

eNEWS

3600 Kirchoff Road | Rolling Meadows, IL 60008 | 847-394-8500 | www.cityrm.org

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VOLUME 7 ISSUE 4



Rolling Meadows' new service portal allows customers to access their accounts by computer, tablet, or any mobile device.

NEW WEB-BASED CITIZEN SERVICE PORTAL GOES LIVE AUGUST 1ST

Rolling Meadows' new web-based "Self-Service Portal" that debuts August 1st lets customers access a range of convenient new features, including the ability to quickly and easily pay their monthly utility bills online and enroll in the City's automatic bill payment program.

Access the new portal by clicking "Online Payments" on the City's [homepage](#). Once registered, customers will be able to:

- Receive monthly utility bills electronically (e-billing) at no charge. *Like your paper bill? No action needed! You will continue to receive a paper bill at no charge.*
- Make secure online payments.
- Sign up for auto bill pay (*see instructions posted online*).
- Look up past bills.
- View usage and payment histories.
- Access their accounts from anywhere at any time.

"The portal is part of the City's long-term investment in digital infrastruc-

ture to improve internal department operations, but the real benefits come from its ability to deliver more responsive customer service and convenience," Finance Director Melissa Gallagher explained.

Register for Auto Pay

City officials have posted registration instructions for the updated automatic bill payment service, available beginning August 1st at www.cityrm.org under "Online Payments."

PLEASE NOTE:

- Customers who previously paid their bills automatically with a debit or credit card will have to re-enroll.
- Customers are also responsible for updating and maintaining credit card information and expiration dates through the secure portal. City staff will not be collecting this information in the new system.
- Those who paid by bank draft (*from a checking or savings account*) are being transitioned to the new software system automatically. No changes are required.

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CENSUS RESULTS TO AFFECT CITY REVENUES & WARD BOUNDARIES

Results of the 2020 census now underway will have wide-ranging implications for Rolling Meadows. Residents who have not yet completed the survey may do so online at www.my2020census.gov or by phone (844-330-2020).

Legislative Districts Impacted

At the state and national levels, the 2020 census results will determine the number of seats for each state in the U.S. House of Representatives. Results are also used to draw Congressional and state legislative districts.

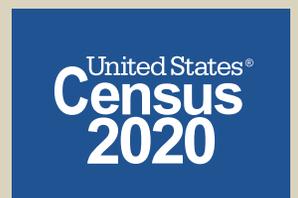


Graphic: U.S. Census Bureau

Influences City Revenues & Ward Boundaries

Data generated by the 2020 census will impact everything from City ward boundaries to the revenue Rolling Meadows receives from state and federal governments. An accurate count is essential for ensuring the City continues to receive the proper (population-based) funding levels to which it is entitled.

Perform your civic duty. Complete the survey today.



CORONAVIRUS DISEASE 2019 (COVID-19)



ONLINE COVID-19 SYMPTOM ASSESSMENT TOOL NOW AVAILABLE

An online assessment tool designed to help residents identify symptoms of, and determine one's risk for, COVID-19 is now available on the Rolling Meadows website.

The COVID-19 Assessment, Tracking, and Triage module, offered by the Northwest Central Dispatch System (NWCDS), is accessible on the City's [Coronavirus Information Page](#). Simply click the "COVID-19 Online Assessment Tool" link.

Users answer a series of questions about symptoms and risk factors. An algorithm then helps the program offer general advice, recommended next steps, and telephone numbers and websites of area resource providers that may be able to help.

Residents are able to use the program anonymously. However, those who provide their zip code support regional efforts to track population clusters of concern.

Users may also provide a phone number or email address to receive reminders about monitoring their symptoms.

Northwest Central Dispatch System (NWCDS) is a regional intergovernmental consolidated emergency dispatch system that provides 9-1-1 services for several communities in northwest suburban Chicago, including Rolling Meadows.

In total, it serves a combined population of 500,000 people across 170 square miles.

STAY INFORMED: ACCESS COVID-19 UPDATES ONLINE; PRACTICE SOCIAL DISTANCING AT CITY BUILDINGS

For the latest information on COVID-19 and tips for protecting your and your family's health, visit the "Community Resources" page on the City's website.

The page offers links to the [Centers for Disease Control and Prevention \(CDC\)](#), the [Illinois Department of Public Health \(IDPH\)](#), and the state's recently-launched website that provides information about the novel coronavirus: www.coronavirus.illinois.gov.

Additional resources available at www.cityrm.org include:

- **Operational updates** for City Departments.
- **Online payment options** for monthly utility bills, real estate transfers, and more.
- **Hours of operation for grocery stores** and other essential businesses around town.
- **Help for small businesses.**

Social Media Updates & City Message Boards

Residents will also find information being shared on [Rolling Meadows' Facebook page](#), and on message boards at City Hall (3600 Kirchoff Road), Fire Station 15 (3201 Algonquin Road), and Fire Station 16 (2340 Hicks Road).

City Buildings Open for Business

City Hall and the Rolling Meadows Police Department (3600 Kirchoff Road), and the Public Works Department (3900 Berdnick Street) are open to the public, but all visitors must wear face coverings and maintain safe distances between themselves, other guests, and City employees.

Visits to the City's fire Stations (3201 Algonquin Road and 2340 Hicks Road) are by appointment only, in order to minimize on-duty crews' exposure to potential illness.



CITY'S HANDYMAN PROGRAM HELPS SENIOR CITIZENS

Rolling Meadows' Senior Handyman Program connects residents ages 65 and up with a fully trained, trustworthy handyman to perform minor household repairs at a rate of \$35 per hour or less, depending on seniors' income.

Handyman Tom Thompson, who has been the face of the program since 2001, offers a range of services,

including:

- Leaky faucet repair.
- Light fixture repair/replacement.
- Drywall repair.
- Toilet and drain repairs.

Contact the Community Development Department (847-506-6030) for more information on the Senior Handyman program – including qualification criteria.

To schedule a service appointment, contact Tom directly at 847-870-7751.



Fixing leaky faucets is just one of many Senior Handyman services available.



MONTHLY CITY MARKETS OFFER BOUNTIFUL HARVEST OF FOOD & FUN

There's only one place to find local produce, fresh food purveyors, food trucks, artisan crafters, live music, and more on a summer Saturday morning: Rolling Meadows' City Markets!

Upcoming monthly markets are scheduled Saturdays, August 22nd and September 26th, offering guests of all ages a bountiful harvest of food and fun. Visit the City's [Community Events page](#) for more information.



Guests and vendors wear face coverings at the City's June 27th Market.

HOUSEHOLD REFUSE SERVICE FAQs

How do I know which day of the week is my regularly scheduled service pick-up?

Type your address into the Community Portal box, found on the [City's home-page](#). The portal offers a wealth of useful information for residents: property data, school district overviews, and details about City services – including refuse and recycling collection.

Why is it important to separate yard waste from regular garbage?

Yard waste collected by Rolling Meadows refuse crews does not end up in landfills. Instead, it is delivered to an environmentally friendly composting facility for processing. Following are a few simple steps to help customers keep their household refuse and yard waste separate:

- 1. Place yard waste in 30-gallon kraft paper bags.** Roll down the bags' tops to seal them and prevent spillage. This also makes it easier for refuse employees to pick them up.
- 2. Use a thick marker to draw an X** on the front of each bag containing yard waste.
- 3. Place bags containing yard waste away** from household refuse awaiting pick-up – preferably on the opposite side of the driveway.

What can I do to minimize crews' risk of illness during this pandemic?

Public Works has issued the following COVID-19 guidelines to help protect the health and well-being of City refuse crews:

- **Bag and tie all garbage:** Place all trash in sealed bags before placing them at the curb. Open, untied, or damaged bags will not be picked up.
- **Throw away recyclables if symptoms appear:** Place all recyclables into the trash if someone in your home experiences symptoms indicative of COVID-19. It is safe to resume normal recycling when all family members are no longer ill.
- **Do not recycle PPE:** Throw away all used personal protective equipment (masks, gloves, tubes, etc.). They cannot be recycled.



For more information, contact the Public Works Department (847-963-0500) or visit the Department's [webpage](#).

Safeguards to Protect Guests' Safety

The City has instituted a series of COVID-19-based safeguards to ensure visitors' safety, including:

- Adhering to the latest updates/guidelines from federal and state health officials regarding recommended crowd sizes.
- Maximizing event location space, wherever possible.
- Implementing clear social distancing policies.
- Increasing space between vendors, food trucks, and other event features.
- Mandating use of sanitizing wipes and other cleaners for event staff and volunteers.
- Expanding the number of hand washing stations and portable restrooms.

"We have taken every precaution, based on federal and state guidelines, to ensure attendees' safety, but we also want guests to use common sense: wear face coverings and practice social distancing whenever possible," explained Lori Ciezak, Assistant to the City Manager and Community Events Foundation Liaison.

Find the latest Market updates on the City's website (www.cityrm.org) and on its [Facebook page](#).

Note: City meetings and events may be held remotely or postponed for public health reasons. Find the latest updates [online](#) and on [social media](#).

8/04 — **Economic Development Committee**, 6 pm; **Environmental Committee**, 6:30 pm

8/06 — **Adjudication Hearing (Parking)**, 2 pm

8/10 — **Board of Fire & Police Commissioners**, 9 am

8/11 — **City Council Meeting**, 7:30 pm

8/13 — **Adjudication Hearing**, 1 pm

8/18 — **City Council Committee of the Whole**, 7:30 pm

8/19 — **Planning & Zoning Commission**, 7:30 pm

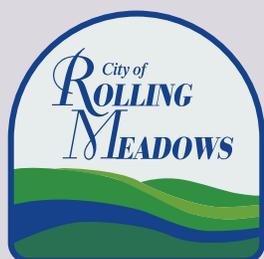
8/20 — **Adjudication Hearing (Red Light)**; **Water bills due**

8/22 — **City Market**, 10 am – 2 pm, Community Church (2720 Kirchoff Rd)

8/25 — **City Council Meeting**, 7:30 pm

8/27 — **Blood Drive**, 1 – 7 pm, City Hall. *Wear a mask. Appointments required (see page 5 for details).*

All meetings take place at City Hall (3600 Kirchoff Road) unless noted.



SEASONAL WATER USAGE INCREASES COULD MEAN HIGHER MONTHLY BILLS

With many beaches and local pools closed due to COVID-19, chances are that residents have been using their backyard wading pools, slip-n-slides, and other “at-home” water activities more often this summer. Those “repeat” dips in the pool, along with other outdoor pursuits – including watering a garden and lawn sprinkling – could mean higher utility bills for homeowners over the next few months.

City water rates are based on usage. Corresponding sewer rates, meanwhile, are also affected each monthly billing cycle by the amount of water used by customers.

“Rolling Meadows’ two-tiered water and sewer fees are designed to encourage conservation of this vital natural resource and, simultaneously, help limit what residents pay for water,” Finance Director Melissa Gallagher explained. “Any time you

turn on an indoor faucet or an outdoor spigot, you’re increasing consumption and potentially causing your monthly bill to increase.”

Residents with questions about their monthly utility bills, or the City’s water/sewer fees, should contact the Finance Department (ub@cityrm.org or 847-394-8500).

2020 Water Rates (Unchanged from 2019)

- Usage (up to 15,000 gallons per month): \$12.36 per 1,000 gallons
- Usage (over 15,000 gallons per month): \$14.12 per 1,000 gallons
- Access fee: \$2 per month

2020 Sewer Rates (Unchanged from 2019)

- Usage (up to 15,000 gallons): \$3.62 per 1,000 gallons
- Usage (over 15,000 gallons): \$4.28 per 1,000 gallons
- Access fee: \$1 per month

TWO-WHEELED SUMMER ADVENTURES AROUND TOWN

With most summer sport/recreational activities at a standstill (or operating in limited capacity) due to the COVID-19 pandemic, an ever-greater number of people are finding new joy in an old hobby: bicycling.

In Rolling Meadows, residents have access to more than 13 miles of winding bike paths – an ideal way to experience the City from a different perspective. But safety is always paramount. Ensure a successful journey by following these two-wheeled rules of the road:

- Always wear a helmet.
- Obey traffic signs, signals, and laws.
- Keep to the right side of the road.
- Maintain your bicycle so it stays in good working condition.
- Use hand signals when turning or stopping.
- Follow the Rules of the Road.

- Use a headlight and taillight (or reflectors) when riding at night.
- Do not race or weave in and out of traffic.
- Avoid carrying passengers or large packages on your bicycle.
- Never hitch onto a truck, car, or other moving vehicle.
- Be cautious and ride defensively.
- Dismount and walk your bike across dangerous intersections or streets.
- Never try to squeeze between two vehicles or into narrow spaces.



ZONING CODE REVISIONS INTENDED TO PROMOTE CITY'S FUTURE GROWTH

By Elizabeth Payne, Community Development Division



Elizabeth Payne

Rolling Meadows' updated Comprehensive Plan, adopted by City Council last year, was a critical component of our long-term efforts to guide the City's future growth and development. The next step is to update the City's Zoning Ordinance to align with the new vision outlined in that planning document – an initiative already well underway.

Accommodate New Uses

Why now? Modernizing the Zoning Code will help make the 60-year-old document more user-friendly for City staff, residents, businesses, and future developers. It will also allow City planners to more effectively accommodate new "uses" for properties (such as microbreweries) that didn't exist when

the code was originally adopted.

Major changes to the Zoning Code will include the reclassification of certain "transitional" zoning districts as commercial districts, and reorganizing/renaming residential districts in a manner more consistent with current standards. Codes governing signs will also be updated.

Despite these changes, it is important to note that, in most cases (particularly residential areas), current rights and allowed uses will not be affected by the revised codes.

Stay Tuned

Monitor the City's [website](#) — and upcoming issues of *News & Views* and *eNews* — for progress reports, announcements of public hearings, and other Zoning Code information.

WELCOME NEW BUSINESSES TROPICAL SMOOTHIE CAFÉ JOINS RESTAURANT SCENE

Tropical Smoothie Café (1456 Golf Road), the latest restaurant to open in Rolling Meadows, offers "bold, flavorful smoothies" and a full menu of "toasted flatbreads, wraps, sandwiches, quesadillas and bowls" to suit any taste.

Visit www.tropicalsmoothiecafe.com or call 847-262-5147.



Other New Business Additions in 2020

Busse's Flowers & Gifts – *flower shop*
3445 Kirchoff Rd (847-259-2210)

Los 2 Amigos* – *Mexican restaurant*
2216 Algonquin Rd (847-749-2836)

Martinizing Dry Cleaning*
2201 Plum Grove Rd. (847-303-1700)

PHP Construction LLC –
general contractor
2507 Campbell St. (847-999-0646)

Pizza Ready* – *pizza parlor (carryout)*
2222 Algonquin Rd. (847-749-4329)

Safeway Tuckpointing – *masonry*
2211 Willow Ln (847-295-5348)

SEA Ltd. – *engineering legal services*
5600 Apollo Dr. #1000 (847-354-4720)

Touching Hearts at Home –
at-home senior companionship/care
5508 Old Mill Ln. (847-651-3591)

Vensar Technology, Inc. –
Software development/staffing
1807 Hicks Rd. #C (847-621-2016)

WCEDI – *mailroom service outsourcing*
2100 Golf Rd. #350 (800-297-6906)

*Under new ownership

SUPPORT 8/27 BLOOD DRIVE



Give the "Gift of Life" at a City-sponsored blood drive hosted by Vitalant (formerly LifeSource) on Thursday, August 27th, 1 – 7 pm, at City Hall (3600 Kirchoff Road).

Due to COVID-19 social distancing requirements, donors must contact Vitalant (877-258-4825) to schedule an appointment and wear face coverings. All completed donations will be screened for COVID-19 antibodies at no charge.

This is the second blood drive scheduled by City officials this summer: a June 25th drive collected a record 36 units of blood (enough to help more than 100 patients).

Blood Donation Preparation Tips

1. Eat a healthy, low-fat meal within two hours of your donation time. Eat a salty snack the day before your appointment to help maintain healthy blood pressure (your body loses salt during blood donation).
2. Stay hydrated by drinking 8 – 16 ounces of water one hour before you donate.
3. Avoid or limit caffeinated sodas, coffee, tea, or energy drinks on the day of your donation.

Did You Know?

- Someone requires blood in the U.S. every two seconds.
- Every day, U.S. healthcare facilities need approximately 36,000 units of red blood cells, 10,000 units of plasma, and 7,000 units of platelets.
- Daily personal emergencies and ongoing medical needs require a constant and readily available blood supply. It's the blood already on hospital shelves that saves lives.

Sources: American Red Cross & Vitalant

For more information, visit www.vitalant.org.

SHOP & DINE, SOCIAL DISTANCING-STYLE

There's never been a better time to support Rolling Meadows' local businesses. In an age of social distancing and limited capacity, here are a few simple ways to help local stores and restaurants during this difficult time:

'Shop local' online. Enjoy local goods and services without having to leave the comfort of your home. Surf the web and load your online shopping cart with gift cards and goods from your favorite shops.

Order takeout or delivery. Enjoy a "taste" of Rolling Meadows with phone or online orders. Stop by and pick up your meal or have it delivered to your door.



Share a great online review. Share your experiences on platforms such as Yelp, Google, and Facebook, and help local businesses gain new customers through word-of-mouth recommendations.

Say thanks. Post a social media note or send an email to local business owners letting them know you appreciate their services. They are grateful for your continued patronage.

Wear PPE in stores. If you do decide to visit local businesses in-person, wear personal protective equipment (face coverings) and keep your distance from others. Doing so helps limit the spread of airborne particles and protects store employees and fellow shoppers from potential exposure.

**CONTACT
CITY OFFICIALS**
City Hall Hours
8 am to 4 pm
Monday – Friday



MAYOR and CITY COUNCIL

Mayor Joe Gallo847-814-9271
1st Ward Alderman
Mike Cannon847-687-3276
2nd Ward Alderman
Nick Budmats847-202-0855
3rd Ward Alderman
Kevin O'Brien847-212-2587
4th Ward Alderman
Jenifer Vinezeano630-546-8133
5th Ward Alderman
Jon Bisesi847-772-8428
6th Ward Alderman
John D'Astice847-409-9367
7th Ward Alderman
Lara Sanoica847-770-3097
City Manager
Barry Krumstok847-394-8500

SERVICES

Fire & Police Emergency 911
Fire Non-emergency847-397-3352
Police Non-emergency847-255-2416
Finance/Utility Billing847-394-8500
Public Works847-963-0500
Community Dev. Division . .847-506-6030
Senior Handyman Program .847-506-6030
Crime Stoppers847-590-7867
ComEd 1-800-EDISON-1

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 www.twitter.com/@CityofRM1

NEW OFFICERS SET TO LEAD RMFD INTO THE FUTURE

With two new fire stations to serve residents and businesses (see the July/August issue of News & Views for details), it is only fitting that the Rolling Meadows Fire Department also introduce its newest leaders:

Fire Chief Jeff Moxley and Deputy Chief Rick Acosta were officially promoted to their respective positions in March, following the retirement of former Chief Terry Valentino.

Chief Moxley, a 29-year RMFD veteran, spent 16 years as a firefighter/paramedic before earning promotion to Lieutenant (2007), Battalion Chief (2012), and Deputy Chief (2017).

Deputy Chief Acosta has served with the Rolling Meadows Fire Department since 1993. He was a firefighter/paramedic for 22 years before being promoted to Lieutenant (2015) and Battalion Chief (2018).

Rounding out the Fire Department's new officer ranks are Battalion Chief Jim Marvin (22 years of service) and Lieutenant John Palmisano (10 years).

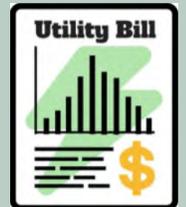


Rolling Meadows Fire Department's recently promoted officers (from left): Lieutenant John Palmisano, Battalion Chief Jim Marvin, Deputy Chief Rick Acosta, and Chief Jeff Moxley.

CITIZEN SERVICE PORTAL

...continued from p. 1

City Introduces 'New Look' Bills
Utility customers will also begin receiving newly formatted paper bills this month, as part of the City's transition to the online portal. Please see the insert with your bill to view the changes to the "new look" bill.



For more information, or to request a copy of instructions for auto bill pay registration, please contact the Finance Department (847-394-8500 or ub@cityrm.org).