

APPENDIX C – Call Distribution Variances

I. Background

The County Fire Protection District, in collaboration with the County Fire Chiefs, established a Regional Fire Communications Center (RFCC) to improve emergency response efficiency and effectiveness across the County. The RFCC operates under a “boundary drop” model, wherein the closest and most appropriate resource is dispatched. Responses outside of existing jurisdictional boundaries through established Mutual Aid and Automatic Aid agreements should not be interpreted as a transfer of jurisdictional responsibility.

Call distribution will be monitored quarterly and included with the quarterly invoice. The respective agencies agree to collaboratively address identified issues in a timely and equitable manner.

II. Commitment to Collaboration

Participating agencies are committed to a fair, sustainable, and cooperative emergency response system. RFCC agencies will engage in good-faith, data-informed discussions to identify and implement mutually agreeable solutions. Formal discussions will occur quarterly with resolutions negotiated directly at the Joint Executive Committee.

III. Resolution Mechanisms

The following resolution mechanisms may be considered, including but not limited to:

- **Service-Based Adjustments:** Revisions to response plans that rebalance call distribution (e.g., reassigning certain call types or modifying response areas).
- **Computer-Aided Dispatch (CAD) Modifications:** Refinement of CAD logic or dispatch protocols to support more equitable distribution of calls while maintaining response efficiency and service standards.