



ConFIRE/ConEMS COMMUNICATIONS CENTER OPERATIONS

COMBINED DISPATCH CENTER

- The Contra Costa Regional Communications Center (ConFire/ConEMS) answers over 80,000 total emergency calls per year that require a response. Over 80% of the responses are EMS-related and require an ambulance.

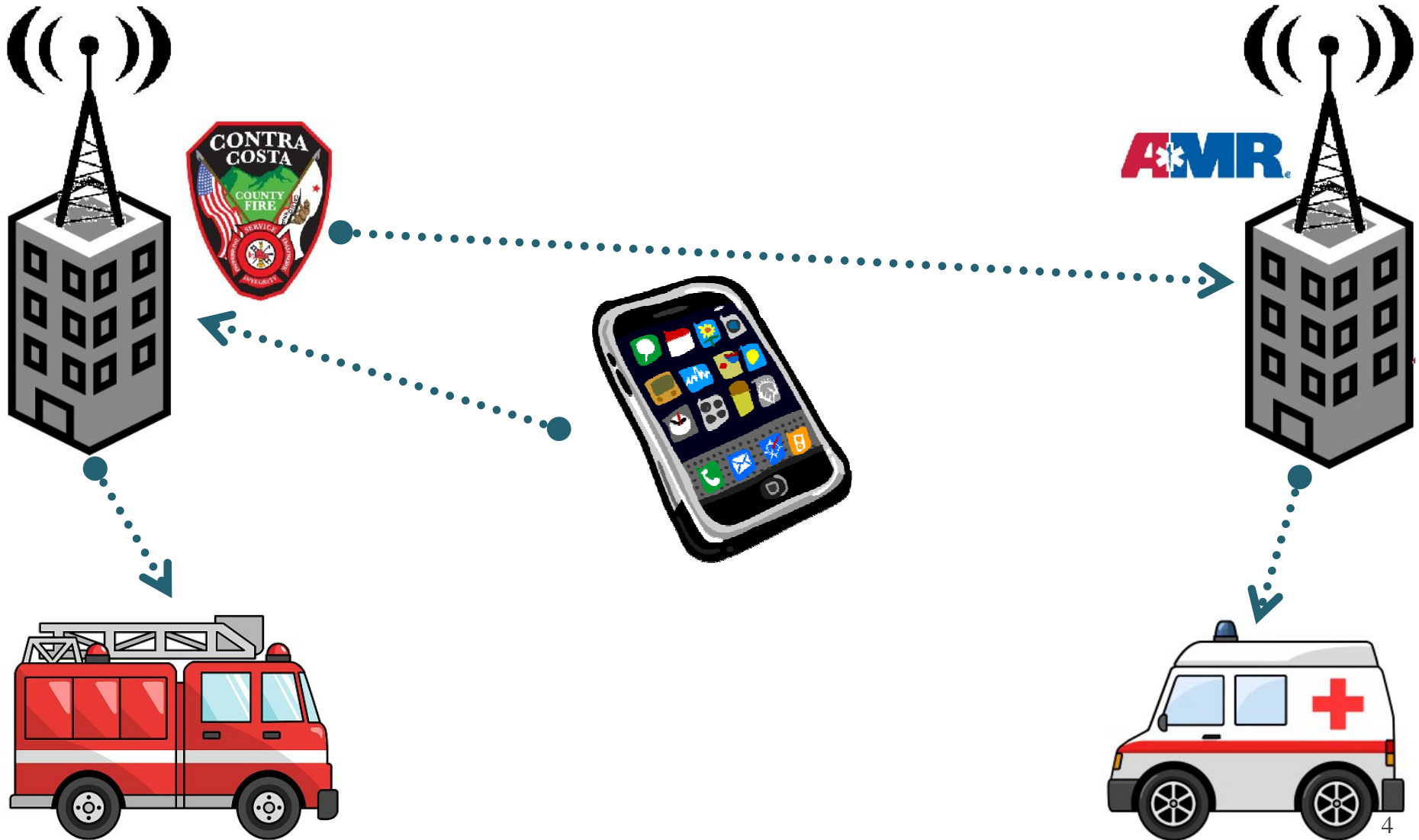
Year	Total Calls	EMS Calls
2014	79,386	66,142 (83.3%)
2015	85,858	71,877 (83.7%)
2016	41,162 to 5/27	35,995 (87.4%) to 5/27

- The call figures above represent all calls dispatched by the communications center including ambulance-only responses.
- **As an agency, the Fire District responds to a higher percentage of fire and rescue emergencies; EMS responses are approximately 75% of total responses.**

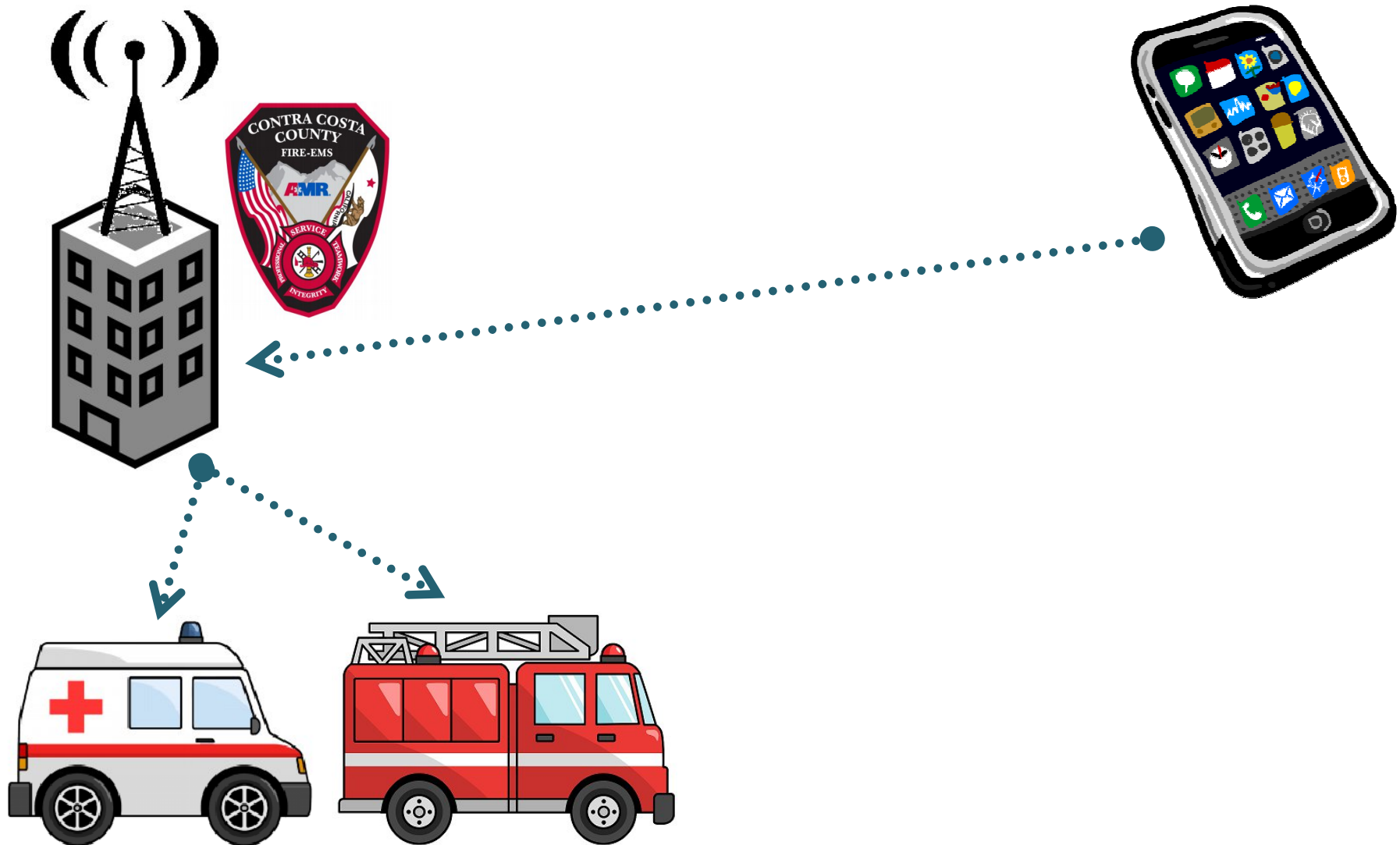
COMBINED DISPATCH CENTER

- Prior to the February 1 transition, the Fire and Ambulance Dispatch Centers were physically separate and managed on different radio and computer systems.
- The transition effectively moved the operations of American Medical Response-Sacramento dispatch into the Contra Costa Regional Communications Center.
- Our Computer-Aided Dispatch and Radio Systems are now fully integrated.
- ConEMS dispatch includes three 24-hour EMS Dispatchers (AMR employees).

OLD SYSTEM EMERGENCY CALL RESPONSE



NEW SYSTEM EMERGENCY CALL RESPONSE



BENEFITS

- Improved communications within the Dispatch center.
- Improved communications and situational awareness for field units.
- Improved response times and dynamic unit recommendations.
 - Medic Units are tracked by GPS to ensure the closest unit is directed to the emergency call.

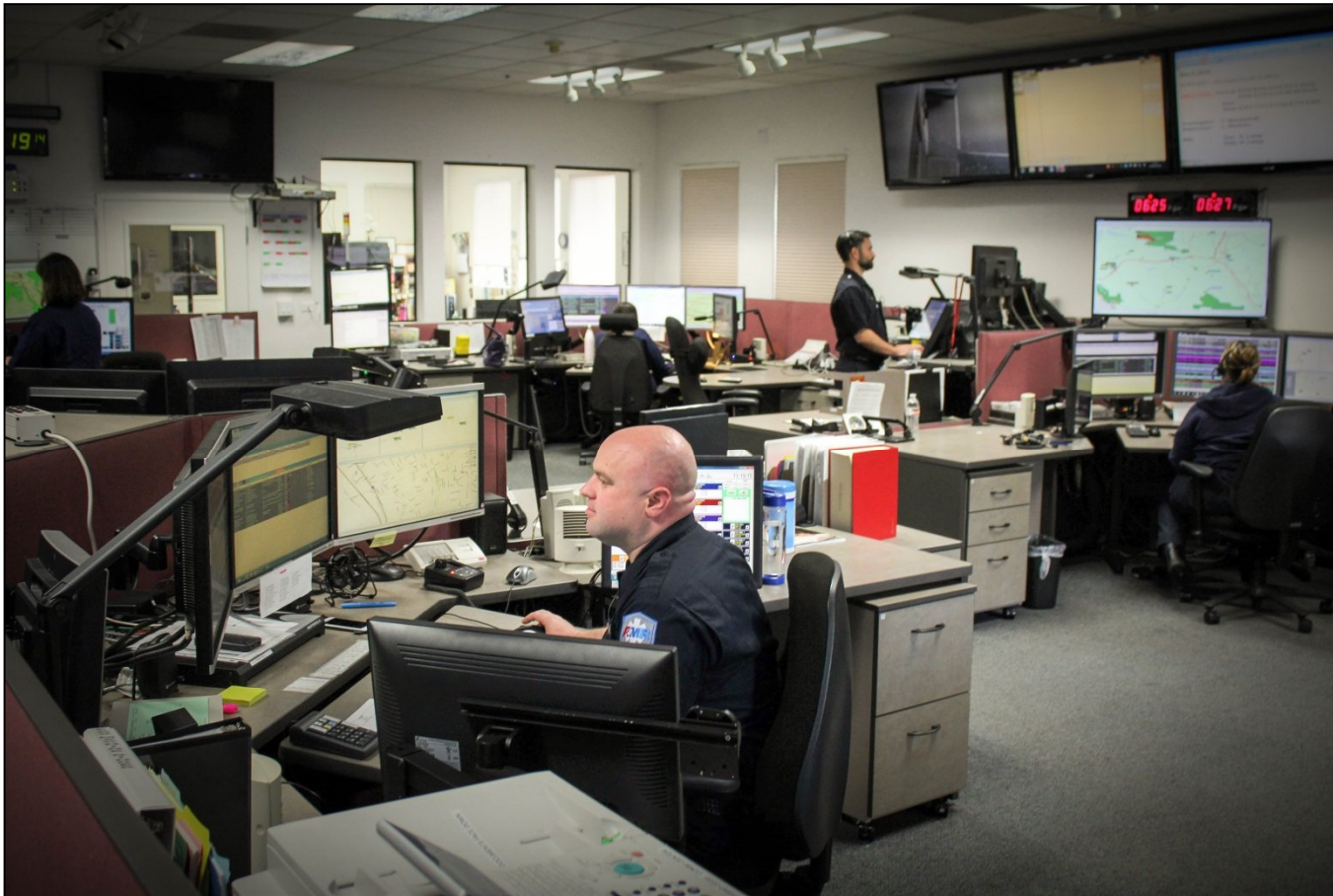
BENEFITS

- Medic Units are dispatched simultaneously with Fire District Paramedics on the same radio channel.
- Medic Units are equipped with Mobile Data Terminals, Smart Phones, and Pagers that are linked directly to the Computer-Aided Dispatch System. These systems alert our Paramedics and provide them with critical information as it is relayed over the radio.



THE #1 BENEFIT

Improved service to the citizens of Contra Costa County



Thank You