



ADMINISTRATIVE COMMITTEE MEETING

TUESDAY, JANUARY 28, 2025 – 1:30 PM

LOMA LINDA-EOC 25541 BARTON RD, LOMA LINDA

AGENDA

The CONFIRE Administrative Committee Meeting is scheduled for Tuesday, January 28, 2025 in the Loma Linda Fire Department Emergency Operations Center, 25541 Barton Road, Loma Linda, California.

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

The Public Comment portion of the agenda pertains to items NOT on the agenda and is limited to 30 minutes; 3 minutes allotted for each speaker. Pursuant to the Brown Act, no action may be taken by the Administrative Committee at this time; however, the Committee may refer your comments/concerns to staff or request that the item be placed on a future agenda.

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact CONFIRE at (909) 356-2302. Notification 48 hours prior to the meeting will enable CONFIRE to make reasonable arrangements to ensure accessibility to this meeting. Later requests will be accommodated to the extent feasible.

A recess may be called at the discretion of the Administrative Committee.

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

CALL TO ORDER

- a. Flag Salute
- b. Roll call/Introductions

PUBLIC COMMENT

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

INFORMATION RELATIVE TO POSSIBLE CONFLICT OF INTEREST

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

CONSENT ITEMS

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

- [1.](#) Approve the Administrative Committee Minutes of December 17, 2024
- [2.](#) CONFIRE Operations Statement as of December 31, 2024
- [3.](#) Fund Balance Report as of December 31, 2024
- [4.](#) YTD Call Summary
- [5.](#) YTD Answer Time
- [6.](#) CONFIRE Billable Incidents
- [7.](#) Call Processing Time Analysis - December 2024
- [8.](#) CONFIRE ECNS Analysis
- [9.](#) IE PSOP Update

DIRECTOR REPORT

- a. Communication Division Update
- b. Finance/Admin. Division Update
- c. MIS Division Update
- d. EMS Division Update

ROUND TABLE

CLOSED SESSION

10. Review and update existing Litigation - Government Code section 54956.9: AMR Lawsuit
11. Conference with Labor Negotiator - Government Code section 54957.6 CONFIRE Negotiator - Damian Parsons, Employee Organization(s) - Emergency Services Unit.

ADJOURNMENT



ADMINISTRATIVE COMMITTEE MEETING

TUESDAY, DECEMBER 17, 2024 – 1:00 PM

LOMA LINDA EOC – 25541 BARTON RD. LOMA LINDA

MINUTES

ROLL CALL

ADMINISTRATIVE COMMITTEE MEMBERS:

- Chief Buddy Peratt, Apple Valley Fire Protection District
- Chief Jeremy Ault, Chino Valley Fire District
- Chief Ray Bruno, Colton Fire Department
- Chief Dan Harker/Chair, Loma Linda Fire Department
- Chief Mike McCliman, Rancho Cucamonga Fire Department – *Arrived at 1:12 p.m.*
- Chief Rich Sessler/Vice-Chair, Redlands Fire Department
- Chief Brian Park, Rialto Fire Department - *Absent*
- Chief Bertral Washington, San Bernardino County Fire
- Chief Bobby Clemmer, Victorville Fire Department

CALL TO ORDER

- a. Flag Salute
- b. Roll call/Introductions

PUBLIC COMMENT

An opportunity provided for persons in the audience to make brief statements to the Administrative Committee. (Limited to 30 minutes; 3 minutes allotted for each speaker)
No statements were made.

INFORMATION RELATIVE TO POSSIBLE CONFLICT OF INTEREST

Agenda items may require committee member abstentions due to conflict of interests and financial interests. CONFIRE Administrative Committee member abstentions shall be stated under this item for recordation on the appropriate item.
Chief Ault and Chief Peratt abstained from approving the November Minutes.

CONSENT ITEMS

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

1. Approve the Administrative Committee Minutes of November 26, 2024.

2. CONFIRE Operations Statement as of November 30, 2024
3. Fund Balance Report as of November 30, 2024
4. YTD Call Summary
5. YTD Answer Times
6. CONFIRE Billable Incidents
7. Call Processing Time Analysis – November 2024
8. CONFIRE ECNS Analysis

Motion to accept item 1 on Consent.

Motion by: Chief Washington

Second by: Chief Clemmer

Yes – 5

No - 0

Abstain – 2, Chief Ault and Chief Peratt.

Absent – 2, Chief Park and Chief McCliman

Motion to accept items 2 thru 8 on Consent.

Motion by: Chief Washington

Second by: Chief Clemmer

Yes – 7

No - 0

Abstain – 0

Absent – 2, Chief Park and Chief McCliman

DIRECTOR REPORT

- a. End of Year Recap – Nathan Cooke
Presentation of CONFIRE 2024 Highlights and Strategic Impact.

OLD BUSINESS

9. ECNS Funding Update – **DISCUSSION ITEM**
ECNS funding has been secured thru the year.
ECNS annual funding cost is \$1,750,000.
CONFIRE has agreements in progress with the top 5 payors to contribute \$1,050,000 60%.
County contribution of \$350,000 20% - proposal forthcoming.
CONFIRE Agencies contributing \$350,000 20% - discussion.
10. High Desert Communications Center needs to in order to operate independently of the Valley – **DISCUSSION ITEM**

Discussion on the investments into technology and infrastructure needed to modernize and turn the HDCC into an independent secondary PSAP, as well as a fully functioning back-up center.

11. VCC Move and Lease Agreement Updates – **DISCUSSION ITEM**

Discussion on systems and equipment needed to bring the VCC move to fruition. This included the Administrative Offices, Dispatch Floor, and MIS Division.

NEW BUSINESS

12. Designation of Chief Negotiator – Nathan Cooke - **ACTION ITEM**

The current Memorandum of Understanding (MOU) with the Emergency Services Unit is set to expire on February 28, 2025. In preparation for upcoming negotiations, it is critical to designate a Chief Negotiator who is knowledgeable about the organization's financial and administrative policies, and able to advocate effectively for the interests of CONFIRE.

The Finance/Administrative Director possesses extensive experience in financial management and contract negotiations and has strong communication and conflict resolution skills. His leadership in this capacity will ensure that negotiations are conducted professionally and align with CONFIRE's fiscal policies and long-term strategic goals.

There is no direct fiscal impact associated with this authorization. The Chief Negotiator will return to the Administrative Committee with a cost analysis of proposed MOU changes.

Motion to Authorize the Finance/Administrative Director to serve as the Chief Negotiator for the upcoming negotiations related to the Memorandum of Understanding with the Emergency Services Unit.

Motion by: Chief Washington

Second by: Chief McCliman

Yes – 8

No -0

Abstain – 0

Absent – 1, Chief Park

13. CVIFD/CONFIRE Interim Director Agreement – Damian Parsons - **ACTION ITEM**

To ensure continuity of services, CONFIRE recommends a third amendment to the contract with CVIFD to extend Deputy Fire Chief, Nathan Cooke to serve as the Interim Director of CONFIRE through December 31, 2025.

Both parties may, at any time, terminate the agreement with or without cause.

The cost for the contract extension is not to exceed \$441,500.

Motion to approve Amendment No. 3 to the Interim Director agreement with Chino Valley Independent Fire District, extending the term to December 31, 2025.

Motion by: Chief Peratt

Second by: Chief Sessler

Yes – 8

No -0

Abstain – 0

Absent – 1, Chief Park

14. MIS Director Position – Nathan Cooke - ACTION ITEM

As a result of CONFIRE being awarded the County of San Bernardino Ground Ambulance contract, the CONFIRE Board of Directors (BOD) and the Administrative Committee authorized the reorganization of the CONFIRE organizational structure.

The reorganization included numerous changes to the MIS Division organizational structure, to include the following changes:

MIS Director – new position

MIS Supervisor – position eliminated

ISA III – MIS Supervisor moved to vacant position and “X” stepped for pay purposes

The County of San Bernardino Ground Ambulance contract has been placed on hold and is currently being litigated. Since the approval by the BOD and the Administrative Committee to commence the reorganization of CONFIRE, it has become apparent that some of the recommended changes need to become permanent, regardless of the outcome of the County Ambulance contract.

One such recommendation is the reorganization of the MIS Division and the related changes. It has become apparent that more high-level oversight and leadership is needed to ensure that our critical information technologies (IT) infrastructure is properly purchased, operated, secured, maintained, ups graded, replaced, and improved.

The fully incurred annual salary and benefit costs for the MIS Director will be \$326,503. These costs will be offset by cost savings through the elimination of the MIS Supervisor position and holding (1) ISA II position vacant indefinitely.

Motion to authorize the Interim Director to finalize the Management Information Systems (MIS) reorganization that includes the hiring of a permanent MIS Director.

Motion by: Chief Clemmer
Second by: Chief Washington
Yes – 8
No -0
Abstain – 0
Absent – 1, Chief Park

15. Motorola Archive Interface Server (AIS) and Genesis Systems for HDCC – Nathan Cooke – **ACTION ITEM**

To modernize and turn the HDCC into an independent secondary PSAP, as well as a fully functioning back-up center, investments into technology and infrastructure are needed. The current HDCC technology infrastructure creates a time delay in call processing and unit response recommendations and does not support Radio Call Alerting and other critical IT systems. Motorola’s Archive Interface Server (AIS) and the Motorola Genesis system are critical components required to implement these functions and mitigate the time delay in call processing.

The purchase of the Motorola Archive Interface Server (AIS) and the Motorola Genesis system through the San Bernardino County Information Technology Department (ITD) will cost \$372,000. Funds from the Equipment Reserve Fund Balance (5009 will be utilized).

This purchase meets sole source purchasing requirements.

Motion to approve the purchase of Motorola Archive Interface Server (AIS) and the Motorola Genesis system through the San Bernardino County Information Technology Department (ITD) for the High Desert Communications Center (HDCC).

Motion by: Chief McCliman
Second by: Chief Bruno
Yes – 8
No -0
Abstain – 0
Absent – 1, Chief Park

ROUND TABLE

CLOSED SESSION

**The Administrative Committee entered Closed Session at 2:03 p.m.*

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

**The Administrative Committee came out of Closed Session 2:26 at p.m.*

No reportable action taken during closed session.

ADJOURNMENT

Motion to adjourn the CONFIRE Administrative Committee Meeting

The meeting adjourned at 2:27 p.m.

Upcoming Meetings:

Next Regular Meeting: January 28, 2025 @ 1:30 p.m.

/s/ Liz Berry

Liz Berry
Clerk of the Board



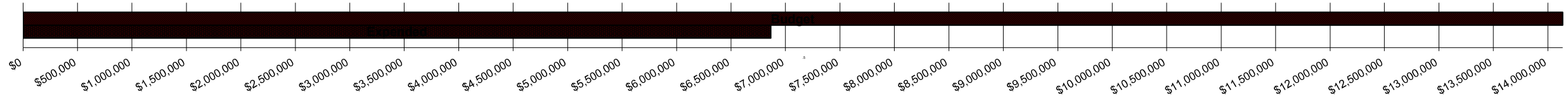
OPERATIONS FUND 5008
Unaudited MONTHLY SUMMARY FY 2024-25

Transactions thru December 31, 2024

Item 2.

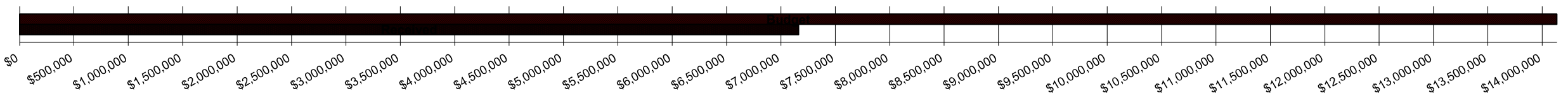
Expenditures	3 PP												Total YTD Expended	2024/25 Budget	Bud - Exp Difference	% Used
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June				
Salary/Benefits	610,483	612,358	643,001	928,190	659,917	662,763	-	-	-	-	-	-	4,116,712	9,552,349	\$5,435,637	43.1%
Overtime/Call Back	33,883	25,201	26,202	45,021	27,461	26,483	-	-	-	-	-	-	184,252	45,000	-\$139,252	409.4%
Phone/Circuits/Internet	40,974	(10,033)	25,126	22,799	17,444	33,970	-	-	-	-	-	-	130,280	273,166	\$142,886	47.7%
County IS/Data Services/Counsel	114	(450)	3,491	2,641	1,293	2,093	-	-	-	-	-	-	9,182	59,905	\$50,723	15.3%
Radio/Pager, Console Maint	-	45,690	(11,159)	21,411	21,411	21,411	-	-	-	-	-	-	98,763	205,559	\$106,796	48.0%
Computer Software	250,088	836,272	555,398	5,446	9,673	9,081	-	-	-	-	-	-	1,665,957	2,362,495	\$696,538	70.5%
Computer Hardware	532	(220)	323	140	269	-	-	-	-	-	-	-	1,044	15,250	\$14,206	6.8%
Office Exp/Copier Lease	5,259	10,061	6,385	2,565	7,390	4,074	-	-	-	-	-	-	35,734	90,897	\$55,163	39.3%
Insurance/Auditing	-	252,504	-	11,636	(560)	-	-	-	-	-	-	-	263,579	302,912	\$39,333	87.0%
Payroll/HR/Medical Director	121,858	(20,769)	29,967	39,680	20,572	44,411	-	-	-	-	-	-	235,720	780,659	\$544,940	30.2%
Travel/Training	2,953	746	59	2,596	2,357	1,224	-	-	-	-	-	-	9,935	112,800	\$102,865	8.8%
Auto/Structure/Fuel	-	3,204	2,181	3,745	2,109	1,796	-	-	-	-	-	-	13,036	60,590	\$47,554	21.5%
Other/HDGC Rent/Equip Trans	16,434	13,233	15,226	24,950	17,040	13,984	-	-	-	-	-	-	100,867	274,974	\$174,107	36.7%
Total	1,082,578	1,767,796	1,296,203	1,110,821	786,376	821,289	-	-	-	-	-	-	6,865,062	14,136,556	\$7,271,494	48.6%

% Fiscal Year Passed 50.0%



Revenue	3 PP												Received	Budget	Difference	% Rcvd
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June				
Services	3,556,286	(7,944)	-	3,521,214	-	-	-	-	-	-	-	-	7,069,556	14,134,213	\$7,064,657	50%
Interest	48,856	(48,856)	-	46,866	-	-	-	-	-	-	-	-	46,866	-	(\$46,866)	
Other	-	-	36,120	-	9,251	-	-	-	-	-	-	-	45,370	-	(\$45,370)	
Total	3,605,143	(56,800)	36,120	3,568,080	9,251	-	-	-	-	-	-	-	7,161,792	14,134,213	\$6,972,421	51%

% Fiscal Year Passed 50.0%





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

Operations Fund (5008)

Unaudited Fund Balance 7/1/24		\$	3,335,344
Revenue	7,161,792		
Expenditures	<u>(6,865,062)</u>		
	Net		296,730
	Net Transfers In/Out		-
	Available Fund Balance	\$	<u><u>3,632,074</u></u>

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

Equipment Reserve Fund (5009)

Unaudited Fund Balance 7/1/24		\$	2,311,408
Revenue	340,692		
Expenditures	<u>(534,451)</u>		
	Net		(193,759)
	Available Fund Balance	\$	<u><u>2,117,649</u></u>

General Reserve Fund (5010)

Unaudited Fund Balance 7/1/24		\$	6,907,469
Revenue	436,205		
Expenditures	<u>(481,483)</u>		
Grant Funds Due to CAD to CAD	-		
	Net		(45,278)
	Fund Balance		6,862,191
	Net Transfers In/Out		-
	Total Fund Balance	\$	<u><u>6,862,191</u></u>

Restricted Fund Balance

Reserve for CIP	<u>(3,000,000)</u>		
	Net Committed		(3,000,000)
	Available Fund Balance	\$	<u><u>3,862,191</u></u>

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



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

Term Benefits Reserve Fund (5011)


Unaudited Fund Balance 7/1/24		\$	1,786,600
Revenue	168,592		
Expenditures	-		
	Net		168,592
	Net Transfers In/Out		-
Available Fund Balance		\$	1,955,192

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

Unaudited Fund Balance 7/1/24		\$	303,620
Revenue	145,191		
Expenditures	(181,022)		
	Net		(35,831)
	Net Transfers In/Out		-
Available Fund Balance		\$	267,789

Emergency Medical Service Division Enterprise Fund (5020)

Unaudited Fund Balance 7/1/24		\$	2,170,934
Revenue	26,886		
Expenditures	(2,325,151)		
	Net		(2,298,265)
	Net Transfers In/Out		-
Available Fund Balance		\$	(127,331)



Call Summary

CONFIRE/Comm Center

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

Year: 2024

From: 1/1/2024

To: 12/31/2024

Period: Month

Group:

Call Type: All

Abandoned: Include Abandoned

Filters:

Date	911	911 Abdn	Total 911	911 Abdn Percentage	10-Digit Emergency Inbound	10-Digit Emergency Abdn	Total 10-Digit Emergency	Admin Outbound	Admin Inbound	Admin Inbound Abandoned	Total Admin	Total All Calls	Average Call Duration
Jan-24	18354	22	18376	0.12%	11742	359	12101	14670	5227	83	19980	50457	121.2
Feb-24	16567	41	16608	0.25%	11210	373	11583	14462	5171	94	19727	47918	121.2
Mar-24	17211	53	17264	0.31%	11325	375	11700	14701	5513	88	20302	49266	123.7
Apr-24	17537	25	17562	0.14%	11613	382	11995	15389	5447	102	20938	50495	122.9
May-24	18959	62	19021	0.33%	12081	528	12609	15925	5618	162	21705	53335	119.8
Jun-24	19692	57	19749	0.29%	12263	531	12794	15478	5894	196	21568	54111	121.5
Jul-24	22740	92	22832	0.40%	13755	806	14561	17916	6606	388	24910	62303	120.1
Aug-24	20093	64	20157	0.32%	12909	817	13726	16014	6329	267	22610	56493	122.8
Sep-24	19782	91	19873	0.46%	12879	544	13423	16803	6031	232	23066	56362	123.4
Oct-24	19181	60	19241	0.31%	11843	444	12287	16297	5648	105	22050	53578	121.5
Nov-24	18777	69	18846	0.37%	11652	681	12333	15751	5224	117	21092	52271	126.6
Dec-24	20476	68	20544	0.33%	11693	377	12070	14804	5307	126	20237	52851	128.5
2024 Totals	229369	704	230073	0.31%	144965	6217	151182	188241	68601	1986	258828	640083	123.3
2023 Totals	217922	729	218651	0.33%	146923	4860	151783	187449	59897	1141	248487	618921	113.6



PSAP Answer Time

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

Month - Year: 1/1/2024 - 12/31/2024
 Agency: Fire
 Affiliation:

From: 1/1/2024
 To: 12/31/2024
 Period Group: Month
 Time Group: 60 Minute
 Time Block: 00:00 - 23:59
 Call Type: 911 Calls

Call Hour	Answer Times In Seconds							Total
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+	
January 2024 Total	17,253	487	188	319	75	45	3	18,376
% answer time ≤ 10 seconds	93.92%	2.65%	1.02%	1.74%	0.41%	0.24%	0.02%	100.00%
% answer time ≤ 15 seconds	96.57%							
% answer time ≤ 40 seconds	99.33%							
February 2024 Total	15,685	388	174	253	74	33	1	16,608
% answer time ≤ 10 seconds	94.44%	2.34%	1.05%	1.52%	0.45%	0.20%	0.01%	100.00%
% answer time ≤ 15 seconds	96.78%							
% answer time ≤ 40 seconds	99.35%							
March 2024 Total	16,504	281	167	246	53	12	1	17,264
% answer time ≤ 10 seconds	95.60%	1.63%	0.97%	1.42%	0.31%	0.07%	0.01%	100.00%
% answer time ≤ 15 seconds	97.23%							
% answer time ≤ 40 seconds	99.62%							
April 2024 Total	16,779	316	161	212	61	33	0	17,562
% answer time ≤ 10 seconds	95.54%	1.80%	0.92%	1.21%	0.35%	0.19%	0.00%	100.00%
% answer time ≤ 15 seconds	97.34%							
% answer time ≤ 40 seconds	99.46%							
May 2024 Total	17,044	653	361	636	224	95	8	19,021
% answer time ≤ 10 seconds	89.61%	3.43%	1.90%	3.34%	1.18%	0.50%	0.04%	100.00%
% answer time ≤ 15 seconds	93.04%							
% answer time ≤ 40 seconds	98.28%							
June 2024 Total	17,064	919	520	873	248	119	6	19,749
% answer time ≤ 10 seconds	86.40%	4.65%	2.63%	4.42%	1.26%	0.60%	0.03%	100.00%
% answer time ≤ 15 seconds	91.06%							
% answer time ≤ 40 seconds	98.11%							
July 2024 Total	18,667	1,154	770	1,383	479	334	45	22,832
% answer time ≤ 10 seconds	81.76%	5.05%	3.37%	6.06%	2.10%	1.46%	0.20%	100.00%
% answer time ≤ 15 seconds	86.81%							
% answer time ≤ 40 seconds	96.24%							
August 2024 Total	17,089	968	581	1,035	313	167	4	20,157
% answer time ≤ 10 seconds	84.78%	4.80%	2.88%	5.13%	1.55%	0.83%	0.02%	100.00%
% answer time ≤ 15 seconds	89.58%							
% answer time ≤ 40 seconds	97.60%							
September 2024 Total	16,971	986	593	898	280	136	9	19,873
% answer time ≤ 10 seconds	85.40%	4.96%	2.98%	4.52%	1.41%	0.68%	0.05%	100.00%
% answer time ≤ 15 seconds	90.36%							
% answer time ≤ 40 seconds	97.86%							
October 2024 Total	17,394	696	380	573	135	60	3	19,241
% answer time ≤ 10 seconds	90.40%	3.62%	1.97%	2.98%	0.70%	0.31%	0.02%	100.00%
% answer time ≤ 15 seconds	94.02%							
% answer time ≤ 40 seconds	98.97%							
November 2024 Total	17,191	601	351	495	135	68	5	18,846
% answer time ≤ 10 seconds	91.22%	3.19%	1.86%	2.63%	0.72%	0.36%	0.03%	100.00%
% answer time ≤ 15 seconds	94.41%							
% answer time ≤ 40 seconds	98.90%							
December 2024 Total	18,689	753	399	497	146	48	2	20,544
% answer time ≤ 10 seconds	91.02%	3.67%	1.94%	2.42%	0.71%	0.23%	0.01%	100.00%
% answer time ≤ 15 seconds	94.68%							
% answer time ≤ 40 seconds	99.05%							
Year to Date 2024 Total	206,346	8,202	4,645	7,420	2,223	1,150	67	230,073
% answer time ≤ 10 seconds	89.69%	3.56%	2.02%	3.23%	0.97%	0.50%	0.04%	100.00%
% answer time ≤ 15 seconds	93.25%							
% answer time ≤ 40 seconds	98.50%							
Year to Date 2023 Total	203,180	6,221	3,180	4,466	1,090	477	37	218,651
% answer time ≤ 10 seconds	92.92%	2.85%	1.45%	2.04%	0.50%	0.22%	0.02%	100.00%
% answer time ≤ 15 seconds	95.77%							
% answer time ≤ 40 seconds	99.27%							

CONFIRE Billable Incidents

Period: 01/01/2024 thru 12/31/2024

Jurisdiction	# of Incidents	% of Total
San Bernardino County	135,937	53.35%
VictorvilleFD	24,359	9.56%
RanchoCucamonga	18,781	7.37%
ChinoValleyFD	14,079	5.53%
AppleValley	13,138	5.16%
Rialto	12,138	4.76%
Redlands	11,707	4.59%
Colton	7,900	3.10%
MontclairFD	4,991	1.96%
Loma Linda	4,506	1.77%
Big Bear Fire	3,408	1.34%
San Manuel FD	2,344	0.92%
Baker Ambulance	753	0.30%
Running Springs	514	0.20%
Road Department	234	0.09%
Confire EMS	3	0.00%
Total	254,792	100%

BDC Division	# of Incidents	% of Total
East Valley	46,724	34.37%
Fontana	21,926	16.13%
Valley	18,586	13.67%
Hesperia	13,583	9.99%
South Desert	12,502	9.20%
North Desert	12,348	9.08%
Adelanto	5,351	3.94%
Mountain	4,917	3.62%
Total	135,937	100%

CONFIRE 911 Call Processing Time Analysis

December 2024



December 2024

Contents

Call Answering Time from Primary PSAP 2

Emergency Call Processing..... 3

EMS Call Processing 3

 Fire/Rescue Related Calls 6

Figures

Figure 1: Visual display of elements captured in the analysis of call processing times at CONFIRE communications center..... 2

Figure 2: CONFIE PSAP 911 Call Pickup Times for Primary PSAP Transfers per ECaTS Reporting System..... 3

Figure 3: EMS Call Pickup to First Unit Assigned. Includes all Emergency Call Types, and Calls With and Without Determinant Codes..... 4

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

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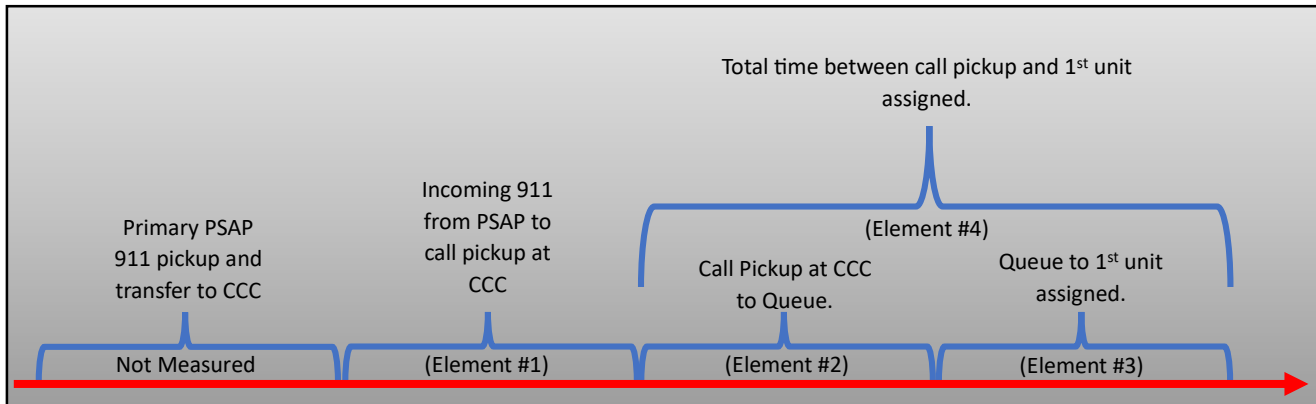
CONFIRE Emergency Call Processing Times.

December 2024

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

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

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

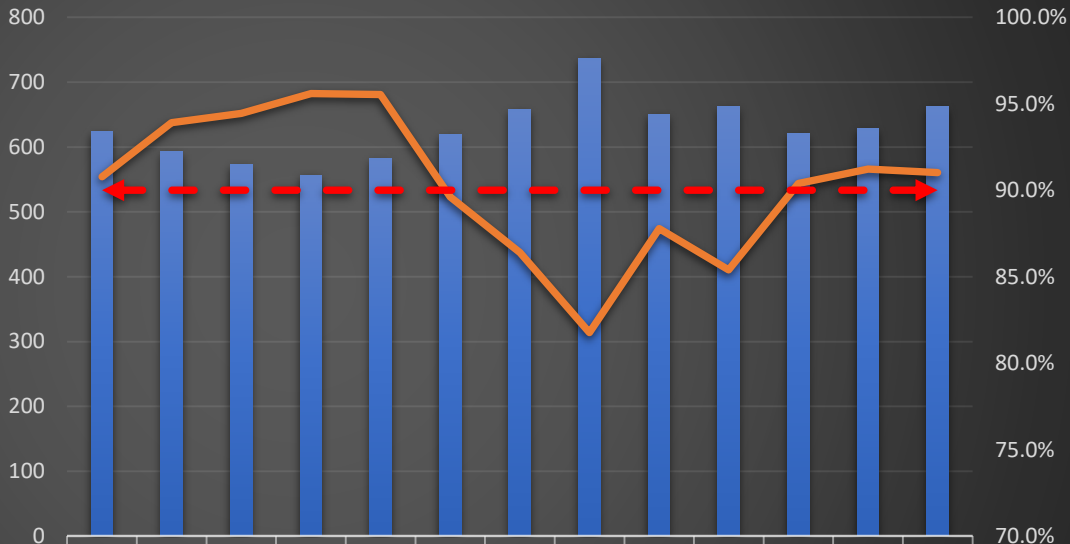


Call Answering Time from Primary PSAP

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

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

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



←→ 90% Target													
---------------	--	--	--	--	--	--	--	--	--	--	--	--	--

Emergency Call Processing

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

EMS Call Processing

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

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

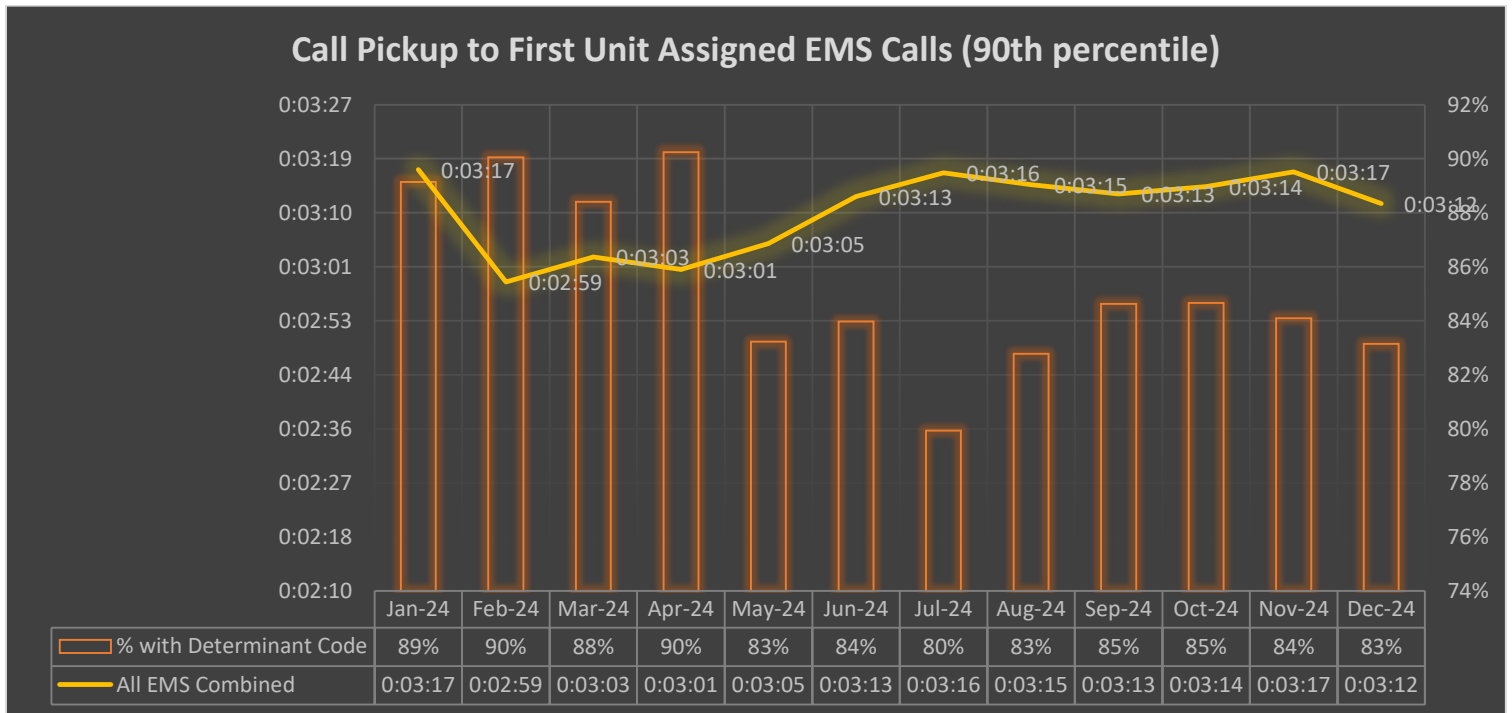


Figure 4: EMS Call Pickup to Queue. Includes all Emergency Call Types, and Calls with and Without Determinant Codes.

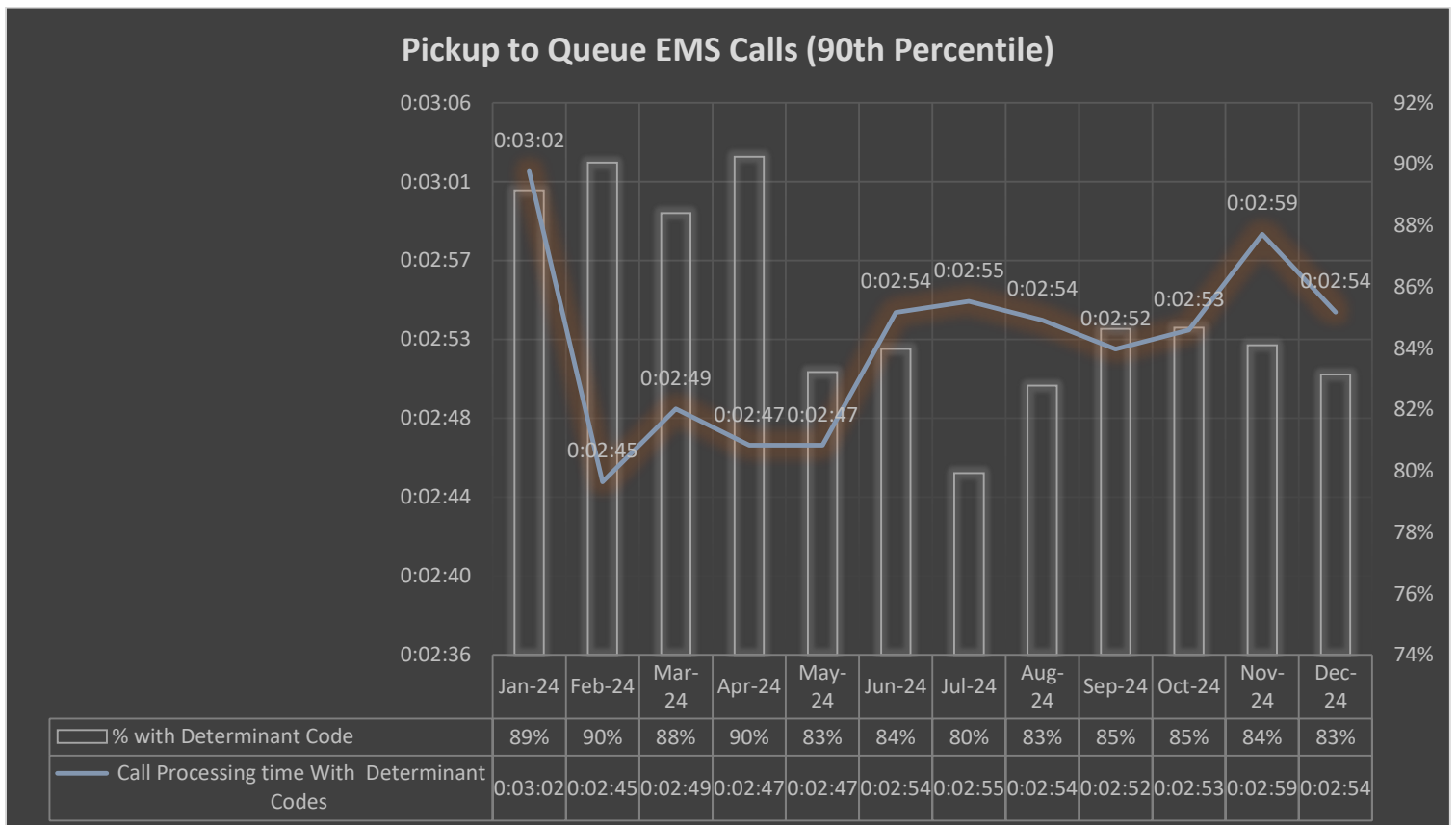


Figure 5: EMS Queue to First Unit Assigned. Includes all Emergency Call Types, and Calls with and Without Determinant Codes.

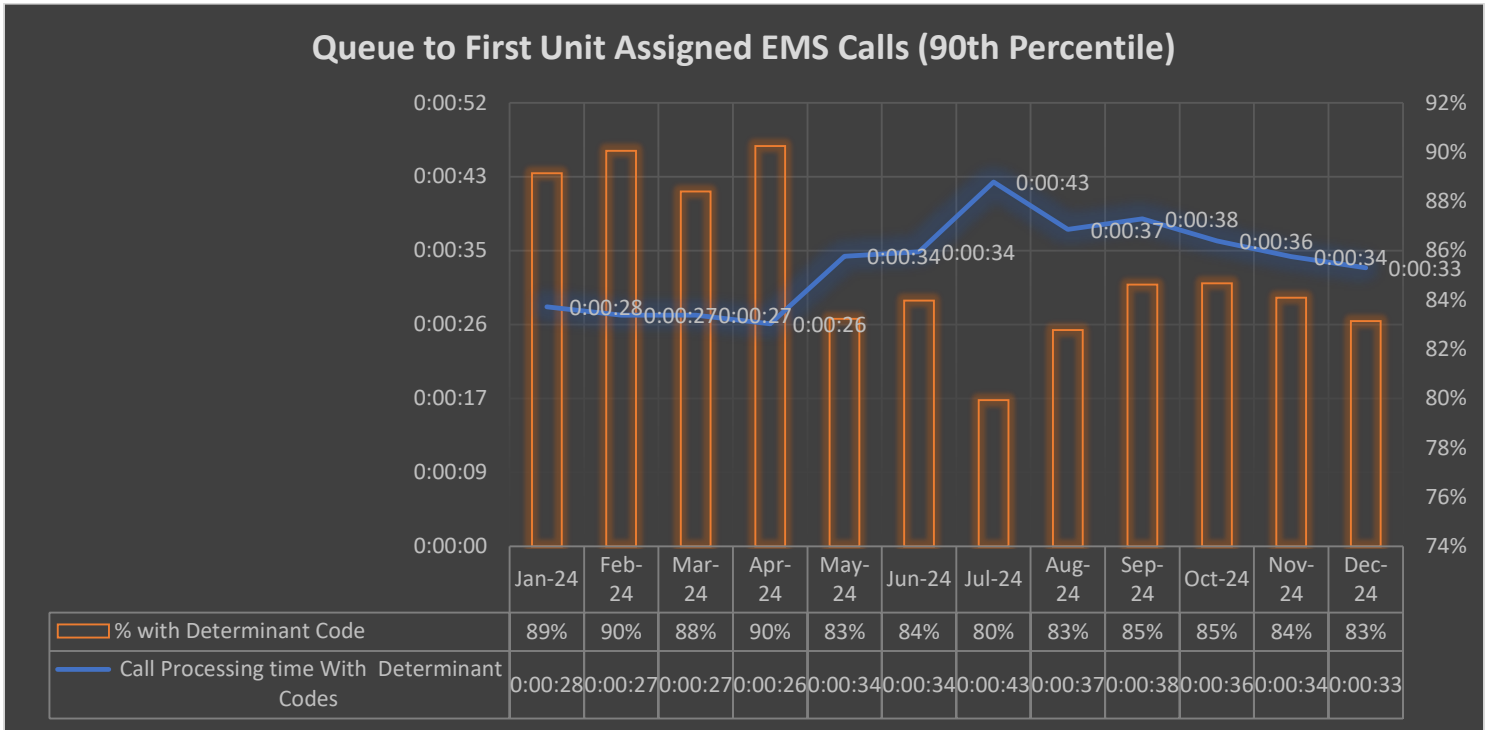
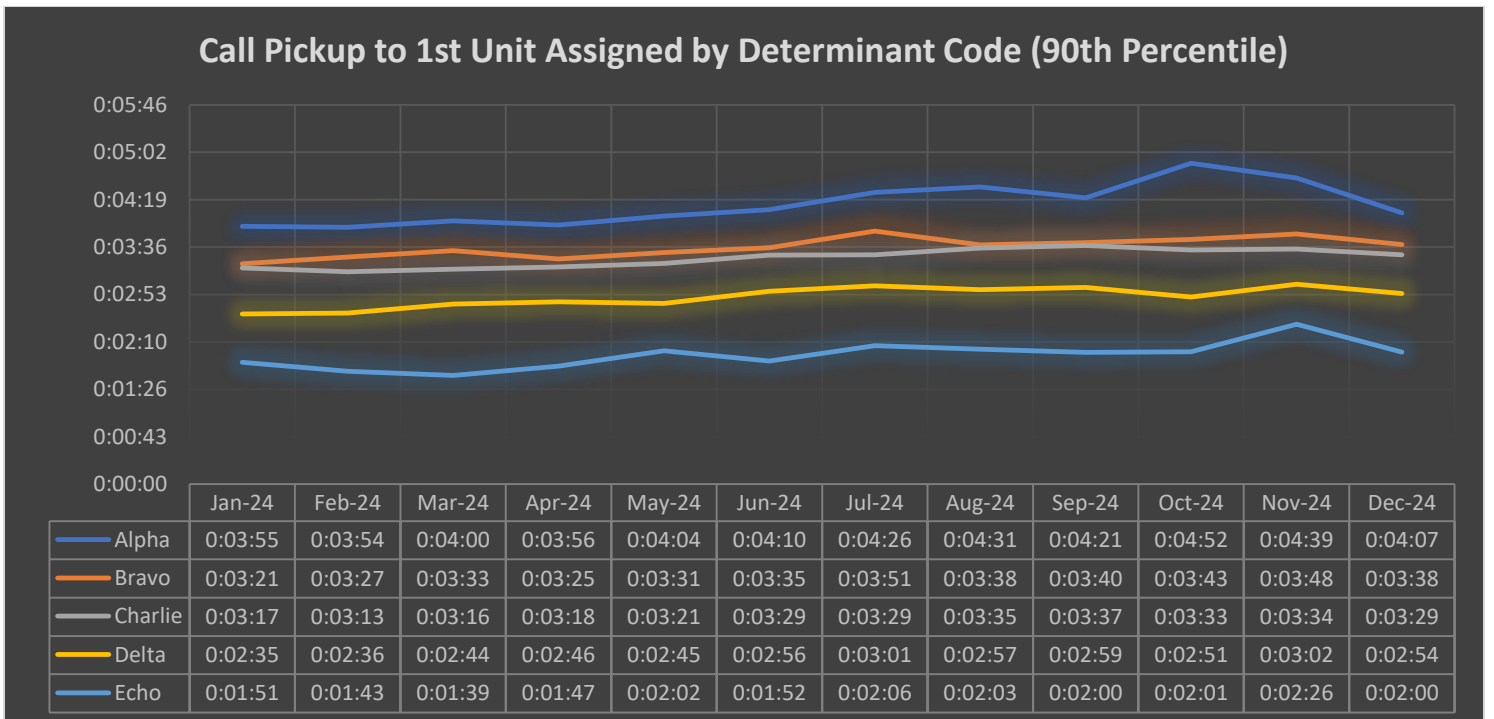


Figure 6: EMS Call Pickup to First Unit Assigned by EMD Determinant Code.



Fire/Rescue Related Calls

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

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

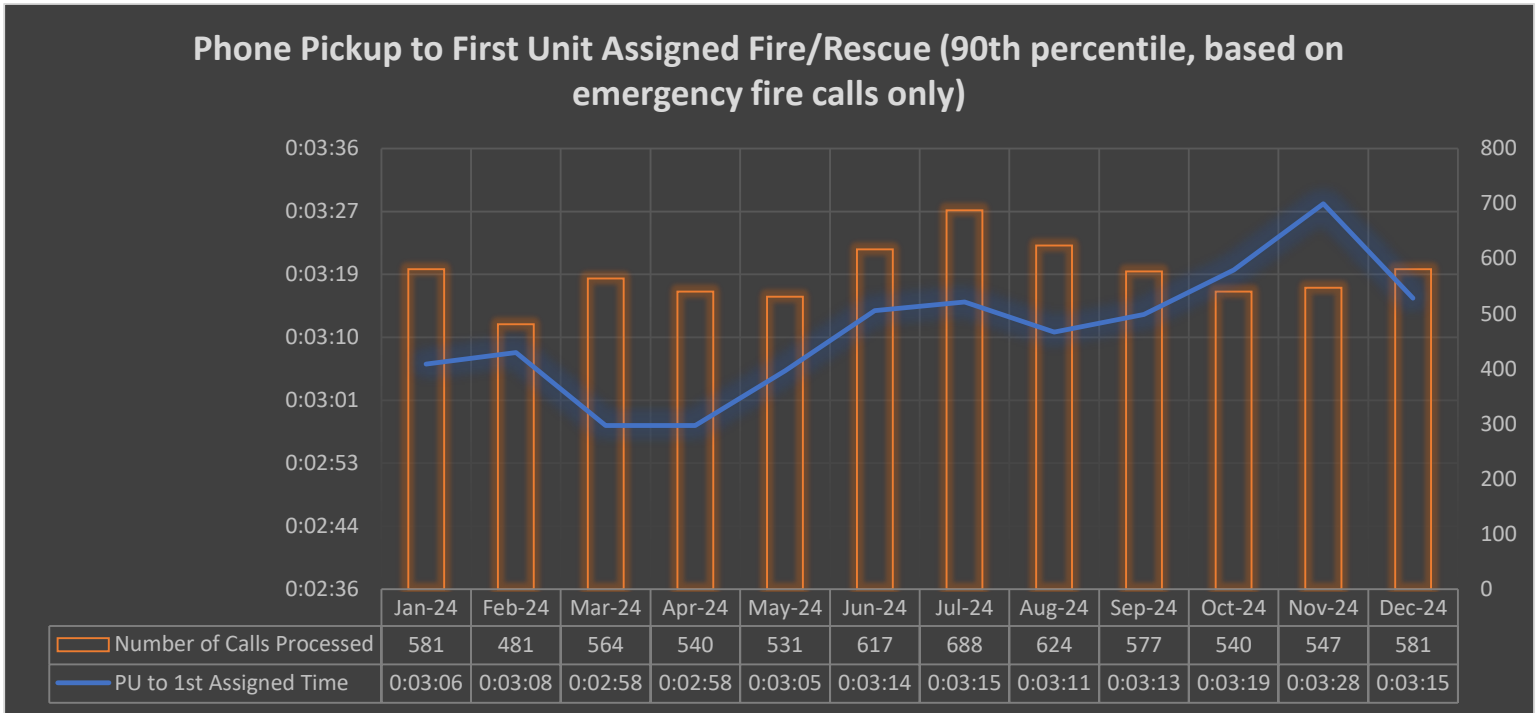


Figure 8: Fire/Rescue Call Pickup to Queue.

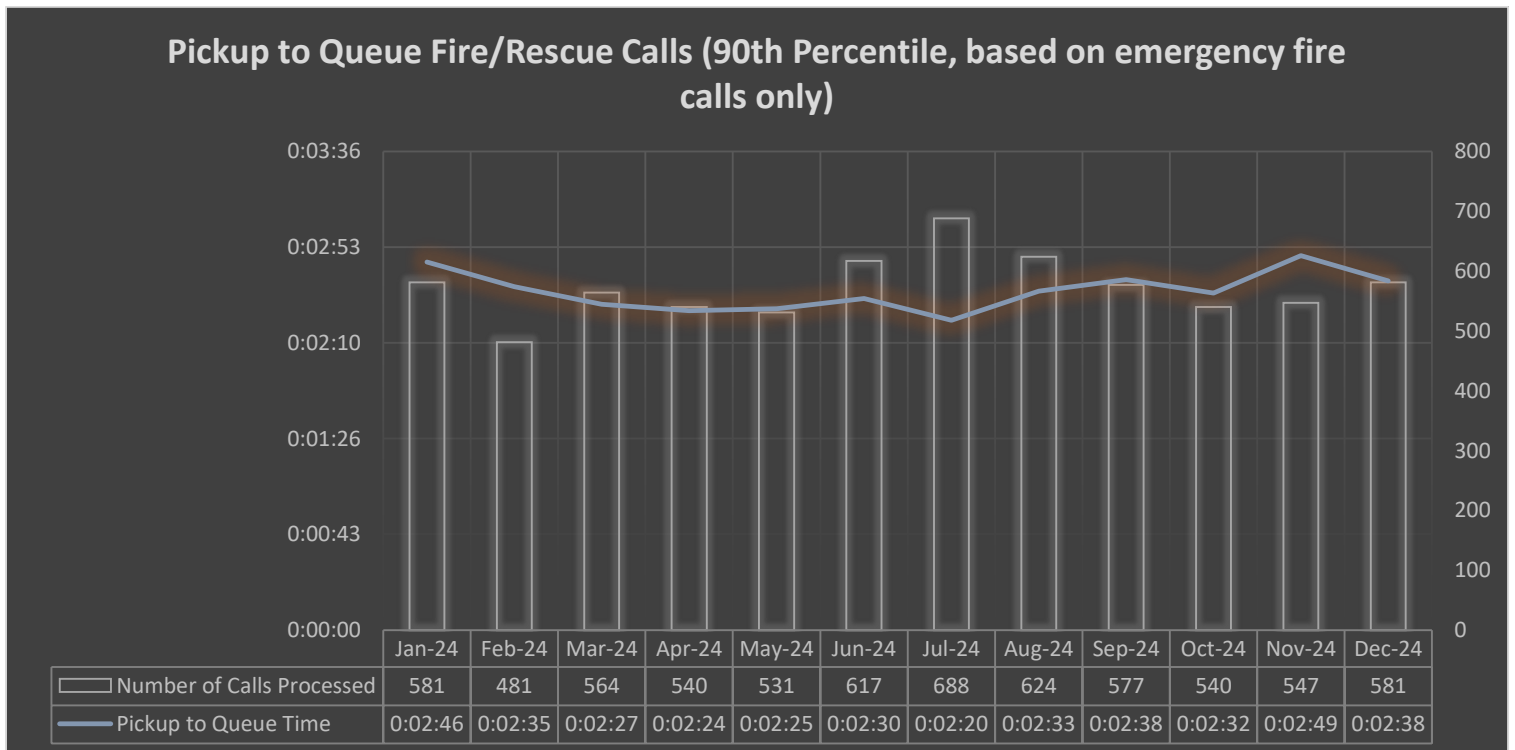
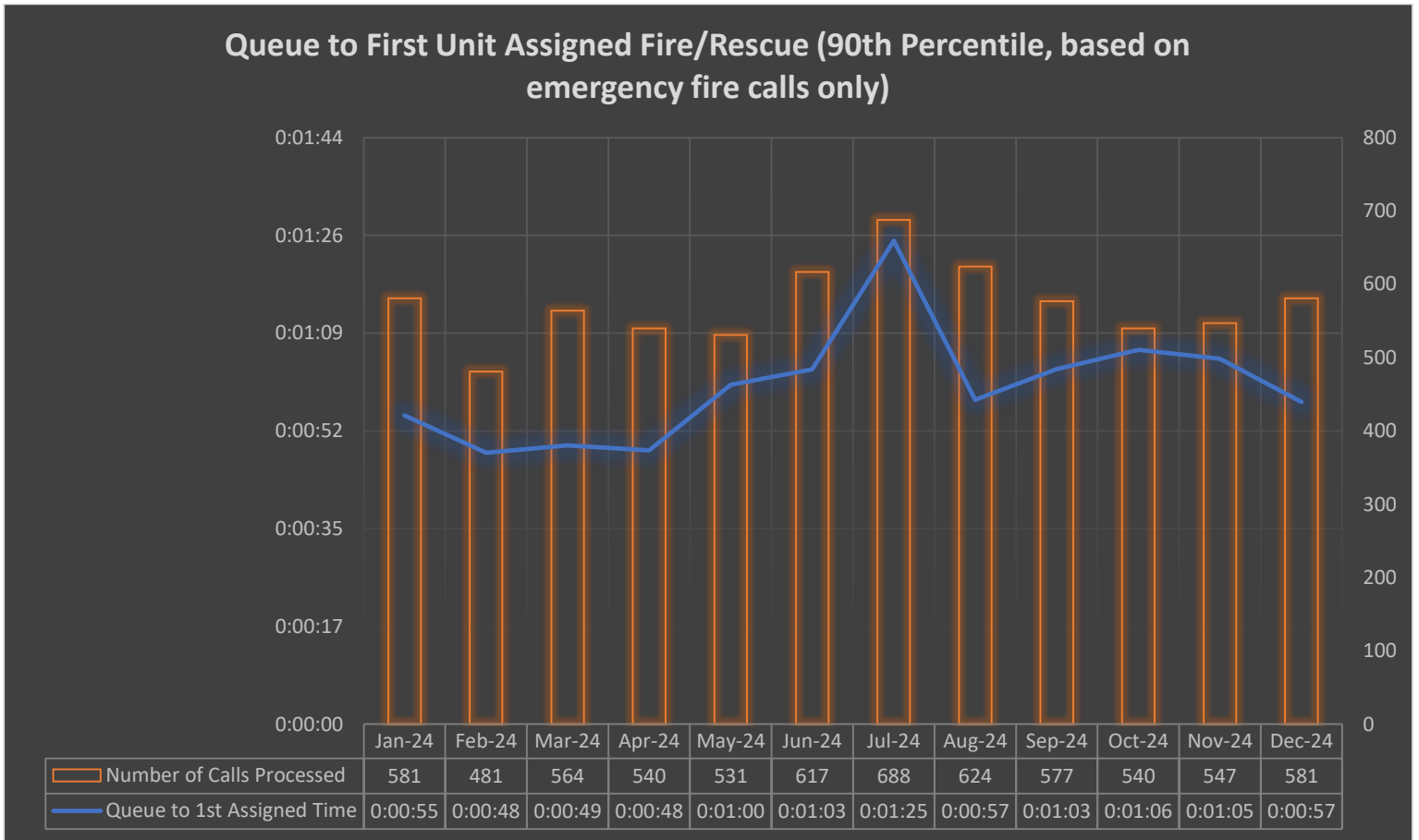


Figure 9: Fire/Rescue Queue to First Unit Assigned.



CONFIRE ECNS Analysis

December 2024



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CONFIRE Dispatch Processing of EMS Calls and Disposition of ECNS Eligible Calls December 2024

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

Table 1: EMS 911 calls for service and EMD completion for December 2024

Total Emergency EMS Calls	19,650
Total EMS Calls with Obtainable Determinant Code	15,710
Total EMS Calls with Determinant Code	13,038
% of EMD Obtainable EMS Calls with Determinant Code	83.0%

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

Total Calls Eligible for Low Code:	1,654
% of EMS calls with Determinant Code Eligible for ECNS	13%
Total ECNS Eligible Calls Transferred to ECN (Entered in Low Code)	394
% of Eligible EMS Calls Transferred to ECNS	23.8%
% of Total EMS Calls Transferred to ECNS	2.0%

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

Incoming Calls to Emergency Communications Nurse (ECN) Nurse		
	Total ECNS Transfers	401
	Transferred via CAD Service (did not connect with ECN)	8
	Calls Aborted (Hangups, disconnects)	60
	Total Calls received and completed by ECN	333
Calls Returned for Emergency Transport		
	Triage nurse returned call for Emergency Transport	83
	Number of returned calls for emergency resulting in actual transport	66
	% of returned calls for emergency resulting in transport	80%
Non-emergency with no Alternative Transport		
	Patient had no alternative means of transport (Transport Unit Sent)	118
	Number of non-emergency ambulance responses that resulted in actual transport.	93
	% of non-emergency ambulance responses that resulted in actual transport.	79%
Total calls to reach ECN that resulted in an ambulance response		
	% of total calls to reach ECN that resulted in ambulance response	79%

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

Table 4: Unit responses and ambulance transport rates to ECNS calls that were returned for first responders for December 2024 (by call type). Top 20 Call Types.

Call Type	Total Calls in LowCode	Total LowCode calls referred back for a Response for medical reasons	% of Calls referred back for a response for medical reasons	Calls referred back for a response for medical reasons that transported.	% of Calls referred back for a response for medical reasons that transported.
SICK-A8	44	3	6%	2	67%
SICK-A11	37	6	12%	5	83%
BACK-A1	22	1	2%	1	100%
SICK-O1	20	4	8%	4	100%
SICK-A2	20	6	12%	5	83%
FALL-A3	18	1	2%	1	100%
FALL-A2	16	1	2%	1	100%
SOB - Shortness of Breath	15	3	6%	2	67%
SICK-A3	14	3	6%	2	67%
UNC - Unconscious Person	12	2	4%	2	100%
TRAUMA-A2	11	2	4%	2	100%
CP - Chest Pains	11	2	4%	2	100%
TRAUMA-A3	11	2	4%	2	100%
HL-A1	10	0	0%	0	
CHOKE-O1	9	0	0%	0	
DIA-A1	9	3	6%	2	67%
ABD-A1	8	0	0%	0	
SICK-A4	7	1	2%	1	100%
DIA-O1	6	1	2%	1	100%
FALL-A1	5	1	2%	1	100%

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

Disposition of Care Text		
Seek Emergency Care as Soon as Possible	100	40.3%
Emergency Response	83	33.5%
Seek Face to Face Care within 1-4 Hours	42	16.9%
Schedule an Appointment to be Seen by a Doctor/Health Care Professional within the Next 12 Hours (same day)	11	4.4%
Speak to Your Doctor/Health Care Professional to Review the Symptoms As Soon As Possible	9	3.6%
Schedule an Appointment to be Seen by a Doctor/Health Care Professional within the Next 1-3 Days	1	0.4%
Self-Care	1	0.4%

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

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

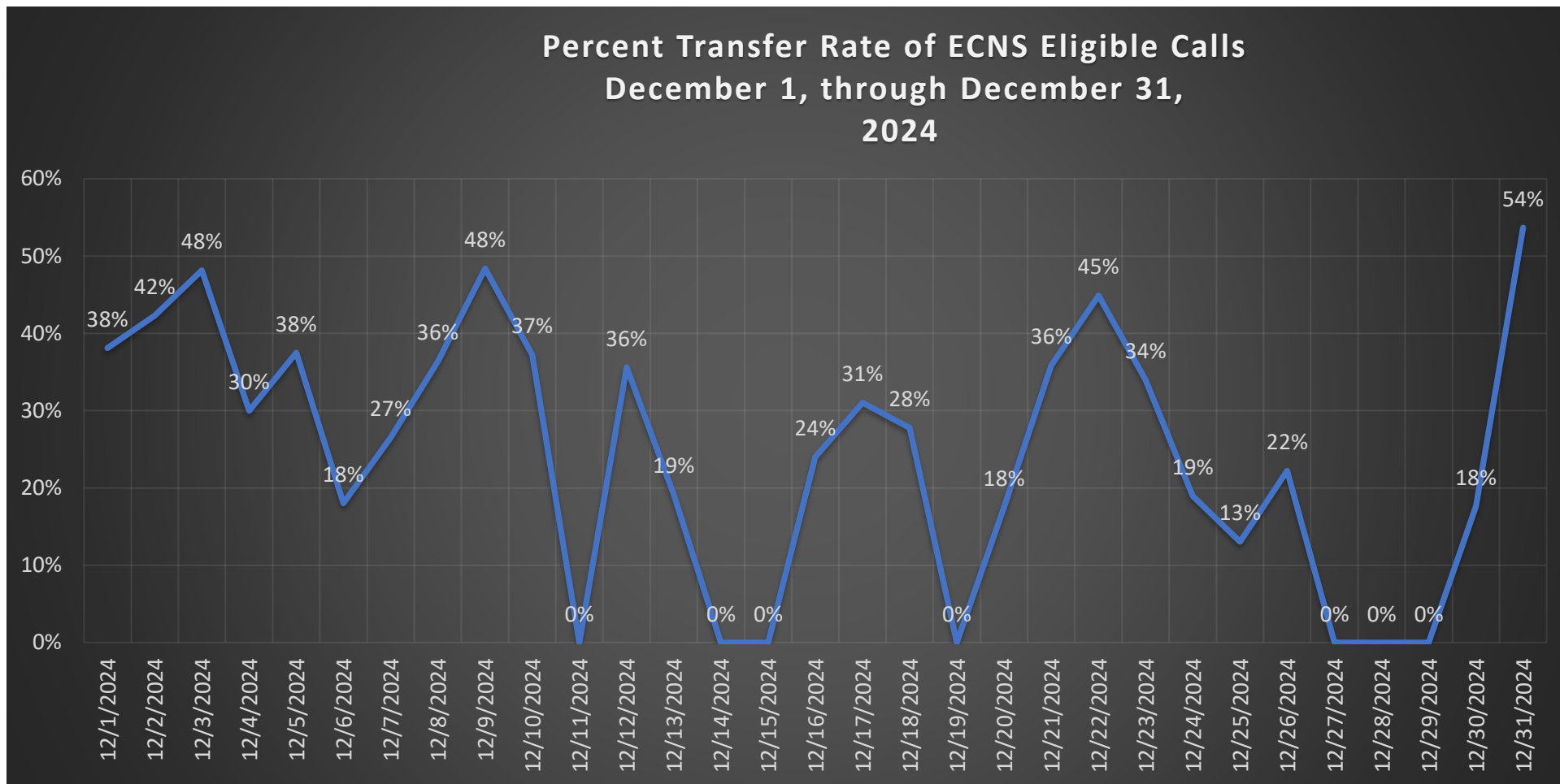


Figure 2: Total number of ECNS eligible calls and the number of them that were transferred to an ECN/entered into Low Code by date.

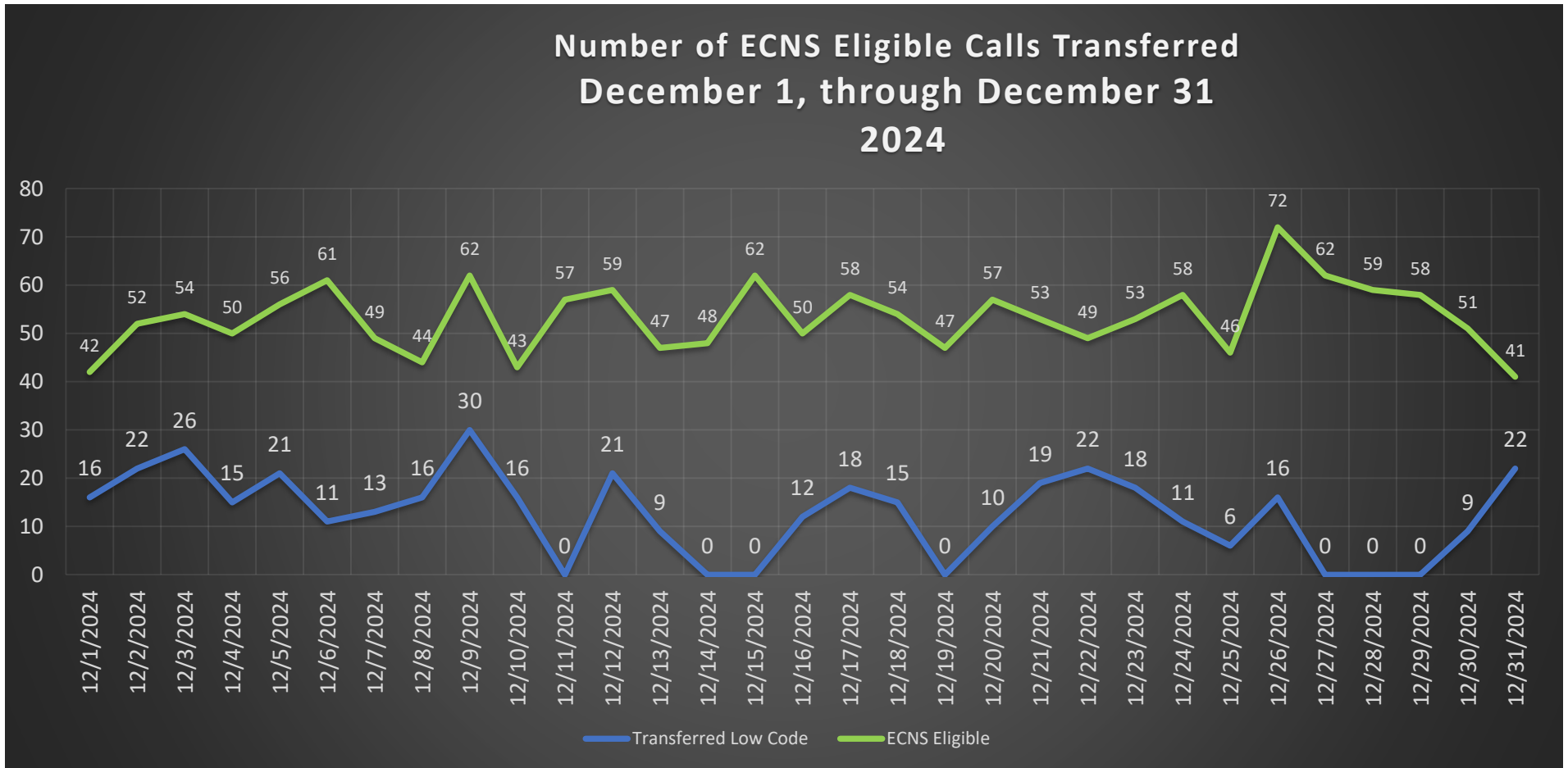


Figure 3: 12-month analysis of ECNS eligible calls and rates of transfer to ECN/Low Code system.

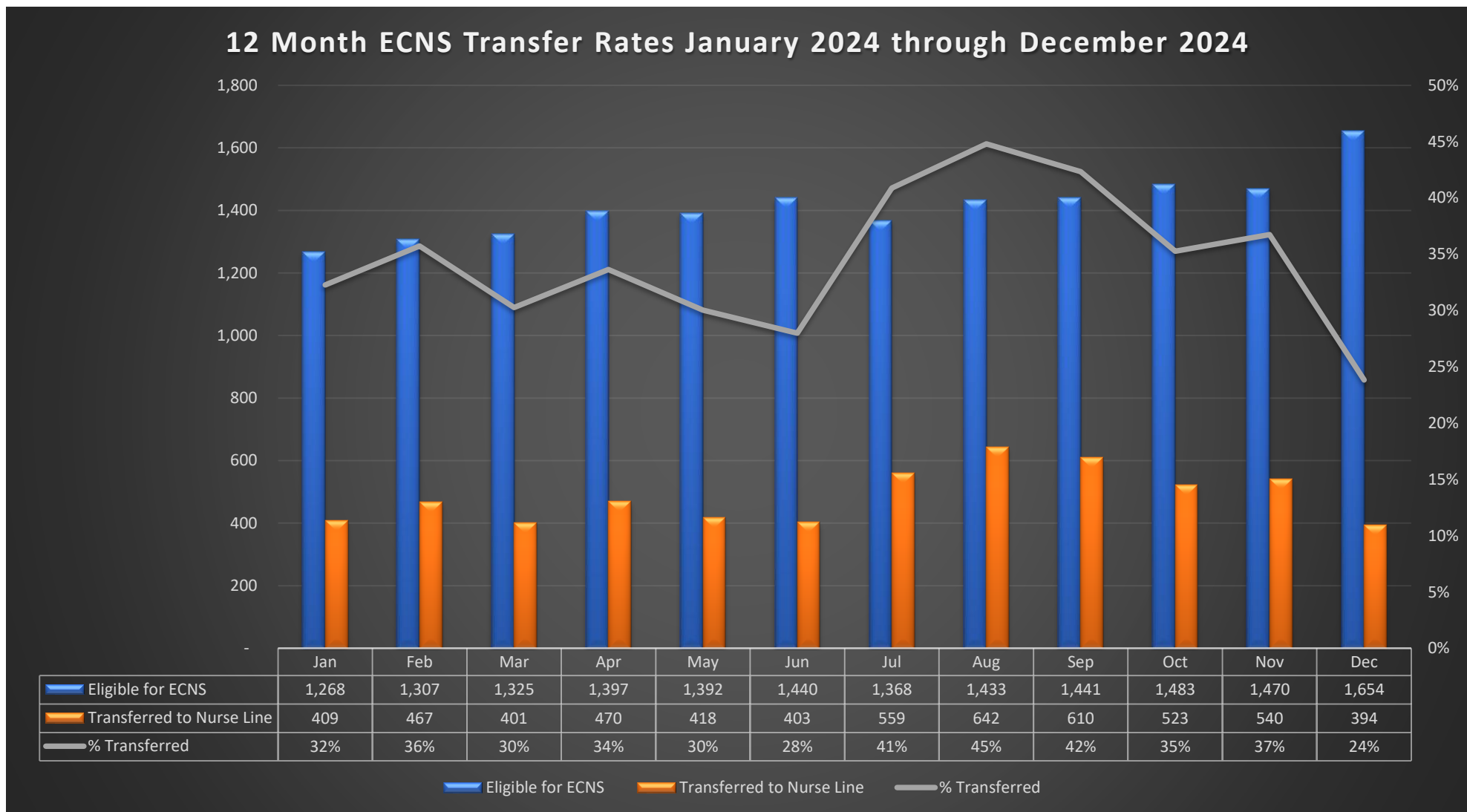
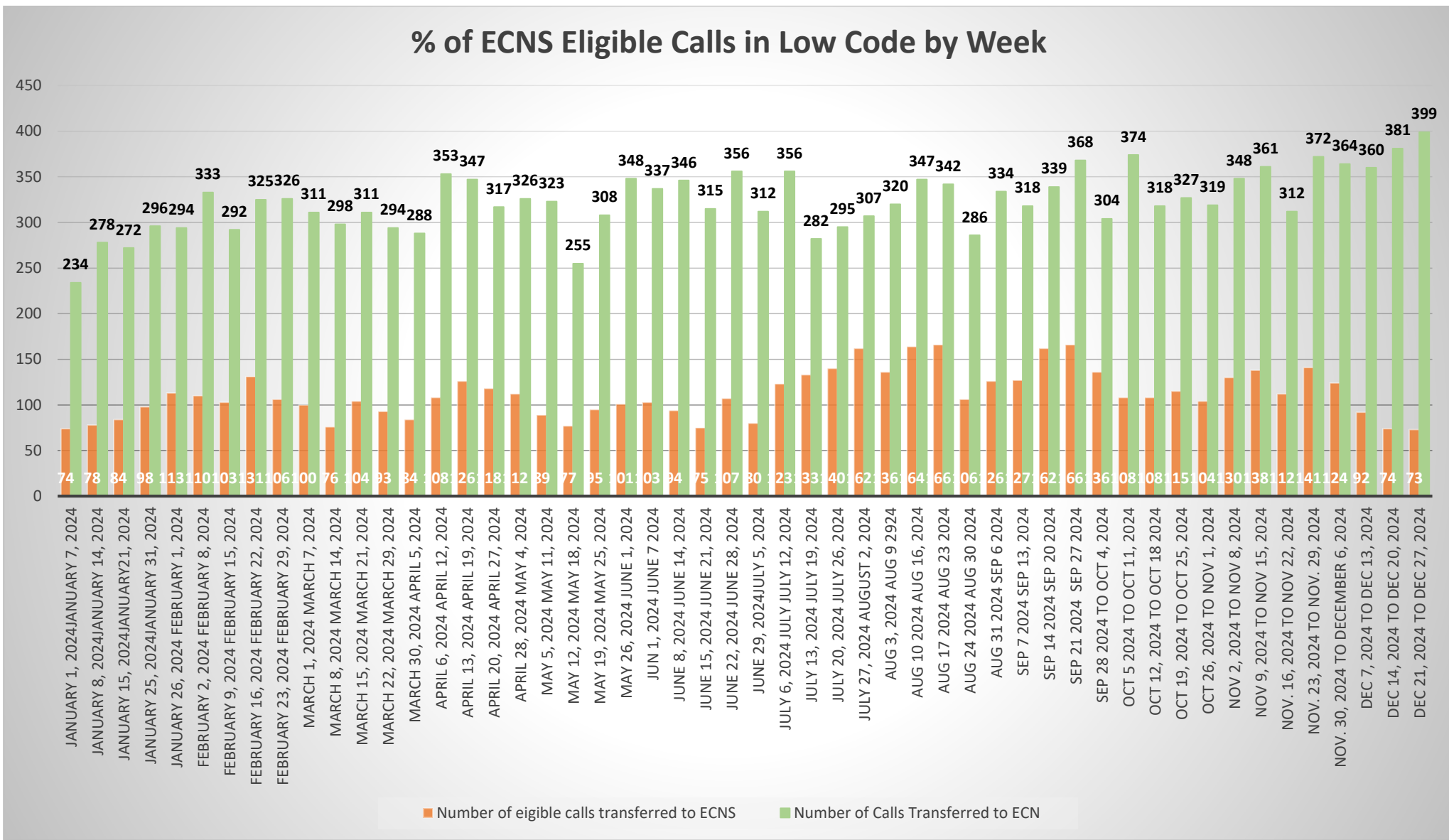


Figure 4: Number of eligible ECNS calls and rates of transfer from December 2023 through December 2024.



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

December 2024

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

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

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

Disposition Text from CAD	Number of Calls	% of Total Eligible Calls Not Sent to LowCode
*Call Taker decided to not send incident to LowCode, with reason: ECN NOT AVAIL= No ECN staff at CONFIRE and REMSA or hold music on transfer (Sup Approval)	1103	86.4%
*Call Taker decided to not send incident to LowCode, with reason: ECN NOT AVAIL= No ECN staffing or hold music on transfer	0	0.0%
*Call Taker decided to not send incident to LowCode, with reason: INABILITY TO INTERROGATE PT= Inability to talk, belligerent, RP not at same location	0	0.0%
*Call Taker decided to not send incident to LowCode, with reason: MEDICAL FACILITY RP= RN/Dr requesting 911 AND is at PT bedside	54	4.2%
*Call Taker decided to not send incident to LowCode, with reason: PT COMPLETE IMMOBILITY= Cannot move, bedridden or on the ground unable to get up	0	0.0%
*Call Taker decided to not send incident to LowCode, with reason: PT IN PUBLIC PLACE= PT is in an area where large crowds are gathering (i.e. sports complex)	0	0.0%
*Call Taker decided to not send incident to LowCode, with reason: QUICK LAUNCH= CPR, UNC, CP, SOB, CVA	71	5.6%
*Call Taker decided to not send incident to LowCode, with reason: REOPENED CALL= Reopened call	17	1.3%
*Call Taker decided to not send incident to LowCode, with reason: RP IS MINOR= PT is a minor at school or NO adult on scene	15	1.2%

*Call Taker decided to not send incident to LowCode, with reason: TEST/REOPENED CALL= Test or reopened call	0	0.0%
*Call Taker decided to not send incident to LowCode, with reason: MEDICAL FACILITY RP= Staff requesting 911 or PT directed by medical facility to call 911	0	0.0%
*Call Taker decided to not send incident to LowCode, with reason: RP IS MINOR= RP is a child caller <16 or RP is a minor calling for minor PT	0	0.0%
* Call Taker decided to not send incident to LowCode, with reason: PUBLIC SERVICE= A public service has been dispatched	0	0.0%
* Call Taker decided to not send incident to LowCode, with reason: REOPENED CALL= Reopened call	17	1.3%

January 16, 2025

Dear IE PSOP Exec Team and Operational Partners,

First, my sincere apologies for the lack of communication on this project recently. I delayed some communication due to the protracted nature of these projects and had sincerely expected to have a good update several times long this journey. There have been many hurdles and challenges along the way, but the team has been diligent and dedicated to getting this program fully implemented. We believed success was imminent....then it wasn't.

Currently, our vendor, Central Square has been experiencing significant technical issues with the Hub which has put long planned go live projects on hold. In fact, we have opted to take the live system offline temporarily due to the platform's instability.

This impacts the following live agencies:

CONFIRE
Chino PD
San Manuel DPS
Riverside County Fire (CAL FIRE)

As well as five active integration projects (all very close to go-live):

CAL FIRE San Bernardino
Murietta FD
Ontario FD
AMR Riverside
AMR San Bernardino

This also precludes us from starting new projects and/or soliciting additional participants for the time being.

To summarize the issue, during the large fire activity last September (Bridge, Line and Airport Fires), we were in an active go live session with Ontario FD when the platform experienced a serious failure and went offline. Initial thoughts were that it was an issue with the computing capacity of the Hub. Central Square (CST) installed additional capacity (more than double) which ultimately did not remedy the issue. The system failure also impacted the Orange County Fire Authority instance of the Hub.

CST proceeded to investigate the matter while the teams continued to test and configure for eventual go live sessions. As a result of the initial system failure, the platform became increasingly unstable despite many efforts by CST to resolve the matter. This made testing sessions problematic and began to impact actual operations. The problem got to the point where we made the decision to stop work on the project until CST could get an accurate diagnosis of the root cause factors and develop a solution to address them.

This is where we currently stand:

- CST believes it has diagnosed the problem (database architecture) and has a proof of concept for a solution.
- Two calls have been scheduled (Jan 13 & 27) with multiple stakeholders to go over this information and develop a plan to test the solution and eventually release an update that will address the matter. (The Jan 13 meeting was quite productive).
- CST plans to have a version of the updated platform for testing by late January, early February.
- They estimate the resolution to the problem being available by the end of March (possibly sooner).

This project is fully funded through UASI and HSGP grants managed by CONFIRE. Annual subscription fees have mostly been covered by these grants until we are at a fully implemented phase at which point each participating agency will be billed by CONFIRE for those costs though our agency agreements (some need updating). Central Square has issued credits in response to changes in its pricing structure and program difficulties. These credits have been used to continue to fund the program which has reduced its overall costs.

We will pursue additional concessions from CST should this program experience further challenges.

My commitment to this group is to provide more frequent written updates on the progress of this development. I believe the issue will be resolved and we will get things back up and running at which point we can complete bring agencies online.

I will provide a follow-up update to this group after our discovery meetings with Central Square and keep you posted with more frequent updates. We will likely set up a call for the group in February once we get a better sense from Central Square about their proposed solution's efficacy.

If you have and additional questions/concerns please contact me at mbell@confire.org.

Thank you,
Mike Bell
CONFIRE, Project Coordinator
909-816-4851

CC: CONFIRE Admin Committee