



## ADMINISTRATIVE COMMITTEE MEETING

TUESDAY, JULY 26, 2022 – 1:30 PM

LOMA LINDA-EOC 25541 BARTON RD, LOMA LINDA

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### AGENDA

The CONFIRE Administrative Committee Meeting is scheduled for Tuesday, July 26, 2022 in the Loma Linda Fire Department Emergency Operations Center, 25541 Barton Road, Loma Linda, California.

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

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

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

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

Liz Berry  
1743 Miro Way, Rialto, CA 92376  
909-356-2302  
[lberry@confire.org](mailto:lberry@confire.org)

### CALL TO ORDER

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

### PUBLIC COMMENT

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

### **INFORMATION RELATIVE TO POSSIBLE CONFLICT OF INTEREST**

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

### **CONSENT ITEMS**

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

1. Approve Administrative Committee Minutes of May 28, 2022
2. Approve Administrative Committee Minutes of June 28, 2022
3. 2022 YTD Call Summary
4. CONFIRE - Billable Incidents
5. YTD Answering Times

### **DIRECTOR REPORT**

- a. Staffing Situation Update
- b. APCO Conference (Aug 7-10 Anaheim)
- c. Chino Valley FD Recognition of CONFIRE Staff
- d. Update of Valley Communications Center

### **COMMITTEE REPORTS**

6. Support Committee Report/MIS Updates - Blessing Ugbo  
Request for Sole Source justification for contracting with Central Square for CAD Administration assistance - **ACTION ITEM**
7. Ops Chief Committee Report - Chief Bruner  
Chief Officers staffing the ECC for emergency and planned needs - Chief Harker

8. CAD to CAD - Mike Bell

IE PSOP Executive Committee Meeting (7/25/22)

Update on new agreement with Central Square

**OLD BUSINESS**

9. RFP #2022-01 for ALS Ambulance Services Update

Report on 7/21/22 Board Meeting

Creation of a EMS Division governance sub-committee - **ACTION ITEM**

10. Acting Director Agreement revision and extension - **ACTION ITEM**

**NEW BUSINESS**

11. Image Trends Discussion - Chief Munsey

12. Development of an Assistant Director Job Classification - **ACTION ITEM**

13. Operational Policy Adoption: SOPP: 3-2 Telephone Answering & SOPP: 3-10 Managing Abusive Callers - **ACTION ITEM**

**ROUND TABLE**

**CLOSED SESSION**

14. Pursuant to California Government Code Section 54956.9(a) The Board of Directors will meet in closed session to be briefed regarding (1) case of litigation Claim No. CIV SB 2129232 LISA SEGOVIA vs. COUNTY OF SAN BERNARDINO, CONSOLIDATED FIRE AGENCIES (CONFIRE)

**ADJOURNMENT**

**Upcoming Meetings:**

Next Regular Meeting: August 23, 2022 at 1:30 p.m.

**POSTING:**

This is to certify that on July 21, 2022, I posted a copy of the agenda:

- 1743 Miro Way, Rialto, CA
- on the Center's website which is [www.confirer.org](http://www.confirer.org)

-25541 Barton Rd., Loma Linda, CA

/s/ Liz Berry

**Liz Berry**  
**Administrative Secretary I**



## ADMINISTRATIVE COMMITTEE MEETING

TUESDAY, MAY 24, 2022 – 1:30 PM

TEAMS

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### MINUTES

#### ROLL CALL

##### **ADMINISTRATIVE COMMITTEE MEMBERS:**

Chief Jeff Armstrong/Chairperson, Victorville Fire Department  
Chief Dan Harker/Vice-Chairperson, Loma Linda Fire Department - *Absent*  
Chief Ken Harrison, Apple Valley Fire Protection District  
Chief Dave Williams, Chino Valley Fire District  
Chief Tim McHargue, Colton Fire Department  
Chief Mike McCliman, Rancho Cucamonga Fire Department  
Chief Rich Sessler, Redlands Fire Department  
Chief Brian Park, Rialto Fire Department  
Chief Dan Munsey, San Bernardino County Fire

#### 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.

*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 Administrative Committee Minutes of April 7, 2022
2. Approve Administrative Committee Minutes of April 28, 2022
3. Approve Administrative Committee Special Meeting Minutes of May 12, 2022
4. 2022 YTD Call Summary

5. CONFIRE – Billable Incidents
6. 2022 YTD Answering Times
7. FY 21-22 CONFIRE Operations Statement Ending 04-30-22  
FY 21-22 Fund Balance Report Ending 04-30-22
8. Contract Renewals – Baker, Big Bear, Montclair, and San Manuel
9. EMK Consultants Renewal
10. Matt Fratus Renewal
11. Messina Renewal
12. City of Redlands Liaison Renewal

*Motion to accept all items on Consent.*

*Motion by: Chief Brian Park*

*Second by: Chief Tim McHargue (Abstained from item 1, due to absence)*

*Chief Jeff Armstrong -Yes*

*Chief Dan Harker (1)-Absent*

*Chief Ken Harrison (1)- Yes*

*Chief Dave Williams (1) – Yes*

*Chief Tim McHargue (1) – Yes to 2-12, Abstained from item 1, due to absence.*

*Chief Mike McCliman (1) – Yes*

*Chief Rich Sessler (1) – Yes*

*Chief Dan Munsey (4) – Yes*

*Yes-11*

*No-0*

*Abstain-1 Chief Tim McHargue, abstained from item 1, due to absence.*

*Absent-1*

*Motion Passed*

## **DIRECTOR REPORT**

- *ECNS continues to be a priority*
- *Valley Communications Center design process continues*
- *Art-At CFED speaking on ECNS- discussions regarding a partnership with IEHP ongoing.*

## **COMMITTEE REPORTS**

- a. Support Committee Report/MIS Updates - Blessing Ugbo  
*Presentation by Steve Lehnhard on the New Geolocation Address Point Identification (scheduled June release) and the New Maps – ESRI RT100 style maps, which have cleaner interface and redraws are over 100 times faster (scheduled for December availability). Current GIS projects also include a new map load that will be adding approximately 93,000 more address points in the county, bringing our total to 807,000.*
- b. Ops Chief Committee Report - Chief Bruner
  - *ECC Concept update*

- *Recommendations to be presented on June 28 meeting*
  - *Discussion on Public Service calls requested by private ambulance companies for lift assists.*
    - *Chiefs established that all agencies would respond to any requests for ambulance lift assists (public service). No requirement for dispatch to contact duty officers.*
  - *Tablet Command additions*
    - *Mike McMath provided an update regarding new applications and visibility to BDU units.*
  - *Fourth of July Operations*
- c. CAD to CAD – Mike Bell
- *CAL Fire San Bernardino kick off occurred – May 17<sup>th</sup>*
  - *Close to having Air Methods sign on to join the system*
  - *Reaching out to “Reach”*
  - *Riverside County FD work continuing*
  - *Murrieta ready, on standby*
  - *Ontario timeframe accelerated*

## OLD BUSINESS

## NEW BUSINESS

### 13. Westnet Annual Maintenance – **Action Item**

*Brief discussion regarding the monetary changes between FY 21/22 and FY 22/23 of \$17,127.35. This was a result of Rialto, Montclair and San Manuel being added as they transitioned out of Westnet’s first year factory warranty and into the CONFIRE/Westnet annual maintenance contract, as well as an additional \$7278.26 which equates to a 4.83% overall increase.*

*\*\*Blue sheet attached with current Westnet numbers that were presented.*

***Motion to accept the Westnet Annual Maintenance costs as presented.***

***Motion by: Chief Tim McHargue***

***Second by: Chief Brian Park***

***Chief Jeff Armstrong (1)-Yes***

***Chief Dan Harker (1) -Absent***

***Chief Ken Harrison (1) -Yes***

***Chief Dave Williams (1) -Yes***

***Chief Mike McCliman (1) - Yes***

***Chief Rich Sessler (1) –Yes***

***Chief Dan Munsey (4)-Yes***

***Yes-11***

***No-0***

*Absent-1*

*Motion Passed*

14. Officer Elections – **Action Item**

CONFIRE Chair, Chief Armstrong, is leaving Victorville Fire Department necessitating Officer Elections.

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.”

*Motion to elect Chief Dan Harker to a 1-year term as Chairperson and Chief Rich Sessler to a 1-year term as Vice-Chairperson.*

*Motion by: Chief Tim McHargue*

*Second by: Chief Ken Harrison*

*Chief Jeff Armstrong (1)-Yes*

*Chief Dan Harker (1) -Absent*

*Chief Dave Williams (1) -Yes*

*Chief Mike McCliman (1) - Yes*

*Chief Rich Sessler (1) –Yes*

*Chief Brian Park (1)-Yes*

*Chief Dan Munsey (4)-Yes*

*Yes-11*

*No-0*

*Absent-1*

*Motion Passed*

15. Acting Director Contract – **Action Item**

*Motion to approve Employee Agreement for Acting CONFIRE Director Mike Bell as presented.*

*Motion by: Chief Mike McCliman*

*Second by: Chief Jeff Armstrong*

*Chief Dan Harker (1) -Absent*

*Chief Ken Harrison (1) -Yes*

*Chief Dave Williams (1) -Yes*

*Chief Tim McHargue (1) – Yes*

*Chief Rich Sessler (1) –Yes*

*Chief Brian Park (1)-Yes*



*Chief Dan Munsey (4)-Yes  
Yes-11  
No-0  
Absent-1*

*Motion Passed*

16. Appointment of Chief Officer to assist Acting Director – **Discussion/Action Item**

*Motion to appoint Chief Nathan Cooke from Chino Valley Fire District to assist Acting Director Mike Bell. Acting Director to facilitate agreement and present to Admin. Chiefs for approval.*

*Motion by: Chief Tim McHargue  
Second by: Chief Brian Park  
Chief Jeff Armstrong (1)-Yes  
Chief Dan Harker (1) -Absent  
Chief Ken Harrison (1) -Yes  
Chief Dave Williams (1) -Yes  
Chief Mike McCliman (1) - Yes  
Chief Rich Sessler (1) –Yes  
Chief Dan Munsey (4)-Yes  
Yes-11  
No-0  
Absent-1*

*Motion Passed*

**ROUND TABLE**

**CLOSED SESSION**

17. Pursuant to California Government Code Section 54956.9(a) The Administrative Committee will meet in closed session to be briefed regarding (1) case of litigation Claim No. CIV SB 2129232 LISA SEGOVIA vs. COUNTY OF SAN BERNARDINO, CONSOLIDATED FIRE AGENCIES (CONFIRE)

*No reportable action taken*

**ADJOURNMENT**

*Motion to adjourn the CONFIRE Administrative Committee Meeting*

*Motion by Chief Jeff Armstrong*

*The meeting adjourned at 1450.*





## ADMINISTRATIVE COMMITTEE MEETING

TUESDAY, JUNE 28, 2022 – 1:30 PM

LOMA LINDA EOC, 25541 BARTON RD., LOMA LINDA

### MINUTES

#### ROLL CALL

##### **ADMINISTRATIVE COMMITTEE MEMBERS:**

Chief Dan Harker/Chairperson, Loma Linda Fire Department  
 Chief Rich Sessler/Vice-Chairperson, Redlands Fire Department  
 Chief Buddy Peratt, Apple Valley Fire Protection District  
 Chief Jeremy Ault, Chino Valley Fire District  
 Chief Tim McHargue, Colton Fire Department  
 Chief Chad Comeau, Rancho Cucamonga Fire Department  
 Chief Brian Park, Rialto Fire Department  
 Chief Dan Munsey, San Bernardino County Fire-*Arrived at 1:58*  
 Chief Brian Fallon, Victorville Fire Department-*Absent*

#### 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.

*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 Administrative Committee Minutes of May 28, 2022

*Motion to accept item 1 on Consent*

*Motion by: Chief Tim McHargue*  
*Second by: Chief Jeremy Ault*  
*Chief Dan Harker (1)-Yes*  
*Chief Rich Sessler (1)-Yes*  
*Chief Buddy Peratt (1)- Yes*  
*Chief Chad Comeau (1) – Abstained*  
*Chief Brian Park (1) - Yes*  
*Chief Dan Munsey (4) – Absent*  
*Chief Brian Fallon (1) - Absent*  
 Yes-6  
 No-0  
 Abstain-1  
 Absent-5

*Motion pushed to the July 26, 2022 Administrative Committee Meeting for approval.*

2. FY2021-22 CONFIRE Operations Statement Ending 05-31-2022  
FY2021-22 CONFIRE Fund Balance Report Ending 05-31-2022
3. Call Summary YTD 2022
4. PSAP Answer Time YTD 2022
5. Billable Incidents

*Motion to accept items 2-5 on Consent.*

*Motion by: Chief Tim McHargue*  
*Second by: Chief Jeremy Ault*  
*Chief Dan Harker (1)-Yes*  
*Chief Rich Sessler (1)-Yes*  
*Chief Buddy Peratt (1)- Yes*  
*Chief Chad Comeau (1) – Yes*  
*Chief Brian Park (1) - Yes*  
*Chief Dan Munsey (4) – Absent*  
*Chief Brian Fallon (1) - Absent*  
 Yes-7  
 No-0  
 Abstain-0  
 Absent-5

*Motion Passed*

## **DIRECTOR REPORT**

6. District of Transparency Certificate of Excellence Accreditation
  - a. Business Manager Yvette Calimlim advised the committee that CONFIRE had been recognized by the Special Districts Association that it attained the District

of Transparency Corticate of Excellence. The recognition will be presented to CONFIRE at the Special Districts Conference in Palm Desert August. The Chiefs requested this information be shared with the Board at its next meeting.

7. Pulse Point Update - Mat Fratus
  - a. Mat Fratus provided an overview of public engagement with the agencies Pulse Point application. In general, about 1% of the population has signed up for Pulse Point with only a small percentage of that being registered to be notified of a nearby CPR incident. There have been no known saves from the program since its inception. There is interest in a regional push to reintroduce the program to the public.

## COMMITTEE REPORTS

- a. Support Committee Report/MIS Updates - Blessing Ugbo
 

*CONFIRE GIS employee Sam Perez presented mapping updates and his goal of creating consistency between CONFIRE CAD data and County data. Utilizing ESRI Address Management Solution he can greatly reduce redundancy and correspondence between CONFIRE and County GIS and ROV, while maintaining data integrity. This allows CONFIRE to improve CAD functionality by giving the capacity to add entrance points, private streets, and more precise locations such as floors or rooms. This update meets Next Generation 9-1-1 standards. Sam's goal is to perform monthly CAD map updates providing the latest GIS data and to reduce CONFIRE's turnaround time for CAD/GIS-related help desk tickets. Sam's future goal is to explore implementation options for speeding up AVL feed to as near real time as can be achieved via ESRI GeoEvent Server.*
- b. Ops Chief Committee Report - Chief Cooke
  - *Review 4<sup>th</sup> of July plan*
  - *ECC Staffing need for the 4<sup>th</sup> of July Weekend*
  - *Preposition Strike Teams*
  - *Medic Brush call sign "Brush Engine" only*
  - *Alternate Transport Update – BDC, CHO, RCF*
  - *Ambulance RFP Update*
  - *VHF Command Frequency Discussion for LRA Veg Fires*
- c. CAD to CAD – Mike Bell
  - *Work continues with engaged entities*
  - *Riverside County, once completed will open the gates for other agencies*

## OLD BUSINESS

8. Agreement for Assistant to the Director with Chino Valley Fire – **Action Item**

*The current CONFIRE Director is on extended leave due to a family medical emergency. The CONFIRE Administrative Committee appointed an Acting Director who is under contract until Aug. 1, 2022, with the possibility of monthly extensions. At the May 24,*

*2022 CONFIRE Admin. Committee Meeting the Chiefs approved a proposal to engage a uniformed Chief Officer from a member agency to assist the Acting Director during this time of transitions through the end of the calendar year. Chino Valley Fire Deputy Chief Nathan Cooke has been assigned to that role by his agency and will begin work on July 7, 2022. Chief Cooke's role will be to assist the Acting Director specifically with addressing organizational needs in the Communications Division.*

*Chief Cooke may assume the role of Acting Director at the expiration of the current Acting Director's term if that agreement is not extended.*

*Funding for this role will come from a combination of projected vacant positions savings, including that of the Director.*

***Motion to approve the agreement including Scope of Service and Compensation (\$192,253 for 6 months) component for the Assistant to the Director assignment approved at the May 24, 2022, Admin. Committee Meeting.***

***Motion by: Chief Rich Sessler***

***Second by: Chief Brian Park***

***Chief Dan Harker (1)-Yes***

***Chief Buddy Peratt (1)- Yes***

***Chief Jeremy Ault (1) – Yes***

***Chief Tim McHargue (1) – Yes***

***Chief Chad Comeau (1) – Yes***

***Chief Dan Munsey (4) – Yes***

***Chief Brian Fallon (1) - Absent***

***Yes-11***

***No-0***

***Abstain-0***

***Absent-1***

***Motion Passed***

## **NEW BUSINESS**

### **9. Tablet Command – Fire Mapper Licenses – Action Item**

***Motion to approve quote from Tablet Command for purchasing 3 Fire Mapper licenses for each agency. Cost for each license is \$250.00 with a minimum cost per agency of \$750.00 or 3 licenses. Licenses will be purchased by CONFIRE and reimbursed by each agency for the allotted licenses.***

***Motion by: Chief Tim McHargue***

***Second by: Chief Buddy Peratt***

***Chief Dan Harker (1)-Yes***

*Chief Rich Sessler (1)-Yes*  
*Chief Jeremy Ault (1) – Yes*  
*Chief Chad Comeau (1) – Yes*  
*Chief Brian Park (1) - Yes*  
*Chief Dan Munsey (4) – Yes*  
*Chief Brian Fallon (1) - Absent*  
 Yes-11  
 No-0  
 Abstain-0  
 Absent-1

*Motion Passed*

10. Request for Proposals for ALS Ambulance Transport Services – **Action Item**  
*Discussion of outline and timeline for this RFP.*

*Motion to release CONFIRE RFP for ALS Transport Services on 7/1/2022 to Planet Bids once finalized by Acting Director with consent from CONFIRE legal counsel.*

*Motion by: Chief Tim McHargue*  
*Second by: Chief Dan Munsey*  
*Chief Dan Harker (1)-Yes*  
*Chief Rich Sessler (1)-Yes*  
*Chief Buddy Peratt (1)- Yes*  
*Chief Jeremy Ault (1) – Yes*  
*Chief Chad Comeau (1) – Yes*  
*Chief Brian Park (1) - Yes*  
*Chief Brian Fallon (1) - Absent*  
 Yes-11  
 No-0  
 Abstain-0  
 Absent-1

*Motion Passed*

## ROUND TABLE

## CLOSED SESSION

11. Pursuant to California Government Code Section 54956.9(a) The Administrative Committee will meet in closed session to be briefed regarding (1) case of litigation Claim No. CIV SB 2129232 LISA SEGOVIA vs. COUNTY OF SAN BERNARDINO, CONSOLIDATED FIRE AGENCIES (CONFIRE)

**ADJOURNMENT**

*Motion to adjourn the CONFIRE Administrative Committee Meeting*

*The meeting adjourned at 4:07 p.m.*

**Upcoming Meetings:**


Next Regular Meeting: July 26, 2022, at 1:30 p.m. Location to be announced.

    /s/ Liz Berry

**Liz Berry**

**Administrative Secretary I**





## Call Summary

**CONFIRE/Comm Center**

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

Year: 2018

**From:** 01/01/2018

**To:** 12/31/2018


**Period:** Month

**Group:**

**Call Type:** All

**Abandoned Filters:** Include Abandoned

Date	911	911 Abdn	Total 911	911 Abdn Percentage	10-Digit Emergency Inbound	10-Digit Emergency Abdn	Total 10-Digit Emergency	Admin Outbound	Admin Inbound	Admin Inbound Abandoned	Total Admin	Total All Calls	Average Call Duration
January 2018	16152	113	16265	0.69%	12832	489	13321	14547	9471	263	24281	53867	101.2
February 2018	13853	54	13907	0.39%	11010	375	11385	12870	8897	156	21924	47216	104.7
March 2018	14786	55	14841	0.37%	11712	417	12129	14730	9597	144	24471	51441	109.2
April 2018	14347	58	14405	0.40%	11332	440	11772	14425	9264	210	23899	50076	104.7
May-18	14465	59	14524	0.41%	11178	371	11549	15095	10353	154	25602	51675	106.4
Jun-18	15195	190	15385	1.23%	11381	446	11827	14452	10334	224	25010	52222	102.8
Jul-18	16888	72	16960	0.42%	13054	570	13624	16781	11430	355	28566	59150	105.5
Aug-18	15855	49	15904	0.31%	12175	502	12677	15479	11274	247	27000	55581	105.7
Sep-18	14577	50	14627	0.34%	10816	383	11199	14006	9985	224	24215	50041	106.8
Oct-18	14677	58	14735	0.39%	11288	355	11643	14688	10468	162	25318	51696	106.9
Nov-18	14949	89	15038	0.59%	11730	449	12179	15256	9273	178	24707	51924	106.9
Dec-18	15022	54	15076	0.36%	10889	335	11224	15595	10756	162	26513	52813	110.2
<b>2018 Totals</b>	<b>180766</b>	<b>901</b>	<b>181667</b>	<b>0.49%</b>	<b>139397</b>	<b>5132</b>	<b>144529</b>	<b>177924</b>	<b>121102</b>	<b>2479</b>	<b>301506</b>	<b>627702</b>	<b>105.9</b>
<b>2017 Totals</b>	<b>178324</b>	<b>1096</b>	<b>179420</b>	<b>0.61%</b>	<b>144692</b>	<b>6435</b>	<b>151128</b>	<b>163215</b>	<b>127217</b>	<b>2066</b>	<b>292708</b>	<b>623256</b>	<b>103.1</b>



## Call Summary

**CONFIRE/Comm Center**

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

Year: 2019

**From:** 1/1/2019

**To:** 12/31/2019

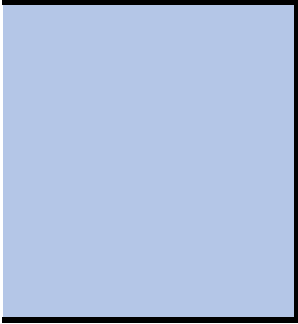
**Period:** Month

**Group:**


**Call Type:** All

**Abandoned Filters:** Include Abandoned

Date	911	911 Abdn	Total 911	911 Abdn Percentage	10-Digit Emergency Inbound	10-Digit Emergency Abdn	Total 10-Digit Emergency	Admin Outbound
Jan-19	14397	489	14886	3.28%	11482	329	11811	16263
Feb-19	13356	83	13439	0.62%	10888	333	11221	16376
Mar-19	15801	88	15889	0.55%	12247	428	12675	18621
Apr-19	15636	83	15719	0.53%	12126	433	12559	17337
May-19	15019	77	15096	0.51%	11880	380	12260	16861
Jun-19	16359	96	16455	0.58%	12690	524	13214	16904
Jul-19	18133	92	18225	0.50%	15220	739	15959	19395
Aug-19	17631	81	17712	0.46%	13513	604	14117	18983
Sep-19	16599	78	16677	0.47%	12464	509	12973	16322
Oct-19	18120	102	18222	0.56%	13930	612	14542	17513
Nov-19	16806	108	16914	0.64%	12875	793	13668	16910
Dec-19	16922	81	17003	0.48%	13517	900	14417	17453
<b>2019 Totals</b>	<b>194779</b>	<b>1458</b>	<b>196237</b>	<b>0.74%</b>	<b>152832</b>	<b>6584</b>	<b>159416</b>	<b>208938</b>
<b>2018 Totals</b>	<b>180766</b>	<b>901</b>	<b>181667</b>	<b>0.50%</b>	<b>139397</b>	<b>5132</b>	<b>144529</b>	<b>177924</b>



Admin Inbound	Admin Inbound Abandoned	Total Admin	Total All Calls	Average Call Duration
10785	112	27160	53857	109.2
9497	159	26032	50692	110.3
10552	216	29389	57953	109.8
11444	205	28986	57264	104.7
11109	232	28202	55558	104.9
11855	341	29100	58769	104.9
11142	354	30891	65075	102.6
11057	444	30484	62313	102.8
12006	333	28661	58311	102.9
11869	373	29755	62519	101.5
10999	463	28372	58954	103.5
10489	1124	29066	60486	102.5
132804	4356	346098	701751	104.8
<b>121102</b>	<b>2479</b>	<b>301506</b>	<b>627702</b>	<b>105.9</b>



## Call Summary

**CONFIRE/Comm Center**

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

Year: 2020

**From:** 1/1/2020

**To:** 12/31/2020

**Period:** Month

**Group:**

**Call Type:** All


**Abandoned Filters:** Include Abanc

**CONFIRE**

Date	911	911 Abdn	Total 911	911 Abdn Percentage	10-Digit Emergency Inbound	10-Digit Emergency Abdn	Total 10-Digit Emergency
Jan-20	16708	76	16784	0.45%	11804	521	12325
Feb-20	15931	76	16007	0.47%	11814	477	12291
Mar-20	15120	55	15175	0.36%	11815	476	12291
Apr-20	13841	35	13876	0.25%	10251	379	10630
May-20	16905	61	16966	0.36%	12293	485	12778
Jun-20	18155	75	18230	0.41%	12760	685	13425
Jul-20	20459	120	20579	0.58%	13674	720	14394
Aug-20	19373	85	19458	0.44%	13600	704	14304
Sep-20	17,284	112	17396	0.64%	13866	620	14486
Oct-20	18,005	74	18079	0.41%	14072	595	14667
Nov-20	17,147	70	17217	0.41%	14659	889	15548
Dec-20	21,707	82	21789	0.38%	15424	1312	16736
<b>2020 Totals</b>	<b>210635</b>	<b>921</b>	<b>211556</b>	<b>0.44%</b>	<b>156,032</b>	<b>7,843</b>	<b>163,875</b>
<b>2019 Totals</b>	<b>194779</b>	<b>1458</b>	<b>196237</b>	<b>0.74%</b>	<b>152,832</b>	<b>6,584</b>	<b>159,416</b>

done

Admin Outbound	Admin Inbound	Admin Inbound Abandoned	Total Admin	Total All Calls	Average Call Duration
15715	11931	204	27851	56960	103.1
14611	11563	208	26382	54680	101.2
16708	11993	159	28860	56326	107.4
15791	11244	457	27492	51998	106.9
17534	12229	171	29934	59678	100.3
18175	12136	240	30551	62206	99.3
19706	13093	373	33172	68145	100.3
18072	12929	396	31397	65159	101.3
17954	12654	285	30893	62775	98.8
18204	12709	321	31234	63980	98.3
18020	12545	290	30874	63639	98.3
19657	12213	315	31544	70069	93.8
<b>210,147</b>	<b>140,893</b>	<b>3,419</b>	<b>360,184</b>	<b>735,615</b>	<b>100.3</b>
<b>208,938</b>	<b>132,804</b>	<b>4,356</b>	<b>346,098</b>	<b>701,751</b>	<b>104.8</b>



## Call Summary

**CONFIRE/Comm Center**

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

Year: 2021

**From:** 1/1/2021

**To:** 12/31/2021

**Period:** Month

**Group:**


**Call Type:** All

**Abandoned Filters:** Include Aband

Date	911	911 Abdn	Total 911	911 Abdn Percentage	10-Digit Emergency Inbound	10-Digit Emergency Abdn	Total 10-Digit Emergency
Jan-21	19569	65	19634	0.33%	14978	989	15967
Feb-21	15820	65	15345	0.42%	13030	938	13968
Mar-21	16681	140	16821	0.83%	14960	1119	16079
Apr-21	17849	256	18105	1.41%	15340	1384	16724
May-21	18145	89	18234	0.49%	15610	1157	16767
Jun-21	18607	85	18692	0.45%	14939	1398	16337
Jul-21	20322	108	20430	0.53%	16337	1422	17759
Aug-21	20051	105	20156	0.52%	14270	1078	15348
Sep-21	18267	68	18335	0.37%	12939	830	13769
Oct-21	17606	46	17652	0.26%	13564	821	14385
Nov-21	18143	64	18207	0.35%	12690	735	13425
Dec-21	18937	7860	26797	29.33%	13247	592	13839
<b>2021 Totals</b>	<b>219457</b>	<b>8951</b>	<b>228408</b>	<b>3.92%</b>	<b>171904</b>	<b>12463</b>	<b>184367</b>
<b>2020 Totals</b>	<b>210635</b>	<b>921</b>	<b>211556</b>	<b>0.44%</b>	<b>156032</b>	<b>7843</b>	<b>163875</b>

done

Admin Outbound	Admin Inbound	Admin Inbound Abandoned	Total Admin	Total All Calls	Average Call Duration
20246	9203	2303	31752	67353	100
16156	8140	1809	26105	55418	98.5
17013	11824	2652	30949	63849	117.7
17531	10412	2169	30112	64941	95.8
19789	10260	2130	32179	67180	96.3
19490	9404	2224	31118	66147	98.3
20744	9970	2947	33661	71850	96.7
19463	10345	1626	31434	66938	102.7
17704	10503	425	28632	60736	103.3
17995	9123	884	28002	60039	102.1
18226	9033	884	28143	59775	99.2
17251	6650	351	24252	64888	100
221608	114327	20404	356339	769114	100.8
210147	140893	9142	360184	735615	100.3



## Call Summary

**CONFIRE/Comm Center**

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

Year: 2022

**From:** 1/1/2022

**To:** 6/30/2022

**Period:** Month

**Group:**

**Call Type:** All

**Abandoned Filters:** Include Abandoned

Date	911	911 Abdn	Total 911	911 Abdn Percentage	10-Digit Emergency Inbound	10-Digit Emergency Abdn	Total 10-Digit Emergency
Jan-22	22276	1476	23752	6.21%	13048	709	13757
Feb-22	16543	155	16698	0.93%	11468	542	12010
Mar-22	18025	211	18236	1.16%	12092	1568	13660
Apr-22	17106	61	17167	0.36%	11494	760	12254
May-22	19109	83	19192	0.43%	12288	590	12878
Jun-22	19902	59	19961	0.30%	12834	886	13720
<b>2022 Totals</b>	112987	2047	115034	1.78%	73224	5055	78279
<b>2021 Totals</b>	106131	700	106831	0.66%	88857	6985	95842





Admin Outbound	Admin Inbound	Admin Inbound Abandoned	Total Admin	Total All Calls	Average Call Duration
17186	5902	391	23479	60988	104.8
14154	4729	189	19072	47780	110.7
13907	5199	142	19248	51144	108.7
13521	5053	138	18712	48133	114
14520	5286	136	19942	52012	113.8
15245	5537	164	20946	54627	110
88533	31706	1160	121399	314712	110.1
110225	58703	13287	182215	384888	101.1

# CONFIRE Billable Incidents

Period: 01/01/2022 thru 06/30/2022

Jurisdiction	# of Incidents	% of Total
San Bernardino County	65,185	53.29%
VictorvilleFD	12,212	9.98%
RanchoCucamonga	8,847	7.23%
ChinoValleyFD	6,567	5.37%
AppleValley	6,447	5.27%
Rialto	5,753	4.70%
Redlands	5,554	4.54%
Colton	3,685	3.01%
MontclairFD	2,260	1.85%
Loma Linda	2,183	1.78%
Big Bear Fire	1,952	1.60%
San Manuel FD	853	0.70%
Baker Ambulance	410	0.34%
Running Springs	288	0.24%
Road Department	119	0.10%
<b>Total</b>	<b>122,315</b>	<b>100%</b>
BDC Division	# of Incidents	% of Total
East Valley	21,622	33.17%
Fontana	10,184	15.62%
Valley	9,129	14.00%
Hesperia	6,810	10.45%
North Desert	6,214	9.53%
South Desert	6,016	9.23%
Adelanto	2,550	3.91%
Mountain	2,537	3.89%
Hazmat	123	0.19%
<b>Total</b>	<b>65,185</b>	<b>100%</b>



**PSAP Answer Time**

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

From: 01/01/2018  
To: 12/31/2018  
Period Group: Month  
Time Group: 60 Minute  
Time Block: 00:00 - 23:59  
Call Type: 911 Calls

Month - January - December 2018  
Agency Fire  
Affiliation

Call Hour	Answer Times In Seconds							Total
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+	
January 2018 Total	14,044	948	416	597	179	75	6	16,265
% answer time ≤ 10 seconds	86.34%	5.83%	2.56%	3.67%	1.10%	0.46%	0.04%	100.00%
% answer time ≤ 15 seconds	92.17%							
% answer time ≤ 40 seconds	98.40%							
February 2018 Total	12,482	637	277	351	111	49	0	13,907
% answer time ≤ 10 seconds	89.75%	4.58%	1.99%	2.52%	0.80%	0.35%	0.00%	100.00%
% answer time ≤ 15 seconds	94.33%							
% answer time ≤ 40 seconds	98.85%							
March 2018 Total	13,326	725	309	356	91	31	3	14,841
% answer time ≤ 10 seconds	89.79%	4.89%	2.08%	2.40%	0.61%	0.21%	0.02%	100.00%
% answer time ≤ 15 seconds	94.68%							
% answer time ≤ 40 seconds	99.16%							
April 2018 Total	12,685	759	330	462	119	49	1	14,405
% answer time ≤ 10 seconds	88.06%	5.27%	2.29%	3.21%	0.83%	0.34%	0.01%	100.00%
% answer time ≤ 15 seconds	93.33%							
% answer time ≤ 40 seconds	98.83%							
May 2018 Total	12,954	700	348	407	79	36	0	14,524
% answer time ≤ 10 seconds	89.19%	4.82%	2.40%	2.80%	0.54%	0.25%	0.00%	100.00%
% answer time ≤ 15 seconds	94.01%							
% answer time ≤ 40 seconds	99.21%							
June 2018 Total	13,148	915	454	560	205	101	2	15,385
% answer time ≤ 10 seconds	85.46%	5.95%	2.95%	3.64%	1.33%	0.66%	0.01%	100.00%
% answer time ≤ 15 seconds	91.41%							
% answer time ≤ 40 seconds	98.00%							
July 2018 Total	14,303	1,028	528	784	219	94	3	14,525
% answer time ≤ 10 seconds	84.34%	6.06%	3.11%	4.62%	1.29%	0.55%	0.02%	100.00%
% answer time ≤ 15 seconds	90.40%							
% answer time ≤ 40 seconds	98.14%							
August 2018 Total	13,874	810	424	551	158	80	7	15,904
% answer time ≤ 10 seconds	87.24%	5.09%	2.67%	3.46%	0.99%	0.50%	0.04%	100.00%
% answer time ≤ 15 seconds	92.33%							
% answer time ≤ 40 seconds	98.46%							
September 2018 Total	12,821	782	368	453	127	73	3	14,627
% answer time ≤ 10 seconds	87.65%	5.35%	2.52%	3.10%	0.50%	0.50%	0.02%	100.00%
% answer time ≤ 15 seconds	93.00%							
% answer time ≤ 40 seconds	98.61%							
October 2018 Total	12,933	820	400	426	110	47	2	14,735
% answer time ≤ 10 seconds	87.77%	5.56%	2.71%	2.87%	0.75%	0.32%	0.01%	100.00%
% answer time ≤ 15 seconds	93.34%							
% answer time ≤ 40 seconds	98.92%							
November 2018 Total	12,922	928	453	544	128	58	5	15,038
% answer time ≤ 10 seconds	85.93%	6.17%	3.01%	3.62%	0.85%	0.39%	0.03%	100.00%
% answer time ≤ 15 seconds	92.10%							
% answer time ≤ 40 seconds	98.73%							
December 2018 Total	13,497	742	322	377	101	37	0	25,076
% answer time ≤ 10 seconds	89.53%	4.92%	2.14%	2.50%	0.67%	0.25%	0.00%	100.00%
% answer time ≤ 15 seconds	94.45%							
% answer time ≤ 40 seconds	99.08%							
Year to Date 2018 Total	158,989	9,794	4,629	5,865	1,627	730	32	181,666
% answer time ≤ 10 seconds	87.52%	5.39%	2.55%	3.23%	0.90%	0.40%	0.02%	100.00%
% answer time ≤ 15 seconds	92.91%							
% answer time ≤ 40 seconds	98.68%							
Year to Date 2017 Total	104,155	6,710	3,057	3,439	904	330	19	118,614
% answer time ≤ 10 seconds	87.81%	5.66%	2.58%	2.90%	0.76%	0.28%	0.02%	100.00%
% answer time ≤ 15 seconds	93.47%							
% answer time ≤ 40 seconds	98.94%							



**CONFIRE**

# PSAP Answer Time

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

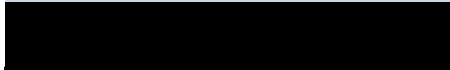
Month - Year: 1/1/2019 - 12/31/2019

Agency: Fire  
Affiliation:

Call Hour	Answer Times In Seconds				
	0 - 10	11-15	16 - 20	21 - 40	41 - 60
January 2019 Total	13,693	586	240	277	68
% answer time ≤ 10 seconds	91.99%	3.94%	1.61%	1.86%	0.46%
% answer time ≤ 15 seconds	95.92%				
% answer time ≤ 40 seconds	99.40%				
February 2019 Total	12,243	566	246	285	69
% answer time ≤ 10 seconds	91.10%	4.21%	1.83%	2.12%	0.51%
% answer time ≤ 15 seconds	95.31%				
% answer time ≤ 40 seconds	99.26%				
March 2019 Total	14,403	660	315	349	97
% answer time ≤ 10 seconds	90.65%	4.15%	1.98%	2.20%	0.61%
% answer time ≤ 15 seconds	94.80%				
% answer time ≤ 40 seconds	98.98%				
April 2019 Total	14,207	741	327	339	68
% answer time ≤ 10 seconds	90.38%	4.71%	2.08%	2.16%	0.43%
% answer time ≤ 15 seconds	95.10%				
% answer time ≤ 40 seconds	99.33%				
May 2019 Total	13,712	671	279	313	85
% answer time ≤ 10 seconds	90.83%	4.44%	1.85%	2.07%	0.56%
% answer time ≤ 15 seconds	95.28%				
% answer time ≤ 40 seconds	99.20%				
June 2019 Total	14,520	740	350	554	182
% answer time ≤ 10 seconds	88.24%	4.50%	2.13%	3.37%	1.11%
% answer time ≤ 15 seconds	92.74%				
% answer time ≤ 40 seconds	98.23%				
July 2019 Total	15,820	876	465	683	252
% answer time ≤ 10 seconds	86.80%	4.81%	2.55%	3.75%	1.38%
% answer time ≤ 15 seconds	91.61%				
% answer time ≤ 40 seconds	97.91%				
August 2019 Total	15,684	814	409	509	202
% answer time ≤ 10 seconds	88.55%	4.60%	2.31%	2.87%	1.14%
% answer time ≤ 15 seconds	93.15%				
% answer time ≤ 40 seconds	98.33%				
September 2019 Total	14,520	809	414	559	218
% answer time ≤ 10 seconds	87.07%	4.90%	2.50%	3.40%	1.30%
% answer time ≤ 15 seconds	91.92%				
% answer time ≤ 40 seconds	97.75%				
October 2019 Total	15,452	994	528	758	311
% answer time ≤ 10 seconds	84.80%	5.45%	2.90%	4.16%	1.71%
% answer time ≤ 15 seconds	90.25%				
% answer time ≤ 40 seconds	97.31%				

<b>November 2019 Total</b>	<b>13,682</b>	<b>954</b>	<b>603</b>	<b>971</b>	<b>419</b>
% answer time ≤ 10 seconds	80.89%	5.64%	3.57%	5.74%	2.48%
% answer time ≤ 15 seconds	<b>86.53%</b>				
% answer time ≤ 40 seconds	95.84%				
<b>December 2019 Total</b>	<b>13,948</b>	<b>999</b>	<b>622</b>	<b>846</b>	<b>350</b>
% answer time ≤ 10 seconds	82.03%	5.88%	3.66%	4.98%	2.06%
% answer time ≤ 15 seconds	<b>87.91%</b>				
% answer time ≤ 40 seconds	96.54%				
<b>Year to Date 2019 Total</b>	<b>171,884</b>	<b>9,410</b>	<b>4,798</b>	<b>6,443</b>	<b>2,321</b>
% answer time ≤ 10 seconds	87.59%	4.80%	2.45%	3.28%	1.18%
% answer time ≤ 15 seconds	<b>92.39%</b>				
% answer time ≤ 40 seconds	98.11%				
<b>Year to Date 2018 Total</b>	<b>158,989</b>	<b>9,794</b>	<b>4,630</b>	<b>5,865</b>	<b>1,627</b>
% answer time ≤ 10 seconds	87.52%	5.39%	2.55%	3.23%	0.90%
% answer time ≤ 15 seconds	<b>92.91%</b>				
% answer time ≤ 40 seconds	98.68%				

**From:** 1/1/2019  
**To:** 12/31/2019  
**Period Group:** Month  
**Time Group:** 60 Minute  
**Time Block:** 00:00 - 23:59  
**Call Type:** 911 Calls



61 - 120	120+	Total
22	0	14,866
0.15%	0.00%	100.00%

28	2	13,439
0.21%	0.01%	100.00%

59	6	15,889
0.37%	0.04%	100.00%

35	2	15,719
0.22%	0.01%	100.00%

33	3	15,096
0.22%	0.02%	100.00%

102	7	16,455
0.62%	0.04%	100.00%

112	17	18,225
0.61%	0.09%	100.00%

86	8	17,712
0.49%	0.05%	100.00%

150	7	16,677
0.90%	0.04%	100.00%

162	17	18,222
0.89%	0.09%	100.00%

251	34	16,914
1.48%	0.20%	100.00%
222	16	17,003
1.31%	0.09%	100.00%
1,262	119	196,237
0.64%	0.06%	100.00%
730	32	181,667
0.40%	0.02%	100.00%



# PSAP Answer Time

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

Month - Year: 1/1/2020 - 12/31/2020

Agency: Fire  
Affiliation:

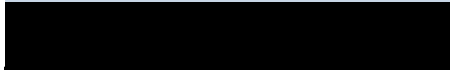


Call Hour	Answer Times In Seconds				
	0 - 10	11-15	16 - 20	21 - 40	41 - 60
January 2020 Total	14,331	1,014	507	622	203
% answer time ≤ 10 seconds	85.38%	6.04%	3.02%	3.71%	1.21%
% answer time ≤ 15 seconds	91.43%				
% answer time ≤ 40 seconds	98.15%				
February 2020 Total	13,945	833	429	530	173
% answer time ≤ 10 seconds	87.12%	5.20%	2.68%	3.31%	1.08%
% answer time ≤ 15 seconds	92.32%				
% answer time ≤ 40 seconds	98.31%				
March 2020 Total	13,540	714	361	376	112
% answer time ≤ 10 seconds	89.23%	4.71%	2.38%	2.48%	0.74%
% answer time ≤ 15 seconds	93.93%				
% answer time ≤ 40 seconds	98.79%				
April 2020 Total	12,633	631	294	225	57
% answer time ≤ 10 seconds	91.04%	4.55%	2.12%	1.62%	0.41%
% answer time ≤ 15 seconds	95.59%				
% answer time ≤ 40 seconds	99.33%				
May 2020 Total	14,973	834	422	483	148
% answer time ≤ 10 seconds	88.25%	4.92%	2.49%	2.85%	0.87%
% answer time ≤ 15 seconds	93.17%				
% answer time ≤ 40 seconds	98.50%				
June 2020 Total	15,245	1,119	645	779	290
% answer time ≤ 10 seconds	83.63%	6.14%	3.54%	4.27%	1.59%
% answer time ≤ 15 seconds	89.76%				
% answer time ≤ 40 seconds	97.58%				
July 2020 Total	17,044	1,272	706	927	381
% answer time ≤ 10 seconds	82.82%	6.18%	3.43%	4.50%	1.85%
% answer time ≤ 15 seconds	89.00%				
% answer time ≤ 40 seconds	96.94%				
August 2020 Total	16,332	1,185	705	724	289
% answer time ≤ 10 seconds	83.93%	6.09%	3.62%	3.72%	1.49%
% answer time ≤ 15 seconds	90.02%				
% answer time ≤ 40 seconds	97.37%				
September 2020 Total	15,041	1,001	559	551	185
% answer time ≤ 10 seconds	86.46%	5.75%	3.21%	3.17%	1.06%
% answer time ≤ 15 seconds	92.22%				
% answer time ≤ 40 seconds	98.60%				
October 2020 Total	15,165	1,165	648	724	256
% answer time ≤ 10 seconds	83.88%	6.44%	3.58%	4.00%	1.42%
% answer time ≤ 15 seconds	90.33%				
% answer time ≤ 40 seconds	97.91%				



<b>November 2020 Total</b>	<b>14,636</b>	<b>1,021</b>	<b>606</b>	<b>605</b>	<b>217</b>
% answer time ≤ 10 seconds	85.01%	5.93%	3.52%	3.51%	1.26%
% answer time ≤ 15 seconds	<b>90.94%</b>				
% answer time ≤ 40 seconds	97.97%				
<b>December 2020 Total</b>	<b>18,163</b>	<b>1,276</b>	<b>752</b>	<b>990</b>	<b>392</b>
% answer time ≤ 10 seconds	83.36%	5.86%	3.45%	4.54%	1.80%
% answer time ≤ 15 seconds	<b>89.21%</b>				
% answer time ≤ 40 seconds	97.21%				
<b>Year to Date 2020 Total</b>	<b>181,048</b>	<b>12,065</b>	<b>6,634</b>	<b>7,536</b>	<b>2,703</b>
% answer time ≤ 10 seconds	85.58%	5.70%	3.14%	3.56%	1.28%
% answer time ≤ 15 seconds	<b>91.28%</b>				
% answer time ≤ 40 seconds	97.98%				
<b>Year to Date 2019 Total</b>	<b>171,884</b>	<b>9,410</b>	<b>4,798</b>	<b>6,443</b>	<b>2,321</b>
% answer time ≤ 10 seconds	87.59%	4.80%	2.45%	3.28%	1.18%
% answer time ≤ 15 seconds	<b>92.39%</b>				
% answer time ≤ 40 seconds	98.11%				

**From:** 1/1/2020  
**To:** 12/31/2020  
**Period Group:** Month  
**Time Group:** 60 Minute  
**Time Block:** 00:00 - 23:59  
**Call Type:** 911 Calls



61 - 120	120+	Total
100	7	16,784
0.60%	0.04%	100.00%

94	3	16,007
0.59%	0.02%	100.00%

66	6	15,175
0.43%	0.04%	100.00%

34	2	13,876
0.25%	0.01%	100.00%

98	8	16,966
0.58%	0.05%	100.00%

144	8	18,230
0.79%	0.04%	100.00%

229	20	20,579
1.11%	0.10%	100.00%

200	23	19,458
1.03%	0.12%	100.00%

55	4	17,396
0.32%	0.02%	100.00%

113	8	18,079
0.63%	0.04%	100.00%

122	10	17,217
0.71%	0.06%	100.00%
194	22	21,789
0.89%	0.10%	100.00%
1,449	121	211,556
0.68%	0.06%	100.00%
1,262	119	196,237
0.64%	0.06%	100.00%



# PSAP Answer Time

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

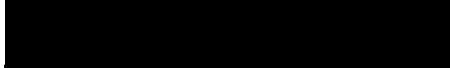
Month - Year: 1/1/2021 - 12/31/2021

Agency: Fire  
Affiliation:

Call Hour	Answer Times In Seconds				
	0 - 10	11-15	16 - 20	21 - 40	41 - 60
January 2021 Total	17,242	962	520	613	203
% answer time ≤ 10 seconds	87.82%	4.90%	2.65%	3.12%	1.03%
% answer time ≤ 15 seconds	92.72%				
% answer time ≤ 40 seconds	98.49%				
February 2021 Total	13,431	779	391	474	172
% answer time ≤ 10 seconds	87.53%	5.08%	2.55%	3.09%	1.12%
% answer time ≤ 15 seconds	92.60%				
% answer time ≤ 40 seconds	98.24%				
March 2021 Total	14,942	768	452	430	145
% answer time ≤ 10 seconds	88.83%	4.57%	2.69%	2.56%	0.86%
% answer time ≤ 15 seconds	93.40%				
% answer time ≤ 40 seconds	98.64%				
April 2021 Total	15,519	992	531	639	216
% answer time ≤ 10 seconds	85.72%	5.48%	2.93%	3.53%	1.19%
% answer time ≤ 15 seconds	91.20%				
% answer time ≤ 40 seconds	97.66%				
May 2021 Total	15,477	1,017	548	786	249
% answer time ≤ 10 seconds	84.88%	5.58%	3.01%	4.31%	1.37%
% answer time ≤ 15 seconds	90.46%				
% answer time ≤ 40 seconds	97.77%				
June 2021 Total	15,019	1,225	741	1,039	435
% answer time ≤ 10 seconds	80.35%	6.55%	3.96%	5.56%	2.33%
% answer time ≤ 15 seconds	86.90%				
% answer time ≤ 40 seconds	96.43%				
July 2021 Total	15,945	1,550	898	1,212	512
% answer time ≤ 10 seconds	78.05%	7.59%	4.40%	5.93%	2.51%
% answer time ≤ 15 seconds	85.63%				
% answer time ≤ 40 seconds	95.96%				
August 2021 Total	15,559	1,381	907	1,386	535
% answer time ≤ 10 seconds	77.19%	6.85%	4.50%	6.88%	2.65%
% answer time ≤ 15 seconds	84.04%				
% answer time ≤ 40 seconds	95.42%				
September 2021 Total	15,027	790	581	1,169	421
% answer time ≤ 10 seconds	81.96%	4.31%	3.17%	6.38%	2.30%
% answer time ≤ 15 seconds	86.27%				
% answer time ≤ 40 seconds	95.81%				
October 2021 Total	14,761	692	510	964	391
% answer time ≤ 10 seconds	83.62%	3.92%	2.89%	5.46%	2.22%
% answer time ≤ 15 seconds	87.54%				
% answer time ≤ 40 seconds	95.89%				

<b>November 2021 Total</b>	<b>15,276</b>	<b>753</b>	<b>497</b>	<b>1,013</b>	<b>374</b>
% answer time ≤ 10 seconds	83.90%	4.14%	2.73%	5.56%	2.05%
<b>% answer time ≤ 15 seconds</b>	<b>88.04%</b>				
% answer time ≤ 40 seconds	96.33%				
<b>December 2021 Total</b>	<b>24,350</b>	<b>664</b>	<b>459</b>	<b>782</b>	<b>302</b>
% answer time ≤ 10 seconds	90.87%	2.48%	1.71%	2.92%	1.13%
<b>% answer time ≤ 15 seconds</b>	<b>93.35%</b>				
% answer time ≤ 40 seconds	97.98%				
<b>Year to Date 2021 Total</b>	<b>192,548</b>	<b>11,573</b>	<b>7,035</b>	<b>10,507</b>	<b>3,955</b>
% answer time ≤ 10 seconds	84.30%	5.07%	3.08%	4.60%	1.73%
<b>% answer time ≤ 15 seconds</b>	<b>89.37%</b>				
% answer time ≤ 40 seconds	97.05%				
<b>Year to Date 2020 Total</b>	<b>181,048</b>	<b>12,065</b>	<b>6,634</b>	<b>7,536</b>	<b>2,703</b>
% answer time ≤ 10 seconds	85.58%	5.70%	3.14%	3.56%	1.28%
<b>% answer time ≤ 15 seconds</b>	<b>91.28%</b>				
% answer time ≤ 40 seconds	97.98%				

**From:** 1/1/2021  
**To:** 12/31/2021  
**Period Group:** Month  
**Time Group:** 60 Minute  
**Time Block:** 00:00 - 23:59  
**Call Type:** 911 Calls



61 - 120	120+	Total
91	3	19,634
0.46%	0.02%	100.00%

93	5	15,345
0.61%	0.03%	100.00%

78	6	16,821
0.46%	0.04%	100.00%

176	32	18,105
0.97%	0.18%	100.00%

138	19	18,234
0.76%	0.10%	100.00%

213	20	18,692
1.14%	0.11%	100.00%

281	32	20,430
1.38%	0.16%	100.00%

346	42	20,156
1.72%	0.21%	100.00%

302	45	18,335
1.65%	0.25%	100.00%

288	46	17,652
1.63%	0.26%	100.00%

251	43	18,207
1.38%	0.24%	100.00%
210	30	26,797
0.78%	0.11%	100.00%
2,467	323	228,408
1.08%	0.14%	100.00%
1,449	121	211,556
0.68%	0.06%	100.00%



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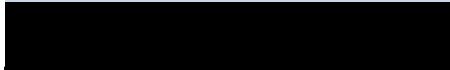
Month - Year: 1/1/2022 - 6/30/2022

Agency: Fire  
Affiliation:

Call Hour	Answer Times In Seconds				
	0 - 10	11-15	16 - 20	21 - 40	41 - 60
January 2022 Total	19,978	969	661	1,257	509
% answer time ≤ 10 seconds	84.11%	4.08%	2.78%	5.29%	2.14%
% answer time ≤ 15 seconds	88.19%				
% answer time ≤ 40 seconds	96.27%				
February 2022 Total	14,286	596	460	829	281
% answer time ≤ 10 seconds	85.56%	3.57%	2.75%	4.96%	1.68%
% answer time ≤ 15 seconds	89.12%				
% answer time ≤ 40 seconds	96.84%				
March 2022 Total	15,873	652	427	780	259
% answer time ≤ 10 seconds	87.04%	3.58%	2.34%	4.28%	1.42%
% answer time ≤ 15 seconds	90.62%				
% answer time ≤ 40 seconds	97.24%				
April 2022 Total	14,784	607	429	804	294
% answer time ≤ 10 seconds	86.12%	3.54%	2.50%	4.68%	1.71%
% answer time ≤ 15 seconds	89.65%				
% answer time ≤ 40 seconds	96.84%				
May 2022 Total	16,706	647	492	842	289
% answer time ≤ 10 seconds	87.05%	3.37%	2.56%	4.39%	1.51%
% answer time ≤ 15 seconds	90.42%				
% answer time ≤ 40 seconds	97.37%				
June 2022 Total	17,118	857	519	958	296
% answer time ≤ 10 seconds	85.76%	4.29%	2.60%	4.80%	1.48%
% answer time ≤ 15 seconds	90.05%				
% answer time ≤ 40 seconds	97.45%				
Year to Date 2022 Total	98,769	4,329	2,989	5,472	1,928
% answer time ≤ 10 seconds	85.86%	3.76%	2.60%	4.76%	1.68%
% answer time ≤ 15 seconds	89.62%				
% answer time ≤ 40 seconds	96.98%				
Year to Date 2021 Total	91,630	5,743	3,183	3,981	1,420
% answer time ≤ 10 seconds	85.77%	5.38%	2.98%	3.73%	1.33%
% answer time ≤ 15 seconds	91.15%				
% answer time ≤ 40 seconds	97.85%				



**From:** 1/1/2022  
**To:** 6/30/2022  
**Period Group:** Month  
**Time Group:** 60 Minute  
**Time Block:** 00:00 - 23:59  
**Call Type:** 911 Calls



61 - 120	120+	Total
335	43	23,752
1.41%	0.18%	100.00%

210	36	16,698
1.26%	0.22%	100.00%

227	18	18,236
1.24%	0.10%	100.00%

227	22	17,167
1.32%	0.13%	100.00%

187	29	19,192
0.97%	0.15%	100.00%

192	21	19,961
0.96%	0.11%	100.00%

1,378	169	115,034
1.20%	0.15%	100.00%

789	85	106,831
0.74%	0.08%	100.00%



**CONFIRE****STAFF REPORT****DATE: July 26, 2022****FROM: Blessing Ugbo  
MIS Manager****TO: CONFIRE Admin Committee**

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**SUBJECT: CAD Consultant**

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**Recommendation**

Approve Central Square consulting service agreement to assign a dedicated CAD Consultant to CONFIRE.

**Background Information**

CONFIRE currently does not have an executable succession plan to ensure continuity of CAD systems operation without a dedicated CAD Administrator. Adding the CAD consultant resource to the MIS team will ensure that a dedicated resource is always available to support CAD and business operations. The Central Square employee will be dedicated to CONFIRE. They will work remotely with a provision for site visits throughout the contract period.

This role will facilitate the management and maintenance of core CAD Enterprise and Tellus CAD-to-CAD products and related databases, ensuring the highest system performance and quality of data.

CONFIRE will complete a sole source justification for a CAD consultant from Central Square because of the need for a dedicated resource to bridge the gap in the CAD administrator's succession plan as well as a resource familiar with our CAD environment and systems that can rapidly assimilate into our operation.

**Fiscal Impact**

Consultant cost is \$260,000 with an annual 4% increase. This amount will be billed annually beginning with FY22/23. This will not require additional budgetary funding. CONFIRE will transfer the budget from two (2) vacant MIS positions: Information Systems Analyst III (\$192,425) and Computerized Mapping Technician (\$87,961), from Salaries and Benefits (5008) to Professional Services (5010) to fund the CAD consultant position.

This budget transfer was approved by the CONFIRE Board of Directors on July 21, 2022.



# CONFIRE

## NON-COMPETITIVE PROCUREMENT JUSTIFICATION FORM

<b>Department:</b> MIS	<b>Date:</b> 7/20/2022
------------------------	------------------------

**Supplier:** Central Square

<b>Description of item:</b>	Dedicated CAD Consultant

<b>Total Cost:</b> \$ <u>260,000</u>	<b><u>If Purchase is Over \$25,000 Per Vendor in a Fiscal Year:</u></b> Department will complete form and attach it along with copies of all bid and quote information.
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### Justification (Select That Applies)

Product	Service	Other
<input type="checkbox"/> Equipment/System Compatibility <input type="checkbox"/> Functional Specifications <input type="checkbox"/> Manufacturer/Publisher-Direct <input checked="" type="checkbox"/> Only Authorized Dealer	<input type="checkbox"/> Existing Agreement <input type="checkbox"/> Reimbursement to Owner <input type="checkbox"/> Specialized Credentials/ Expertise/ Training	<input type="checkbox"/> Cooperative Purchase <input type="checkbox"/> Emergency/Life or Property <input type="checkbox"/> Theft Mitigation <input type="checkbox"/> Timing Constraint <input type="checkbox"/> Government Mandated/Legal Requirement <input checked="" type="checkbox"/> Proprietary <input checked="" type="checkbox"/> Sole Source/Single Source

**Please provide a detailed explanation for the Justification selected above.**

CAD consultant will be trained by Central Square as an expert on its proprietary Enterprise CAD systems.


	Signature	Print Name	Date
<b>Submitted By:</b>		BLESSING UGO	7/20/22
<b>Fiscal:</b>		Yvette Calimilino	7/21/22
<b>Director:</b>		Mike Bell	7/21/22
<b>Admin Chair:</b>			

*Incomplete forms may result in Kissflow document being rejected*

**Justification Definitions for Non-Competitive Purchases**

<b>P R O D U C T</b>	<p><b>Equipment/system compatibility</b> – Equipment or system has same compatibility, interoperability, technical application as that currently owned by CONFIRE JPA. May be a situation where the vendor has specific knowledge of the system, CONFIRE JPA premises, operations or requirements. May result in reduced expenses for training/maintenance and added efficiency. changing would require significant additional funding or training of staff. Department may be asked to specify a definitive period of time after which a competitive process will be initiated. <u>Examples: software; keycard access; fire alarm/security systems.</u></p> <p><b>Functional specifications</b> – Meets performance and quality requirements; other products lack one or more of the required material specifications.</p> <p><b>Manufacturer/publisher-direct</b> – Has no distributor network or is less costly than purchasing through a distributor.</p> <p><b>Only authorized distributor</b> – No other manufacturer-authorized distributor in geographical area can provide product.</p>
<b>S E R V I C E</b>	<p><b>Existing agreement</b> – Essential in maintaining continuity of service. There is a significant cost benefit to CONFIRE JPA to stay with the vendor. <u>Example: To include new agencies in an ongoing contract.</u></p> <p><b>Reimbursement to owner</b> – County reimbursing owner for service or product (provided by third party) paid for by owner pursuant to agreement. <u>Example: For employee hours spent as CONFIRE Liaison</u></p> <p><b>Specialized credentials/expertise/training</b> (replaces specialized services) – Meets requirements for certification, credentials, experience, expertise, training as requested.</p>
<b>O T H E R</b>	<p><b>Cooperative Purchase</b> – Purchase made through cooperative purchasing website approved by The Board of Directors.</p> <p><b>Emergency/life or property threat mitigation</b> - A purchase for: (i) the preservation of life or property, or (ii) if the Purchasing Agent or any assistant authorized to make purchases is not immediately available and the service, item or items, are immediately necessary for continued operation of the entity and undue delay would cause substantial loss to CONFIRE JPA.</p> <p><b>Timing constraints</b> – Compelling urgency; only vendor that can commit to delivery schedule of product/project/service. Departments are required to show that failure to meet such deadline will cause additional expense to CONFIRE JPA or jeopardize public health or safety.</p> <p><b>Government mandated/legal requirement</b> – Mandated by local, state, county, or federal agency with jurisdiction.</p> <p><b>Proprietary item</b> – Used, made or marketed by one having the exclusive legal right (patented, licensed, copyrighted, etc.)</p> <p><b>Sole source/Single source</b> – Only one provider/supplier exists to fulfill CONFIRE JPA requirement.</p>

**REQUEST FOR PROPOSALS  
FOR  
ALS AMBULANCE TRANSPORT SERVICES  
RFP No. 2022-01**

**Consolidated Fire Agencies**



**Released July 1, 2022**

**Submittal Deadline**

**August 15, 2022, 5:00 PM (PST)**

**Electronic Submittal Only via PlanetBids Portal**

**<https://pbsystem.planetbids.com/portal/42916/portal-home>**

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**REQUEST FOR PROPOSALS  
FOR  
ALS AMBULANCE SERVICES**

The Consolidated Fire Agencies (hereinafter referred to as “CONFIRE”) is soliciting proposals from qualified ambulance service providers to provide Emergency and non-Emergency ambulance services to CONFIRE as the exclusive subcontractor (hereinafter referred to as “Proposers”). The awarded Proposer, (hereinafter referred to as “Successful Proposer/Contractor” depending on context) will provide the requested services in accordance with the Sample Professional Service Agreement (“Contract”), attached hereto as **Appendix A**, including the referenced “terms, conditions, and scope of work”. Prior to submitting a proposal, Proposers are advised to carefully read the instructions below, including the Sample Professional Service Agreement and any solicitation attachments/exhibits. The term for this Request for Proposals (“RFP”) will be three (3) years; with two (2) one-year option(s) to renew. If renewed two times, the total number of years for this contract is five (5) years.

**GENERAL INFORMATION**

CONFIRE is a Joint Powers Authority, authorized by Section 6500 of the Government Code, made up of nine-member Fire Agencies:

- Apple Valley Fire Protection District
- Chino Valley Fire District
- Colton Fire Department
- Loma Linda Fire Department
- Redlands Fire Department
- Rialto Fire Department
- Victorville Fire Department
- Rancho Cucamonga Fire Protection District provided
- San Bernardino County Fire Protection District

Affiliate Agencies are those associated with CONFIRE through contractual agreements for various services including dispatch, CAD to CAD support and/or emergency ambulance services. Relevant affiliate agencies include:

- Big Bear Fire Department
- Montclair Fire Department
- Ontario Fire Department
- Runnings Springs Fire Department
- San Manuel Fire Department

CONFIRE is in San Bernardino County, California and is governed by a Board of Directors consisting of elected officials from each of the nine-member agencies and an Administrative Committee made up of the nine-member agency Fire Chiefs. CONFIRE’s stated purpose is:

For the benefit of those persons served by the Parties (Member Agencies) and those persons served by other agencies who contract with CONFIRE for services, to engage in any lawful act or activity that arises out of relates to the operation of a regional public safety communication



system and cooperative program of fire protection, rescue, and emergency medical services system.

CONFIRE has an annual operating budget of \$13.5 million for fiscal year 2022-2023, serving a population of approximately 2.1 million residents, and covering an area of 20,105 square miles. The County is roughly the size of West Virginia. In calendar year 2021, CONFIRE dispatched 243,244 separate emergency incidents.

CONFIRE is made of the following divisions, all of which support CONFIRE's stated purpose: Communications Division, Emergency Medical Services ("EMS") Division and Information Services Division.

The Communications Division's (Comm Center) primary function is to provide 24-hour/365-day direct fire, EMS, and rescue dispatch services to CONFIRE member and contract agencies. Beyond the direct fire dispatch role, the Comm Center also functions as the San Bernardino County (XBO) Operational Area dispatch, which provides large incident coordination for fire, local government, and emergency medical resources on a countywide basis as well as providing after-hours dispatch services for local government, i.e., County Public Health and Road Departments, and the City of Loma Linda.

CONFIRE is a nationally accredited Emergency Medical Dispatch (EMD) center. CONFIRE also operates California's first Emergency Nurse Communications System (ECNS). Once calls are triaged into a low acuity category, they are transferred to qualified nurses who continue to interact with the caller to ensure the person receives the appropriate care which often does not require the dispatch of emergency units.

Further information about CONFIRE can be found at its website: [www.confire.org](http://www.confire.org).

The County Board of Supervisors approved a resolution directing the County's Local Emergency Medical Services Agency "LEMSA" to begin the process of conducting a competitive bid for a countywide emergency ambulance operator. CONFIRE intends to submit a bid to provide the countywide emergency ambulance services and is seeking to partner with a subcontractor that can provide the transport component of the overall comprehensive proposal. CONFIRE is engaging in this subcontracting RFP, pursuant to its existing Board and Administrative Committee Policies and direction from the CONFIRE Board of Directors and Administrative Committee.

The Successful Proposer will be identified in CONFIRE's bid submitted to the LEMSA. If CONFIRE is selected to contract with the County to provide emergency ambulance services, the Proposer shall:

- Begin services April 2024, as directed by the LEMSA.
- Respond to all dispatch requests including emergency and non-emergency responses throughout the eleven (11) EOA's in the County.
- Provide inter-facility transport (IFT) services.
- Critical care transport.

The Successful Proposer may be required to respond without regard to jurisdictional boundaries as part of the countywide mutual aid system. These responses may include but are not limited to sick and ill persons, vehicle accidents, rescues, interfacility transports, and any other incidents that may arise. The

Successful Proposer may be dispatched to “non-EMS” incidents such as structure fires, Haz Mat, law enforcement activities, and stand-by. The Successful Proposer shall not engage in any firefighting, rescue, or law enforcement activities.

The Proposers shall have experience in similar types of services. All Proposers responding to this RFP will be evaluated on their demonstrated ability and commitment to providing cost-effective and high-quality EMS transport services, which may include, but not be limited to:

- Expertise
- Prior experience providing emergency ambulance services in a safe and efficient manner
- Demonstrated competence
- Ability to meet the requested services
- Adequate staffing, performance monitoring and quality control
- Effectiveness of operational processes and assets, including quality of ambulance fleet and equipment, customer service and working conditions of ambulance personnel
- Financial stability
- Responsiveness and understanding of services to meet the needs and concerns of the County and the CONFIRE.

**NOTE:**

This RFP is in anticipation of a countywide contract for ambulance services. Therefore, even as the Successful Proposer there is no guarantee of the subcontracted ambulance services set forth in this RFP.

While there are specifics in this RFP, the intent of this solicitation is to secure a competent partner in providing effective ambulance services. The final contract will reflect the County RFP award. Therefore, it is the expectation that the Successful Proposer will be willing to modify the terms and corresponding content and pricing to mirror the County contract. Should CONFIRE not be selected as the County’s ambulance provider this solicitation and subsequent contract is null and void.

- 1. **Important Notice:** CONFIRE has attempted to provide all information available. It is the responsibility of each Proposer to review, evaluate, and, where necessary, request any clarification prior to submission of a Proposal. **Proposers are not to contact any CONFIRE personnel including Board Members or Administrative Committee Members with any questions or clarifications concerning this RFP.**
- 2. It is the responsibility of each Proposer to register with and periodically check PlanetBids to ensure that it has received and reviewed all documents and addenda related to this solicitation. The login page for PlanetBids is:

<https://pbsystem.planetbids.com/portal/42916/portal-home>

- 3. All inquiries regarding this process must be made through the contact information provided on the CONFIRE Vendor Portal in PlanetBids.
- 4. If clarification or interpretation of this solicitation is considered necessary by CONFIRE, a written addendum shall be issued, and the information will be posted on PlanetBids. CONFIRE will not be responsible for any other explanations, corrections to, or interpretations of the documents, including any oral information.
- 5. **Schedule of Events:** This Request for Proposals shall be governed by the following schedule (all times are Pacific Standard Time ):

<b>Release of RFP</b>	<b>July 1, 2022</b>
<b>Pre-Proposal Bidders conference (virtual)</b>	<b>July 11, 2022, at 1:00 PM.</b>
<b>Responses to Questions Posted on PlanetBids</b>	<b>July 15, 2022, at 5:00 PM.</b>
<b>Proposals are Due</b>	<b>Aug 15, 2022, at 12:00 PM.</b>
<b>Bid opening</b>	<b>Aug 15, 2022, at 2:00 PM.</b>
<b>Presentations/Interviews</b>	<b>August 29-31, 2022</b>
<b>Award</b>	<b>September 5, 2022</b>
<b>Contract Negotiations</b>	<b>September 6-9, 2022</b>
<b>County RFP for emergency ambulance services</b>	<b>December, 2022</b>
<b>Service begins</b>	<b>April, 2024</b>

\*\*All dates are subject to change at the discretion of CONFIRE.

**Pre-Proposal Bidders Conference:** A MANDATORY pre-proposal Bidders Conference will be held virtually (Microsoft Teams) on July 11, 2022, at 1 PM PST. Proposers will be required to register on CONFIRE’s PlanetBids portal and submit a request to CONFIRE in PlanetBids to secure a reservation and invite. The meeting is held to allow for questions and clarification concerning the RFP, process, scope of services and subsequent contract award.

**CONFIRE PlanetBids Portal**

<https://pbsystem.planetbids.com/portal/42916/portal-home>

## GENERAL INSTRUCTIONS AND PROVISIONS

- 1. Proposal Format Guidelines:** Interested entities are to provide CONFIRE with a thorough proposal using the following guidelines: Proposal should be typed and should contain no more than 50 typed pages using a 12-point font size, including transmittal letter and resumes of key people, but excluding Index/Table of Contents, tables, charts, graphic exhibits, and pricing forms. Each proposal will adhere to the following order and content of sections. Proposals should be straightforward, concise and provide “layman” explanations of technical terms that are used. Emphasis should be concentrated on conforming to the RFP instructions, responding to the RFP requirements, and on providing a complete and clear description of the offer. Proposals which appear unrealistic in terms of technical commitments, lack of technical competence or are indicative of failure to comprehend the complexity and nature of this contract may be rejected. The following Proposal sections are to be included in the Proposer’s response:
- **Cover Letter and Vendor Application Form:** A cover letter, not to exceed three pages in length, should summarize key elements of the proposal. An individual authorized to bind the Contractor must sign the letter. Indicate the address and telephone number of the contractor’s office located nearest to San Bernardino, California, and the office from which the business will be managed. Complete Vendor Application Form, **Appendix B** and attach to the cover letter.
  - **Background and Project Summary Section:** The Background and Project Summary Section should describe your understanding of CONFIRE, the work to be done, and the objectives to be accomplished. Refer to **Scope of Work, Attachment A** of this RFP.
  - **Method of Approach:** Provide a detailed description of the approach and methodology that will be used to fulfill each requirement listed in the **Scope of Work, Attachment A** of this RFP.
  - **Qualifications & Experience:** Describe the qualifications and experience of the organization or entity performing services/projects within the past five years to demonstrate competence to perform these services. If the Proposer has been in business less than five years, the Proposer shall detail key individuals’ experience that can be used to assess the Proposer’s ability to perform the services in the Scope of Work. Information shall include:
    1. If the owner is a corporation please provide: Name of corporation, corporate office street address, city, state, and zip code, state where incorporated, date of incorporation, first and last name of officers, local office address, city, state & zip, and the date local office opened its doors for business.
    2. If the owner is a partnership or joint venture, please provide: Name of partnership or joint venture, principal office street address, city, state, and zip code, state of organization, date of organization, first and last name of general partner(s), local office address, city, state, and zip code, and date local office opened its doors.
    3. List all businesses owned or controlled by yourself (Proposer) or business manager doing similar business in California under another name. List business name and

address and specify who owns or controls the business (e.g., self, business manager, etc.).

4. List all businesses for which you or your business manager is or was an officer, director, or partner doing similar business in California under another name. List business name and address, title, date(s) in position; specify who was in position (e.g., self, business manager, etc.).
5. How many years have you been in business under your present business name?
6. List all business names you operate that are involved in ambulance operations/ambulance transportation related services and identify the County and State of each of those businesses.
7. List all businesses for which you or your business manager have filed for bankruptcy protection while operating under a contract involving ambulance operations / ambulance transportation related services.
8. Provide a list of current and previous contracts that meet the requirements for this RFP, including all public agencies served (if any). For each, provide a brief description of the scope of work performed, the length of time you have been providing services, and the name, title, and telephone number of the person who may be contacted regarding your organization's service record.
9. Submit a description of the organization's qualifications, experience and abilities that make it uniquely capable to provide the services specified in the **Scope of Work, Attachment A** to this RFP.
10. Provide copies of the organization's ethical standards, confidentiality policies, managerial philosophy, customer service standards and standards of service quality. State the way these standards will be evaluated and maintained. The materials may include, but are not limited to:
  - a. Membership in and/or good standing with an organization that is devoted to ensuring high standards of customer service and consumer protection, such as the Better Business Bureau.
  - b. Identify any membership in and/or good standing with a professional organization devoted to encouraging and maintaining ethical or service standards.
  - c. Evidence of training and education in customer service, maintaining quality standards and/or maintaining quality standards received by the firm, its employees, and its subcontractors.
  - d. Letters of recommendation from customers and/or contracting agencies.

- e. Copies of instructional material used to ensure employee adherence to ethical, quality and customer service standards.
  - f. A list of references that will attest to the organization's ethical, quality and service standards. The list should include the name, address and telephone number of the person who may be contacted and a description of the relationship between the organization and the reference.
11. CONFIRE is interested in knowing how Proposers support the communities that they serve. Please provide information on your organization's participation in local community, charitable and civic organizations, and events, including membership in the Chamber of Commerce, charitable contributions made by your organization, etc.
  12. Any public entity which submits a proposal should describe in detail how it currently performs services like those identified in the Scope of Work within its or other jurisdictions, including photographs, written policies and/or video of services provided. If you have performed these services under contract for another public entity, please provide references for those entities as set forth above for private Proposers.
- **Equipment & Facilities:** The information requested in this section should describe the organization's equipment and facilities to be used in fulfillment of the requirements specified in the **Scope of Work, Attachment A** to this RFP. Information shall include:
    1. If the organization does not currently own or lease enough vehicles, provide a description of the organization's plan to acquire the necessary equipment.
    2. Provide a detailed description of the organization's facilities including storage lots and business offices. If the organization does not currently own or lease sufficient facilities, provide a description of the organization's plan to acquire the necessary facilities.
    3. Provide a description of the security plan for personnel, vehicles, equipment/supplies, and facilities.
  - **Financial Capabilities:** Provide the Proposer's latest audited financial statement or other pertinent information such as internal unaudited financial statements and financial references to allow CONFIRE to reasonably formulate a determination about the financial capabilities of the Proposer. Describe any administrative proceedings, claims, lawsuits, or other exposures pending against the Proposer.
  - **Staffing Management:** It is essential that the Proposer provide adequate experienced personnel, capable of and devoted to the successful accomplishment of the work identified in the **Scope of Work, Attachment A** to this RFP. The Proposer must agree to assign specific individuals to the key positions. Provide a list of staff who will be assigned to key positions for the **Scope of Work, Attachment A** to this RFP. If there are no specific personnel

identified to fill these positions the Proposer shall describe how they plan to fill these positions.

- a) Proposer agrees that, once assigned to work under the Contract, key personnel shall not be removed or replaced without written notice to CONFIRE.
  - b) If key personnel are not available for work under this Contract for a continuous period exceeding thirty calendar days or are expected to devote substantial less effort to the work than initially anticipated, the Contractor shall immediately notify CONFIRE, and shall, subject to the concurrence of CONFIRE, replace such personnel with personnel of substantially equal ability and qualifications.
  - c) If CONFIRE awards the Contract to other than the current provider, the Proposer shall agree to give first right of refusal to the incumbent workforce that may be displaced. The Proposer shall describe their process to on-board the incumbent workforce (we need to discuss fire's requirements vs. Proposer's requirement).
- **Cost Proposal:** All Proposers are required to use the **Cost Proposal, Attachment B** to this RFP and submit the form with their Proposal. Pricing instructions should be clearly defined to ensure fees proposed can be compared and evaluated. Proposals shall be valid for a minimum of 180 days following submission.
  - **Disclosure:** Please disclose all past or current business and personal relationships with any current elected official, appointed official, CONFIRE employee, or family member of any current elected official, appointed official, or CONFIRE employee. **Any past or current business relationship will not automatically disqualify the Proposer from consideration but may require additional clarification of the relationship.**
  - **Sample Professional Service Agreement:** The Proposer selected by CONFIRE will be required to execute a Professional Service Agreement with CONFIRE. A sample of the Contract is enclosed as **Appendix A**, the contract may be modified to suit the specific services and needs of CONFIRE. **If a Proposer has any exceptions or conditions to the Contract, these must be submitted for consideration with the Proposal. Otherwise, the Proposer will be deemed to have accepted the form of Contract.** See No. 12 of this RFP below.
  - **Checklist of Forms to Accompany Proposal:** As a convenience to Proposers, below is a list of the forms, included in **Appendix B** of this RFP, which shall be included with Proposals:
    1. Vendor Application Form
    2. Company Profile & References
    3. Ex Parte Communications Certificate
    4. Cost Proposal
    5. Disclosure of Government Positions
    6. Disqualifications Questionnaire
    7. Staffing Plan

## 2. Process for Submitting Proposals:

**Content of Proposal:** The Proposal must be submitted using the format as indicated in the Proposal Format Guidelines.

- **Preparation of Proposal:** Each Proposal shall be prepared simply and economically, avoiding the use of elaborate promotional material (video presentations, etc.) beyond those sufficient to provide a complete, accurate and reliable presentation.
- **Cost for Preparing Proposal:** The cost for developing the Proposal is the sole responsibility of the Proposer. All Proposals submitted become the property of CONFIRE.
- **Submission of Proposals:** Complete written Proposals must be submitted online in the CONFIRE PlanetBids System and received no later than **August 15, 2022, 12:00 PM. (PST)**. Proposals will not be accepted after this deadline. Faxed or e-mailed Proposals will not be accepted. **NO EXCEPTIONS.**

### Submit to PlanetBids

<https://pbsystem.planetbids.com/portal/42916/portal-home>

- **Inquiries:** Questions concerning this RFP must be directed in writing through PlanetBids System.

CONFIRE reserves the right to amend or supplement this RFP prior to the proposal due date. All addendum(s), responses to questions received, and additional information will be posted to PlanetBids.

Proposers should check PlanetBids daily for new information. CONFIRE will endeavor to answer all written questions timely received no later than **July 15, 2022, 5:00 PM (PST)**. CONFIRE reserves the right not to answer all questions.

From the date this RFP is issued until a Proposer is selected, and the selection is announced in a Notice of Intent to Award ("NOIA"), Proposers including public entities are not allowed to communicate outside the process set forth in this RFP with any CONFIRE employee including the Board of Directors and Administrative Committee Members.

CONFIRE reserves the right to reject any Proposal for violation of this provision. No questions other than those written will be accepted, and no response other than written will be binding upon CONFIRE.

- **Conditions for Proposal Acceptance:** This RFP does not commit CONFIRE to award a contract or to pay any costs incurred for any services. CONFIRE, at its sole discretion, reserves the right to accept or reject any or all proposals received because of this RFP, negotiate with any qualified source(s), or to cancel this RFP in part or in its entirety. CONFIRE may waive any irregularity in any proposal. All proposals will become the property of CONFIRE. If any proprietary information is contained in the proposal, it shall be clearly identified. Any award made through this RFP becomes binding upon the County's award of emergency ambulance services to CONFIRE



- **Insurance & W-9 Requirements:** Upon recommendation of Contract award Contractor will be required to submit the following documents within ten calendar (10) days of CONFIRE's NOIA, unless otherwise specified in the solicitation:
  - **Insurance** – CONFIRE requires that licensees, lessees, and vendors have an approved Certificate of Insurance (not a declaration or policy) or proof of legal self-insurance on file with CONFIRE for the issuance of a permit or contract. Successful Proposer must furnish to CONFIRE with the Certificates of Insurance proving coverage as specified in the sample contract.
  - **W-9** – Current signed form W-9 (Taxpayer Identification number & Certification) which includes Contractor's legal business name(s).
- **Competitive Activities:** Proposers are required to enter into a non-disclosure, non-circumvention, and non-competition agreement with CONFIRE before beginning negotiations of the Professional Services Agreement with CONFIRE. Such Agreement shall contain the same or substantially similar terms contained in the Sample Professional Service Agreement attached hereto as Appendix A.

**3. Evaluation Criteria:** CONFIRE's evaluation and selection will be conducted in accordance with their standard procurement process set forth in the Administrative Committee Policy 4.004. The most responsive responsible Proposer shall be determined based on evaluation of qualitative factors in addition to cost. Such factors, include but are not limited to:

- Expertise
- Prior experience providing emergency ambulance services in a safe and efficient manner
- Demonstrated competence
- Ability to meet the requested services
- Adequate staffing, performance monitoring and quality control
- Effectiveness of operational processes and assets, including quality of ambulance fleet and equipment, customer service and working conditions of ambulance personnel
- Financial stability
- Responsiveness and understanding of services to meet the needs and concerns of the County and the CONFIRE.

At all times during the evaluation process, the following criteria will be used. Sub-criteria are not necessarily listed in order of importance. Additional sub-criteria that logically fit within a particular evaluation criterion may also be considered even if not specified below.

1. Method of Approach
2. Qualifications
3. Equipment & Facilities
4. Staffing
5. Cost Proposal

4. **Evaluation of Proposals and Selection Process:** CONFIRE will adhere to the following procedures in evaluating proposals. An Evaluation Committee, which may include members of CONFIRE's staff, community leaders, subject matter experts and outside experts, will screen and review all proposals according to the criteria set forth above. While price is a major factor for an award, it is not the sole consideration.
- A. **Responsiveness Screening:** Proposals will first be screened to ensure responsiveness to the RFP. CONFIRE may reject as non-responsive any proposal that does not include the documents required to be submitted by this RFP. At any time during the evaluation process, CONFIRE reserves the right to request clarifications or additional information from any or all Proposers regarding their proposals.
- B. **Initial Proposal Review:** The Committee will initially review and score all responsive written proposals based upon the Evaluation Criteria set forth above. The Committee may also contact Proposer's references. Proposals that receive the highest evaluation scores may be invited to the next stage of the evaluation process. CONFIRE may reject any proposal in which a Proposer's approach, qualifications, or price is not considered acceptable by CONFIRE. An unacceptable proposal is one that would have to be substantially rewritten to make it acceptable. CONFIRE may conclude the evaluation process at this point and recommend award to the lowest responsible bidder. Alternatively, CONFIRE may elect to negotiate directly with one or more Proposers to obtain the best result for CONFIRE prior to making a recommendation or selection.
- C. **Interviews, Reference Checks, Revised Proposals, and Discussions:** Following the initial screening and review of Proposals, the Proposers included in this stage of the evaluation process may be invited to participate in an oral interview/presentation. Interviews/presentations, if held, are tentatively scheduled for the week of August 29–31, 2022 and will be conducted at a location near CONFIRE to be determined. This date is subject to change. Individual(s) from Proposer's organization that will be directly responsible for carrying out the Contract, if awarded, should be present at the oral interview. The total number of personnel is limited to three (3). The oral interview may, but is not required to, use a written question/answer format for the purpose of clarifying the intent of any portions of the Proposal.

In addition to conducting oral interviews/presentations, CONFIRE may during this stage of the evaluation process also contact and evaluate the Proposer's references, contact any Proposer to clarify any response or request revised or additional information, contact any current users of a Proposer's services, solicit information from any available source concerning any aspect of a Proposal, and seek and review any other information deemed pertinent to the evaluation process.

Following conclusion of this stage of the evaluation process, the Committee will again rank all Proposers according to the evaluation criteria set forth above. The Committee may conclude the evaluation process at this point, and make a recommendation for award, or it may request Best and Final Offers from Proposers. CONFIRE may accept the Proposal or negotiate the terms and conditions of the Contract with the highest ranked

organization. **CONFIRE may recommend award without Best and Final Offers, so Proposers should include their best Proposal with their initial submission.**

Recommendation for award is contingent upon the successful negotiation of final Contract terms. Negotiations shall be confidential and not subject to disclosure to competing Proposers unless an agreement is reached. If contract negotiations cannot be concluded successfully within a time determined by CONFIRE, CONFIRE may terminate negotiations and commence negotiations with the next highest scoring Proposer or withdraw the RFP.

- 5. Protests:** Failure to comply with the rules set forth herein may result in rejection of the protest. Protests based upon restrictive specifications or alleged improprieties in the proposal procedure, which are apparent or reasonably should have been discovered prior to receipt of proposals shall be filed in writing with CONFIRE at least 10 calendar days prior to the deadline for receipt of proposals. The protest must clearly specify in writing the grounds and evidence on which the protest is based.

Protests based upon alleged improprieties that are not apparent or that could not reasonably have been discovered prior to submission date of the proposals, such as disputes over the staff recommendation for contract award, shall be submitted in writing to CONFIRE, within ten (10) days from receipt of the NOIA.

A protest may only be brought for the following reasons:

- Failure of CONFIRE to follow the selection procedures and adhere to the requirements of the RFP or any addenda or amendments.
- Violation of State or Federal Law (including conflict of interest)

The protest must clearly specify in writing the grounds and evidence on which the protest is based. CONFIRE will respond to the protest in writing at least four (4) days prior to the Administrative Committee meeting at which CONFIRE's recommendation will be considered. Should a Proposer decide to appeal the response of CONFIRE and pursue its protest at the next Administrative Committee meeting, it will notify CONFIRE of its intention at least three (3) days prior to the scheduled meeting.

**A. Procedure** – All protests shall be typed under the protester's letterhead and submitted in accordance with the provisions stated herein. All protests shall include at a minimum the following information:

- The name, address and telephone number of the firm protesting
- The signature of the protester or the protester's representative
- The solicitation or contract number
- A detailed statement of the legal and/or factual grounds for the protest; and
- The form of relief requested.

6. **Accuracy of Proposals:** Proposers shall take all responsibility for any errors or omissions in their proposals. Any discrepancies in numbers or calculations shall be interpreted to reflect the cost to CONFIRE.

If prior to Contract award, a Proposer discovers a mistake in their proposal which renders the Proposer unwilling to perform under any resulting Contract, the Proposer must immediately notify CONFIRE and request to withdraw the proposal. It shall be solely within CONFIRE's discretion as to whether withdrawal will be permitted. If the RFP or any addenda or amendment provided for evaluation and award for "all or none" of the items, then any withdrawal must be for the entire proposal. If the RFP or any addenda or amendment provided for evaluation and award on a line item or combination of items basis, CONFIRE may consider permitting withdrawal of specific line item(s) or combination of items.

7. **Responsibility of Proposers:** CONFIRE shall not be liable for any expenses incurred by potential Proposers in the preparation or submission of their proposals. Pre-contractual expenses are not to be included in the Contractor's Pricing Sheet. Pre-contractual expenses are defined as, including but not limited to:

- Expenses incurred by Proposer in preparing a proposal in response to this RFP.
- Submitting that proposal to CONFIRE
- Negotiating with CONFIRE any matter related to the proposal; and,
- Any other expenses incurred by the Proposer prior to the date of the award and execution, if any, of the Contract.

8. **Confidentiality:** The California Public Records Act (Cal. Govt. Code Sections 6250 et seq.) mandates public access to government records. Therefore, unless information is exempt from disclosure by law, the content of any request for explanation, exception, or substitution, response to this RFP, protest, or any other written communication between CONFIRE and Proposer, shall be available to the public. CONFIRE intends to release all public portions of the proposals following the evaluation process and issuance of the NOIA.

If a Proposer believes any communication contains trade secrets or other proprietary information that the Proposer believes would cause substantial injury to the Proposer's competitive position if disclosed, the Proposer shall request that CONFIRE withhold from disclosure the proprietary information by marking each page containing such proprietary information as confidential. Proposer may not designate its entire proposal as confidential nor designate its price proposal as confidential.

Submission of a Proposal shall indicate that, if Proposer requests that CONFIRE withhold from disclosure information identified as confidential, and CONFIRE complies with the Proposer's request, Proposer shall assume all responsibility for any challenges resulting from the non-disclosure, indemnify and hold harmless CONFIRE from and against all damages (including but not limited to attorney's fees and costs that may be awarded to the party requesting the Proposer information), and pay any and all costs and expenses related to the withholding of Proposer information. Proposer shall not make a claim, sue, or maintain any legal action against CONFIRE, its directors, officers, employees, or agents concerning the disclosure, or withholding from disclosure, of any Proposer information. If Proposer does not request that CONFIRE

withhold from disclosure information identified as confidential, CONFIRE shall have no obligation to withhold the information from disclosure and may release the information sought without any liability to CONFIRE.

- 9. Ex Parte Communications:** Proposers and Proposers' representatives should not communicate with members of the CONFIRE Board of Directors or Administrative Committee about this RFP. In addition, Proposers and Proposers' representatives should not communicate outside the procedures set forth in this RFP with an officer, employee or agent of CONFIRE, including any member of the evaluation panel, apart from the RFP Facilitator, regarding this RFP until after Contract award. Proposers and their representatives are not prohibited, however, from making oral statements or presentations in public to one or more representatives of CONFIRE Board of Directors or Administrative Committee during a public meeting. A "Proposer" or "Proposer's representative" includes all of the Proposer's employees, officers, directors, Proposers and agents, any subcontractors or suppliers listed in the Proposer's proposal, and any individual or entity who has been requested by the Proposer to contact CONFIRE on the Proposer's behalf. Proposers shall include the Ex Parte Communications Form, **Appendix B** of this RFP with their proposals certifying that they have not had or directed prohibited communications as described in this section.
- 10. Conflict of Interest:** The Proposer warrants and represents that it presently has no interest and agrees that it will not acquire any interest which would present a conflict of interest under California Government Code Sections 1090 et seq., or Sections 87100 et seq., during the performance of services under any Agreement awarded. The Proposer further covenants that it will not knowingly employ any person having such an interest in the performance of any Agreement awarded. Violation of this provision may result in any Agreement awarded being deemed void and unenforceable.
- 11. Disclosure of Governmental Position:** In order to analyze possible conflicts that might prevent a Proposer from acting on behalf of CONFIRE, all Proposers shall disclose in their proposals any positions that they hold as directors, officers, or employees of any governmental entity. Additional disclosure may be required prior to Contract award or during the term of the Contract. Each Proposer shall disclose whether any owner or employee of the firm currently hold positions as elected or appointed officials, directors, officers, or employees of a governmental entity or held such positions in the past twelve months using the attached Disclosure of Government Positions Form.
- 12. Conditions to Agreement:** The selected Proposer will execute a Professional Service Agreement for Services with CONFIRE (Contract) describing the Scope of Services to be performed, the schedule for completion of the services, compensation, and other pertinent provisions. The contract shall follow the sample form of Agreement provided as **Appendix A** to this RFP, which may be modified by CONFIRE.
- All Proposers are directed to particularly review the indemnification and insurance requirements set forth in the sample Contract. **The terms of the agreement, including insurance requirements have been mandated by CONFIRE and can be modified only if extraordinary circumstances exist.**

- Submittal of a proposal shall be deemed acceptance of all the terms set forth in this RFP and the Contract unless the Proposer includes with its proposal, in writing, any conditions or exceptions requested by the Proposer to the proposed Agreement.

- 13. Disqualification Questionnaire:** Proposers shall complete and submit, under penalty of perjury, a standard form or questionnaire inquiring whether a Proposer, any officer of a Proposer, or any employee of a Proposer who has a proprietary interest in the Proposer, has ever been disqualified, removed, or otherwise prevented from proposing on, or completing a federal, state, or local government project because of a violation of law or safety regulation and if so, to explain the circumstances. A Proposal may be rejected based on a Proposer, any officer or employee of such Proposer, having been disqualified, removed, or otherwise prevented from proposing on, or completing a federal, state, or local project because of a violation of law or a safety regulation.
- 14. Standard Terms and Conditions:** CONFIRE reserves the right to amend or supplement this RFP prior to the proposal due date. All addendum(s), amendments and additional information will be posted to the PlanetBids site. Proposers should check this site daily for new information.

## Appendix A to RFP

### INDEPENDENT CONTRACTOR AGREEMENT FOR SPECIAL SERVICES EMERGENCY AMBULANCE SERVICES

This agreement (“Agreement”) is by and between the Consolidated Fire Agencies (“CONFIRE”) and [Contractor Name] (“Contractor”) (together, they are referred to as “Parties,” and individually, as a “Party”).

#### RECITALS

- A. WHEREAS, CONFIRE completed a competitive bidding process consistent with Public Contract Code section 20812 and CONFIRE Administrative Policy 4.004.
- B. WHEREAS, CONFIRE desires to utilize the services of Contractor as an independent contractor to provide countywide emergency ambulance services, including transport, as more fully described herein; and
- C. WHEREAS, Contractor represents that it has that degree of specialized expertise contemplated within California Government Code Section 37103, and holds all necessary licenses to practice and perform the services herein contemplated; and
- D. WHEREAS, CONFIRE and Proposer desire to contract for the specific services described in Exhibit “A” (the “Scope of Services”) and desire to set forth their rights, duties and liabilities in connection with the services to be performed; and
- E. WHEREAS, no official or employee of CONFIRE has a financial interest, within the provisions of Sections 1090-1092 of the California Government Code, in the subject matter of this Agreement.

#### AGREEMENT

In consideration of the promises set forth below, the Parties agree as follows:

- 1. The proceeding recitals are incorporated as though set forth herein.
- 2. **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 A-1: CONFIRE RFP
  - Exhibit A-2: Contractor’s Response to CONFIRE RFP
- Exhibit B: Compensation
- Exhibit C: General Terms and Conditions
- Exhibit D: Insurance
- Exhibit E: Supplemental Terms and Conditions

### 3. **EFFECTIVE DATE AND TERM**

This Agreement is effective on [Insert Date] (“Effective Date”) and shall continue for a period of two (2) years, ending on \_\_\_\_\_, 20\_\_\_, unless previously terminated as provided herein or as otherwise agreed to in writing by the parties. This Agreement may be renewed by two (2) additional one (1) year periods upon mutual written agreement of both parties.

### 4. **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, 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.

### 5. **SCOPE OF SERVICES**

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

### 6. **COMPENSATION**

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

### 7. **GENERAL TERMS AND CONDITIONS**

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

### 8. **INSURANCE**

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



## 9. SUPPLEMENTAL TERMS AND CONDITIONS

The Supplemental Terms and Conditions are set forth in Exhibit E.

## 10. REPRESENTATIVES

CONFIRE or their designee shall be the representative of CONFIRE for purposes of this Agreement and may issue all consents, approvals, directions and agreements on behalf of CONFIRE, called for by this Agreement, except as otherwise expressly provided in this Agreement.

Contractor shall designate a representative for purposes of this Agreement who shall be authorized to issue all consents, approvals, directives and agreements on behalf of Contractor called for by this Agreement, except as otherwise expressly provided in this Agreement.

## 11. PROJECT MANAGER

CONFIRE shall designate a Project Manager to work directly with the Contractor in the performance of this Agreement.

Proposer shall designate a Project Manager who shall represent it and be its agent in all consultations with CONFIRE during the term of this Agreement. Contractor and its Program Manager shall attend and assist in all coordination meetings called by CONFIRE.

## 12. 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  
 1743 Miro Way  
 Rialto, CA 92376  
 Attn: [Insert Name],  
 [Insert Title]

To Contractor:  
 [Contractor Name]  
 [Contractor Address]  
 [Contractor City, State, Zip code]  
 Attn: [Contractor Contact]

## 13. 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**

**[Contractor Name]**

Date: \_\_\_\_\_, 20\_\_

Date: \_\_\_\_\_, 20\_\_

By: \_\_\_\_\_

By: \_\_\_\_\_

Print Name: \_\_\_\_\_

Print Name: \_\_\_\_\_

Its: \_\_\_\_\_

Its: \_\_\_\_\_

**EXHIBIT A**  
**to AGREEMENT FOR SERVICES**

Contractor shall provide the services described in CONFIRE's RFP, attached here to as Exhibit A-1, and Contractor's response to CONFIRE's RFP attached here to as Exhibit A-2.

**EXHIBIT B  
to AGREEMENT FOR SERVICES**

**COMPENSATION**

**A. Compensation**

- a. Not to exceed the sum of \_\_\_\_\_.

*Note: This provision will typically include: (1) Fee Schedule and/or (2) an hourly rate. Often with a not to exceed amount.*

- b. Additional Services. Contractor shall not receive compensation for any services provided outside of the Scope of Work, specified in Exhibit A to this Agreement, unless CONFIRE, prior to the Contractor performing the additional services, approves such additional services in writing. It is specifically understood that oral requests and/or approvals of such additional services or additional compensation shall be barred and are unenforceable.

**B. Payment**

- a. Schedule

*Note: This provision will typically set forth a timetable for payment, including invoice requirements.*

- b. Process

Payment shall be made (within thirty (30) calendar days after the Contractor submits an invoice to CONFIRE for Services actually completed.

*Note: This provision will typically set forth the invoice requirements, including the detail required in each invoice.*

**EXHIBIT C**  
**to AGREEMENT FOR SERVICES**

**GENERAL TERMS AND CONDITIONS**

1. **STANDARD OF CARE.** Contractor's Services will be performed 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
  - 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 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, governing board and administrative committee.

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.

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 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 of 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.

**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**

00205439.3

**SUBORDINATES.** Contractor agrees to perform all the work set forth in the Scope of Work to the complete satisfaction of CONFIRE. 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 26 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. Contractor may engage a subcontractor(s) as permitted by law and may employ other personnel to perform services contemplated by this Agreement at Contractor's sole cost and expense.

**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. PUBLIC RECORDS ACT DISCLOSURE.** Contractor has been advised and is aware this Agreement and all reports, documents, information and data, including but not limited to, computer data, tapes, discs or files furnished or prepared by Contractor, or any of its subcontractors, pursuant to this Agreement and provided to CONFIRE may be subject to public disclosure as required by the California Public Records Act (California Government Code section 6250, et seq.) CONFIRE will endeavor to maintain as confidential all information obtained by it that is designated as a trade secret. CONFIRE shall not, in any way, be liable or responsible for the

disclosure of any trade secret, including without limitation, those records so marked if disclosure is deemed to be required by law or by order of the Court.

- 28. ORDER OF PRECEDENCE:** In the event of an inconsistency in this Agreement and any of the Exhibits, the terms set forth in this Agreement shall prevail. If, and to the extent this Agreement incorporates by reference any provision of any document, such provision shall be deemed a part of this Agreement. Nevertheless, if there is any conflict among the terms and conditions of this Agreement and those of any provision or provisions so incorporated by reference, this Agreement shall govern over the document referenced.
- 29. RESPONSIBILITY FOR ERRORS.** Contractor shall be responsible for its work and results under this Agreement. Contractor, when requested, shall furnish clarification and/or explanation as may be required by CONFIRE's representative, regarding any service rendered under this Agreement at no additional cost to CONFIRE. In the event of an error or omission attributable to Contractor, Contractor shall, at no cost to CONFIRE, provide all estimates AND other Contractor professional services to rectify and correct the matter to the sole satisfaction of CONFIRE and participate in any meeting required with regard to the correction.
- 30. NO THIRD-PARTY BENEFICIARY RIGHTS.** This Agreement is entered into for the sole benefit of CONFIRE and Contractor and no other parties are intended to be direct or incidental beneficiaries of this Agreement and not third party shall have any right in, under or to this Agreement.
- 31. 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.
- 32. 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.
- 33. 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.

**34. 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.

**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 and Automobile Liability Insurance.** Commercial General Liability Insurance and Any Auto Automobile 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 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
<b>Commercial General Liability Insurance</b> , including Bodily Injury, Personal Injury, Property Damage, Advertising Injury, and Medical Payments Each Occurrence General Aggregate	<b>\$1,000,000</b> <b>\$3,000,000</b>
<b>Automobile Liability Insurance - Any Auto</b> Each Occurrence General Aggregate	<b>\$1,000,000</b> <b>\$5,000,000</b>
<b>Professional Liability</b>	<b>\$2,000,000</b>
<b>Workers Compensation</b>	<b>Statutory Limits</b>
<b>Employer’s Liability</b>	<b>\$1,000,000</b>

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.

**EXHIBIT E**  
**to AGREEMENT FOR SERVICES**

**SUPPLEMENTAL TERMS AND CONDITIONS**

1. **COMPETITIVE ACTIVITIES.** The parties acknowledge and agree that CONFIRE anticipates submitting a proposal in response (“CONFIRE Proposal”) to a request for proposals by the County of San Bernardino’s local emergency medical services agency seeking countywide ambulance services (“County Ambulance RFP”). Proposer covenants that Proposer:
  - a. Shall cooperate with CONFIRE in the development of the CONFIRE Proposal and responding to the County Ambulance RFP.
  - b. Shall treat CONFIRE’s Proposal and all related data, documents, discussion, or other information as confidential pursuant to section 1.8 of this Agreement.
  - c. Shall not submit a proposal in response to the County Ambulance RFP; and
  - d. Shall not directly or indirectly pursue any transactions with pertaining to the County Ambulance RFP without the prior written consent of CONFIRE.
2. **PROHIBITED EMPLOYMENT.** Contractor shall not employ any regular employee of CONFIRE while this Agreement is in effect.
3. **NON-EXCLUSIVE AGREEMENT.** Contractor acknowledges that CONFIRE may enter into agreements with other Proposers for services similar to the services that are subject to this Agreement or may provide those services similar to those services contemplated by this Agreement.
4. **SBCERA ELIGIBILITY INDEMNIFICATION.** In the event that Contractor or any employee, agent or subcontractor of Contractor providing services under this Agreement claims or is determined to by a court of competent jurisdiction or the San Bernardino County Employee’s Retirement Association (SBCERA) to be eligible for enrollment in SBCERA as an employee of CONFIRE, Contractor shall indemnify, defend, and hold harmless CONFIRE for the payment of any employee and/or employer contributions for SBCERA benefits on behalf of Contractor or its employees, agents, or subcontractors, as well as for the payment of any penalties and interest on such contributions, which would otherwise be the responsibility of CONFIRE.

Notwithstanding any other agency, state or federal policy, rule, regulation, law or ordinance to the contrary, Contractor and any of its employees, agents or subcontractors providing services under this Agreement shall not qualify or become entitled to, and hereby agree to waive any claims to, any compensation, benefit, or any incident of employment by CONFIRE, including but not limited to eligibility to enroll in SBCERA as an employee of CONFIRE and entitlement to any contribution to be paid by CONFIRE for employer contribution and/or employee contributions for SBCERA benefits.

5. **DRUG FREE WORKPLACE.** Contractor shall provide a drug-free workplace by complying with all provisions set forth in CONFIRE’s Board and Administrative Committee Policies, as well as, any additional requirements set forth in CONFIRE Communication Director’s policies and/or procedures.

**APPENDIX B**

**FORMS**

**Vendor Application Form**

**Ex Parte Communications Certification**

**Disclosure of Government Positions**

**Disqualification Questionnaire**

**Company Profile & References**

**Staffing Plan**

**Financial breakdown “employees”**

**VENDOR APPLICATION FORM  
FOR  
RFP NO. 2022-01  
ALS AMBULANCE TRANSPORT SERVICES**

TYPE OF APPLICANT:             NEW             CURRENT VENDOR

Legal Contractual Name of Corporation: \_\_\_\_\_

Contact Person for Agreement: \_\_\_\_\_

Corporate Mailing Address: \_\_\_\_\_

State and Zip Code: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Contact Person for Proposals: \_\_\_\_\_

Title: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Business Telephone: \_\_\_\_\_

Business Fax: \_\_\_\_\_

Is your business: (check one)

NON-PROFIT CORPORATION

FOR PROFIT CORPORATION

Is your business: (check one)

CORPORATION

LIMITED LIABILITY PARTNERSHIP

INDIVIDUAL

SOLE PROPRIETORSHIP

PARTNERSHIP

UNINCORPORATED ASSOCIATION

**Names & Titles of Corporate Board Members**

(Also list Names & Titles of persons with written authorization/resolution to sign contracts)

Names	Title	Phone
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Federal Tax Identification Number: \_\_\_\_\_

Business License Number: \_\_\_\_\_

(If none, you must obtain a Business License upon award of contract.)

Business License Expiration Date: \_\_\_\_\_

### EX PARTE COMMUNICATIONS CERTIFICATION

Please indicate by signing below one of the following two statements. **Only sign one statement.**

I certify that Proposer and Proposer’s representatives have not had any communication with a CONFIRE Board Director and/or Administrative Committee member concerning **RFP No. 2022-01 ALS AMBULANCE TRANSPORT SERVICES** at any time after **July 1, 2022**.

\_\_\_\_\_  
**Signature**

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Print**

**OR**

I certify that Proposer or Proposer’s representatives have communicated after **July 1, 2022**, with a CONFIRE Board Director and/or Administrative Committee member concerning **RFP No. 2022-01 ALS AMBULANCE TRANSPORT SERVICES**. A copy of all such communications is attached to this form for public distribution.

\_\_\_\_\_  
**Signature**

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Print**



## DISQUALIFICATION QUESTIONNAIRE

The Proposer shall complete the following questionnaire:

Has the Proposer, any officer of the Proposer, or any employee of the Proposer who has proprietary interest in the Proposer, ever been disqualified, removed, or otherwise prevented from bidding on, or completing a federal, state, or local government project because of a violation of law or safety regulation?

Yes \_\_\_\_\_ No \_\_\_\_\_

If the answer is yes, explain the circumstances in the following space.

**DISCLOSURE OF GOVERNMENT POSITIONS**

Each Proposer shall disclose below whether any owner or employee of Proposer currently hold positions as elected or appointed officials, directors, officers, or employees of a governmental entity or held such positions in the past twelve months. List below or state "None."

**Yes** \_\_\_\_\_ **None** \_\_\_\_\_

If the answer is yes, explain the circumstances in the following space.

**COMPANY PROFILE & REFERENCES**

**Company Profile**

Company Legal Name: \_\_\_\_\_

Company Legal Status (corporation, partnership, sole proprietor etc.): \_\_\_\_\_

Business Address: \_\_\_\_\_

Website Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Length of time the firm has been in business: \_\_\_\_\_ Length of time at current location: \_\_\_\_\_

Is your firm a sole proprietorship doing business under a different name: \_\_\_\_ Yes \_\_\_\_ No

If yes, please indicate sole proprietor's name and the name you are doing business under:  
\_\_\_\_\_

Is your firm incorporated: \_\_\_\_ Yes \_\_\_\_ No If yes, State of Incorporation? \_\_\_\_\_

Federal Taxpayer ID Number: \_\_\_\_\_

Regular business hours: \_\_\_\_\_

Regular holidays and hours when business is closed: \_\_\_\_\_

Contact person in reference to this solicitation: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Facsimile Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Contact person for accounts payable: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Facsimile Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Name of Project Manager: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Facsimile Number: \_\_\_\_\_

**COMPANY PROFILE & REFERENCES**  
**(Continued)**

Submit the company names, addresses, telephone numbers, email, contact names, and brief contract descriptions of at least five clients, preferably other municipalities for whom comparable projects have been completed or submit letters from your references which include the requested information.

Company Name: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Contract Amount: \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_

Brief Contract Description: \_\_\_\_\_

Company Name: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Contract Amount: \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_

Brief Contract Description: \_\_\_\_\_

Company Name: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Contract Amount: \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_

Brief Contract Description: \_\_\_\_\_

Company Name: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Contract Amount: \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_

Brief Contract Description: \_\_\_\_\_

Company Name: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Contract Amount: \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_

Brief Contract Description: \_\_\_\_\_

**STAFFING PLAN**

**1. Primary Staff to perform work under this contract (management).**

<b>Name</b>	<b>Classification/Title</b>	<b>Years of Experience</b>

**2. Alternate staff** (for use only if primary staff are not available)

<b>Name</b>	<b>Classification/Title</b>	<b>Years of Experience</b>

Substitution or addition of Proposer’s key personnel in any given category or classification shall be allowed only with prior written approval of CONFIRE.

The Proposer may reserve the right to involve other personnel, as their services are required. The specific individuals will be assigned based on the need and timing of the service required. Assignment of additional key personnel shall be subject to CONFIRE approval. CONFIRE reserves the right to have any of Proposers personnel removed from providing services to CONFIRE under this contract. CONFIRE is not required to provide any reason for the request for removal of any Proposer personnel.

**ATTACHMENT A**

**SCOPE OF WORK**

**FOR**

**ALS AMBULANCE TRANSPORT SERVICES**

**A. Introduction to Scope of Work**

1. Authority

The core function of local government is to provide for the essential needs of the community it serves. These services include among other things Fire-Suppression/Rescue and Ambulance Transport/Emergency Medical Services (EMS) that are critical to the protection and preservation of life, health, and property (California Government Code, Title 5, Division 2). This RFP is being issued pursuant to its existing Board and Administrative Committee Policies and direction from the CONFIRE Board of Directors and Administrative Committee.

2. Mission and Philosophy

a. CONFIRE's purpose is:

1) [F]or the benefit of those persons served by the Parties [member agencies] and those persons served by other agencies who contract with CONFIRE for services, to engage in any lawful act or activity that arises out of or relates to the operation of a regional public safety communications center and cooperative program of fire protection, rescue, and emergency medical services system.

b. One of the many critical functions of CONFIRE is the provision of prehospital EMS Dispatch services. The primary mission of CONFIRE's EMS Division is to optimize patient outcome by providing superior quality prehospital care in a proficient and compassionate manner. In furtherance of this goal, it is imperative that all aspects of the EMS system and the patient "continuum of care" function as effectively and as efficiently as possible. The transportation of patients with medical emergencies from the incident scene to the appropriate emergency receiving center is one of the most important aspects of the EMS system and continuum of care. Therefore, all requirements and conditions listed in this document are written with the specific intent to ensure the most optimal emergency ambulance transportation system possible based on the following parameters:

1) **Patient Care** - Superior patient care provided proficiently and compassionately by Paramedics and EMTs who conduct themselves with dignity and humility.

- 2) **Resource Utilization** - Deployment of resources in a manner that is operationally efficient and maximally effective in achieving the best patient outcomes practical.
  - 3) **System Adaptability** - Maximum flexibility for ongoing adaptation to the rapid changes in EMS/prehospital care specifically, and community health and safety generally.
  - 4) **Fiscal Prudence** - Fair and reasonable cost recovery plan with a compassionate billing and collection policy that achieves an enhanced level of service and more efficient deployment model without increasing costs to the local taxpayer.
- c. This RFP is an official and legal document written by CONFIRE in our solemn role as advocates for, and protectors of, the citizens and visitors to our communities. It is important to know that, notwithstanding the strict standards and requirements enumerated, it is our sincere desire and intent to work with the prevailing organization in the spirit of friendship, cooperation, and mutual respect, and with sensitivity to its needs, interests, and concerns, as we strive together to provide the highest quality prehospital care possible.

### 3. Scope of Work Overview

- a. CONFIRE is soliciting proposals from qualified organizations to contract for the provision of ALS Ambulance Transport services to CONFIRE in anticipation of a countywide emergency ambulance RFP to be released in the fall/winter of 2022 by ICEMA, the LEMSA under contract with San Bernardino County Board of Supervisors. The County RFP may include other services such as Inter-facility Transfers “IFT’s” and Mobile Integrated Health “MIH”. All ambulance services described in this RFP document and Scope of Work refer only to *ground* ambulance services. Upon selection of a contractor, CONFIRE and the Contractor will cooperatively prepare and submit a joint proposal in response the County’s Emergency Ambulance RFP. CONFIRE has developed a preliminary deployment plan in anticipation of the upcoming County RFP. This plan is considered the base line of services. However, until the final RFP has been released both CONFIRE and Contractor shall remain flexible in their final proposal.
- b. The baseline for the services being solicited are as follows: CONFIRE desires to staff **approximately 1,150-unit hours per day with one (1) EMT/P and one (1) EMT per ambulance provided by a single Contractor. Contractor shall provide four (4) 24-hour field Supervisors strategically located throughout the eleven EOA’s.** In

addition, (1) critical care ambulance (CCT) staffed with (1) EMT and (1) R.N 24 hours per day/7 days a week. One (1) EMT staffed neonatal CCT 24 hours per day/7 days a week as the baseline for this RFP. CONFIRE intends to bill and collect for all services provided by Contractor. CONFIRE shall provide dispatching services at no cost to the contractor. The Scope of Work to be provided by Contractor may be categorized into four (4) service tiers:

- 1) **Tier One (1) Service: ALS Ambulance Transport all inclusive**
- 2) **Tier Two (2) Service: Reserve Ambulances**
- 3) **Tier Three (3) Service: Surge Plan**
- 4) **Tier Four (4) Service: Mutual Aid**

**B. Terminology** – The terminology and definitions listed below are for use in this Scope of Work section exclusively and, therefore, may have different meanings than used or defined elsewhere.

**ALS** – Advanced Life Support. Level of care as approved in CA and San Bernardino County.

**BLS** – Basic Life Support. Both EMTs and Paramedics can provide this level of care.

**CONFIRE** – Program management.

**CONTRACTOR** – The organization that is selected and awarded a contract to provide the services (Scope of Work) described in this RFP document. Used interchangeably and synonymously with “Proposer” depending on the context.

**CONTRACT AMBULANCE** – An apparatus controlled by the CONFIRE that is capable of transporting patients with medical emergencies. Units must be inspected and approved per the CVC/CHP.

**DISPATCH** – CONFIRE. “Comm Center”

**EMS** – Emergency Medical Services. Refers to the prehospital environment.

**EMT** – Emergency Medical Technician. Locally certified to provide BLS level care.

**FIRE DEPARTMENT MUTUAL-AID AMBULANCE** – A fire department or fire district emergency ambulance provider within San Bernardino County that has entered into an emergency ambulance service mutual-aid agreement with Confire.



**FIRE DEPARTMENT SURGE AMBULANCE** – a Confire member agency or affiliate agency that makes an BLS or ALS emergency ambulance available during periods of heavy demand or major emergency consistent with the Confire surge plan.

**ICEMA** – Inland Counties Emergency Medical Agency.

**LEMSA** – Local Emergency Medical Services Agency.

**MICP** – Mobile Intensive Care Paramedic. State licensed and locally accredited to provide BLS *and* ALS level care.

**PROPOSAL** – The official response to this RFP by an organization that is competing in the RFP process that usually refers to a Proposer’s formal written responses, but may also refer more broadly to all statements, materials, and actions by a Proposer as part of the official RFP process (e.g., Oral presentation statements, compliance with RFP process procedural requirements, etc.)

**PROPOSER** – An organization that submits a proposal and competes in the RFP process. Used interchangeably and synonymously with “Contractor” depending on the context.

**RFP** – The “CONFIRE Request for Proposals for ALS Ambulance Transport Services (i.e., this document).

### C. General Requirements

1. Performance Expectations – Contractor shall perform all contractual services in accordance with both the letter and spirit of all requirements, conditions, specifications, expectations, and other parameters delineated in the contract, to the complete satisfaction of CONFIRE. All statements made and actions taken by Contractor in the execution of contractual obligations shall be done in a prudent, professional, and courteous manner that supports and/or advances CONFIRE’s EMS mission of optimizing patient outcome by providing superior quality patient care with proficiency and compassion. Most important, Contractor decision making, and conduct shall always be guided by and reflect only the highest ethical standards, comport with the principles of fairness and equal justice, and demonstrate respect and dignity for all human beings.
2. Contract Performance Costs – Unless otherwise indicated, all expenses necessary to meet RFP contract requirements and or perform contractual services and obligations will be paid solely by Contractor.

3. Contract Performance Standards – During the contract period, Contractor will be responsible for ensuring that all facilities, properties, vehicles, material, and documents/records used or available for use in the performance of contractual services and/or in the execution of contractual obligations are in good condition, fully functional, and maintained in a clean, orderly, and organized manner.
4. Inter-Agency Communications – Contractor shall designate one person as its official liaison to CONFIRE who will serve as the primary contact and interface, and whose office shall be in San Bernardino County or as close to as practical and agreed upon by CONFIRE. To foster teamwork and efficiency, it is imperative that there be an outstanding working relationship and excellent communications between agencies and agency liaisons.
5. Field Supervisor – Contractor shall ensure that during each 24-hour shift, there are four (4) designated Field Supervisor(s), stationed within the eleven EOA's who are immediately available by mobile phone and/or radio to the on-duty CONFIRE EMS Chief/Supervisor or designee at all times during the shift. The Field Supervisor shall be able to respond to any incident within 120 seconds of being requested by Dispatch. All Field Supervisors must be qualified and capable of implementing and operating within the Incident Command System including the county MCI plan as well as all other local protocols.
6. Legal Compliance – Contractor shall ensure that ambulance personnel have sufficient understanding of, and are at all times in compliance with, all applicable EMS-related laws (federal, state, local), including, but not limited to: 1) California Health & Safety Code, Division 2.5; 2) California Code of Regulations, Title 22, Division 9, Chapter 2; and 3) California Vehicle Code.
7. Protocols Compliance – Contractor shall ensure that ambulance personnel comply with all local, State and CONFIRE protocols (i.e., official rules, policies, procedures, standing orders, guidelines, etc.), as well as Contractor's internal protocols. Contractor, including any individual ambulance operator, shall immediately bring to the attention of CONFIRE any protocol that appears to conflict with other protocols to reconcile the inconsistency, contradiction, and/or ambiguity.
8. Time Standards – The Agreement issued as a result of this RFP will include a one hundred percent (100%) compliance to the response time standards specified to all areas of CONFIRE and its operational areas.
9. Equality of Care – Contractor shall provide all services in the Scope of Work without regard to the patient's national origin, ethnicity, color, religion, sexual orientation, gender, age, insurance status, or ability/inability to pay. Any violation of this policy will be deemed a major breach and grounds for immediate contract termination.

10. CQI Plan – Contractor shall develop and maintain a comprehensive and relevant Continuous Quality Improvement plan and system that compliments and interfaces with CONFIRE’s CQI plan / quality management system
11. Continuing Education – Contractor shall ensure that relevant and frequent education and training courses are offered to assist field personnel in maintaining certification/licensure as defined in California Code of Regulations Title 22, Chapters 2, 4 and 11 and, to the extent possible, shall be built upon observation and findings derived from the Quality Assurance / Continuous Quality Improvement. Contractor may as part of their response to this RFP include options for incorporating first responder agencies into their training program and schedule.
12. Pilot Programs / Research Projects – Contractor shall participate in all approved pilot programs or research projects as requested by CONFIRE. Contractor agrees that their participation shall entail no additional cost to CONFIRE unless CONFIRE agrees otherwise. Any additional costs incurred by the contractor shall warrant a meet and confer negotiation for participating in these programs. Contractor further agrees that services provided under pilot programs or research projects shall be in addition to the other services described herein.
13. Comprehensive & Responsive Proposal – Proposals should fully demonstrate and explain how the Proposer would meet all the requirements and expectations specified in the RFP document, including the Scope of Work and all other attachments and addendums. Although many items in this RFP will have express language such as “proposals shall include...,” Proposers should not infer that just because such similar language is absent regarding other items that they can omit explanations of how they would satisfy the letter or intent of those items.
14. Incorporation by Reference – The Proposal submitted in response to this RFP will be retained and will be incorporated and referenced, and made a part of the final Agreement, except that in the case of any conflicting provisions, the provisions contained in the final Agreement shall prevail.
15. Proposer Fees – Reimbursement to CONFIRE for costs for the development and implementation for this RFP process shall not exceed \$100,000. The successful Proposer shall have the option of a single one-time payment. Four (4) quarterly payments in the first year of the contract or including the payment as part of their unit hour cost for one year to commence upon the start of the contracting period.

**D. Tier One (1) Services: ALS AMBULANCE TRANSPORT SERVICES**

1. **General** – Contractor shall provide the agreed upon number of 24/hr. 12/hr. or other combination unit staffing 365 days per year, for an estimated total of 1,150 daily unit hours. This deployment may include firefighter staffed units in specific locations to be determined by CONFIRE. Contractor shall ensure that all units

with the exception of firefighter staffed units are at all times staffed by One (1) Paramedic (EMT/P) and one (1) Emergency Medical Technician (EMT) certified and accredited in San Bernardino County. In addition to the ambulance unit staffing, Proposer shall provide four (4) field Supervisors on duty 24 hours per day.

2. **Staffing & Selection Criteria** – The proposal shall describe the specific *criteria* that will be used to determine and select which EMTs, and paramedics are qualified, and the specific *process* by which qualified EMT's, and paramedics would be selected for assignment to a CONFIRE contract Ambulance.
  - a. The proposal shall describe the staffing model(s) that will be used to meet the minimum number of unit hours required. Proposer shall provide a breakdown of salaries and benefits for each model(s) to ensure compliance with state and federal labor laws. (Models should show how staffing would be addressed for 24/hr. units 12/hr. units, part-time employees and full-time employees, etc.)
  - b. Staffing Principles – Contractor shall take all necessary steps, and make all reasonable efforts, to ensure that field personnel on its contract eligibility list are well qualified, sufficiently experienced, proven reliable and responsible, and who possess the interpersonal characteristics and skills necessary for them to function effectively as part of the CONFIRE team.
3. **Credentials Tracking & Renewal** – The proposal shall describe the system that will be used to monitor expiration dates of required credentials for all employees to prevent lapses in certification, and to facilitate the renewal process. Contractor shall be responsible for ensuring that all employees credentials—including, but not limited to, state and county certification/accreditation—are renewed in a timely manner. Contractor employees working CONFIRE contract ambulances with expired/lapsed credentials will be deemed a major breach and grounds for immediate contract termination.
4. **Cognitive & Psychomotor Proficiency** – The proposal shall describe the education and training system that will be used to ensure that all field personnel employed by Contractor maintain proficiency in all relevant ALS/BLS level clinical skills and knowledge, including all applicable State and local protocols.
5. **General Employment Policies**
  - a. Employee Wellness & Personnel Assistance Resources – The proposal shall describe in detail the Proposer's Employee Wellness & Personnel Assistance programs and/or resources.

- b. Criminal Background Check – Contractor shall comply with all state EMS Authority and LEMSA criminal history check requirements for all employees who work in San Bernardino County. Contractor shall contact all references given on applications, including but not limited to, any former EMS employers.
- c. Physical Fitness Testing & Training – The proposal shall describe any physical fitness testing or training used as part of the initial hiring process and/or ongoing health maintenance.
- d. Medical Examination / Health Screening – The proposal shall describe the specific process used for pre-employment and/or ongoing screening.
- e. Local Protocols – The proposal shall describe the process used to ensure that all ambulance personnel are sufficiently knowledgeable and proficient in all relevant Local protocols.
- f. Driver History – Contractor shall require all ambulance driver candidates in its employ to submit a current California CONFIRE of Motor Vehicles Driving Record Report as requested by CONFIRE. Contractor shall utilize the California CONFIRE of Motor Vehicles “Pull Notice Program” for all ambulance personnel in its employ.
- g. Driver Training Program – Contractor shall require all ambulance personnel in its employ to successfully complete an approved emergency ambulance driver-training program to ensure that ambulances are operated in a legal and safe manner. The driver-training program should be designed to verify driving proficiency upon hire and at reasonably spaced periodic intervals. The driver program shall meet or exceed industry standards. Contractor shall ensure that its vehicles are at all times operated in a safe manner.
- h. Vehicle & Equipment Familiarity – Contractor shall ensure that all employees who staff any ambulance as part of the CONFIRE contract are thoroughly familiar with all aspects of vehicle operation, and the location and use of all on-board equipment and supplies.
- i. Recruitment & Retention – It is especially important that Contractor attracts the highest quality employees in the industry as possible. The proposal must describe Proposer’s compensation and benefits plans and provide at least a general indication as to how the plans compare to the other similar organizations in the county in terms of attracting and retaining employees. The proposal must also describe Proposer’s recruitment strategy.

## 6. **Uniforms & Personal Protective Equipment**

- a. Uniforms CONFIRE contract employees shall wear uniforms that are approved by CONFIRE. Uniforms shall be neat and clean when functioning as an on-duty EMT or paramedic on a CONFIRE contract Ambulance. Uniform requirements may be changed at any time during the duration of the contract at the sole discretion of CONFIRE. Any change in uniform specifications shall be made 30-90 days prior to implementation of the new specification(s).
- b. Personal Protective Equipment (PPE) – Contractor shall ensure that employees have the appropriate PPE that meets national safety standards for EMS personnel, to include helmet, reflective vest, eye protection, and ear/hearing protection.
- c. Costs – Contractor or their employees shall bear all uniform and PPE related costs except where specified otherwise, including cleaning, maintenance, repair, and replacement. Before commencement of the contract period, CONFIRE and Contractor will mutually agree on the specific brand/model/type of PPE to be used.

## 7. **Employee Appearance & Behavior**

- a. CONFIRE Policies/Procedures – Contractor shall ensure that employees adhere to all relevant CONFIRE policies/procedures regarding appearance and behavior. CONFIRE will provide Contractor copies of all relevant policies/procedures before commencement of the contract period to give Contractor adequate time for the selection, assignment, and preparation of assigned employees. Employees always shall follow such policies.
- b. General Appearance – Contractor shall ensure that employees always look and act in a professional manner to instill confidence in the citizens we serve, and to preserve the reputation of the CONFIRE and the Fire Service/EMS profession generally.
- c. Grooming & Hygiene – Employees shall be always clean and well-groomed while on-duty or otherwise representing CONFIRE, and exercise good personal hygiene habits.
- d. Mental Alertness – Employees shall report for duty well rested, alert, and not under the influence of any substance, legal or illegal, that may impair their judgment and/or performance.
- e. Physical Fitness – Employees shall keep themselves at a level of physical fitness sufficient to ensure they can perform all the physical functions expected of an EMT and Paramedic.

- f. Conduct – Employees shall always act in a safe, professional, and courteous manner.
  - g. Advocacy – Employees are deemed part of the EMS system and are therefore expected to always act in the best interests of the EMS system and the patients who depend on us.
7. **Vehicle Specifications** – Contractor may use any Type I or Type III ambulance in its fleet for contract purposes so long as it meets or exceeds the requirements of the California Highway Patrol, the California Department of Motor Vehicles, the United States Department of Transportation, and the Inland Counties Emergency Medical Authority (ICEMA). All vehicles are subject to the approval of CONFIRE. No Tier 1 ambulance shall have more than 200,000 miles (this may be subject to final County RFP spec's)

8. **Minimum Required Equipment / Supplies / Inventory**

- a. Radios – Mobile and portable radios to be supplied by contractor and must be FCC Part 90 certified; subscribed to the San Bernardino County 800MHz system via the San Bernardino County Information Services Department (ISD) and programmed in accordance with the approved San Bernardino County XBO Operational Communications Plan (mask). Below is information on types of radios used in the region.

Portable: Motorola APX-8000 – Quad band (VHF, UHF, 700, and 800MHz)

Portable all frequencies

Mobile: Motorola APX- 8500 – Quad band (VHF, UHF, 700, and 800MHz)

- b. Cell Phone
- c. Mobile Data Computers/Tablets
  - 1) Tablet Command (iPad)
  - 2) Electronic Patient Care Reporting (ePCR)
  - 3) Image Trends Elite (via ICEMA)
  - 4) iPad w/ SIM card or direct connect with modem (hot spot)
- d. Automatic Vehicle Locator (AVL) System – Each ambulance shall be equipped with AVL hardware and related software / GPS system that interface with the Dispatch center.
  - 1) Requires installation of vehicle modem (hot spot)

- 2) Cradlepoint IBR 900
  - e. Vehicle Telemetry
    - 1) Black box for brake and speed monitoring
  - f. Headset Communication System – Each ambulance shall have a headset communication system that provides hearing protection during Code-3 transports and allows for communication between the ambulance driver (1 headset), and at least two EMTs or Paramedics in the patient compartment (2 headsets).
  - g. Medical Equipment & Supplies Inventory – Contractor shall ensure that the medical equipment and supplies inventory of all ambulances complies with San Bernardino County protocols.
  - h. Standardized Inventory – The proposal shall describe the plan/system to ensure standardization of EMS equipment and supplies of ambulances with the EMS equipment and supplies used by CONFIRE.
  - i. Supplies Restock System – Contractor shall be responsible for, and pay all costs in furtherance of, ensuring that all ambulances are at all times equipped and supplied with the minimum required inventory. The proposal shall describe the supply/restock system generally and explain how reserve ambulances will be restocked specifically.
9. **Maintenance & Repair**– Contractor shall be responsible and bear all costs for all routine preventive maintenance and repairs of ambulances. Contractor shall adhere to its maintenance and maintenance records plan during the contract period. Disruption in service due to Contractor’s non-compliance with the maintenance plan will be considered a major breach and grounds for immediate contract termination.
- a. The proposal shall describe the maintenance plan, vehicle service records system, and mechanism for allowing CONFIRE to inspect vehicle service records.
10. **Facilities**
- a. Ambulance Station / Crew Quarters – The proposal shall describe in detail the facilities that will be used to comply with the terms of the contract and the delivery of the services. If the proposer does not currently have station locations, the proposer shall describe the type of locations to be used and how they are equipped to service the employees.



- b. Security – The proposal shall describe the security plan/measures that will be used to adequately protect the personnel, equipment, supplies, and Ambulances while in quarters and in the field setting.
- c. Inspections – The on-duty CONFIRE EMS Chief or designee will have the authority, but not the obligation, to inspect all facilities, properties, vehicles, and documents/records used or available for use in the performance of contractual services and/or in the execution of contractual obligations. Contractor refusal to permit such an inspection will be deemed a major breach and grounds for immediate contract termination.

## 11. **Operations**

- a. Dispatch – The Contractor’s ambulances will be dispatched by CONFIRE or other public safety communications center. Contractor shall be solely responsible for obtaining, installing, and maintaining a system that directly links all contract ambulances and crews, and will be solely responsible for all installation, maintenance, repair, and other related costs necessary to ensure that the system remains operational at all times. Contractor shall describe how the above system will be provided and maintained.
- b. Incident Command & Patient Authority – Responsibility for patient care and authority to make assessment, treatment, and/or transport decisions vests with Paramedic(s) on the scene. Scene management is defined by California statute and resides with the Captain/Incident Commander and/or the Paramedics in charge of the patient and/or incident from the agency with jurisdictional investigative authority. Contract employee’s actions should be in support of, and consistent with those efforts. Contract employees shall respond to the directions of CONFIRE and first responder personnel in a positive and affirmative manner. At times when the contract ambulance arrives prior to first responders the paramedic on scene shall function as the Incident Commander until a first responder agency arrives on scene.

12. **Time Standards** – The following ground ambulance time standards must be met at a compliance rate of at least 90% (fractal) by contract crews. Monetary penalties will be applied for non-compliance with time standards (times may be adjusted based on final release of the County RFP)

ALARM to ENROUTE INTERVAL, 07:00 - 20:00 → ≤ 1 minute

ALARM to ENROUTE INTERVAL, 20:00 - 07:00 → ≤ 2 minutes

ENROUTE to ON SCENE INTERVAL, CODE-3 → ≤ 10 minutes

ENROUTE to ON SCENE INTERVAL, CODE-2 → ≤ 15 minutes

13. **Data Collection & Reporting** – Contractor shall track all relevant data from all ambulance responses initiated by CONFIRE. Contractor shall prepare and submit a report (electronic/e-mail preferred) to CONFIRE on a quarterly basis. Before commencement of the contract period, CONFIRE and Contractor will meet to discuss and agree on the reporting format and the specific information to be included. Each quarterly report shall include, but not necessarily be limited to, the following:

a. Individual Incident Data (for each incident in a given 3-month period) –

- 1) CONFIRE Incident Number
- 2) Ambulance Unit Number (indicate if another ambulance company was used)
- 3) 911 Call Time
- 4) Dispatched Time
- 5) Enroute Time
- 6) On Scene Time
- 7) At Patient Time
- 8) Scene Departure Time
- 9) At Hospital Time
- 10) Transfer of Care Time
- 11) Available Time
- 12) Alarm to Enroute Interval Time
- 13) Enroute to On Scene Interval Time

b. Quarterly Incident Totals Data (includes all incidents during a given 3-month period)

- 1) Dispatches
- 2) Responses Upgraded to Code 3
- 3) Responses Cancelled Enroute
- 4) Ambulance Crew First at Patient (prior to CONFIRE arrival)
- 5) Dry Runs (arrived on scene but no transport)
- 6) BLS Transports
- 7) ALS Transports
- 8) Responses Meeting Alarm to Enroute Interval Time Standard
- 9) Responses Exceeding Alarm to Enroute Interval Time Standard
- 10) Responses Meeting Enroute to On Scene Interval Time Standard
- 11) Responses Exceeding Enroute to On Scene Interval Time Standard.

**E. Tier Two (2) Services: RESERVE AMBULANCES**

1. **Reserve Ambulances** – There will be times when contract “first tier” ambulances must be taken out of service for mechanical problems, routine maintenance, operational needs, or other various reasons. During these situations, Contractor

must be able to immediately provide a fully operational emergency ambulance until the “first tier” Ambulance is put back into service. Reserve ambulances should only be used for emergency situations as frontline fleet.

- a. The proposal shall describe the capacity and plan for providing reserve ambulances in these situations.
2. **Vehicle Specifications** – The proposal shall describe the specific vehicles that will be used as reserve ambulances for CONFIRE contract.
  3. **Minimum Required Equipment / Supplies / Inventory**
    - a. Radio - Each reserve ambulance shall be equipped with the same capabilities as Tier 1 units.
    - b. Cell Phone
    - c. Mobile Data Computers/Tablets
      - 1) Tablet Command (iPad)
      - 2) Electronic Patient Care Reporting (ePCR)
        - a) Image Trends Elite (via ICEMA)
        - b) iPad w/ SIM card or direct connect with modem (hot spot)
    - d. Automatic Vehicle Locator (AVL) System – Each ambulance shall be equipped with AVL hardware and related software / GPS system that interface with the Dispatch center.
      - 1) Requires installation of vehicle modem (hot spot)
      - 2) Cradlepoint IBR 900
    - e. Vehicle Telemetry
      - 1) Black box for brake and speed monitoring
    - f. Headset Communication System – Each reserve ambulance shall have a headset communication system that provides hearing protection during Code-3 transports and allows for communication between the ambulance driver (1 headset), and at least two EMTs or Paramedics in the patient compartment (2 headsets).
    - g. Medical Equipment & Supplies Inventory – Contractor shall ensure that the medical equipment and supplies inventory of all reserve ambulances complies with San Bernardino County protocols.

- h. Standardized Inventory – The proposal shall describe the plan/system to ensure standardization of EMS equipment and supplies of ambulances with the EMS equipment and supplies used by the CONFIRE.
  - i. Ambulance Supplies Restock System – Contractor shall be responsible for, and pay all costs in furtherance of, ensuring that all reserve ambulances are at all times equipped and supplied with the minimum required inventory. The proposal shall describe the supply/restock system generally and explain how reserve ambulances will be restocked specifically.
4. **Maintenance & Repair**– Contractor shall be responsible and bear all costs for all routine preventive maintenance and repairs of reserve ambulances. Contractor shall adhere to its maintenance and maintenance records plan during the contract period. Disruption in service due to Contractor’s non-compliance with the maintenance plan will be considered a major breach and grounds for immediate contract termination.
- a. The proposal shall describe the maintenance plan, vehicle service records system, and mechanism for allowing CONFIRE to inspect vehicle service records.
5. **Vehicle Replacement**
- a. General Replacement Policy - Whenever a Tier 1 ambulance must be taken out of service for any reason (including mechanical failure or scheduled preventive maintenance) Contractor shall ensure that a replacement ambulance is immediately provided that meets the above requirements.
    - 1) The proposal shall describe the replacement ambulance plan, including the designations (unit number) and specifications and mileage of the planned replacement ambulances.

**F. Tier Three (3) Services: SURGE PLAN**

- 1. **Surge Capacity Defined** – For purposes of this RFP and subsequent Agreement with the successful Proposer, Surge Capacity is defined as the maximum delivery of emergency ambulance response and transportation services that CONFIRE’s EMS System can provide when all its available and potential resources are mobilized. Both CONFIRE and Contractor must have plans in place to handle routine foreseeable surge situations (e.g., during periods of heavy call volume, including isolated Multiple Casualty Incidents), as well as larger scale sudden disaster situations or major Multiple Casualty Incidents affecting multiple EMS jurisdictions at the county or state levels.

2. **Surge Plan** – The proposal shall describe the Surge Plan in all details. The Proposer shall describe their “in-house” capabilities to provide surge. If the Proposer plans to utilize the services of another or outside vendor Proposer must include a description of the vendor’s capabilities to meet the needs for surge capacity.
3. **Exclusivity Exception** – Contractor will be the exclusive provider of all Contract, surge and backup emergency ambulance services for CONFIRE except in exigent and extenuating circumstances as agreed upon by the parties, including delta & echo calls where Contractor is unable to meet the code three performance requirement. As stated above CONFIRE may utilize another contractor for services not covered in this RFP and when the exclusive contractor is unable or unwilling to provide services outside the RFP.
4. **Vehicle Specifications** – Contractor may use any ambulance in its fleet for surge purposes so long as it meets or exceeds the requirements of the California Highway Patrol, the California Department of Motor Vehicles, the United States Department of Transportation, and the Inland Counties Emergency Medical Authority (ICEMA).
5. **Minimum Required Equipment / Supplies / Inventory**
  - a. Radios – Surge ambulances shall be equipped with the same capabilities as Tier 1 units.
  - b. Cell Phone
  - c. Mobile Data Computers/Tablets
    - 1) Tablet Command (iPad)
    - 2) Electronic Patient Care Reporting (ePCR)
      - a) Image Trends Elite (via ICEMA)
      - b) iPad w/ SIM card or direct connect with modem (hot spot)
  - d. Automatic Vehicle Locator (AVL) System – Each ambulance shall be equipped with AVL hardware and related software / GPS system that interface with the Dispatch center.
    - 1) Requires installation of vehicle modem (hot spot)
    - 2) Cradlepoint IBR 900
  - e. Vehicle Telemetry
    - 1) Black box for brake and speed monitoring

- f. Headset Communication System – Each reserve ambulance shall have a headset communication system that provides hearing protection during Code-3 transports and allows for communication between the ambulance driver (1 headset), and at least two EMTs or Paramedics in the patient compartment (2 headsets).
  - g. Medical Equipment & Supplies Inventory – Contractor shall ensure that the medical equipment and supplies inventory of all surge ambulances complies with San Bernardino County protocols.
  - h. Standardized Inventory – The proposal shall describe the plan/system to ensure standardization of EMS equipment and supplies of ambulances with the EMS equipment and supplies used by the CONFIRE.
  - i. Ambulance Supplies Restock System – Contractor shall be responsible for, and pay all costs in furtherance of, ensuring that all surge ambulances are at all times equipped and supplied with the minimum required inventory.
  - j. The proposal shall describe Proposer’s supply/restock system and explain its plan for restocking surge ambulances.
6. **Special Events** – CONFIRE will sometimes utilize its Ambulances for non-emergency purposes that will normally be scheduled in advance. During these special events, Contractor shall provide a backup ambulance and crew for the duration of the event, to cover for the unit involved and allow them to participate without interruption, provided CONFIRE gives Contractor sufficient advance notice.

**G. Tier Four (4) Services: MUTUAL AID**

- 1. **Mutual Aid Plan** – Contractor shall enter into a Mutual Aid Agreement with Confire designated mutual aid providers to be provided by Confire. Additionally, Contractor shall make a best effort to enter into mutual aid agreements with a separate organization that is licensed, qualified, and capable of providing emergency ambulance response and transportation services. In both situations, mutual aid shall be accessed when there are no CONFIRE surge ambulances or Contractor ambulances available. The Agreement between Contractor and the separate organization must be approved by the CONFIRE before it may commence. This maybe completed after the award of the RFP.
  - a. The proposal shall describe the Mutual Aid plan/system in detail.

**ATTACHMENT B  
COST SHEET EMT (FULL TIME)**

<b>Cost Center</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of Hours*					
Hour Wage avg.					
Annual OT**					
Paid Vacation					
Paid Holidays					
Sick Leave					
Continuing Ed.					
Uniforms					
Tuition					
Health Care***					
Deductible					
Dental***					
Deductible					
Vision***					
Deductible					
Other					
Other					
Other					

\*Number of hours to be considered full time  
 \*\*amount of overtime paid based on FLSA/staffing requirements  
 \*\*\*amount paid by employer that counts against total employee costs

**COST SHEET EMT (PART TIME)**

<b>Cost Center</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
Hour Wage avg.					
Paid Vacation					
Paid Holidays					
Sick Leave					
Continuing Ed.					
Uniforms					
Tuition					
Health Care**					
Deductible					
Dental**					
Deductible					
Vision**					
Deductible					
Other					
Other					
Other					

\*\*amount paid by employer that counts against total employee costs

**COST SHEET PARAMEDIC (FULL TIME)**

<b>Cost Center</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of Hours*					
Hour Wage avg.					
Annual OT**					
Paid Vacation					
Paid Holidays					
Sick Leave					
Continuing Ed.					
Uniforms					
Tuition					
Health Care***					
Deductible					
Dental***					
Deductible					
Vision***					
Deductible					
Other					
Other					
Other					

- \*Number of hours to be considered full time
- \*\*amount of overtime paid based on FLSA staffing requirements
- \*\*\* amount paid by employer that counts against total employee costs

**COST SHEET PARAMEDIC (PART TIME)**

<b>Cost Center</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
Hour Wage avg.					
Paid Vacation					
Paid Holidays					
Sick Leave					
Continuing Ed.					
Uniforms					
Tuition					
Health Care**					
Deductible					
Dental**					
Deductible					
Vision**					
Deductible					
Other					
Other					
Other					

\*\*amount paid by employer that counts against total employee costs



**COST SHEET SUPERVISOR (FULL TIME)**

<b>Cost Center</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
Hour Rate avg.					
Annual OT*					
Paid Vacation					
Paid Holidays					
Sick Leave					
Continuing Ed.					
Uniforms					
Tuition					
Health Care**					
Deductible					
Dental**					
Deductible					
Vision**					
Deductible					
Other					
Other					
Other					

\*Amount of overtime paid based on FLSA staffing requirements

\*\*amount paid by employer that counts against total employee costs

**COST SHEET VEHICLES**

<b>Cost Center</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
Fuel					
Repair/maintenance					
Registration					
Insurance					
Lease/Depreciation					
<b>Total Vehicle Cost</b>					

**COST SHEET A&G**

<b>Cost Center</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
Rents & Leases					
Utilities					
Office supplies					
Overhead					
Indirect cost					
Other					
<b>Total A&amp;G Cost</b>					

**COST SHEET INSURANCE**

<b>Cost Center</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
Workers Compensation					
General liability					
Errors & Omissions					
Other					
Total Insurance Cost					

**COST SHEET PROFESSIONAL SERVICES**

<b>Cost Center</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
Legal					
Training					
Associations					
Other					
Total Professional Sev.					

Proposer shall provide any additional costs that have not been included above in a separate sheet not to be counted in the over number of maximum pages.

## **Employee Agreement For Acting CONFIRE Director**

This agreement (“Agreement”) is by and between the Consolidated Fire Agencies (“CONFIRE”) and [Michael L. Bell] (“Employee”) (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. The current CONFIRE Director is on extended leave due to a family medical emergency.
3. CONFIRE is in need of the services of an Acting Director for an unspecified period of time to ensure the smooth operation of the organization on a day-to-day basis in the absence of its current Director.
4. Former Director Mike Bell is employed by CONFIRE as a Public Service Employee (PSE) working part-time primarily as the Project Coordinator for the Inland Empire Public Safety Operations Platform project (IE PSOP).

### **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

#### **2. EFFECTIVE DATE AND TERM**

- a. This Agreement is effective on [5/2/2022] (“Effective Date”).
- b. The term of this Agreement shall be: (i) from the Effective Date to (ii) [8/1/2022].
- c. This agreement may be extended for one month increments until [6/30/2023] with Administrative Committee approval.

**3. SCOPE OF SERVICES**

Employee shall furnish to CONFIRE the services described in Exhibit A (“Services”).

**4. COMPENSATION**

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

**5. GENERAL TERMS AND CONDITIONS**

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

**6. 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: Jeff Armstrong, CONFIRE Chair  
1743 Miro Way  
Rialto, CA 92376

To Employee:  
Mike Bell  
  
Physical Address:  
6470 Malachite Ave.  
Rancho Cucamonga

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

**CONSOLIDATED FIRE AGENCIES**

**Employee**

Date: \_\_\_\_\_, 20\_\_

Date: \_\_\_\_\_, 20\_\_

By: \_\_\_\_\_

By: \_\_\_\_\_

Print Name: Dan Harker

Print Name: Mike Bell

Its: CONFIRE Chair

**EXHIBIT A  
to EMPLOYEE AGREEMENT**

**SCOPE OF SERVICES**

Employee to provide services related to the following actions items and deliverables:

1. Perform role of Acting CONFIRE Director per CONFIRE Admin Chief's direction.
  - a. Work with current Director to ensure priorities are addressed. These include but are not limited to:
    - i. ECNS Program needs
      1. Recruitment of Nursing staff
      2. Work w/ consultants (Harris, Fratus)
      3. EMD accreditation improvements
    - ii. EMS Division effort
      1. ALS Ambulance Services RFP process
    - iii. Work with acting Assistant Director
      1. Identify organizational development opportunities
      2. Develop strategies to address priorities
      3. Initiate FY 24 Planning process
    - iv. Manage current HR matters
      1. Labor MOU
      2. Manage personnel issues
      3. Monitor current litigation
      4. Recruitments
        - a. Assistant Communications Manager
        - b. Supervising Dispatcher
        - c. CallTaker/Dispatchers
        - d. Staff Analyst II
        - e. ISA III
    - v. Monitor Valley Communications Center progress
    - vi. Complete MIS transition to Rialto 204
    - vii. Daily Ops
      1. Board & Admin Chiefs Meetings
      2. Ops Committee
      3. Leadership Meeting
      4. County Executive Team Meeting
2. Continue Project Coordination role for the Inland Empire Public Safety Operations Platform.

**EXHIBIT B  
to EMPLOYEE AGREEMENT**

**COMPENSATION**

**A. Compensation**

\$40.33 (current rate of pay) per hour x 30 hours per week

**B. Payment**

- a. Paid via County payroll every two weeks

**EXHIBIT C  
to EMPLOYEE AGREEMENT**

**GENERAL TERMS AND CONDITIONS**

1. Employee may work remotely using agency provided and personal communication devices.
2. There are no limitations on remote work hours or location.
3. Employee will work on-site as needed.
4. Employee will work sufficient hours as needed to complete expected services.
5. Employee will enter actual hours worked on timesheet. Not to exceed 58 hours per pay period.
6. Employee will not code time used expressly for personal purposes.
7. Employee has a planned vacation from June 4-19. Employee will be available on a limited basis during this period, but will check emails and make contact regularly with staff through the period.
8. Employee has a planned trip from September 1 – Oct 12. Any extension of this agreement must take this into consideration.
9. Employee will resume role as PSE Project Coordinator for IE PSOP upon completion of this assignment.
10. Employee will assist with transition to alternate Acting/Interim or permanent Director at any time so desired.







Study Number: HR Use Only

**Section A – DEPARTMENT & CONTACT INFORMATION**

Department Name: CONFIRE Department ID: 85570 Division: Admin

**Contact for Study**

Name: Mike Bell Job Title: Acting Director Phone Number: 909-816-4851

**Section B – POSITION/CLASS REQUEST**

Number of positions requested: 1

Indicate below if position is for **Existing** or **New** Class:

EXISTING CLASS <input type="checkbox"/> Check box and provide information below	NEW CLASS <input checked="" type="checkbox"/> Check box and provide information below
<p>Class Title: _____</p> <p>Job Code: _____ Representation Unit: _____ Salary Range: _____</p> <p>Number of <b>total</b> positions in this class in your department/division: _____</p> <p>Number of <b>vacant</b> positions in this class in your department/division: _____</p> <p><b>Is classification on <a href="#">Fast Pass list?</a></b></p> <p><input type="checkbox"/> <b>Yes</b> Complete Sections A - E and proceed to Section I (no organizational charts needed).</p> <p><input type="checkbox"/> <b>No</b> Complete Sections A – D, F, G, and I. Attach required organizational charts*</p>	<p><b>Requested New Class Information</b></p> <p>Class Title: <u>Assistant Director of Communications</u></p> <p>Salary Range: <u>Just below Director (may require adjustment)</u></p> <p>Representation Unit: <u>Exempt</u></p> <p><i>Complete Sections A – D and F - I. Attach required organizational charts*</i></p>

\*The following **organizational charts** are **required** before a study is conducted for new position requests that are not Fast Pass:

1. Organizational chart illustrating **current** structure and chain of command, and
2. Organizational chart illustrating **new** structure and chain of command after the addition of the new position(s)/classification.

**Both organizational charts must contain class titles and number of filled and vacant positions in each class.**

**Missing or incomplete organizational charts will delay completion of the study.**

## Section C – REASON FOR POSITION REQUEST

The following information is required for **all** new position requests including Fast Pass requests:

1. Indicate which of the categories below most closely illustrates the reason(s) for this request:

- Delivery of New Service                      Approximate start date of new service: \_\_\_\_\_  
 Departmental Reorganization             Other – briefly explain: \_\_\_\_\_  
 Permanent Increased Workload – Reason for increased workload: Expanded organization, greater call volume, increased complexity \_\_\_\_\_

2. Describe the reason for the request, providing additional details about selection(s) above (e.g., describe reason for reorganization and/or increased workload; describe new service and its funding source; list any contracts, grants, new programs, or regulatory/licensing requirements related to this request):

CONFIRE is a stand alone, Board-governed entity, its public safety mission has expanded significantly over the years along with its staff and the complexity of the organization's governance (9-member Board and 9- Member Admin committee). The ability of the Director to remain abreast of developing issues, funding and budget challenges, political matters, changing technology and workforce dynamics is severely challenged by the level of daily management effort needed to manage the organization. There is a need for a clear second in command and a succession planning strategy for the organization to maintain continuity during periods of change and transition. Recent situations have exposed a vulnerability in CONFIRE's ability to absorb sudden changes in leadership and the demands placed on the Director to address the needs and concerns of 18 policy makers representing over 85% of the County's area and population. This classification better positions CONFIRE to meet those demands and address the increasing complexity of its service mission going forward.

3. Is position part of a mandate or law?     Yes     No

- a. If yes, please provide the code, effective date, and a brief description of the mandate/law and how this position will be used to support the new requirements.

4. If Department does not receive requested position, please explain immediate and long-term service impacts of not adding the position.

Increased inefficiency and vulnerability to legal and operational challenges as span of control is compromised. No meaningful succession planning for short or long-term management vacancies. Inability to forecast and adapt to rapidly changing technical and political environments of a board-governed public safety, critical infrastructure entity.

5. Are other classifications currently performing the same or similar job duties? If yes, indicate incumbent name or position number.

The current Director handles all day-to-day concerns as well as executive level needs, which continue to increase.

6. Explain why dividing the duties and responsibilities among existing staff cannot accomplish the workload.

CONFIRE's three organizational divisions have a manager assigned. The Director cannot adequately provide the daily support needed for those critical positions while also addressing the Executive level needs of the organization. All suffer for lack of such support.

*Section C continued on next page*

7. Will this new position perform, or support functions related to information systems (e.g., software, hardware, infrastructure, etc.), business systems, business applications, programming, or any other technology-related function?

Yes – Complete a and b below     No – Proceed to Section D

a. Can duties be performed by an existing position/classification in the Innovation and Technology Department (ITD)? If not, explain why work cannot be performed by a position assigned to ITD?

b. Please provide the names of any applications, systems, or databases that are specific to the work in your department that may help support your request for a new position and/or classification outside of ITD.

**Section D – BUDGET & FUNDING INFORMATION**

*Must be approved and signed by the Budget Contact*

The following information is required for all new position requests including Fast Pass requests:

Fiscal Year: 23 Select One:  Annual Budget  First Quarter  Mid-Year

SAP Fund Center: 883 Workers Comp Code: \_\_\_\_\_ Budgeted Org Chart: \_\_\_\_\_

Priority of request if Department is submitting multiple requests (1 being highest priority): \_\_\_\_\_<sup>2 (after ECNS Nurse Manager)</sup>

1. If you indicated in Section C that the new position is needed to support the **delivery of a new service**, provide the revenue source that is funding this new service.

2. Is requested position vital to revenue streams?

Yes – Explain: \_\_\_\_\_  No

3. What dedicated sources are there to support ongoing position costs?

Member and contract agencies fund these positions....this position will be funded by some budget adjustments and increases levied on those agencies as approved by its governing Board.

a. If there is not a dedicated funding source, what reductions are being made as an offset and what are the longer-term implications of the reductions?

4. How is the position going to be funded?

Select One:  Department Funded  General Fund Request Pending Approval

Net County Cost: \_\_\_\_\_ Dept. Funding Amount: \_\_\_\_\_ Total Annual Cost: \_\_\_\_\_

	Funding Source	%	Ongoing or One-Time	Amount \$	Dedicated Funding Stream? (Yes/No)	Comments (Number of positions for each funding source, funding source is pending, etc.)
1	Member & Contract agencies	100	Ongoing	\$125,000-160,000	yes	
2						
3						
4						
5						
Total: <u>100</u>				<u>\$125,000-160,000</u>		

**Budget and Funding Information Approved By:**

Department Budget Contact Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### Section E – FAST PASS REQUEST ONLY

New position requests for classes that perform routine and specific duties unique to a department may qualify for the Fast Pass streamlined procedure. **Please see [Fast Pass List](#) to verify if requested position is eligible.**

If position request is for a class on Fast Pass list, check the following boxes to confirm that your request is eligible for the Fast Pass process:

- The department will use the position consistent with the primary duties and class concepts described in the class specification.
- The contact person listed in Section A of this form certifies that the Department Head is aware of and approves of this request.

***If you checked the boxes above, you may proceed to the signatures page at the end of this form.***

***If the above checkboxes do not apply to your requested position and/or class is not on Fast Pass List, complete Sections F and G (and H if New Class) as well as signatures page.***

**Section F – ESSENTIAL DUTIES OF POSITION**

*Must be approved and signed by Manager or Supervisor*

**Essential Duties:** *Please do not copy from job description. In your own words, provide a detailed description of the primary functions of the position. Be sure to include the most important and most frequently performed duties.* Clearly and concisely describe specific actions. For example, rather than saying, “provide support,” describe specific duties performed in providing support. Incomplete or vague information may delay completion of the study.

**Percentage of Time:** In the second column, indicate the approximate percentage (%) of time spent performing each specific duty. (Please be sure the percentage of time does not exceed 100%.) Avoid entries 5% or less, group like duties together.

Essential Duties – <b>DO NOT COPY FROM JOB DESCRIPTION</b>	Percentage
Assists the CONFIRE Director in all aspects of managing the daily operations of CONFIRE. Provides direction and supervision of Division Managers, is the Liaison to the CONFIRE Operations Chiefs and Operations Committee, acts as CONFIRE Director as needed.	25%
Directly oversees Communications, EMS and Informations Services Divisions, sets priorities for work and establishes and monitors performance benchmarks for each direct report.	50
Provides mentoring and leadership development support to Managers and Supervisors.	10
Is primary Liasion for CONFIRE with the CONFIRE Operations Chiefs and Operations Committee, attends and assists with facilitating meetings, setting objectives and priorities and monitoring and reporting progress the the CONFIRE Admin Committee	10
Participates in associated professional organizations, County Ops Chiefs, CAL NENA and APCO, attends related training and seminars to increase knowledge of teh field and keep abreast of relevant changes in the industry. Fosters relations with colleagues in Law Enforcment communications centers.	5
Total Percentage	100%

**Essential Duties Approved By:**

Manager/Supervisor Name: Mike Bell

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Section G – CHAIN OF COMMAND & SUPERVISORY RESPONSIBILITIES**

**CHAIN OF COMMAND – Who does this position report to:** Director

*position/job title*

*position/job title*

Who reports to this position: Communications Manager Information Services Manager

*position/job title*

*position/job title*

Nurse (ECNS) Manager

*position/job title*

*position/job title*

*position/job title*

*position/job title*

*position/job title*

*position/job title*

*position/job title*

*position/job title*

*position/job title*

**SUPERVISORY DUTIES**

1a. This position performs **supervisory** duties      1b. This position performs **lead** duties

Yes    No

Yes    No

2. If yes to 1a or 1b, list the employees supervised or led and include class title and position number:

3. Please check the supervisory or lead duties below that apply to this position:

- Hires independently    Participates in hiring    Assigns work    Reviews work
- Has input on work performance evaluations (WPE)    Writes WPEs    Signs WPEs
- Approves step advances    Recommends disciplinary actions    Implements disciplinary actions

4. Will position be assigned to Unclassified Service?    Yes    No

**Section H – NEW CLASSIFICATION INFORMATION**

1. Why is a new classification necessary?

CONFIRE will continue to struggle to deliver on its public safety mission if all direction and oversight of the day to day operation is left to a single person (the Director). Furthermore, without a succession plan, CONFIRE is vulnerable to sudden and/or unforeseen changes in leadership.

2. What classification(s)/position(s) performed duties prior to this request?

**Director of Communications**

a. Explain why these classifications/positions cannot continue to perform duties?

Span of control, complexity of operations, political dynamics, changing workforce characteristics, continued growth and increasing service demands and expectations of the public and agencies served by CONFIRE

3. Does any law or regulation (e.g., Title 22) require a license, certificate or degree to perform these duties?

**No**

4. Will position/classification be subject to Conflict-of-Interest Code and Form 700 filing requirements?

[See Conflict of Interest Categories and Definitions](#)

Yes – Indicate applicable category below    No    To be determined

If yes, indicate reporting category

Category 1    Category 2    Category 3    Category 4    Category 5

**Section I – SIGNATURES**

Note: Organizational charts must be submitted with all position requests, except Fast Pass, as instructed in Section B of this form. **Incomplete information, missing signatures, or missing organizational charts will delay completion of the study.**

Signatures (a) through (d) in this Section must be obtained **prior** to submitting to CAO - Finance Analyst. CAO-Finance Analyst will forward this Position/Class Request Form to Human Resources once it is reviewed and approved by CAO Finance and Administration.

**I certify that the statements made herein are accurate and complete.**

<b>a) REQUESTOR</b>	<input checked="" type="checkbox"/> I concur with all information in the request.	<input type="checkbox"/> I have additional comments, attached.
	Name (Print): <u>Mike Bell</u>	Title: <u>Acting Director</u>
	Signature: _____	Date: _____

<b>b) HUMAN RESOURCES BUSINESS PARTNER</b>	<input checked="" type="checkbox"/> I concur with all information in the request.	<input type="checkbox"/> I have additional comments, attached.
	Name (Print): _____	Title: _____
	Signature: _____	Date: _____

<b>c) DEPARTMENT HEAD</b>	I have reviewed this request, and I certify that this request falls under the following category (select more than one if applicable):			
	<input type="checkbox"/> Mandated Services	<input checked="" type="checkbox"/> Operational Necessity	<input type="checkbox"/> Revenue Generating	<input type="checkbox"/> To Fulfill Board Action To Increase Service(s)
	Name (Print): <u>Mike Bell</u>	Title: <u>Acting Director</u>		
	Signature: _____	Date: _____		

<b>d) EXECUTIVE REVIEWER</b>	<input checked="" type="checkbox"/> I concur with all information in the request.	<input type="checkbox"/> I have additional comments, attached.
	Name (Print): _____	Title: _____
	Signature: _____	Date: _____

<b>e) CAO FINANCE ANALYST</b>	<input type="checkbox"/> Approval recommended to conduct study	<input type="checkbox"/> Pending Funding/Further Discussion	<input type="checkbox"/> Denied
	Name (Print): _____		
	Signature: _____	Date: _____	

Comments:



# CONFIRE Communications Center Standard Operating Policies & Procedures



**Date issued:** 9-17-00

**Revised:** 7-26-22

**Number:** 3-2

**SECTION:** Telephone

**TITLE:** Telephone Answering

Specific telephone answering assignments were made to facilitate the answering of phone lines in a timely manner.

The call taker's specific function is to answer incoming 911 and 10-digit emergency lines. The Dispatcher is responsible for business lines and ring downs and act as the back up when all call takers are processing other calls. The order of importance for telephone lines is as follows:

1. 911 emergency lines (answered within two rings unless in ACD mode)
2. 10-digit emergency lines (answered within two rings unless in ACD mode)
3. Business lines (answered within two rings unless in ACD mode)
4. Ring down lines (answered within two rings)
5. Priority Abandoned/9-1-1 Hang Up Calls (need to be recalled within 60 seconds)

When 911 and 10-digit emergency lines are in the queue display, you are required to politely excuse yourself and park the business lines in order to answer the emergency call(s). After the emergency call(s) are processed, be sure to handle all business calls that have been placed on hold. When all call takers and dispatchers are processing calls the shift supervisor shall answer emergency calls in the phone queue. It is preferred that the Primary Radio Dispatcher (PRD) does not answer incoming calls at anytime. The PRD may deviate from this policy based on workload or direction from the shift supervisor.

## Telephone Answering Etiquette

The standard recorded greeting for the phones will be as follows:

Line Type: 911 & 10-digit emergency

Greeting: "You have been transferred to the Fire Department and Paramedics, what's the address of your emergency?"

Line Type: Admin, 10-digit non-emergency, & ring downs

Greeting: CONFIRE Communications this is (your id).

Telephones should be answered in a business-like manner and all conversations will be handled courteously. All calls for service shall be answered in a timely manner, and adhere to the following protocols:

- (911 and 10-digit emergency lines)
  - All 911 and 10-digit emergency lines will be answered with the preferred greeting. "You have been transferred to the Fire Department and Paramedics, what's the address of your emergency?"
  - If the call is received from a landline-residence or business, cell-phone Phase 1 or Phase 2, VOIP-Voice Over Internet Protocol, or TLMA-Telematics agent; and the address given matches RapidSOS (primary verification) or ALI display (secondary verification if needed), there is no need to ask for verification of the address.
  - If the call is received from a landline-residence or business, cell-phone Phase 1 or Phase 2, VOIP-Voice Over Internet Protocol, or TLMA-Telematics agent; and the phone number they are calling from matches RapidSOS (primary verification) or ALI display (secondary verification if needed), there is no need to ask for verification of the number.
  - If at any time the location and/or call back number does not match the RapidSOS or ANI/ALI screen, they need to be verified. See example below:

**(operator name/id not required unless asked for)**

Example of a 911 call

**Call-taker/Dispatcher:** "You have been transferred to the Fire Department and Paramedics, what's the address of your emergency?"

**Caller:** "1257 Main Street in Barstow."

**Call-taker/Dispatcher:** "Please repeat the address for verification".

don't need to ask if location verifies with RapidSOS (primary verification) or ALI display (secondary verification if needed).

- On the phone number verification, have the caller repeat the phone number by asking, "Please repeat the phone number for verification".

**Call-taker/Dispatcher:** "What's the phone number you're calling from?"

**Caller:** "760-555-1234"

**Call-taker/Dispatcher:** "Please repeat the phone number for verification".

(don't need to ask if phone number verifies with RapidSOS (primary verification) or ALI display (secondary verification if needed).

- If there is any question regarding address verification, you may repeat the RapidSOS (primary verification) or ANI/ALI (secondary verification)

- information back to the caller.
- Callers may be unable to provide the exact location for unknown reasons. If all attempts fail, try to obtain cross streets or direction of travel and last cross streets or object(s) seen.
- When calls are transferred from an allied agency, they may not hear the conversation from the allied agency dispatcher informing Comm Center that they have a call they are transferring. Therefore, once the allied agency dispatcher has passed the call onto Comm Center, repeat the greeting "You have been transferred to the Fire Department and Paramedics what's the address of the emergency", then continue with verification of the location of the emergency and the phone number they are calling from.

Example of a 10-digit emergency call

**Call-taker/Dispatcher:** "You have been transferred to the Fire Department and Paramedics, what's the address of your emergency?"

(repeat the greeting, reporting party may have not heard the question when being transferred) "You have been transferred to the Fire Department and Paramedics, what's the address your emergency?"

**Caller:** 16500 Arrow Route, Fontana

**Call-taker/Dispatcher:** "Please repeat the address for verification."

don't need to ask if location verifies with RapidSOS (primary verification) or ALI display (secondary verification if needed).

**Call-taker/Dispatcher:** "What's the phone number you're calling from?"

**Caller:** 909-555-4321

**Call-taker/Dispatcher:** "Please repeat the phone number for verification."

(don't need to ask if phone number verifies with RapidSOS (primary verification) or ALI display (secondary verification if needed)).

- Admin, 10-digit non-emergency, and Ring Down lines
  - Answered with "CONFIRE Communications this is (your id)."
  - If determined to be an emergency call for help, please refer to the protocol for 911 lines above.
  - If this is a transfer from an allied agency follow the 911 lines protocol above.

All calls for service directed to Comm Center from allied agencies shall be taken and then relayed to the proper agency. At no time shall emergency calls for service be refused, or the caller is instructed to call another agency. The only exception would be calls from outside the area (i.e. New York) where we have no capability of relaying the call in a timely manner.

Telephone numbers within Comm Center that have been designated for specific purposes.

- 911 lines are for emergencies only.

- 800-340-9110 and 909-822-8071 (plus rollover lines) have been designated as the alternate emergency number within the county for those who do not wish to call 9-1-1. The 800 number is not to be used by alarm companies or for non-emergency purposes. The 909-822-8071 number is the primary number for alarm company use. Any calls received on these lines of a non-emergency nature will be handled and then given the business number for future phone calls.
- 909-356-3811 is designated as the allied agency emergency in order to facilitate direct communications between utilities, law enforcement, and other fire agencies.
- 909-356-3809 is the incoming FAX line.
- 909-356-3805 and 800-472-2376 are the Comm Center business numbers and are intended as a non-emergency phone numbers for public usage.

Item 13.

Telephones within the Confire JPA Communications Center are for business use only.

**Definitions:**

**ACD:** Automatic Call Distribution



# CONFIRE Communications Center Standard Operating Policies & Procedures



**Date issued:**

**Revised:** #-#-#

**Number:**

**SECTION:**

**TITLE:** **Managing Abusive Callers**

## Purpose

This procedure is to guide CONFIRE Public Safety Telecommunicators (EMDs) ( in identifying and managing distressed, emotional, and abusive callers and outlines the actions required of managers in the on-going management of these situations.

## Policy

CONFIRE has zero tolerance for abuse of our people. Abuse is defined as language that is threatening or hateful and aimed directly at the employee taking emergency calls (especially when on the grounds of race, age, religion, gender, or sexual orientation). Where steps to de-escalate a situation fail, EMD's should escalate to a Supervisor or Assistant Manager. All incidents where staff have been abused by a caller will be followed up by a manager for review.

Any recommendation for further action, including legal proceedings, will be made by the Communications Manager to the Director.

## Procedure

### Emotional Content and Cooperation Scale

Callers can often be emotional, distressed, afraid or excited during emergency situations. The academy refers to this as the caller's Emotional Content and Cooperation Scale which is defined as: <b>Level (DefCon) 1</b>	Normal conversational speech
<b>Level 2</b>	Anxious but cooperative
<b>Level 3</b>	Moderately upset but cooperative
<b>Level 4</b>	Uncooperative not listening, yelling
<b>Level 5</b>	Uncontrollable, hysterical

Behaviors and actions may include callers:

- • Being rude and uncooperative.
- • Argumentative.
- • Inappropriate comments (not directed at the EMD as an individual)
- • Intimidation tactics, like making threats of violence.
- • Making threats of a complaint.
- • Requests to speak with a manager.

These behaviors are generally able to be managed by an EMD and are behaviors that can be expected of callers in stressful situations, they do not constitute abuse.

Managing callers who are distressed or emotional is covered in *SOPP ###*. This SOPP also outlines helpful ways to de-escalate situations where a caller is abusing an EMD. In cases where the caller becomes unmanageable, EMDs should use the approaches outlined below and request assistance from their Supervisor.

Distinguishing between anxiety, hysteria, distress, and abuse is important. This SOP is written specifically for EMDs managing abuse.

### Managing Abuse

Calls where an EMD is subjected to a personal attack, especially when it is based on, race, age, gender, religion or sexual orientation is considered hateful and should not be tolerated. EMDs should:

1. Attempt to de-escalate the situation. It is important not to respond to the behavior in the same way. **EMDs must not abuse callers, despite the caller abusing the EMD.** • Allow the caller to speak. Try not to talk over the caller.
  - Display empathy and compassion. Use words and phrases consistent with professional, compassionate communication to acknowledge the caller's feelings. e.g. "I'm here to help you", "we're doing this together", "I understand that" (*explain what they have said, so they know you are listening*)
  - Use appropriate speech. Speak clearly, concisely, pace your words allowing the caller to understand, use a pitch that is not too high or low and use a firm and even tone - ensuring microphone placement is not distorting the volume
  - Use the caller's name.
2. If the caller fails to stop and the **EMD finds the abuse intolerable**, ask to speak to someone else at the address. If there is no one else available, the EMD should seek assistance from their Supervisor for immediate intervention.
3. Enter **/ABUSE** into the incident comments, so the call will be flagged for review by a Supervisor or Manager.

**NOTE:** In situations where a caller becomes abusive after the triage process is complete, EMDs may utilize the Urgent Disconnect script and must also notify their Supervisor. Use of Urgent Disconnect will be in line with **SOPP ### Urgent Disconnect** and must include the use of **shortcode /UD** and reading protocol-specific PDI's. EMDs may escalate to their Supervisor if required at any time

When an EMD refers an abusive caller to their Supervisor, they should take over the call, allowing the EMD to disconnect. The manager will explain that they are the EMDs Supervisor and that they will arrange help for them. The remainder of the call process should then be followed.

**Call Termination Process (Supervisor)**

In situations where the caller remains abusive after speaking with a Supervisor (and the Supervisor finds this **intolerable**) the caller is to be advised that their behavior is not acceptable and provide **one** warning that the call **may** be disconnected if they continue. If the abuse continues **and it is intolerable** the Supervisor is to advise *"Help is being arranged, I am hanging up now, if anything changes call us back on 9-1-1"*

If no triage has been completed, code the incident **32B01 UNKNOWN**.

**NOTE:** The EMD or Supervisor who terminates the call should enter a non-private note using the /SA shortcode (Safety Alert) saying that the caller was abusive towards the EMD.

**Follow up and Reporting Process**

Managers should immediately debrief abusive caller incidents with the EMD or as soon as practicable to check that no further support is required. When a call has been reviewed by a manager enter /ABUSEACK into the incident to ensure the reporting is updated.

Supervisors are required to review the daily 'Caller Abuse' report and review the incidents outlined within the report and provide any further support/coaching that may be identified. In cases where the Supervisor believes further action is required, they should escalate this to management.

The Director will receive a quarterly report outlining all reported abusive callers which will form part of the health and safety agenda and be reported to the Administrative Committee.