

BOARD OF DIRECTORS

Meeting

September 23, 2025





Employee Recognition & Introductions

"Always There, Always Ready, Always Proud"



CONFIRE

Board of Directors Update



New Valley Communications Center

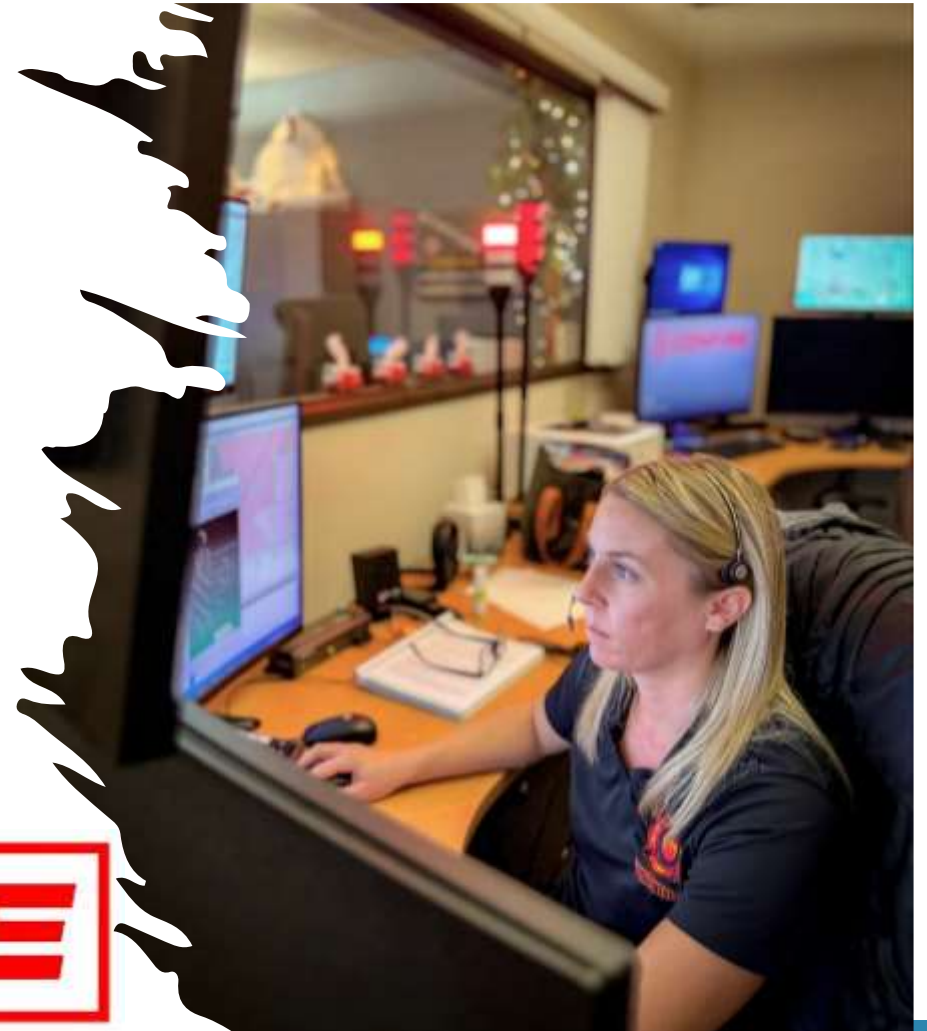
- Completion- Dec 2025
- Estimated Move In Timeframes
 - Admin/Finance Division- January 2026
 - MIS Division- January 2026
 - Communications Division- Mid Year 2026



Emergency Communications Nurse Program

- Regionalization of ECNS
 - CONFIRE to be flagship
- Funding Update
 - ICEMA one-time allocation of \$850,000 from EMS Trust Fund
 - Tentative Agreement with County Department of Behavioral Health to cover 40% of annual costs- \$680,000
 - Still negotiating with top-5 payors for 60% of annual costs- \$1,020,000
 - Kaiser and IEHP

CONFIRE





CAD to CAD

SBCOG/CONFIRE are conducting an assessment on governance of the program and possible next steps to take CAD to CAD to a higher level.

“SBCOG is leading the SMART County Master Plan (SCMP) to provide a roadmap for improving the region's communications and technology infrastructure to better serve the county's growing technology needs. The SCMP's regional approach is meant to share information and break down silos to serve residents in all sub-regions and jurisdictions.”

Pulse Point on CONFIRE Website & ICEMA AED Project

PulsePoint
BE A LIFE SAVER



[COMM CENTER AND EMS PROVIDERS | CONFIRE](#)

CONFIRE 911
Vulnerability Assessment
June 25, 2025



Introduction:

CONFIRE supports 911 Operations through two functional concurrent facilities, one located in Rialto referred to as the Valley, and one in Hesperia, referred to as the Desert. Both 911 locations work closely with the San Bernardino County Sheriff. San Bernardino County provides all facility, power, and infrastructure support. Recent 911 outages triggered by a copper theft on March 16, 2025, that lasted 7 days, and a high voltage surge on April 16, 2025, that is still impacting 911 as of June 25, 2025. Both incidents negatively impacted CONFIRE's ability to effectively support 911 operations. While both incidents were outside of CONFIRE's immediate span of control, CONFIRE has decided to take proactive steps and complete a Vulnerability Assessment of all critical communication systems to identify and mitigate future outages with the help of Emergency Technology Consulting (ETC).

This Vulnerability Assessment, represented in Figure 1, focused on the communication systems that support 911 Operations, to include 911 Call Handling Equipment (CHE), Land Mobile Radio (LMR), Computer Aided Dispatch (CAD), and power and critical infrastructure. **This report focusses on the 911 Vulnerability Assessment and includes a Primary, Alternate, Contingency, Emergency (PACE) Plan.**

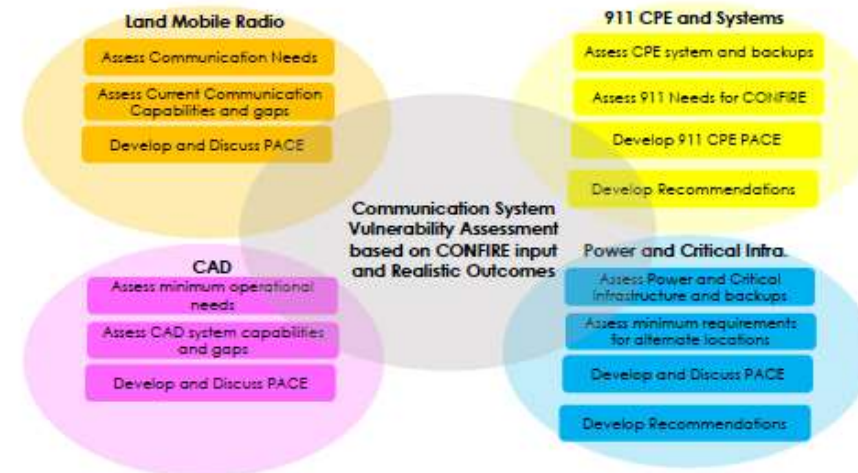


Figure 1: Vulnerability Assessment Overview



PACE Methodology:

Highly available, resilient 911 systems are the key to the operational success of CONFIRE. Without the ability to receive and answer 911 calls, CONFIRE's ability to provide life-saving service is dramatically impacted. Recent 911 outages in March and April of 2025 indicate the need for CONFIRE to take proactive steps to improve the reliability of the 911 system. While both outages were outside of CONFIRE's direct control, implementing the recommendations in this PACE plan should help mitigate the scope and scale of any future events.

A PACE plan identifies alternatives for Primary, Alternate, Contingency, and Emergency situations as identified in the following graphic.

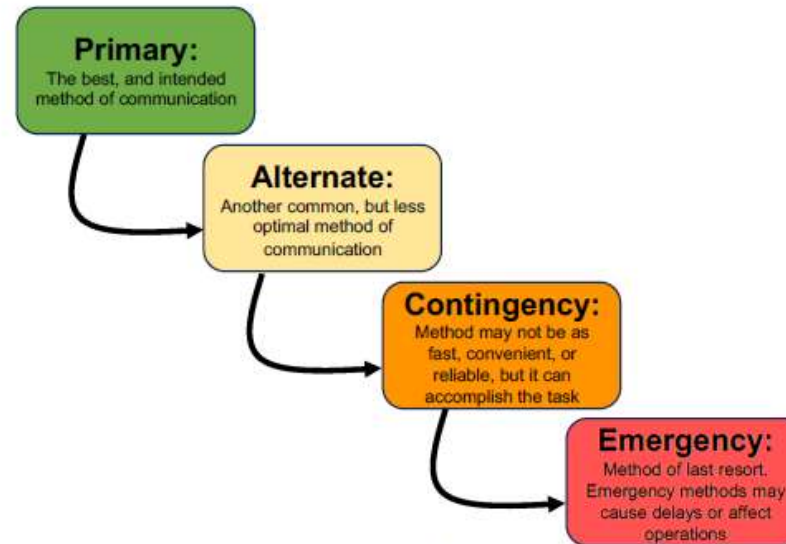


Figure 5: PACE Plan

A PACE plan identifies and defines prioritized alternatives for redundant means of communication. Each alternative of the PACE plan must ensure that the best available communication solution is used that is able to ensure effective command and control and interoperability when the previous alternative fails. While the cause of the failures varies, the PACE plan identifies a predictable and reliable method that can be used in congested, contested, or degraded environments. When developing the PACE plan it is important to consider who CONFIRE is supporting. This 911 PACE plan is focused on the 911 needs of the CONFIRE PSAPs and the ability to ensure CONFIRE can continue operations during 911 system outages.

Thank You For Your
Continued Support