EXHIBIT M-WESTMONT FIRE DEPARTMENT

Definitions.

For purposes of this document the following terms will be used and defined as below;

"Addison" shall refer to the Village of Addison.

"ACDC" shall refer to the Addison Consolidated Dispatch Center

"Westmont" shall refer to the Village of Westmont and or the Westmont Fire Department depending on the intent of the language within said paragraph.

M-1. Westmont Fire Customer Services

ACDC shall provide personalized customer services to Westmont including answering in person telephone calls from Westmont personnel. ACDC shall provide notifications to Westmont Public Works, utility calls, and contacting the appropriate Fire Protection District or Fire Departments of any emergency by phone, alpha numeric paging or other agreed upon methods. Westmont will answer their non-emergency/administrative phone lines during their business hours and a voice mail or other agreed upon method will be used to receive these calls after hours.

M-2. Westmont Fire Equipment

Westmont shall be responsible for procuring and maintaining, at its own cost, its mobile and portable radio equipment and receivers for use by its personnel using the system, and any required enhancements shall be at Addison's cost.

M-3. Westmont Fire Services Fee

For the period of May 1, 2020 through April 30, 2021, the Westmont Fire Department shall pay an Annual Service Fee to the Village of Addison in the amount of $287,430 dollars. For the period of May 1, 2021 through April 30, 2022, the Westmont Fire Department shall pay an Annual Service Fee to the Village of Addison in the amount of $303,239 dollars. For the period of May 1, 2022 through April 30, 2023, the Westmont Fire Department shall pay an Annual Service Fee to the Village of Addison in the amount of $319,917 dollars with payment scheduled according to the provisions of Paragraph 11 herein.

M-4 Westmont Fire Alarm Monitoring Service Fee

ACDC shall provide dedicated alarm service personnel during the peak alarm system maintenance hours (e.g. 0700 – 1800). ACDC shall dispatch any activated fire alarms received on Westmont's alarm board. ACDC will attempt to contact a key holder for trouble alarms and dispatch an engine after an agreed upon amount of time if a key holder cannot be reached. ACDC will monitor, update, add and delete any alarms to Westmont's alarm board in accordance with any information provided by Westmont or its wireless alarm vendor(s). Westmont shall be solely responsible for maintaining all wireless alarm equipment within its jurisdiction, managing all maintenance agreements for alarm equipment, and for the invoicing of all alarm monitoring fees and false alarm fees. For the period of May 1, 2020 through April 30, 2021, Westmont Fire shall pay an annual alarm service fee monitoring fee to Addison in the amount of $46,343 dollars. For the period of May 1, 2022 through April 30, 2022, Westmont Fire shall pay an annual alarm service fee monitoring fee to Addison in the amount of $48,891 dollars. For the period of May 1, 2022 through April 30, 2023, Westmont Fire shall pay an annual alarm service fee monitoring fee to Addison in the amount of $51,580 dollars with payment scheduled according to the provisions of Paragraph 11 herein.

M-5 VHF SYSTEM

ACDC shall provide a VHF radio system with licensed frequencies for the exclusive use of the south fire agencies. The system shall provide outbound coverage capable of activating radio pagers within three miles of the members' districts. The system shall also be capable of receiving mobile radio traffic from auto aid/mutual aid departments and outdoor portable radio traffic from units operating within the district. Two-tone paging for up to 10 paging groups shall be provided.

M-6 Monitoring Westmont's VHF & Dispatch Talk Groups

ACDC shall monitor Westmont's primary fire dispatch Talk group and VHF frequency 24x7.

M-7 IFERN1

ACDC shall monitor IFERN1 24x7 for box alarm and other mutual aid/auto aid requests. ACDC shall have the ability to tone alert surrounding departments and dispatch centers due to respond on IFERN1.

M-8 Subscriptions

ACDC shall provide Active 911 subscriptions to all fire district personnel and establish a link to the system for each call dispatched via CAD. ACDC shall maintain a subscription to eDispatch and make it available to all fire district personnel.

M-9 MABAS Division 10 dispatch

ACDC will be the primary MABAS Division 10 dispatch center as mutually agreed upon with Division 10. ACDC shall use I AM RESPONDING software for MABAS Division 10 IMAT dispatching and other uses as determined by the fire districts.

M-10 Fire Station Alerting

Please refer to the signed IGA between ETSB and Westmont.

M-11 Communications Devices

ACDC shall relay 911 calls, fire alarm and other information received to Westmont's personnel by means of voice/FSA , Starcom radio, VHF radio, alpha numeric paging, computer-aided dispatch (CAD), Active 911 and mobile data communications and any other mechanisms as agreed upon.

M-12 Emergency Weather or Emergency Conditions

During severe weather or other Village emergency, ACDC shall relay lower priority incidents (trees down, flooding, road closures. etc.) to Westmont's ECC via a mutually agreed upon system.

M-13 CAD

ACDC migrated to the new Hexagon CAD and in doing so the migration includes addresses, premise names, common names, special contacts, mapping, GIS data and other data needed for CAD to function accurately.

M-14 Contacts and Key holders

ACDC shall maintain the special contacts (cautions, medical alerts, etc.) in CAD. Westmont shall properly maintain their own key holder list and update as needed as well as cautions.

M-15 Fire Staffing & Personnel

Addison will provide a staffed fire desk (console) for each fire talk group that is set up and dedicated to fire dispatching. Fire desk priorities include fire dispatch, fire unit availability monitoring, auto aid radio frequency monitoring, main fire frequency monitoring, IFERN monitoring, fire CAD monitoring, fire/trouble alarm monitoring, weather warning and other fire related activities. The fire desks shall be staffed by dedicated and trained fire dispatchers. All new fire dispatchers shall perform a minimum of eight (8) hours ride along tours of duty within 150 days of hire. All dispatchers shall perform a minimum of four (4) hours ride along tours of duty every three years. All Westmont fire personnel will participate in a four hour observation session at Addison. All dispatchers are trained and participate in the ACDC Customer Service Program.

M-16 Policies and Procedures

Fire dispatch procedures and priorities shall be mutually agreed upon by Addison and the fire districts' operations committee. These procedures may be amended from time to time by mutual agreement of the parties.

M-17 Equipment

Addison shall be responsible for providing all equipment necessary to provide the dispatching services. With the new FSA systems there is the expectation that Westmont will maintain the necessary equipment within each station and network within the stations. Addison shall be responsible for maintaining the equipment in a reasonable manner and shall provide appropriate primary back-up equipment in the event of a failure.

M-18 NFPA 1221 Standards & Accreditation

ACDC will immediately comply with all operational requirements (e.g. call processing time) in the most recent edition of NFPA 1221 and will comply with all requirements to the best of the ability of ACDC staff and equipment capabilities. ACDC shall make reasonable attempts to comply with all other applicable standards and guidelines (e.g. ILEAS, MABAS, APCO, NFPA and other relevant emergency services communications standards and guidelines). ACDC shall assist fire districts with the communications aspects of their accreditation process.

M-19 Continuity of Operations Plan

ACDC will develop a written Continuity of Operations Plan (COOP) that defines backup procedures for partial and total loss of the dispatch center. Westmont will make Communications Vehicle 1888 and its ECC available as needed to support the COOP.

Mayor/Designee	Mayor/Designee
Richard Veenstra	Ron Gunter
DATE:	DATE: