

*City of Rolling Meadows  
Fire Department*



*2015  
Annual Report*



**Vision Statement:**

**Continually reviewing our current and past performance ensures that we perform at a standard consistent with the expectations of the community. With focus on improvement of future response, we cultivate a vision that is open to change; we adapt as the community grows and matures. We ultimately strive to enhance the safety of the citizens, businesses and visitors of the City of Rolling Meadows.**



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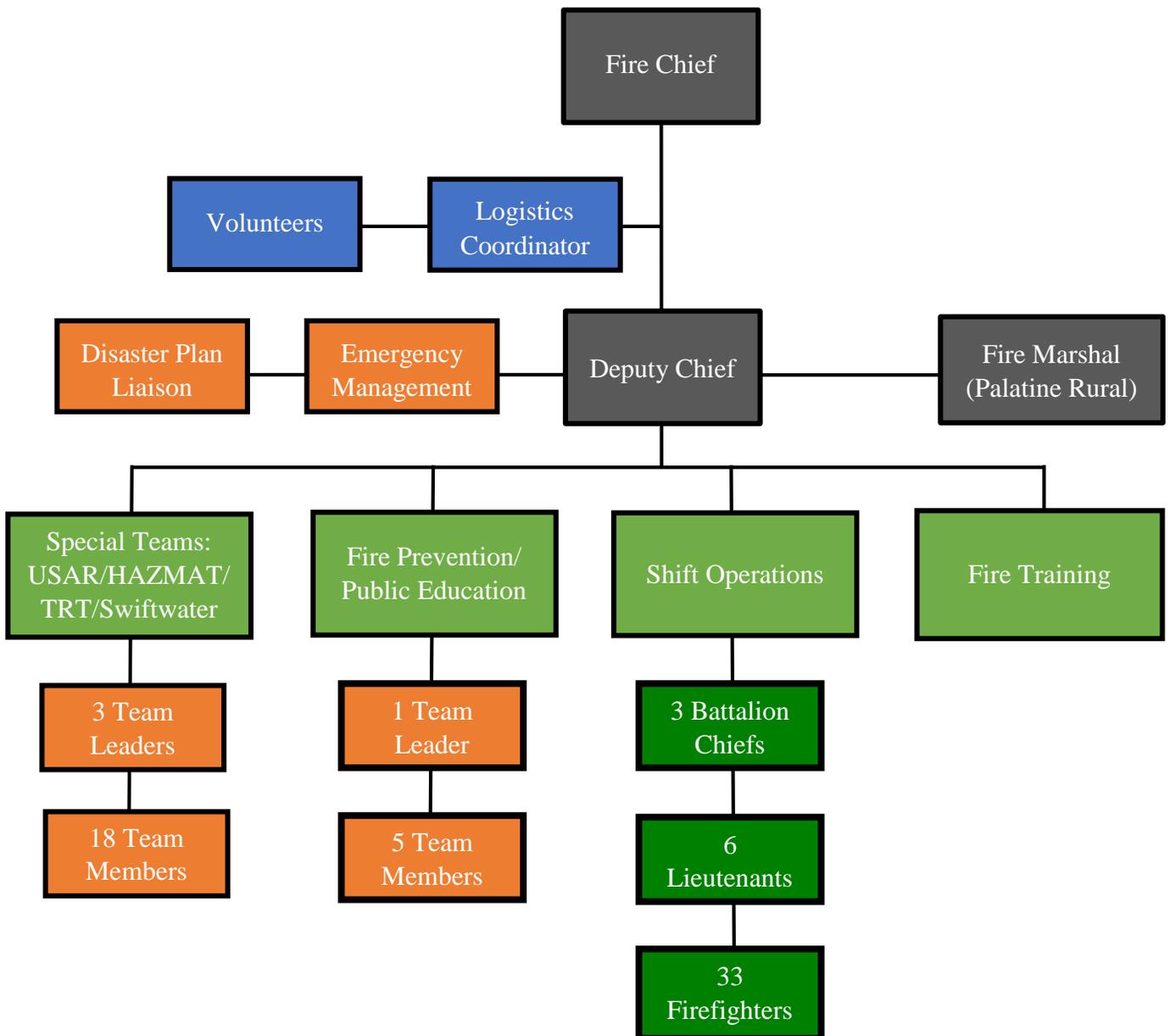
# Rolling Meadows Fire Department Organizational Chart

- Administration
- Shift Personnel
- Civilian
- Staffed by Department Members

**Current Fire Department Staffing:**

- 1 Fire Chief
- 1 Deputy Chief (DC)
- 3 Battalion Chief's (BC)
- 6 Lieutenants (LT)
- 33 Firefighter/Paramedics (FF/PM)
- 1 Fire Marshal (Palatine Rural) - shared
- 1 Logistics Coordinator (Civilian)

**46 Total Personnel**  
(44 Commissioned/Sworn for City)



## Personnel

The Rolling Meadows Fire Department Roster includes 2 Command Staff positions consisting of 1 Chief and 1 Deputy Chief. The Operations section of the Fire Department is staffed by a total of 42 personnel, consisting of 3 Battalion Chiefs, 6 Lieutenants and 33 Firefighters. All sworn personnel below the rank of Deputy Chief are cross-trained as Paramedics. The Fire Marshal position is staffed by Palatine Rural Fire Protection District Assistant Chief Scott Mohr in accordance with a resource sharing agreement with the City of Rolling Meadows. The Logistics Coordinator is a civilian position providing administrative support to the Command Staff.

### Command Staff



**Chief  
Scott Franzgrote**



**Deputy Chief  
Terry Valentino**

### Fire Marshal



**Scott Mohr**

### Logistics Coordinator



**Lisa Norton**

## Personnel Changes



FF/PM Jason Wenzel resigned on January 18<sup>th</sup> after 2 years with the department.



Logistics Coordinator Sarah McKillop resigned on May 1<sup>st</sup>, after 3 years with the department.

FF/PM Patrick O'Meara was hired on April 20<sup>th</sup>.



Lieutenant Jim Quinlan retired on September 2<sup>nd</sup> after 35 years with the department.



Logistics Coordinator Lisa Norton was hired on August 24<sup>th</sup>.



FF/PM Acosta was promoted to Lieutenant on September 18<sup>th</sup>.



FF/PM Craig Allen was hired on November 30<sup>th</sup>.

# First Shift



Battalion Chief  
Marty Kerrins



Lieutenant  
Jim Marvin



Lieutenant  
Rick Acosta



Brian Wirtz



Dave Rill



Ben Kamminga



Dan Kusek



Ryan Harding



Chad Lovick



Andre Hall



Bryan Earl



Matt Cappelen

7



Patrick O'Meara



Craig Allen

# Second Shift



Battalion Chief  
Jeff Moxley



Lieutenant  
Evan Dolinsky



Lieutenant  
Pete Sutter



Jay Delfin



Mark Hayden



Dave Bacino



Brad Petrik



Mike Mullaney



Lance Neuses



Mike Padula



Tim King



Steve Zurek

8



Paul Davis



Mike Baumgart

# Third Shift



Battalion Chief  
Mike Ahlman



Lieutenant  
Colin Finlay



Lieutenant  
Chris Lee



John Loesch



Mark Mueller



Nichole Junge



Adam Taylor



Ryan Lettieri



Ben Dwyer



Rob Rabelhofer



Colin Barr



John Palmisano

9



Zach Wynveen



John Loesch Jr

## Communications

The Rolling Meadows Fire Department communications division is headed by Battalion Chief Jeff Moxley. Members of the division are FF/PM Lance Neuses, FF/PM Ben Kamminga and FF/PM Mike Baumgart.

Duties of the division include maintenance of portable and mobile radios; maintenance of fire station alerting; attending Northwest Central Dispatch Fire Liaison meetings; and consistently monitoring system performance and needs for future improvement.

In 2015 the communications division monitored the performance of the newly installed station upgrades (4<sup>th</sup> quarter of 2014 installation). These upgrades included illuminated speakers for night lighting upon receiving calls and message boards located on the apparatus floor and in various key locations in the stations. The message boards display units due, call type and call location on dispatch. The message boards have aided in faster response times to incidents by decreasing push out times (time of dispatch to vehicles departing station).

In 2015 further upgrades to the alerting system were identified. The installation of speakers in areas of the stations that had acoustical issues and locations that would benefit from message boards were identified. The division budgeted these items for installation in early 2016.

The division also performed beta testing of two new applications for cell phone usage. The first application is designed immediate dispatch notification via the US Digital Designs alerting system located at each station. The application will provide immediate notification of a call on a cell phone. This application has been in use on department cell phones and has aided in response notification.

The second application is provided by Motorola via Northwest Central Dispatch that enables a cell phone to be used as a portable radio. Although this application is not designed for field use, it has been found useful for administrative personnel to remain in contact with units in the field and the dispatch center. This application can be used anywhere in the United States (dependent upon data coverage) to remain in contact with our radio system. This application is only in the testing phase at this time.

## Apparatus Committee

The Apparatus Committee is comprised of a representative from each of the three shifts within the Fire Department. The purpose of the Apparatus Committee is to develop vehicle specifications that best meet the needs of the department.

In 2015, the Committee compiled the necessary specifications for a new ambulance. The City Council approved the municipal price bid to Foster Coach for the purchase of a 2016 Ford F650 chassis with a Horton ambulance body. This new Ford F Series chassis style was selected to provide a softer ride in the patient care compartment which addressed the feedback sheets we receive from previous users of our Emergency Medical Services. There is an expected date of delivery of September 2016.

Other needs of the Department were addressed including the ordering of a replacement staff car. The municipal bidding process was utilized for this purchase and a 2015 Ford Taurus AWD sedan was delivered in April. This vehicle replaces the 2005 Buick sedan that was re-assigned to the fleet stock at Public Works.

An older vehicle used for Specialty Rescue Squad was decommissioned and successfully auctioned off using Auctions.gov website.

In December we took delivery of our new engine. The Pierce Fire Rescue Pumper was commissioned as Engine 616 and added to our fleet. Our oldest Reserve Engine is currently up for bid using the Auctions.gov website for removal.



*Engine 616*

## **Safety Committee**

The Safety Committee meets quarterly to review operation and procedures on issues specific to occupational health and safety.

The Committee reviews reported injury and exposure incidents. Based on discussions of the findings drawn from the report, a recommendation and or suggestion may be forwarded to Fire Administration for assistance in creating new policy, procedure, or strategy to enhance workplace safety.

The Committee also makes recommendations for vehicle and equipment improvements and personnel safety items. The Committee reviews new products and services that promote the physical and mental health and well-being of our personnel.

The most common work place injury in the Fire Service is back strains and sprains. To help reduce these and other musculoskeletal injuries, the department has a physical fitness policy in place that provides guidance on activities both on and off duty to maximize physical and mental wellbeing.

Hearing protection, safety glasses, and mandated personal protective equipment (boots, hoods, gloves, helmet, coat, and pants) is provided to all RMFD firefighters. Each firefighter is provided a "back up" coat and pants should the need arise to decontaminate their equipment from exposure.

## **Injury Report**

### **Minor Injuries**

In 2015, six minor injuries occurred which did not require evaluation by a physician.

### **Major Injuries**

A total of 135 work days were lost in 2015 due to injuries that required medical evaluation by a physician:

- 2 Shoulder Injuries
- 1 Hand Injury
- 1 Lower Back Strain
- 1 Blood Borne Pathogen Exposure

Most injuries occurred during training. The second largest number of injuries occurred during emergency calls.

## Special Operations

Special operations in the Rolling Meadows Fire Department consist of the following areas: Technical rescue, Water rescue, and Hazardous Materials mitigation. These incidents are handled through the sharing of services with Palatine and Palatine Rural Fire Departments. When there is a call for special operations in any of the three communities all three departments respond. Equipment has been dispersed among the three departments in a manner designed to ensure it arrives as quickly as possible to the location of the emergency.

Swift Water and Dive Rescue is handled through an agreement with the Palatine Fire Department which provides dive response into Rolling Meadows. Both departments respond to swift water incidents. In 2015 training evolutions included multi-department training hosted by the Wheeling Fire Department on May 2<sup>nd</sup>, in the Des Plaines River simulating a flooding swift water emergency. Crews also trained in the Fox River.



The Technical Rescue Team (TRT) completed combined training this year with Palatine Squad 85 which is staffed full time in Palatine allowing for a faster initial response of the necessary equipment to begin mitigation of a Technical Rescue incident. Members also attended two 8 hour drills held at the National Illinois Public Safety Training Academy (NIPSTA) covering all areas of Technical rescue.

Three Rolling Meadows TRT members have been assigned under a mutual aid agreement to the Illinois State Urban Search and Rescue (USAR) Team. This team responds to large scale rescue situations throughout Illinois and can be deployed across state lines. The State USAR team trains monthly as well as an annual deployment drill. Our three members attended training around the state and in Wisconsin for the State USAR team. Two team members were deployed to Sublet, IL for a large tornado with extensive damage to a mobile home park. This Crew, from Illinois Task Force 1, conducted secondary searches of over 300 mobile homes.

### HAZMAT

The Rolling Meadows Fire Department HAZMAT Team had a very active year in 2015. We attended a number of drills which will enhance our ability to respond to real world incidents and continued to build upon our partnership with the Division 1 East and West team. The hazmat team, which is currently comprised of six members, is proud to have four members who are

credentialed to be part of an Illinois regional response effort. RMFD Hazmat 15 has been designated as the primary supply vehicle for hazardous materials responses in our division.

Training sessions in 2015 included the following:

- Improvised explosive device training in Schaumburg
- Chlorine leak mitigation, the Western Shelter, Zumbro, and UTV in Mount Prospect.
- Anhydrous ammonia leak mitigation training with a practical drill at Gonnella Bread in Schaumburg.
- Monitoring for various substances class and practical in Elk Grove Township
- NIOSH and Emergency Response Guidebook training with the Palatine Fire Department
- Practical chemical leak drill at Little City in Palatine
- Response training drill at Northrup Grumman hosted by the RMFD Hazmat Team



In 2016, the RMFD Hazmat Team will be hosting a drill which will familiarize our neighboring departments with Hazmat 15 (pictured below).



## Public Education

The Pub Ed Team participated in several community events this year. We visited many of our local schools providing fire safety presentations as well as offering tours of our fire stations to various groups. We provided a fire engine and firefighters to answer questions at Corn Fest and the carnival at St Collette. We also had several fire department members participate in the Rolling Meadows Police Department's National Night Out.

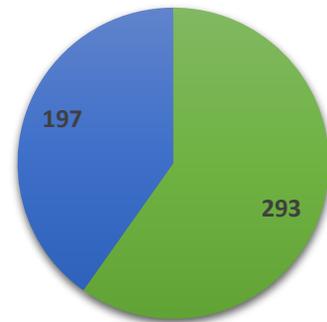


This year's Fire Department Open House, led by FF/PM Mark Mueller, was a great success. Beautiful weather and large crowds made the day a fun and informative event for the residents of Rolling Meadows.



LT Chris Lee organized a fire safety poster contest in conjunction with the Fire Department Open House and students from Kimball Hill, Central Road, St Collette and Willow Bend schools participated. Over 800 entries were received, and several hundred prizes were handed out. The contest will be planned again for 2016.

Using a grant from the Federal Emergency Management Agency the Pub Ed Team administered a Safe Senior Program to residents over the age of 65 years old. The program supplies senior citizens with free smoke and carbon monoxide detectors along with information on fire safety and injury prevention. One hundred and fifty homes were visited this year with close to five hundred detectors installed.



■ Smoke Detectors ■ CO Detectors

## Training

The Fire Department is responsible for providing training to all personnel in over thirty different subject areas including: Fire suppression, fire attack tactics and strategy, emergency medical services, specialized rescue and driving/vehicle operations. Compliance with fire training standards is regulated by a number of organizations including the Office of State Fire Marshal, the National Fire Protection Association, the Insurance Services Organization and the Occupational Safety and Health Administration. Northwest Community Hospital is tasked with providing mandatory monthly continuing education for all of our paramedics to assure compliance with Illinois Department of Public Health and Northwest Community Emergency Medical Services System standards.

During 2015, Fire Department personnel dedicated 11,697 staff hours to fire related training activities and 1,055 staff hours to EMS related training.



The Fire Department continued to expand our collaborative training agreements with the Palatine Rural Fire District and Palatine Fire Department throughout 2015. The three departments have



combined monthly emergency medical services (EMS) continuing education training sessions and hold combined training drills on fire related subjects multiple times during most months. LT Finlay assumed the role of the Continuing Education Instructor for all three departments in 2015. A large amount of time over the summer was spent training on our joint Fireground Operations Guideline or F.O.G. manual. This manual provides all three departments tactical

guidelines for multiple fire scenarios. Companies from the three jurisdictions also participated in live fire training evolutions with companies from the Arlington Heights Fire Department at the AHFD training tower. The training classes included thermal imaging classes and live electrical emergency demos.

## Fire Prevention

The Rolling Meadows Fire Prevention Bureau (FPB) is responsible for many activities that contribute to a fire safe environment throughout the City. The Rolling Meadows FBP accomplishes these tasks utilizing a variety of personnel including Fire Marshal Scott Mohr, FF/PM Lance Neuses and FF/PM Ryan Harding. These three members have completed specialized FPB training and hold Fire Prevention Officer Certificates from the Office of the State Fire Marshal. Front line shift personnel contribute to the FPB mission by regularly conducting routine fire inspections while on duty and in service/available to respond to emergencies. The FPB relies on community volunteers for data entry and scanning/filing of inspection reports and other documents.

Routine fire safety inspections of 180 multi-family residential occupancies and 457 commercial buildings is a major responsibility of the Rolling Meadows FPB. In 2015, 418 inspections were completed due to the combined efforts of our FPB inspectors, specially trained Community Development Inspectors and Fire Department on duty Shift Personnel. In addition, FPB staff review electronic reports submitted by state licensed contractors asserting the fire code compliance of the community's fire detection and suppression systems. Contractors and property owners are notified of deficiencies and follow up code compliance enforcement is pursued when necessary. This process has been streamlined through the use of the IROL (Inspection Reports Online) reporting system.

FPB staff work closely with the Community Development Inspection Team to ensure that fire codes are adhered to in newly constructed and remodeled buildings. Inspectors from the Fire Department and Community Development routinely review building plans and conduct site inspections when overseeing construction projects. FBP staff attend fire evacuation drills at our City's schools and commercial buildings. A major focus in 2015 involved encouraging commercial property owners to transition their fire alarm transmissions from telephone "landlines" to wireless radio transmission connection to our dispatch center. The newer wireless technology is required by City Ordinance and reduces the number of false alarm activations, thereby reducing the risk associated with unnecessary fire department response.



## Fire Investigations

Per state statute (425 ILCS 25), it is the responsibility of the Fire Chief or his designee to ensure that the origin and cause of every fire is investigated. The Rolling Meadows Fire Investigators have been given that authority by the Fire Chief. All RMFD Fire Investigators have attended a 120 hour Fire Investigations course to obtain certification from the Illinois Office of the State Fire Marshal. In addition to this initial certification training requirement, the Office of the Illinois State Fire Marshal requires all fire investigators to complete 100 hours of continuing education in a four year period to maintain certification. This is achieved through attending conferences, training sessions, ride-along programs and/or through investigating actual fires. If 100 hours are not achieved, the investigator will no longer be considered qualified.

Following an established scientific method, investigators will evaluate fire scene evidence, conduct interviews, take photographs, and create sketches in an attempt to determine the origin and cause of each fire. Each fire investigated requires a range from a few hours to several days of work for the investigation team depending on circumstances. The Fire Investigations Team works with the Rolling Meadows Police Department, The Illinois State Fire Marshal's Arson Investigators and the Bureau of Alcohol, Tobacco and Firearms as required by the size and scope of each incident. Any fire deemed suspicious is turned over to one of the above law enforcement agencies for further processing. In 2015 the Rolling Meadows Fire Department conducted 17 fire investigations.

The Fire Investigations Team underwent some changes on 2015. Battalion Chief Kerrins was appointed the responsibility of Team Leader for Fire Investigations. The Fire Investigations team is comprised of 5 members: BC Kerrins, LT Sutter, FF/PM Kamminga, FF/PM Kusek, and FF/PM Rabelhofer.

The Rolling Meadows Fire Investigation Team is always striving to be the best and to assist the Fire Department in any way possible in making our community safer.



## Foreign Fire Tax Fund

The Foreign Fire Tax Fund receives revenue via Illinois State Statute (65 ILCS 5/11-10-1) which mandates insurance companies headquartered outside of the State of Illinois pay a fee not exceeding 2% of gross receipts received from fire insurance on properties in areas of Illinois that have established fire departments. Per the statute, money is collected by the Illinois Municipal League for distribution and each department who receives this revenue has an elected foreign fire insurance board who manages the distribution of money.

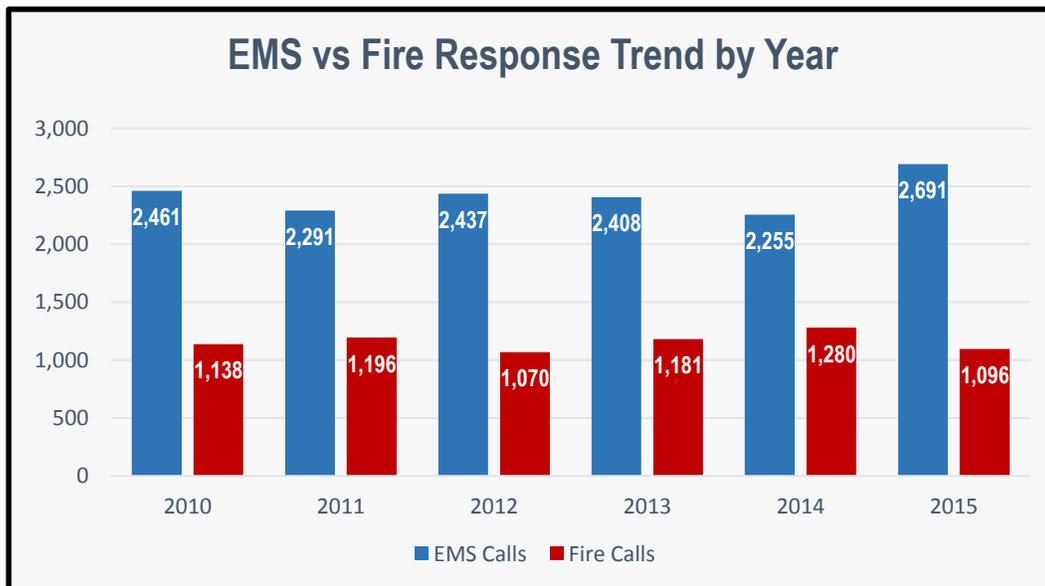
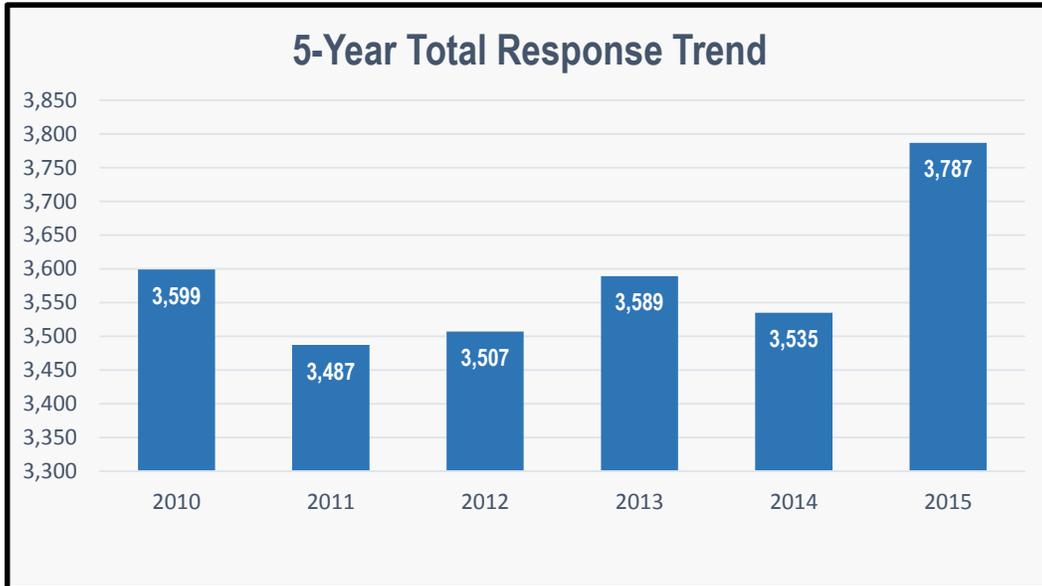
In 2015, the Foreign Fire Tax Fund Board approved expenditures totaling approximately \$32,000.00 for items such as live fire training, fire equipment and various other items. Some notable items purchased by the Foreign Fire Fund in 2015 include:

- \$10,000 for firefighter live fire training
- \$1,119 for Honor Guard Flags
- \$14,300 to purchase Thermal Imaging Cameras



*RMFD Honor Guard Members (from left to right) Brad Petrik, Mark Hayden, Lance Neuses*

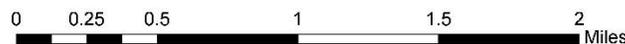
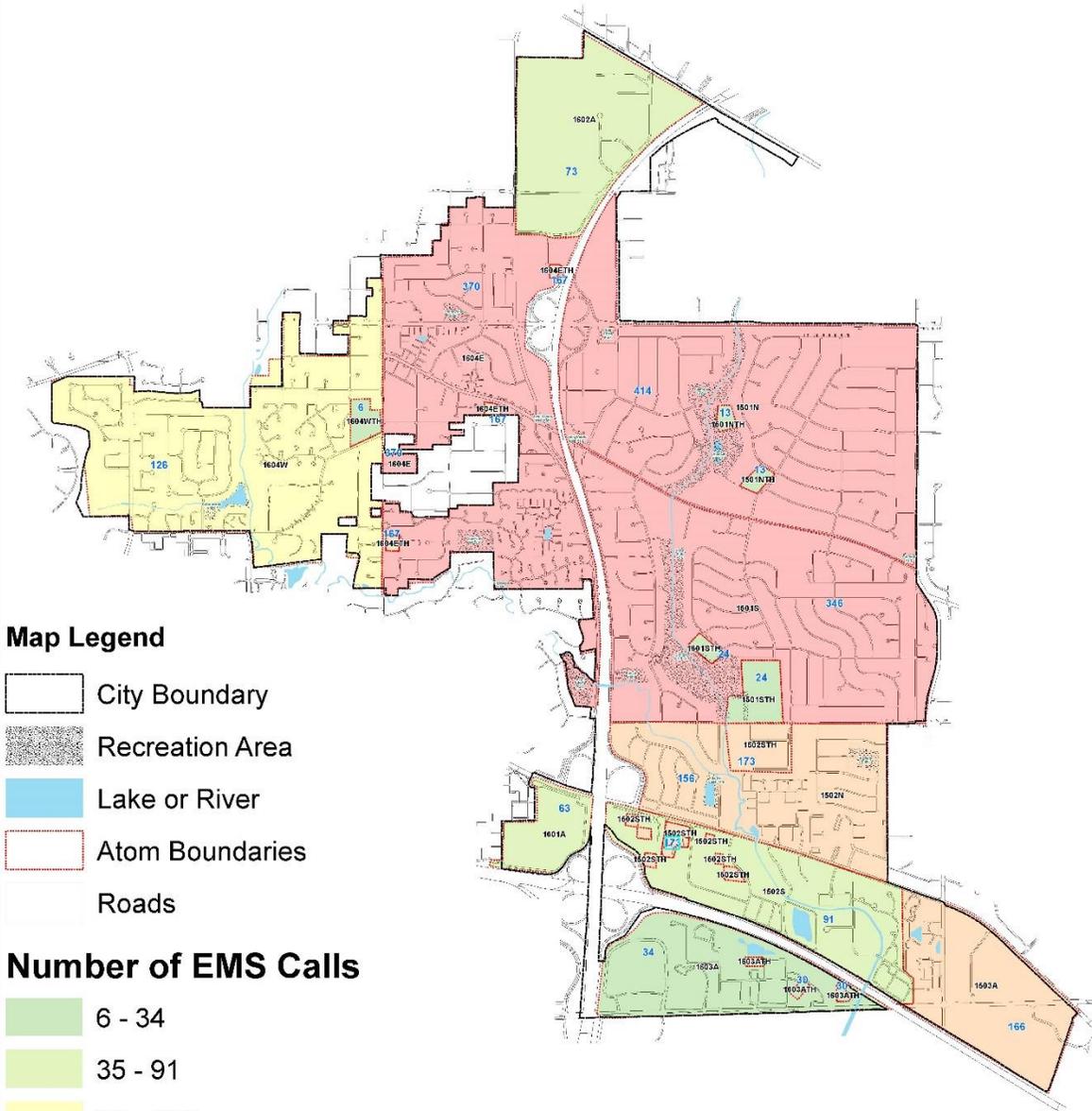
## Annual Responses





# City of Rolling Meadows

## EMS Calls by ATOM



## **Emergency Medical Services (EMS)**

In 2015 the Rolling Meadows Fire Department Ambulances responded to 2,289 Emergency Medical Service (EMS) calls which is an increase of 375 over last year (numbers do not include Mutual/Auto Aid received from other departments). Of these calls, 1,211 required Advanced Life Support (ALS) treatment and transportation, 589 required Basic Life Support (BLS) treatment and transportation and the remaining 489 calls were a mixture of patient refusals, calls where no treatment was required, and calls where there was a death at the scene. 1,736 patients were transported to Northwest Community Hospital, 48 to Alexian Brothers Medical Center, 12 to Lutheran General Hospital, 4 to Saint Alexius Medical Center, and 1 to Good Shepherd Hospital.

The Rolling Meadows Fire Department is proud that all of its members, with the exception of the Fire Chief and Deputy Fire Chief, are Illinois licensed paramedics. All paramedics must receive at least 36 hours of continuing education credits annually, addressing both adult and pediatric care, along with maintaining a current CPR card. This standard is a minimum and most RMFD paramedics far exceed this requirement.

Within the RMFD the EMS Committee consists of eight members. LT Colin Finlay is the EMS Coordinator (EMSC) while FF/PM Adam Taylor is the Assistant EMSC. The remaining members are; LT Chris Lee, FF/PM John Loesch, FF/PM Nichole Junge, FF/PM Mark Hayden, FF/PM Ryan Lettieri, and FF/PM Ben Dwyer. LT Finlay also serves as the Fire Department's EMS Educator.

To maintain a superior level of service to the community these members serve on various committees through Northwest Community EMSS including; Provider EMS Coordinator (PEMSC), Provider Based Quality Improvement (PBQI), Computer Aided Reporting System (CARS), Education, Research and Development, Advisory Board, and Emergency Preparedness to name a few.

The Rolling Meadows Fire Department staffs two ALS transport ambulances on a daily basis and two ALS non-transport engines. There are two ALS non-transport engines in reserve status and one fully equipped ALS transport ambulance in reserve status. This ambulance is utilized for special events and is available should a front-line ambulance require repair or maintenance work.

In addition to emergency requests for patient care, the Rolling Meadows Fire Department's EMS division provides additional services such as:

- Blood pressure readings for residents at both fire stations.
- Monthly blood pressure screenings for City employees at City Hall and the Public Works Department by on-duty crews.
- Stand-by ambulance at all Rolling Meadows High School home football games.
- Internship opportunities for Harper College Paramedic Program students.

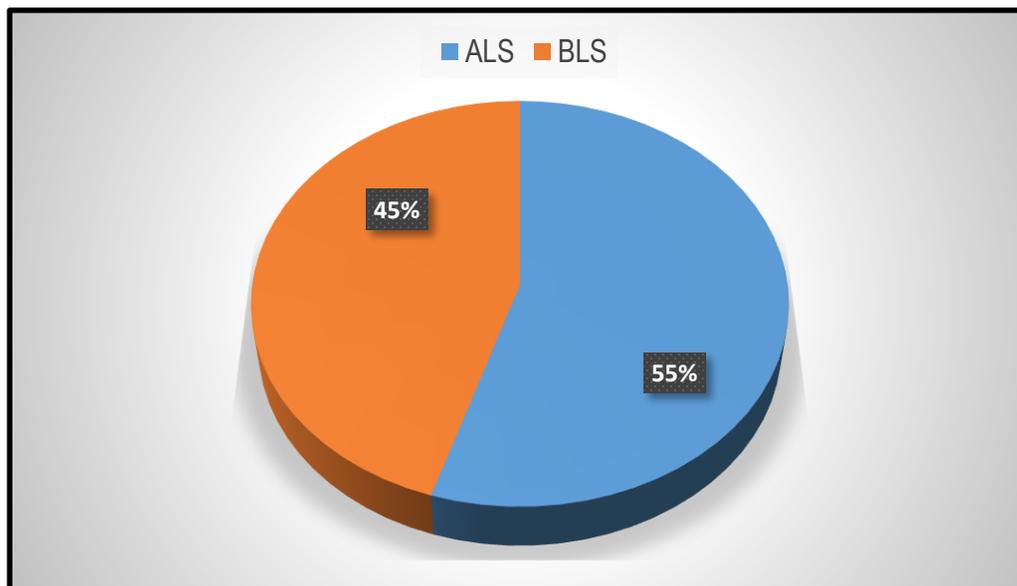
The Rolling Meadows Fire Department EMS Division continually strives to provide the highest level of care for our residents and visitors alike.

## Emergency Medical Services Response by Type: BLS vs. ALS

Basic Life Support (BLS) services means the rendering of a basic level of pre-hospital emergency care, including but not limited to airway management, cardiopulmonary resuscitation, control of shock and bleeding and splinting of fractures.

Advanced Life Support (ALS) means an advanced level of pre-hospital emergency care that includes life support functions such as cardiopulmonary resuscitation (CPR); cardiac monitoring; cardiac defibrillation; electrocardiography; intravenous therapy; administration of medications, drugs and solutions; use of adjunctive medical devices; trauma care; and other authorized techniques and procedures initiated for the treatment of real or potential acute life threatening conditions under direction of the Northwest Community Emergency Medical Services System Medical Director in an Illinois Department of Public Health (IDPH) approved Advanced Life Support EMS System. RMD paramedic crews practice under the written or verbal direction of a physician licensed to practice medicine in all of its branches or under the verbal direction of an Emergency Communication Registered Nurse.

In 2015, The Rolling Meadows Fire Department responded to 2,691 emergency medical assistance calls. 55% (1,378) of those calls required some type of Advanced Life Support procedure. The remaining 45% (1,133) were calls for assistance were considered Basic Life Support responses. Runs not included in total EMS calls were 180 dry runs. A "Dry Run" is a catch-all category which includes calls for other service, no patient contact, returned enroute, etc.



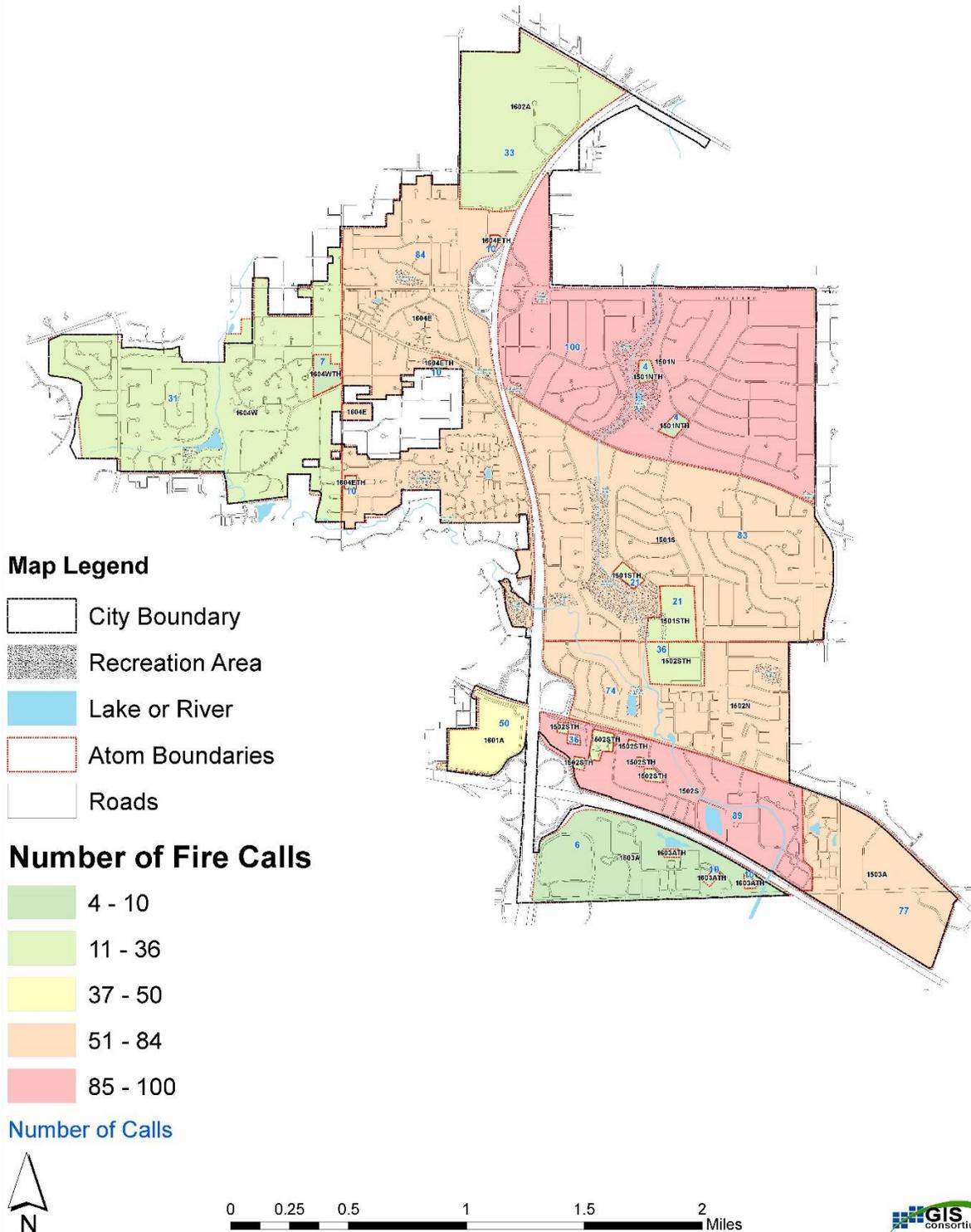
### EMS Responses by Nature

Nature Of Call	BLS YTD		ALS YTD		Total YTD	
Burns	0	0.0%	1	0.1%	1	0.0%
Cardiac	0	0.0%	135	9.8%	135	5.0%
Chemical Abuse	65	5.7%	35	2.5%	100	3.7%
Invalid Assist	73	6.4%	0	0.0%	73	2.7%
Medical	317	28.0%	917	66.5%	1,234	45.9%
OB	8	0.7%	4	0.3%	12	0.4%
Psychological	166	14.7%	42	3.0%	208	7.7%
Trauma	362	32.0%	203	14.7%	565	21.0%
Triple Zero	21	1.9%	0	0.0%	21	0.8%
Vehicle Accident	121	10.7%	41	3.0%	162	6.0%
Dry Run	0	0.0%	0	0.0%	180	6.7%
<b>Total</b>	<b>1,133</b>		<b>1,378</b>		<b>2,691</b>	



# City of Rolling Meadows

## Fire Calls by ATOM



## Fires by Nature

Alarm System Activation, no fire – unintentional	91
Alarm System Sounded due to Malfunction	68
Arcing, Shorted Electrical Equipment	13
Assist Police or other Governmental Agency	3
Brush or Brush-and-Grass Mixture Fire	2
Building Fire	20
Building or Structure Weakened or Collapsed	1
Carbon Monoxide Detector Activation, No CO	11
Carbon Monoxide Incident	21
Central Station, Malicious False Alarm	1
Chemical Spill or Leak	3
Chimney or Flue Fire, Confined to Chimney or Flue	2
CO Detector Activation Due to Malfunction	14
Combustible/ Flammable Gas/ Liquid Condition, Other	1
Cooking Fire, Confined to Container	4
Cover Assignment, standby, moveup	36
Defective Elevator, No Occupants	3
Detector Activation, no fire – unintentional	41
Direct Tie to FD, Malicious False alarm	2
Dispatched and Cancelled En Route	81
Dumpster or other Outside Trash Receptacle Fire	3
Electrical wiring/ equipment problem, other	8
EMS Call, excluding Vehicle Accident with Injury	10
Excessive Heat, Scorch Burns with no Ignition	5
Extinguishing System Activation	2
Extinguishing System Due to Malfunction	2
False Alarm or False Call, Other	102
Fire, Other	5
Gas Leak (natural gas or LPG)	31
Gasoline or other Flammable Liquid Spill	6
Good Intent Call, Other	10
Hazardous Condition, Other	9
HazMat Release Investigation with no HazMat	2
Heat Detector Activation Due To Malfunction	2
Heat From Short Circuit (wiring), Defective/worn	4
Incinerator Overload or Malfunction, Fire Confined	1
Local Alarm System, Malicious False Alarm	1
Lock in	11
Lock Out	33
Malicious, Mischievous False Call, Other	9
Medical Assist, assist EMS Crews	4
Motor Vehicle Accident With Injuries	7
Municipal Alarm System, Malicious False Alarm	3
Natural Vegetation Fire, Other	1
No Incident Found on Arrival at Dispatch Address	9
Outside Rubbish, trash or Waste Fire	2

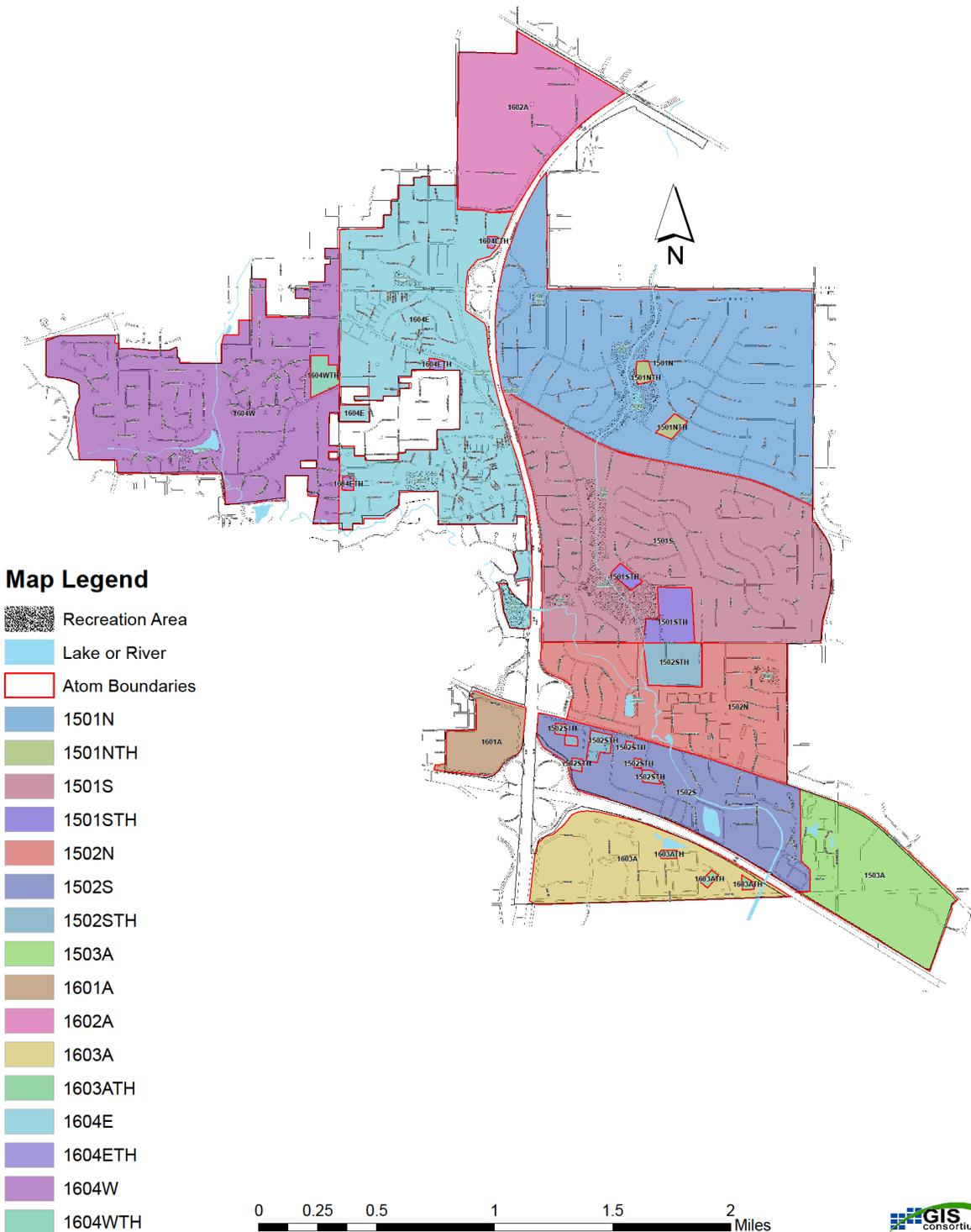
Overheated Motor	6
Overpressure Rupture, explosion, overheat other	2
Passenger Vehicle Fire	9
Person in distress, Other	2
Police Matter	3
Power Line Down	9
Public Service Assistance, Other	1
Removal of Victim(s) from Stalled Elevator	13
Road Freight or Transport Vehicle Fire	4
Service Call, Other	16
Smoke Detector Activation Due to Malfunction	40
Smoke Detector Activation, No Fire – Unintentional	71
Smoke From Barbecue	1
Smoke or Odor Removal	15
Smoke Scare, Odor of Smoke	19
Special Outside Fire, Other	1
Special Type of Incident, Other	3
Sprinkler Activation due to Malfunction	6
Sprinkler Activation, No Fire – Unintentional	2
Steam, Other Gas Mistaken for Smoke, Other	2
Steam, Vapor, Fog or dust thought to be smoke	3
System Malfunction, Other	109
Unauthorized Burning	2
Unintentional Transmission of Alarm, Other	34
Vehicle Accident, General Cleanup	1
Water or Steam Leak	12
Water Problem, Other	8
Wrong Location	2
<b>Grand Total</b>	<b>1,096</b>





# City of Rolling Meadows

## Fire Grid Map



## Overall Response Performance Summary

**Performance Objective:** To achieve and maintain a 6-minute or less response time 90% of the time in all areas of the city.

These response times begin when the call is received by Northwest Central Dispatch through the first arrival to the scene.

### District 15 (Meadow Drive Station)

<b>24.91%ATOM</b>	<b>&lt;4 Min Response</b>		<b>&lt;6 Min Response</b>		<b>Over 6 Minutes</b>	
1501N	182	39.9%	422	92.5%	34	7.5%
1501NTH	6	40.0%	14	93.3%	1	6.7%
1501S	187	48.3%	365	94.3%	22	5.7%
1501STH	23	56.1%	40	97.6%	1	2.4%
1502N	6	2.9%	76	37.3%	128	62.7%
1502NTH	1	25.0%	4	100.0%	0	0.0%
1502S	6	4.3%	65	46.1%	76	53.9%
1502STH	10	5.1%	115	58.4%	82	41.6%
1503A	10	4.8%	132	63.2%	77	36.8%
1503ATH	0	0.0%	13	48.1%	14	51.9%

### District 16 (Plum Grove Road Station)

<b>ATOM</b>	<b>&lt;4 Min Response</b>		<b>&lt;6 Min Response</b>		<b>Over 6 Minutes</b>	
1601A	4	4.1%	53	54.1%	45	45.9%
1602A	21	22.8%	83	90.2%	9	9.8%
1603A	1	2.6%	3	7.9%	35	92.1%
1603ATH	0	0.0%	11	28.2%	28	71.8%
1604E	166	40.0%	383	92.3%	32	7.7%
1604ETH	93	54.4%	159	93.0%	12	7.0%
1604W	44	33.3%	113	85.6%	19	14.4%
1604WTH	12	100.0%	12	100.0%	0	0.0%
1653N	0	0.0%	6	19.4%	25	80.6%

## Fire Department Response Performance Summary

These response times begin at the time that the Station gets toned out until the first arrival to the scene. This data does not include dispatch processing time.

### District 15 (Meadow Drive Station)

ATOM	<4 Min Response		<6 Min Response		Over 6 Minutes	
	Count	Percentage	Count	Percentage	Count	Percentage
1501N	315	69.1%	445	97.6%	11	2.4%
1501NTH	11	73.3%	14	93.3%	1	6.7%
1501S	300	77.5%	376	97.2%	11	2.8%
1501STH	33	80.5%	40	97.6%	1	2.4%
1502N	19	9.3%	147	72.1%	57	27.9%
1502NTH	1	25.0%	4	100.0%	0	0.0%
1502S	13	9.2%	114	80.9%	27	19.1%
1502STH	27	13.7%	170	86.3%	27	13.7%
1503A	48	23.0%	182	87.1%	27	12.9%
1503ATH	5	18.5%	24	88.9%	3	11.1%

### District 16 (Plum Grove Road Station)

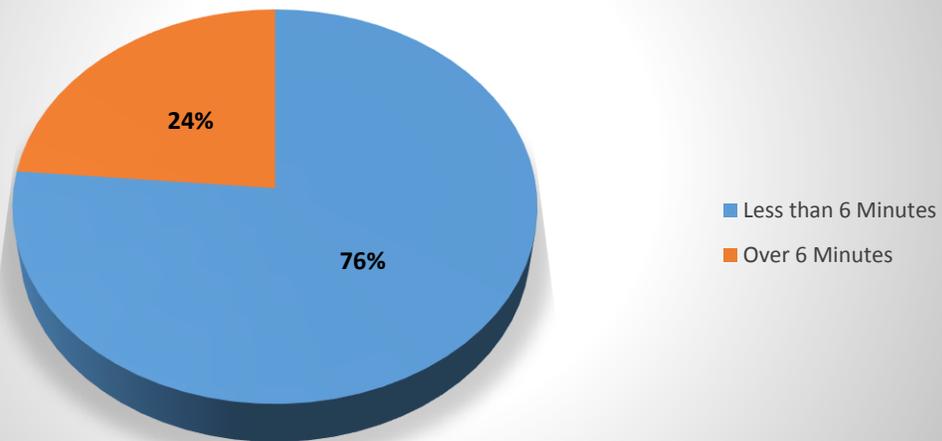
ATOM	<4 Min Response		<6 Min Response		Over 6 Minutes	
	Count	Percentage	Count	Percentage	Count	Percentage
1601A	8	8.2%	84	85.7%	14	14.3%
1602A	63	68.5%	89	96.7%	3	3.3%
1603A	1	2.6%	14	36.8%	24	63.2%
1603ATH	0	0.0%	26	66.7%	13	33.3%
1604E	298	71.8%	402	96.9%	13	3.1%
1604ETH	137	80.1%	171	100.0%	0	0.0%
1604W	86	65.2%	128	97.0%	4	3.0%
1604WTH	12	100.0%	12	100.0%	0	0.0%
1653N	4	12.9%	16	51.6%	15	48.4%

## Response Performance Summary

### Overall

These response times begin when the call is received by Northwest Central Dispatch through the first arrival to the scene.

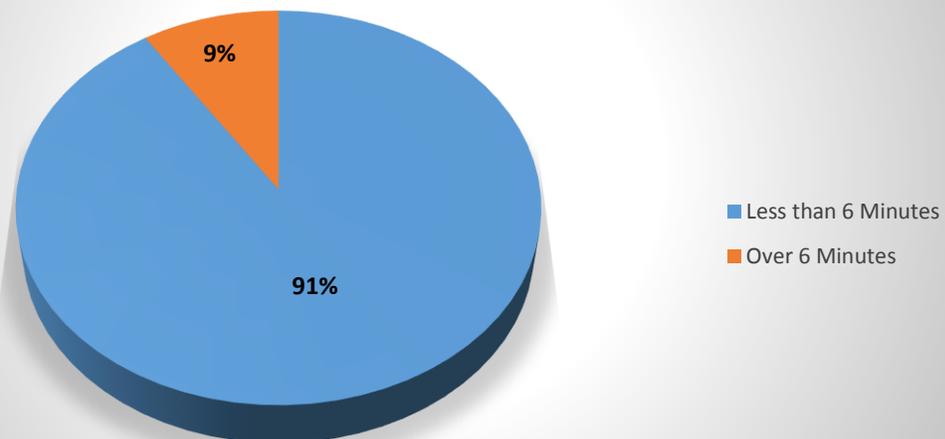
#### Total Percentage of Overall Responses Over 6 Minutes



### Fire Department Response

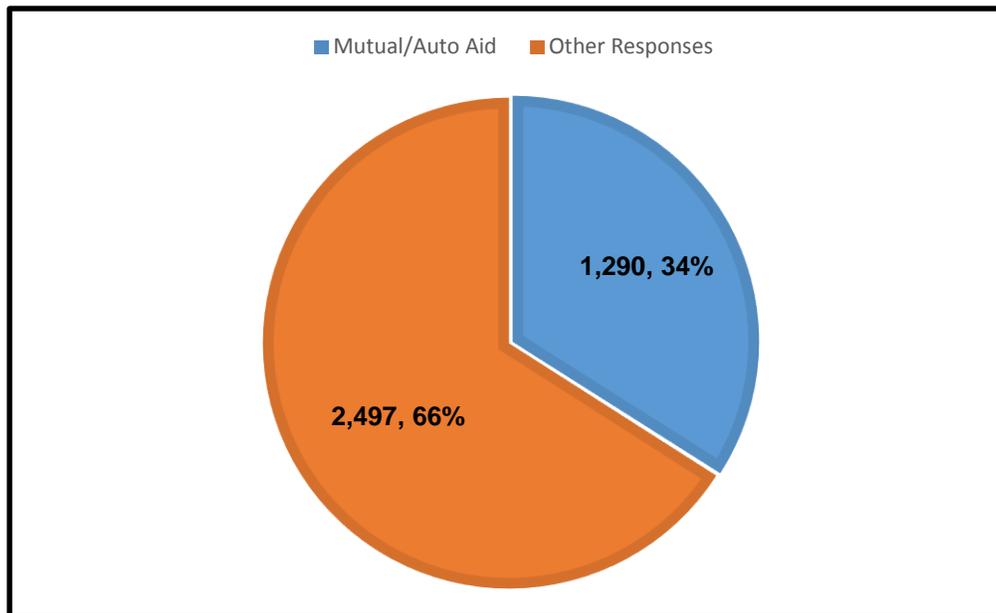
These response times begin at the time that the Station gets toned out until the first arrival to the scene.

#### Total Percentage of Fire Department Responses Over 6 Minutes

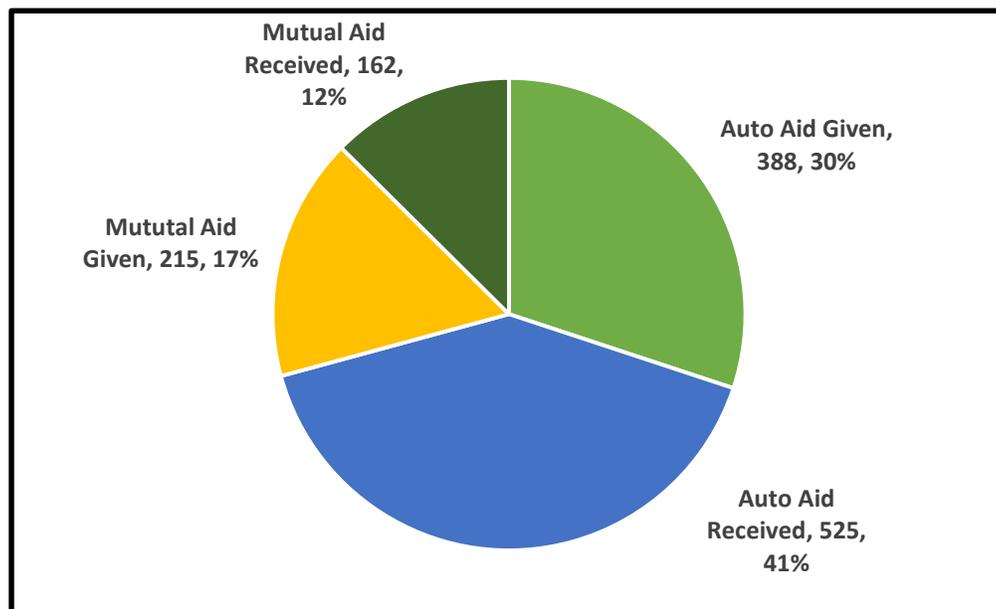


## Mutual Aid/Auto Aid

The Rolling Meadows Fire Department is part of the Illinois Mutual Aid Box Alarm System (MABAS) designed to provide assistance to area departments when the response capability of a community is depleted due to large scale or multiple incidents. In addition to MABAS agreements, we maintain automatic aid agreements with three of our surrounding communities: Arlington Heights, Palatine and Palatine Rural. These agreements are designed so our respective communities can maximize resources to reduce response times and increase the efficiency of the responding agencies. Approximately 40% of our annual calls involve some type of automatic aid or mutual aid response where the Rolling Meadows Fire Department is either providing resources to our neighbors or receiving resources from them.

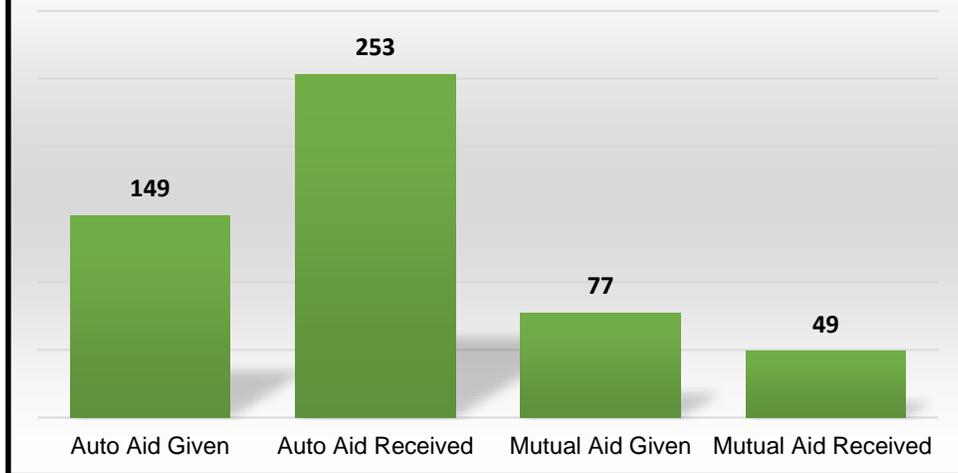


RMFD gave Mutual or Auto Aid to surrounding communities 603 times and received Mutual or Auto Aid 657 times.

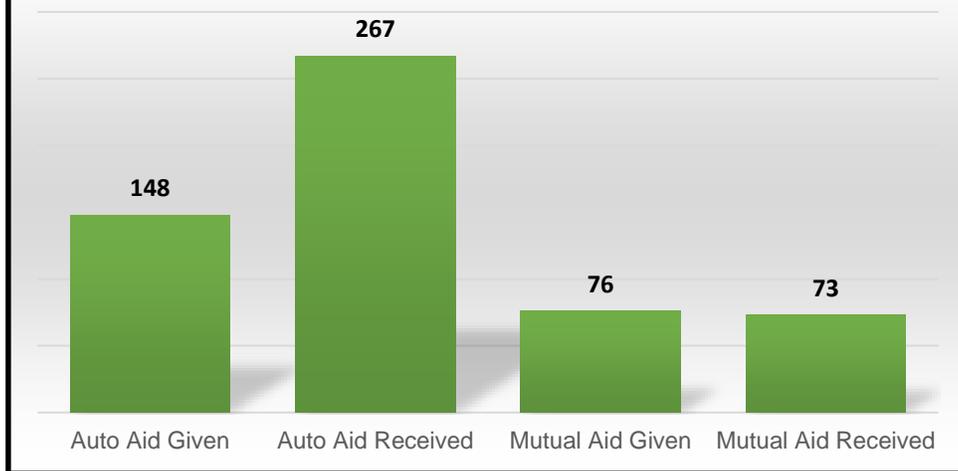


## Mutual Aid/Auto Aid Breakdown by City

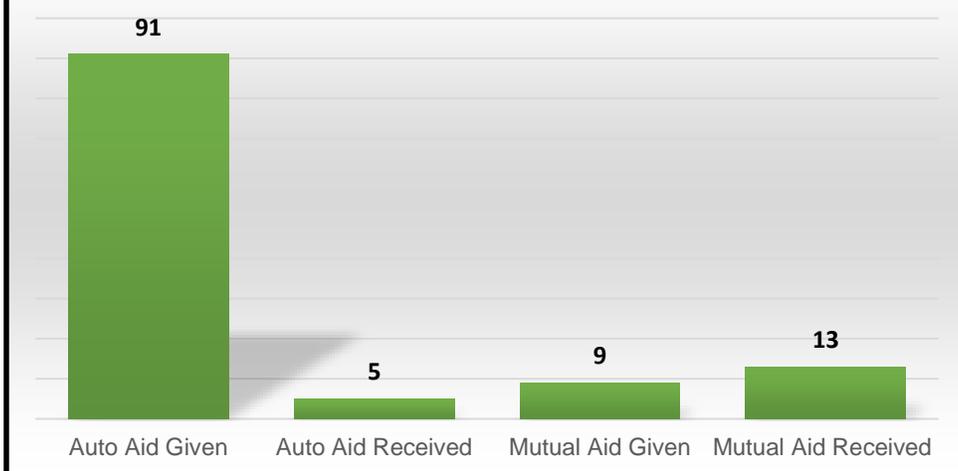
### Arlington Heights



### Palatine

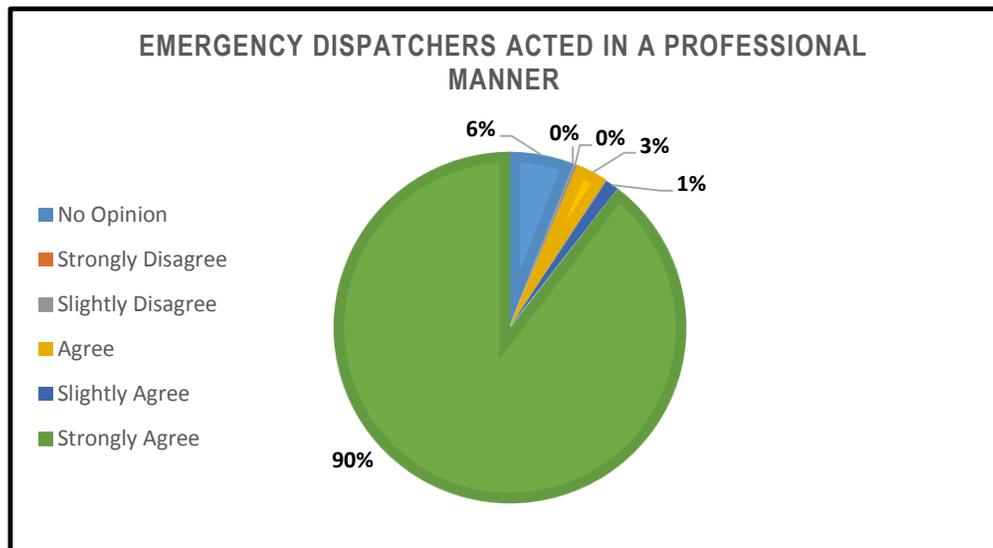
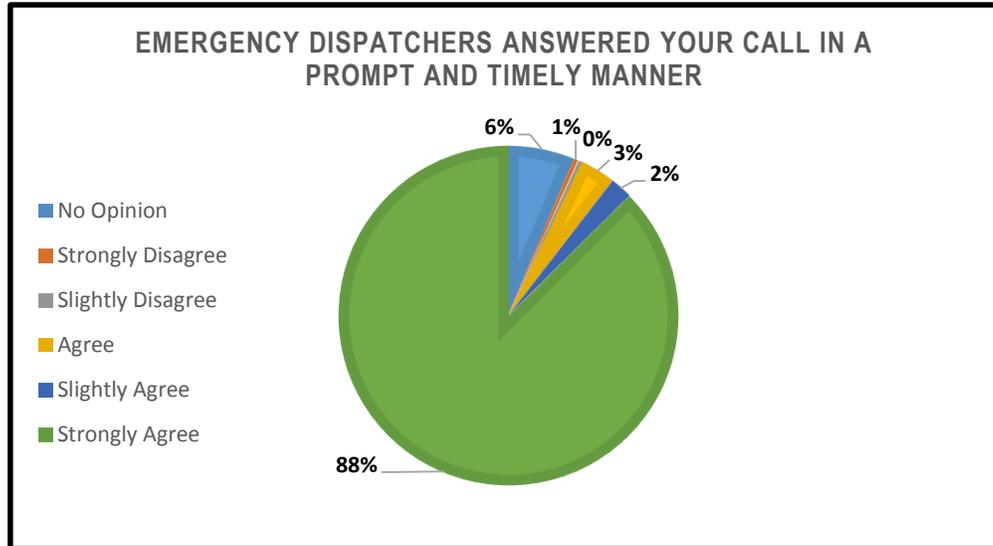


### Palatine Rural

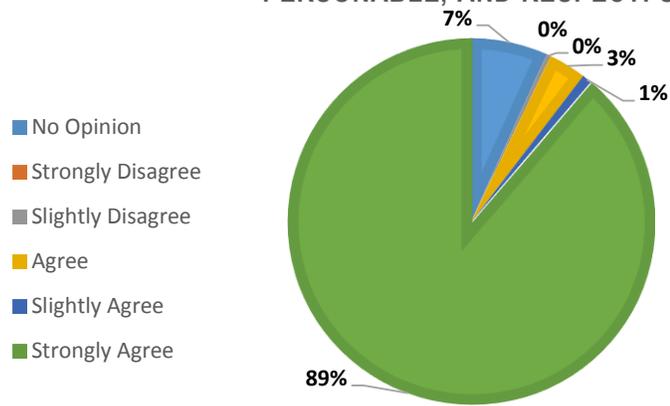


## EMS Customer Service Survey

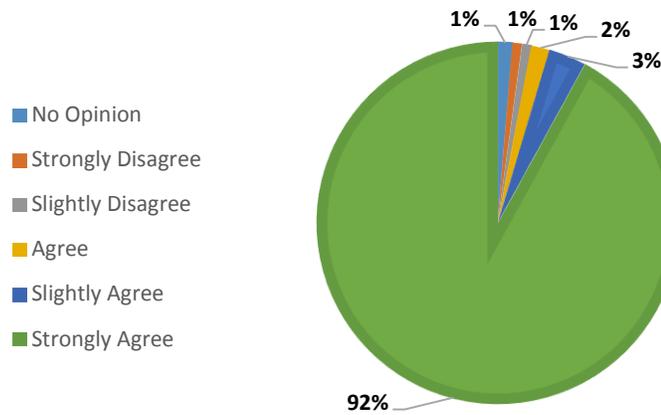
Starting in January 2013, our billing service (Andres Medical Billing) has been sending out EMS customer service surveys to patients that have been transported to the hospital. This feedback is an indicator of how the Fire Department is perceived by the people have utilize our services. 239 surveys were returned in 2015.



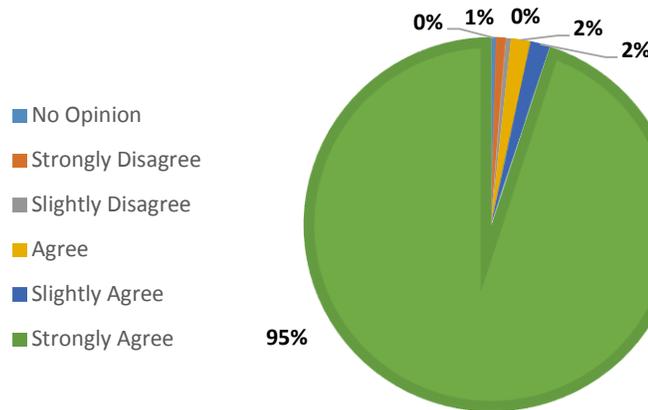
**EMERGENCY DISPATCHERS WERE COURTEOUS,  
PERSONABLE, AND RESPECTFUL**



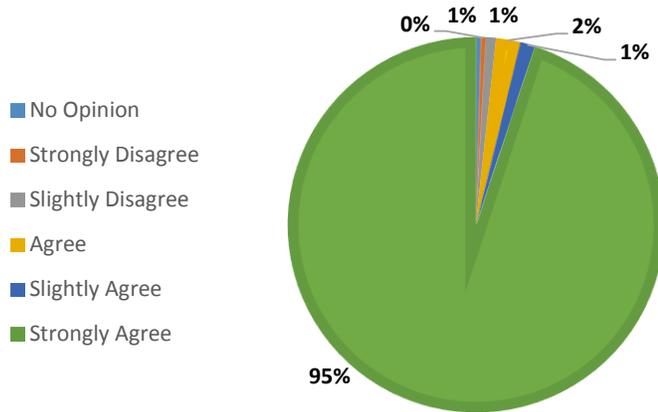
**FIRE DEPARTMENT PERSONNEL ARRIVED IN A PROMPT  
AND TIMELY MANNER**



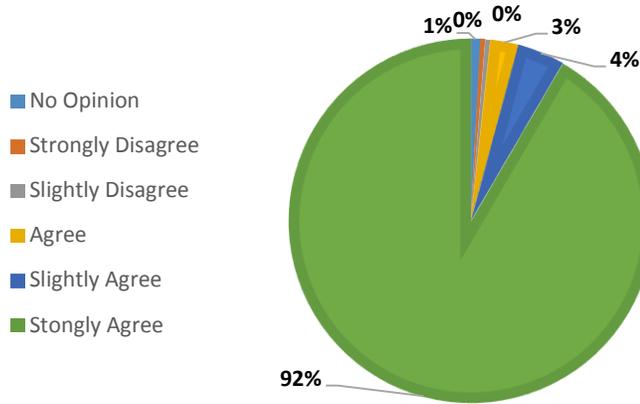
**FIRE DEPARTMENT PERSONNEL ACTED IN A  
PROFESSIONAL MANNER**



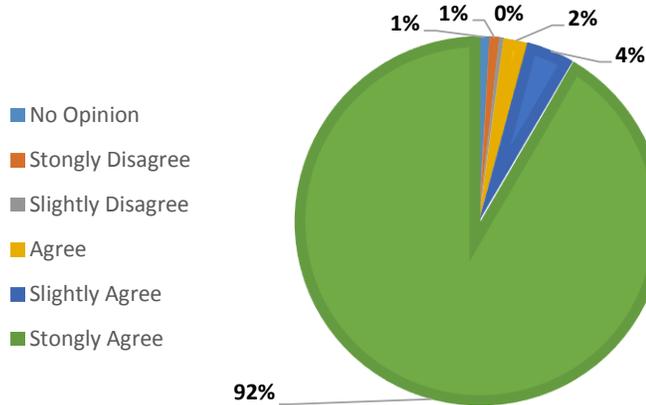
**FIRE DEPARTMENT PERSONNEL WERE COURTEOUS,  
PERSONABLE, AND RESPECTFUL**



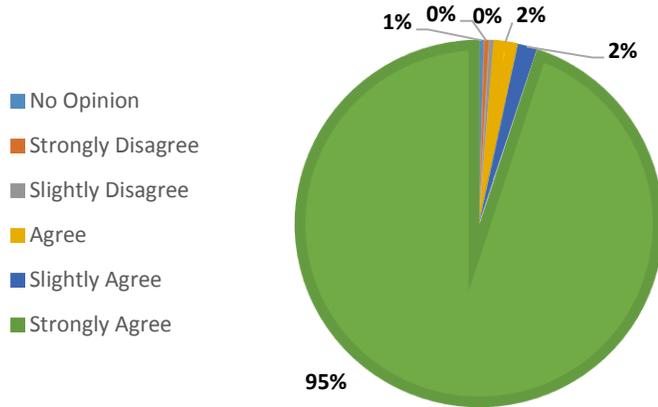
**FIRE DEPARTMENT PERSONNEL COMMUNICATED THE  
CARE BEING PROVIDED**



**FIRE DEPARTMENT PERSONNEL WERE HELPFUL AND  
INFORMATIVE**



OVERALL, YOUR EXPERIENCE WITH THE FIRE DEPARTMENT WAS POSITIVE.



From left to right: FF/PM Cappelen, FF/PM Baumgart and FF/PM Zurek