



INTEROFFICE MEMO

DATE: September 27, 2022

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FROM: Nathan Cooke, Interim Assistant Director

TO: Admin Chiefs, CONFIRE

SUBJECT: EMERGENCY MEASURES

Effective 09/26/22, we have implemented several emergency measures at Comm Center in order to combat the increased call pick-up times and increased call processing times caused by our current staffing situation. Comm Center currently has (17) vacancies, which includes call-takers and dispatchers. We have a total of (52) budgeted call-taker/dispatcher positions, which brings our vacancy rate to 33%.

Emergency Measures

- Comm Center will remain in a constant state of Emergency Rule Phase-1. This rule gives our call-takers/dispatchers the ability to disconnect from a caller after they have gone through case entry (age, gender, chief complaint) and the call determinant questions. In the event the call requires life-saving instructions such as a CPR, ineffective breathing, choking, not alert, childbirth, and AED support, the call-taker/dispatcher will stay on the phone to provide instructions until additional help arrives.
- If a dispatcher (not a call-taker) is assigned to staff a radio frequency and he/she must answer a 911 call, the dispatcher will be in Emergency Rule Phase-2 during the call. This rule gives our call-takers/dispatchers the ability to disconnect from a caller after they have gone through case entry (age, gender, chief complaint) and determines the patient is awake and breathing. In the event the call requires life-saving instructions such as a CPR, ineffective breathing, choking, not alert, childbirth, and AED support, the call-taker/dispatcher will stay on the phone to provide instructions until additional help arrives.
- If the call volume exceeds the number of call-takers/dispatchers for a sustained period, Emergency Rule Phase-2 would be implemented for all floor personnel during the surge. In addition to the rule previously described above for Phase-2, one of the two Floor Supervisors will be designated to become a call-taker during the surge as well.

These temporary emergency measures will expedite the time it takes to process calls, thereby assisting us in decreasing the call pick-up times, as well as the call processing times. Unfortunately, these Emergency Rule Phases will impact our ability to fully complete EMD and arrive at a full determinate for all calls.

If a call does not reach full determinate, the call cannot be sent to ECNS for further evaluation. During this period, we will see a significant decrease in the number of calls that receive ECNS services. ECNS will remain intact and available for the calls that receive a full determinant and meet the required criteria.

These emergency measures will remain intact until we can lower our vacancy rate below 15%.

We are constantly monitoring this dynamic situation and continue to explore additional emergency measures to ensure we are meeting our mission in providing regional fire, rescue, and EMS communications, resource coordination, and technology services to enable allied agencies to meet the safety and welfare needs of all those they serve.

Thank you for your continued support and assistance.