



CONFIRE

STAFF REPORT

DATE: March 24, 2026

FROM: Nathan Cooke, Interim Executive Director
BY: Angela Haddad, Interim Communications Director

TO: CONFIRE Administrative Committee

SUBJECT: CALL PROCESSING WORKSHOP

Recommendation

It is recommended that the Administrative Committee accept and file this report related to recent call-processing actions taken by staff.

Background Information

On January 27, 2026, the Administrative Committee engaged in an interactive workshop presentation regarding 911 Call-Processing. The committee consensus was to pursue processes in support of greater efficiency to reduce call processing time.

On February 9, 2026, the CONFIRE team internally reviewed the current CAD system functionality to identify opportunities for additional structured call intake capabilities that may enhance operational efficiency and support the established call processing goal. Preliminary configuration and testing of the CAD system Protocol Builder took place.

On February 11, 2026, the CONFIRE team engaged an allied partner to provide a system demonstration and gather feedback to help evaluate potential improvements. A vendor product demonstration of Emergency Fire Dispatch is scheduled for March 25, 2026.

Additional actions:

- 47 complaint types were identified and updated to Auto-Dispatch.
- Internal policy updated to enter and dispatch an immediate response to all reports of “fire” and return to call interrogation.



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Staff continues to research and evaluate system enhancements and process improvements aimed at reducing call intake times, ensuring greater efficiency and improved response time.

Option 1 – Protocol Builder, CAD system feature, that can be internally developed, for scripted protocol triage (structured questions) that call takers can use to quickly assess the nature and severity of a fire-related incident. The protocol can guide the call taker through a consistent sequence of inquiries designed to determine key details.

Option 2 – Emergency Fire Dispatch (EFD) is a structured, standardized system used to gather critical incident information, prioritize calls, and provide lifesaving instructions prior to the arrival of fire personnel. It guides call takers through a series of predefined key questions, determinant coding, and safety instructions to ensure consistency, accuracy, and rapid identification of the appropriate response level. Similarly to Emergency Medical Dispatch (EMD), this program has the benefit of adding additional accreditation to the organization.

Fiscal Impact

None

Attachments

Attachment-A