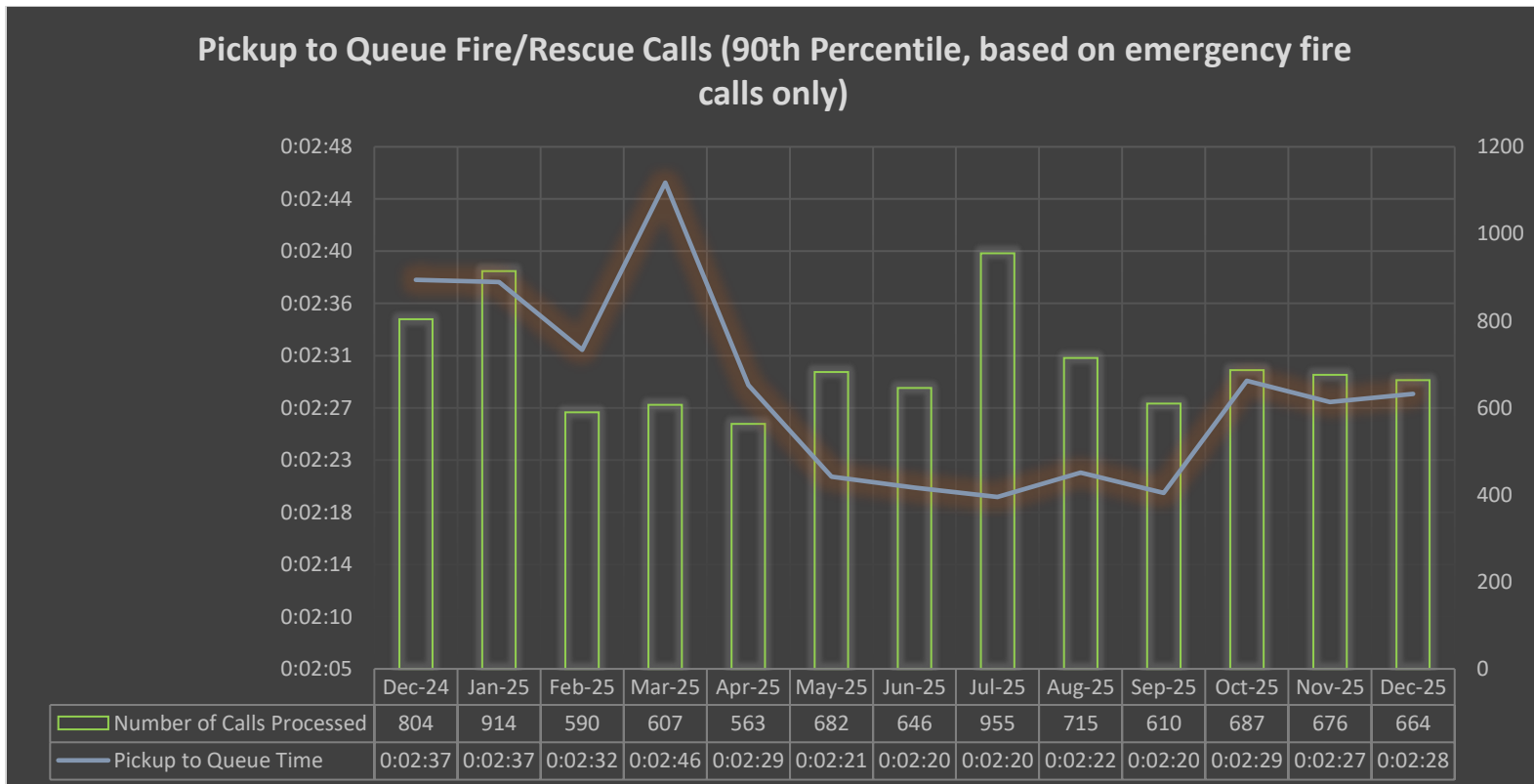
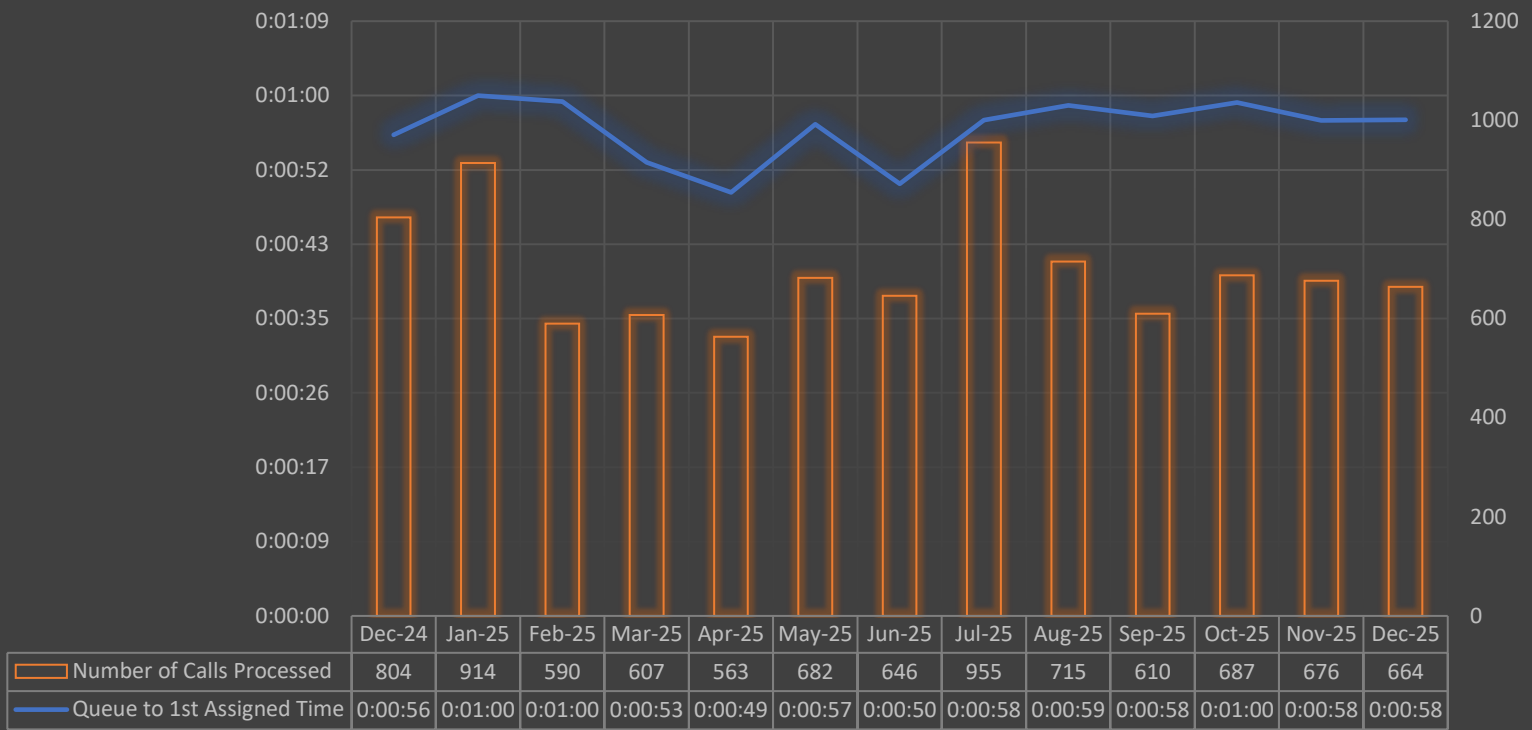


Figure 9: Fire/Rescue Queue to First Unit Assigned.

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



CONFIRE ECNS Analysis

December 2025



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CONFIRE Dispatch Processing of EMS Calls and Disposition of ECNS Eligible Calls December 2025

The following is an analysis of various ECNS call processing components and disposition of callers participating in the ECNS process. The analysis looks at various components in the call processing continuum including determination of ECNS eligibility, proper transfer and capture in the LowCode ECNS processing software, and final disposition of pre-hospital care. Data for this analysis was extracted from CONFIREs CAD 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 2300 hrs).

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

	All Calls	ECNS Operational Hours Only
Total Emergency EMS Calls	18,405	14,808
Total EMS Calls with Obtainable Determinant Code	13,995	11,248
Total EMS Calls with Determinant Code	12,492	9,915
% of EMD Obtainable EMS Calls with Determinant Code	89.3%	88.1%

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 2300 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: December 2025 data comparison IEAD Protocol and CONFIRE Adopted Policy.

	Based on IEAD Protocol (All Hours)	Based on CONFIRE Policy (Staffed hours only)
Total Calls Eligible for Low Code:	1,696	1,305
% of EMS calls with Determinant Code Eligible for ECNS	13.6%	10.4%
Total calls eligible for ECNS transfer	1,696	1,325
Total ECNS Eligible Calls Transferred to ECN (Entered in Low Code)	751	751
% of Eligible EMS Calls Transferred to ECNS system	44.3%	56.7%
% of Total EMS Calls Transferred to ECNS	4.1%	4.1%

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

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

Incoming Calls to Emergency Communications Nurse (ECN) Nurse		
	Total ECNS Transfers	751
	Calls Aborted (Hangups, disconnects, emergency declared)	181
	Total Calls received and completed by ECN	567
Calls Returned for Emergency Transport		
	Triage nurse returned call for Emergency Transport	97
	Number of returned calls for emergencies resulting in actual transport	78
	% of returned calls for emergency resulting in transport	80%
Non-emergency with no Alternative Transport		
	Patient had no alternative means of transport (Transport Unit Sent)	338
	Number of non-emergency ambulance responses that resulted in actual transport.	275

	% of non-emergency ambulance responses that resulted in actual transport.	81%
Total calls to reach ECN that resulted in an ambulance response		435
	% of total calls to reach ECN that resulted in ambulance response	76.7%
	Total ambulance responses that resulted in a transport	356
	% of response with transport	82%
	Number of callers who received ECN directions and did not transport by ambulance.	132
	Number of callers who received ECN directions, but ambulance was sent only because the patient had no other means of transportation.	338
	Potential transport deferrals if alternative transportation was available	470

Table 4: Recommended Point of Care Disposition for patients completing ECNS process for December 2025.*

Disposition of Care Text	Number	Percent
Seek Emergency Care as Soon as Possible	237	41.6%
Seek Face to Face Care within 1-4 Hours	162	28.4%
Emergency Response	97	17.0%
Schedule an Appointment to be Seen by a Doctor/Health Care Professional within the Next 12 Hours (same day)	36	6.3%
Contact Poison Control or Local Pharmacist	3	0.5%
Schedule an Appointment to be Seen by a Doctor/Health Care Professional within the Next 1-3 Days	11	1.9%
Speak to Your Doctor/Health Care Professional to Review the Symptoms As Soon As Possible	13	2.3%
Self-Care	4	0.7%
Schedule a Routine Appointment with a Doctor/Health Care Professional	7	1.2%

**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.

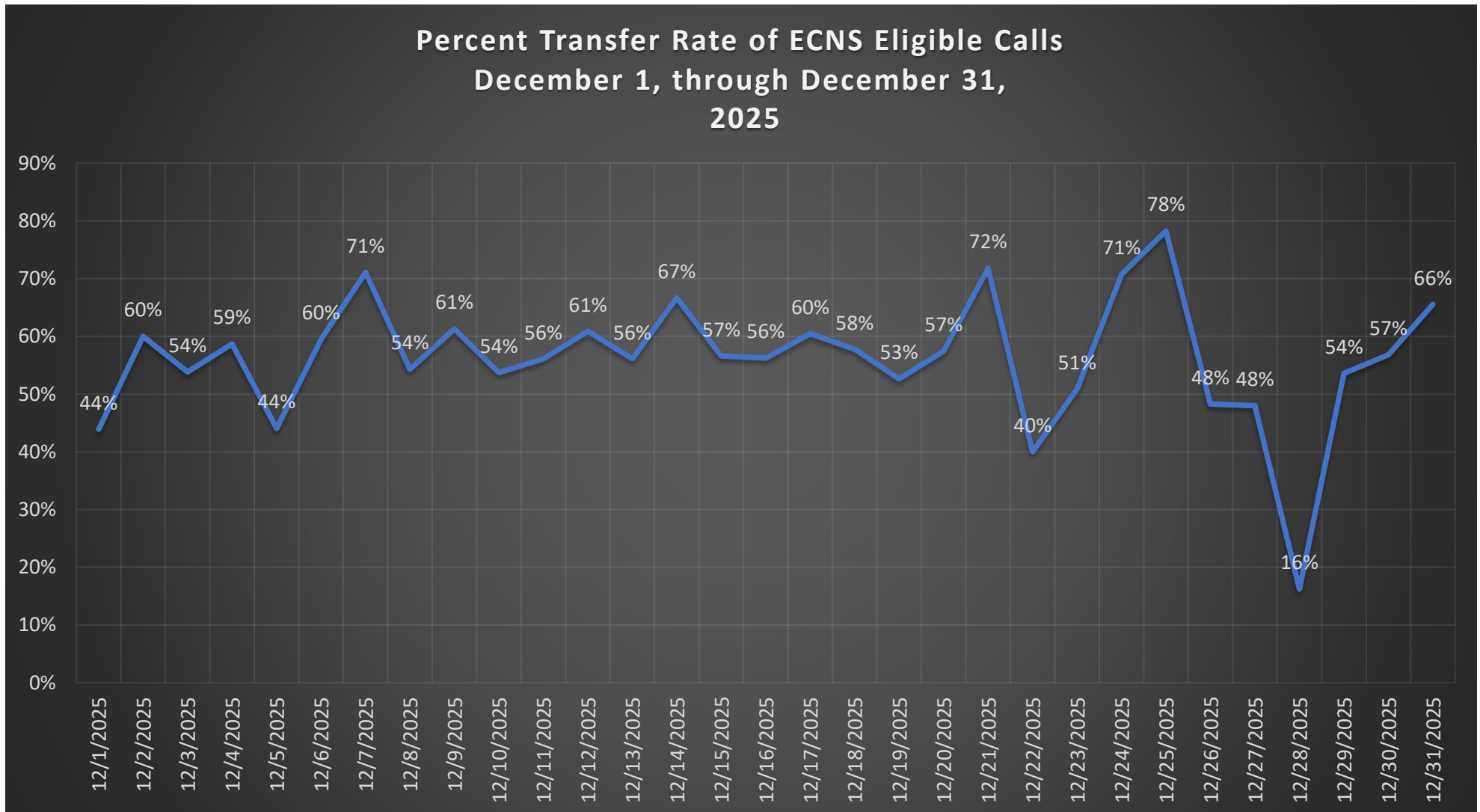


Figure 2: Total number of ECNS eligible calls and the number of them that were transferred to an ECN/entered into Low Code by date.

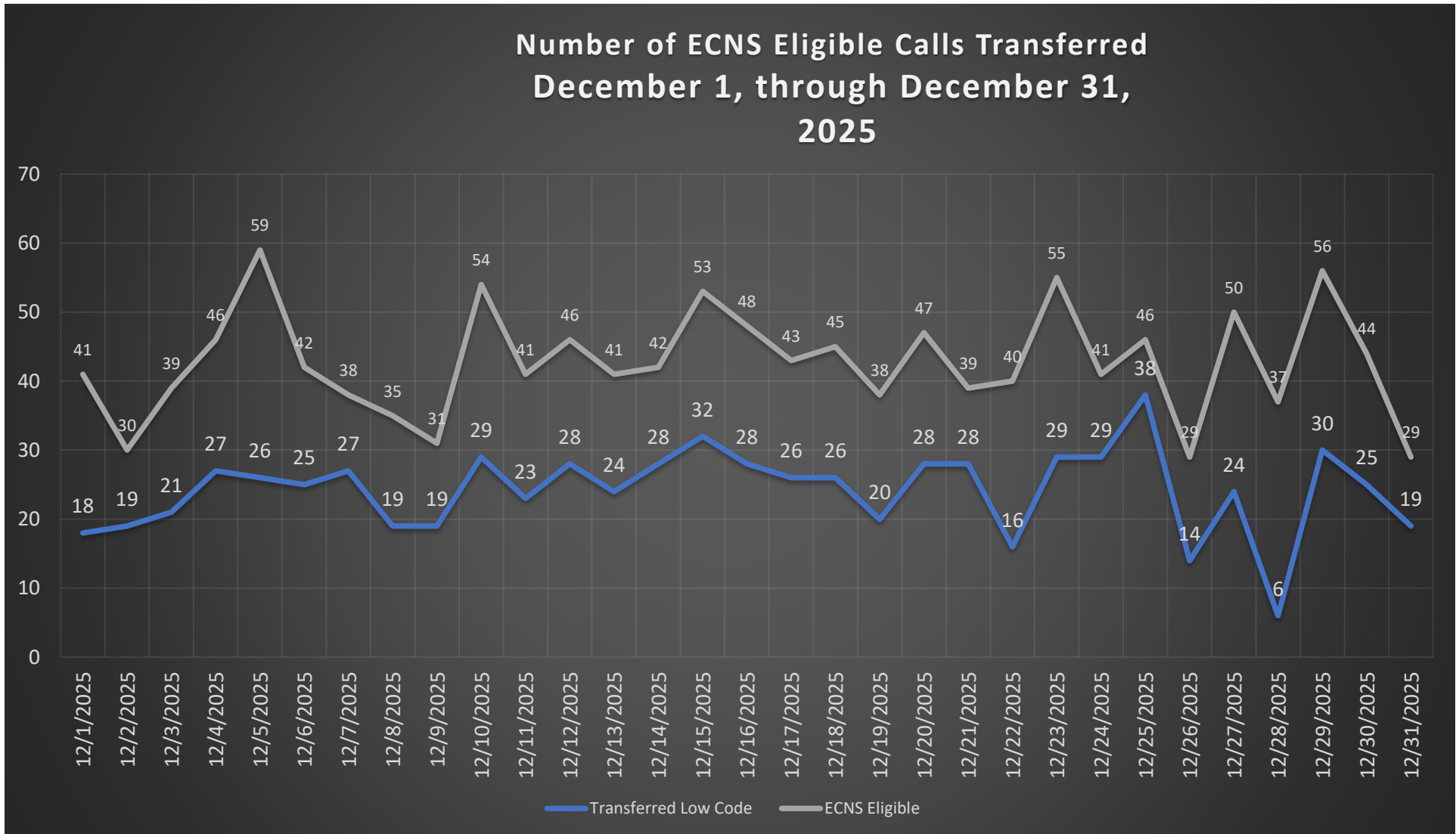


Figure 3: 12-month analysis of ECNS eligible calls and rates of transfer to ECN/Low Code system.

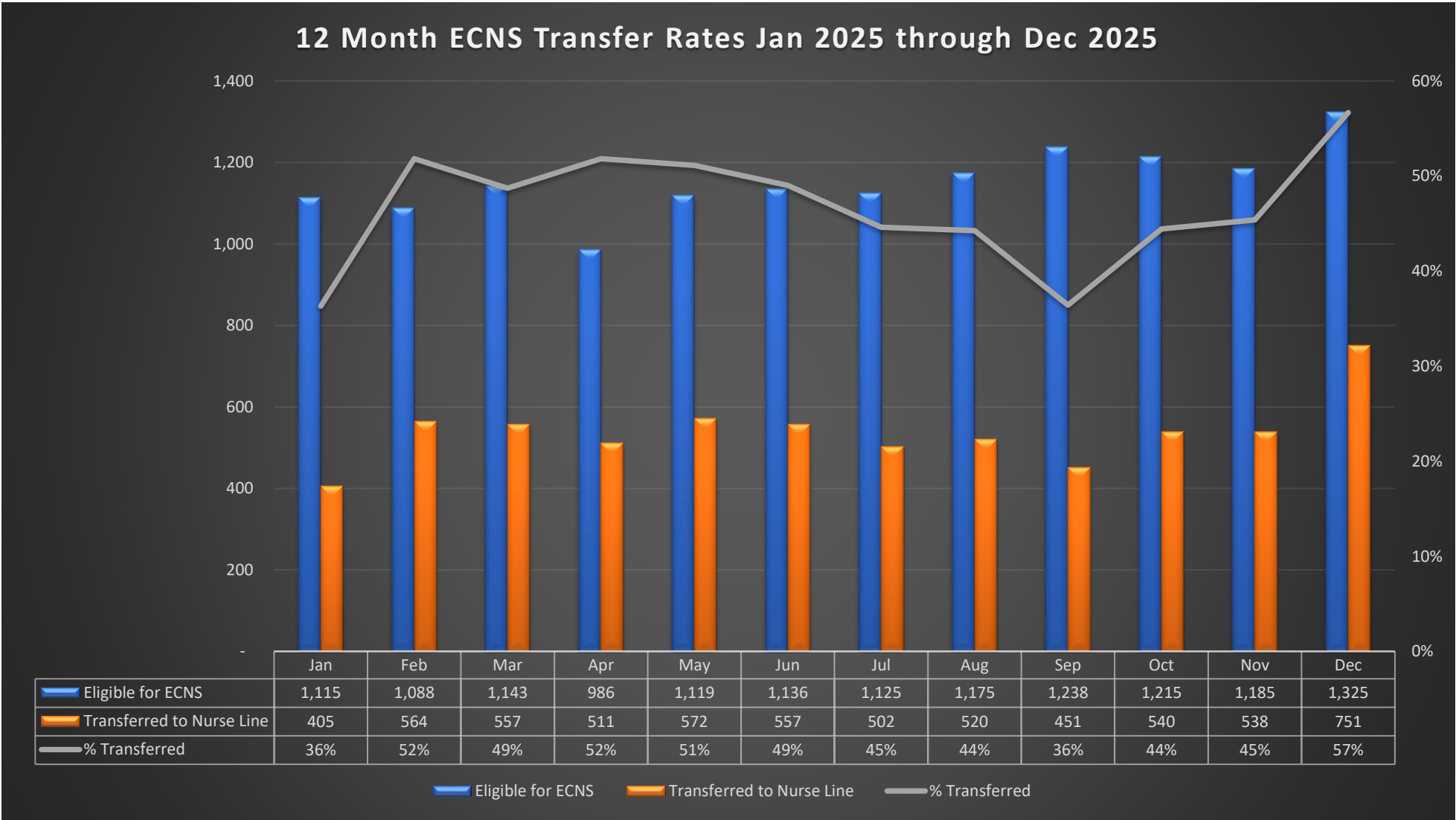
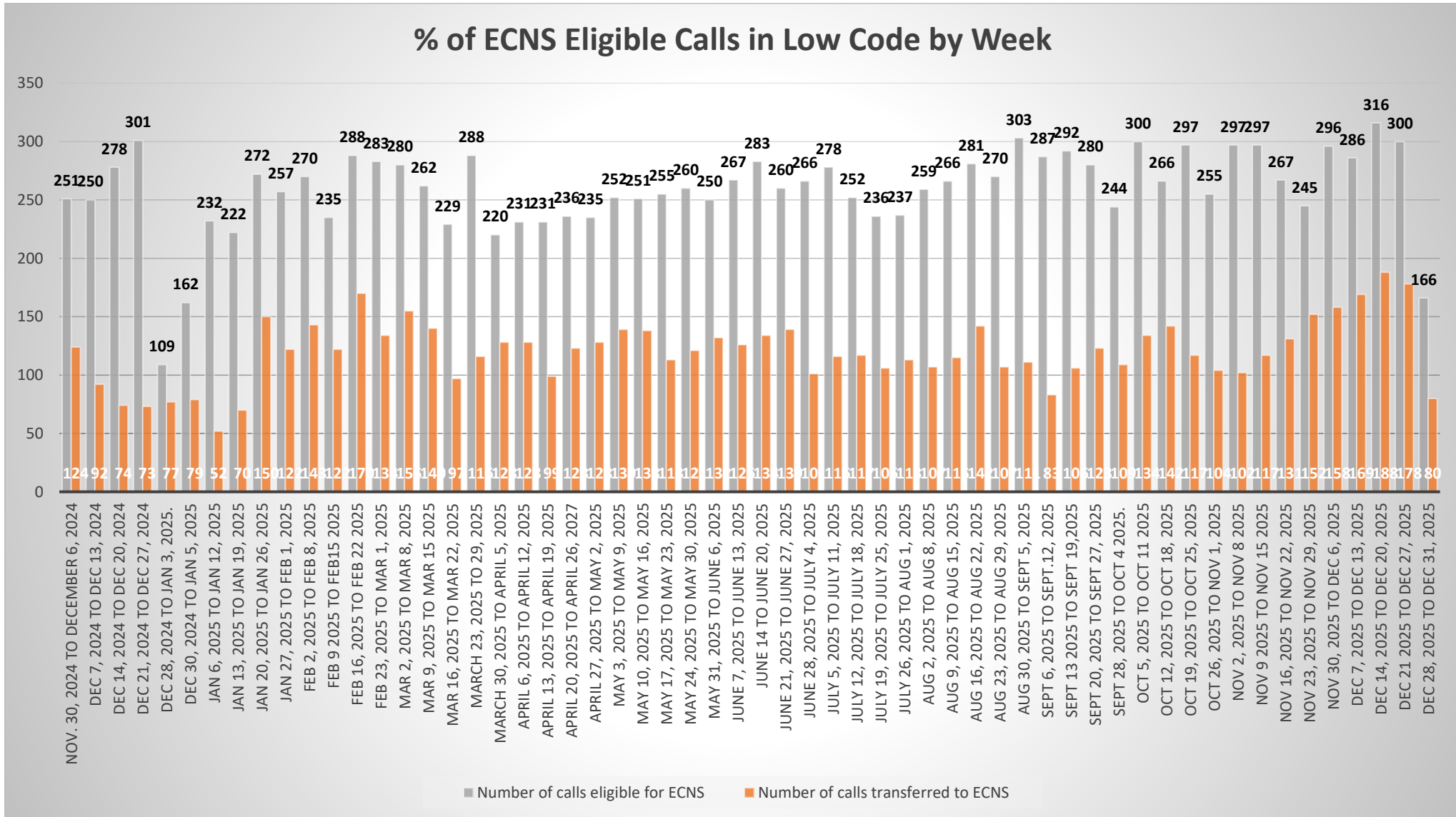


Figure 4: Number of eligible ECNS calls and rates of transfer from December 2024 through December 2025.



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

December 2025

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 5: 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: MEDICAL FACILITY RP= RN/Dr requesting 911 AND is at PT bedside	16	1.7%	14	1.9%
*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	37	4.0%	37	5.2%
*Call Taker decided to not send incident to LowCode, with reason: REOPENED CALL= Reopened call, call already processed	10	1.1%	10	1.4%

*Call Taker decided to not send incident to LowCode, with reason: FALL= ONLY if PT on ground AND unable to get up	4	0.4%	3	0.4%
*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)	718	77.6%	384	53.5%
*Call Taker decided to not send incident to LowCode, with reason: QUICK LAUNCH= CP, CPR, CVA. SOB, TC, UNC	86	9.3%	79	11.0%
*Call Taker decided to not send incident to LowCode, with reason: 3RD/4TH PARTY=RP is not nor able to be with PT	46	5.0%	45	6.3%
*Call Taker decided to not send incident to LowCode, with reason: REMOTE LOCATION= Coordinates given as location	8	0.9%	8	1.1%



STAFF REPORT

DATE: January 27, 2026

FROM: Nathan Cooke, Interim Director

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

TO: CONFIRE Administrative Committee

SUBJECT: Amendment to Consultant Agreement – Mat Fratus Consulting

Recommendation

Approve Amendment No. 1 to the Independent Contractor Agreement for Mat Fratus Consulting, increasing the not to exceed amount by \$11,000 for a total cost of \$36,000. The term of 7/01/25-6/30/26 remains unchanged.

Background Information

On June 24, 2025, the Administrative Committee approved a one-year renewal with James Mathew Fratus of Mat Fratus Consulting to continue providing data service analysis to CONFIRE, in an amount not to exceed \$25,000.

CONFIRE added a full-time Data Manager position in the 2025-26 budget to bring data analysis in house. However, as that position has not been filled, Staff is recommending increasing the do not exceed amount for Mat Fratus Consulting to an additional \$11,000. This will give CONFIRE additional time to fill the Data Manager position and allow for a transition period.

Fiscal Impact

The total annual cost for data consulting services will be \$36,000/year. The additional costs will be offset by salary savings from the Data Manager which is budgeted in the Operations Fund (5008).

Attachments

- Amendment No.1 – Mat Fratus Consulting (Agreement)

**AMENDMENT NO. 1
TO
INDEPENDENT CONTRACTOR AGREEMENT FOR SPECIAL SERVICES
[Data Analysis and Related Services]**

Consolidated Fire Agencies ("CONFIRE") and Mat Fratus Consulting are parties to an Agreement for Special Services with a term through June 30, 2026. CONFIRE and Mat Fratus Consulting desire to amend the Agreement for Special Services as set forth in this First Amendment.

1. Exhibit B, entitled Compensation to the Special Services Agreement shall be replaced with the Exhibit B-1 to Agreement for Services attached hereto and incorporated herein by this reference.
2. 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

Date: _____, 20____

By: _____

Print Name: _____

Its: _____

MAT FRATUS CONSULTING

Date: 1-14-26, 2026

By: 

Print Name: MAT FRATUS

Its: _____

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

A. Compensation

\$80.00 per hour.

Not to exceed the sum of Eleven Thousand Dollars (\$11,000).

B. Payment

a. Schedule

To be billed in monthly installments.

b. Process

Payment shall be made (for all undisputed amounts) within thirty (45) calendar days after the Contractor submits an invoice to CONFIRE for Services actually completed.

**CONFIRE**

STAFF REPORT

DATE: January 27, 2026

FROM: Nathan Cooke, Interim Director

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

TO: CONFIRE Administrative Committee

SUBJECT: Consultant Agreement – Robert Half Inc.

Recommendation

1. Approve the Statement of Work (SOW) for contractor Statney Lattin to support the Information Services department (MIS) as Senior Network Engineer, in the not to exceed amount of \$152,000.
2. Approve amendment No. 2 to the Independent Contractor Agreement for Robert Half Inc, renewing the term to three (3) years from execution date.

Background Information

The Senior Network Engineer ensures reliable and secure computer networks that keep critical systems, including 911 emergency operations, running smoothly. The role involves designing and maintaining connections between communication centers, fire stations, data centers, and cloud services, leading projects to improve network performance, and solving complex technical issues. This work supports essential services and keeps information safe and accessible.

Fiscal Impact

The total cost for the six (6) month contract will be \$152,000. The cost for this contract will be paid from salary savings from the currently vacant Information Systems Analyst III position in the Operations Fund (5008).

Amendment No. 2 will not have a fiscal impact.

Attachments

- Robert Half Statement of Work (SOW) for Staney Lattin
- Second Amendment to Independent Contractor Agreement for Special Services

SECOND AMENDMENT TO INDEPENDENT CONTRACTOR AGREEMENT FOR SPECIAL SERVICES

This Second Amendment to Independent Contractor Agreement for Special Services (“**Amendment**”) is entered into as of the last date of signature below by and between Robert Half Inc. doing business through (i) the finance & accounting contract talent and finance & accounting full time engagement professional practice groups of the branch office located at 3633 Inland Empire Blvd, Suite 955, Ontario, CA 91764-4922 and (ii) technology contract talent and technology full time engagement professional practice group of the branch office located at 18200 Von Karman Avenue, Suite 800, Irvine, CA 92612 (“**Contractor**”) and Consolidated Fire Agencies (“**CONFIRE**”). This Amendment is effective as of the date last signed below (the “**Amendment Date**”).

RECITALS

WHEREAS, the parties entered into that certain Independent Contractor Agreement for Special Services dated as of May 1, 2023 (the “**Agreement**”);

WHEREAS, the Agreement expired on May 1, 2024;

WHEREAS, the parties desire to revive, reinstate and amend the Agreement to extend the term and as otherwise set forth in this Amendment;

NOW THEREFORE, for good and valuable consideration, the receipt and sufficiency of which each party acknowledges, the parties hereby agree as follows:

1. The Agreement is revived and reinstated as of the Amendment Date. The new term of the Agreement shall start on the Amendment Date and continue for three (3) years after the Amendment Date.

2. Robert Half International Inc. changed its name to be Robert Half Inc. effective July 17, 2023. All references to “Robert Half International Inc.” in the Agreement shall be replaced by “Robert Half Inc.” Robert Half Inc.’s client contract department has moved and is located at 3001 Bishop Drive, Suite 140, San Ramon, CA 94583.

3. This Amendment is effective as of the Amendment Date, and no changes or modifications hereto shall be effective unless the same shall be in writing and signed by the parties. In the event of any inconsistency between the terms of the Agreement and the terms of this Amendment, the terms of this Amendment will supersede and control. In all other respects, the terms of the Agreement are ratified and confirmed.

The parties to this Amendment each indicate their acceptance of the terms herein by the signature of a duly authorized and empowered signatory.

IN WITNESS WHEREOF, the parties have set their hands and seals.

Robert Half Inc.^{EOE}

Consolidated Fire Agencies

By: _____

By: _____

Print: _____

Print: _____

Title: _____

Title: _____

Date: _____

Date: _____

ROBERT HALF STATEMENT OF WORK

This Robert Half Statement of Work RH ("SOW"), effective as of the last date of execution below, is entered into by and between Consolidated Fire Agencies ("CONFIRE" or "Client") and Robert Half Inc., through its technology full-time engagement professional group ("RH").

1. **Scope of Engagement.** RH will assign one or more individual(s) to Client to assist Client with its completion of the following:

Network engineering.

2. **Professionals.** RH will assign the following individual(s) (each a "Professional") to Client for this engagement:

Name of Professional	Hourly Bill Rate	Estimated Start Date	Estimated End Date
Statney Lattin	\$ 145.38	2/1/26	4-6 months

3. **Contact Information.**

Client Representative	RH Representative
Name: Blessing Ugbo	Name: Nick Choi
E-mail: bugbo@confire.org	E-Mail: nick.choi@roberthalf.com
Phone: 951-454-6633	Phone: 949-371-6755
Address: 3288 Adler Ave., Rialto, CA 92377	Address: 3633 Inland Empire Blvd, Suite 525, Ontario, CA 91764

4. **Termination.** Either party may terminate this SOW at any time upon thirty (30) days' prior written notice to the other party.

5. **General Conditions of Engagement.** RH assigns the Professional(s) to Client pursuant to the General Conditions of Engagement attached hereto as Exhibit A and incorporated herein by reference.

Agreed to:
Consolidated Fire Agencies

By _____
Authorized signature

Name (type or print):

Date:

Agreed to:
Robert Half Inc.

By _____
Authorized signature

Name (type or print):

Date:

After signing, please return a copy of this Agreement to the RH "Branch address" shown above.

Exhibit A

General Conditions of Engagement

Pre- Assignment Screenings.

To the extent permitted by applicable law, RH will have a third party vendor (a) perform a Social Security Number verification; (b) perform a seven-year criminal background investigation at the county level for all (i) state felony convictions and pending charges, and (ii) state misdemeanor convictions and pending charges involving crimes of dishonesty or violence, in each county where Professional has resided or worked in the U.S. in the last seven years (based on information revealed by the results of a Social Security Number verification conducted by, and information provided by Professional directly to, the third party vendor); however, for any county where such criminal background investigation is impracticable, unavailable or would result in a delay of assignment (as determined by RH in consultation with the third party vendor), the third party vendor may instead complete a seven-year statewide criminal background investigation in the state where such county is located, if available, for the same convictions and pending charges; (c) perform a seven-year criminal background investigation by having the third party search its private database of U.S. national criminal records for felony convictions and misdemeanor convictions for crimes of dishonesty or violence and to verify that Professional does not appear on select global terrorist and sanctions watch lists. Client understands and agrees that the third party vendor's database of U.S. national criminal records (i) is maintained by the third party vendor and not a governmental entity, (ii) is an incomplete aggregation of criminal records, and (iii) will not reveal or identify all criminal convictions; and (d) perform a seven-panel urine drug screen on Professional, unless Professional or the placement is located in a jurisdiction where such drug screen is restricted, in which case RH will limit the drug screen scope and adjudication to the extent legally allowed. Client represents and warrants that any drug screens requested by Client are permitted by law and that Client will maintain and act on the results in accordance with applicable law. RH will review the information revealed by these checks and determine Professional's eligibility for jobs in accordance with applicable law. If any of the checks are not possible to complete due to delays and/or unavailability of one or more sources, Client acknowledges that the checks will not be completed for Professional in time for Professional's start date due to such delays or unavailability of sources. Client will permit Professional to start an assignment with Client on the start date while attempting to complete the checks. Client will hold RH harmless for any liability for having Professional start prior to the completion of the checks. If Client requests a copy of the results of any checks conducted on Professionals, Client agrees to keep such results strictly confidential and to use such results in accordance with applicable laws and solely for employment purposes.

Client's Responsibility.

Client shall supervise the Professionals. Client will not permit or require a Professional (i) to perform services outside of the scope of his or her assignment; (ii) to sign contracts or statements (including SEC documents); (iii) to make any management decisions; or (iv) to use computers or other electronic devices, software, services, tools, e-mail accounts or network equipment owned or licensed by the Professional.

Cash Handling and Other Financial Transactions and Activities.

Since RH is not a professional accounting firm, Client agrees it will not permit or require the Professionals (a) to render an opinion on behalf of RH or on Client's behalf regarding financial statements, (b) to sign the name of RH on any document or (c) to sign their own names on financial statements or tax returns. If Client permits or allows a Professional to sign, endorse, wire, transport or otherwise convey cash, securities, checks, or any negotiable instruments or valuables, or conduct financial transactions or other related activities, Client accepts sole responsibility for all claims, demands and liability that may arise from permitting these activities. Client represents and warrants that to the extent Client permits or allows a Professional to engage in the activities described in this paragraph, Client will not permit or allow the Professional to handle more than (i) \$1,000 per day if Client is a non-profit entity, or (ii) \$25,000 per day if Client is a for-profit entity.

Workplace Safety.

Client agrees that Client has full responsibility for: (i) providing safe working conditions as required by law, including compliance with all public health and occupational safety regulations and guidelines applicable to Client's business, and (ii) ensuring that safety plans exist for, and safety related training is provided to, Professionals working on Client premises. To ensure the safety of potentially vulnerable individuals on Client premises, Client agrees not to permit Professionals to have unsupervised or unmonitored contact with (1) minors or (2) adults who are under Client's care, custody or supervision because of mental health impairments. If any assignment under this Agreement is for work to be performed under a government contract or subcontract, Client will notify RH immediately (x) of any obligations in the government contract or subcontract relating to wages, and (y) if RH is legally required to initiate E-Verify verification procedures for any Professionals. RH reserves the right to re-assign any Professionals.

Operation of Vehicles and Equipment.

RH does not authorize a Professional to operate machinery (other than office machines) or vehicles. If Client wishes to permit a Professional to drive for business purposes, Client accepts sole responsibility for all liability, damages, injuries or other claims that may arise or be incurred as a result of such driving. If Client requires a Professional to drive a vehicle owned by Client or by a Client employee, Client agrees to maintain such vehicle in good working condition and maintain all necessary and appropriate insurance for the operation of such vehicle. Under no circumstances will Client permit a Professional to: (i) make bank deposits; (ii) carry cash in excess of \$100, negotiable instruments or other valuables while driving; or (iii) have passengers in the vehicle. It is agreed that Client accepts full responsibility for, and that RH does not maintain insurance to cover any injury, damage, or loss that may result from your failure to comply with the foregoing.

Remote Work.

Client may request that a Professional provide services to Client remotely (i.e., from a location other than Client's or Client's customer's premises) using a laptop and/or other computer or telecommunications equipment provided by Client or RH (collectively, the "Equipment"). In such case, Client acknowledges and agree that RH shall have no control over, and you shall be solely responsible for, (i) the logical or physical performance, reliability or security of the Equipment and related devices, network accessibility and availability, software, services, tools and e-mail accounts (collectively, "Computer Systems") used by the Professional, and (ii) the security and integrity of, and for backing up the data and other information stored therein or transmitted thereby. Moreover, Client must not permit a Professional to save or store any Client files or other data on the Computer Systems provided by RH (including, but not limited to, any virtual desktop infrastructure solution). Client agrees that RH shall not be liable for any loss, damage, expense, harm, business interruption or inconvenience resulting from the use of such Computer Systems.

Claims.

Client hereby agree to waive all claims against Robert Half Inc. and its subsidiaries, divisions and affiliates, including their respective employees, officers and directors (individually and together, "Robert Half") and to defend and indemnify Robert Half against any claim, demand or liability arising from your failure to comply with the terms of this Agreement, including, but not limited to, claims arising from any damage to goods, materials or other items. Client agrees that it is responsible for reporting any claim to RH in writing during or within ninety (90) days after the termination of the applicable assignment. RH will not be responsible for any claim related to the engagement, including, but not limited to, any Services performed during such engagement, unless Client has reported such claim in writing to RH within ninety (90) days after termination of the applicable assignment.

Confidentiality.

Professionals will execute any confidentiality agreement that Client may require. Client is responsible for obtaining the Professional's signature. Client agrees to hold in confidence the identity of any Professional and the Professional's resume, social security number and other legally protected personal information, and Client agrees to implement and maintain reasonable security procedures and practices to protect such information from unauthorized access, use, modification or disclosure.

Limitation on Liability.

Circumstances may arise where, because of a default on RH's part or other liability, Client is entitled to recover damages from RH. Regardless of the basis on which Client is entitled to claim damages from RH (including fundamental breach, negligence, misrepresentation or other contract or tort claim), RH's liability, if any, will, in the aggregate for all claims, causes of action or damages, be limited to any actual direct damages up to an amount equal to the fees actually paid to RH for the services that are the subject of the claim. Under no circumstances is RH liable for special, incidental or indirect damages or for any consequential damages (including lost profits, business, revenue, goodwill, or anticipated savings), even if informed of the possibility. Client agrees that it is responsible for implementing and maintaining usual, customary and appropriate internal procedures and controls (including accounting, information technology, proprietary information, creative designs and trade secret safeguards) for Client's company. Client agrees that it is fully responsible for, and that RH will not be responsible for, any injuries, claims, damages or losses that may result from Client's failure to comply with the foregoing.

Employment Taxes, Withholdings and Insurance.

Each party will maintain workers' compensation insurance and commercial liability insurance. RH will be responsible, to the extent applicable, for any workers' compensation insurance, federal, state and local withholding and unemployment taxes, social security, state disability insurance or other payroll charges for the Professionals. RH reserves the right to re-assign any Professional.

Guarantee.

RH guarantees Client's satisfaction with the services of each Professional by extending to Client a forty (40) hours guarantee period. If, for any reason, Client is dissatisfied with a Professional, RH will not charge for the first forty (40) hours worked, provided that Client allows RH to replace the Professional and Client contacts RH regarding its dissatisfaction before the end of this guarantee period. Unless Client contacts RH before the end of this guarantee period, Client agrees that the Professional is satisfactory. RH MAKES NO OTHER EXPRESS OR IMPLIED WARRANTIES REGARDING THE SERVICES, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OF QUALITY, PERFORMANCE, MERCHANTABILITY OR FITNESS FOR ANY PURPOSE.

Services Provided on a Time and Materials Basis.

Notwithstanding any language to the contrary in this SOW with regard to fixed-price, deliverables or acceptance of deliverables, RH shall be compensated on an hourly basis only. RH is not providing deliverables under this SOW. If, for any reason, any Professional is unable to complete his or her assignment, RH will endeavor to provide a suitable replacement, subject to Client's approval. If RH is unable to identify a replacement acceptable to Client, this SOW will be deemed to have automatically ended with respect to such Professional, except that Client shall remain liable to RH for services provided by such Professional prior to his/her termination.

Payment Terms.

Each Professional will present a time sheet or an electronic time record to Client's or Client's representative for verification and approval at the end of each week. RH will bill Client weekly for the total hours worked. RH's invoices are due upon receipt, including applicable sales and service taxes all of which are payable by Client. In the event that Client fails to pay the invoices when due, Client agrees to pay all of RH's costs of collection, including reasonable attorneys' fees, whether or not legal action is initiated. Additionally, RH may, at its option, charge interest on any overdue amounts at a rate of the lesser of 1½% per month or the highest rate allowed by applicable law from the date the amount first became due. RH may charge you a technology fee for the provision of equipment or technology, if you request that our professional use equipment or technology provided by us. RH may also increase its rates for the services provided under this SOW to reflect increases in RH's own costs of doing business, including costs associated with higher wages for workers and/or related tax, benefit and other costs. RH will provide written or verbal notice of the technology fees and/or increase in rates, and such increase will be prospective, starting as of the effective date RH specifies.

Expenses.

Travel and/or out-of-pocket expenses incurred by a Professional shall be reimbursed by Client immediately upon Client's receipt of invoice.

Hiring the Professional.

Individuals assigned under this SOW are full-time employees of RH. Client agrees to seek RH's permission before Client hires any Professional, if permitted by applicable law. If Client hires RH's employee, Client agrees to give RH prompt notice. Client also agrees to pay a conversion fee. The conversion fee is payable if Client, a subsidiary, or other related company or business hires or engages any Professional, whether directly or indirectly, and regardless of the employment classification, on either a full-time, part-time, temporary (including temporary assignments through another agency) or consulting basis, within twelve (12) months after the last day of the Professional's services to Client. The conversion fee will be owed and invoiced upon Client's hiring of the Professional, and payment is due upon receipt of the invoice. The conversion fee will be equal to a percentage of the Professional's anticipated aggregate annual compensation, including bonuses, based on the length of assignment:

Billed and Paid Hours	Fee
0 – 172	25%
173 – 350	22%
351 – 520	18%
521 – 690	15%
691 +	0%

Miscellaneous.

For a change to be valid, both parties must sign it. Additional or different terms in any written communication from Client (such as a purchase order) are void. Any terms of this SOW which by their nature extend beyond the termination of this SOW will remain in effect until fulfilled, including any payment obligations, and apply to each party's respective successors and assignees. This SOW is the complete agreement regarding the engagement(s) identified on the first page of this SOW, and replaces any prior oral or written communications between RH and Client regarding such engagement(s). Any additional or different terms proposed by Client, including terms within a purchase order, shall not be binding to modify this SOW.

**CONFIRE**

STAFF REPORT

DATE: January 27, 2026

FROM: Nathan Cooke, Interim Director

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

TO: CONFIRE Administrative Committee

SUBJECT: NICE Telephony Upgrade- Purchase

Recommendation

Approve the purchase to upgrade the NICE Telephony System to support the Communications Telephony call recording redundancy in a not to exceed amount of \$105,000.

Background Information

The current NICE system records all 911 calls; it does not provide redundancy. For instance, when the NICE system at the Valley Center fails the NICE system at the Desert location is not capable of recording at the Valley and vice-versa.

The NICE Telephony purchase upgrade of our current system will provide that recording capability.

Fiscal Impact

The not to exceed amount of \$105,000 will be funded from the Equipment Reserves Fund (5009).

This purchase meets the sole source purchasing requirements as the County has standardized on Motorola's equipment and products for its Public Safety Radio System, including the dispatch console systems used for dispatch services. Our current NICE system, which is covered under an existing agreement with NICE, is specifically designed for close integration with Motorola dispatch console equipment, ensuring seamless interoperability and compliance with the County's standardized platform.

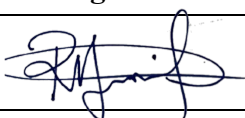
Attachments

- Non-Competitive Procurement Justification Form (Sole Source)

**CONFIRE**

Item 11.

NON-COMPETITIVE PROCUREMENT JUSTIFICATION FORM

Department: MIS		Date: 1/27/2026	
Supplier: NICE			
Description of item:	Install NICE HPE DL360 servers at both Rialto and High Desert to ensure call audio recordings at both locations for redundancy and prevent data loss.		
Total Cost: \$ <u>\$105,000</u>	<u>If Purchase is Over \$25,000 Per Vendor in a Fiscal Year:</u> Department will complete form and attach it along with copies of all bid and quote information.		
Justification (Select That Applies)			
Product	Service	Other	
(x) Equipment/System Compatibility () Functional Specifications () Manufacturer/Publisher-Direct () Only Authorized Dealer	(x) Existing Agreement () Reimbursement to Owner () Specialized Credentials/ Expertise/ Training	() Cooperative Purchase () Emergency/Life or Property () Theft Mitigation () Timing Constraint () Government Mandated/Legal Requirement (x) Proprietary (x) Sole Source/Single Source	
Please provide a detailed explanation for the Justification selected above.			
CONFIRE's call recording system for radio and telephony is built on the proprietary NICE platform and supports all dispatch communications. Other vendors are not compatible with the existing implementation and would require a full system replacement.			
Purchasing NICE equipment ensures compatibility, maintains system reliability, and aligns with CONFIRE's existing support agreement with NICE, avoiding added cost, risk, and service disruption.			
Submitted By:	Signature	Print Name	Date
		Renan Mamaril	1/21/2026
Fiscal:		Damian Parsons	

Director:		Nathan Cooke	
Admin Chair:		Chief Dan Harker	

Incomplete forms may result in Kissflow document being rejected

Justification Definitions for Non-Competitive Purchases

P R O D U C T	<p>Equipment/system compatibility – Equipment or system has same compatibility, interoperability, technical application as that currently owned by CONFIRE JPA. May be a situation where the vendor has specific knowledge of the system, CONFIRE JPA premises, operations or requirements. May result in reduced expenses for training/maintenance and added efficiency. changing would require significant additional funding or training of staff. Department may be asked to specify a definitive period of time after which a competitive process will be initiated. <u>Examples: software; keycard access; fire alarm/security systems.</u></p>
	<p>Functional specifications – Meets performance and quality requirements; other products lack one or more of the required material specifications.</p>
	<p>Manufacturer/publisher-direct – Has no distributor network or is less costly than purchasing through a distributor.</p>
	<p>Only authorized distributor – No other manufacturer-authorized distributor in geographical area can provide product.</p>
S E R V I C E	<p>Existing agreement – Essential in maintaining continuity of service. There is a significant cost benefit to CONFIRE JPA to stay with the vendor. <u>Example: To include new agencies in an ongoing contract.</u></p>
	<p>Reimbursement to owner – County reimbursing owner for service or product (provided by third party) paid for by owner pursuant to agreement. <u>Example: For employee hours spent as CONFIRE Liaison</u></p>
	<p>Specialized credentials/expertise/training (replaces specialized services) – Meets requirements for certification, credentials, experience, expertise, training as requested.</p>

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Cooperative Purchase – Purchase made through cooperative purchasing website approved by The Board of Directors.

Emergency/life or property threat mitigation - A purchase for: (i) the preservation of life or property, or (ii) if the Purchasing Agent or any assistant authorized to make purchases is not immediately available and the service, item or items, are immediately necessary for continued operation of the entity and undue delay would cause substantial loss to CONFIRE JPA.

Timing constraints – Compelling urgency; only vendor that can commit to delivery schedule of product/project/service. Departments are required to show that failure to meet such deadline will cause additional expense to CONFIRE JPA or jeopardize public health or safety.

Government mandated/legal requirement – Mandated by local, state, county, or federal agency with jurisdiction.

Proprietary item – Used, made or marketed by one having the exclusive legal right (patented, licensed, copyrighted, etc.)

Sole source/Single source – Only one provider/supplier exists to fulfill CONFIRE JPA requirement.



911 CALL-PROCESSING WORKSHOP



*“UNDERSTANDING THE
WHO, WHAT, WHY, WHEN, AND HOW
OF
911 CALL-PROCESSING”*

WORKSHOP OBJECTIVES

- REVIEW CALL-PROCESSING STANDARDS (NFPA/CONFIRE)
- UNDERSTANDING THE CONFIRE CALL-PROCESSING HISTORY AND CURRENT PRACTICES
- EXPLORE PERFORMANCE METRICS AND BENCHMARKING
- DEMONSTRATION OF 911 CALL-PROCESSING
- OPTIONS FOR FUTURE EFFICIENCY
- FEEDBACK
- NEXT STEPS



NFPA STANDARD FOR 911 CALL PROCESSING



A hand is holding a smartphone. The phone's screen shows a 'calling...' status with a speaker icon and a person icon. A large red overlay covers the right side of the image, containing white text. The text lists NFPA 1225 standards for emergency services communications, including response time requirements for 911 calls and dispatching for high-priority events like cardiac arrest and choking. The background is dark and out of focus.

• NFPA 1225: STANDARD FOR EMERGENCY SERVICES COMMUNICATIONS

- 90% OF ALL 911 CALLS MUST BE ANSWERED WITHIN 15 SECONDS.

- 95% OF ALL 911 CALLS MUST BE ANSWERED WITHIN 20 SECONDS.

• EMERGENCY ALARM DISPATCHING FOR HIGH-PRIORITY EMERGENCY EVENTS

- CARDIAC ARREST, TRAUMA, CHOKING, PATIENTS NOT BREATHING ETC.

DISPATCH SHOULD OCCUR WITHIN 60 SECONDS OF CALL RECEIPT, WITH A SUCCESS RATE OF 90%.

- NFPA EMPHASIZES EXPEDITIOUS HANDLING OF CRITICAL CALLS, PRIORITIZING LIFE-THREATENING EMERGENCIES.

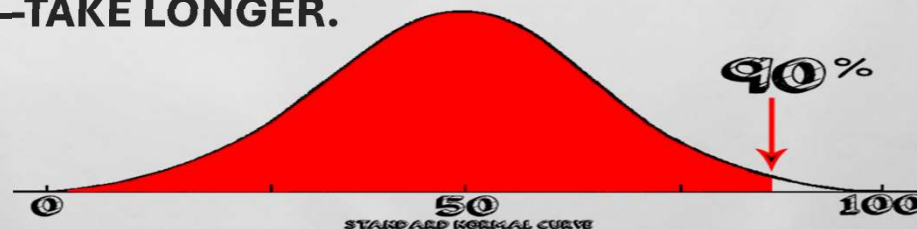
THE STANDARD DOES NOT REQUIRE ALL CALLS TO BE DISPATCHED IN 60 SECONDS, ONLY THE MOST CRITICAL ONES.

NATIONAL DISPATCH PROCESSING TIME STANDARDS & GUIDANCE

- National Emergency Number Association (NENA)
 - Call pickup ≤ 15 seconds on 90% of calls
 - No fixed call-processing time standard
- National Fire Protection Association (NFPA 1710)
 - Call pickup ≤ 15 seconds on 90% of calls
 - Call processing:
 - 64 seconds (general)
 - 90 seconds when EMD, translation, or special conditions apply
- International Academies of Emergency Dispatch (IAED)
 - Emphasizes quality and protocol compliance
 - Does not prescribe a time-based standard

90TH PERCENTILE EXPLAINED

- IF WE LINE UP ALL 911 CALLS FROM FASTEST TO SLOWEST, 9 OUT OF EVERY 10 CALLS ARE ANSWERED AND PROCESSED WITHIN THIS AMOUNT OF TIME. ONLY THE SLOWEST 1 OUT OF 10 TAKE LONGER.”
- FOR 90% OF CALLERS, HELP IS DISPATCHED WITHIN X SECONDS. THE REMAINING 10% ARE THE UNUSUALLY COMPLEX OR DIFFICULT CALLS.
- THINK OF IT LIKE TRAFFIC ACCIDENT RESPONSE: IF WE SAY THE 90TH PERCENTILE IS 60 SECONDS, THAT MEANS ALMOST EVERYONE GETS THROUGH IN A MINUTE OR LESS, BUT A FEW CALLS—LIKE PILE-UPS OR LANGUAGE BARRIERS—TAKE LONGER.



90TH PERCENTILE CONTINUED

- **WE FOCUS ON THE 90TH PERCENTILE BECAUSE AVERAGES CAN HIDE PROBLEMS. THIS MEASURE TELLS US WHETHER DELAYS ARE HAPPENING FOR A MEANINGFUL NUMBER OF CALLERS, NOT JUST ON RARE OUTLIERS.**
- **THE 90TH PERCENTILE SHOWS HOW FAST WE ARE FOR NEARLY EVERYONE—NOT JUST ON A GOOD DAY.**



AVERAGE VS. 90TH PERCENTILE

WHAT THE MATH ACTUALLY MEASURES

- **AVERAGE (MEAN)**
 - CAN BE SKEWED BY A HIGH NUMBER OF VERY FAST OR VERY SLOW PROCESSING TIMES.
 - IN A PERFECT BELL CURVE, 50% OF THE CALLS WILL BE LONGER THAN THE STATED STANDARD, POTENTIALLY BURYING SLOWER TIMES IN THE DATA.
 - REPRESENTS A MATHEMATICAL CALCULATION, NOT NECESSARILY THE BROADER CALLER EXPERIENCE.
- **90TH PERCENTILE**
 - IDENTIFIES THE TIME AT OR BELOW WHICH **90% OF CALLS ARE PROCESSED**
 - NO MORE THAN **10% OF CALLS CAN BE LONGER** THAN THE STATED STANDARD
 - EXPLICITLY INCLUDES SLOWER, HIGH-IMPACT CALLS



KEY MATHEMATICAL DISTINCTION

AN **AVERAGE** DESCRIBES A MATHEMATICAL BALANCE POINT.
A **PERCENTILE** DESCRIBES WHAT CALLERS ARE EXPERIENCING.

EXAMPLE: ECHO LEVEL CALLS

<u>Determinant Code</u>	25th percentile	50th percentile	75th Percentile	90th Percentile	Avg
Echo	0:00:48	0:01:04	0:01:29	0:02:04	0:01:15

What the Average Hides

- The average of 0:01:15 represents a *balance point* in the data, not a service guarantee
- By definition, **nearly 50% of the calls in this set are longer than the reported average** (compare to 50th percentile)
- The average can look compliant, but here up to 50% of the people would have waited longer than the “average” number we publish . . . *That’s not a math problem; that’s a public trust problem.*

What the 90th Percentile standard Guarantees (when met)

- **No more than 10%** of calls can exceed the stated standard.
- Performance reflects nearly **all callers**, not just the fastest ones

Bottom Line

Averages describe how the data behaves.

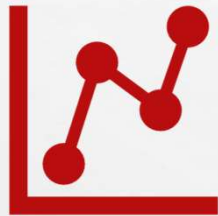
Percentiles describe how the community is served.



PROS AND CONS OF EACH MEASURE

Measure	Strengths	Limitations
Average	<ul style="list-style-type: none">• Simple to calculate• Easy to explain	<ul style="list-style-type: none">• Skewed by very fast or slow calls• Hides slow responses• ~50% of calls can exceed the stated value
90th Percentile	<ul style="list-style-type: none">• Reflects real caller experience• Identifies excessive delays• Aligns with NFPA & CPSE standards	<ul style="list-style-type: none">• More demanding standard• Requires robust data tracking

POLICY IMPLICATIONS



If we use averages:

We favor ease of reporting, not service consistency.

We normalize outliers

We unintentionally accept service inequity



If we use percentiles:

We measure reliability

We protect against disparity of services

We align with NFPA, CPSE, and ambulance contracts

CONFIRE'S PREVIOUS ACTION ON DISPATCH PROCESSING TIME STANDARDS



- 2020: Adopted 911 call pickup ≤ 10 seconds on 90% of calls
- 2020: Adopted call processing ≤ 90 seconds on 90% of High-Priority calls
- 2022: Standards refined using NFPA 1221 guidance
 - Applied only to time-sensitive incidents
- 2024: Adopted new call processing standards using NFPA, NENA, and IEAD guidelines and developing call-type specific time goals.

RESULTS

- Pickup time goal has been consistently met or exceeded
- Call processing goal has been challenging to achieve

CONFIRE

ADOPTED STANDARDS - EMS

911 Call Pickup Time		
Call Type	Percentage of Calls Answered in 10 seconds or less.	90th Percentile Goal
All 911 Calls	92%	0:00:10

EMS Call Processing		
Determinant Code	Current 90th Percentile Call Pickup to 1st unit Assigned (2025)	90th Percentile Goal
Echo	0:02:05	0:01:30
Delta	0:02:56	0:02:30
Charlie	0:03:31	0:02:30
Bravo**	0:03:45	0:03:00
Alpha*	0:04:11	0:03:00
Omega*	0:03:10	0:03:00
EMS No Determinant Code	0:02:27	0:02:00

*Not included in emergency calls for overall time calculations

**Partially included in emergency call time calculations



CONFIRE

ADOPTED STANDARDS - FIRE

Fire/Rescue Call Processing		
Fire/Rescue Call Type	Current 90th Percentile Call Pickup to 1st unit Assigned	90th Percentile Goal
Structure Fires (Priority 10 calls)	0:03:04	0:02:30
Non-Structure Fires (Priority 2 calls)	0:03:05	0:02:30
Alarms/Investigations (Priority 3 calls)*	0:03:16	0:03:00

*Not included in emergency calls for overall time calculations

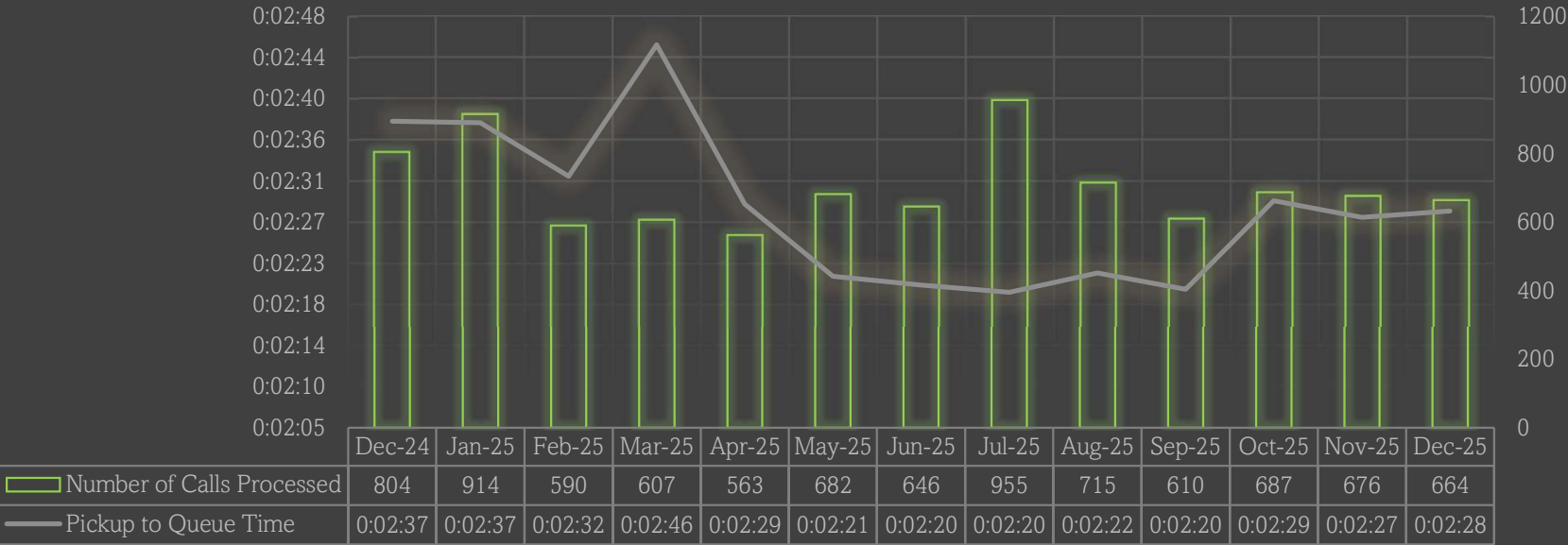




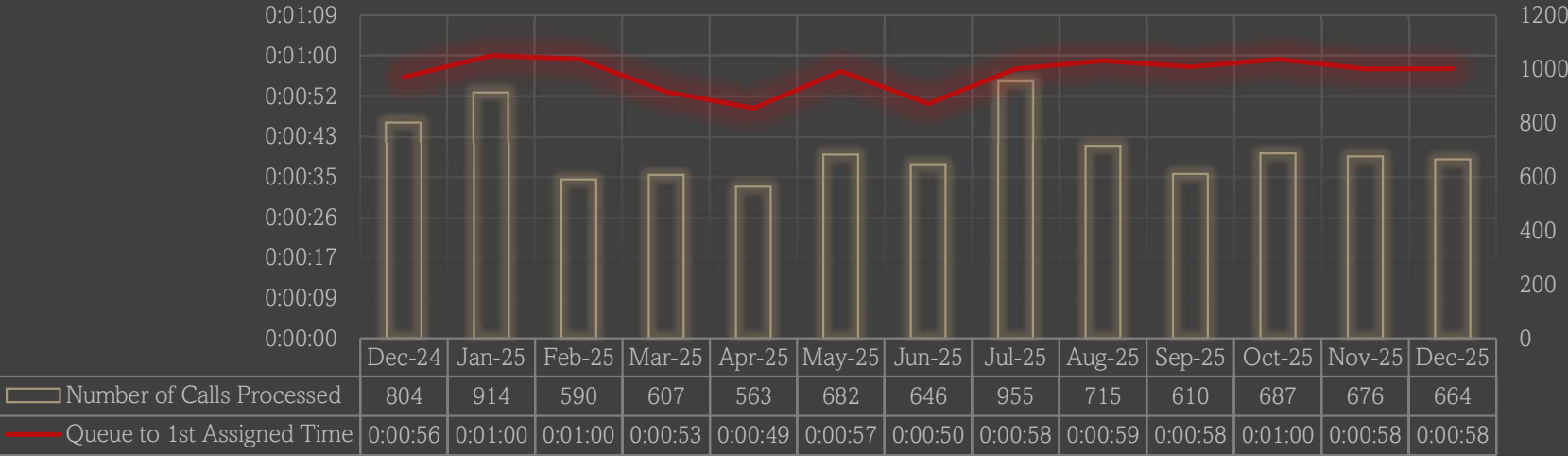
2025 PERFORMANCE

Determinant Code	25th percentile	50th percentile	75th Percentile	90th Percentile	Avg
Echo	0:00:48	0:01:04	0:01:29	0:02:04	0:01:15
Delta	0:00:56	0:01:25	0:02:07	0:02:54	0:01:39
Charlie	0:01:11	0:01:53	0:02:40	0:03:30	0:02:03
Bravo	0:01:51	0:02:19	0:02:56	0:03:43	0:02:28
Alpha	0:01:53	0:02:35	0:03:23	0:04:21	0:02:42
Omega	0:02:09	0:02:52	0:03:50	0:05:00	0:03:06
EMS No Determinant Code	0:01:06	0:01:34	0:02:16	0:03:14	0:02:11
Structure Fire	0:01:28	0:01:54	0:02:32	0:03:16	0:02:06
Non-Structure fire	0:01:20	0:01:47	0:02:26	0:03:15	0:02:00

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



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



- The 90th percentile time for a **human dispatch** only (queue to 1st assigned) is **0:01:12**.
- The 90th percentile time for **Auto Dispatch** from (queue to 1st assigned) is **0:00:09**. About 62% of all emergency calls are already auto dispatched.
- Currently, the combined time (human and auto) for queue to 1st assigned is 0:00:36. This is because so many calls are already auto dispatched.
- If we went to ALL auto-dispatch, the overall reduction could be up to 27 seconds (Current 0:00:36 minus potential of 0:00:09)

	Echo	Delta	Charlie	Bravo	Alpha	Omega	No Determinant Code	Structure Fire	Non-Structure Fire	Alarm/Investigations
Total Calls	2175	25865	23369	7744	120	0	27054	1174	3757	0
Human Dispatched	351	4712	4238	1794	117	0	18463	1170	3755	0
% Human Dispatched	16.1%	18.2%	18.1%	23.2%	97.5%	0.0%	68.2%	99.7%	99.9%	0.0%

Problem	Total calls Human Dispatched	% of Total
SICK - Sick Person	5121	20%
UNKM - Unk Medical (Subj Down)	4973	19%
TU - TC with Unknown Injuries	4907	19%
FALL - Fall Victim	1564	6%
TUF - Frwy TC Unk Injuries	1441	6%
TRAUMA - Traumatic Injury	1377	5%
OD - Overdose	715	3%
SZ - Seizures	705	3%
HL - Hemorrhage/Laceration	549	2%
TP - Auto / Ped	530	2%
TI - TC with Injuries	458	2%
ABD - Abdominal Pain	431	2%
CP - Chest Pain	342	1%
HEART - Heart problems	334	1%
SOB - Shortness of Breath	300	1%
UNC - Unconscious Person	274	1%
HCE - Heat/Cold Exposure	190	1%
DIA - Diabetic Problem	175	1%
DIN - Device Impact Notif	158	1%
TE - TC with Extrication	154	1%

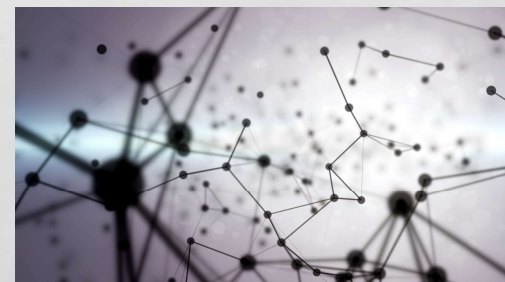
A LOOK BACK IN TIME

	2019	2020	2021	2022	2023	2024	2025
All Calls Processed	243803	246184	250978	252802	250968	257097	254090
EMS							
Emergency Calls Counted	166103	165605	172367	176526	172500	173476	171063
Emergency Call Processing Time	0:01:59	0:02:57	0:03:00	0:02:45	0:02:56	0:03:05	0:03:10
% Emergency Calls	68%	67%	69%	70%	69%	67%	67%
Fire	2019	2020	2021	2022	2023	2024	2025
Emergency Calls Counted	8131	9078	8620	8621	8722	8283	8309
Emergency Call Processing Time	0:02:31	0:02:40	0:02:46	0:02:59	0:03:14	0:03:05	0:03:05



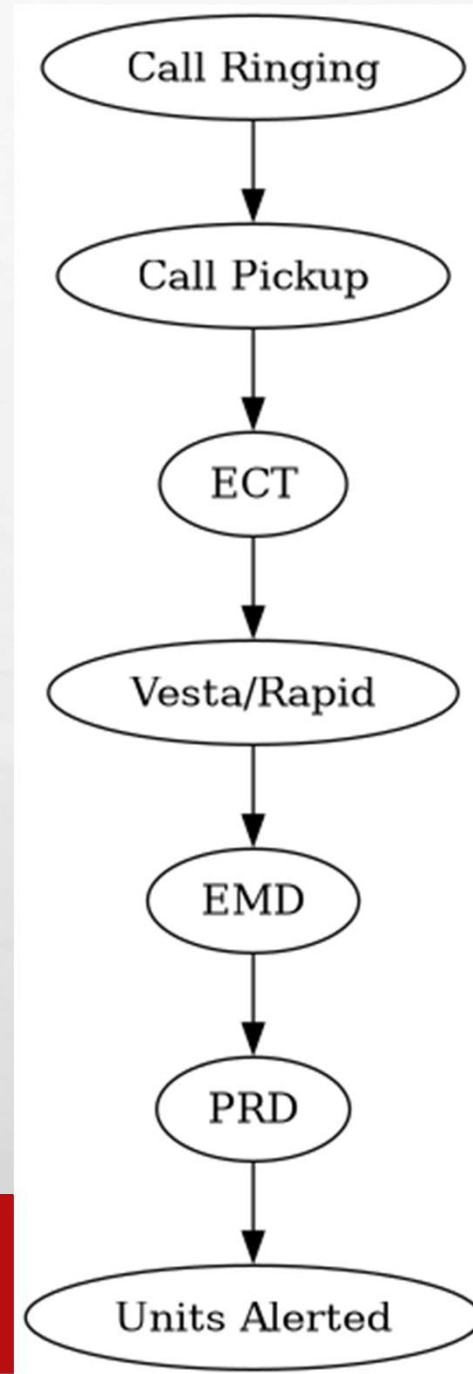
REALITIES, CHALLENGES, AND RESEARCH FINDINGS

- NENA (2020):
 - No scientific basis for existing time thresholds
- NFPA Fire Protection Research Foundation (2022):
 - Most PSAPs cannot meet NFPA processing benchmarks
- Few agencies formally adopt them due to feasibility
- CONFIRE experience mirrors national findings:
- 2025 High-Priority Calls CONFIRE:
 - 3:11 at the 90th percentile



CALL PROCESSING WORKFLOW

- CALL RINGING INTO COMM CENTER
- CALL PICKUP
- EMERGENCY CALL TAKING SCREEN
- VESTA/RAPID/MAP
- EMD/PROQA
- PRIMARY RADIO DISPATCHER
- UNITS ALERTED



DEFINITIONS

- QUICK LAUNCH- HIGH-ACUITY EMS CALL TYPES
 - CPR
 - SOB
 - CHEST PAIN
 - CVA/STROKE
 - UNCONSCIOUS
 - TRAFFIC ACCIDENTS
 - PRD- PRIMARY RADIO DISPATCHER
 - VERIFIES ADDRESS ON MAP, REVIEWS CALL-TYPE, AND RECOMMENDATIONS, MANUAL DISPATCH
 - AVD- AUTOMATED VOICE DISPATCH
 - AUTO DISPATCH- SKIPS MANUAL PRD AND DISPATCH IS AUTOMATED
 - PERTINENT INFO IS REVIEWED AFTER THE CALL IS DISPATCHED
- 



CALL-TAKING VIDEO DEMONSTRATIONS



EMERGENCY MEDICAL DISPATCH

Priority Dispatch.

+MPDS



MEDICAL PRIORITY DISPATCH SYSTEM™

Answer every medical emergency call with confidence

BENEFITS OF PRIORITY DISPATCH ACE ACCREDITATION

- HIGHEST STANDARD OF CARE – CONFIRMS TOP-LEVEL EMERGENCY DISPATCH PRACTICES
- IMPROVED QUALITY & SAFETY – REDUCES ERRORS AND IMPROVES PATIENT OUTCOMES
- ENHANCED REPUTATION & TRUST – BUILDS CREDIBILITY WITH PUBLIC AND STAKEHOLDERS
- CULTURE OF EXCELLENCE – ENCOURAGES TEAMWORK AND CONTINUOUS IMPROVEMENT
- COMPETITIVE ADVANTAGE – HELPS SECURE CONTRACTS AND FUNDING
- PROFESSIONAL DEVELOPMENT – ONGOING TRAINING AND CERTIFICATION FOR STAFF
- CAN OPERATE AN ECNS PROGRAM



BENCHMARKING WITH OTHER AGENCIES

- WHEN COMPARING CONFIRE TO OTHER SIMILAR AGENCIES, NO AGENCY MEETS THE NFPA 1225 STANDARD
- WE HAVE FOUND THAT NO TWO AGENCIES REPORT CALL-PORCESSING IN THE SAME MANNER (HARD TO COMPARE APPLES TO APPLES)
- THE AGENCIES THAT DO NOT TRACK THEIR CALL-PORCESSING DATA, ARE USING FULL DETERMINANT ALONG WITH SOME LEVEL OF TIERED DISPATCH



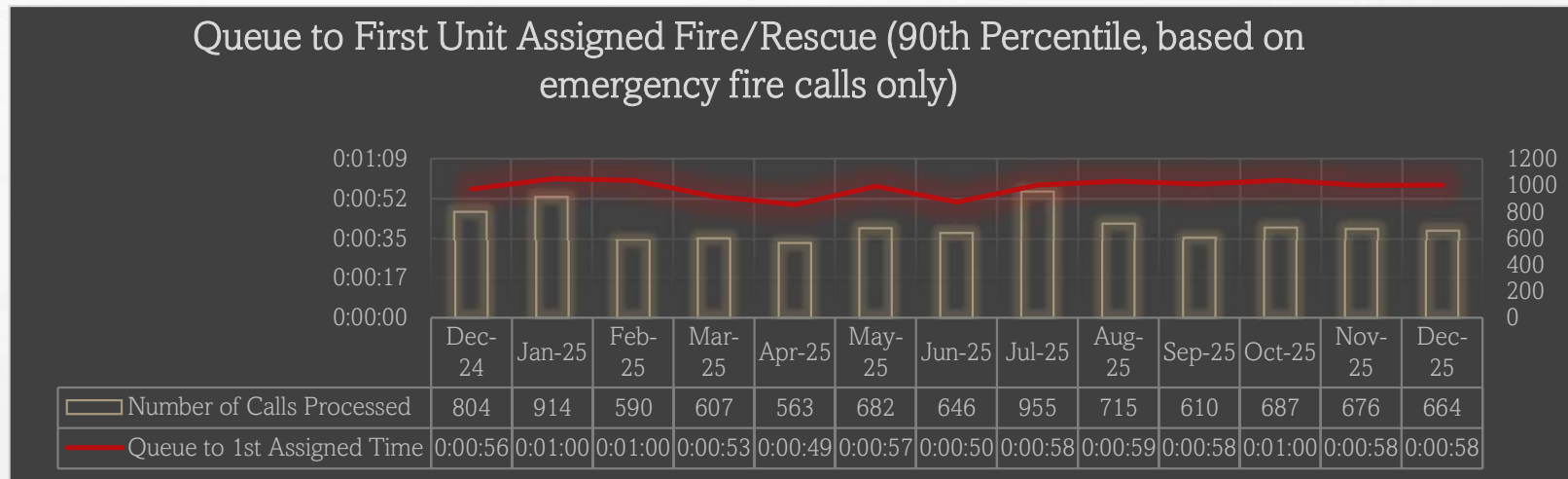
MOVING FORWARD

- CONTINUE TO ALIGN CALL PROCESSING GOALS WITH:
 - CALL SEVERITY
 - PROCESSING COMPLEXITY
 - STAFFING, WORKLOAD, AND SURGE CONDITIONS.
 - EVIDENCE BASED, DATA DRIVEN OUTCOMES.
- MEASURE PERFORMANCE REGULARLY AND PROVIDE DISPATCHER FEEDBACK TO:
 - IMPROVE PROCESSES
 - IDENTIFY SYSTEMIC BARRIERS
 - ADJUST GOALS AS PERFORMANCE IMPROVES.



OPPORTUNITIES

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- AUTO-DISPATCH WITHOUT PRD- WILL CUT DOWN PROCESSING TIMES
 - CAN BE AGENCY SPECIFIC
 - TRIAL STUDY
- EMEREGCNY FIRE DISPATCH (EFD)- CAN PROVIDE CONSISTENCY IN TRIAGING FIRE AND EMERGENCY CALLS
- DEEM FCL & FSL AS NON-EMERGENCT FIRE CALLS, SIMILAR TO FIRE ALARMS AND NO LONGER INCLUDE THEM IN THE CALL-PROCESSING DATA

GROUP DISCUSSION TO PROVIDE ADDITIONAL RECOMMENDATIONS



ADMINISTRATIVE COMMITTEE TAKEAWAYS

- SUMMARY OF DIRECTION PROVIDED
- RECOMMENDATIONS
- NEXT STEPS
- BOARD OF DIRECTORS INFORMATION BRIEFING IN FEBRUARY



THANK YOU



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