



CONFIRE

STAFF REPORT

DATE: April 03, 2024

**FROM: Nathan Cooke
Interim Director**

TO: EMS Subcommittee

SUBJECT: Dispatcher Position Additions

Background Information

On December 5, 2023, the Board of Supervisors awarded CONFIRE EMS and Mobile Health the contract for ground ambulance services for eleven exclusive operating areas in the county, known as the comprehensive service area. CONFIRE EMS is scheduled to start ground ambulance transportation services on October 1, 2024. To meet the contract's response time obligations, CONFIRE EMS will create a high-performance EMS system using complex System Status Management (SSM) plans for each hour of the day, totaling 168 custom plans per week.

SSM plans use specialized custom deployment plans derived from predictive demand models to determine how many ambulances are required and where these ambulances should be located by the time of day and day of the week. These plans are then operationally executed using sophisticated decision support technology to provide high-performance EMS services to the EOA service area using peak-load staffing schedules that match the number of staffed ambulances to the demand patterns.

Recognizing the crucial need for efficient coordination within our ambulance system, staff proposes adding five Full-Time Employee (FTE) Dispatcher positions to fulfill the Ambulance System Status Coordinators role. These coordinators will play a pivotal role in ensuring seamless communication and coordination among emergency response units, hospitals, and other healthcare facilities. The current dispatching staff cannot handle the increased workload of managing the SSM plan.

Fiscal Impact

The fiscal impact of this recommendation is estimated to be \$543,300 for five (5) FTE dispatcher positions. The funding will be allocated from the EMS Fund (5020).

Recommendation

It is recommended that the EMS Subcommittee recommend the addition of five (5) FTE Dispatcher positions to the CONFIRE Administrative Committee.