



Press Release

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Emergency Dispatch Center Achieves Accreditation

Fontana – CONFIRE (Consolidated Fire Agencies of San Bernardino County), also known as CommCenter, was presented with an accreditation as an Accredited Center of Excellence by the International Academies of Emergency Dispatch at a press conference today.

On September 13, 2012, the CONFIRE received its accreditation as an Accredited Center of Excellence and has maintained this status ever since; making them one of only two accredited dispatch centers in Southern California and one of 129 accredited worldwide. Although CONFIRE became accredited in 2012, they have been using the Emergency Medical Dispatch system since 2009.

Certification by the International Academies of Emergency Dispatch attests to the specific and highly specialized knowledge, skills, and attributes of dispatchers. It is an objective, measurable process for determining and validating the competency of individuals serving as lifelines for people needing emergency services.

“CONFIRE knew they were at the level of Accreditation months before the plan was set in motion to become an official Accredited Center of Excellence.” stated Jeff Frazier, CONFIRE Chair and Redlands Fire Chief. “The Center’s work performance reviews were above Academy and CONFIRE’s standard, month after month. CONFIRE’s dispatchers were continually providing an above standard level of care to our 911 callers, providing Emergency Medical pre-arrival instructions when needed.”

An important function of emergency medical dispatch is pre-arrival instructions. The CommCenter uses the ProQA Emergency Medical Dispatch System, an internationally recognized triage system, which guides call takers through a scripted interview to reach a determinant code that is standardized worldwide. This system prioritizes equipment and crews to be dispatched to medical emergencies that precisely meet the victim’s medical needs. The reporting party is given physician approved first-aid instructions over the phone to provide immediate aid until emergency personnel arrive. These instructions range from keeping the patient calm to assisting child-birth or performing CPR.

“In 2012, CommCenter dispatched over 153,922 calls, of which 101,057 alone were medical calls. The ProQA system provides a mechanism for dispatchers to provide superior, up-to-date public care and efficient resource utilization to the public we serve.” stated San Bernardino County Fire Chief Mark Hartwig. “We are very proud of this accomplishment and pride ourselves on serving our communities at the highest level available.”

In their 2012/13 report, the Grand Jury commended CONFIRE for their achievement stating, “The Grand Jury commends the Consolidated Fire Agencies of Emergency Dispatch, along with the participating Fire Chiefs efforts for enabling paradigm shifting changes to pre-hospital emergency medical service’s resource response plans.”



CONFIRE Joint Powers Authority is a multi-agency Fire, Rescue and Emergency Medical Services Dispatch Center comprised of Colton, Loma Linda, Redlands, Rialto and San Bernardino County Fire Departments and in the near future the Rancho Cucamonga Fire Protection District. CONFIRE also provides dispatch services by contract for Apple Valley, Big Bear Valley, Running Springs, Twenty-Nine Palms Fire Departments, Baker Ambulance, and the San Bernardino County Transportation/Flood Control Department. They also function as the operational area dispatch for the county of San Bernardino, where they are responsible for coordinating mutual aid needs within the county and for processing mutual aid requests to and from the Region VI Office of Emergency Services Operations Center.

For more information, please visit www.emergencydispatch.org. Photographs of the event are posted at www.sbcfire.org under latest news.

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