



Annual Report

Duty Service Pride



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Rolling Meadows Fire Department 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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Message from the Chief



It is my pleasure to submit the 2017 Fire Department Annual Report for your review. I have prepared this report to provide historical data on the activities of the Department during 2017, and compare them, where applicable, to previous years.

The Rolling Meadows Fire Department's mission is to offer all who live, work, play, shop and visit Rolling Meadows with the swiftest, most efficient, and above all highly-professional service. Our responsibility is to foster a safer community through our presence in fire prevention and public education, as well as

traditional fire suppression and emergency medical services.

The Fire Department Administration and support staff continually review their current and past operation to insure that we perform at the high standards consistent with the expectations of the community. Our focus on improved responsiveness helps us to cultivate a vision that is open to adjustment; we will adapt as the community grows and changes. We ultimately strive to enhance our safety of all whom we serve.

I am honored and blessed to serve as your Fire Chief. I promise to seek opportunities for continuous growth and improvement in all that the Fire Department is charged with.

Terry Valentino
Fire Chief

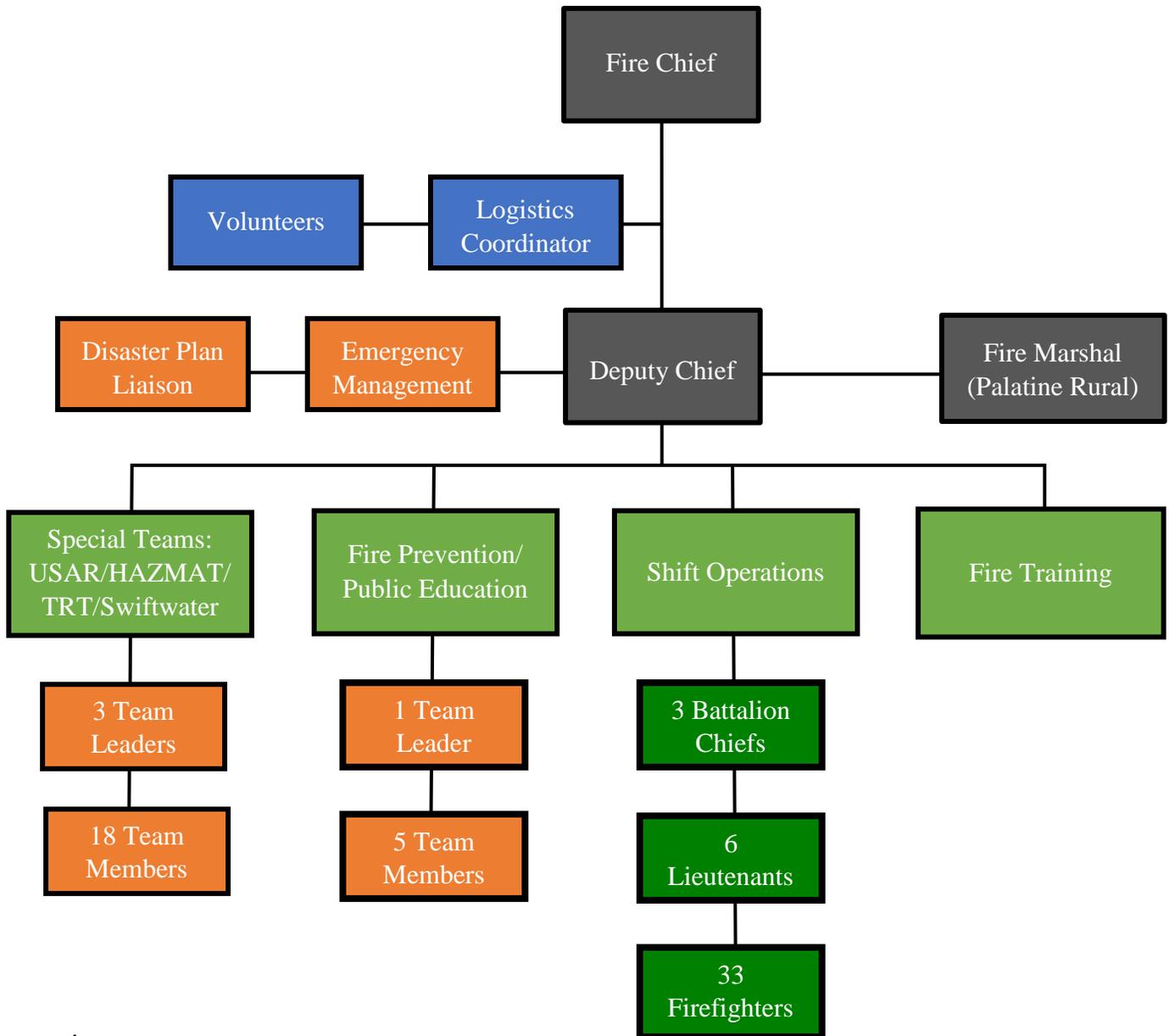


Rolling Meadows Fire Department Organizational Chart

- 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/Paramedics. 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
Terry Valentino



Deputy Chief
Jeff Moxley



Fire Marshal
Scott Mohr



Logistics Coordinator
Lisa Norton

Personnel Changes

Fire Chief Scott Franzgrote retired on September 29th after 27 years with the Rolling Meadows Fire Department



Deputy Fire Chief Terry Valentino was promoted to Fire Chief on October 2nd.



Battalion Chief Jeff Moxley was promoted to Deputy Fire Chief on October 2nd,

Lieutenant Evan Dolinsky was promoted to Battalion Chief on October 3rd.



FF/PM Dan Kusek was promoted to Lieutenant on October 3rd.



FF/PM Dan Cheval was hired on January 9th.



FF/PM Josh Gould was hired on March 6th.

FF/PM Timothy Drain was hired on October 2nd.



First Shift



Battalion Chief
Pete Sutter



Lieutenant
Jim Marvin



Lieutenant
Chris Lee



Mark Mueller



Mark Hayden



Dave Bacino



Mike Mullaney



Ryan Harding



Mike Padula



John Palmisano



Bryan Earl



Matt Cappelen



Paul Davis



Josh Gould

Second Shift



Battalion Chief
Evan Dolinsky



Lieutenant
Rick Acosta



Lieutenant
Dan Kusek



John Loesh



Brian Wirtz



Ben Kamminga



Brad Petrik



Chad Lovick



Andre Hall



Tim King



John Loesch Jr.



Mike Baumgart



Craig Allen



Tim Drain

Third Shift



Battalion Chief
Colin Finlay



Lieutenant
Adam Taylor



Lieutenant
Ben Dwyer



Jay Delfin



Dave Rill



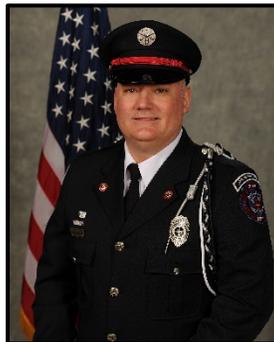
Nichole Junge



Ryan Lettieri



Rob Rabelhofer



Lance Neuses



Colin Barr



Steve Zurek



Zach Wynveen



Patrick O'Meara



Dan Cheval

Communications

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

Duties of the division include maintenance of radios, fire station alerting and vehicle mobile data capabilities. The members also attend Northwest Central Dispatch Fire Liaison meetings and consistently monitor system performance and needs for future improvement.

The primary focus in 2017 was attending demonstrations and meetings regarding a new CAD (Computer Aided Dispatch) system that will be purchased by Northwest Central Dispatch. Fire and Police Departments associated with Northwest Central Dispatch have been granted the opportunity to evaluate the future system that will be integrated into our daily operations. The communication division also continues to maintain our current system of communications (radios, computers and station alerting) in a constant state of readiness and operability.



Apparatus Committee

The Apparatus Committee is responsible for designing and implementing vehicle specifications for the Department. The members include on-duty shift personnel, public works mechanics and the Department's administration.

In 2017, the committee received the delivery of our Technical Rescue Team (TRT) squad. This new squad will assist in the deployment of our rescue personnel to specialty incidents and swift water emergencies within our City and the MABAS division.

Another vehicle received in 2017 was ambulance 626 (pictured below). This vehicle has a brand new cab and chassis design from Ford. The new style chassis will give our patients a smoother ride with the addition of a liquid spring suspension. Also, new to this ambulance is a power cot that alleviates the need to lift patients into the back of the ambulance. This ambulance is in service at station 16.



Safety Committee

The Safety Committee meets regularly to ensure use of the safest practices by Fire Department personnel. The Safety Committee not only concerns itself with the safety of our firefighters, but also the safety of the public we serve.

This year, members of our Department were given instructions based on the Traffic Incident Management (TIM) system as set forth by the Illinois Department of Transportation. This class provides for a "planned and coordinated multi-disciplinary process to detect, respond to and clear traffic incidents so that traffic flow may be restored as safely and quickly as possible. Effective TIM reduces the duration and impact of traffic incidents and improves the safety of motorists, crash victims and emergency responders." Also, we made safer our response to traffic incidents on Route 53 with the addition of an extra fire engine on the scene to provide blocking for emergency responders.

The Safety Committee is also committed to diminishing the risk of cancer among our firefighters. Disinfecting wipes have been placed on front line apparatus to minimize skin exposure to contaminant after a fire. Each firefighter also now has a complete backup set of turnout gear to ensure that any gear exposed to an environment that may contain smoke/carcinogens can be properly washed before being returned to service.

The Safety Committee takes seriously the use of safety equipment by our personnel. The health care provider that performs the department annual physicals has provided feedback to the Safety Committee that shows that our personnel have maintained their hearing over the past five years, according to test results. We attribute this positive feedback to the emphasis the Safety Committee has placed on the use of hearing protection while operating tools, equipment, and while responding on emergency calls.

Injury Report

Injuries reported but FF/PM did not seek medical attention:

In 2017, four minor injuries occurred which did not require evaluation by a physician. This included injuries to the back, knee, shoulder and finger.

Injuries that FF/PM sought medical attention:

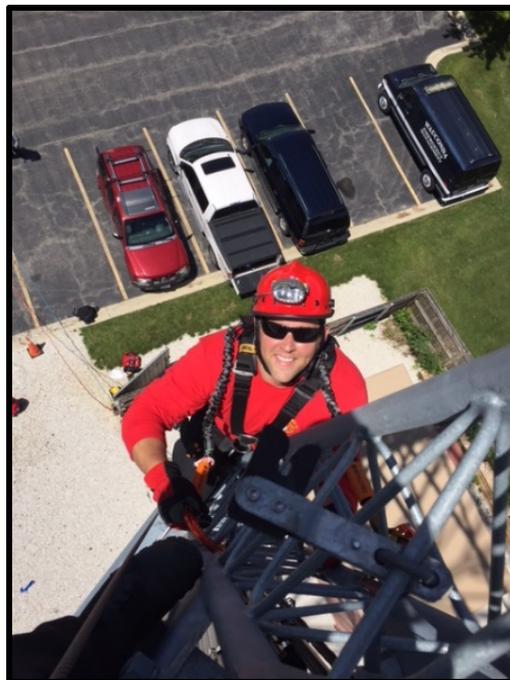
A total of 248 work days were lost in 2017 due to injuries that required medical evaluation by a physician:

- 3 Back Pain
- 1 Back Injury
- 2 Knee Pain
- 1 Finger Laceration
- 1 Groin Pain

Special Operations

TRT

The Technical Rescue Team (TRT) responded on three specialty rescue calls with our MABAS division in 2017. Each call was for a person trapped in a location where they could not be rescued by first-in-crews and our specialized team had to assist on the incident. In addition, the TRT members completed over 210 hours of specialty training this year. All of the drills consisted of rope rescue, confined space rescue, trench rescue, and structural collapse rescue work that were held in a variety of locations across Northern Cook County. A squad type vehicle was added to the fleet to assist our team to respond more efficiently to rescue calls in our area. Two of the Rolling Meadows TRT members are assigned to the Illinois State Urban Search and Rescue Team. This team can respond anywhere in the state of Illinois and to our neighboring states should they need assistance during a disaster.



Team and the remainder of the Squad has been reorganized for more efficient use.

The team was quite busy in 2017. Large scale incidents, both ammonia leaks, occurred in Elk Grove Village and Streamwood. Monthly training topics included both classroom and practical instruction. Topics ranged from leak mitigation, substance identification, and proper use of monitors. Response drills were conducted at Harper College and Northrop Grumman.

HAZMAT

The Rolling Meadows Fire Department HazMat Team has continued to grow in 2017. The team has increased to eight members, three of which are part of the deployable team for MABAS. We have strengthened our relationships with surrounding departments and standardized the tools and equipment we carry. HazMat Squad 15 has been moved to Station 16. The office area in the back of the Squad is undergoing a remodel to effectively share the space with the Fire Investigations



Swiftwater

The Rolling Meadows Fire Department Swiftwater/ Flood Search and Rescue Team operates following the Federal Emergency Management Agency guidelines. The team conducts search, rescue and recovery for humans and animals in swiftwater, swiftwater/flood and Stillwater/flood environments. In 2017, the team



trained several times at the Yorkville 1,100 foot long whitewater chute in a joint effort with MABAS Division One teams. The equipment required for search and rescue operations is housed on Squad 15 and is capable to respond on any water based emergency or deployment. Our team members are deployable throughout the State of Illinois and if needed throughout the country to help mitigate natural disasters. We have members on the IL Task Force 1 team and the Cook County Water Rescue Team.



Public Education

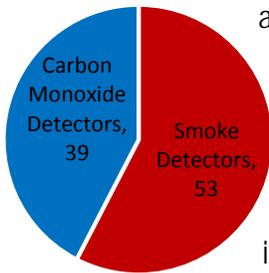
The Public Education Team participated in several community events this year. We visited many of the local schools to give fire safety presentations as well as offering tours of our fire stations to various groups. We supplied a fire engine and firefighters to answer questions at the Community Church's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



The open house, conducted in October and led by FF/PM Lance Neuses, was a great success again this year, despite the rain! We utilized the front office as an art gallery to display art work from Plum Grove Jr High art students and we were grateful to receive donations from Jewel, JC Restorations and Senor Tacos for the food they provided for the residents that attended! With the help of many other members of the department, the day was a fun and informative event for the residents of Rolling Meadows.

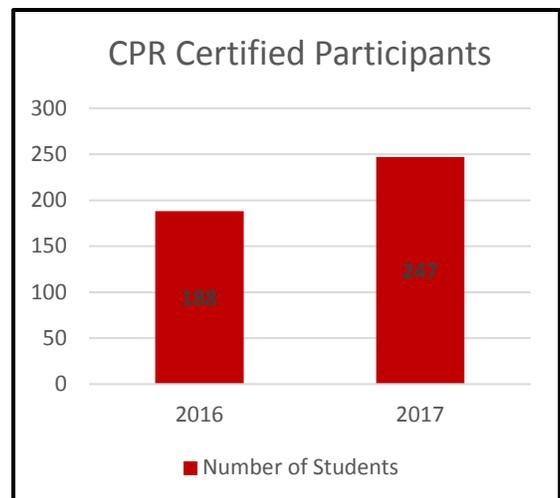
Lt. Chris Lee organized a fire safety poster contest in conjunction with the Fire Department Open House. Students from Kimball Hill, Central Road, St. Collette and Willow Bend schools participated. Hundreds of prizes were handed out. The contest will be planned again for

the upcoming year.



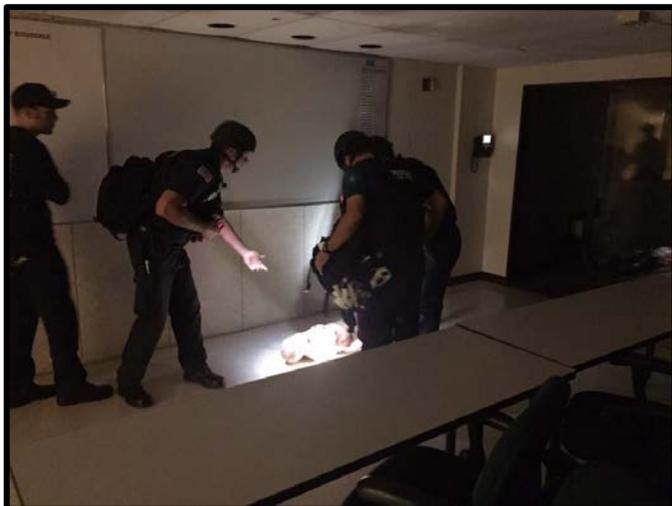
Using a grant from the Federal Emergency Management Agency (FEMA) the Public Education Team administered a Safe Senior Program to residents over the age of 65 years old. The program supplies seniors with free smoke and carbon monoxide detectors along with information on fire safety and injury prevention. 27 residents took advantage of the program again this year and were visited by a member of the Pub Ed Team. 53 smoke detectors and 39 Carbon Monoxide detectors were installed in the resident's homes in 2017.

Our CPR team in 2017 trained 247 students throughout the year. We taught classes at District 15 along with teaching classes for Summer Camp Counselors and support staff at the Rolling Meadows Park District. Our classes that are held each month have seen a steady rise in participants. We also purchased a new AED trainer that will make the class as realistic as possible.



Training

In 2017, the Rolling Meadows Fire Department completed training in fire suppression, emergency medical services, driver-operations, and active shooter situations. During the summer, crews focused training on rural water supply and drafting incidents with our neighboring communities. The type of training is essential for areas without hydrants and where water is brought in with water tender vehicles. The Fire Department also trained in conjunction with neighboring departments' to simulate live fire situations at the Arlington Heights burn tower. All training was regulated by the Office of the State Fire Marshal, National Fire Protection Association, the Insurance Organization and the Occupational Safety and Health Administration. All department paramedics within the Northwest Community Hospital Emergency Medical System were provided with the mandatory monthly continuing education conducted by Battalion Chief Colin Finlay.



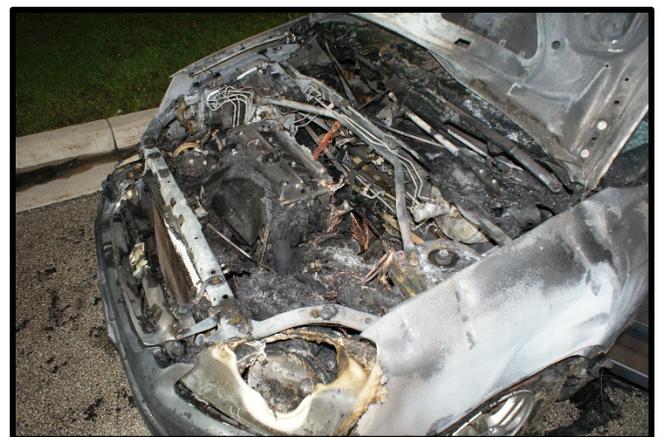
Fire Investigations

It is the responsibility of the Fire Chief (by state statute: 425 ILCS 25) to ensure that the cause and origin of every fire is investigated. He has designated that authority to the Fire Investigations Team. The Rolling Meadows Fire Department Fire Investigations Team has four members: Lt Chris Lee, FF/PM Ben Kamminga, Lt Dan Kusek and FF/PM Rob Rabelhofer. All of our investigators have attended a 120 hour Fire Investigations class. Each investigator has also passed a state exam and is certified by the Illinois Office of the State Fire Marshal. In order to maintain certification, each investigator must get 100 hours of continuing education in a four year period. These hours can be obtained through classes, seminars, ride-alongs, and investigations of actual fires.

When investigating a fire, the investigator evaluates evidence from the scene, reconstructs the fire room or area and its contents, conducts interviews, creates scene sketches, and takes photographs of the scene. Depending on the size and scope of the fire, we can call for assistance from the MABAS Fire Investigations Committee, the State Fire Marshal's Office, or the Bureau of Alcohol, Tobacco, and Firearms (ATF). We also have the ability to call for help within the Palatine Rural, Palatine and Rolling Meadows (RPM) Departments, with an RPM Investigator call out through our dispatch center. Palatine and Palatine Rural also have the ability to call for our assistance through that same process.

In 2017, the Fire Investigators Team investigated several fires. These were mostly garage fires and some house fires, causing moderate damage. We continued learning our craft by participating in training with members of the recently formed MABAS Fire Investigations Committee. This training is available to us on a bi-monthly basis. We have also been able to administer some of this training for the MABAS Division.

The Rolling Meadows Fire Department Investigations Team has also been given the back office area of Squad 840 for our use. Renovations to this area will be completed in early 2018.



Foreign Fire Tax Fund

The Foreign Fire Tax Fund receives revenue via Illinois State Statute (65 ILCS 5/11-10-1) which mandates that 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 that receives this revenue must have an elected foreign fire insurance board who manages the distribution of money. Fire Departments that are eligible to receive this fund, provide services for municipalities with fewer than 500,000 inhabitants.

The Rolling Meadows Foreign Fire Tax Board is authorized to expend the funds for the following purposes:

- Personnel expenditures for safety devices or education,
- Personnel expenditures for training or training materials,
- Personnel expenditures for health or physical fitness devices,
- Furniture, appliances, and other materials necessary for personnel at the firehouses,
- Specialized equipment as appropriate,
- Compensation for treasurer and auditing of the fund, and
- Bonding for the board and its officers.

In 2017, the Rolling Meadows Fire Department Foreign Fire Board members included: Fire Chief Valentino, FF/PM John Loesch, LT Ben Dwyer, FF/PM John Palmisano, FF/PM Ryan Lettieri, FF/PM Paul Davis, and FF/PM Steve Zurek. These members were responsible for construction the rules and regulations of the department's foreign fire fund as well as agreeing on purchases made with the fund.

Notable purchases in 2017 included:

- Assisting with the purchase of a motorized patient cot to help decrease injuries and improve patient comfort (Also utilized a grant from Intergovernmental Risk Management Agency (IRMA)).
- Live fire training
- A full complement of power tools for the new medium duty squad, cordless sawzalls and other miscellaneous tools for all Fire Engines, and new drills for both Fire Stations. All power tools are alike and in kind to improve compatibility and user familiarity.
- Gear dryer specifically made for bunker gear.
- Physical fitness equipment.
- Updated audio visual equipment for Fire Station 15 and 16.



Noteworthy Events

Pancake Breakfast

On May 20th, several members of the Fire Department volunteered to cook and serve pancakes for the annual GYC Pancake Breakfast!

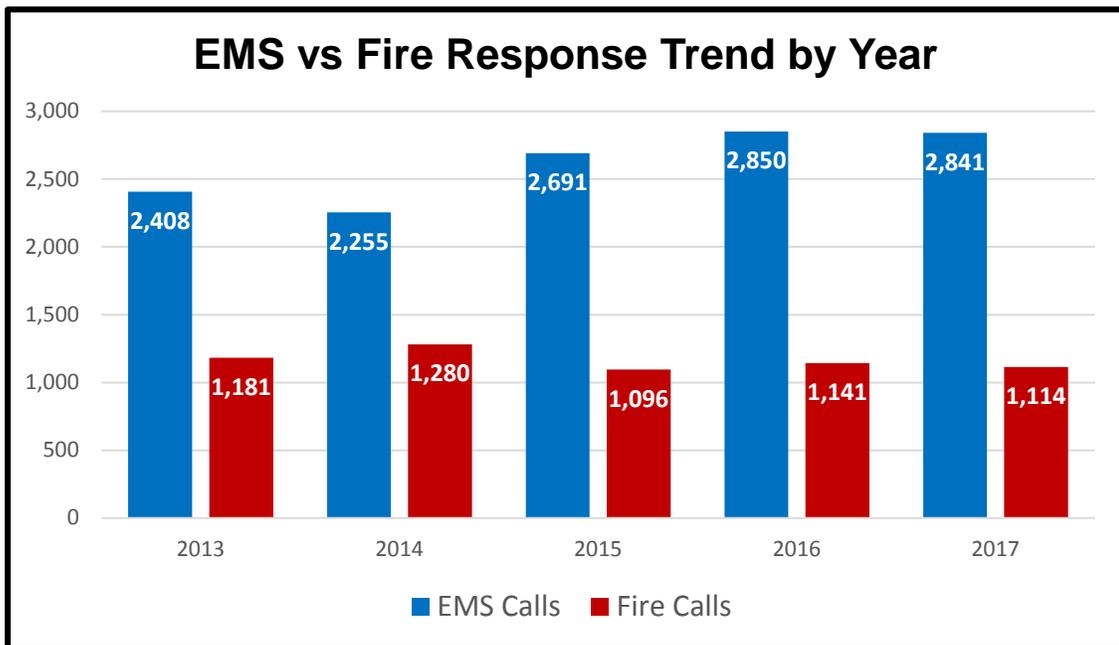
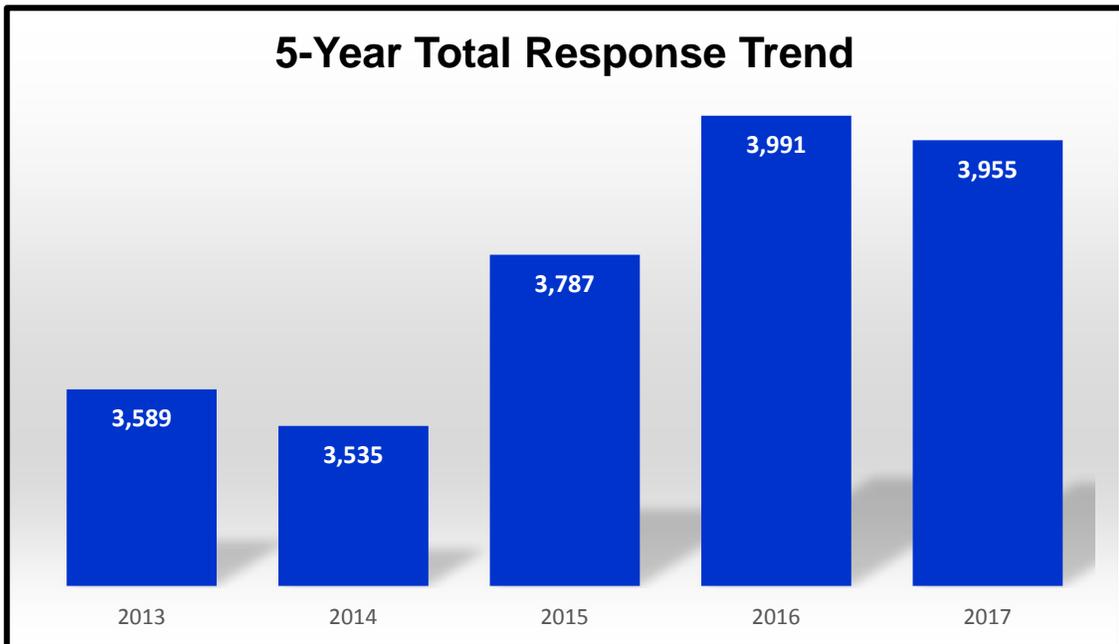


Lieutenant Governor's Award

On July 10th, Illinois Lieutenant Governor, Evelyn Sanguinetti, presented the Rolling Meadows Fire Department, Palatine Fire Department and Palatine Rural Fire Protection District (RPM) with a certificate recognizing their efforts in collaboration and standardization between the three Fire Departments.



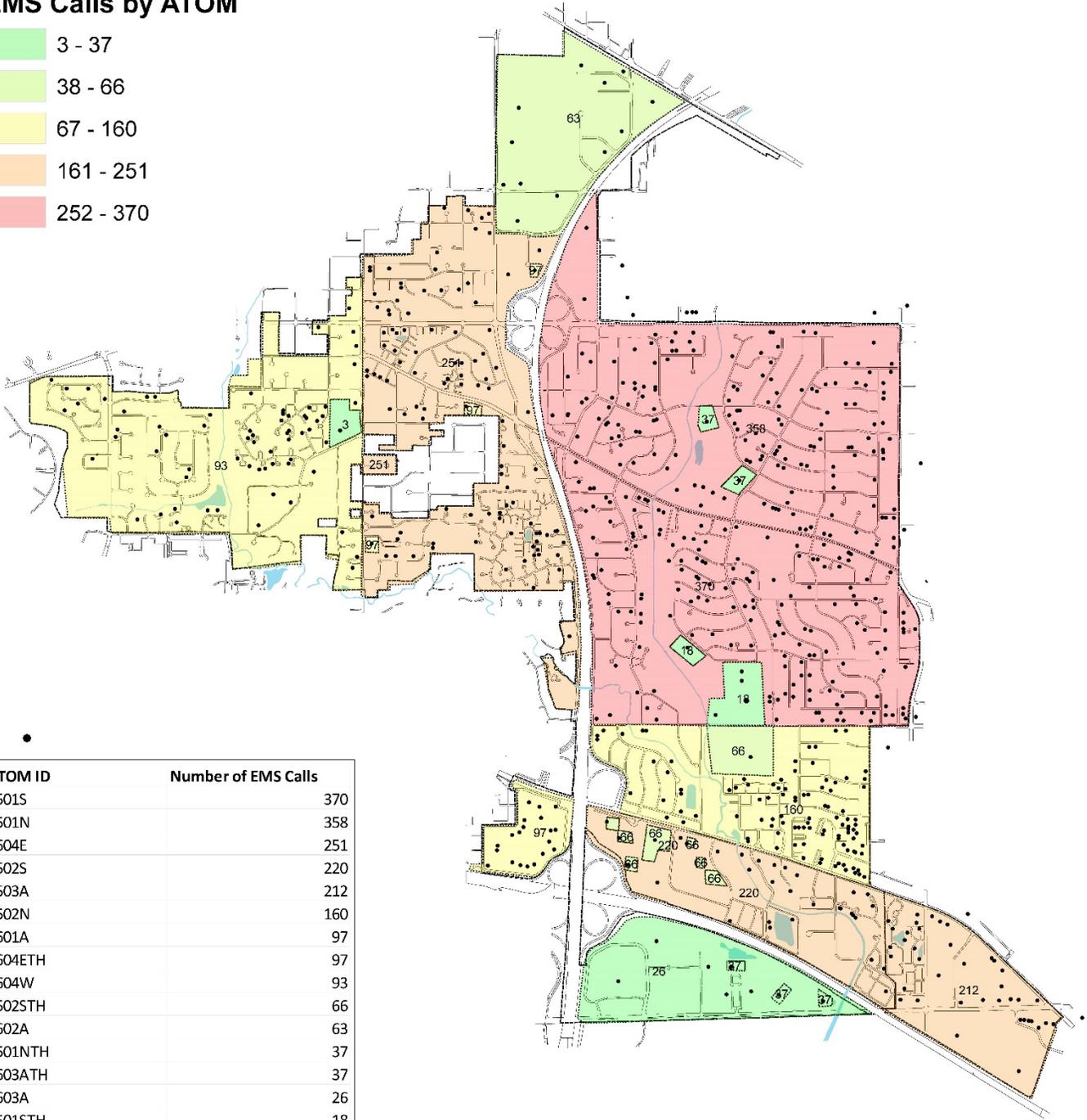
Annual Responses



EMS Calls by Atom

• 2017 EMS Calls

EMS Calls by ATOM



ATOM ID	Number of EMS Calls
1501S	370
1501N	358
1604E	251
1502S	220
1503A	212
1502N	160
1601A	97
1604ETH	97
1604W	93
1502STH	66
1602A	63
1501NTH	37
1603ATH	37
1603A	26
1501STH	18
1604WTH	3

(490 incidents were not mappable due to incorrect address format)



Emergency Medical Services (EMS)

The Rolling Meadows Fire Department is proud that all of its members, with the exception of the Fire Chief, are Illinois State certified paramedics. This allows our Department to staff two Advance Life Support (ALS) transport ambulances and also two ALS non-transport fire engines on a daily basis. In addition, the Department also has one ALS non-transport engine stands ready in reserve status along with one fully equipped ALS transport ambulance also in reserve status. This reserve ambulance is utilized for special events and is available should a front-line ambulance require repair or maintenance work. This year saw the addition of a medium-duty squad to our fleet which is also certified by the State of Illinois as having Advanced Life Support capabilities.

All of our paramedics function under the auspices of the Northwest Community Hospital EMS System and as such must receive at least 30 hours of continuing education credits annually. This continuing education addresses both adult and pediatric ALS and BLS care, maintenance of a current American Heart Association CPR card, and annual competencies in blood borne pathogens exposure risk. This standard is a minimum and most RMFD paramedics far exceed this requirement.

The EMS committee consists of eight members. BC/PM Colin Finlay is the EMS coordinator (EMSC) while FF/PM Nichole Junge is the assistant EMSC. The remaining members are; LT/PM Chris Lee, LT/PM Ben Dwyer, FF/PM John Loesch, FF/PM Mark Hayden, FF/PM Ryan Lettieri, FF/PM Steve Zurek, and FF/PM Matt Cappelen. BC/PM Finlay also serves as the EMS educator for the Department. The Department is fortunate that three of these members, BC/PM Finlay, Lt/PM Dwyer, and FF/PM Junge, are also Illinois State Registered Nurses.

To maintain a superior level of service to the community our EMS committee members attend monthly committee member meeting at Northwest Community Hospital 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.

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 Public Works, and
- Stand-by ambulance at all Rolling Meadows High School home football games.

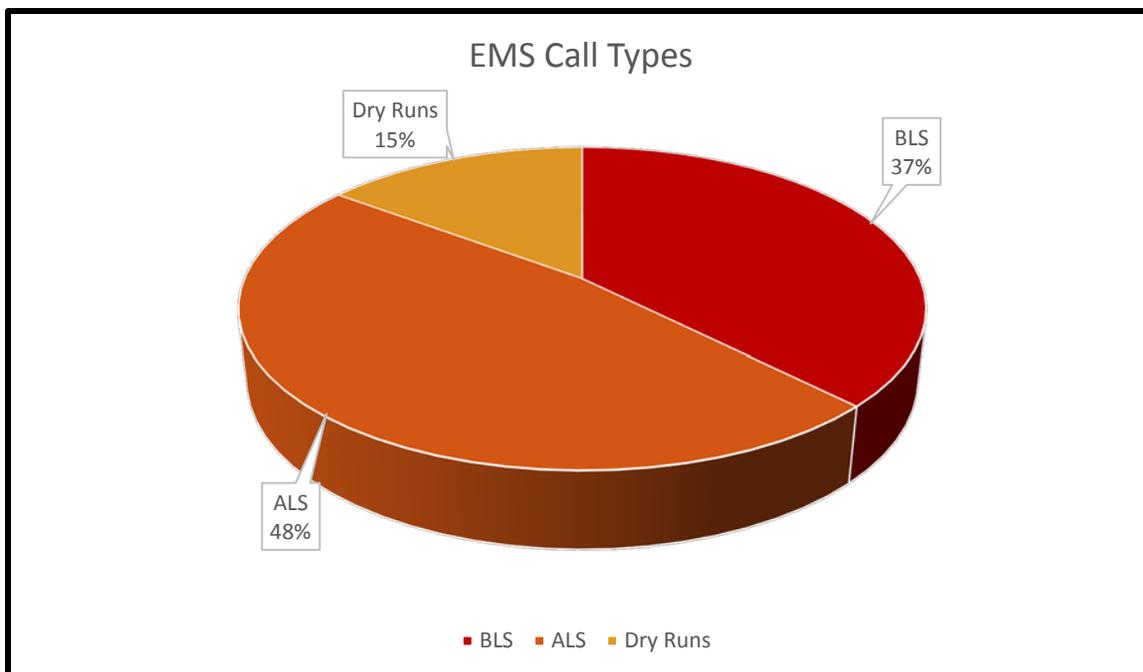
The Rolling Meadows Fire Department EMS Division continually strives to provide the highest level of care for our residents and visitors alike.

Emergency Medical Services Response by Type: BLS vs. ALS

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

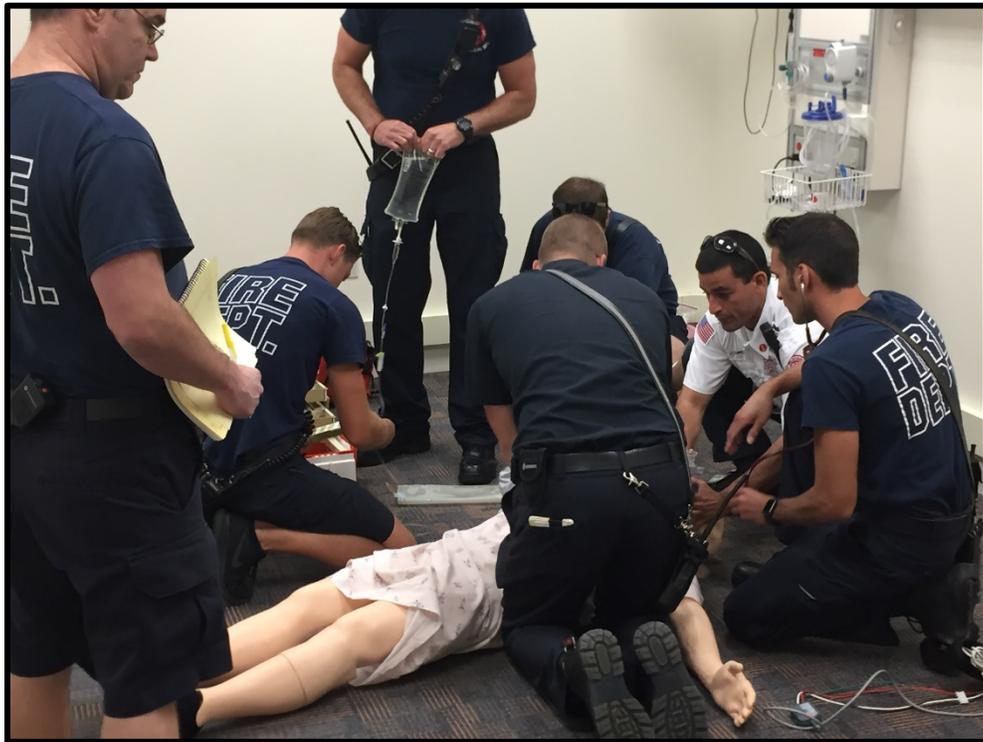
Advanced Life Support (ALS) means an advanced level of pre-hospital emergency care that includes life support functions such as CPR, cardiac monitoring, cardiac defibrillation, electrocardiography, intravenous therapy, administration of medications, drugs and solutions, use of adjunctive medical devices, 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 ALS EMS System. RMTD 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 Emergency Communication Registered Nurse.

In 2017, the Rolling Meadows Fire Department responded to 2,841 emergency medical assistance calls. 48% (1,353) of those calls required some type of Advanced Life Support procedure, 37% (1,067) were calls for assistance were considered Basic Life Support responses and the remaining 15% (421) were 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	
	Count	Percentage	Count	Percentage	Count	Percentage
Burns	0	0.00 %	0	0.00 %	0	0.00 %
Cardiac	2	0.2 %	151	11.2 %	154	5.4 %
Chemical Abuse	90	8.4 %	46	3.4 %	140	4.9 %
Invalid Assist	21	2.0 %	0	0.00 %	63	2.2 %
Medical	285	26.7 %	859	63.5 %	1175	41.5 %
OB	2	0.2 %	6	0.4 %	8	0.3 %
Psychological	178	16.6 %	34	2.5 %	220	7.7 %
Trauma	350	32.8 %	191	14.2 %	592	20.8 %
Stroke	4	0.4 %	11	0.8 %	15	0.5 %
Triple Zero	4	0.4 %	6	0.4 %	23	0.8 %
Vehicle Accident	113	10.6 %	37	2.7 %	176	6.2 %
Dry Run	2	0.2 %	0	0.00 %	162	5.7 %
Handled by other Town	16	1.5 %	12	0.9 %	113	4.0 %
Total	1067		1353		2841	



CPR Simulation Training at Harper College

Fires by Nature

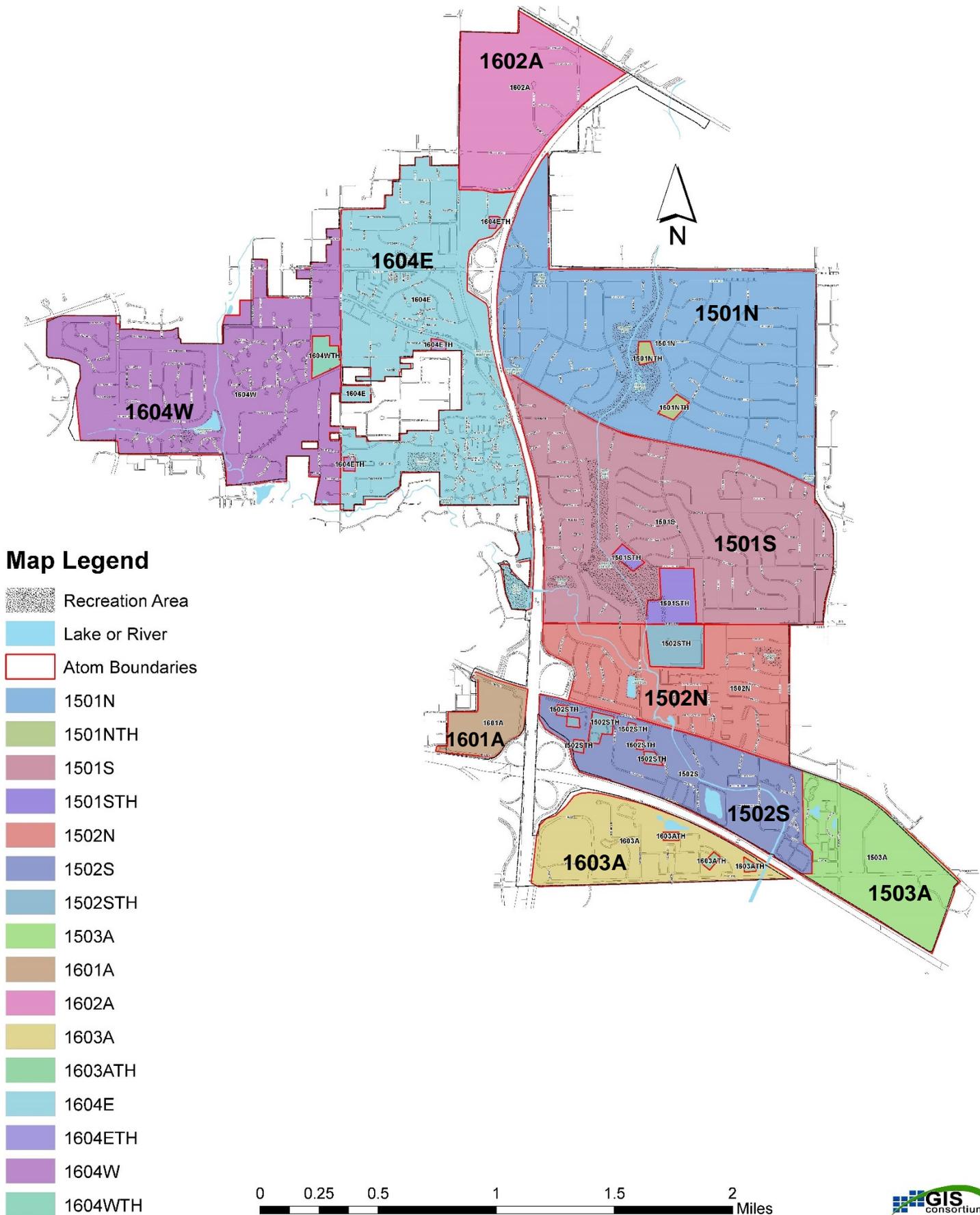
Accident, potential accident, Other	1
Alarm system activation, no fire – unintentional	134
Alarm System Sounded due to malfunction	85
Arcing, shorted electrical equipment	6
Assist Invalid	1
Assist police or other governmental agency	2
Authorized controlled burning	2
Brush or Brush/Grass Mixture Fire	4
Building Fire	8
Carbon monoxide detector activation, no CO	11
Carbon Monoxide incident	27
Central station, malicious false alarm	1
Chemical spill or leak	3
CO Detector activation due to malfunction	13
Confined Space Rescue	1
Cooking fire, contained to container	8
Cover assignment, standby, moveup	29
Defective elevator, no occupants	6
Detector activation, no fire – unintentional	25
Direct tie to FD, malicious false alarm	1
Dispatch & Cancelled en route	80
Dumpster or other outside trash receptacle fire	2
Electrical wiring/equipment problem	19
EMS call, excluding vehicle accident w/ injury	2
Excessive heat, scorch burns with no ignition	11
Extrication of victim(s) from vehicle	1
False alarm or false call	39
Fire, Other	9
Forest, woods or wildland fire	1
Gas leak (natural gas or LGP)	28
Gasoline or other flammable liquid spill	5
Good intent call	9
Hazardous Conditions	5
HazMat release investigation w/ no HazMat	5
Heat detector activation due to malfunction	2
Heat from short circuit (wiring), defective/worn	2
Lock-in	3
Lock-Out	35
Malicious, Mischievous false call, other	10
Mobile property (vehicle) fire, Other	1
Motor vehicle accident with injuries	1
Municipal alarm system, malicious false alarm	1
Natural vegetation fire, other	6
No incident found on arrival at dispatch address	10
Off-road vehicle or heavy equipment fire	1
Oil or other combustible liquid spill	1

Fires by Nature cont.

Outside equipment fire	1
Outside rubbish fire, other	3
Outside rubbish, trash or waste fire	4
Overheated motor	3
Passenger vehicle fire	8
Person in distress	9
Police Matter	1
Power line down	16
Public Service	1
Public service assistance, other	4
Refrigeration Leak	1
Removal of victim(s) from stalled elevator	22
Road freight or transport vehicle fire	2
Service call, other	19
Smoke detector activation due to malfunction	49
Smoke detector activation, no fire – unintentional	127
Smoke or odor removal	16
Smoke scar, odor of smoke	17
Special type of incident, other	3
Sprinkler activation due to malfunction	3
Sprinkler activation, no fire – unintentional	4
Steam, other gas mistaken for smoke, other	1
Steam, vapor, fog or dust thought to be smoke	6
System malfunction, other	66
Trash or rubbish fire, contained	2
Trench/below-grade rescue	1
Unintentional transmission of alarm, other	44
Vicinity alarm (incident in other location)	1
Water & ice-related rescue, other	2
Water or steam leak	12
Water problem, other	9
Grand Total	1,114



City of Rolling Meadows Fire ATOM 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)

ATOM	<4 Min Response		<6 Min Response		Over 6 Minutes	
1501N	173	40.05%	409	94.68%	23	5.32%
1501S	217	44.74%	447	92.16%	38	7.84%
1502N	10	4.78%	89	42.58%	120	57.42%
1502S	16	4.38%	183	50.14%	182	49.86%
1503A	8	6.30%	60	47.24%	67	52.76%

District 16 (Plum Grove Road Station)

ATOM	<4 Min Response		<6 Min Response		Over 6 Minutes	
1601A	9	6.21%	75	51.72%	70	48.28%
1602A	11	27.50%	39	97.50%	1	2.50%
1603A	2	3.03%	18	27.27%	48	72.73%
1604E	128	30.99%	375	90.80%	38	9.20%
1604W	52	38.52%	115	85.19%	20	14.81%
1653N	3	7.14%	11	26.19%	31	73.81%

NOTES:

- ATOM refers to segregated sections of the City. The Fire Department subdivides our response area into what our dispatch center refers to as "ATOM"s in order to assign the nearest emergency responding apparatus to the various areas within the City and to evaluate our response performance.

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	
1501N	297	68.75%	424	98.15%	8	1.85%
1501S	358	73.81%	465	95.88%	20	4.12%
1502N	32	15.38%	151	72.60%	57	27.40%
1502S	36	9.86%	303	83.01%	62	16.99%
1503A	20	15.75%	100	78.74%	27	21.26%

District 16 (Plum Grove Road Station)

ATOM	<4 Min Response		<6 Min Response		Over 6 Minutes	
1601A	12	8.28%	126	86.90%	19	13.10%
1602A	23	57.50%	39	97.50%	1	2.50%
1603A	3	4.55%	33	50.00%	33	50.00%
1604E	280	66.67%	407	96.90%	13	3.10%
1604W	93	67.88%	129	94.16%	8	5.84%
1653N	5	11.90%	23	54.76%	19	45.24%

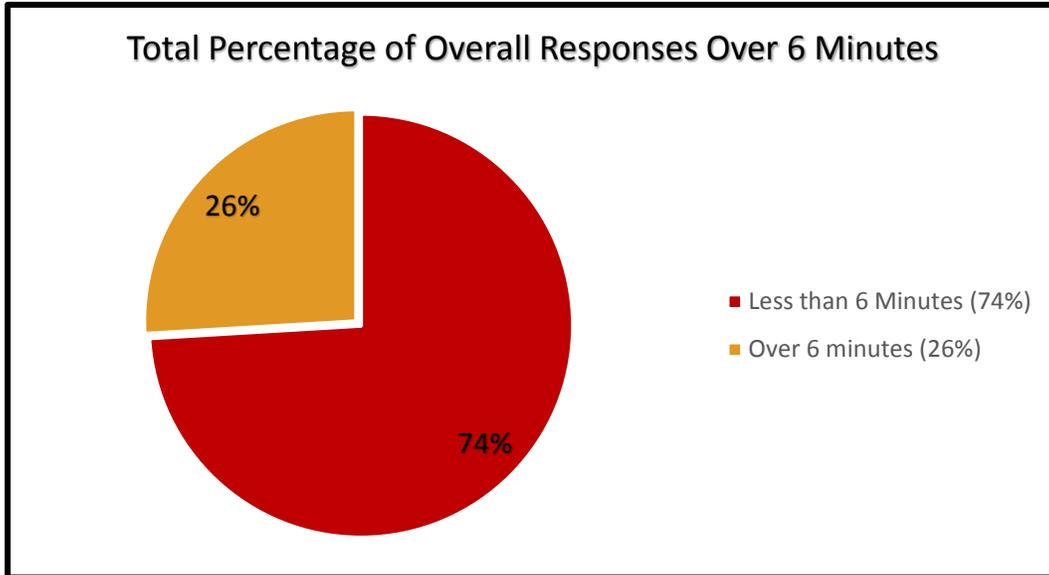
NOTES:

- ATOM refers to segregated sections of the City. The Fire Department subdivides our response area into what our dispatch center refers to as "ATOM"s in order to assign the nearest emergency responding apparatus to the various areas within the City and to evaluate our response performance.

Response Performance Summary

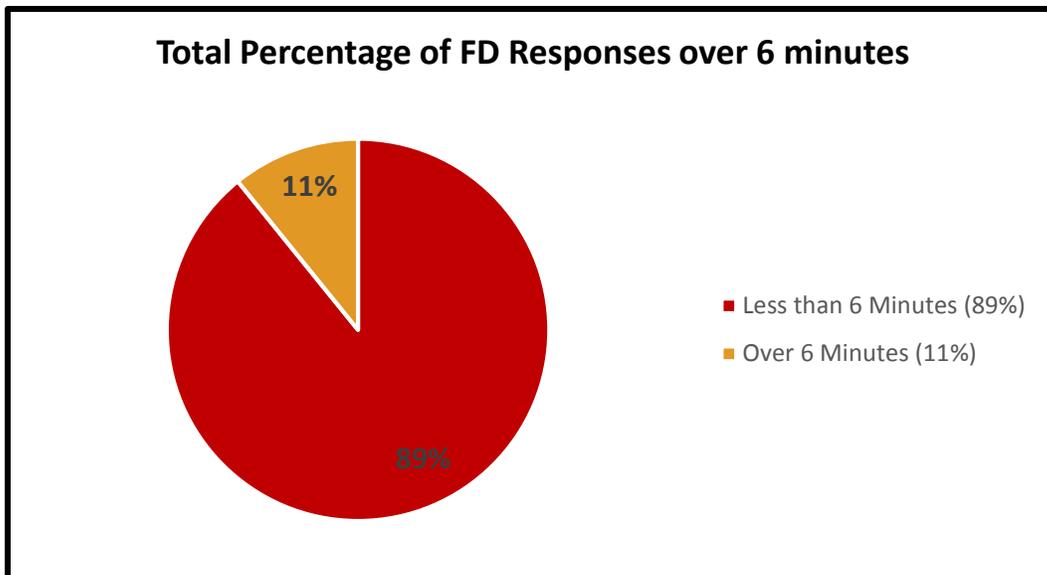
Overall

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



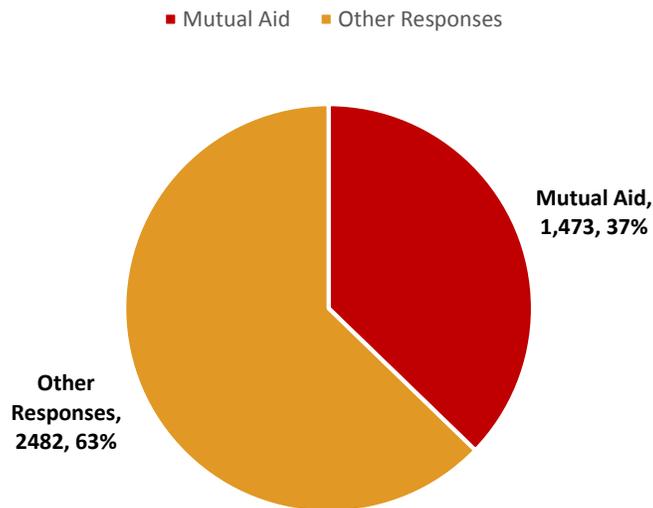
Fire Department Response

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

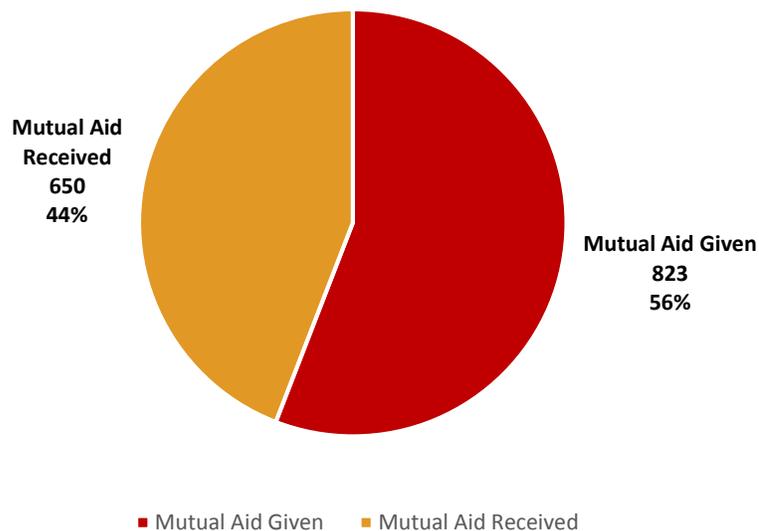


MABAS Mutual Aid

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 37% of our annual calls involve some type mutual aid response where the Rolling Meadows Fire Department is either providing resources to our neighbors or receiving resources from them.

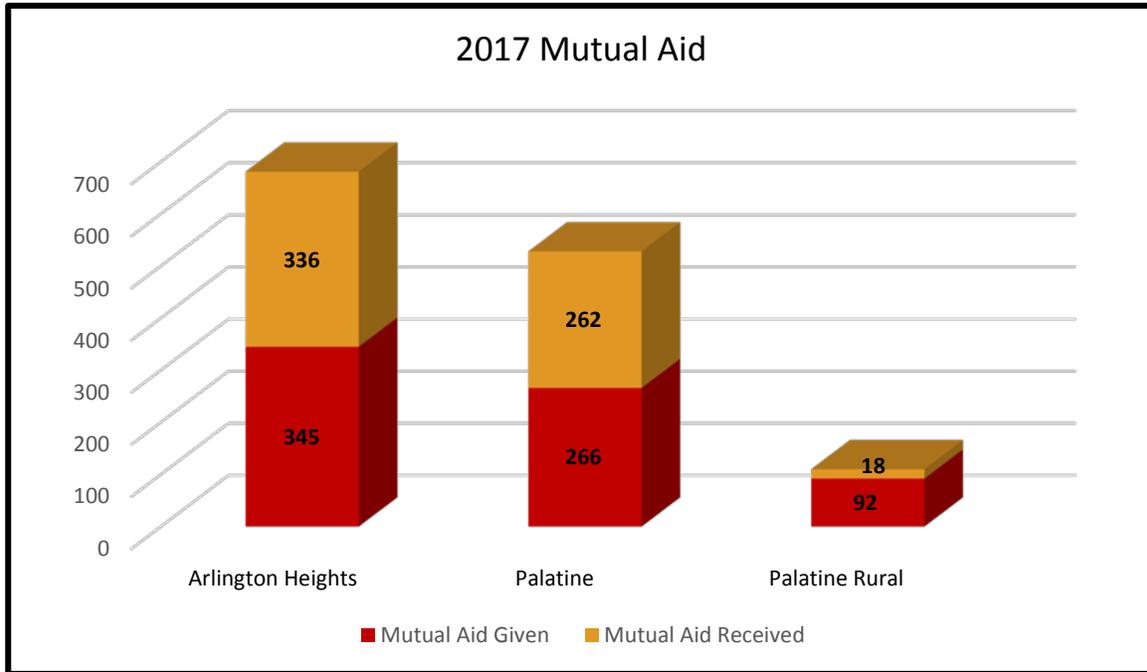


RMFD gave Mutual Aid to surrounding communities 823 times and received Mutual or Auto Aid 650 times.



Mutual Aid Partners

The Rolling Meadows Fire Department has Mutual Aid agreements with three of our surrounding communities. Our agreement with Palatine Rural includes the shared use of a PRFPD Assistant Chief.



EMS Customer Service Survey

Beginning 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 was done to gain perspective on how the Fire Department is perceived in the community. As more surveys are returned, the Department believes this provides a better picture of the services provided by the Rolling Meadows Fire Department.

Below are the results from the 252 surveys returned in 2017:

- Emergency Dispatchers answered your call in a prompt and timely manner.

No Opinion	Strongly Disagree	Slightly Disagree	Agree	Slightly Agree	Strongly Agree
6	0	0	4	4	238

- Emergency Dispatchers acted in a professional manner.

No Opinion	Strongly Disagree	Slightly Disagree	Agree	Slightly Agree	Strongly Agree
7	0	0	3	4	238

- Emergency Dispatchers were courteous, personable, and respectful.

No Opinion	Strongly Disagree	Slightly Disagree	Agree	Slightly Agree	Strongly Agree
7	1	0	2	3	239

- Fire Department personnel arrived in a prompt and timely manner.

No Opinion	Strongly Disagree	Slightly Disagree	Agree	Slightly Agree	Strongly Agree
3	0	0	2	5	242

5. Fire Department personnel acted in a professional manner.

No Opinion	Strongly Disagree	Slightly Disagree	Agree	Slightly Agree	Strongly Agree
1	0	0	1	2	248

6. Fire Department personnel were courteous, personable, and respectful.

No Opinion	Strongly Disagree	Slightly Disagree	Agree	Slightly Agree	Strongly Agree
1	0	0	1	3	247

7. Fire Department personnel communicated the care being provided.

No Opinion	Strongly Disagree	Slightly Disagree	Agree	Slightly Agree	Strongly Agree
2	0	0	2	5	243

8. Fire Department personnel were helpful and informative.

No Opinion	Strongly Disagree	Slightly Disagree	Agree	Slightly Agree	Strongly Agree
1	0	0	3	2	246

9. Overall, your experience with the Fire Department was positive.

No Opinion	Strongly Disagree	Slightly Disagree	Agree	Slightly Agree	Strongly Agree
1	0	0	1	2	248

EMS Customer Service Survey Comments

“ROLLING MEADOWS IS ONE OF THE BEST IN THE SUBURBS TO RESPOND AND CARE FOR THOSE THEY’RE ATTENDING. THEY’RE GREAT RESPONDERS.”



“Your immediate response saved my life. Thank you so much.”

“After placing the 911 call, both the operator and dispatcher were very personable and professional. The EMS and Firemen were great doing what they had to when they got here. They were courteous and polite to me and my family.”

“Kind, caring and helpful! All in all I just felt at ease. They were the best. They should be aware of that and how important they are.”

“The men that came to assist my husband were so amazing. All was handled professionally, quickly and calmly. I cannot praise them enough. Rolling Meadows should be proud and thankful for each of these men.”

“Rolling Meadows has the best professionals taking care of our residents and I am grateful for their kindness and compassion”



“Everyone was very nice and polite. I was afraid and they were very nice and made me feel relaxed. Thank you for everything.”

“Our experience with the RMFD was very positive. They treated my mother with the utmost respect and professionalism. Thank you all!”



“THEY TREATED ME LIKE ONE OF THE FAMILY.”