



NEWS

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Fire Department Open House

October 12
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& Views

September/October 2013

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

Social Media Keeps City Residents Updated on News, Events

There is a lot to “LIKE” about Rolling Meadows, now that City officials have begun using social media to notify residents of late-breaking news, service updates and other important information likely to affect their lives.

Rolling Meadows’ new Facebook page (www.facebook.com/cityofrollingmeadows) and Twitter feed (@CityofRM1) offer the City a great deal of flexibility when it comes to keeping residents updated on everything from periodic road closures to delivery of City services.

“Social media has become a powerful tool for delivering ‘real-time’ information to users,” explains Deb Austerlade, who, as Executive Assistant to City Manager Barry Krumstok, administers Rolling Meadows’ social media operations. “It improves our ability to serve residents more effectively by providing accurate, up-to-date information on a variety of topics.”

Rolling Meadows’ social media program is designed to complement more established methods of communica-

tion, including its Website and newsletter.

“Our focus is on delivering information in multiple ways, then let residents decide how they prefer to receive it,” Austerlade explains.

Community groups who wish to promote upcoming events on the City’s Facebook page may complete the “Community Sign Request Form” available on the “Online Forms” page of the City’s Website, www.cityrm.org. Submissions must be approved by the City Manager’s Office. For more information, call 847-394-8500.

The City’s Facebook page and Twitter feed are not intended to serve as forums for public debate; the public’s ability to post is limited.

Social media has proven itself more than a passing fad: organizations around the globe – from nonprofits and small businesses to Fortune 500 companies – have embraced it as a way to reach their customers and other target audiences.



City’s Facebook page (top) and Twitter feed improve communication with residents.

New STARCOM21 Radio System Improves Emergency Services



Dave Scanlan

As one of the communities served by the Arlington Heights-based Northwest Central Dispatch System (NWCDS), Rolling Meadows has upgraded to a computerized multi-channel radio system that improves the level of police serv-

ices delivered by Rolling Meadows officers and expands their ability to coordinate operations with area police departments, Police Chief Dave Scanlan reports.

From a public safety and operational perspective, the advantages of the STARCOM21 radio system were first demonstrated during July’s Independence

Day Parade. It marked the first time that police officers, firefighters and Public Works crews assigned to the event all communicated with each other directly on the upgraded system’s “city-wide” channel.

That is a far cry from the City’s old communications system, which featured only one channel and was not fully integrated

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Contact City Officials: City Hall Hours: 8 a.m. to 4 p.m. Monday-Friday

MAYOR and CITY COUNCIL

Mayor: Tom Rooney	847-392-2254
1st Ward Alderman: Mike Cannon	847-925-8919
2nd Ward Alderman: Len Prejna	847-776-9442
3rd Ward Alderman: Laura Majikes	847-577-3746
4th Ward Alderman: Brad Judd	847-902-3248
5th Ward Alderman: Rob Banger, Jr.	847-818-1663
6th Ward Alderman: John D’Astice	847-409-9367
7th Ward Alderman: James Larsen	630-244-4228
City Manager: Barry Krumstok	847-394-8500

SERVICES

Fire & Police Emergency	911
Fire Non-emergency	847-397-3352
Police Non-emergency	847-255-2416
Public Works	847-963-0500
Finance/Utility Billing Questions	847-394-8500
Community Development	847-506-6030
TDD	847-506-0490
ComEd	1-800-EDISON-1
Curfew . . . Sun. – Thurs. 11 p.m.; Fri. & Sat. Midnight	



www.facebook.com/cityofrollingmeadows

www.twitter.com/@CityofRM1

Find Us on the Web:
www.cityrm.org

Community Events Foundation Contributions Surpass \$18,000

A series of fundraising events hosted by local restaurants, and tax-deductible contributions from residents and businesses, have raised more than \$18,000 to-date for the City's Community Events Foundation.

The Foundation was established to help offset the costs of staging City-sponsored events throughout the year, including the Memorial Day parade and observance, Independence Day festivities and holiday tree lighting. It will also fund ongoing maintenance for the Rolling Meadows Historical Museum.

"The Foundation's sole purpose is to financially support annual events that help make Rolling Meadows a great place to

call home," City Manager Barry Krumstok explains. "We greatly appreciate everyone's commitment to supporting this ongoing initiative."



The Foundation will fund events such as the Independence Day Parade (above).

Throughout 2013, the City has organized monthly fundraising events at area restaurants, with proceeds benefiting the Community Events Foundation (see sidebar).

Another way to support the Foundation is through tax-deductible donations. Residents, businesses or community groups interested in contributing should make checks payable to *Rolling Meadows Community Events Foundation* and send them to: City of Rolling Meadows
Community Events Foundation
3600 Kirchoff Road
Rolling Meadows, IL 60008

Panda Express, Buffalo Wild Wings to Host Foundation Fundraisers

There is a growing "hunger" in the local business community to support the Community Events Foundation, and residents are invited to bring their appetites. The latest area restaurants that have agreed to host upcoming fundraising events are:

- **Panda Express** (1454 Golf Road): 12 – 9 p.m., Friday, September 6. 20% of sales will benefit the Community Events Foundation.
- **Buffalo Wild Wings** (1430 Meacham Road, Schaumburg): 11 a.m. – 9 p.m., Wednesday, October 23. The Foundation will receive 10% of total sales.

Customers should mention the Community Events Foundation when ordering, or bring promotional flyers that are available at City Hall.

Public Works to Host October 5 Electronics Recycling, Document Destruction Event



Rolling Meadows and the Solid Waste Agency of Northern Cook County (SWANCC) will host an electronics recycling and document destruction event Saturday, October 5, 9 a.m. – noon, at the Public Works Department (3900 Berdnick Street).

Residents of Rolling Meadows and other SWANCC member communities may drop off computer equipment, televisions, fax machines, and other electronic equipment for recycling. The event will also offer a safe, tamper-resistant way to dispose of sensitive documents such as old tax forms, bank statements and medical records.

Residents of Rolling Meadows and other SWANCC member communities may drop off computer equipment, televisions, fax machines, and other electronic equipment for recycling. The event will also offer a safe, tamper-resistant way to dispose of sensitive documents such as old tax forms, bank statements and medical records.

For more information, contact the Public Works Department at 847-963-0500 or visit www.swancc.org.

National Night Out Promotes Family Fun, Crime Prevention Awareness



A)

Rolling Meadows' National Night Out celebration in August welcomed more than 1,000 residents for an evening of family fun. The free event raised awareness of crime prevention efforts and strengthened the bond between the Police Department and the community it serves. It was held outdoors at the Rolling Meadows Park District Community Center.

Guests enjoyed free food, face painting (A), games (B), public safety vehicle displays, courtesy of the City's Police and Fire Departments, and a special performance by the Jesse White Tumblers (C).

For more information on National Night Out, visit www.natw.org.



B)



C)

'BAG IT THEN TAG IT'

Make Refuse, Yard Waste Collection Services More Efficient

Rolling Meadows' yard waste collection program has been tremendously successful over the past 23 years due to its simplicity: Residents place yard waste in kraft paper bags, mark the bags with an X and place them at the curb for pickup by City crews.

Now, Public Works has coined a tongue-in-cheek slogan to reinforce that message: **BAG IT THEN TAG IT.**

The intent behind the slogan is to remind residents that they need to keep yard waste separate from other household refuse. That's because the City's yard waste does not end up in the landfill; it is brought to an environmentally-friendly

composting facility for processing.

Besides the environmental benefits, keeping yard waste separate helps make City refuse collection services even more efficient, Assistant Public Works Director Bob Hartnett says.



CORRECT: Place yard waste bags (right) on opposite side of the driveway from household refuse.

"Many of our residents prefer to use kraft paper bags for household garbage, then place them by the curb alongside bags filled with

yard waste," Hartnett explains. "Often, refuse crews cannot determine what kind of waste the bags contain unless they stop to look. Over the course of nearly 1,000 stops per day, that has the potential to slow down daily collection services and reduce operational efficiencies."

In response, the **BAG IT THEN TAG IT** approach is designed to help residents help Public Works maintain the most efficient services. It takes just a few simple steps to keep yard waste separate from normal refuse:

1. Roll down the tops of bags to seal them and avoid spillage. This also makes the bags easier to pick up.
2. TAG the BAG with an X by using a thick marker.
3. Place yard waste bags on the opposite side of the driveway - away from household refuse awaiting pickup by City crews (see photo).

Public Works is developing a public information program that reinforces the message behind the BAG IT THEN TAG IT slogan. For more information on yard waste collection, contact the Public Works Department at 847-963-0500 or visit www.cityrm.org/PublicWorks.

Overdue Vehicle Stickers Incur Late Fee, Double in Price to \$60

Motorists who missed the June 30 deadline to purchase 2013-14 vehicle stickers will pay double the price of each sticker, raising the cost for most drivers from \$30 to \$60.

In addition, police officers are authorized to issue \$100 citations to owners of vehicles that do not display the current sticker.

The City will mail overdue notices in September to residents

who have not yet bought this year's sticker. All drivers with cars registered in Rolling Meadows – including residents with Palatine mailing addresses – must purchase and display the current year sticker.

New residents, and those who acquire a new vehicle between July 1, 2013 and May 1, 2014, have 60 days to purchase a sticker without incurring late fees.

STARCOM21 Radio System ...continued from page 1

with NWCDS. Instead, STARCOM21 allows police officers, firefighters and other first responders to switch between multiple channel frequencies or share the same frequency at multiple locations.

Its trunked radio system technology shares and reuses radio channels, which ensures that channels are always open for use in the event of emergencies.

"The STARCOM21 system's ability to handle higher call volumes creates opportunities for operational flexibility," Chief Scanlan says. "Incorporating a multi-channel communications platform improves our ability to coordinate regional operations with area police departments

or support local City events. In both cases, the result is more effective and efficient service."

Chief Scanlan believes that one of the most exciting aspects of the new technology is that the Police Department front desk now operates as a dedicated non-emergency resource on a secondary channel.

"The Front Desk has become a very important part of our non-emergency operations," he explains. "Whether it is running a license plate number for officers making a routine traffic stop or monitoring severe weather reports, front desk services will provide officers in the

field with the information they need to perform their jobs more effectively."

Owned and operated by Motorola, STARCOM21 is used by public safety agencies throughout Illinois. Rolling Meadows shares a "Talk Group" with the Palatine and Inverness Police Departments, enabling them to communicate directly with surrounding departments, when needed.

To date, the City has spent approximately \$125,000 for radio equipment that is compatible with the new system. The City's annual NWCDS membership fee covered a significant portion of the transition costs.

September 2013

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
 1	Labor Day 2 City Hall & Public Works closed. Refuse collection delayed one day for the entire week.	Economic Development Committee , 6 p.m. Environmental Committee , 7 p.m. Plan Commission , 7:30 p.m., all at City Hall	Zoning Board of Appeals , 7:30 p.m., City Hall	Adjudication Hearing (Parking), 2 p.m., City Hall	Community Events Foundation Fundraiser , Panda Express (1454 Golf Road)	7
8	Board of Fire & Police Commissioners , 9 a.m., City Hall	Crime Stoppers , 5:30 p.m. City Council Meeting , 7:30 p.m., both at City Hall	Patriot Day 11	Adjudication Hearing , 1 p.m., City Hall	13	14
15	16	City Council Committee of the Whole , 7:30 p.m., City Hall	18	Adjudication Hearing (Red Light), 2 p.m., City Hall	Water bills due 20	21
First Day of Fall 22	23	City Council Meeting , 7:30 p.m., City Hall	25	26	27	Farmers & Food Trucks , 10 a.m. – 2 p.m., City Hall
29	30					

October 2013

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
 6		Economic Development Committee , 6 p.m. Environmental Committee , 7 p.m. Plan Commission , 7:30 p.m., all at City Hall	Zoning Board of Appeals , 7:30 p.m., City Hall	Adjudication Hearing (Parking), 2 p.m., City Hall	4	Electronics Recycling/ Document Destruction Event , 9 a.m. – noon Public Works Dept. (3900 Berdnick Street)
6	7	Crime Stoppers , 5:30 p.m. City Council Meeting , 7:30 p.m., both at City Hall	Urban Affairs Committee , 5:45 p.m., City Hall	Adjudication Hearing , 1 p.m., City Hall	11	RMFD Open House , 12 10 a.m. – 2 p.m., Neuckranz Fire Station (2455 Plum Grove Road)
National Fire Prevention Week, October 6 – 12						
13	Board of Fire & Police Commissioners , 9 a.m., City Hall	City Council Committee of the Whole , 7:30 p.m., City Hall	16	Fire Prevention Board , 8:30 a.m., Fogarty Fire Station (3111 Meadow Dr) Adjudication Hearing (Red Light), 2 p.m., City Hall	18	19
Water bills due 20	21	City Council Meeting , 7:30 p.m., City Hall	Community Events Foundation Fundraiser , Buffalo Wild Wings (1430 Meacham Road, Schaumburg)	24	Halloween Trick-or-Treat Path , 6 – 7:30 p.m., Community Center (3705 Pheasant Drive)	Farmers & Food Trucks , 26 10 a.m. – 2 p.m., City Hall Prescription Drug Take-Back Event , 10 a.m. – 2 p.m., Old Public Works (3200 Central Rd.)
27	Early refuse setout begins . Place refuse at the curb no earlier than 3 p.m. the day prior to pickup.	29	30	Halloween Trick-or-Treat hours : 3 – 8 p.m.	31	

'Farmers & Food Trucks' Events To Feature More Vendors

The final two "Farmers & Food Trucks" events of the year will offer guests a larger number of food trucks serving a variety of savory menu items, and additional vendors offering everything from hand-made crafts and home-made candles to fresh produce.

Held Saturdays, September 28 and October 26, 10 a.m. to 2 p.m., the events will take place in the City Hall parking lot (3600 Kirchoff Road).

Food truck vendors planning to participate in September and October include:

- The Calle Wagon – Gourmet Mexican/Mediterranean food
- Gia Via Sweets – Gourmet pastries
- Java Mania – Iced coffee, smoothies and more
- Simply Crispy – Specialty egg rolls
- Toasty Cheese – Gourmet grilled cheese sandwiches



Guests enjoy a bite to eat at the Calle Wagon on a beautiful summer day.

By all measures, the Farmers & Food Trucks event series has been an unparalleled success since it began in May, says Zach Creer, Assistant to the City Manager.

"The number of participating vendors has nearly doubled in the past few months," he says. "We have been building relationships with area vendors who appreciate the opportunity to interact with customers in a lively, inviting setting. It is exciting to witness that growth and experience the wider variety of options now available to our guests."

In addition to food trucks, guests will be able to select freshly-grown fruits and vegetables from local suppliers, sample local catering services, and purchase hand-made crafts or jewelry.

Residents who would like to help organize this year's final two events may contact Zach Creer at 847-394-8500 or creerz@cityrm.org. Look for the event to return in 2014.



Eco-Friendly 'eBilling' Saves Money

eBilling, Rolling Meadows' Web-based utility billing program, helps save taxpayers thousands of dollars each year in printing and mailing costs.

Rather than receiving a printed bill in the mail, eBilling customers receive a monthly email with a link to their utility billing statement. Balances may be paid through online banking, the City's Web-

based Utility Bill Management System, by mail or in person at City Hall.

The service – currently used by more than 900 utility customers – also lets users review a two-year billing history for their account and provides a link to the City's newsletter, *News & Views*.

Register for eBilling online at www.cityrm.org/finance. For more information, contact the Finance Department at 847-394-8500.

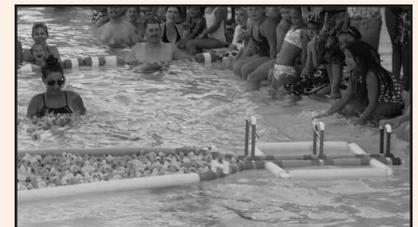
eLockbox Service Streamlines Utility Payment Processing, Improves Convenience

With an increasing number of customers paying their utility bills through online banking, the Finance Department's electronic check processing service improves customer convenience and streamlines Department operations.

J.P. Morgan Chase's "eLockbox" service electronically processes customer payments submitted via online banking in just one or two days. Before, banks would literally "cut" a paper check on behalf of the customer and send it to the City for processing. That would often take 7 to 10 days.

"Electronic payment processing significantly improves the Finance Department's operational efficiencies because it virtually eliminates the time-consuming process of manually entering customer payment data," explains Finance Department Director Melissa Gallagher. "It also improves customers' ability to better track their available balances because payments are debited from their accounts much faster."

For more information, contact the Finance Department at 847-394-8500.



Plastic ducks "race" to the finish line at the Nelson Sports Complex Pool in July.

Duck Race Raises \$4,655 for Salt Creek Restoration

Community groups raised \$4,655 for Salt Creek and other environmental preservation efforts during a July 19 duck race that featured more than 600 plastic ducks purchased by residents.

The City's Environmental Committee, Rotary Club of Rolling Meadows and the Rolling Meadows Park District Foundation partnered to organize the annual event. Prizes included a \$500 grand prize, tickets to Six Flags Great America and passes to Brookfield Zoo.

BMO Harris Bank and Christopher B. Burke Engineering served as the event's sponsors. Other local businesses contributed a variety of prizes.

Rolling Meadows Makes Significant Progress on Efforts to Improve Cash Position, Overall Financial Health

by Mayor Tom Rooney

A bit more than a year ago, I wrote in this space about a financial analysis that incorporated several different measures to compare Rolling Meadows to other towns in the area. That study showed us to be right near the middle in every category except one: we ranked dead last in terms of “cash position” – the cash available to cover immediate expenses.

Based on that data and other recommendations from City staff, Council members made it a top priority to im-

prove our cash position. I’m pleased to report we are making terrific progress: City officials have been able to double the amount of cash the City has readily available. We’re still last, but we’re catching up pretty quickly.

The updated analysis also brought some less-pleasant news. Our “revenue burden” – a measure of how heavily a community’s residents and businesses are taxed – increased when compared to surrounding communities.

However, a closer look at the numbers reveals that some of our neighbors managed to reduce their “revenue burden” by taking on more debt. I’m glad to say that, in Rolling Meadows, we’re not making that choice.

That doesn’t mean we won’t act. As City Council considers its options in the upcoming budget deliberations, I suspect you’ll see us take our “foot off the gas” in terms of new revenue growth. That should allow further improvements in our cash position to come from “coasting” that number back down to the middle of the pack.

Public Safety Demonstrations, Life-Saving Equipment to be Featured at Fire Department Open House, October 12

Rolling Meadows firefighters will conduct public education demonstrations that showcase their training and state-of-the-art equipment during the Fire Department’s annual Open House, Saturday, October 12, 10 a.m. – 2 p.m., at the Neuckranz Fire Station (2455 Plum Grove Road).

During the event, residents of all ages will learn more about firefighting tactics and operations designed to protect the community. Guests will also be treated to guided station tours, climb aboard fire engines and ambulances, and enjoy complimentary food and soft drinks.



State-of-the-art public safety equipment will be on display at the Fire Department’s Open House...



...and firefighters will demonstrate their skills during public education demonstrations.

“Firefighters always look forward to our open house because it gives them an opportunity to meet the people they have sworn to protect,” explains Fire Chief Scott Franzgrote. “It’s a great way to help our residents learn more about fire safety and Department operations. More importantly, it allows us to interact with them in a relaxed, casual, environment.”

The Open House is part of the Fire Department’s observance of National Fire Prevention Week, October 6 – 12. For more information, call 847-397-3352 or visit www.cityrm.org/rmfd.

Fire Department, NFPA to Partner in October to ‘Prevent Kitchen Fires’

By Fire Chief Scott Franzgrote

Did you know that cooking is the leading cause of home fires in the United States? According to data compiled by the National Fire Protection Association (NFPA), 40% of all home fires begin in the kitchen.



There’s never a bad time to “get cooking” on fire safety. The Rolling Meadows Fire Department is proud to partner with the NFPA for National Fire Prevention Week, Octo-

ber 6 – 12. This year’s theme: Prevent Kitchen Fires.

Cooking fires often start with no warning, in just a matter of minutes. To significantly reduce the odds of a cooking-related fire in your home, be sure to:

- Stay in the kitchen when you are frying, grilling, broiling, or boiling food.
- Turn off the stove when leaving the room – even for a short period of time.
- Use a timer when simmering, baking, or roasting food.
- Limit the potential for child or pet injuries by using the stove’s back burners

whenever possible. Keep children and animals at least three feet away.

- Wear clothing with tight-fitting sleeves when cooking.
- Keep potholders, oven mitts, wooden utensils, paper and plastic bags, towels away from your stovetop.
- Clean up food or grease that may accumulate on burners and stovetops.

For more information on home fire safety, contact the Rolling Meadows Fire Department at 847-397-3352. Visit the NFPA’s Website at www.fireprevention-week.org.