

DISPATCH SERVICES AGREEMENT

THIS AGREEMENT is entered into this 1st day of July 2021, between the CITY OF STOCKTON, a municipal corporation ("CITY"), and the Lathrop Manteca Fire Protection District, whose address is 19001 Somerston Parkway, Lathrop, CA 95330, and telephone number is (209) 941-5100 ("AGENCY").

RECITALS

AGENCY desires to enter into an Agreement with CITY to provide fire and emergency medical call receipt and dispatching services to the entire AGENCY through CITY's Emergency Communications Division.

NOW, THEREFORE, in consideration of the mutual covenants and conditions in this Agreement, CITY and AGENCY agree as follows:

1. **Dispatch Services**. Subject to the terms and conditions set forth in this Agreement, CITY shall provide to AGENCY the services described in **Exhibit A**.
2. **Term**. This Agreement shall commence on the date written above and shall expire on June 30, 2023; provided, however, the parties may agree to change either the commencement or expiration date. This agreement shall automatically renew for successive one (1) year periods for up to three (3) years, unless either party provides written notification to the other party of its decision not to renew the agreement.
3. **Compensation**. AGENCY shall pay CITY for services rendered pursuant to this Agreement as described more particularly in **Exhibit B**.
4. **Independent Contractor**. In performing the obligations set forth in this Agreement, CITY shall have the status of an independent contractor, and CITY shall not be considered to be an employee of the AGENCY for any purpose. All persons working for or under the direction of CITY are its agents and employees and are not agents or employees of AGENCY.
5. **Termination for Convenience**. CITY may terminate this Agreement with 12 months notice by mailing a notice in writing to AGENCY. The Agreement shall then be deemed terminated. If the Agreement is so terminated, CITY shall be paid for that percentage of the work actually completed at the time the notice of termination is received.
6. **Non-Assignability**. The AGENCY shall not assign, sublet, or transfer this

Agreement or any interest or obligation in the Agreement without the prior written consent of the CITY, and then only upon such terms and conditions as CITY may set forth in writing.

7. **Indemnity and Hold Harmless.** AGENCY agrees to indemnify and hold harmless CITY for AGENCY's share of liability, for any damage, injury, or death of or to any person or the property of any person, including attorney's fees, arising out of the willful misconduct or the negligent acts, errors or omissions of AGENCY's performance of this Agreement.
8. **Notices.** All notices herein required shall be in writing and shall be sent by certified or registered mail, postage prepaid, addressed as follows:

 CITY: Stockton Fire Dept.
 425 N. El Dorado St.
 Stockton, CA 95202

 AGENCY: Lathrop Manteca Fire Department
 19001 Somerston Parkway
 Lathrop, CA 95330
9. **Waiver.** In the event either CITY or AGENCY at any time waive any breach of this Agreement by the other, such waiver shall not constitute a waiver of any other or succeeding breach of this Agreement, whether of the same or of any other covenant, condition or obligation.
10. **Governing Law.** California law shall govern any legal action pursuant to this Agreement with a venue for all claims in the Superior Court of the County of San Joaquin, Stockton Branch, or where applicable, in the federal District Court of California, Eastern District, Sacramento Division.
11. **No Personal Liability.** No official or employee of CITY shall be personally liable to AGENCY in the event of any default or breach by the CITY.
12. **Exhibits.** All exhibits referred to herein are attached hereto and are by this reference incorporated herein.
13. **Scope of Agreement/Amendments.** This writing constitutes the entire Agreement between the parties. Any amendment to the Agreement shall be in writing and signed by both parties.
14. **Severability.** The invalidity in whole or in part of any provision of this Agreement shall not void or affect the validity of any other provision of this Agreement.

15. **Captions.** The captions of the sections and subsections of this Agreement are for convenience only and shall not be deemed to be relevant in resolving any questions of interpretation or intent.

THIS AGREEMENT executed the date and year first above written.

CITY OF STOCKTON

Harry Black, City Manager

AGENCY

By:



Lathrop Manteca Fire District

APPROVED AS TO FORM:

Marci Arredondo, Deputy City Attorney

EXHIBIT A: SCOPE OF SERVICES**Responsibilities**

- A. The City of Stockton shall be responsible to operate the Emergency Communications Division (ECD) and provide the following:
 1. Maintain employees, systems, and equipment necessary to fulfill the duties, responsibilities, and obligations as outlined in this agreement.
 2. Transfer 911 and wireless calls to other agencies as appropriate.
 3. Receive 10-digit emergency, and ring-down line calls on number and circuits provided and funded by contracting agencies.
 4. Utilize a nationally recognized Emergency Medical Dispatch (EMD) call interrogation and prioritizing system and provide pre-arrival instructions as approved by both the San Joaquin County EMS and Agency, per SB 438 provisions.
 5. Enter incident information into the computer-aided dispatch system (CAD) including verified incident address/location, specific location information, reporting parties (RP) location, RP's telephone number, source of the call, basic EMD information, appropriate text, and incident type codes.
 6. Timestamp the receipt of 911 calls, entry into CAD, dispatch, and all status changes from mobile units either over the air or initiated through Mobile Data Terminals (MDT).
 7. Electronically document the incident and pertinent non-incident Information.
 8. Review CAD recommended quantity and type of equipment, alert fire stations by electronic transmission, data and hard copy printout over Internet Protocol (IP) and MDT where appropriate, transmitting tones over voice system and broadcasting vocal dispatch on designated frequencies.
 9. Respond to routine and emergency voice communications.

10. Track and record equipment status, location, and availability.
11. Maintain CAD database.
12. Provide CAD and MIS records management, storage, and standard reports.
13. Provide access to CAD information.
14. Provide access to unit histories, unit status, and roster information, if available.
15. Provide staff notifications by alarm level and/or incident type via wireless device protocols.
16. Notify and coordinate with other city departments and outside agencies as required.
17. Provide recordings and retention of radio and telephone transmissions for no less than 180 days.
18. Provide data to AGENCY when requested in the form of an email. Processing of information will be completed in a reasonable time but no longer than 10 business days from receipt of request.
19. Adopt standards for call processing times and quality improvement.
20. Provide management and supervision of the center to achieve desired results.
21. Establish a Dispatch Users Group to include Fire Chiefs or their designated representative from each subscriber agency. The Dispatch Users Group may provide policy recommendations for future consideration.
22. Call meetings of the User Group regularly.
23. Provide a method for reporting Contracting Agencies' concerns/issues to the City.
24. Provide a line of demarcation that clearly delineates the City's maintenance responsibility from the contracting agencies in the equipment room.
25. Investigate any technical problems affecting Center performance and either correct the issue or notify the affected agency.

B. AGENCY shall:

1. Engage, facilitate, and cooperate in the installation of any and all necessary equipment, hardware, and software that interfaces with the ECD.
2. Provide equipment, hardware, and software which interfaces with ECD (unless otherwise agreed by all Parties), which include but not limited to:
 - a) Station alerting hardware in all stations which receive and transmit voice and data signals with features consistent with ECD.
 - b) Connectivity between ECD and contracting agency facilities to include any setup and recurring charges.
 - c) Reliable voice mobile and portable radios and data radios and terminals for all personnel and fire apparatus with capabilities and features consistent with ECD.
 - d) Provide name and contact information for contracting agency's radio, alerting, IT support, and maintenance personnel.
 - e) Provide a detailed diagram of all infrastructure and systems pertinent to the operations of ECD.
 - f) Voice, alphanumeric, data, and MDT's systems capable of functioning with the ECD systems to include initial purchase, maintenance, connectivity, and repairs/updates.
 - g) Computers capable of communicating with ECD systems.
 - h) Geographic field information suitable for entry into ECD CAD, including street location data, city maps, and other landmarks/commonplace addresses, high value or brush area, freeway information, and target hazards.
 - i) Maintenance and integration of RMS/EPCR systems to ECD.
3. Provide a listing of all apparatus, including radio designation, cross staffed units, and special response vehicles.
4. Provide when relevant but no less than annually a Fire Department personnel list including titles, radio call signs, office, and personnel phone numbers, pagers, and cellular telephone numbers.
5. Provide a liaison to notify essential agency personnel in case of an emergency; this should be one to two individuals responsible for making notifications for your agency.
6. Provide copies of all mutual aid, automatic aid, initial action to other interagency agreements.
7. Provide initial and ongoing ECD training to all users on proper operations.

8. Provide copies of FCC licenses where applicable.
9. Comply with ECD policies and procedures.
10. Use ECD incident type codes, priorities, and categories.
11. Review and understand the EMD program in use and the impact on the contracting agency.
12. Provide a chief officer or fire officer to participate in the Dispatch Users Group.

B. Equipment

1. Purchase of Equipment. Agency shall purchase, install, test, and maintain equipment and hardware as necessary to perform under its responsibilities under B.2 above. Unless otherwise provided herein, Agency shall be responsible for all costs relating to the purchase and installation of all such equipment. In addition to the equipment, Agency shall be solely responsible for the cost of any additional or related equipment or hardware, software, or labor needed to implement its obligations under this agreement, whether listed or not, including but not limited to installation, testing, light/audio relays, shipping, insurance, taxes, antennas and coax, public address system, speakers, and power supplies.
2. Purchase of Fire Station Alerting Equipment and related infrastructure. The parties agree that ECD will provide a list of alerting systems that are currently supported by ECD. If one of these systems is acceptable to Agency, then ECD will work to integrate with Agency at their expense for the parts of the system downstream of the line of demarcation. This expense will include any maintenance agreements required to support the system on the agency side; however, as part of the contract cost, ECD will cover maintenance costs upstream of the line of demarcation. Should Agency opt for a system not supported by ECD, that agency will be responsible for all costs (ECD and Agency side) to procure, implement and support both initially and any ongoing costs.
3. Purchase of future equipment. As new technology becomes available, the ECD may, from time to time, purchase new products to enhance the current service levels. The ECD will provide a minimum 90 day written notice to contracting agency of any anticipated purchase, where the costs of the purchase and/or maintenance of the equipment is the responsibility of the contracting agency under section B.2 above are to be borne by the Agency.

Exhibit B – PAY SCHEDULE

PAYMENT FOR SERVICES

(a) AGENCY shall pay CITY for dispatch services at a rate of \$55.00 per call for all billable emergency calls dispatched by the CITY's Emergency Communications Division dispatch Center from July 1, 2021 thru June 30, 2023.

(b) Prior to completion of the original contract payment period ending June 30, 2023, a per call rate adjustment will be determined by the City and each subsequent fiscal year thereafter. An amendment to the existing dispatch services agreement will be executed by AGENCY and CITY to formalize the new terms of payment and shall be effective July 1, 2023.

(c) Payment of the per call fee shall be made quarterly by AGENCY to CITY. CITY will bill the AGENCY on a quarterly basis based on the number of emergency calls dispatched for the previous quarter or three-month period. Payment will be due upon receipt of CITY's billing invoice. AGENCY will be considered delinquent in its payment if payment has not been made within forty-five (45) days after due date.

(d) City shall charge a 5% late charge for payments not received within 45 calendar days after due date. Every 60 days payment is late, an additional 5% late charge will be added to the invoice.

(e) AGENCY will fully reimburse CITY for any set-up costs including but not limited to hardware, software, programming, and labor costs associated with the set-up and preparation of the current Emergency Communications Division dispatch system to provide services to AGENCY. Managing contract agency data to ensure accurate response strings, notifications, and alerts are included in the contract and incur no additional charges. Payment of these costs shall be made and will be due upon receipt of CITY's billing invoice. Additional fees shall apply for late payment as set forth in Section (d) above.

The following methodology will be used to determine billable calls:

For Billing and Statistical purposes, the calls that are entered into the Stockton Fire CAD are broken out by areas and call types.

The first process is to determine what agency is associated with each call that is processed in the CAD system.

There are two methods that are used to determine the area.

- 1) (Manteca, Lathrop-Manteca, and Lodi Fire) the calls are separated by the response districts in which the call originated.

- 2) (Stockton Fire and Stockton Public works) are first separated by the units attached to the calls. Then each call is plotted on a map, then using the GIS coverage area the calls are separated into the appropriate Contract Areas.

After the calls are broken down by Agency and Contract Areas the system then looks at the Call Type. For the Fire Agencies below is a list of active CAD call types.

Incident Code	Incident Title	Incident Code	Incident Title
CH	CHIMNEY FIRE	FQ	FILL QUARTERS
FA	FIRE ALARM	RT2	RESCUE/MEDICAL
FAS	FIRE ALARM STILL	RMT4	RESCUE/MEDICAL_4
FV	VEHICLE FIRE	RMT6	RESCUE/MEDICAL_6
FV2	VEHICLE FIRE TRUCKS	T2	TRANSPORT ONLY
FW	FIRE WATCH	HC	HOSPITAL CLOSED
G	GRASS FIRE	HD	HOSPITAL DELAYED
G2	GRASS FIRE Red Flag	LA	LOW AMBULANCE
G3	GRASS FIRE Red Flag	VA	VEHICLE ACCIDENT
S	STRUCTURE FIRE 1st ALARM	VA2	VEHICLE ACCIDENT 2nd
S2	STRUCTURE FIRE 2nd ALARM	VAM	COLLISION/MULTI-VEHICLE
S3	STRUCTURE FIRE 3rd ALARM	VAF	VEHICLE ACCIDENT-FREEWAY
S4	STRUCTURE FIRE 4th ALARM	VAS	HIGH SPEED COLLISION
S5	STRUCTURE FIRE 4th ALARM	VAT	COLLISION W/PERSON TRAPPED
SI	SMOKE INVESTIGATION	ALERT1	AIRCRAFT MINOR DIFFICULTY
ST	STILL ALARM	ALERT1L	LARGE AIRCRAFT MINOR DIFFICULTY
ELEV	STUCK IN ELEVATOR	ALERT2	AIRCRAFT MAJOR DIFFICULTY
HAZS	HAZMAT INCIDENT STILL ALARM	ALERT2L	LARGE AIRCRAFT MAJOR DIFFICULTY
HAZ	HAZMAT INCIDENT	ALERT3	AIRCRAFT ACCIDENT
USAR	URBAN SEARCH AND RESCUE	ALERT3L	LARGE AIRCRAFT ACCIDENT
USAR2	URBAN SEARCH AND RESCUE 2nd	BC	BATTALION CHIEF
USAR3	URBAN SEARCH AND RESCUE 3rd	DT	Brush Rig
CCP	CASUALTY COLLECTION POINT	BR	Brush Rig
WR	WATER RESCUE	PLA	PUBLIC LIFT ASSISTANCE
SWR	SWIFT WATER RESCUE	E	ENGINE
PA	PUBLIC ASSISTANCE	T	TRUCK
PREV	FIRE PREVENTION ACTIVITIES	WT	WATER TENDER

SWAT	SWAT INCIDENT	A	ADVISED OTHERS
AIR	AIR AMBULANCE	AB	ADVISED BURNS
LZ	LANDING ZONE	AF	ADVISED FUMIGATION
AMB	AMBULANCE	AH	ADVISED HYDRANT
AMB2	TWO AMBULANCES	AMR	ADVISED AMR
AMB3	THREE AMBULANCES	RC	ROAD CLOSURE
M	MEDICAL CALL	LAW	LAW ENFORCEMENT
MT2	MEDIC/TRANSPORT	MEMO	MEMO
PS	PERSON SHOT/STABBED	PC	POISON CONTROL
PVT	PRIVATE TRANSPORT	CB	STRUCTURE FIRE 1ST CALL BACK
XFER	PRIVATE SFD TRANSPORT		
STBY	STAND BY		

From the list of the Active Call this list is then filtered down to Emergency Calls that are billable, listed in the table below.

Incident_Code	Incident-title	Response Code	Fire_Med Code
AIR	Air Ambulance Called	Emer	Medical
AMB	Medical-Ambulance Called	Emer	Medical
AMB2	Medical-Ambulances (2) Called	Emer	Medical
AMB3	Medical-Ambulances (3) Called	Emer	Medical
BC	Other-Battalion Chief	Emer	Fire
CH	Fire-Chimney	Emer	Fire
DT	Other-Dispatch Vehicle	Emer	Fire
E	Other-Engine	Emer	Fire
FA	Fire Alarm Response	Emer	Fire
FAS	Fire Alarm Still Response (1 engine)	Emer	Fire
FV	Fire-Vehicle on Fire	Emer	Fire
FV2	Fire-Large Vehicle on Fire	Emer	Fire
G	Fire-Grass - 1st Alarm	Emer	Fire
G2	Fire-Grass: 2nd Alarm	Emer	Fire
G3	Fire-Grass: 3rd Alarm	Emer	Fire
HAZ	Hazmat-Hazardous Materials Incident	Emer	Fire
HAZS	Hazmat-Hazardous Materials Incident Still Alarm	Emer	Fire
M	Medical-Medic Sent	Emer	Medical
MT2	Medical-Medic Transport	Emer	Medical
N-Chg	No entry keyed but unit was attached	Emer	Fire
PS	Medical-Person Shot	Emer	Medical

Incident_Code	Incident-title	Response Code	Fire_Med Code
PVT	Medical-Emergency Call from Ambul Company	Emer	Medical
RMT4	Medical-Rescue: 4 people needed	Emer	Medical
RMT6	Medical-Rescue: 6 people needed	Emer	Medical
RT2	Medical-Rescue: 2 people needed-no medic	Emer	Medical
S	Fire-Structure: 1st Alarm	Emer	Fire
S2	Fire-Structure: 2nd Alarm	Emer	Fire
S3	Fire-Structure: 3rd Alarm	Emer	Fire
S4	Fire-Structure: 4th Alarm	Emer	Fire
SI	Fire-Smoke Investigation	Emer	Fire
ST	Fire-Still Alarm	Emer	Fire
SWR	Rescue-Swift Water	Emer	Fire
T	Other-Truck	Emer	Fire
T2	Medical-Transport Only	Emer	Medical
VA	Vehicle-Slow Speed Collision	Emer	Fire
VA2	Vehicle-Slow Speed Collision 2nd Alarm	Emer	Fire
VAF	Vehicle-Accident on Freeway	Emer	Fire
VAM	Vehicle-Collision Multiple Vehicle	Emer	Fire
VAS	Vehicle-High Speed Collision	Emer	Fire
VAT	Vehicle-Collision with Person Trapped	Emer	Fire

After selecting all the billable calls, the list is then filtered down to only Calls that had Fire Department Apparatus assigned to the calls. Agencies shall be billed quarterly for dispatch services.

DISPATCH SERVICES AGREEMENT

THIS AGREEMENT is entered into this 18 day of March, 2021, between the CITY OF STOCKTON, a municipal corporation ("CITY"), and the City of Lodi, whose address is 221 W. Pine Street, Lodi, CA 95240, and telephone number is (209)333-6700 ("AGENCY").

RECITALS

AGENCY desires to enter into an Agreement with CITY to provide fire and emergency medical call receipt and dispatching services to the entire AGENCY through CITY's Emergency Communications Division.

NOW, THEREFORE, in consideration of the mutual covenants and conditions in this Agreement, CITY and AGENCY agree as follows:

1. **Dispatch Services.** Subject to the terms and conditions set forth in this Agreement, CITY shall provide to AGENCY the services described in **Exhibit A.**
2. **Term.** This Agreement shall commence on July 1, 2021 and shall expire on June 30, 2023; provided, however, the parties may agree to change either the commencement or expiration date. This agreement shall automatically renew for successive one (1) year periods for up to three (3) years, unless either party provides written notification to the other party of its decision not to renew the agreement.
3. **Compensation.** AGENCY shall pay CITY for services rendered pursuant to this Agreement as described more particularly in **Exhibit B.**
4. **Independent Contractor.** In performing the obligations set forth in this Agreement, CITY shall have the status of an independent contractor, and CITY shall not be considered to be an employee of the AGENCY for any purpose. All persons working for or under the direction of CITY are its agents and employees and are not agents or employees of AGENCY.
5. **Termination for Convenience.** CITY may terminate this Agreement at any time by mailing written notice to AGENCY no less than 180-days in advance of the termination. The Agreement shall be deemed terminated on the expiration of the period of notice. If the Agreement is so terminated, CITY shall be paid for that percentage of the work actually completed at the time the notice of termination is received.
6. **Non-Assignability.** The AGENCY shall not assign, sublet, or transfer this

Agreement or any interest or obligation in the Agreement without the prior written consent of the CITY, and then only upon such terms and conditions as CITY may set forth in writing.

7. **Indemnity and Hold Harmless.** AGENCY agrees to indemnify and hold harmless CITY for AGENCY's share of liability, for any damage, injury, or death of or to any person or the property of any person, including attorney's fees, arising out of the willful misconduct or the negligent acts, errors or omissions of AGENCY's performance of this Agreement.
8. **Notices.** All notices herein required shall be in writing and shall be sent by certified or registered mail, postage prepaid, addressed as follows:

CITY: Stockton Fire Dept. 425 N. El Dorado St. Stockton, CA 95202	AGENCY: City of Lodi 221 W. Pine St. Lodi, CA 95240 Attention: City Manager
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9. **Waiver.** In the event either CITY or AGENCY at any time waive any breach of this Agreement by the other, such waiver shall not constitute a waiver of any other or succeeding breach of this Agreement, whether of the same or of any other covenant, condition or obligation.
10. **Governing Law.** California law shall govern any legal action pursuant to this Agreement with a venue for all claims in the Superior Court of the County of San Joaquin, Stockton Branch, or where applicable, in the federal District Court of California, Eastern District, Sacramento Division.
11. **No Personal Liability.** No official or employee of CITY shall be personally liable to AGENCY in the event of any default or breach by the CITY.
12. **Exhibits.** All exhibits referred to herein are attached hereto and are by this reference incorporated herein.
13. **Scope of Agreement/Amendments.** This writing constitutes the entire Agreement between the parties. Any amendment to the Agreement shall be in writing and signed by both parties.
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15. **Captions.** The captions of the sections and subsections of this Agreement are for convenience only and shall not be deemed to be relevant in resolving any questions of interpretation or intent.

THIS AGREEMENT executed the date and year first above written.

CITY OF STOCKTON

Harry Black, City Manager
City of Stockton

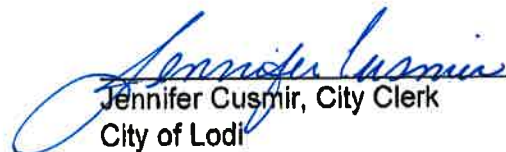
AGENCY

By: Steve Schwabauer
Stephen Schwabauer, City Manager
City of Lodi

APPROVED AS TO FORM:

Marci Arredondo, Deputy City Attorney

ATTEST:


Jennifer Cusmir, City Clerk
City of Lodi

APPROVED AS TO FORM:


Janice D. Magdich, City Attorney
City of Lodi
jdm

EXHIBIT A: SCOPE OF SERVICES**Responsibilities**

- A. The City of Stockton shall be responsible to operate the Emergency Communications Division (ECD) and provide the following:
 - 1. Maintain employees, systems, and equipment necessary to fulfill the duties, responsibilities, and obligations as outlined in this agreement.
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 - 3. Receive 10-digit emergency, and ring-down line calls on number and circuits provided and funded by contracting agencies.
 - 4. Utilize a nationally recognized Emergency Medical Dispatch (EMD) call interrogation and prioritizing system and provide pre-arrival instructions as approved by both the San Joaquin County EMS and Agency, per SB 438 provisions.
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16. Provide recordings and retention of radio and telephone transmissions for no less than 180 days.
17. Adopt standards for call processing times and quality improvement.
18. Provide management and supervision of the center to achieve desired results.
19. Establish a Dispatch Users Group to include Fire Chiefs or their designated representative from each subscriber agency. The Dispatch Users Group may provide policy recommendations for future consideration.
20. Call meetings of the User Group regularly.
21. Provide a method for reporting Contracting Agencies' concerns/issues to the City.
22. Provide a line of demarcation that clearly delineates the City's maintenance responsibility from the contracting agencies in the equipment room.
23. Investigate any technical problems affecting Center performance and either correct the issue or notify the affected agency.

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1. Engage, facilitate, and cooperate in the installation of any and all

necessary equipment, hardware, and software that interfaces with the ECD.

2. Provide equipment, hardware, and software which interfaces with ECD (unless otherwise agreed by all Parties), which include but not limited to:
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Exhibit B – PAY SCHEDULE

PAYMENT FOR SERVICES

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(c) Payment of the per call fee shall be made quarterly by AGENCY to CITY. CITY will bill the AGENCY on a quarterly basis based on the number of emergency calls dispatched for the previous quarter or three-month period. Payment will be due upon receipt of CITY's billing invoice. AGENCY will be considered delinquent in its payment if payment has not been made within thirty (30) days after due date.

(d) City shall charge a 5% late charge for payments not received within 60 calendar days after due date. Thereafter every 30 days payment is late, an additional 5% late charge will be added to the invoice.

(e) AGENCY will fully reimburse CITY for any set-up costs including but not limited to hardware, software, programming, and labor costs associated with the set-up and preparation of the current Emergency Communications Division dispatch system to provide services to AGENCY. Payment of these costs shall be made and will be due upon receipt of CITY's billing invoice. Additional fees shall apply for late payment as set forth in Section (d) above.

The following methodology will be used to determine billable calls:

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There are two methods that are used to determine the area.

- 1) (Manteca, Lathrop-Manteca, and Lodi Fire) the calls are separated by the response districts in which the call originated.

- 2) (Stockton Fire and Stockton Public works) are first separated by the units attached to the calls. Then each call is plotted on a map, then using the GIS coverage area the calls are separated into the appropriate Contract Areas.

After the calls are broken down by Agency and Contract Areas the system then looks at the Call Type. For the Fire Agencies below is a list of active CAD call types:

Incident Code	Incident Title	Incident Code	Incident Title
CH	CHIMNEY FIRE	FQ	FILL QUARTERS
FA	FIRE ALARM	RT2	RESCUE/MEDICAL
FAS	FIRE ALARM STILL	RMT4	RESCUE/MEDICAL_4
FV	VEHICLE FIRE	RMT6	RESCUE/MEDICAL_6
FV2	VEHICLE FIRE TRUCKS	T2	TRANSPORT ONLY
FW	FIRE WATCH	HC	HOSPITAL CLOSED
G	GRASS FIRE	HD	HOSPITAL DELAYED
G2	GRASS FIRE Red Flag	LA	LOW AMBULANCE
G3	GRASS FIRE Red Flag	VA	VEHICLE ACCIDENT
S	STRUCTURE FIRE 1st ALARM	VA2	VEHICLE ACCIDENT 2nd
S2	STRUCTURE FIRE 2nd ALARM	VAM	COLLISION/MULTI-VEHICLE
S3	STRUCTURE FIRE 3rd ALARM	VAF	VEHICLE ACCIDENT-FREEWAY
S4	STRUCTURE FIRE 4th ALARM	VAS	HIGH SPEED COLLISION
S5	STRUCTURE FIRE 4th ALARM	VAT	COLLISION W/PERSON TRAPPED
SI	SMOKE INVESTIGATION	ALERT1	AIRCRAFT MINOR DIFFICULTY
ST	STILL ALARM	ALERT1L	LARGE AIRCRAFT MINOR DIFFICULTY
ELEV	STUCK IN ELEVATOR	ALERT2	AIRCRAFT MAJOR DIFFICULTY
HAZS	HAZMAT INCIDENT STILL ALARM	ALERT2L	LARGE AIRCRAFT MAJOR DIFFICULTY
HAZ	HAZMAT INCIDENT	ALERT3	AIRCRAFT ACCIDENT
USAR	URBAN SEARCH AND RESCUE	ALERT3L	LARGE AIRCRAFT ACCIDENT
USAR2	URBAN SEARCH AND RESCUE 2nd	BC	BATTALION CHIEF
USAR3	URBAN SEARCH AND RESCUE 3rd	DT	Brush Rig
CCP	CASUALTY COLLECTION POINT	BR	Brush Rig
WR	WATER RESCUE	PLA	PUBLIC LIFT ASSISTANCE
SWR	SWIFT WATER RESCUE	E	ENGINE
PA	PUBLIC ASSISTANCE	T	TRUCK
PREV	FIRE PREVENTION ACTIVITIES	WT	WATER TENDER

SWAT	SWAT INCIDENT	A	ADVISED OTHERS
AIR	AIR AMBULANCE	AB	ADVISED BURNS
LZ	LANDING ZONE	AF	ADVISED FUMIGATION
AMB	AMBULANCE	AH	ADVISED HYDRANT
AMB2	TWO AMBULANCES	AMR	ADVISED AMR
AMB3	THREE AMBULANCES	RC	ROAD CLOSURE
M	MEDICAL CALL	LAW	LAW ENFORCEMENT
MT2	MEDIC/TRANSPORT	MEMO	MEMO
PS	PERSON SHOT/STABBED	PC	POISION CONTROL
PVT	PRIVATE TRANSPORT	CB	STRUCTURE FIRE 1ST CALL BACK
XFER	PRIVATE SFD TRANSPORT		
STBY	STAND BY		

From the list of the Active Call this list is then filtered down to Emergency Calls that are billable, listed in the table below:

Incident_Code	Incident-title	Response Code	Fire_Med Code
AIR	Air Ambulance Called	Emer	Medical
AMB	Medical-Ambulance Called	Emer	Medical
AMB2	Medical-Ambulances (2) Called	Emer	Medical
AMB3	Medical-Ambulances (3) Called	Emer	Medical
BC	Other-Battalion Chief	Emer	Fire
CH	Fire-Chimney	Emer	Fire
DT	Other-Dispatch Vehicle	Emer	Fire
E	Other-Engine	Emer	Fire
FA	Fire Alarm Response	Emer	Fire
FAS	Fire Alarm Still Response (1 engine)	Emer	Fire
FV	Fire-Vehicle on Fire	Emer	Fire
FV2	Fire-Large Vehicle on Fire	Emer	Fire
G	Fire-Grass - 1st Alarm	Emer	Fire
G2	Fire-Grass: 2nd Alarm	Emer	Fire
G3	Fire-Grass: 3rd Alarm	Emer	Fire
HAZ	Hazmat-Hazardous Materials Incident	Emer	Fire
HAZS	Hazmat-Hazardous Materials Incident Still Alarm	Emer	Fire
M	Medical-Medic Sent	Emer	Medical
MT2	Medical-Medic Transport	Emer	Medical
N-Chg	No entry keyed but unit was attached	Emer	Fire
PS	Medical-Person Shot	Emer	Medical

Incident_Code	Incident-title	Response Code	Fire_Med Code
PVT	Medical-Emergency Call from Ambul Company	Emer	Medical
RMT4	Medical-Rescue: 4 people needed	Emer	Medical
RMT6	Medical-Rescue: 6 people needed	Emer	Medical
RT2	Medical-Rescue: 2 people needed-no medic	Emer	Medical
S	Fire-Structure: 1st Alarm	Emer	Fire
S2	Fire-Structure: 2nd Alarm	Emer	Fire
S3	Fire-Structure: 3rd Alarm	Emer	Fire
S4	Fire-Structure: 4th Alarm	Emer	Fire
SI	Fire-Smoke Investigation	Emer	Fire
ST	Fire-Still Alarm	Emer	Fire
SWR	Rescue-Swift Water	Emer	Fire
T	Other-Truck	Emer	Fire
T2	Medical-Transport Only	Emer	Medical
VA	Vehicle-Slow Speed Collision	Emer	Fire
VA2	Vehicle-Slow Speed Collision 2nd Alarm	Emer	Fire
VAF	Vehicle-Accident on Freeway	Emer	Fire
VAM	Vehicle-Collision Multiple Vehicle	Emer	Fire
VAS	Vehicle-High Speed Collision	Emer	Fire
VAT	Vehicle-Collision with Person Trapped	Emer	Fire

After selecting all the billable calls, the list is then filtered down to only Calls that had Fire Department Apparatus assigned to the calls. Agencies shall be billed quarterly for dispatch services.

Signature: Janice D. Magdich
Janice D. Magdich (Feb 16, 2021 16:28 PST)

Email: jmagdich@lodi.gov

DISPATCH SERVICES AGREEMENT

THIS AGREEMENT is entered into this ____ day of ____ 2021, between the CITY OF STOCKTON, a municipal corporation ("CITY"), and the City of Manteca, whose address is 1154 S. Union Road, Manteca, CA 95337 and telephone number is (209) 456-8345 ("AGENCY").

RECITALS

AGENCY desires to enter into an Agreement with CITY to provide fire and emergency medical call receipt and dispatching services to the entire AGENCY through CITY's Emergency Communications Division.

NOW, THEREFORE, in consideration of the mutual covenants and conditions in this Agreement, CITY and AGENCY agree as follows:

1. **Dispatch Services**. Subject to the terms and conditions set forth in this Agreement, CITY shall provide to AGENCY the services described in **Exhibit A**.
2. **Term**. This Agreement shall commence on the date written above and shall expire on June 30, 2023; provided, however, the parties may agree to change either the commencement or expiration date. This agreement shall automatically renew for successive one (1) year periods for up to three (3) years, unless either party provides written notification to the other party of its decision not to renew the agreement.
3. **Compensation**. AGENCY shall pay CITY for services rendered pursuant to this Agreement as described more particularly in **Exhibit B**.
4. **Independent Contractor**. In performing the obligations set forth in this Agreement, CITY shall have the status of an independent contractor, and CITY shall not be considered to be an employee of the AGENCY for any purpose. All persons working for or under the direction of CITY are its agents and employees and are not agents or employees of AGENCY.
5. **Termination for Convenience**. Either party may terminate this Agreement at any time by mailing a notice in writing to the other party expressing sixty (60) days notice. The Agreement shall then be deemed terminated after the sixty (60) day period. If the Agreement is so terminated, CITY shall be paid for that percentage of the work actually completed at the time this Agreement is terminated.
6. **Non-Assignability**. Neither party shall assign, sublet, or transfer this

Agreement or any interest or obligation in the Agreement without the prior written consent of the other party, and then only upon such terms and conditions as the parties may set forth in writing.

7. **Indemnity and Hold Harmless.** AGENCY agrees to indemnify and hold harmless CITY for AGENCY's share of liability, for any damage, injury, or death of or to any person or the property of any person, including attorney's fees, arising out of AGENCY's sole willful misconduct or the sole negligent acts, sole errors, or sole omissions of AGENCY's performance of this Agreement.

8. **Notices.** All notices herein required shall be in writing and shall be sent by certified or registered mail, postage prepaid, addressed as follows:

 CITY: Stockton Fire Dept.
 425 N. Eldorado Street
 Stockton, CA 95202

 AGENCY: City of Manteca Fire Department
 1154 S. Union Road
 Manteca, CA 95337

9. **Waiver.** In the event either CITY or AGENCY at any time waive any breach of this Agreement by the other, such waiver shall not constitute a waiver of any other or succeeding breach of this Agreement, whether of the same or of any other covenant, condition or obligation.

10. **Governing Law.** California law shall govern any legal action pursuant to this Agreement with a venue for all claims in the Superior Court of the County of San Joaquin, Stockton Branch, or where applicable, in the federal District Court of California, Eastern District, Sacramento Division.

11. **No Personal Liability.** No official or employee of CITY or AGENCY shall be personally liable to AGENCY or CITY in the event of any default or breach by the CITY or the AGENCY.

12. **Exhibits.** All exhibits referred to herein are attached hereto and are by this reference incorporated herein.

13. **Scope of Agreement/Amendments.** This writing constitutes the entire Agreement between the parties. Any amendment to the Agreement shall be in writing and signed by both parties.

14. **Severability.** The invalidity in whole or in part of any provision of this

Agreement shall not void or affect the validity of any other provision of this Agreement.

15. **Captions.** The captions of the sections and subsections of this Agreement are for convenience only and shall not be deemed to be relevant in resolving any questions of interpretation or intent.

THIS AGREEMENT executed the date and year first above written.

CITY OF STOCKTON

Harry Black, City Manager

AGENCY

By: 

City of Manteca

APPROVED AS TO FORM:

Marci Arredondo, Deputy City Attorney

EXHIBIT A: SCOPE OF SERVICES

Responsibilities

- A. The City of Stockton shall be responsible to operate the Emergency Communications Division (ECD) and provide the following:
 1. Maintain employees, systems, and equipment necessary to fulfill the duties, responsibilities, and obligations as outlined in this agreement.
 2. Transfer 911 and wireless calls to other agencies as appropriate.
 3. Receive 10-digit emergency, and ring-down line calls on number and circuits provided and funded by contracting agencies.
 4. Utilize a nationally recognized Emergency Medical Dispatch (EMD) call interrogation and prioritizing system and provide pre-arrival instructions as approved by both the San Joaquin County EMS and Agency, per SB 438 provisions.
 5. Enter incident information into the computer-aided dispatch system (CAD) including verified incident address/location, specific location information, reporting parties (RP) location, RP's telephone number, source of the call, basic EMD information, appropriate text, and incident type codes.
 6. Timestamp the receipt of 911 calls, entry into CAD, dispatch, and all status changes from mobile units either over the air or initiated through Mobile Data Terminals (MDT).
 7. Electronically document the incident and pertinent non-incident Information.
 8. Review CAD recommended quantity and type of equipment, alert fire stations by electronic transmission, data and hard copy printout over Internet Protocol (IP) and MDT where appropriate, transmitting tones over voice system and broadcasting vocal dispatch on designated frequencies.
 9. Respond to routine and emergency voice communications.

10. Track and record equipment status, location, and availability.
11. Maintain CAD database.
12. Provide CAD and MIS records management, storage, and standard reports.
13. Provide access to CAD information.
14. Provide access to unit histories, unit status, and roster information, if available.
15. Provide staff notifications by alarm level and/or incident type via wireless device protocols.
16. Notify and coordinate with other city departments and outside agencies as required.
16. Provide recordings and retention of radio and telephone transmissions for no less than 180 days.
17. Adopt standards for call processing times and quality improvement.
18. Provide management and supervision of the center to achieve desired results.
19. Establish a Dispatch Users Group to include Fire Chiefs or their designated representative from each subscriber agency. The Dispatch Users Group may provide policy recommendations for future consideration.
20. Call meetings of the User Group regularly.
21. Provide a method for reporting Contracting Agencies' concerns/issues to the City.
22. Provide a line of demarcation that clearly delineates the City's maintenance responsibility from the contracting agencies in the equipment room.
23. Investigate any technical problems affecting Center performance and either correct the issue or notify the affected agency.

B. Agency shall:

1. Engage, facilitate, and cooperate in the installation of any and all

necessary equipment, hardware, and software that interfaces with the ECD.

2. Provide equipment, hardware, and software which interfaces with ECD (unless otherwise agreed by all Parties), which include but not limited to:
 - a) Station alerting hardware in all stations which receive and transmit voice and data signals with features consistent with ECD.
 - b) Connectivity between ECD and contracting agency facilities to include any setup and recurring charges.
 - c) Reliable voice mobile and portable radios and data radios and terminals for all personnel and fire apparatus with capabilities and features consistent with ECD.
 - d) Provide name and contact information for contracting agency's radio, alerting, IT support, and maintenance personnel.
 - e) Provide a detailed diagram of all infrastructure and systems pertinent to the operations of ECD.
 - f) Voice, alphanumeric, data, and MDT's systems capable of functioning with the ECD systems to include initial purchase, maintenance, connectivity, and repairs/updates.
 - g) Computers capable of communicating with ECD systems.
 - h) Geographic field information suitable for entry into ECD CAD, including street location data, city maps, and other landmarks/commonplace addresses, high value or brush area, freeway information, and target hazards.
 - i) Maintenance and integration of RMS/EPCR systems to ECD.
3. Provide a listing of all apparatus, including radio designation, cross staffed units, and special response vehicles.
4. Provide when relevant but no less than annually a Fire Department personnel list including titles, radio call signs, office, and personnel phone numbers, pagers, and cellular telephone numbers.
5. Provide a liaison to notify essential agency personnel in case of an emergency; this should be one to two individuals responsible for making notifications for your agency.
6. Provide copies of all mutual aid, automatic aid, initial action to other interagency agreements.
7. Provide initial and ongoing ECD training to all users on proper operations.
8. Provide copies of FCC licenses where applicable.

9. Comply with ECD policies and procedures.
10. Use ECD incident type codes, priorities, and categories.
11. Review and understand the EMD program in use and the impact on the contracting agency.
12. Provide a chief officer or fire officer to participate in the Dispatch Users Group.

C. Equipment

1. Purchase of Equipment. Agency shall purchase, install, test, and maintain equipment and hardware as necessary to perform under its responsibilities under B.2 above. Unless otherwise provided herein, Agency shall be responsible for all costs relating to the purchase and installation of all such equipment. In addition to the equipment, Agency shall be solely responsible for the cost of any additional or related equipment or hardware, software, or labor needed to implement its obligations under this agreement, whether listed or not, including but not limited to installation, testing, light/audio relays, shipping, insurance, taxes, antennas and coax, public address system, speakers, and power supplies.
2. Purchase of Fire Station Alerting Equipment and related infrastructure. The parties agree that ECD will provide a list of alerting systems that are currently supported by ECD. If one of these systems is acceptable to Agency, then ECD will work to integrate with Agency at their expense for the parts of the system downstream of the line of demarcation. This expense will include any maintenance agreements required to support the system on the agency side; however, as part of the contract cost, ECD will cover maintenance costs upstream of the line of demarcation. Should Agency opt for a system not supported by ECD, that agency will be responsible for all costs (ECD and Agency side) to procure, implement and support both initially and any ongoing costs.
3. Purchase of future equipment. As new technology becomes available, the ECD may, from time to time, purchase new products to enhance the current service levels. The ECD will provide a minimum 90 day written notice to contracting agency of any anticipated purchase, where the costs of the purchase and/or maintenance of the equipment is the responsibility of the contracting agency under section B.2 above are to be borne by the Agency.

Exhibit B – PAY SCHEDULE

PAYMENT FOR SERVICES

(a) AGENCY shall pay CITY for dispatch services at a rate of \$55.00 per call for all billable emergency calls dispatched by the CITY's Emergency Communications Division Dispatch Center from July 1, 2021 thru June 30, 2023.

(b) Prior to completion of the original contract payment period ending June 30, 2023, a per call rate adjustment will be determined by the City and each subsequent fiscal year thereafter. An amendment to the existing dispatch services agreement will be executed by AGENCY and CITY to formalize the new terms of payment and shall be effective July 1, 2023.

(c) Payment of the per call fee shall be made quarterly by AGENCY to CITY. CITY will bill the AGENCY on a quarterly basis based on the number of emergency calls dispatched for the previous quarter or three-month period. Payment will be due upon receipt of CITY's billing invoice. AGENCY will be considered delinquent in its payment if payment has not been made within thirty (30) days after due date.

(d) City shall charge a 5% late charge for payments not received within 30 calendar days after due date. Every 30 days payment is late, an additional 5% late charge will be added to the invoice.

(e) AGENCY will fully reimburse CITY for any set-up costs including but not limited to hardware, software, programming, and labor costs associated with the set-up and preparation of the current Emergency Communications Division dispatch system to provide services to AGENCY. Payment of these costs shall be made and will be due upon receipt of CITY's billing invoice. Additional fees shall apply for late payment as set forth in Section (d) above.

The following methodology will be used to determine billable calls:

For Billing and Statistical purposes, the calls that are entered into the Stockton Fire CAD are broken out by areas and call types.

The first process is to determine what agency is associated with each call that is processed in the CAD system.

There are two methods that are used to determine the area.

- 1) (Manteca, Lathrop-Manteca, and Lodi Fire) the calls are separated by the response districts in which the call originated.

- 2) (Stockton Fire and Stockton Public works) are first separated by the units attached to the calls. Then each call is plotted on a map, then using the GIS coverage area the calls are separated into the appropriate Contract Areas.

After the calls are broken down by Agency and Contract Areas the system then looks at the Call Type. For the Fire Agencies below is a list of active CAD call types.

Incident Code	Incident Title	Incident Code	Incident Title
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PVT	PRIVATE TRANSPORT	CB	STRUCTURE FIRE 1ST CALL BACK
XFER	PRIVATE SFD TRANSPORT		
STBY	STAND BY		

From the list of the Active Call this list is then filtered down to Emergency Calls that are billable, listed in the table below.

Incident_Code	Incident-title	Response Code	Fire_Med Code
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FV	Fire-Vehicle on Fire	Emer	Fire
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Incident_Code	Incident-title	Response Code	Fire_Med Code
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S2	Fire-Structure: 2nd Alarm	Emer	Fire
S3	Fire-Structure: 3rd Alarm	Emer	Fire
S4	Fire-Structure: 4th Alarm	Emer	Fire
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VA2	Vehicle-Slow Speed Collision 2nd Alarm	Emer	Fire
VAF	Vehicle-Accident on Freeway	Emer	Fire
VAM	Vehicle-Collision Multiple Vehicle	Emer	Fire
VAS	Vehicle-High Speed Collision	Emer	Fire
VAT	Vehicle-Collision with Person Trapped	Emer	Fire

After selecting all the billable calls, the list is then filtered down to only Calls that had Fire Department Apparatus assigned to the calls. Agencies shall be billed quarterly for dispatch services.

DISPATCH SERVICES AGREEMENT

THIS AGREEMENT is entered into this 1st day of July, 2021, between the CITY OF STOCKTON, a municipal corporation ("CITY"), and the South San Joaquin County Fire Authority, whose address is 835 North Central Avenue, Tracy CA 95376 and telephone number is (209) 831-6700 ("AGENCY").

RECITALS

AGENCY desires to enter into an Agreement with CITY to provide fire and emergency medical call receipt and dispatching services to the entire AGENCY through CITY's Emergency Communications Division.

NOW, THEREFORE, in consideration of the mutual covenants and conditions in this Agreement, CITY and AGENCY agree as follows:

1. **Dispatch Services**. Subject to the terms and conditions set forth in this Agreement, CITY shall provide to AGENCY the services described in **Exhibit A**.
2. **Term**. This Agreement shall commence on the date written above and shall expire on June 30, 2023; provided, however, the parties may agree to change either the commencement or expiration date. This agreement shall automatically renew for successive one (1) year periods for up to three (3) years, unless either party provides written notification to the other party of its decision not to renew the agreement.
3. **Compensation**. AGENCY shall pay CITY for services rendered pursuant to this Agreement as described more particularly in **Exhibit B**.
4. **Independent Contractor**. In performing the obligations set forth in this Agreement, CITY shall have the status of an independent contractor, and CITY shall not be considered to be an employee of the AGENCY for any purpose. All persons working for or under the direction of CITY are its agents and employees and are not agents or employees of AGENCY.
5. **Termination for Convenience**. CITY may terminate this Agreement at any time by mailing a notice in writing to AGENCY. The Agreement shall then be deemed terminated. If the Agreement is so terminated, CITY shall be paid for that percentage of the work actually completed at the time the notice of termination is received.
6. **Non-Assignability**. The AGENCY shall not assign, sublet, or transfer this

Agreement or any interest or obligation in the Agreement without the prior written consent of the CITY, and then only upon such terms and conditions as CITY may set forth in writing.

7. **Indemnity and Hold Harmless.** AGENCY agrees to indemnify, defend, and hold harmless CITY for AGENCY's share of liability, for any damage, injury, or death of or to any person or the property of any person, including attorney's fees, arising out of the willful misconduct or the negligent acts, errors or omissions of AGENCY's performance of this Agreement.
8. **Notices.** All notices herein required shall be in writing and shall be sent by certified or registered mail, postage prepaid, addressed as follows:

 CITY: Stockton Fire Dept.
 425 N. El Dorado St.
 Stockton, CA 95202

 AGENCY: South San Joaquin Fire Authority
 835 North Central
 Tracy, CA 95376
9. **Waiver.** In the event either CITY or AGENCY at any time waive any breach of this Agreement by the other, such waiver shall not constitute a waiver of any other or succeeding breach of this Agreement, whether of the same or of any other covenant, condition or obligation.
10. **Governing Law.** California law shall govern any legal action pursuant to this Agreement with a venue for all claims in the Superior Court of the County of San Joaquin, Stockton Branch, or where applicable, in the federal District Court of California, Eastern District, Sacramento Division.
11. **No Personal Liability.** No official or employee of CITY shall be personally liable to AGENCY in the event of any default or breach by the CITY.
12. **Exhibits.** All exhibits referred to herein are attached hereto and are by this reference incorporated herein.
13. **Scope of Agreement/Amendments.** This writing constitutes the entire Agreement between the parties. Any amendment to the Agreement shall be in writing and signed by both parties.
14. **Severability.** The invalidity in whole or in part of any provision of this Agreement shall not void or affect the validity of any other provision of this Agreement.


15. **Captions.** The captions of the sections and subsections of this Agreement are for convenience only and shall not be deemed to be relevant in resolving any questions of interpretation or intent.

THIS AGREEMENT executed the date and year first above written.

CITY OF STOCKTON

Harry Black, City Manager

SOUTH SAN JOAQUIN FIRE AUTHORITY

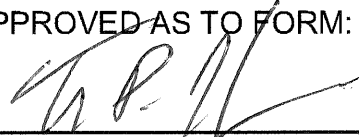
By: 

Randall Bradley, Fire Chief

APPROVED AS TO FORM:

Marci Arredondo, Deputy City Attorney

APPROVED AS TO FORM:



Tom Hallinan, Counsel, SSJCFA

EXHIBIT A: SCOPE OF SERVICES**Responsibilities**

- A. The City of Stockton shall be responsible to operate the Emergency Communications Division (ECD) and provide the following:
1. Maintain employees, systems, and equipment necessary to fulfill the duties, responsibilities, and obligations as outlined in this agreement.
 2. Transfer 911 and wireless calls to other agencies as appropriate.
 3. Receive 10-digit emergency, and ring-down line calls on number and circuits provided and funded by contracting agencies.
 4. Utilize a nationally recognized Emergency Medical Dispatch (EMD) call interrogation and prioritizing system and provide pre-arrival instructions as approved by both the San Joaquin County EMS and Agency, per SB 438 provisions.
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10. Track and record equipment status, location, and availability.
11. Maintain CAD database.
12. Provide CAD and MIS records management, storage, and standard reports.
13. Provide access to CAD information.
14. Provide access to unit histories, unit status, and roster information, if available.
15. Provide staff notifications by alarm level and/or incident type via wireless device protocols.
16. Notify and coordinate with other city departments and outside agencies as required.
16. Provide recordings and retention of radio and telephone transmissions for no less than 180 days.
17. Adopt standards for call processing times and quality improvement.
18. Provide management and supervision of the center to achieve desired results.
19. Establish a Dispatch Users Group to include Fire Chiefs or their designated representative from each subscriber agency. The Dispatch Users Group may provide policy recommendations for future consideration.
20. Call meetings of the User Group regularly.
21. Provide a method for reporting Contracting Agencies' concerns/issues to the City.
22. Provide a line of demarcation that clearly delineates the City's maintenance responsibility from the contracting agencies in the equipment room.
23. Investigate any technical problems affecting Center performance and either correct the issue or notify the affected agency.

B. Agency shall:

1. Engage, facilitate, and cooperate in the installation of any and all

necessary equipment, hardware, and software that interfaces with the ECD.

2. Provide equipment, hardware, and software which interfaces with ECD (unless otherwise agreed by all Parties), which include but not limited to:
 - a) Station alerting hardware in all stations which receive and transmit voice and data signals with features consistent with ECD.
 - b) Connectivity between ECD and contracting agency facilities to include any setup and recurring charges.
 - c) Reliable voice mobile and portable radios and data radios and terminals for all personnel and fire apparatus with capabilities and features consistent with ECD.
 - d) Provide name and contact information for contracting agency's radio, alerting, IT support, and maintenance personnel.
 - e) Provide a detailed diagram of all infrastructure and systems pertinent to the operations of ECD.
 - f) Voice, alphanumeric, data, and MDT's systems capable of functioning with the ECD systems to include initial purchase, maintenance, connectivity, and repairs/updates.
 - g) Computers capable of communicating with ECD systems.
 - h) Geographic field information suitable for entry into ECD CAD, including street location data, city maps, and other landmarks/commonplace addresses, high value or brush area, freeway information, and target hazards.
 - i) Maintenance and integration of RMS/EPCR systems to ECD.
3. Provide a listing of all apparatus, including radio designation, cross staffed units, and special response vehicles.
4. Provide when relevant but no less than annually a Fire Department personnel list including titles, radio call signs, office, and personnel phone numbers, pagers, and cellular telephone numbers.
5. Provide a liaison to notify essential agency personnel in case of an emergency; this should be one to two individuals responsible for making notifications for your agency.
6. Provide copies of all mutual aid, automatic aid, initial action to other interagency agreements.
7. Provide initial and ongoing ECD training to all users on proper operations.
8. Provide copies of FCC licenses where applicable.

9. Comply with ECD policies and procedures.
10. Use ECD incident type codes, priorities, and categories.
11. Review and understand the EMD program in use and the impact on the contracting agency.
12. Provide a chief officer or fire officer to participate in the Dispatch Users Group.

C. Equipment

1. Purchase of Equipment. Agency shall purchase, install, test, and maintain equipment and hardware as necessary to perform under its responsibilities under B.2 above. Unless otherwise provided herein, Agency shall be responsible for all costs relating to the purchase and installation of all such equipment. In addition to the equipment, Agency shall be solely responsible for the cost of any additional or related equipment or hardware, software, or labor needed to implement its obligations under this agreement, whether listed or not, including but not limited to installation, testing, light/audio relays, shipping, insurance, taxes, antennas and coax, public address system, speakers, and power supplies.
2. Purchase of Fire Station Alerting Equipment and related infrastructure. The parties agree that ECD will provide a list of alerting systems that are currently supported by ECD. If one of these systems is acceptable to Agency, then ECD will work to integrate with Agency at their expense for the parts of the system downstream of the line of demarcation. This expense will include any maintenance agreements required to support the system on the agency side; however, as part of the contract cost, ECD will cover maintenance costs upstream of the line of demarcation. Should Agency opt for a system not supported by ECD, that agency will be responsible for all costs (ECD and Agency side) to procure, implement and support both initially and any ongoing costs.
3. Purchase of future equipment. As new technology becomes available, the ECD may, from time to time, purchase new products to enhance the current service levels. The ECD will provide a minimum 90 day written notice to contracting agency of any anticipated purchase, where the costs of the purchase and/or maintenance of the equipment is the responsibility of the contracting agency under section B.2 above are to be borne by the Agency.

Exhibit B – PAY SCHEDULE

PAYMENT FOR SERVICES

(a) AGENCY shall pay CITY for dispatch services at a rate of \$55.00 per call for all billable emergency calls dispatched by the CITY's Emergency Communications Division dispatch Center from July 1, 2021 thru June 30, 2023.

(b) Prior to completion of the original contract payment period ending June 30, 2023, a per call rate adjustment will be determined by the City and each subsequent fiscal year thereafter. An amendment to the existing dispatch services agreement will be executed by AGENCY and CITY to formalize the new terms of payment and shall be effective July 1, 2023.

(c) Payment of the per call fee shall be made quarterly by AGENCY to CITY. CITY will bill the AGENCY on a quarterly basis based on the number of emergency calls dispatched for the previous quarter or three-month period. Payment will be due upon receipt of CITY's billing invoice. AGENCY will be considered delinquent in its payment if payment has not been made within thirty (30) days after due date.

(d) City shall charge a 5% late charge for payments not received within 30 calendar days after due date. Every 30 days payment is late, an additional 5% late charge will be added to the invoice.

(e) AGENCY will fully reimburse CITY for any set-up costs including but not limited to hardware, software, programming, and labor costs associated with the set-up and preparation of the current Emergency Communications Division dispatch system to provide services to AGENCY. Payment of these costs shall be made and will be due upon receipt of CITY's billing invoice. Additional fees shall apply for late payment as set forth in Section (d) above.

The following methodology will be used to determine billable calls:

For Billing and Statistical purposes, the calls that are entered into the Stockton Fire CAD are broken out by areas and call types.

The first process is to determine what agency is associated with each call that is processed in the CAD system.

There are two methods that are used to determine the area.

- 1) (Manteca, Lathrop-Manteca, SSJCFA, and Lodi Fire) the calls are separated by the response districts in which the call originated.

- 2) (Stockton Fire and Stockton Public works) are first separated by the units attached to the calls. Then each call is plotted on a map, then using the GIS coverage area the calls are separated into the appropriate Contract Areas.

After the calls are broken down by Agency and Contract Areas the system then looks at the Call Type. For the Fire Agencies below is a list of active CAD call types.

Incident Code	Incident Title	Incident Code	Incident Title
CH	CHIMNEY FIRE	FQ	FILL QUARTERS
FA	FIRE ALARM	RT2	RESCUE/MEDICAL
FAS	FIRE ALARM STILL	RMT4	RESCUE/MEDICAL_4
FV	VEHICLE FIRE	RMT6	RESCUE/MEDICAL_6
FV2	VEHICLE FIRE TRUCKS	T2	TRANSPORT ONLY
FW	FIRE WATCH	HC	HOSPITAL CLOSED
G	GRASS FIRE	HD	HOSPITAL DELAYED
G2	GRASS FIRE Red Flag	LA	LOW AMBULANCE
G3	GRASS FIRE Red Flag	VA	VEHICLE ACCIDENT
S	STRUCTURE FIRE 1st ALARM	VA2	VEHICLE ACCIDENT 2nd
S2	STRUCTURE FIRE 2nd ALARM	VAM	COLLISION/MULTI-VEHICLE
S3	STRUCTURE FIRE 3rd ALARM	VAF	VEHICLE ACCIDENT-FREEWAY
S4	STRUCTURE FIRE 4th ALARM	VAS	HIGH SPEED COLLISION
S5	STRUCTURE FIRE 4th ALARM	VAT	COLLISION W/PERSON TRAPPED
SI	SMOKE INVESTIGATION	ALERT1	AIRCRAFT MINOR DIFFICULTY
ST	STILL ALARM	ALERT1L	LARGE AIRCRAFT MINOR DIFFICULTY
ELEV	STUCK IN ELEVATOR	ALERT2	AIRCRAFT MAJOR DIFFICULTY
HAZS	HAZMAT INCIDENT STILL ALARM	ALERT2L	LARGE AIRCRAFT MAJOR DIFFICULTY
HAZ	HAZMAT INCIDENT	ALERT3	AIRCRAFT ACCIDENT
USAR	URBAN SEARCH AND RESCUE	ALERT3L	LARGE AIRCRAFT ACCIDENT
USAR2	URBAN SEARCH AND RESCUE 2nd	BC	BATTALION CHIEF
USAR3	URBAN SEARCH AND RESCUE 3rd	DT	Brush Rig
CCP	CASUALTY COLLECTION POINT	BR	Brush Rig
WR	WATER RESCUE	PLA	PUBLIC LIFT ASSISTANCE
SWR	SWIFT WATER RESCUE	E	ENGINE
PA	PUBLIC ASSISTANCE	T	TRUCK
PREV	FIRE PREVENTION ACTIVITIES	WT	WATER TENDER

SWAT	SWAT INCIDENT	A	ADVISED OTHERS
AIR	AIR AMBULANCE	AB	ADVISED BURNS
LZ	LANDING ZONE	AF	ADVISED FUMIGATION
AMB	AMBULANCE	AH	ADVISED HYDRANT
AMB2	TWO AMBULANCES	AMR	ADVISED AMR
AMB3	THREE AMBULANCES	RC	ROAD CLOSURE
M	MEDICAL CALL	LAW	LAW ENFORCEMENT
MT2	MEDIC/TRANSPORT	MEMO	MEMO
PS	PERSON SHOT/STABBED	PC	POISON CONTROL
PVT	PRIVATE TRANSPORT	CB	STRUCTURE FIRE 1ST CALL BACK
XFER	PRIVATE SFD TRANSPORT		
STBY	STAND BY		

From the list of the Active Call this list is then filtered down to Emergency Calls that are billable, listed in the table below.

Incident_Code	Incident-title	Response Code	Fire_Med Code
AIR	Air Ambulance Called	Emer	Medical
AMB	Medical-Ambulance Called	Emer	Medical
AMB2	Medical-Ambulances (2) Called	Emer	Medical
AMB3	Medical-Ambulances (3) Called	Emer	Medical
BC	Other-Battalion Chief	Emer	Fire
CH	Fire-Chimney	Emer	Fire
DT	Other-Dispatch Vehicle	Emer	Fire
E	Other-Engine	Emer	Fire
FA	Fire Alarm Response	Emer	Fire
FAS	Fire Alarm Still Response (1 engine)	Emer	Fire
FV	Fire-Vehicle on Fire	Emer	Fire
FV2	Fire-Large Vehicle on Fire	Emer	Fire
G	Fire-Grass - 1st Alarm	Emer	Fire
G2	Fire-Grass: 2nd Alarm	Emer	Fire
G3	Fire-Grass: 3rd Alarm	Emer	Fire
HAZ	Hazmat-Hazardous Materials Incident	Emer	Fire
HAZS	Hazmat-Hazardous Materials Incident Still Alarm	Emer	Fire
M	Medical-Medic Sent	Emer	Medical
MT2	Medical-Medic Transport	Emer	Medical
N-Chg	No entry keyed but unit was attached	Emer	Fire
PS	Medical-Person Shot	Emer	Medical

Incident_Code	Incident-title	Response Code	Fire_Med Code
PVT	Medical-Emergency Call from Ambul Company	Emer	Medical
RMT4	Medical-Rescue: 4 people needed	Emer	Medical
RMT6	Medical-Rescue: 6 people needed	Emer	Medical
RT2	Medical-Rescue: 2 people needed-no medic	Emer	Medical
S	Fire-Structure: 1st Alarm	Emer	Fire
S2	Fire-Structure: 2nd Alarm	Emer	Fire
S3	Fire-Structure: 3rd Alarm	Emer	Fire
S4	Fire-Structure: 4th Alarm	Emer	Fire
SI	Fire-Smoke Investigation	Emer	Fire
ST	Fire-Still Alarm	Emer	Fire
SWR	Rescue-Swift Water	Emer	Fire
T	Other-Truck	Emer	Fire
T2	Medical-Transport Only	Emer	Medical
VA	Vehicle-Slow Speed Collision	Emer	Fire
VA2	Vehicle-Slow Speed Collision 2nd Alarm	Emer	Fire
VAF	Vehicle-Accident on Freeway	Emer	Fire
VAM	Vehicle-Collision Multiple Vehicle	Emer	Fire
VAS	Vehicle-High Speed Collision	Emer	Fire
VAT	Vehicle-Collision with Person Trapped	Emer	Fire

After selecting all the billable calls, the list is then filtered down to only Calls that had Fire Department Apparatus assigned to the calls. Agencies shall be billed quarterly for dispatch services.