

**CONFIRE**

STAFF REPORT

DATE: June 23, 2026

FROM: Nathan Cooke, Interim Director

BY: Damian Parsons, Finance/Administrative Director
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TO: CONFIRE Administrative Committee

**SUBJECT: Emergency Communications Nurse System Support Agreement
Renewal - EMK Consulting**

Recommendation

Approve the renewal agreement with EMK Consultants to support the Emergency Communications Nurse System (ECNS) for an amount not to exceed \$104,000 from July 01, 2026, to June 30, 2027.

Background Information

CONFIRE, supported by San Bernardino County Council of Governments (SBCOG), facilitated the rapid implementation of the ECNS program during the heightened hospital surge resulting from COVID-19. SBCOG had entered into an agreement with Mission Critical Partners (MCP) to evaluate utilizing Emergency Medical Dispatch (EMD) to enhance emergency medical services in the pre-hospital environment. Recommendations are focused on ECNS as a priority.

EMK Consultants is owned and operated by Elaine Messerli-Kelly. She is widely considered a subject matter expert in ECNS and was instrumental in the successful implementation of CONFIRE's ECNS program in 2021.

This new agreement will allow EMK Consultants to continue to support the ECNS program with navigating low acuity patients to the most appropriate care level, thereby reducing non-emergent transports. Additionally, EMK Consultants will also perform the following additional activities:

- Continued QA/QI support to allow CONFIRE to identify trends, address performance gaps, provide timely feedback, and implement focused education to improve program consistency and effectiveness.
- Support continued progress toward ECNS Accredited Center of Excellence (ACE).

- Assist with enhancing the remote ECN set up for increased efficiency.

Fiscal Impact

The annual cost for EMK Consulting's services will be \$104,000/year. The new annual cost reflects the 4% increase included in the previous contract. The cost of this contract was included in the approved 2026-27 ECNS budget (Fund 5030).

Attachments

- 2026-27_Consultant Agreement – EMK Consultants