

NEWS & VIEWS

3600 KIRCHOFF ROAD | ROLLING MEADOWS, IL 60008 | 847-394-8500 | WWW.CITYRM.ORG

New website promotes City businesses. 2	Holiday refuse collection schedule. 5
Contact City staff 3	City blood drives meet urgent need. 5
November/December calendars. 4	Support Toys for Tots 6

VOLUME 24 ISSUE 6



ELECTION DAY IS NOVEMBER 3RD

Make Your Voice Heard: Know How and Where to Vote

November 3rd will conclude the 2020 election season, as voters across the country determine the next president of the United States, elect members of Congress, and choose candidates for public office at the federal, state, and county levels.

Here's what you need to know in order to make sure your vote is counted.

Polls Open at 6 am

Election Day voters may cast ballots from 6 am to 7 pm. To find your polling place, visit <https://cookcountyclerk.com/service/your-voter-information>.

Election Day Registration Available

Residents who have not already registered to vote may do so at their assigned polling places on Election Day. Those planning to register on November 3rd must show two valid forms of identification before they will be able to cast a ballot. Options include a driver's license or state ID; passport or military ID; and Social

Security, Medicare, or Medicaid ID. Find a complete listing of accepted ID forms at <https://www.cookcountyclerk.com/service/when-voters-do-and-dont-need-identification-id>.

Submit Mail Ballots by Nov. 3rd

Voters who applied for and received mail ballots must have their completed ballots postmarked by November 3rd, or hand-delivered to a secure drop box. Nearby locations include the Rolling Meadows Courthouse (2121 Euclid Avenue), Arlington Heights Village Hall (33 South Arlington Heights Road), Barrington Hills Village Hall (112 Algonquin Road), and Palatine Village Hall (150 West Wilson Street). Visit <https://cookcountyclerk.com/service/mail-ballot-drop-box-locations> for a list of all drop box locations.

Learn more about the General Election by contacting the Cook County Clerk's Office at 312-603-5656 or by visiting <https://www.cookcountyclerk.com>.

COMMUNITY DEVELOPMENT RE-COMMITS TO CULTURE OF CUSTOMER SERVICE

*By Rob Horne,
Director of Public Works*

Ever since a 2017 organizational restructuring in which Community Development became a division of Public Works, we have invested significant time, effort, and resources to improve the division's operational efficiencies and, most importantly, bolster its commitment to delivering optimal customer service.

New Service Approach

As long-time Community Development Division (CDD) staff members retired or left Rolling Meadows for other professional opportunities, we implemented a recruitment philosophy that prioritized finding people who were open to new ideas and willing to embrace a new approach to doing business. The first question we asked each candidate was, "how do you define excellent customer service?"

Today, nearly 60% of CDD employees are new or recent hires. They are helping us create a culture of accountability in which customer service is the benchmark that determines our success.

Friendly, Responsive, Courteous

Customer service is our mission. Those who come to us for help and guidance with home improvement or other projects are not only our clients; they are our neighbors. Our job is to help them achieve their goals and, at the same time, ensure their improvements meet community standards.

...continued on p.3

'BUSINESS BUZZ' WEBSITE HELPS CITY PROMOTE LOCAL BUSINESSES

Get the latest “buzz” on more than 750 Rolling Meadows-based businesses – news, information, contacts, special offers, and more – with the City’s newest website: the RM Business Buzz (www.rmbusinessbuzz.org).

The site, which launched in October, is the latest initiative developed by City officials to support Rolling Meadows businesses and inspire residents to “shop local” more often.

Users may search for specific businesses by name, or review company listings organized into six specific categories:

- Shopping
- Dining
- Construction
- Services
- Health/well-being
- Other



“The Business Buzz is designed to make it easier and more convenient for residents to take advantage of Rolling Meadows’ thriving local business community,” explained Martha Corner, Rolling Meadows Business Advocate.

“For example, visitors who click on the site’s ‘Special Offers’ link are able to view and download special coupons that are not available anywhere else,” she added.

Businesses that are not yet listed on the Business Buzz site, and residents who have questions or suggestions for adding local companies, may contact Corner at 847-870-9004 or cornerm@cityrm.org.



Get the latest buzz on all the businesses that make our City great!

In Rolling Meadows, we proudly support all our local businesses as vital parts of our thriving community. From entertainment to wellness, come experience the Business Buzz.



LOCAL TOWNSHIPS OFFER RESIDENTIAL ASSISTANCE PROGRAMS

Local township offices offer an array of assistance programs – financial, food, and otherwise – for residents in need. Rolling Meadows is located among four separate townships. Visit the “Community Portal” on Rolling Meadows’ website (www.cityrm.org) and enter your address to confirm the township in which you live, then access services by contacting:

Elk Grove Township
600 Landmeier Road
Elk Grove Village, IL 60007
847-437-0300
www.elkgrovetownship.com

Palatine Township
721 South Quentin Road
Palatine, IL 60067
847-358-6700
www.palatinetownship-il.gov

Schaumburg Township
1 Illinois Boulevard
Hoffman Estates, IL 60169
847-884-0030
www.schaumburgtownship.org

Wheeling Township
1616 North Arlington Heights Road
Arlington Heights, IL
847-259-7730
www.wheelingtownship.com

RESIDENTS ACHIEVE 80% CENSUS RESPONSE RATE

Eight in 10 Rolling Meadows households completed and returned the 2020 census questionnaire sent out earlier this year by the U.S. Census Bureau. The 80.1% response rate*:

- Surpasses the state of Illinois’ overall response rate of 71.3%
- Surpasses the City’s 2010 response rate of 77.5%.

Census Bureau data also shows that Rolling Meadows’ response rate ranked among the top 15% state-wide. Nearly 1,300 Illinois communities took part in this year’s census.

The 2020 census will have wide-ranging implications for Rolling Meadows



Images: U.S. Census Bureau

over the next decade:

City Revenues and Ward Boundaries Affected

Data generated by the 2020 census will impact everything from City ward boundaries to the (population-based) revenue Rolling Meadows receives from state and federal governments.

Legislative Districts Impacted

At the state and national levels, 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.

Thank you to all who took the time to complete the 2020 census.

*As of October 14th. Census counts were extended this year because of COVID-19.



APRIL 2021 CONSOLIDATED ELECTION FILING DEADLINE IS DECEMBER 21ST

Rolling Meadows residents who are planning to run for City Council in the April 6th, 2021 Consolidated Election must file their completed petitions by December 21st in order to appear on the ballot.



City Council seats representing Wards 2, 4, and 6 will be contested during next spring's election. Each elected candidate will serve a four-year term. Qualified candidates must

be established City residents (one-year minimum) and live in the ward they seek to represent.

Those planning to run may access filing information and candidate packets available on the Illinois State Board of Elections website (www.elections.il.gov). Filing will begin at 8 am on Monday, December 14th, and conclude at 5 pm on Monday, December 21st.

For more information on becoming a candidate in the 2021 Consolidated Election, visit the Cook County Clerk's website (www.cookcountryclerk.com).

Learn more about the duties and responsibilities of City Council members by visiting www.cityrm.org/158/City-Council.

COMMUNITY DEVELOPMENT ...continued from p.1

We aren't afraid to learn from past complaints to help shape our future. We recognize that City code, which ensures public safety and helps protect residents from dishonest contractors and substandard workmanship, was too often wielded as a regulatory hammer.

From experience, we understand that 90% of code violations are simply due to lack of knowledge or honest mistakes. And we know the vast majority of our customers (and their contractors) are more than willing to address problems that arise. Our focus now is on offering helpful advice and solutions that enable compliance and allow projects to proceed.

Experienced Leadership

We also benefit from the experience and oversight provided by Division Supervisor Don Wenzel, a long-time, trusted Public Works employee. Don's priorities are to resolve issues when they arise and reinforce our new customer service approach to the staff. I can't offer enough praise for the job he does behind the scenes to improve

our customers' experiences, while also enforcing the rules and regulations established by our elected officials.

Improved Results

I'm extremely proud of all our Community Development Division employees. Their commitment to customer service is really paying dividends as we continually strive to improve our operations.

In particular, we have experienced a significant reduction in customer service complaints. Three years ago, we were experiencing roughly three to five customer service-related complaints per week. I can recall only one or two complaints in the past year. Now, the Department receives frequent e-mails from residents and contractors thanking staff members for their extraordinary assistance.

This turnaround has benefits that go beyond customer satisfaction: it allows us to employ the Division's resources to provide the extra help our customers desire and the services they deserve.

QUESTIONS ABOUT CITY SERVICES AND OPERATIONS?

Questions about City services or operations? Contact Rolling Meadows' knowledgeable, experienced employees for answers.

Administration
admin@cityrm.org
 847-394-8500

City Clerk's Office
clerk@cityrm.org
 847-870-9007

Community Development
cd@cityrm.org
 847-506-6030

Human Resources
hr@cityrm.org
 847-394-8500

Information Technology
it@cityrm.org
 847-394-8500

Finance Department
fin@cityrm.org
 847-394-8500

Fire Department
fd@cityrm.org
 847-397-3352

Police Department
pd@cityrm.org
 847-255-2416

Public Works
pw@cityrm.org
 847-963-0500

Utility Billing
ub@cityrm.org
 847-394-8500



NOVEMBER 2020

All meetings take place at City Hall, unless noted.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1 Daylight Saving Time ends. Clocks "fall back" one hour.	2 Early refuse set-out begins.	3 Election Day Environmental Committee, 6:30 pm Planning & Zoning Commission, 7:30 pm	4	5 Adjudication Hearing (Parking), 2 pm	6	7
8	9 Board of Fire & Police Commissioners, 9 am	10 Crime Stoppers, 5:30 pm City Council Meeting, 7:30 pm	11 VETERANS DAY City offices closed. Regular refuse collection provided.	12 Adjudication Hearing, 1 pm	13	14
15	16	17 City Council Committee of the Whole, 7:30 pm	18	19 Adjudication Hearing (Red Light), 2 pm Gobble & Go Senior Drive-thru Luncheon, 11 am – 1 pm, Community Center	20 Water bills due	21
22	23	24 City Council Meeting, 7:30 pm	25	26 THANKSGIVING City offices closed. Thursday and Friday refuse collection delayed one day.	27 City offices closed. Thursday and Friday refuse collection delayed one day.	28 Yard waste collection ends
29	30	Gobble & Go (Nov. 19th): Drive-thru Thanksgiving luncheon for seniors, catered by Stadium Sports Club. \$7 per person. Visit www.rmparks.org for details.				

DECEMBER 2020

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
WANT MORE NEWS? Check out eNews, published digital-ly in February, April, June, August, October and December, and archived at www.cityrm.org .		1 Economic Development Committee, 6 pm Environmental Committee, 6:30 pm City Council Meeting, 7:30 pm	2 Planning & Zoning Commission, 7:30 pm	3 Adjudication Hearing (Parking), 2 pm	4	5 RMPD Holiday Food Drive, 10 am – 2 pm, Jewell/Osco (3000 Kirchoff Rd)
6	7	8 Crime Stoppers, 5:30 pm City Council Committee of the Whole, 7:30 pm	9	10 HANUKKAH BEGINS Adjudication Hearing, 1 pm	11	12
13	14 Board of Fire & Police Commissioners, 9 am	15 City Council Meeting, 7:30 pm	16	17 Adjudication Hearing (Red Light), 2 pm	18	19
20	21 Water bills due	22	23	24 CHRISTMAS EVE City offices closed. Early refuse pick-up.	25 CHRISTMAS City offices closed. Friday refuse collection delayed one day.	26 KWANZAA
27	28	29	30	31 NEW YEAR'S EVE	City offices will be closed Friday, January 1st, 2021. Friday's refuse collection will be collected Saturday, January 2nd.	

CITY BLOOD DRIVES HELP MEET URGENT NEED

Access to readily-available blood and blood products used by local hospitals is an ongoing concern under normal circumstances. Now, due to the lingering effects of the novel coronavirus, that concern is magnified due to there being fewer locations available to host the seasonal community blood drives that are so vital for replenishing supplies.

That's why an August blood drive hosted by Rolling Meadows and Vitalant (formerly LifeSource) – which collected enough blood donations to help more than 80 patients in need – was so critical.

“Vitalant is very appreciative of our efforts – especially because it's harder to host blood drives now,” explained Joyce DeLeon, Rolling Meadows' H.R. Specialist. “There was a question about whether people would still come out and donate if they had to wear masks and social distance. I think we proved otherwise.”

Indeed, all donors scheduled appointments in advance and wore face coverings for public safety purposes. But the results were so promising



Community blood drives offer residents the chance to give the gift of life.

that DeLeon immediately worked with Vitalant to schedule another blood drive for late October. *Editor's note: October's blood drive results were not yet available as NEWS & VIEWS went to press.*

“These drives are an opportunity for residents to give back and support their community,” she added.

Learn more about the importance of donating blood and register for upcoming area drives at www.vitalant.org.

CITY WELCOMES NEW RESTAURANTS

With all due respect to Food Network star Guy Fieri, Rolling Meadows' dynamic restaurant community – featuring great flavors to suit any taste – offers compelling evidence that the City deserves its very own “Flavor Town” moniker.

Here are the latest additions to the City's ever-growing restaurant roster:

Tacos Jerez –
Tacos, tortas,
gorditas, burritos,
quesadillas, tostadas,
and more.
1410 Golf Road
847-258-5524



K-BBQ – Korean BBQ
1925 Plum Grove Road
847-485-7072

Access Rolling Meadows' online Dining Guide (www.cityrm.org/DocumentCenter/View/2586/Dining-Guide) to view a complete list of local dining options.

Early Refuse Set-out Begins November 2nd

Rolling Meadows' “early refuse set-out” program begins Monday, November 2nd. Residents may place refuse at the curb after 3 pm (instead of 6 pm, as standard) the day before their scheduled pick-up. Early refuse set-out will run through March 2021.

Yard Waste Collection Ends November 28th

Yard waste collection service will conclude Saturday, November 28th. Place yard waste in craft paper bags at the curb – separate from household waste – for pick-up on your regular collection day. Public Works will begin collecting yard waste again next spring.

Holiday Refuse Schedule

- **Thanksgiving:** City offices will be closed Thursday, November 26th, and Friday, November 27th, for the Thanksgiving holiday. Regular Thursday and Friday collection routes will be delayed one day.
- **Christmas Eve:** City offices will be closed Thursday, December 24th, but City crews will provide early refuse collection. Place all refuse at the curb by 6 am that morning.
- **Christmas:** City offices will be closed Friday, December 25th. Refuse collection will take place Saturday, December 26th.
- **New Year's Eve:** Regular refuse collection is scheduled for Tuesday, December 31st.
- **New Year's Day 2021:** City offices will be closed Friday, January 1st. Refuse collection will occur Saturday, January 2nd.

For more information, contact Public Works at 847-963-0500 or visit www.cityrm.org/301/Public-Works.





MAYOR'S CORNER BY MAYOR JOE GALLO

CITY ADAPTS IN THE MIDST OF UNUSUAL TIMES

The leaves are changing and the weather has turned cooler. It's time to put on your flannel shirt and grab a pumpkin spice latte!

I hope everyone had a wonderful Halloween. Whether you chose to actively participate or enjoy the day on your own, I'm so proud of how our community has adapted to these unusual times. While we aren't able to carry out our usual festivities, our amazing park district held a fish boil, a house decorating contest, and pumpkin carving.

The Police Department, meanwhile, was able to sponsor National Night Out at a distance (complete with giveaways that included everything residents needed to participate). And, we continue to welcome new businesses into our community: Taco Jerez and Phoenix HVAC are among the latest to open their doors here in Rolling Meadows.

I believe whole-heartedly that the continued success of our City depends on the involvement of the wonderful people who live and work here. One of my goals is to inspire others in our community to get involved, so that the decision-makers become as diverse as the community we represent.

I urge you to consider volunteering or getting involved in some other capacity. For example, there is a vacancy on the City's Planning & Zoning Commission.

You can also get involved by simply watching our remote meetings live on TV or through the City's website.

Now, as year-end approaches, allow me to wish everyone a wonderful holiday season. Stay safe, mask up when necessary, and continue to show your neighbors grace and kindness.



CONTACT CITY OFFICIALS
City Hall Hours
8:00 am to 4:00 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 Emergency911
- 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
- ComEd1-800-EDISON-1

 www.facebook.com/cityofrollingmeadows

 www.twitter.com/@CityofRM1

SUPPORT MARINES' TOYS FOR TOTS DRIVE

Rolling Meadows is proud to support the United States Marine Corps Reserve's annual Toys for Tots program. This year's toy drive will take place Monday, November 9th – Friday, December 4th.

It's been a difficult year for all, but here's a chance to make a child's holiday brighter. Bring new,

TOYS FOR TOTS



U.S. MARINE CORPS RESERVE

unwrapped toys and games to drop boxes at City Hall (3600 Kirchoff Road) or the Rolling Meadows Library (3110 Martin Lane). Donations will be collected and distributed to families in need throughout our community.

For more information, or to make a cash donation, visit www.toysfortots.org.

ANNUAL HOLIDAY LIGHT RECYCLING PROGRAM RETURNS

Rolling Meadows has again partnered with the Solid Waste Agency of Northern Cook County (SWANCC) and Elgin Recycling to offer complimentary recycling of old and outdated holiday lights. The program runs Monday, November 16th, 2020 through Friday, February 12th, 2021. Collection boxes are located outside City Hall (3600 Kirchoff Road). Residents may also drop off extension cords, household wire, and computer cords/wires.