

**CONFIRE**

## STAFF REPORT

**DATE:** July 22, 2025

**FROM:** Nathan Cooke, Interim Director

**BY:** Damian Parsons, Finance/Administrative Director  
Erika Torres-Murillo, Staff Analyst II

**TO:** CONFIRE Administrative Committee

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

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### **Recommendation**

Approve the renewal agreement with EMK Consultants to support the Emergency Communications Nurse System (ECNS) in the amount of \$100,000 for one year from July 01, 2025, to June 30, 2026.

### **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 dispatch and nursing staff 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:

- Support with partnering with agencies who want to transfer their low acuity calls to CONFIRE.
- Support with sustainability and growth with a focus on financial stability.

**Fiscal Impact**

The annual cost for EMK Consulting's services will be \$100,000/year. The new annual cost reflects a 4% increase over the prior year. The cost of this contract was included in the approved 2025-26 ECNS budget (Fund 5030).

**Attachments**

- 2025\_Agreement – EMK Consultants
- 2025\_Addendum – EMK Consultants Limit Justification