



PO Box 3625
Grand Canyon, AZ 86023
928-638-3473 - Phone
928-638-2897 - Fax

Tusayan Fire Department

AGENDA

Tusayan Fire District Board of Directors Regular Meeting

PURSUANT TO A.R.S. § 38-431.02 & § 38-431.03

May 13, 2021

TUSAYAN FIRE DISTRICT BUILDING

408 Highway 64, Tusayan Arizona

NOTICE: Members of the public may call in to hear the live audio by dialing +1 346 248 7799 US (Houston), +1 669 900 9128 US (San Jose), +1 301 715 8592 US (Germantown), +1 312 626 6799 US (Chicago) **Meeting ID: 891 727 2885 Password: 6383473** Pursuant to A.R.S. § 38-431.02, notice is hereby given to the members of the Board of Directors of the Tusayan Fire District and to the general public that the TFD Board will hold a meeting open to the public on May 13, 2021 at 10:00 a.m. The Board may vote to go into executive session pursuant to A.R.S. § 38-431.03(A)(3) to discuss or consult for legal advice with the attorney for the District. If authorized by a majority vote of the TFD Board, an executive session may be entered and held immediately following a successful vote to enter executive session and will not be open to the public. The Board may change, in its discussion, the order in which any agenda items are discussed during the course of the meeting. Persons with a disability may request a reasonable accommodation by contacting the TFD at (928) 638-3473 as soon as possible.

10:00 a.m.

1. **Confirmation of quorum/Call to the Public**
 - a. ****One or two Board Members may attend by telephone**
 - b. ****Members of the public may address the board on items not on the printed agenda. The Board may not discuss, consider, or act upon any matter raised during public comment. Comments will be limited to three minutes per person.**
2. **Discussion/Approval of April 8, 2021 regular scheduled Board Meeting Minutes.**
3. **Financial Report**
4. **Fire Chiefs Update**
5. **Old Business**
 - a. **Discussion/Update on Policy Manual – Policies 101-116 and 200-201**
 - b. **Discussion/Update on Billing contract E.F. Recovery - As concerns this Agenda Item, the Board may enter executive session with its attorney, pursuant to A.R.S. 38-431.03(A)(3) & (A)(4), to receive legal advice and/or provide direction about these contracts.**
 - c. **Discussion/Update regarding IGA with Town of Tusayan - As concerns this Agenda Item, the Board may enter executive session with its attorney, pursuant to A.R.S. 38-431.03(A)(3) & (A)(4), to receive legal advice and/or provide direction about these contracts.**
 - d. **Discussion/Update Generator/Solar Equipment**
6. **New Business**
 - a. **Consideration/Discussion regarding switching to EMI Fire Districts Health Insurance Pool**
 - b. **Consideration/Discussion regarding FY2022 Budget**
 - c. **Consideration/Discussion for community Litter Pick-up May 22nd 1 pm starting at TFD**
 - d. **Consideration/Discussion for disposal of OOS fire hose, broken pressure washer, SCBA Dreger packs, and light bars per ARS 48-805.B.17**
7. **Executive Session**
 - a. **Consideration/Discussion of employee benefit related Budget discussion items**
8. **Action Item(s)**
 - a. **Discussion and possible action regarding Generator/Solar Equipment**
 - b. **Discussion and possible action approve Resolution 2021-1 Amendment to Fee Schedule**
 - c. **Discussion and possible action regarding signing contract with EF Recovery for billing services**
 - d. **Discussion and possible action to approve IGA with Town of Tusayan**
9. **Board Member Reports**
10. **Adjourn**

**DEDICATING OUR EFFORTS TO PROVIDE FOR THE SAFETY AND WELFARE OF THE CITIZENS AND VISITORS OF TUSAYAN AND OUR COMMUNITY
THROUGH THE PRESERVATION OF LIFE, PROPERTY AND THE ENVIRONMENT.**



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Tusayan Fire Department

MINUTES OF MONTHLY PUBLIC MEETING FOR THE TUSAYAN FIRE DISTRICT BOARD OF DIRECTORS

A PUBLIC MEETING OF THE TUSAYAN FIRE DISTRICT GOVERNING BOARD WAS CONVENED ON APRIL 8, 2021 AT THE TUSAYAN FIRE STATION, VIA ZOOM CONFERENCE CALL, TUSAYAN AZ 86023.

CALL TO PUBLIC/CONFIRMATION OF QUORUM

Meeting was called to order at 10:04 a.m. Present on the phone and Zoom were the following members of the Tusayan Fire District, Board Chair John Vail, Board Clerk Andrew Aldaz, Board Member Becky Shearer, Board Member Elena Villanueva, and Board Member Marty Harris. Others in attendance were Fire Chief Greg Brush, Business Administrator Kate Maragos, and Assistant Fire Chief Ray D'Albini. A quorum was confirmed.

Discussion/Approval of February 11, 2021 regular scheduled Board Meeting Minutes and March 25, 2021 Board Meeting Minutes.

John motioned to approve the regularly scheduled February 11, 2021 minutes, Elena seconded, and the motion passed unanimously. John motioned to approve the regularly scheduled March 25, 2021 minutes, Marty seconded, and the motion passed unanimously.

Financial Report

Financial Report was given verbally and in written form. (See form for details.) Andrew motioned to approve the Financial Report, Marty seconded, and the motion passed unanimously

Fire Chiefs Update

Chief's report given in verbal and written form. (See form for details.)

Old Business

Discussion/Update on Policy Manual – Policies 101-116 and 200-201 - Policies 101-116 and 200-201- Waiting to hear back from legal counsel

Discussion/Update on Billing contract E.F. Recovery - As concerns this Agenda Item, the Board may enter executive session with its attorney, pursuant to A.R.S. 38-431.03(A)(3) & (A)(4), to receive legal advice and/or provide direction about these contracts. Board directed staff to have contract ready for action next month. Board directed staff to update billing Resolution and practices to reflect in district billing practices to only bill non-residence. Board directed the Chief to move forward looking for new electronic reporting software to better integrate with EF Recovery. Chief, Assistant Chief, and Business Admin will meet to discuss plan to move forward with ER Recovery and new reporting software.

Discussion/Update regarding IGA with Town of Tusayan - As concerns this Agenda Item, the Board may enter executive session with its attorney, pursuant to A.R.S. 38-431.03(A)(3) & (A)(4), to receive legal advice and/or provide direction about these contracts. Board directed Chief to present PowerPoint presentation at the next Town Council Meeting and to work with legal counsel to revise draft IGA.

Discussion/Update on Statutory Board Member Training update – May 7, 2021 Board Members are to attend AFDA training or register to complete independently online. Training is mandatory.

New Business

DEDICATING OUR EFFORTS TO PROVIDE FOR THE SAFETY AND WELFARE OF THE CITIZENS AND VISITORS OF TUSAYAN AND OUR COMMUNITY THROUGH THE PRESERVATION OF LIFE, PROPERTY AND THE ENVIRONMENT.

Consideration/Discussion regarding donating vending machine – Board directs staff to dispose of vending machine.

Action Item(s)

Discussion and possible action regarding Generator/Solar Equipment – Board wants to investigate station generator options potentially purchasing one at auction to provide emergency power via connection to the station.

Board Member Reports

Adjourn – John made a motion to adjourn at 11:51 a.m, Becky seconded, and the motion passed unanimously.

Minutes approved by Board on Date 5-17-2021

By Audrey

"To ensure compliance with Open Meeting Law, recipients of this message should not forward it to other board members or anyone. Board members may reply to this message, but they should not send a copy of the reply to other members."



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Tusayan Fire Department

FINANCIAL REPORT – April, 2021

- Info current as of May 12, 2021
- Bank: \$256,417.46
- Reserve Funds Account: \$49,625.64
 - Grand total = \$306,043.10
- Accounts Payable
 - We have checks that need to be signed
- FY 2021 FDAT Revenue (Actual year to date): \$53,471.71
- FY 2021 Projected income from tax increase 3.25% to 3.5%=\$39,896.45
 - (Both FDAT and Tax increase are already factored into budget)
- Rental Income: \$1,500.00

***DEDICATING OUR EFFORTS TO PROVIDE FOR THE SAFETY AND WELFARE OF THE CITIZENS AND VISITORS OF TUSAYAN
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Tusayan Fire Department

RESOLUTION #2021-01

Amendment to Fee Schedule

The Tusayan Fire District adopts the following Resolution for the purpose of referencing the updated subsection for billing statute from ARS 48-805 B. (13) to ARS 48-805 B. (13.)

RESOLUTION

WHEREAS, ARS 48-805 B. (13) specifically states the District may Adopt resolutions establishing fee schedules both within and outside of the jurisdictional boundaries of the district for providing fire protection services and services for the preservation of life, including emergency fire and emergency medical services, plan reviews, standby charges, fire cause determination, users' fees or facilities benefit assessments or any other fee schedule that may be required


NOW THEREFORE, the Tusayan Fire District resolves that the District Fire and EMS Service billing practices will reflect ARS 48-805 using the Rate Schedule Attached revised May 2021.

Be it resolved the Clerk of this Board is empowered to take such action(s) as are necessary to assure compliance with said **A.R.S.** as it pertains to Fire and EMS Fee Schedules.



Board Chairperson – John Vail

Board Member – Elena Villanueva



Board Clerk – Andrew Aldaz



Board Member – Becky Shearer

Board Member – Marty Harris

*DEDICATING OUR EFFORTS TO PROVIDE FOR THE SAFETY AND WELFARE OF THE CITIZENS AND VISITORS OF TUSAYAN
AND OUR COMMUNITY THROUGH THE PRESERVATION OF LIFE, PROPERTY AND THE ENVIRONMENT.*

RESOLUTION 2021-01
(Replacing prior Resolution #2007-02 re Fee Schedule)

A RESOLUTION AUTHORIZING THE REIMBURSEMENT FOR EXPENSES OF FIRE PROTECTION SERVICES, EMERGENCY MEDICAL SERVICES, PLAN REVIEW, STANDBY CHARGES, FIRE CAUSE DETERMINATION, AND USER FEES BOTH WITHIN AND OUTSIDE OF THE JURISDICTIONAL BOUNDARIES OF THE DISTRICT AND ESTABLISHING PERMIT AND FEE SCHEDULE.

WHEREAS, A.R.S. § 48-814 specifically states a fire district may provide or assist in providing emergency fire or emergency medical services outside of its own district boundaries if those services are otherwise unavailable and if those services are provided at the request of any law enforcement agency, fire district, fire department or private person, and may receive reimbursement for the costs of providing the emergency services. The person receiving the services, or on whose behalf the services are provided, is liable to the fire district for the costs and these costs constitute a debt of that person and may be collected by the fire district. For the purposes of this section, the costs of providing emergency fire or medical services are those costs set forth in resolutions adopted by the fire district that establish fee schedules for emergency response, standby charges, fees for fire cause determination or any other fees that may be required or appropriate to provide emergency fire and medical services outside of its boundaries.

WHEREAS, A.R.S. § 48-805(B)(13) specifically states a Fire District shall adopt resolutions establishing fee schedules both within and outside of the jurisdictional boundaries of the district for providing fire protection services and services for the preservation of life, including emergency fire and emergency medical services, plan reviews, standby charges, fire cause determination, users' fees or facilities benefit assessments or any other fee schedule that may be required.

NOW THEREFORE, the Tusayan Fire District resolves as follows:

1. That the Fire Board of the Tusayan Fire District hereby adopts, approves and authorizes the reimbursement/fee schedule for Fire and EMS Services Attached to this resolution and made a part hereof.
2. Billing practices will include billing non-residence in district and all out of district calls.
3. That the attached reimbursement/fee schedule shall entirely replace all prior and previous schedules, which said previous schedules shall be from this date forward be deemed revoked.

ADOPTED this 13th day of May 2021

**TUSAYAN FIRE DISTRICT
FEE SCHEDULE
FIRE, HAZMAT, AND EMS SERVICES**

1. Reimbursement Schedule:

<u>Personnel:</u>	<u>Hourly</u>
Chief Officer	\$65.00
Company Officer	\$60.00
Engineer	\$55.00
Firefighter (Paramedic)	\$50.00
Firefighter (EMT-Basic)	\$45.00
Firefighter	\$40.00
ALS Rider during transport	\$50.00
BLS Rider during transport	\$45.00

<u>Apparatus</u>	<u>Hourly</u>
Engine 51	\$1,000.00
Attack 5	\$1,000.00
Rescue 5	\$1,000.00
Ladder 5	\$1,000.00

<u>Minimum Fees</u>	
EMS Incident	\$500.00
Nonmedical Incident Fee	\$1,000.00

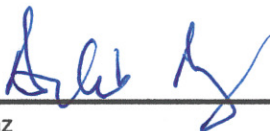
2. All apparatus and equipment will be manned and operated in accordance with established Standard Operating Guidelines for the Tusayan Fire District.
3. All charges for apparatus and personnel will be billed in increments of fifteen minutes in accordance with our hourly rates.
4. All billing information will be obtained on scene, if possible, from patient or insurance cards for all Motor Vehicle Accidents (MVA), Hazardous Materials Incidents, and Fire Response Services. If patient is unable to give insurance information and there is no insurance card, a DR# will be obtained from the Sheriff or DPS.
5. All billing information will be obtained on scene from patient or insurance card for all EMS calls. If that is unavailable, then Face sheet from FMC will be obtained.
5. A Fire/EMS report will be completed as well and a billing statement with as much information as possible. If there is no insurance information, the patient will be billed directly.

6. An invoice will be made out and mailed to the insurance company or directly to the patient. If services were provided on behalf of a business's request all reports and invoices will be mailed directly to the business on whose behalf the services were provided.


7. If the amount owed is not paid within a 30-day period from the date of billing, a second notice will be sent stipulating "Second Notice" – without further payment and/or contact, the account will be turned over to collections.

X 

John Vail
Chairperson,

X 

Andrew Aldaz
Board Clerk

X 

Rebecca Shearer
Board Member

X _____
Elena Villanueva
Board Member

X _____
Marty Harris
Board Member

COVID-19 Tusayan vaccinates 80, NPS encourages everyone "do their part"

By Lo Frisby
Williams-Grand Canyon News

TUSAYAN, Ariz. — On April 28, 80 people received their first shot of the Moderna vaccine for the coronavirus at the IMAX Theater drive-up event in Tusayan.

The vaccine event was co-organized by the Tusayan Fire District (TFD) and North Country HealthCare.

According to TFD Chief Greg Brush, the event exceeded expectations.

"We were very pleasantly surprised," Brush said.

Originally only 60 individuals registered to receive a shot, however, additional shots were administered to those who arrived via walk-up or drive-thru.

Brush explained that for this event, there were three translators present, which helped facilitate the process for individuals who speak English as a second language.

"We're trying to get to everyone in town," Brush said.

Another IMAX event will be scheduled for those 80 people to return to receive their second dose in approximately four weeks.

Brush explained that the event

See Vaccine, Page 4B

• Vaccine

From page 1B
will likely only be open to those 80 people and the

future of vaccination events in Tusayan is currently uncertain. According to Brush, returning visitation to Tusayan and the IMAX could make future events less likely because of

the lack of space. As of April 28, 977 people or 38 percent of the total combined population of those living in the Grand Canyon and Tusayan zip code have

received both doses of vaccine, according to NPS Grand Canyon Deputy Supervisor of Operations Louis Rowe.

Rowe stated that while vaccination rates continue to improve across the country, state and county rates are also slowing down, according to the CDC and other public health officials.

"Folks are either choosing to not be vaccinated, or in some cases, are not getting their second dose of the two-dose Pfizer or Moderna vaccine. So we ask that where possible, people get vaccinated, and that you encourage your family and friends to get vaccinated. We won't contain this pandemic unless we all do our part to slow the spread of COVID-19," she said.

In the U.S., approximately 105 million adults or about 32 percent of the total population, is now fully vaccinated, according to the CDC.

However, recent reports indicate that because of widely-circulating variants and persistent hesitancy about vaccine safety and efficacy, experts are concerned the country will not reach herd immunity any time soon.

According to a report released by the New York Times May 3, the target threshold for herd immunity has shifted from 60-70 percent of the population to 80 percent. The report stated that the initial calculations were based on the original version of the virus, and that the current predominant strain, B.1.1.7 (the British variant) is 60 percent more transmissible and therefore is outpacing the current vaccination rate.

The report also cited local transmission as an issue and said that while vaccinations are improving overall, the virus could still devastate communities with low vaccination rates.

"If you have concerns over efficacy or safety, consult your personal physician and get good information. Lots of information on the internet is accurate, and much of it is not. Vaccine safety is one thing that many people have wondered about; the CDC does have a specific site dedicated to building confidence in COVID-19 vaccines," Rowe said.

According to a recent online poll by HealthDay News, the primary concern among those

who do not intend to be vaccinated is adverse side effects of the vaccine, followed by its ineffectiveness or believing the makers of the vaccine aren't being honest about its ingredients.

The CDC states that the United States currently has the safest vaccine supply in its history and the nation's long-standing vaccine safety system ensures that vaccines are as safe as possible.

For those concerned about side-effects, the CDC says results from vaccine safety monitoring efforts are reassuring. Some people have no side effects. Others have reported common side effects after COVID-19 vaccination like swelling, redness, and pain at the injection site, fever, headache, tiredness, muscle pain, chills and nausea. These reactions are common.

To date, the systems in place to monitor the safety of these vaccines have found only two serious types of health problems after vaccination, both of which are rare. These are anaphylaxis and thrombosis with thrombocytopenia syndrome, or TTS.

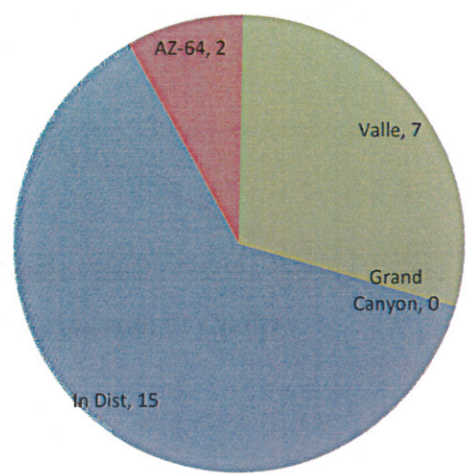
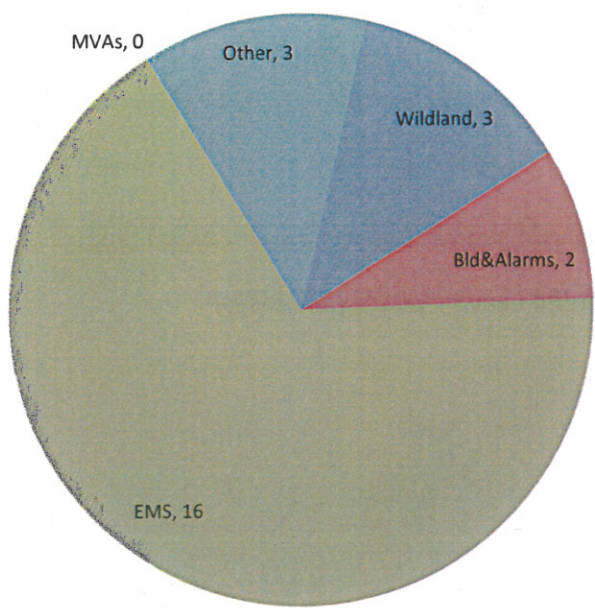
TFD Update 5/1/21

April Stats

Total calls for 2021 up to 1st of month:	68
Total annual calls up to same date in 2020:	59
Calls for just month of April 2021:	24



April	Ratio	----->	<table border="1" style="font-size: small;"> <tr> <th>Wildland</th> <th>Bld&Alarms</th> <th>EMS</th> <th>MVAs</th> <th>Other</th> </tr> <tr> <td style="text-align: center;">3</td> <td style="text-align: center;">2</td> <td style="text-align: center;">16</td> <td style="text-align: center;">0</td> <td style="text-align: center;">3</td> </tr> </table>	Wildland	Bld&Alarms	EMS	MVAs	Other	3	2	16	0	3	24 <-Total
Wildland	Bld&Alarms	EMS	MVAs	Other										
3	2	16	0	3										
April	Locations	--->	<table border="1" style="font-size: small;"> <tr> <th>In Dist</th> <th>AZ-64</th> <th>Valle</th> <th>Grand Canyon</th> </tr> <tr> <td style="text-align: center;">15</td> <td style="text-align: center;">2</td> <td style="text-align: center;">7</td> <td style="text-align: center;">0</td> </tr> </table>	In Dist	AZ-64	Valle	Grand Canyon	15	2	7	0	24 <-Total		
In Dist	AZ-64	Valle	Grand Canyon											
15	2	7	0											



Call Types for April

Call Locations for April

Updates:

- **80 Residents were vaccinated on 4/28/21!!!! [Walk-up and Drive-through residents participated]**
The Moderna Vaccine was provided. The event was conducted through cooperation of Tusayan Fire District & North Country Healthcare. Facility provided by IMAX. Thanks to all who participated!!!
- May 1st: Installed & networkd NEW photocopier, donated by Forest Service, returning Xerox (saves ~\$4,000 a year)
- **THANK YOU to James Goliver: James donated \$1,400 to Tusayan Fire!!**
- As of 5/3/21, 203 infections to date in Tusayan & Grand Canyon Village
- We have **Exceptional Drought** conditions and heavy winds, **first wind driven fire in Valle 4/5/21**
- We are seeing an unusually high number of abandoned campfires, with the drought and winds, this is of huge concern
- E-51: front sway bar link broken, conducting repairs
- Attack 5 (Wildland Response Engine) out of service; pump control repairs
- Rescue 5 (medical response vehicle) still out of service, waiting for \$\$ (either for repair or replacement)
- New Red Butte Fire Lookout is now working
- Pending Repair\$: Rear Diff- E51, Transmission- Attack 5, ECM- Rescue 5 (Ambulance), etc. Waiting on \$.
- Campfire checks continue on a daily basis
- TFD [Kate] hosting Litter Pickup, May 22nd. Call Kate at TFD for Details, 928.638.3473
- 2 new FF I/II & EMT-Bs started in April, unfortunately one FF I/II Paramedic resigned (was commuting from Phx)
- Upgrades/Repairs being performed on TFD Network & Servers
- New reporting software being investigated
- May 14th Gardening event at Sports Complex: Call 638-9909 to sign up
- PLEASE be conscious of campfires, BBQs, burning yard waste!!! If you see something unattended, call 911



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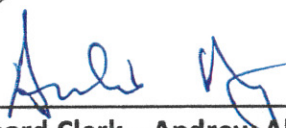
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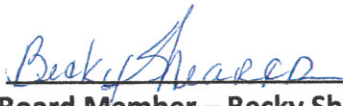


Board Chairperson – John Vail

Board Member – Elena Villanueva



Board Clerk – Andrew Aldaz



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RESOLUTION 2021-01
(Replacing prior Resolution #2007-02 re Fee Schedule)

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WHEREAS, A.R.S. § 48-814 specifically states a fire district may provide or assist in providing emergency fire or emergency medical services outside of its own district boundaries if those services are otherwise unavailable and if those services are provided at the request of any law enforcement agency, fire district, fire department or private person, and may receive reimbursement for the costs of providing the emergency services. The person receiving the services, or on whose behalf the services are provided, is liable to the fire district for the costs and these costs constitute a debt of that person and may be collected by the fire district. For the purposes of this section, the costs of providing emergency fire or medical services are those costs set forth in resolutions adopted by the fire district that establish fee schedules for emergency response, standby charges, fees for fire cause determination or any other fees that may be required or appropriate to provide emergency fire and medical services outside of its boundaries.

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3. That the attached reimbursement/fee schedule shall entirely replace all prior and previous schedules, which said previous schedules shall be from this date forward be deemed revoked.

ADOPTED this 13th day of May 2021

**TUSAYAN FIRE DISTRICT
FEE SCHEDULE
FIRE, HAZMAT, AND EMS SERVICES**

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<u>Apparatus</u>	<u>Hourly</u>
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Attack 5	\$1,000.00
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<u>Minimum Fees</u>	
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7. If the amount owed is not paid within a 30-day period from the date of billing, a second notice will be sent stipulating "Second Notice" – without further payment and/or contact, the account will be turned over to collections.

X

John Vail
Chairperson,

X

Andrew Aldaz
Board Clerk

X

Rebecca Shearer
Board Member

X

Elena Villanueva
Board Member

X

Marty Harris
Board Member

‘ENHANCED PROGRAM’ COST RECOVERY AGREEMENT

This Cost Recovery Agreement (“Agreement”) is made as of the date shown below and between the following parties:

EF Recovery, LLC
P.O. Box 590
Gig Harbor, WA 98335
 (“EFR”)

Tusayan Fire District
P.O. Box 3625
Grand Canyon, AZ, 86023
 (“Customer”)

Effective Date: January 1, 2021

and is subject to EFR’s Privacy Policy that can be found by visiting <https://www.efrecovery.com/privacy>.

In consideration of the mutual covenants and promises contained herein, the parties agree as follows:

1. **DEFINITIONS.** As used herein, the following terms shall have the following meanings. In additions, other terms are defined elsewhere in the Agreement, in the context in which they arise.
 - 1.1 **“Liable Party” or “Liable Parties”** means negligent parties or their insurer(s).
 - 1.2 **“Services”** means, collectively, the services listed in Exhibit A attached hereto and incorporated herein by this reference
 - 1.3 **“Total Claim Amount”** means the total of all Customer charges for equipment, labor, consumables, administrative costs, processing costs and other costs outlined, defined, and/or authorized by Customer’s jurisdictional law, code, resolution or ordinance, as set forth on Customer reimbursement cost schedule.
 - 1.4 **“Mobile Application”** means a program developed by EFR to collect on-scene incident information for use in billing a claim.
 - 1.5 **“Device”** means a compatible mobile telephone, tablet computer or on-board computers that Customer uses to operate the Mobile Application.
 - 1.6 **“Executable Code”** means the fully compiled version of a software program that can be executed by a computer, mobile telephone or tablet computer and used by an end user without further compilation.
 - 1.7 **“Software”** means the Mobile Application, plus any modified, updated or enhanced versions of programs that EFR may provide to customer hereunder in Executable Code in its sole discretion from time to time.
 - 1.8 **“Documentation”** means the user manuals provided to Customer along with the Software.
 - 1.9 **“Intellectual Property Rights”** means all existing and future worldwide copyrights, trademarks, service marks, trade secrets, patents, patent applications, moral rights, contract rights and other proprietary rights.
2. **SERVICES.** Customer retains EFR as its billing contractor to perform the billing for services from any cost recovery order as directed by Customer and as allowed by law, code, resolution or ordinance to a Liable Party or Liable Parties). Customer also retains EFR to perform the Services in accordance with the terms of this Agreement. This Agreement supersedes all prior agreements and understandings (whether written or oral) between the EFR and Customer with respect to the subject matter hereof, and any such prior agreements are hereby terminated.
3. **COMPENSATION TO EFR.** For each claim that EFR provides any Services, Customer shall pay EFR the Processing Cost or the Uncollected Claim Cost as defined in Exhibit B, plus any additional costs as defined in this Agreement.
4. **COLLECTED FUNDS / TERMS OF PAYMENT.** EFR will deposit all collected funds into a bank account administered solely by EFR. All recovered funds, less the Processing Costs, Uncollected Claim Costs, and/or Training Fees, as defined in Exhibit B, will be submitted to Customer along with a detailed accounting of funded claims within forty-five (45) days after the funds have been received by EFR. EFR shall not be responsible for the payment of any billings that a responsible party/entity denies or refuses to pay. Customer’s obligations hereunder are absolute and

unconditional and not subject to set-off, delay, counterclaim, or termination of performance. Customer shall notify EFR of any disputed billings within fourteen (14) days of receipt, but such dispute shall not serve as a basis for withholding of any sums due under this Agreement.

5. **TERM OF AGREEMENT.** The term of this Agreement shall commence on the date set forth above and shall continue until the first anniversary of such date (the "Initial Term"). Thereafter, the Term shall be automatically renewed for succeeding terms of one year each (the "Renewal Term"), unless it is sooner terminated for cause pursuant to Section 6 of this Agreement. Either party may elect to not renew this Agreement by informing the other, in writing, of its intent not to renew; PROVIDED, HOWEVER, that such notice shall be delivered in accordance with this Agreement no later than sixty (60) days prior to the anniversary date of the Agreement. If Customer has not submitted a billable claim to EFR for a continuous twelve (12) month period, this Agreement will automatically terminate on the last day of the Initial Term or the last day of the Renewal Term. While this Agreement is in effect, Customer shall not retain any individual or entity other than EFR to perform the Services.
6. **TERMINATION FOR BREACH.** Except as otherwise set forth in this Agreement, either party may terminate this Agreement if the other party materially breaches this Agreement and does not cure such material breach within thirty (30) days after receiving written notice thereof from the non-breaching party; PROVIDED, HOWEVER, that such notice shall describe the claimed breach in reasonable detail and afford the breaching party an opportunity to cure the default prior to the expiration of such 30 day period. EFR may suspend the Services (or any portion thereof) upon notice to Customer in the case of any breach or threatened breach by Customer. In addition to such termination right, the non-breaching party shall have all rights and remedies available for such breach under applicable law/equity.
7. **OBLIGATIONS UPON TERMINATION.** Upon termination or expiration of this Agreement for any reason, the following provisions shall apply.
 - 7.1 **Termination of Services and Obligations.** Neither party shall be under any further obligation or liability under this Agreement to the other from and after the date of termination, except as specifically set forth in this Section. Furthermore, EFR will terminate all Services.
 - 7.2 **Obligation to Satisfy Payment of Fees.** Customer understands and expressly acknowledges that termination of this Agreement prior to the expiration of the Initial Term or the Renewal Term for any reason neither suspends, discontinues, diminishes, or in any way alters its continuing obligation to timely satisfy all invoices nor suspends, discontinues, diminishes, or in any way disallows EFR from collecting any Processing Cost, Uncollected Claim Cost, or Training Fee monies due to EFR through the final date of the Initial Term or Renewal Term and that such fees will be immediately due and payable.
 - 7.3 **Obligation to Satisfy Payment of Claims.** Upon termination of this Agreement, EFR agrees to pay Customer any claim recovery monies collected but not released to Customer, less any applicable Processing Cost, Uncollected Claim Cost and/or Training Fee monies owed EFR.
 - 7.4 **Copies of Data.** Upon payment of all such Fees, and upon the request of Customer, EFR will provide Customer with a single copy of all Customer's content on EFR's system as of the effective date of expiration or termination in PDF format. Copies of data in non-PDF format will be made available upon the request by Customer at EFR's then-current rates.
 - 7.5 **Return of Confidential Information.** Customer agrees to deliver or return to EFR, at EFR's request at any time or upon termination of this Agreement or as soon thereafter as possible, all documents, computer tapes and disks, records, lists, data, drawings, prints, notes and written information (and all copies thereof) furnished by EFR or prepared by EFR in the course of this Agreement and all other Confidential Information in Customer's possession. If, for any reason, such document, material, database, equipment, or software cannot be returned, Customer will destroy all the Confidential Information belonging to EFR and delete such Confidential Information from any memory devices, then confirm to EFR, in writing, that said Confidential Information has been destroyed. Customer will not be permitted to continue using the Confidential Information in any way after the Termination Date.
 - 7.6 **Return of Equipment.** All Hardware, if any, provided by EFR is and shall remain the property of EFR and will be returned in like new condition except for normal wear and tear upon termination of this agreement.

- 7.7 **Survival Provisions.** The provisions of Section 1 Definitions, Section 12 Confidential Information, Section 14 Force Majeure, Section 15 Warranty Disclaimer, Section 16 Limitation of Liability, Section 17 Indemnification, Section 18 Noninterference and Section 19 General Provisions shall survive the expiration or termination of this Agreement.
8. **COLLECTION PROCESS.** EFR agrees that it shall use only lawful means to effect collections and will comply with all provisions of the Fair Debt Collection Practices Act (“FDCPA”) and applicable state statutes in connection with these collections. EFR bills the responsible party and/or their insurance company once a month up to three (3) months or ninety (90) days. If the account has not been paid and depending on the selected billing options from Exhibit A by day one hundred eighty (180) after submission of the claim, at Customer’s discretion, EFR will either (a) cease collection activity or (b) turn over the account to a collections agency to be specified by Customer, and such account will be deemed uncollectible (the “Uncollectable Account”). EFR will make a “best effort” to collect funds from the Liable Party. EFR shall not be responsible for the payment of any billings that are deemed an Uncollected Claim Cost.
9. **LICENSE GRANT.**
- 9.1 **License Grant.** Subject to the terms and conditions of this Agreement, EFR hereby grants to Customer, only for the Term (as defined in Section 5), a non-exclusive, nontransferable license to (a) install the Software only for purposes of its internal use, and not to market and/or distribute the Software to any third party purposes of resale; (b) make one copy of the Software solely for backup or archival purposes; and (c) copy and reproduce any Documentation provided to Customer solely for the purposes of training Customer’s staff.
- 9.2 **License Restrictions; Reservation of Rights.** Except as expressly permitted by this Agreement or except with EFR’s prior written consent, Customer will not, and will not permit any third party, to: (a) reproduce, modify, adapt, alter, translate, or create derivative works from the Software or the Documentation; (b) merge the Software with other software; (c) sublicense, distribute, sell, use for service bureau use, lease, rent, loan, or otherwise transfer the Software or the Documentation to any third party; (d) reverse engineer, decompile, disassemble, or otherwise attempt to derive the Source Code for the Software, except and only to the extent that such activity is expressly permitted by applicable law notwithstanding this limitation; (e) remove, alter, cover or obfuscate any copyright notices or other proprietary rights notices included in the Software; or (f) otherwise use or copy the Software. The Software and Documentation and all worldwide Intellectual Property Rights therein, are the exclusive property of EFR and its suppliers. All rights not expressly granted to Customer in this Agreement are reserved by EFR.
- 9.3 **No Restriction or Exclusivity.** During the Term hereof, EFR may distribute, market, sell, or act as an agent or representative of any developer, publisher, or manufacturer, of online services or products that are functionally comparable or intended, by applicable marketing and promotional programs directed to such services or products, to compete directly with the Software.
10. **DATA & REPORTING.** Customer will make available to EFR, for use in performance of services under this Agreement, all available reports, studies or any other materials in its possession that Customer deems of use to EFR. All materials furnished by Customer will not be disclosed to any party, other than as required under the scope of the Agreement, without Customer’s prior written approval. EFR shall provide Customer with status reports as set forth in Exhibit “A” and other reports as mutually agreed.
11. **INDEPENDENT CONTRACTOR.**
- 11.1 **Status.** EFR is and shall at all times remain an independent contractor of Customer.
- 11.2 **Employees.** EFR shall retain full control over the employment, direction, compensation and discharge of all persons employed by or assisting in the performance of service by EFR. EFR shall be fully responsible for all matters relating to payment of employees, including compliance with Social Security, withholding tax and all other laws and regulations governing such matters. EFR shall be responsible for its own acts and those of its agents and employees during the term of this Agreement.
- 11.3 **Binding of Customer.** EFR shall not incur or have the power to incur any debt, obligation or liability for or on behalf of Customer, or bind Customer in any manner, except as to matters specifically delegated in writing by Customer.

- 11.4 Claims.** Customer shall have no claim to the software, computer programs, other technology and/or work product developed/used by EFR in its performance of this Agreement. It is understood and agreed that Customer may use EFR proprietary software programs in providing the services set forth in this Agreement. Customer agrees that it shall not acquire any proprietary rights to such programs by virtue of this Agreement.
- 11.5 Benefits.** Unless otherwise expressly authorized by Customer, EFR will not participate in or receive any of the benefits which Customer extends to its employees, including, without limitation, vacation pay, sick leave and medical insurance. EFR agrees to waive all claims to such benefits.
- 11.6 Taxes, Etc.** EFR will be solely responsible for payment of all income taxes, self-employment taxes and other items due with respect to EFR's income hereunder. Except as provided otherwise in Exhibit A, EFR will be responsible for payment of any sums due to any persons hired by EFR to assist in the performance of the Services.

12. CONFIDENTIAL INFORMATION

- 12.1 Disclosure of Confidential Information.** Each party (the "Disclosing Party") may from time to time disclose to the other party (the "Recipient") certain information regarding the business of the Disclosing Party and its suppliers, including technical, marketing, financial, employee, planning, and other confidential or proprietary information that is marked or identified as confidential, or disclosed under circumstances that would lead a reasonable person to believe such information is confidential ("Confidential Information"). The Recipient will not use any Confidential Information of the Disclosing Party for any purpose not expressly permitted by this Agreement, and will disclose the Confidential Information of the Disclosing Party only to the employees or contractors of the Recipient who have a need to know such Confidential Information for purposes of this Agreement and who are under a duty of confidentiality no less restrictive than the Recipient's duty hereunder. The Recipient will protect the Disclosing Party's Confidential Information from unauthorized use, access, or disclosure in the same manner as the Recipient protects its own confidential or proprietary information of a similar nature and with no less than reasonable care. The Recipient will comply with any applicable state law, including the Public Records Act.
- 12.2 EFR Confidential Information.** The business practices including, but not limited to, financial information, staffing patterns, HIPAA protected information, business relationships, the Services and System, including without limitation any routines, subroutines, directories, tools, programs, or any other technology included therein, and all other business practices shall be considered EFR's Confidential Information.
- 12.3 Customer Confidential Information.** The business practices such as financial information, staffing patterns, client numbers, call center operations, HIPAA protected information, transport volumes, business relationships and all other business practices shall be considered Customer's Confidential Information.
- 12.4 Exceptions.** The Recipient's obligations under this Section with respect to any Confidential Information of the Disclosing Party will terminate if such information: (a) was already known to the Recipient at the time of disclosure by the Disclosing Party; (b) was disclosed to the Recipient by a third party who had the right to make such disclosure without any confidentiality restrictions; (c) is, or through no fault of the Recipient has become, generally available to the public; or (d) was independently developed by the Recipient without access to, or use of, the Disclosing Party's Confidential Information. In addition, the Recipient will be allowed to disclose Confidential Information of the Disclosing Party to the extent that such disclosure is: (i) approved in writing by the Disclosing Party; (ii) necessary for the Recipient to enforce its rights under this Agreement in connection with a legal proceeding; or (iii) required by law or by the order of a court of similar judicial or administrative body; provided that the Recipient notifies the Disclosing Party of such required disclosure promptly and in writing and cooperates with the Disclosing Party, at the Disclosing Party's request and expense, in any lawful action to contest or limit the scope of such required disclosure.
- 12.5 Authority to Disclose Confidential Information.** In making any disclosure to EFR of private patient information, you will comply with all applicable state and federal law regarding protected health care information. In making any disclosure to you of private patient information, EFR will comply with all applicable state and federal law regarding protected health care information as agreed to by way of a separately executed Business Associates Agreement (BAA).

13. **NOTICES.** Either party may notice the other by means of (a) electronic mail to the e-mail address on record, or (b) by written communication sent by nationally recognized overnight delivery service or first class mail to the address shown below, or (c) by letter sent by confirmed facsimile to EFR at the fax number shown below. Such notice shall be deemed to have been given upon the expiration of forty-eight (48) hours after mailing or posting (if sent by first class mail or pre-paid post) or twelve (12) hours after sending (if sent by email or fax). Notices will not be effective unless sent in accordance with the above requirements.

Notices to EFR:

EF Recovery, LLC
P.O. Box 590
Gig Harbor, WA 98335
Fax: (253) 853-1340

Notices to Customer:

Tusayan Fire District
P.O. Box 3625
Grand Canyon, AZ, 86023

14. **FORCE MAJEURE.** Except for the obligation to pay for the Services, neither party shall be liable for delays in its performance, or failures to perform, hereunder due to strikes, riots, war, fire, acts of God, labor disputes, delays caused by the other party, weather, inability to secure labor or materials, revocation, suspension, denial or modifications of any necessary permit, license or approval or other matters beyond the reasonable control of the affected party as long as such party is taking steps to resume performance.
15. **WARRANTY DISCLAIMER.** EXCEPT AS MAY BE PROVIDED IN ANY SEPARATE WRITTEN AGREEMENTS SIGNED BY THE PARTIES, THE SERVICES ARE PROVIDED "AS-IS", AND NEITHER WE NOR ANY OF OUR RESPECTIVE LICENSORS MAKE ANY REPRESENTATION OR WARRANTY WITH RESPECT TO THE SERVICES. EFR AND THEIR RESPECTIVE LICENSORS SPECIFICALLY DISCLAIM, TO THE FULLEST EXTENT PERMITTED BY LAW, ANY AND ALL WARRANTIES, EXPRESS OR IMPLIED, RELATING TO THE SERVICES, INCLUDING BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY, COMPLETENESS, TIMELINESS, CORRECTNESS, NON-INFRINGEMENT, OR FITNESS FOR ANY PARTICULAR PURPOSE. EFR AND THEIR LICENSORS DO NOT REPRESENT OR WARRANT THAT THE SERVICES: (A) WILL BE SECURE, TIMELY, UNINTERRUPTED OR ERROR-FREE OR OPERATE IN COMBINATION WITH ANY OTHER HARDWARE, SOFTWARE, SYSTEM OR DATA, (B) WILL MEET YOUR REQUIREMENTS OR EXPECTATIONS, OR (C) WILL BE FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. THESE DISCLAIMERS CONSTITUTE AN ESSENTIAL PART OF THIS AGREEMENT. IF IMPLIED WARRANTIES MAY NOT BE DISCLAIMED UNDER APPLICABLE LAW, THEN ANY IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE PERIOD REQUIRED BY APPLICABLE LAW. SOME STATES OR JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY MAY LAST, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO CUSTOMER.
16. **LIMITATION OF LIABILITY.** IN NO EVENT SHALL EFR AND/OR THEIR LICENSORS BE LIABLE TO CUSTOMER FOR ANY INDIRECT, PUNITIVE, SPECIAL, EXEMPLARY, INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES OF ANY TYPE OR KIND (INCLUDING LOSS OF DATA, COSTS, DAMAGES, AND CLAIMS ARISING OUT OF OR RELATED TO DATA SECURITY INCIDENT(S), LOSS OF REVENUE, PROFITS, USE OR OTHER ECONOMIC ADVANTAGE) ARISING OUT OF, OR IN ANY WAY CONNECTED WITH THE SERVICES, INCLUDING WITHOUT LIMITATION THE USE OR INABILITY TO USE THE SERVICES, OR FOR ANY CONTENT OBTAINED FROM OR THROUGH THE SERVICES, ANY INTERRUPTION, INACCURACY, ERROR OR OMISSION, REGARDLESS OF CAUSE. IN NO EVENT WILL EFR'S AGGREGATE LIABILITY RELATED TO THIS AGREEMENT EXCEED THE AMOUNTS ACTUALLY PAID TO EFR BY CUSTOMER IN THE 12 MONTH PERIOD IMMEDIATELY PRECEDING THE DATE THE CLAIM AROSE.
17. **INDEMNIFICATION.**
- 17.1 **BY EFR TO CUSTOMER.** EFR agrees to defend and hold Customer, its officers, directors, shareholders, employees and agents harmless from any and all losses, costs, expenses (including reasonable attorney fees), causes of action, causes of suit, claims, demands, damages, awards and other liabilities which any such indemnitee may incur or which may be asserted against it as a result of EFR's collections activity under this agreement; provided, however, that Customer warrants and guarantees that the information furnished to EFR is accurate and complies with all state and federal laws.

17.2 BY CUSTOMER TO EFR. Customer agrees defend and hold EFR, its officers, directors, shareholders, employees and agents harmless from any and all losses, costs, expenses (including reasonable attorney fees), causes of action, causes of suit, claims, demands, damages, awards and other liabilities which any such indemnitee may incur or which may be asserted against it related to all claims submitted to EFR, the accuracy of the information furnished to EFR and the use of the Software; provided, however, that EFR warrants and guarantees that the billing services provided on behalf of Customer comply with industry-standard best practices and comply with all state and federal laws.

18. NONINTERFERENCE. During this Agreement and for two (2) years thereafter, neither party will, without the express consent of the other party: (a) hire or use the services of any person who was an employee or independent contractor of either party while this Agreement is in effect, or encourage or counsel any such person to leave either party's employ; (b) provide any competing services to or solicit any competing business from any person or entity who was a customer of either party, or to whom either party has submitted any business proposal, while this Agreement is in effect; or (c) be an officer, director, employee or agent of, or own any interest in, or provide any advice or assistance to any person or entity that engages in any of the foregoing. The foregoing will not apply to any person or client once s/he or it has ceased to provide or receive services to or from either party for a period of one (1) year or longer, nor will it be deemed to prohibit either party from accepting employment with any customer of either party, provided such employment does not relate to any product or service provided by either party to such customer (or to the subject matter of such product or service).

19. GENERAL PROVISIONS.

19.1 Governing Law and Jurisdiction. This Agreement shall be construed under the laws of the State of Washington, without regard to its principles of conflicts of law. In the event any litigation arises out of this Agreement, the parties agree that such case shall be heard exclusively in the federal and state courts in Pierce County, Washington. Customer waives an objection on the basis of inconvenient forum or otherwise.

19.2 Relationship. This Agreement does not make either party the employee, franchisee, agent or legal representative of the other for any purpose whatsoever. Neither party is granted any right or authority to assume or to create any obligation or responsibility, express or implied, on behalf of or in the name of the other party. In fulfilling its obligations pursuant to this Agreement each party shall be acting as an independent contractor.

19.3 Entire Agreement. This Agreement, along with the Exhibits attached and incorporated in this Agreement, constitutes the final, complete, and exclusive understanding between the parties, and replaces and supersedes all previous oral or written agreements, understandings, or arrangements between the parties with respect to the subject matter of this Agreement. This Agreement may not be modified or amended except in a writing signed by an authorized representative of each party to this Agreement.

19.4 Amendment. This Agreement shall not be deemed or construed to be modified, amended, rescinded, cancelled or waived, in whole or in part, except by written amendment signed by an authorized representative of each party to this agreement party hereto.

19.5 Assignment of Agreement. Customer shall not assign or otherwise transfer any of its rights or obligations under this Agreement without the prior written consent of EFR. Any prohibited assignment shall be null and void. EFR may transfer its rights and obligations hereunder to any company or other legal entity that is controlled by, controls or is under common control with EFR. EFR may retain subcontractors to perform the Services.

19.6 Severability. In the event that any of the terms of this Agreement are in conflict with any applicable rule of law or statutory provision or otherwise unenforceable under applicable laws or regulations of any government or subdivision thereof, such terms shall be deemed stricken from this Agreement, but such invalidity or unenforceability shall not invalidate any of the other terms of this Agreement and this Agreement shall continue in force, unless the invalidity or unenforceability of any such provisions hereof does substantial violence to, or where the invalid or unenforceable provisions comprise an integral part of, or are otherwise inseparable from, the remainder of this Agreement.

- 19.7 **Counterparts.** This Agreement shall be executed in two or more counterparts, and each such counterpart shall be deemed an original hereof. Any translation of this Agreement into any other language shall be for convenience purposes only and shall not be binding on any party.
- 19.8 **Delay or Omission Not Waiver.** No delay or failure by either party to take any action or assert any right hereunder shall be deemed to be a waiver of such right in the event of the continuation or repetition of the circumstances giving rise to such right.
- 19.9 **United Nations Convention of Contracts.** The application the United Nations Convention of Contracts for the International Sale of Goods is expressly excluded
- 19.10 **Controlling Language.** This Agreement is written in English (US), and English (US) is its controlling language
- 19.11 **Capitalized Terms.** Capitalized terms used in this Agreement will have the meanings given to them in this Agreement. Any capitalized terms not defined in this Agreement will have their plain English (US) meanings.
- 19.12 **Waiver of Breach.** The waiver of a breach of any provision of this Agreement will not operate or be interpreted as a waiver of any other or subsequent breach
- 19.13 **No Third Party Beneficiaries.** No entities not a party to this Agreement shall be deemed third party beneficiaries hereunder.
- 19.14 **Binding Effect.** The signatories to this Agreement each represent that each has the Authority to bind such party to the terms and conditions set forth herein. This Agreement shall inure to the benefit of and shall be binding on the successors and permitted assigns of the parties.
- 19.15 **Construction.** This Agreement shall not be construed for or against any Party, regardless of its drafter.
- 19.16 **Headings.** Headings in this Agreement are for convenience only and shall not be used to interpret or construe the provisions.

THIS AGREEMENT is executed as of the day and year first above written.

EF RECOVERY, LLC

CUSTOMER

Signature Douglas Wright
 Name Doug Wright
 Title CEO
 Date January 1, 2021


Signature 
 Name John Vasil
 Title TFD Board Chairman
 Date 5/13/21

EXHIBIT A
DESCRIPTION OF EF RECOVERY'S SERVICES, BILLING OPTIONS AND COSTS
"ENHANCED SERVICE PLAN"

1. **SERVICES.** The following represents the complete scope of services to be provided by Customer and EFR in connection with this Agreement.
 - Customer will give EFR access to its fire reporting system, if any.
 - Customer will install and use the CM Mobile Application or the EFR Billing Module of My Fire Rules or provide all required incident response information electronically or in writing to EFR.
 - EFR, utilizing information provided by customer will create a claim in its entirety, using a reimbursement cost schedule provided to EFR by Customer. EFR shall calculate an initial Total Claim Amount.
 - Customer will review each claim, make any corrections (including a change to the Total Claim Amount, if applicable) and approve claim using Internet-based software created by EFR.
 - If EFR determines that there is insufficient incident data such that reimbursement of a claim is unlikely, EFR will refer the incomplete claim back to the Customer with a request for additional information. If Customer does not provide the additional information within ninety (90) days after the claim is referred back, the claim will expire and will be removed from the claims management software.
 - Customer agrees to respond to EFR requests about incomplete claim information or action requests at a minimum of once per week.
 - If EFR determines that there is sufficient incident data that reimbursement is likely, EFR will submit the claim to the Liable Party and seek reimbursement per the contact method(s) specified in this Exhibit A.
 - EFR will make best efforts to seek reimbursement on each claim submitted to a Liable Party using methods and experience consistent with a billing agency. Customer expressly acknowledges and agrees that EFR is not a legal representative of Customer, is not trained to dispute claims on a legal basis and is not a collections agency. As such, EFR's actions with respect to denied claims specifically precludes legal arguments, aggressive follow-up or excessive number of collection attempts.
 - If a settlement offer is made by the Liable Party to pay less than the Total Claim Amount, Customer will determine, at its sole discretion, whether to accept the settlement offer.
 - EFR will submit funds to Customer pursuant to the terms of this Agreement.

2. **CLAIM INFORMATION REQUIRED FROM CUSTOMER.** Customer acknowledges and agrees to provide the following minimum information about each incident for which it seeks reimbursement.
 - The name, address and identification (driver license number, property owner, etc.) of individual(s) involved in the incident. The minimum information required is all information on one involved party.
 - Insurance information of individual(s) involved in the incident or the insurance information of the at fault party as determined by on-scene law enforcement. If insurance information is not provided, EFR will bill the individual(s) involved in the incident. Customer expressly acknowledges that collection rates for billing individual directly is significantly lower than collection rates for billing insurance carriers. The minimum information required is insurance information on one involved party. EFR will follow the Billing Options Customer selects in Section 7 of this Exhibit.
 - Identification of property involved in the incident (License plate number and state of all involved vehicles, address of property, etc.).
 - Date, time and incident location.
 - Provide EFR with fire reporting system incident number, if utilized.
 - A complete and descriptive narrative describing the details of the incident. EFR will provide guidance to Customer as to what constitutes a complete and descriptive narrative.

3. **PROCESSING COST.** Customer hereby agrees to pay EFR the Processing Cost, as defined in Exhibit B. The Processing Cost will be subtracted from the claim payment(s) received by EFR on behalf of Customer. Customer acknowledges that if it accepts a settlement offer on a claim, EFR remains entitled to collect the full Processing Cost, or a portion thereof, at its sole option.

4. **UNCOLLECTED CLAIM COST.** Customer hereby agrees to pay EFR the Uncollected Claim Cost, as defined in Exhibit B. The Uncollected Claim Cost will be subtracted from the claim payment(s) received by EFR on behalf of Customer. Reasons for considering a claim as uncollectible include, but are not limited to:

- Legitimate denial from an insurance company
- A decision by Customer not to bill the Liable party or to write off the claim to charity
- An exhaustion of all collection options
- No liable party or a liability dispute
- A non-responsive Liable Party who cannot be contacted via telephone pursuant to Customer’s policy
- No known Liable Party address

5. **TRAINING FEE.** Customer hereby agrees to pay EFR the Training Fee, as defined in Exhibit B. The Training Fee will be subtracted from the claim payment(s) received by EFR on behalf of Customer.

6. **CONDITIONS.** The following conditions apply to all claims processed by EFR on behalf of Customer:

- A jurisdictional law, code, resolution or ordinance in Customer’s area of service authorizing cost recovery billing must be in place.
- Customer will designate two (2) points of contact: a primary contact who will respond to EFR inquiries in a timely manner, and a secondary contact that will remain knowledgeable about the program.

7. **BILLING OPTIONS.** EFR will recover funds based on the collection option selected below. These options and their associated fees may be amended from time to time by written notice pursuant to the terms of this Agreement.

(Note: Select only one billing choice per column)

	Residents	Non-Residents
1) Bill Insurance 2) If denied <i>or</i> no insurance, bill Liable Party 3) If unpaid, close claim	<input type="checkbox"/>	<input type="checkbox"/>
1) Bill Insurance 2) If denied <i>or</i> no insurance, bill Liable Party 3) If unpaid, send to collections	<input type="checkbox"/>	<input type="checkbox"/>
1) Bill Insurance 2) If denied <i>or</i> no insurance, close claim	<input type="checkbox"/>	<input type="checkbox"/>

8. **CUSTOMER COLLECTION AGENCY.** Customer hereby specifies the collection agency listed below (the “Collection Agency”) to act on its behalf and authorizes EFR to release information related to uncollected claims as requested by the Collection Agency.

Agency Name _____
 Address _____

Contact Name _____
 Contact Phone _____
 Contact Email _____

EXHIBIT B
DEFINITIONS AND COSTS

1. **“Processing Cost”** means fifty dollars (\$50.00) or twenty-two percent (22%) of the Total Claim Amount or the settlement offer accepted by Customer on a claim, whichever is greater, plus «fixed_charge».
2. **“Uncollected Claim Cost”** means as twenty-five dollars (\$25.00) for a claim deemed by EFR, at its sole discretion, as uncollectable from a Liable Party or the Liable Party’s insurance carrier.
3. **“Training Fee”** means a one-time charge of no dollars (\$0.00) for training Customer on all procedures, software, mobile applications and other aspects of the program.

Tusayan Fire District
P.O. Box 3625
Grand Canyon, AZ, 86023

To Whom It May Concern:

Effective January 1, 2021, Tusayan Fire District signed an agreement with EF Recovery, LLC authorizing them to recover expenses incurred from emergency response activities, such as motor vehicle accident and hazardous materials response and mitigation by this department.

This letter serves as acknowledgement of such authorization to all responsible parties, their insurance companies and all government and law enforcement agencies and directs them to provide information and reports as requested by EF Recovery on our behalf.

Respectfully,

Greg Bush
Fire Chief
Tusayan Fire District

BUSINESS ASSOCIATE AGREEMENT

This Business Associate Agreement (“Agreement”) is made as of the date shown below and between the following parties:

EF Recovery, LLC
P.O. Box 590
Gig Harbor, WA 98335
 (“EFR”)

Tusayan Fire District
P.O. Box 3625
Grand Canyon, AZ, 86023
(the “Customer”)

Agreement Date: January 1, 2021 (“Effective Date”)

This Business Associate Agreement (“Agreement”) between EFR and Customer is executed to ensure that EFR will appropriately safeguard protected health information (“PHI”) that is created, received, maintained, or transmitted on behalf of Customer in compliance with the applicable provisions of Public Law 104-191 of August 21, 1996, known as the Health Insurance Portability and Accountability Act of 1996, Subtitle F - Administrative Simplification, Sections 261, et seq., as amended (“HIPAA”), and with Public Law 111-5 of February 17, 2009, known as the American Recovery and Reinvestment Act of 2009, Title XII, Subtitle D - Privacy, Sections 13400, et seq., the Health Information Technology and Clinical Health Act, as amended (the “HITECH Act”).

A. GENERAL PROVISIONS

1. Meaning of Terms. The terms used in this Agreement shall have the same meaning as those terms defined in HIPAA.
2. Regulatory References. Any reference in this Agreement to a regulatory section means the section currently in effect or as amended.
3. Interpretation. Any ambiguity in this Agreement shall be interpreted to permit compliance with HIPAA.

B. OBLIGATIONS OF THE BUSINESS ASSOCIATE. EFR agrees that it will:

1. Not use or further disclose PHI other than as permitted or required by this Agreement or as required by law.
2. Use appropriate safeguards and comply, where applicable, with the HIPAA Security Rule with respect to electronic protected health information (“e-PHI”) and implement appropriate physical, technical and administrative safeguards to prevent use or disclosure of PHI other than as provided for by this Agreement.
3. Report to Customer any use or disclosure of PHI not provided for by this Agreement of which it becomes aware, including any security incident (as defined in the HIPAA Security Rule) and any breaches of unsecured PHI as required by 45 CFR §164.410. Breaches of unsecured PHI shall be reported to Customer without unreasonable delay but in no case later than 60 days after discovery of the breach.
4. In accordance with 45 CFR 164.502(e)(1)(ii) and 164.308(b)(2), ensure that any subcontractors that create, receive, maintain, or transmit PHI on behalf of EFR agree to the same restrictions, conditions, and requirements that apply to EFR with respect to such information.
5. Make PHI in a designated record set available to Customer and to an individual who has a right of access in a manner that satisfies Customer's obligations to provide access to PHI in accordance with 45 CFR §164.524 within 30 days of a request.
6. Make any amendment(s) to PHI in a designated record set as directed by Customer, or take other measures necessary to satisfy Customer's obligations under 45 CFR §164.526.
7. Maintain and make available information required to provide an accounting of disclosures to Customer or an individual who has a right to an accounting within 60 days and as necessary to satisfy Customer's obligations under 45 CFR §164.528.

8. To the extent that EFR is to carry out any of Customer's obligations under the HIPAA Privacy Rule, EFR shall comply with the requirements of the Privacy Rule that apply to Customer when it carries out that obligation.
9. Make its internal practices, books, and records relating to the use and disclosure of PHI received from, or created or received by EFR on behalf of Customer, available to the Secretary of the Department of Health and Human Services for purposes of determining EFR and Customer's compliance with HIPAA and the HITECH Act.
10. Restrict the use or disclosure of PHI if Customer notifies EFR of any restriction on the use or disclosure of PHI that Customer has agreed to or is required to abide by under 45 CFR §164.522.
11. If Customer is subject to the Red Flags Rule (found at 16 CFR §681.1 et seq.), EFR agrees to assist Customer in complying with its Red Flags Rule obligations by; (a) implementing policies and procedures to detect relevant Red Flags (as defined under 16 C.F.R. §681.2); (b) taking all steps necessary to comply with the policies and procedures of Customer's Identity Theft Prevention Program; (c) ensuring that any agent or third party who performs services on its behalf in connection with covered accounts of Customer agrees to implement reasonable policies and procedures designed to detect, prevent, and mitigate the risk of identity theft; and (d) alerting Customer of any Red Flag incident (as defined by the Red Flag Rules) of which it becomes aware, the steps it has taken to mitigate any potential harm that may have occurred, and provide a report to Customer of any threat of identity theft as a result of the incident.

C. PERMITTED USES AND DISCLOSURES BY BUSINESS ASSOCIATE. The specific uses and disclosures of PHI that may be made by EFR on behalf of Customer include:

1. The preparation of invoices to patients, carriers, insurers and others responsible for payment or reimbursement of the services provided by Customer to its patients.
2. Preparation of reminder notices and documents pertaining to collections of overdue accounts.
3. The submission of supporting documentation to carriers, insurers and other payers to substantiate the healthcare services provided by Customer to its patients or to appeal denials of payment for the same.
4. Other uses or disclosures of PHI as permitted by HIPAA necessary to perform the services that EFR has been engaged to perform on behalf of Customer.

D. TERM AND TERMINATION

1. The Term of this Agreement shall be effective as of the Effective Date and shall terminate on the date covered entity terminates for cause as authorized in paragraph 2 of this Section.
2. Customer may terminate this Agreement if Customer determines that EFR has violated a material term of the Agreement and EFR has been apprised of the violation in writing and has not cured the violation within thirty (30) days of said written notice.
3. If either party knows of a pattern of activity or practice of the other party that constitutes a material breach or violation of the other party's obligations under this Agreement, it shall notify the other party and that party shall take reasonable steps to cure the breach or end the violation, as applicable, and, if such steps are unsuccessful, terminate the Agreement if feasible.
4. Upon termination of this Agreement, EFR shall return to Customer or destroy all PHI received from Customer, or created, maintained, or received by EFR on behalf of Customer that EFR still maintains in any

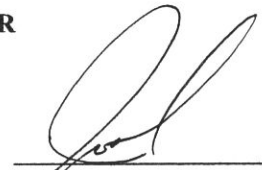
form. EFR shall retain no copies of the PHI. If return or destruction is infeasible, the protections of this Agreement will extend to such PHI.

THIS AGREEMENT is executed as of the day and year first above written.

EF RECOVERY, LLC

CUSTOMER

Signature Douglas Wright
Name Doug Wright
Title CEO
Date January 1, 2021

Signature 
Name John Vail
Title IFD Board Chairman
Date 5/13/21

**ADDENDUM TO
'STANDARD PROGRAM' COST RECOVERY AGREEMENT**

This ADDENDUM ("Addendum") dated January 1, 2021 modifies the 'Standard Program' Cost Recovery Agreement (the "Original Agreement"), executed contemporaneously with this Addendum and entered into between EF Recovery, LLC ("EFR"), a Washington limited liability company, and the Tusayan Fire District, (the "Customer"). All of the capitalized terms not otherwise defined in this Addendum have the same respective meanings as contained in the Original Agreement. The following provisions modify or replace sections of the Original Agreement and add additional sections to the Original Agreement. In the event of a conflict between the Original Agreement and this Addendum, the provisions of this Addendum shall control. The sections of the Original Agreement that are not expressly modified or replaced by this Addendum shall remain in effect pursuant to their terms. The Original Agreement and this Addendum are collectively referred to herein as the "Agreement."

1. Section 19, GENERAL PROVISIONS, Subsection 19.1 Governing Law and Jurisdiction, of the Original Agreement, is modified to read as follows:

19.1 Governing Law and Jurisdiction. This agreement shall be construed under the laws of the state of Arizona. In the event any litigation arises out of this Agreement, the parties agree that such case shall be heard exclusively in the federal and state courts in Arizona.

2. Section 19, GENERAL PROVISIONS, of the Original Agreement, is amended to add additional provisions as follows:

19.17 Cancellation. This Agreement may be cancelled pursuant to A.R.S. § 38-511.

19.18 E-verify Requirements. To the extent applicable under A.R.S. § 41-4401, EFR and its subcontractors warrant compliance with all federal immigration laws and regulations that relate to their employees and compliance with the E-verify requirements under A.R.S. § 23-214(A). EFR's, or its subcontractors', breach of the above-mentioned warranty shall be deemed a material breach of this Agreement and may result in the termination of the Agreement by the Customer. The Customer retains the legal right to randomly inspect the papers and records of EFR and its subcontractors who work on the Agreement to ensure that EFR and its subcontractors are complying with the above-mentioned warranty. EFR and its subcontractors warrant to keep the papers and records open for random inspection by the Customer during normal business hours. EFR and its subcontractors shall cooperate with the Customer's inspections including granting the Customer entry rights onto its property to perform the inspections and waiving their respective rights to keep such papers and records confidential.

19.19 No Boycott of Israel. To the extent A.R.S. § 35-393 through § 35-393.03 is applicable, EFR hereby certifies that it is not currently engaged in, and agrees for the duration of this contract to not engage in, a boycott of goods or services from Israel, as that term is defined in A.R.S. § 35-393.

19.20 Agreement Subject To Appropriation. Any provisions of the Original Agreement which requires the Customer to expend funds shall be effective when funds are appropriated for the Original Agreement and are actually available for payment. The Customer shall be the sole judge and authority in determining the availability of funds under the Original Agreement and the Customer shall keep EFR fully informed as to the availability of funds. Any obligation of the Customer pursuant to the Original Agreement is a current expense of Customer and payable exclusively from annual appropriations and not a general obligation of indebtedness of the Customer. If the Customer's fails to appropriate money sufficient to fund the Services as set forth in the Original Agreement, the Original Agreement shall terminate at the end of the then-current fiscal year and the Customer and EFR shall be relieved of any subsequent obligation under the Original Agreement.

IN WITNESS WHEREOF, the parties hereto have executed this Addendum as of the date and year first set forth above.

“CUSTOMER”
Tusayan Fire District

By: [Signature]
Title: TFD BOARD CHAIRMAN

ATTEST:
By: [Signature]

Title: TFD BOARD CLERK

APPROVED AS TO FORM:
By: _____

Title: _____

“EFR”
EF Recovery, LLC, a Washington limited liability company
By: Doug Wright
Title: CEO

**ADDENDUM TO
'STANDARD PROGRAM' COST RECOVERY AGREEMENT**

This ADDENDUM ("Addendum") dated January 1, 2021 modifies the 'Standard Program' Cost Recovery Agreement (the "Original Agreement"), executed contemporaneously with this Addendum and entered into between EF Recovery, LLC ("EFR"), a Washington limited liability company, and the Tusayan Fire District, (the "Customer"). All of the capitalized terms not otherwise defined in this Addendum have the same respective meanings as contained in the Original Agreement. The following provisions modify or replace sections of the Original Agreement and add additional sections to the Original Agreement. In the event of a conflict between the Original Agreement and this Addendum, the provisions of this Addendum shall control. The sections of the Original Agreement that are not expressly modified or replaced by this Addendum shall remain in effect pursuant to their terms. The Original Agreement and this Addendum are collectively referred to herein as the "Agreement."

1. Section 19, GENERAL PROVISIONS, Subsection 19.1 Governing Law and Jurisdiction, of the Original Agreement, is modified to read as follows:

19.1 Governing Law and Jurisdiction. This agreement shall be construed under the laws of the state of Arizona. In the event any litigation arises out of this Agreement, the parties agree that such case shall be heard exclusively in the federal and state courts in Arizona.

2. Section 19, GENERAL PROVISIONS, of the Original Agreement, is amended to add additional provisions as follows:

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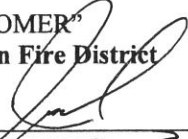
19.18 E-verify Requirements. To the extent applicable under A.R.S. § 41-4401, EFR and its subcontractors warrant compliance with all federal immigration laws and regulations that relate to their employees and compliance with the E-verify requirements under A.R.S. § 23-214(A). EFR's, or its subcontractors', breach of the above-mentioned warranty shall be deemed a material breach of this Agreement and may result in the termination of the Agreement by the Customer. The Customer retains the legal right to randomly inspect the papers and records of EFR and its subcontractors who work on the Agreement to ensure that EFR and its subcontractors are complying with the above-mentioned warranty. EFR and its subcontractors warrant to keep the papers and records open for random inspection by the Customer during normal business hours. EFR and its subcontractors shall cooperate with the Customer's inspections including granting the Customer entry rights onto its property to perform the inspections and waiving their respective rights to keep such papers and records confidential.

19.19 No Boycott of Israel. To the extent A.R.S. § 35-393 through § 35-393.03 is applicable, EFR hereby certifies that it is not currently engaged in, and agrees for the duration of this contract to not engage in, a boycott of goods or services from Israel, as that term is defined in A.R.S. § 35-393.

19.20 Agreement Subject To Appropriation. Any provisions of the Original Agreement which requires the Customer to expend funds shall be effective when funds are appropriated for the Original Agreement and are actually available for payment. The Customer shall be the sole judge and authority in determining the availability of funds under the Original Agreement and the Customer shall keep EFR fully informed as to the availability of funds. Any obligation of the Customer pursuant to the Original Agreement is a current expense of Customer and payable exclusively from annual appropriations and not a general obligation of indebtedness of the Customer. If the Customer's fails to appropriate money sufficient to fund the Services as set forth in the Original Agreement, the Original Agreement shall terminate at the end of the then-current fiscal year and the Customer and EFR shall be relieved of any subsequent obligation under the Original Agreement.

IN WITNESS WHEREOF, the parties hereto have executed this Addendum as of the date and year first set forth above.

"CUSTOMER"
Tusayan Fire District

By: 
Title: TFD Board Chairman

ATTEST:

By: 

Title: TFD Board Clerk

APPROVED AS TO FORM:

By: _____

Title: _____

"EFR"

EF Recovery, LLC, a Washington limited liability company

By: Doug Wright

Title: CEO

EMS BILLING SERVICES AGREEMENT

This EMS Billing Services Agreement (“Agreement”) is made as of the date shown below and between the following parties:

E&F Recovery, LLC
P.O. Box 590
Gig Harbor, WA 98335
 (“EFR”)

Tusayan Fire Department
PO Box 3625
Grand Canyon, AZ 86023
(the “Customer”)

Effective Date: January 12, 2021

and is subject to EFR’s Privacy Policy that can be found by visiting <https://www.efrecovery.com/privacy>.
IN CONSIDERATION of the mutual covenants and promises contained herein, the parties agree as follows:

- 1. SERVICES.** Customer retains EFR as its billing contractor to handle the billings for the costs and charges of ambulance/emergency medical services performed by Customer. EFR shall bill the recipient of such services or any responsible party, including insurers, in accordance with the terms of this Agreement. A description of the services provided by EFR is set forth in the attached Exhibit “A,” which is incorporated by this reference. No change to the scope of services shall be effective unless agreed to by the parties in writing.
- 2. COMPENSATION TO EFR.** Customer shall pay EFR, on a monthly basis, a fee for EFR’s services as set forth in the attached Exhibit A (“Services”). No change to the terms of compensation shall be effective unless agreed to by the parties in writing.
- 3. TERMS OF PAYMENT.** Within 10 days after the end of each month, EFR shall send a statement setting forth in reasonable detail the total amount billed and collected from all responsible parties for the prior month’s transports. An Invoice for the billing services performed will be included and is DUE UPON RECEIPT. EFR will deposit all collected EMS funds into an agreed upon bank account established and maintained by Customer. EFR shall not be responsible for the payment of any billings that a responsible party/entity denies or refuses to pay. Customer’s obligations hereunder are absolute and unconditional and not subject to set-off, delay, counterclaim, or termination of performance. Customer shall notify EFR of any disputed billings within fourteen (14) days of receipt, but such dispute shall not serve as a basis for withholding of any sums due under this Agreement.
- 4. TERM OF AGREEMENT.** The term of this Agreement shall commence on the date set forth above and shall continue until the first anniversary of such date (the “Initial Term”). Thereafter, the Term shall be automatically renewed for succeeding terms of one year each (the “Renewal Term”), unless it is sooner terminated for cause pursuant to Section 5 of this Agreement. Either party may elect to not renew this Agreement by informing the other, in writing, of its intent not to renew; PROVIDED, HOWEVER, that such notice shall be delivered in accordance with this Agreement no later than sixty (60) days prior to the anniversary date of the Agreement. While this Agreement is in effect, Customer shall not retain any individual or entity other than EFR to perform the Services.
- 5. TERMINATION.** Except as otherwise set forth in this Agreement, either party may terminate this Agreement if the other party materially breaches this Agreement and does not cure such material breach within thirty (30) days after receiving written notice thereof from the non-breaching party; PROVIDED, HOWEVER, that such notice shall describe the claimed breach in reasonable detail and afford the breaching party an opportunity to cure the default prior to the expiration of such 30 day period. EFR may suspend the Services (or any portion thereof) upon notice to Customer in the case of any breach or threatened breach by Customer. In addition to such termination right, the non-breaching party shall have all rights and remedies available for such breach under applicable law/equity.

- 6. OBLIGATIONS UPON TERMINATION.** Upon termination or expiration of this Agreement for any reason, the following provisions shall apply.
- 6.1 Termination of Services and Obligations.** Neither party shall be under any further obligation or liability under this Agreement to the other from and after the date of termination, except as specifically set forth in this Section. Furthermore, EFR will terminate all Services.
- 6.2 Obligation to Satisfy Payment of Fees.** Customer understands and expressly acknowledges that termination of this Agreement prior to the expiration of the Initial Term or the Renewal Term for any reason does not suspend, discontinue, diminish, or in any way alter its continuing obligation to timely satisfy all invoices reflecting Fees due to EFR through the final date of the Initial Term or Renewal Term and that such Fees will be immediately due and payable.
- 6.3 Copies of Data.** Upon payment of all such Fees, and upon the request of Customer, EFR will provide Customer with a single copy of all Customer's content on EFR's system as of the effective date of expiration or termination in PDF format. Copies of data in non-PDF format will be made available upon the request by Customer at EFR's then-current rates.
- 6.4 Return of Confidential Information.** Customer agrees to deliver or return to EFR, at EFR's request at any time or upon termination of this Agreement or as soon thereafter as possible, all documents, computer tapes and disks, records, lists, data, drawings, prints, notes and written information (and all copies thereof) furnished by EFR or prepared by EFR in the course of this Agreement and all other Confidential Information in Customer's possession. If, for any reason, such document, material, database, equipment, or software cannot be returned, Customer will destroy all the Confidential Information belonging to EFR and delete such Confidential Information from any memory devices, then confirm to EFR, in writing, that said Confidential Information has been destroyed. Customer will not be permitted to continue using the Confidential Information in any way after the Termination Date.
- 6.5 Return of Equipment.** All Hardware, if any, provided by EFR is and shall remain the property of EFR and will be returned in like new condition except for normal wear and tear upon termination of this agreement.
- 6.6 Survival Provisions.** The provisions of Section 9 Confidential Information, Section 11 Force Majeure, Section 12 Warranty Disclaimer, Section 13 Limitation of Liability, Section 14 Indemnification and Section 15 General Provisions shall survive the expiration or termination of this Agreement.
- 7. DATA & REPORTING.** Customer will make available to EFR, for use in performance of services under this Agreement, all available reports, studies or any other materials in its possession that Customer deems of use to EFR. All materials furnished by Customer will not be disclosed to any party, other than as required under the scope of the Agreement, without Customer's prior written approval. EFR shall provide Customer with status reports as set forth in Exhibit "A" and other reports as mutually agreed.
- 8. INDEPENDENT CONTRACTOR.**
- 8.1 Status.** EFR is and shall at all times remain an independent contractor of Customer.
- 8.2 Employees.** EFR shall retain full control over the employment, direction, compensation and discharge of all persons employed by or assisting in the performance of service by EFR. EFR shall be fully responsible for all matters relating to payment of employees, including compliance with Social Security, withholding tax and all other laws and regulations governing such matters. EFR shall be responsible for its own acts and those of its agents and employees during the term of this Agreement.
- 8.3 Binding of Customer.** EFR shall not incur or have the power to incur any debt, obligation or liability for or on behalf of Customer, or bind Customer in any manner, except as to matters specifically delegated in writing by Customer.
- 8.4 Claims.** Customer shall have no claim to the software, computer programs, other technology and/or work product developed/used by EFR in its performance of this Agreement. It is understood and agreed that Customer may use EFR proprietary software programs in providing the services set forth in this Agreement. Customer agrees that it shall not acquire any proprietary rights to such programs by virtue of this Agreement.
- 8.5 Benefits.** Unless otherwise expressly authorized by Customer, EFR will not participate in or receive any of the benefits which Customer extends to its employees, including, without limitation, vacation pay, sick leave and medical insurance. EFR agrees to waive all claims to such benefits.
- 8.6 Taxes, Etc.** EFR will be solely responsible for payment of all income taxes, self-employment taxes and other items due with respect to EFR's income hereunder. Except as provided otherwise in Exhibit A, EFR will be responsible for payment of any sums due to any persons hired by EFR to assist in the performance of the Services.

9. CONFIDENTIAL INFORMATION

- 9.1 Disclosure of Confidential Information.** Each party (the "Disclosing Party") may from time to time disclose to the other party (the "Recipient") certain information regarding the business of the Disclosing Party and its suppliers, including technical, marketing, financial, employee, planning, and other confidential or proprietary information that is marked or identified as confidential, or disclosed under circumstances that would lead a reasonable person to believe such information is confidential ("Confidential Information"). The Recipient will not use any Confidential Information of the Disclosing Party for any purpose not expressly permitted by this Agreement, and will disclose the Confidential Information of the Disclosing Party only to the employees or contractors of the Recipient who have a need to know such Confidential Information for purposes of this Agreement and who are under a duty of confidentiality no less restrictive than the Recipient's duty hereunder. The Recipient will protect the Disclosing Party's Confidential Information from unauthorized use, access, or disclosure in the same manner as the Recipient protects its own confidential or proprietary information of a similar nature and with no less than reasonable care. The Recipient will comply with any applicable state law, including the Public Records Act.
- 9.2 EFR Confidential Information.** The business practices including, but not limited to, financial information, staffing patterns, HIPAA protected information, business relationships, the Services and System, including without limitation any routines, subroutines, directories, tools, programs, or any other technology included therein, and all other business practices shall be considered EFR's Confidential Information.
- 9.3 Customer Confidential Information.** The business practices such as financial information, staffing patterns, client numbers, call center operations, HIPAA protected information, transport volumes, business relationships and all other business practices shall be considered Customer's Confidential Information.
- 9.4 Exceptions.** The Recipient's obligations under this Section with respect to any Confidential Information of the Disclosing Party will terminate if such information: (a) was already known to the Recipient at the time of disclosure by the Disclosing Party; (b) was disclosed to the Recipient by a third party who had the right to make such disclosure without any confidentiality restrictions; (c) is, or through no fault of the Recipient has become, generally available to the public; or (d) was independently developed by the Recipient without access to, or use of, the Disclosing Party's Confidential Information. In addition, the Recipient will be allowed to disclose Confidential Information of the Disclosing Party to the extent that such disclosure is: (i) approved in writing by the Disclosing Party; (ii) necessary for the Recipient to enforce its rights under this Agreement in connection with a legal proceeding; or (iii) required by law or by the order of a court of similar judicial or administrative body; provided that the Recipient notifies the Disclosing Party of such required disclosure promptly and in writing and cooperates with the Disclosing Party, at the Disclosing Party's request and expense, in any lawful action to contest or limit the scope of such required disclosure.
- 9.5 Authority to Disclose Confidential Information.** In making any disclosure to EFR of private patient information, you will comply with all applicable state and federal law regarding protected health care information. In making any disclosure to you of private patient information, EFR will comply with all applicable state and federal law regarding protected health care information as agreed to by way of a separately executed Business Associates Agreement (BAA) the form of which is attached hereto for reference as Exhibit A.

- 10. NOTICES.** Either party may notice the other by means of (a) electronic mail to the e-mail address on record, or (b) by written communication sent by nationally recognized overnight delivery service or first class mail to the address shown below, or (c) by letter sent by confirmed facsimile to EFR at the fax number shown below. Such notice shall be deemed to have been given upon the expiration of forty-eight (48) hours after mailing or posting (if sent by first class mail or pre-paid post) or twelve (12) hours after sending (if sent by email or fax). Notices will not be effective unless sent in accordance with the above requirements.

Notices to EFR:
E&F Recovery, LLC
P.O. Box 590
Gig Harbor, WA
98335
Fax: (253) 853-1340

Notices to Customer:
Tusayan Fire Department
PO Box 3625
Grand Canyon, AZ 86023

11. FORCE MAJEURE. Except for the obligation to pay for the Services, neither party shall be liable for delays in its performance, or failures to perform, hereunder due to strikes, riots, war, fire, acts of God, labor disputes, delays caused by the other party, weather, inability to secure labor or materials, revocation, suspension, denial or modifications of any necessary permit, license or approval or other matters beyond the reasonable control of the affected party as long as such party is taking steps to resume performance.

12. WARRANTY DISCLAIMER. EXCEPT AS MAY BE PROVIDED IN ANY SEPARATE WRITTEN AGREEMENTS SIGNED BY THE PARTIES, THE SERVICES ARE PROVIDED "AS-IS", AND NEITHER WE NOR ANY OF OUR RESPECTIVE LICENSORS MAKE ANY REPRESENTATION OR WARRANTY WITH RESPECT TO THE SERVICES. EFR AND THEIR RESPECTIVE LICENSORS SPECIFICALLY DISCLAIM, TO THE FULLEST EXTENT PERMITTED BY LAW, ANY AND ALL WARRANTIES, EXPRESS OR IMPLIED, RELATING TO THE SERVICES, INCLUDING BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY, COMPLETENESS, TIMELINESS, CORRECTNESS, NON-INFRINGEMENT, OR FITNESS FOR ANY PARTICULAR PURPOSE. EFR AND THEIR LICENSORS DO NOT REPRESENT OR WARRANT THAT THE SERVICES: (A) WILL BE SECURE, TIMELY, UNINTERRUPTED OR ERROR-FREE OR OPERATE IN COMBINATION WITH ANY OTHER HARDWARE, SOFTWARE, SYSTEM OR DATA, (B) WILL MEET YOUR REQUIREMENTS OR EXPECTATIONS, OR (C) WILL BE FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. THESE DISCLAIMERS CONSTITUTE AN ESSENTIAL PART OF THIS AGREEMENT. IF IMPLIED WARRANTIES MAY NOT BE DISCLAIMED UNDER APPLICABLE LAW, THEN ANY IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE PERIOD REQUIRED BY APPLICABLE LAW. SOME STATES OR JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY MAY LAST, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO CUSTOMER.

13. LIMITATION OF LIABILITY. IN NO EVENT SHALL EFR AND/OR THEIR LICENSORS BE LIABLE TO THE CUSTOMER FOR ANY INDIRECT, PUNITIVE, SPECIAL, EXEMPLARY, INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES OF ANY TYPE OR KIND (INCLUDING LOSS OF DATA, COSTS, DAMAGES, AND CLAIMS ARISING OUT OF OR RELATED TO DATA SECURITY INCIDENT(S), LOSS OF REVENUE, PROFITS, USE OR OTHER ECONOMIC ADVANTAGE) ARISING OUT OF, OR IN ANY WAY CONNECTED WITH THE SERVICES, INCLUDING WITHOUT LIMITATION THE USE OR INABILITY TO USE THE SERVICES, OR FOR ANY CONTENT OBTAINED FROM OR THROUGH THE SERVICES, ANY INTERRUPTION, INACCURACY, ERROR OR OMISSION, REGARDLESS OF CAUSE. IN NO EVENT WILL EFR'S AGGREGATE LIABILITY RELATED TO THIS AGREEMENT EXCEED THE AMOUNTS ACTUALLY PAID TO EFR BY CUSTOMER IN THE 12 MONTH PERIOD IMMEDIATELY PRECEDING THE DATE THE CLAIM AROSE.

14. INDEMNIFICATION.

14.1 BY EFR TO CUSTOMER. EFR agrees to defend and hold Customer, its officers, directors, shareholders, employees and agents harmless from any and all losses, costs, expenses (including reasonable attorney fees), causes of action, causes of suit, claims, demands, damages, awards and other liabilities which any such indemnitee may incur or which may be asserted against it as a result of EFR's collections activity under this agreement; provided, however, that Customer warrants and guarantees that the information furnished to EFR is accurate and complies with all state and federal laws.

14.2 BY EFR TO CUSTOMER. Customer agrees defend and hold EFR, its officers, directors, shareholders, employees and agents harmless from any and all losses, costs, expenses (including reasonable attorney fees), causes of action, causes of suit, claims, demands, damages, awards and other liabilities which any such indemnitee may incur or which may be asserted against it related to all claims submitted to EFR, the accuracy of the information furnished to EFR and the use of the Software; provided, however, that EFR warrants and guarantees that the billing services provided on behalf of Customer comply with industry-standard best practices and comply with all state and federal laws.

15. GENERAL PROVISIONS.

15.1 Governing Law and Jurisdiction. This Agreement shall be construed under the laws of the State of Washington, without regard to its principles of conflicts of law. In the event any litigation arises out of this Agreement, the parties agree that such case shall be heard exclusively in the federal and state courts in Pierce County, Washington. Customer waives an objection on the basis of inconvenient forum or otherwise.

15.2 Relationship. This Agreement does not make either party the employee, franchisee, agent or legal representative of the other for any purpose whatsoever. Neither party is granted any right or authority to assume or to create any obligation or responsibility, express or implied, on behalf of or in the name of the other party. In fulfilling its obligations pursuant to this Agreement each party shall be acting as an independent contractor.

- 15.3 Entire Agreement.** This Agreement, along with the Exhibits attached and incorporated in this Agreement, constitutes the final, complete, and exclusive understanding between the parties, and replaces and supersedes all previous oral or written agreements, understandings, or arrangements between the parties with respect to the subject matter of this Agreement. This Agreement may not be modified or amended except in a writing signed by an authorized representative of each party to this Agreement.
- 15.4 Amendment.** This Agreement shall not be deemed or construed to be modified, amended, rescinded, cancelled or waived, in whole or in part, except by written amendment signed by an authorized representative of each party to this agreement party hereto.
- 15.5 Assignment of Agreement.** Customer shall not assign or otherwise transfer any of its rights or obligations under this Agreement without the prior written consent of EFR. Any prohibited assignment shall be null and void. EFR may transfer its rights and obligations hereunder to any company or other legal entity that is controlled by, controls or is under common control with EFR. EFR may retain subcontractors to perform the Services.
- 15.6 Severability.** In the event that any of the terms of this Agreement are in conflict with any applicable rule of law or statutory provision or otherwise unenforceable under applicable laws or regulations of any government or subdivision thereof, such terms shall be deemed stricken from this Agreement, but such invalidity or unenforceability shall not invalidate any of the other terms of this Agreement and this Agreement shall continue in force, unless the invalidity or unenforceability of any such provisions hereof does substantial violence to, or where the invalid or unenforceable provisions comprise an integral part of, or are otherwise inseparable from, the remainder of this Agreement.
- 15.7 Counterparts.** This Agreement shall be executed in two or more counterparts, and each such counterpart shall be deemed an original hereof. Any translation of this Agreement into any other language shall be for convenience purposes only and shall not be binding on any party.
- 15.8 Delay or Omission Not Waiver.** No delay or failure by either party to take any action or assert any right hereunder shall be deemed to be a waiver of such right in the event of the continuation or repetition of the circumstances giving rise to such right.
- 15.9 United Nations Convention of Contracts.** The application the United Nations Convention of Contracts for the International Sale of Goods is expressly excluded.
- 15.10 Controlling Language.** This Agreement is written in English (US), and English (US) is its controlling language.
- 15.11 Capitalized Terms.** Capitalized terms used in this Agreement will have the meanings given to them in this Agreement. Any capitalized terms not defined in this Agreement will have their plain English (US) meanings.
- 15.12 Waiver of Breach.** The waiver of a breach of any provision of this Agreement will not operate or be interpreted as a waiver of any other or subsequent breach
- 15.13 No Third Party Beneficiaries.** No entities not a party to this Agreement shall be deemed third party beneficiaries hereunder.
- 15.14 Binding Effect.** The signatories to this Agreement each represent that each has the Authority to bind such party to the terms and conditions set forth herein. This Agreement shall inure to the benefit of and shall be binding on the successors and permitted assigns of the parties.
- 15.15 Construction.** This Agreement shall not be construed for or against any Party, regardless of its drafter.
- 15.16 Headings.** Headings in this Agreement are for convenience only and shall not be used to interpret or construe the provisions.

THIS AGREEMENT is executed as of the day and year first above written.

EF Recovery, LLC

CUSTOMER

Douglas Wright

Signature _____
Name Doug Wright
Title CEO
Date January 12, 2021

[Handwritten Signature]

Signature _____
Name John Vafi
Title TFID Board Chairman
Date 5/13/21

EXHIBIT A
DESCRIPTION OF THE AGENCY'S SERVICES, BILLING OPTIONS AND FEES

SERVICES

1. Provide billing and accounts receivable management services to Customer.
2. Ensure that all required documentation and agreements with payors (e.g. Medicare, Medicaid, Private Insurance, etc.) are filed and maintained and that Customer is kept apprised of changes to industry regulations.
3. Ensure knowledge of different industry insurance plans and will ensure that every billable claim is pursued.
4. Provide reasonably necessary training periodically, as requested by Customer, to Customer's EMS and/or paramedic personnel regarding the gathering of the necessary information and proper completion of PCRs/MIRs. If travel is required to conduct training a separate bill will be sent to Customer for travel expenses.
5. Provide a designated billing agent dedicated to Customer's account who will review all bills/claims prior to submission to responsible party/parties and who will complete monthly reports, state reports, answer questions regarding patient/payor concerns and will facilitate communications.
6. A dedicated billing agent will provide prompt submission of Medicare, Medicaid, Commercial insurance or other responsible party/parties bills, after a review of the client document shows that the patient record submitted is correct and complete. The billing agent will contact the client if the patient record is not complete and needs further information for billing. The client may send the completed patient records via U.S. mail or electronic format. Secondary insurance provider bills shall be submitted after the primary insurance has paid.
7. Provide follow-up on rejected and inactive claims.
8. Utilize most up-to-date knowledge and information with regard to coding requirements and standards and ensure compliance with applicable Federal, State and local regulations.
9. EFR will make available on a 24x7 basis, via EFR's web site, all financial data for reporting and retrieval.

FEES & CHARGES

1. \$25.00 "Treat/No Transport" or "Emergency Response Fee" patient record billed, plus actual postage and mailing for each bill sent via U.S. Mail.
2. 12% of net collections on takeover accounts, plus actual postage & mailing for each bill sent via U.S. Mail.

BUSINESS ASSOCIATE AGREEMENT

This Business Associate Agreement (“Agreement”) is made as of the date shown below and between the following parties:

EF Recovery, LLC

P.O. Box 590

Gig Harbor, WA 98335

(“EFR”)

Tusayan Fire Department

PO Box 3625

Grand Canyon, AZ 86023

(the “Customer”)

Agreement Date: January 12, 2021 (“Effective Date”)

This Business Associate Agreement (“Agreement”) between EFR and Customer is executed to ensure that EFR will appropriately safeguard protected health information (“PHI”) that is created, received, maintained, or transmitted on behalf of Customer in compliance with the applicable provisions of Public Law 104-191 of August 21, 1996, known as the Health Insurance Portability and Accountability Act of 1996, Subtitle F - Administrative Simplification, Sections 261, et seq., as amended (“HIPAA”), and with Public Law 111-5 of February 17, 2009, known as the American Recovery and Reinvestment Act of 2009, Title XII, Subtitle D - Privacy, Sections 13400, et seq., the Health Information Technology and Clinical Health Act, as amended (the “HITECH Act”).

A. GENERAL PROVISIONS

1. Meaning of Terms. The terms used in this Agreement shall have the same meaning as those terms defined in HIPAA.
2. Regulatory References. Any reference in this Agreement to a regulatory section means the section currently in effect or as amended.
3. Interpretation. Any ambiguity in this Agreement shall be interpreted to permit compliance with HIPAA.

B. OBLIGATIONS OF THE BUSINESS ASSOCIATE. EFR agrees that it will:

1. Not use or further disclose PHI other than as permitted or required by this Agreement or as required by law.
2. Use appropriate safeguards and comply, where applicable, with the HIPAA Security Rule with respect to electronic protected health information (“e-PHI”) and implement appropriate physical, technical and administrative safeguards to prevent use or disclosure of PHI other than as provided for by this Agreement.
3. Report to Customer any use or disclosure of PHI not provided for by this Agreement of which it becomes aware, including any security incident (as defined in the HIPAA Security Rule) and any breaches of unsecured PHI as required by 45 CFR §164.410. Breaches of unsecured PHI shall be reported to Customer without unreasonable delay but in no case later than 60 days after discovery of the breach.
4. In accordance with 45 CFR 164.502(e)(1)(ii) and 164.308(b)(2), ensure that any subcontractors that create, receive, maintain, or transmit PHI on behalf of EFR agree to the same restrictions, conditions, and requirements that apply to EFR with respect to such information.
5. Make PHI in a designated record set available to Customer and to an individual who has a right of access in a manner that satisfies Customer's obligations to provide access to PHI in accordance with 45 CFR §164.524 within 30 days of a request.
6. Make any amendment(s) to PHI in a designated record set as directed by Customer, or take other measures necessary to satisfy Customer's obligations under 45 CFR §164.526.

7. Maintain and make available information required to provide an accounting of disclosures to Customer or an individual who has a right to an accounting within 60 days and as necessary to satisfy Customer's obligations under 45 CFR §164.528.
8. To the extent that EFR is to carry out any of Customer's obligations under the HIPAA Privacy Rule, EFR shall comply with the requirements of the Privacy Rule that apply to Customer when it carries out that obligation.
9. Make its internal practices, books, and records relating to the use and disclosure of PHI received from, or created or received by EFR on behalf of Customer, available to the Secretary of the Department of Health and Human Services for purposes of determining EFR and Customer's compliance with HIPAA and the HITECH Act.
10. Restrict the use or disclosure of PHI if Customer notifies EFR of any restriction on the use or disclosure of PHI that Customer has agreed to or is required to abide by under 45 CFR §164.522.
11. If Customer is subject to the Red Flags Rule (found at 16 CFR §681.1 et seq.), EFR agrees to assist Customer in complying with its Red Flags Rule obligations by: (a) implementing policies and procedures to detect relevant Red Flags (as defined under 16 C.F.R. §681.2); (b) taking all steps necessary to comply with the policies and procedures of Customer's Identity Theft Prevention Program; (c) ensuring that any agent or third party who performs services on its behalf in connection with covered accounts of Customer agrees to implement reasonable policies and procedures designed to detect, prevent, and mitigate the risk of identity theft; and (d) alerting Customer of any Red Flag incident (as defined by the Red Flag Rules) of which it becomes aware, the steps it has taken to mitigate any potential harm that may have occurred, and provide a report to Customer of any threat of identity theft as a result of the incident.

C. PERMITTED USES AND DISCLOSURES BY BUSINESS ASSOCIATE. The specific uses and disclosures of PHI that may be made by EFR on behalf of Customer include:

1. The preparation of invoices to patients, carriers, insurers and others responsible for payment or reimbursement of the services provided by Customer to its patients.
2. Preparation of reminder notices and documents pertaining to collections of overdue accounts.
3. The submission of supporting documentation to carriers, insurers and other payers to substantiate the healthcare services provided by Customer to its patients or to appeal denials of payment for the same.
4. Other uses or disclosures of PHI as permitted by HIPAA necessary to perform the services that EFR has been engaged to perform on behalf of Customer.

D. TERM AND TERMINATION

1. The Term of this Agreement shall be effective as of the Effective Date and shall terminate on the date covered entity terminates for cause as authorized in paragraph 2 of this Section.
2. Customer may terminate this Agreement if Customer determines that EFR has violated a material term of the Agreement and EFR has been apprised of the violation in writing and has not cured the violation within thirty (30) days of said written notice.
3. If either party knows of a pattern of activity or practice of the other party that constitutes a material breach or violation of the other party's obligations under this Agreement, that party shall take reasonable steps to cure the breach or end the violation, as applicable, and, if such steps are unsuccessful, terminate the Agreement if feasible.
4. Upon termination of this Agreement, EFR shall return to Customer or destroy all PHI received from Customer, or created, maintained, or received by EFR on behalf of Customer that EFR still maintains in any

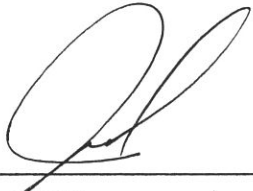
form. EFR shall retain no copies of the PHI. If return or destruction is infeasible, the protections of this Agreement will extend to such PHI.

THIS AGREEMENT is executed as of the day and year first above written.

EF RECOVERY, LLC

CUSTOMER

Signature Douglas Wright
Name Doug Wright
Title CEO
Date «monthdateyear»

Signature 
Name John Uasi
Title TFD Basil's Chairman
Date 5/13/21

**ADDENDUM TO
EMS BILLING SERVICES AGREEMENT**

This ADDENDUM (“Addendum”) dated January 12, 2021 modifies the ‘Tusayan Fire Department’ EMS Billing Services Agreement (the “Original Agreement”), executed contemporaneously with this Addendum and entered into between EF Recovery, LLC (“EFR”), a Washington limited liability company, and the Tusayan Fire Department, (the “Customer”). All of the capitalized terms not otherwise defined in this Addendum have the same respective meanings as contained in the Original Agreement. The following provisions modify or replace sections of the Original Agreement and add additional sections to the Original Agreement. In the event of a conflict between the Original Agreement and this Addendum, the provisions of this Addendum shall control. The sections of the Original Agreement that are not expressly modified or replaced by this Addendum shall remain in effect pursuant to their terms. The Original Agreement and this Addendum are collectively referred to herein as the “Agreement.”

1. Section 15, GENERAL PROVISIONS, Subsection 15.1 Governing Law and Jurisdiction, of the Original Agreement, is modified to read as follows:

15.1 Governing Law and Jurisdiction. This agreement shall be construed under the laws of the state of Arizona. In the event any litigation arises out of this Agreement, the parties agree that such case shall be heard exclusively in the federal and state courts in Arizona.

2. Section 15, GENERAL PROVISIONS, of the Original Agreement, is amended to add additional provisions as follows:

15.17 Cancellation. This Agreement may be cancelled pursuant to A.R.S. § 38-511.

15.18 E-verify Requirements. To the extent applicable under A.R.S. § 41-4401, EFR and its subcontractors warrant compliance with all federal immigration laws and regulations that relate to their employees and compliance with the E-verify requirements under A.R.S. § 23-214(A). EFR's, or its subcontractors', breach of the above-mentioned warranty shall be deemed a material breach of this Agreement and may result in the termination of the Agreement by the Customer. The Customer retains the legal right to randomly inspect the papers and records of EFR and its subcontractors who work on the Agreement to ensure that EFR and its subcontractors are complying with the above-mentioned warranty.

EFR and its subcontractors warrant to keep the papers and records open for random inspection by the Customer during normal business hours. EFR and its subcontractors shall cooperate with the Customer's inspections including granting the Customer entry rights onto its property to perform the inspections and waiving their respective rights to keep such papers and records confidential.

15.19 No Boycott of Israel. To the extent A.R.S. § 35-393 through § 35-393.03 is applicable, EFR hereby certifies that it is not currently engaged in, and agrees for the duration of this contract to not engage in, a boycott of goods or services from Israel, as that term is defined in A.R.S. § 35-393.

15.20 Agreement Subject To Appropriation. Any provisions of the Original Agreement which requires the Customer to expend funds shall be effective when funds are appropriated for the Original Agreement and are actually available for payment. The Customer shall be the sole judge and authority in determining the availability of funds under the Original Agreement and the Customer shall keep EFR fully informed as to the availability of funds. Any obligation of the Customer pursuant to the Original Agreement is a current expense of Customer and payable exclusively from annual appropriations and not a general obligation of indebtedness of the Customer. If the Customer's fails to appropriate money sufficient to fund the Services as set forth in the Original Agreement, the Original Agreement shall terminate at the end of the then-current fiscal year and the Customer and EFR shall be relieved of any subsequent obligation under the Original Agreement.

IN WITNESS WHEREOF, the parties hereto have executed this Addendum as of the date and year first set forth above.

“CUSTOMER”
Tusayan Fire Department

By: [Signature]
Title: TFD Board Chairman

ATTEST:
By: [Signature]
Title: TFD Board Clerk

APPROVED AS TO FORM:
By: _____
Title: _____

“EFR”
EF Recovery, LLC, a Washington limited liability company
By: Doug Wright
Title: CEO