



City of Fort Bragg

416 N Franklin Street
Fort Bragg, CA 95437
Phone: (707) 961-2823
Fax: (707) 961-2802

Meeting Agenda Public Safety Committee

Wednesday, October 22, 2025

3:00 PM

Town Hall, 363 N. Main Street

AMENDED SPECIAL MEETING

MEETING CALLED TO ORDER

ROLL CALL

COMMITTEE MEMBERS PLEASE TAKE NOTICE

Committee Members are reminded that pursuant to the Council policy regarding use of electronic devices during public meetings adopted on November 28, 2022, all cell phones are to be turned off and there shall be no electronic communications during the meeting. All e-communications such as texts or emails from members of the public received during a meeting are to be forwarded to the City Clerk after the meeting is adjourned.

ZOOM WEBINAR INVITATION

*This meeting is being presented in a hybrid format, both in person at Town Hall and via Zoom.
When: Oct 22, 2025 03:00 PM Pacific Time (US and Canada)
Topic: Special Public Safety Committee Meeting*

*Please click the link below to join the webinar:
<https://us06web.zoom.us/j/87836509016>*

*Or join by telephone:
+1 507 473 4847 US (*6 mute/unmute; *9 raise hand)
+1 564 217 2000 US (*6 mute/unmute; *9 raise hand)*

Webinar ID: 878 3650 9016

To speak during public comment portions of the agenda via zoom, please join the meeting and use the raise hand feature when the Chair or Acting Chair calls for public comment on the item you wish to address. Written public comments may be submitted to Administrative Assistant at SRemington@fortbraggca.gov.

1. APPROVAL OF MINUTES

- 1A. [25-451](#) Approve Minutes of the Public Safety Committee Meeting February 19, 2025

Attachments: [PSCM 2025-02-19.pdf](#)

2. PUBLIC COMMENTS ON NON-AGENDA ITEMS

3. CONDUCT OF BUSINESS



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Phone: (707) 961-2823
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Text File

File Number: 25-451

Agenda Date: 10/22/2025

Version: 1

Status: Consent Agenda

In Control: Public Safety Committee

File Type: Committee Minutes

Agenda Number: 1A.

Approve Minutes of the Public Safety Committee Meeting February 19, 2025



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Meeting Minutes Public Safety Committee

Wednesday, February 19, 2025

3:00 PM

Town Hall, 363 N. Main Street

MEETING CALLED TO ORDER

Acting Chair Peters opened the meeting at 3:00 PM.

ROLL CALL

Present are Acting Chair Lindy Peters and Councilmember Scott Hockett.

APPROVAL OF MINUTES

1A. [25-30](#) Approve Minutes of the Public Safety Committee Meeting January 15, 2025

Acting Chair Peters approved the minutes as presented.

2. PUBLIC COMMENTS ON NON-AGENDA ITEMS

None.

3. CONDUCT OF BUSINESS

3A. [25-23](#) Discussion Regarding Update on School Resource Officer (SRO) and Mendocino Major Crimes Task Force (MMCTF) Special Assignments

Chief Cervenka commenced the item by providing an update on the School Resource Officer (SRO) position. He mentions that the SRO will be returning to the schools early March of this year and will complete the remainder of the school year. Chief Cervenka went on to inform the public that the current SRO does not want to continue in the assignment for the next school year therefore, Police Department has begun the process to fill the position.

Acting Chair Peters questioned Chief Cervenka if there was any incentive to get an officer to apply for the SRO position. Chief Cervenka responds that the biggest benefit is the schedule because, it works great if you have school age children since the SRO schedule aligns to the schools' schedule.

Since his arrival, it has always been a desire for Chief Cervenka to have an officer assigned to the Mendocino Major Crimes Task Force (MMCTF). Due to staffing, interest, and overtime it has not been possible to complete this. With the Department almost being fully staffed this may be possible to achieve in the near future.

Acting Chair Peters makes a remark in terms of Asset Forfeiture and its advantages if an Officer is assigned to MMCTF, and how the City would benefit from it. Chief Cervenka continues to

clarify that under the current MOU with the County if there is an officer assigned to the Task Force the Police Department would have a 12% share of asset forfeiture rather than a 6% share.

Councilmember Hockett states that he would like to see the Task Force Special Assignment position filled.

Public Comments made from:

Cameron McFadden

Jenny Shattuck

Chelsea McFadden

3B. [25-24](#) Noyo Bridge Suicide Prevention Measures Update

Chief Cervenka began by stating that Caltrans will be conducting important changes to the Noyo Bridge in phases. Phase one will be installing signs with Redwood Crisis Services response line. Phase two will be installing cameras on the bridge. The final phase will be adding either a fence or net which will likely take a few years to install.

No public comments made.

3C. [25-25](#) Discussion Regarding Blue Envelope Program

Captain O'Neal introduced the agenda item by providing what Blue Envelope Program is and how it works. Captain O'Neal continues to states that by implementing this program it will assist the officers more when responding to a call to someone who has a Blue Envelope. He ends by stating he is excited and feels like this will benefit the community as well as the Police Department.

Public Comment made by:

Jenny Shattuck

4. MATTERS FROM COMMITTEE / STAFF

4A. [25-31](#) Receive Oral Update From Staff on Departmental Activities

Chief Cervenka comments on the Extreme Weather Shelter and that there maybe additional funds for next year if the contract is amended with the County.

ADJOURNMENT

Acting Chair Peters adjourned the meeting at 3:38 PM.



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Text File

File Number: 25-450

Agenda Date: 10/22/2025

Version: 1

Status: Business

In Control: Public Safety Committee

File Type: Staff Report

Agenda Number: 3A.

Discussion Regarding Dispatch Services for the Fort Bragg Police Department

**AGREEMENT FOR THE
PROVISION OF EMERGENCY DISPATCH SERVICES
JULY 2024 – JUNE 2029**

This agreement for the provision of emergency dispatch services (Agreement) dated July 1, 2024 ("Effective Date") between the City of Ukiah ("Ukiah") and the City of Fort Bragg ("Fort Bragg") for the purpose of Ukiah providing Dispatch Services to the Fort Bragg Police Department in compliance with the Warren 9-1-1 Emergency Assistance Act (Gov. Code § 53100 et seq.) and other applicable laws. Ukiah and Fort Bragg are referred to in this Agreement as the Parties."

RECITALS:

WHEREAS Ukiah maintains a Public Safety Answering Point (" PSAP") in its Police Department for dispatching emergency services within the City of Ukiah, including police, fire, emergency medical and after-hours emergency public works/ utility services.

WHEREAS, the City of Fort Bragg on behalf of the Fort Bragg Police Department contracted with The City of Ukiah on behalf of the Ukiah Police Department to dispatch its public safety officers in response to calls to the 9-1-1 emergency assistance phone number.

WHEREAS the Warren 9-1-1 Emergency Assistance Act requires the Parties to establish and have in operation within their jurisdictions an emergency dispatch system. utilizing the 9-1-1 phone number. Such systems may include more than one jurisdiction and may include territory of more than one public agency.

WHEREAS Government Code Section 6502 authorizes the Parties to contract to jointly exercise any power common to the contracting parties.

In consideration of and reliance upon the above recitals and the terms and conditions as set forth below, the Parties agree as follows.

1. STATEMENT OF PURPOSE AND AUTHORITY

The purpose of this Agreement is to set forth the scope of emergency dispatch services that Ukiah will provide Fort Bragg and the terms and conditions of providing those Services including the charges for Services. Pursuant to its authority under Government Code §§ 53109 and 6502, Fort Bragg hereby authorizes Ukiah to provide Dispatch Services for the Fort Bragg Police Department as more fully described in Exhibit "A", attached hereto and incorporated herein by this reference. Ukiah accepts the duties and obligations described herein, on the general terms and conditions hereinafter set forth in this Agreement.

2. PROVISION OF DISPATCH SERVICES

The Ukiah Police Department through its Dispatch Center will provide Dispatch Services to the Fort Bragg Police Department in accordance with this Agreement and as more specifically identified in Exhibit "A" ("Dispatch Services" or "Services").

3. TERM AND TERMINATION

a. The term of this Agreement shall be from July 1, 2024, through June 30, 2029, provided, however, that Ukiah or Fort Bragg may terminate this Agreement for any reason by giving written notice to the other at least 366 days in advance of the effective date of such termination.

b. In the event this Agreement is terminated prior to June 30, 2029, Ukiah shall be paid on a prorated basis for only that portion of the contract term during which Ukiah provided services pursuant to this Agreement.

c. If either Party gives such notice or later retracts the notice prior to the termination date, the other Party may reject any such retraction, in which event the Agreement shall terminate on the date stated in the initial notice of termination.

d. This Agreement may be extended upon the written agreement of both Parties.

4. PAYMENT

For services performed in accordance with this Agreement, payment shall be made to Ukiah on a quarterly basis beginning with the amount provided below. Ukiah shall invoice Fort Bragg on a quarterly basis and all invoices shall be due and payable within thirty (30) days of receipt. The total annual amount of compensation due to Ukiah for providing Services under this Agreement shall be \$ 425,577.64 for FY 24-25.

In subsequent years, the annual amount will be increased by \$24,807.45 for FY 25-26, and by \$24,807.45 for FY 26-27, and by \$24,807.46 for FY 27-28 and an amount not to exceed 7.0% each year thereafter, until contract renewal. Ukiah shall notify Fort Bragg of any proposed increase in the annual payment by February 1st of each year.

5. INDEMNIFICATION AND INSURANCE

a. Each Party shall be liable for the negligent or willfully wrongful acts or omissions of its respective officers, agents, and employees in their performance of this Agreement. Each Party shall defend, indemnify, and hold harmless the other Party ("Indemnitee") and pay any settlement or judgment based on any claim against that Party for which the Indemnifying Party is responsible or liable. The foregoing obligations to defend, indemnify and hold harmless shall be limited to negligent or willfully wrongful

acts or omissions of the Indemnitor's officers, agents, or employees in their performance of the obligations under this Agreement which result in personal injury or property damage. As to a claim in which both Parties are alleged to be responsible or liable for losses or damages relating to the performance of obligations under this Agreement, each Party shall bear the cost of its own defense, but shall be entitled to indemnity in proportion to, and based on, an ultimate judgment, determination, resolution or allocation of proportionate liability or fault.

b. The Parties acknowledge that they are both members of California Intergovernmental Risk Authority (CIRA) and are parties to the Memorandum of Coverage issued and amended annually by CIRA. As long as they both remain members of CIRA and are parties to the Memorandum of Coverage, they do not need to furnish evidence of any other insurance coverage. If either Party intends to withdraw from CIRA, it shall give the other Party notice of that intent, not less than sixty (60) days prior to the effective date of that withdrawal. If the party withdrawing from CIRA does not furnish the other party with evidence of insurance satisfactory to that party, that party may terminate this Agreement.

6. WORKERS' COMPENSATION

Each party shall be responsible for work-related injuries to its employees, while they are performing under this Agreement. Each party shall provide workers' compensation coverage for its employees as required by law and agree to waive subrogation as to each other. Each party shall indemnify the other for any liability of the other party arising from a party's failure to provide the workers' compensation coverage required by this agreement or state law.

7. DOCUMENTS

Upon request from Fort Bragg, Ukiah shall promptly make available to Fort Bragg in electronic or other form which Ukiah can reasonably produce from the software utilized by the dispatch center any data relating to the Dispatch Services provided under this Agreement, including, but not limited to, recording of calls to the dispatch center, recording of radio traffic between the dispatch center and Fort Bragg employees, and data files compiled by the CAD system.

8. REPORTS ON COSTS

Ukiah shall provide Fort Bragg with its approved annual budget for the dispatch center, audited financial statements relating to the operation of the dispatch center and an annual accounting of actual expenditures to provide Dispatch Services under this Agreement upon request by Fort Bragg.

9. GENERAL TERMS AND CONDITIONS

a. No relationship of employer and employee is created by this Agreement; it being understood and agreed that Ukiah is a contract service provider. Ukiah is not acting in the capacity of an employee of Fort Bragg and Fort Bragg shall not be liable for any acts or omissions by Ukiah nor for any obligations or liabilities incurred by Ukiah.

b. Ukiah, its officers, agents, and employees shall have no claim under this Agreement or otherwise, for seniority, vacation time, vacation pay, sick leave, personal time off, overtime, health insurance medical care, hospital care, retirement benefits, social security, disability, Workers' Compensation, or unemployment insurance benefits, civil service protection or employee benefits of any kind.

c. Ukiah shall be solely liable for and obligated to pay directly all applicable payroll taxes (including federal and state income taxes) or contributions for unemployment insurance or retirement pensions or annuities which are imposed by any governmental entity in connection with the labor used or which are measured by wages, salaries or other remuneration paid to its officers, agents or employees and agrees to indemnify and hold Fort Bragg harmless from all liability which Fort Bragg may incur because of Ukiah's failure to pay such amounts.

d. In carrying out the work contemplated herein, Ukiah shall comply with all applicable federal and state workers' compensation and liability laws and regulations with respect to the officers, agents and/or employees conducting and participating in the work. Ukiah agrees that such officers, agents, and/ or employees shall not be treated or considered in any way as officers, agents and/ or employees of Fort Bragg.

e. Ukiah does, by this Agreement, agree to always perform Dispatch Services in strict accordance with all applicable federal, state, and local laws, ordinances, regulations, titles, departmental procedures and currently approved methods and practices in the field of emergency dispatching and that the sole interest of Ukiah is to insure that said Services shall be performed and rendered in a competent, efficient, timely and satisfactory manner.

10. ENTIRE AGREEMENT

This Agreement, including all attachments, exhibits, and any other documents specifically incorporated into this Agreement, shall constitute the entire Agreement between Fort Bragg and Ukiah relating to the subject matter of this Agreement. As used herein, Agreement refers to and includes any documents incorporated herein by reference and any exhibits or attachments. This Agreement supersedes and merges all previous understandings, and all other agreements, written or oral, between the parties and sets forth the entire understanding of the parties regarding the subject matter thereof. The Agreement may not be supplemented, amended, or modified except by a written document signed by both parties.

11. ASSURANCE OF PERFORMANCE

If at any time either party reasonably believes that the other party is not adequately performing its obligations under this Agreement or if Ukiah fails to complete the Dispatch Services as and when required by this Agreement, the party who believes the other party is in breach may request from the other party, after providing reasonable notice of the specific performance deficiencies, prompt written assurances of proper performance and a written plan acceptable to the party giving the notice, to correct the observed deficiencies in the other party's performance. The written assurances shall be provided within ten (10) calendar days of the receipt of the request and thereafter the party providing it shall fully perform in accordance with its written plan. The parties mutually acknowledge and agree that any failure to provide such written assurances and written plan within the required time is a material breach under this Agreement.

12. SURVIVAL

The obligations of this Agreement, which by their nature would continue beyond the termination on expiration of the Agreement shall survive termination or expiration of this Agreement.

13. SEVERABILITY

If a court of competent jurisdiction holds any provision of this Agreement to be illegal, unenforceable, or invalid in whole or in part for any reason, the validity and enforceability of the remaining provisions, or portions of them, will not be affected, unless an essential purpose of this Agreement would be defeated by the loss of the illegal, unenforceable, or invalid provision.

14. NOTICES

All notices, requests, demands, or other communications under this Agreement shall be in writing. Notices shall be deemed served for all purposes as follows:

Personal delivery: When personally delivered, notice is effective upon delivery.

First Class Mail: When mailed first class to the last address of the recipient known to the Party giving notice, notice is effective three (3) mail delivery days after deposit in a United States Postal Service office or mailbox.

Certified Mail: When mailed certified mail, return receipt requested, notice is effective on receipt, if delivery is confirmed by a return receipt.

Overnight Delivery: When delivered by overnight delivery (Federal Express, Airborne, United Parcel Service) with charges prepaid or charged to the sender's account, notice is effective on delivery, if delivery is confirmed by the delivery service.

Facsimile transmission: When sent by facsimile to the last facsimile number of the recipient known to the party giving notice, notice is effective on receipt, provided that (a) a duplicate copy of the notice is promptly given by first-class or certified mail or by overnight delivery, or (b) the receiving party delivers a written confirmation of receipt. Any notice given by facsimile shall be deemed received on the next business day if it is received after 5: 00 p. m. (recipient's time) or on a non- business day.

Addresses for purpose of giving notice are as follows:

To UKIAH: CITY OF UKIAH
300 Seminary Avenue
Ukiah, CA 95482
Attn: CITY MANAGER

To FORT BRAGG: CITY OF FORT BRAGG
416 N. Franklin Street
Fort Bragg, CA 95437
Attn: CITY MANAGER

Any correctly addressed notice that is refused, unclaimed, or undeliverable because of an act or omission of the party to be notified shall be deemed effective as of the first date that said notice was refused, unclaimed, or deemed undeliverable by the postal authorities, messenger, or overnight delivery service.

Any party may change its address or facsimile number by giving the other party notice of the change in any manner permitted by this Agreement.

15. MISCELLANEOUS PROVISIONS.

a. Governing Law. The interpretation and enforcement of this Agreement shall be governed by California law and any action arising under or in connection with this Agreement must be filed in a Court of competent jurisdiction in Mendocino County.

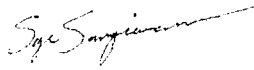
b. Waiver. No waiver of a breach of any covenant, term, or condition of this Agreement shall be a waiver of any other or subsequent breach of the same or any other covenant, term or condition or a waiver of the covenant, term or condition itself.

c. Authority to Execute. Each signatory to this Agreement represents and warrants that she was authorized to execute this Agreement on behalf of the agency for whom her signature appears and that she executed this Agreement in her authorized capacity on behalf of that agency.

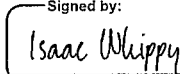
d. Duplicate Originals. This Agreement may be executed in duplicate originals, each bearing the original signature of the Parties. When so signed, each such document shall be admissible in administrative or judicial proceedings as proof of the terms of the Agreement between the Parties.

IN WITNESS WHEREOF, the Parties Hereto have executed this Agreement as of July 1, 2024.

CITY OF UKIAH

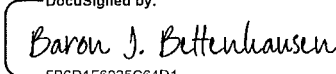
By: 
Sage Sangiacomo
Ukiah City Manager

CITY OF FORT BRAGG

Signed by:
By: 
Isaac Whippy
Fort Bragg City Manager

APPROVED AS TO FORM:

By: *Darcy Vaughn for David Rapport*
Darcy Vaughn for David Rapport (Sep 27, 2024 14:00 PDT)
David Rapport
Ukiah City Attorney

DocuSigned by:
By: 
Baron J. Bettenhausen
Fort Bragg City Attorney

**EXHIBIT A
SERVICES TO BE PROVIDED**

1. DEFINITIONS:

A. "Dispatch Services" are those services routinely provided by a primary PSAP, including, but not limited to:

- Receipt, recording, dispatching, and forwarding of E911 calls.
- Receipt, recording, dispatching, and forwarding of TDD calls.
- Receipt, recording, dispatching, and forwarding of Text to 9-1-1.
- Receipt, recording, dispatching, and forwarding of non-emergency calls for service.
- Two-way radio communication with mobile, portable, and base station radios.
- Mobile Data Terminals (MDTs).
- Audio recording of radio transmissions conducted on primary use channels.
- Audio recording of E911 calls.

B. "E911" means the enhanced 9-1-1 emergency number system, which will provide an automatic display of the caller's telephone number, subscriber's name and subscriber's location to the dispatcher.

C. "Dispatcher," means a public safety dispatcher, as defined by California Code of Regulations, Title 11, Div. 2, Art. 1, Sec. 1001, subsection (w). "Dispatcher" shall also be synonymous with the Ukiah job classification for the position of "dispatcher".

D. "CAD," means a computer aided dispatch system: a combination of hardware and software, which allows for the input, tracking, recording, and reporting of calls for service.

E. "Computer equipment," means computer hardware, software, and peripherals.

F. "Calls," means a communication that conveys or requests information, assigns or directs action, or requests services. This includes communications between officers and dispatchers.

G. "May" is permissive.

H. "Should" is desirable.

I. "Shall" is mandatory.

2. EXTENT OF SERVICES:

Subject to Fort Bragg performing its obligations hereunder, Ukiah agrees to provide Dispatch Services to Fort Bragg subject to the following terms and conditions:

A. Radio traffic to and from Fort Bragg Police Department mobile units, portables and

base stations will be conducted on the Fort Bragg Police Department radio frequency. Fort Bragg will remain the licensee for this frequency. Fort Bragg grants Ukiah the right to use the frequency for the purpose of fulfilling this contract. While utilizing the frequency, Ukiah agrees to comply with all applicable rules and regulations of the Federal Communications Commission.

B. Emergency, non-emergency and text calls for service shall be dispatched according to the Ukiah Police Department CAD protocols, pre-arrival instructions and unit recommendations. Fort Bragg and Ukiah agree to meet not less than annually during the term of this agreement to discuss what CAD changes may be needed to reflect the inherent differences between calls in Fort Bragg and Ukiah jurisdictions.

C. Calls seeking other emergency services, including fire, emergency medical and ambulance services, shall be transferred to (707) 459-5336, provided however, that if the delay in transferring the call could result in immediate harm or risk of harm in a medical emergency, Ukiah Dispatch may provide some or all dispatch services for that medical emergency, as necessary, to avoid that harm or risk of harm.

D. Radio transmissions by Fort Bragg Police Department personnel to Ukiah Dispatch shall conform to the standards and practices used by Ukiah. This includes but is not limited to the format for notifying Dispatch of officer-initiated activity, the format for requesting automated systems inquiries, and the format for call dispositions.

E. When Ukiah and Fort Bragg calls are handled jointly by one or more dispatchers, the priority assigned to any call will be determined solely by the nature of the call and without regard to whether the call originated from the jurisdiction of Ukiah or Fort Bragg.

F. Fort Bragg is responsible for answering Fort Bragg Police Department business calls during normal business hours of Monday through Friday, 8:00 a. m. to 5:00 p. m. (holidays excluded). Ukiah agrees to accept business calls for the Fort Bragg Police Department only during non-business hours.

3. EQUIPMENT AND PERSONNEL:

A. Ukiah shall provide and maintain the personnel, equipment, and materials in the dispatch center necessary to deliver Dispatch Services to Fort Bragg, in compliance with applicable E911 regulations, continuously twenty-four (24) hours per day, seven days per week, fifty-two (52) weeks per year. Fort Bragg shall be responsible for providing the personnel, equipment, and materials necessary to utilize these Dispatch Services.

B. As a condition of Ukiah performing services under this Agreement, Fort Bragg, at its own expense, shall facilitate the connection of its radios, emergency phone lines, and business phone lines to the Ukiah Dispatch Center, ensuring that calls and radio communications within Fort Bragg are properly received by the Ukiah Dispatch Center.

C. Ukiah shall ensure that its dispatch operations include the necessary equipment and personnel to maintain continuity of services during disruptions, such as power failures or disaster incidents.

D. Ukiah shall recruit, select, hire, and train the Public Safety Dispatchers required under this Agreement. These individuals shall be employees of Ukiah, and Fort Bragg's personnel rules and regulations shall not apply to them.

E. All recruitment, selection, hiring, retention, assignment, and training shall comply with Ukiah's current standards, rules, policies, and procedures, as well as the regulations of the California Commission on Peace Officer Standards & Training and applicable state and federal laws.

F. Ukiah shall be responsible for maintaining and upgrading the personnel, equipment, and materials necessary for Dispatch Services, including computer equipment, radio equipment, and the software used on Mobile Data Terminals (MDTs). Fort Bragg shall be responsible for the purchase and installation of MDTs and any additional licenses required for the software on Fort Bragg's MDTs, while Ukiah will maintain and upgrade the CAD program used on these devices.

Ukiah's IT department may assist Fort Bragg with the installation of MDTs upon request. Ukiah will charge Fort Bragg for these IT services at the rates specified in Attachment A, "IT Billable Hours and Rates." Ukiah's IT department must bill Fort Bragg within 30 days of rendering these services. The agreement allows for an annual increase of up to 5.0% in IT billable hours and rates. Ukiah must notify Fort Bragg of any proposed rate changes by February 1st each year; if no notification is given, a 5.0% increase will automatically apply from July 1st of the same year.

4. SCHEDULING:

A. Dispatch scheduling shall be at the discretion of Ukiah. Fort Bragg agrees to keep Ukiah informed of all planned or reasonably foreseeable events that by their nature could require additional dispatch staffing.

ATTACHMENT A IT BILLABLE HOURS AND RATES

Time of Service	Rates
Business Hours Monday – Friday, 8:00am – 5:00pm	On site : (T=Tier) / Hour T1-\$155 T2-\$180 T3-\$215 Remote : (T=Tier) / Hour T1-\$125 T2-\$150 T3-\$185
After Hours Monday – Friday, 5:00pm – 11:00pm Saturday, 9:00am – 5:00pm	On site : (T=Tier) / Hour T2-\$215 T3-\$235 Remote : (T=Tier) / Hour T2-\$175 T3-\$200
Overnight Monday – Friday, 11:00pm – 8:00am Saturday, 5:00pm – Monday, 8:00am	On site : (T=Tier) / Hour T2-\$250 T3-\$300 Remote : (T=Tier) / Hour T2-\$225 T3-\$250
Holidays	On site : (T=Tier) / Hour T2-\$300 T3-\$350 Remote : (T=Tier) / Hour T2-\$275 T3-\$325

Problem Severity	Initial Response Time	Escalation	Expected Time to Resolution
Emergency (Business Hours)	1 hour	N/A	Determined by the nature of the event - normally 4 hours
Critical – Site Impact	2 hours/next business day	1 hour	Determined by the nature of the event – normally 8 hours
Major – Departmental Impact	4 hours/next business day	4 hour	Determined by the nature of the event – normally 8 hours
Normal – User Impact	8 hours/next business day	8 hour	Determined by the nature of the event
Nuisance Issues	16 hours/2 nd business day	4 hour	Determined by the nature of the event