



eNEWS

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& Views



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

City Snow Removal Teams Prepared for Winter

The Public Works Department began preparing for snow clearing operations long before winter's chill arrived in early November. Crews have inspected snow fighting equipment, installed plows on the City's fleet of snow removal trucks and conducted "dry runs" on designated routes. This advance preparation allows crews to go into action as soon as the first snowflakes begin to fall.



Public Works crews are ready to take on another tough Chicago area winter.

Their mission: clear the streets and help residents travel safely. The City's "Bare Pavement Policy" calls for Public Works to have all streets cleared of snow – from curb to curb – within eight hours after the snow stops falling.

How do crews consistently achieve this level of service? Assistant Public Works Director Bob Hartnett cites several factors for why the Department is able to maintain its rating as one of the best municipal snow removal operations in the northwest suburbs:

- Strong commitment by City Council to provide the necessary resources.
- Effective operations planning to handle all types of winter conditions – from light dustings to major blizzards.
- Well maintained vehicles and equipment.

"Most of the credit goes to the City's dedicated snow plow drivers, equipment operators, mechanics and supervisory staff, who

are ready and willing to work around the clock to do what's required to make the roads safe for residents," Hartnett adds.

Here are answers to some common questions residents have about plowing operations, as well as tips on how to help Public Works help you this winter.

Q. What streets get plowed first and why?

A. Snow plows are assigned to eight designated routes throughout the City. Crews tackle primary roads, such as Kirchoff Road and Rohlwing Road, and others, first. This helps guarantee open roads for emergency vehicles to get to any location in the City or in surrounding areas. Once these routes are open, plows then begin to clear residential streets on their assigned routes.

Other roadways, such as Golf and Algonquin Roads or Euclid Avenue, are plowed by the Illinois Department of Transportation (IDOT) or the Cook County Highway Department.

Q. Can I shovel or blow snow into the street and let the plows remove it when they come by?

A. Blowing snow into streets can cause icy hazards for motorists. Snow should be placed to the sides of the driveway and into yards whenever possible. When plows return, the snow you've shoveled into the street is likely to

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December 4 Tree Lighting to Welcome Holiday Season

The holiday season will officially arrive in Rolling Meadows Thursday, December 4, when community members gather downtown for the City's annual tree lighting ceremony. The festivities will take place at 6 p.m., in front of the McDonald's on Kirchoff Road.

The focal point of this year's event will again be the elegant, 22-ft. tall Colorado Spruce, around which family, friends and neighbors will join to sing classic carols and recall holidays past. Santa Claus will make a special trip from the North Pole to help celebrate the occasion.

Guests will enjoy hot chocolate, courtesy of McDonald's, while the City will provide cookies and assorted holiday giveaways.

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'Shop Rolling Meadows' for Holiday Value, Variety, Convenience

Residents seeking great value, variety and shopping convenience this holiday season need look no further than Rolling Meadows.

From independently-owned shops that feature unique gifts to "Big Box" retailers offering the latest in apparel and electronics, the Rolling Meadows business community offers a wide range of goods and services, and is eager to welcome customers. Holiday shoppers should also consider gift cards from Rolling Meadows' growing number of restaurants.

"Rolling Meadows' blend of smaller merchants and large retail/service businesses offers unmatched convenience for busy shoppers," City Manager Barry Krumstok explains. "In addition to finding great value, shopping locally boosts sales tax revenues that reduce the City's reliance on property tax dollars to fund services."

For additional information to help residents "Shop Rolling Meadows," visit the Chamber of Commerce's Website (www.rmchamber.org) to access the Chamber's *Business Resource Guide*.



Visit the expanded Dollar Tree on Kirchoff Road.

Fire Chief Scott Franzgrote Achieves State's Top Fire Service Certification

Rolling Meadows Fire Chief Scott Franzgrote has earned Chief Fire Officer certification from the Office of the Illinois State



Illinois State Fire Marshal Larry Matkaitis (left) congratulates Rolling Meadows Fire Chief Scott Franzgrote on achieving Chief Fire Officer Certification.

Fire Marshal, the highest designation available to fire service members in Illinois.

The certification establishes Chief Franzgrote as a member of an elite group of professionals: only 103 individuals throughout the state have successfully completed the program.

"I have always believed in life-long learning as a way to develop new skills and improve competence," Chief Franzgrote says of his decision to pursue Chief Fire Officer certification. "It was a tremendous opportunity to learn from other professionals and apply that knowledge to better serve Rolling Meadows residents."

The curriculum is based on national standards of excellence established by the National Fire Protection Association

(NFPA), the recognized leader in fire service education.

Chief Franzgrote completed a series of educational modules that were administered by the Illinois Fire Chiefs Association and taught by its members. Topics included strategic planning, emergency management, human resources, communications, community relations, leadership, and many more.

"Course instructors offered immensely valuable insights on a variety of topics, all of which will help us strengthen the 'institutional knowledge' of the Rolling Meadows Fire Department," he explains. "We have taken that expertise and applied it to our strategic planning, community risk evaluation and professional development exercises."

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land back on your driveway.

Residents should also clear snow from nearby fire hydrants so they are easily accessible to firefighters in cases of emergency.

Q. How do I prevent the plows from pushing snow onto the driveway after I've already cleared it?

A. Shovel snow to the right side of the driveway (while facing the street). This will limit the amount of snow that is pushed onto the driveway. Due to the plow's angle, snow piled

to the left side or into the street is likely to be pushed back into the driveway.

Q. What happens if my mailbox is damaged during a snow event?

A. Mailboxes that have been maintained and are in good condition should withstand the rigors of a typical snow season. Public Works employees conducted visual inspections of residents' mailboxes throughout November during initial practice runs, and are contacting customers whose mailboxes need new posts or

other repairs.

The City will only pay for repairs to mailboxes hit by snow plows during snow removal operations. It does not offer reimbursement for the interruption of mail service if a mailbox becomes inaccessible, or is damaged, knocked over or buried by accumulated snow.

For more information on the City's snow removal efforts, call Public Works at 847-963-0500 or visit www.cityrm.org/PublicWorks.



Ronald McDonald helped City and state officials cut the ribbon during the November 5 grand re-opening ceremony at the McDonald's at 1775 Algonquin Road.

City Cheers Grand Re-opening of McDonald's

It was standing room only at Rolling Meadows' remodeled McDonalds during



Chamber of Commerce Executive Director Linda Ballantine (left) and Mayor Tom Rooney present restaurant owner/operator Tanya Lawrence with the official ribbon.

a November 5 grand re-opening ceremony where City leaders, state representatives, Chamber of Commerce members and local school officials rubbed shoulders with Ronald McDonald himself.

Mayor Tom Rooney joined franchise owner/operator Tanya Lawrence and members of her family to cut a ceremonial ribbon to officially open the updated restaurant, located at 1775 Algonquin Road. The rebuilt McDonald's incorporates the Oak Brook-based corporation's latest design features, including modern interior design elements and two drive thru lanes.

Eco-Friendly 'eBilling' Saves Taxpayers 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 – now used by more than 15% of the City's utility customers – lets residents 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.

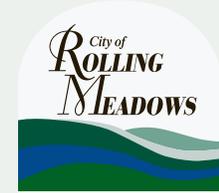
eLockbox Service Streamlines Utility Payment

The City's electronic check processing service improves customer convenience and streamlines Finance Department operations.

The "eLockbox" service caters to the increasing number of residents using online banking to pay their City utility bills. It electronically processes customer payments in just one or two days. Before, payment processing would often take anywhere from 7 – 10 days.

"Electronic payment processing significantly improves the Finance Department's operational efficiencies," 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 on eLockbox and other services, contact the Finance Department at 847-394-8500.



This Month in Rolling Meadows

December 2 – Economic Development Committee, 6 p.m.; Environmental Committee, 7:00 p.m.; Plan Commission, 7:30 p.m., all at City Hall.

December 4 – Adjudication Hearing (Parking), 2 p.m., City Hall; Holiday Tree Lighting, 6 p.m., in front of McDonald's on Kirchoff Road.

December 6 – Breakfast with Santa, 8:30 & 10:45 a.m., Rolling Meadows Community Center.

December 8 – Board of Fire & Police Commissioners, 9 a.m., City Hall.

December 9 – Crime Stoppers, 5:30 p.m.; City Council Meeting, 7:30 p.m., both at City Hall.

December 11 – Adjudication Hearing, 1 p.m., City Hall

December 16 – City Council Committee of the Whole, 7:30 p.m., City Hall.

December 18 – Adjudication Hearing (Red Light), 2 p.m., City Hall.

December 22 – Water bills due

December 23 – City Council Meeting, 7:30 p.m., City Hall. *Not televised due to A/V system upgrades.*

December 24/25 – Christmas Eve/Christmas Day. City Hall and Public Works closed. Refuse pick up routes (Thursday and Friday) delayed one day.

December 26 – Kwanzaa

December 31 – New Year's Eve. Be safe! Don't drink and drive.

January 1, 2015 – New Year's Day. City Hall and Public Works closed. Refuse pick up routes (Thursday and Friday) delayed one day.

Finance Director Gallagher Appointed to State Financial Association Board

Rolling Meadows Finance Director Melissa Gallagher has been appointed to the Executive Board of the Illinois Government Finance Officers Association (IGFOA).

The association was founded in 1958 to promote excellence among government finance professionals and “advance the competence and effectiveness of local government finance officers in Illinois,” according to the IGFOA Website.

“As a peer-networking and informational resource, IGFOA membership is extremely valuable in identifying effective, transparent practices that may be applied to municipal finance,” Gallagher explains. “It ensures that Rolling Meadows’ financial operations benefit from having access to that wide network of expertise,”

“As a peer networking and informational resource, IGFOA membership is extremely valuable.”
– Finance Director Melissa Gallagher

she adds.

Rolling Meadows has long been recognized as a model of municipal finance excellence. Earlier this year, the City collected its 27th consecutive Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association of the United States and Canada. Award recipients demonstrate a commitment to budgetary transparency and the highest accounting standards.

An IGFOA member since 2008, Gallagher previously chaired the IGFOA’s Technical Accounting Review Committee, where she organized an overview of Illinois’ pension and accounting standards for the Executive Board.

‘Smart Meters’ to Help Residents Reduce Electricity Usage, Monthly Bills

New “smart meters” currently being installed in nearly 4 million homes across northern Illinois – including Rolling Meadows – will help customers identify ways to reduce electricity usage and save money on their monthly bills.

ComEd says the new meters, as part of an upgraded electricity grid, will also reduce the length of power outages by automatically reporting

service disruptions.



Meter installations began in November and are being performed at no cost to residents. They will provide customers with access to detailed information about their home’s energy use. A series of online energy management tools available on ComEd’s Website are designed to help residents manage their electricity costs.

Smart meters use two way radio communications that securely transmit electricity usage information directly to ComEd. This data will also help the utility pinpoint problems and allow for more effective response to outages.

More information on the smart meter program, including Frequently Asked Questions and informational Web videos, may be found at www.ComEd.com/smartmeter. For more information, call ComEd at 866-368-8326.



USPS Operates Seasonal Post Office in City Hall Parking Lot

United States Postal Service personnel are available to help residents mail packages and letters, and purchase stamps from a temporary, seasonal Post Office located in the City Hall parking lot during the holidays.

Post Office services are offered Mondays – Fridays, 10 a.m. – 3 p.m., and Saturdays, 9 a.m. – 4 p.m., through January 2, 2015. For more information, contact City Hall at 847-394-8500.

New Mobile App Helps Police Department Connect with Residents On-the-Go

A new mobile application – or “app” – unveiled by the Rolling Meadows Police Department provides residents with access to information on Department services, community alerts, and a range of public safety topics via cell phone, tablet or other wireless device.

The MyPD app, available for iOS and Android devices, is designed to improve communication between the police and the residents and businesses they serve. With its simple navigation and sleek user interface, the app lets users:

- Receive public safety notifications and alerts.
- Access information on Department resources.
- Submit tips to police about crimes or other quality of life issues.



MYPD
MY POLICE DEPARTMENT

“MyPD complements our ongoing efforts to reach the community with important news and information,” Police Chief Dave Scanlan explains. “The Department has been using social media tools such as Facebook and Twitter for some time now. This mobile app is entirely different. It offers a way to keep residents updated on community policing and crime prevention strategies even when they are on the go.”

For more information on the MyPD app, visit www.mypdapp.com, the Police Department’s Facebook page, www.facebook.com/rollingmeadowspolice, or the Police Department’s Website, www.cityrm.org/rmpd.

Two Local Handyman Programs Provide Seniors with Simple Maintenance, Home Repair Services

Rolling Meadows seniors now have access to two local handyman programs that provide simple maintenance and home repair services at market rates of \$35 per hour or less, depending on their annual incomes.

The City's long-running Senior Handyman Program helps senior citizens ages 65 and up access the services of a fully trained, trustworthy handyman. The program's success served as the inspiration and operational model for a new regional program – launched by the Northwest Suburban Housing Collaborative and administered by the North West Housing Partnership – that serves seniors in the Collaborative's five member communities: Rolling Meadows, Arlington Heights, Buffalo Grove, Mount Prospect, and Palatine.

"Rolling Meadows was the only community that offered a senior handyman program, so it served as the blueprint for the Collaborative's pilot program," Rolling Meadows' Community Development Director Valerie Dehner explains. "As with our City's handyman program, the objective is to help elderly residents remain in their homes and maintain their independence."

Handyman Tom Thompson, who has served Rolling Meadows seniors through the Senior Handyman program since 2001, is among the contractors participating in the new regional program. For the past 13 years, Thompson has helped many seniors by performing tasks such as fixing leaky faucets, replacing light fixtures, cleaning and repairing gutters, and much more.



"I've enjoyed helping make life a bit easier for senior residents over the years," Thompson, a 26-year Rolling Meadows resident, explains. "My customers know that I'm here to help, and that they will be treated fairly. I think it provides them with a level of comfort they may not necessarily get elsewhere."

For more information on the City's Senior Handyman program, contact the Community Development Department at 847-506-6030 or visit www.cityrm.org/rmcd.

To learn more about the Northwest Suburban Housing Collaborative's program, contact the NWHP at 847-969-0561 or visit www.nwhp.net.

PD Seminar Improves Awareness of Crimes Targeting Seniors

The Rolling Meadows Police Department's Investigations Unit welcomed nearly 100 senior residents to an informational seminar designed to increase awareness of crimes against seniors and encourage them to call the police if they believe they have been victimized, Sergeant Tom Gadomski reports.

The Department's Crimes Against the Elderly Seminar, held at the Rolling Meadows Senior Center in October, provided updates on the growing number of scams being reported by seniors in Rolling Meadows and across the country.

These include phone scams where callers attempt to collect financial information – such as seniors' credit card or bank account numbers – and "home improvement" ruses, where criminals attempt to access seniors' homes by posing as utility representatives or repair workers.

Sgt. Gadomski says that residents who may have been fooled by these types of scams should not be ashamed.

"These are sophisticated crimes that often use technology or intimidation to con residents out of their money and belongings," he explains. "We want our residents to be aware of how criminals take advantage of unsuspecting seniors. This knowledge will help reduce the odds of them becoming victims themselves."

Sgt. Gadomski urges residents of all ages to be suspicious of unsolicited phone calls, or visitors who show up at their doors unannounced.

"Avoid sharing personal information over the phone, and never allow someone into your home if you aren't expecting them," he says.

Residents who would like more information on how to protect themselves may contact the Rolling Meadows Police Department's 24-hour Help Desk at 847-255-2416.

Welcome New Businesses

Academy Mortgage Corp –
Residential lending
3701 Algonquin Rd #870 (847-609-9224)

AEC-Motionstar Inc. –
Engineering, consulting & design
4300 Lincoln Ave Ste R (847-705-8888)

Athletico of Rolling Meadows –
Physical therapy
3701 Algonquin Rd #810 (847-483-0270)

Aum-Bio Inc. – *Alternative medical center*
1645 Hicks Rd Ste C & D (847-358-5858)

Bongi Construction Corp. –
General contractor
1821 Hicks Rd Ste A (847-878-1153)

Carmi Enterprises – *Internet marketing*
2880 Southampton Dr #208
(331-777-0012)

Durable Dental Lab – *Dental laboratory*
4949 Euclid Ave Ste F (847-274-2636)

Madsky Roofing –
Residential roofing contractor
3995 Algonquin Rd (855-623-7597)

Medesthai – *Life coach*
3601 Algonquin Rd (224-315-9507)

Medpoint Healthcare LLC –
Community pharmacy
2000 Golf Rd (888-467-9629)

Park & Longstreet P.C. – *Law firm*
2775 Algonquin Rd #270 (847-380-3588)

R&D Home Service Heating & Cooling –
HVAC contractor
3503 Piper Ct (847-358-4833)

The Striped Pole – *Barber shop*
4005 Algonquin Rd (847-907-9098)

Xtreme National Services Inc. –
General contractor
2275 Algonquin Rd #200 (847-347-3571)

City Briefs



Toys for Tots Continues Through December 5

– There's still time to support the United States Marine Corps Reserve's Toys for Tots program!

Residents may deliver new, unwrapped toys to drop boxes at City Hall (3600 Kirchoff Road) or the Rolling Meadows Library (3110 Martin Lane) through Friday, December 5. Residents with questions about the program may contact Joyce DeLeon (847-394-8500 or joyced@cityrm.org).

For more information on Toys for Tots, or to make a monetary donation, visit www.toysfortots.org.

Blood Drive Set for December 23

– The City and LifeSource will partner to host a blood drive Tuesday, December 23, 1 – 7 p.m., in City Hall's second floor Emergency Operations Center. For more information, contact LifeSource at 877-543-3768. Walk-ins are welcome.

Public Works to Provide Free Tree Pick Up

– Public Works will provide Christmas Tree pick-up services January 5 – 9. Residents should remove lights, tinsel and ornaments, and place trees at the curb (cut side facing the street) on their regular refuse collection days.

Historical Society to Host January Open House

– The Rolling Meadows Historical Society will host its annual Holiday Open House Sunday, January 11, 1 – 4 p.m., at the Rolling Meadows Historical Museum (3100 Central Road). Enjoy refreshments and guided tours of the museum – a replica of an original Kimball Hill home – which is adorned with vintage décor that helps display traditions of holidays past.

For more information, contact the Rolling Meadows Historical Society at 847-577-7086.

Holiday Safety Program Encourages Residents to 'Keep the Wreaths Red'

Since the Rolling Meadows Fire Department began participating in the "Keep the Wreaths Red" public awareness program in 2007, there has not been a single fire in the City caused by holiday decorations. That's a streak firefighters hope to continue this holiday season.

Once again this year, the festive centerpieces of the seasonal program will be two holiday wreaths on display at the Neuckranz Fire Station (2455 Plum Grove Road) and Fogarty Fire Station (3111 Meadow Drive). Each wreath will begin the season illuminated in red bulbs, which will be replaced with a white bulb for each fire in Rolling Meadows caused by holiday decorations.

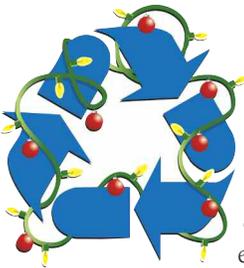
"Rolling Meadows residents have done a tremendous job helping us keep our wreaths red. Let's all work together to keep our families safe from fire this holiday season and 'Keep the Wreaths Red' for another year," Fire Chief Scott Franzgrote says.

To "Keep the Wreaths Red," the Fire Department offers these tips:

- Check for fresh needles before purchasing a tree.
- Never light candles on trees.
- Avoid using electrical ornaments.
- Use lights approved for outdoor use when decorating a home's exterior.
- Burn wood or decorative logs – and nothing else – in fireplaces.
- Check smoke detectors regularly.

For more information on home fire safety, visit www.cityrm.org/rmfd.

City Hall Drop Boxes Collect Holiday Lights, Cords for Recycling Through February 13



Rolling Meadows residents may drop off old holiday lights for recycling at City Hall, through a program developed by the Solid Waste Agency of Northern Cook County (SWANCC) and Elgin Recycling.

The program lets residents recycle holiday lights of all colors and lengths, as well as extension cords, household cords/wiring, and computer wires/cords. Drop boxes are located near the building's entrance. The program runs through February 13, 2015.

For more information, visit www.swancc.org or www.elginrecycling.com.

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: Tim Veenbaas	847-385-1425
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
Senior Handyman Program	847-506-6030
TDD	847-506-0490
ComEd	1-800-EDISON-1
Curfew . . . Sun. – Thurs. 11 p.m.; Fri. & Sat. Midnight	



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