



Central California Emergency Medical Services Agency

A Division of Fresno County
Department of Community Health

DATE: January 27, 2006

TO: All Fresno/Kings/Madera/Tulare EMS Providers, Hospitals,
First Responder Agencies, and Interested Parties

FROM: Daniel J. Lynch, EMS Director

SUBJECT: Fresno County Emergency Medical Services Communications
Center begins Dispatching Services for City of Fresno Fire
Department beginning February 1, 2006

Beginning at 8:00 a.m. on February 1, 2006, all requests for fire services for the City of Fresno Fire Department will be managed and dispatched at the Fresno County EMS Communications Center.

On October 18, 2005, the Fresno County Board of Supervisors approved an Agreement between the County of Fresno and the City of Fresno, which provided the authorization for the Fresno County Emergency Medical Services Communications Center to be used to provide dispatching services for the City of Fresno Fire Department. A second Agreement was also approved by the Board between the County and American Ambulance to provide the dispatch staffing and to perform the actual dispatching services.

While the City of Fresno Fire Department responds to over 31,000 calls per year, the impact on the Fresno County EMS Communications Center will be minimal since the EMS Communications Center already receives 21,000 of those calls, which are medical requests for ambulance.

Through funding provided by the City of Fresno, Homeland Security Grants, and other funds, the dispatch computer has been upgraded to provide fire dispatch services, the EMS dispatchers have been cross-trained to accept both fire and medical calls and provide "pre-arrival" instructions to the callers, and additional emergency dispatch consoles have been added. In addition, American Ambulance has increased staffing within the EMS Communications Center to assure appropriate coverage for both medical and fire calls.

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The Fresno County Emergency Medical Services Communications Center has existed since 1984 and is a regional dispatch center for all ambulance requests in Fresno, Kings, and Madera Counties. The dispatch center currently dispatches over 125,000 ambulance requests annually.

We welcome the City of Fresno Fire Department and want to acknowledge the hard work and commitment of the staff at American Ambulance, City of Fresno Fire Department and the County of Fresno in making the start-up possible.

If you have any questions or comments, please contact the EMS Agency at (559) 445-3387 or email us at ccemsa@co.fresno.ca.us.

DJL:rb