CONFIRE

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

AGENDA

The Joint Meeting of the CONFIRE Board of Directors and Administrative Committee is scheduled for Tuesday, February 25, 2025 in the Loma Linda Fire Department Emergency Operations Center, 25541 Barton Road, Loma Linda, California.

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

The Public Comment portion of the agenda pertains to items NOT on the agenda and is limited to 30 minutes; 3 minutes allotted for each speaker. Pursuant to the Brown Act, no action may be taken by the Board of Directors or Administrative Committee at this time; however, the Board/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 Board of Directors or Administrative Committee.

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

OPENING

a. Call to order
b. Flag Salute

ROLL CALL - BOARD OF DIRECTORS

ROLL CALL - ADMINISTRATIVE COMMITTEE

PUBLIC COMMENT

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

INFORMATION RELATIVE TO POSSIBLE CONFLICT OF INTEREST

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

BOARD OF DIRECTORS CONSENT ITEMS

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

1. Approve the Joint Meeting of the CONFIRE Board of Directors and Administrative Committee Minutes of September 24, 2024

2. CONFIRE Operations Statement as of January 31, 2025

3. Fund Balance Report as of January 31, 2025

4. YTD Call Summary

5. YTD Answer Time

6. Billable Incidents

7. CONFIRE 911 Call Processing Time Analysis January 2025

8. ECNS Report January 2025

CLOSED SESSION

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

DIRECTOR UPDATE

NEW BUSINESS

10. Election of Officers: Section 12 of the Joint Powers Agreement requires that the Board elect officers (Chair-Vice Chair) each year - **ACTION ITEM**

ADMINISTRATIVE COMMITTEE CONSENT ITEMS

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

11.   Approve the Administrative Committee Minutes of January 28, 2025

12.   CONFIRE Operations Statement as of January 31, 2025

13.   Fund Balance Report as of January 31, 2025

14.   YTD Call Summary

15.   YTD Answer Time

16.   Billable Incidents

17.   CONFIRE 911 Call Processing Time Analysis

18.   ECNS Report January 2025

19.   UASI Grant Year 2020 Reimbursement

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 Jeremy Ault

SUBSIDIARY COMMITTEE REPORTS
a.   EMS Division Subsidiary Committee Update - Chief Joe Barna

ROUND TABLE

CLOSED SESSION

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

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

ADJOURNMENT

NEXT MEETING: CONFIRE Board of Directors - May 27, 2025
CONFIRE Administrative Committee - March 25, 2025

POSTING:

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

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

   /s/ Liz Berry

Liz Berry
Clerk of the Board

JOINT MEETING OF THE CONFIRE BOARD OF DIRECTORS
AND
ADMINISTRATIVE COMMITTEE
TUESDAY, SEPTEMBER 24, 2024 – 1:30 P.M.
LOMA LINDA-EOC, 25541 BARTON RD., LOMA LINDA

MINUTES

ROLL CALL

BOARD OF DIRECTORS:
Chair – Lynne Kennedy, Mayor Pro Tem – City of Rancho Cucamonga
Vice Chair – Phill Dupper, Mayor – City of Loma Linda
Dan Leary, Board President – Apple Valley Fire Protection District
Mike Kreeger, Board Member – Chino Valley Independent Fire District
John Echevarria, Council Member – City of Colton
Denise Davis, Council Member – City of Redlands
Andy Carrizales, Mayor Pro Tem – City of Rialto - *Absent*
Joe Baca, Jr., 5th District Supervisor – San Bernardino County
Elizabeth Becerra, Mayor– City of Victorville - *Absent*

ADMINISTRATIVE COMMITTEE MEMBERS:
Chair – Chief Dan Harker, Loma Linda Fire Department
Deputy Chief Reggie Brown, Redlands Fire Department
Chief Buddy Peratt, Apple Valley Fire Protection District
Chief Dave Williams, Chino Valley Fire District
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
   a. Flag Salute
   b. Roll call/Introductions

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

INFORMATION RELATIVE TO POSSIBLE CONFLICT OF INTEREST
Agenda items may require Board Member abstentions due to conflict of interests and financial interests. Board Member/Administrative Committee abstentions shall be stated under this item for recordation on the appropriate item.
No conflicts were announced.

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

1. Approve the Joint Meeting of the CONFIRE Board of Directors and Administrative Committee Minutes of April 20, 2024
2. CONFIRE Operations Statement as of August 31, 2024
3. FY2024-25 EMS Fund (5020)
4. Fund Balance Report as of August 31, 2024
5. YTD Call Summary
6. YTD Answer Times
7. Billable Incidents
8. Call Processing Time Analysis - August 2024
9. ECNS Analysis August 2024

ACTION REQUEST: The Administrative Committee requests the Board accept and approve consent items 1 thru 9.

ACTION: *The CONFIRE Board of Directors accepts and approves consent items 1 thru 9.*

Motion by: *Joe Baca Jr.*
Second: *Phill Dupper*
Lynne Kennedy – Yes
Phil Dupper - Yes
Dan Leary – Yes
Mike Kreeger - Yes
John Echevarria – Yes
Denise Davis – Yes
Andy Carrizales – Absent
Joe Baca, Jr. - Yes
Elizabeth Becerra - Absent
Ayes: *7*
Noes: *0*
Abstain: *0*
Absent: *2*
Motion Approved

CLOSED SESSION

*The Board of Directors and Administrative Committee entered Closed Session at 1:34 p.m.

10. Review and update Existing Litigation – 54956.9(b): AMR Lawsuit

11. Personnel Matter – Public Employment Government Code section 54957(b)(1): Title: Executive Director

*The Board of Directors and Administrative Committee came out of Closed Session at 2:41 p.m.

No reportable action from Closed Session.

DIRECTOR UPDATE – CONFIRE Director to give an update on the various activities within CONFIRE.

- *ICEMA called for a CONFIRE strike team to report to the Line Fire to evacuate Big Bear Hospital. This was a historic event; 1st time in the County's history that all agencies came together using combined resources for the protection of the public.*
- *Introduction of Communications Director Henry Perez to the Board of Directors.*

NEW BUSINESS

12. Valley Communications Center Lease Agreement – **ACTION ITEM**

The CONFIRE Board of Directors tabled this topic, no action was taken.

ADMINISTRATIVE COMMITTEE CONSENT ITEMS

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

13. Approve Administrative Committee Minutes of August 27, 2024
14. Approve the Special Administrative Committee Minutes of September 10, 2024
15. CONFIRE Operations Statement as of August 31, 2024
16. FY2024-25 EMS Fund (5020)
17. Fund Balance Report as of August 31, 2024
18. YTD Call Summary
19. YTD Answering Times

20. Billable Incidents
21. Call Processing Time Analysis – August 2024
22. ECNS Report August 2024
23. MOU DMSU Vehicle
24. BDC Ambulance Agreement – **ACCEPT AND FILE**

Motion to accept all items on Consent.

Motion by: *Chief Mike McCliman*
Second*: Chief Dave Williams*
Ayes: *9*
No: *0*
Abstain: *0*
Absent: *0*

DIRECTOR REPORT

a. Communications Division Update
   - *Communications Director Henry Perez commended the CONFIRE workforce for exceptional service during the recent fire incidents.*
   - *Discussed the progress of new staff training.*

b. Finance/Admin. Division Update
   Introduction of Nicole Vasquez, CONFIRE's new HR Generalist.

c. MIS Division Update
   MIS continues to work with vendors that are supporting the Ambulance Contract.

d. EMS Division Update
   Emphasis of Priority's commitment to CONFIRE and the employees hired.

COMMITTEE REPORTS

a. CAD to CAD – Ontario Fire Go Live
   CAD to CAD with Ontario Fire went live September 24, 2024.

SUBSIDIARY COMMITTEE REPORTS

a. EMS Sub-Committee Update – Chief Barna
   - *Approved Policies and Procedures required under the Ambulance Contract.*
   - *Committee continues to work on additional policies.*

NEW BUSINESS

25. Creation of Fire/Rescue Program – **ACTION ITEM**

   The CONFIRE Administrative Committee tabled this topic, no action was taken.

26. Chino Valley Interim Director Agreement – **ACTION ITEM**
   Approve Amendment No. 2 to the Interim Director agreement with Chino Valley Independent Fire District, extending the term to December 31, 2024.

   Adequate appropriation has been included in the approved 2024-25 budget. The total is not to exceed $65,608 and is being funded by salary savings from budgeted vacancies in Fund 5008.

   Motion to Approve Amendment No. 2 to the Interim Director agreement with Chino Valley Independent Fire District, extending the term to December 31, 2024.

   Motion by: *Chief Brian Park*
   Second*: Chief Buddy Peratt*
   Ayes: *9*
   No: *0*
   Abstain: *0*
   Absent: *0*

ROUND TABLE
The Administrative Committee expressed gratitude to Chief Serna and all agencies for their combined efforts during the recent wildfire activity.

CLOSED SESSION

   *The Administrative Committee entered Closed Session at 3:17 p.m.

27. Review and update Existing Litigation – 5956.9(d): AMR Lawsuit

28. Personnel Matter – Public Employment Government Code section 54957(b):
    Title: Executive Director

   *The Administrative Committee came out of Closed Session at 4:17 p.m.

   No reportable action from Closed Session.

ADJOURNMENT

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

The meeting adjourned at 4:18 p.m.

Upcoming Meetings: CONFIRE Board of Directors - to be determined.
CONFIRE Administrative Committee – October 22, 2024.

   /s/ Liz Berry
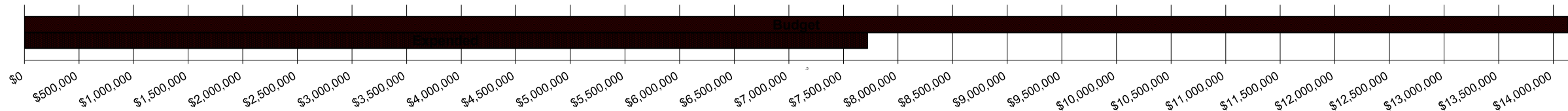**Liz Berry**
Clerk of the Board

OPERATIONS FUND 5008
Unaudited MONTHLY SUMMARY FY 2024-25

CONFIRE

Expenditures	July	Aug	Sep	Oct (3 PP)	Nov	Dec	Jan	Feb	Mar	Apr	May	June (3 PP)	Total YTD Expended	2024/25 Budget	Bud - Exp Difference	% Used
Salary/Benefits	610,483	612,358	643,001	928,190	659,917	662,763	633,577	-	-	-	-	-	4,750,290	9,552,349	$4,802,059	49.7%
Overtime/Call Back	33,883	25,201	26,202	45,021	27,461	26,483	21,129	-	-	-	-	-	205,381	45,000	-$160,381	456.4%
Phone/Circuits/Internet	40,974	(10,033)	25,126	22,799	17,444	33,970	41,819	-	-	-	-	-	172,099	273,166	$101,067	63.0%
County IS/Data Services/Counsel	114	(450)	3,491	2,641	1,293	2,093	1,293	-	-	-	-	-	10,475	59,905	$49,430	17.5%
Radio/Pager, Console Maint	-	45,690	(11,159)	21,411	21,411	21,411	21,411	-	-	-	-	-	120,173	205,559	$85,386	58.5%
Computer Software	250,088	836,272	555,398	5,446	9,673	9,081	1,867	-	-	-	-	-	1,667,824	2,362,495	$694,671	70.6%
Computer Hardware	532	(220)	323	140	269	-	936	-	-	-	-	-	1,981	15,250	$13,269	13.0%
Office Exp/Copier Lease	5,259	10,061	6,385	2,565	7,390	4,074	4,952	-	-	-	-	-	40,686	90,897	$50,211	44.8%
Insurance/Auditing	-	252,504	-	11,636	(560)	-	-	-	-	-	-	-	263,579	302,912	$39,333	87.0%
Payroll/HR/Medical Director	121,858	(20,769)	29,967	39,680	20,572	44,411	108,445	-	-	-	-	-	344,165	780,659	$436,494	44.1%
Travel/Training	2,953	746	59	2,596	2,357	1,224	20	-	-	-	-	-	9,955	112,800	$102,845	8.8%
Auto/Structure/Fuel	-	3,204	2,181	3,745	2,109	1,796	1,571	-	-	-	-	-	14,607	60,590	$45,983	24.1%
Other/HDGC Rent/Equip Trans	16,434	13,233	15,226	24,950	17,040	13,984	15,923	-	-	-	-	-	116,790	274,974	$158,184	42.5%
Total	**1,082,578**	**1,767,796**	**1,296,203**	**1,110,821**	**786,376**	**821,289**	**852,943**	**-**	**-**	**-**	**-**	**-**	**7,718,005**	**14,136,556**	**$6,418,551**	**54.6%**

% Fiscal Year Passed   58.3%

Revenue	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Received	Budget	Difference	% Rcvd
Services	3,556,286.22	(7,944.00)	-	3,521,213.50	-	-	-	-	-	-	-	-	7,069,555.72	14,134,213.00	7,064,657.28	0.50
Interest	48,856.31	(48,856.31)	-	46,866.10	-	-	39,736.57	-	-	-	-	-	86,602.67	-	(86,602.67)	-
Other	-	-	36,119.71	-	9,250.56	-	-	-	-	-	-	-	45,370.27	-	(45,370.27)	-
Total	**3,605,142.53**	**(56,800.31)**	**36,119.71**	**3,568,079.60**	**9,250.56**	**-**	**39,736.57**	**-**	**-**	**-**	**-**	**-**	**7,201,528.66**	**14,134,213.00**	**6,932,684.34**	**0.51**

% Fiscal Year Passed   58%

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CONFIRE

FY 2024-2025
Unaudited Fund Balance Report
as of January 31, 2025

Operations Fund (5008)

Unaudited Fund Balance 7/1/24		$ 3,335,344
Revenue	7,201,529	
Expenditures	(7,718,005)	
Net		(516,476)
Net Transfers In/Out		-
Available Fund Balance		**$ 2,818,868**

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

Equipment Reserve Fund (5009)

Unaudited Fund Balance 7/1/24		$ 2,311,408
Revenue	363,280	
Expenditures	(591,121)	
Net		(227,841)
Available Fund Balance		**$ 2,083,567**

General Reserve Fund (5010)

Unaudited Fund Balance 7/1/24		$ 6,907,469
Revenue	(785,458)	
Expenditures	(512,372)	
Grant Funds Due to CAD to CAD	-	
Net		(1,297,830)
Fund Balance		5,609,639
Net Transfers In/Out		-
Total Fund Balance		**$ 5,609,639**

Restricted Fund Balance

Reserve for CIP	(3,000,000)	
Net Committed		(3,000,000)
Available Fund Balance		**$ 2,609,639**

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

CONFIRE

FY 2024-2025
Unaudited Fund Balance Report
as of January 31, 2025

Term Benefits Reserve Fund (5011)		
Unaudited Fund Balance 7/1/24		$ 1,786,600
Revenue	189,030	
Expenditures	-	
Net		189,030
Net Transfers In/Out		-
Available Fund Balance		**$ 1,975,630**

CAD-to-CAD Project Special Revenue Fund (5019)		
Unaudited Fund Balance 7/1/24		$ 303,620
Revenue	147,175	
Expenditures	(181,022)	
Net		(33,847)
Net Transfers In/Out		-
Available Fund Balance		**$ 269,773**

Emergency Medical Service Division Enterprise Fund (5020)		
Unaudited Fund Balance 7/1/24		$ 2,170,934
Revenue	1,383,729	
Expenditures	(2,378,152)	
Net		(994,423)
Net Transfers In/Out		-
Available Fund Balance		**$ 1,176,511**

Call Summary

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376   County: San
Bernardino

Year: 2024

From: 1/1/2025

To: 1/31/2025

**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
2025 Totals	22264	78	22342	0.35%	12590	412	13002	15762	4942	149	20853	56197	128.9
2024 Totals	18354	22	18376	0.12%	11742	359	12101	14670	5227	83	19980	50457	121.2

PSAP Answer Time

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376   County: San Bernardino

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

Agency   Fire
Affiliation

From:	1/1/2025
To:	1/31/2025
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%							
Year to Date 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%							
Year to Date 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%							

CONFIRE Billable Incidents
Period: 01/01/2025 thru 01/31/2025

Jurisdiction	# of Incidents	% of Total
San Bernardino County	12,432	53.85%
VictorvilleFD	2,208	9.56%
RanchoCucamonga	1,754	7.60%
ChinoValleyFD	1,296	5.61%
AppleValley	1,174	5.08%
Rialto	1,034	4.48%
Redlands	989	4.28%
Colton	683	2.96%
MontclairFD	448	1.94%
Loma Linda	399	1.73%
Big Bear Fire	378	1.64%
San Manuel FD	202	0.87%
Running Springs	59	0.26%
Baker Ambulance	29	0.13%
Confire EMS	3	0.01%
Total	23,088	100%

BDC Division	# of Incidents	% of Total
East Valley	4,355	35.03%
Fontana	1,956	15.73%
Valley	1,806	14.53%
Hesperia	1,208	9.72%
North Desert	1,078	8.67%
South Desert	1,030	8.29%
Adelanto	507	4.08%
Mountain	492	3.96%
Total	12,432	100%

CONFIRE 911 Call Processing Time Analysis

January 2024

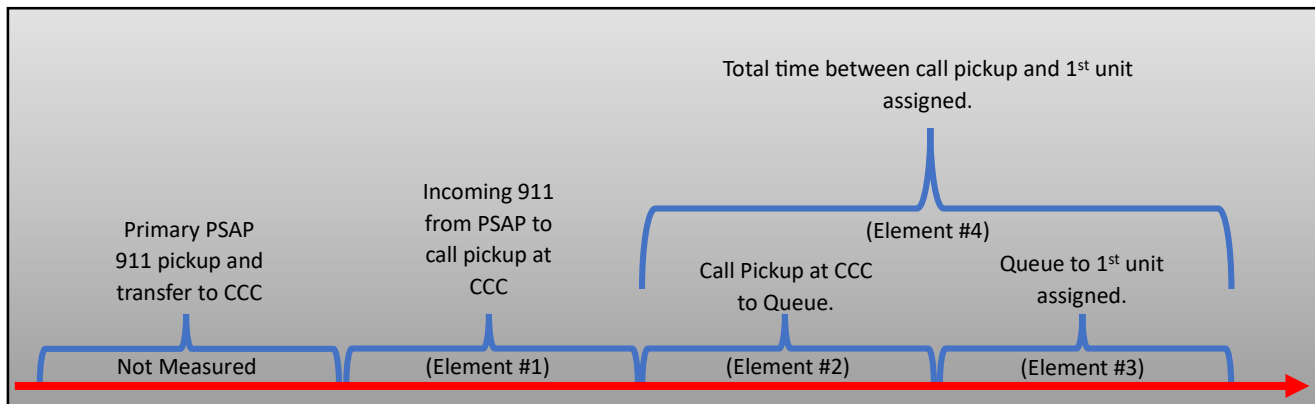# January 2024

Contents

Figures

CONFIRE Emergency Call Processing Times.

January 2025

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

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

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

Call Answering Time from Primary PSAP

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

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

	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25
Average Calls per 24-hr Period	593	573	557	582	619	658	737	650	662	621	628	663	721
% of Calls Picked up in Target Time (10 sec. or less)	93.9%	94.44%	95.6%	95.5%	89.6%	86.4%	81.8%	87.8%	85.4%	90.4%	91.2%	91.0%	90.2%
90% Target													

Emergency Call Processing

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

EMS Call Processing

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

3

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

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

	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25
% with Determinant Code	90%	88%	90%	83%	89%	88%	89%	90%	91%	90%	91%	90%
All EMS Combined	0:02:59	0:03:03	0:03:01	0:03:05	0:03:13	0:03:16	0:03:15	0:03:13	0:03:14	0:03:17	0:03:12	0:03:11

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

Pickup to Queue EMS Calls (90th Percentile)

	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25
% with Determinant Code	90%	88%	90%	83%	89%	88%	89%	90%	91%	90%	91%	90%
Call Processing time With Determinant Codes	0:02:45	0:02:49	0:02:47	0:02:47	0:02:54	0:02:55	0:02:54	0:02:52	0:02:53	0:02:59	0:02:54	0:02:52

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

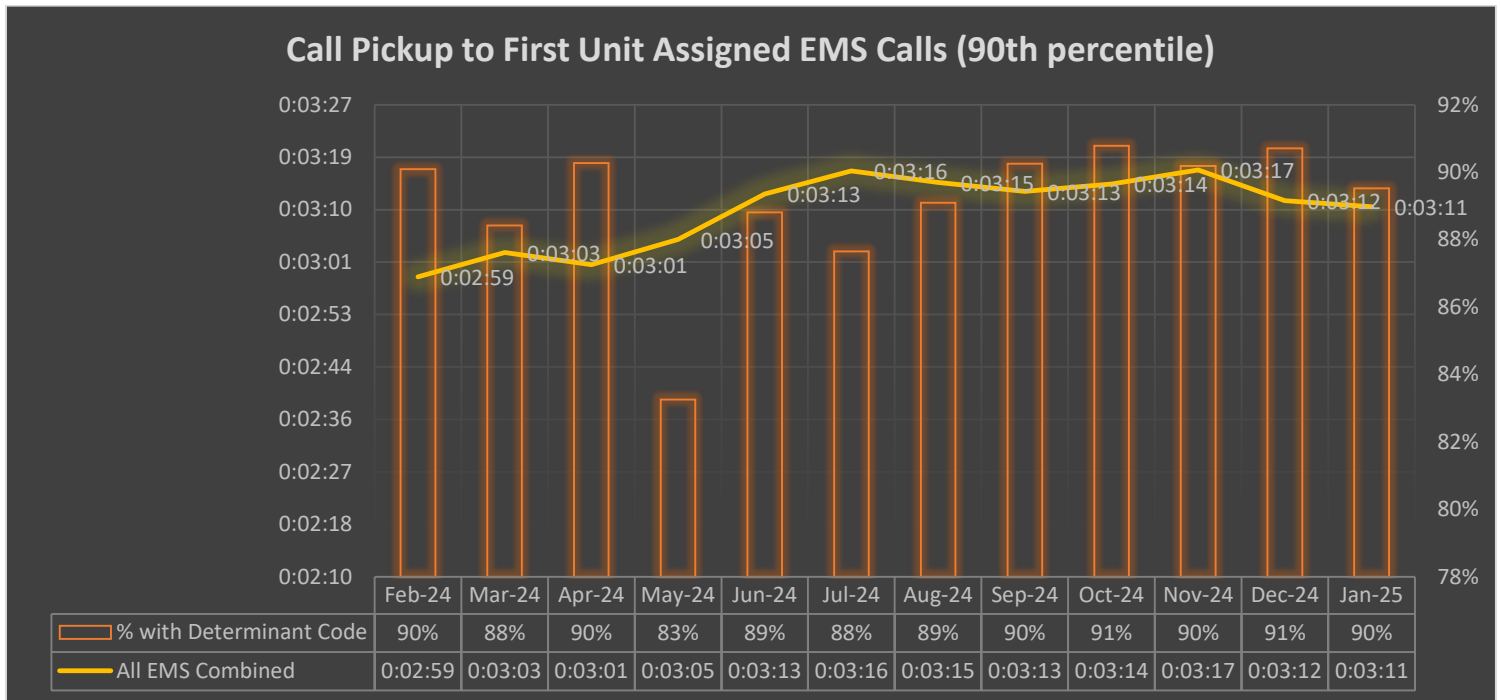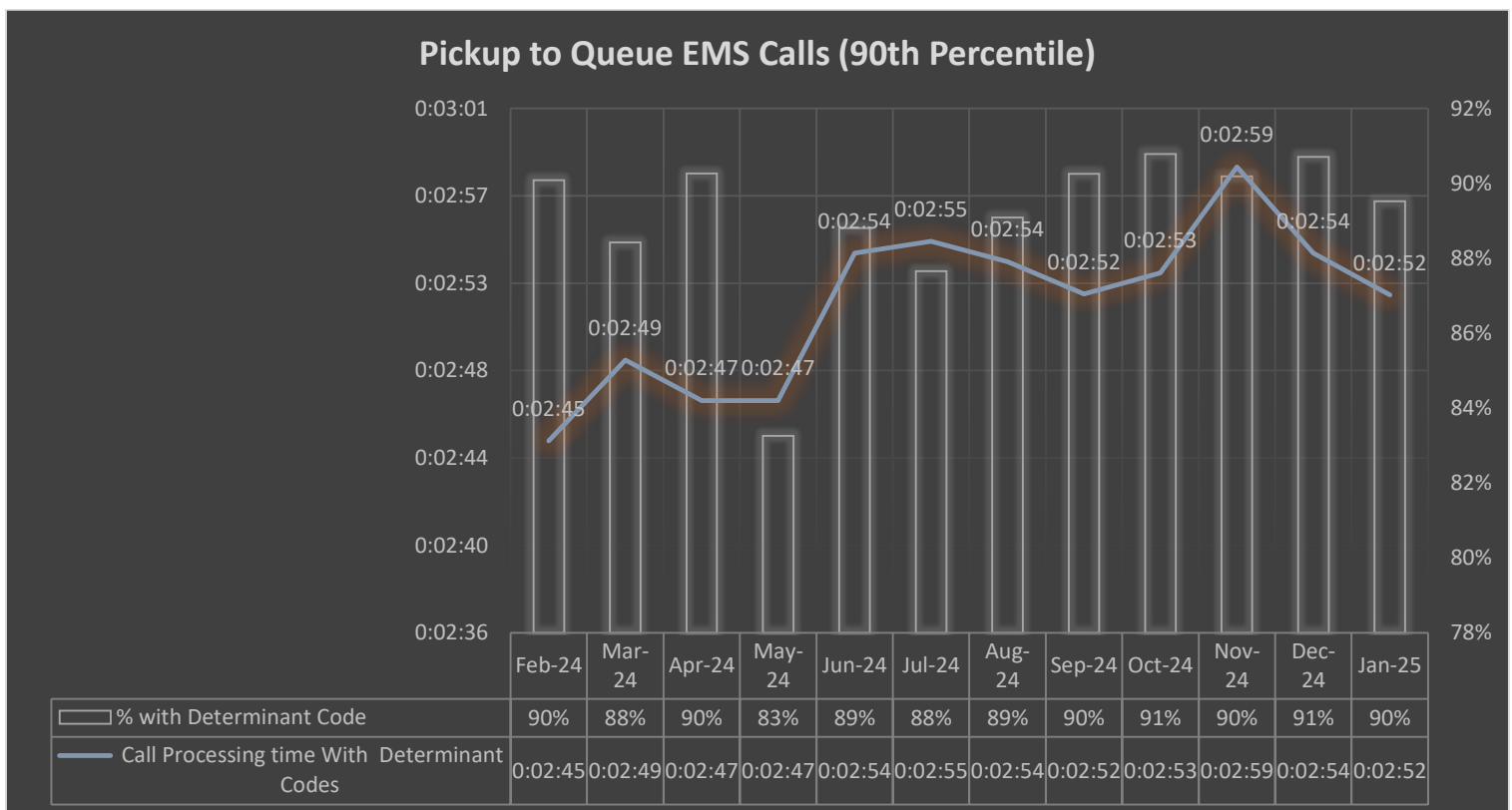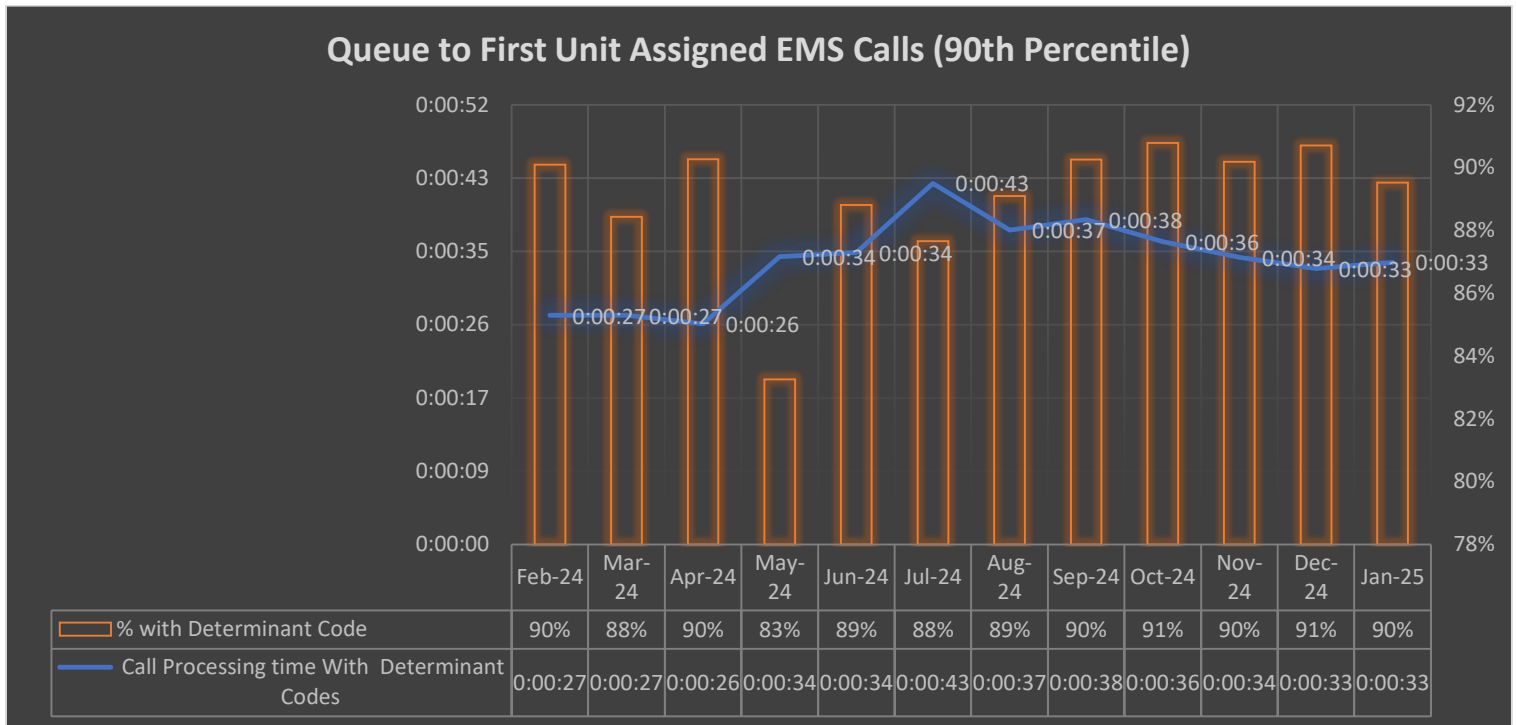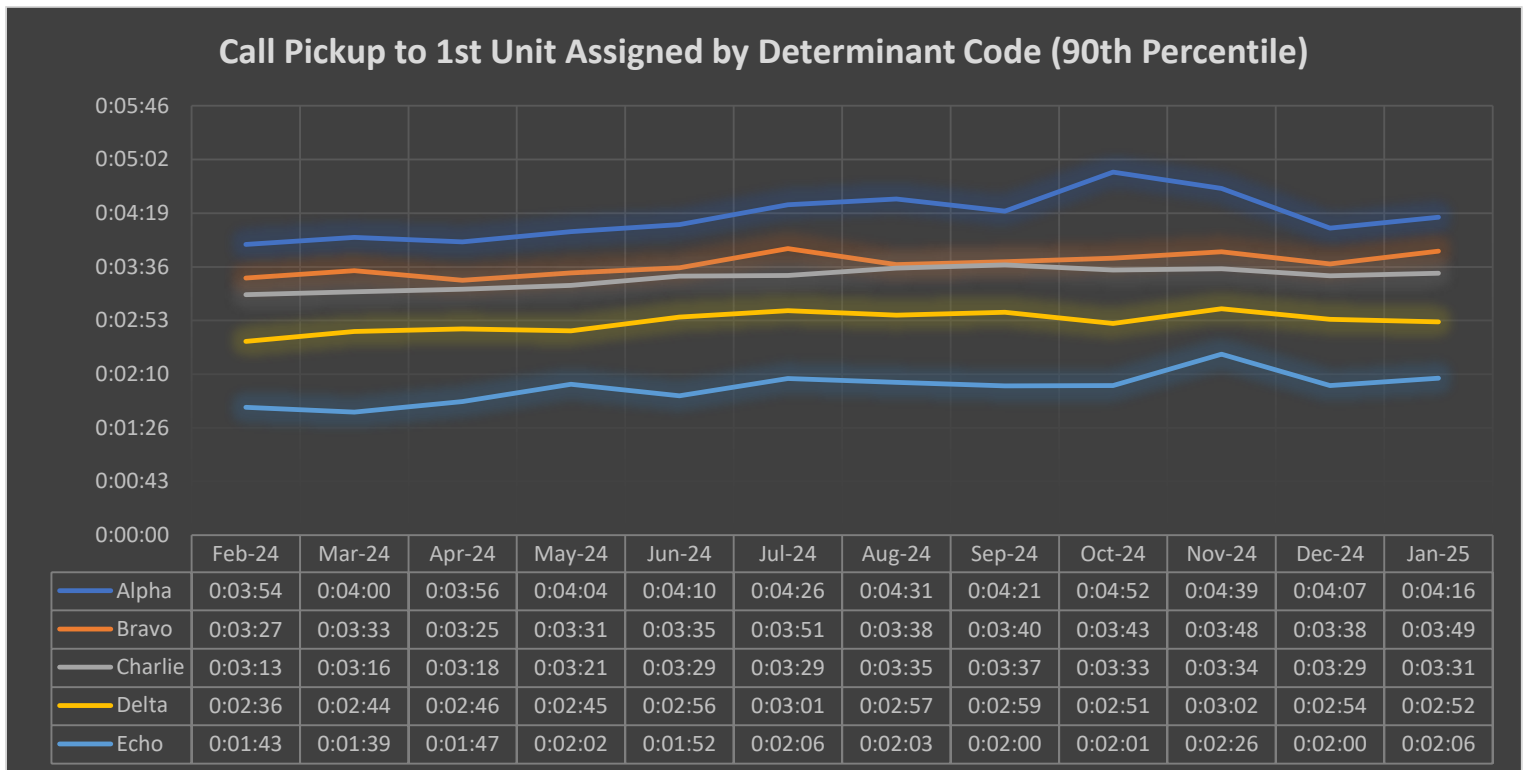### Queue to First Unit Assigned EMS Calls (90th Percentile)

	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25
% with Determinant Code	90%	88%	90%	83%	89%	88%	89%	90%	91%	90%	91%	90%
Call Processing time With Determinant Codes	0:00:27	0:00:27	0:00:26	0:00:34	0:00:34	0:00:43	0:00:37	0:00:38	0:00:36	0:00:34	0:00:33	0:00:33

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

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

	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25
Alpha	0:03:54	0:04:00	0:03:56	0:04:04	0:04:10	0:04:26	0:04:31	0:04:21	0:04:52	0:04:39	0:04:07	0:04:16
Bravo	0:03:27	0:03:33	0:03:25	0:03:31	0:03:35	0:03:51	0:03:38	0:03:40	0:03:43	0:03:48	0:03:38	0:03:49
Charlie	0:03:13	0:03:16	0:03:18	0:03:21	0:03:29	0:03:29	0:03:35	0:03:37	0:03:33	0:03:34	0:03:29	0:03:31
Delta	0:02:36	0:02:44	0:02:46	0:02:45	0:02:56	0:03:01	0:02:57	0:02:59	0:02:51	0:03:02	0:02:54	0:02:52
Echo	0:01:43	0:01:39	0:01:47	0:02:02	0:01:52	0:02:06	0:02:03	0:02:00	0:02:01	0:02:26	0:02:00	0:02:06

Fire/Rescue Related Calls

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

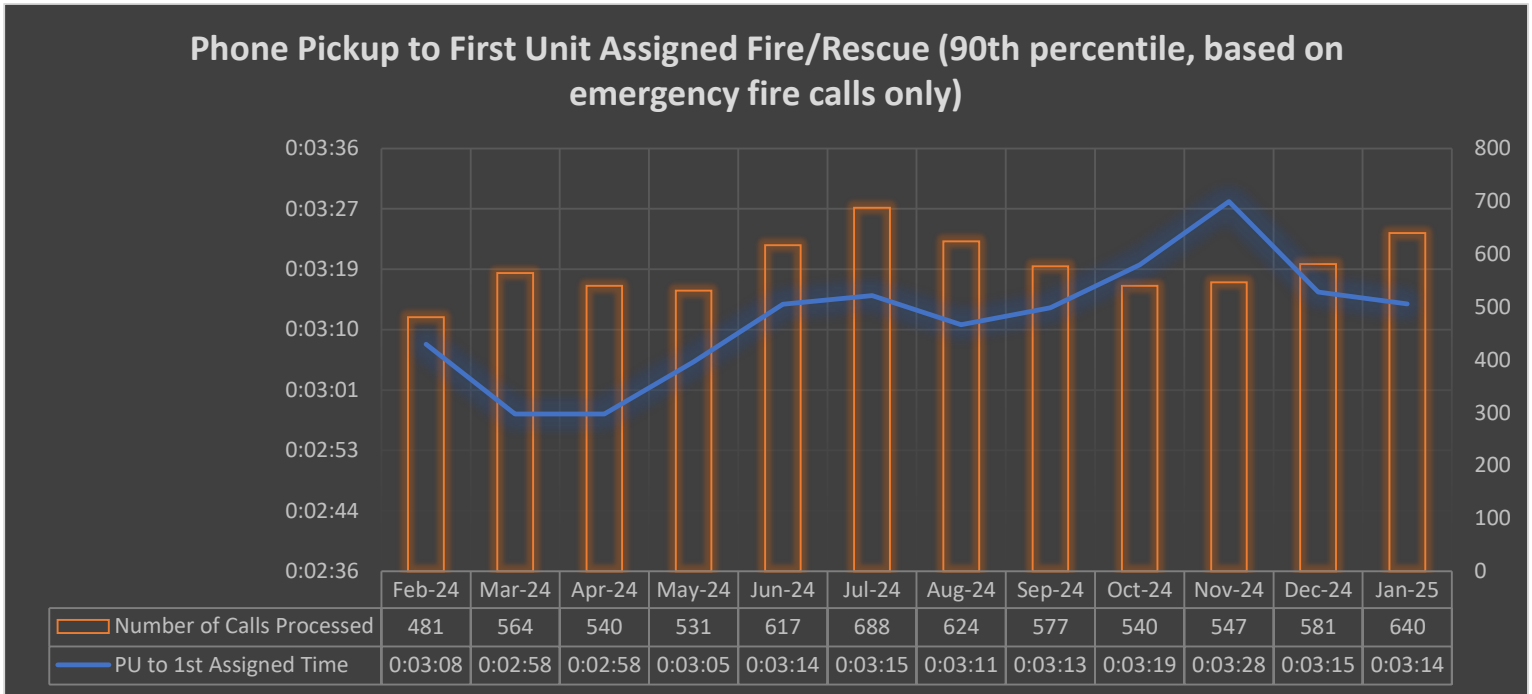*Figure 7:Fire/Rescue Call Pickup to First Unit Assigned.*

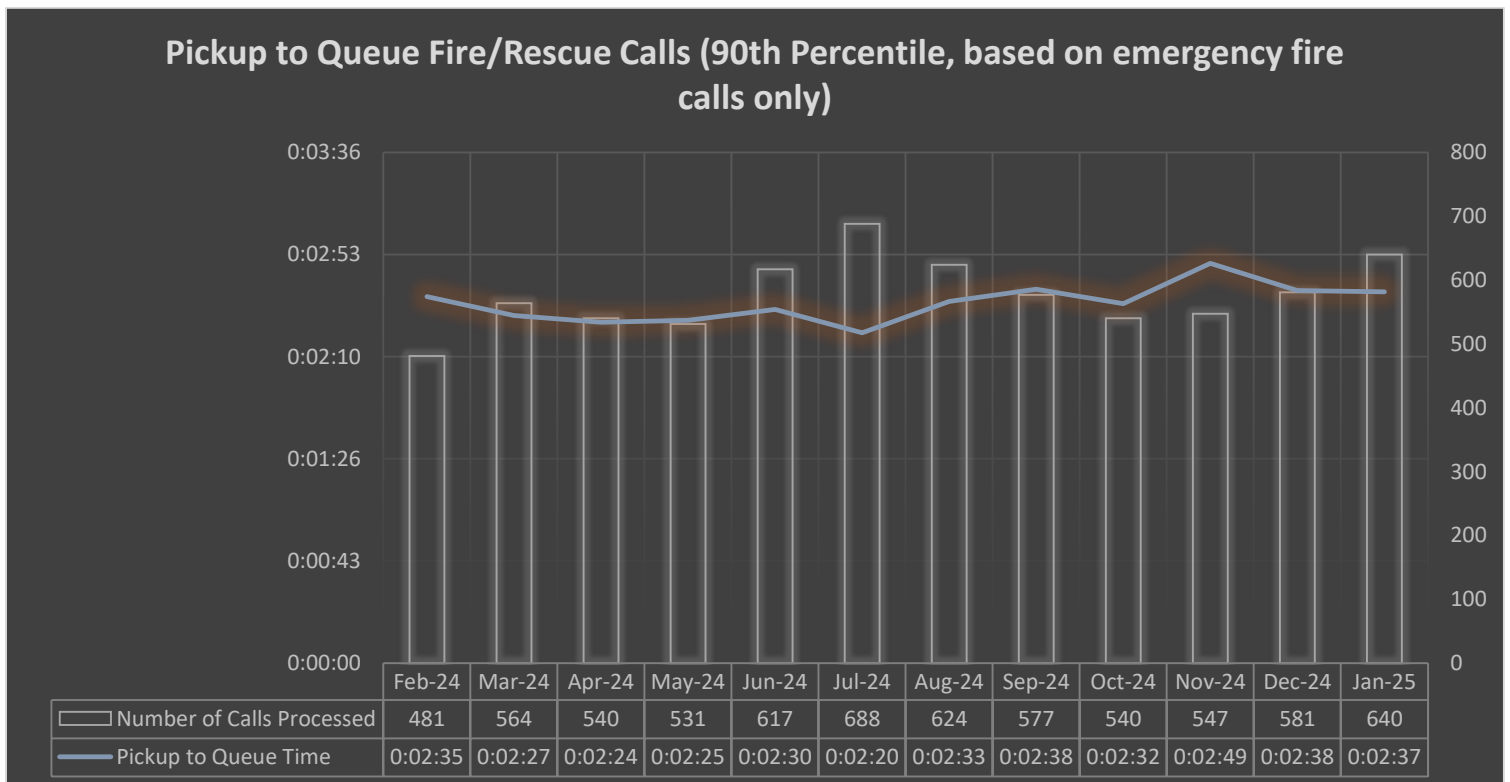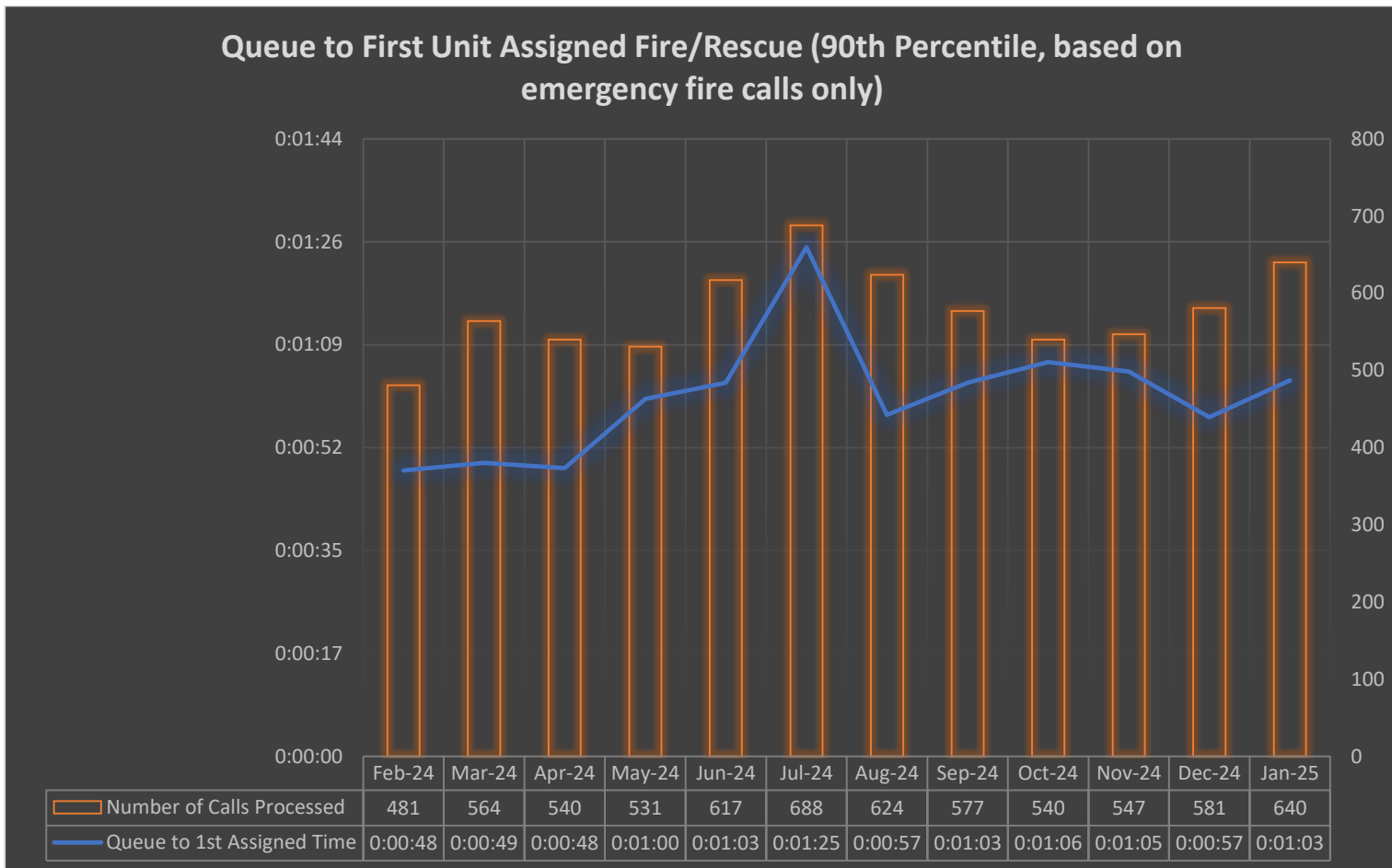**Phone Pickup to First Unit Assigned Fire/Rescue (90th percentile, based on emergency fire calls only)**

	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25
Number of Calls Processed	481	564	540	531	617	688	624	577	540	547	581	640
PU to 1st Assigned Time	0:03:08	0:02:58	0:02:58	0:03:05	0:03:14	0:03:15	0:03:11	0:03:13	0:03:19	0:03:28	0:03:15	0:03:14

Figure 8: Fire/Rescue Call Pickup to Queue.

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

	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25
Number of Calls Processed	481	564	540	531	617	688	624	577	540	547	581	640
Pickup to Queue Time	0:02:35	0:02:27	0:02:24	0:02:25	0:02:30	0:02:20	0:02:33	0:02:38	0:02:32	0:02:49	0:02:38	0:02:37

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

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

	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25
Number of Calls Processed	481	564	540	531	617	688	624	577	540	547	581	640
Queue to 1st Assigned Time	0:00:48	0:00:49	0:00:48	0:01:00	0:01:03	0:01:25	0:00:57	0:01:03	0:01:06	0:01:05	0:00:57	0:01:03

CONFIRE ECNS Analysis

January 2025

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List of Tables

List of Figures

1

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

January 2025

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

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

Total Emergency EMS Calls	19,222
Total EMS Calls with Obtainable Determinant Code	13,593
Total EMS Calls with Determinant Code	12,049
% of EMD Obtainable EMS Calls with Determinant Code	88.6%

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

Total Calls Eligible for Low Code:	1,540
% of EMS calls with Determinant Code Eligible for ECNS	13%
Total ECNS Eligible Calls Transferred to ECN (Entered in Low Code)	405
% of Eligible EMS Calls Transferred to ECNS	26.3%
% of Total EMS Calls Transferred to ECNS	2.1%

2

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

Incoming Calls to Emergency Communications Nurse (ECN) Nurse		
	Total ECNS Transfers	420
	Transferred via CAD Service (did not connect with ECN)	10
	Calls Aborted (Hangups, disconnects)	64
	Total Calls received and completed by ECN	346
Calls Returned for Emergency Transport		
	Triage nurse returned call for Emergency Transport	66
	Number of returned calls for emergency resulting in actual transport	49
	% of returned calls for emergency resulting in transport	74%
Non-emergency with no Alternative Transport		
	Patient had no alternative means of transport (Transport Unit Sent)	183
	Number of non-emergency ambulance responses that resulted in actual transport.	151
	% of non-emergency ambulance responses that resulted in actual transport.	83%
Total calls to reach ECN that resulted in an ambulance response		249
	% of total calls to reach ECN that resulted in ambulance response	72.0%

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

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

Call Type	Total Calls in LowCode	Total LowCode calls referred back for a Response for medical reasons	% of Calls referred back for a response for medical reasons	Calls referred back for a response for medical reasons that transported.	% of Calls referred back for a response for medical reasons that transported.
SICK-A8	43	6	13%	5	83%
BACK-A1	22	3	6%	3	100%
SICK-O1	22	3	6%	3	100%
FALL-A2	20	1	2%	0	0%
SOB - Shortness of Breath	20	4	8%	3	75%
ABD-A1	20	2	4%	2	100%
FALL-A3	19	2	4%	1	50%
SICK-A11	18	1	2%	1	100%
SICK-A2	15	2	4%	2	100%
SICK-A3	14	3	6%	2	67%
TRAUMA-A3	12	1	2%	1	100%
SICK-A4	9	1	2%	1	100%
FALL-O1	8	1	2%	1	100%
PSY-O1	8	0	0%	0	
DIA-O1	7	0	0%	0	
FALL-A1	7	1	2%	1	100%
ALL-O1	7	1	2%	1	100%
TRAUMA-A2	6	0	0%	0	
TRAUMA-A1	6	1	2%	1	100%
TRAUMA-O1	6	1	2%	1	100%

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

Disposition of Care Text		
Seek Emergency Care as Soon as Possible	159	54.8%
Emergency Response	66	22.8%
Seek Face to Face Care within 1-4 Hours	46	15.9%
Schedule an Appointment to be Seen by a Doctor/Health Care Professional within the Next 12 Hours (same day)	8	2.8%
Schedule an Appointment to be Seen by a Doctor/Health Care Professional within the Next 1-3 Days	4	1.4%
Speak to Your Doctor/Health Care Professional to Review the Symptoms As Soon As Possible	3	1.0%
Schedule a Routine Appointment with a Doctor/Health Care Professional	2	0.7%
Self-Care	1	0.3%
Contact Poison Control or Local Pharmacist	1	0.3%

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

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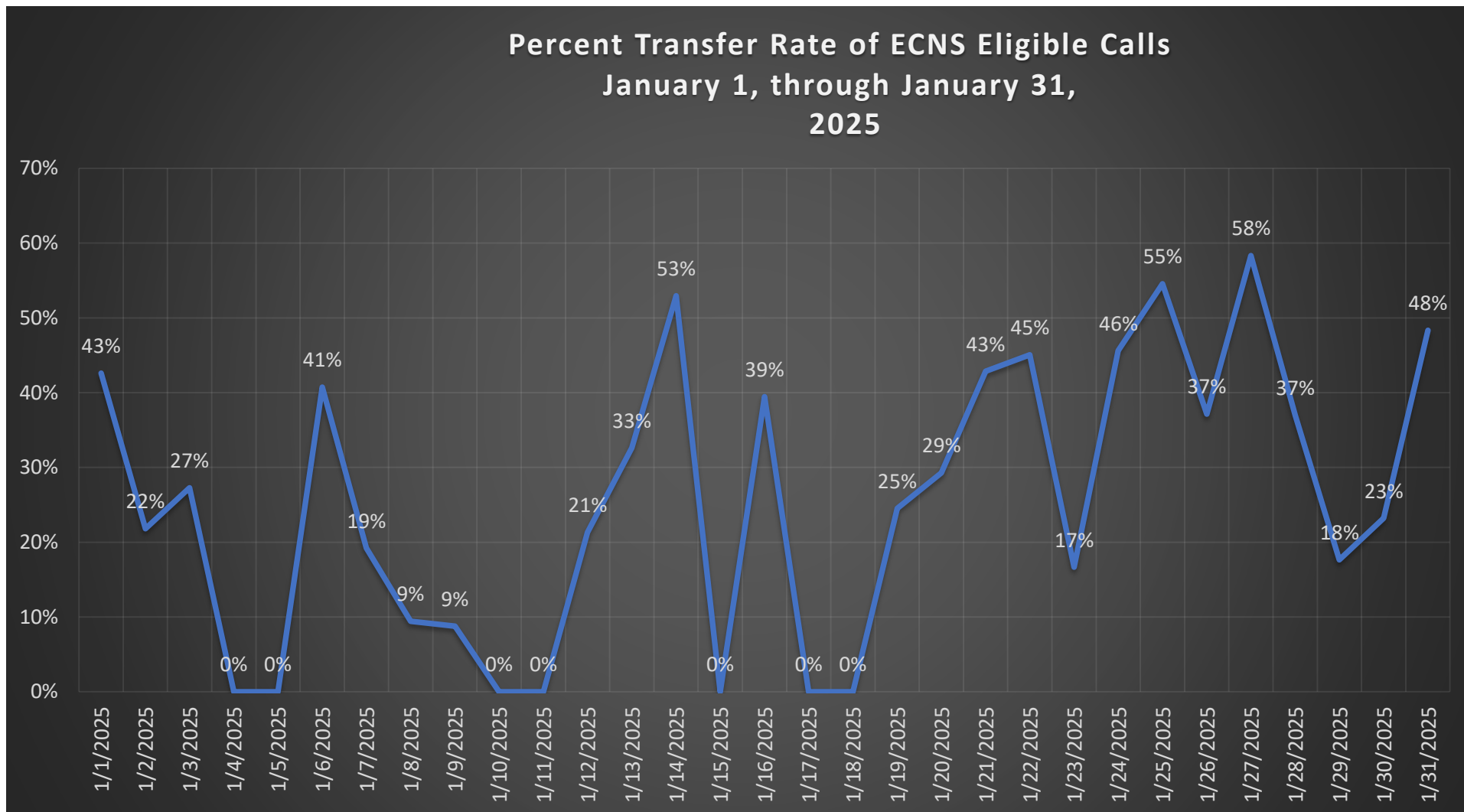

Percent Transfer Rate of ECNS Eligible Calls
January 1, through January 31,
2025

6

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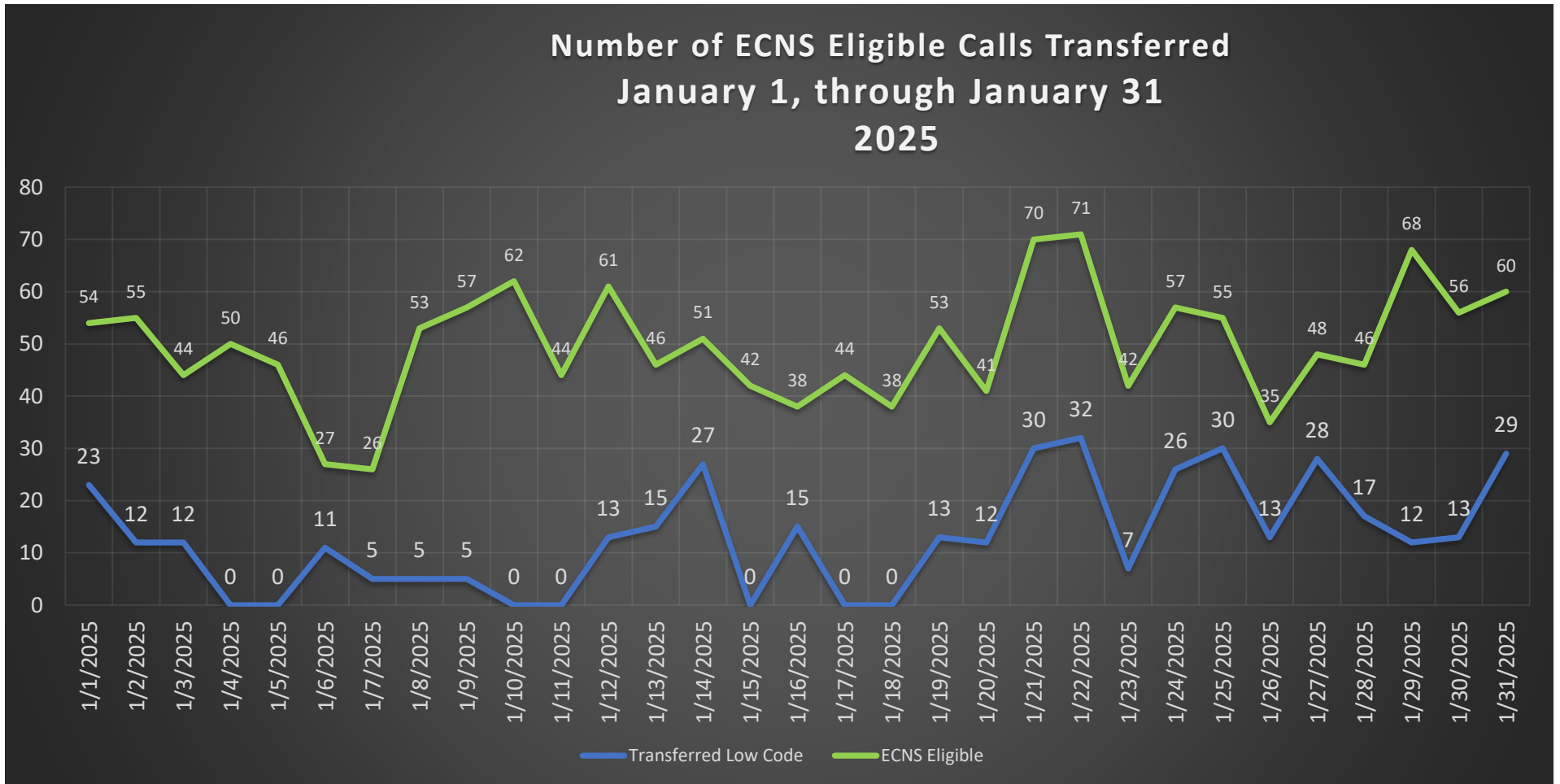

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Figure 3: 12-month analysis of ECNS eligible calls and rates of transfer to ECN/Low Code system.
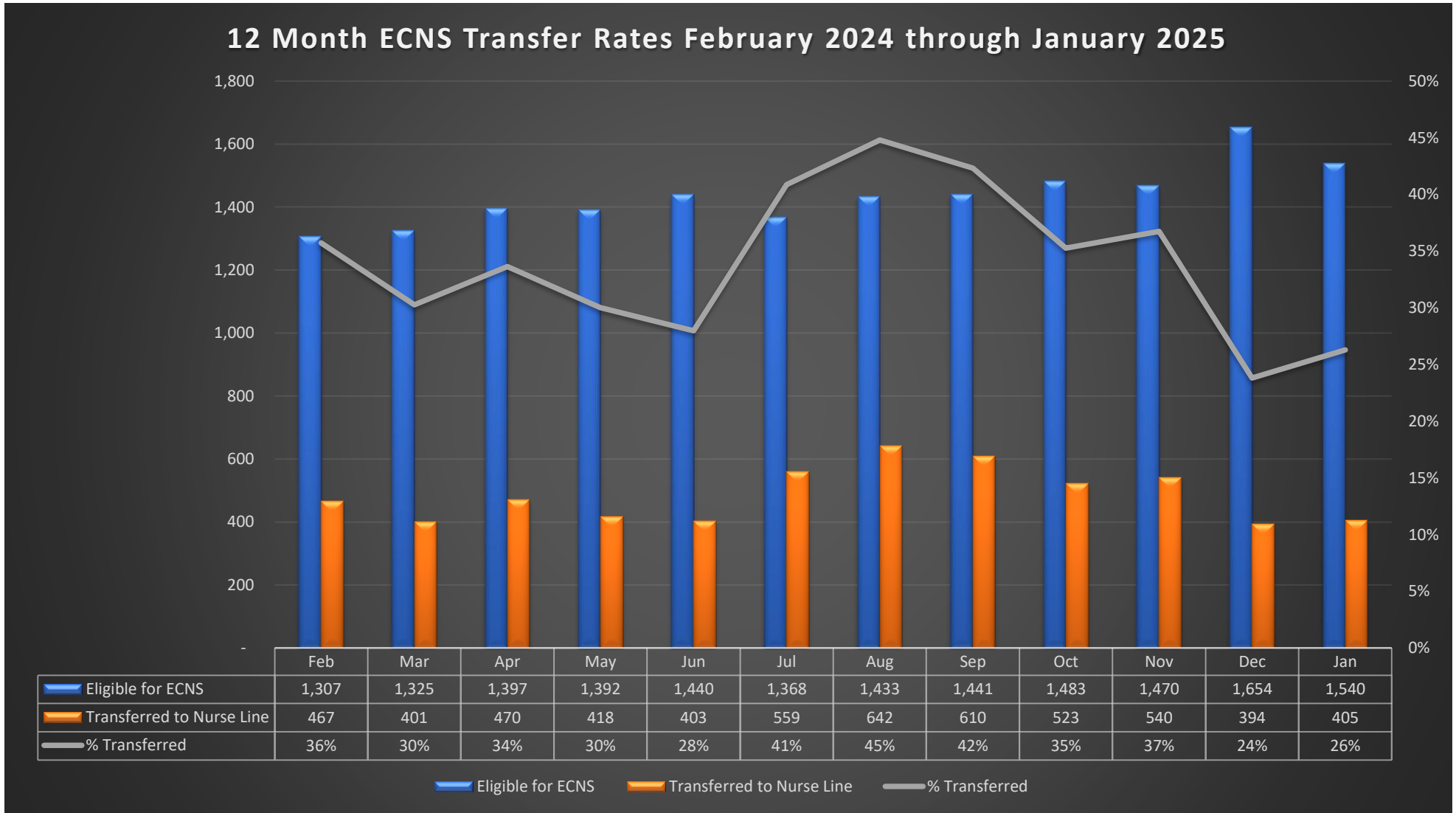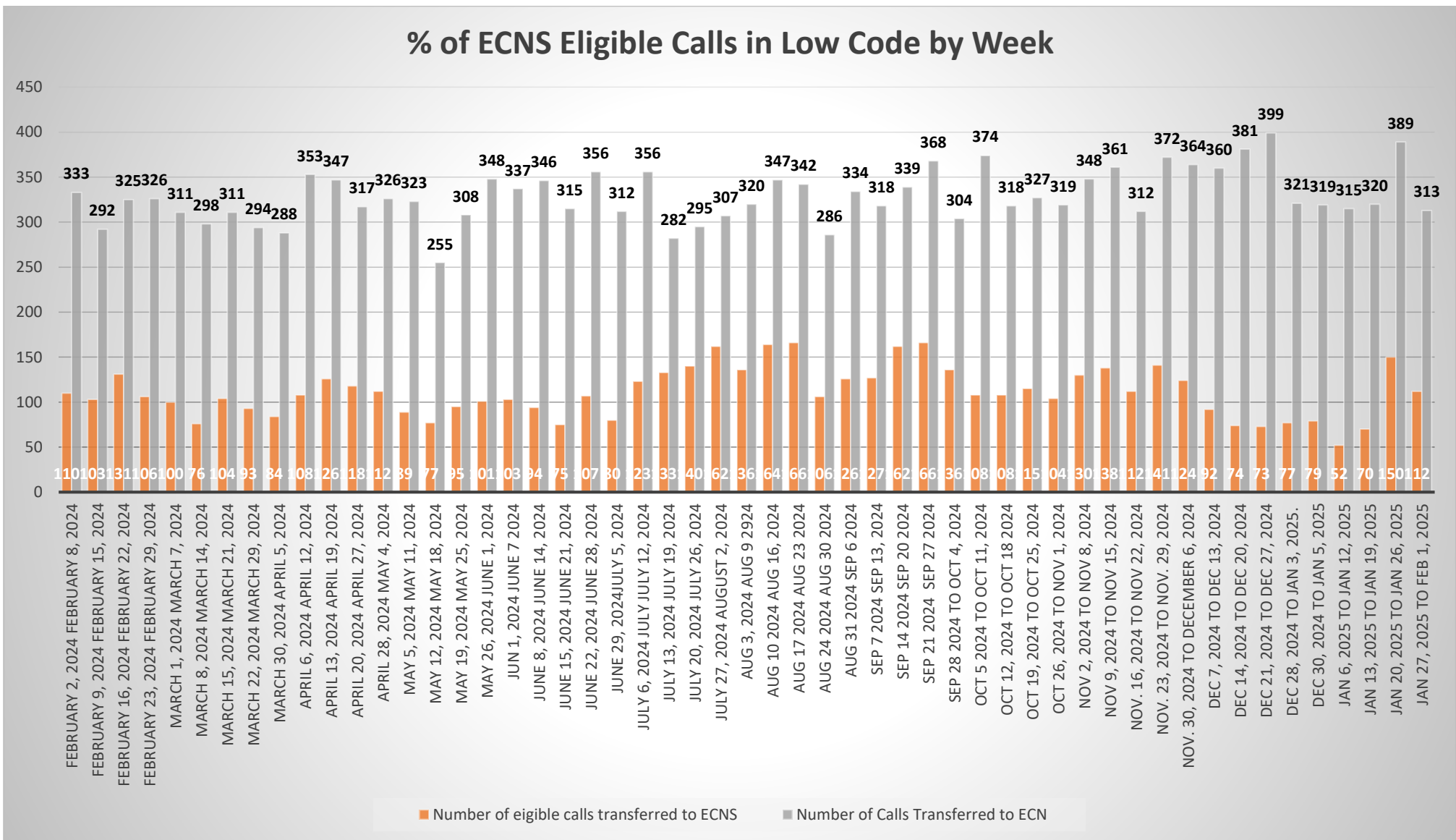
12 Month ECNS Transfer Rates February 2024 through January 2025

	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Eligible for ECNS	1,307	1,325	1,397	1,392	1,440	1,368	1,433	1,441	1,483	1,470	1,654	1,540
Transferred to Nurse Line	467	401	470	418	403	559	642	610	523	540	394	405
% Transferred	36%	30%	34%	30%	28%	41%	45%	42%	35%	37%	24%	26%

Eligible for ECNS   Transferred to Nurse Line   % Transferred

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

% of ECNS Eligible Calls in Low Code by Week

9

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

January 2025

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

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

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

Disposition Text from CAD	Number of Calls	% of Total Eligible Calls Not Sent to LowCode
*Call Taker decided to not send incident to LowCode, with reason: ECN NOT AVAIL= No ECN staff at CONFIRE and REMSA or hold music on transfer (Sup Approval)	991	87.0%
*Call Taker decided to not send incident to LowCode, with reason: ECN NOT AVAIL= No ECN staffing or hold music on transfer	0	0.0%
*Call Taker decided to not send incident to LowCode, with reason: INABILITY TO INTERROGATE PT= Inability to talk, belligerent, RP not at same location	0	0.0%
*Call Taker decided to not send incident to LowCode, with reason: MEDICAL FACILITY RP= RN/Dr requesting 911 AND is at PT bedside	30	2.6%
*Call Taker decided to not send incident to LowCode, with reason: PT COMPLETE IMMOBILITY= Cannot move, bedridden or on the ground unable to get up	0	0.0%
*Call Taker decided to not send incident to LowCode, with reason: PT IN PUBLIC PLACE= PT is in an area where large crowds are gathering (i.e. sports complex)	0	0.0%
*Call Taker decided to not send incident to LowCode, with reason: QUICK LAUNCH= CPR, UNC, CP, SOB, CVA	76	6.7%
*Call Taker decided to not send incident to LowCode, with reason: REOPENED CALL= Reopened call	10	0.9%
*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	22	1.9%

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*Call Taker decided to not send incident to LowCode, with reason: TEST/REOPENED CALL= Test or reopened call	0	0.0%
*Call Taker decided to not send incident to LowCode, with reason: MEDICAL FACILITY RP= Staff requesting 911 or PT directed by medical facility to call 911	0	0.0%
*Call Taker decided to not send incident to LowCode, with reason: RP IS MINOR= RP is a child caller <16 or RP is a minor calling for minor PT	0	0.0%
* Call Taker decided to not send incident to LowCode, with reason: PUBLIC SERVICE= A public service has been dispatched	0	0.0%
* Call Taker decided to not send incident to LowCode, with reason: REOPENED CALL= Reopened call	10	0.9%

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ADMINISTRATIVE COMMITTEE MEETING
TUESDAY, JANUARY 28, 2025 – 1:30 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 Mike McCliman, Rancho Cucamonga Fire Department
Chief Rich Sessler/Vice-Chair, Redlands Fire Department
Chief Brian Park, Rialto Fire Department
Chief Bertral Washington, San Bernardino County Fire -*Absent*
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 December 17, 2024.

2. CONFIRE Operations Statement as of December 31, 2024
3. Fund Balance Report as of December 31, 2024
4. YTD Call Summary
5. YTD Answer Times
6. CONFIRE Billable Incidents
7. Call Processing Time Analysis – December 2024
8. CONFIRE ECNS Analysis
9. IE PSOP Update

Motion to accept all items on Consent.

Motion by: Chief Jeremy Ault
Second by: Chief Mike McCliman
Yes – 8
No - 0
Abstain – 0
Absent – 1, Chief Bertral Washington

DIRECTOR REPORT

a. Communication Division Update
   - *Dispatch Manager Geri Franco has accepted a position outside of CONFIRE, a recruitment for her position will open shortly.*
   - *Director Cooke announced the hiring of 3 nurses, they officially started on 1/13/25.*
b. Finance/Admin. Division Update
   - *The Staff Analyst II recruitment has concluded with the top candidate accepting our offer. We are excited to have the position filled by a candidate with an extensive accounting background.*
c. MIS Division Update
   - *Phishing tab within Outlook has been activated, making it easier for users to report suspected emails to the MIS staff.*
   - *Feb. 11th CAD rehost. CAD version upgrade has been tested and MIS is confident that it is stable and ready for deployment.*
d. EMS Division Update
   - *Priority employee placement continues.*

ROUND TABLE

CLOSED SESSION

The Administrative Committee entered Closed Session at 1:51 p.m.

10. Review and update existing Litigation – Government Code section 54956.9: AMR Lawsuit

11. Conference with Labor Negotiator – Government Code section 54957.6 CONFIRE Negotiator – Damian Parsons, Employee Organizations(s) – Emergency Services Unit.

The Administrative Committee came out of Closed Session at 2:28 p.m.

The Administrative staff gave direction to Damian Parsons regarding bargaining with the Emergency Services Unit.

ADJOURNMENT

Motion to adjourn the CONFIRE Administrative Committee Meeting

The meeting adjourned at 2:29 p.m.

Upcoming Meetings:

Next Regular Meeting: February 25, 2025 @ 1:30 p.m.
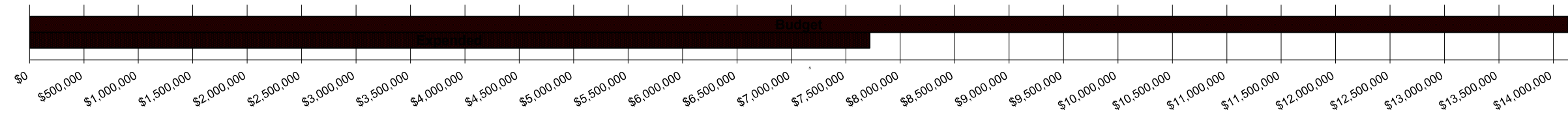

   /s/ Liz Berry
Liz Berry
Clerk of the Board

OPERATIONS FUND 5008
Unaudited MONTHLY SUMMARY FY 2024-25

Expenditures	July	Aug	Sep	3 PP Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	3 PP June	Total YTD Expended	2024/25 Budget	Bud - Exp Difference	% Used
Salary/Benefits	610,483	612,358	643,001	928,190	659,917	662,763	633,577	-	-	-	-	-	4,750,290	9,552,349	$4,802,059	49.7%
Overtime/Call Back	33,883	25,201	26,202	45,021	27,461	26,483	21,129	-	-	-	-	-	205,381	45,000	-$160,381	456.4%
Phone/Circuits/Internet	40,974	(10,033)	25,126	22,799	17,444	33,970	41,819	-	-	-	-	-	172,099	273,166	$101,067	63.0%
County IS/Data Services/Counsel	114	(450)	3,491	2,641	1,293	2,093	1,293	-	-	-	-	-	10,475	59,905	$49,430	17.5%
Radio/Pager, Console Maint	-	45,690	(11,159)	21,411	21,411	21,411	21,411	-	-	-	-	-	120,173	205,559	$85,386	58.5%
Computer Software	250,088	836,272	555,398	5,446	9,673	9,081	1,867	-	-	-	-	-	1,667,824	2,362,495	$694,671	70.6%
Computer Hardware	532	(220)	323	140	269	-	936	-	-	-	-	-	1,981	15,250	$13,269	13.0%
Office Exp/Copier Lease	5,259	10,061	6,385	2,565	7,390	4,074	4,952	-	-	-	-	-	40,686	90,897	$50,211	44.8%
Insurance/Auditing	-	252,504	-	11,636	(560)	-	-	-	-	-	-	-	263,579	302,912	$39,333	87.0%
Payroll/HR/Medical Director	121,858	(20,769)	29,967	39,680	20,572	44,411	108,445	-	-	-	-	-	344,165	780,659	$436,494	44.1%
Travel/Training	2,953	746	59	2,596	2,357	1,224	20	-	-	-	-	-	9,955	112,800	$102,845	8.8%
Auto/Structure/Fuel	-	3,204	2,181	3,745	2,109	1,796	1,571	-	-	-	-	-	14,607	60,590	$45,983	24.1%
Other/HDGC Rent/Equip Trans	16,434	13,233	15,226	24,950	17,040	13,984	15,923	-	-	-	-	-	116,790	274,974	$158,184	42.5%
Total	**1,082,578**	**1,767,796**	**1,296,203**	**1,110,821**	**786,376**	**821,289**	**852,943**	**-**	**-**	**-**	**-**	**-**	**7,718,005**	**14,136,556**	**$6,418,551**	**54.6%**

% Fiscal Year Passed   58.3%

Revenue	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Received	Budget	Difference	% Rcvd
Services	3,556,286.22	(7,944.00)	-	3,521,213.50	-	-	-	-	-	-	-	-	7,069,555.72	14,134,213.00	7,064,657.28	0.50
Interest	48,856.31	(48,856.31)	-	46,866.10	-	-	39,736.57	-	-	-	-	-	86,602.67	-	(86,602.67)	-
Other	-	-	36,119.71	-	9,250.56	-	-	-	-	-	-	-	45,370.27	-	(45,370.27)	-
Total	**3,605,142.53**	**(56,800.31)**	**36,119.71**	**3,568,079.60**	**9,250.56**	**-**	**39,736.57**	**-**	**-**	**-**	**-**	**-**	**7,201,528.66**	**14,134,213.00**	**6,932,684.34**	**0.51**

% Fiscal Year Passed   58%

CONFIRE

FY 2024-2025
Unaudited Fund Balance Report
as of January 31, 2025

Operations Fund (5008)		
Unaudited Fund Balance 7/1/24		$ 3,335,344
Revenue	7,201,529	
Expenditures	(7,718,005)	
Net		(516,476)
Net Transfers In/Out		-
Available Fund Balance		**$ 2,818,868**

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

Equipment Reserve Fund (5009)		
Unaudited Fund Balance 7/1/24		$ 2,311,408
Revenue	363,280	
Expenditures	(591,121)	
Net		(227,841)
Available Fund Balance		**$ 2,083,567**

General Reserve Fund (5010)		
Unaudited Fund Balance 7/1/24		$ 6,907,469
Revenue	(785,458)	
Expenditures	(512,372)	
Grant Funds Due to CAD to CAD	-	
Net		(1,297,830)
Fund Balance		5,609,639
Net Transfers In/Out		-
Total Fund Balance		**$ 5,609,639**
Restricted Fund Balance		
Reserve for CIP	(3,000,000)	
Net Committed		(3,000,000)
Available Fund Balance		**$ 2,609,639**

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

CONFIRE

FY 2024-2025
Unaudited Fund Balance Report
as of January 31, 2025

Term Benefits Reserve Fund (5011)		
Unaudited Fund Balance 7/1/24		$ 1,786,600
Revenue	189,030	
Expenditures	-	
Net		189,030
Net Transfers In/Out		-
Available Fund Balance		**$ 1,975,630**

CAD-to-CAD Project Special Revenue Fund (5019)		
Unaudited Fund Balance 7/1/24		$ 303,620
Revenue	147,175	
Expenditures	(181,022)	
Net		(33,847)
Net Transfers In/Out		-
Available Fund Balance		**$ 269,773**

Emergency Medical Service Division Enterprise Fund (5020)		
Unaudited Fund Balance 7/1/24		$ 2,170,934
Revenue	1,383,729	
Expenditures	(2,378,152)	
Net		(994,423)
Net Transfers In/Out		-
Available Fund Balance		**$ 1,176,511**

Call Summary

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376   County: San Bernardino

Year: 2024

From:	1/1/2025
To:	1/31/2025
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-25	22264	78	22342	0.35%	12590	412	13002	15762	4942	149	20853	56197	128.9
2025 Totals	22264	78	22342	0.35%	12590	412	13002	15762	4942	149	20853	56197	128.9
2024 Totals	18354	22	18376	0.12%	11742	359	12101	14670	5227	83	19980	50457	121.2

PSAP Answer Time

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376   County: San Bernardino

From:	1/1/2025
To:	1/31/2025
Period Group:	Month
Time Group:	60 Minute

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

Agency   Fire
Affiliation

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%							
Year to Date 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%							
Year to Date 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%							

CONFIRE Billable Incidents
Period: 01/01/2025 thru 01/31/2025

Jurisdiction	# of Incidents	% of Total
San Bernardino County	12,432	53.85%
VictorvilleFD	2,208	9.56%
RanchoCucamonga	1,754	7.60%
ChinoValleyFD	1,296	5.61%
AppleValley	1,174	5.08%
Rialto	1,034	4.48%
Redlands	989	4.28%
Colton	683	2.96%
MontclairFD	448	1.94%
Loma Linda	399	1.73%
Big Bear Fire	378	1.64%
San Manuel FD	202	0.87%
Running Springs	59	0.26%
Baker Ambulance	29	0.13%
Confire EMS	3	0.01%
Total	23,088	100%

BDC Division	# of Incidents	% of Total
East Valley	4,355	35.03%
Fontana	1,956	15.73%
Valley	1,806	14.53%
Hesperia	1,208	9.72%
North Desert	1,078	8.67%
South Desert	1,030	8.29%
Adelanto	507	4.08%
Mountain	492	3.96%
Total	12,432	100%

CONFIRE 911 Call Processing Time Analysis

January 2024

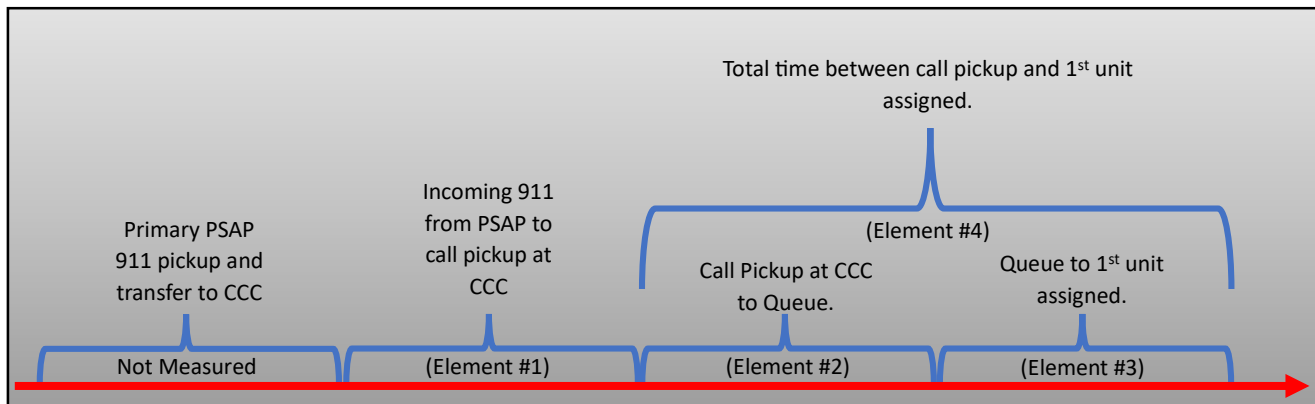# January 2024

Contents

Figures

1

CONFIRE Emergency Call Processing Times.

January 2025

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

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

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

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

	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25
Average Calls per 24-hr Period	593	573	557	582	619	658	737	650	662	621	628	663	721
% of Calls Picked up in Target Time (10 sec. or less)	93.9%	94.44%	95.6%	95.5%	89.6%	86.4%	81.8%	87.8%	85.4%	90.4%	91.2%	91.0%	90.2%
90% Target													

Emergency Call Processing

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

EMS Call Processing

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

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

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

	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25
% with Determinant Code	90%	88%	90%	83%	89%	88%	89%	90%	91%	90%	91%	90%
All EMS Combined	0:02:59	0:03:03	0:03:01	0:03:05	0:03:13	0:03:16	0:03:15	0:03:13	0:03:14	0:03:17	0:03:12	0:03:11

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

Pickup to Queue EMS Calls (90th Percentile)

	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25
% with Determinant Code	90%	88%	90%	83%	89%	88%	89%	90%	91%	90%	91%	90%
Call Processing time With Determinant Codes	0:02:45	0:02:49	0:02:47	0:02:47	0:02:54	0:02:55	0:02:54	0:02:52	0:02:53	0:02:59	0:02:54	0:02:52

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

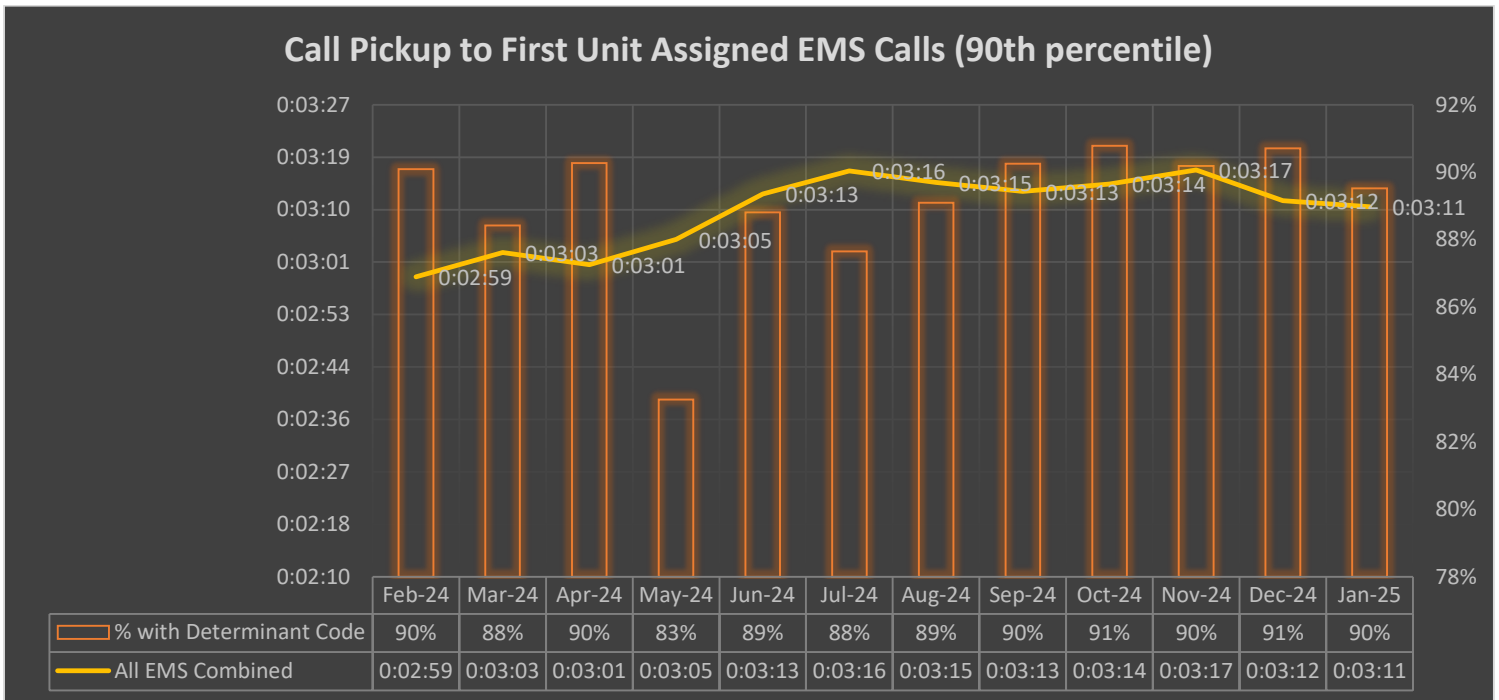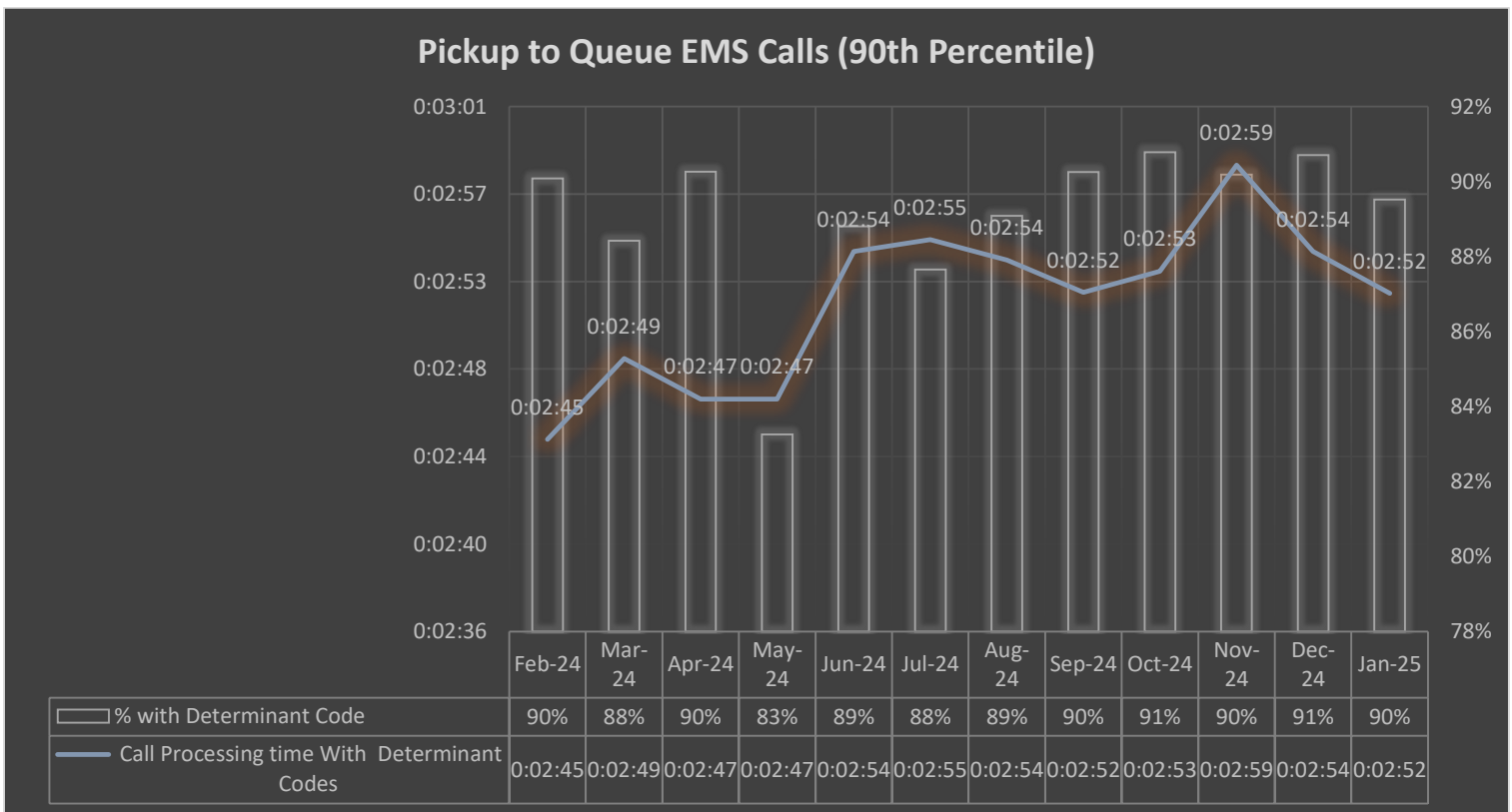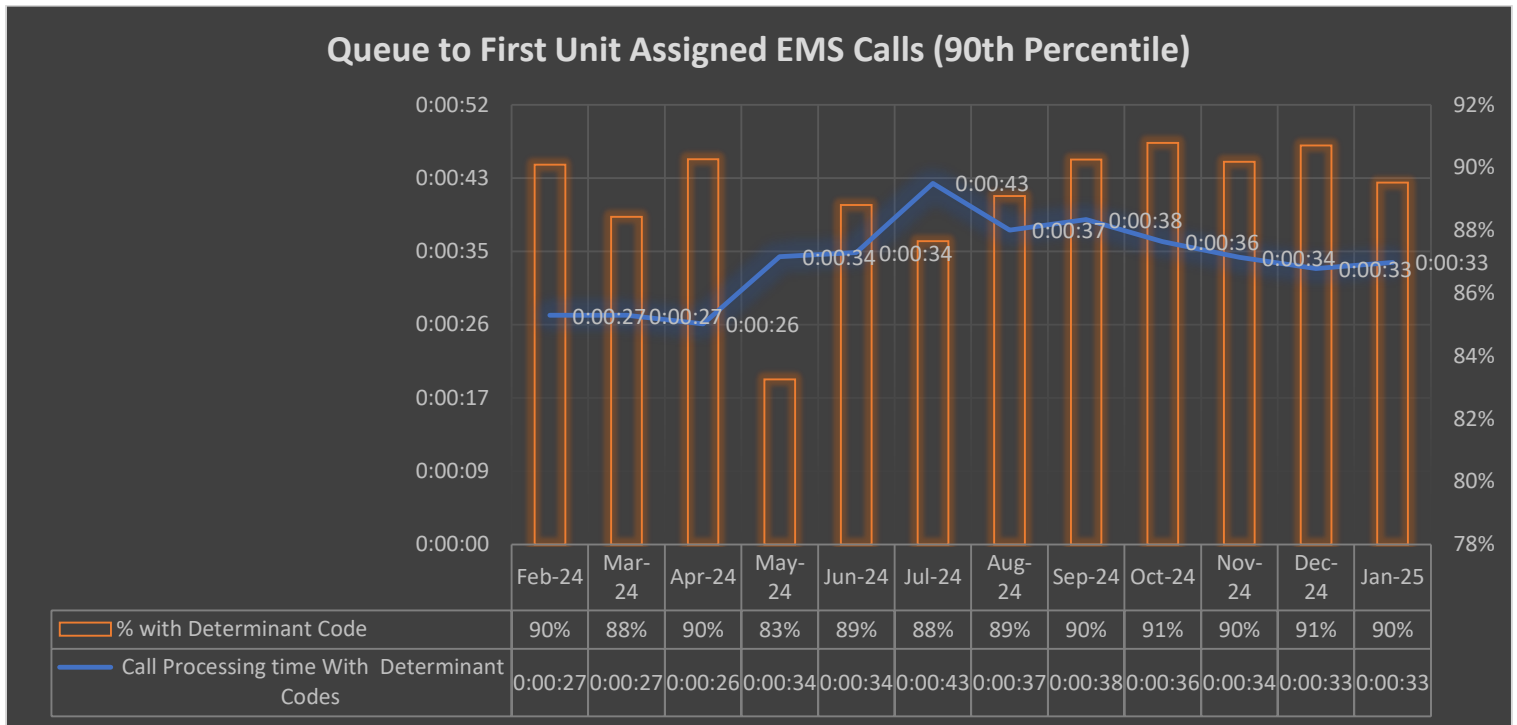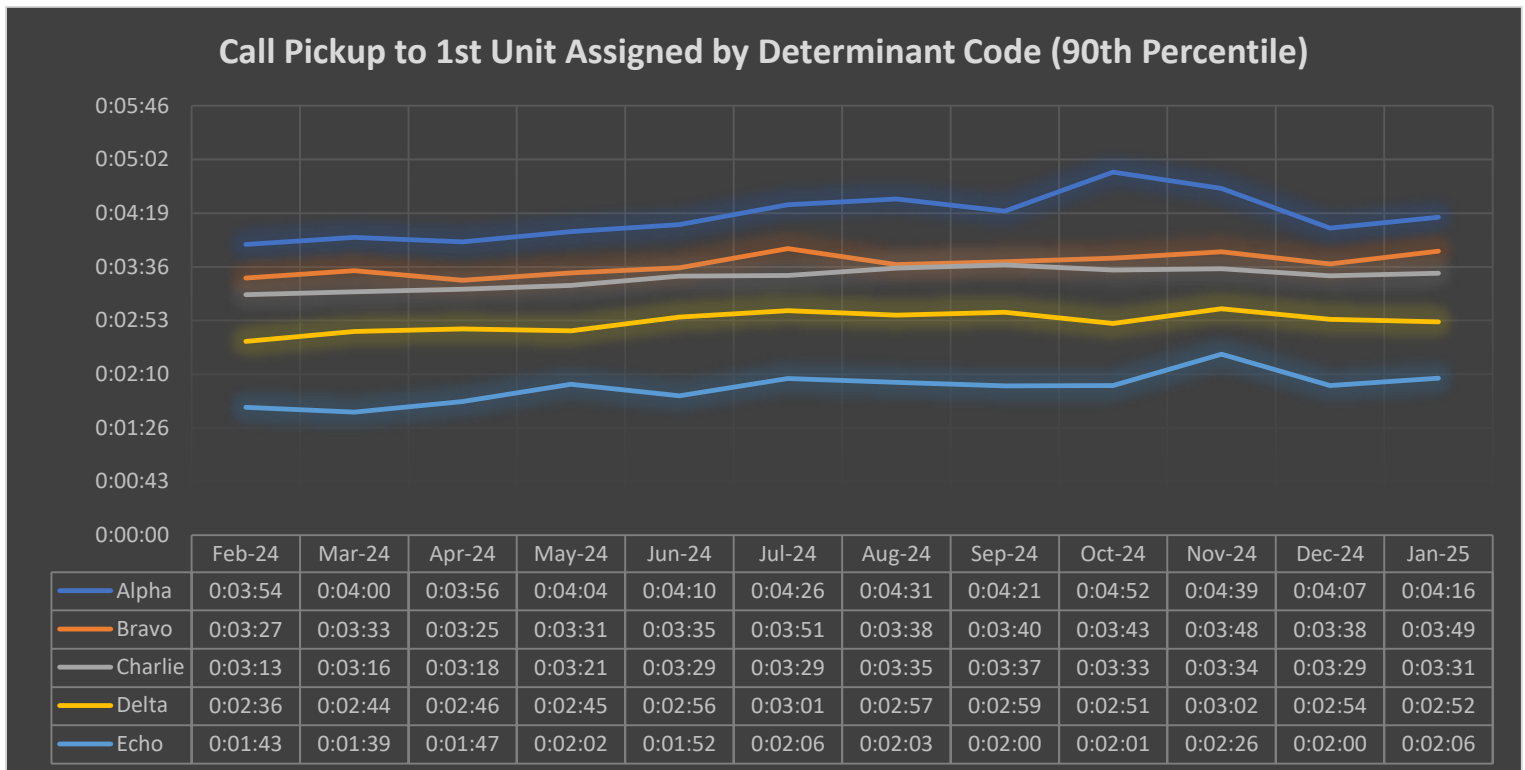### Queue to First Unit Assigned EMS Calls (90th Percentile)

	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25
% with Determinant Code	90%	88%	90%	83%	89%	88%	89%	90%	91%	90%	91%	90%
Call Processing time With Determinant Codes	0:00:27	0:00:27	0:00:26	0:00:34	0:00:34	0:00:43	0:00:37	0:00:38	0:00:36	0:00:34	0:00:33	0:00:33

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

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

	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25
Alpha	0:03:54	0:04:00	0:03:56	0:04:04	0:04:10	0:04:26	0:04:31	0:04:21	0:04:52	0:04:39	0:04:07	0:04:16
Bravo	0:03:27	0:03:33	0:03:25	0:03:31	0:03:35	0:03:51	0:03:38	0:03:40	0:03:43	0:03:48	0:03:38	0:03:49
Charlie	0:03:13	0:03:16	0:03:18	0:03:21	0:03:29	0:03:29	0:03:35	0:03:37	0:03:33	0:03:34	0:03:29	0:03:31
Delta	0:02:36	0:02:44	0:02:46	0:02:45	0:02:56	0:03:01	0:02:57	0:02:59	0:02:51	0:03:02	0:02:54	0:02:52
Echo	0:01:43	0:01:39	0:01:47	0:02:02	0:01:52	0:02:06	0:02:03	0:02:00	0:02:01	0:02:26	0:02:00	0:02:06

Fire/Rescue Related Calls

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

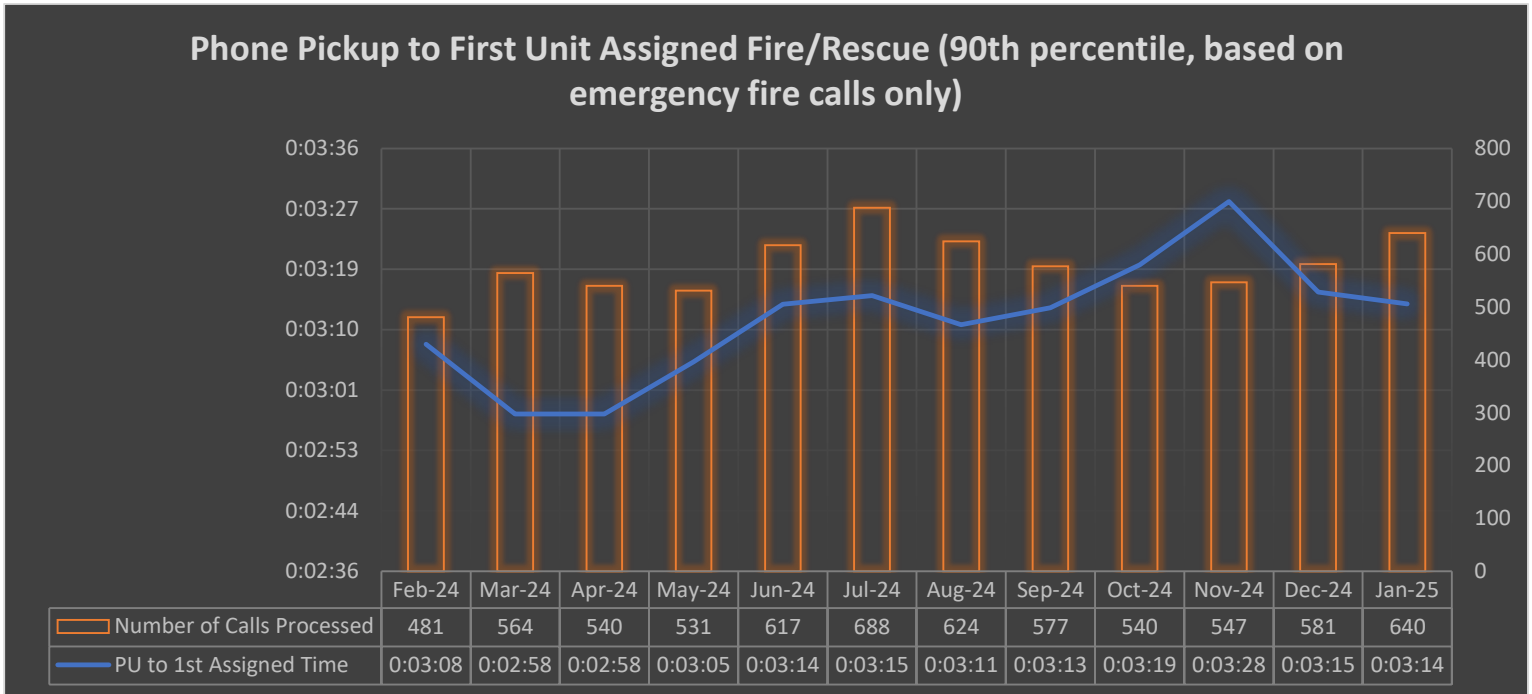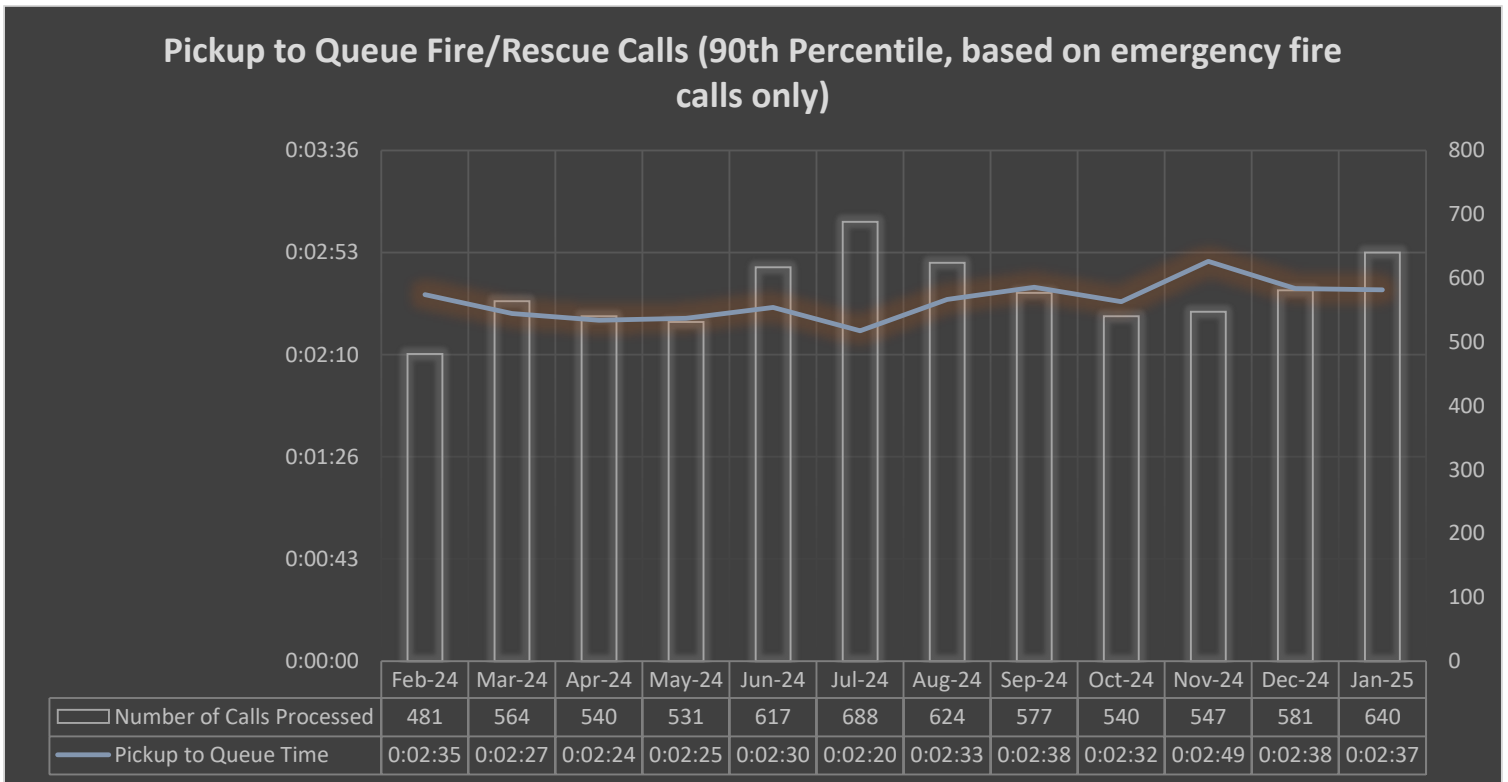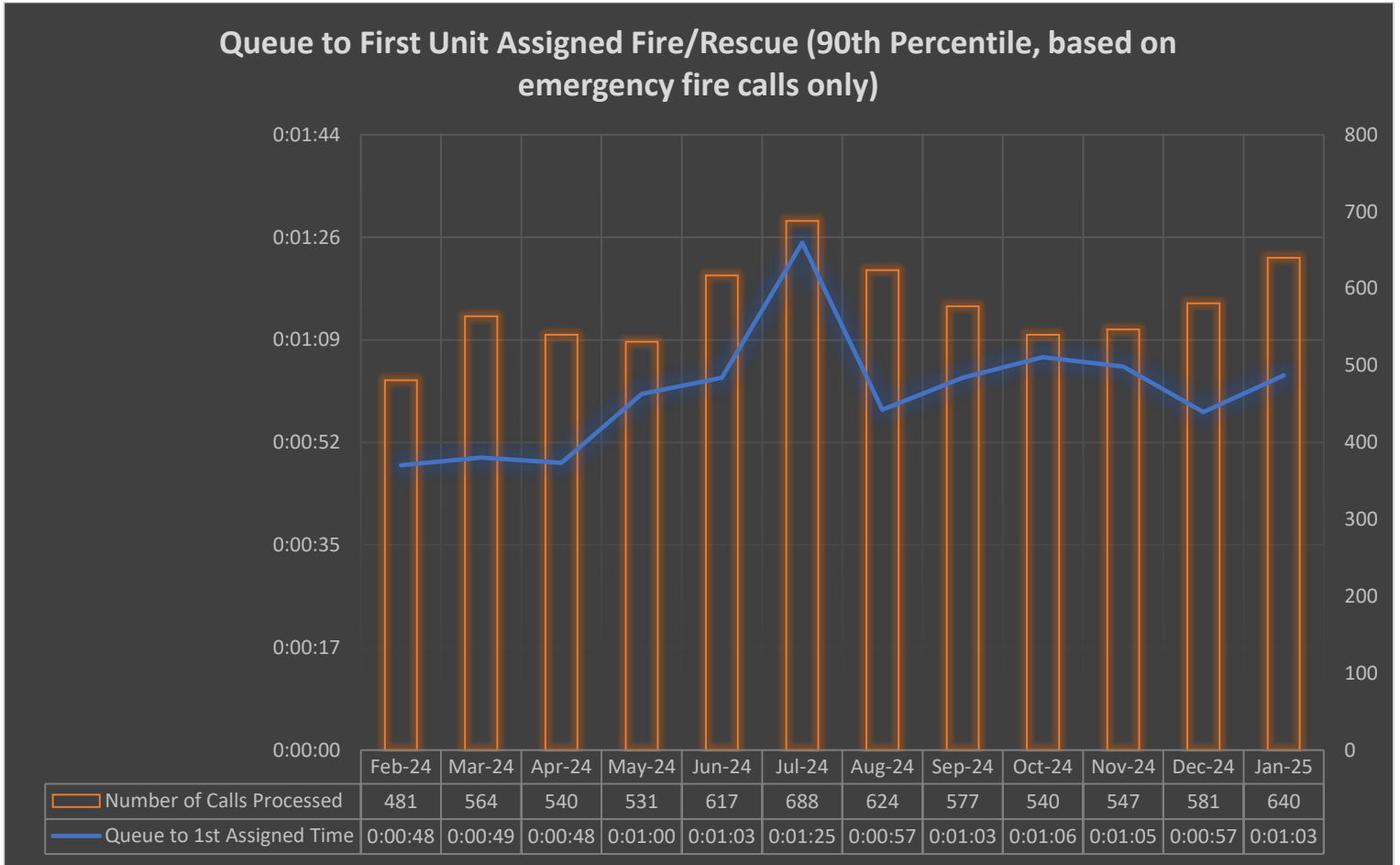*Figure 7:Fire/Rescue Call Pickup to First Unit Assigned.*

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

	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25
Number of Calls Processed	481	564	540	531	617	688	624	577	540	547	581	640
PU to 1st Assigned Time	0:03:08	0:02:58	0:02:58	0:03:05	0:03:14	0:03:15	0:03:11	0:03:13	0:03:19	0:03:28	0:03:15	0:03:14

Figure 8: Fire/Rescue Call Pickup to Queue.

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

	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25
Number of Calls Processed	481	564	540	531	617	688	624	577	540	547	581	640
Pickup to Queue Time	0:02:35	0:02:27	0:02:24	0:02:25	0:02:30	0:02:20	0:02:33	0:02:38	0:02:32	0:02:49	0:02:38	0:02:37

6

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

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

	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25
Number of Calls Processed	481	564	540	531	617	688	624	577	540	547	581	640
Queue to 1st Assigned Time	0:00:48	0:00:49	0:00:48	0:01:00	0:01:03	0:01:25	0:00:57	0:01:03	0:01:06	0:01:05	0:00:57	0:01:03

CONFIRE ECNS Analysis

January 2025

Index

List of Tables

List of Figures

1

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

January 2025

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

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

Total Emergency EMS Calls	19,222
Total EMS Calls with Obtainable Determinant Code	13,593
Total EMS Calls with Determinant Code	12,049
% of EMD Obtainable EMS Calls with Determinant Code	88.6%

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

Total Calls Eligible for Low Code:	1,540
% of EMS calls with Determinant Code Eligible for ECNS	13%
Total ECNS Eligible Calls Transferred to ECN (Entered in Low Code)	405
% of Eligible EMS Calls Transferred to ECNS	26.3%
% of Total EMS Calls Transferred to ECNS	2.1%

2

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

Incoming Calls to Emergency Communications Nurse (ECN) Nurse		
	Total ECNS Transfers	420
	Transferred via CAD Service (did not connect with ECN)	10
	Calls Aborted (Hangups, disconnects)	64
	Total Calls received and completed by ECN	346
Calls Returned for Emergency Transport		
	Triage nurse returned call for Emergency Transport	66
	Number of returned calls for emergency resulting in actual transport	49
	% of returned calls for emergency resulting in transport	74%
Non-emergency with no Alternative Transport		
	Patient had no alternative means of transport (Transport Unit Sent)	183
	Number of non-emergency ambulance responses that resulted in actual transport.	151
	% of non-emergency ambulance responses that resulted in actual transport.	83%
Total calls to reach ECN that resulted in an ambulance response		249
	% of total calls to reach ECN that resulted in ambulance response	72.0%

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

3

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

Call Type	Total Calls in LowCode	Total LowCode calls referred back for a Response for medical reasons	% of Calls referred back for a response for medical reasons	Calls referred back for a response for medical reasons that transported.	% of Calls referred back for a response for medical reasons that transported.
SICK-A8	43	6	13%	5	83%
BACK-A1	22	3	6%	3	100%
SICK-O1	22	3	6%	3	100%
FALL-A2	20	1	2%	0	0%
SOB - Shortness of Breath	20	4	8%	3	75%
ABD-A1	20	2	4%	2	100%
FALL-A3	19	2	4%	1	50%
SICK-A11	18	1	2%	1	100%
SICK-A2	15	2	4%	2	100%
SICK-A3	14	3	6%	2	67%
TRAUMA-A3	12	1	2%	1	100%
SICK-A4	9	1	2%	1	100%
FALL-O1	8	1	2%	1	100%
PSY-O1	8	0	0%	0	
DIA-O1	7	0	0%	0	
FALL-A1	7	1	2%	1	100%
ALL-O1	7	1	2%	1	100%
TRAUMA-A2	6	0	0%	0	
TRAUMA-A1	6	1	2%	1	100%
TRAUMA-O1	6	1	2%	1	100%

4

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

Disposition of Care Text		
Seek Emergency Care as Soon as Possible	159	54.8%
Emergency Response	66	22.8%
Seek Face to Face Care within 1-4 Hours	46	15.9%
Schedule an Appointment to be Seen by a Doctor/Health Care Professional within the Next 12 Hours (same day)	8	2.8%
Schedule an Appointment to be Seen by a Doctor/Health Care Professional within the Next 1-3 Days	4	1.4%
Speak to Your Doctor/Health Care Professional to Review the Symptoms As Soon As Possible	3	1.0%
Schedule a Routine Appointment with a Doctor/Health Care Professional	2	0.7%
Self-Care	1	0.3%
Contact Poison Control or Local Pharmacist	1	0.3%

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

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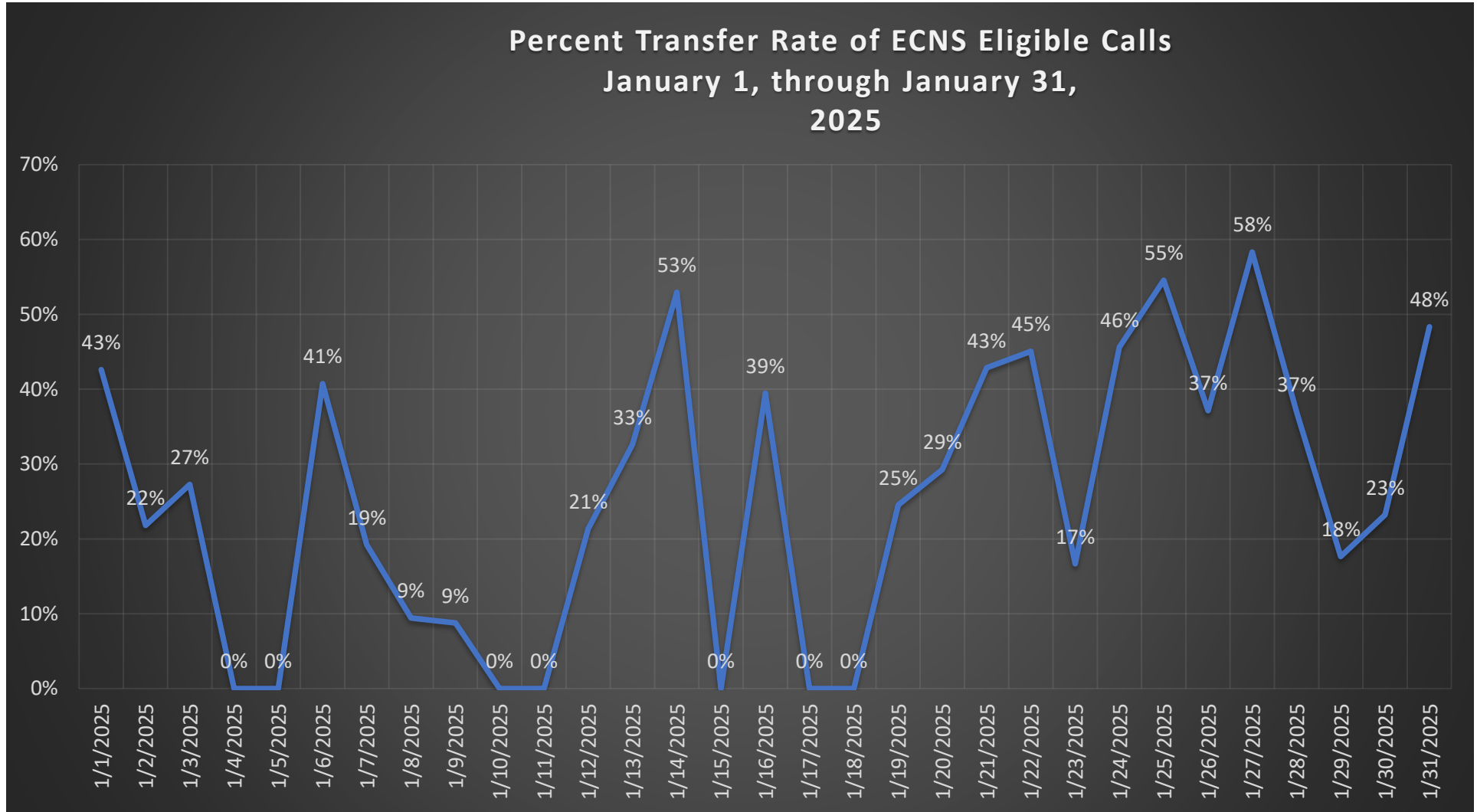

6

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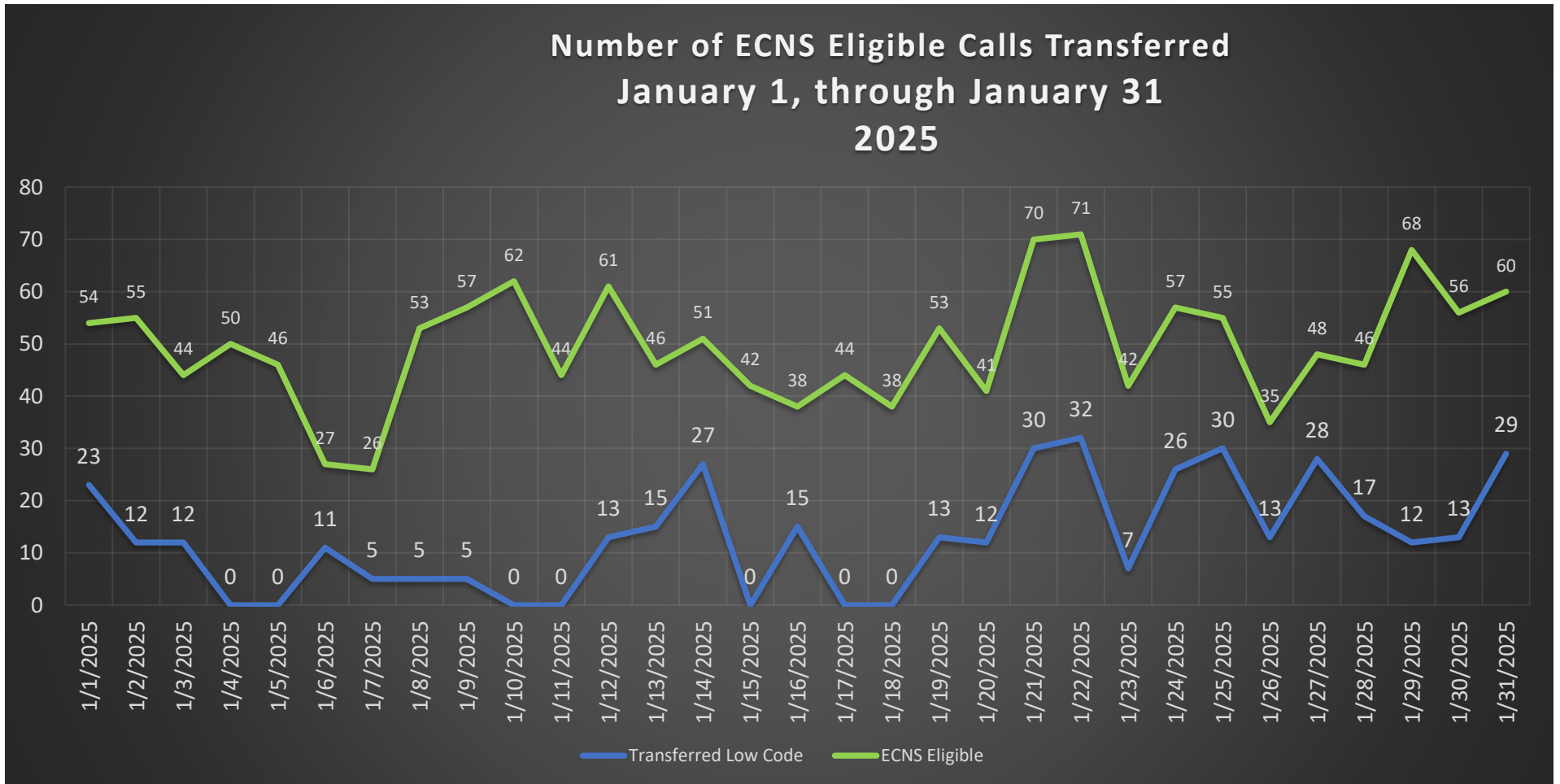

Number of ECNS Eligible Calls Transferred
January 1, through January 31
2025

7

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

12 Month ECNS Transfer Rates February 2024 through January 2025

	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Eligible for ECNS	1,307	1,325	1,397	1,392	1,440	1,368	1,433	1,441	1,483	1,470	1,654	1,540
Transferred to Nurse Line	467	401	470	418	403	559	642	610	523	540	394	405
% Transferred	36%	30%	34%	30%	28%	41%	45%	42%	35%	37%	24%	26%

Eligible for ECNS   Transferred to Nurse Line   % Transferred

8
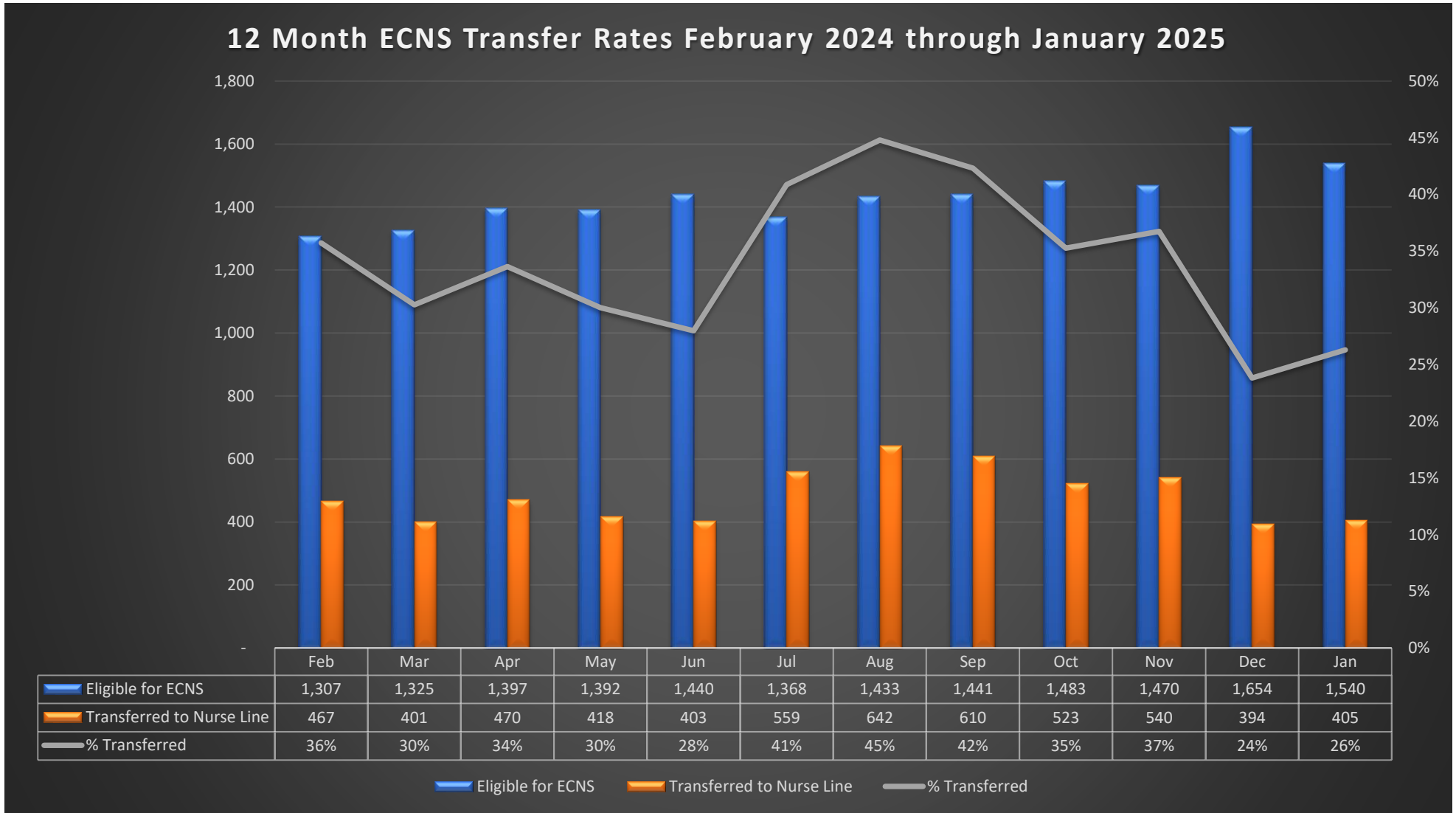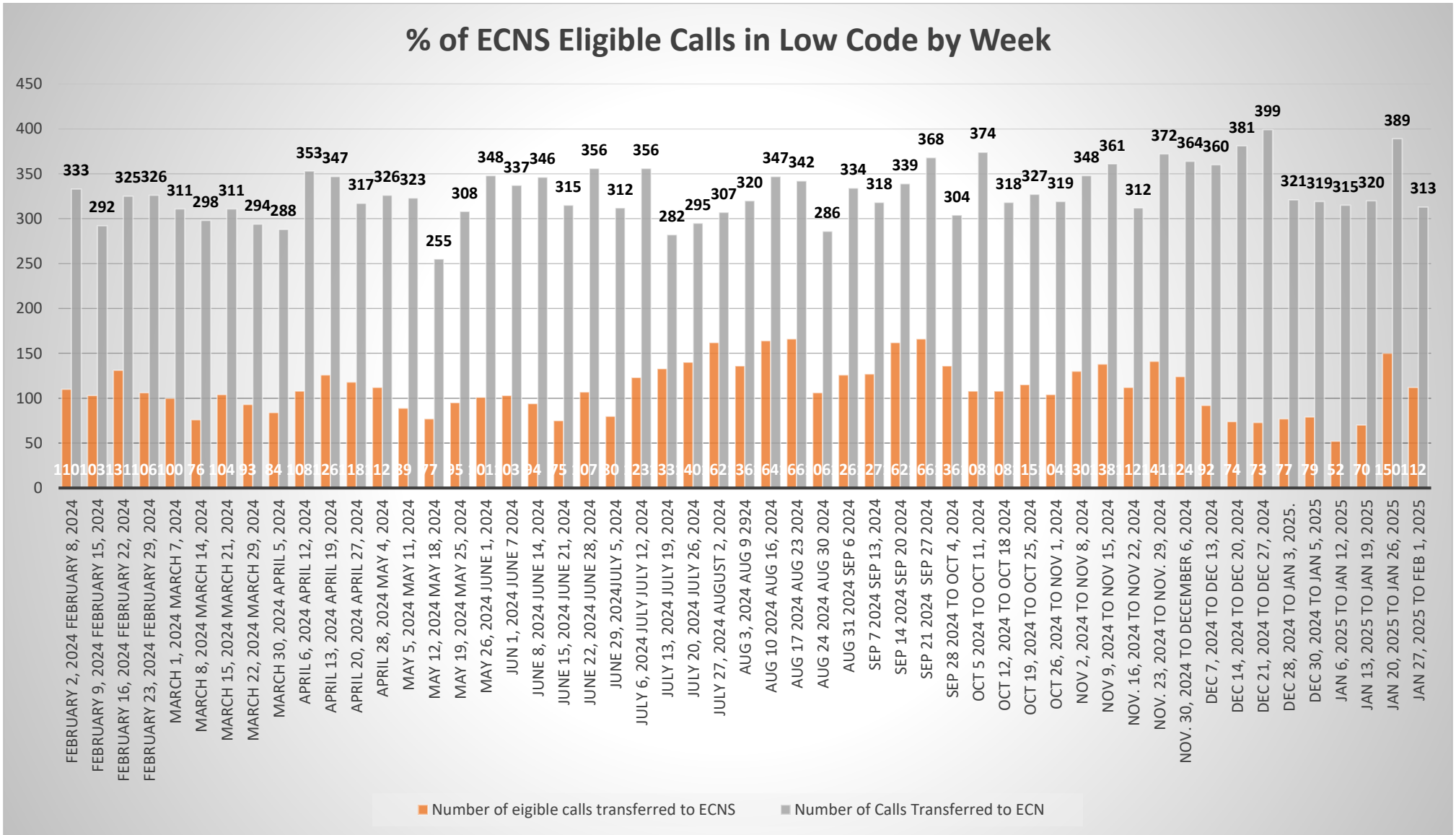
Figure 4: Number of eligible ECNS calls and rates of transfer from February 2024 through January 2025.

% of ECNS Eligible Calls in Low Code by Week

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

January 2025

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

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

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

Disposition Text from CAD	Number of Calls	% of Total Eligible Calls Not Sent to LowCode
*Call Taker decided to not send incident to LowCode, with reason: ECN NOT AVAIL= No ECN staff at CONFIRE and REMSA or hold music on transfer (Sup Approval)	991	87.0%
*Call Taker decided to not send incident to LowCode, with reason: ECN NOT AVAIL= No ECN staffing or hold music on transfer	0	0.0%
*Call Taker decided to not send incident to LowCode, with reason: INABILITY TO INTERROGATE PT= Inability to talk, belligerent, RP not at same location	0	0.0%
*Call Taker decided to not send incident to LowCode, with reason: MEDICAL FACILITY RP= RN/Dr requesting 911 AND is at PT bedside	30	2.6%
*Call Taker decided to not send incident to LowCode, with reason: PT COMPLETE IMMOBILITY= Cannot move, bedridden or on the ground unable to get up	0	0.0%
*Call Taker decided to not send incident to LowCode, with reason: PT IN PUBLIC PLACE= PT is in an area where large crowds are gathering (i.e. sports complex)	0	0.0%
*Call Taker decided to not send incident to LowCode, with reason: QUICK LAUNCH= CPR, UNC, CP, SOB, CVA	76	6.7%
*Call Taker decided to not send incident to LowCode, with reason: REOPENED CALL= Reopened call	10	0.9%
*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	22	1.9%

10

*Call Taker decided to not send incident to LowCode, with reason: TEST/REOPENED CALL= Test or reopened call	0	0.0%
*Call Taker decided to not send incident to LowCode, with reason: MEDICAL FACILITY RP= Staff requesting 911 or PT directed by medical facility to call 911	0	0.0%
*Call Taker decided to not send incident to LowCode, with reason: RP IS MINOR= RP is a child caller <16 or RP is a minor calling for minor PT	0	0.0%
* Call Taker decided to not send incident to LowCode, with reason: PUBLIC SERVICE= A public service has been dispatched	0	0.0%
* Call Taker decided to not send incident to LowCode, with reason: REOPENED CALL= Reopened call	10	0.9%

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CONFIRE

STAFF REPORT

DATE: February 25, 2025

FROM: Nathan Cooke, Director
By: Mike Bell, Project Coordinator

TO: Administrative Committee

SUBJECT: Acknowledgement of UASI 2020 Grant Reimbursement

Recommendation

Acknowledge receipt and accept a reimbursement in the amount of $127,790 from the City of Riverside on behalf of the U.S. Department of Homeland Security's Urban Area Safety Initiative (UASI) 2020 Grant.

Background Information

CONFIRE applied for and was awarded a $350,000 grant from the UASI 2020 grant program. This program is administered regionally by the City of Riverside.

This grant was provided to support the Inland Empire Public Safety Operations Platform (IE PSOP) which is an on-going regional project to interconnect Emergency Communications Centers (ECC) Computer-Aided Dispatch (CAD) systems, also known as CAD to CAD. CONFIRE acts as the System Administrator for this program which has thus far connected five ECC's with four more in progress.

This was the third UASI grant awarded to this project to CONFIRE. Subsequently, CONFIRE was also awarded UASI grants for the project in 2022 and 2023. In total CONFIRE has been awarded $1,516,000 in grant funds by UASI for this project.

For the UASI 2020 grant CONFIRE spent a total of $176,492 of the $350,000 grant award, which has expired. All of the CONFIRE expenditures from this grant period have been reimbursed by the Riverside UASI. The remainder has been disencumbered and is available to be redistributed to other projects by the Riverside UASI program.

02/06/2025

CONFIRE

FEB 1 2 2025

RECEIVED

CONFIRE
1743 Miro Way
Rialto, CA 92376
Attn: Mike Bell

RE: UASI Grant Year 2020, C.R. #2
      Reimbursement – Project # 10 - CAD to CAD

Dear Mike Bell,

Enclosed you will find Check number 00996126 in the amount of $127, 789.50. This check is reimbursement for the monies expended for the following:

UASI FY20 Project #10 CAD to CAD.

Please feel free to give me a call if you have any questions concerning this reimbursement.

Sincerely,

Reyna Bustos
Account Clerk II
City of Riverside Fire Department
UASI
Rbustos@riversideca.gov