JOINT MEETING OF THE CONFIRE BOARD OF DIRECTORS
AND
ADMINISTRATIVE COMMITTEE

TUESDAY, NOVEMBER 17, 2026 – 1:00 PM

COUNTY FIRE - 598 S. TIPPECANOE AVE., 1ST FLOOR ASSEMBLY ROOM, SAN BERNARDINO
TELECONFERENCE LOCATION: VICTORVILLE CITY HALL - CONF. ROOM A, 14343 CIVIC DR., VICTORVILLE, CA

AGENDA

The Joint Meeting of the CONFIRE Board of Directors and Administrative Committee is scheduled for Tuesday, November 17, 2026, at San Bernardino County Fire Headquarters, 598 S. Tippecanoe Ave., 1st Floor Assembly Room, San Bernardino, CA.

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 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 3 minutes per 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 22, 2026.
2. CONFIRE Operations Statement as of October 31, 2026.
3. Fund Balance Report as of October 31, 2026.
4. YTD Call Summary
5. YTD Answer Time
6. YTD Billable Incidents
7. Call Processing Report - October 2026
8. ECNS Report October 2026

CLOSED SESSION

9. Review and update Existing Litigation - Government Code section 54956.9: AMR Lawsuit
10. Conference with Legal Negotiators: Government Code section 54957.6 CONFIRE Negotiator - Nathan Cooke, Employee Organization(s) - Teamsters
11. Conference with Legal Counsel - Anticipated Litigation - Significant Exposure to Litigation pursuant to Government Code section 54956.9(d): One potential Case.

EMPLOYEE RECOGNITION

UPDATE ON CONFIRE ACTIVITIES - CONFIRE Executive Director to give an update on the various activities within CONFIRE.

NEW BUSINESS

12. Board Policies 4.003 and 4.004 Revisions - Ivan Ramirez - **ACTION ITEM**

13. Mid-Year Budget Adjustment and Personnel Actions - Damian Parsons, **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.

14. Approve the Administrative Committee Meeting Minutes of October 27, 2026

15. CONFIRE Operations Statement as of October 31, 2026.

16. Fund Balance Report as of October 31, 2026.

17. YTD Call Summary

18. YTD Answer Time

19. YTD Billable Incidents

20. Call Processing Report - October 2026

21. ECNS Report October 2026

22. Amendment to NetSuite Support and Development Services Agreement

23. Amendment No. 2 to Consultant Agreement - Viewpoint Advocacy

24. Amendment No. 1 to Consultant Agreement - Mat Fratus Consulting

25. Independent Contractor Agreement - RMS Solutions, LLC

DIRECTOR REPORT

a. Communication Division Update - Cory Cisneros
b. Finance/Admin. Division Update - Damian Parsons

c. MIS Division Update - Renan Mamaril
d. EMS Division Update - Josh Stapleton

NEW BUSINESS

26. Approval of Job Descriptions for Human Resources Analyst and Assistant Director of EMS and Transport - Damian Parsons, **ACTION ITEM**

27. Approval of One year Agreement with Life Line Billing Systems, LLC for Ambulance Billing Collection Services- Damian Parsons - **ACTION ITEM**

28. Authorization to Execute a Consulting Agreement for Senior Network Engineer Services - Renan Mamaril - **ACTION ITEM**

29. Resolution 2026-05 - Ivan Ramirez - **ACTION ITEM**

30. One-Time Employee Recognition payment - Nathan Cooke - **ACTION ITEM**

31. Officer Elections - **ACTION ITEM**

    Per CONFIRE By-Laws "He/She shall serve a one (1) year term as Chairperson/Vice-Chairperson and shall be elected to that position annually by the members of the Administrative Committee."

ROUND TABLE

CLOSED SESSION

32. Review and update Existing Litigation - Government Code section 54956.9: AMR Lawsuit

ADJOURNMENT

NEXT MEETING: December 15, 2026.

POSTING:

This is to certify that on Tuesday November 10, 2026, I posted a copy of the agenda:

- 1743 Miro Way, Rialto, CA
- on the Center's website which is www.confire.org
- 598 S. Tippecanoe Ave., San Bernardino, CA
- 14343 Civic Dr., Conf. Room A, Victorville, CA 92392

/s/ Liz Berry

Liz Berry

Clerk of the Board

JOINT MEETING OF THE CONFIRE BOARD OF DIRECTORS AND ADMINISTRATIVE COMMITTEE

TUESDAY, SEPTEMBER 22, 2026 – 1:00 P.M.

MINUTES

ROLL CALL

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

ADMINISTRATIVE COMMITTEE MEMBERS:
Vice Chair – Chief Rich Sessler, Redlands Fire Department
Chief Buddy Peratt, Apple Valley Fire Protection District
Chief Dave Williams, Chino Valley Fire District
Chief Justin Weems, Colton Fire Department
Fire Marshall Tom Ingalls, Loma Linda Fire Department
D.C. Rick Snawder, Rancho Cucamonga Fire Department
Chief Chris Jensen, Rialto Fire Department
Chief Bertral Washington, San Bernardino County Fire
D.C. Andrew Roach, 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 3 minutes for each speaker)

No Comments

INFORMATION RELATIVE TO POSSIBLE CONFLICT OF INTEREST
Agenda items may require Board Member abstentions due to conflict of interests and financial interests. Board Member/Administrative Committee abstentions shall be stated under this item for recordation on the appropriate item.
Director Carrizales and Chief Jensen recused themselves from Closed Session item #17.

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 May 26, 2026.
2. CONFIRE Operations Statement as of August 31, 2026
3. Fund Balance Report as of August 31, 2026
4. YTD Call Summary
5. YTD Answer Time
6. YTD Billable Incidents
7. Call Processing Report – August 2026
8. ECNS Report – August 2026
9. Revised Exempt Compensation Plan

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: ***Director Phill Dupper***
Second: ***Director Andy Carrizales***
Lynne Kennedy – Yes
Phill Dupper – Yes
Dan Leary – Yes
Harvey Luth - Yes
David Toro– Yes
Marc Shaw – Yes
Andy Carrizales – Yes
Joe Baca Jr. - Absent
Elizabeth Becerra - Yes
Ayes: *8*
Noes: *0*
Abstain: *0*
Absent: *1, Director Joe Baca Jr*.

Motion Approved

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

- *Introduction of new employees to the CONFIRE Board of Directors.*
- *"Go Live" Video presentation for Health Care Facilities.*
- *Pictures of incumbent AMR workforce, driving 30 ambulances to the High Desert facility.*

OLD BUSINESS

10. CONFIRE Foundation Update and Authorization to Proceed – Nathan Cooke – **ACTION**

ACTION REQUEST: Staff recommends that the Board of Directors:

1. Receive and file an update on the formation of the CONFIRE Foundation.

2. Authorize the Executive Director to complete the remaining actions reasonably necessary to establish and operationalize the CONFIRE Foundation, including applying for federal recognition of tax-exempt status under Internal Revenue Code Section 501 (c) (3), completing applicable California tax-exemption and charitable registration requirements, establishing bank accounts, obtaining appropriate insurance, and completing other required federal, state, and local registrations and filings.

3. Direct the CONFIRE JPA Chair of the Board of Directors to select a single Board Director or Administrative Committee member to serve on the CONFIRE Foundation Board of Directors.

The CONFIRE Foundation is before the Board because the nonprofit corporation has been legally formed and now requires the remaining governance, tax-exemption, registration, banking, insurance, and administrative steps necessary to become operational. The requested authorization will allow those remaining organizational activities to proceed following the Board's prior approval to establish the Foundation.

The Board of Directors authorized the establishment of the CONFIRE Foundation on February 24, 2026, to create a separate charitable organization capable of receiving and administering private philanthropic resources in support of CONFIRE's broader public-safety mission. Potential charitable activities include emergency communications, Emergency Medical Services (EMS), ambulance transport, emergency preparedness, public-safety training, technology, equipment, and related community-benefit programs.

The Foundation is intended to complement CONFIRE JPA's governmental and operational responsibilities while operating as a separate nonprofit public benefit corporation. This structure will provide a mechanism for individuals, businesses, foundations, philanthropic organizations, and other partners to support charitable activities that advance the public-safety mission served by CONFIRE and its member agencies.

The next organizational step is to establish the Foundation's governing Board of Directors and convene its initial organizational meeting. The Board will include representatives from designated stakeholder groups, as provided in the proposed Bylaws, with initial directors appointed or designated under the governing documents and applicable law. The Foundation Board will then consider adoption of the Bylaws and take the additional actions necessary to establish its governance and administrative operations.

The remaining external formation work consists primarily of completing the tax-exemption, charitable-registration, banking, insurance, and related administrative requirements necessary for the Foundation to operate. Following the initial organizational actions, the Foundation will seek federal recognition as a tax-exempt charitable organization under Section 501 (c)(3) of the Internal Revenue Code and complete applicable California tax-exemption and charitable registration requirements.

The requested authorization will allow the Executive Director to complete these remaining organizational and administrative steps without requiring a separate CONFIRE Board action for each routine filing, registration, account-opening, insurance, or similar implementation action. Matters requiring separate Board approval by law, CONFIRE policy, budget authority, or the Foundation's governing documents would remain subject to the applicable approval process.

Fiscal Impact
Initial formation, filing, tax-exemption, registration, and startup costs are expected not to exceed $1,000 and will be paid from Fund 5008 (Operations). This estimate does not include future professional services, insurance premiums, banking expenses, or other ongoing operating costs that may arise as the Foundation becomes operational.

The Foundation is intended to remain financially and legally separate from CONFIRE JPA, and this action does not establish an ongoing commitment of CONFIRE JPA resources to Foundation operations. Any future transfer or expenditure of CONFIRE JPA funds, assets, personnel, or other resources for the Foundation beyond the startup activities authorized through this action will remain subject to applicable law, budget authority, Board action, and the Foundation's governing documents.

ACTION: *The CONFIRE Board of Directors:*

1. *Receive and file an update on the formation of the CONFIRE Foundation: and*

2. *Authorize the Executive Director to complete the remaining actions reasonably necessary to establish and operationalize the CONFIRE Foundation, including applying for federal recognition of tax-exempt status under Internal Revenue Code Section 501 (c) (3), completing applicable California tax-exemption and charitable registration requirements, establishing bank accounts, obtaining*

appropriate insurance, and completing other required federal, state, and local registrations and filings.

3. *Appoint Chief Bobby Clemmer from Victorville to serve on the CONFIRE Foundation Board of Directors*

Motion by: *Director Phill Dupper*
Second: *Director Elizabeth Becerra*
Lynne Kennedy – Yes
Phill Dupper – Yes
Dan Leary – Yes
Harvey Luth - Yes
David Toro– Yes
Marc Shaw - Yes
Andy Carrizales – Yes
Joe Baca Jr. - Absent
Elizabeth Becerra - Yes
Ayes: *8*
Noes: *0*
Abstain: *0*
Absent: *1, Director Joe Baca Jr.*
Motion Approved

11. Executive Director Agreement – Chief Rich Sessler – **ACCEPT AND FILE**

ACTION REQUEST: Accept and file the Administrative Committee approved Executive Director contract with Nathan Cooke.

The Administrative Committee established a sub-committee to negotiate the Executive Director Contract with Nathan Cooke. The sub-committee, Chair Chief Harker, and Vice Chair Chief Sessler completed their negotiation with Nathan Cooke. The Board of Directors appointed Chairperson Lynne Kennedy to review the negotiated contract and to provide feedback to the sub-committee accordingly. Together with legal counsel, Chief Harker and Sessler presented an employment contract to the Administrative Committee in Closed Session during the July 21, 2026, meeting.

As reported out from Closed Session, the Administrative Committee "approved the hiring of Nathan Cooke as the Executive Director, with a July 25, 2026, effective date" and requested that legal counsel make two final revisions to the Executive Director Contract and bring the Executive Director Contract back to the Administrative Committee for approval in Open Session.

The revisions were made as requested by the Administrative Committee, reviewed by Chairperson Kennedy, and accepted by Nathan Cooke.

The Administrative Committee unanimously approved the final Executive Director contract that included the revisions, with Nathan Cooke on August 25, 2026.

Fiscal Impact
Salary and benefits provided for in the Contract are already included in the 2026/2027 budget.

ACTION: *The CONFIRE Board of Directors accept and file the Administrative Committee approved Executive Director contract with Nathan Cooke.*

Lynne Kennedy – Yes
Phill Dupper – Yes
Dan Leary – Yes
Harvey Luth - Yes
David Toro– Yes
Marc Shaw - Yes
Andy Carrizales – Yes
Joe Baca Jr. - Absent
Elizabeth Becerra - Yes
Ayes: *8*
Noes: *0*
Abstain: *0*
Absent: *1, Director Joe Baca Jr.*
Approved

NEW BUSINESS

12. Fiscal Year 2025-26 Year-End Budget Report and Budget Adjustments– Damian Parsons – **ACTION ITEM**

ACTION REQUEST:

1. Receive and file the Fiscal Year 2025-26 Year-End Summary Report.

2. Approve the Fiscal Year 2025-26 year-end budget adjustments as detailed in the attached report.

The Fiscal Year 2025-26 Year-End Summary Report provides a summary of CONFIRE's financial activity through June 30, 2026, including a comparison of the adopted budget and year-end actuals by fund. The report also provides department detail for the Operations fund (5008).

As part of the year-end closing process, staff reviews final revenues and expenditures and identifies any budget adjustments necessary to ensure sufficient appropriation authority. These adjustments are presented after year-end because final expenditure activity is not known until the fiscal year has closed and year-end transactions have been recorded.

The Operations fund (5008) ended the fiscal year with approximately $16.1 million in actual expenditures compared to an adjusted budget of approximately $16.2 million, remaining within overall expenditure authority. Actual revenues totaled approximately 16.0 million. This results in the use of fund balance of approximately $95,124 as per page 3 of the attached Year-End Summary Report.

The Operations fund (5008) requires a net increase of $474,340 in expenditure appropriations and revenues for costs associated with Priority Ambulance employees "on loan" to the San Bernardino County Fire Protection District (County Fire). The additional expenditure is fully offset by corresponding reimbursement revenue from County Fire, resulting in no impact to fund balance. The Operations fund (5008) also requires increases of approximately $8,027 in Operating Expenses and $89,544 in Staffing Expenses due to higher than anticipated transfers to San Bernardino County departments for services and higher than anticipated retirement payments and cash-out benefits. These adjustments are fully offset by a decrease in Services and Supplies and result in no net increase to overall expenditure appropriations.

The General Reserves fund (5010) requires a $137,600 adjustment in Salaries and Benefits due to the unanticipated posting of ECNS staffing expenses during the transition to the newly established ECNS fund. This adjustment is fully offset by a decrease in Services and Supplies and results in no net increase to requirements. The expense was partially funded with ARPA and EMS Trust fund revenues.

The Emergency Medical Services fund (5020) requires a $4,041 adjustment in Salaries and Benefits due to the onboarding of new positions associated with the County Ground Ambulance Contract. The adjustment is fully offset by a decrease in Services and Supplies and results in no net increase to expenditure appropriations.

No additional year-end budget adjustments are required in the remaining funds.

Fiscal impact

Approval of the recommended year-end budget adjustments will increase Fiscal Year 2025-26 expenditure and revenue appropriations by $474,340. The increase in expenditure appropriations is fully offset by reimbursement revenue from County Fire and will have no net impact.

The remaining adjustments consist of transfers between appropriation categories and do not increase total expenditure authority and will not require any additional costs for the agencies or use of reserves.

ACTION: *The CONFIRE Board of Directors:*

1. *Receive and file the Fiscal Year 2025-26 Year-End Summary Report.*

2. *Approve the Fiscal Year 2025-26 year-end budget adjustments as detailed in the attached report.*

Motion by: ***Director Andy Carrizales***
Second: ***Director Elizabeth Becerra***
Lynne Kennedy – Yes
Phill Dupper – Yes
Dan Leary – Yes
Harvey Luth - Yes
David Toro– Yes
Marc Shaw - Yes
Andy Carrizales – Yes
Joe Baca Jr. - Absent
Elizabeth Becerra - Yes
Ayes: *8*
Noes: *1*
Abstain: *0*
Absent: *1, Director Joe Baca Jr.*
Motion Approved

13. Personnel Rules – Joe Barna – **ACTION ITEM**

ACTION REQUEST: Staff recommends that the Board of Directors adopt Resolution No. 2026-04 approving the CONFIRE personnel Rules and authorize their implementation on the effective date established by the Board. The executive Director and Human Resources would be authorized to administer the Rules and make non-substantive formatting, numbering, and cross-reference corrections that do not alter the Board approved substance, employee rights, or controlling agreements.

CONFIRE needs an updated personnel rules framework because the 1987 Personnel Rules for Board-Governed Special Districts no longer reflect CONFIRE's current governance, workforce, or personnel administration. CONFIRE now operates as a separate public entity with its own employees, organizational structure, governing policies, memoranda of understanding, Exempt Compensation Plan, and Human Resources function.

The proposed Rules establish a single CONFIRE-specific framework for employment status, personnel authority, and the key processes governing the employment lifecycle.

They cover classified and unclassified service, recruitment and appointments, probation, performance management, classification and compensation, layoff, discipline and due process, personnel records, and related administration. The Rules also designate the Executive Director as the Appointing Authority for CONFIRE employees, except for the Executive Director's own employment, and assign Human Resources responsibility for administering and supporting the personnel system.
The Rules preserve controlling law, negotiated rights, compensation plans, and existing employee status while replacing obsolete County and Special District assumptions. An applicable MOU continues to control a conflicting Personnel Rules provision within its lawful scope, and adoption does not by itself change an employee's classification, salary, bargaining unit, leave balance, regular or at-will status, or probation credit.

The proposed Rules have completed legal and labor review and were revised in response to that feedback. The review refined provisions addressing governance, delegation, position control, due process, temporary-assignment eligibility, reemployment and seniority, progressive discipline, employee rebuttals, and personnel records.

Adoption will supersede the 1987 Personnel Rules as applied to CONFIRE and establish the personnel framework for the related policy, procedure, job-aid, and handbook updates. Related Board and Administrative Committee policy amendments are being addressed separately so the broader policy system and EMS implementation work can proceed from a current, consistent personnel framework.

Fiscal Impact
Approval of the Personnel Rules is not expected to create a direct fiscal impact. Any future staffing, compensation, benefit, classification, or program action with a fiscal effect will remain subject to the adopted budget, applicable MOU or compensation plan, and the approval authority required for that action.

ACTION: *The CONFIRE Board of Directors approves and adopts Resolution No. 2026-04. The Executive Director and Human Resources are authorized to administer the Rules and make non-substantive formatting, numbering, and cross-reference corrections that do not alter the Board-approved substance, employee rights, or controlling agreements.*

Motion by: ***Director Marc Shaw***
Second: ***Director* Andy Carrizales**
Lynne Kennedy – Yes
Phill Dupper – Yes
Dan Leary – Yes
Harvey Luth - Yes
David Toro– Yes
Marc Shaw - Yes
Andy Carrizales – Yes
Joe Baca Jr. - Absent

Elizabeth Becerra - Yes
Ayes: *8*
Noes: *0*
Abstain: *0*
Absent: *1, Director Joe Baca Jr.*
Motion Approved

14. Board Policy Amendments Related to the Personnel Rules – Joe Barna – **ACTION ITEM**

ACTION REQUEST: Staff recommends that the Board approve revisions to seven Board Policies that conform the Board Policy Manual to the updated CONFIRE Personnel Rules and current governance structure. The proposed action would approve BP 1.001, BP 2.003, BP 3.003, BP 4.001, BP 6.001, BP 7.001, and BP 7.002 as presented and would allow the revised policies to take effect with the updated Personnel Rules.

These amendments are targeted conforming changes rather than a general rewrite of the Board Policy Manual. Existing language is retained wherever it remains compatible, and the proposed changes are limited to terminology, document hierarchy, personnel record access, employer authority, delegated decision-making, and the removal of obsolete County references.

The revisions preserve the existing separation of authority among the Board, Administrative Committee, Executive Director, and Human Resources. The Personnel Rules establish the baseline employment framework, while Board and Administrative Committee policies continue to control matters assigned to those governing bodies under the Joint Powers Agreement, applicable law, and other controlling sources.

The related Administrative Committee policies are being updated separately under the Administrative Committee's approval authority. Coordinating both sets of amendments allows the Board Policy Manual, the Administrative Committee Policy Manual, and the Personnel Rules to function as a single, consistent policy system without compromising the distinct authority of the two governing bodies.

ACTION: *The CONFIRE Board of Directors approves the revisions to BP 1.001, BP 2.003, BP 3.003, BP 4.001, BP 6.001, BP 7.001, and BP 7.002 as presented and allow the revised policies to take effect with the updated Personnel Rules.*

Motion by: ***Director Phill Dupper***
Second: ***Director Marc Shaw***
Lynne Kennedy – Yes
Phill Dupper – Yes
Dan Leary – Yes
Harvey Luth - Yes
David Toro– Yes

Marc Shaw – Yes
Andy Carrizales – Yes
Joe Baca Jr. - Absent
Elizabeth Becerra - Yes
Ayes: *8*
Noes: *0*
Abstain: *0*
Absent: *1, Director Joe Baca Jr.*
Motion Approved

15. Miro Way Property Agreements and Headquarters Planning – Nathan Cooke – **ACTION ITEM**

ACTION REQUEST:

1. Authorize the Executive Director, in consultation with legal counsel, to negotiate, finalize, and execute the definitive Ground Lease for 1743 Miro Way, Rialto, and related Valley Communications Center lease amendments.

   The final agreement must be substantially consistent with the material business terms reflected in the previously executed Letter of Intent (LOI) (dated 8/24/26) and may include customary provisions necessary to complete the transaction, provided they do not materially increase CONFIRE's financial obligations, materially reduce CONFIRE's rights, or materially alter the allocation of risk reflected in the LOI.

   Any material deviation from the approved business terms would require further Board approval.

2. Authorize the Executive Director to administer the Ground Lease due diligence process and exercise CONFIRE'S RIGHTS DURING THAT PERIOD, INCLUDING COMPLETING OR EXTENDING DUE DILIGENCE ACCEPTING THE PROPERTY AND ELECTING TO COMMENCE THE Ground Lease, or terminating the transaction if due diligence identifies conditions the Executive Director determines are unacceptable to CONFIRE, in consultation with legal counsel.

3. Authorize the Executive Director to pursue and initiate the development of a new long-term public safety administrative headquarters building on the Miro Way property, which would include a competitive procurement process such as a Request for Qualifications (RFQ) and or a Request for Proposal (RFP) to obtain design, project-delivery, preconstruction, construction, and market-pricing information. Prior to any contract award, construction authorization, final project scope, project budget, financing plan, or other material capital commitments required by CONFIRE, THE Board of Directors would need to authorize such transaction(s), through formal Board action.

Miro Way has become CONFIRE's preferred long-term facilities solution because it can replace reduced Valley Communications Center (VCC) space while consolidating administrative, EMS, MIS/IT, communications support, training, logistics, and regional public safety functions at a site already used for public safety purposes. The transaction developed after the County requested that CONFIRE relinquish the first floor of the Valley Communications Center while maintaining the previously negotiated upfront lease payment.

The signed August 24, 2026, Letter of Intent establishes the principal business framework for a 30-year Ground Lease of approximately 72,280 square feet at 1743 W. Miro Way for total ground rent of $1.00 with no rent escalation. The County would retain approximately 21,810 square feet associated with County communications infrastructure, and CONFIRE would receive non-exclusive use of approximately 70 parking spaces while assuming responsibility for its premises, utilities, maintenance, and future improvements.

Execution of the Ground Lease will begin with a defined due diligence period, allowing CONFIRE to fully evaluate the Miro Way property before the lease commences. CONFIRE would have 90 days, with a potential 30-day extension subject to County approval, to evaluate title, zoning, land use, utilities, access, parking, environmental conditions, building systems, structural condition, and other site issues. At the end of that period, CONFIRE may accept the property and elect to commence the Ground Lease, request an extension, or terminate the agreement if the property is not acceptable.

CONFIRE is currently occupying the property via a temporary Use Permit which is serving as a short-term bridge allowing CONFIRE to continue public safety operations and begin environmental due diligence while the longer-term agreements are completed. The permit covers approximately 1.56 acres, or 67,954 square feet, for 27 calendar days from its commencement date and expressly allows a Phase 1 Environmental Site Assessment and, with County approval, additional invasive testing if recommended.

The Interim License Agreement is intended to prevent a gap in CONFIRE's occupancy after the temporary Use Permit expires and before the Ground Lease commences. The agreement will provide an interim framework for CONFIRE's continued use of the property while the County completes a definitive Ground Lease, allowing operations and due diligence activities to continue uninterrupted.

The Letter of Intent expressly contemplates redevelopment of Miro Way and allows CONFIRE, subject to County approval and all required governmental approvals, to renovate, demolish, reconstruct, replace, expand, or construct a new multi-story public safety facility. All design, permitting, site work, construction, maintenance, and operating costs for CONFIRE improvements would remain CONFIRE's responsibility, and the City of Rialto is identified as the primary permitting authority.

Board direction on the headquarters project is appropriate now because lease completion, due diligence, site validation, and competitive procurement planning can proceed in parallel without committing CONFIRE to construction. A competitive solicitation can provide the Board with a validated delivery approach, site-fit and phasing analysis, project schedule, and market-based pricing before any construction contract is awarded.

The proposed procurement authorization is intentionally limited to planning and solicitation and would preserve a separate Board decision on the actual capital project. Staff would return with the recommended contractor or project team, final scope, construction and soft costs, contingency, funding or financing plan, schedule, due diligence results, and confirmation of the Ground Lease conditions before requesting authority to award a construction contract or proceed with the project.

Financial Impact
The Miro Way ground lease would be $1.00 for the full 30-year term with no escalation.

The related VCC amendment would reduce CONFIRE's leased premises, while maintaining the previously negotiated $2 million upfront payment, and the final lease documents will define the resulting long-term occupancy obligations.

This agenda item does not authorize construction or establish a final project cost for the proposed new headquarters building. Any future design, preconstruction, construction, financing, or related project expenditure that exceeds existing delegated and budget authority would be returned to the Board with a defined scope, competitive procurement outcome, and funding plan.

ACTION: *The CONFIRE Board of Directors approves three (3) items as presented below.*

1. *Authorize the Executive Director, in consultation with legal counsel, to negotiate, finalize, and execute the definitive Ground Lease for 1743 Miro Way, Rialto, and related Valley Communications Center lease amendments.*

2. *Authorize the Executive Director to administer the Ground Lease due diligence process and exercise CONFIRE'S rights during that period, including completing or extending due diligence, accepting the property, and electing to commence the Ground Lease, or terminating the transaction if due diligence identifies conditions the Executive Director determines are unacceptable to CONFIRE, in consultation with legal counsel.*

3. *Authorize the Executive Director to pursue and initiate the development of a new long-term public safety administrative headquarters building on the Miro Way property, which would include a competitive procurement process such as a Request for Qualifications (RFQ) and or a Request for Proposal (RFP) to obtain*

design, project-delivery, preconstruction, construction, and market-pricing information. Prior to any contract award, construction authorization, final project scope, project budget, financing plan, or other material capital commitments required by CONFIRE, THE Board of Directors would need to authorize such transaction(s), through formal Board action.

Motion by: ***Director Andy Carrizales***
Second: ***Director Phill Dupper***
Lynne Kennedy – Yes
Phill Dupper – Yes
Dan Leary – Yes
Harvey Luth – No
David Toro– Yes
Marc Shaw – Yes
Andy Carrizales – Yes
Joe Baca Jr. - Absent
Elizabeth Becerra - Yes
Ayes: *8*
Noes: *0*
Abstain: *0*
Absent: *1, Director Joe Baca Jr.*
Motion Approved

CLOSED SESSION

**The Board of Directors and Administrative Committee entered Closed Session at 1:40 p.m.*

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

**Director Carrizales and Chief Jensen recused themselves from Closed Session #17.*

17. Conference with Legal Counsel – Anticipated Litigation – Significant Exposure to Litigation pursuant to Government Code section 54956.9(d): One potential Case

**The Board of Directors and Administrative Committee came out of Closed Session at 2:08 p.m.*

No reportable action from Closed Session.

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.

18. Approve Administrative Committee Minutes of August 25, 2026.
19. CONFIRE Operations Statement as of August 31, 2026.
20. Fund Balance Report as of August 31, 2026.
21. YTD Call Summary
22. YTD Answer Time
23. YTD Billable Incidents
24. Call Processing Time Analysis – August 2026
25. ECNS Report – August 2026
26. Contract Employee Agreement – Mike Bell
27. Surplus Vehicle Declaration and Trade in Authorization
28. Administrative Committee Policy Amendments

Motion to accept all items on Consent.

Motion by: ***Chief Buddy Peratt***
Second*: Chief Dave Williams*
Ayes: *9*
No: *0*
Abstain: *0*
Absent: *0*
Motion Approved

DIRECTOR REPORT

Director Cooke thanked everyone for their continued commitment. CONFIRE is excited and ready.

No Division updates given.

NEW BUSINESS

29. Authorization to Purchase Three Emergency Medical Services Vehicles – Damian Parsons – **ACTION ITEM**

As part of the implementation of the ground ambulance services, new executive level positions were added to oversee and support field operations, administrative coordination, and system-wide leadership functions. These roles require assigned vehicles to ensure mobility, field leadership quality assurance oversight, operational readiness coordination and, effective oversight across EMS service areas.

The estimated cost of each vehicle is approximately $100,000.

Acquiring these vehicles is essential to equipping executive-level EMS staff with the resources needed to support the successful launch and ongoing oversight of ambulance service operations.

Fiscal Impact

No additional appropriations are required. The estimated total cost of $300,000 is fully funded within the existing EMS (5020) budget.

Motion to authorize the purchase of three EMS vehicles at an approximate cost of $100,000 each for a total cost of $300,000.

Motion by: ***Chief Dave Williams***
Second*: Chief Justin Weems*
Ayes: *9*
No: *0*
Abstain: *0*
Absent: *0*
Motion Approved

ROUND TABLE
Brief discussion regarding Joint Meeting timing.

CLOSED SESSION

***No Closed*

ADJOURNMENT

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

The meeting adjourned at 2:21 p.m.

Upcoming Meeting: October 27, 2026.

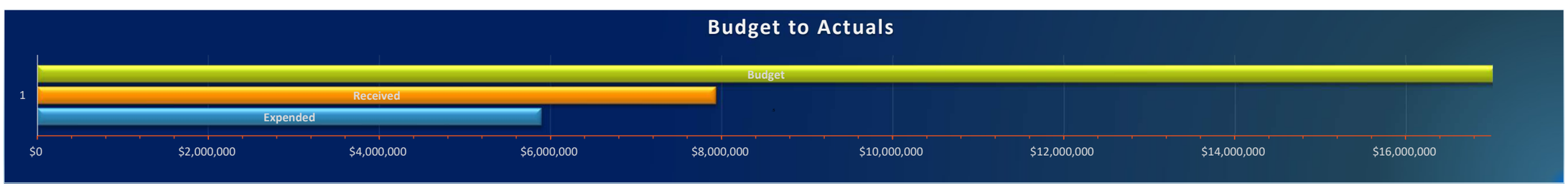
/s/ Liz Berry
Liz Berry
Clerk of the Board

OPERATIONS FUND 5008
Unaudited MONTHLY SUMMARY FY 2026-27

Transactions thru October 31, 2026

Expenditures	July	Aug	3 PP Sep	Oct	Nov	Dec	Jan	Feb	Mar	3 PP Apr	May	June	Total YTD Expended	2026/27 Budget	Bud - Exp Difference	% Used
Salary/Benefits	846,717	881,462	1,335,547	997,990	-	-	-	-	-	-	-	-	4,061,716	11,551,590	$7,489,874	35.2%
Overtime/Call Back	32,920	34,126	54,625	51,311	-	-	-	-	-	-	-	-	172,982	342,251	$169,269	50.5%
Capital Outlay	-	-	75,839	5,000									80,839	-	-	-
Phone/Circuits/Internet	25,334	27,320	21,595	53,446	-	-	-	-	-	-	-	-	127,694	334,336	$206,642	38.2%
County IS/Data Services/Counsel	(3,273)	9,767	990	4,661	-	-	-	-	-	-	-	-	12,145	81,489	$69,344	14.9%
Radio/Pager, Console Maint	-	98,612	22,173	19,871	-	-	-	-	-	-	-	-	140,656	400,571	$259,915	35.1%
Computer Software	566,327	62,602	28,379	13,245	-	-	-	-	-	-	-	-	670,554	2,336,138	$1,665,584	28.7%
Computer Hardware	-	962	1,083	838	-	-	-	-	-	-	-	-	2,882	37,200	$34,318	7.7%
Office Exp/Copier Lease	(23,617)	9,699	47,724	8,149	-	-	-	-	-	-	-	-	41,955	226,099	$184,144	18.6%
Insurance/Auditing	-	-	257,710	8,500	-	-	-	-	-	-	-	-	266,210	258,533	-$7,677	103.0%
Payroll/HR/Medical Director	32,649	96,461	21,583	41,237	-	-	-	-	-	-	-	-	191,930	837,668	$645,738	22.9%
Travel/Training	7,638	6,451	728	600	-	-	-	-	-	-	-	-	15,418	115,592	$100,174	13.3%
Auto/Structure/Fuel	(1,809)	3,818	4,106	3,131	-	-	-	-	-	-	-	-	9,246	54,734	$45,488	16.9%
Other/Rent/Equip Trans	23,934	23,964	31,481	23,271	-	-	-	-	-	-	-	-	102,651	469,652	$367,001	21.9%
Total	**1,506,820**	**1,255,246**	**1,903,563**	**1,231,250**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**5,896,879**	**17,045,853**	**$11,229,814**	**34.6%**
														% Fiscal Year Passed		**33%**

Revenue	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Received	Budget	Difference	% Rcvd
Services	(19,413)	3,971,435	414	3,942,258	-	-	-	-	-	-	-	-	7,894,695	15,803,846	7,909,151	0
Interest	49,375	(49,375)	-	32,125	-	-	-	-	-	-	-	-	32,125	-	-	-
Other Rev	2,505	5,128	3,522	77	-	-	-	-	-	-	-	-	11,232	1,245,008	1,233,776	-
Total	**32,468**	**3,927,188**	**3,936**	**3,974,460**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**7,938,052**	**17,048,854**	**9,110,802**	**0.47**
													% Fiscal Year Passed			**33%**



Disclaimer: The information contained herein reflects data available as of 11/06/26. Final balances and amounts may change as the County's accounting period does not formally close until 11/10/26.

CONFIRE

FY 2026-27
Unaudited Fund Balance Report
As of October 31, 2026

Fund		Unaudited Fund Balance 7/1/26	Net	Available Fund Balance
5008 - Operations		**2,604,825.00**		
	Revenue		7,938,022.47	
	Expenditure		5,896,217.79	
				2,041,804.68
				4,646,629.68
*FY 2026-27 Operating costs 10% is $1,580,385 Per Board Policy				
5009 - Equipment Reserve Fund		**2,762,679.00**		
	Revenue		465,528.79	
	Expenditure		(196,025.71)	
				661,554.50
				3,424,233.50
5010 - General Reserve Fund		**6,904,995.00**		
	Revenue		65,856.71	
	Expenditure		(152,128.76)	
				217,985.47
				7,122,980.47
	Restricted Fund balance (Reserved for CIP)		2,200,000.00	
			-	
				4,922,980.47
*FY 2026-27 Operating costs 25% is $3,950,961				
5011 - Term Benefits Reserve Fund		**2,222,842.00**		
	Revenue		41,004.03	
	Expenditure		-	
				41,004.03
				2,263,846.03
5019 - CAD-to-CAD Special Revenue Fund		**328,669.00**		
	Revenue		(1,761.63)	
	Expenditure		162,547.38	
				(164,309.01)
				164,359.99
5020 - Emergency Medical Services		**89,150.00**		
	Revenue		461,672.24	
	Expenditure		1,879,493.32	
				(1,417,821.08)
				(1,328,671.08)
5030 - Emergency Communications System		**275,736.00**		
	Revenue		158,088.32	
	Expenditure		453,683.54	
				(295,595.22)
				(19,859.22)

Disclaimer: The information contained herein reflects data available as of 11/06/26. Final balances and amounts may change as the County's accounting period does not formally close until 11/10/26.

Call Summary - CONFIRE/Comm Center

11/06/2026 05:06:57

CONFIRE JPA - San Bernardino County

1743 W Miro Way
Rialto, CA 92376

County: San Bernardino

Year: 2026

Agency Affiliation: Fire

PSAP Size: Large

Report Date:
Report Date From: 01/01/2026
Report Date To: 11/06/2026
Period Group: Month
Days Of Week: All
Call Type: All
Abandoned Filters: Include Abandoned
NSI Filters: NSI Included in 911 Totals
Agency Affiliation: All
PSAP Size: All

Date	911	911 Abdn	Total 911	911 Abdn Percentage	10-Digit Emergency Inbound	10-Digit Emergency Outbound	10-Digit Emergency Abdn	Total 10-Digit Emergency	Admin Outbound	Admin Inbound	Admin Inbound Abandoned	Unparsed Other	Total Admin	Total All Calls	Average Call Duration
January 2026	16,799	152	16,951	0.90%	14,143	0	564	14,707	16,432	3,644	67	0	20,143	51,801	129.9
February 2026	14,720	157	14,877	1.06%	12,885	0	438	13,323	14,670	4,175	53	0	18,898	47,098	131.4
March 2026	19,122	22	19,144	0.11%	12,258	0	436	12,694	15,533	3,507	46	0	19,086	50,924	128.1
April 2026	18,199	39	18,238	0.21%	11,497	0	385	11,882	14,405	3,173	76	0	17,654	47,774	126.2
May 2026	19,741	31	19,772	0.16%	13,184	0	539	13,723	16,549	3,701	120	0	20,370	53,865	124.2
June 2026	19,045	17	19,062	0.09%	13,175	0	6,100	19,275	15,780	3,458	97	0	19,335	57,672	112.2
July 2026	20,688	27	20,715	0.13%	13,864	0	514	14,378	18,010	3,805	116	0	21,931	57,024	121.9
August 2026	20,366	44	20,410	0.22%	13,863	0	572	14,435	16,787	3,953	96	0	20,836	55,681	125.8
September 2026	17,920	21	17,941	0.12%	12,845	0	1,867	14,712	14,372	3,699	154	0	18,225	50,878	126.2
October 2026	16,900	146	17,046	0.86%	15,524	0	646	16,170	21,508	8,305	382	0	30,195	63,411	143.5
November 2026	547	9	556	1.62%	3,866	0	152	4,018	3,596	1,252	34	0	4,882	9,456	143.8
PSAP Totals	**184,047**	**665**	**184,712**	**0.36%**	**137,104**	**0**	**12,213**	**149,317**	**167,642**	**42,672**	**1,241**	**0**	**211,555**	**545,584**	**127.3**

PSAP Answer Time

CONFIRE JPA - San Bernardino County

1743 W Miro Way
Rialto, CA 92376

County: San Bernardino

Year:	2026
Agency Affiliation	Fire
PSAP Size	Large

Report Date:	11/06/2026 06:30:50
Report Date From:	01/01/2026
Report Date To:	11/06/2026
Call Type:	911 Calls
Abandoned Filters:	Include Abandoned
Agency Affiliation:	All
PSAP Size:	All

The Last 12 Months Answer Time Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

	PSAP						
	Total Calls	Percent Answered Within 10 Secs	Percent Answered Within 15 Secs	Percent Answered Within 20 Secs	Percent Answered Within 40 Secs	Percent Answered Within 60 Secs	Percent Answered Within 120 Secs
January	16,951	94.31%	96.87%	98.14%	99.61%	99.89%	99.99%
February	14,877	94.42%	96.81%	97.92%	99.42%	99.79%	99.99%
March	19,144	94.75%	96.98%	98.13%	99.51%	99.81%	99.98%
April	18,238	93.59%	96.05%	97.37%	99.12%	99.67%	99.97%
May	19,772	91.09%	94.22%	95.94%	98.87%	99.53%	99.98%
June	19,062	92.69%	95.45%	96.82%	99.28%	99.75%	99.99%
July	20,715	91.69%	94.53%	96.37%	98.86%	99.65%	99.98%
August	20,410	92.70%	95.58%	97.05%	99.03%	99.61%	99.93%
September	17,941	91.67%	94.59%	96.10%	98.61%	99.42%	99.95%
October	17,046	90.43%	93.51%	95.48%	98.57%	99.47%	99.96%
November	556	82.91%	86.69%	91.37%	96.40%	98.20%	99.10%
Total	**184,712**	**92.66%**	**95.40%**	**96.89%**	**99.07%**	**99.65%**	**99.97%**

CONFIRE Billable Incidents

Period: 01/01/2026 thru 10/31/2026

Jurisdiction	# of Incidents	% of Total
San Bernardino County	114,155	53.17%
VictorvilleFD	20,645	9.62%
RanchoCucamonga	17,080	7.95%
AppleValley	11,641	5.42%
ChinoValleyFD	11,460	5.34%
Redlands	10,004	4.66%
Rialto	9,840	4.58%
Colton	6,092	2.84%
MontclairFD	4,317	2.01%
Loma Linda	3,697	1.72%
Big Bear Fire	2,879	1.34%
San Manuel FD	1,931	0.90%
Running Springs	512	0.24%
Baker Ambulance	280	0.13%
Road Department	162	0.08%
ArrowbearLakeFD	23	0.01%
Total	**214,713**	**100%**

BDC Division	# of Incidents	% of Total
East Valley	39,086	34.24%
Fontana	18,055	15.82%
Valley	15,347	13.44%
Hesperia	11,470	10.05%
South Desert	10,732	9.40%
North Desert	10,462	9.16%
Adelanto	4,898	4.29%
Mountain	3,950	3.46%
Hazmat	155	0.14%
Total	**114,155**	**100%**

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911 CALL PROCESSING TIME ANALYSIS

Reporting on the CONFIRE 9-1-1 call processing times for the month of October 2026.

Prepared for	*CONFIRE Leadership & Administrative Committee*
Prepared by	*Angela Haddad – Data Manager*
Reporting period	*October 1 – October 31, 2026*
Date issued	*November 9, 2026*
Classification	*[Internal use]*

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Executive Summary

The report highlights areas of strong performance, identifies factors that may affect the timely dispatch of emergency resources, and supports informed decisions. CONFIRE is committed to providing timely, reliable, and effective emergency communications.

Purpose

Provide CONFIRE Leadership with a clear, data-driven assessment of how efficiently 911 calls are received, evaluated, prioritized, and dispatched.

Key Elements of Call Processing

This analysis covers four key elements of call processing time by the CONFIRE Communications Center (CCC).

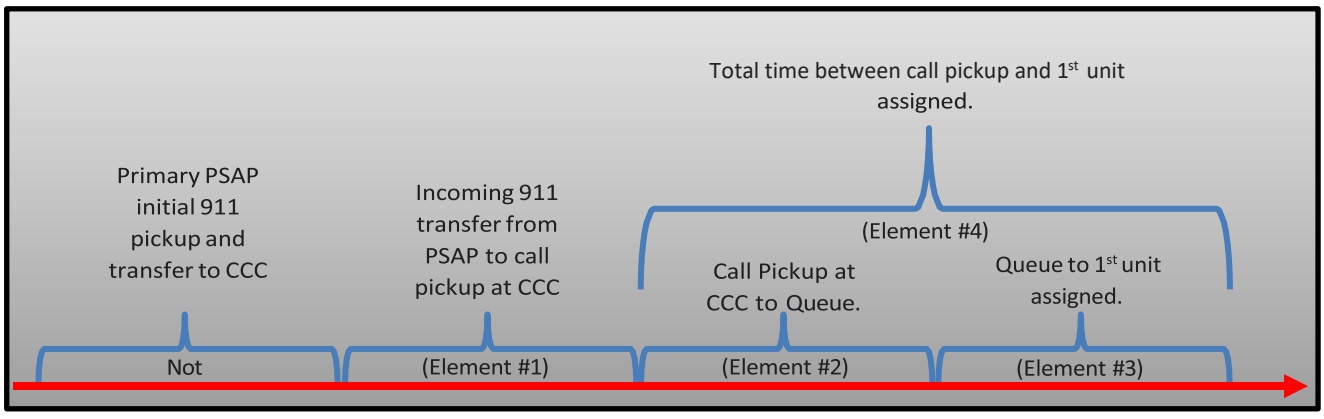
Element #1 – The time interval between the alert of an incoming 911 call from a Primary PSAP and when the call is answered by a CCC Dispatcher.

Element #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.

Element #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 the call.

Element #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 the call.

Figure 1 - Elements captured in the analysis of call processing times at CONFIRE CCC



Call Answering Time from Primary Public Safety Answering Points (PSAPs)

CONFIRE receives 911 calls from multiple allied agency primary PSAPs. As a secondary PSAP, its goal is to answer 90% of incoming calls within 10 seconds. Since call times aren't logged in CAD until after pickup, CONFIRE uses

Emergency Call Tracking System (ECaTS) to track ring-to-pickup intervals and monitor performance. This data supports the call volume and answer time metrics shown in Figure 2.

911 CALL PROCESSING

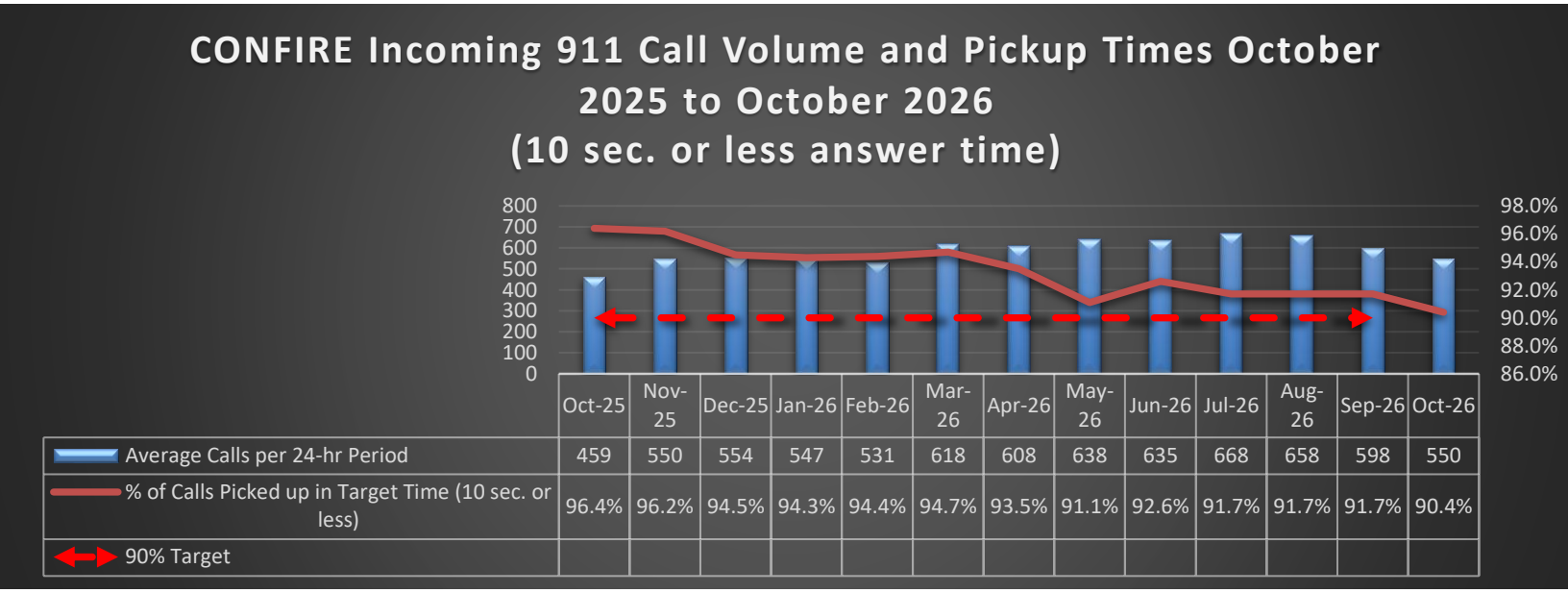
Objective

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.

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.

Figure 2 - ECaTS Reporting of CONFIRE 911 Call Pickup Times for primary PSAP transfers



	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26
Average Calls per 24-hr Period	459	550	554	547	531	618	608	638	635	668	658	598	550
% of Calls Picked up in Target Time (10 sec. or less)	96.4%	96.2%	94.5%	94.3%	94.4%	94.7%	93.5%	91.1%	92.6%	91.7%	91.7%	91.7%	90.4%
90% Target													

NOTE: CALL VOLUME IN OCTOBER 2026 WAS IMPACTED BY AN AT&T NETWORK INFRASTRUCTURE COPPER THEFT.

EMS Call Processing

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

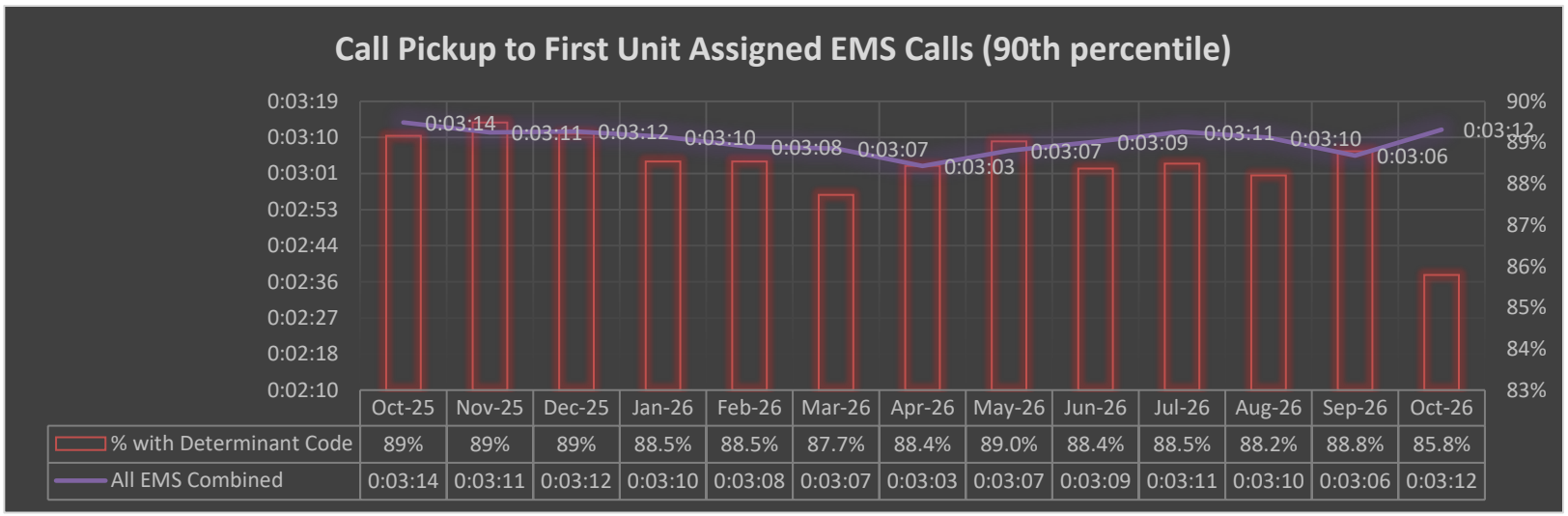
Figure 3 – EMS Processing Time: Call pickup to 1st Unit assigned by Percentile intervals

Call Type	25th Percentile	50th Percentile	75th Percentile	90th Percentile	Goal
Echo	0:00:48	0:01:08	0:01:34	0:02:17	0:01:30
Delta	0:00:56	0:01:28	0:02:13	0:03:05	0:02:30
Charlie	0:01:14	0:01:54	0:02:42	0:03:38	0:02:30
Bravo	0:01:54	0:02:24	0:03:06	0:03:54	0:03:00
Alpha	0:01:27	0:02:09	0:02:44	0:03:28	0:03:00

Figure 4 - EMS Call Volume: Call pickup to 1st Unit assigned by Percentile intervals

Call Type	25th Percentile	50th Percentile	75th Percentile	90th Percentile	Additional calls needed to get to 90%
Echo	68	136	204	245	45
Delta	957	1913	2869	3443	311
Charlie	917	1833	2749	3299	726
Bravo	330	659	988	1186	249
Alpha	27	56	85	103	6
no EMD Code	747	1493	2239	2687	1163

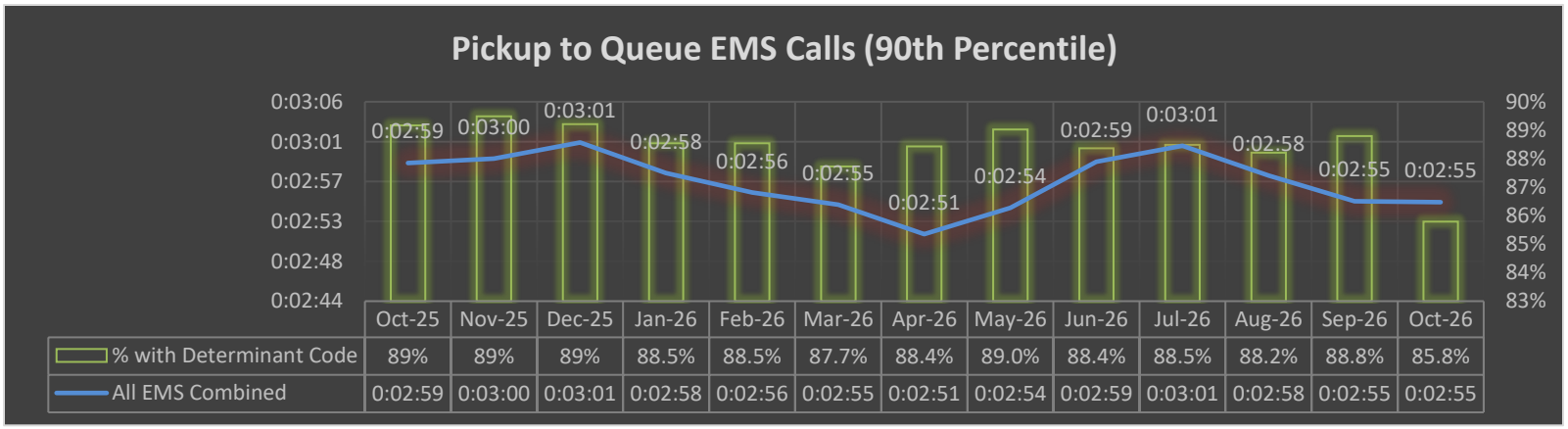
Figure 5 - EMS Total Calls: Call pickup to 1st Unit Assigned



	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26
% with Determinant Code	89%	89%	89%	88.5%	88.5%	87.7%	88.4%	89.0%	88.4%	88.5%	88.2%	88.8%	85.8%
All EMS Combined	0:03:14	0:03:11	0:03:12	0:03:10	0:03:08	0:03:07	0:03:03	0:03:07	0:03:09	0:03:11	0:03:10	0:03:06	0:03:12

NOTE: INCLUDES ALL EMERGENCY CALL TYPES; CALLS WITH AND WITHOUT DETERMINANT CODES.

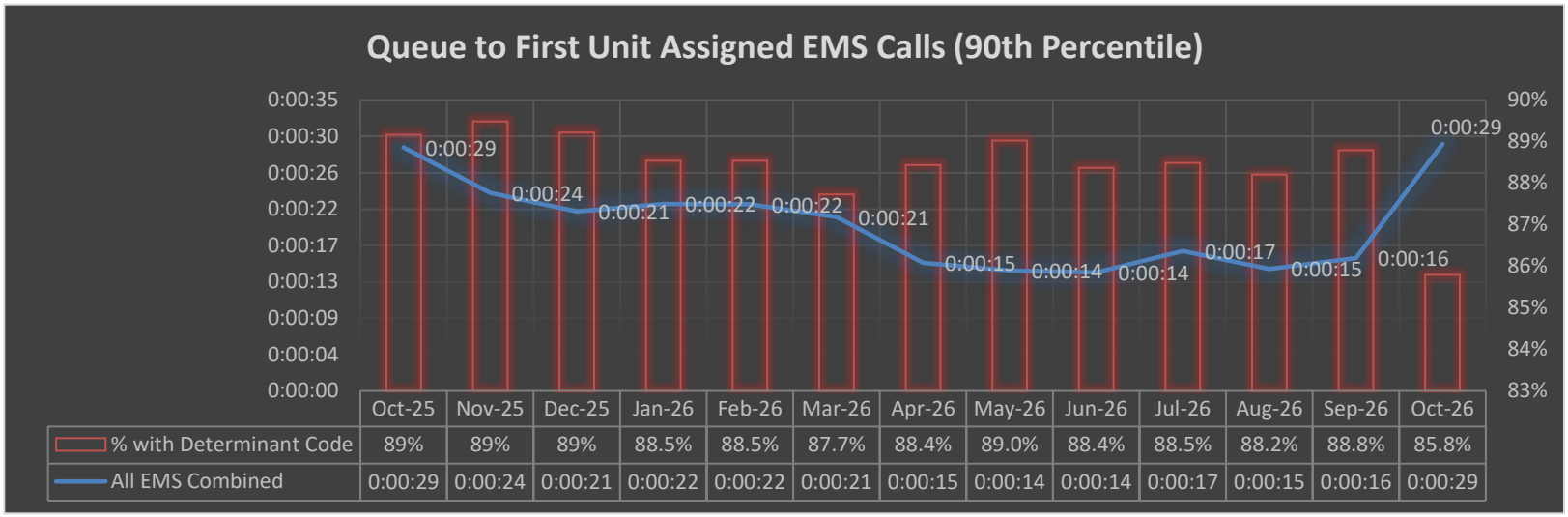
Figure 6 - EMS Total Calls: Call pickup to Queue



	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26
% with Determinant Code	89%	89%	89%	88.5%	88.5%	87.7%	88.4%	89.0%	88.4%	88.5%	88.2%	88.8%	85.8%
All EMS Combined	0:02:59	0:03:00	0:03:01	0:02:58	0:02:56	0:02:55	0:02:51	0:02:54	0:02:59	0:03:01	0:02:58	0:02:55	0:02:55

NOTE: INCLUDES ALL EMERGENCY CALL TIMES; CALLS WITH AND WITHOUT DETERMINANT CODES.

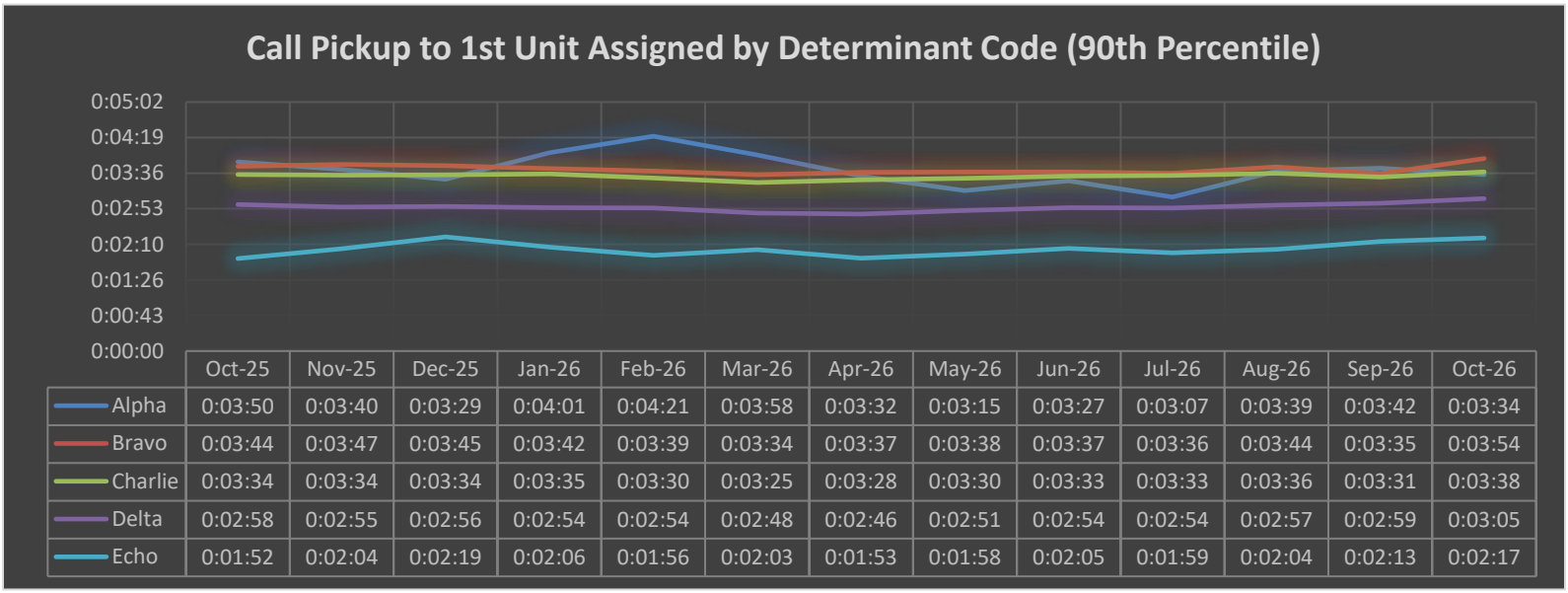
Figure 7 - EMS Total Calls: EMS Queue to 1st Unit Assigned



	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26
% with Determinant Code	89%	89%	89%	88.5%	88.5%	87.7%	88.4%	89.0%	88.4%	88.5%	88.2%	88.8%	85.8%
All EMS Combined	0:00:29	0:00:24	0:00:21	0:00:22	0:00:22	0:00:21	0:00:15	0:00:14	0:00:14	0:00:17	0:00:15	0:00:16	0:00:29

NOTE: INCLUDES ALL EMERGENCY CALL TYPES; CALLS WITH AND WITHOUT DETERMINANT CODES.

Figure 8 - EMS Call pickup to 1st Unit Assigned by EMD Determinant Code



	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26
Alpha	0:03:50	0:03:40	0:03:29	0:04:01	0:04:21	0:03:58	0:03:32	0:03:15	0:03:27	0:03:07	0:03:39	0:03:42	0:03:34
Bravo	0:03:44	0:03:47	0:03:45	0:03:42	0:03:39	0:03:34	0:03:37	0:03:38	0:03:37	0:03:36	0:03:44	0:03:35	0:03:54
Charlie	0:03:34	0:03:34	0:03:34	0:03:35	0:03:30	0:03:25	0:03:28	0:03:30	0:03:33	0:03:33	0:03:36	0:03:31	0:03:38
Delta	0:02:58	0:02:55	0:02:56	0:02:54	0:02:54	0:02:48	0:02:46	0:02:51	0:02:54	0:02:54	0:02:57	0:02:59	0:03:05
Echo	0:01:52	0:02:04	0:02:19	0:02:06	0:01:56	0:02:03	0:01:53	0:01:58	0:02:05	0:01:59	0:02:04	0:02:13	0:02:17

Fire / Rescue Related Calls

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

Figure 9 – FIRE Processing Time: Call pickup to 1st Unit Assigned by Percentile interval

Call Type	25th Percentile	50th Percentile	75th Percentile	90th Percentile	Goal
Structure Fires	0:01:24	0:01:44	0:02:18	0:03:01	0:02:30
Non-Structure Fires	0:01:16	0:01:43	0:02:21	0:03:06	0:02:30

Figure 10 – FIRE Call Volume: Call pickup to 1st Unit Assigned by Percentile interval

Call Type	25th Percentile	50th Percentile	75th Percentile	90th Percentile	Additional calls needed to get to 90%
Structure Fires	44	87	131	157	10
Non-Structure Fires	105	209	314	377	50

Figure 11 - FIRE: Call pickup to 1st Unit Assigned

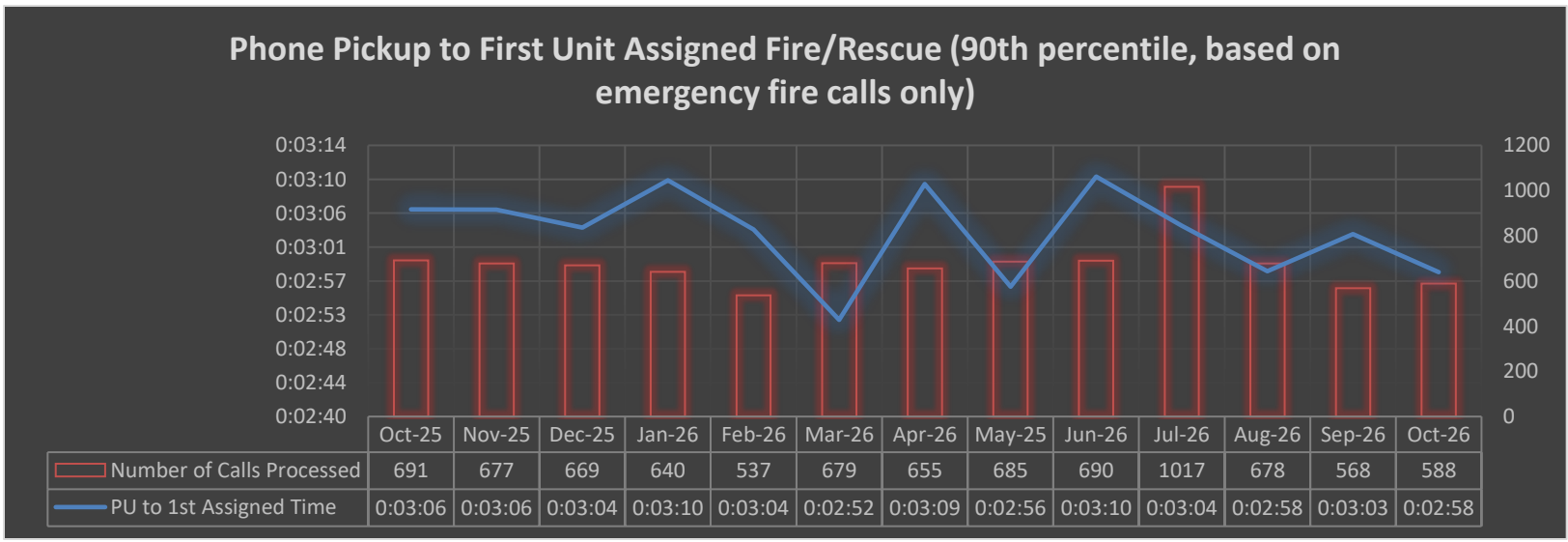
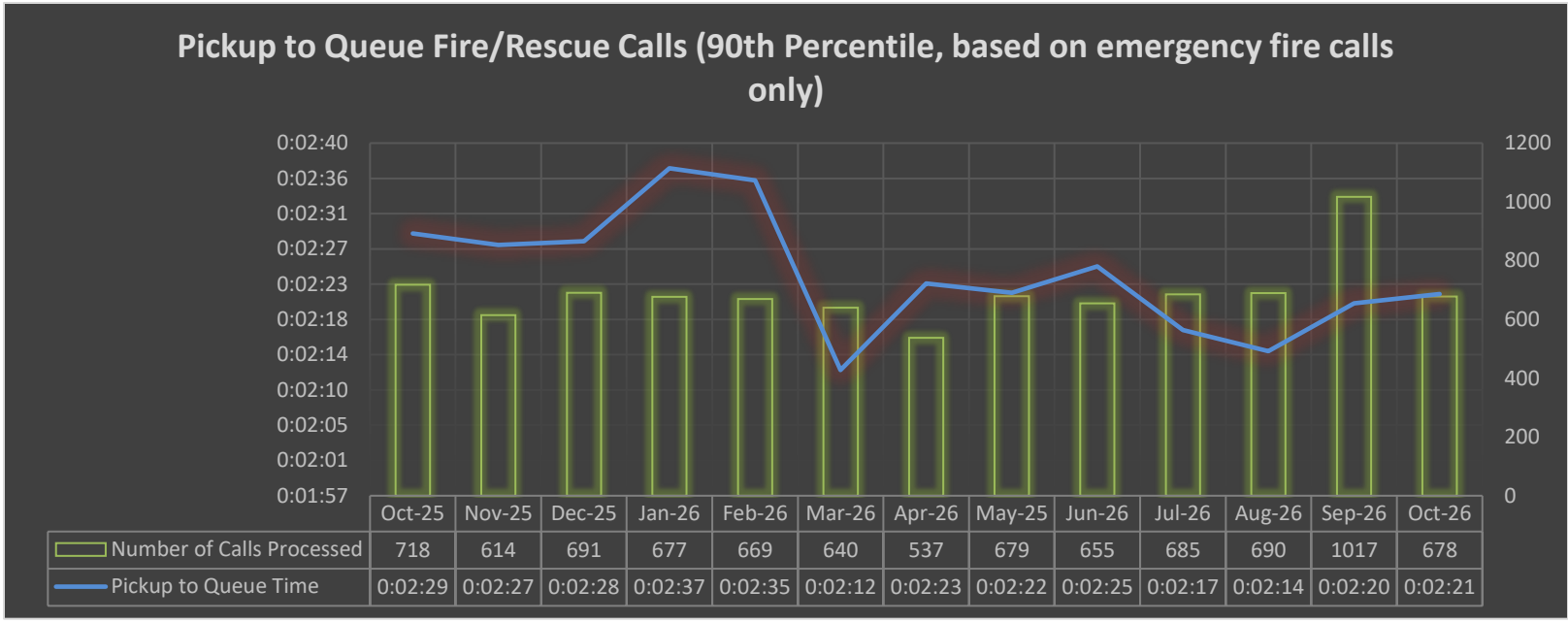
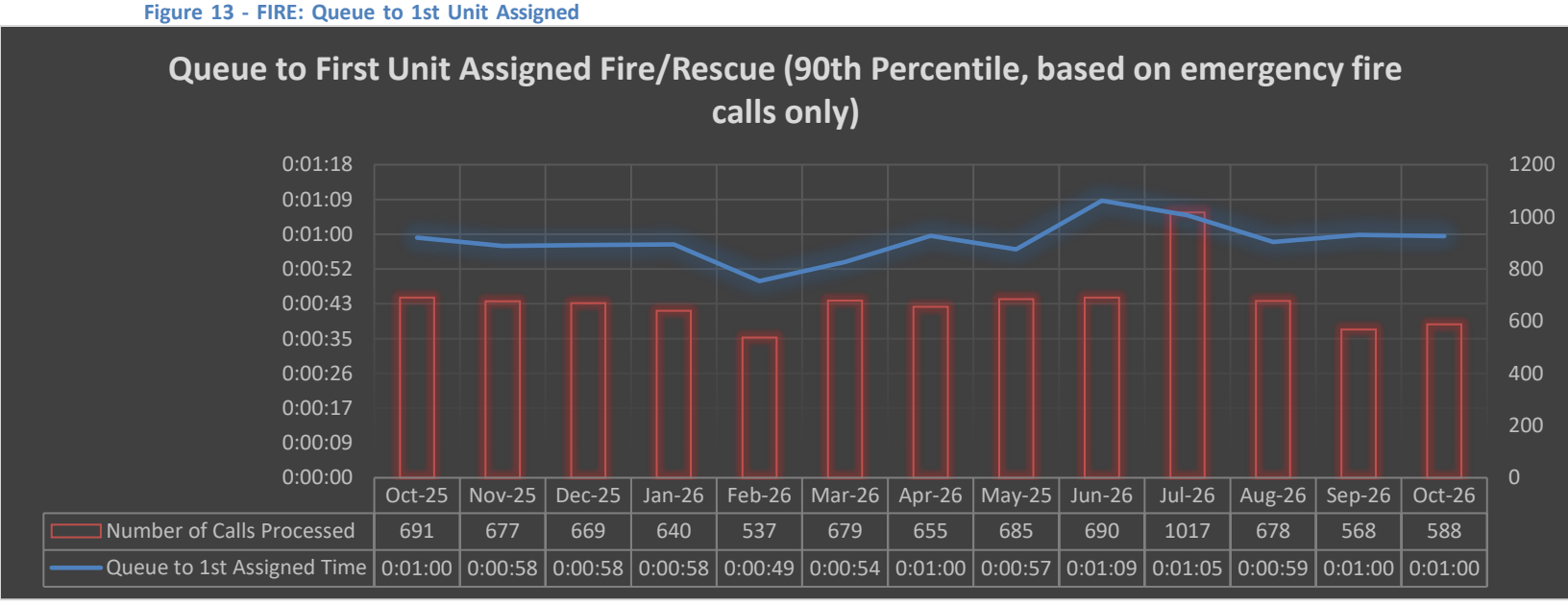


Figure 12 - FIRE: Call pickup to Queue



	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-25	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26
Number of Calls Processed	718	614	691	677	669	640	537	679	655	685	690	1017	678
Pickup to Queue Time	0:02:29	0:02:27	0:02:28	0:02:37	0:02:35	0:02:12	0:02:23	0:02:22	0:02:25	0:02:17	0:02:14	0:02:20	0:02:21

Figure 13 - FIRE: Queue to 1st Unit Assigned



	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-25	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26
Number of Calls Processed	691	677	669	640	537	679	655	685	690	1017	678	568	588
Queue to 1st Assigned Time	0:01:00	0:00:58	0:00:58	0:00:58	0:00:49	0:00:54	0:01:00	0:00:57	0:01:09	0:01:05	0:00:59	0:01:00	0:01:00

CONFIRE ECNS Analysis

October 2026

CONFIRE
Regional Emergency Communications

Index

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The following is an analysis of various Emergency Communications Nursing System (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.

Establishing Low-Acuity Symptoms and Eligibility for ECNS

The first step in the ECNS continuum is for the 911 dispatcher to determine the medical severity of the patient's condition. This is done through CONFIRE's Emergency Medical Dispatch (EMD) process, which uses a scripted question/answer format with the caller to identify key symptoms that help categorize medical complaints by type and severity. The final determination is captured as a "Determinant Code". Determinant codes are then used to establish the most appropriate level of response, which can include ALS or BLS units code-3 or no-code, or a transfer of the call to an ECNS nurse for alternative care and transport as appropriate.

In order to obtain a determinant code, the dispatcher must be able to speak directly to a cooperative patient or someone who is in direct communication with the patient. Factors that impede the ability to obtain a determinant code include calls coming from a third party, such as law enforcement or alarm companies, when there is a language barrier, or when the caller simply does not cooperate with the process. These situations occur on approximately 25% of the incoming 911 medical calls for service. For the purposes of this analysis, only calls where a determinant code can be obtained are used performance measurements.

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 currently operational (0700 to 2330 hrs).

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

	All Calls	ECNS Operational Hours Only
Total Emergency EMS Calls	19,783	16,233
Total EMS Calls with Obtainable Determinant Code	14,741	12,204
Total EMS Calls with Determinant Code	12,799	10,479
% of EMD Obtainable EMS Calls with Determinant Code	86.8%	85.9%

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

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

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

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

Summary of Methodological Differences

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

Table 2: October 2026 data comparison IAED Protocol and CONFIRE Adopted Policy.

	Based on IAED Protocol (All Hours)	Based on CONFIRE Policy (Staffed hours only)
Total Calls Eligible for ECNS:	1,911	1,529
% of EMS calls with Determinant Code Eligible for ECNS	14.9%	11.9%
Total calls eligible for ECNS transfer	1,911	1,414
Total ECNS Eligible Calls Transferred to ECN (Entered in Low Code)	790	790
% of Eligible EMS CallsTransferred to ECNS system	41.3%	55.9%

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

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

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

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

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

Disposition Text from CAD	Total Number of Calls	% of Total Eligible Calls Not sent to Low Code	During Staffed Hours Only	% of Total Eligible Calls Not sent to Low Code During Staffed Hours
* Call Taker decided to not send incident to LowCode, with reason: ECN NOT AVAIL= No ECN staff available in house or remote (Sup Approval Required)	936	89.7%	572	88.4%
* Call Taker decided to not send incident to LowCode, with reason: MEDICAL FACILITY RP= RN/Dr requesting 911 AND is at PT bedside	23	2.2%	21	3.2%
*Call Taker decided to not send incident to LowCode, with reason: STUDENT AT SCHOOL OR MINOR ONLY SCENE= PT is a minor student at school or there is NO adult on scene	35	3.4%	35	5.4%
*Call Taker decided to not send incident to LowCode, with reason: REMOTE LOCATION= Coordinates given as location or not easily accessible	13	1.2%	13	2.0%
*Call Taker decided to not send incident to LowCode, with reason: TEST CALL	1	0.1%	1	0.2%
*Call Taker decided to not send incident to LowCode, with reason: REQUESTING TO CANCEL= no longer requesting medical aid	5	0.5%	5	0.8%
*Call Taker decided to not send incident to LowCode, with reason: CALL PROCESSED= sent to ECN, updated information	30	2.9%	30	4.6%

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

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

Incoming Calls to Emergency Communications Nurse (ECN) Nurse			% of Total Transfers
	Total ECNS Transfers	790	
	Calls Aborted, unable to complete assessment (Hangups, disconnects)	105	13%
	During assessment, nurse triaged call and returned to dispatch as an emergency	16	2%
	Total calls eligible for continuation of ECNS process	669	85%
Calls Returned for Emergency Transport			
	Nurse assessment completed and ECN recommended an emergency response	147	19%
	Number of returned calls for emergency resulting in actual transport	118	
	% of returned calls for emergency resulting in transport	80%	
	Total calls eligible for deferral/referral through ECNS	**522**	66%
Non-emergency with no Alternative Transport			
	Patient had no alternative means of transport (Transport Unit Sent)	398	50%
	Number of non-emergency ambulance responses that resulted in actual transport.	337	
	% of non-emergency ambulance responses that resulted in actual transport.	85%	
Total calls to reach ECN that resulted in an ambulance response		545	69%
	% of total calls to reach ECN that resulted in ambulance response	81.5%	
	Total ambulance responses that resulted in a transport	456	
	% of response with transport	84%	
	Number of callers who received ECN direction and did not transport by ambulance.	124	16%
	Number of calls where assessment was completed but ambulance was sent only because the patient had no other means of transportation.	398	50%
	Combined potential transport deferrals if additional transportation options were available	522	66%

Table 5:Recommended Point of Care Disposition for patients completing ECNS process for October 2026.*

Disposition of Care*		
Seek Emergency Care as Soon as Possible	294	43.9%
Seek Face to Face Care within 1-4 Hours	180	26.9%
Emergency Response	147	22.0%
Schedule an Appointment to be Seen by a Doctor/Health Care Professional within the Next 12 Hours (same day)	25	3.7%
Speak to Your Doctor/Health Care Professional to Review the Symptoms As Soon As Possible	9	1.3%
Self-Care	5	0.7%
Contact Poison Control or Local Pharmacist	4	0.6%
Schedule an Appointment to be Seen by a Doctor/Health Care Professional within the Next 1-3 Days	3	0.4%
Schedule a Routine Appointment with a Doctor/Health Care Professional	2	0.3%
Total	669	

**This represents recommended care given by the ECN. The ECNS program does not have a mechanism to follow up on whether callers follow through with the recommendations. Also, the numbers in this table include callers calls that were returned to 911 as emergency and callers who were provided a recommendation that did not require ambulance transport, but October have received an ambulance transport due to lack of alternative transportation (see table 4 for detail)*

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

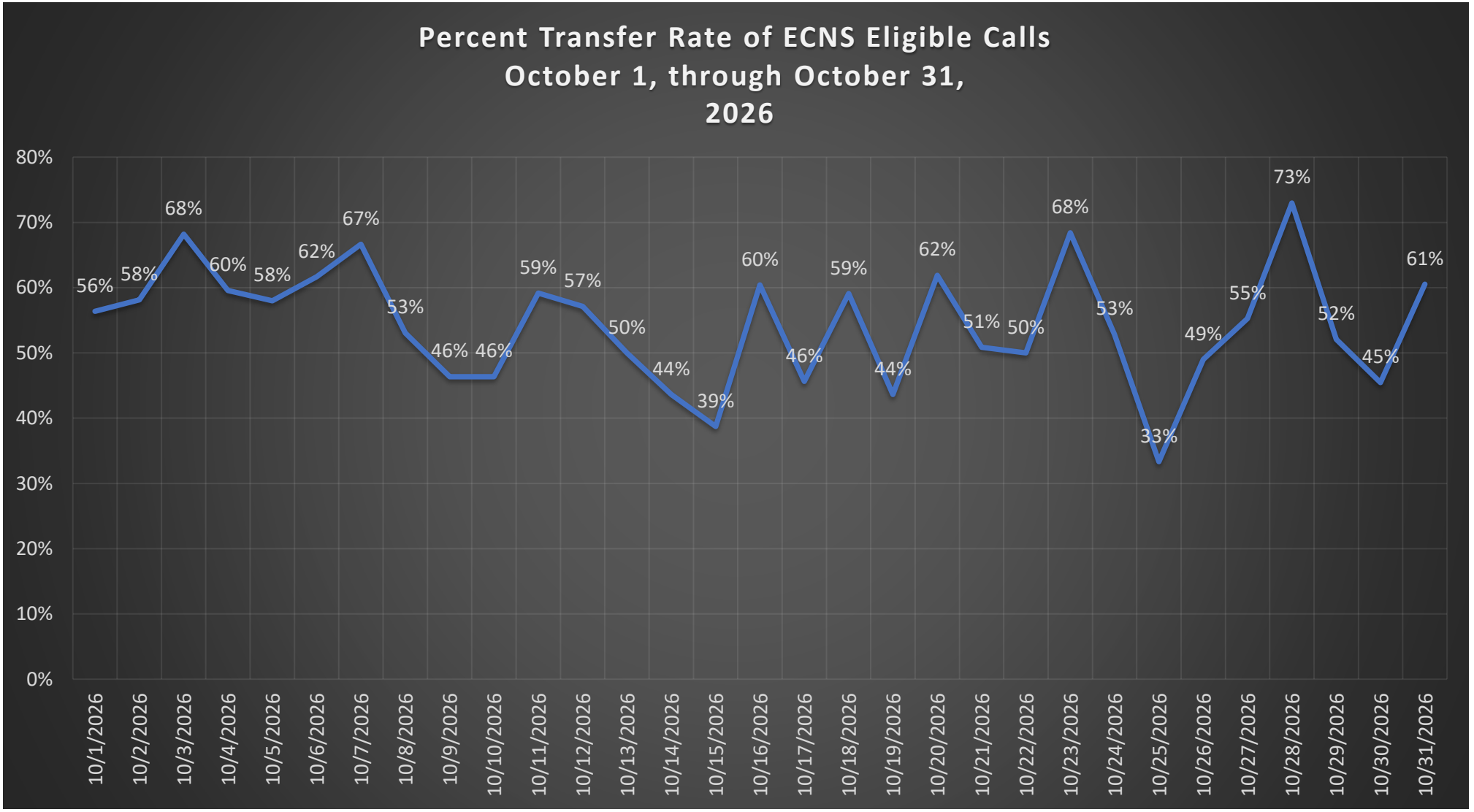


Figure 2:Total number of ECNS eligible calls and the number of them that were transferred to an ECN/entered into Low Code by date.

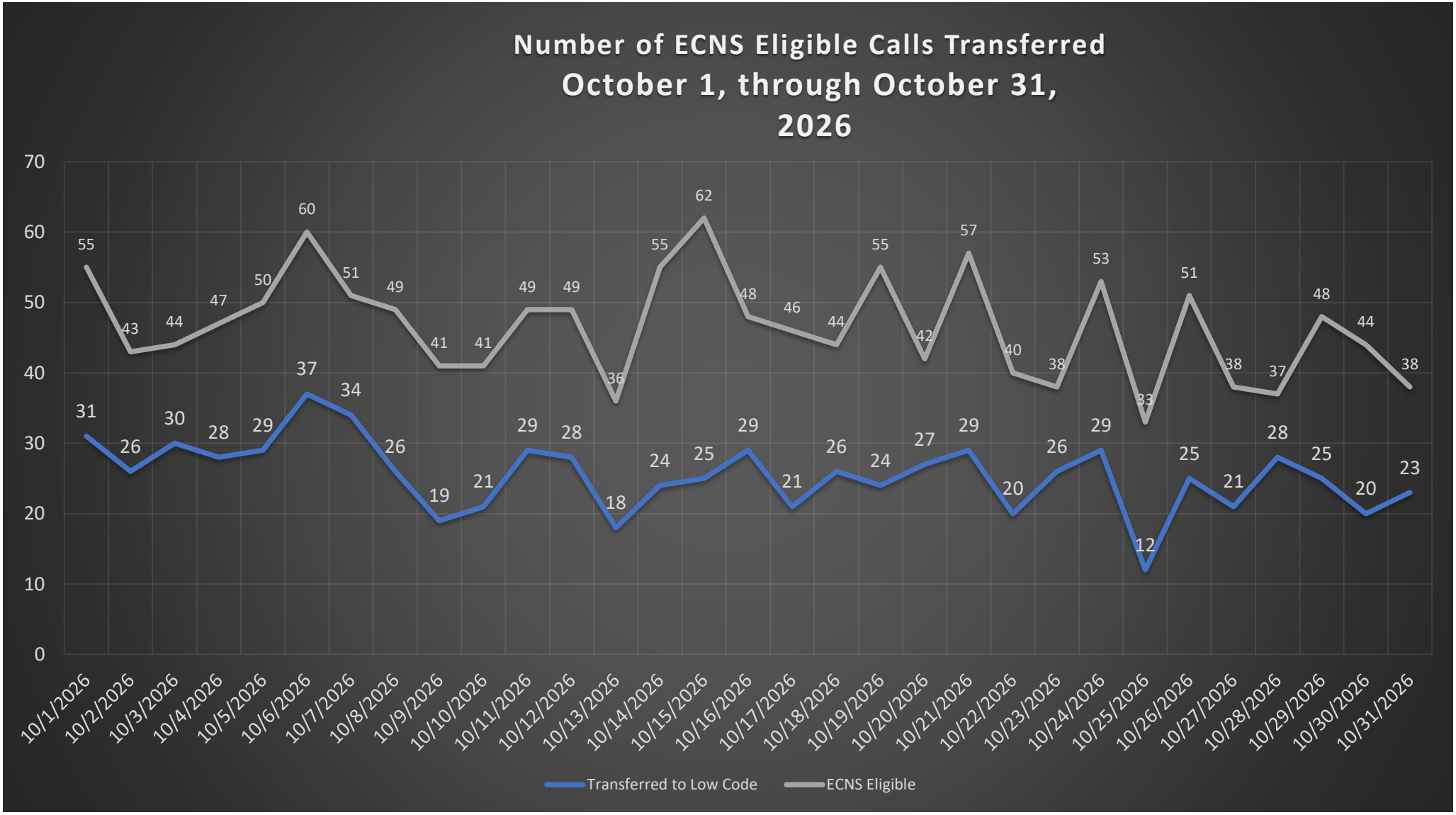
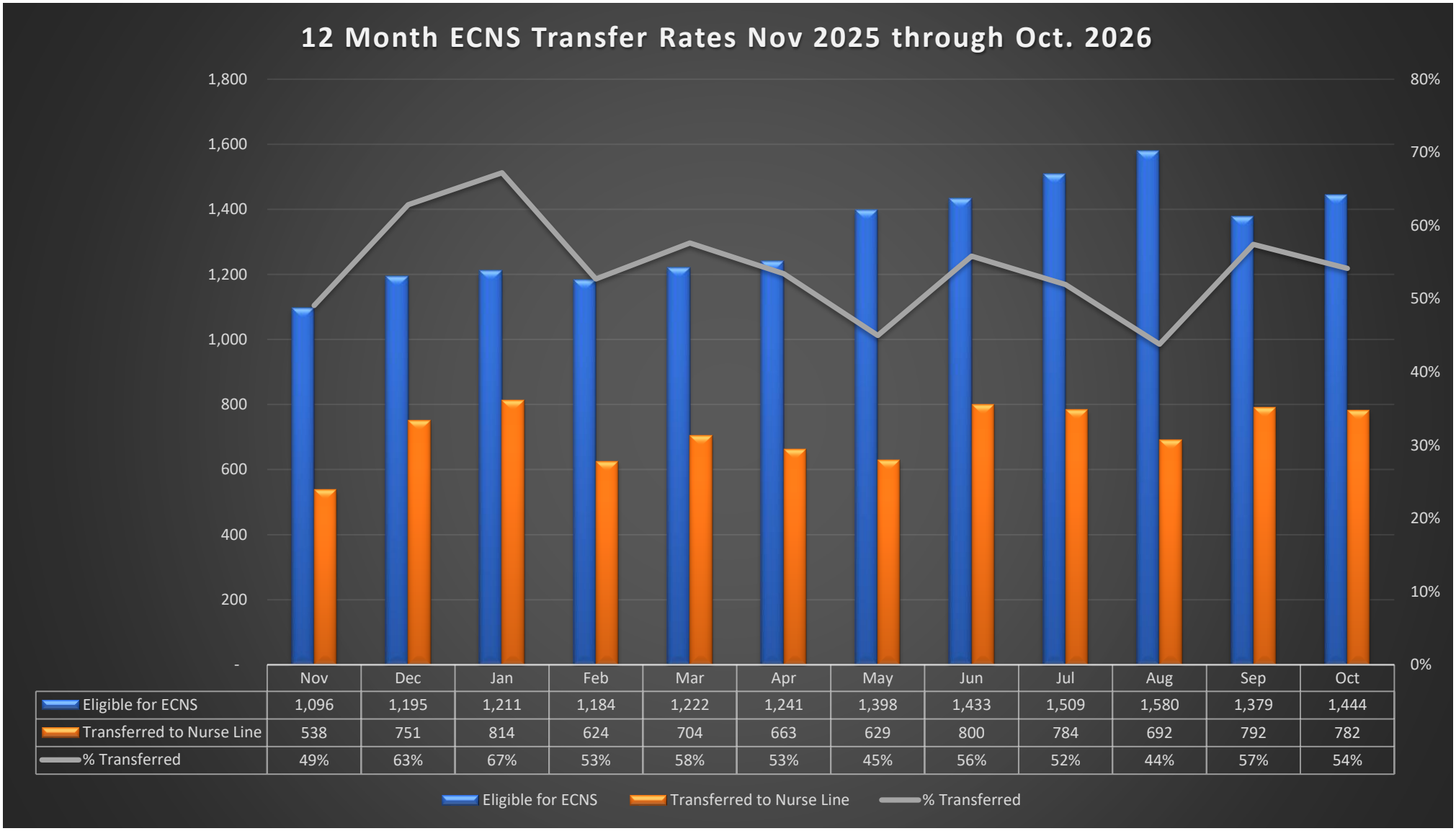
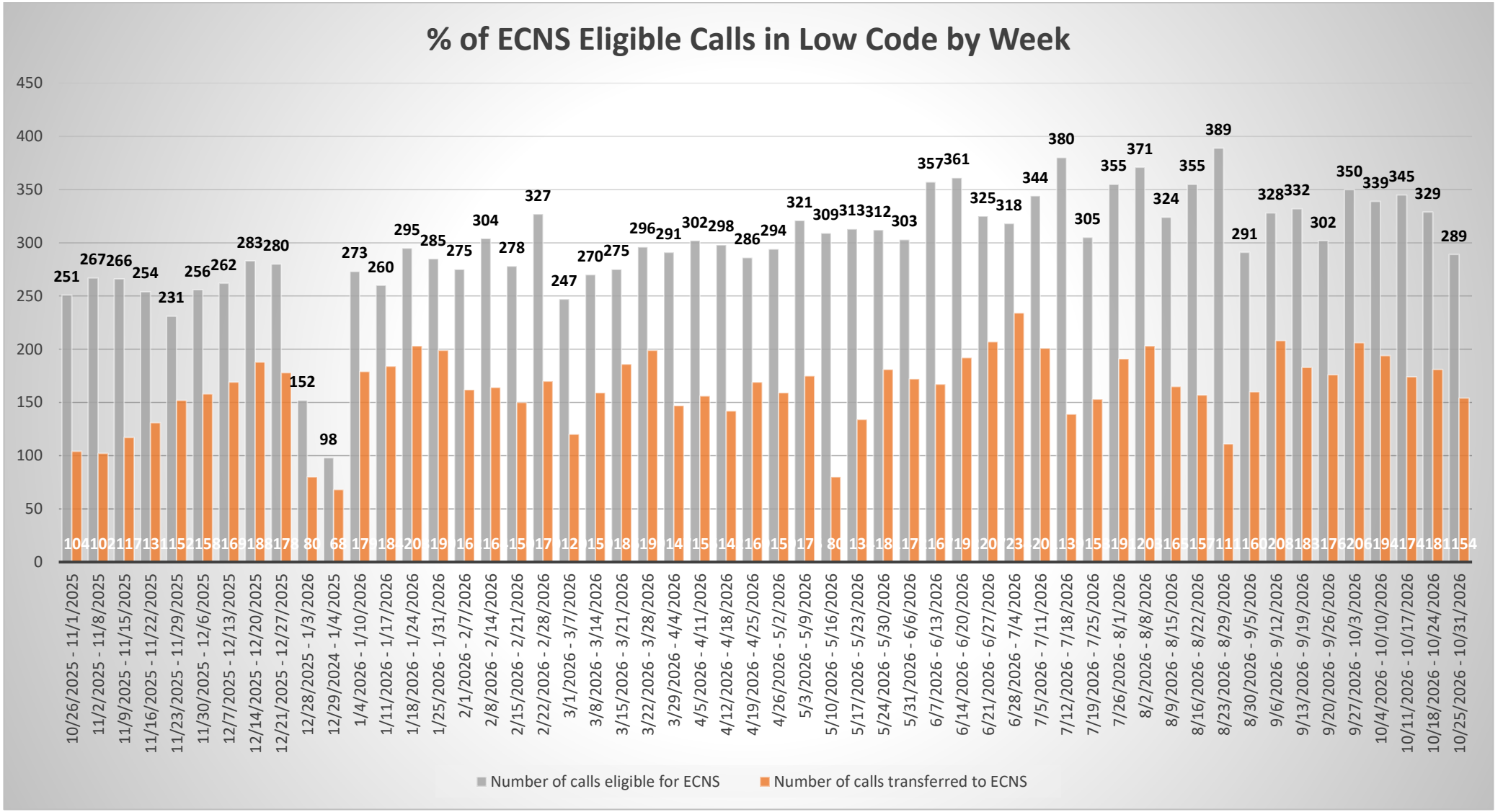


Figure 3: 12-month analysis of ECNS eligible calls and rates of transfer to ECN/Low Code system.



	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Eligible for ECNS	1,096	1,195	1,211	1,184	1,222	1,241	1,398	1,433	1,509	1,580	1,379	1,444
Transferred to Nurse Line	538	751	814	624	704	663	629	800	784	692	792	782
% Transferred	49%	63%	67%	53%	58%	53%	45%	56%	52%	44%	57%	54%

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



STAFF REPORT

DATE: November 17, 2026

FROM: Damian Parsons, Deputy Executive Director
BY: Ivan Ramirez, Finance Manager

TO: CONFIRE Board of Directors

SUBJECT: Revisions to Board Policies 4.003 and 4.004 – Contracting Authority and Procurement Procedures

Recommendation

Approve the proposed revisions to Board Policy 4.003, Contracts, Loans, Checks and Deposits, and Board Policy 4.004, Purchasing and Procurement Procedures.

Background Information

Board Policies 4.003 and 4.004 establish CONFIRE's contracting authority and procurement requirements. BP 4.004 was last updated in April 2021, and the existing policies contain inconsistent purchasing and contracting authority limits. Additionally, certain provisions have become outdated or do not adequately address common procurement circumstances.

Staff conducted a comprehensive review of both policies to modernize procurement thresholds, clarify approval authority, eliminate inconsistencies, and establish more practical procurement procedures while maintaining appropriate financial controls and Board oversight.

The proposed revisions include the following significant changes:

- Updated Procurement Thresholds: Increased the Open Market threshold from $25,000 to $35,000, the informal solicitation threshold from $50,000 to $75,000, and the formal solicitation threshold for applicable services from $100,000 to $150,000. These changes modernize procurement limits last established in 2021 while maintaining competitive solicitation requirements for higher-value purchases.

- Aligned Contracting Authority: Increased the Executive Director's general contracting authority from $50,000 to $150,000 annually and established $75,000 in annual authority for the Deputy Executive Director of Business Operations and Finance Manager. Previously, BP 4.003 limited the Executive Director's general signature authority to $50,000, while BP 4.004 allowed approval of certain

purchases up to $100,000, creating inconsistent authority limits between the policies. The revisions eliminate this inconsistency and establish clear approval levels. Contracts exceeding delegated authority remain subject to Administrative Committee or Board approval, as applicable.

- Annual Contract Valuation: Established annual contract value, rather than the aggregate value over the full contract term, as the basis for determining procurement and approval thresholds. This change allows routine multiyear agreements to be approved based on their annual cost rather than requiring higher level approval simply because the cost adds up over multiple years, while maintaining appropriate oversight.

- Multiyear Contract Limitations: Generally limited financial commitments under delegated authority to five years, while allowing greater flexibility for agreements that may be terminated for convenience without material penalty, including month-to-month and automatically renewing agreements.

- Noncompetitive Procurement: Established procedures for sole-source procurements, proprietary software maintenance and support, limited competition, and unsuccessful competitive solicitations. These provisions require documented justification and do not waive applicable approval requirements.

- Clarified Administrative Requirements: Separated procurement methods from contracting authority and moved purchase order requirements and related administrative controls to Finance procedures.

The revisions also update public works procurement thresholds to reflect the California Uniform Public Construction Cost Accounting Act and clarify responsibilities between requesting departments and Finance/Procurement.

Together, these changes are intended to provide a clearer and more consistent policy framework, reduce unnecessary administrative requirements, and support the implementation of standardized procurement workflows and future procurement automation.

Financial Impact

There is no direct financial impact associated with approval of the proposed policy revisions. The changes modify procurement procedures and delegated approval authority but do not authorize additional expenditures. All purchases and contracts remain subject to available budget appropriations and applicable approval requirements.

Attachments

▪ Proposed Board Policy 4.003 – Contracts, Loans, Checks and Deposits

▪ Proposed Board Policy 4.004 – Purchasing and Procurement Policy

CONSOLIDATED FIRE AGENCIES
POLICIES OF THE BOARD OF DIRECTORS

POLICY:	BP 4.003
TITLE:	Contracts, Loans, Checks and Deposits
ADOPTED:	[4.29.2021]
REVISED:	[11.17.2026]

1. PURPOSE

This policy establishes authority for entering into and executing contracts and other instruments on behalf of CONFIRE, contracting for loans or other indebtedness, and authorizing checks, drafts, deposits, and other orders for the payment or movement of CONFIRE funds. This policy is intended to operate together with BP 4.004, Purchasing and Procurement Procedures.

2. GENERAL AUTHORITY

The Board of Directors may authorize any officer, employee, or agent to enter into contracts or execute instruments in the name of and on behalf of CONFIRE. Such authority may be general, limited by dollar amount, limited to a particular type of transaction, or confined to specific instances.

- No employee or agent may execute a contract or otherwise bind CONFIRE unless authority has been expressly delegated by the Board or by an officer who has been authorized by the Board to further delegate that authority.
- Contracting and signature authority under this policy is separate from the procurement method required by BP 4.004. A contract may be signed only after the applicable procurement and approval requirements have been satisfied.
- Dollar limits in this policy apply to the annual contract amount unless a different basis is required by law or expressly stated in this policy.

3. CONTRACT APPROVAL AND SIGNATURE AUTHORITY

The Board delegates the following authority for contracts, purchase orders, amendments, renewals, and other instruments that financially obligate CONFIRE, subject to available appropriation and compliance with BP 4.004:

Authorized Position	Authority	Conditions
Executive Director	Up to $150,000 annually	May approve and execute contracts, purchase orders, and related instruments within delegated authority. May delegate authority below this limit in writing.
Deputy Executive Director of Business Operations and Finance Manager	Up to $75,000 annually	May approve and execute contracts, purchase orders, and related instruments within delegated authority.
Board of Directors / Administrative Committee	$150,001 and Over annually	Approval required when the annual contract or purchase order amount exceeds delegated authority or when otherwise required by law or Board policy.

4. MULTIYEAR CONTRACTS, RENEWALS, AND AMENDMENTS

For purposes of delegated approval and signature authority, a multiyear contract is measured by its anticipated annual amount rather than the aggregate value over the full term, consistent with BP 4.004.

- Contracts within delegated authority may commit the Agency to a term of up to five years, including renewal and extension options during which the Agency does not have a right of termination for convenience without material penalty.

- Any contract that commits the Agency to a term exceeding five years requires Board or Administrative committee approval regardless of annual amount, unless the Agency has a right of termination for convenience without material penalty.
- Agreements that continue on a month-to-month, automatic renewal, or other indefinite basis are not subject to the five-year limitation when the Agency retains the right to terminate the agreement for convenience without material penalty. Such agreements remain subject to the applicable annual approval and signature authority limits.
- A renewal, extension, amendment, or change order may be approved under delegated authority if the resulting annual amount and contractual commitment remain within the applicable delegated limits.
- Transactions may not be split, phased, or structured to avoid an approval threshold or Board/Administrative Committee approval requirement.

5. PUBLIC WORKS CONTRACTS

Public works contracting authority is subject to the California Uniform Public Construction Cost Accounting Act (CUPCCAA), Public Contract Code section 22000 et seq., and BP 4.004.

- The Executive Director and Deputy Executive Director of Business Operations may approve and execute public works contracts up to $75,000, consistent with the current CUPCCAA threshold for work that may be performed by force account, negotiated contract, or purchase order.
- Public works procurements above $75,000 shall follow the applicable informal or formal bidding procedures established by CUPCCAA and BP 4.004, together with the approval authority required by this policy.
- If statutory CUPCCAA thresholds change, the statutory thresholds control unless the Board establishes a lower internal authority limit.

6. PURCHASE ORDERS AND ADMINISTRATIVE INSTRUMENTS

Purchase orders and similar administrative purchasing instruments may be executed by an authorized employee when the underlying procurement and contract, if any, have received all approvals required by BP 4.004 and this policy.

- Issuance of a purchase order does not independently authorize a procurement or contract that otherwise requires higher-level approval.
- Finance may establish procedures governing purchase order issuance, vendor setup, encumbrances, invoice approval, and other administrative controls.

7. LOANS AND INDEBTEDNESS

No loan shall be contracted on behalf of CONFIRE, and no note or other evidence of indebtedness shall be issued in CONFIRE's name, unless authorized by resolution of the Board of Directors. Such authority may be general or confined to specific instances.

8. CHECKS, DRAFTS, AND OTHER PAYMENTS

Checks, drafts, electronic payments, or other orders for the payment of CONFIRE funds shall be authorized by the officer, employee, or agent designated by the Board of Directors or by procedures adopted pursuant to Board authority.

- Authorized agents include the Executive Director and Deputy Executive Director of Business Operations.
- Finance may establish administrative procedures for payment approval, segregation of duties, electronic payment controls, and other safeguards consistent with this policy.

9. DEPOSITS AND MOVEMENT OF FUNDS

Deposits, transfers, and other movement of CONFIRE funds shall be made only through accounts and financial institutions authorized by the Board and in accordance with applicable law, Board policy, and Finance procedures. Authority to initiate or approve such transactions shall be limited to officers, employees, or agents designated by the Board or pursuant to Board-authorized procedures.

10. CONFLICT WITH OTHER POLICIES OR LAW

This policy establishes contracting and signature authority; BP 4.004 establishes procurement methods and solicitation requirements. The policies shall be read together. If a conflict exists between this policy and applicable law, the law controls. If another Board action or resolution establishes more specific authority for a particular program, transaction, or contract, the more specific Board authorization controls for that instance.

Version	Date	Description of Changes
1.0	4/29/2021	Original policy adopted.
2.0	11/17/2026	Comprehensive policy revision; updated thresholds, delegated authority, and contract requirements.

CONSOLIDATED FIRE AGENCIES
POLICIES OF THE BOARD OF DIRECTORS

POLICY:	BP 4.004
TITLE:	Procurement Policy
ADOPTED:	[4.29.2021]
REVISED:	[11.17.2026]

1. PURPOSE

This policy establishes the procurement methods used by CONFIRE for commodities, non-professional services, professional services, private ambulance services, and public works. The purpose of this policy is to provide a clear, consistent process for selecting the appropriate procurement method while promoting competition, transparency, efficiency, and responsible use of public funds.

2. GENERAL PROCUREMENT PRINCIPLES

- Procurement method is determined by the type of procurement and the applicable annual threshold.
- Procurement method and contracting/signature authority are separate requirements. Compliance with a procurement method does not, by itself, authorize execution of a contract.
- Contracting and signature authority shall be governed by BP 4.003, Contracts, Loans, Checks and Deposits, and any other authority specifically delegated by the Board of Directors.
- Procurements shall not be split, phased, or otherwise structured for the purpose of avoiding a solicitation or approval threshold.
- Departments should engage Finance/Procurement early when the appropriate procurement method is unclear or when a procurement is expected to cross a threshold.

3. HOW THRESHOLDS ARE CALCULATED

Unless a different method is required by law, the thresholds in this policy are measured on an annual basis. For recurring or multiyear purchases and contracts, the applicable procurement method is based on the anticipated annual amount, not the aggregate value over the full contract term.

- For a one-time purchase or project, the threshold is based on the total anticipated amount of that purchase or project.
- For recurring purchases from the same vendor and/or same scope of work, substantially similar purchases shall be aggregated on an annual basis.
- For multiyear contracts, the highest reasonably anticipated annual amount shall be used when determining the procurement method.
- Renewals, extensions, amendments, or change orders may not be used to circumvent the procurement method that would otherwise apply.

4. CONTRACT TERMS

Contract term limitations and approval requirements are governed by **BP 4.003 – Contracts, Loans, Checks and Deposits**. Contract terms are separate from the procurement thresholds and solicitation requirements established by this policy.

5. PROCUREMENT METHOD QUICK REFERENCE

Procurement Category / Annual Threshold	Required Method
Commodities & Non-Professional Services — Up to $35,000	Open Market
Commodities & Non-Professional Services — $35,001–$75,000	Informal Solicitation (RFQ)
Commodities — $75,001 and over	Formal Solicitation (RFB)
Non-Professional Services — $75,001–$150,000	Formal Solicitation (RFB)
Non-Professional Services — $150,001 and over	Formal Solicitation (RFP)
Professional Services — Up to $150,000	Open Market / Qualifications-Based Selection, as applicable
Professional Services — $150,001 and over	Formal Solicitation (RFP)
Private Ambulance Services — Any Amount	Formal Solicitation (RFP)
Public Works / Public Projects — $75,000 or less	Force account, negotiated contract, or purchase order, as permitted by CUPCCAA
Public Works / Public Projects — $75,001–$220,000	CUPCCAA Informal Bidding
Public Works / Public Projects — Over $220,000	CUPCCAA Formal Bidding

Public works thresholds shown above reflect current CUPCCAA limits and shall be interpreted consistent with Public Contract Code section 22032, as amended. If statutory limits change, the statutory limits control.

6. PROCUREMENT TYPES AND PROCEDURES

A. OPEN MARKET — COMMODITIES & NON-PROFESSIONAL SERVICES UP TO $35,000

Open Market procurements are noncompetitive. Departments may select a vendor based on qualifications, prior experience, market research, availability, or other reasonable business considerations. Comparative shopping is encouraged when practical to obtain the best value.

- The department identifies the vendor and obtains appropriate pricing documentation.
- The department submits the required purchasing documentation to Finance/Procurement.
- Finance/Procurement reviews the request for completeness and confirms the procurement falls within the Open Market threshold.
- Vendor setup, tax documentation, purchase order requirements, and payment controls are governed by applicable Finance procedures and are not determinative of the procurement method.

B. REQUEST FOR QUOTE (RFQ) — COMMODITIES & NON-PROFESSIONAL SERVICES $35,001–$75,000

An RFQ is an informal competitive solicitation. At least three viable quotes should be solicited when reasonably available.

Requesting Department Responsibilities:

- Submit a purchase requisition identifying funding and the estimated or not-to-exceed amount.
- Provide a line-item list and specifications, as applicable.
- Provide known vendor contacts the department would like invited to participate.

Finance/Procurement Responsibilities:

- Review the request for completeness.

- Prepare and issue the RFQ using the agency's solicitation system or other approved method.
- Conduct vendor outreach and monitor solicitation activity.
- Review responses and identify the lowest-priced quote that meets all solicitation requirements and is submitted by a responsible vendor, when price and conformance to specifications are the primary award criteria.
- Document the award and complete the applicable purchasing process.

C. REQUEST FOR BID (RFB)

An RFB is a formal competitive solicitation used when specifications can be clearly defined and award can be made primarily on price and responsiveness.

Applies to:

- Commodities — $75,001 and over.
- Non-Professional Services — $75,001 through $150,000.

Procedure:

- The requesting department provides the purchase requisition, funding, specifications, line-item requirements, and known vendor contacts.
- Finance/Procurement prepares and posts the RFB for at least ten full business days unless a different period is authorized or required.
- After closing, Finance/Procurement reviews bids for responsiveness and identifies the lowest responsive and responsible bidder.
- If the requesting department recommends an award other than to the responsive and responsible bidder offering the lowest price, written justification is required, and the award must be otherwise permissible.
- The requesting department and Finance/Procurement complete any required agreement, staff report, insurance, licensing, and award documentation.
- Approval and signature follow BP 4.003 and other applicable delegated authority.

D. OPEN MARKET / QUALIFICATIONS-BASED SELECTION — PROFESSIONAL SERVICES UP TO $150,000

Professional services with an anticipated annual amount of $150,000 or less may be procured through an Open Market process. The requesting department may identify a qualified provider based on demonstrated competence, qualifications, experience, references, availability, and the provider's ability to perform the required services. Finance/Procurement is available to assist or conduct a more formal process at the department's request.

- The department documents the basis for vendor selection and confirms that pricing is fair and reasonable.
- The department completes any required conflict-of-interest disclosure, reference checks, scope of work, and agreement documentation.
- Finance/Procurement reviews the procurement for completeness and routes it for approval in accordance with BP 4.003.
- Multiyear agreements are permitted subject to Section 4 of this policy.

Architectural, Engineering, Land Surveying, and Other Statutorily Covered Services:

When California law requires qualifications-based selection, the agency shall select the most highly qualified provider based on demonstrated competence and professional qualifications and negotiate a fair and reasonable price. If a satisfactory agreement cannot be negotiated, negotiations shall be formally ended before proceeding to the next most qualified provider.

E. REQUEST FOR PROPOSAL (RFP) — PROFESSIONAL & NON-PROFESSIONAL SERVICES $150,001 AND OVER

An RFP is a formal competitive solicitation used when award should be based on qualifications, approach, experience, service quality, price, and/or other evaluation criteria rather than price alone.

Requesting Department Responsibilities:

- Submit a purchase requisition identifying funding and the estimated or not-to-exceed annual amount.
- Provide a complete scope of work or services.
- Provide the evaluation criteria to be used to rate proposals.

- Provide known vendor contacts to be included in outreach.
- Identify three staff members, when practical, to serve on the evaluation committee.
- Provide standardized questions if interviews, presentations, or demonstrations may be used.
- After selection, prepare or assist with the agreement and staff report, as applicable.

Finance/Procurement Responsibilities:

- Review the request for completeness and conduct vendor outreach.
- Draft the RFP in coordination with the requesting department and post the final solicitation.
- Coordinate the evaluation process and provide rating materials and instructions to evaluators.
- Review proposals for responsiveness and compile evaluation results.
- Coordinate interviews, presentations, or demonstrations when used.
- Document the final ranking and procurement process.
- Route the proposed award for approval and signature in accordance with BP 4.003 and other applicable delegated authority.

F. SPECIAL SERVICES — PRIVATE AMBULANCE SERVICES

Private ambulance services require a formal RFP regardless of amount.

Evaluation criteria shall include, as applicable:

- Experience and history providing emergency ambulance services safely and efficiently.
- Managerial experience and qualifications of key personnel.
- Effectiveness of operational processes and assets, including fleet, equipment, dispatch, customer service, and working conditions.
- Performance monitoring and quality control.
- Reasonableness of service rates and charges.
- Financial and operational ability to maintain uninterrupted service.
- Wages, staffing, and employee benefits.
- Mechanisms for effective communication with CONFIRE and any employee organization representing vendor employees.

The requesting department and Finance/Procurement shall otherwise follow the RFP responsibilities in Section 6.E, including evaluation, documentation, agreement preparation, and required governing-body approval.

G. PUBLIC WORKS / PUBLIC PROJECTS — CUPCCAA

Public works and public projects shall be procured in accordance with the California Uniform Public Construction Cost Accounting Act (CUPCCAA), Public Contract Code section 22000 et seq., when applicable.

- $75,000 or less — may be performed by force account, negotiated contract, or purchase order as permitted by CUPCCAA.
- $75,001 through $220,000 — may be let by CUPCCAA informal bidding procedures.
- Over $220,000 — shall be let by formal bidding procedures unless another statutory exception applies.
- Prevailing wage, contractor registration, bonding, and other public works requirements are separate from the procurement threshold and shall be applied when required by law.

7. EXCEPTIONS AND SPECIAL CIRCUMSTANCES

The following circumstances may warrant an alternative procurement process when permitted by law and approved under applicable agency authority. The basis and justification for the exception shall be documented in the procurement file.

- **Software Maintenance and Support:** Software maintenance, support, subscriptions, upgrades, or related services obtained directly from the software manufacturer, publisher, or other source with exclusive rights to provide the required service may be procured without a competitive solicitation when competition is not reasonably available.
- **Sole Source/Non-Competitive Procurement:** A procurement that would otherwise require competition under this policy may be made without competitive solicitation when Finance determines that competition is not reasonably available or practicable. Such circumstances may include, but are not limited to:
    - Goods or services available from only one source;

  - Compatibility with existing equipment, systems, or technology;
  - Proprietary products or services; or
  - Other circumstances where competitive solicitation would not reasonably result in meaningful competition.
- **Limited Competition:** When a competitive solicitation results in only one responsive and responsible quote, bid, or proposal, the Agency may proceed with an award when Finance/Procurement determines that adequate competition was solicited, the price is fair and reasonable, and the award is in the Agency's best interest.
- **Unsuccessful Competition:** When a competitive solicitation results in no responsive and responsible quotes, bids, or proposals, Finance/Procurement may authorize resolicitation, negotiation with one or more prospective vendors, or another appropriate procurement method.
- Nothing in this section waives any approval or signature requirement under BP 4.003.
- Finance/Procurement may require additional documentation when necessary to support the basis for an exception.

8. PURCHASE ORDERS AND ADMINISTRATIVE CONTROLS

Purchase order requirements, vendor setup, W-9 collection, insurance verification, payment documentation, and other administrative controls shall be established through Finance procedures. These controls do not change the procurement method required under this policy.

9. ROLES AND RESPONSIBILITIES

Requesting Departments:

- Define the business need and scope/specifications.
- Identify funding and submit complete procurement documentation.
- Participate in vendor evaluation and contract development.
- Avoid commitments to vendors before required procurement and approval steps are complete.

Finance/Procurement:

- Determine or confirm the applicable procurement method.
- Assist departments with solicitations and vendor outreach.
- Maintain procurement documentation and support consistent application of this policy.
- Route awards and agreements for the approval and signature required by BP 4.003.

10. POLICY INTERPRETATION

Finance is responsible for administering this policy and may issue procedures, forms, and guidance necessary for its implementation. If this policy conflicts with applicable law, the law controls. If a procurement presents circumstances not addressed by this policy, Finance shall determine the appropriate procurement process in consultation with legal counsel or the applicable approving authority when necessary.

Version	Date	Description of Changes
1.0	4/29/2021	Original policy adopted.
1.1	4/21/2022	Updated procurement procedures.
2.0	11/17/2026	Comprehensive policy revision; updated thresholds, delegated authority, and contract requirements.

STAFF REPORT

DATE: November 17, 2026

FROM: Nathan Cooke, Executive Director
BY: Ivan Ramirez, Finance Manager

TO: CONFIRE Board of Directors

SUBJECT: Mid-Year Budget Adjustment and Personnel Actions

Recommendation

1. Approve the addition of 26 positions and deletion of 1 position, as detailed in Attachment A, to support increased operational demands associated with CONFIRE's Interfacility Transport (IFT) and ambulance services.
2. Approve the necessary budget adjustments to the 2026-27 budget, as detailed in the financial impact section, to provide funding for the recommended position actions.

Background Information

On October 1, 2026, CONFIRE commenced ambulance transport operations, representing a significant expansion of its emergency medical services. Since implementation, interfacility transport (IFT) call volume and associated operational workloads have trended higher than originally anticipated.

The increased demand has placed additional workload on communications, call taking, dispatch, and EMS operational support functions. As ambulance operations continue to develop, additional staffing resources are necessary to maintain service levels, ensure timely call processing and dispatching, and provide adequate operational oversight.

Staff has evaluated current staffing levels and projected operational needs and identified several position adjustments necessary to support the increased workload. The proposed changes primarily expand IFT call taking and dispatch capacity, strengthen communications management and training support, and provide additional EMS operational oversight.

Due to the increase in overall staff size and the associated workload increase, staff is also recommending the addition of a Human Resource Analyst position to perform advanced professional, technical and analytical human resources work.

The recommended position actions, detailed in Attachment A, include the addition of 26 positions and the deletion of 1 existing position, resulting in a net increase of 25 authorized positions.

These adjustments are intended to align staffing resources with actual service demand, support the continued implementation of ambulance operations, and ensure CONFIRE maintains the operational capacity necessary to provide reliable and efficient services.

Financial Impact

Approval of the recommended position actions will result in an estimated increase in EMS Fund 5020 salary and benefit cost of $1,413,860 for the remainder of the budget year. The estimated costs include benefits calculated at 30% of base salaries. Additionally, $24,866,140 will be appropriated to Services & Supplies to purchase additional unit hours from Priority Ambulance to support the ambulance system.

Since the commencement of ambulance operations on October 1, 2026, the County Board of Supervisors approved an 18% increase in ambulance service rates which results in an increase of $26,280,000 in EMS revenues.

For 2026-27, the following budget adjustment is needed to fund the positions for the remainder of the fiscal year:

Fund Center	Commitment Item	Description	Action	Amount
8835015020	51001010	Salaries and Benefits	Increase	$1,413,860
8835015020	52002135	Services & Supplies	Increase	24,866,140
8835015020	40759470	Emergency Medical Services Billing	Increase	$26,280,000

Attachments

▪ Attachment A Mid-Year Budget Adjustment Personnel Actions

ATTACHMENT A

FY 2026-27 Mid-Year Adjustment Personnel Actions

Division	Classification	Range	FTE Change	Base Salary Per Employee	Annual Cost incl. 30% Benefits	7-Month Cost incl. 30% Benefits
Human Resources	Human Resources Analyst	55C	+1.0	$162,302.40	$210,993.12	$123,079.32
Communications	Communications Manager (IFT)	48	+1.0	$138,445.00	$179,978.50	$104,987.46
Communications	Call Takers (IFT)	AV0	+12.0	$57,366.40	$894,915.84	$522,034.24
Communications	911 Call Takers	AV0	+4.0	$57,366.40	$298,305.28	$174,011.41
Communications	Dispatch (SSC)	AV3	+4.0	$76,273.60	$396,622.72	$231,363.25
Communications	Emergency Communications Asst. Managers (Training)	42	+2.0	$119,350.40	$310,311.04	$181,014.77
Communications	Dispatcher (EFDQ)	AV3	+1.0	$76,273.60	$99,155.68	$57,840.81
EMS Transport	Assistant Director	E61C	+1.0	$192,923.12	$250,800.06	$146,300.03
Human Resources	Risk Manager (Delete)	55C	-1.0	$167,171.47	($217,322.91)	($126,771.70)
TOTAL NET POSITION ACTIONS			**+25.0**		**$2,423,759.33**	**$1,413,859.61**

Costs are annualized estimates based on the supplied salary schedule and a 30% benefit factor; FY 2026-27 actuals will depend on effective dates and the salaries of those hired.

Mid-Year Budget Adjustment



Add positions

Budget adjustment

CONFIRE Ambulance Operations | Administrative Committee & Board | November 2026

We are requesting a mid-year budget adjustment

Add positions and ambulance service hours, funded by the 18% ambulance rate increase

Add 26 positions

24 in Communications, 1 HR Analyst and 1 Assistant Director

Adjust the budget

- Increase Salary and Benefits $1.4M
- Increase Services and Supplies $24.9M

Fund it with rate revenue

- 18% increase in ambulance service rates
- Increase Revenues $26.3M

Positions to add

26 added, 1 deleted: 25 net positions

- **Communications:** 24 added positions for call taking, dispatch and training
- **EMS Transport:** 1 Assistant Director added
- **Administration**: 1 Human Resources Analyst added
    - 1 Risk Manager deleted
- **Why:** to meet the workload demand of Interfacility Transfers (the movement of a patient by ambulance from one healthcare facility to another) and to provide HR services to meet increased staffing levels.

Budget adjustment: $1.4M for the remainder of current year

- **Added:** $1.4M for 26 positions for 7 months of Salary and Benefits costs
- **Deleted:** $0.2M saved from 1 position (Risk Manager)
- $24.9M for additional unit hours from Priority Ambulance

$1.4M

26 added positions

–$0.2M

1 deleted position

$24.9M

Additional ambulance unit hours

Funded by the 18% rate increase

Higher ambulance service rates generate the revenue for this adjustment

- **Rate increase:** 18% increase in ambulance service rates
- **Revenue effect:** $26,280,000 added revenue

$197.2M

Adopted ambulance revenue

+$26.3M

Revenue from 18% rate increase

–$26.3M

Net cost of the positions and additional ambulance unit hours

No net budget impact

How a transport becomes revenue

A rate increase raises charges; payers decide what we collect

1 BILL

$5,562

average charge per transport

2 PAYER ALLOWS

$606–$1,078

Medicare and Medi-Cal fee schedules; others pay near charges

3 COLLECT

2.5%-95%

share of the allowed amount we collect, by payer

4 CASH

$1,137

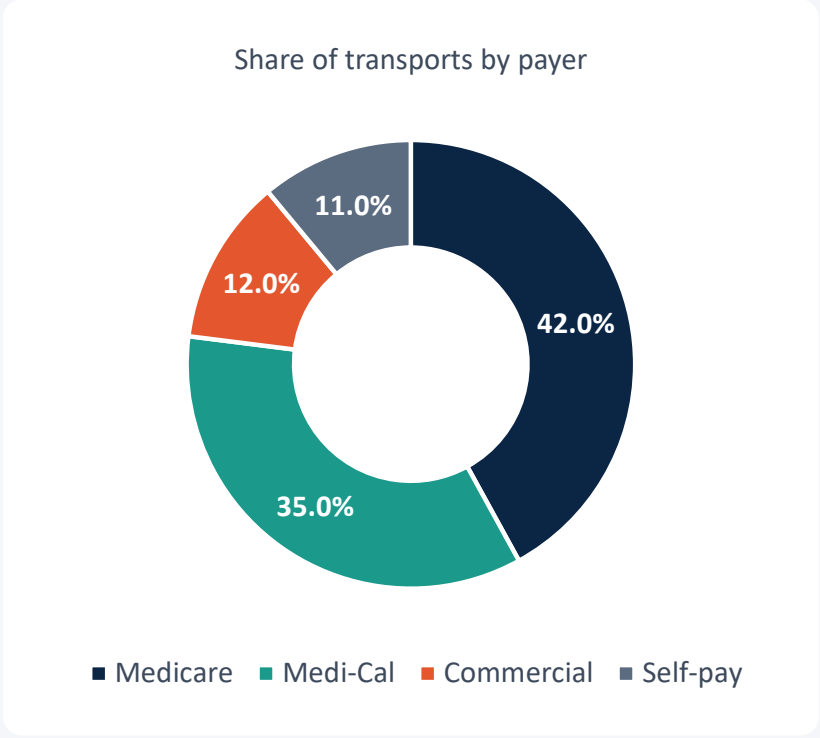
average collected per transport (20% of charges)

- **Billing:** every transport is billed at our rate schedule
- **Payers:** each pays differently, so the mix matters
- **Yield:** we collect about 20 cents per charged dollar

Payor mix: who pays for our transports

Four payers; most of our patients are covered by government programs

- **Government:** 77% of transports (Medicare 42%, Medi-Cal 35%)
- **Commercial insurance:** 12%, our best-paying group
- **Self-pay:** 11%, and rarely collected



Rates lift some payers, not all

Average cash collected per transport, by payer

- **Rate increase:** 18% higher charges lift commercial payers, who pay near billed charges
- **Medicare and Medi-Cal:** fixed fee schedules, unaffected by our rates
- **Result:** an 18% rate increase is not 18% more revenue

$4,449
Commercial

$1,024
Medi-Cal

$546
Medicare

$139
Self-pay

Decisions requested today

Three motions

1

Add the positions

Add 26 positions and delete 1 (25 net)

2

Adjust the budget

Increase expenditure appropriations by $26.3M for remainder of the year

3

Recognize the revenue

Increase revenue appropriations for the 18% ambulance rate increase $26.3M

Appendix A: Position detail

Cost for the remaining 7 months of FY 2026-27, with 30% benefits; net of one deletion

Position	FTEs	Salary Range	7-Month Cost
Communications Manager (IFT)	1	48	$104,987
Call Takers (IFT)	12	AV0	$522,034
911 Call Takers	4	AV0	$174,011
Dispatch (SSC)	4	AV3	$231,363
Emergency Communications Asst. Managers (Training)	2	42	$181,015
Dispatcher (EFDQ)	1	AV3	$57,841
Assistant Director (EMS Transport)	1	E61C	$146,300
HR Analyst	1	55C	$123,079
Risk Manager	-1	55C	–$126,772
Net total	**25**		**$1,413,860**

Appendix B: Payor mix and collections

How each payer pays, and what we collect per transport

Payer	Share of transports	Pays based on	Collection rate	Cash per transport
Medicare	42.0%	Fee schedule, $606	90%	$546
Medi-Cal	35.0%	Fee schedule, $1,078	95%	$1,024
Commercial	12.0%	Billed charges, $5,562	80%	$4,449
Self-pay	11.0%	Billed charges, $5,562	2.5%	$139
All payers	**100%**			**$1,137**

ADMINISTRATIVE COMMITTEE MEETING

TUESDAY, OCTOBER 27, 2026 – 1:00 PM

LOMA LINDA EOC - 25541 BARTON RD., LOMA LINDA

MINUTES

ROLL CALL

ADMINISTRATIVE COMMITTEE MEMBERS:
Chief Buddy Peratt, Apple Valley Fire Protection District
Chief Dave Williams, Chino Valley Fire District
D.C. Jonathan Boggs, Colton Fire Department
Chief Dan Harker/**Chair**, Loma Linda Fire Department
B.C. Michael Leal, Rancho Cucamonga Fire Department
Chief Rich Sessler/**Vice Chair**, Redlands Fire Department
Chief Chris Jensen, Rialto Fire Department - *Absent*
Chief Bertral Washington, San Bernardino County Fire
D.C. Andrew Roach, Victorville Fire Department

CALL TO ORDER

a. Flag Salute
b. Roll Call/Introductions

PUBLIC COMMENT

An opportunity provided for persons in the audience to make brief statements to the Administrative Committee. (Limited to 3 minutes for each speaker)
No statements were made.

INFORMATION RELATIVE TO POSSIBLE CONFLICT OF INTEREST

Agenda items may require committee member abstentions due to conflict of interests and financial interests. CONFIRE Administrative Committee member abstentions shall be stated under this item for recordation on the appropriate item.
No conflicts were announced.

CONSENT ITEMS

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

1. Approve the Joint Meeting of the CONFIRE Board of Directors and Administrative Committee Minutes of Sept. 22, 2026.
2. Approve the Joint Meeting of the CONFIRE EMS Division Subsidiary and Administrative Committee Minutes of October 13, 2026.
3. CONFIRE Operations Statement as of September 30, 2026.
4. Fund Balance Report as of September 30, 2026.
5. YTD Call Summary
6. YTD Answer Time
7. YTD Billable Incidents
8. Call Processing Time Analysis – September 2026
9. ECNS Report – September 2026
10. Amendment No. 3 to Independent Contractor Agreement – Wittman Enterprises, LLC
11. Application for the California Fire Foundation Proposition 4 and Firefighter Safety Grant Program

Motion to accept all items on Consent.

Motion by: Chief Washington
Second by: Chief Peratt
Yes – 8
No - 0
Abstain –0
Absent – 1, Chief Jensen - Rialto Fire Department

EMPLOYEE RECOGNITION

- ***Special Recognition:*** *The Committee recognized Dean Smith for his dedicated service and commitment to CONFIRE.*
- ***New Employee Introductions****: The following new personnel were introduced and welcomed to the organization:*
  - *Jason Ha -MIS Division, ISA III-Data Base Administration*
  - *Matt Topoleski – Finance Division, Logistics Technician*
  - *Justice Montgomery – Finance Division, Management Analyst*
  - *Jonathan Gutierrez – Finance Division, Management Analyst*
  - *Amanda Garcia – PIO Support, Stakeholder Relations*

DIRECTOR REPORT

a. Communications Division Update – Cory Cisneros
- *Reported that the Dispatch Division is navigating a challenging period, noting that Interfacility Transport (IFT) operations have significantly impacted staffing levels.*
- *Commended the dispatch staff for proving their capabilities daily, overcoming operational obstacles, and continuously improving processes.*

b. Finance/Admin. Division Update – Damian Parsons

- *Announced the kickoff of the Fiscal Year 2027-2028 budget preparation.*
- *Highlighted the launch of the Euna budget book platform.*
- *Noted ongoing efforts regarding organizational restructuring, contracts, and partnerships.*
- *Announced the launch of the online system for standby ambulances.*
- *Confirmed that negotiations continue regarding the Miro Way property.*

c. MIS Division Update – Renan Mamaril

- *Reported continued progress on 911 system capacity and ongoing build-outs at the VCC to prepare for future operations.*
- *Provided a status update on the Desert circuit design and testing, with an estimated completion date in November.*
- *Confirmed that a physical build-out is underway at the VCC to accommodate IFT and ECNS nurse employees.*

d. EMS Division Update – Josh Stapleton

- *Reported that the system has been live for four weeks, managing more than 1,500 calls.*
- *Noted that the temporary surge/reserve ambulance request has provided pivotal stability and will remain active until November 3rd.*
- *Addressed ongoing technical integrations with Marvelous and Tablet Command, as well as service delivery optimization efforts with Symbiosis.*
- *Expressed gratitude to the partner agencies that upstaffed ambulances during this implementation window. Confirmed that CONFIRE will work on financial reimbursements where applicable to make those agencies whole.*
- *Announced that ECNS is now officially live with Ontario Fire.*

ROUND TABLE

- ***Staffing Trends:*** *Chief Peratt inquired about losing personnel to AMR. Joe Barna clarified that those individuals had relocated to distant operational areas, and CONFIRE is currently observing a counter-trend of field employees returning to the agency.*
- ***Workforce Pipeline:*** *Chief Williams inquired about the origins of the 100 field employees slated to join CONFIRE. Management confirmed that staff will continue partnering with local colleges to educate, train, and recruit interested candidates.*
- ***Personnel Relations:*** *Discussions are underway regarding a formal recognition program designed to strengthen professional relationships between member agencies and field ambulance crews.*
- ***Agency Commendation:*** *Chief Ault extended praise to CONFIRE management and staff for their intensive workload and execution.*

- ***Retirement Announcement:*** *Chair Dan Harker formally announced his retirement from the Loma Linda Fire Department, effective at the end of December 2026.*

CLOSED SESSION

**The Administrative Committee entered Closed Session at 1:41 p.m. to discuss the following agenized items:*

12. Review and update Existing Litigation – Government Code section § 54956.9: *AMR Lawsuit*

13. Conference with Legal Counsel – Anticipated Litigation – Significant Exposure to Litigation pursuant to Government Code section 54956.9(d): *One potential Case*

14. Conference with Legal Counsel – Liability Claims – Government Code Section § 54956.95
    -*Claimant:* Teresa Nielsen
    -*Agency Claim against*: CONFIRE JPA
    -*Subject*: Workers' compensation compromise and release settlement

15. Labor Negotiations – Conference with Labor Negotiators – Gov. Code § 54957.6

****The Administrative Committee reconvened in Open Session at 2:20 p.m.***

Reportable Action from Closed Session:

- ***Regarding Item #14 (Liability Claim):***

  Action: *The Administrative Committee voted to recommend approval of the workers' compensation compromise and release settlement terms as presented.*

  Motion by: Chief Peratt
  Second by: Chief Williams
  Yes – 8
  No - 0
  Abstain –0
  Absent – 1, Chief Jensen - Rialto Fire Department

- ***Regarding Item #15 (Labor Negotiations):***

  Action: No reportable action was taken. *The administrative Committee provided direction to its labor negotiators.*

ADJOURNMENT

Motion to adjourn the CONFIRE Administrative Committee Meeting

The meeting adjourned at 2:49 p.m.

Upcoming Meetings:

Next Regular Meeting: November 17, 2026, at 1:00 p.m.

/s/ Liz Berry

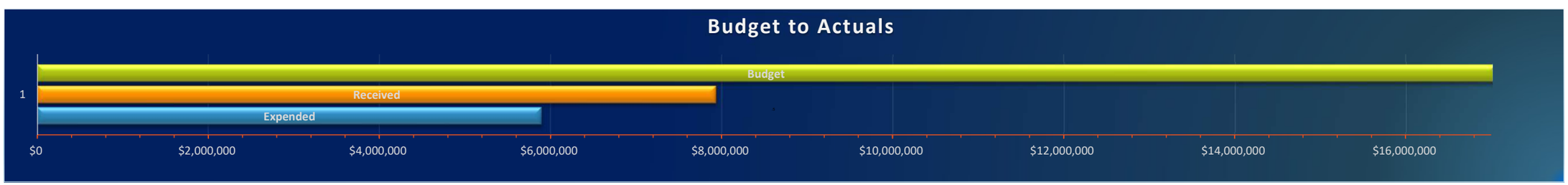
Liz Berry
Clerk of the Board

OPERATIONS FUND 5008
Unaudited MONTHLY SUMMARY FY 2026-27

Transactions thru October 31, 2026

Expenditures	July	Aug	3 PP Sep	Oct	Nov	Dec	Jan	Feb	Mar	3 PP Apr	May	June	Total YTD Expended	2026/27 Budget	Bud - Exp Difference	% Used
Salary/Benefits	846,717	881,462	1,335,547	997,990	-	-	-	-	-	-	-	-	4,061,716	11,551,590	$7,489,874	35.2%
Overtime/Call Back	32,920	34,126	54,625	51,311	-	-	-	-	-	-	-	-	172,982	342,251	$169,269	50.5%
Capital Outlay	-	-	75,839	5,000									80,839	-	-	-
Phone/Circuits/Internet	25,334	27,320	21,595	53,446	-	-	-	-	-	-	-	-	127,694	334,336	$206,642	38.2%
County IS/Data Services/Counsel	(3,273)	9,767	990	4,661	-	-	-	-	-	-	-	-	12,145	81,489	$69,344	14.9%
Radio/Pager, Console Maint	-	98,612	22,173	19,871	-	-	-	-	-	-	-	-	140,656	400,571	$259,915	35.1%
Computer Software	566,327	62,602	28,379	13,245	-	-	-	-	-	-	-	-	670,554	2,336,138	$1,665,584	28.7%
Computer Hardware	-	962	1,083	838	-	-	-	-	-	-	-	-	2,882	37,200	$34,318	7.7%
Office Exp/Copier Lease	(23,617)	9,699	47,724	8,149	-	-	-	-	-	-	-	-	41,955	226,099	$184,144	18.6%
Insurance/Auditing	-	-	257,710	8,500	-	-	-	-	-	-	-	-	266,210	258,533	-$7,677	103.0%
Payroll/HR/Medical Director	32,649	96,461	21,583	41,237	-	-	-	-	-	-	-	-	191,930	837,668	$645,738	22.9%
Travel/Training	7,638	6,451	728	600	-	-	-	-	-	-	-	-	15,418	115,592	$100,174	13.3%
Auto/Structure/Fuel	(1,809)	3,818	4,106	3,131	-	-	-	-	-	-	-	-	9,246	54,734	$45,488	16.9%
Other/Rent/Equip Trans	23,934	23,964	31,481	23,271	-	-	-	-	-	-	-	-	102,651	469,652	$367,001	21.9%
Total	**1,506,820**	**1,255,246**	**1,903,563**	**1,231,250**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**5,896,879**	**17,045,853**	**$11,229,814**	**34.6%**
														% Fiscal Year Passed		**33%**

Revenue	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Received	Budget	Difference	% Rcvd
Services	(19,413)	3,971,435	414	3,942,258	-	-	-	-	-	-	-	-	7,894,695	15,803,846	7,909,151	0
Interest	49,375	(49,375)	-	32,125	-	-	-	-	-	-	-	-	32,125	-	-	-
Other Rev	2,505	5,128	3,522	77	-	-	-	-	-	-	-	-	11,232	1,245,008	1,233,776	-
Total	**32,468**	**3,927,188**	**3,936**	**3,974,460**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**7,938,052**	**17,048,854**	**9,110,802**	**0.47**
													% Fiscal Year Passed			**33%**



Disclaimer: The information contained herein reflects data available as of 11/06/26. Final balances and amounts may change as the County's accounting period does not formally close until 11/10/26.

CONFIRE

FY 2026-27
Unaudited Fund Balance Report
As of October 31, 2026

Fund		Unaudited Fund Balance 7/1/26	Net	Available Fund Balance
5008 - Operations		**2,604,825.00**		
	Revenue		7,938,022.47	
	Expenditure		5,896,217.79	
				2,041,804.68
				4,646,629.68
*FY 2026-27 Operating costs 10% is $1,580,385 Per Board Policy				
5009 - Equipment Reserve Fund		**2,762,679.00**		
	Revenue		465,528.79	
	Expenditure		(196,025.71)	
				661,554.50
				3,424,233.50
5010 - General Reserve Fund		**6,904,995.00**		
	Revenue		65,856.71	
	Expenditure		(152,128.76)	
				217,985.47
				7,122,980.47
	Restricted Fund balance (Reserved for CIP)		2,200,000.00	
			-	
				4,922,980.47
*FY 2026-27 Operating costs 25% is $3,950,961				
5011 - Term Benefits Reserve Fund		**2,222,842.00**		
	Revenue		41,004.03	
	Expenditure		-	
				41,004.03
				2,263,846.03
5019 - CAD-to-CAD Special Revenue Fund		**328,669.00**		
	Revenue		(1,761.63)	
	Expenditure		162,547.38	
				(164,309.01)
				164,359.99
5020 - Emergency Medical Services		**89,150.00**		
	Revenue		461,672.24	
	Expenditure		1,879,493.32	
				(1,417,821.08)
				(1,328,671.08)
5030 - Emergency Communications System		**275,736.00**		
	Revenue		158,088.32	
	Expenditure		453,683.54	
				(295,595.22)
				(19,859.22)

Disclaimer: The information contained herein reflects data available as of 11/06/26. Final balances and amounts may change as the County's accounting period does not formally close until 11/10/26.

Call Summary - CONFIRE/Comm Center

11/06/2026 05:06:57

CONFIRE JPA - San Bernardino County

1743 W Miro Way
Rialto, CA 92376

County: San Bernardino

Year: 2026

Agency Affiliation: Fire

PSAP Size: Large

Report Date:
Report Date From: 01/01/2026
Report Date To: 11/06/2026
Period Group: Month
Days Of Week: All
Call Type: All
Abandoned Filters: Include Abandoned
NSI Filters: NSI Included in 911 Totals
Agency Affiliation: All
PSAP Size: All

Date	911	911 Abdn	Total 911	911 Abdn Percentage	10-Digit Emergency Inbound	10-Digit Emergency Outbound	10-Digit Emergency Abdn	Total 10-Digit Emergency	Admin Outbound	Admin Inbound	Admin Inbound Abandoned	Unparsed Other	Total Admin	Total All Calls	Average Call Duration
January 2026	16,799	152	16,951	0.90%	14,143	0	564	14,707	16,432	3,644	67	0	20,143	51,801	129.9
February 2026	14,720	157	14,877	1.06%	12,885	0	438	13,323	14,670	4,175	53	0	18,898	47,098	131.4
March 2026	19,122	22	19,144	0.11%	12,258	0	436	12,694	15,533	3,507	46	0	19,086	50,924	128.1
April 2026	18,199	39	18,238	0.21%	11,497	0	385	11,882	14,405	3,173	76	0	17,654	47,774	126.2
May 2026	19,741	31	19,772	0.16%	13,184	0	539	13,723	16,549	3,701	120	0	20,370	53,865	124.2
June 2026	19,045	17	19,062	0.09%	13,175	0	6,100	19,275	15,780	3,458	97	0	19,335	57,672	112.2
July 2026	20,688	27	20,715	0.13%	13,864	0	514	14,378	18,010	3,805	116	0	21,931	57,024	121.9
August 2026	20,366	44	20,410	0.22%	13,863	0	572	14,435	16,787	3,953	96	0	20,836	55,681	125.8
September 2026	17,920	21	17,941	0.12%	12,845	0	1,867	14,712	14,372	3,699	154	0	18,225	50,878	126.2
October 2026	16,900	146	17,046	0.86%	15,524	0	646	16,170	21,508	8,305	382	0	30,195	63,411	143.5
November 2026	547	9	556	1.62%	3,866	0	152	4,018	3,596	1,252	34	0	4,882	9,456	143.8
PSAP Totals	**184,047**	**665**	**184,712**	**0.36%**	**137,104**	**0**	**12,213**	**149,317**	**167,642**	**42,672**	**1,241**	**0**	**211,555**	**545,584**	**127.3**

PSAP Answer Time

CONFIRE JPA - San Bernardino County

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

Year: 2026

Agency Affiliation Fire

PSAP Size Large

Report Date: 11/06/2026 06:30:50
Report Date From: 01/01/2026
Report Date To: 11/06/2026
Call Type: 911 Calls
Abandoned Filters: Include Abandoned
Agency Affiliation: All
PSAP Size: All

The Last 12 Months Answer Time Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

	PSAP						
	Total Calls	Percent Answered Within 10 Secs	Percent Answered Within 15 Secs	Percent Answered Within 20 Secs	Percent Answered Within 40 Secs	Percent Answered Within 60 Secs	Percent Answered Within 120 Secs
January	16,951	94.31%	96.87%	98.14%	99.61%	99.89%	99.99%
February	14,877	94.42%	96.81%	97.92%	99.42%	99.79%	99.99%
March	19,144	94.75%	96.98%	98.13%	99.51%	99.81%	99.98%
April	18,238	93.59%	96.05%	97.37%	99.12%	99.67%	99.97%
May	19,772	91.09%	94.22%	95.94%	98.87%	99.53%	99.98%
June	19,062	92.69%	95.45%	96.82%	99.28%	99.75%	99.99%
July	20,715	91.69%	94.53%	96.37%	98.86%	99.65%	99.98%
August	20,410	92.70%	95.58%	97.05%	99.03%	99.61%	99.93%
September	17,941	91.67%	94.59%	96.10%	98.61%	99.42%	99.95%
October	17,046	90.43%	93.51%	95.48%	98.57%	99.47%	99.96%
November	556	82.91%	86.69%	91.37%	96.40%	98.20%	99.10%
Total	**184,712**	**92.66%**	**95.40%**	**96.89%**	**99.07%**	**99.65%**	**99.97%**

CONFIRE Billable Incidents

Period: 01/01/2026 thru 10/31/2026

Jurisdiction	# of Incidents	% of Total
San Bernardino County	114,155	53.17%
VictorvilleFD	20,645	9.62%
RanchoCucamonga	17,080	7.95%
AppleValley	11,641	5.42%
ChinoValleyFD	11,460	5.34%
Redlands	10,004	4.66%
Rialto	9,840	4.58%
Colton	6,092	2.84%
MontclairFD	4,317	2.01%
Loma Linda	3,697	1.72%
Big Bear Fire	2,879	1.34%
San Manuel FD	1,931	0.90%
Running Springs	512	0.24%
Baker Ambulance	280	0.13%
Road Department	162	0.08%
ArrowbearLakeFD	23	0.01%
Total	**214,713**	**100%**

BDC Division	# of Incidents	% of Total
East Valley	39,086	34.24%
Fontana	18,055	15.82%
Valley	15,347	13.44%
Hesperia	11,470	10.05%
South Desert	10,732	9.40%
North Desert	10,462	9.16%
Adelanto	4,898	4.29%
Mountain	3,950	3.46%
Hazmat	155	0.14%
Total	**114,155**	**100%**

Printed on 11/7/2026 7:50:10 AM

CONFIRE

911 CALL PROCESSING TIME ANALYSIS

Reporting on the CONFIRE 9-1-1 call processing times for the month of October 2026.

Prepared for	*CONFIRE Leadership & Administrative Committee*
Prepared by	*Angela Haddad – Data Manager*
Reporting period	*October 1 – October 31, 2026*
Date issued	*November 9, 2026*
Classification	*[Internal use]*

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Executive Summary

The report highlights areas of strong performance, identifies factors that may affect the timely dispatch of emergency resources, and supports informed decisions. CONFIRE is committed to providing timely, reliable, and effective emergency communications.

Purpose

Provide CONFIRE Leadership with a clear, data-driven assessment of how efficiently 911 calls are received, evaluated, prioritized, and dispatched.

Key Elements of Call Processing

This analysis covers four key elements of call processing time by the CONFIRE Communications Center (CCC).

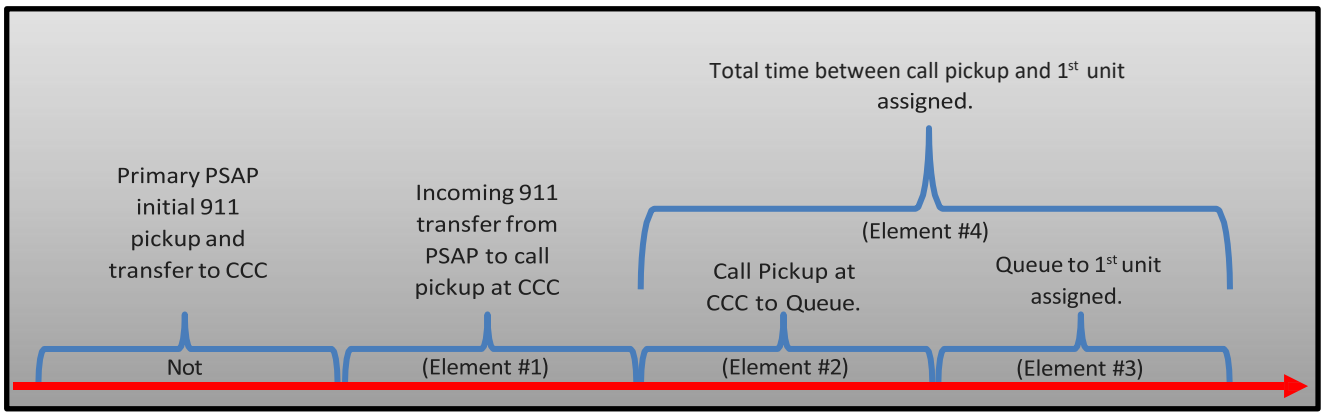
Element #1 – The time interval between the alert of an incoming 911 call from a Primary PSAP and when the call is answered by a CCC Dispatcher.

Element #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.

Element #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 the call.

Element #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 the call.

Figure 1 - Elements captured in the analysis of call processing times at CONFIRE CCC



Call Answering Time from Primary Public Safety Answering Points (PSAPs)

CONFIRE receives 911 calls from multiple allied agency primary PSAPs. As a secondary PSAP, its goal is to answer 90% of incoming calls within 10 seconds. Since call times aren't logged in CAD until after pickup, CONFIRE uses

Emergency Call Tracking System (ECaTS) to track ring-to-pickup intervals and monitor performance. This data supports the call volume and answer time metrics shown in Figure 2.

911 CALL PROCESSING

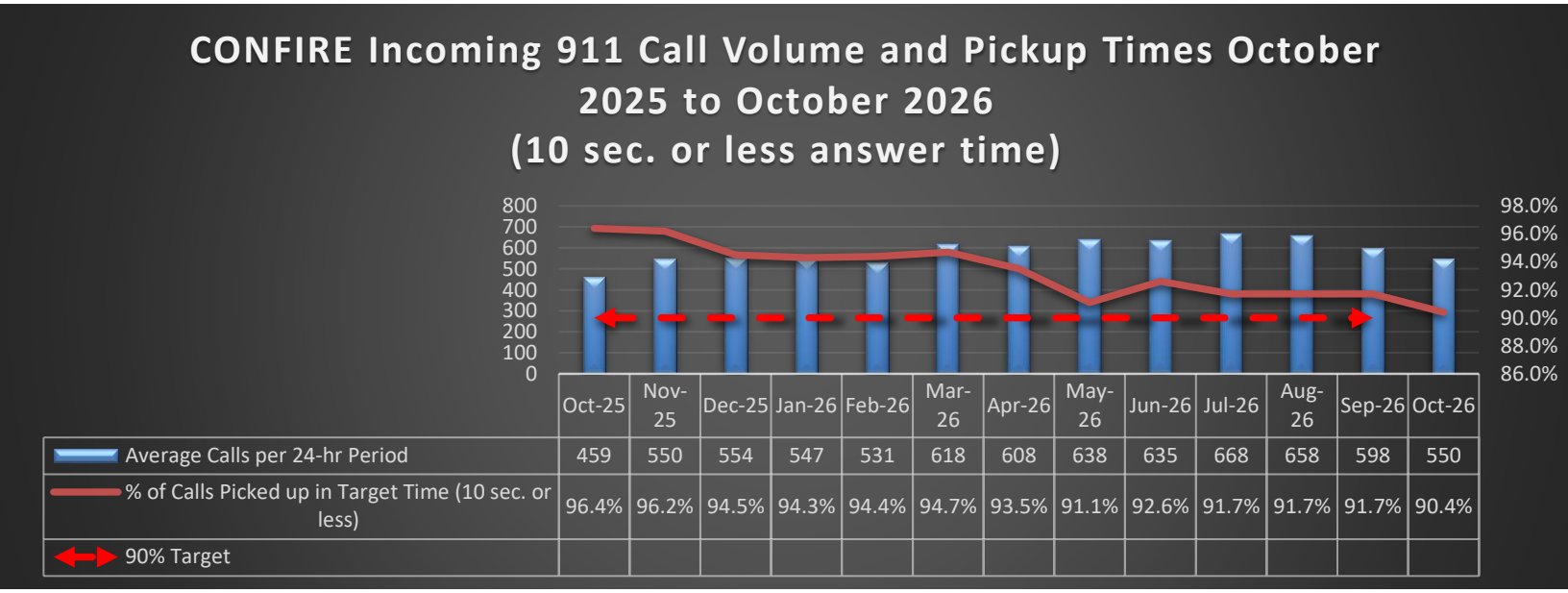
Objective

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.

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.

Figure 2 - ECaTS Reporting of CONFIRE 911 Call Pickup Times for primary PSAP transfers



	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26
Average Calls per 24-hr Period	459	550	554	547	531	618	608	638	635	668	658	598	550
% of Calls Picked up in Target Time (10 sec. or less)	96.4%	96.2%	94.5%	94.3%	94.4%	94.7%	93.5%	91.1%	92.6%	91.7%	91.7%	91.7%	90.4%
90% Target													

NOTE: CALL VOLUME IN OCTOBER 2026 WAS IMPACTED BY AN AT&T NETWORK INFRASTRUCTURE COPPER THEFT.

EMS Call Processing

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

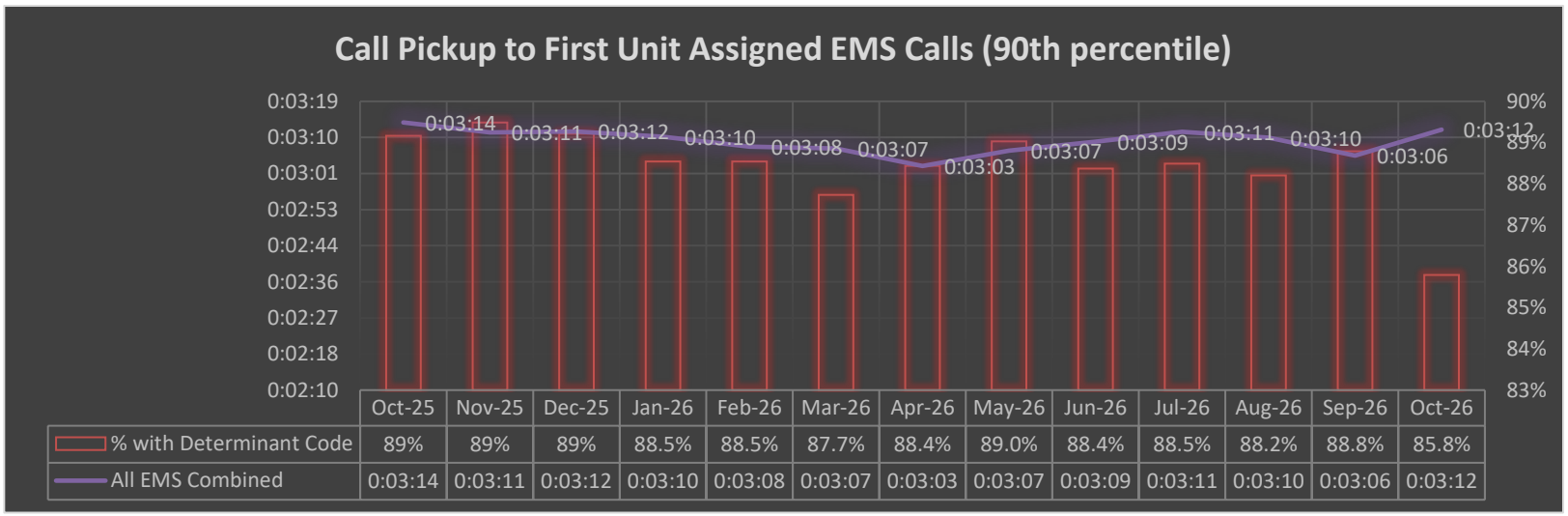
Figure 3 – EMS Processing Time: Call pickup to 1st Unit assigned by Percentile intervals

Call Type	25th Percentile	50th Percentile	75th Percentile	90th Percentile	Goal
Echo	0:00:48	0:01:08	0:01:34	0:02:17	0:01:30
Delta	0:00:56	0:01:28	0:02:13	0:03:05	0:02:30
Charlie	0:01:14	0:01:54	0:02:42	0:03:38	0:02:30
Bravo	0:01:54	0:02:24	0:03:06	0:03:54	0:03:00
Alpha	0:01:27	0:02:09	0:02:44	0:03:28	0:03:00

Figure 4 - EMS Call Volume: Call pickup to 1st Unit assigned by Percentile intervals

Call Type	25th Percentile	50th Percentile	75th Percentile	90th Percentile	Additional calls needed to get to 90%
Echo	68	136	204	245	45
Delta	957	1913	2869	3443	311
Charlie	917	1833	2749	3299	726
Bravo	330	659	988	1186	249
Alpha	27	56	85	103	6
no EMD Code	747	1493	2239	2687	1163

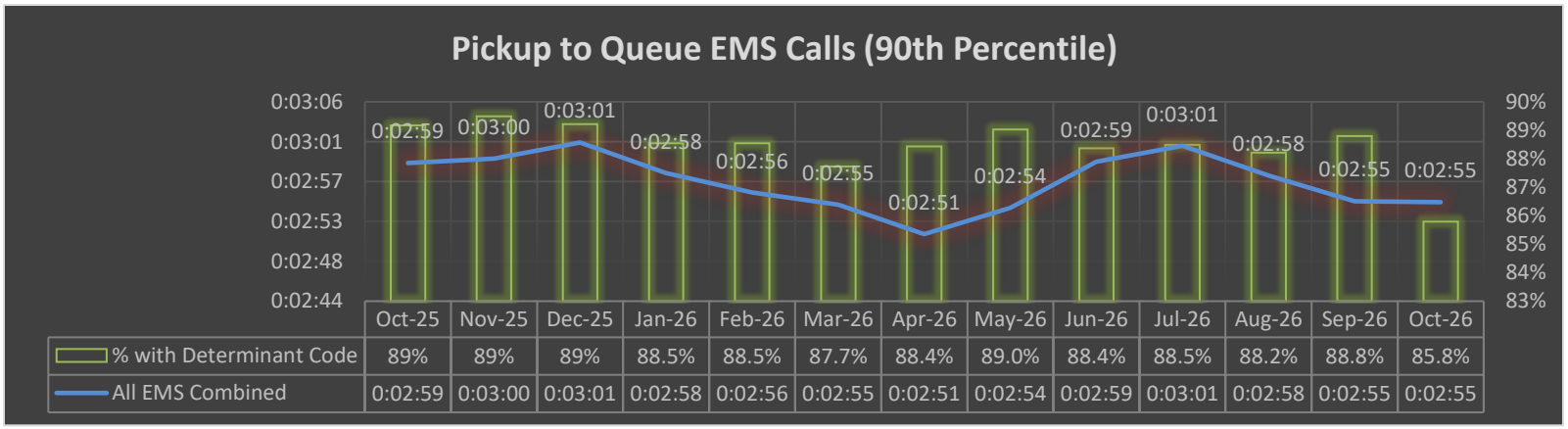
Figure 5 - EMS Total Calls: Call pickup to 1st Unit Assigned



	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26
% with Determinant Code	89%	89%	89%	88.5%	88.5%	87.7%	88.4%	89.0%	88.4%	88.5%	88.2%	88.8%	85.8%
All EMS Combined	0:03:14	0:03:11	0:03:12	0:03:10	0:03:08	0:03:07	0:03:03	0:03:07	0:03:09	0:03:11	0:03:10	0:03:06	0:03:12

NOTE: INCLUDES ALL EMERGENCY CALL TYPES; CALLS WITH AND WITHOUT DETERMINANT CODES.

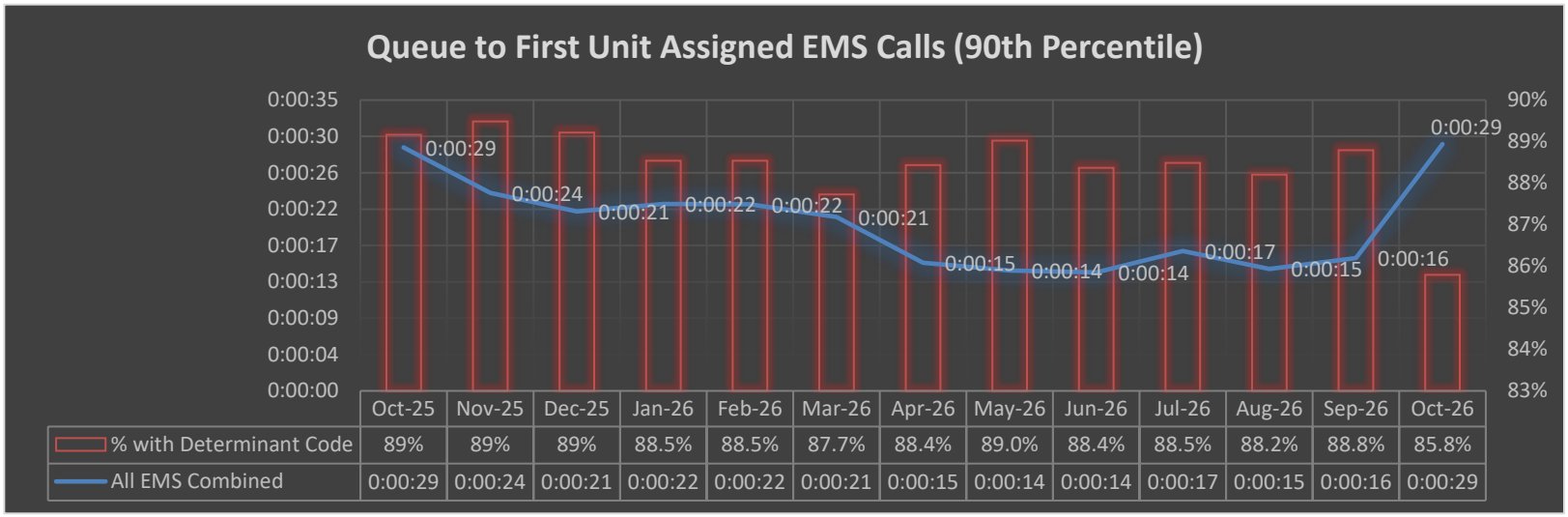
Figure 6 - EMS Total Calls: Call pickup to Queue



	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26
% with Determinant Code	89%	89%	89%	88.5%	88.5%	87.7%	88.4%	89.0%	88.4%	88.5%	88.2%	88.8%	85.8%
All EMS Combined	0:02:59	0:03:00	0:03:01	0:02:58	0:02:56	0:02:55	0:02:51	0:02:54	0:02:59	0:03:01	0:02:58	0:02:55	0:02:55

NOTE: INCLUDES ALL EMERGENCY CALL TIMES; CALLS WITH AND WITHOUT DETERMINANT CODES.

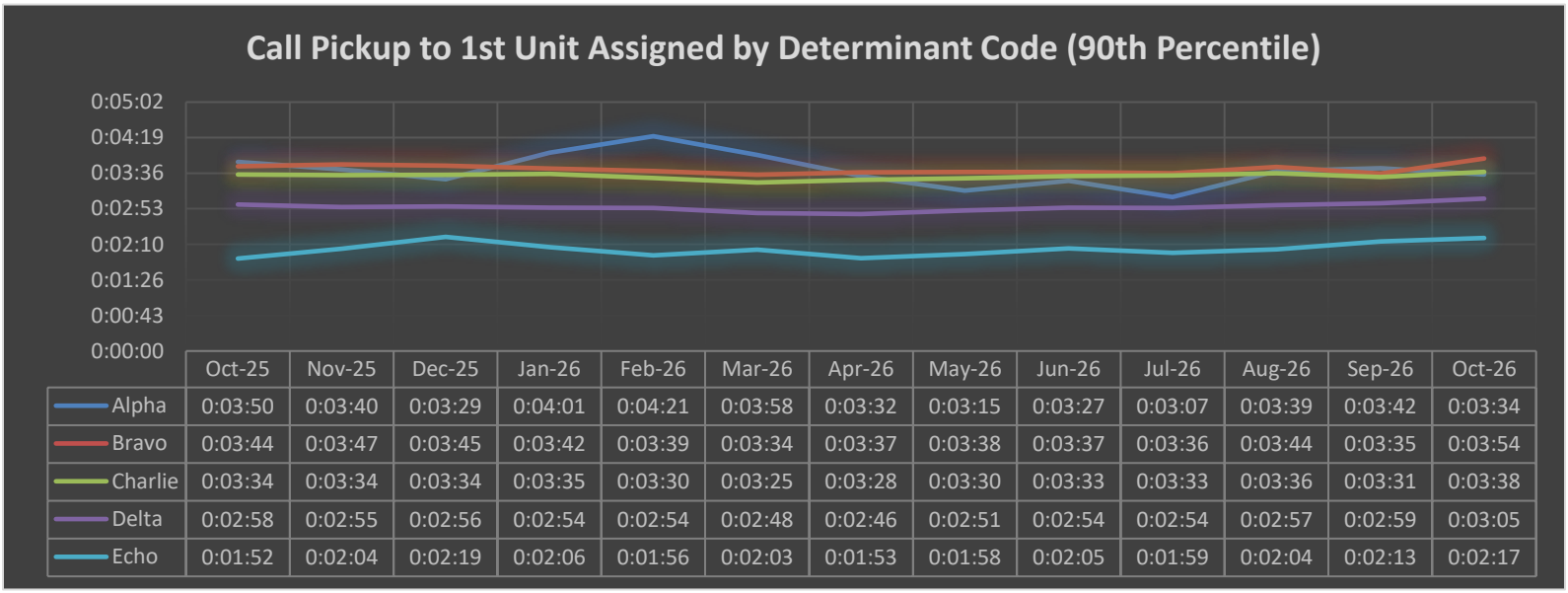
Figure 7 - EMS Total Calls: EMS Queue to 1st Unit Assigned



	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26
% with Determinant Code	89%	89%	89%	88.5%	88.5%	87.7%	88.4%	89.0%	88.4%	88.5%	88.2%	88.8%	85.8%
All EMS Combined	0:00:29	0:00:24	0:00:21	0:00:22	0:00:22	0:00:21	0:00:15	0:00:14	0:00:14	0:00:17	0:00:15	0:00:16	0:00:29

NOTE: INCLUDES ALL EMERGENCY CALL TYPES; CALLS WITH AND WITHOUT DETERMINANT CODES.

Figure 8 - EMS Call pickup to 1st Unit Assigned by EMD Determinant Code



	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26
Alpha	0:03:50	0:03:40	0:03:29	0:04:01	0:04:21	0:03:58	0:03:32	0:03:15	0:03:27	0:03:07	0:03:39	0:03:42	0:03:34
Bravo	0:03:44	0:03:47	0:03:45	0:03:42	0:03:39	0:03:34	0:03:37	0:03:38	0:03:37	0:03:36	0:03:44	0:03:35	0:03:54
Charlie	0:03:34	0:03:34	0:03:34	0:03:35	0:03:30	0:03:25	0:03:28	0:03:30	0:03:33	0:03:33	0:03:36	0:03:31	0:03:38
Delta	0:02:58	0:02:55	0:02:56	0:02:54	0:02:54	0:02:48	0:02:46	0:02:51	0:02:54	0:02:54	0:02:57	0:02:59	0:03:05
Echo	0:01:52	0:02:04	0:02:19	0:02:06	0:01:56	0:02:03	0:01:53	0:01:58	0:02:05	0:01:59	0:02:04	0:02:13	0:02:17

Fire / Rescue Related Calls

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

Figure 9 – FIRE Processing Time: Call pickup to 1st Unit Assigned by Percentile interval

Call Type	25th Percentile	50th Percentile	75th Percentile	90th Percentile	Goal
Structure Fires	0:01:24	0:01:44	0:02:18	0:03:01	0:02:30
Non-Structure Fires	0:01:16	0:01:43	0:02:21	0:03:06	0:02:30

Figure 10 – FIRE Call Volume: Call pickup to 1st Unit Assigned by Percentile interval

Call Type	25th Percentile	50th Percentile	75th Percentile	90th Percentile	Additional calls needed to get to 90%
Structure Fires	44	87	131	157	10
Non-Structure Fires	105	209	314	377	50

Figure 11 - FIRE: Call pickup to 1st Unit Assigned

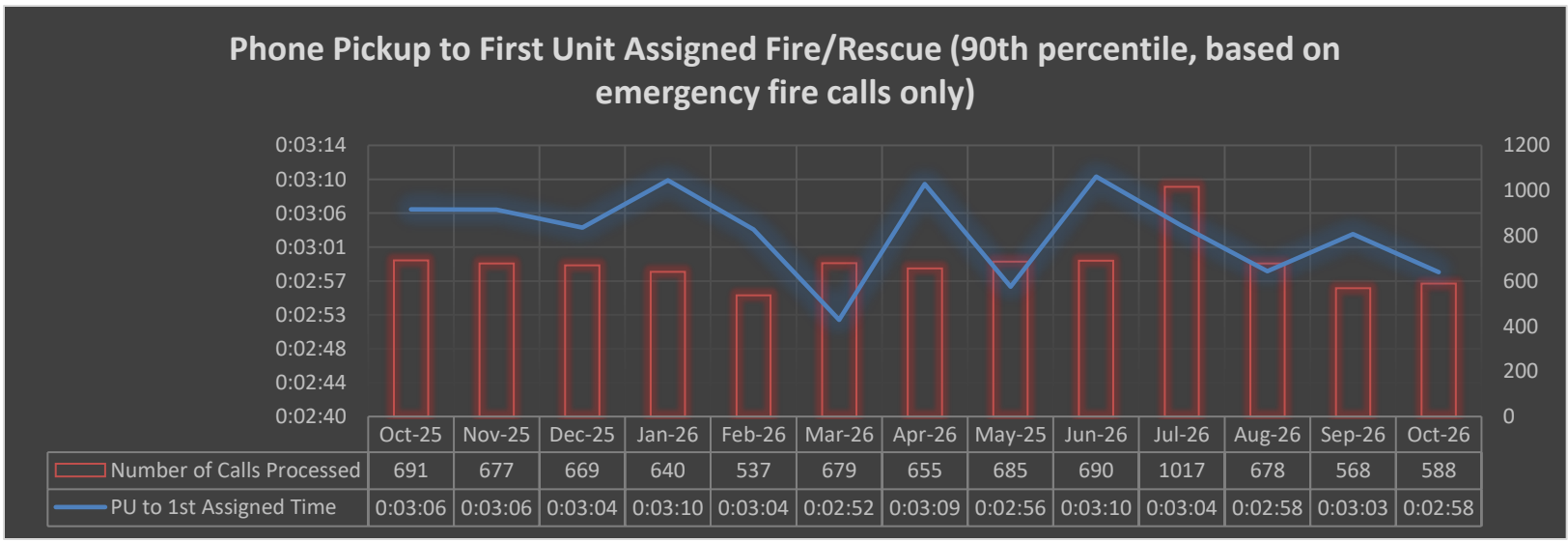
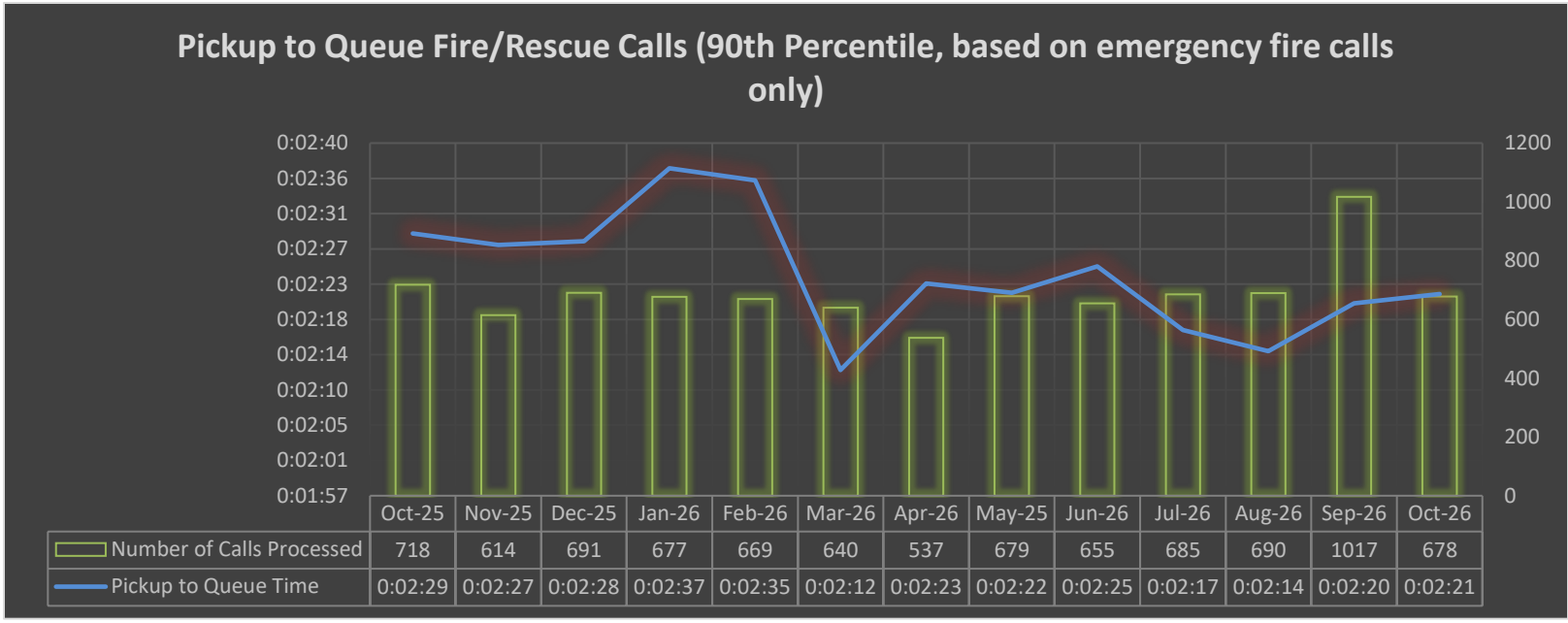
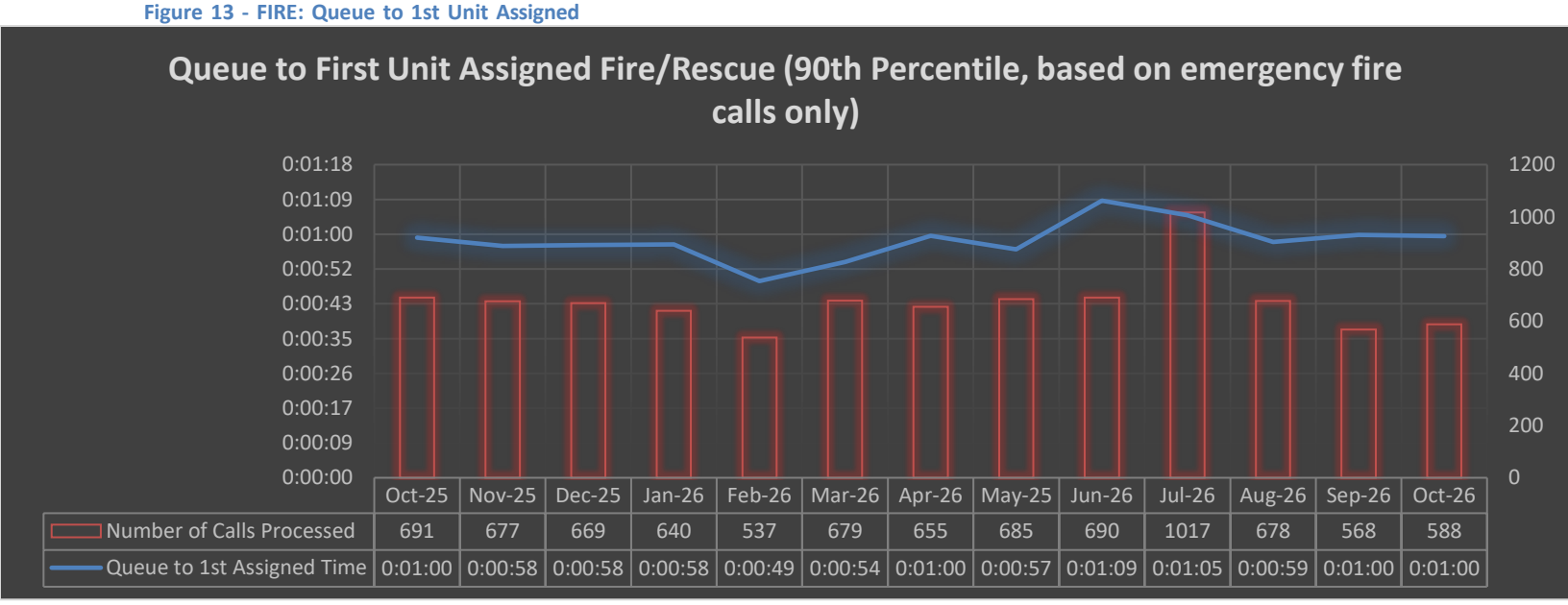


Figure 12 - FIRE: Call pickup to Queue



	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-25	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26
Number of Calls Processed	718	614	691	677	669	640	537	679	655	685	690	1017	678
Pickup to Queue Time	0:02:29	0:02:27	0:02:28	0:02:37	0:02:35	0:02:12	0:02:23	0:02:22	0:02:25	0:02:17	0:02:14	0:02:20	0:02:21

Figure 13 - FIRE: Queue to 1st Unit Assigned



	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-25	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26
Number of Calls Processed	691	677	669	640	537	679	655	685	690	1017	678	568	588
Queue to 1st Assigned Time	0:01:00	0:00:58	0:00:58	0:00:58	0:00:49	0:00:54	0:01:00	0:00:57	0:01:09	0:01:05	0:00:59	0:01:00	0:01:00

CONFIRE ECNS Analysis

October 2026

CONFIRE
Regional Emergency Communications

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The following is an analysis of various Emergency Communications Nursing System (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.

Establishing Low-Acuity Symptoms and Eligibility for ECNS

The first step in the ECNS continuum is for the 911 dispatcher to determine the medical severity of the patient's condition. This is done through CONFIRE's Emergency Medical Dispatch (EMD) process, which uses a scripted question/answer format with the caller to identify key symptoms that help categorize medical complaints by type and severity. The final determination is captured as a "Determinant Code". Determinant codes are then used to establish the most appropriate level of response, which can include ALS or BLS units code-3 or no-code, or a transfer of the call to an ECNS nurse for alternative care and transport as appropriate.

In order to obtain a determinant code, the dispatcher must be able to speak directly to a cooperative patient or someone who is in direct communication with the patient. Factors that impede the ability to obtain a determinant code include calls coming from a third party, such as law enforcement or alarm companies, when there is a language barrier, or when the caller simply does not cooperate with the process. These situations occur on approximately 25% of the incoming 911 medical calls for service. For the purposes of this analysis, only calls where a determinant code can be obtained are used performance measurements.

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 currently operational (0700 to 2330 hrs).

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

	All Calls	ECNS Operational Hours Only
Total Emergency EMS Calls	19,783	16,233
Total EMS Calls with Obtainable Determinant Code	14,741	12,204
Total EMS Calls with Determinant Code	12,799	10,479
% of EMD Obtainable EMS Calls with Determinant Code	86.8%	85.9%

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

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

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

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

Summary of Methodological Differences

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

Table 2: October 2026 data comparison IAED Protocol and CONFIRE Adopted Policy.

	Based on IAED Protocol (All Hours)	Based on CONFIRE Policy (Staffed hours only)
Total Calls Eligible for ECNS:	1,911	1,529
% of EMS calls with Determinant Code Eligible for ECNS	14.9%	11.9%
Total calls eligible for ECNS transfer	1,911	1,414
Total ECNS Eligible Calls Transferred to ECN (Entered in Low Code)	790	790
% of Eligible EMS CallsTransferred to ECNS system	41.3%	55.9%

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

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

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

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

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

Disposition Text from CAD	Total Number of Calls	% of Total Eligible Calls Not sent to Low Code	During Staffed Hours Only	% of Total Eligible Calls Not sent to Low Code During Staffed Hours
* Call Taker decided to not send incident to LowCode, with reason: ECN NOT AVAIL= No ECN staff available in house or remote (Sup Approval Required)	936	89.7%	572	88.4%
* Call Taker decided to not send incident to LowCode, with reason: MEDICAL FACILITY RP= RN/Dr requesting 911 AND is at PT bedside	23	2.2%	21	3.2%
*Call Taker decided to not send incident to LowCode, with reason: STUDENT AT SCHOOL OR MINOR ONLY SCENE= PT is a minor student at school or there is NO adult on scene	35	3.4%	35	5.4%
*Call Taker decided to not send incident to LowCode, with reason: REMOTE LOCATION= Coordinates given as location or not easily accessible	13	1.2%	13	2.0%
*Call Taker decided to not send incident to LowCode, with reason: TEST CALL	1	0.1%	1	0.2%
*Call Taker decided to not send incident to LowCode, with reason: REQUESTING TO CANCEL= no longer requesting medical aid	5	0.5%	5	0.8%
*Call Taker decided to not send incident to LowCode, with reason: CALL PROCESSED= sent to ECN, updated information	30	2.9%	30	4.6%

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

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

Incoming Calls to Emergency Communications Nurse (ECN) Nurse			% of Total Transfers
	Total ECNS Transfers	790	
	Calls Aborted, unable to complete assessment (Hangups, disconnects)	105	13%
	During assessment, nurse triaged call and returned to dispatch as an emergency	16	2%
	Total calls eligible for continuation of ECNS process	669	85%
Calls Returned for Emergency Transport			
	Nurse assessment completed and ECN recommended an emergency response	147	19%
	Number of returned calls for emergency resulting in actual transport	118	
	% of returned calls for emergency resulting in transport	80%	
	Total calls eligible for deferral/referral through ECNS	**522**	66%
Non-emergency with no Alternative Transport			
	Patient had no alternative means of transport (Transport Unit Sent)	398	50%
	Number of non-emergency ambulance responses that resulted in actual transport.	337	
	% of non-emergency ambulance responses that resulted in actual transport.	85%	
Total calls to reach ECN that resulted in an ambulance response		545	69%
	% of total calls to reach ECN that resulted in ambulance response	81.5%	
	Total ambulance responses that resulted in a transport	456	
	% of response with transport	84%	
	Number of callers who received ECN direction and did not transport by ambulance.	124	16%
	Number of calls where assessment was completed but ambulance was sent only because the patient had no other means of transportation.	398	50%
	Combined potential transport deferrals if additional transportation options were available	522	66%

Table 5:Recommended Point of Care Disposition for patients completing ECNS process for October 2026.*

Disposition of Care*		
Seek Emergency Care as Soon as Possible	294	43.9%
Seek Face to Face Care within 1-4 Hours	180	26.9%
Emergency Response	147	22.0%
Schedule an Appointment to be Seen by a Doctor/Health Care Professional within the Next 12 Hours (same day)	25	3.7%
Speak to Your Doctor/Health Care Professional to Review the Symptoms As Soon As Possible	9	1.3%
Self-Care	5	0.7%
Contact Poison Control or Local Pharmacist	4	0.6%
Schedule an Appointment to be Seen by a Doctor/Health Care Professional within the Next 1-3 Days	3	0.4%
Schedule a Routine Appointment with a Doctor/Health Care Professional	2	0.3%
Total	669	

**This represents recommended care given by the ECN. The ECNS program does not have a mechanism to follow up on whether callers follow through with the recommendations. Also, the numbers in this table include callers calls that were returned to 911 as emergency and callers who were provided a recommendation that did not require ambulance transport, but October have received an ambulance transport due to lack of alternative transportation (see table 4 for detail)*

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

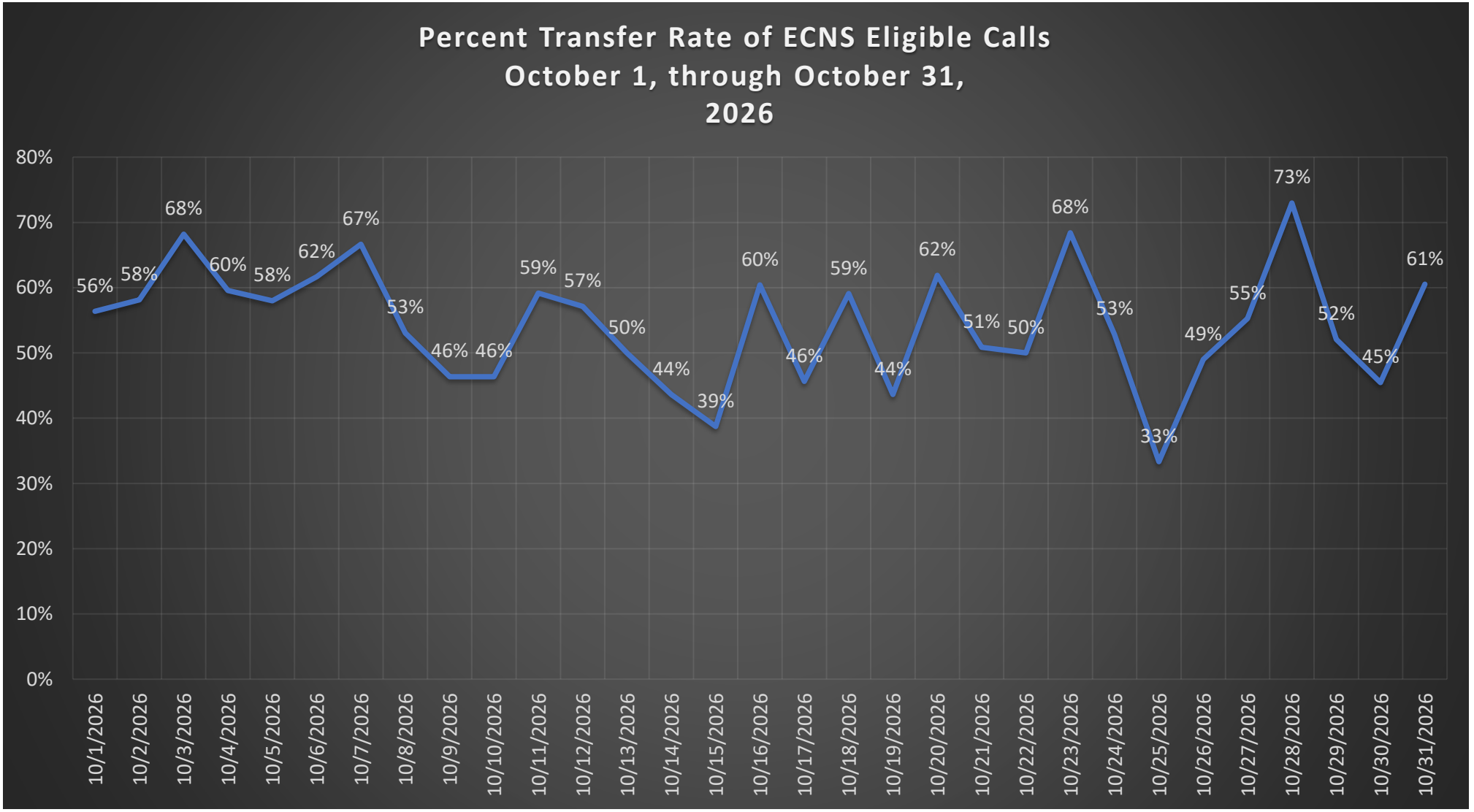


Figure 2:Total number of ECNS eligible calls and the number of them that were transferred to an ECN/entered into Low Code by date.

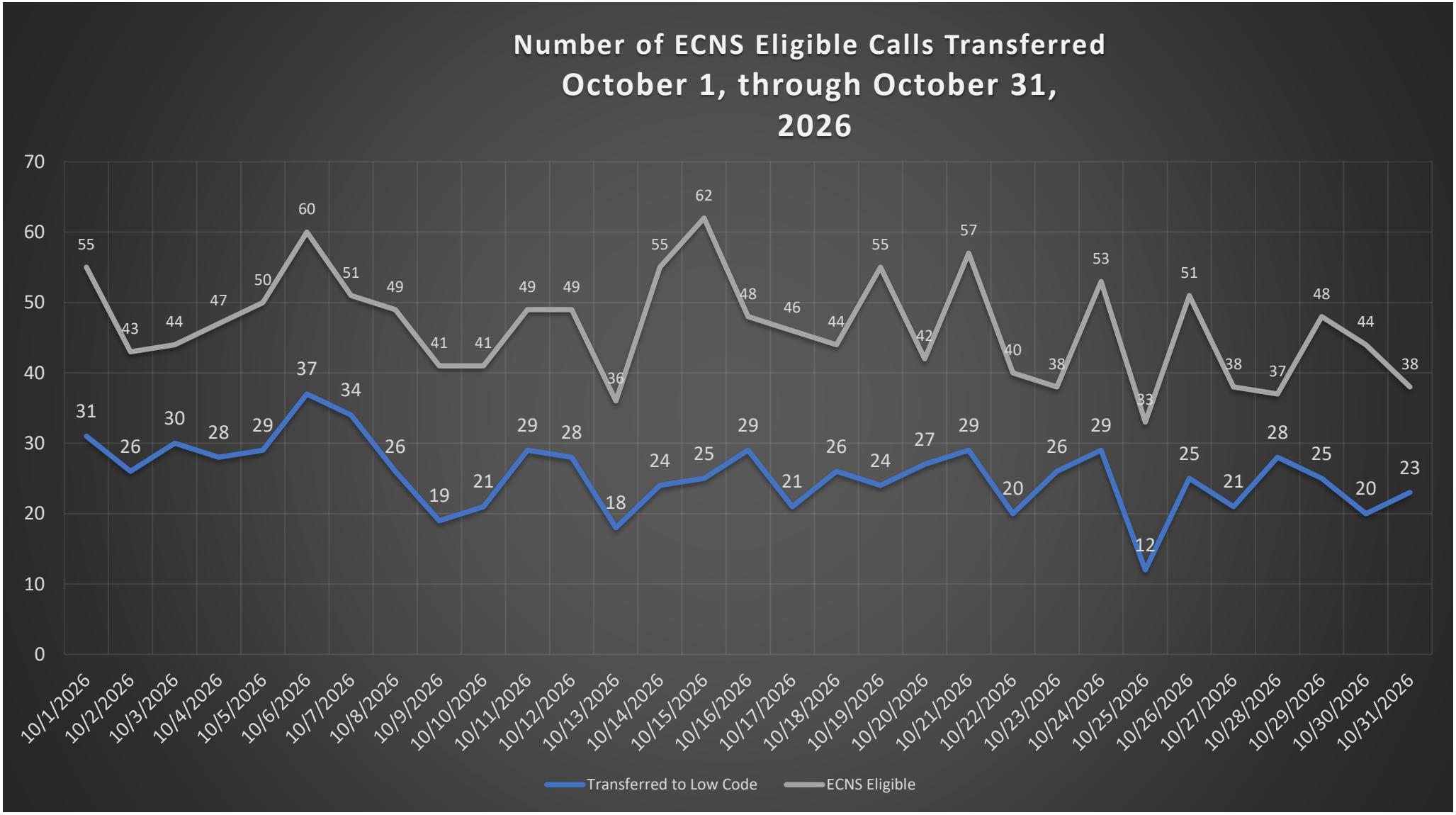
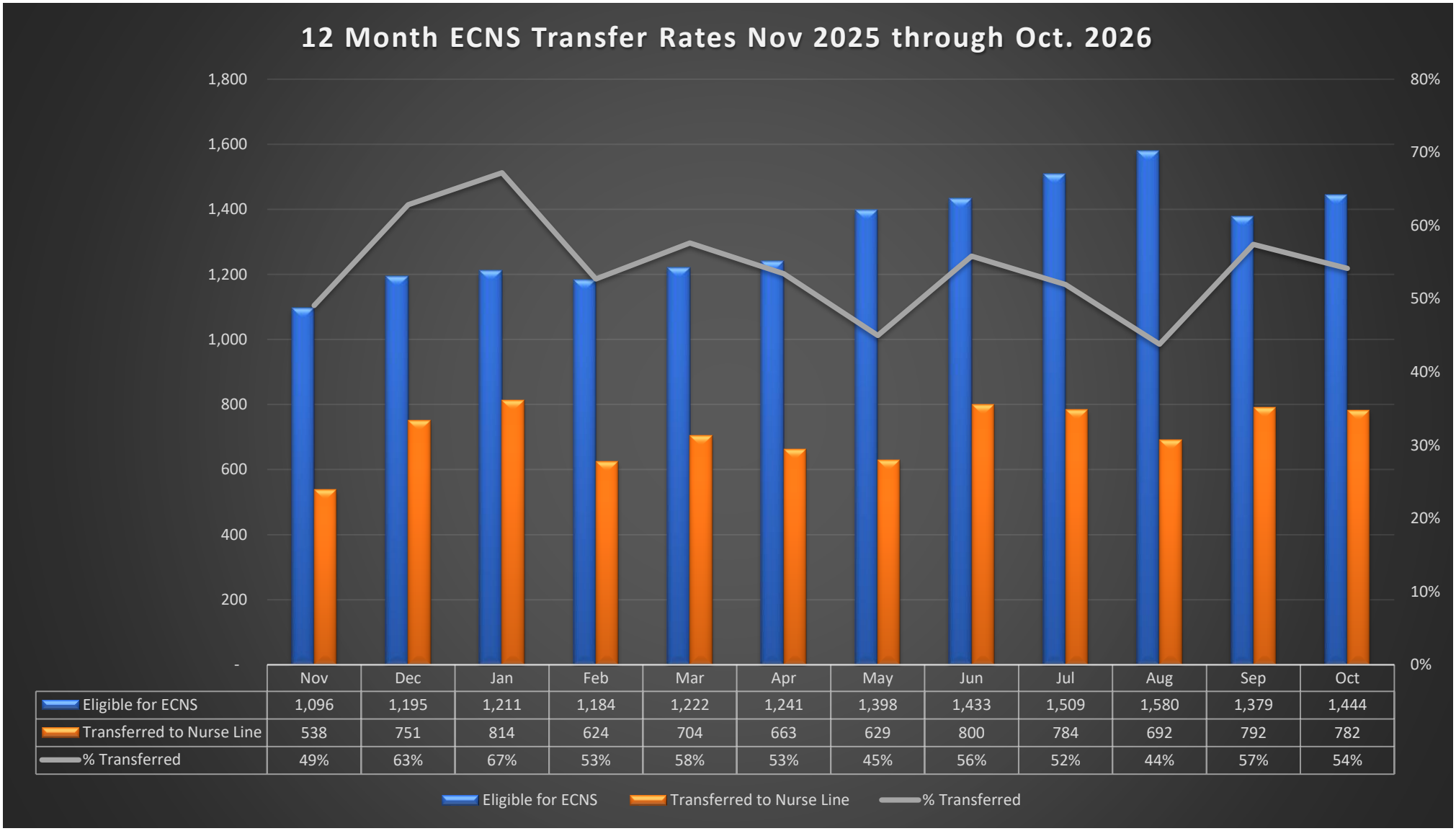
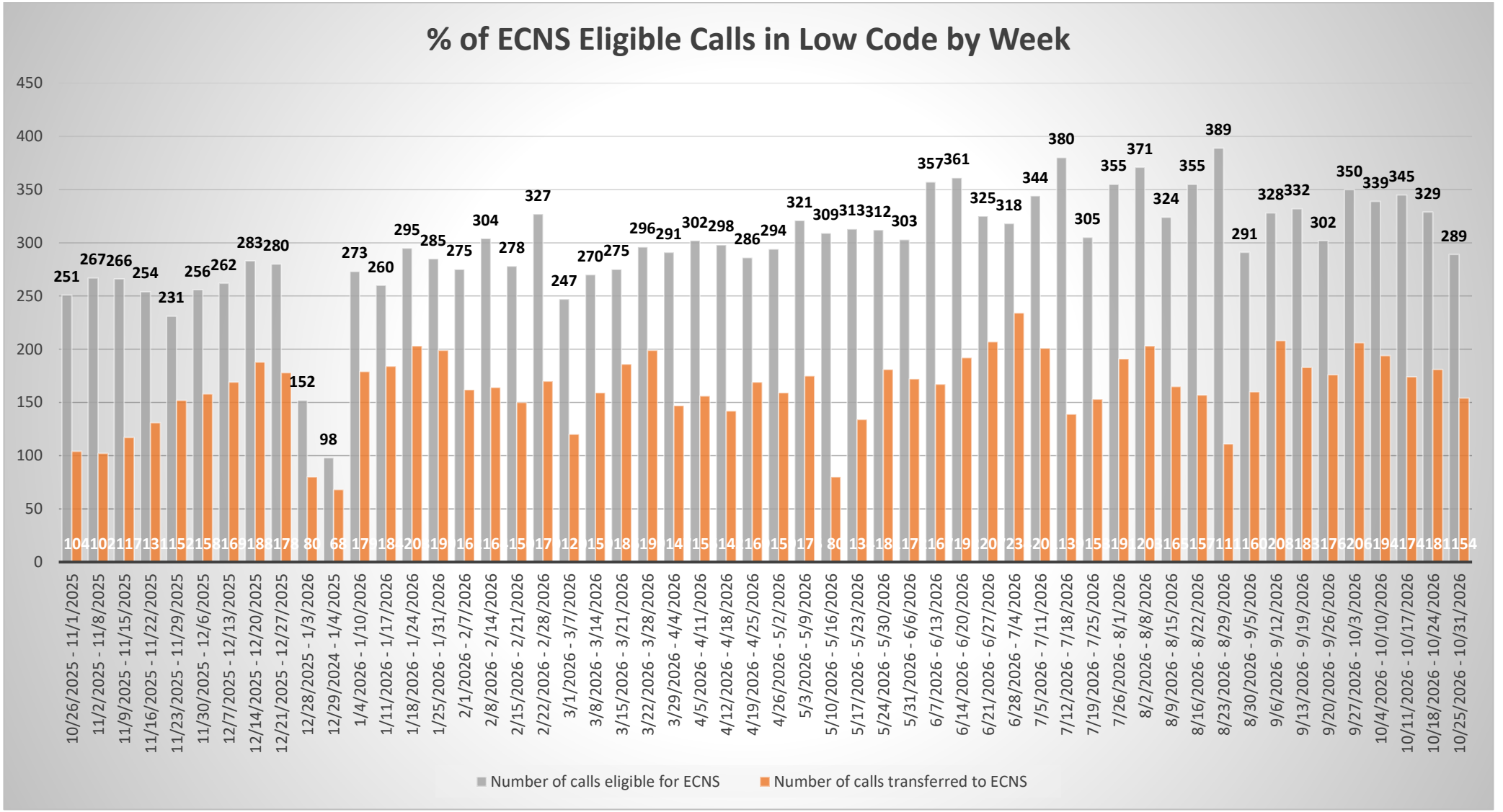


Figure 3: 12-month analysis of ECNS eligible calls and rates of transfer to ECN/Low Code system.



	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Eligible for ECNS	1,096	1,195	1,211	1,184	1,222	1,241	1,398	1,433	1,509	1,580	1,379	1,444
Transferred to Nurse Line	538	751	814	624	704	663	629	800	784	692	792	782
% Transferred	49%	63%	67%	53%	58%	53%	45%	56%	52%	44%	57%	54%

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



STAFF REPORT

DATE: November 17, 2026

FROM: Nathan Cooke, Executive Director
Damian Parsons, Deputy Executive Director
BY: Ivan Ramirez, Finance Manager

TO: CONFIRE Administrative Committee

SUBJECT: Amendment to NetSuite Support and Development Services Agreement with SuiteRep, LLC.

Recommendation

Authorize the Deputy Executive Director of Business Operations or his designee to approve an amendment to the NetSuite Support and Development Services Agreement with SuiteRep LLC (SuiteRep), increasing the monthly managed services allocation from 40 to 80 hours, for a revised annual of $177,600, plus a 10% contingency of $17,760.

Background Information

On August 25, 2026, the Administrative Committee approved a managed services agreement with SuiteRep for ongoing administration, development, and support of CONFIRE's Oracle NetSuite enterprise resource planning (ERP) platform. The agreement provides 40 hours of managed services per month at a cost of $8,200, with an annual not-to-exceed amount of $108,240, including contingency.

At the time of approval, staff identified several development projects and ongoing support needs. The initial 40-hour monthly allocation was based on the anticipated scope of these projects, many of which involved research, development, and longer-term system improvements without firm implementation deadlines.

Since commencing work with SuiteRep, staff has gained a better understanding of the level of effort required to complete planned projects. While the existing 40-hour allocation remains manageable for routine support and development, the limited availability of hours requires projects to be prioritized and completed sequentially, extending implementation timelines.

Additionally, CONFIRE has identified unanticipated development needs associated with the implementation and expansion of ambulance services. These projects involve more immediate operational requirements and implementation deadlines that were not fully

contemplated when the original NetSuite development roadmap was established. As a result, these efforts compete with previously planned projects for the same monthly allocation of support hours.

Staff recommends increasing the monthly allocation from 40 to 80 hours. The additional capacity would allow multiple projects to advance concurrently, accelerate implementation of planned system improvements, and accommodate emerging operational requirements without significantly delaying other priorities.

The proposed increase would also provide greater flexibility to address ongoing system administration, troubleshooting, integrations, and business process improvements as CONFIRE continues to expand its use of NetSuite.

Staff recommends approval of the increased allocation to implement necessary financial processes and realize the operational benefits of the NetSuite system.

Financial Impact

The existing agreement provides 40 hours of managed services per month at a cost of $8,200, or $98,400 annually, excluding contingency.

The proposed amendment would increase the monthly allocation to 80 hours at an estimated monthly cost of $14,800, representing an annual cost of $177,600. Including a 10% contingency, the revised annual not-to-exceed amount would be $195,360.

The increase in costs for the current fiscal year will be funded by EMS fund (5020), with no additional cost to the CONFIRE agencies.

Attachments

- N/A

STAFF REPORT

DATE: November 17, 2026

FROM: Nathan Cooke, Executive Director
BY: Damian Parsons, Deputy Executive Director
Dianne Mendez, Contracts and Grants Manager

TO: CONFIRE Administrative Committee

SUBJECT: Amendment No. 2 to Consultant Agreement – Viewpoint Advocacy

Recommendation

Approve Amendment No. 2 to the Agreement with Viewpoint Advocacy for Public Information Officer (PIO) services, extending the term one year through November 30, 2027, with the option to extend for an additional six months, and replacing Exhibit B-1 Compensation with Exhibit B-2 Revised Compensation of $6,000 per month, for an annual amount not to exceed $72,000. All other terms remain unchanged.

Background Information

On April 22, 2025, the Administrative Committee approved an agreement with Viewpoint Advocacy, effective May 1, 2025, to provide Public Information Officer (PIO) services for CONFIRE, with an original term ending April 30, 2026. Amendment No. 1, effective April 28, 2026, extended the Agreement through November 30, 2026.

Viewpoint Advocacy has served as CONFIRE's PIO, providing services for the CONFIRE EMS Division Implementation Team and other divisions as needed. With the current term ending November 30, 2026, and a continued need for PIO services, Staff recommends extending the Agreement for one year through November 30, 2027, with the option to extend for an additional six months.

Amendment No. 2 also replaces Exhibit B-1 Compensation with Exhibit B-2 Revised Compensation, continuing the Contractor's fee at $6,000 per month, billed in monthly installments, with annual compensation not to exceed $72,000.

Viewpoint Advocacy has an established understanding of CONFIRE operations, its member agencies, and its communication needs. Continuing with Viewpoint Advocacy provides consistent public messaging and is the most cost-effective option, as there will not be additional time and cost needed for a new consultant to become familiar with CONFIRE operations.

Financial Impact

The total cost for the one-year extension (December 1, 2026 through November 30, 2027) will not exceed $72,000. As the term spans two fiscal years, $42,000 will be incurred in FY 2026-27 (December 2026 – June 2027) and $30,000 in FY 2027-28 (July – November 2027). The FY 2026-27 cost will be allocated to the EMS Fund (5020), and the remaining balance will be included in the FY 2027-28 Budget. If the optional six-month extension is exercised, the additional cost at the same monthly rate would be $36,000.

Attachments

- 2026_XX_Amendment No. 2 – Viewpoint Advocacy (Agreement)

Docusign Envelope ID: 1C7BE946-3637-83E1-833A-FF9F495EAE72

AMENDMENT NO. 2 TO INDEPENDENT CONTRACTOR AGREEMENT FOR SPECIAL SERVICES

This Amendment No. 2 ("Amendment") to the Agreement between Consolidated Fire Agencies ("CONFIRE") and Viewpoint Advocacy ("Contractor") is entered into effective November 17, 2026.

WHEREAS, CONFIRE and Contractor entered into an Agreement effective May 1, 2025, for the services of Public Information Officer (PIO) for CONFIRE. ("Agreement"); and

WHEREAS, the Agreement provided for an original term ending April 30, 2026; and

WHEREAS, Amendment No. 1 effective on April 28, 2026, extended the original Agreement through November 30, 2026; and

WHEREAS, This Amendment shall serve to extend the Agreement for one (1) year through November 30, 2027, with the option to extend for an additional six (6) months.; and

NOW, THEREFORE, the parties agree as follows:

1. Compensation

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

2. Term

This Amendment shall serve to extend the Agreement for one (1) year through November 30, 2027, with the option to extend for an additional six (6) months.

3. No Other Changes

Except as expressly modified by this Amendment, all other terms and conditions of the Agreement shall remain unchanged and in full force and effect.

4. Effect of Amendment

This Amendment and the Agreement shall be read together as one agreement. In the event of a conflict between this Amendment and the Agreement, this Amendment shall control.

The Parties have executed this Agreement on the dates indicated below.

Docusign Envelope ID: 1C7BE946-3637-83E1-833A-FF9F495EAE72

CONSOLIDATED FIRE AGENCIES	VIEWPOINT ADVOCACY
Date: _____	Date: 11/10/2026
By: _____	By: DocuSigned by: 03B930DB76594...
Print Name: _____	Print Name: Josh Candelaria
Its: _____	Its: Principal

Docusign Envelope ID: 1C7BE946-3637-83E1-833A-FF9F495EAE72

EXHIBIT B-2
to AGREEMENT FOR SERVICES

COMPENSATION

A. Compensation

a. For the services outlined in Exhibit A to this Agreement, Contractor's fee is Six Thousand Dollars ($6,000) per month.

b. Annual Compensation Not-to-Exceed sum of $72,000.

B. Payment

a. Schedule: To be billed in monthly installments.

b. Process: Payment shall be made (for all undisputed amounts) within forty-five (45) calendar days after the Contractor submits an invoice to CONFIRE for Services completed.

STAFF REPORT

DATE: November 17, 2026

FROM: Nathan Cooke, Executive Director
BY: Damian Parsons, Deputy Executive Director
Dianne Mendez, Contracts and Grants Manager

TO: CONFIRE Administrative Committee

SUBJECT: Amendment No. 1 to Consultant Agreement – Mat Fratus Consulting

Recommendation

Approve Amendment No. 1 for Mat Fratus Consulting, replacing Exhibit B Compensation with Exhibit B-1 Revised Compensation increasing the not-to-exceed amount by $60,000 for a total cost of $110,000. All other terms remain unchanged.

Background Information

On June 23, 2026, the Administrative Committee approved a one-year contract with James Mathew Fratus of Mat Fratus Consulting (MFC) to continue providing data service analysis to CONFIRE, in an amount not to exceed $50,000. Due to the Ambulance Program implementation this fiscal year, additional services have been needed, and the total contract amount is close to being depleted.

During the third quarter of Fiscal year 2025-26, the Administrative Committee approved three amendments (No1., No.2, and No. 3) to the original agreement for MFC, expanding his scope of work to include the following additional services:

- Evaluation of options and development of recommendations with allied agencies to explore partnerships that enhance service levels of CONFIRE.
- Assist CONFIRE agencies with agency specific data and research needs.
- Organizational effectiveness and leadership development for CONFIRE.

The total amount for that contract including all three amendments was $48,000.

MFC has provided consulting services to CONFIRE since 2019. As such MFC has a strong understanding of CONFIRE operations and information technology systems, as well as the experience with extracting and interpreting data sets from these systems. This extensive knowledge and experience working with CONFIRE makes MFC the most cost-

effective option to provide the additional aforementioned services as there will not be additional time and cost needed to become familiar with CONFIRE operations.

Financial Impact

The total annual cost for MFC consulting services will be $110,000/year. The costs for these services will be allocated to the Operations Fund (5008) in the amount of $50,000 and EMS Fund (5020) in the amount of $60,000.

Attachments

- 2026_XX_Amendment No.1 – Mat Fratus Consulting (Agreement)

Docusign Envelope ID: E8BD9A10-3553-8C62-82D6-F3186F3371AA

AMENDMENT NO. 1 TO INDEPENDENT CONTRACTOR AGREEMENT FOR SPECIAL SERVICES

[Data Analysis and Related Services]

This Amendment No. 1 ("Amendment") to the Agreement between Consolidated Fire Agencies ("CONFIRE") and Mat Fratus Consulting ("Contractor") is entered into effective November 17, 2026.

WHEREAS, CONFIRE and Contractor entered into an Agreement effective July 1, 2026, for Data Analysis and Related Services ("Agreement"); and

WHEREAS, the Agreement provided for an original term ending June 30, 2027; and

WHEREAS, implementation of the services contemplated under the Agreement has been provided and has almost been expended as of the date of this Amendment due to CONFIRE's implementation and transition schedule; and

WHEREAS, implementation activities have continued and, the parties desire to extend the not-to-exceed amount of the Agreement to allow Contractor to complete the remaining Data Analysis and Related Services; and

NOW, THEREFORE, the parties agree as follows:

1. Compensation

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

2. No Other Changes

Except as expressly modified by this Amendment, all other terms and conditions of the Agreement shall remain unchanged and in full force and effect.

3. Effect of Amendment

This Amendment and the Agreement shall be read together as one agreement. In the event of a conflict between this Amendment and the Agreement, this Amendment shall control.

Docusign Envelope ID: E8BD9A10-3553-8C62-82D6-F3186F3371AA

The Parties have executed this Agreement on the dates indicated below.

CONSOLIDATED FIRE AGENCIES	**MAT FRATUS CONSULTING**
Date: _____	Date: 11/10/2026
By: _____	By: DocuSigned by: Mat Fratus 8C9135572690452
Print Name: _____	Print Name: Mat Fratus
Its: _____	Its: JMF

Docusign Envelope ID: E8BD9A10-3553-8C62-82D6-F3186F3371AA

EXHIBIT B-1
to AGREEMENT FOR SERVICES

COMPENSATION

A. Compensation

a. For the services outlined in Exhibit A to this Agreement, Contractor's fee is $80.00 per hour.

b. Annual Compensation Not-to-Exceed sum of $110,000.

B. Payment

a. Schedule: To be billed in monthly installments.

b. Process: Payment shall be made (for all undisputed amounts) within forty-five (45) calendar days after the Contractor submits an invoice to CONFIRE for Services completed.

c. Notwithstanding any other provision of this Agreement, including the Scope of Services, Contractor's obligation to provide Services is expressly limited by the maximum compensation authorized under this Agreement. Once billable Services performed by Contractor reach the Not-to-Exceed sum of ($110,000), Contractor shall have no further duty to perform Services unless and until the Parties execute a written amendment increasing the authorized compensation. No provision of this Agreement shall be interpreted to require Contractor to provide uncompensated Services.

STAFF REPORT

DATE: November 17, 2026

FROM: Nathan Cooke, Executive Director
BY: Damian Parsons, Deputy Executive Director
Dianne Mendez, Contracts and Grants Manager

TO: CONFIRE Administrative Committee

SUBJECT: Independent Contractor Agreement – RMS Solutions, LLC

Recommendation

Approve a time and materials Independent Contractor Agreement for Special Services with RMS Solutions, LLC, for Records Management and related services, in an amount not to exceed $100,000 for the term of November 1, 2026 through October 31, 2027, with the option to extend for one additional year with Administrative Committee approval.

Background Information

CONFIRE's Records Management System (RMS), built on the ImageTrend platform, supports Emergency Medical Services (EMS) documentation, data flow, and reporting for CONFIRE and its member agencies. Keeping the system stable and compliant requires ongoing administration, including configuration, updates, user access, integration with Computer-Aided-Dispatch (CAD), and coordination with vendors and regional partners such as Inland Counties Emergency Medical Agency (ICEMA). Brian Nickles, Fire Captain, as a member of San Bernardino County Fire Protection District (County Fire) was an ImageTrend subject matter expert throughout the Ambulance Program Implementation process. CONFIRE is still in need of this expertise. As such, Mr. Nickles started his own venture, RMS Solutions, LLC and will provide the same services on a time and material basis at $83.33 per hour outside of his regular job duties at County Fire.

Under the proposed Agreement, RMS Solutions, LLC will provide comprehensive RMS administration and support, including:

- ImageTrend system administration, configuration, maintenance, and troubleshooting, including management of system updates, integrations, and feature rollouts.
- Oversight of daily RMS performance, data flow, user access, and system stability, and coordination with RMS vendors, CAD administrators, IT teams, and third-party software partners.

- Review of documentation workflows and interpretation of RMS data to identify trends and recommend streamlined processes, with changes communicated to CONFIRE EMS training staff.
- Ensuring RMS workflows and reporting meet ICEMA, county, and state requirements, and representing CONFIRE at ICEMA ePCR meetings, county-level EMS data meetings, and vendor enhancement discussions.

Support will be provided outside of Mr. Nickles' regular schedule with County Fire. Deliverables include a monthly RMS system performance summary and issue log, documentation of completed updates and configuration changes, reports on documentation quality and CAD/RMS integration trends, and recommendations for long-term RMS development.

The Agreement is effective November 1, 2026, through October 31, 2027, and may be extended for one additional year with Administrative Committee approval. To ensure consistent and reliable oversight of this critical system, Staff recommends approval of the Agreement with RMS Solutions, LLC.

Financial Impact

Compensation under the Agreement will not exceed $100,000 per year. The Contractor will invoice monthly based on actual hours worked.

Because the term spans two fiscal years, approximately $66,667 will be incurred in FY 2026-27 (November 2026 – June 2027) and approximately $33,333 in FY 2027-28 (July – October 2027). Sufficient appropriations are included in the approved 2026-27 Budget EMS Fund (5020); the remaining balance will be included in the FY 2027-28 Budget.

Attachments

▪ 2026_XX_Independent Contractor Agreement for Special Services – RMS Solutions, LLC

Docusign Envelope ID: 6BBD53AD-DB4E-827B-83D7-3F5F2574588C

INDEPENDENT CONTRACTOR AGREEMENT FOR SPECIAL SERVICES
Records Management and Related Services

This agreement ("Agreement") is by and between the Consolidated Fire Agencies ("CONFIRE") and RMS Solutions, LLC ("Contractor") (together, they are referred to as "Parties," and individually, as a "Party").

RECITALS

1. CONFIRE is authorized by Section 53060 of the California Government Code to contract with and employ any persons to furnish special services and advice in financial, economic, accounting, engineering, legal or administrative matters, if those persons are specially trained and experienced and competent to perform the special services that are required.

2. CONFIRE is in need of such services and advice and the Contractor warrants that it is specially trained, licensed and experienced and competent to perform the services required by CONFIRE.

AGREEMENT

1. EXHIBITS

This Agreement has multiple Exhibits. Any Exhibit that is specified in this Agreement is by this reference made a part of it.

Exhibits include:

- Exhibit A: Scope of Services
- Exhibit B: Compensation
- Exhibit C: General Terms and Conditions
- Exhibit D: Insurance

2. EFFECTIVE DATE AND TERM

a. This Agreement is effective on November 1, 2026 ("Effective Date").
b. Unless terminated or otherwise cancelled in accordance with a provision of this Agreement, the term of this Agreement shall be: (i) from the Effective Date to (ii) October 31, 2027.
c. This agreement may be extended for one additional year with Administrative Committee approval.

3. INDEPENDENT CONTRACTOR

Contractor, in the performance of this Agreement, is and shall act as an independent contractor. Contractor understands and agrees that Contractor and all of Contractor's employees shall not be considered officers, employees, agents, partner, or joint venture of CONFIRE, and are not entitled to benefits of any kind or nature normally provided employees of CONFIRE and/or to which CONFIRE's employees are normally entitled,

Docusign Envelope ID: 6BBD53AD-DB4E-827B-83D7-3F5F2574588C

including, but not limited to, State Unemployment Compensation or Worker's Compensation. Contractor shall assume full responsibility for payment of all federal, state and local taxes or contributions, including unemployment insurance, social security and income taxes with respect to Contractor's employees.

4. SCOPE OF SERVICES

Contractor shall furnish to CONFIRE the services described in Exhibit A ("Services").

5. COMPENSATION

Contractor shall receive payment, for Services satisfactorily rendered pursuant to this Agreement, as specified in Exhibit B ("Compensation").

6. GENERAL TERMS AND CONDITIONS

The General Terms and Conditions are set forth in Exhibit C.

7. INSURANCE

Exhibit D, entitled Insurance, is attached and incorporated by reference.

8. NOTICE

Any notice required by this Agreement may be given either by personal service or by deposit (postage prepaid) in the U.S. mail addressed as follows:

To CONFIRE:
Consolidated Fire Agencies
Attn: Nathan Cooke,
Executive Director
1743 Miro Way
Rialto, CA 92376

To Contractor:
RMS Solutions, LLC
Attn: Brian Nickles
4033 Bordeaux Circle
Flower Mound, TX 75022

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9. LIMITATION OF LIABILITY

Other than as provided in this Agreement, CONFIRE's financial obligations under this Agreement shall be limited to the payment of the compensation provided in this Agreement. Notwithstanding any other provision of this Agreement, in no event, shall CONFIRE be liable, regardless of whether any claim is based on contract or tort, for any special, consequential, indirect or incidental damages, including, but not limited to, lost profits or revenue, arising out of or in connection with this Agreement for the services performed in connection with this Agreement.

The Parties have executed this Agreement on the dates indicated below.

CONSOLIDATED FIRE AGENCIES

Date: _____

By: _____

Print Name: Nathan Cooke

Its: Executive Director

RMS Solutions, LLC

Date: 11/9/2026

DocuSigned by:

By: _____
6E6EA69086B741A...

Print Name: Brian Nickles

Its: Owner

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EXHIBIT A
to AGREEMENT FOR SERVICES

SCOPE OF SERVICES

Consultant to provide services related to the following actions, items, and deliverables:

1. Services

The contractor will provide comprehensive Records Management System (RMS) administration and support for CONFIRE, including:

a. ImageTrend system administration, configuration, maintenance, and troubleshooting.
b. Oversight of daily RMS performance, data flow, user access, and system stability.
c. Management of system updates, integrations, feature rollouts, and configuration adjustments.
d. Coordination with RMS vendors, CAD administrators, IT teams, and third-party software partners.
e. Review of documentation workflows, identification of inefficiencies, and recommendations for streamlined processes.
f. Communication of RMS changes, updates, and workflow modifications to CONFIRE EMS training staff.
g. Interpretation of RMS data to identify trends affecting documentation quality, system efficiency, and response modeling.
h. Support ensuring RMS workflows and reporting meet ICEMA, county, and state requirements.
i. Representation of CONFIRE in vendor discussions, enhancement planning, and system development meetings.

2. Availability

a. Standard support hours will generally align with normal business hours and will be structured in a way that does not interfere with existing full-time employment obligations, while still ensuring consistent and reliable RMS oversight for CONFIRE.
b. Additional availability will be maintained for urgent or time-sensitive system issues, including after-hours, weekend, and holiday coverage when necessary to preserve system continuity.
c. Response expectations:
    i. Routine issues: response within **2 hours** during standard support times
    ii. Urgent or system-impacting issues: expedited response within **2 hours**, regardless of day or time.

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d. Any limited or excluded time frames will be communicated in advance whenever possible.

3. Regional Participation

a. Represent CONFIRE EMS at ICEMA ePCR meetings and county-level EMS data meetings.
b. Participate in regional RMS discussions, ensuring alignment between local operations and vendor capabilities.
c. Provide system insight for countywide EMS data initiatives and workflow standardization.

4. Deliverables and Reporting

a. Monthly RMS system performance summary and issue log.
b. Documentation of completed updates, configuration changes, and workflow revisions.
c. Reports identifying trends in documentation quality, system efficiency, and CAD/RMS integration.
d. Recommendations for system improvements and long-term RMS development.
e. Additional reporting as requested by CONFIRE leadership.

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EXHIBIT B
to AGREEMENT FOR SERVICES

COMPENSATION

A. Compensation

a. For the services outlined in Exhibit A to this Agreement, Contractor's fee is $83.33 per hour with an estimated 100 monthly hours, to include emergency fixes and troubleshooting during off hours and during holidays.

b. Annual Compensation not to exceed $100,000.

B. Payment

a. Schedule:
   i. To be billed in monthly installments.
   ii. The Contractor will invoice CONFIRE in the amount that reflects actual hours provided for the service. Contractor shall provide applicable timesheets or other records used to develop the invoice available upon request.

b. Process: Payment shall be made (for all undisputed amounts) within forty-five (45) calendar days after the Contractor submits an invoice to CONFIRE for Services completed.

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EXHIBIT C
to AGREEMENT FOR SERVICES

GENERAL TERMS AND CONDITIONS

1. **STANDARD OF CARE.** Contractor's Services will be performed, findings obtained, reports and recommendations prepared in accordance with generally and currently accepted principles and practices of his/her profession for services to California public agencies.
2. **ORIGINALITY OF SERVICES**. Contractor agrees that all technologies, formulae, procedures, processes, methods, writings, ideas, dialogue, compositions, recordings, teleplays and video productions prepared for, written for, or submitted to CONFIRE and/or used in connection with this Agreement, shall be wholly original to Contractor and shall not be copied in whole or in part from any other source, except those submitted to Contractor by CONFIRE as a basis for such services.
3. **PRODUCT.** Contractor understands and agrees that all matters produced under this Agreement shall become the property of CONFIRE and cannot be used without CONFIRE's express written permission. CONFIRE shall have all right, title and interest in said matters, including the right to secure and maintain the copyright, trademark and/or patent of said matter in the name of CONFIRE. Contractor consents to use of Contractor's name in conjunction with the sale, use, performance and distribution of the matters, for any purpose and in any medium.
4. **TERMINATION.**
   a. **Without Cause by CONFIRE**. CONFIRE may, at any time, with or without reason, terminate this Agreement and compensate Contractor only for services satisfactorily rendered to the date of termination. Written notice by CONFIRE shall be sufficient to stop further performance of services by Contractor. Notice shall be deemed given when received by the Contractor or no later than three (3) days after the day of mailing, whichever is sooner.
   b. **Without Cause by Contractor**. Contractor may not terminate this Agreement without cause.
   c. **With Cause by CONFIRE**. CONFIRE may terminate this Agreement upon giving written notice of intent to terminate for cause. Cause shall include:
      (1) material violation of this Agreement by the Contractor; or
      (2) any act by Contractor exposing CONFIRE to liability to others for personal injury or property damage; or
      (3) Contractor is adjudged bankrupt, Contractor makes a general assignment for the benefit of creditors, or a receiver is appointed on account of Contractor's insolvency.

      Written notice by CONFIRE shall contain the reasons for such intent to terminate and unless within three (3) calendar days after that notice the condition or violation shall cease, or satisfactory arrangements for the correction thereof be made, this Agreement shall upon the expiration of the three (3) calendar days cease and terminate. In the event of this termination, CONFIRE may secure the required services from another Contractor. If the expense, fees, and/or costs to CONFIRE exceeds the cost of providing the service pursuant to this Agreement, the Contractor shall immediately pay the excess expense, fees, and/or costs to CONFIRE upon the receipt of CONFIRE's notice of these expense, fees, and/or costs. The foregoing provisions are in addition to and not a limitation of any other rights or remedies available to CONFIRE.
   d. **With Cause by Contractor**. Contractor may terminate this Agreement upon giving of written notice of intention to terminate for cause. Cause shall include:
      (1) material violation of this Agreement by CONFIRE; or
      (2) any act by CONFIRE exposing the Contractor to liability to others for personal injury or property damage; or
      (3) CONFIRE is adjudged bankrupt, CONFIRE makes a general assignment for the benefit of creditors or a receiver is appointed on account of Contractor's insolvency.

      Written notice by Contractor shall contain the reasons for such intention to terminate and unless within thirty (30) calendar days after that notice the condition or violation shall cease, or satisfactory arrangements for the correction thereof be made, this Agreement shall upon the expiration of the thirty (30) calendar days cease and terminate. The foregoing provisions are in addition to and not a limitation of any other rights or remedies available to Contractor.
   e. Upon termination, Contractor shall provide CONFIRE with all documents produced maintained or collected by Contractor pursuant to this Agreement, whether or not such

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documents are final or draft documents.

5. **INDEMNIFICATION/ DEFENSE /HOLD HARMLESS.**
   a. **Generally.** To the furthest extent permitted by California law, Contractor shall indemnify, defend, and hold free and harmless the Indemnified Parties from any Claim to the extent that the Claim:
      (1) arises out of, pertains to, or relates to the negligent errors or omissions (active or passive, ordinary or gross), recklessness (ordinary or gross), or willful misconduct of Contractor, its directors, officials, officers, employees, contractors, subcontractors, consultants, or subconsultants; ***or***
      (2) arises out of, pertains to, or relates to the performance of this Agreement
   b. **Indemnified Parties, Defined.** The "Indemnified Parties" are CONFIRE, its officers, consultants, employees, and trustees.
   c. **Claim, Defined.** A "Claim" consists of actions, assessments, counts, citations, claims, costs, damages, demands, judgments, liabilities (legal, administrative or otherwise), losses, notices, expenses, fines, penalties, proceedings, responsibilities, violations, reasonable attorney's and consultants' fees and causes of action to property or persons, including personal injury and/or death, except that:
      (1) If the Contract is a contract for design professional services under Civ. Code, § 2782.8, a "Claim" shall be limited to those that arise out of, pertain to, or relate to the negligence, recklessness, or willful misconduct of the Contractor; and
      (2) If the Contract is a construction contract with a public agency under Civ. Code, § 2782, a "Claim" shall exclude any loss to the extent that such loss arises from the active negligence, sole negligence, or willful misconduct of the Indemnified Parties or defects in design furnished by those persons.
   d. CONFIRE may accept or reject legal counsel Contractor proposes to defend CONFIRE with, in its sole and absolute discretion, and may thereafter appoint, legal counsel to defend CONFIRE at Contractor's expense against a Claim set forth in Section 5.a, *supra*, of this Exhibit C.
6. **INSURANCE.** The Contractor shall procure and maintain at all times it performs any portion of the Services the insurances specified in Exhibit D to the Agreement.
7. **CONFIDENTIALITY.** The Contractor and the Contractor's agents, personnel, employee(s), and/or subcontractor(s) shall maintain the confidentiality of all information received in the course of performing the Services ("Confidential Information"), and shall not disclose Confidential Information, including information derived from Confidential Information, to any person not a party to this Agreement without the express prior written consent of CONFIRE, except as required by law or as necessary for Contractor's agents, personnel, employee(s), and/or subcontractor(s) to perform the Services. If Contractor or any of Contractor's agents, personnel, employee(s), and/or subcontractor(s) is served with any subpoena, court order, or other legal process seeking disclosure of any Confidential Information, both Contractor and the person served shall each promptly send to CONFIRE notice(s) of the legal process", but in no event shall do so any later than forty-eight (48) hours or such shorter time frame as necessary so that CONFIRE may exercise any applicable legal rights and remedies. Contractor shall require its agents, personnel, employee(s), and/or subcontractor(s), as a condition of their retention, appointment, employment, or contract, to agree to comply with the provisions of this Section, and shall not permit its agents, personnel, employee(s), and/or subcontractor(s) access to Confidential Information in the absence of such agreement being effective. The obligations imposed in this Section shall survive the termination of this Agreement.
8. **CONFLICT OF INTEREST.** Through its execution of this Agreement, Contractor acknowledges that it is familiar with the provisions of Gov. Code, § 1090 et seq. and Chapter 7 of the Political Reform Act of 1974 (Gov. Code, § 87100 et seq.), and certifies that it does not know of any facts that constitute a violation of those provisions. In the event Contractor receives any information subsequent to execution of this Agreement that might constitute a violation of these provisions, Contractor agrees it shall immediately notify CONFIRE of this information.
9. **APPROVAL OF LEGISLATIVE BODY.** This Agreement shall not be binding upon CONFIRE until CONFIRE's legislative body has approved all the terms and conditions contained herein.
10. **DISPUTES**. In the event of a dispute between the parties as to performance of Services, Agreement interpretation, or payment, the Parties shall attempt to resolve the dispute by negotiation and/or mediation, if agreed to by the Parties. Pending resolution of the dispute, Contractor shall neither rescind the Agreement nor stop performing the Services.
11. **COMPLIANCE WITH LAWS**. Contractor shall observe and comply with all rules and regulations of the governing board of CONFIRE and all federal, state, and local laws, ordinances and regulations. Contractor shall give all notices required by any

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law, ordinance, rule and regulation bearing on conduct of the Services as indicated or specified. If Contractor observes that any of the Services required by this Agreement is at variance with any such laws, ordinance, rules or regulations, Contractor shall notify CONFIRE, in writing, and, at the sole option of CONFIRE, any necessary changes to the scope of the Services shall be made and this Agreement shall be appropriately amended in writing, or this Agreement shall be terminated effective upon Contractor's receipt of a written termination notice from CONFIRE. If Contractor performs any work that is in violation of any laws, ordinances, rules or regulations, without first notifying CONFIRE of the violation, Contractor shall bear all costs arising therefrom.

12. **PERMITS/LICENSES**. Contractor and all Contractor's employees or agents shall secure and maintain in force all permits and licenses that are required by law in connection with the furnishing of Services pursuant to this Agreement.
13. **SAFETY AND SECURITY:** Contractor is responsible for maintaining safety in the performance of this Agreement. Contractor shall be responsible to ascertain from CONFIRE the rules and regulations pertaining to safety, security, and driving on school grounds, particularly when children are present.
14. **ANTI-DISCRIMINATION**. It is the policy of CONFIRE that in connection with all work performed under contracts there be no discrimination against any employee engaged in the work because of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or military and veteran status, or any other class or status protected by applicable law, and therefore the Contractor agrees to comply with applicable Federal and California laws including, but not limited to the California Fair Employment and Housing Act beginning with Government Code Section 12900 and Labor Code Section 1735. In addition, the Contractor agrees to require like compliance by all its subcontractor(s).
15. **AUDIT**. Contractor shall establish and maintain books, records, and systems of account, in accordance with generally accepted accounting principles, reflecting all business operations of Contractor transacted under this Agreement. Contractor shall retain these books, records, and systems of account during the Term of this Agreement and for three (3) years thereafter. Contractor shall permit CONFIRE, its agent, other representatives, or an independent auditor to audit, examine, and make excerpts, copies, and transcripts from all books and records, and to make audit(s) of all billing statements, invoices, records, and other data related to the Services covered by this Agreement. Audit(s) may be performed at any time, provided that CONFIRE shall give reasonable prior notice to Contractor and shall conduct audit(s) during Contractor's normal business hours, unless Contractor otherwise consents.
16. **EVALUATION OF CONTRACTOR AND SUBORDINATES**. CONFIRE may evaluate the Contractor in any manner which is permissible under the law. CONFIRE's evaluation may include, without limitation:
    a. Requesting CONFIRE employee(s) evaluate the Contractor and the Contractor's employees and subcontractors and each of their performance.
    b. Announced and unannounced observance of Contractor, Contractor's employee(s), and/or subcontractor(s)
17. **TIME IS OF THE ESSENCE.** Time is of the essence in the performance of Services and the timing requirements agreed upon by the Parties, if any, shall be strictly adhered to unless otherwise modified in writing in accordance with Section 28 of this Agreement. Contractor shall commence performance and shall complete all required Services no later than the dates agreed upon by the Parties. Any Services for which times for performance are not specified shall be commenced and completed by Contractor in a reasonably prompt and timely manner based upon the circumstances and direction communicated to Contractor by CONFIRE.
18. **PROVISIONS REQUIRED BY LAW DEEMED INSERTED.** Each and every provision of law and clause required by law to be inserted in this Agreement shall be deemed to be inserted and this Agreement shall be read and enforced as though it were included. If through mistake or otherwise, any provision is not inserted or is not correctly inserted, then upon application of either Party, the Agreement shall be amended to make the insertion or correction. All references to statutes and regulations shall include all amendments, replacements, and enactments in the subject which are in effect as of the date of this Agreement, and any later changes which do not materially and substantially alter the positions of the Parties.
19. **ASSIGNMENT AND SUCCESSORS.** Neither CONFIRE nor Contractor shall, without the prior written consent of the other Party, assign the benefit or in any way transfer their respective obligations under this Agreement. This Agreement shall inure to the benefit of and be binding upon the Parties hereto and, except as otherwise provided herein, upon their executors, administrators, successors, and assigns.

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20. **SEVERABILITY.** In the event that any provision of this Agreement shall be construed to be illegal or invalid for any reason, said illegality or invalidity shall not affect the remaining provisions hereof, but such illegal or invalid provision shall be fully severable and this Agreement shall be construed and enforced as if such illegal or invalid provision had never been included herein, unless to do so would frustrate the intent and purpose of this Agreement.
21. **FORCE MAJEURE.** No Party shall be liable to any other Party for any loss or damage of any kind or for any default or delay in the performance of its obligations under this Agreement (except for payment obligations) if and to the extent that the same is caused, directly or indirectly, by fire, flood, earthquake, elements of nature, epidemics, pandemics, quarantines, acts of God, acts of war, terrorism, civil unrest or political, religious, civil or economic strife, or any other cause beyond a Party's reasonable control.
22. **VENUE/GOVERNING LAWS.** This Agreement shall be governed by the laws of the State of California and venue shall be in the County and/or federal judicial district in which CONFIRE's principal administrative office is located.
23. **ATTORNEY'S FEES.** If suit is brought by either Party to enforce any of the terms of this Agreement, each Party shall bear its own attorney's fees and costs.
24. **EXHIBITS.** All Exhibits referred to in this Agreement are incorporated in this Agreement and made a part of this Agreement as if fully set forth herein.
25. **ENTIRE AGREEMENT.** This Agreement represents the entire agreement between CONFIRE and Contractor and supersedes all prior negotiations, representations or agreements, either written or oral. This Agreement may be amended or modified only by an agreement in writing, signed by both CONFIRE and Contractor.
26. **MODIFICATION.** This Agreement may be amended at any time by the written agreement of CONFIRE and Contractor.
27. **WAIVER.** Waiver of a breach or default under this Agreement shall not constitute a continuing waiver of a subsequent breach of the same or any other provision under this Agreement.
28. **AUTHORITY.** The individual executing this Agreement on behalf of Contractor warrants that he/she is authorized to execute the Agreement on behalf of Contractor and that Contractor will be bound by the terms and conditions contained herein.
29. **HEADINGS AND CONSTRUCTION.** Headings at the beginning of each paragraph and subparagraph are solely for the convenience of the Parties and are not a part of the Agreement. Whenever required by the context of this Agreement, the singular shall include the plural and the masculine shall include the feminine and vice versa. This Agreement shall not be construed as if it had been prepared by one of the Parties, but rather as if both Parties had prepared the same. Unless otherwise indicated, all references to paragraphs, sections, subparagraphs, and subsections are to this Agreement.
30. **COUNTERPARTS.** This Agreement may be executed in counterparts, each of which shall be deemed an original, but all of which, together, when signed by all of the Parties hereto, shall constitute one and the same instrument. A facsimile or electronic signature shall be as valid as an original.

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EXHIBIT D
to AGREEMENT FOR SERVICES

INSURANCE

1. Contractor shall procure and maintain at all times it performs any portion of the Services the following insurances with minimum limits equal to the amounts indicated below.
   1.1. **Commercial General Liability**. Commercial General Liability Insurance that shall protect the Contractor, CONFIRE, and the contracting agencies and member agencies of CONFIRE from all claims of bodily injury, property damage, personal injury, death, advertising injury, and medical payments arising performing any portion of the Services. (Form CG 0001 and CA 0001)
   1.2. **Workers' Compensation and Employers' Liability Insurance**. Workers' Compensation Insurance and Employers' Liability Insurance for all of its employees performing any portion of the Services. In accordance with provisions of section 3700 of the California Labor Code, the Contractor shall be required to secure workers' compensation coverage for its employees. If any class of employee or employees engaged in performing any portion of the Services under this Agreement are not protected under the Workers' Compensation Statute, adequate insurance coverage for the protection of any employee(s) not otherwise protected must be obtained before any of those employee(s) commence performing any portion of the Services. Contractor shall sign and file with CONFIRE the following certification prior to performing the work of the contract: "I am aware of the provisions of Section 3700 of the Labor Code which require every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of that code, and I will comply with such provisions before commencing the performance of the work of this contract."
   1.3. **Professional Liability (Errors and Omissions)**. Professional Liability (Errors and Omissions) Insurance as appropriate to the Contractor's profession.

Type of Coverage	Minimum Coverage
Commercial General Liability Insurance, including Bodily Injury, Personal Injury, Property Damage, Advertising Injury, and Medical Payments	
Each Occurrence	**$1,000,000**
General Aggregate	**$1,000,000**
Professional Liability	**$1,000,000**
Workers Compensation	**Statutory Limits**
Employer's Liability	**$1,000,000**

2. The Contractor shall not commence performing any portion of the Services until all required insurance has been obtained and certificates indicating the required coverage's have been delivered in duplicate to CONFIRE and approved by CONFIRE. Certificates and insurance policies shall include the following:
   2.1. A clause stating: "This policy shall not be canceled or reduced in required limits of liability or amounts of insurance until notice has been mailed to CONFIRE, stating date of cancellation or reduction. Date of cancellation or reduction shall not be less than thirty (30) days after date of mailing notice."
   2.2. Language stating in particular those insured, extent of insurance, location and operation to which insurance applies, expiration date, to whom cancellation and reduction notice will be sent, and length of notice period.
   2.3. An endorsement stating that CONFIRE and contracting agencies and member agencies of CONFIRE, and their representatives, employees, trustees, officers, consultants, and volunteers are named additional insureds under all policies except Workers' Compensation Insurance, Professional Liability, and Employers' Liability Insurance. An endorsement shall also state that Contractor's insurance policies shall be primary to any insurance or self-insurance maintained by CONFIRE.
   2.4. All policies shall be written on an occurrence form, except for Professional Liability which shall be on a claims-made form.

STAFF REPORT

DATE: November 17, 2026

FROM: Nathan Cooke, Executive Director
BY: Damian Parsons, Finance/Administrative Director

TO: CONFIRE Administrative Committee

SUBJECT: Approval of Job Descriptions for Human Resources Analyst and Assistant Director of EMS and Transport

Recommendation

Approve the job descriptions for the Human Resources Analyst and Assistant Director of EMS & Transport classifications.

Background Information

As part of the November 17, 2026 Board agenda, staff is recommending the addition of the Human Resources Analyst and Assistant Director of EMS & Transport positions through a separate budgetary action. Approval of that item would authorize the positions and associated funding within CONFIRE's organizational structure. The purpose of this staff report is to obtain Administrative Committee approval of the corresponding job descriptions for these classifications.

The proposed Human Resources Analyst classification was developed to provide advanced-level professional human resources support in the areas of classification and compensation, position control, recruitment, employee relations, personnel administration, compliance, and workforce analytics. The position is intended to enhance CONFIRE's administrative capacity by providing technical expertise and analytical support for increasingly complex workforce and personnel management needs.

The proposed Assistant Director of EMS & Transport classification was developed to strengthen leadership capacity within the EMS & Transport Division and support the continued growth and operational complexity of CONFIRE's ambulance services program. The position serves as the designated second-in-command within the division and is responsible for operational management, contract compliance oversight, workforce development, EMS training coordination, stakeholder engagement, and direct supervision of assigned personnel. The position is intended to provide day-to-day

operational leadership while allowing executive management to focus on strategic planning, system performance, contractual oversight, and external agency relationships.

Staff worked collaboratively with division leadership to develop and refine both job descriptions to ensure they accurately reflect the duties, responsibilities, reporting relationships, qualifications, and competencies required for each position. The proposed classifications have been reviewed for consistency with CONFIRE's organizational structure, classification framework, and management philosophy. The job descriptions establish clear expectations regarding essential job functions, supervisory responsibilities, minimum qualifications, and performance standards, supporting transparent recruitment practices and effective employee performance management.

Approval of the job descriptions at this time will establish the formal classification framework necessary for implementation of the positions should the Board approve the associated budgetary action. Approval will also allow staff to move forward with recruitment and position administration activities consistent with Board direction and approved funding

Position	Classification	Status
Human Resources Analyst	Exempt	New Classification
Assistant Director of EMS Transport	Management/Exempt	New Classification

Financial Impact

There is no direct fiscal impact associated with approval of the job descriptions. Funding for the proposed positions is being considered separately by the Board through the corresponding budget action. Approval of the job descriptions establishes the classification framework necessary to implement the positions if funding is approved.

Attachments

- CONFIRE Assistant Director of EMS and Transport
- CONFIRE Human Resources Analyst

ASSISTANT DIRECTOR OF EMS & TRANSPORT

Job Code: TBD
Salary Range: TBD – Benefit Group TBD
Classification: Management / Exempt (proposed)
Updated: November 9, 2026

JOB DESCRIPTION

Under the general direction of the Director of EMS & Transport, the Assistant Director of EMS & Transport supports the operational management of CONFIRE's EMS and Transport Division, executes strategic initiatives established by the Director, administers assigned contract compliance activities, and provides direct program oversight of EMS training and workforce development. The Director retains responsibility for executive leadership, strategic direction, final contractual accountability, and overall EMS system performance.

The Assistant Director translates divisional objectives into operational plans; directs assigned division personnel and programs; coordinates with system partners; manages routine contract compliance and corrective actions; and supports timely, clinically appropriate, and accountable ambulance services. The position directly supervises assigned division personnel in accordance with CONFIRE policies and the EMS Director's direction.

DISTINGUISHING CHARACTERISTICS

This classification serves as the designated second-in-command within the EMS and Transport Division. The Director retains executive leadership and overall system and contractual accountability. The Assistant Director is responsible for operational management, execution of strategic initiatives, assigned contract compliance functions, direct oversight of EMS training and workforce development, and supervision of assigned division personnel. The Assistant Director coordinates routine compliance monitoring and corrective action follow-up, elevating significant contractual, clinical, financial, or system risks to the Director for determination. The position combines transport-system operations, personnel management, and system-level training oversight

REPRESENTATIVE DUTIES

Duties may include, but are not limited to, the following:

1. DIVISION LEADERSHIP & OPERATIONS

- Assist the Director in establishing and implementing division goals, policies, procedures, performance standards, and annual operational priorities; manage assigned initiatives from planning through evaluation.
- Coordinate day-to-day EMS and ambulance transport system activities among CONFIRE communications personnel, public agency ambulances, subcontracted providers, fire agencies, hospitals, and regional EMS stakeholders.
- Analyze ambulance deployment, system status planning, response-time performance, resource availability, unit-hour utilization, coverage patterns, mutual aid, and patient transport trends; recommend operational adjustments.
- Support service transitions, new program implementation, surge resource activation, continuity of operations, large-scale incident coordination, and emergency system recovery.
- Supervise assigned division personnel, including establishing work priorities, assigning and reviewing work, evaluating performance, coaching and developing employees, addressing performance concerns, and recommending or taking personnel actions consistent with CONFIRE policies and delegated authority.

2. CONTRACT COMPLIANCE & PERFORMANCE IMPROVEMENT

- Manage routine monitoring and administration of assigned requirements under County ground ambulance services agreements, subcontractor agreements, and related EMS operational commitments. The Director retains final contractual authority and accountability.
- Coordinate monitoring of contractual response times, staffing and deployment obligations, service availability, training requirements, operational reports, and other performance indicators.
- Supervise assigned Compliance Analysts and other designated staff in reviewing data quality, audit findings, dashboards, trend analyses, and documented compliance exceptions; ensure timely follow-up and completion of assigned deliverables.
- Coordinate routine corrective action processes, document follow-up, monitor performance improvements, and escalate unresolved deficiencies; recommend material contractual actions to the Director for determination.
- Collaborate with Finance, legal counsel, and appropriate program staff on ambulance billing compliance, payer and reimbursement issues, and related financial or contractual performance questions.

3. TRAINING COMPLIANCE & WORKFORCE DEVELOPMENT

- Lead the coordination and monitoring of system-wide required EMS training for public agency ambulance personnel, subcontracted ambulance personnel, and other designated participants, consistent with applicable agreements and local EMS requirements.
- Oversee alignment of mandated and professional training, as applicable, including BLS, ACLS, PALS, PHTLS, tactical casualty care, PPE, bariatric handling, disaster exercises, ICS, SEMS, and NIMS.
- Guide workforce pipeline planning, including potential EMT and paramedic academies, Earn While You Learn initiatives, sponsorship programs, and field internship or educational affiliation arrangements, subject to organizational approval and applicable accreditation requirements.
- Support curriculum review, community education initiatives such as Stop the Bleed and Hands-Only CPR, and coordination with instructors, educational institutions, vendors, and certification bodies.

4. CLINICAL COORDINATION, QUALITY & STAKEHOLDER RELATIONS

- Coordinate with the Medical Director, local EMS agency, hospitals, public safety partners, and subcontractor leadership on clinical education, protocol implementation, operational and clinical quality improvement, and system readiness.
- Use clinical quality improvement findings and stakeholder feedback to identify system-level training gaps and coordinate educational or operational remedies within assigned authority.
- Assist with hospital offload and patient flow coordination, alternate destination initiatives, Emergency Nurse Communication System (ECNS) integration, and other system efficiency initiatives as assigned.
- Represent CONFIRE at assigned EMS committees, operational workgroups, training forums, and agency coordination meetings; maintain productive interagency relationships.
- Support Commission on Accreditation of Ambulance Services (CAAS) accreditation preparation, survey responses, corrective actions, and ongoing standard maintenance where applicable.

5. ADMINISTRATION, REPORTING & ACTING AUTHORITY

- Prepare and present executive-level operational, training, contract compliance, workforce readiness, and performance reports, dashboards, briefing materials, and recommendations.

- Assist with division budget preparation, forecasting, resource planning, staffing proposals, procurement input, and financial monitoring within delegated limits.
- Develop, review, and distribute assigned administrative policies, EMS training bulletins, operational education materials, procedures, and formal communications.
- Provide technical guidance to managers and system partners regarding EMS operations, training compliance pathways, and operational expectations; refer legal or medical practice questions to authorized subject-matter leadership.
- Serve as acting Director during the Director's absence or when designated. When acting as Director, exercise additional personnel, signing, fiscal, and contractual authority within the limits of CONFIRE policies and formally delegated authority. Provide emergency or temporary operational relief as required.
- Perform other related duties as assigned.

MINIMUM QUALIFICATIONS

Education

Bachelor's degree from an accredited college or university in Emergency Medical Services, Public Administration, Healthcare Administration, Emergency Management, Public Health, Nursing, Education, Business Administration, or a closely related discipline. An equivalent combination of formal education, advanced training, and qualifying experience may be considered in accordance with CONFIRE policy.

Experience

Five (5) years of progressively responsible experience in EMS operations, ambulance transport systems, public safety or healthcare administration, EMS training, operational readiness, contract compliance, or related work. Qualifying experience should demonstrate substantial responsibility in at least two of the following: EMS operational coordination, program management, contract or regulatory compliance, performance improvement, workforce development, or multi-agency training administration.

Highly Desirable

- Prior supervisory or management experience in a public EMS, fire-based EMS, contracted ambulance, or regional EMS system environment.
- Master's degree in a related field; current or prior paramedic, RN, EMS educator, or related clinical credential.
- Experience with California EMS regulatory requirements, Title 22, local EMS agency policies, ambulance deployment analytics, learning management systems, accreditation, and EMS contract oversight.

- Relevant instructor certifications (e.g., BLS, ACLS, PALS, PHTLS), clinical quality improvement experience, and emergency management qualifications.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of EMS system design, ambulance operations and deployment, dispatch integration, contractual performance metrics, and principles of public-sector management.
- Working knowledge of California EMS laws and regulations, applicable local EMS agency standards, clinical governance boundaries, training documentation, continuing education, and accreditation practices.
- Ability to interpret complex agreements and operational data, evaluate compliance, establish practical corrective actions, and deliver concise executive recommendations.
- Ability to directly supervise assigned personnel; set performance expectations; coach, evaluate, and develop employees; address performance deficiencies; manage cross-functional projects; resolve operational issues; communicate effectively; and build cooperation among public agencies, private ambulance partners, hospitals, and regulators.
- Proficiency with analytics, reporting, productivity, training or learning management, and document management systems.

CONDITIONS OF EMPLOYMENT

Work schedule may include evenings, weekends, holidays, and on-call or after-hours operational support as required. The position may respond to large-scale incidents, system disruptions, emergency deployment needs, continuity-of-operations activities, or other critical service events. Travel among CONFIRE offices, provider facilities, partner agencies, and staging sites may be required. A valid California driver's license and proof of required automobile liability insurance must be maintained as applicable to position duties.

HUMAN RESOURCES ANALYST

Job Code: TBD
Salary Range: 55C– Benefit Group C
Classification: Exempt (proposed)
Updated: November 9, 2026

JOB DESCRIPTION

Under general direction of the Human Resources Manager or designated administrator, the Human Resources Analyst performs advanced professional, technical, and analytical human resources work; leads assigned programs and complex projects; provides technical supervision and work direction to human resources support staff or small teams; and advises management on personnel administration, classification and compensation, recruitment, employee relations, and compliance matters.

The position has primary operational responsibility for assigned position-control, job, pay, and personnel-action processes, including oversight of transactions and records maintained through the County's Employee Management and Compensation System (EMACS) or successor systems. The incumbent independently researches and resolves complex personnel issues, develops recommendations, and coordinates with County human resources, payroll, finance, and departmental representatives. Final authority for organization-wide policy, significant personnel decisions, and matters reserved to management remains with the Human Resources Manager or other authorized official.

DISTINGUISHING CHARACTERISTICS

This classification is distinguished by its responsibility to perform advanced professional human resources functions, provide technical supervision and lead assigned staff, and assist in the administration and oversight of CONFIRE's human resources programs and operations.

REPRESENTATIVE DUTIES

Duties may include, but are not limited to, the following:

1. ADVANCED HUMAN RESOURCES ADMINISTRATION

- Lead and perform complex professional human resources assignments; interpret applicable laws, policies, personnel rules, agreements, salary schedules, and administrative procedures; provide recommendations to management.

- Provide technical direction, quality review, training, and work coordination for HR Generalists, technicians, or other assigned staff; lead small teams and special projects; participate in performance feedback and supervisory processes when delegated.

• Advise department managers on position changes, appointments, promotions, transfers, separations, employee status, and other personnel administration matters; identify risks and escalate matters requiring management approval.

2. POSITION CONTROL, CLASSIFICATION & COMPENSATION

• Oversee job, pay, and position-management processes in EMACS or successor systems, including position establishment, changes to position attributes, funding and organizational assignments, salary placements, and personnel action workflows.

• Review and coordinate personnel transactions for accuracy, completeness, approvals, effective dates, position authorization, classification, pay rules, and consistency with approved budgets and salary schedules.

• Maintain and reconcile authorized positions, vacancies, incumbency, classification records, and personnel data with Finance, payroll, County partners, and departmental management; research and resolve discrepancies.

• Conduct classification and compensation studies; review job descriptions, allocation requests, salary comparisons, reclassification proposals, and organizational changes; prepare findings and recommendations for approval.

• Develop controls, reports, procedures, and audit trails to support reliable personnel data and prevent unauthorized or inconsistent job and pay actions.

3. RECRUITMENT, EMPLOYEE RELATIONS & COMPLIANCE

• Coordinate complex recruitments, selection processes, hiring approvals, onboarding, probation tracking, and personnel status changes; advise hiring managers on consistent and defensible practices.

• Analyze sensitive employee relations issues, grievances, performance concerns, and complaints; gather facts, prepare management recommendations, and coordinate investigations or corrective processes as assigned.

• Provide advanced guidance on leaves, accommodations, benefits coordination, labor relations administration, and applicable employment requirements; refer legal, labor-negotiation, or final adjudicative decisions to authorized officials.

• Monitor compliance with personnel policies, record retention, confidentiality requirements, and applicable federal and California employment laws.

4. ANALYSIS, REPORTING & PROGRAM IMPROVEMENT

• Prepare complex studies, staff reports, salary and staffing analyses, management briefings, proposed policy revisions, and recommendations concerning workforce and personnel administration.

• Analyze staffing trends, vacancy rates, classification structures, compensation impacts, personnel transaction timeliness, and data integrity; develop dashboards and corrective process improvements.

• Coordinate with County departments, external partners, and CONFIRE Finance, payroll, and management on system changes, personnel records, budgeted positions, and HR projects.

• Assist with development and implementation of HR policies, operating procedures, training, and internal controls; represent Human Resources at assigned meetings and workgroups.

• Perform other related duties as assigned.

MINIMUM QUALIFICATIONS

Education

Bachelor's degree from an accredited college or university in Human Resources Management, Public Administration, Business Administration, Organizational Development, or a closely related field. An equivalent combination of education and qualifying experience may be considered in accordance with CONFIRE policy.

Experience

Four (4) years of progressively responsible professional human resources experience involving complex personnel administration, classification and compensation, recruitment, employee relations, or position management. Experience must include substantial independent analytical responsibility; lead-worker, technical supervisory, or project leadership experience is desirable.

KNOWLEDGE, SKILLS & ABILITIES

• Advanced principles and practices of public-sector human resources, classification and compensation, position control, recruitment, employee relations, and personnel records administration.

• Applicable employment laws, personnel rules, salary schedules, collective bargaining provisions where relevant, and confidentiality standards.

• Ability to interpret complex requirements, audit job and pay actions, analyze organizational and compensation data, and develop sound, well-documented recommendations.

• Ability to lead small teams, provide technical supervision, train and review staff work, resolve difficult issues diplomatically, and communicate effectively with employees and executive management.

• Proficiency with enterprise HR information systems, spreadsheets, reporting tools, and confidential personnel data management.

CONDITIONS OF EMPLOYMENT

Work is generally performed in an office environment, with occasional travel to CONFIRE and partner agency locations and attendance at meetings outside regular business hours as required. The incumbent must maintain the confidentiality of sensitive employee information. A valid California driver license and proof of required automobile liability insurance may be required when driving is an essential assigned duty.

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LIFE LINE BILLING SYSTEMS, LLC
MASTER SERVICES AGREEMENT

This MASTER SERVICES AGREEMENT (the "Agreement") is made and entered into as of this ___ day of _____, 2026, (the "Effective Date") by and between Consolidated Fire Agencies of the East Valley dba CONFIRE, (herein referred to as "Client"), an entity duly organized and existing under the laws of the State of California with principal offices located at 1743 Miro Way, Rialto, CA 92376, and Life Line Billing Systems, LLC, d/b/a LifeQuest Services, a company duly organized and existing under the laws of Wisconsin, whose address is W62 N248 Washington Avenue, #204, Cedarburg, WI 53012, (hereinafter referred to as "Agency"). Client and Agency are referred to herein individually as "Party" and, collectively, as the "Parties".

RECITALS

WHEREAS, Client is engaged in the business of providing various services to customers, some of whom fail to pay in full or on time, resulting in outstanding account balances;

WHEREAS, Agency is engaged in the business of providing various accounts receivable management services and systems, and is willing to provide services to Client, in accordance with the definition, terms and conditions set forth in this Agreement;

WHEREAS, Client wishes to engage Agency's services, to assist in collecting on its balances owed; and

WHEREAS, the Parties intend for this Agreement to define their respective rights, duties and obligations concerning the services and matters related thereto.

NOW, THEREFORE, in consideration of the foregoing and the mutual agreements set forth below, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, and intending to be legally bound, the Parties hereby agree as follows:

1. DEFINITIONS.

1.1. "Account(s)" or "Customer Account(s)" generally refers to Client accounts for the servicing or collection of an outstanding balance due, as may be further defined by an applicable Statement of Work or Exhibit.

1.2. "Account Information" is all information related to an Account including, but not limited to, personally identifiable information, balance and service information.

1.3. "Client Data" is all Client information that Client provides to Agency or that otherwise comes into Agency's possession pursuant to this Agreement, including Account or Consumer Information.

1.4. "Client Systems" is any computers, equipment, systems, or applications owned or licensed by Client or a Client's Third Party Client that may be used or accessed by Agency in connection with the Services.

1.5. "Consumer Information" means customer information as defined in 16 C.F.R. § 314.2(b) as well as any information that identifies a customer or consumer (as such terms are defined by the Gramm-Leach-Bliley Act of 1999 (15 U.S.C. § 6801 et seq.), as amended from time to time) and

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information from which a customer's or consumer's identity can be ascertained, either from the information itself or by combining the information with information from other sources, including any information provided by Client to Agency, or that Agency shares with Client, that relates to an individual.

1.6. "Customer" means any individual or entity that receives services from Client, resulting in an Account. This includes, but is not limited to, patients, clients, or other individuals who maintain a similar relationship with Client.

1.7. "Services" means all services performed by Agency for Client as set forth in a Statement of Work or other applicable Exhibit, including but not limited to those outlined in Section 4.1 of the applicable SOW.

1.8. "Statement(s) of Work" or "SOW" refers to a separate document executed under and governed by this Agreement that defines the specific services, pricing, and other project-specific terms applicable to a particular engagement between the Parties. Each SOW shall be incorporated by reference into this Agreement. In the event of a conflict between the terms of an SOW and this Agreement, the terms of this Agreement shall govern unless the SOW expressly states otherwise.

2. SERVICES.

2.1. **Statement(s) of Work.** During the Term (as defined below) of this Agreement, Client shall place Accounts with Agency for the provision of Services as further defined in the SOW(s) attached hereto and incorporated by reference. If the Parties do not execute an SOW, this Agreement shall be terminated effective immediately with no recourse, consequence, or penalty to either Party.

2.2. **Receipt of Payment.** All funds collected by Agency on a Customer Account shall be promptly deposited into a separate trust account maintained by Agency at a federally insured financial institution for the benefit of Client.

2.3. **Cessation of Activity.** Client may direct Agency to cease collections of any individual Account(s) by providing written notice to Agency, which shall be effective upon Agency's receipt of such notice.

2.4. **Reporting.** Agency shall provide Client with appropriate reporting and information regarding Agency's provision of Services.

2.5. **Legal Action.** Agency will not initiate legal action on any Account without Client's prior express written authorization. If Client wishes to authorize Agency to pursue legal action on Accounts, the terms governing such actions must be set forth in a separate SOW.

2.6. **Exclusivity.** Client hereby acknowledges that Agency is the exclusive provider of the Services outlined in this Agreement, including those specified in any applicable SOW or Exhibit. Client shall not engage any third party to perform the same or substantially similar Services during the Term of this Agreement without Agency's prior written

3. TERMS OF PAYMENT.

3.1. **Fees.** Client shall compensate Agency for the Services in accordance with the payment terms set forth in each applicable SOW (collectively the "Fees"). All payments shall be made in the manner, amounts, and timeframes specified in the SOW.

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3.2. **Invoice.** Agency shall provide Client with a monthly invoice setting forth the Fees and amounts due Agency for the Services. Client will pay any undisputed Fees within thirty (30) days of Agency's sending the invoice. Upon Client's request, Agency shall include additional invoice details as mutually agreed upon by the Parties, with such details specified in the applicable SOW.

3.3. Payment.

3.3.1. **Method of Payment.** Client shall remit payment to Agency using one of the following accepted payment methods: wire transfer, ACH transfer, check, or any other method mutually agreed upon in writing by the Parties**.** All payments shall be made in U.S. dollars and in accordance with the payment terms set forth in the applicable SOW.

3.3.2. **Electronic Funds Transfer.** If payment is made by check, Client acknowledges and agrees that Agency may process the check as a standard check transaction or convert it into an electronic funds transfer (EFT), as permitted under this Agreement. If Agency processes the payment via EFT, the funds may be withdrawn from Client's account as soon as the same day the check is received. Client acknowledges that, in the case of an EFT, it will not receive a canceled check from its financial institution.

3.3.3. **Late Payment.** A one-time late fee of 5% shall be added to any undisputed invoices that remain unpaid by the 5th day of the calendar month following the Payment Date. Interest shall begin to accrue on all unpaid balances starting thirty (30) days after the presentment of said invoice for any unpaid balances at the rate of 1½% per month or the highest rate allowed under applicable law, whichever is lower. Client shall be responsible for all costs of collection incurred by EMS|MC or others in attempting to collect any amounts due from Client under this Agreement, including, but not limited to, reasonable attorney fees.

3.4. **Dispute.** If Client disputes any portion of an invoice in good faith, it must provide Agency with a written notice of dispute ("Dispute Notice") on or before the invoice due date. The Dispute Notice shall include a detailed explanation of the basis for the dispute and all supporting documentation that Client relies upon in making the dispute, equivalent to what would be provided in a formal dispute process. Failure to provide a timely Dispute Notice with the required supporting documentation shall constitute a waiver of Client's right to dispute the invoice.

Upon receipt of a valid Dispute Notice, Agency shall have thirty (30) days to review the dispute and supporting documentation. Agency, in its sole discretion, shall determine whether any adjustment to the invoiced amount is warranted. Following Agency's determination, Client shall remit payment in full for any remaining undisputed or adjusted amounts within thirty (30) business days.

4. REPRESENTATIONS, WARRANTIES, AND COVENANTS.

4.1. **Client Representations and Warranties.** As an inducement to Agency to enter into this Agreement, Client represents and warrants to Agency and agrees to the following:

4.1.1. Client has the power and authority to place Accounts with Agency for collection and to authorize Agency to provide Services in accordance with this Agreement and all applicable laws.

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4.1.2. All amounts, fees, interest, or charges associated with the Accounts have been validly assessed, are legally enforceable, and are authorized by law and/or the underlying agreement creating the amount due.

4.1.3. Client shall provide Agency with complete, accurate and timely Consumer and Account Information necessary for Agency to provide Services, including, but not limited to, accurate balance information, payment history, customer contact information, dispute history, and any relevant account documentation.

4.1.4. Client maintains, in its possession, all documentation necessary to substantiate the validity, enforceability, and accuracy of the information on any Account placed with Agency. Client shall promptly provide such documentation to Agency upon request.

4.1.5. Accounts placed with Agency: (a) are valid, due and owing; (b) have not been discharged in bankruptcy or included in a presently pending bankruptcy; (c) have not been disputed, settled, or paid-in-full; (d) are not currently subject to representation by a consumer attorney; and (e) have not been the subject of any previous litigation, judgment, or legal proceeding, except as expressly disclosed to Agency in writing prior to placement..

4.1.6. Client shall within forty-eight hours notify Agency in writing of any and all notices, correspondence, or legal filings received by Client or Client representatives from a Customer regulatory agency, or legal representative regarding an Account placed with Agency, including but not limited to: (a) disputes, complaints, cease-and-desist requests, or verification requests; (b) notifications of bankruptcy filings or legal representation;(c) direct payments or returned checks related to an Account assigned to Agency; and (d) any other information that may impact Agency's ability to lawfully and effectively perform its Services.

4.1.7. Client shall within forty-eight hours notify Agency of Client's actual, or constructive knowledge of any of the following events: (i) any customer of an Account files bankruptcy, is represented by an attorney or has submitted a dispute(s) regarding any Account placed with Agency, or is the subject of a complaint or a cease and desist notification by a debtor during the time in which Agency is providing Services; or (ii) Client receives any direct or indirect payment on an Account or a returned check on any such payment during the time in which Agency is providing Services to Client.

4.1.8. Client shall maintain its Systems in compliance with industry standards, ensuring that such systems remain fully operational and capable of supporting the Services. If Agency provides any hardware or software to facilitate Client's use of the Services, Client shall maintain such hardware and software in good working condition and shall not modify or interfere with such systems without Agency's prior written consent.

4.1.9. Client represents and warrants that it has complied and will continue to comply with all applicable federal, state, and local laws, rules, and regulations governing the origination, maintenance, and collection of Accounts. Client further warrants that it has not engaged in any deceptive, misleading, or unfair practices in connection with any Account placed with Agency.

4.1.10. Client represents and warrants that its engagement with Agency does not violate any other agreements with third parties and that Client has not assigned, sold, or otherwise transferred any interest in the Accounts to another party.

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4.1.11. Other than as expressly set forth in this Agreement, Client makes no representations or warranties, express or implied, concerning the Accounts or the Services. Client, does however, acknowledge that its representations and warranties hereunder are material inducements for Agency to enter into this Agreement and that any breach of these representations and warranties shall constitute a material breach of this Agreement.

4.2. **Agency Representations and Warranties.** As an inducement to Client to enter into this Agreement, Agency represents and warrants to Client and agrees to the following:

4.2.1. Agency shall perform Services with professional skill, diligence, and in a commercially reasonable manner. Agency shall maintain its systems, employ personnel, and conduct its operations, in compliance with applicable federal, state and local laws, rules and regulations (collectively, "Laws") governing its activities and those applicable to Client in connection with the Services. Agency shall also adhere to the terms of this Agreement and any applicable SOW.

4.2.2. Agency shall obtain and maintain all necessary licenses or registrations to perform the Services under this Agreement.

4.2.3. Agency owns or otherwise holds all licenses or other rights in the systems necessary to provide the interface with Client Systems and to perform the Services;

4.2.4. Agency shall maintain its systems and infrastructure in good working order and repair, consistent with reasonable and customary industry IT standards and the requirements of this Agreement.

4.2.5. Other than as expressly set forth in this Agreement, Agency makes no representations or warranties, express or implied, concerning the Services.

5. **INDEPENDENT CONTRACTOR STATUS.** Agency, including all Agency personnel, shall perform the Services under this Agreement as an independent contractor. At no time shall Agency or its personnel, be considered employees, agents, officers, or representatives of Client, nor shall they hold themselves out as such. Agency shall have no authority to bind, or attempt to bind, Client to any agreement, liability, or obligation of any kind. This Agreement does not create, nor shall it be construed to create, a partnership, joint venture, fiduciary relationship, or any other profit-sharing arrangement between the Parties or their respective affiliates. Nothing in this Agreement shall prohibit or restrict Agency from providing similar services to other clients, provided that Agency complies with all obligations under this Agreement, including its confidentiality obligations.

6. DATA PRIVACY COMPLIANCE.

6.1. **Protection of Data.** Agency will maintain safeguards and take technical, physical and organizational precautions to protect Client Data against loss, destruction, alteration, unauthorized access by or disclosure to third parties while in the possession or under the control of Agency.

6.2. **PCI Compliance.** Agency will maintain safeguards and take technical, physical and organizational precautions to protect cardholder data, for Accounts serviced for Client, in its possession or in its systems as required by Payment Card Industry Data Security Standards (PCI DSS).

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6.3. **HIPAA Compliance.** Agency shall, in accordance with all applicable Laws, including, without limitation, the applicable requirements of the Health Insurance Portability and Accountability Act of 1996 and the Health Information Technology for Economic and Clinical Health Act of the American Recovery and Reinvestment Act of 2009, and the regulations promulgated thereunder from time to time (collectively, the "HIPAA Rules"), maintain and safeguard the confidentiality of all patient information received or generated in connection with the services provided under this Agreement. Additionally, as required under the business associate provisions of the HIPAA Rules, Agency agrees to be bound by the language set forth in the separate Business Associate Agreement, which Business Associate Agreement is incorporated by reference into this Agreement. Agency agrees to take such action as is necessary to amend this Agreement and the Business Associate Agreement from time to time as may be necessary to comply with the requirements of the HIPAA Rules.

6.4. **Disclaimer.** While Agency will use commercially reasonable efforts to secure and protect Client Data, Client acknowledges that no system, network, or data transmission can be fully guaranteed to be secure from unauthorized access or breaches. Accordingly, Agency makes no warranty or guarantee, express or implied, that such security measures will prevent all possible security incidents, cyberattacks, or data breaches.

7. TERM AND TERMINATION.

7.1. **Term.** This Agreement shall commence on the Effective Date set forth above for a period of one year (1) year, (the "Initial Term").

7.2. **Renewal.** Upon expiration of the Initial Term, this Agreement can be renewed for a one (1) year period, at Client's request and Agency's acceptance, unless terminated in accordance with the governing terms of this Agreement. The Initial Term and all Subsequent Terms shall collectively be referred to as the **"Term."** All terms and provisions of this Agreement shall remain in full force and effect during each Renewal Term unless modified by the Parties in a signed writing.

7.3. **Termination for Convenience.** Notwithstanding any provision to the contrary, this Agreement, whether in its entirety or in part with respect to one or more SOW, may be terminated without cause by either Party upon at least sixty (60) day's written Notice to the other Party.

7.4. **Termination for Insolvency/Discontinuance of Business.** This Agreement may be terminated immediately by a Party upon written Notice to the other Party: (i) upon the institution by or against the other Party of insolvency, receivership or bankruptcy proceedings or any other proceeding for the settlement of the other Party's debts; (ii) upon the other Party making an assignment for the benefit of creditors; or (iii) upon the other Party's dissolution or ceasing to do business.

7.5. **Records Disclosure after Termination.** Unless otherwise required by law or this Agreement, after termination of this Agreement, Agency is not responsible to furnish Client with Account or Consumer Information.

7.6. **Payment upon Termination.** With respect to any termination of the Services (regardless of the reason), Client shall pay Agency any accrued but unpaid Fees and amounts due for Services performed through the effective date of termination in accordance with the invoices issued or to be issued by Agency therefor. Client shall also pay Agency any accrued and/or unpaid Fees for amounts due for any Customer payment received by Client due to Services performed by Agency up to one-hundred twenty (120) days after the date of termination.

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8. CONFIDENTIAL INFORMATION.

8.1. **Generally.** In connection with the performance of the Services (including all periods prior hereto during which proposals to perform the Services were being made and the Services were being evaluated), each of the Parties has or may have disclosed, or will or may disclose to the other Party certain confidential and/or proprietary information and materials, including, but not limited to, trade secrets, products or services, customers, business and marketing strategies, software programs, methods, inventions, processes and techniques, and/or other information identified by the Disclosing Party as confidential and proprietary (collectively, "Confidential Information"). With respect to Client, Confidential Information also expressly includes, but is not limited to, all Account Information, Consumer Information, and information covered by HIPAA Rules (as defined herein).

8.2. **Permitted Uses.** For purposes of this Section, a Party who has disclosed or discloses its Confidential Information is referred to as the "Disclosing Party" and the Party to whom such Confidential Information is disclosed is referred to as the "Receiving Party". Except as set forth below, the Receiving Party shall not disclose to any person or entity any Confidential Information of the Disclosing Party that is disclosed to, or is otherwise obtained by or becomes known to the Receiving Party. The Receiving Party shall not use any Confidential Information of the Disclosing Party for any purpose other than to perform its obligations or enforce its rights under this Agreement ("Permitted Uses").

8.3. **Limited Use and Disclosure.** The Receiving Party may use the Confidential Information of the Disclosing Party only to perform its obligations or enforce its rights under this Agreement, and shall be subject HIPAA Rules. The Receiving Party may disclose the Confidential Information of the Disclosing Party only to those employees, agents, attorneys and advisors of the Receiving Party who need to know such Confidential Information in order for the Receiving Party to make use effectively of it for the Services and rights and obligations arising under this Agreement. All such employees or other persons receiving such information shall first inform other persons who need to know such information of the aforementioned confidentiality obligations and shall obtain each person's consent to maintain the confidential nature of said information before disclosure. The Receiving Party shall be responsible for any unauthorized disclosure or use of the Disclosing Party's Confidential Information by such employees, agents, attorneys, advisors, or others.

8.4. **Care and Notice.** The Receiving Party shall protect and maintain the confidentiality of the Confidential Information of the Disclosing Party using at least the same level of care (but no less than reasonable care) that the Receiving Party uses to protect and maintain the confidentiality of its own Confidential Information. Each Party agrees to give the other immediate written Notice of any unauthorized access to or disclosure of Confidential Information.

8.5. **Request for Disclosure.** During the Term, in the event that the Receiving Party receives a request to disclose all or any part of the Confidential Information under an order or inquiry issued by a court of competent jurisdiction or by a judicial or administrative agency or legislative body, the Receiving Party shall immediately notify the other Party of the existence, terms and circumstances surrounding such request and if disclosure of the Confidential Information is required or deemed advisable, exercise its best efforts to obtain from such court, agency or body an order, stipulation or other reliable assurance acceptable to the Disclosing Party that confidential treatment will be accorded to such portion of the Confidential Information to be disclosed.

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8.6. **Permitted Use and Disclosure.** Notwithstanding the foregoing provisions, the obligations of the Receiving Party herein shall not apply to information and materials that:

8.6.1. As of the Effective Date of this Agreement, is in or at any time thereafter comes into, the public domain or is otherwise generally known at the time obtained by the Receiving Party or the time of disclosure, other than through a breach of this Agreement by the Receiving Party;

8.6.2. Can be shown by the Receiving Party to have been known to the Receiving Party prior to it being disclosed to it by the Disclosing Party;

8.6.3. Subsequently comes into the possession of either Party from a third party which had a lawful right to disclose such information without restriction or which is independently developed by such third party;

8.6.4. Is disclosed, pursuant to legal or regulatory requirements; or

8.6.5. The Receiving Party has written authority from the other Party to disclose it.

8.7. **Return or Destruction.** Except as otherwise required by law, at the request of the Disclosing Party during or upon termination of this Agreement, each Receiving Party shall, as promptly as practicable, deliver to the Disclosing Party all Confidential Information of the Disclosing Party then in the Receiving Party's possession or under the Receiving Party's control or, in lieu thereof, the Receiving Party may destroy all of the Receiving Party's copies of such Confidential Information and certify to the Disclosing Party in writing that such destruction has been accomplished; provided, however, in all events, the Receiving Party may retain one copy of such Confidential Information solely for archival purposes and which may be used only to demonstrate what was received from the Disclosing Party (or developed or maintained for the Disclosing Party) in connection with any dispute regarding the same which may arise.

9. LIMITATION OF LIABILITY.

9.1. IN NO EVENT SHALL EITHER PARTY BE LIABLE TO THE OTHER UNDER THIS AGREEMENT FOR ANY SPECIAL, PUNITIVE, INDIRECT, INCIDENTAL, CONTINGENT, EXEMPLARY OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, WHETHER BASED ON BREACH OF CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY OR OTHER LEGAL OR EQUITABLE THEORY, WHETHER OR NOT THE PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

9.2. NOTWITHSTANDING THE LIMITATIONS OF LIABILITY SET FORTH IN SECTION 9.1 ABOVE, SUCH LIMITATIONS SHALL NOT APPLY TO EITHER PARTY'S: (I) BREACH OF ITS CONFIDENTIALITY, DATA SECURITY OR PRIVACY OBLIGATIONS; (III) WILLFUL MISCONDUCT, RECKLESSNESS AND/OR NEGLIGENCE AND/OR (IV) FRAUD OR VIOLATION OF LAW.

10. INDEMNIFICATION.

10.1 Agency Indemnification. Client shall indemnify and hold the Agency and assigns harmless from and against any actions, causes of action, claims, demands, damages, costs, loss of services, expenses, compensation and attorney's fees incurred or suffered as a result of the Client's breach of any provision of this Agreement whether by negligent or intentional means causing an incident where recovery is sought including, but not limited to, actions arising out of the failure of the Client to fully, completely, accurately and adequately report, for purposes of the Agency's

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collecting attempt of a Customer Account. It is understood and agreed that this acknowledgment is given as a full release of liability to the Agency.

10.2 Client Indemnification. Agency shall indemnify and hold the Client, its governing board, and each of its officers, officials, employees, agents, and representatives, harmless from and against any actions, causes of actions, claims, demands, damages, costs, loss of services, expenses, compensation and attorney's fees incurred or suffered as a result of the Agency's breach of any provision of this Agreement whether by negligent or intentional means. It is understood and agreed that this acknowledgment is given as a full release of liability to the Service Provider.

11. **FORCE MAJEURE.** If all or any part of either Party's performance of its obligations under this Agreement is prevented, hindered or delayed or otherwise made impracticable by reason of pandemic, fires, explosions, lightning, windstorm, tornadoes, earthquakes, vandalism, theft, accidents, acts of war or breaches of the peace, riots, civil disturbances, labor disturbances, strikes, lockouts, compliance with law or governmental regulation or other causes of like or different character beyond the control of either Party (each a "Force Majeure Event"), the Party whose performance is thus prevented, hindered or delayed (the "Hindered Party") shall be excused from such performance during the continuance of any such contingency and for so long as such contingency shall continue to prevent, hinder or delay such performance; provided, however, that in the case of any contingency the Hindered Party shall use its best efforts to overcome the cause and effect of such contingency; and provided, further, that if such Force Majeure Event shall prevent the Hindered Party from performing its obligations hereunder for more than two consecutive weeks, the other Party shall be entitled to terminate this Agreement immediately upon giving of written Notice to the Hindered Party.

12. **BUSINESS CONTINUITY AND DISASTER RECOVERY.** Agency currently has and will maintain an appropriate disaster recovery, business continuity and contingency plan, including applicable policies and procedures (collectively, the "DRBC Plan"). The DRBC Plan will provide for continued operation in the event of a catastrophic event affecting Agency's business operations and will be in accordance with internationally accepted business continuity, contingency and disaster recovery planning standards, procedures and practices.

13. **COOPERATION.** The Parties agree to cooperate fully with each other and to provide any assistance necessary in connection with any lawsuit, proceeding, investigation, security breaches or similar situations that relate to the Services or which may involve the Parties, their employees or agents.

14. **SURVIVAL OF TERMS.** Upon expiration or termination of this Agreement for any reason, the Parties will have no further obligations hereunder, except as set forth in Sections 4 (Representations, Warranties and Covenants), 5 (Independent Contractor Status), 6 (Compliance with Law), 8 (Confidential Information), 10 (Limitation of Liability), 11 (Indemnification), and 12 (Insurance) herein, which will survive termination of this Agreement.

15. GENERAL PROVISIONS.

15.1. **Recitals.** The recitals set forth above are hereby incorporated into this Agreement by reference.

15.2. **Headings.** Headings in this Agreement are for convenience only and shall not be used to interpret or construe its provisions.

15.3. **Entire Agreement.** This Agreement, and all attachments, exhibits, and mutually approved and executed SOWs constitutes the entire agreement between Client and Agency regarding the

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subject matter of this Agreement, and supersedes all previous understandings, agreements and commitments, whether written or oral, between the Parties hereto with respect to the subject matter hereof and fully and finally sets forth the entire Agreement between the Parties hereto.

15.4. **Amendments.** Except as otherwise provided by the Agreement, SOW, or Exhibit, this Agreement, as well as any attachments, exhibits, or statements of work, shall not be amended or modified except in writing signed by both Parties.

15.5. **Waiver.** No waiver by either Party of any breach by the other Party of any of the provisions of this Agreement shall be deemed a waiver of any preceding or succeeding breach of the same or any other provisions hereof. No such waiver shall be effective unless in writing and then only to the extent expressly set forth in writing.

15.6. **Assignment.** Neither Party may assign or transfer any interest under this Agreement without the prior written consent of the other Party, not to be unreasonably withheld, conditioned or delayed; provided that Agency may assign this Agreement, without any prior written consent from Client, to an affiliate or subsidiary of Agency or of Agency's parent company to assume responsibility for Agency's obligations under this Agreement.

15.7. **Severability.** If any provision of this Agreement is invalid or unenforceable under any statute or rule of law, such provision, to the extent it is illegal, invalid or unenforceable, will be deemed omitted, but the remaining provisions shall not be affected in any way; and, to the extent permitted and possible, the invalid or unenforceable term or clause shall be deemed replaced by a term or clause that is valid and enforceable and that comes closest to expressing the intention of such invalid or unenforceable term or clause.

15.8. **Successors and Assigns.** This Agreement shall be binding upon and inure to the benefit of the Parties hereto and their respective successors and permitted assigns, but except as hereinafter provided, nothing in this Agreement is to be construed as an authorization or right of any Party to assign its rights or delegate its duties under this Agreement as provided in Section 15.6.

15.9. **Notices.** Any notice required or permitted to be given under this Agreement shall be sufficient if given: (i) in writing and personally delivered; (ii) sent by certified mail, postage prepaid, to the address set forth below or other notice address as designated in writing between the Parties prior to delivery and shall be effective and duly delivered on the day of personal or courier delivery; (iii) via electronic mail to an electronic mail address as set forth below and shall be effective and duly delivered upon the sending Party's confirmation of receiving Party's receipt of electronic notice ("Notice").

Client:
Consolidated Fire Agencies of the East Valley dba CONFIRE
1743 Miro Way
Rialto, CA 92376

Agency:
Life Line Billing Systems, LLC, d/b/a LifeQuest Services
PO Box 397
Wheeling, IL 60090
contracts@emsmc.com

15.10. **Choice of Law; Venue.** This Agreement, including the documents, instruments and agreements to be executed and/or delivered by the Parties pursuant hereto, shall be construed, governed by and enforced in accordance with the laws of the state of California, without giving effect to the

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principles of conflicts of laws thereof. The Parties agree that any disputes arising out of or related to this Agreement shall be venued in the state or federal courts situated in California, and the Parties hereby consent to and submit to the personal jurisdiction of such courts.

15.11. **Attorneys' Fees and Costs.** Unless otherwise stated under this Agreement, if any legal action or other proceeding relating to this Agreement, the Services contemplated hereby, or the enforcement of any provision of this Agreement is brought by any Party, each Party shall be responsible for their own attorneys' fees, or if an action brought forth is deemed frivolous by a court of law, in which case the Party bringing the frivolous action shall be responsible for any attorneys' fees incurred.

15.12 **Counterparts.** This Agreement may be executed and delivered in counterparts, and delivered via PDF, facsimile transmission, or electronic transmission, each of which shall be deemed an original and together shall constitute one agreement. Electronically transmitted signatures shall have the same binding effect as original signatures.

[Signatures Next Page]

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IN WITNESS WHEREOF, the Parties have executed and delivered this Agreement on the date set forth below, but to be effective as of the Effective Date.

Client:	**Agency:**
Consolidated Fire Agencies of the East Valley dba CONFIRE	**Life Line Billing Systems, LLC d/b/a LifeQuest Services**
_____	Signed by: Jay Gyure D4654ABACD10486...
Signature	**Signature**
Printed Name: _____	Printed Name: Jay Gyure
Title: _____	Title: Chief Financial Officer
Date: _____	Date: 11/10/2026

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Exhibit A

BILLING SYSTEMS, LLC

STATEMENT OF WORK – ACCOUNT COLLECTIONS

This Statement of Work ("SOW") is made and entered into as of this ___ day of _____, 2026 (the "SOW Effective Date"), by and between the Consolidated Fire Agencies of the East Valley dba CONFIRE ("Client") and Life Line Billing Systems, LLC("Agency").

1. INCORPORATION OF MASTER SERVICES AGREEMENT.

1.1. This SOW sets forth specific terms between Client and Agency regarding EMS Billing account collections services, but remains issued pursuant to, and incorporates by reference, the definitions, terms and conditions of the Master Services Agreement (the "Agreement").

1.2. This SOW reflects the final pricing and requirements for the Services, except as otherwise specified in the Agreement and as later modified by the Parties through a written agreement, permitted hereunder.

1.3. The definition of "Services" in the Agreement is hereby expanded to include the Services outlined in this SOW's Section 4.1.

1.4. In the event of a conflict between this SOW and the Agreement, the terms of the Agreement shall govern, unless this SOW expressly states otherwise.

1.5. Except as provided herein, all other terms, conditions and provisions of the Agreement shall remain in full force and effect.

2. **TERM.** This SOW shall commence on the SOW Effective Date and extend for a period of one (1) year (the "Initial Term") unless earlier terminated as allowed herein or as permitted by the Agreement.

3. **RENEWAL.** Upon expiration of the Initial Term, this SOW can be renewed upon mutual written agreement for a one (1) year period (each a "Renewal Term") unless permissibly terminated under this SOW and the Agreement. All terms and provisions of this SOW shall continue in full force and effect during each Renewal Term unless modified by the Parties in a signed writing.

4. DESCRIPTION OF SERVICES.

4.1. **Services.** Agency agrees to act as an independent service provider. Agency will provide qualified personnel and appropriate resources to support Client in managing and servicing certain aspects of the EMS Billing collection of accounts, performing designated functions that Client would otherwise handle internally. However, nothing in this SOW creates an employer-employee relationship, partnership, or joint venture between the Parties. The Services, as set forth herein, are

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provided by Agency in its independent capacity and do not alter the separate legal status of either Party.

4.2. **Compliance with Law.** When performing Services under this SOW, Agency will comply with the federal Fair Debt Collection Practices Act, 15 U.S.C. §§ 1692 *et seq.*, as well as applicable state and local laws, regulations, and industry standards governing debt collection practices.

4.3. **Account Collections.** Agency will adhere to the work standards and requirements as set forth in the Exhibits attached to this SOW, and governed hereunder, including but not limited to:

4.3.1. Agency will conduct the Services as a third-party debt collector subject to the federal Fair Debt Collection Practices Act ("FDCPA").

4.3.2. Agency will follow Client guidelines and policies, provided by Client to it, in writing, in the performance of Services.

4.3.3. Agency shall perform the Services in accordance with the description set forth in in this SOW's Sections 1.3 and 4.1.

4.3.4. To effectuate Services, Agency agrees to maintain sufficient qualified personnel ("Dedicated Staff") to perform the Services as contracted for under this SOW. Agency remains solely responsible for staffing and resource allocation to meet its obligations, and nothing in this SOW shall be construed as Client directing or controlling Agency's personnel.

4.3.5. Agency shall ensure that its Dedicated Staff are selected based on their qualifications, expertise, and ability to meet the requirements of the Services. Agency further represents that its Dedicated Staff will perform the Services with professional diligence and care, adhering to industry best practices and the quality standards expected of well-managed operations performing similar tasks.

4.4. Placement of Accounts.

4.4.1. Client shall ensure that all Accounts placed with Agency comply with federal, state, and local laws, including but not limited to the FDCPA.

4.4.2. Client shall maintain internal policies and procedures that align with applicable laws and industry standards and shall notify Agency of any changes impacting collection activities.

4.4.3. During the Initial Term and any Renewal Term(s), Client shall place EMS Billing accounts with Agency ("Accounts" or individually "Account") for collections. These Accounts shall consist of Client's customers, including but not limited to patients, customers, or individuals who have a similar relationship with Client ("Customer"), who are in default pursuant to Client's policies and procedures, and in accordance with the terms of this Agreement. Client authorizes Agency the option to close account and not pursue collection activities at its discretion.

4.4.4. Client shall provide Agency with accurate, complete, and up-to-date Account information, including customer details, outstanding balances, Account history, and any necessary documentation for collection efforts. Additionally, upon request, Client shall promptly supply

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Agency with Account updates, customer dispute resolutions, and supporting documents such as contracts, payment history, or correspondence.

4.4.5. Client shall ensure that only eligible accounts (e.g., those meeting default criteria) are placed with Agency in accordance with the Agreement. Specifically, Client shall only place accounts that it has confirmed are valid, owing, and the responsibility of the associated consumer with Agency. Client agrees that it shall not place any accounts that have not been properly billed to responsible third-parties, that are highly disputed, or with a balance of less than $25.00. If an Account is inadvertently placed with Agency that has a balance below this threshold, Client authorizes Agency, at its sole discretion, to close the Account and not pursue collection activities.

4.4.6. Client shall notify Agency in writing if it elects to withdraw an account from collection or settle an account under terms different from those agreed upon.

4.5. **Exclusivity.** Client hereby agrees that Agency is the exclusive provider of Services for the Accounts.

5. TERMS OF PAYMENT.

5.1. **Collection Contingency Fees.** In addition to the payment terms outlined in the Agreement, Client shall pay Agency with a "Contingency Fee" equal to twenty percent (20%) of the net revenue collected on the Accounts. This Contingency Fee shall be the sole compensation paid to Agency or its affiliates for the collection of the Accounts. To ensure available funds for payment, Client shall process, and remit payments collected directly from Customers on accounts placed with Agency in accordance with the agreed-upon remittance schedule.

6. GENERAL PROVISIONS.

6.1. **Agreement.** This SOW is governed by and subject to the terms and conditions of the Agreement, which are incorporated herein by reference.

6.2. **Amendment.** Except as otherwise provided herein, this SOW may not be modified, amended, changed, or waived in any manner, except by written approval executed by an authorized representative from each Party.

6.3. **Counterparts.** This SOW may be executed in counterparts, and delivered via PDF, facsimile transmission, or electronic transmission, each of which shall be deemed an original and together shall constitute one agreement. Electronically transmitted signatures shall have the same binding effect as original signatures.

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IN WITNESS THEREOF, the Parties have executed and delivered this SOW on the date set forth below, but to be effective as of the SOW Effective Date.

Client:	**Agency:**
Consolidated Fire Agencies of the East Valley dba CONFIRE	**Life Line Billing Systems, LLC d/b/a LifeQuest Services**
_____	Signed by: Jay Gyure D4654ABACD10486...
Signature	**Signature**
Printed Name: _____	Printed Name: Jay Gyure
Title: _____	Title: Chief Financial Officer
Date: _____	Date: 11/10/2026

STAFF REPORT

DATE: November 17, 2026

FROM: Nathan Cooke, Executive Director
BY: Damian Parsons, Deputy Executive Director
Erika Torres-Murillo, Staff Analyst II

TO: CONFIRE Administrative Committee

SUBJECT: Approval of One-Year Agreement with Life Line Billing Systems, LLC for Ambulance Billing Collection Services

Recommendation

Approve a one-year Master Services Agreement and accompanying Statement of Work with Life Line Billing Systems, LLC, doing business as LifeQuest Services, for third-party ambulance billing collections services at a contingency fee of 20% of amounts collected.

Background Information

On October 1, 2026, CONFIRE began providing ground ambulance services within its designated Exclusive Operating Area in San Bernardino County. As part of the implementation of the ambulance program, CONFIRE contracted with a third-party billing company to manage ambulance billing and related revenue cycle activities.

An additional component of the revenue cycle is the collection of outstanding patient account balances that remain unpaid after the standard billing process has been completed. These accounts require specialized collection services to maximize revenue recovery while ensuring compliance with applicable federal and California laws governing medical debt collection.

Due to the compressed timeline associated with implementing the ambulance program, CONFIRE has not had sufficient time to develop and conduct a competitive Request for Proposals (RFP) for these services.

To avoid further delaying the implementation of collections services, staff recommends entering into a one-year agreement with Life Line Billing Systems, LLC. This approach will allow CONFIRE to establish the necessary collections process while providing sufficient time to develop and issue an RFP for a longer-term agreement.

Financial Impact

Life Line has provided preliminary collection projections based on an annual ambulance billing volume of approximately 197,000 accounts. The projections assume that 20% of accounts will ultimately be referred to collections, resulting in approximately 39,400 accounts annually.

Using an estimated average outstanding balance of $1,200 per account and a collection recovery rate of 2.5%, Life Line projects the following annual financial results:

Description	Annual Projection
Ambulance billing accounts	197,000
Accounts referred to collections	39,400
Average balance per account	$1,200
Estimate recovery rate	2.5%
Gross collections recovered	$1,182,000
Collection fees (20%)	$236,400
Net revenue to CONFIRE	$945,600

These estimates represent a full year of collection activity and are provided for planning purposes only. Actual results will depend on the number of eligible accounts referred, outstanding balances, and collection performance.

Additionally, Life Line has advised that California medical debt collection requirements may result in an approximately 180-day period before accounts become eligible for referral. Accordingly, collection activity is not expected to begin until spring 2027, and the projected annual recoveries may not be fully realized during the initial contract term.

The agreement does not establish a fixed annual payment obligation. Compensation is based on actual amounts collected, with the 20% contingency fee paid from collection recoveries.

Based on the expected annual scenario, the estimated cost of services is $236,400, offset by approximately $1,182,000 in gross collections, resulting in estimated net recoveries of $945,600.

STAFF REPORT

DATE: November 17, 2026

FROM: Nathan Cooke, Executive Director
Renan Mamaril, MIS Director
BY: Ivan Ramirez, Finance Manager

TO: CONFIRE Administrative Committee

SUBJECT: Authorization to Execute a Consulting Agreement for Senior Network Engineer Services

Recommendation

Authorize the MIS Director or his designee to execute an agreement with a qualified consultant to provide Information Systems Analyst III/Senior Network Engineer services, for an annual amount not to exceed $175,000 per fiscal year.

Background Information

CONFIRE's Management Information Systems (MIS) Division has identified a need for an Information Systems Analyst III/Senior Network Engineer to support the design, configuration, maintenance, and ongoing operation of CONFIRE's network infrastructure.

In August 2026, MIS conducted a recruitment to fill the position. Although 17 applicants met the minimum qualifications, only three candidates were selected for interviews based on their reported experience and technical qualifications. During the interview process, staff determined that none of the candidates possessed the specialized technical expertise required for the position.

Given the critical nature of CONFIRE's network infrastructure and the difficulty in identifying qualified candidates, MIS is seeking authorization to engage a consultant to provide these services. Staff anticipates that the compensation offered through a consulting arrangement will be competitive and may help attract candidates with the necessary expertise.

MIS will continue its efforts to recruit a permanent employee. The consulting arrangement may also provide an opportunity to identify a qualified candidate who could subsequently be considered for permanent employment with CONFIRE.

The proposed authorization would allow the MIS Director or his designee to execute an agreement for these services at an annual cost not to exceed $152,000 per fiscal year.

Financial Impact

Sufficient appropriation is included in the FY 2026-27 budget for the existing budgeted position. Costs associated with the consulting agreement will be funded through these salary savings from CONFIRE Operations fund (5008), at an annual amount not to exceed $175,000.

Attachments

- N/A

STAFF REPORT

DATE: November 17, 2026

FROM: Damian Parsons, Deputy Executive Director, Business Operations
BY: Ivan Ramirez, Finance Manager

TO: CONFIRE Administrative Committee

SUBJECT: Adoption of Resolution Authorizing the Establishment of a Bank Account

Recommendation

Adopt a resolution authorizing the Executive Director or Deputy Executive Director to establish a bank account on behalf of CONFIRE and execute all necessary banking agreements and related documents.

Background Information

CONFIRE currently receives treasury and banking services from San Bernardino County's Auditor-Controller/Treasurer/Tax Collector office (ATC). Banking services are provided through Wells Fargo, with the County maintaining operational control over the banking system.

As part of CONFIRE's ongoing efforts to expand the capabilities of its Oracle NetSuite enterprise resource planning (ERP) system, staff is evaluating a direct bank feed integration with Wells Fargo. This integration would allow banking transactions to flow directly into NetSuite, facilitating the reconciliation of deposits and other accounts receivable activity. Automating these processes would significantly reduce manual reconciliation efforts, improve efficiency, and reduce staff workload.

To implement this integration, CONFIRE would need to purchase the Wells Fargo Vantage Connect connector for NetSuite. However, because the existing banking relationship is administered by the County, CONFIRE cannot independently purchase or activate the connector without the County's authorization.

On September 10, 2026, CONFIRE submitted a request to the County seeking its authorization. The County advised that it is evaluating the potential impact of the request on its existing service agreement with Wells Fargo. The County also notified CONFIRE it may be unable to separate the costs for the connector from its service agreement. As a

result, there is a possibility that the County may not authorize CONFIRE to proceed with the integration under the current banking arrangement

To provide an alternative should the County decline the request, staff is seeking authorization for the Executive Director or Deputy Executive Director to establish a separate bank account outside of the County's banking arrangements.

If necessary, staff intends to establish an account primarily for ambulance services revenue, maintaining a limited operating balance for testing, development, and validation of banking integrations with NetSuite. Funds exceeding the amount necessary for these purposes would continue to be transferred to the County Treasury in accordance with existing practices. All other CONFIRE revenues would continue to be deposited through the current Wells Fargo banking arrangement administered by the County.

Establishing this account would allow CONFIRE to develop and test banking integrations independently while maintaining its existing treasury relationship with the County. It would also provide the organization with greater operational flexibility and position CONFIRE for potential future banking independence, should the Board of Directors determine that such a transition is appropriate.

Financial Impact

There is no direct financial impact associated with authorizing the Executive Director or Deputy Executive Director to apply for and execute the documents necessary to establish a bank account.

Actual banking fees will depend on the financial institution selected and the account services required. However, such fees are generally modest and may be reduced or waived by maintaining applicable minimum account balances. Staff will evaluate available banking options to minimize these costs.

Additional costs may be incurred for a bank feed connector to integrate banking transactions with NetSuite. These costs are estimated not to exceed $3,600 annually, based on the approximate cost of the Wells Fargo Connect connector.

Any applicable banking and integration fees will be funded through CONFIRE's Operations budget (5008). Sufficient appropriation is included within the existing budget to accommodate these expenses.

Attachments

- Resolution No. 2026-05

RESOLUTION NO. 2026-05

RESOLUTION OF THE ADMINISTRATIVE COMMITTEE OF THE CONSOLIDATED FIRE AGENCIES ("CONFIRE")

AUTHORIZING THE ESTABLISHMENT OF A BANK ACCOUNT AND EXECUTION OF RELATED BANKING DOCUMENTS

WHEREAS, CONFIRE currently receives treasury and banking services through the San Bernardino County Auditor-Controller/Treasurer/Tax Collector's Office, including banking services provided through Wells Fargo; and

WHEREAS, CONFIRE is evaluating direct bank transaction feeds and related integrations with its Oracle NetSuite enterprise resource planning system to improve deposit reconciliation, accounts receivable processing, and operational efficiency; and

WHEREAS, implementation of such integrations under the existing County-administered banking arrangement may require authorization from the County; and

WHEREAS, CONFIRE desires the ability to establish a separate bank account for ambulance services revenue and related banking integration testing, while continuing to transfer excess funds to the County Treasury in accordance with applicable requirements; and

WHEREAS, the Administrative Committee finds that establishing such an account, subject to applicable law and CONFIRE governing documents, would support operational efficiency and provide additional banking flexibility;

NOW, THEREFORE, BE IT HEREBY RESOLVED by the Administrative Committee of CONFIRE as follows:

1. The Administrative Committee authorizes the establishment of one or more deposit accounts in the name of CONFIRE at a federally insured financial institution selected by the Executive Director, subject to applicable law, the Joint Powers Agreement, and CONFIRE financial policies.

2. The Executive Director or Deputy Executive Director is authorized to apply for such accounts and execute account applications, banking resolutions, signature cards, agreements, certifications, electronic banking documents, and other instruments reasonably necessary to establish and administer the accounts.

3. The Executive Director is authorized to designate and update authorized account signers and users in writing, subject to applicable treasury requirements and internal controls. Such designations shall not supersede any authority reserved to CONFIRE's Treasurer or other legally designated custodian of funds.

4. The initial purpose of the account shall be to receive ambulance services revenue and facilitate development, testing, and operation of banking integrations with Oracle NetSuite. Account balances shall be limited to amounts reasonably necessary for these purposes, and excess funds shall be transferred to the County Treasury in accordance with applicable requirements.

5. The Executive Director or Deputy Executive Director may procure related banking and integration services within available budget appropriations and applicable purchasing authority.

6. Implementation of this resolution is conditioned upon confirmation that the proposed account and custody arrangements comply with CONFIRE's Joint Powers Agreement, applicable California law, and any required Treasurer or Board of Directors approvals.

7. This resolution shall take effect immediately upon adoption.

THIS RESOLUTION was passed and adopted by the Administrative Committee at a meeting held on the ____ day of _____, 2026, by the following roll call vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

Signed and approved after its passage.

Attest:

_____ _____

Nathan Cooke Chairperson, Administrative Committee

Executive Director, CONFIRE

CONFIRE

STAFF REPORT

DATE: November 17, 2026

FROM: Nathan Cooke
Executive Director

TO: Administrative Committee

SUBJECT: One-Time Employee Recognition Payment

RECOMMENDED ACTION

1. Approve the two side letters with Teamsters Local 1932 authorizing a one-time employee recognition payment (OTERP), distributed as two $1,500 payments for a total of $3,000 per eligible employee, for the Miscellaneous, Supervisors', and Management Units and the Emergency Services Unit.
2. Adopt the attached resolution authorizing the same OTERP for eligible Exempt and Non-Represented employees, excluding the Executive Director and Deputy Executive Directors.
3. Authorize the Executive Director to execute the approved side letters and implement the payments following completion of any required union ratification.

BACKGROUND INFORMATION

The proposed OTERP recognizes the additional work employees have performed to implement CONFIRE's ground ambulance system while maintaining daily operations. Ground ambulance call volume has exceeded the volume anticipated in the County RFP, requiring employees across CONFIRE divisions to absorb increased responsibilities beyond the original staffing assumptions.

The increased workload has placed sustained demands on employees while positions remain unfilled. Personnel have worked additional hours, regularly worked through scheduled breaks and meal periods, and taken on responsibilities beyond their normal assignments to maintain coverage and meet operational needs. These conditions have contributed to stress, fatigue, and reduced work-life balance. Employees' efforts have supported service continuity throughout implementation, with workload pressures expected to continue until additional personnel are recruited, hired, and trained, anticipated by mid-January 2027.

Eligible employees would receive two $1,500 payments, totaling $3,000. The first payment would be made on December 9, 2026, with an employment cutoff of November 27, 2026. The second payment would be made on January 6, 2027, with an employment cutoff of December 25, 2026. Employees must be employed in an eligible position and meet the eligibility requirements at each applicable cutoff. Receipt of the first payment is required to qualify for the second. Additional eligibility requirements are established in the side letters and resolution.

The OTERP applies to eligible regular full-time and part-time employees in the covered classifications. The Executive Director, Deputy Executive Directors, contractors, and employees in temporary or other nonregular appointments are excluded.

The OTERP is a one-time recognition payment and does not increase base salary or establish an ongoing benefit. The attached documents provide for non-pensionable treatment and exclusion from the overtime regular rate, subject to applicable law and SBCERA requirements.

FINANCIAL IMPACT

The total estimated cost of both OTERP installments, including applicable employer payroll costs, is $354,000. This expenditure will be funded through salary and benefit savings from budgeted positions that remained unfilled within the adopted Fiscal Year 2026–27 budget.

Staffing aligned with the actual workload would have required additional personnel during implementation. Existing employees absorbed that workload while unfilled budgeted positions generated savings sufficient to cover the proposed payments. The funding comes from these existing vacancy savings. No additional appropriations or cost allocations to member agencies are required, and the OTERP does not create an ongoing budget obligation.

ATTACHMENTS

1. Teamsters Local 1932 Side Letter: Miscellaneous, Supervisors', and Management Units.
2. Teamsters Local 1932 Side Letter: Emergency Services Unit.
3. Administrative Committee Resolution: Exempt and Non-Represented Employees.

CLASSIFICATIONS COVERED

The following table identifies classifications within the groups covered by the proposed recognition payment. It is not an all-inclusive list or a roster of individual recipients. Payment eligibility is governed by the approved side letters and resolution, including the employment cutoffs and other eligibility requirements. The Executive Director and Deputy Executive Directors are excluded.

Employee Group	Classification
Exempt	Administrative Assistant
Exempt	Clerk of the Board
Exempt	Communications Director
Exempt	Contracts and Grants Manager
Exempt	Cultural Officer
Exempt	Emergency Communications Center Chief
Exempt	ECNS Director
Exempt	ECNS Manager
Exempt	EMS and Transport Director
Exempt	EMS Training Manager
Exempt	Executive Assistant
Exempt	Finance Administration Director
Exempt	Finance Manager
Exempt	Health and Wellness Director
Exempt	HR Generalist
Exempt	Human Resources Manager

Exempt	Logistics Manager
Exempt	Management Analyst
Exempt	MIS Director
Exempt	MIS Manager
Exempt	Public Information Officer
Exempt	Risk Manager
Non-Represented	Fiscal Specialist
Teamsters: Miscellaneous, Supervisors', and Management Units	Administrative Sec I
Teamsters: Miscellaneous, Supervisors', and Management Units	Automated Systems Analyst I
Teamsters: Miscellaneous, Supervisors', and Management Units	Automated Systems Technician
Teamsters: Miscellaneous, Supervisors', and Management Units	Computerized Mapping Analyst
Teamsters: Miscellaneous, Supervisors', and Management Units	Emergency Communication Assistant Manager
Teamsters: Miscellaneous, Supervisors', and Management Units	Emergency Communication Manager
Teamsters: Miscellaneous, Supervisors', and Management Units	Fiscal Specialist
Teamsters: Miscellaneous, Supervisors', and Management Units	GIMS Coordinator
Teamsters: Miscellaneous, Supervisors', and Management Units	Information System Analyst 2
Teamsters: Miscellaneous, Supervisors', and Management Units	Information System Analyst 3
Teamsters: Miscellaneous, Supervisors', and Management Units	MIS Supervisor
Teamsters: Miscellaneous, Supervisors', and Management Units	Staff Analyst I
Teamsters: Miscellaneous, Supervisors', and Management Units	Staff Analyst II
Teamsters: Emergency Services Unit	Call Taker
Teamsters: Emergency Services Unit	Dispatcher Trainee
Teamsters: Emergency Services Unit	Dispatcher
Teamsters: Emergency Services Unit	Supervising Dispatcher

SIDE LETTER AGREEMENT

CONSOLIDATED FIRE AGENCIES JPA
AND TEAMSTERS LOCAL 1932
Miscellaneous, Supervisors', and Management Units
ONE-TIME EMPLOYEE RECOGNITION PAY

Consolidated Fire Agencies JPA (CONFIRE) and Teamsters Local 1932 agree to supplement their 2024–2027 Memorandum of Understanding (MOU) for the Miscellaneous, Supervisors', and Management Units with the following one-time employee recognition pay (OTERP) provisions.

1. Covered Employees

This Side Letter Agreement applies to regular full-time and part-time employees in all classifications covered by the MOU, including probationary and trainee employees occupying regular positions. Temporary, recurrent, extra-help, and other nonregular appointments, contractors, the Executive Director, and all Deputy Executive Directors are excluded.

2. OTERP Amount and Payment Dates

The OTERP of $3,000 shall be paid in two installments, subject to the eligibility requirements in Section 3:

a) $1,500 on December 9, 2026, for employees eligible at the end of November 27, 2026 (Pay Period 25 of 2026).

b) $1,500 on January 6, 2027, for employees eligible at the end of December 25, 2026 (Pay Period 1 of 2027).

3. Eligibility for Each Installment

An employee must be employed by CONFIRE in an eligible regular appointment at the applicable pay-period cutoff listed in Section 2 to receive that installment. To receive the second installment, the employee must also have received the first installment.

Approved paid or unpaid leave does not interrupt eligibility while the employee retains an eligible regular appointment. Each qualifying employee shall receive the full $1,500 installment, without proration for scheduled hours or appointment date. Each installment may be paid only once.

4. Payroll and Retirement Treatment

The bonus is a one-time payment and shall not increase base salary, salary schedules, or leave accrual rates. It shall not be included in the regular rate of pay for overtime purposes. The OTERP is non-pensionable and shall not be reported to the San Bernardino County Employees' Retirement Association (SBCERA) as compensation earnable or pensionable compensation. These exclusions shall apply to the extent permitted by applicable law and controlling SBCERA determinations. Payments are subject to applicable taxes, withholding, and authorized deductions.

5. Effective Date and Duration

This Side Letter Agreement becomes effective upon execution by the parties, completion of any required Teamsters ratification, and approval by the CONFIRE Administrative Committee. It creates no entitlement to future OTERP and expires after the January 6, 2027, payment, except that earned payment obligations, payroll corrections, and enforcement rights survive.

6. Other MOU Provisions

The MOU grievance procedure applies to disputes concerning this Side Letter Agreement. These provisions control where necessary to administer this OTERP. All other provisions of the MOU remain in effect. Any substantive change to this Side Letter Agreement requires written agreement of the parties and Administrative Committee approval.

CONSOLIDATED FIRE AGENCIES JPA

Signature: _____ Date: _____

Name and title: _____

TEAMSTERS LOCAL 1932

Signature: _____ Date: _____

Name and title: _____

Administrative Committee approval date: _____

SIDE LETTER AGREEMENT
CONSOLIDATED FIRE AGENCIES JPA
AND TEAMSTERS LOCAL 1932
Emergency Services Unit
ONE-TIME EMPLOYEE RECOGNITION PAYMENT

Consolidated Fire Agencies JPA (CONFIRE) and Teamsters Local 1932 agree to supplement their 2025–2028 Memorandum of Understanding (MOU) for the Emergency Services Unit with the following one-time employee recognition payment (OTERP) provisions.

1. Covered Employees

This Side Letter Agreement applies to regular full-time and part-time employees in all classifications covered by the MOU, including probationary and trainee employees occupying regular positions. Temporary, recurrent, extra-help, and other nonregular appointments, contractors, the Executive Director, and all Deputy Executive Directors are excluded.

2. OTERP Amount and Payment Dates

The OTERP of $3,000 shall be paid in two installments, subject to the eligibility requirements in Section 3:

a) $1,500 on December 9, 2026, for employees eligible at the end of November 27, 2026 (Pay Period 25 of 2026).

b) $1,500 on January 6, 2027, for employees eligible at the end of December 25, 2026 (Pay Period 1 of 2027).

3. Eligibility for Each Installment

An employee must be employed by CONFIRE in an eligible regular appointment at the applicable pay-period cutoff listed in Section 2 to receive that installment. To receive the second installment, the employee must also have received the first installment.

Approved paid or unpaid leave does not interrupt eligibility while the employee retains an eligible regular appointment. Each qualifying employee shall receive the full $1,500 installment, without proration for scheduled hours or appointment date. Each installment may be paid only once.

4. Payroll and Retirement Treatment

The OTERP is a one-time payment and shall not increase base salary, salary schedules, or leave accrual rates. It shall not be included in the regular rate of pay for overtime purposes. The OTERP is non-pensionable and shall not be reported to the San Bernardino County Employees' Retirement Association (SBCERA) as compensation earnable or pensionable compensation. These exclusions shall apply to the extent permitted by applicable law and controlling SBCERA determinations. Payments are subject to applicable taxes, withholding, and authorized deductions.

5. Effective Date and Duration

This Side Letter Agreement becomes effective upon execution by the parties, completion of any

required Teamsters ratification, and completion of all CONFIRE approvals required under the MOU. It creates no entitlement to future OTERP and expires after the January 6, 2027, payment, except that earned payment obligations, payroll corrections, and enforcement rights survive.

6. Other MOU Provisions

The MOU grievance procedure applies to disputes concerning this Side Letter Agreement. These provisions control where necessary to administer this OTERP. All other provisions of the MOU remain in effect. Any substantive change to this Side Letter Agreement requires written agreement of the parties and all CONFIRE approvals required under the MOU.

CONSOLIDATED FIRE AGENCIES JPA

Signature: _____ Date: _____

Name and title: _____

TEAMSTERS LOCAL 1932

Signature: _____ Date: _____

Name and title: _____

Required CONFIRE approval date(s): _____

RESOLUTION NO. 2026-___

A RESOLUTION OF THE ADMINISTRATIVE COMMITTEE OF THE CONSOLIDATED FIRE AGENCIES (CONFIRE) AUTHORIZING A ONE-TIME EMPLOYEE RECOGNITION PAYMENT FOR THE EXEMPT GROUP AND NON-REPRESENTED EMPLOYEES

WHEREAS, the Consolidated Fire Agencies (CONFIRE) is a joint powers authority organized under California Government Code section 6500 et seq.; and

WHEREAS, the Administrative Committee desires to authorize a one-time employee recognition payment OTERP for eligible employees in the Exempt Group and other non-represented classifications to support workforce stability and continuity of CONFIRE services; and

WHEREAS, the OTERP will total $3,000 per eligible employee, payable in two installments, subject to the eligibility requirements and exclusions established by this Resolution.

BE IT HEREBY RESOLVED by the Administrative Committee of the Consolidated Fire Agencies as follows:

1. Covered Employees. This Resolution applies to regular full-time and part-time CONFIRE employees in all Exempt Group classifications and all other non-represented classifications, including probationary and trainee employees occupying regular positions. The Executive Director, all Deputy Executive Directors, contractors, and employees in temporary, recurrent, extra-help, or other nonregular appointments are excluded. Eligibility shall be determined from official personnel and payroll records; assignment to a separate benefit group or existing compensation plan is not required.

2. OTERP **Amount and Payment Dates.** The one-time gross OTERP of $3,000 shall be paid in two installments, subject to the eligibility requirements in Section 3:

(a) $1,500 on December 9, 2026, for employees eligible at the end of November 27, 2026 (Pay Period 25 of 2026).

(b) $1,500 on January 6, 2027, for employees eligible at the end of December 25, 2026 (Pay Period 1 of 2027).

3. Eligibility for Each Installment. An employee must be employed by CONFIRE in an eligible regular appointment at the applicable pay-period cutoff listed in Section 2 to receive that installment. To receive the second installment, the employee must also have received the first installment.

Approved paid or unpaid leave does not interrupt eligibility while the employee retains an eligible regular appointment. Each qualifying employee shall receive the full $1,500 installment, without proration for scheduled hours or appointment date. Each installment may be paid only once.

4. Payroll and Retirement Treatment. The OTERP is a one-time payment and shall not increase base salary, salary schedules, or leave accrual rates. It shall not be included in the regular rate of pay for overtime purposes. The OTERP is non-pensionable and shall not be reported to the San Bernardino County Employees' Retirement Association (SBCERA) as compensation earnable or pensionable compensation. These exclusions shall apply to the extent permitted by applicable law and controlling SBCERA determinations. Payments are subject to applicable taxes, withholding, and authorized deductions.

5. Application to Compensation Plans. For Exempt Group employees, this Resolution supplements the Exempt Compensation Plan solely for this OTERP. It independently authorizes the same bonus for other eligible non-represented employees. This Resolution does not consolidate compensation plans or change employees' classifications, other compensation or benefits, or overtime exemption status.

6. Implementation. The Executive Director or designee is authorized to certify eligibility, coordinate payment with County EMACS and Central Payroll, and maintain the records necessary to implement this Resolution within available appropriations and delegated authority.

7. Effective Date and Duration. This Resolution becomes effective upon adoption. The OTERP is limited to the two installments specified above and creates no entitlement to future bonuses. Obligations to pay earned installments and make required payroll corrections survive the final payment date.

8. Recitals and Severability. The foregoing recitals are incorporated into this Resolution. If any provision is held invalid, the remaining provisions shall remain in effect to the extent permitted by law.

THIS RESOLUTION was passed and adopted by the Administrative Committee of the Consolidated Fire Agencies at a meeting held on the _____ day of _____, 2026, by the following roll call vote:

AYES: _____
NOES: _____
ABSENT: _____
ABSTAIN: _____

Signed and approved after passage.

ATTEST:

_____ _____

Clerk of the Board

Chairperson
CONFIRE Administrative Committee