



STAFF REPORT

DATE: 11/05/2025
TO: Honorable Mayor and City Council Members
FROM: Fire Department

2025-431

REQUEST FOR CITY COUNCIL ACTION

SUBJECT:

FIRST DISPATCH AND EMERGENCY COMMUNICATIONS SERVICES AGREEMENT WITH THE CITY OF ONTARIO

EXECUTIVE SUMMARY:

This staff report asks the City Council to approve an agreement with the Ontario Fire Department to provide fire emergency dispatch and computer-aided dispatch services for the Corona Fire Department. Ontario and Corona entered into this partnership in January 2022 resulting in enhanced operational efficiency, consistent Emergency Medical Dispatch coverage, and delivery of a fire-focused dispatch platform that supports the Department's strategic and operational objectives.

RECOMMENDED ACTION:

That the City Council:

- a. Approve the Fire Dispatch and Emergency Communication Services Agreement between the City of Corona and the City of Ontario for continued Fire Dispatch and CAD services.
- b. Authorize the City Manager, or his designee, to execute the Dispatch and Emergency Communication Services Agreement with the City of Ontario.

BACKGROUND & HISTORY:

On November 22, 2019, the Corona Fire Department published the *Standards of Coverage* study conducted by Citygate Associates. One of the key findings identified that 911 call processing times averaged 3 minutes and 23 seconds for 90 percent of fire and EMS incidents. In response, the Department explored opportunities to enhance overall response performance through improvements in dispatch technology and operations. The objective was to partner with an agency capable of providing an advanced, fire-centric Computer-Aided Dispatch (CAD) system supported by dedicated emergency dispatch staffing. The Ontario Fire Department was identified as that strategic partner.

The Cities entered into a Fire Dispatch and Emergency Communication Services Agreement in January 2022, with an initial term set to expire in January 2025. In November 2024, per Section 3.3 of the Agreement, the City of Corona extended the Agreement for an additional one-year term. This continued partnership has strengthened operational efficiency, maintained reliable emergency response, and supported the department's CAD system needs. Overall system enhancements included partnering with an Accredited Center of Excellence (ACE) dispatch center, certified through the International Academies of Emergency Dispatch (IAED), and increased dispatch staffing levels. These improvements, along with expanded radio frequency access, have had a direct positive impact on incident command communications.

ANALYSIS:

Under the new Fire Dispatch and Emergency Communications Services Agreement, the City of Ontario will continue to provide 24/7 fire dispatch and emergency communications services for the City of Corona. The agreement includes full Emergency Medical Dispatch (EMD) coverage for all medical aid calls within Corona, along with the maintenance of EMD accreditation throughout the contract term. Additionally, the agreement provides for ongoing CAD system support, hosting, and integration, as well as the implementation of an Emergency Communications Nurse System (ECNS) to enhance 911 call triage for low-acuity medical incidents.

Additionally, under the renewed agreement, the City will continue to participate in the Dispatch Review Committee and Dispatch Steering Committee, which provide oversight and policy guidance for dispatch operations. These committees meet quarterly and include representatives from both agencies to ensure ongoing collaboration and accountability.

Further efficiencies are expected with the implementation of CAD-to-CAD connectivity, which will enable direct data transfer between systems and further reduce total call processing times. These advancements directly support the City's Strategic Goal of a Safe Community by strengthening public safety infrastructure and maintaining efficient emergency response capabilities. The Department's expanded EMD coverage enhanced interagency interoperability, and sustained improvements in response times demonstrate the continued value of this partnership.

The agreement will be effective January 1, 2026, through December 31, 2028, with the option for up to two (2) additional one-year extensions upon mutual written approval by both parties.

FINANCIAL IMPACT:

This contract is administered by the Information Technology Department. Cost adjustments under this agreement are limited to annual increases in the per-call rate, not to exceed the percentage change in the Consumer Price Index for the Riverside–San Bernardino–Ontario area, and capped at 3% per year, as specified in the contract. At contract execution, the current per-call rate is \$36.50.

Funding for the recommended actions is available in the Information Technology Department’s Operating Budget within the Measure X Fund 120. Future funding requests will be recommended through the annual budget process.

ENVIRONMENTAL ANALYSIS:

This action is exempt pursuant to Section 15061(b)(3) of the Guidelines for the California Environmental Quality Act (CEQA), which states that a project is exempt from CEQA if the general rule covers the activity that CEQA applies only to projects that have the potential for causing a significant effect on the environment. Where it can be seen with certainty that there is no possibility that the activity in question may have a significant effect on the environment, the activity is not subject to CEQA. This action merely approves an agreement, and there is no significant effect on the environment.

PREPARED BY: VIOLA VAN, MANAGEMENT ANALYST II

REVIEWED BY: BRIAN YOUNG, FIRE CHIEF

ATTACHMENTS:

1. Exhibit 1 – Fire Dispatch and Emergency Communications Services Agreement with the City of Ontario - 2026