



*Alaska Land Mobile Radio Communications System  
Emergency Dispatch Support Services Memorandum of Agreement*

Memorandum of Agreement  
Between  
(insert agency name)  
and  
(insert Dispatch Center)  
for  
Emergency Dispatch Support Services  
(as outlined within)

A. Terms of the Agreement:

(1) This agreement is intended to authorize the (dispatch center) to monitor and respond to Emergency Button (E-Button) activations received from (insert owning agency) on the Alaska Land Mobile Radio (ALMR) Communications System.

(2) This agreement is granted for an indefinite term. Provisions of this agreement shall remain valid so long as both parties are in compliance with the standards established by this agreement and as set out in ALMR Subscriber Emergency Button Activation Procedure 300-7, and until such time as one party terminates the agreement by notifying the other party in writing of said termination.

**NOTE:** Changes to the agency's authorized point of contact will not invalidate this agreement.

(3) Any charges/fees for this service are to be negotiated strictly between the requesting agency and the dispatch center. The staff and employees are held harmless if the agency fails to uphold the negotiated costs for services from the dispatch center.

(4) Operations are not authorized until the agreement is signed by both parties.

(5) Changes to the basic agreement must be approved by both parties prior to implementation and should be included as an addendum to the agreement.

B. Requesting Agency Requirements

(1) The requesting agency will submit a copy of this agreement through their authorized point of contact to the appropriate dispatch center through which they are requesting support services. It is the responsibility of the requesting agency to ensure the



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assigned dispatch center has the current authorized point of contact information at all times.

(2) The requesting agency will ensure their radios are programmed to switch to an agency-monitored talkgroup when an E-Button activates, unless the requesting dispatch center has agreed to provide fulltime monitoring services.

(3) If the requesting agency has an agreement with another agency's dispatch center to receive E-Button activations after hours and/or on weekends, the requesting agency must ensure that a current list of radios, and the individuals they are assigned to, is up to date and is provided to the appropriate monitoring dispatch center.

**C. Dispatch Center Requirements**

(1) The dispatch center agrees to provide emergency response support services to the requesting agency by signature of their authorized agent below and to follow the instructions as outlined in ALMR Subscriber Emergency Button Activation Procedure 300-7 accordingly.

(2) The dispatch center shall provide a final copy of the signed agreement to the ALMR Operations Management Office to be held on file until such time the agreement is terminated.

**D. Conditions**

By providing the following information and signing, both agencies agree to the terms and conditions outlined in this memorandum and to any additional terms and conditions attached as an addendum (if any).

Please type or legibly print the following information.

Requesting Agency POC

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Dispatch Center POC

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature and date

\_\_\_\_\_

Signature and date

\_\_\_\_\_

**NOTE:** This agreement is invalid if both parties fail to sign and date, as instructed.



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Description of Addendums (if any):

SAMPLE