

Exhibit A
DISPATCH PERFORMANCE STANDARDS

1. Ring time (ring to answer time) for alarms shall be within fifteen (15) seconds ninety-five percent (95%) of the time and ninety-nine percent (99%) of alarms shall be answered within 40 seconds. [2016 Edition, NFPA 1221 7.4.1]

2. 90 % of alarm processing for emergency incidents shall be completed within 60 seconds. [Center for Public Safety Excellence] To achieve this, Emergency Medical Incidents shall be dispatched as “Medical Incidents” and appropriate medical information aired to responding units as soon as practicable. Should Cunningham desire full Medical Priority Dispatching, then additional time will need to be allowed for the alarm processing.

3. All Telecommunicators assigned to fire dispatch positions shall meet the following training and certifications by 6 months following employment in center:

- Telecommunicators shall meet the qualification requirements of NFPA 1061, Standard for Professional Qualifications for Public Safety Telecommunicators [2016 Edition, NFPA 1221 7.2.1],
- Telecommunicators shall be trained in general emergency service operations and shall have access to information regarding the following:
 - a. Locations of streets
 - b. Locations of important structures, including schools, hospitals, and other buildings with a high life hazard.
 - c. Locations of congested or hazardous areas. [2016 Edition, NFPA 1221 7.2.3]
- Telecommunicators shall have functional knowledge of all communications equipment and systems assigned to use. [2016 Edition, NFPA 1221 7.2.4]
- Telecommunicators shall know which rules and regulations relate to equipment use, including those of the Federal Communications Commission that pertain to emergency service radio use. [2016 Edition, NFP A 1221 7.2.5]
- Littleton dispatch initial training standards meet or exceed the APCO National Public Safety Training Standards.

4. Littleton Fire Communications Center shall ensure that there are sufficient Telecommunicators available to effect the prompt receipt and processing of alarms needed to meet the requirements of Section 7.4. [2016 Edition, NFPA 1221 7.3.1.1]

5. Littleton Fire Communication Center shall maintain a recognized Emergency Medical Dispatch system. System must have method of quality assurance and demonstrate compliance with protocols.

6. Littleton Fire Communication Center shall provide Information Technology support as necessary to assist agencies in maintaining systems interfaced with dispatch, this does not include radio support.

7 Littleton Fire Communication Center shall maintain the CAD call data transfer to other fire agencies. The data is based upon NFIRS 5.0 and shall be in conformance with the current NFRIS 5.0 document. This information download will include, but is not limited to the following fields:

- Date

- CAD Event#
- Local Event #
- Map Coordinate
- Address
- Specific Call Type
- Time Call Received in dispatch (911)
- Dispatch time
- Enroute time for each unit
- Arrival Time for each unit
- Date and Time of first patient contact
- Date and Time of fire under control
- Call Cleared time for last unit
- Time enroute to hospital
- Time of arrival at hospital
- First Arriving Unit
- Last arriving Unit
- District
- Scene status change log notes
- Dispatch log notes
- Latitude
- Longitude

8. Call accuracy shall be a minimum of 90% successful based on a quality assurance sample of at least 1 % of all calls for the dispatcher center. The monthly review will consider the following criteria:

- Caller information is accurately determined by dispatcher
- Location of call
- Type of situation reported
- RP's phone number Call is accurately handled by dispatcher
- Situation found compared to situation dispatched
- Notifications given appropriately and in a timely manner
- Unit and functions times recorded accurately
- Time variance-actual "taped" time vs. unit entered time
- Safety issues communicated
- Changes in scene conditions prior to arrival
- Location correction

Littleton Fire Communication Center shall provide the following reports:

- Monthly report and Annual Summary Report
- Call totals monthly and yearly

- Number of incidents by hour of day.
- Time from Dispatch to first unit enroute.
- Annual Summary Personnel Training Report
- Hours of fire training
- Hours of other training
- Hours of APCO dispatch training
- Annual Summary Quality Assurance report (based on 1 % sampling)
- Percentage of compliance based on call type
- Overall center compliance rate

Littleton Fire Communication Center will provide Cunningham access to Visinet web browser and First Watch Solutions.

Littleton Fire Communication Center will provide QA to the extent that staffing will allow. This may mean that we do not provide a specified percentage of calls QA'd over a given time.

Littleton Fire Communication Center will also provide training summaries; however, no personal information will be disclosed. All dispatchers will maintain a minimum of 12 hours of CE per year as required to maintain their Medical Priority Dispatching System (MPDS) Certification.

* Alarm -any request for service or response by fire or EMS agency.

* Alarm Processing -the time interval from the point at which a request or alarm is received and transmitted to the emergency responders. Alarm processing time is the time interval between the realization that an emergency exists up to the point that the information is retransmitted via the internal alarm system to the attention of the specific agency's resources. Source: *CFAI Definitions of Elements of Response Time*