



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 2019 Fire Department Annual Report for your review. This report provides historical data on the activities of the Department during 2019, and compares 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 most efficient, competent, and above all highly-professional service.

The high profile and more dynamic service of fire suppression, emergency medical treatment and/or transport, along with emergency management functions typically take front and center of the Fire Department's public perception. However, we also recognize the responsibility to foster a safer community through our presence in fire prevention and public education, including home safety surveys.

The Fire Department Administration and support staff continually review current and past operations to insure that we perform at the highest of 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. Ultimately, we strive to enhance the safety of all whom we serve.

After years of planning, I am proud to say that our goal of replacing and building two new fire stations is nearly complete. In mid-December, Fire Station 15, located at 3201 Algonquin Road, was opened and is up and operating, filling a need to address identified response gaps to the areas along the Golf/Algonquin corridor and the adjacent neighborhoods. Fire administration offices were also relocated to this site.

In mid-March 2020, new Fire Station 16 at 2340 Hicks Road is expected to be fully operational. With this in place, the planned deployment model that was developed will be activated. The final piece to the strategy of asset deployment and necessary

response grids will be further enhanced with a new Computer Aided Dispatch (CAD) planned for an early April 2020 rollout. With both new stations in place along with the new CAD, we will realize a positive change in our overall response times. Coverage and service demands have been increasing yearly and these two significant changes will maximize use of personnel and equipment.

Looking forward, I have planned my retirement from the Fire Department in March.

Understand that the men and women of the Department are second to none in the area and by providing them a fantastic, durable, useful, and state of the art place to call home for their twenty-four- hour shift was a goal of mine from the start... five and a half years ago.

So for the final time I say, *"I am honored and blessed to serve as your Fire Chief and in my time here, have always sought opportunities for continuous growth and improvement in all that the Fire Department is charged with."*

Respectfully,



Terry Valentino
Fire Chief

"When in doubt, do the right thing"

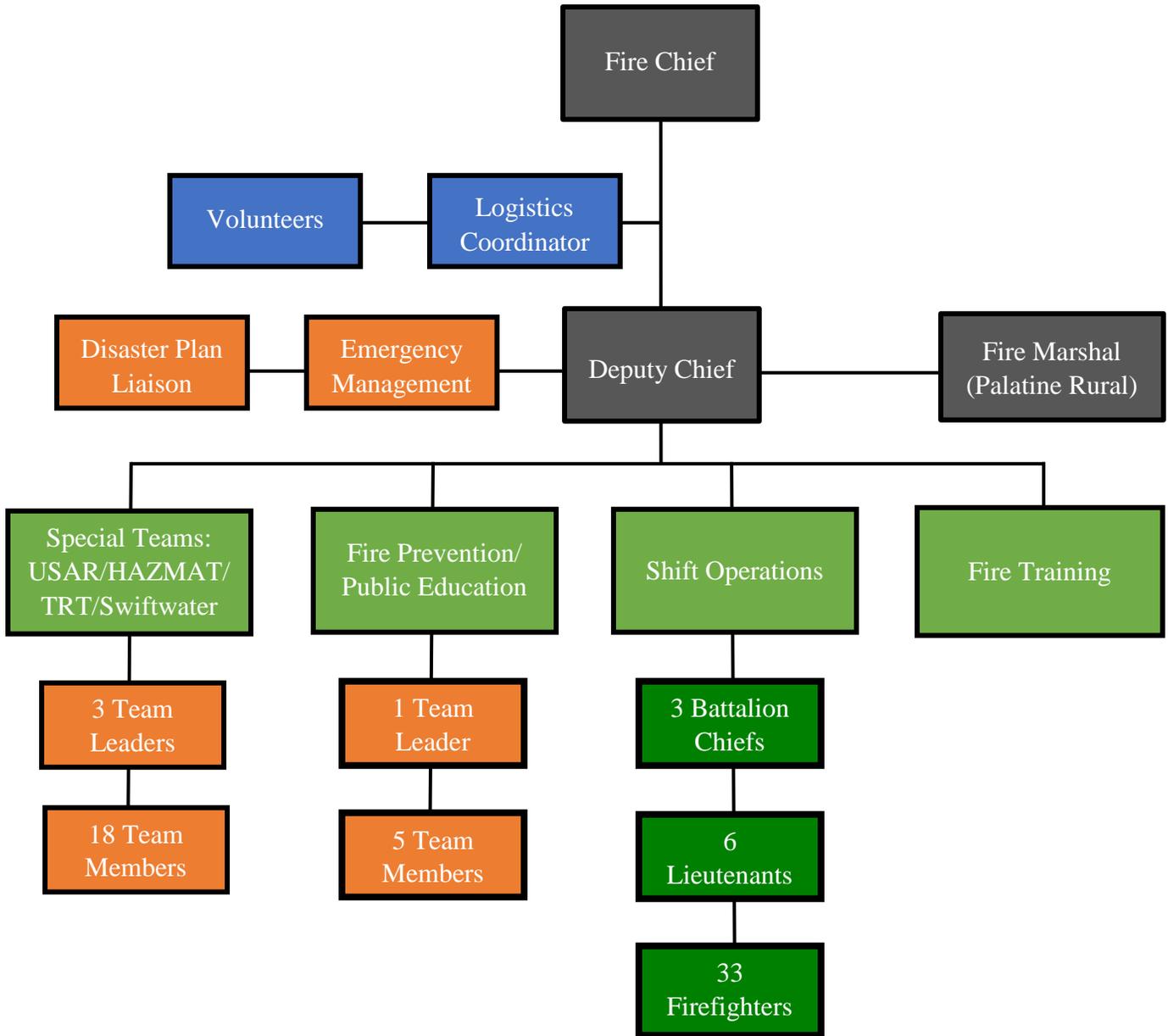


Rolling Meadows Fire Department Organizational Chart

- 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

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 calls for police and fire requests for the City of Rolling Meadows. The Rolling Meadows Fire Department is also a member of the Mutual Aid Box Alarm System (MABAS) Division 1 which is also dispatched by NWCDS.

In 2018, NWCDS and its 22 member agencies began working on a new Computer Aided Dispatch (CAD) system that will go into operation in 2020. 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 Automatic Vehicle Locating (AVL) 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 incidents. This will be an ongoing project throughout 2020 using historical data and GIS mapping to develop a model that will be used for the future. New Fire Station 15 opened in December 2019 and has been outfitted with the latest generation of station alerting equipment that improves our capabilities to alert crews efficiently and quickly.

The communications division is in the process of upgrading out mobile VHF radios fleet wide. The new radios will comply with the latest FCC narrow banding rules and provide a much stronger signal for penetration into buildings and to reach other dispatch centers in the event of a mutual aid call to another community. Installation of these radios will be completed by the Rolling Meadows Public Works Vehicle Services.

Apparatus Committee

In 2019 the department received its first 107 foot aerial apparatus in our history. This ladder truck allows for above grade rescues and if needed, elevated fire suppression. Not only can we rescue residents that are trapped on higher floors, it can give us an advantage to apply water from an elevated position to extinguish fire that we could not hit in the past. In addition, we can utilize this new aerial device for technical rescue and swiftwater emergencies. Prior to putting it into service, basic and advanced levels of training were completed regarding both operational and strategic capabilities.



Later, in 2019, a new staff vehicle was added to the fleet as we retired a 2004 Chevy Tahoe. The new Ford Explorer was outfitted by our Public Works Department with LED lighting and a mobile radio.



Special Operations

TRT

The Department's Technical Rescue Team (TRT) is comprised of six members who respond to specialty incidents within Rolling Meadows and the surrounding communities. Each year, our members attend training in multiple disciplines including trench rescue, confined space rescue, high angle rescue, and structural collapse rescue. Each month TRT training is hosted by one of our MABAS affiliates to hone our skills to be prepared for any emergency that arrives.



FF/PM John Loesch and BC/PM Pete Sutter are assigned to the State of Illinois Urban Search and Rescue team known as IL-TF-1. This state team can be deployed across the country to help those in need during a disaster. In June, the team participated in a joint readiness exercise in conjunction with State, Federal, and International teams located at the Muscatatuck Military Base in Indiana. While there, teams worked together to mitigate a mock earthquake event lasting ten days.



HAZMAT

The Rolling Meadows Fire Department Hazmat Team had an active year in 2019. HazMat 15, the primary response vehicle, has been completely reorganized and remodeled. The HazMat team consists of eight members, four of which are on the Deployable Roster for the MABAS division, which responds to regional and National incidents. The MABAS Division 1 Team has started into hosting quarterly drills which resulted in more training opportunities to complete standardized training. We continue to train with our neighboring departments on a monthly basis, allowing us to respond as the RPM HazMat Team.

In addition to monthly trainings, we participated in the statewide Triple R Deployment drill in Rock Island. Response drills at Northrop Grumman and Harper College were conducted to simulate chemical spills and terrorist attack/scenarios.



Adam Taylor



Lance Neuses



Chad Lovick



Colin Barr



Tim King



Steve Zurek



Zach Wynveen

Water Rescue



*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

Water Rescue Operations fall under two categories: Swiftwater Operations and Sub-Surface Operations. Rolling Meadows has a seven-member Swiftwater Technician team. In 2019, two members completed a 40 hour Swiftwater Watercraft Technician course in Louisville, Kentucky, where they operated watercrafts in large rapids at The Falls at the Ohio River State Park. This boat operator's course gave our members the ability to operate, transport, and facilitate rescues in fast moving water with rapids and standing waves that have been encountered in recent large scale flooding events. All members completed their annual International Association of Dive Rescue Specialists (IADRS) Public Safety Diver Swim Test.

Four members of our team also operate on special teams; three on the Cook County Swiftwater Rescue Team (CCSWRT) and one with the Illinois Task Force 1 Team. These members can be deployed for water rescue operations along with search and rescue anywhere in the country. Our CCSWRT members took part in a 24 hour deployment drill to the Skokie Lagoon. Various objectives for the exercise included moving in a convoy, radio operations, setting up a base of operations, logistics, medical, boat operations, rescue, and GPS coordinate tracking. Our crews worked two 12 hour shifts operating Zodiac boats and utilizing night vision for navigation in shallow river conditions. Further joint training with the Cook County Sheriff's Department took place with CCSWRT members testing operational capacities and force protection. The cooperative has increased overall safety of our members during rescue operations and improves resource sharing among Cook County deployable resources.

If called upon for a natural disaster, our duties would involve:

- Land and boat based Search and Rescue operations (SAR)
- Emergency medical care at the Advanced Life Support (ALS) level.
- Evacuation of communities in the hardest hit areas.
- Animal rescue (both pets and large animals)
- Support helicopter rescue operations and urban SAR in water environments.
- Stand up operations in environments with or without infrastructure, including those with compromised access to roadways, utilities, transportation, and medical facilities, all with limited availability of shelter, food, and water.

In the spring of 2019, Lt. Dwyer, FF/PM Loesch, and FF/PM Palmisano were all deployed to Southern Illinois to assist with the mass flooding caused by the Illinois and Mississippi rivers running their banks and converging in and around cities located in Jersey and Harding Counties. Multiple agencies were key in the implementation of this scaled response including, but limited to: MABAS Illinois, IEMA, ILEAS, Cook County EMRS, and the Illinois National Guard. Daily situational reports guided our crews in the systematic survey and aid to the cities of Hardin, Nutwood, Grafton, and Anna, Illinois. The Cook County Swiftwater Rescue Team and the Illinois Task Force 1 members supported search and rescue and medical transportation between Hardin and Jerseyville, as Hardin was completely cutoff from surrounding communities. CCSWRT members, with the assistance of the National Guard troops, evacuated the city of Nutwood as the levee surrounding the community began to fail. Vital operations were supported and humanitarian aid was rendered to the communities until the teams were relieved by a second wave of rescue personnel.



Honor Guard



Mark Hayden



Rob Rabelhofer



Dave Rill



Zach Wynveen



Ryan Lettieri



Mike Baumgart



Lance Neuses



Matt Cappelen



Brad Petrik



Dan Cheval

During 2019, the 10-member Rolling Meadows Honor Guard participated in a number of functions including casket guard at Rolling Meadows Retired Firefighter Jack Anderson's wake, Wauconda's Retired Deputy Chief Ed Dagdick's wake, and Cary's Retired Deputy Chief Bill Gitzke's wake and funeral.

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

Members were also very active in several City events, including the Memorial Day Parade and a 9/11 flag raising ceremony at JC Restorations.

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 over 280 volunteer hours performed by the Honor Guard members.



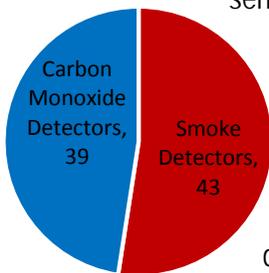
Public Education

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. 44 residents took advantage of the program again this year and were visited by a member of the Pub Ed Team. 43 smoke detectors and 39 Carbon Monoxide detectors were installed in the resident's homes in 2019.



On November 20th, the Rolling Meadows Fire Department donated 444 smoke detectors and 372 carbon monoxide detectors to the Illinois Fire Safety Alliance to enhance their mission. The Kidde detectors were procured through a grant to supplement the Safe Senior Program which has been effect since 2015. They City will continue the Program for Rolling Meadows residents and will keep a compliment of detectors to its use.

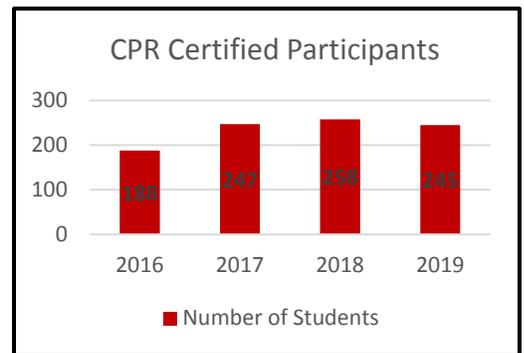
CPR

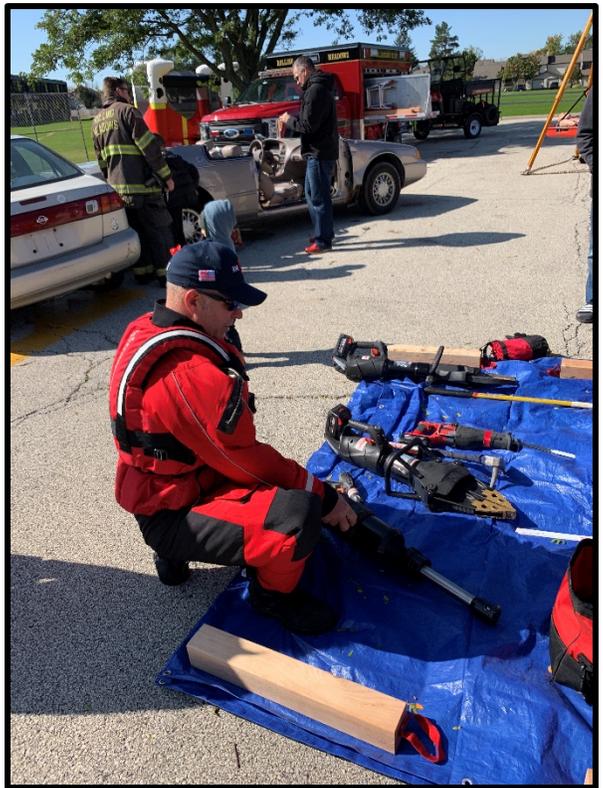
Our CPR team in 2019 trained 245 students throughout the year.

Open House

We had great weather this year, although a little chilly, and enjoyed another great turnout at our 2019 Open House on October 12th. FF/PM Lance Neuses organized many attractions to entertain and educate all who attended. Some participants that helped make are

Open House such a wonderful event included: Northwest Central Dispatch, Northwest Community Hospital Therapy Dog Program, J.C. Restoration, Northwest Recovery Towing, Rolling Meadows Local 3075, Illinois Fire Safety Alliance, Rolling Meadows CERT, Rolling Meadows Public Works, Northern Illinois Fire Sprinkler Advisory Board, and Com Ed. A live-fire home sprinkler extinguisher demonstration, auto extrication, and a live action kid's fire simulator house were just some of the popular activities. Lieutenant Chris Lee organized a Fire Safety Poster/Coloring Contest involving the District 15 schools. This year, we also invited Junior High Student's to participate in a drawing contest, the selected drawings will be used in next year's coloring contest! 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 at our next open house!





Training

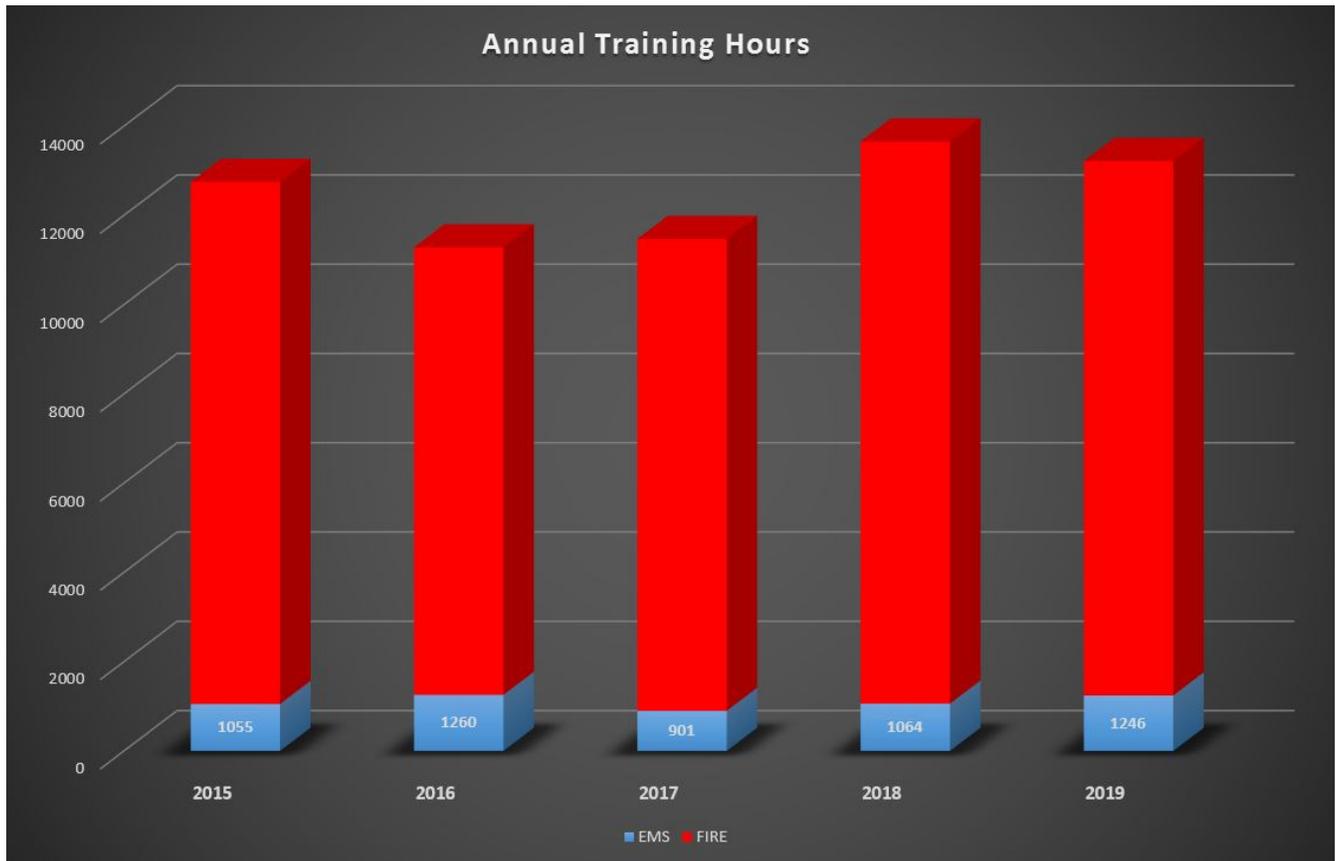
In 2019, the Rolling Meadows Fire Department completed training in fire suppression, emergency medical services, driving/vehicle operations, apparatus engineering, and various other specialty team related activities and trainings.

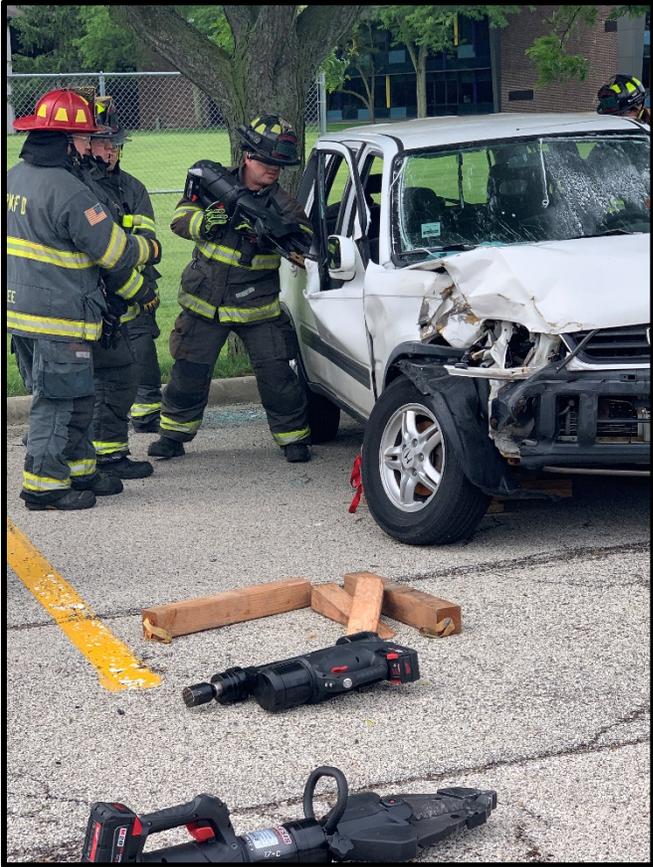
Much of the training this year was dedicated to bringing probationary firefighters up to speed in regards to skills, expectations, and operations of the RMFD. Department members spent just short of 1,000 hours, traveling as far away as New Mexico, training for specialty teams including Swiftwater, Hazmat, Technical Rescue, and Fire Investigations.

The Fire Department continued to work with neighboring communities throughout 2019 as regulated by the Office of State Fire Marshal (OFSM), National Fire Protection Association (NFPA), Insurance Services Organization (ISO), and Illinois Department of Labor (IDOL).

Multiple jurisdiction live fire training was given at the Arlington Heights Fire Department training tower twice in 2019. The training covered skill stations as well as coordinated fire attack with four different fire departments simultaneously completing fire suppression and resource activities.

All department paramedics within the Northwest Community Hospital Emergency Medical System completed mandatory monthly continuing education. During 2019, Fire department personnel dedicated 11,972 staff hours to fire related training and specialty teams and 1,246 staff hours to EMS related training for a grand total of 13,219 training hours.





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 2019. A new camera was also purchased for the team. One of our members was able to attend a week long, government funded, Explosives Training in New Mexico. The MABAS Division 1 Investigations Committee has several training evolutions planned for this year. Taking part in this committee has proved to be invaluable. Our investigators have been able to obtain many hours towards their continuing education requirements.

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 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.

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.
- Furniture, appliances, and other materials necessary for personnel at the firehouse.
- Specialized equipment as appropriate to support daily operations and essential functions.

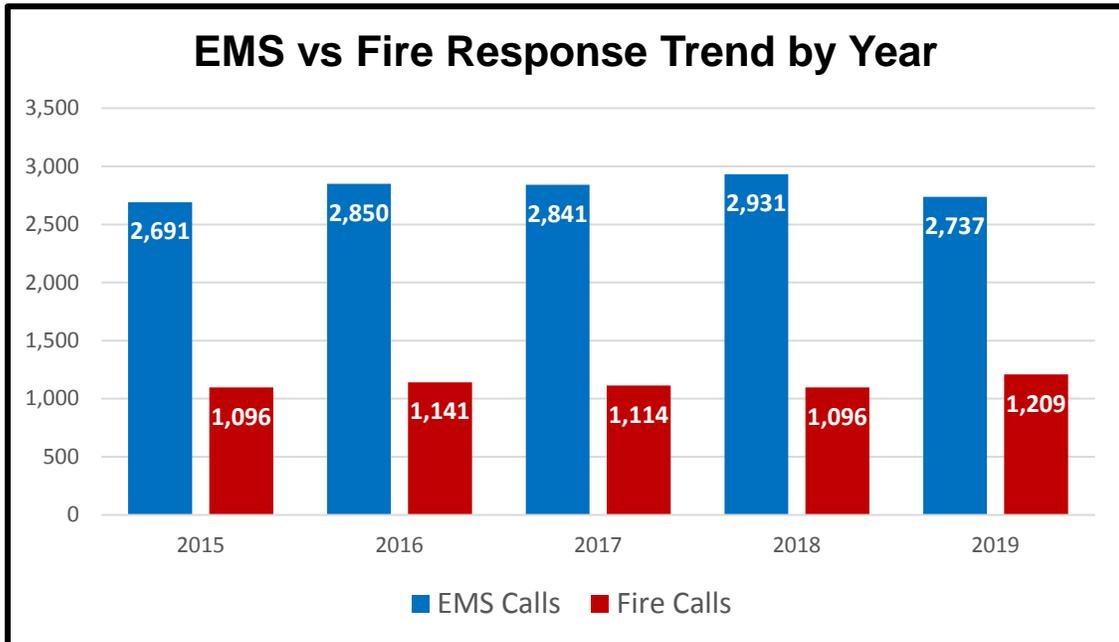
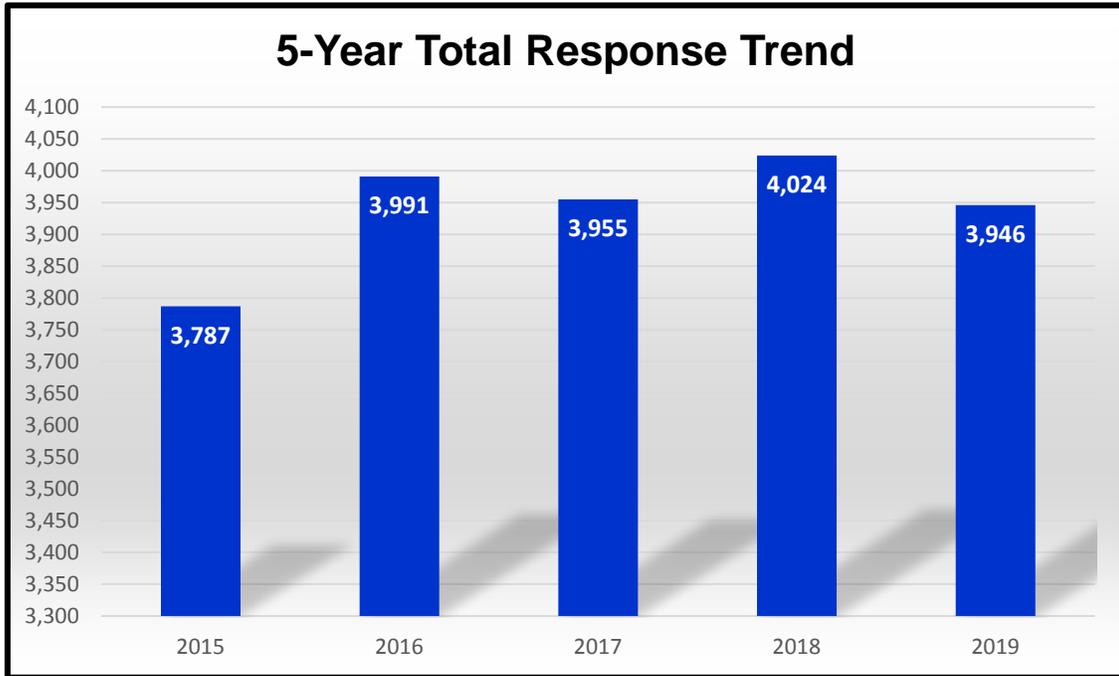
In 2019, the Rolling Meadows fire Department Foreign Fire Board members included: Fire Chief Valentino, FF/PM Loesch, LT/PM Dwyer, FF/PM Palmisano, FF/PM Lettieri, FF/PM Davis, and FF/PM Zurek. These members were responsible for guiding all purchases made by the fund, as well as creating new bylaws to be adopted in 2020.

The fund held off on expenditures in 2018 to have more funds available in 2019 to purchase items for the two new fire stations. These items include:

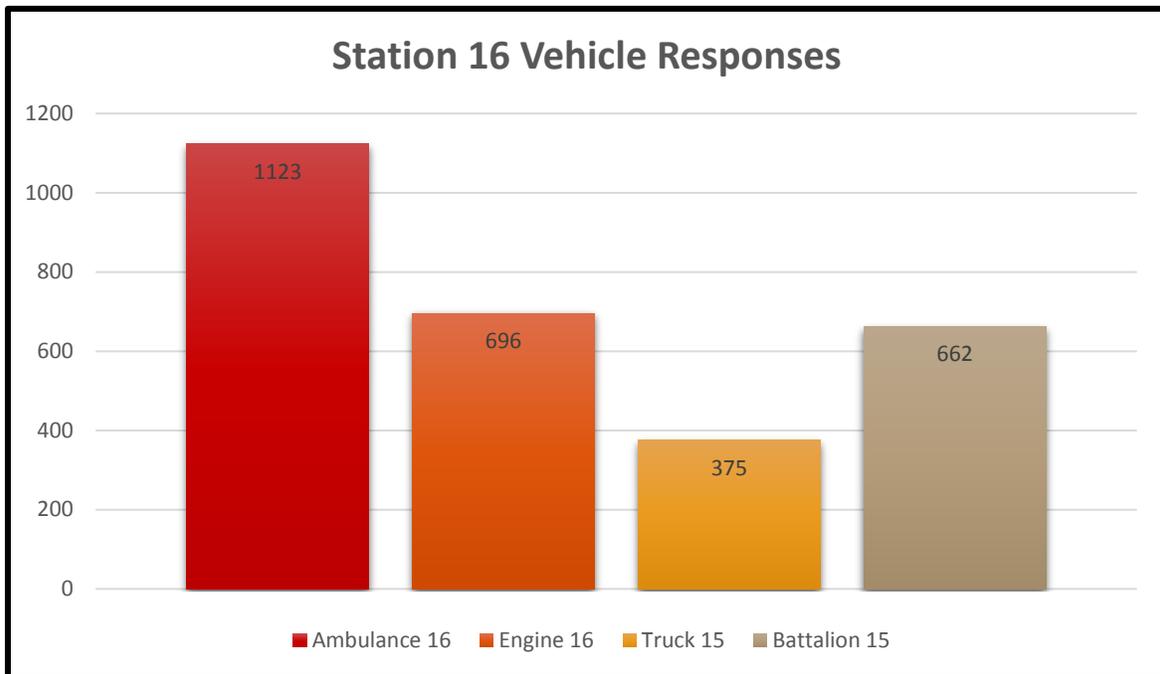
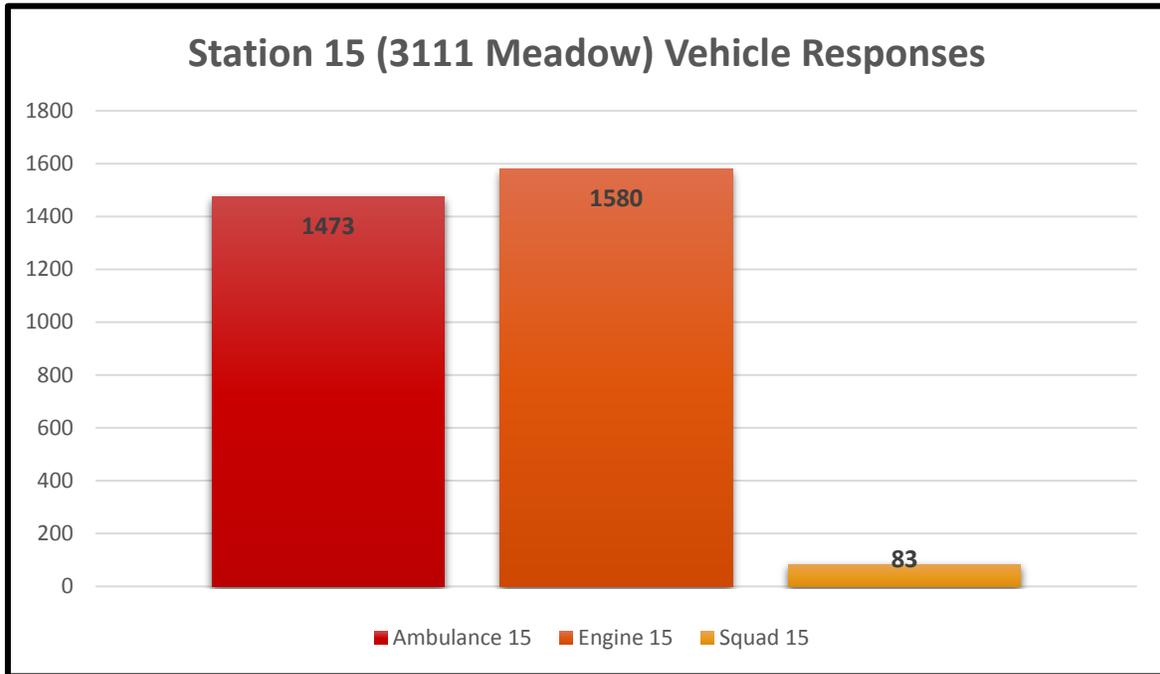
- Refrigerators
- Weber Grills
- Ice Makers
- Beds
- Chairs
- TV's
- Workout Equipment

In all, the Board approved over \$70,000.00 on items for the two new stations.

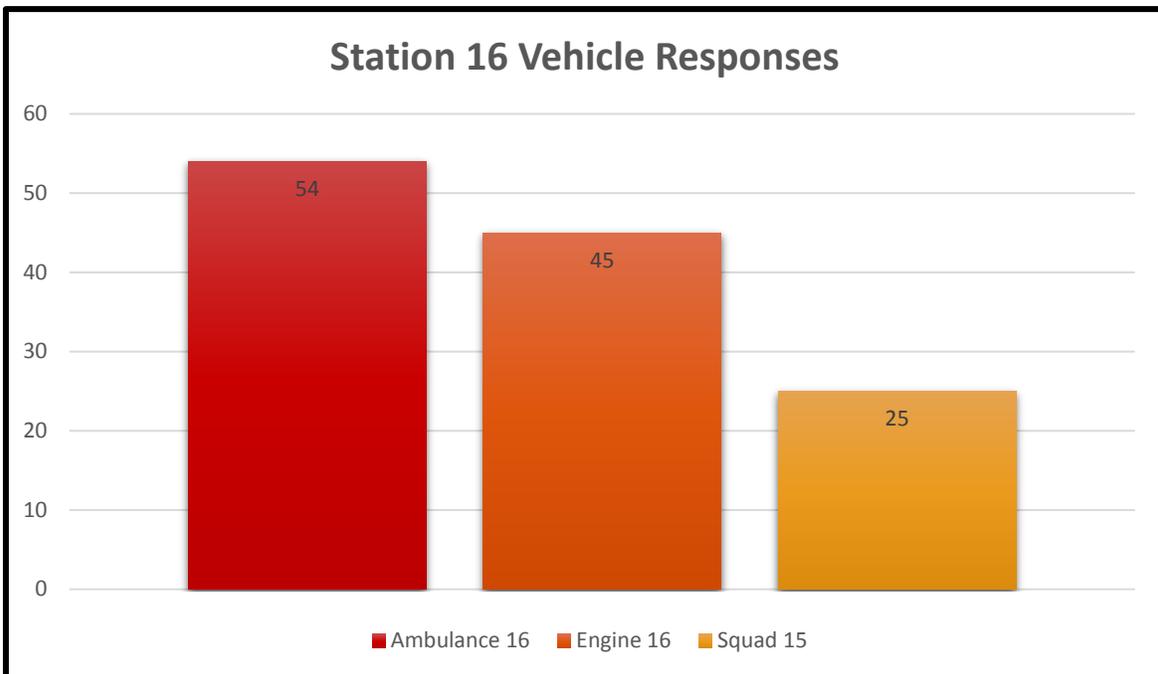
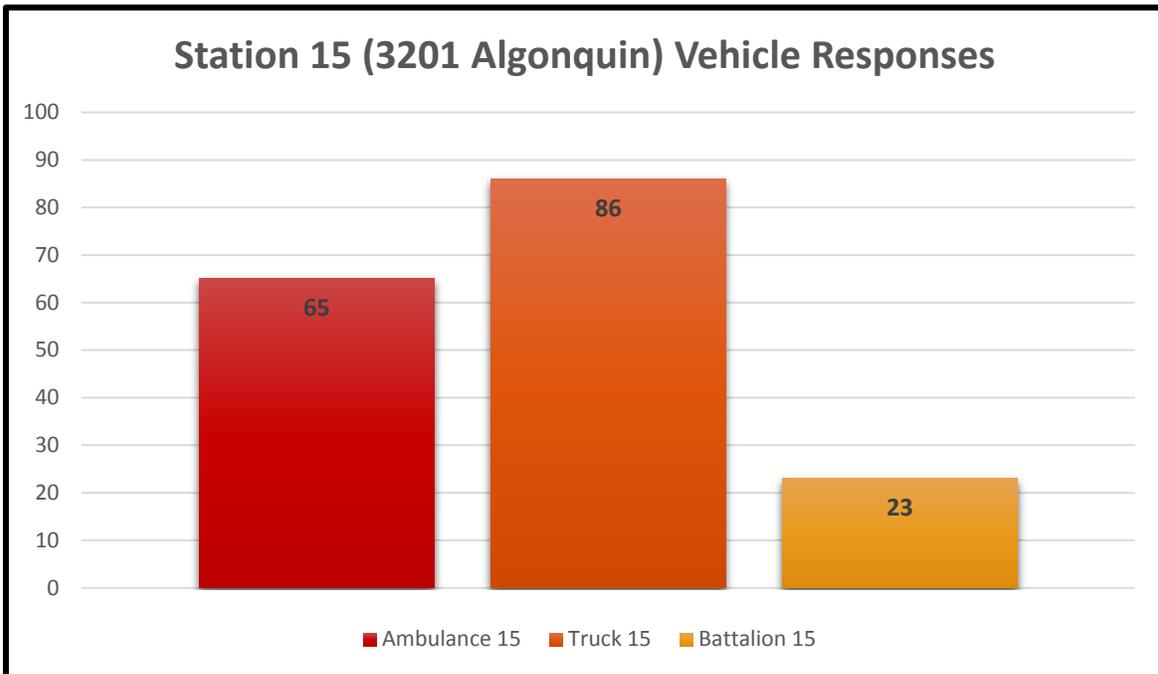
Annual Responses



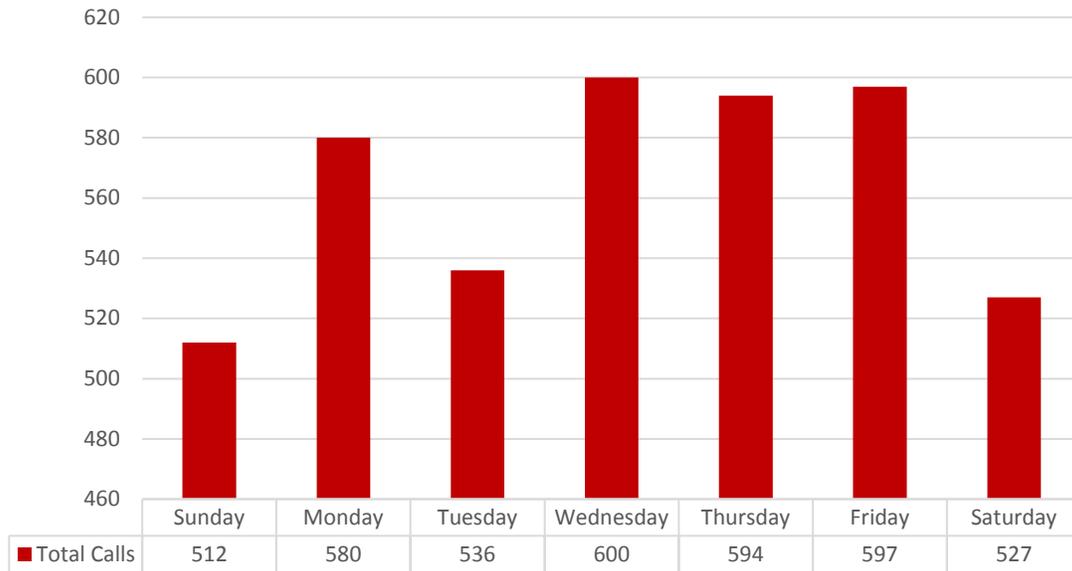
Station Responses 1/1/2019 – 12/17/2019



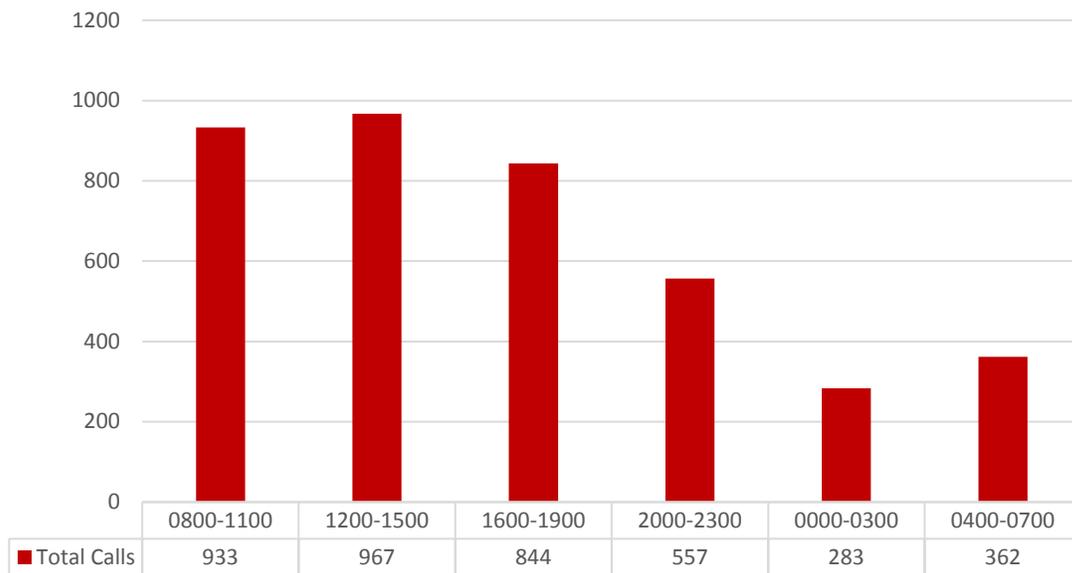
Station Responses
12/18/2019 – 12/31/2019



2019 Total Calls by Day of the Week



2019 Total Calls by Time of Day



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.

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 completion of 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 Ben Dwyer, FF/PM Mark Hayden, FF/PM Ryan Lettieri, FF/PM Steve Zurek, and FF/PM Matt Cappelen. 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. It is in this capacity that they are able to function as EMS educators for the department and also for Northwest Community Hospital.

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.

2019 saw the addition of an automated CPR device, or LUCAS device, to the department to better enable our paramedics to handle cardiac arrest calls. This device is carried on the Battalion Chief vehicle to allow more versatility in its deployment.

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

Responses by Nature

Description	# of Calls
Fires in Structure Other than in a Building	1
Fuel burner/broiler malfunction, fire contained	1
Commercial compact fire, confined to rubbish	1
Passenger Vehicle Fire	1
Outside rubbish, trash or waste fire	1
Special outside fire, other	1
Outside equipment fire	1
Overpressure Rupture of Steam Pipe or Pipeline	1
Excessive Heat, Scorch Burns with no Ignition	1
Explosion (no fire), Other	1
Medical Assist, Assist EMS Crew	1
Extrication, Rescue, Other	1
Water & Ice-related Rescue, Other	1
Swimming/Recreational Water Areas Rescue	1
Swift Water Rescue	1
Heat from Short Circuit (wiring), Defective/Worn	1
Overheated Motor	1
Accident, Potential Accident, Other	1
Vehicle Accident, General Cleanup	1
Ring or Jewelry Removal	1
Smoke or Odor Removal	1
Animal Problem	1
Animal Rescue	1
Defective Elevator, No Occupants	1
Elevator, Open Line – No Occupants	1
Vicinity Alarm	1
EMS Call, Party Transported by Non-Fire Agency	1
Hazmat Release Investigation w/ no Hazmat	1
Biological Hazard Investigation, None Found	1
Direct Tie to FD, Malicious False Alarm	1

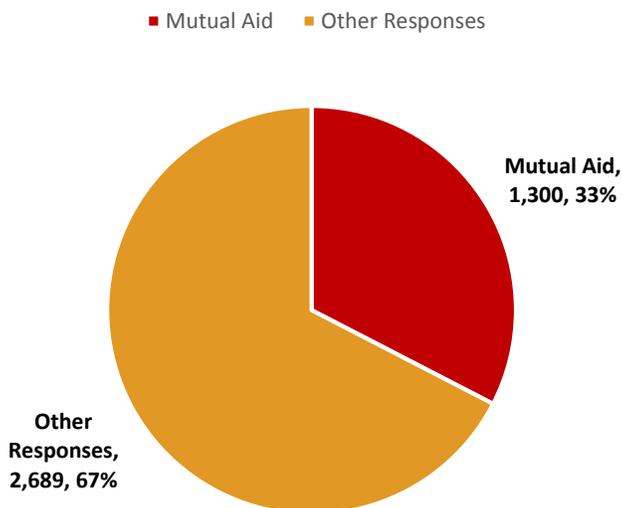
Central Station, Malicious False Alarm	1
Extinguisher System Activation due to Malfunction	1
Citizen Complaint	1
Chimney or flue fire, confined to chimney or flue	2
Trash or Rubbish Fire, contained	2
Dumpster r other outside trash receptacle fire	2
Check on wellbeing – no patient	2
Lock-in	2
Chemical Spill or Leak	2
Building or Structure Weakened or Collapsed	2
Police Matter	2
Smoke Detector Install	2
Emergency Medical Alarm – False Activation	2
Local Alarm System, Malicious False Alarm	2
Heat Detector Activation Due to Malfunction	2
Mulch Fire	3
Excessive Heat, Scorch Burns with no Ignition	3
Emergency Medical Service, Other	3
Vehicle Accident Involving Motorcycle	3
Combustible/Flammable Gas/Liquid Condition, Other	3
Person In Distress, Other	3
Good Intent Call, Other	3
Steam, Other Gas Mistaken for Smoke, Other	3
Assist Police or Other Governmental Agency	4
Good Intent Call, No Patient Contact	4
Wires Down, Not Power	4
Broken Sprinkler Pipe	4
Cardiac Emergency	5
Trauma not Related to a Motor Vehicle Accident	5
Gasoline or Other Flammable Liquid Spill	5
Service Call, Other	5

Sprinkler Activation Due to Malfunction	5
Arcing, Shorted Electrical Equipment	6
Public Service	6
Steam, Vapor, Fog or dust Thought to be Smoke	6
Malicious, Mischievous False Call, Other	6
Municipal Alarm System, Malicious False Alarm	6
Motor Vehicle/Pedestrian Accident	7
False Alarm or False Call, Other	7
Medical Alert-False Activation	8
EMS Call, No Patient Contact	8
Building Fire Out of Town	9
Electric Power Line Down	9
Public Service Assistance, Other	9
Cooking Fire, confined to container	10
Chemical Abuse, Drugs or Alcohol	10
Water Problem, Other	10
Unintentional Transmission of Alarm, Other	10
Sprinkler Activation, No Fire – Unintentional	10
Smoke or Odor Removal	11
CO Detector Activation Due to Malfunction	12
Water or Steam Leak	13
Odor Investigation	13
Carbon Monoxide Detector Activation, No CO	13
Building Fire	16
Psychological Emergency	18

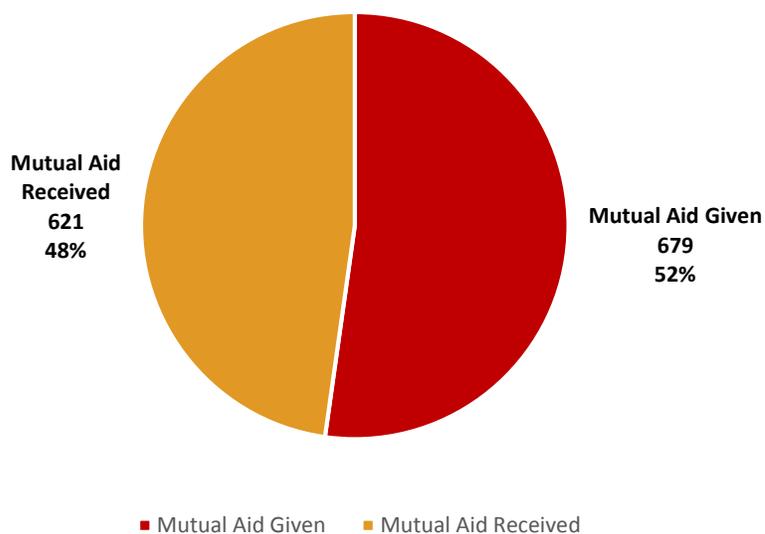
Fall Injury	18
Electrical Wiring/Equipment Problem, Other	18
Dispatched & Returned by Another Agency	19
System Malfunction	19
Carbon Monoxide Incident	20
Removal of Victim(s) from Stalled Elevator	25
Cover Assignment, Standby, Moveup	26
Assist Invalid	29
Motor Vehicle Accident with no Injuries	32
Smoke Scare, Odor of Smoke	32
Detector Activation, No Fire – Unintentional	32
Lock-Out	33
No Incident Found on Arrival at Dispatch Address	35
Gas Leak	43
Smoke Detector Activation Due to Malfunction	43
Trouble Alarm	51
Alarm System Sounded Due to Malfunction	55
Smoke Detector Activation, No Fire – Unintentional	69
Motor Vehicle Accident with Injuries	110
Alarm System Activation, No Fire – Unintentional	206
Dispatched and Cancelled en Route	229
EMS Call, excluding Vehicle Accident with Injury	2,447
TOTAL	3,946

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 33% 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.

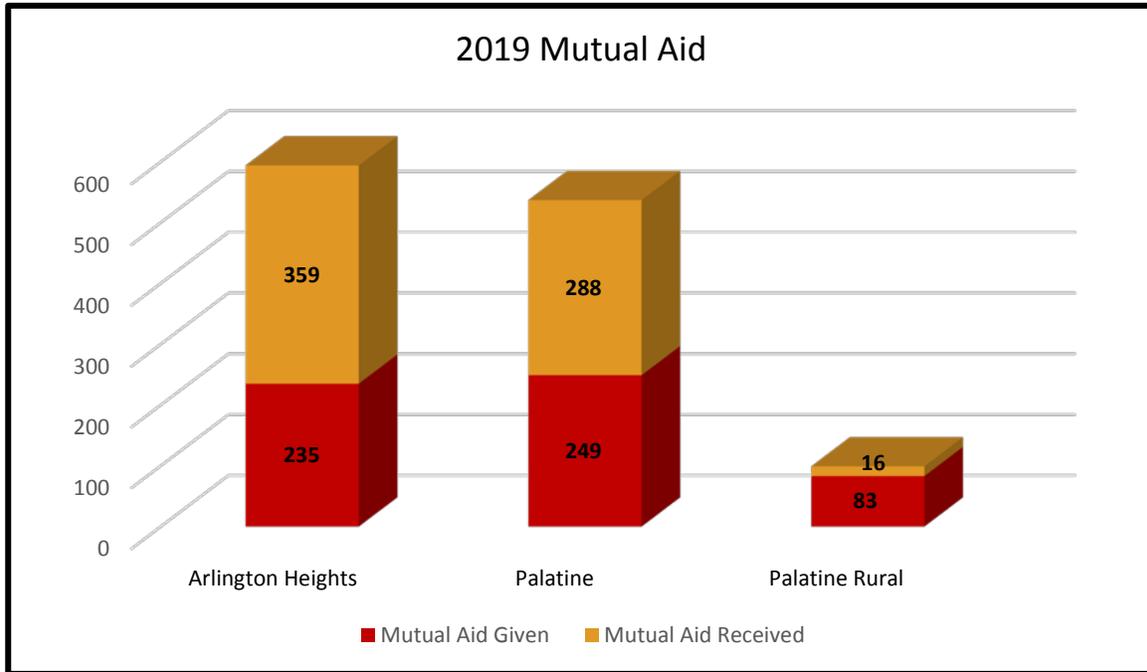


RMFD gave Mutual Aid to surrounding communities 679 times and received Mutual or Auto Aid 721 times.



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 174 surveys returned in 2019:

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

N/A	Strongly Disagree	Slightly Disagree	Agree	Slightly Agree	Strongly Agree
10	3	0	6	3	152

- Emergency Dispatchers acted in a professional manner.

N/A	Strongly Disagree	Slightly Disagree	Agree	Slightly Agree	Strongly Agree
8	3	0	4	3	156

- Emergency Dispatchers were courteous, personable, and respectful.

N/A	Strongly Disagree	Slightly Disagree	Agree	Slightly Agree	Strongly Agree
7	3	0	4	3	157

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

N/A	Strongly Disagree	Slightly Disagree	Agree	Slightly Agree	Strongly Agree
4	3	0	4	5	158

5. Fire Department personnel acted in a professional manner.

N/A	Strongly Disagree	Slightly Disagree	Agree	Slightly Agree	Strongly Agree
0	4	0	4	2	164

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

N/A	Strongly Disagree	Slightly Disagree	Agree	Slightly Agree	Strongly Agree
1	4	0	4	0	165

7. Fire Department personnel communicated the care being provided.

N/A	Strongly Disagree	Slightly Disagree	Agree	Slightly Agree	Strongly Agree
2	4	1	4	5	158

8. Fire Department personnel were helpful and informative.

N/A	Strongly Disagree	Slightly Disagree	Agree	Slightly Agree	Strongly Agree
2	4	0	5	4	159

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

N/A	Strongly Disagree	Slightly Disagree	Agree	Slightly Agree	Strongly Agree
0	4	1	4	1	164

EMS Customer Service Survey Comments

**"ROLLING MEADOWS
HAS THE BEST
EMERGENCY SERVICES
IN ILLINOIS"**



**"All personnel were
professional,
efficient,
knowledgeable, and
courteous. Thank
You!"**

"I was overwhelmed and frightened when the PA at the minute clinic told me that she'd like to call 911 to transport my daughter to the hospital. Within minutes, the fire department personnel arrived and they could not have been kinder or more professional. They informed me of everything they were doing, but equally important, they were gentle and took the time to let my 5 year old daughter know exactly what was going on."

"Great! Being a visitor from out of town, rarely sick, it was a very professional, re-assuring experience under the circumstances."

"Emergency Dispatchers and Fire Department personnel were extremely professional and respectful. The Best!"

"I was very pleased with how I was treated. I felt very comfortable in a frightening situation."

"I am really glad that they were there. The people who helped me were very kind, considerate, and helpful."



"They showed concern about our pets and they were sure to lock up the house before leaving"



"YOUR PEOPLE ARE THE GREATEST – ALWAYS FRIENDLY, ALWAYS KIND. THANK YOU FOR THE WELL TRAINED AND PROFESSIONAL STAFF."

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