



2018



Annual

Report





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 2018 Fire Department Annual Report for your review. I have prepared this report to provide historical data on the activities of the Department during 2018, 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 the safety of all whom we serve.

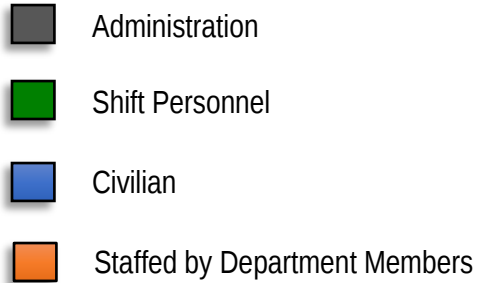
I am honored and blessed to serve as your Fire Chief. I promise to seek opportunities for continuous growth and improvement in all that the Fire Department is charged with.

A handwritten signature in blue ink that reads "Terry Valentino".

Terry Valentino
Fire Chief



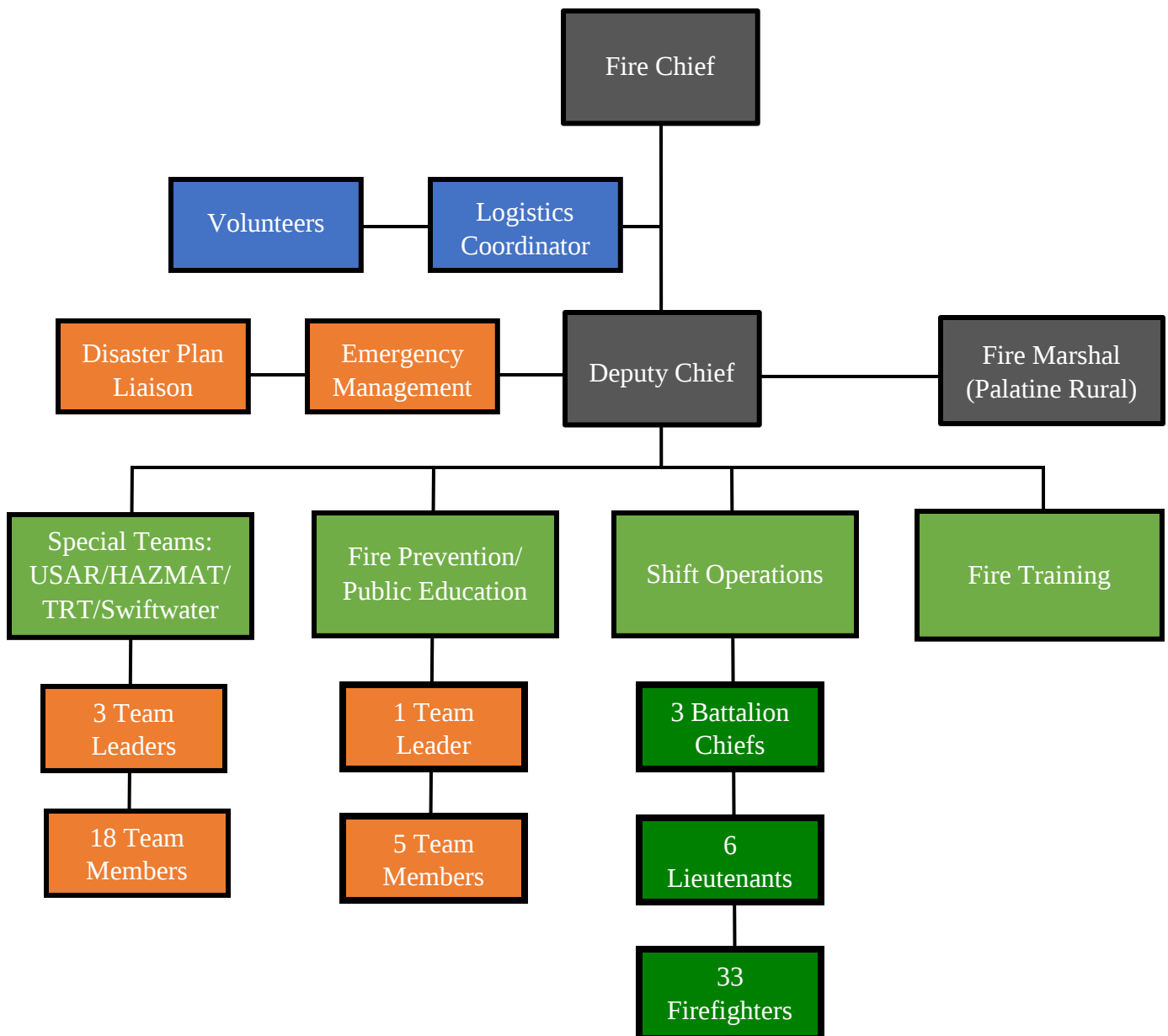
Rolling Meadows Fire Department Organizational Chart



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



Battalion Chief Evan Dolinsky retired on March 2nd after 22 years with the Rolling Meadows Fire Department



Lieutenant Rick Acosta was promoted to Battalion Chief on March 27th.



FF/PM Ryan Harding was promoted to Lieutenant on April 9th.



FF/PM Jacek Brylewski was hired on June 4th.



FF/PM Charles Myers was hired on August 20th.

First Shift



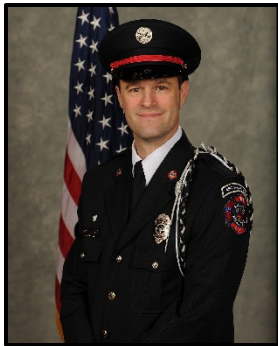
Battalion Chief
Pete Sutter



Lieutenant
Jim Marvin



Lieutenant
Chris Lee



Mark Hayden



Dave Bacino



Mike Mullaney



Mike Padula



Colin Barr



John Palmisano



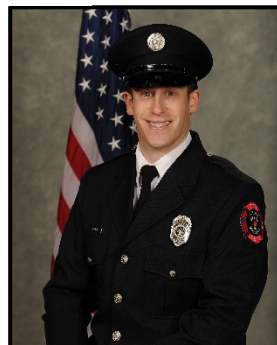
Bryan Earl



Matt Cappelen



Paul Davis



Josh Gould



Jacek Brylewski

Second Shift



Battalion Chief
Rick Acosta



Lieutenant
Dan Kusek



Lieutenant
Ryan Harding



John Loesh



Brian Wirtz



Ben Kamminga



Brad Petrik



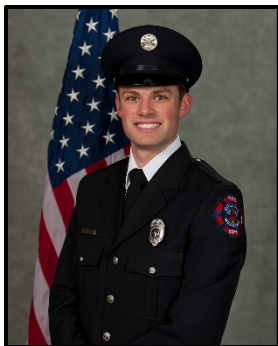
Chad Lovick



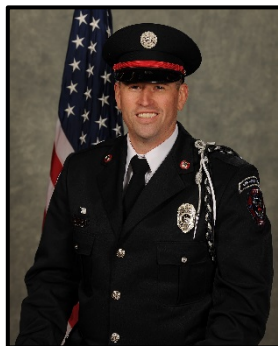
Andre Hall



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



Steve Zurek



Zach Wynveen



Patrick O'Meara



Dan Cheval



Charles Myers

Communications

Dispatching of fire department calls for service is completed by Northwest Central Dispatch System (NWCDS). The dispatch center handles all calls for police and fire requests for the City of Rolling Meadows. The Rolling Meadows Fire Department is a member of MABAS (Mutual Aid Box Alarm System) Division 1, which is also dispatched by NWCDS.

In 2018, NWCDS and its 22 member agencies began working on a new CAD (Computer Aided Dispatch) system that will go into operation in 2019. The new CAD system will incorporate the latest in public safety technology aimed at providing the best service availability to its member agencies.

Due to the integration of a new CAD system, the communications division is actively working on responses within the City of Rolling Meadows and neighboring communities to develop a plan that will incorporate systems such as AVL (Automatic Vehicle Locating) to provide Fire or EMS services by utilizing the nearest vehicle associated with the location for the call for service.

In addition to the new CAD system, the Rolling Meadows Fire Department is relocating both fire stations to provide a centralized or more efficient distribution of emergency apparatus to cover the city boundaries. These multiple upgrades of service also displayed the need to revamp our existing service delivery model and change response areas within the city to more effectively deploy resources to emergency calls for service. This will be an ongoing project throughout 2019 using historical data and GIS mapping to develop a model that will be used for the future.

The communications division along with staff are also researching a national model of vehicle and personnel deployment on medical and fire calls. This model uses Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD) to evaluate a call with scripted questions and instructions by the dispatcher at NWCD. With this information and the use of response determinants will aid the fire department in sending the correct apparatus and personnel needed for the call for service.

Other duties by the communications division are ongoing monitoring and maintenance of our current portable radios, mobile radios, and other communication devices used in vehicles and within the stations

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 2018, the apparatus committee worked diligently to provide the Fire Department with quality fire and EMS apparatus to better serve the needs of the community. In the fall of 2018, the committee accepted the delivery of a new Horton/Ford ambulance purchased from Foster Coach Sales. This new ambulance was equipped with the latest technology including a backup camera, all LED lighting, and a power loading cot.



In addition, the committee has completed the spec review for the new aerial truck being delivered in 2019. All members of the committee had attended the Fire Department Instructor's Conference (FDIC) in Indianapolis to educate themselves on different manufactures, chassis, and tools available for this upcoming truck. A visit to the Pierce plant located in Appleton, Wisconsin took place in December to complete a mid-build/post paint inspection for the new aerial. Delivery of the truck is expected in spring of 2019.



Standardization Committee

The Standardization Committee was assembled through the RPM (Rural, Palatine, Meadows) initiative to streamline the equipment that is carried on all vehicles. This is an imperative program for when neighboring communities are called in for mutual aid. This way, all departments involved in an incident can work more effectively and efficiently with all of the same equipment. For example, all RPM hydrant bags are now located in the rear compartments of the engines and they carry all the same appliances. So, any member from any department can grab a hydrant bag from an engine and know that all the same appliances will be in that bag.

A training was established in the spring that brought all three departments together to examine each ambulance from their respective departments. Both Palatine and Palatine Rural Departments had interest in the Rolling Meadows Cardiac arrest bag. After meetings with the Standardization Committee, the Committee felt the cardiac arrest bag would be most beneficial to add to all ambulances, so now, each RPM ambulance carries a Cardiac Arrest Bag.

All RPM Communities also agreed on purchasing the LUCAS device to assist in Cardiopulmonary Resuscitation (CPR). Rolling Meadows was the first to purchase and place this device in service.

We will continue to work in standardizing the departments, in fact, we are adding a research and development aspect to the committee. With this in place, the committee will research any new tools or equipment that needs to be purchased and develop a standardized list for all RPM departments.



Battalion Chief Finlay conducts training on new LUCAS Device

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.

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 2018, four minor injuries occurred which did not require evaluation by a physician. This included injuries to the back, finger, ankle, and wrist.

Injuries that FF/PM sought medical attention:

A total of 232 work days were lost in 2018 due to injuries that required medical evaluation by a physician:

- 4 Back Pain
- 3 Back Injury
- 1 Finger Laceration
- 1 Groin Pain
- 1 Ear Laceration

Special Operations

TRT

During 2018, our Technical Rescue team (TRT) responded on several incidents within Rolling Meadows and surrounding suburbs. One call in particular required the use of a special piece of equipment that was purchased just months before. A Paratech shoring strut was used to prevent further collapse of a commercial building in town that was struck by a motor vehicle.

One of our members was also deployed to North Carolina to assist with rescue efforts after Hurricane Florence. John Loesch was part of a 12 person team of Illinois Task Force One (IL-TF-1) that spent two weeks aiding victims of flooded areas of that state. Rolling Meadows currently has two members on IL-TF-1 that can be deployed anywhere across the country should the need arise.

Rolling Meadows Fire Department has 6 TRT specialists who continually train for upcoming emergencies throughout the year. In 2018 the group obtained 224 combined training hours over 4 different categories. Those categories are rope rescue, trench rescue, confined space, and structural collapse.



HAZMAT

The Rolling Meadows Fire Department HazMat Team had an active year in 2018. HazMat 15, our response vehicle, has been completely reorganized and now has a freshly remodeled office area. Our HazMat team consists of eight members. Four of these members are on the Deployable Roster for our MABAS division which responds to regional and national incidents. Our former MABAS team, Division One-West, has merged with the East team to form a cohesive Division One team, expanding our capabilities. We continue to train with neighboring departments on a monthly basis, allowing us to respond as the RPM HazMat Team.

In addition to the monthly trainings, we took part in the Statewide Triple R Deployment drill in Chicago. Other response drills at Northrup Grumman and Harper College were conducted to simulate chemical spills and terrorist attacks.



Water Rescue

Water Rescue Operations fall under two categories; Swift Water Operations and Sub-Surface Operations. Rolling Meadows has a seven-member Swift Water Technician team. In 2018, members completed a Watercraft Technician course which will give the team the ability to assist other departments in Sub-surface Rescue Operations. All members completed their annual International Association of Dive Rescue Specialists (IADRS) Public Safety Diver Swim Test.

Cook County Swift Water Rescue Team (CCSWRT) members took part in a twenty-four-hour deployment drill to the Chain of Lakes. Tasks for the training included a convoy, radio operations, Setting up a Base of Operations (BOO), logistics, medical, boat operations, rescue, GPS coordinate tracking. Our crews worked an 8 hour night shift operating zodiac boats and utilizing night vision for navigation in shallow river conditions.

We have four members of our team that operate on the Cook County Swift Water Rescue Team and Illinois Task Force. These members can be deployed for water rescue operations along with search and rescue anywhere in the country. If called upon for natural disasters, our duties would involve:

- Search for and rescue individuals who may be injured or in need of medical attention
- Provide emergency medical care including Basic Life Support (BLS)
- Transport humans and animals to the nearest location for secondary air or land transport
- Provide shore-based and boat-based water rescue
- Provide animal rescue
- Support helicopter rescue operations and urban Search and Rescue (SAR) in water environments
- Operate in environments with or without infrastructure, including those with compromised access to roadways, utilities, transportation, and medical facilities, and with limited availability of shelter, food, and water.



*Battalion Chief Rick Asosta
Team Leader, CCSWRT
Member*



*FF/PM John Loesch
Assistant Team Leader,
CCSWRT Member*



*Lieutenant Ben Dwyer
CCSWRT Member*



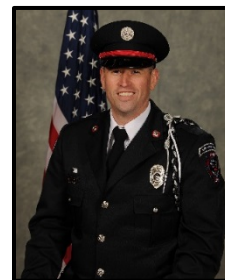
*FF/PM John Palmisano
CCSWRT Member*



FF/PM David Rill



FF/PM Michael Mullaney



FF/PM Michael Baumgart

Honor Guard

Members

FF/PM Mary Hayden

FF/PM David Rill

FF/PM Ryan Lettieri

FF/PM Zach Wynveen

FF/PM Rob Rabelhofer

FF/PM Lance Neuses

FF/PM Brad Petrik

FF/PM Mike Baumgart

FF/PM Matt Cappelen

FF/PM Dan Cheval

During 2018, the 10-member Rolling Meadows Honor Guard participated in a number of functions including casket guard service at the funeral of two retired members, Chief Roger Mueller and Firefighter Larry Mulchahy. Members of the Honor Guard were also able to attend a service walk through for retired North Maine Fire Protection District Firefighter Douglas Radloff and fallen Buffalo Grove Firefighter Kevin Hauber.

In January, several members attended the Annual AFFI (Associated Fire Fighters of Illinois) Honor Guard Convention in Peoria, IL.

This year, members were also very active in several City events, including the Memorial Day Parade, Promotional Swearing-In Ceremony at City Hall, and a 9/11 flag raising ceremony at JC Restorations in Rolling Meadows.

Each member also attended multiple training sessions throughout the region, practicing many disciplines including marching and formation, ceremonial axe and pike pole movements, casket guard, flag folding and funeral planning.

The trainings, combined with the above functions resulted in a total of over 550 volunteer hours performed by the Honor Guard members.



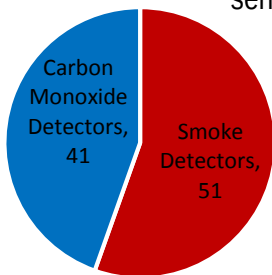
Public Education

The Public Education Team had the opportunity to interact with the community in several ways this year. We provided information about fire safety and the fire service to a large array of participating residents. We visited preschool classes at the Community Center to demonstrate the dangers associated with playing with fire and to stress the importance of fire safety to them and their families. Other activities included Conyers Learning Academy Touch-a-Truck event and the Senior Activity Fair at the Park District.

The Pub Ed Team participated in several community events again this year, including, St. Collette's carnival, Corn Fest, RMPD National Night Out, Station Tours, and S'mores Night at Woodfield Crossing.

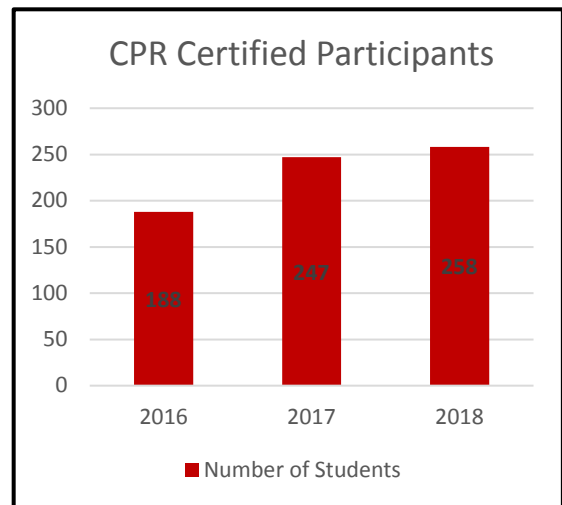
Safe Senior Program

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. 51 smoke detectors and 41 Carbon Monoxide detectors were installed in the resident's homes in 2018.



CPR

Our CPR team in 2018 trained 258 students throughout the year. We taught classes at School District 15, Northrup Grumman, Ticketmaster, 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.



Open House

We had great weather and enjoyed another great turnout at our Open House in October. FF/PM Lance Neuses organized many attractions to entertain and educate all who attended. A live-fire home sprinkler extinguisher demonstration, auto extrication, and airbag deployment were among the demonstrations provided. We also had the Rolling Meadows Police Department K-9 unit of Officer Chris Don and Scar conduct a demonstration. Lieutenant Chris Lee organized a Fire Safety Poster/Coloring Contest involving the District 15 schools. Hundreds of students participated by submitting drawings depicting firefighters and safety

themes. We would like to thank all of our sponsors for the food provided: Grande Jakes, Jewel, Culver's and J.C. Restoration. We look forward to seeing you again on October 12, 2019 from 10-2pm. Please check out our Facebook Page for more information.



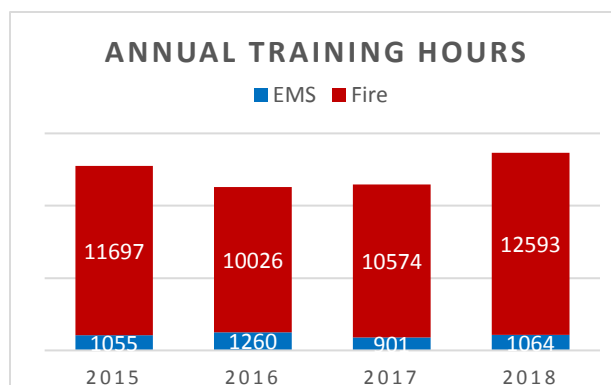
Training

In 2018, the Rolling Meadows Fire Department completed training in fire suppression, emergency medical services, driving/vehicle operations, apparatus engineering, and various other specialty team related activities and trainings.

Much of the training this year was dedicated to bringing our probationary firefighters up to speed in regards to skills, expectations, and operations of the RMFD. Over the summer, crews were able to use the newly acquired Hicks properties to train in the areas of search and rescue, ventilation, hose evolutions, and forcible entry.

The Fire Department continued to work with neighboring communities throughout 2018 as regulated by the Office of State Fire Marshal (OFSM), National Fire Protection Association (NFPA), Insurance Services Organization (ISO), and the Illinois Department of Labor (IDOL).

Multiple jurisdiction live fire training was given at the Arlington Heights Fire Department training tower. The training covered coordinated fire attack with four different fire departments simultaneously completing fire suppression and rescue activities. All department paramedics within the Northwest Community Hospital Emergency Medical System completed mandatory monthly continuing education. During 2018, Fire Department personnel dedicated 12,593 staff hours to fire related training activities and 1,064 staff hours to EMS related training for a grand total of 13,657 training hours, a 19% increase from the previous year.



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.

The fire Investigations Team investigated several fires in 2018. We also had the opportunity to attend several live investigation training. This was a MABAS training, which consisted of two rooms set up with furnishings. These rooms were set on fire and extinguished. The MABAS investigators were then allowed to conduct origin and cause investigations in each. This training took place in Rolling Meadows. It was hosted by JC Restorations and the RMFD Investigation Team. All supplies were donated by Home Depot. This was a successful training that can be repeated every two years. The team also attended IED training given by the University of New Mexico, through the ATF. This was a free 8 hour program.

Renovations to the office in Squad 840 were completed and it has been utilized at several fires.

The RMFD Investigations team plans to continue attending training evolutions conducted by the MABAS Division 1 Investigations Committee. Our team has a very active role in conducting many of these training exercises.



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 Department's that are eligible to receive this fund, provide services for municipalities with fewer than 500,000 inhabitants.

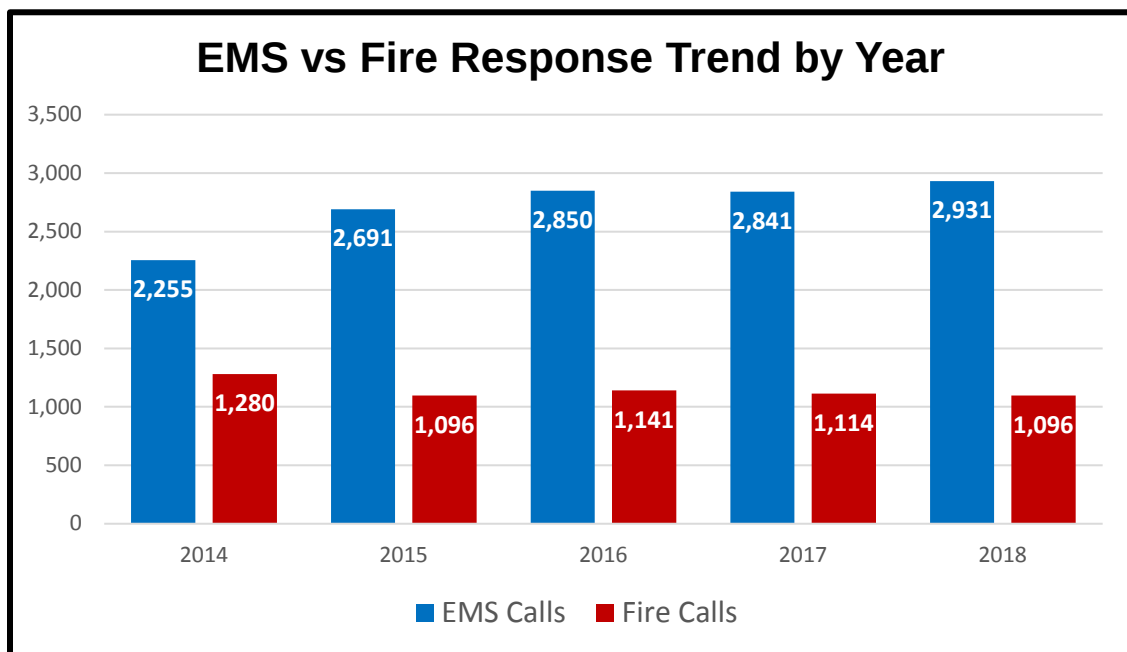
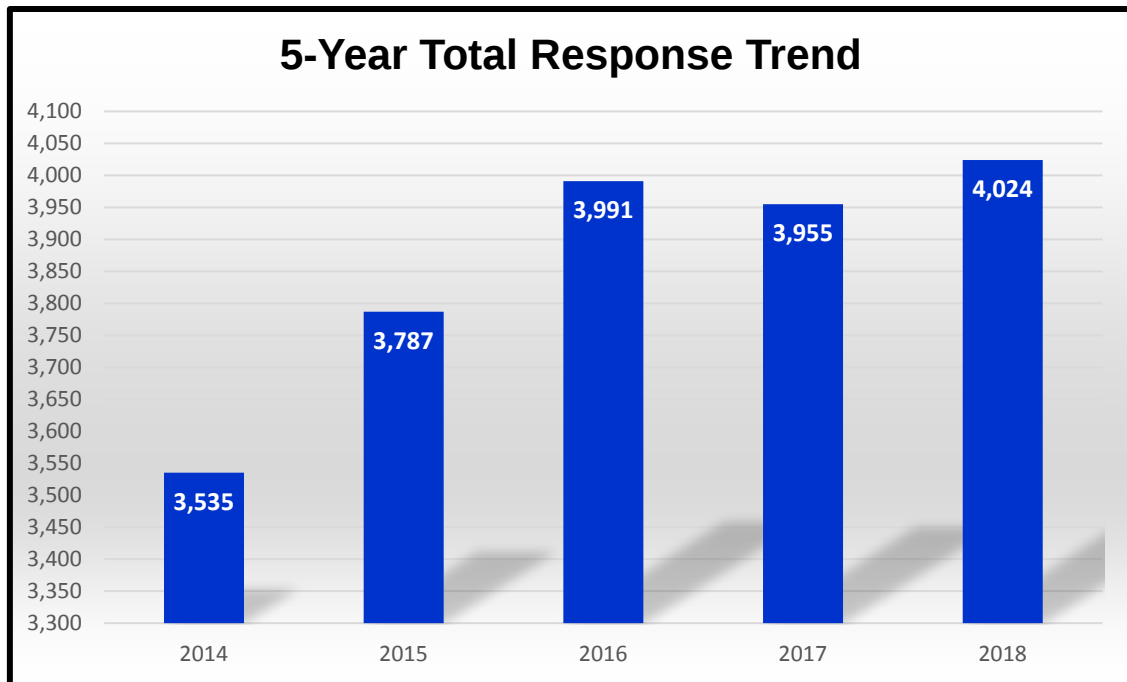
The Rolling Meadows Foreign Fire Tax Board is authorized to expend the funds for the following purposes:

- 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.

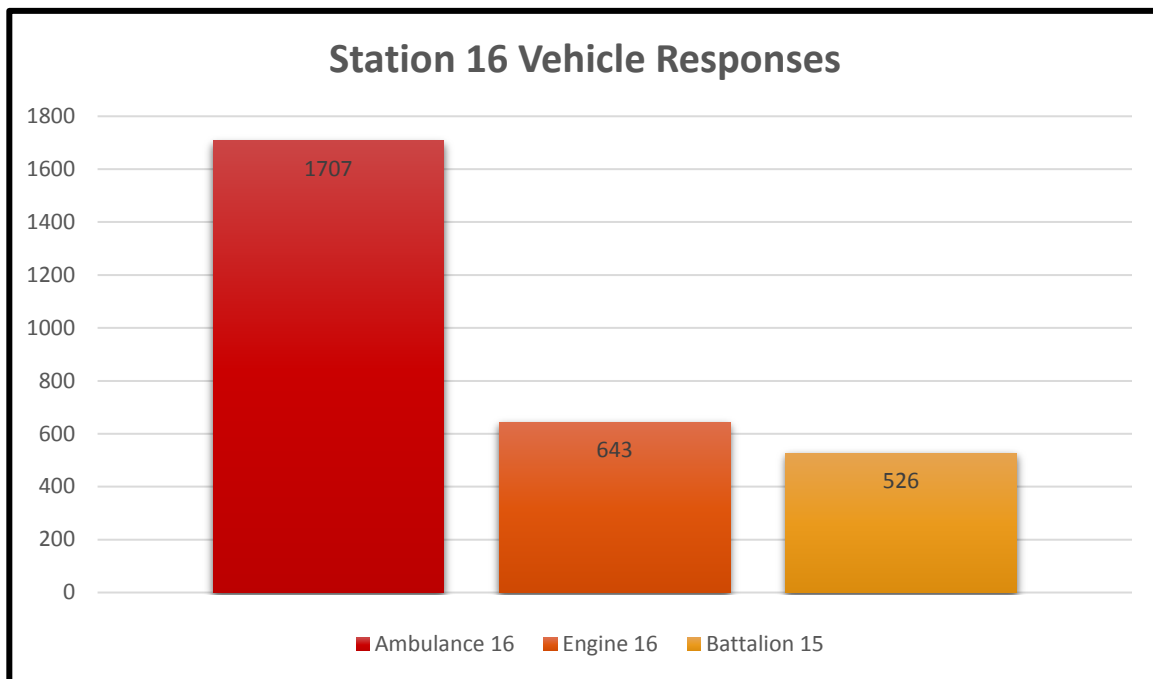
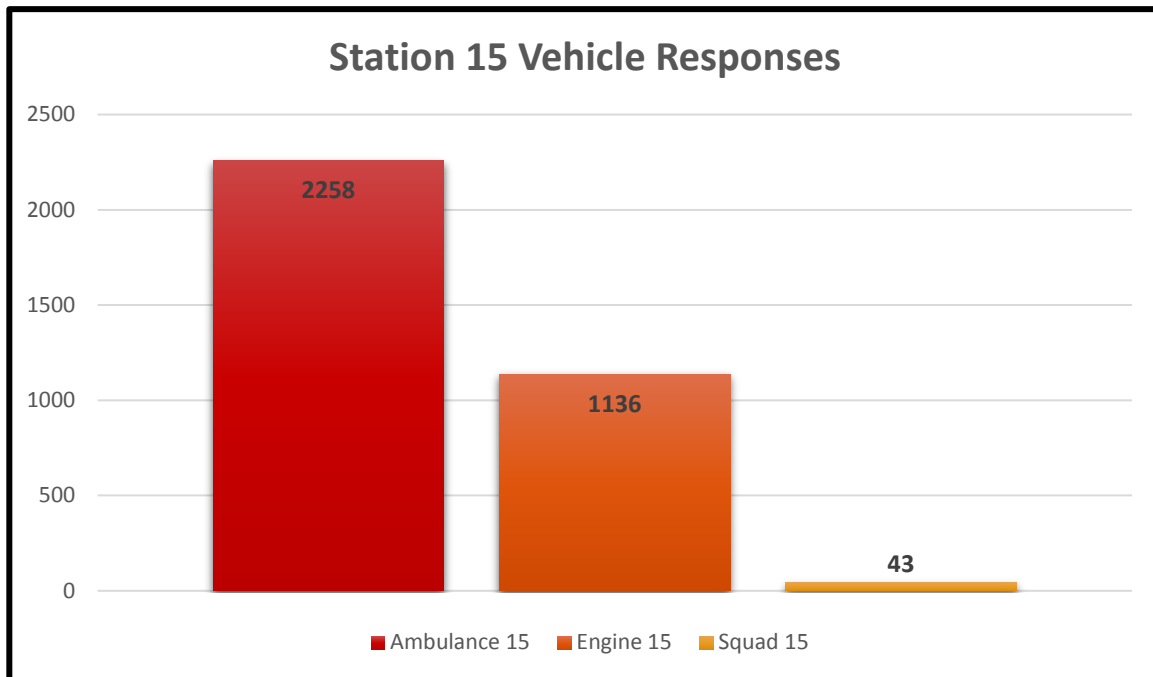
In 2018, the Rolling Meadows Fire Department Foreign Fire Board members included: Fire Chief Valentino, FF/PM John Loesch, LT Ben Dwyer, FF/PM John Palmisano, FF/PM Ryan Lettieri, FF/PM Paul Davis, and FF/PM Steve Zurek. These members were responsible for construction the rules and regulations of the department's foreign fire fund as well as agreeing on purchases made with the fund.

For the calendar year 2018, the Fund's Board made a concentrated effort to limit expenses in light if expected items of needs for that were identified for use/expense at the two new fire stations scheduled for completion in late 2019.

Annual Responses



Station Responses



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.

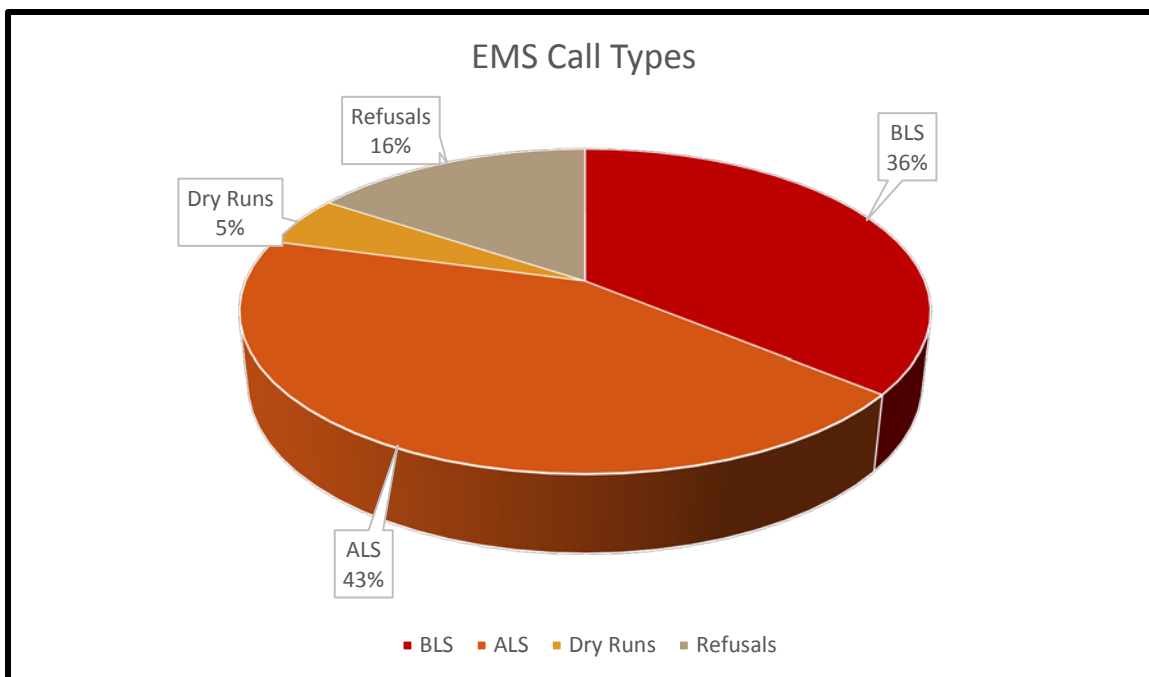
The Rolling Meadows Fire Department EMS Division continually strives to provide the highest level of care for our residents and visitors alike.

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. RMFD 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 2018, the Rolling Meadows Fire Department responded to 2,931 emergency medical assistance calls. 43% (1365) of those calls required some type of Advanced Life Support procedure, 36% (1135) were calls for assistance were considered Basic Life Support responses, 16% (495) patients refused transport, and the remaining 5% (159) 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	
Burns	0	0.00%	2	0.15%	2	0.07%
Cardiac	1	0.08%	145	10.61%	146	4.98%
Chemical Abuse	93	7.71%	37	2.71%	130	4.44%
Invalid Assist	94	7.79%	0	0.00%	94	3.21%
Medical	371	30.74%	906	66.32%	1313	44.80%
OB	4	0.33%	6	0.44%	10	0.34%
Psychological	151	12.51%	30	2.20%	187	6.38%
Trauma	359	29.74%	173	12.66%	559	19.07%
Stroke	6	0.49%	27	1.98%	33	1.13%
Triple Zero	2	0.17%	5	0.37%	21	0.72%
Vehicle Accident	106	8.78%	18	1.32%	154	5.25%
Dry Run	0	0.00%	0	0.00%	159	5.42%
Handled by other Town	20	1.66%	17	1.24%	120	4.09%
Special Duty	0	0.00%	0	0.00%	3	0.10%
Total	1207		1366		2931	



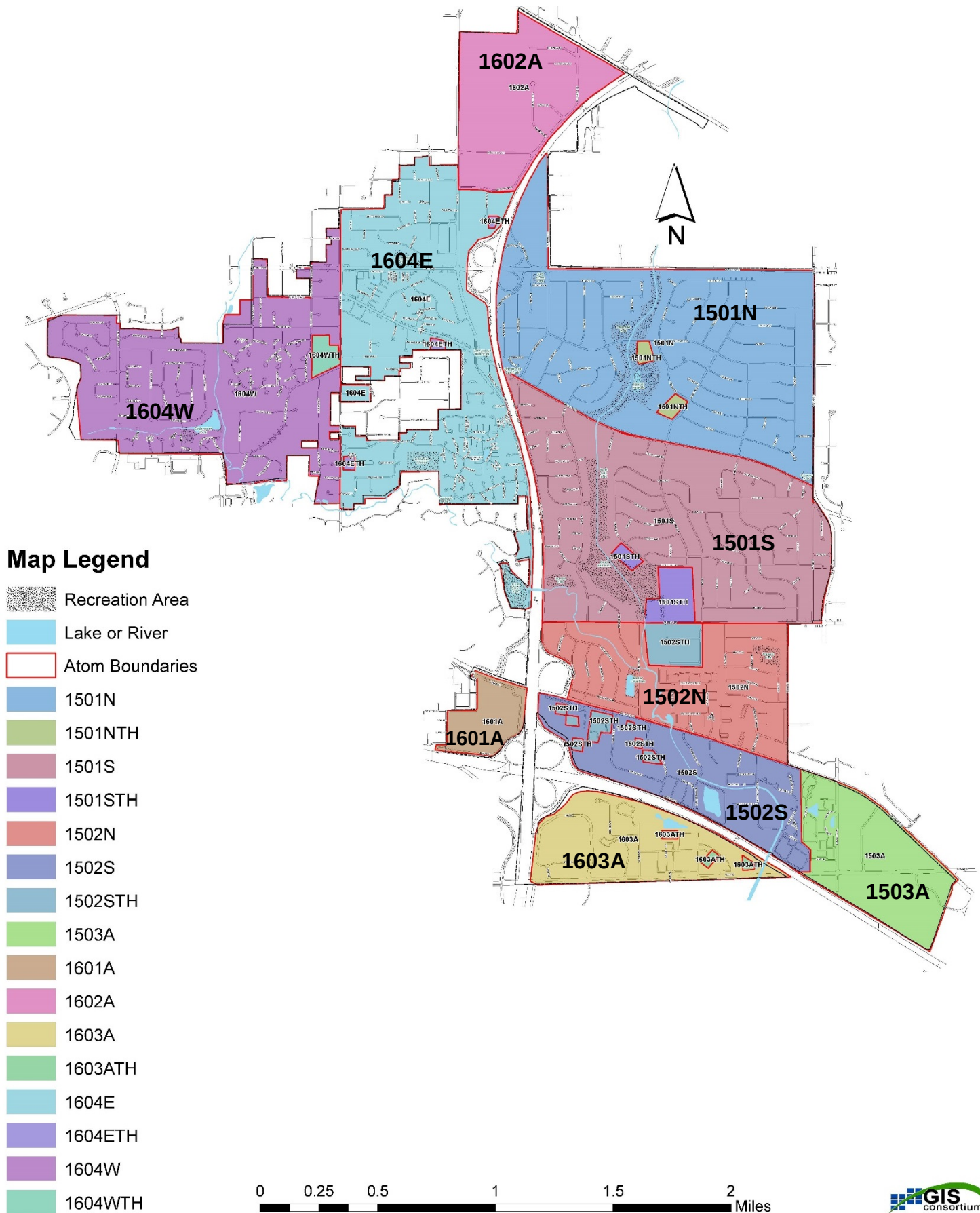
Fires by Nature

Accident, potential accident, Other	1
Alarm system activation, no fire – unintentional	155
Alarm System Sounded due to malfunction	76
Arcing, shorted electrical equipment	10
Assist Invalid	3
Assist police or other governmental agency	1
Biological hazard, confirmed or suspected	1
Brush or Brush/Grass Mixture Fire	4
Building Fire	24
Building or structure weakend or collapsed	3
Carbon monoxide detector activation, no CO	4
Carbon Monoxide incident	16
Central station, malicious false alarm	1
Chemical Hazard (no spill or leak)	2
Chemical spill or leak	2
CO Detector activation due to malfunction	14
Combustible/flammable gas/liquid condition, other	4
Cooking fire, contained to container	6
Cover assignment, standby, moveup	25
Defective elevator, no occupants	6
Detector activation, no fire – unintentional	48
Dispatch & Cancelled en route	70
Dumpster or other outside trash receptacle fire	1
Electrical wiring/equipment problem	16
EMS call, excluding vehicle accident w/ injury	3
Excessive heat, scorch burns with no ignition	10
False alarm or false call	43
Fire, Other	8
Fires in structure other than in a building	1
Gas leak (natural gas or LPG)	48
Gasoline or other flammable liquid spill	3
Good intent call	7
Grass fire	1
Hazardous Conditions	5
HazMat release investigation w/ no HazMat	2
Heat from short circuit (wiring), defective/worn	1
Lightning Strike (no fire)	1
Local alarm system, malicious false alarm	1
Lock-in	3
Lock-Out	32
Malicious, Mischievous false call, other	12
Medical assist, assist EMS crew	1
Mobile property (vehicle) fire, Other	1
Motor vehicle accident with no injuries	1
Municipal alarm system, malicious false alarm	7
No incident found on arrival at dispatch address	15

Fires by Nature cont.

Oil or other combustible liquid spill	2
Outside equipment fire	1
Outside rubbish fire, other	1
Outside rubbish, trash or waste fire	1
Outside Storage Fire	1
Overheated motor	9
Passenger vehicle fire	4
Person in distress	3
Power line down	25
Public Service	3
Public service assistance, other	3
Removal of victim(s) from stalled elevator	11
Service call, other	14
Smoke detector activation due to malfunction	53
Smoke detector activation, no fire – unintentional	114
Smoke from barbecue, tar kettle	1
Smoke or odor removal	15
Smoke scar, odor of smoke	19
Special outside fire, Other	1
Special type of incident, other	1
Sprinkler activation due to malfunction	2
Steam, other gas mistaken for smoke, other	2
Swiftwater Rescue	1
System malfunction, other	73
Trash or rubbish fire, contained	1
Unauthorized burning	1
Unintentional transmission of alarm, other	15
Water or steam leak	14
Water problem, other	3
Grand Total	1,096

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	101	21.67%	374	80.26%	92	19.74%
1501S	86	18.03%	362	75.89%	115	24.11%
1502N	9	4.89%	52	28.26%	132	71.74%
1502S	11	2.74%	87	21.64%	315	78.36%
1503A	3	1.69%	38	21.35%	140	78.65%

District 16 (Plum Grove Road Station)

ATOM	<4 Min Response		<6 Min Response		Over 6 Minutes	
1601A	3	1.66%	47	25.97%	134	74.03%
1602A	2	5.41%	21	56.67%	16	43.24%
1603A	0	0.00%	1	10.00%	9	90.00%
1604E	58	13.62%	334	78.40%	92	21.60%
1604W	31	21.68%	92	64.34%	51	35.66%
1653N	0	0.00%	2	9.09%	20	90.91%

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	260	55.79%	426	91.42%	40	8.58%
1501S	273	57.23%	416	87.21%	61	12.79%
1502N	18	8.82%	119	58.33%	85	41.67%
1502S	17	4.23%	248	61.69%	154	38.31%
1503A	7	3.93%	90	50.56%	88	49.44%

District 16 (Plum Grove Road Station)

ATOM	<4 Min Response		<6 Min Response		Over 6 Minutes	
1601A	6	3.31%	104	57.46%	77	42.54%
1602A	13	35.14%	26	70.27%	11	29.73%
1603A	0	0.00%	2	20.00%	8	80.00%
1604E	259	60.80%	398	93.43%	28	6.57%
1604W	81	54.64%	120	83.92%	23	16.08%
1653N	1	4.55%	10	45.45%	12	54.55%

NOTES:

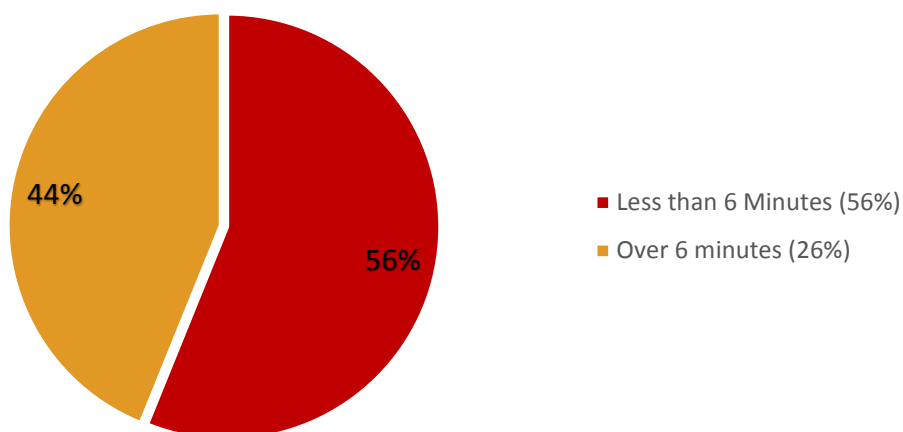
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Response Performance Summary

Overall

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

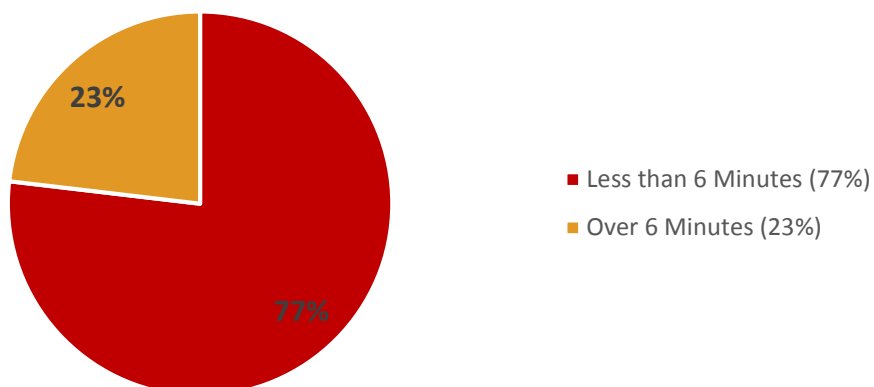
Total Percentage of Overall Responses Over 6 Minutes



Fire Department Response

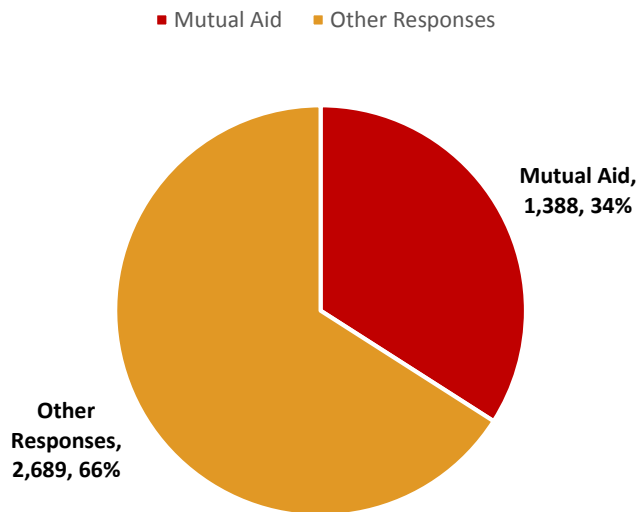
These response times begin at the time that the station gets toned out until the first arrival to the scene.

Total Percentage of FD Responses over 6 minutes

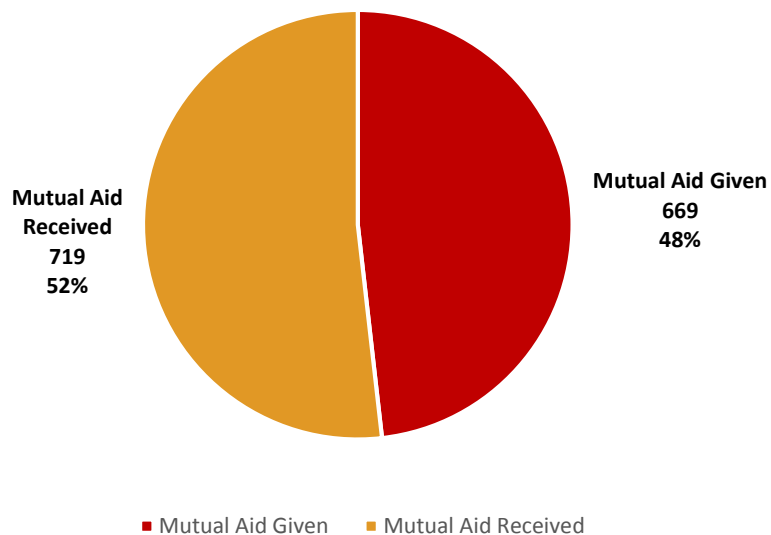


MABAS Mutual Aid

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 34% 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.

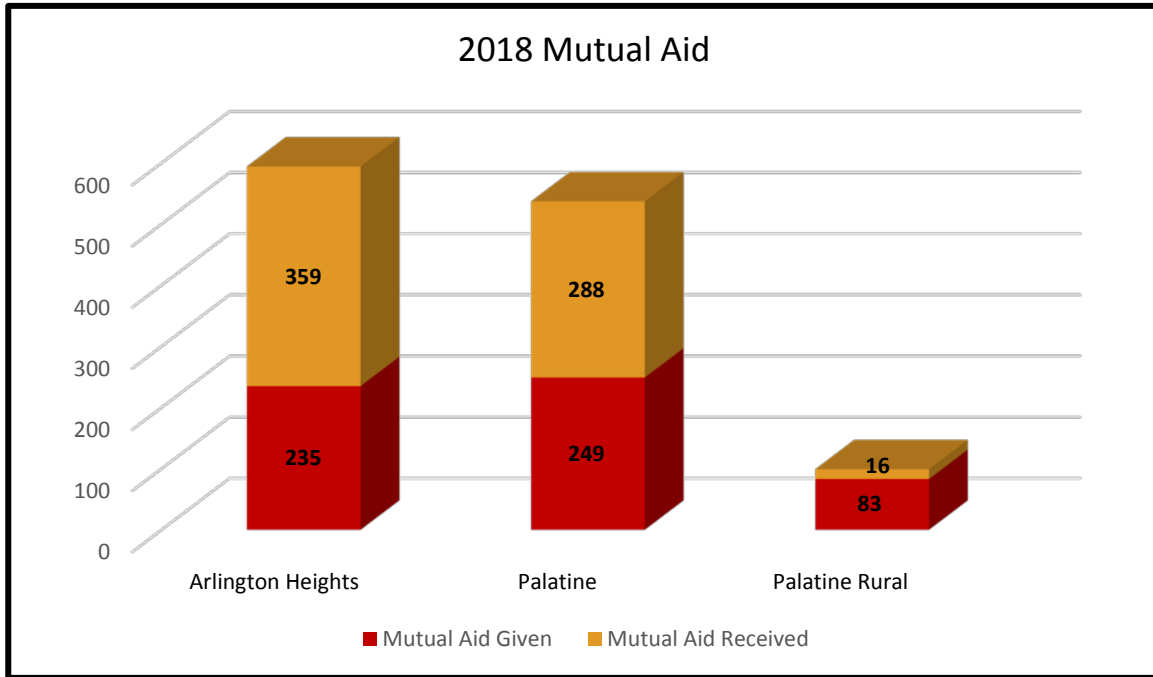


RMFD gave Mutual Aid to surrounding communities 669 times and received Mutual or Auto Aid 719 times.



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 195 surveys returned in 2018:

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

No Opinion	Strongly Disagree	Slightly Disagree	Agree	Slightly Agree	Strongly Agree
16	0	0	1	8	170

2. Emergency Dispatchers acted in a professional manner.

No Opinion	Strongly Disagree	Slightly Disagree	Agree	Slightly Agree	Strongly Agree
14	0	0	2	5	174

3. Emergency Dispatchers were courteous, personable, and respectful.

No Opinion	Strongly Disagree	Slightly Disagree	Agree	Slightly Agree	Strongly Agree
14	0	0	1	5	175

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

No Opinion	Strongly Disagree	Slightly Disagree	Agree	Slightly Agree	Strongly Agree
7	0	1	2	9	176

5. Fire Department personnel acted in a professional manner.

No Opinion	Strongly Disagree	Slightly Disagree	Agree	Slightly Agree	Strongly Agree
2	2	0	2	2	187

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

No Opinion	Strongly Disagree	Slightly Disagree	Agree	Slightly Agree	Strongly Agree
3	1	1	1	4	185

7. Fire Department personnel communicated the care being provided.

No Opinion	Strongly Disagree	Slightly Disagree	Agree	Slightly Agree	Strongly Agree
6	0	1	3	7	178

8. Fire Department personnel were helpful and informative.

No Opinion	Strongly Disagree	Slightly Disagree	Agree	Slightly Agree	Strongly Agree
4	1	1	2	6	181

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

No Opinion	Strongly Disagree	Slightly Disagree	Agree	Slightly Agree	Strongly Agree
3	2	0	2	2	186

EMS Customer Service Survey Comments

**"THE STAFF WERE
WONDERFUL, THEY
MADE ME FEEL
COMFORTABLE AND
SECURE."**



**"Thank you so
much for your care
and
thoughtfulness."**

"No complaints with dispatch of Fire Department. Not only was the response very fast, but all of the responders were super professional and efficient. They made the diagnosis, treated the pain, explained everything, and had me transported in minutes. Thank you all for your unselfish service. "

"My family and I are thankful for the response of the fire department team. I credit them for helping to save my life. You are all heroes in my book! Keep up the great work!"

**"Amazing crew.
Made me feel
comfortable with
having to call. They
were very
reassuring, friendly,
and
knowledgeable."**

**"I always believed that
when I needed them they
would be there – I was not
disappointed."**

**"Extremely friendly staff
that helped me feel
comfortable in a very
uncomfortable situation.
They even came and
checked in with me in
the ER after transporting
another patient."**



*"All of the
firefighters were
caring, friendly,
and very
professional.
They helped my
husband with
kindness and
care."*

**"THE FIRE DEPARTMENT WAS PROMPT AND
COURTEOUS."**



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