



THE CITY OF
ROCKFORD
ILLINOIS, USA

ROCKSTAT

Better Governing Through Accountability

FEBRUARY 11, 2009

Excellence Everywhere



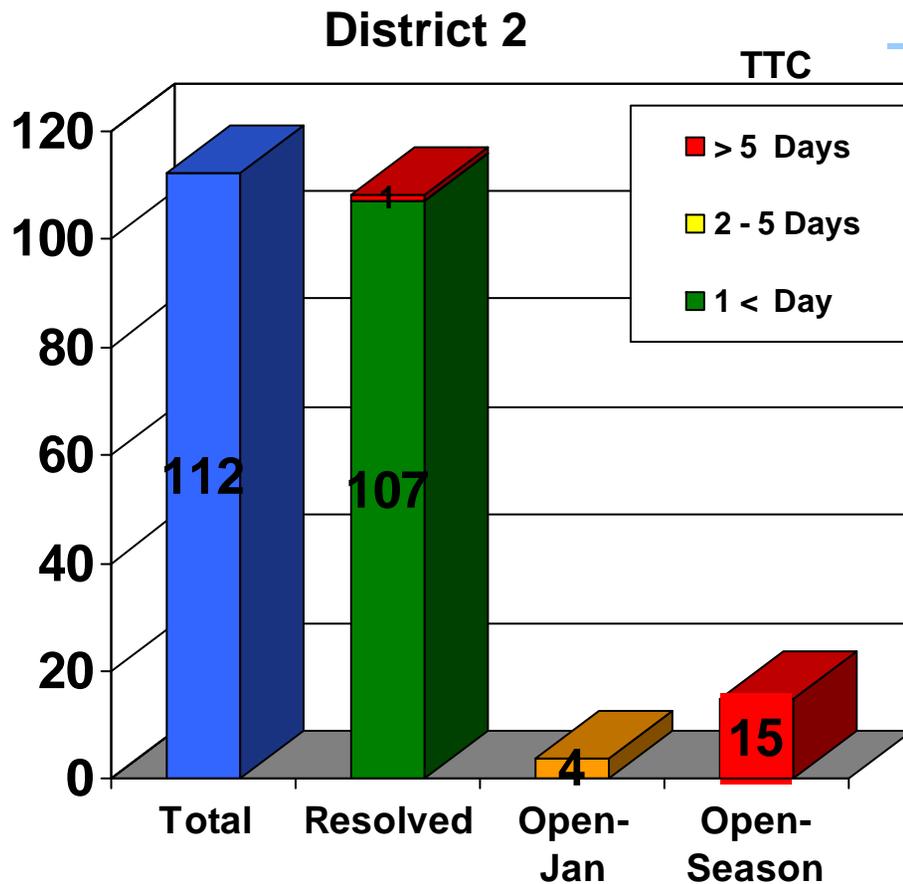
January Snow & Ice

- District 2
 - Public Works Operating Divisions

ROCKSTAT

Better Governing Through Accountability

*Measure: January 2009 Customer Service Requests – Snow & Ice – District 2
Benchmark: 95% Percent Resolved Month to Date.*



Analysis

- Total Requests Vs. Resolved – 96%
- Resolved within 1 day or less - 96%
- Open Requests pertain to Property Damage (mailboxes, turf, etc.).

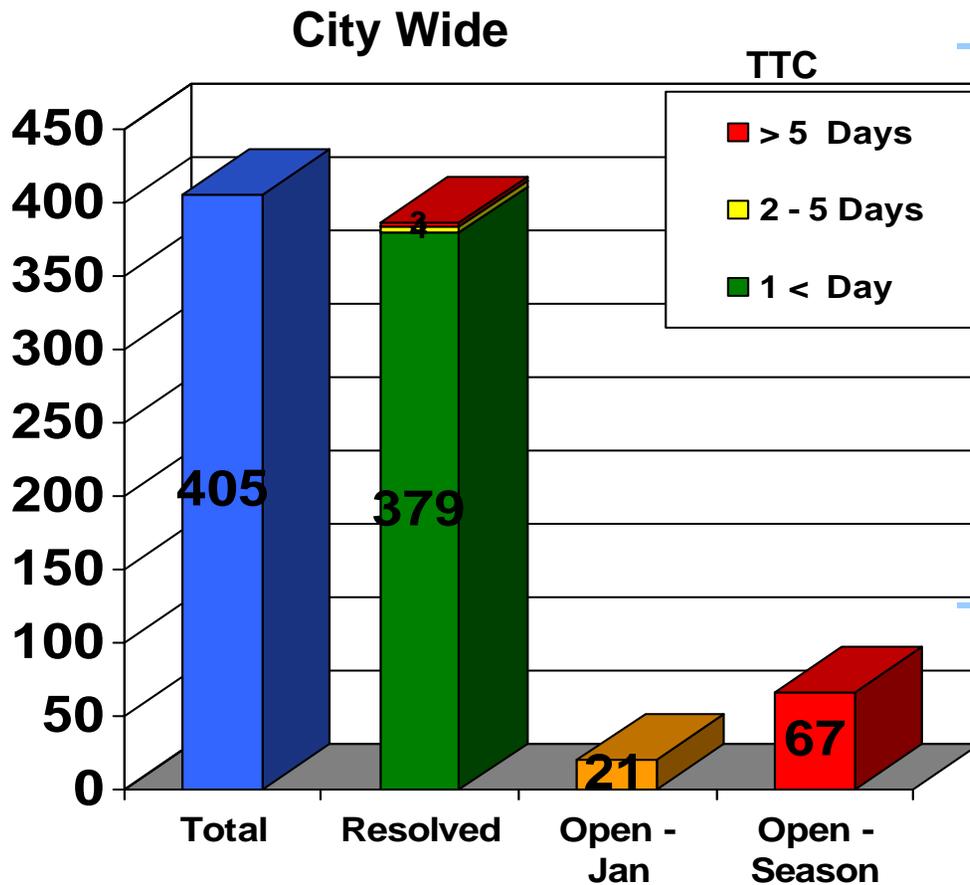
Strategic Plan

Utilize City Resources to create a safer community. Reduced negative perception of call center.

ROCKSTAT

Better Governing Through Accountability

*Measure: January 2009 Customer Service Requests – Snow & Ice – City Wide
Benchmark: 95% Percent Resolved Month to Date.*



Analysis

- Total Requests Vs. Resolved – 95%
- Resolved within 1 day or less - 94%.
- Open Requests pertain to Property Damage (mailboxes, turf, etc.).

Strategic Plan

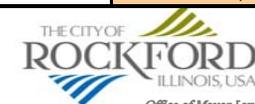
Utilize City Resources to create a safer community. Reduced negative perception of call center

ROCKSTAT

Better Governing Through Accountability

January 2009 Snowfall Statistics City Wide

January 2009 (Internal use only)						
Statistics	1/9	1/16	1/23	1/30	January Total	Season Total
Salt on Hand end of week (Tons)	5,700	3,600	2,000	6,000	6,000	6,000
Salt Purchased (Tons)	4,000			4000	8,000	22,000
Salt Used (Tons)	2,900	2100	1600		6,600	18,000
Sand/Salt Mix on Hand end of week (Tons)			4500	4200	4,200	4,200
Sand Purchased (Tons)			4500		4,500	4,500
Sand/Salt Mix Used (Tons)				300	300	300
Arterial Spreading Operations	2	2	1	1	6	16
Residential Spreading Operations	2	1			3	10
Snow Accumulation	7.1	4.1	0.6	0.7	12.5	48.7
Plowing Operations	1				1	7
Snow Removal Operations					0	0
Employees in Field (Per Shift)	125	100	25	25	275	729
Prevailing Wage	\$26.83	\$28.63	\$28.63	\$28.63	\$28.63	\$28.63
Average Paid Day per Employee	11.74	11.71	8.00	4.00	10.35	12.30
City Cost						
Arterial Spreading/Plowing Operations-Labor	\$29,345.75	\$22,079.00	\$5,726.00	\$2,863.00	\$60,013.75	\$200,707.06
Residential Spreading/Plowing Operations-Labor	\$10,020.50	\$11,452.00			\$21,472.50	\$56,073.22
Total City Plowing Operations - Labor	\$39,366.25	\$33,531.00	\$5,726.00	\$2,863.00	\$81,486.25	\$256,780.28
Fuel Costs - Gasoline for Vehicles	\$9,498.70	\$9,700.80	\$1,616.80	\$808.40	\$21,624.70	\$67,760.83
Equipment Failure - Breakdowns	\$4,200.00	\$700.00	\$0.00		\$4,900.00	\$18,222.00
Salt Total @ \$55.00 a Ton	\$158,195.00	\$114,555.00	\$87,280.00	\$0.00	\$360,030.00	\$981,900.00
Sand Total @ \$9.00 a Ton	\$0.00	\$0.00	\$0.00	\$2,700.00	\$2,700.00	\$2,700.00
Calcium Chloride	\$2,451.00				\$2,451.00	\$12,498.00
Total City Cost	\$213,710.95	\$158,486.80	\$94,622.80	\$6,371.40	\$473,191.95	\$1,339,861.11
Contractor Plowing Cost	\$290,252.72				\$290,252.72	\$1,423,094.55
Grand Total	\$503,963.67	\$158,486.80	\$94,622.80	\$6,371.40	\$763,444.67	\$2,854,689.16
Cost Per Event	\$251,981.84	\$79,243.40	\$94,622.80	\$6,371.40	\$127,240.78	\$178,418.07
Snow Ordinance Tickets	459	0			459	715
Hansen Requests	189	142	42		373	1,047



Office of Mayor Lawrence J. Morrissey
LEADING BOLDLY, WORKING TOGETHER

ROCKSTAT

ICMA Data – Snow & Ice 2007

Better Governing Through Accountability

City	St.	Sq. Mi.	Lane Miles	Inches Snow	# Snow Events	Total Expenditures
Davenport	IA	66	1503	31.6	11	\$593,027
Des Moines	IA	81.7	2100	58.75	11	\$3,745,091
Elgin	IL	37.6	938	46	18	\$1,400,229
Sioux Falls	SD	70.1	3258	52.2	7	\$4,277,517
Rockford	IL	61	1689	49.3	30	\$3,624,151 *
Rockford – 2008 Est.*	IL	61*	1689*	83.6	31	\$4,207,622

ROCKSTAT

Better Governing Through Accountability

January 2009 Pothole Patching City Wide

Pothole Patching Add a Line - January 2009

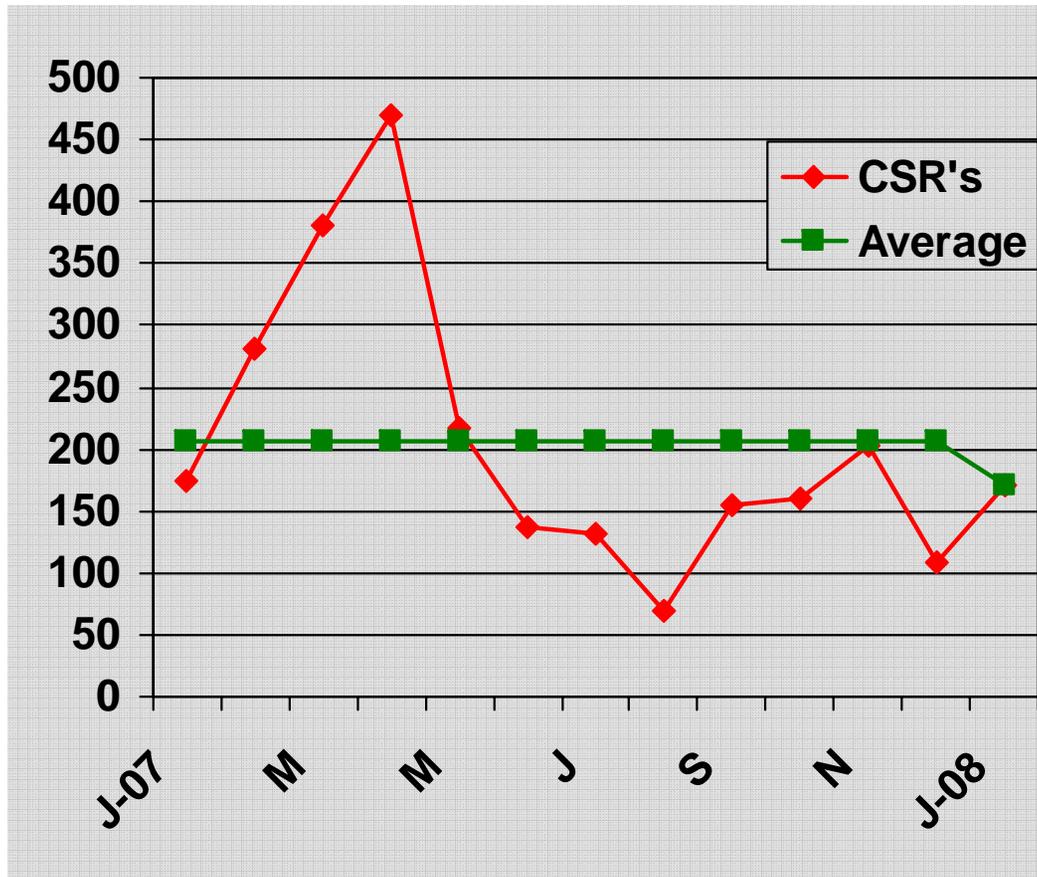
Statistics	W/End 1/03	W / End 1/10	W/E 1/17	W/End 1/24	W/End 1/31	Monthly Total	YTD
UPM - Delivered (Tons)	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Cold Patch - Delivered (Tons)	0.00	55.37	0.00	0.00	55.11	110.48	110.48
Cold Patch - Picked Up (Tons)	13.50	18.82	4.32	41.51	46.29	124.44	124.44
Hot Asphalt (Tons)	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Potholes Patched	668.0	1318.0	517.0	3220.0	6540.0	12263.0	12263.0
Employees In Field (per shift)	10.0	25.0	15.0	42.0	56.0	148.0	148.0
Total Man Hours (regular hrs.)	80.0	158.0	92.5	256.0	304.0	890.5	890.5
Total Man Hours (overtime hrs.)	0.0	0.0	0.0	80.0	144.0	224.0	224.0
Prevailing Wage	\$28.13	\$28.13	\$28.13	\$28.13	\$28.13	\$28.13	\$28.13
Average Paid Day Per Employee	8.0	6.3	6.2	8.0	8.0	7.5	7.5
City Cost							
Material Cost	\$823.50	\$5,079.29	\$263.52	\$2,532.11	\$6,736.50	\$15,434.92	\$15,434.92
Labor Cost (regular)	\$2,250.40	\$4,444.54	\$2,602.03	\$7,201.28	\$8,551.52	\$25,049.77	\$25,049.77
Labor Cost (overtime)	\$0.00	\$0.00	\$0.00	\$2,250.40	\$4,050.72	\$6,301.12	\$6,301.12
Total Labor Cost	\$2,250.40	\$4,444.54	\$2,602.03	\$9,451.68	\$12,602.24	\$31,350.89	\$31,350.89
Total City Cost	\$3,073.90	\$9,523.83	\$5,467.57	\$21,435.47	\$31,940.98	\$71,441.75	\$78,136.69
Pothole Legal Claims	0	13		0	8	21	21

ROCKSTAT

Better Governing Through Accountability

*Measure: Pothole Customer Service Request Trend Report – City Wide
Benchmark: 70% Resolved. Within 5 Days*

City Wide



Analysis

- Total Req. Vs. Resolved '07 & '08 – 98%
- Total Req. Resolved 5 days '07 – 46%
- Total Req. Resolved 5 days '08 – 76%
- Missed benchmark substantially in 2007
Exceeded benchmark in Jan. 2008

Strategic Plan

Utilize City Resources to create a safer community.

ROCKSTAT

Better Governing Through Accountability

Public Works - Water Division

- RockStat District 2
 - Greg Cassaro, Manager of Operations
 - Nadine Miller, Water Quality Manager
 - David Said, Customer Service Manager
 - Tim Holdeman, Water Superintendent

ROCKSTAT

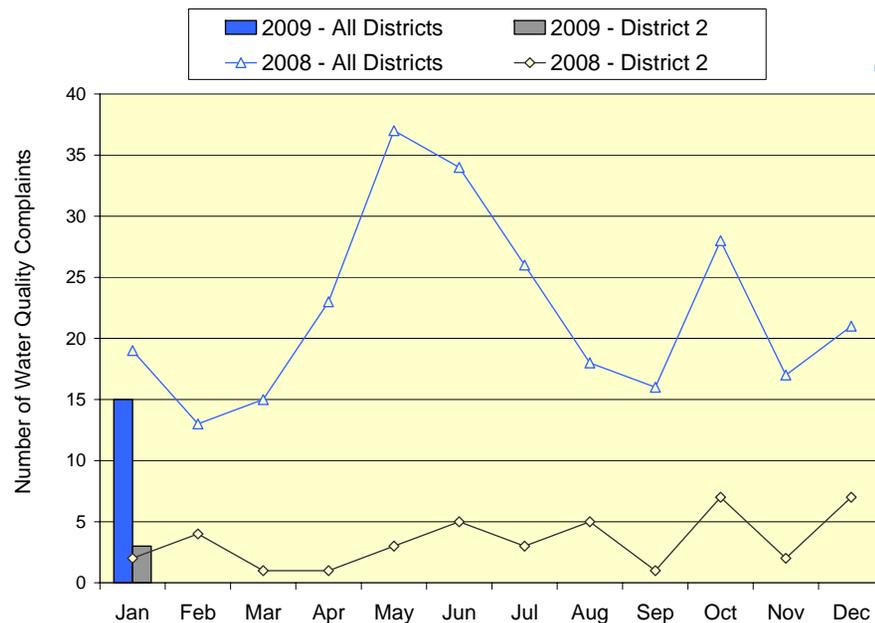
Better Governing Through Accountability

Measure: Water Quality Complaints

Benchmark: 1.9 Complaints per 1000 Customers (100 per year)

**Complaints per 1000 Customers
(AWWA Benchmarking Survey, 2007)**

Top quartile	1.9
Median	4.4
Bottom quartile	11.2



2005	264
2006	236
2007	298
2008	267

Analysis

- Total City-wide water quality complaints in 2008 was 267 (5.0 per 1000 customers).
- 41 (15%) of those complaints occurred in District 2 (2.4 per 1000 customers).
- In January 2009, 93 % of complaints were resolved same day.

Strategic Plan

Provide drinking water that is desirable and meets all EPA water quality standards.

ROCKSTAT

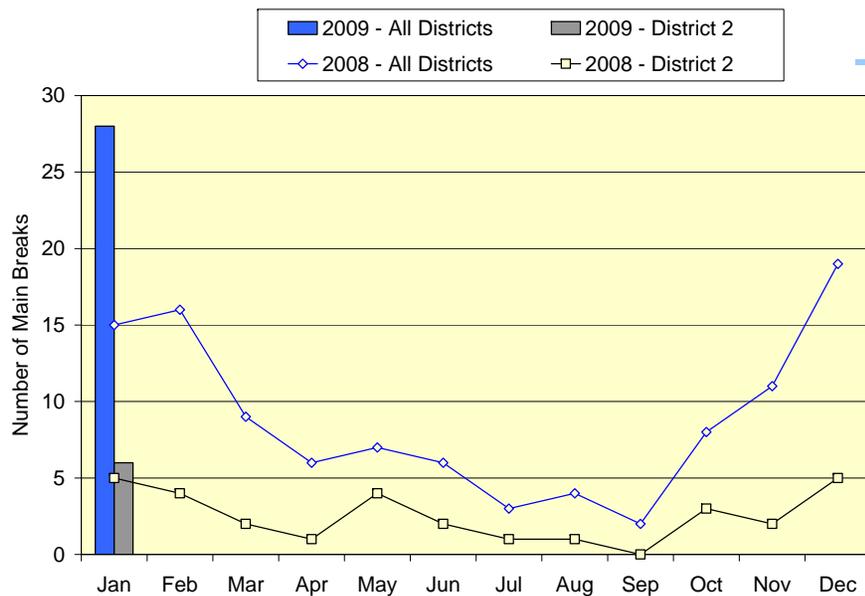
Better Governing Through Accountability

Measure: Main Breaks per Year

Benchmark: 25 - 35 main breaks per 100 miles of water main per year (A WWA)

Comparables (Main breaks / 100 miles)

Salt Lake City	27
Winnipeg	40
Survey of 21 Canadian Cities	
Cast Iron	57
Ductile Iron	15



Number of Main Breaks City-wide

2005	98
2006	75
2007	103
2008	105

Analysis

- 2008 - Total City-wide main breaks:
 - 105 (14 breaks per 100 miles of main)
 - 30 (28%) of those occurred in District 2
- January '09 – Total City-wide breaks:
 - 28 (4th highest month in 20 years)
 - 6 (21%) of those occurred in District 2
 - main break interruptions averaged 4.1 hours

Strategic Plan

Deliver water to our customers in a manner they can rely upon.

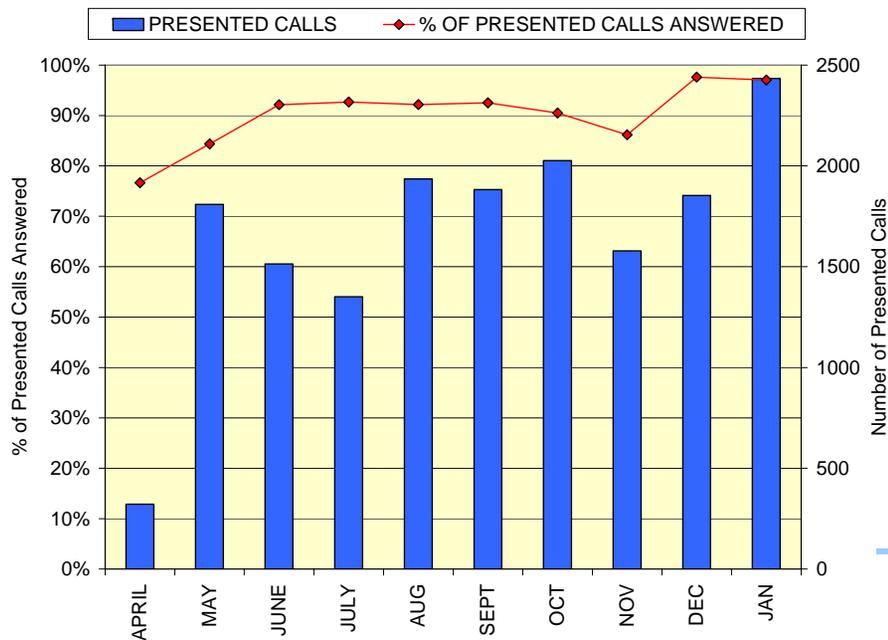


Office of Mayor Lawrence J. Morrissey
LEADING BOLDLY, WORKING TOGETHER

ROCKSTAT

Better Governing Through Accountability

Measure: Percentage of Calls Answered
Benchmark: 95% of All Calls Presented



Analysis

- January 2009 Call Center Statistics:
 - 2434 Calls Presented
 - 97% of Calls Answered
- Average time to Answer Call:
 - 21 seconds
- Average Call Length of Call:
 - 2 minutes and 40 seconds

Strategic Plan

Provide our customers with services that are:

- ✓ Responsive
- ✓ Effective
- ✓ Courteous
- ✓ Timely
- ✓ Efficient

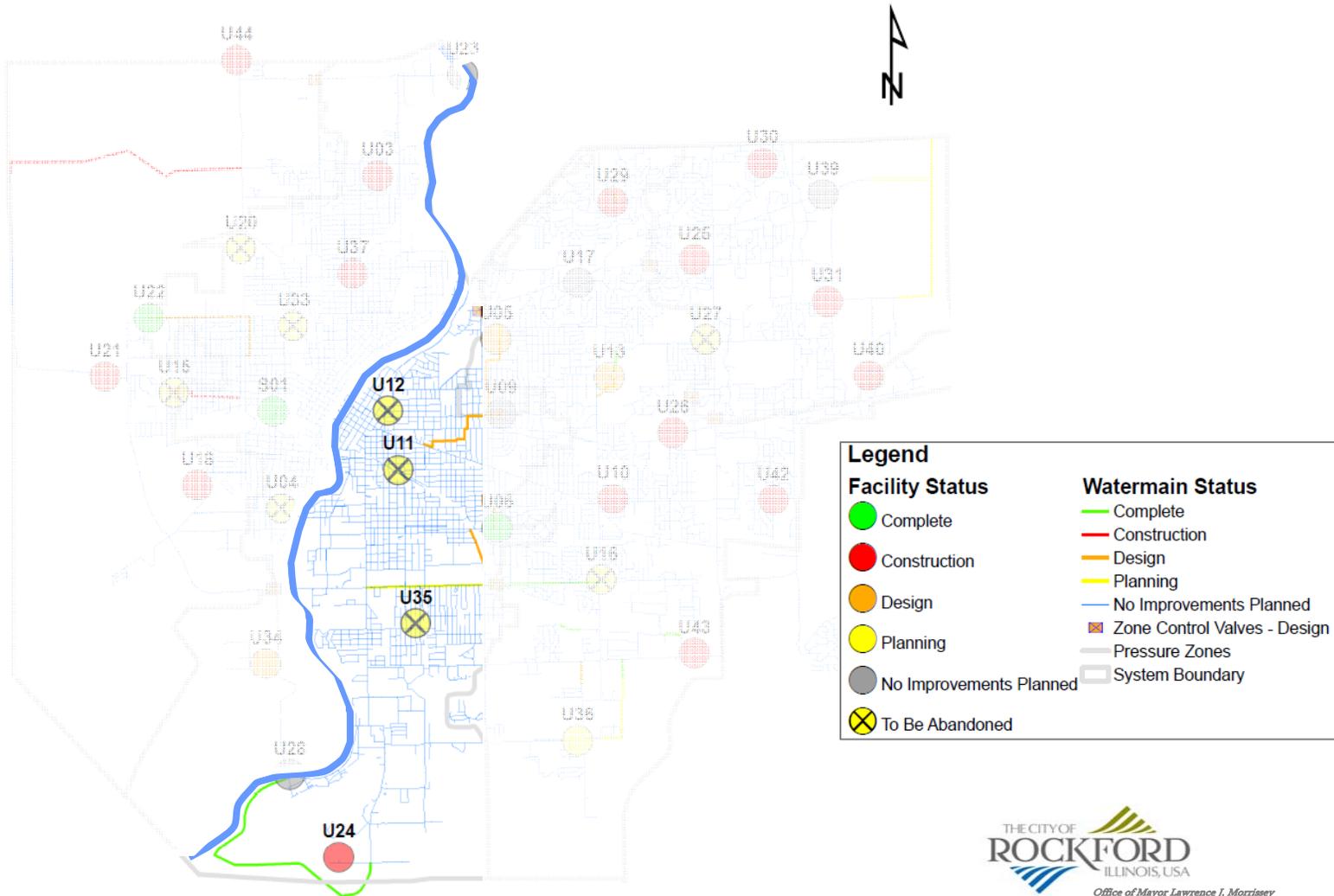


Office of Mayor Lawrence J. Morrissey
LEADING BOLDLY, WORKING TOGETHER

ROCKSTAT

Better Governing Through Accountability

- Water System Improvement Project



ROCKSTAT

Better Governing Through Accountability

Rockford Police Department 2/12/2009

Scorecard as of 01/31/09

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Group A Offenses													
Benchmark	2,072	1,640	2,143	2,303	2,546	2,400	2,645	2,649	2,465	2,492	2,216	1,947	2,072
2009	1,485												1,485
Group B Offenses													
Benchmark	1,501	1,374	1,434	1,485	1,570	1,541	1,673	1,479	1,506	1,487	1,367	1,216	1,501
2009	1,327												1,327
Total Criminal Offenses													
Benchmark	3,494	2,960	3,501	3,702	4,115	3,942	4,318	4,128	3,971	3,978	3,583	3,163	3,494
2009	2,812												2,812
Percent Group A Offenses Cleared by Arrest or Exception													
Benchmark	38.2%	37.9%	36.1%	37.0%	37.9%	35.3%	31.5%	31.4%	33.1%	33.4%	34.1%	33.7%	38.2%
2009	42.1%												42.1%

**benchmark is the average of 2006-2008 except where 2006 data was not available.

**Score based on Standard Deviation of 3 yrs of Month data except Clearances based on 5% Deviation.

ROCKSTAT

Better Governing Through Accountability

Questions from January session:

What are our traffic comparables? What are the comparable cities for solve rates?

The Rockford Police Department has selected the following cities to use as comparables: Joliet, IL, Peoria, IL, Evansville, IN, Cedar Rapids, IA, Springfield, MO, Sterling Heights, MI, and Topeka, KS.

Traffic data obtained from these comparable cities shows that RPD is fourth in Traffic Crashes per 1000 and third in DUI Arrests per 1000.

Solve rates can be more difficult to obtain and are not always easily comparable due to differences from department to department in data availability and collection methods. We currently have 2007 data from Cedar Rapids, IA (33.0%) and 2006 data from Sterling Heights, MI (26.0%) which indicate that Rockford has a higher solve rate than either of those comparables (36.4%).

Provide correlating data for providing stability in the hallways. All legal department outcomes for truancy. Invite Adam Smith and Legal rep to present on truancy.

Information on truancy dispositions and stability in the hallways has been added to the truancy slides and will be addressed at that time.

ROCKSTAT

Better Governing Through Accountability

Rockford Police Department District 2

DISTRICT COMMANDER

Lieutenant Mark West

AREA 05

AREA 06

AREA 07

AREA SERGEANTS

Sgt. Brass, Sgt. Ross, Sgt. Jacobi, Sgt. Taylor, Sgt. Holman

COMMUNITY SERVICES OFFICERS

Officer Elizabeth Hughes

Officer Cynthia Smith

Officer Karol Fricke

BURGLARY DETECTIVES

Det. Hernandez, Det. Oblinger

DAY SHIFT

Officer Villa

Officer Champion

Officer Cochran

Officer Stec

Officer Bubik

Officer Poole

AFTERNOON SHIFT

Officer Webster

Officer Williams

Officer Campbell

Officer Krebs

Officer R. Anderson

Officer Welsh

EVENING SHIFT

Officer Walker

Officer Oberts

Officer Beaufls

Officer Sundly

Officer Weber

Officer B. Johnson

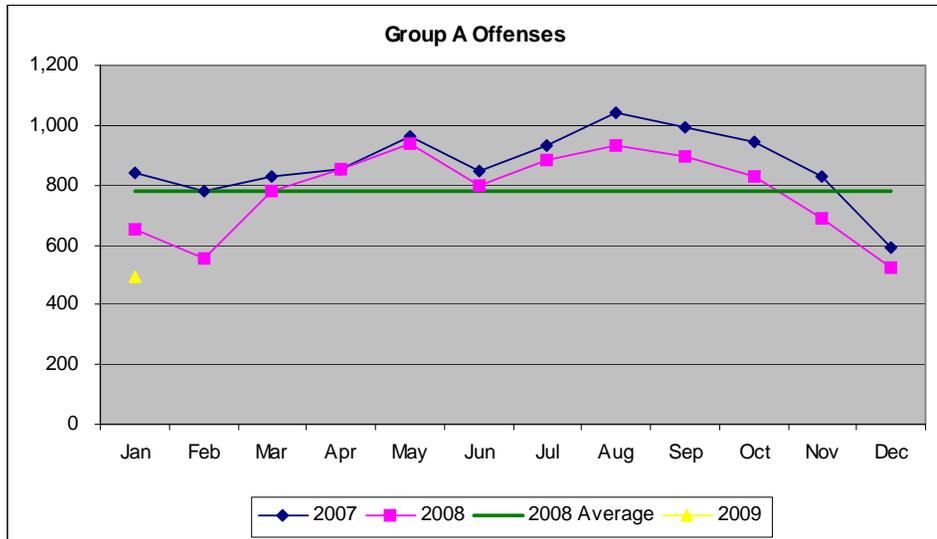


*Office of Mayor Lawrence J. Morrissey
LEADING BOLDLY, WORKING TOGETHER*

ROCKSTAT

Better Governing Through Accountability

Measure: NIBRS Group A Offenses: Twenty-two crime categories made up of 46 offenses considered to be the most serious. May be a crime against person, property or society (for example: Murder, Robbery, Burglary, Drug Offenses, Theft, Prostitution, etc).



Analysis

- Group A offenses decreased 6.11% from December 2008 and 24.42% compared with January 2008.
- Some of the most significant drops are in Robbery (NIBRS 120) down 44.44%, Burglary (NIBRS 220) down 21.88%, and Theft from motor vehicle (NIBRS 23F) down 48.65% compared with December 2008
- Increases of note include Motor vehicle theft (NIBRS 240) up 53.85% and Drug violations (NIBRS 35A & 35B) up 157% compared with December 2008.

Strategic Plan

Create a Safer Community:

- Reverse 911.
- Citizen information press release.
- Patrol shift special enforcement units (sub beat 164).

GROUP A OFFENSES

District 2	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2007	843	782	827	853	963	845	934	1,044	994	946	830	590
2008	651	556	780	855	937	796	881	930	896	829	689	524
2009	492											

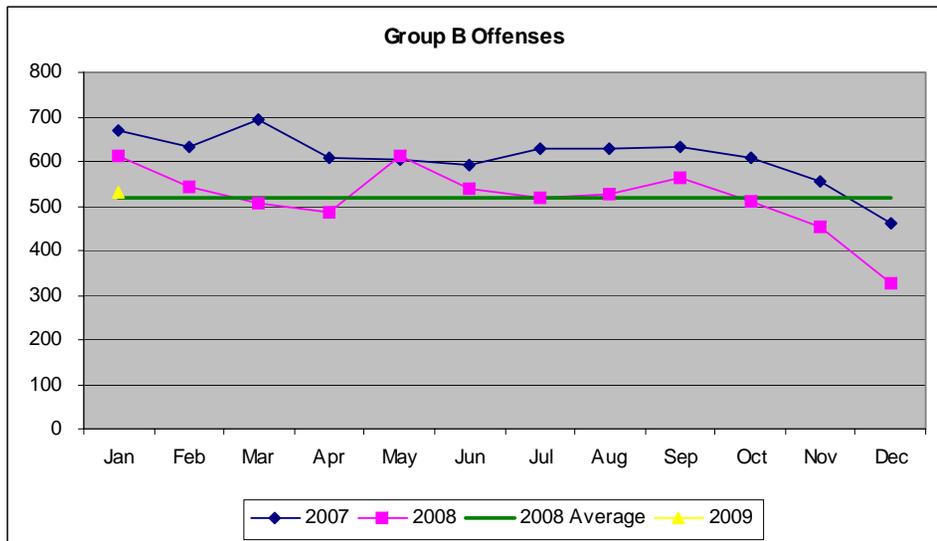


Office of Mayor Lawrence J. Morrissey
LEADING BOLDLY, WORKING TOGETHER

ROCKSTAT

Better Governing Through Accountability

Measure: NIBRS Group B Offenses: Eleven crime categories that encompass all crimes that are not Group A Offenses. May be a crime against person, property or society (For example: DUI, Family Offenses, Runaways, Disorderly Conduct, Liquor Offenses, etc.).



Analysis

- Group B offenses increased 63.08% from December 2008 but decreased 13.4% compared with January 2008.
- All offense codes showed increases from December 2008 with the exception of Curfew violations (NIBRS 90B), which remained the same.
- All Other Offenses (90Z) increased by 67.61% from December 2008. East Weed & Seed accounted for 43.75% of the increase for District 2 as well as approx. 33% of the total 90Z offenses for District 2. Most of these were Traffic Related.

Strategic Plan

Create a Safer Community:

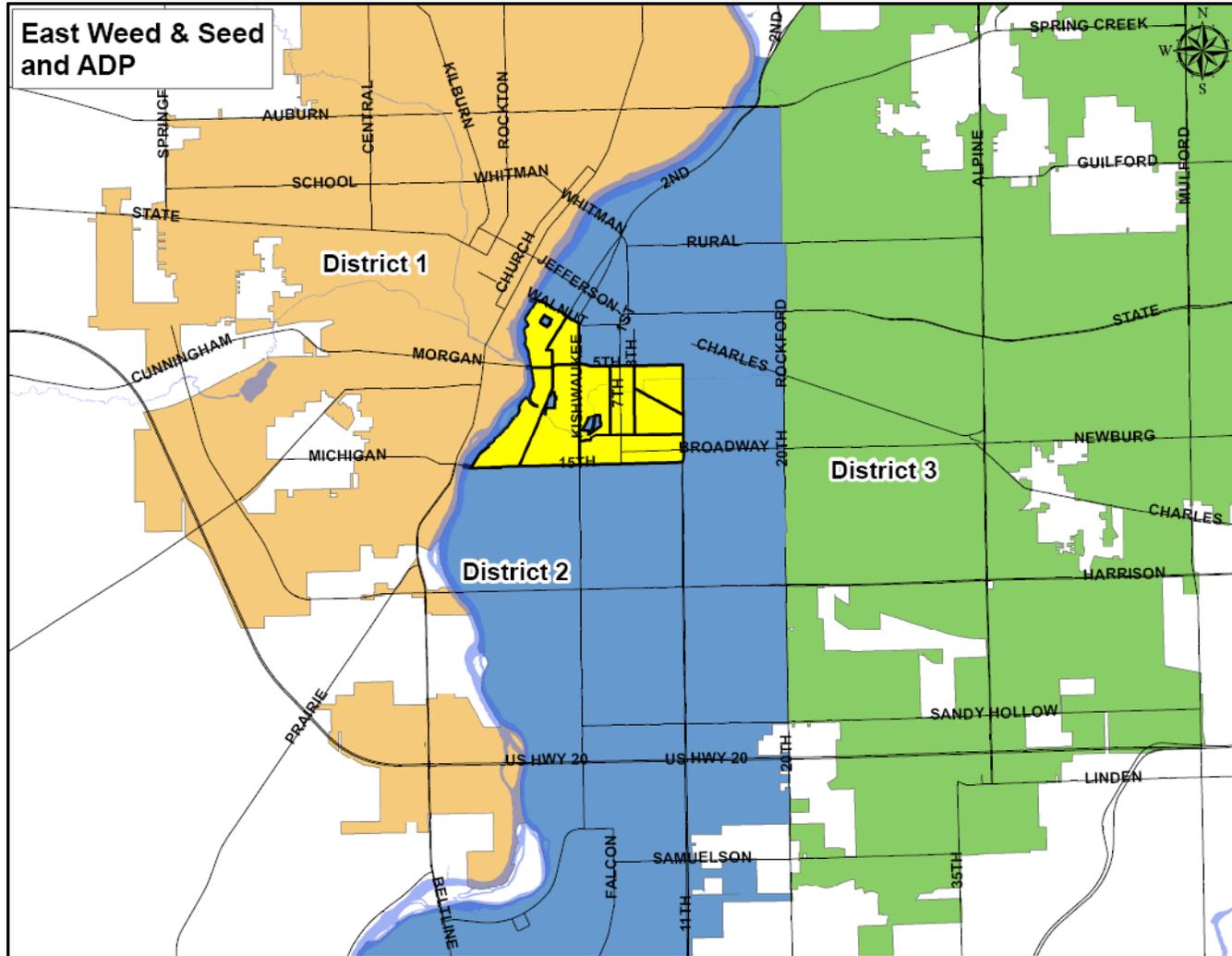
- Special enforcement details in District 2.
- Maintain current enforcement plan.

GROUP B OFFENSES

District 2	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2007	668	632	692	609	605	590	628	630	631	609	556	462
2008	612	541	508	486	613	537	519	528	565	512	454	325
2009	530											

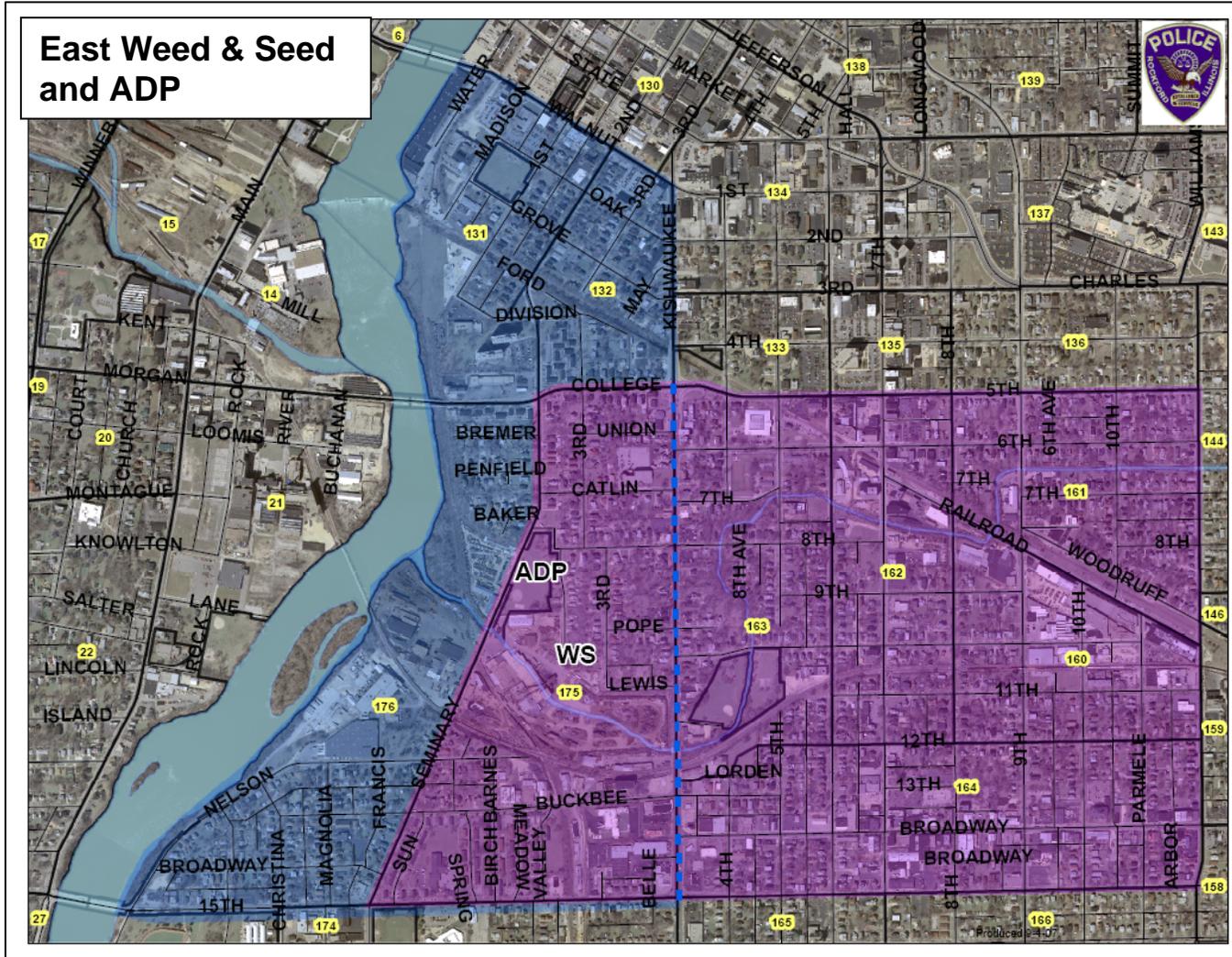
ROCKSTAT

Better Governing Through Accountability



ROCKSTAT

Better Governing Through Accountability



ROCKSTAT

Better Governing Through Accountability

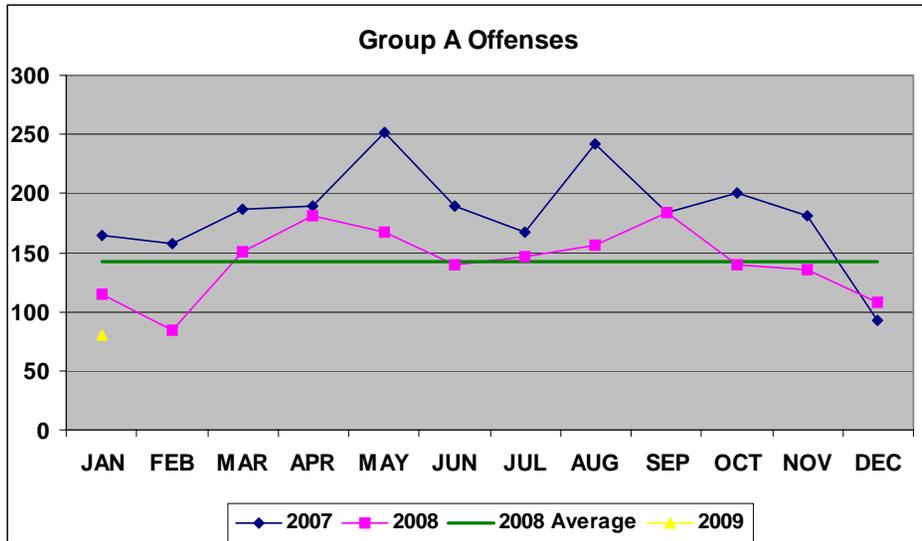
Kishwaukee Corridor Weed & Seed Steering Committee	
Chair	Attorney David Gill
Co-Chair	Becky Lichty
Goal	Long term improvement of the KCWS area
Meetings	2nd Tuesday of every month at 5:30pm at the Patriots Gateway Center
Miscellaneous	Governing body for all KCWS activities
	Consists of 30 members who are residents, business owners and representatives from various organizations

Sub-committees			
KCWS	Law Enforcement /Community Policing	Prevention, Intervention & Treatment (PIT)	Neighborhood Restoration
Chair	Sgt. Marc Welsh Rockford Police	Willie Ashford	City Attorney Jennifer Cacciapaglia
Goals	Reduce crime in KCWS by 50% in a 5 yr. period & reduce KCWS residents' fear of crime.	To provide positive opportunities for youth as an alternative to drug use, gang involvement and violent behavior.	To improve the appearance, quality and availability of housing in the KCWS area.
Achievements	Reduced overall crime by 12% to date.	Worked with 100 kids in the Dukes & Dialogue program. The Workforce Academy through the Dukes and Dialogue program graduated 15 kids from their 6 week summer program. The program worked on building self-esteem, resume writing and employment skills.	Organized 2 neighborhood clean up projects.
Miscellaneous	A survey taken in June 08 indicated 28.9% of KCWS residents noticed more police in their area.	Youth police academy was attended by 30 children who were mentored by police officers.	Completed a planting/beautification project for 2008's "Make a difference day."
	The survey indicated the number 1 concern in their area was drug trafficking.		
	Crime statistics indicated a drop of 19 drug offenses for the last 6 months of 2008 compared to the first 6 months of 2008.		

ROCKSTAT

Better Governing Through Accountability

Measure: Weed & Seed Group A Offenses



Analysis

- January 2009 data short approx. 2.5 days and preliminary due to a data transfer problem within RMS.
- Group A offenses decreased 25.93% from December 2008 and 30.43% compared with January 2008.
- Notable drops are in Robbery (NIBRS 120) down 71%, Assault (NIBRS 13A & 13B) down 26%, and Destruction/damage (NIBRS 290) down 50% compared with December 2008.
- The only significant increase occurred with Drug/equipment violations (NIBRS 35A & 35B), which showed a combined increase of 125%.

Strategic Plan

Create a Safer Community:

- Maintain current enforcement plan.
- Concentrate enforcement efforts on sub beat 164.

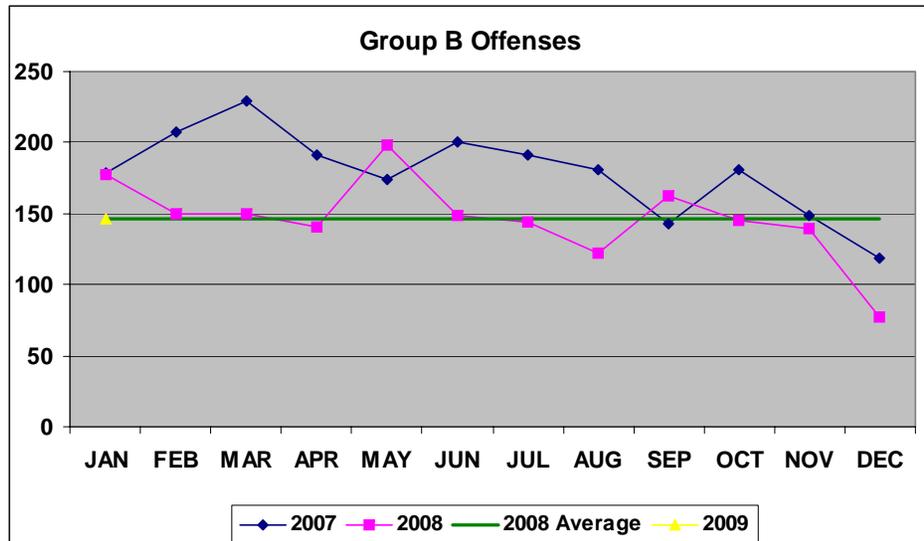
GROUP A OFFENSES

East Weed & Seed	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2007	165	157	186	190	251	189	167	242	184	201	181	92
2008	115	85	150	181	167	139	147	156	184	139	135	108
2009	80											

ROCKSTAT

Better Governing Through Accountability

Measure: Weed & Seed Group B Offenses



Analysis

- January 2009 data short approx. 2.5 days and preliminary due to a data transfer problem within RMS.
- Group B offenses increased 89.61% from December 2008 but decreased 17.51% compared with January 2008.
- The only offense code to show a significant change (and the primary reason for the increase from December) was All other offenses (NIBRS 90Z), which increased 116.67%.
- 83% of those offenses were traffic related.

Strategic Plan

Create a Safer Community:

- Maintain current enforcement plan.
- Maximize federal overtime opportunities during anticipated high crime season.

GROUP B OFFENSES												
East Weed & Seed	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2007	179	207	229	191	174	201	191	181	143	181	149	119
2008	177	150	150	141	198	149	144	122	162	145	139	77
2009	146											

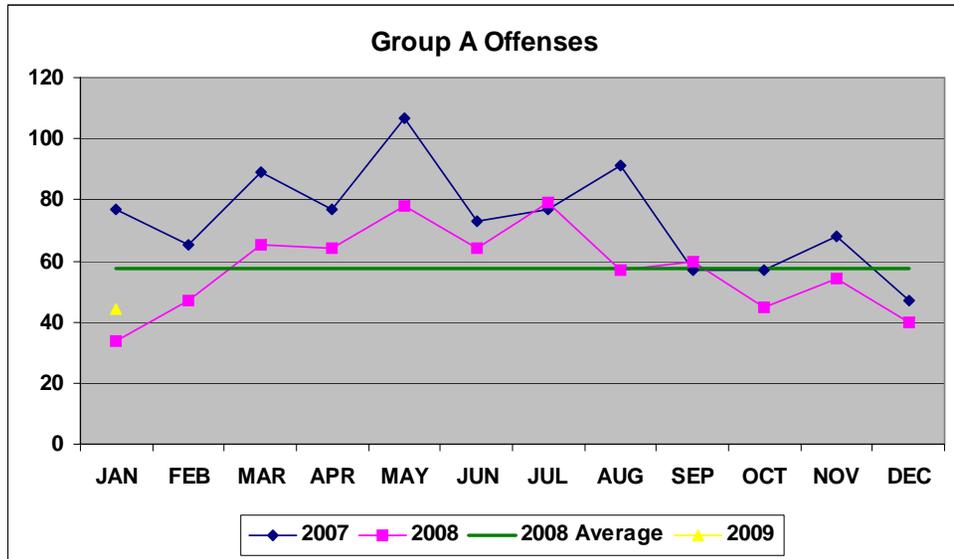


Office of Mayor Lawrence J. Morrissey
LEADING BOLDLY, WORKING TOGETHER

ROCKSTAT

Better Governing Through Accountability

Measure: ADP Group A Offenses



Analysis

- January 2009 data short approx. 2.5 days and preliminary due to a data transfer problem within RMS.
- Group A offenses increased 10% from December 2008 and 29.41% when compared with January 2008.
- Despite the overall increase, Drug Offenses decreased over both comparative periods. Comparing January 2008 to January 2009, Drug Complaints went from 6 to 0 and offenses went from 9 to 4.
- No single offense code showed a significant increase except Simple assault (NIBRS 13B), which increased 150% (from 6 to 15 offenses, 10 of which were domestic related).
- Two offense codes showed notable decreases. Aggravated assault (NIBRS 13A) was down 88% and Destruction/damage (NIBRS 290) was down 27%.

Strategic Plan

Create a Safer Community:

- Continue current ADP enforcement strategy.
- Confidential informant spot check.

	GROUP A OFFENSES											
East ADP	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2007	77	65	89	77	107	73	77	91	57	57	68	47
2008	34	47	65	64	78	64	79	57	60	45	54	40
2009	44											

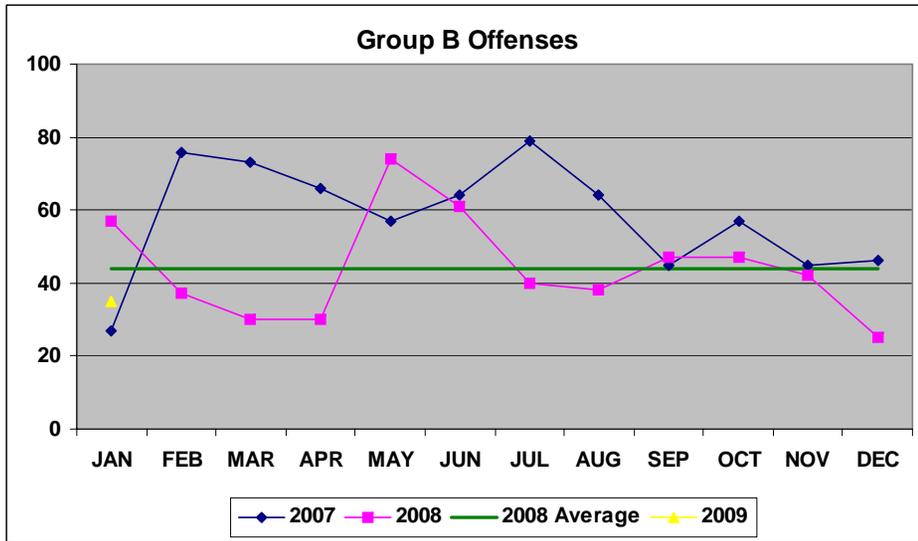


Office of Mayor Lawrence J. Morrissey
LEADING BOLDLY, WORKING TOGETHER

ROCKSTAT

Better Governing Through Accountability

Measure: ADP Group B Offenses



Analysis

- January 2009 data short approx. 2.5 days and preliminary due to a data transfer problem within RMS.
- Group B offenses increased 40% from December 2008 but decreased 38.60% when compared with January 2008.
- The only offense code to show a significant change (and the primary reason for the increase from December) was All other offenses (NIBRS 90Z), which increased 50%.
- 76% of those offenses were traffic related.

Strategic Plan

Create a Safer Community:

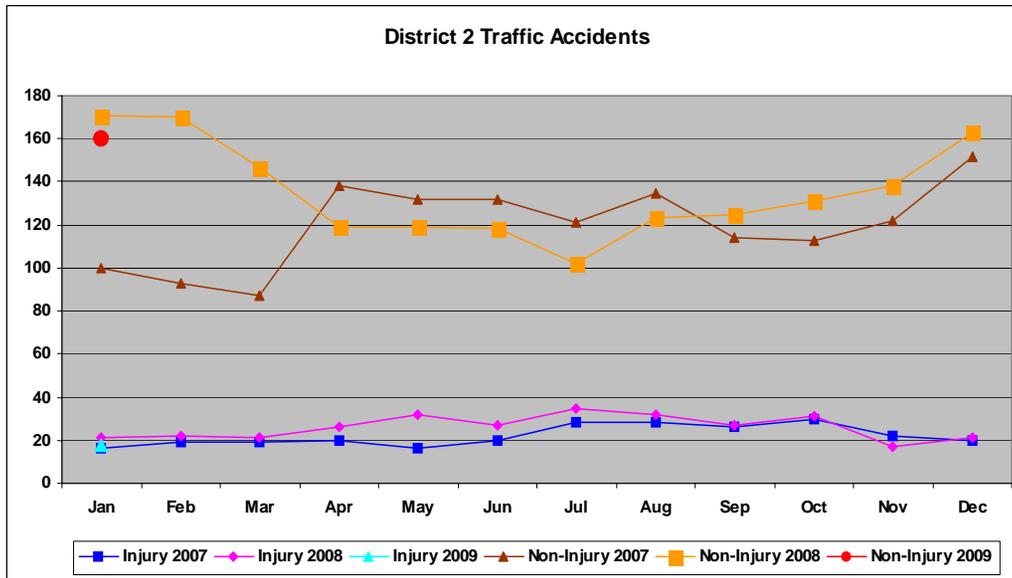
- Continue current enforcement strategy.

GROUP B OFFENSES												
East ADP	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2007	27	76	73	66	57	64	79	64	45	57	45	46
2008	57	37	30	30	74	61	40	38	47	47	42	25
2009	35											

ROCKSTAT

Better Governing Through Accountability

Measure: Traffic Accidents



Analysis

- Total D2 accidents in January 2009 decreased by 3.26% from December 2008 as well as by 7.29% from January 2008. District 2 accidents showed a 13.77% increase in 2008 as compared to 2007.
- Total % Hit & Run Accidents in January 09 increased slightly from Dec 08 as well as compared to January 08.
- Citations for speeding in D2 were 10.99% of all citations in Dec 2008 and 23.40% of all citations in Jan 2009.
- The number of people arrested for DUI in January 09 increased 125.00% from Dec 08.

Strategic Plan

Create a Safer Community:

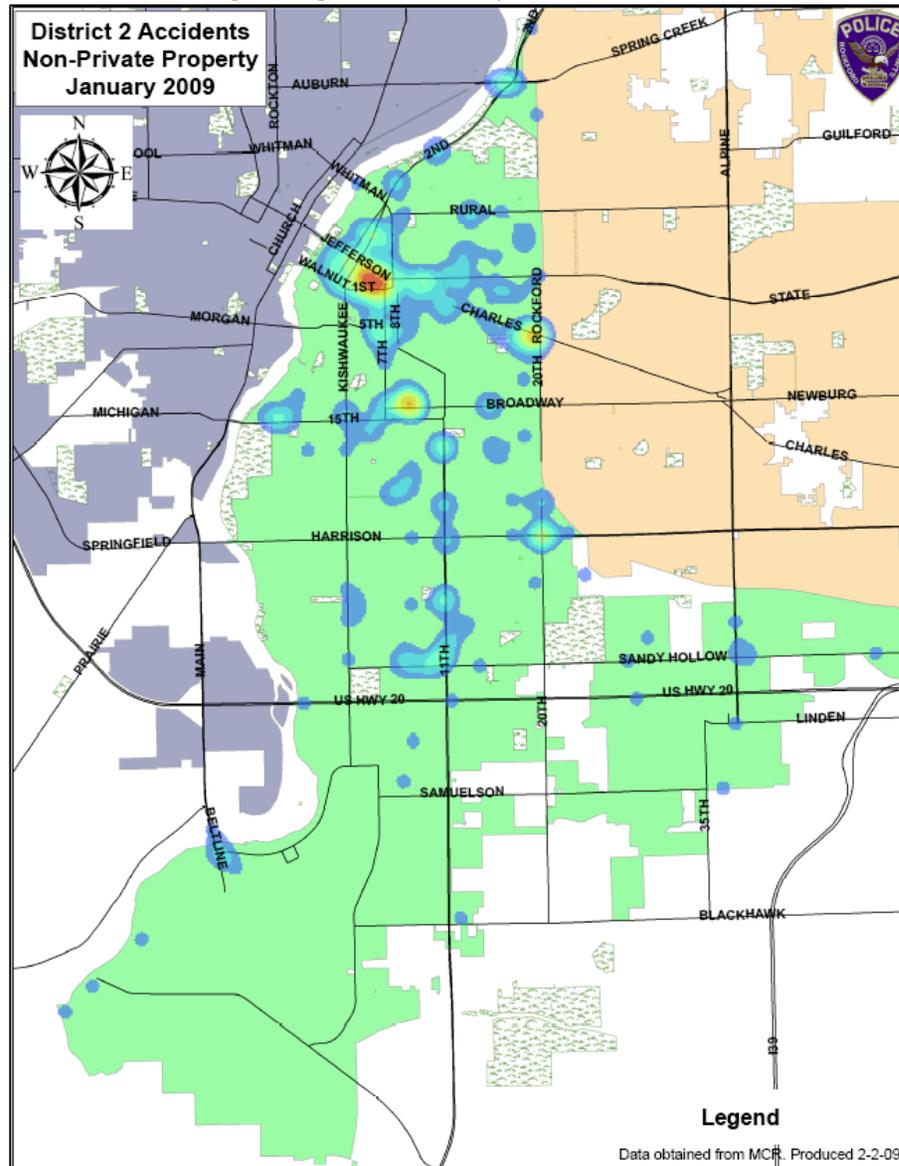
- Focus enforcement activity in high incident intersections.

2008	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Fatality	0	0	0	1	1	0	1	0	0	1	0	0	4
Injury	21	22	21	26	32	27	35	32	27	31	17	21	312
Non-Injury	171	170	147	119	119	118	102	123	125	131	138	163	1626
Total	192	192	168	146	152	145	138	155	152	163	155	184	1942
# H&R	51	50	46	43	44	47	37	39	56	43	43	47	546
% H&R	26.56%	26.04%	27.38%	29.45%	28.95%	32.41%	26.81%	25.16%	36.84%	26.38%	27.74%	25.54%	28.12%

2009	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Fatality	0												0
Injury	18												18
Non-Injury	160												160
Total	178	0	178										
# H&R	49												49
% H&R	27.53%	#DIV/0!	27.53%										

ROCKSTAT

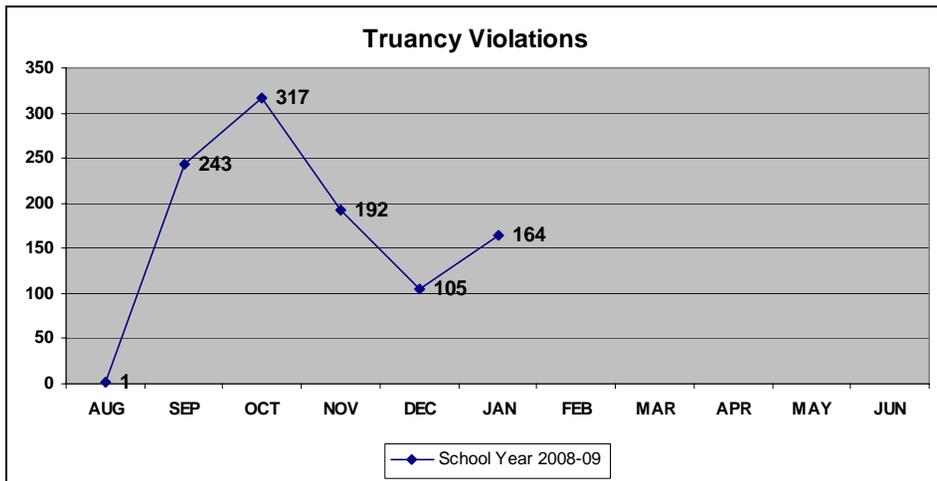
Better Governing Through Accountability



ROCKSTAT

Better Governing Through Accountability

Measure: Truancy Violations Issued



Analysis

- Due to changes in data collection, truancy violations do not have comparable data from the prior school year.
- Following is the breakdown of District 2 schools for the current school year: Lincoln (25).
- There have been no students referred to juvenile court in District 2.

Strategic Plan

Create a Safer Community:

- To increase compliance with the truancy ordinance, officers will increase patrol frequency in areas known to be frequented by students skipping classes and officers will continue to assist administrators in citing students found in the hallways during school hall sweeps.

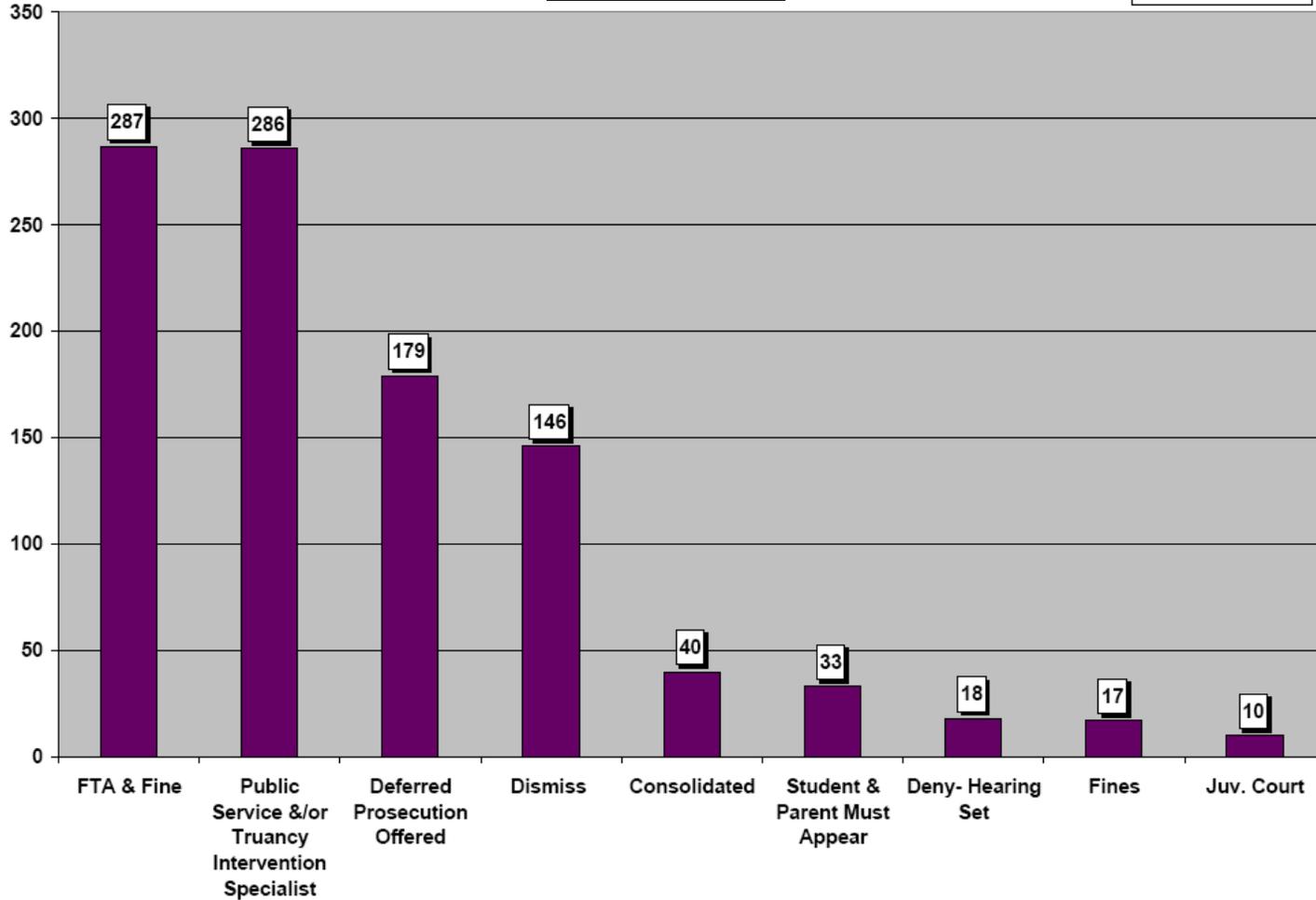
	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total
School Year 2008-09	1	243	317	192	105	164						1022
School Year 2009-10												0

ROCKSTAT

Better Governing Through Accountability

Truancy Dispositions
SY 08-09*
*data through 1/09

Total = 1016



ROCKSTAT

Better Governing Through Accountability

	Field Services						Investigative Services						Support Services						Administrative Services					
	12/31-1/28 (2008)	12/29-1/24 (2009)	% Change	2008 YTD	2009 YTD	% Change	12/31-1/28 (2008)	12/29-1/24 (2009)	% Change	2008 YTD	2009 YTD	% Change	12/31-1/28 (2008)	12/29-1/24 (2009)	% Change	2008 YTD	2009 YTD	% Change	12/31-1/28 (2008)	12/29-1/24 (2009)	% Change	2008 YTD	2009 YTD	% Change
Number of Employees	193	193	0.00%				67	66	-1.49%				30	30	0.00%				47	44	-6.38%			
Trus Numbers																								
Sworn Working (Hours)	28748	28593	-0.58%	28748	28588	-0.58%	9537	10110	6.01%	9537	10110	6.01%	3896	4259	7.96%	3896	4259	7.96%	2349	2050	-12.73%	2349	2050	-12.73%
FTE	186	186	-1.01%	186	186	-1.01%	82	82	0.00%	82	82	0.00%	29	29	0.00%	29	29	0.00%	16	14	-12.50%	16	14	-12.50%
Civilian Working (Hours)	104	407	291.33%	104	407	291.33%	128	253	97.85%	128	253	97.85%	150	144	-4.02%	150	144	-4.02%	4624	4187	-9.80%	4624	4187	-9.80%
FTE	1	8	500.00%	1	8	500.00%	1	2	100.00%	1	2	100.00%	1	1	0.00%	1	1	0.00%	34	30	-11.78%	34	30	-11.78%
Light Duty (Hours)	167	542	225.33%	167	542	225.33%	191	0	-100.00%	191	0	-100.00%	241	0	-100.00%	241	0	-100.00%	16	108	575.00%	16	108	575.00%
FTE	1	12	1100.00%	1	12	1100.00%	3	0	-100.00%	3	0	-100.00%	3	0	-100.00%	3	0	-100.00%	1	1	0.00%	1	1	0.00%
OT (Hours)	4628	3187	-33.37%	4628	3187	-33.37%	1809	1805	-15.05%	1809	1806	-15.05%	863	376	-43.32%	863	376	-43.32%	623	219	-64.89%	623	219	-64.89%
FTE	180	161	-10.56%	180	161	-10.56%	66	61	-10.91%	66	61	-10.91%	24	22	-8.33%	24	22	-8.33%	27	17	-37.04%	27	17	-37.04%
Standby (Hours)	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
FTE	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%
Civilian Leave (Hours)	8	32	300.00%	8	32	300.00%	32	32	0.00%	32	32	0.00%	10	8	-20.00%	10	8	-20.00%	259	306	48.41%	259	306	48.41%
FTE	1	1	0.00%	1	1	0.00%	1	1	0.00%	1	1	0.00%	1	1	0.00%	1	1	0.00%	16	18	0.00%	16	18	0.00%
Reg. Sick (Hours)	1113	1359	22.13%	1113	1359	22.13%	511	313	-38.63%	511	313	-38.63%	122	430	252.09%	122	430	252.09%	112	232	107.85%	112	232	107.85%
FTE	59	65	10.17%	59	65	10.17%	18	15	-16.67%	18	15	-16.67%	5	11	120.00%	5	11	120.00%	16	19	18.75%	16	19	18.75%
WC (Hours)	162	53	-67.24%	162	53	-67.24%	30	10	-66.67%	30	10	-66.67%	0	0	0.00%	0	0	0.00%	172	16	-90.67%	172	16	-90.67%
FTE	8	5	-37.50%	8	5	-37.50%	3	1	-66.67%	3	1	-66.67%	0	0	0.00%	0	0	0.00%	4	1	-75.00%	4	1	-75.00%
WC/FMLA (Hours)	302	0	-100.00%	302	0	-100.00%	105	0	-100.00%	105	0	-100.00%	69	0	-100.00%	69	0	-100.00%	0	0	0.00%	0	0	0.00%
FTE	4	0	-100.00%	4	0	-100.00%	1	0	-100.00%	1	0	-100.00%	1	0	-100.00%	1	0	-100.00%	0	0	0.00%	0	0	0.00%
FMLA Self (Hours)	224	40	-82.10%	224	40	-82.10%	50	78	56.00%	50	78	56.00%	0	0	0.00%	0	0	0.00%	26	3	-89.11%	26	3	-89.11%
FTE	5	1	-80.00%	5	1	-80.00%	2	2	0.00%	2	2	0.00%	0	0	0.00%	0	0	0.00%	2	2	0.00%	2	2	0.00%
FMLA Other (Hours)	51	40	-21.57%	51	40	-21.57%	3	17	572.00%	3	17	572.00%	0	10	0.00%	0	10	0.00%	0	5	0.00%	0	5	0.00%
FTE	2	1	-50.00%	2	1	-50.00%	2	2	0.00%	2	2	0.00%	0	1	0.00%	0	1	0.00%	0	2	0.00%	0	2	0.00%
FMLA No Pay (Hours)	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	8	0.00%	0	8	0.00%
FTE	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	1	0.00%	0	1	0.00%
No Pay (Hours)	1	40	7900.00%	1	40	7900.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	8	0.00%	0	8	0.00%
FTE	1	1	0.00%	1	1	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	1	0.00%	0	1	0.00%



Office of Mayor Lawrence J. Morrissey
LEADING BOLDLY, WORKING TOGETHER

ROCKSTAT

Better Governing Through Accountability

Public Safety Rockford Fire Department

Rockstat District 2
Chief Derek Bergsten

District Chiefs

- Chuck Martini
 - Jim Strey
- Steve Bishop

Stations

- Station 2 (1004 7th St.)
Engine 2, Ladder 2
- Station 7 (4979 Falcon Rd.)
Quint 7

ROCKSTAT

Better Governing Through Accountability

ICMA COMPARABLES

City	Population	Square Miles	Square Miles/ Station	# of Personnel	# of Stations	# of Fire Incidents	# of Ambulances
Rockford, IL	154,866	61	5.54	282	11	786	5
Elgin, IL	101,903	39	6.50	134	6	281	5
Peoria, IL	112,936	49	4.08	200	12	396	0
Joliet, IL	150,000	28	3.11	212	9	339	9
Schaumburg, IL	75,936	19	4.75	125	4	138	4
Evanston, IL	74,239	8	1.60	111	5	219	2
Fort Collins, CO	182,873	235	18.07*	168	13	303	0
Westminster, CO	109,838	34	5.66	141	6	160	4
Des Moines, IA	198,682	82	8.2*	310	10	904	7

* Includes rural area contract for service

ROCKSTAT

Better Governing Through Accountability

Department Operations Benchmark Scorecard

January 2009

Measure	Benchmark	Actual	Definition
EMS Call Growth	12%	3.05%	<12% YTD increase
Fire Call Growth	2%	8.11%	<2% YTD increase or a decrease
911 Call Answer Time	10	12	90th percentile (seconds) of 911 call answer time
Turnout Time	90	156	90th percentile (seconds) of turnout time
ALS First Response	360	428	90th percentile (seconds) of first arriving unit
Fire Full Response	480	735	90th percentile (seconds) of full fire fighting force
Inspections	200	323	Average monthly inspections
Arson Clearance	12%	0.00%	Arson clearance by arrest or exception >12%
Public Education	30	69	Average monthly presentations
Fire Dollar Loss	95%	80.38%	Percent Saved Ratio
Training	32	33.2	Average training hours per employee per month
Fire Unscheduled Leave	5%	4.73%	Less than 5% unscheduled leave
911 Unscheduled Leave	5%	10.57%	Less than 5% unscheduled leave

ROCKSTAT

Better Governing Through Accountability

Response Times with Comparables

	Turn Out Average	Turn Out Fractal	Response Ave	Response Fractal	Residential Fire Full FF Force
Rockford	97	155	283	404	19
Skokie	67		408		28
Elgin			250		
Evanston			207		
Sterling Hts, MI			246		
Highland Park, IL			162	271	

Many agencies do not track all the pieces that we track and could not provide data

ROCKSTAT

Better Governing Through Accountability

ALS vs. BLS

	Transports	Percentage
BLS	8,078	50.03%
ALS	8,067	49.97%
Total	16,145	

*February 2008-January 2009



From September 1, 2008-January 31, 2009 engine company personnel performed ALS procedures prior to ambulance arrival on 11.75% of the total EMS incidents.

ROCKSTAT

Better Governing Through Accountability

Fires by Type and Total \$ Loss

Fires	2008	Jan-08	Jan-09	% Change
Structure-Residential	196	12	23	91.67%
Structure-Commercial	44	7	2	-71.43%
Fire in mobile property used as a fixed structure	3	0	0	
Mobile property (vehicle) fire	172	8	8	0.00%
Natural vegetation fire	45	0	1	
Outside rubbish fire	192	3	5	66.67%
Special outside fire	15	2	0	-100.00%
Cultivated vegetation, crop fire	0	0	0	
Fire, Other	35	5	1	-80.00%
Total Fires	702	37	40	8.11%

Fires	2008	Jan-08	Jan-09
Structure-Residential	\$2,973,703.00	\$160,923.00	\$585,900.00
Structure-Commercial	\$894,050.00	\$229,750.00	\$8,000.00
Fire in mobile property used as a fixed structure	\$136,250.00	\$0.00	\$0.00
Mobile property (vehicle) fire	\$642,400.00	\$56,150.00	\$15,075.00
Natural vegetation fire	\$5,000.00	\$0.00	\$0.00
Outside rubbish fire	\$9,000.00	\$1,000.00	\$750.00
Special outside fire	\$253,860.00	\$250,100.00	\$0.00
Cultivated vegetation, crop fire	\$0.00	\$0.00	\$0.00
Fire, Other	\$29,650.00	\$2,600.00	\$1,000.00
Total Fires	\$4,943,913.00	\$700,523.00	\$610,725.00

ROCKSTAT

Better Governing Through Accountability

Average Number of Respondents to Each Call

Incident Type	2008	Jan-08	Jan-09
Structure Fires	14.92	15.42	16.81
Other Fires	5.02	7.22	5.31
EMS	5.96	5.96	5.95
HazMat	5.26	6.27	5.57
Service & Good Intent Calls	5.41	5.63	5.31
False Alarms	6.4	6.93	6.2
Other	6.5	8.14	4.25
Total Average	6.01	6.14	6.05

ROCKSTAT

Better Governing Through Accountability

Super Users

- Top 25 most frequent users
- 2008
 - 469 total responses
 - Ranged from 11-70 per individual
- January 2009
 - 97 total responses
 - Ranged from 3-9 per individual

ROCKSTAT

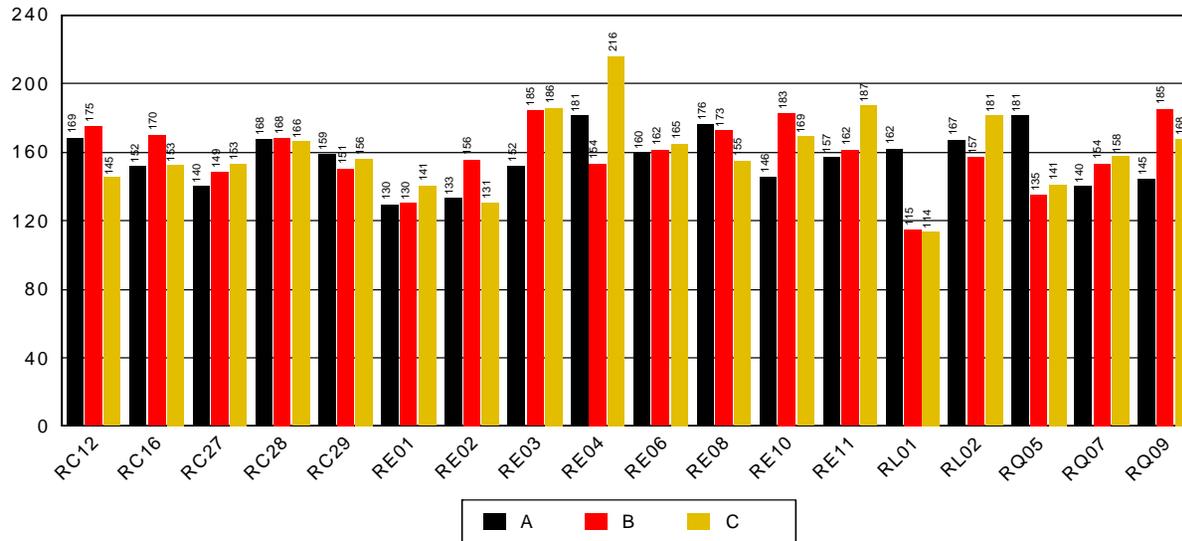
Process Improvement Plan

Better Governing Through Accountability

Think "360"

<p>90th Percentile January 2009</p> <p>428</p> <p>Over Our Goal By:</p> <p>68 Seconds</p>	<p>90th Percentile 2009 YTD</p> <p>428</p> <p>Over Our Goal By:</p> <p>68 Seconds</p>		<p>90th Percentile Goal</p> <p>360</p> <p>Seconds</p>
--	--	---	---

90th Percentile Turnout Time In Seconds



RE02, RL02,
RD02, and RQ07
are in Rockstat
District 2

ROCKSTAT

Better Governing Through Accountability

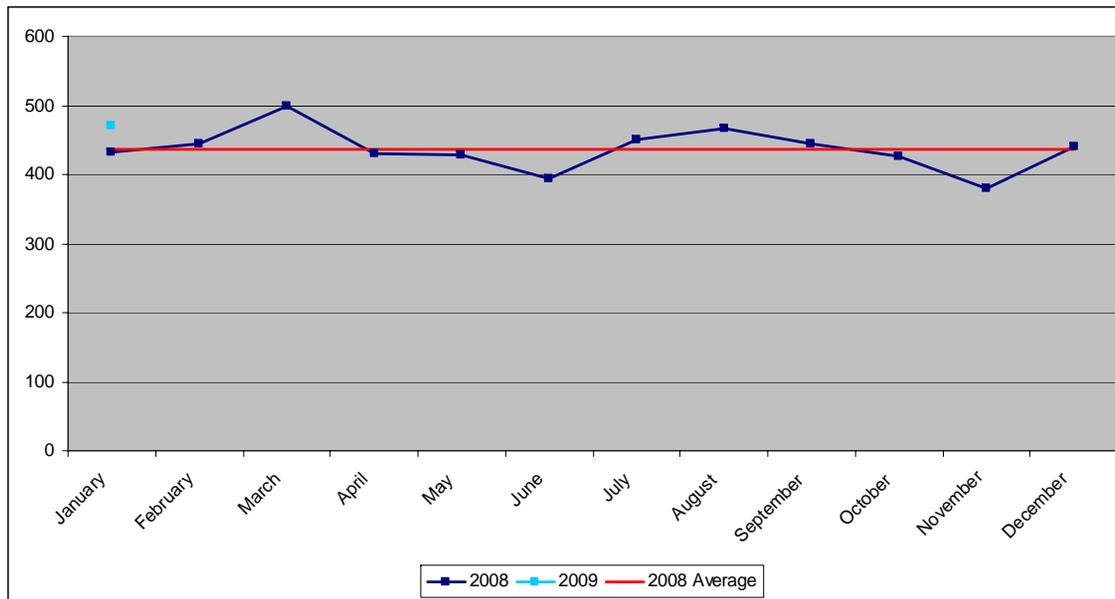
Geographic Trend Scorecard

Geographic Region 2															
	Measure	2008 Monthly Average	January	February	March	April	May	June	July	August	September	October	November	December	Jan-09
Incidents	EMS	436	433	444	498	430	428	394	450	466	444	426	380	440	470
	FIRE	21	15	7	11	22	31	21	25	23	24	21	29	17	18
Response Times	Turnout Time	152	167	163	157	152	148	154	154	146	143	143	147	150	156
	ALS First Response	408	418	455	396	407	399	395	396	411	400	395	398	426	427
	Fire Full Response	649	640	578	384	591	439	804	1323	725	574	696	572	457	871
Fire Prevention	Inspections	47	59	34	29	28	23	20	38	105	55	52	76	46	75
	Arson	4	4	2	1	5	3	4	5	7	6	3	9	3	0
	Fire Dollar Loss (Save Ratio)	0.88	0.8666	0.6670	0.9999	0.9789	0.9489	0.9617	0.8193	0.7917	0.8538	0.8395	0.8925	0.9545	0.8359

ROCKSTAT

Better Governing Through Accountability

Measure: EMS Incidents
2008 Monthly Average: 436



Analysis

- EMS incidents have remained fairly constant month to month in Rockstat District 2 except for a spike in March. Overall, from 2008 YTD to 2009 YTD EMS incidents in this district have increased 8.55% compared to a 3.18% increase for the whole city.
- There is a new high life hazard occupancy on Kishwaukee.
- This Area has several super user occupancies, 505 Seminary, 515 Seminary, 1000 Chamberlain

Strategic Plan

- Maintain coverage at present level.
- Continue public education for healthy lifestyle and appropriate use of EMS service

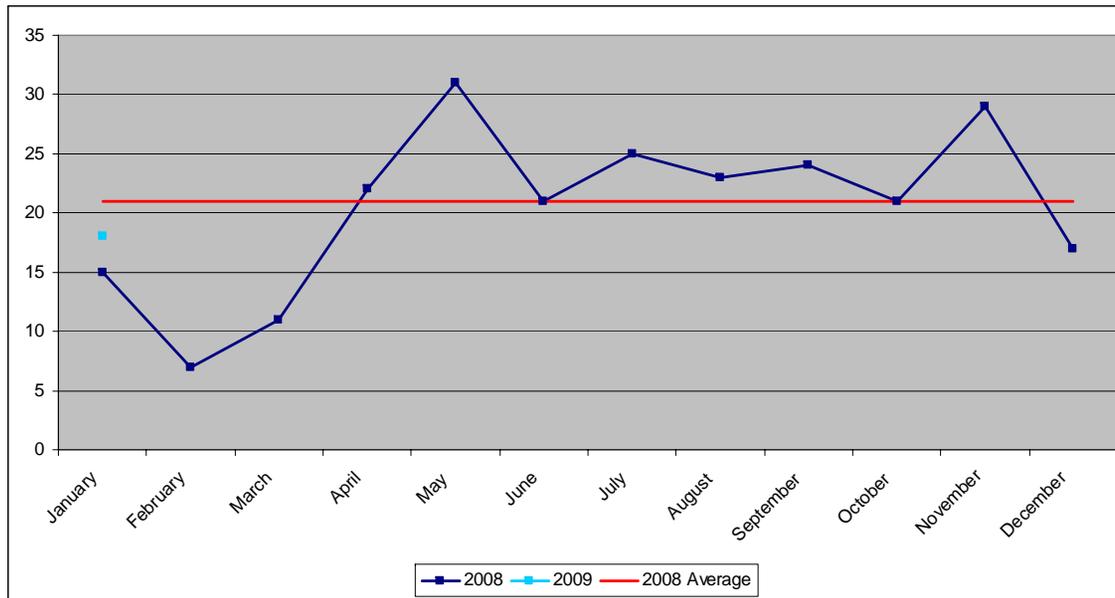
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2008	433	444	498	430	428	394	450	466	444	426	380	440
2009	470											

ROCKSTAT

Better Governing Through Accountability

Measure: Fire Incidents

2008 Monthly Average: 21



Analysis

- Fire incidents have increased 20% from 2008 YTD to 2009 YTD in Rockstat District 2 compared to a 8.11% increase for the whole city. The increase in fires has been a result of an increase in residential structure fires in the month of January. There is no predictable monthly pattern. There are higher number of fires in May for both Rockstat District 2 and the rest of the city. Warmer weather causes an increase in outside trash and rubbish fires which in turn leads to an increase in calls.

Strategic Plan

- Continue public education for fire prevention. Check every residence on medical calls for working smoke and carbon monoxide detectors
- Increase public education for outside rubbish fires and enforcement of illegal outside burning
- Continue to target neighborhoods in summer home safety surveys

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2008	15	7	11	22	31	21	25	23	24	21	29	17
2009	18											

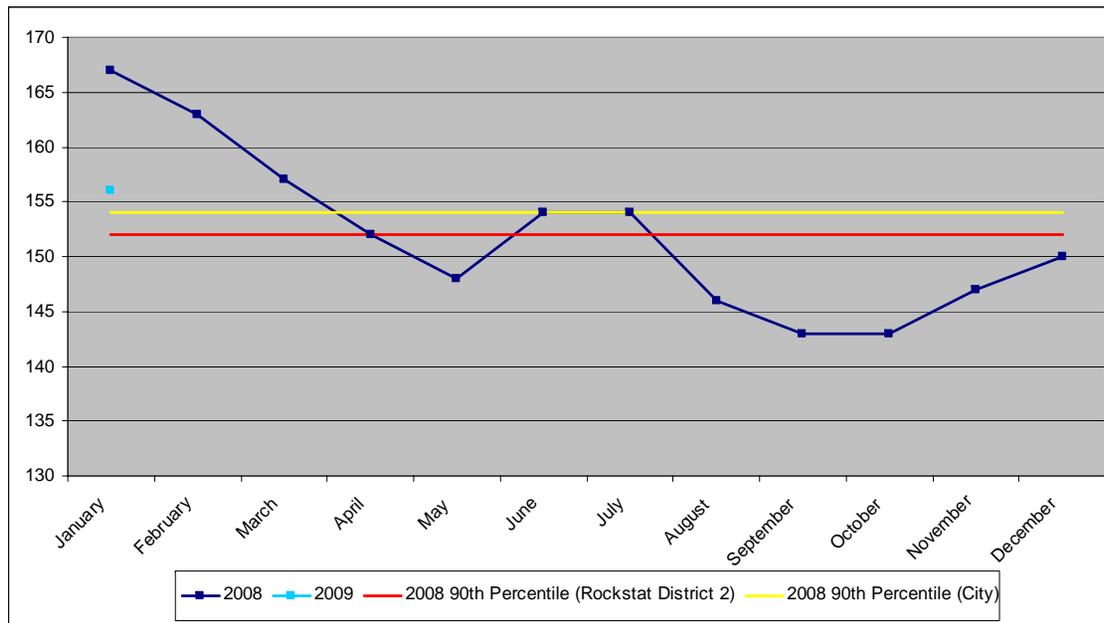
ROCKSTAT

Better Governing Through Accountability

Measure: Turnout Time (Unit Notified Time → Unit En Route Time)

2008 90th Percentile (Rockstat District 2): 2:32

2008 90th Percentile (City): 2:34



Analysis

- There has been a decrease in turnout time due to the THINK 360 program which set specific monthly goals and encouraged individual accountability. There is no significant difference in turnout time between Rockstat District 2 compared to the city as a whole.

Strategic Plan

- Push forward with fire apparatus computers.
- Streamline call dispatch system to allow earliest call notification fire units.
- Keep awareness of “Think 360”

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2008	2:47	2:43	2:37	2:32	2:28	2:34	2:34	2:26	2:23	2:23	2:27	2:30
2009	2:36											

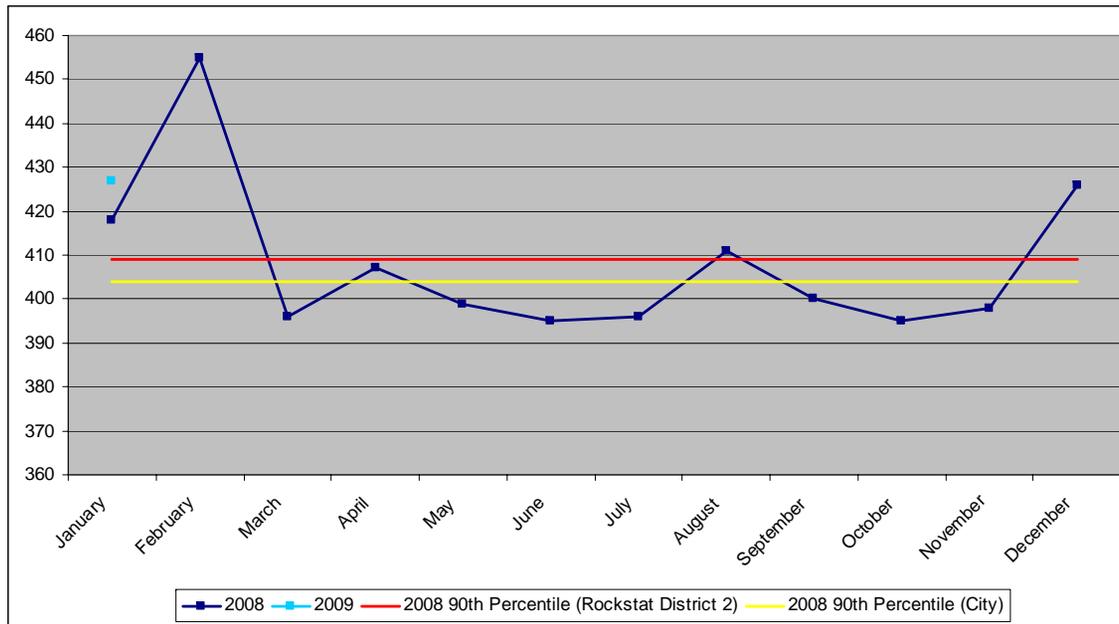
ROCKSTAT

Better Governing Through Accountability

Measure: ALS First Response (Alarm Time → First Arriving Unit)

2008 90th Percentile (Rockstat District 2): 6:49

2008 90th Percentile (City): 6:44



Analysis

- There were significantly higher response times in the months of January and February most likely due to weather. Response times have otherwise remained fairly constant in Rockstat District 2, but are slightly longer than the city as a whole due to concentration of concurrent calls.

Strategic Plan

- Achieve a response time of 6 minutes or less 90% of the time

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2008	6:58	7:35	6:36	6:47	6:39	6:35	6:36	6:51	6:40	6:35	6:38	7:06
2009	7:07											

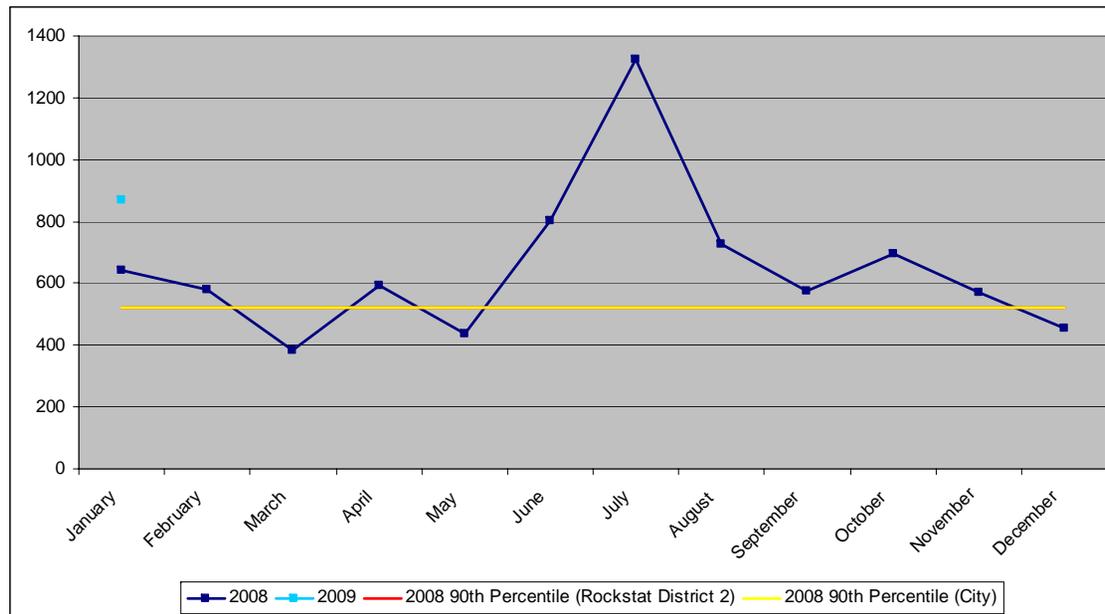
ROCKSTAT

Better Governing Through Accountability

Measure: Fire Full Response (Alarm Time → Fire Full Complement)

2008 90th Percentile (Rockstat District 2): 8:42

2008 90th Percentile (City): 8:43



Analysis

- Full complement responses times in Rockstat District 2 are slightly longer than District 1 but better than District 3
- Smaller sample size can skew 90th percentile calculations.

Strategic Plan

- Achieve a full fire response with appropriate personnel in 8 minutes or less 90% of the time.

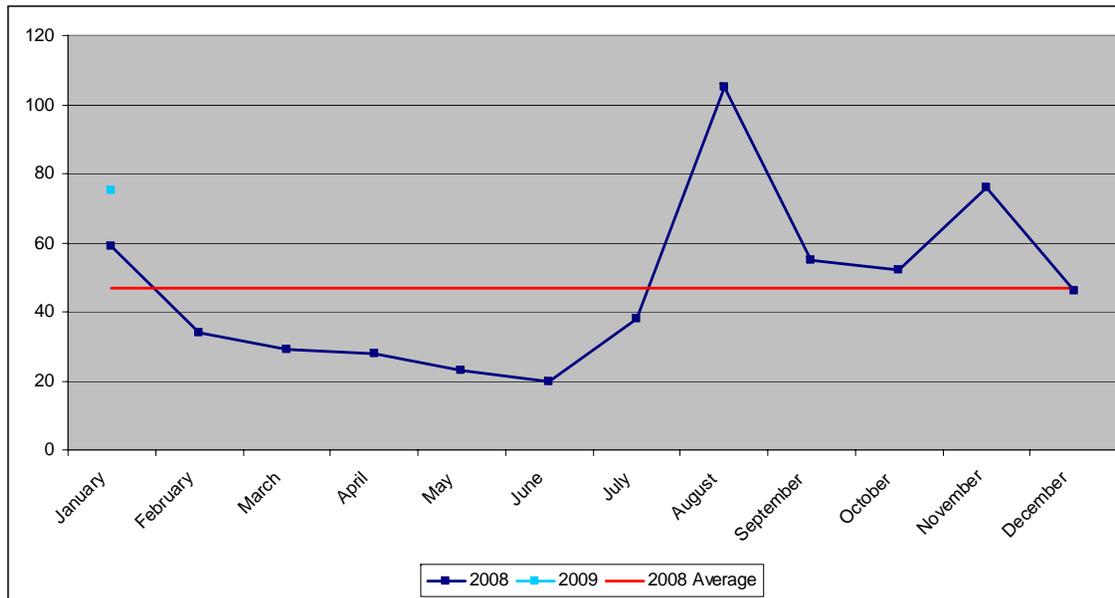
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2008	10:40											
2009												

ROCKSTAT

Better Governing Through Accountability

Measure: Inspections

2008 Monthly Average: 47



Analysis

- Overall inspections in the city have increased 79.44% from 2008 YTD to 2009 YTD due to monthly and daily goal setting by the Fire Prevention Division. The spike in August was due to the On the Waterfront inspections which were not electronically recorded in previous years.

Strategic Plan

- Continue internal drive to focus inspections on complaints and inspections of high risk occupancies.

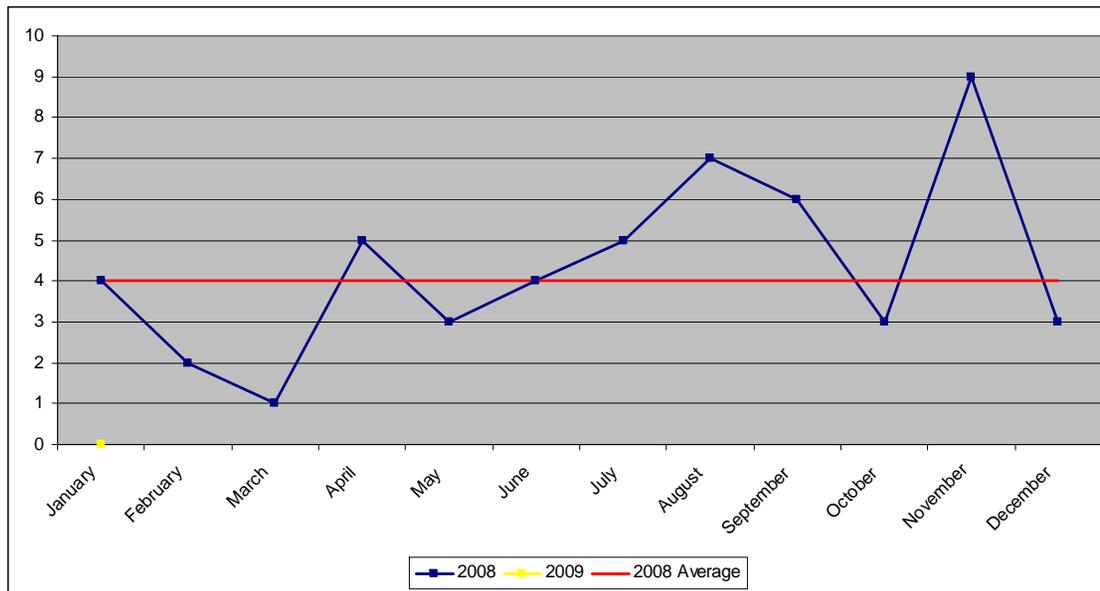
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2007	59	34	29	28	23	20	38	105	55	52	76	46
2008	75											

ROCKSTAT

Better Governing Through Accountability

Measure: Arsons

2008 Monthly Average: 4



Analysis

- There is no apparent temporal pattern to arson incidents in both Rockstat District 2 and the city as a whole. This district has the most arsons of the three districts. One of the hot spots for vehicle fires is in this area.

Strategic Plan

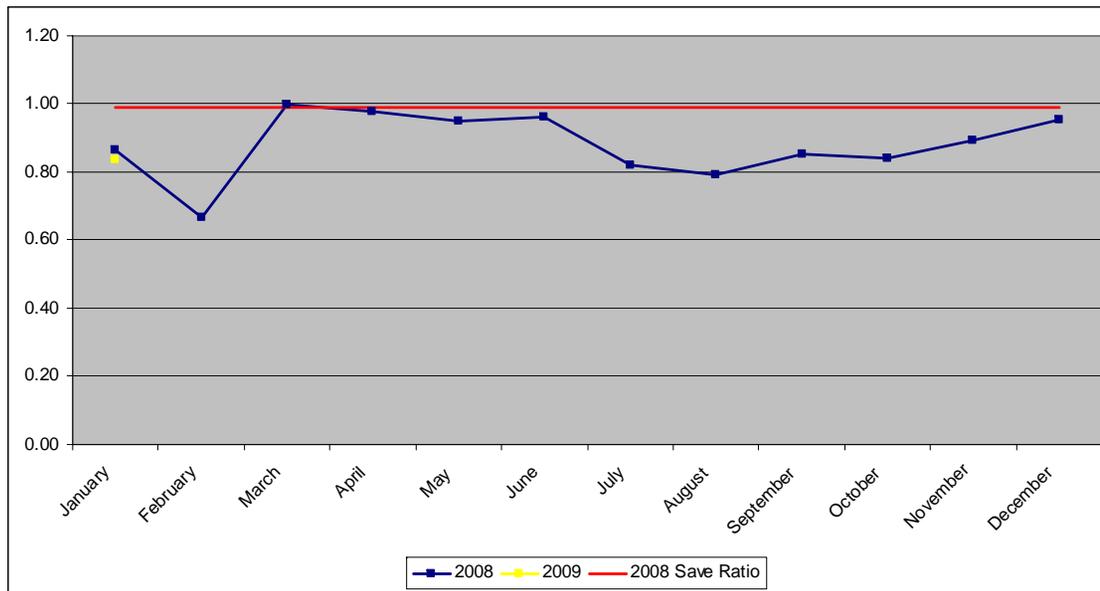
- Increase public safety through cooperation with police to target known offenders to continue the decrease in arsons

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2008	4	2	1	5	3	4	5	7	6	3	9	3
2009	0											

ROCKSTAT

Better Governing Through Accountability

Measure: Fire Dollar Loss
2008 Save Ratio: 99%



Analysis

- The Rockford Fire Department had a 96.48% \$ save rate on fires in 2008. Rockstat District 2 had a 99% save rate. This district had a higher save rate than the other 2 districts.
- 2 large vacant total loss fires in last 2 months

Strategic Plan

- Show reduction in property loss by 25%

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2008	0.8666	0.6670	0.9999	0.9789	0.9489	0.9617	0.8193	0.7917	0.8538	0.8395	0.8925	0.9545
2009	0.8359											

ROCKSTAT

Better Governing Through Accountability

Construction and Development Services Division

- District 2

ROCKSTAT

Better Governing Through Accountability

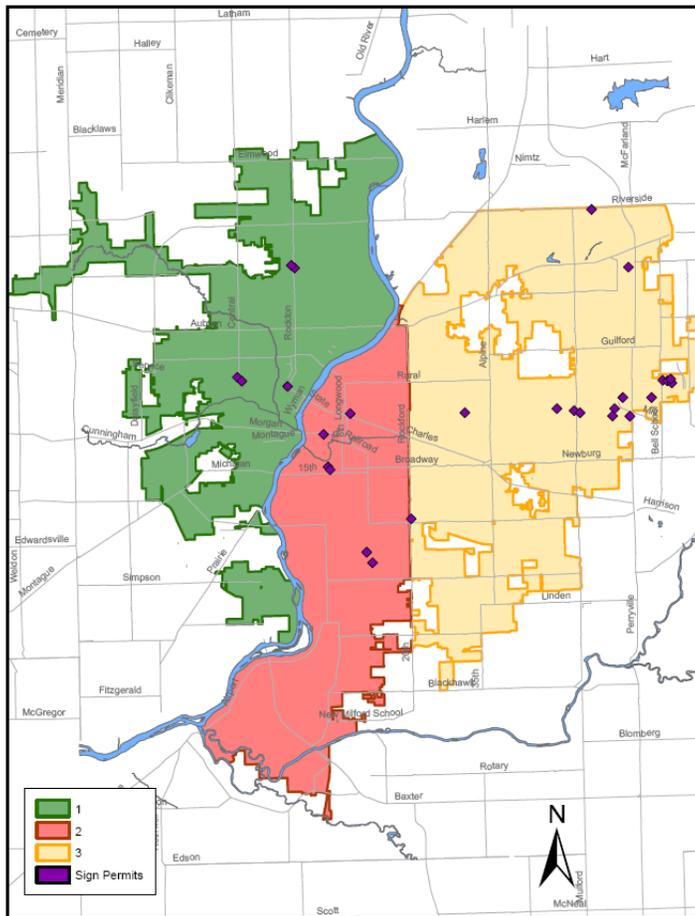
Process Improvement

- In 2006 we began a comprehensive evaluation of our permitting process.
 - Identified Customer Needs
 - Goal of “Maximizing Economic Wealth”
 - Improvement Plan established
- Implementation of Hansen Permitting System (October 14, 2008).
 - Training staff to use system consistently
 - Building how to manuals for staff
 - Evaluating ways to Add Value to our customers
- Online permitting scheduled for February.
 - Testing system before going live
 - Configuring on line applications

ROCKSTAT

Better Governing Through Accountability

Measure: 26 Sign Permits reviewed in January 2009, 6 in District 2 .
Benchmark: 13 Permits in January 2008 .



Analysis

Number of sign permits have doubled from last year during same time frame. We believe this is a result of business efforts to capture customers during a down economy.

Strategic Plan

Economic Development Goal –Customer friendly environment for businesses & entities doing business with the City of Rockford



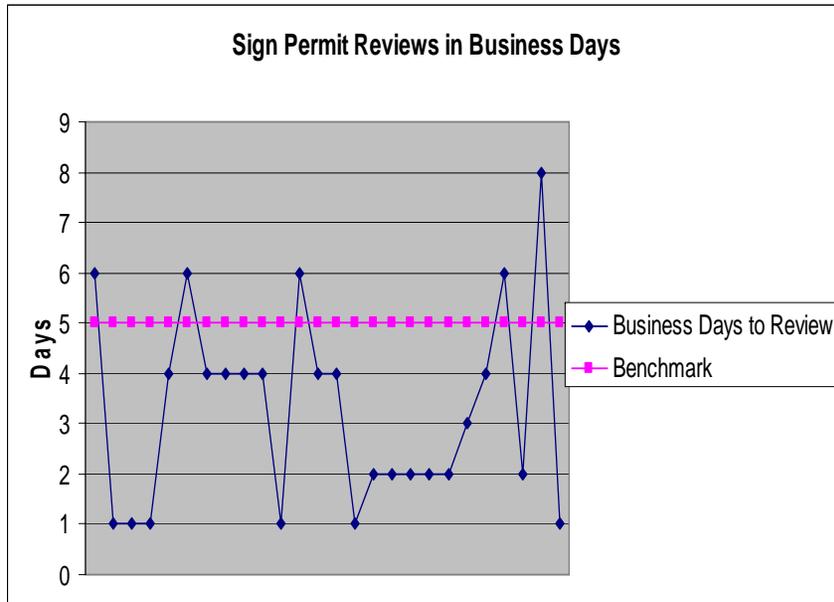
Office of Mayor Lawrence J. Morrissey
LEADING BOLDLY, WORKING TOGETHER

ROCKSTAT

Better Governing Through Accountability

Measure: Number of days to review sign permit application.

Benchmark: 5 days or less.



Analysis

Five permits exceeded the benchmark of 5 days to review. They exceeded the benchmark because the properties needed to be entered into AIMS and the requirements for scheduling site visits.

Strategic Plan

Economic Development Goal –Customer friendly environment for businesses & entities doing business with the City of Rockford



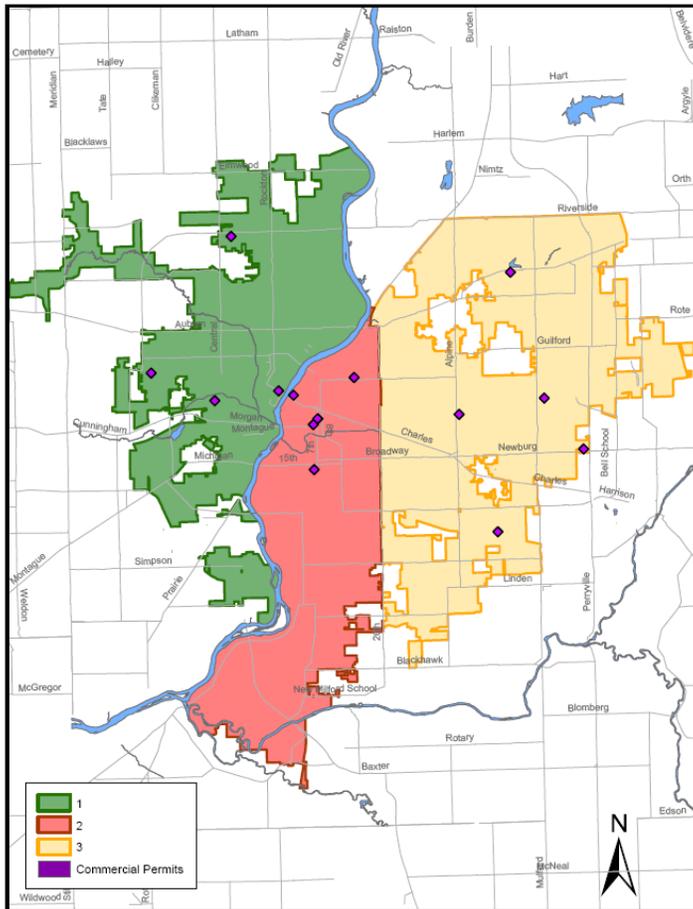
Office of Mayor Lawrence J. Morrissey
LEADING BOLDLY, WORKING TOGETHER

ROCKSTAT

Better Governing Through Accountability

Measure: 14 Commercial Permits in January 2009, 5 in District 2 .

Benchmark: 18 Commercial Permits in January 2008 .



Analysis

Commercial building permit activity was distributed throughout the City in January.

Strategic Plan

Economic Development Goal –Customer friendly environment for businesses & entities doing business with the City of Rockford



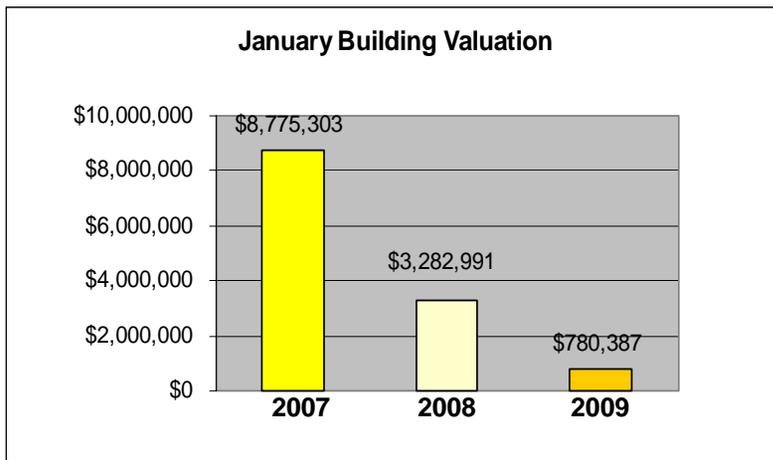
Office of Mayor Lawrence J. Morrissey
LEADING BOLDLY, WORKING TOGETHER

ROCKSTAT

Better Governing Through Accountability

Measure: Building Permit Valuation for January 2009 estimated at \$780,387

Benchmark: Building Permit Valuation for January 2008 estimated at \$3,282,991



Analysis

Permit activity is trending down from the last 3 years. The last three years of commercial construction activity were the highest 3 years in the last 10 years.

Strategic Plan

Economic Development Goal –Customer friendly environment for businesses & entities doing business with the City of Rockford

ROCKSTAT

Better Governing Through Accountability

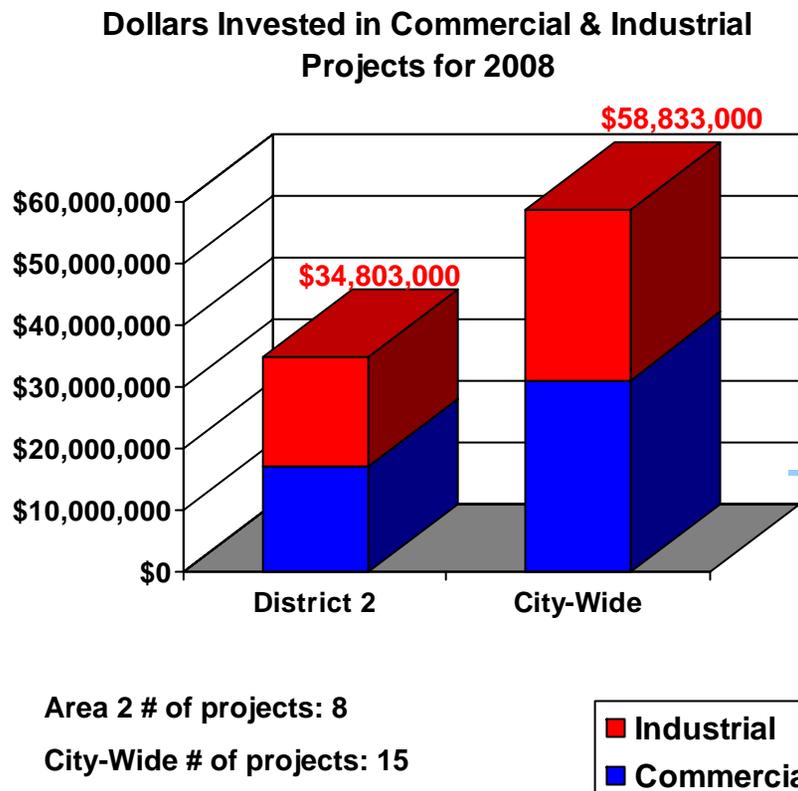
Economic Development

- Geographic Area 2
- Richard May, Robert Lamb, Jovita Donahue

ROCKSTAT

Better Governing Through Accountability

Measure: Increase in the number of new businesses & employment in targeted industries



Analysis

- 2 new TIF districts were created in District 2 (Global TradePark #3 and Kishwaukee/Harrison #2)
- 2 additional TIF districts (Broadway and East River) are in process and 3 planned (Global TradePark #4 and Kishwaukee/Harrison #3 and #4) for District 2 in 2009
- Current Economy

Strategic Plan

- Work with Regional Economic Development partners to develop opportunities

Housing

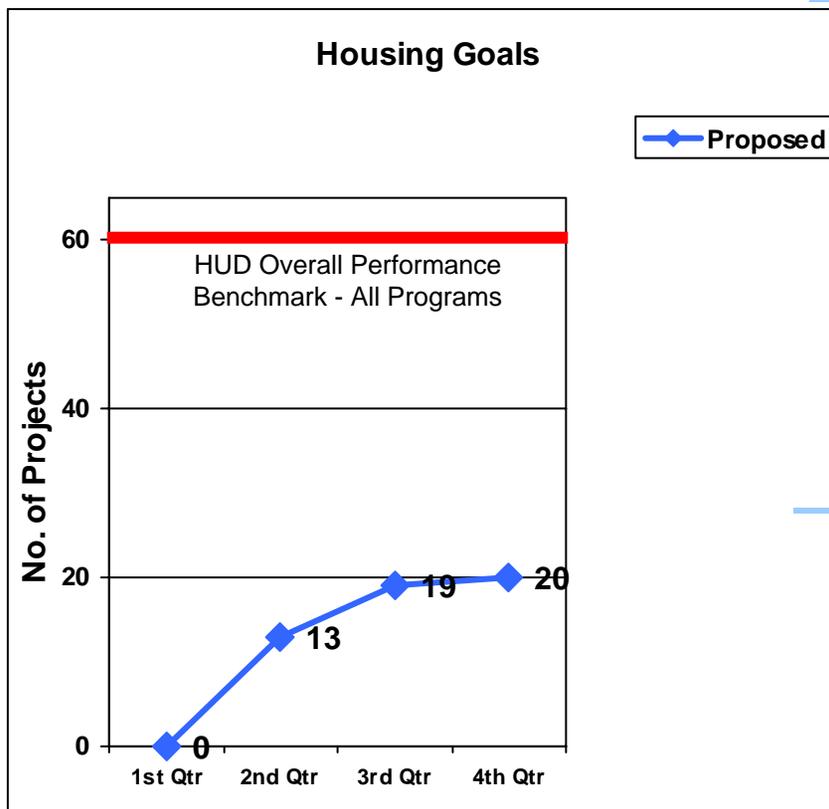
- District #2 (Kishwaukee and Weed & Seed)
- Dwayne Collins, Linda Jones, Glenn Lamb, Andrea Hinrichs, Lucia Soria-McFarland, and Vicki Manson

ROCKSTAT

Better Governing Through Accountability

Measure: Number of households assisted with rehab funds per program budget and HUD overall performance measurement and decrease in % of applicant self imposed rejections based on 2008 statistics.

Benchmark: 20 projects will be assisted and the applicant self denial rate will decrease to 25%.



Analysis

- 2009 Federal program development.
- Additional marketing required.
- Disseminate customer surveys to help determine process improvements.
- Tag team with WCHD, Human Services, and RUM.
- Housing needs exceed resources available.

Strategic Plan

- Develop financial incentives.
- Encourage and support rehab of existing housing.

ROCKSTAT

Better Governing Through Accountability

Measure: *Commit 100% of NSP funds within 18 months of execution of the grant agreement and expend within 4 years while making a meaningful impact on neighborhoods in need.*

Benchmark: *78 properties will be demolished and at least 20 homes will be rehabilitated and resold to eligible buyers.*

NSP TASKS	January	February	March
Identify Eligible Projects			
Enter Activities into DRGR System			
Create Program Brochures			
Request HUD Waiver - Vacant Prop. Rehab			
Execute the Grant Agreement/18 Months Triggered			
RFQ - Services (Appraisal, Title Work, Counseling)			
Introduce Program & Entertain Subrecipient Proj.			
15 Demolitions and 5 Acquisitions			

Analysis

- Need to identify demos outside of the 1,000 foot buffer for schools.
- Need additional methods of identifying foreclosure property.
- Partners needed.
- Foreclosures scattered. Apply for exception to include acquisition and rehab of vacant property to concentrate efforts.

Strategic Plan

- Increase number of strategic demolitions
- Encourage and support rehab of existing housing, ensuring that new housing promotes ownership opportunities.
- Develop financial incentives & also partnerships that focus on regentrification of blighted areas.

ROCKSTAT

Better Governing Through Accountability

Table 2						
Lead Based Paint Risks to Lower Income Households						
City of Rockford						
2000 Census SF3 Data						
Housing Unit Vintage	Total LBP Risks			LBP Risks to Households with Income less than \$50,000		
	Renter	Owner	Total	Renter	Owner	Total
District 1						
Pre 1940	1,814	3,105	4,919	1,532	1,597	3,129
1940 to 1949	971	1,391	2,362	820	716	1,536
1950 to 1959	1,221	2,385	3,606	1,031	1,227	2,258
1960 to 1979	1,805	1,428	3,234	1,525	735	2,260
Total	5,811	8,309	14,120	4,908	4,274	9,183
District 2						
Pre 1940	2,346	3,294	5,640	1,982	1,694	3,676
1940 to 1949	1,042	958	2,000	881	493	1,373
1950 to 1959	750	1,033	1,783	634	531	1,165
1960 to 1979	1,141	614	1,755	964	316	1,279
Total	5,280	5,898	11,178	4,460	3,034	7,494
District 3						
Pre 1940	186	797	983	157	410	567
1940 to 1949	151	1,146	1,297	128	589	717
1950 to 1959	582	2,994	3,576	491	1,540	2,032
1960 to 1979	1,814	4,103	5,916	1,532	2,110	3,642
Total	2,733	9,039	11,772	2,308	4,649	6,958
Total						
Pre 1940	4,346	7,196	11,542	3,671	3,701	7,372
1940 to 1949	2,165	3,494	5,659	1,829	1,797	3,626
1950 to 1959	2,553	6,412	8,965	2,156	3,298	5,455
1960 to 1979	4,760	6,145	10,905	4,021	3,161	7,181
Total	13,823	23,247	37,070	11,677	11,958	23,634



Office of Mayor Lawrence J. Morrissey
LEADING BOLDLY, WORKING TOGETHER

ROCKSTAT

Better Governing Through Accountability

Table 13						
2014 Households with Problems in the City of Rockford						
Census 2000: SF3 CHAS Data						
Revised Baseline CHAS Tables Table 2A						
Percent of MFI	Elderly Family	Small Family	Large Family	Elderly Non-Family	Other Non-Family	Total
Renters with Unmet Need						
0-30%	75	2,038	567	972	1,858	5,511
30.1 - 50.0	31	1,234	368	573	823	3,030
50.1 - 80.0	100	380	256	268	362	1,365
80.1 - 95.0	25	69	25	56	62	237
Above 95.0	12	143	199	37	125	517
Total	243	3,865	1,415	1,908	3,229	10,660
Homeowners with Unmet Need						
0-30%	174	565	212	598	408	1,957
30.1 - 50.0	304	576	239	462	256	1,838
50.1 - 80.0	212	1,087	283	174	544	2,300
80.1 - 95.0	103	294	65	54	174	691
Above 95.0	125	669	413	33	304	1,544
Total	919	3,192	1,212	1,321	1,686	8,330
Total Households with Unmet Need						
0-30%	249	2,604	779	1,571	2,265	7,468
30.1 - 50.0	336	1,811	607	1,036	1,078	4,867
50.1 - 80.0	312	1,468	538	442	905	3,665
80.1 - 95.0	128	362	90	110	236	927
Above 95.0	138	812	613	70	429	2,062
Total	1,162	7,056	2,628	3,229	4,915	18,989



Office of Mayor Lawrence J. Morrissey
LEADING BOLDLY, WORKING TOGETHER

ROCKSTAT

Better Governing Through Accountability

Table 22
Household and Families by Income in the City of Rockford
 Census 2000 SF3 Data

Place	Under 15,000	15,000 - 19,999	20,000 - 24,999	25,000 - 34,999	35,000 - 49,999	50,000 - 74,999	75,000 - 99,999	100,000 and above	Total
Households									
District 1	4,662	1,568	1,639	2,754	3,641	3,162	1,280	1,004	19,710
District 2	3,653	1,213	1,117	2,242	2,609	2,313	789	551	14,487
District 3	2,258	1,323	1,469	3,348	4,322	5,642	2,982	3,573	24,917
Rockford	10,573	4,104	4,225	8,344	10,572	11,117	5,051	5,128	59,114
Families									
District 1	2,284	831	988	1,726	2,651	2,298	993	791	12,562
District 2	1,247	546	682	1,364	1,739	1,730	619	462	8,389
District 3	748	573	659	1,947	2,710	4,287	2,671	3,105	16,700
Rockford	4,279	1,950	2,329	5,037	7,100	8,315	4,283	4,358	37,651



Office of Mayor Lawrence J. Morrissey
 LEADING BOLDLY, WORKING TOGETHER

Table 26
Rental and Homeowner Vacancy Rates for the City of
Rockford
Census 2000 SF3 Data

Place	Vacant Units for Rent	Vacant Units for Sale	Rental Vacancy Rate	Owner Vacancy Rate
District 1	803	458	8.5%	4.0%
District 2	856	199	10.7%	2.6%
District 3	478	250	6.3%	1.4%
Rockford	2,137	907	8.5%	2.4%

CD Planning

- District 2
- Wayne Dust, Ginny Gregory, Jonah Katz

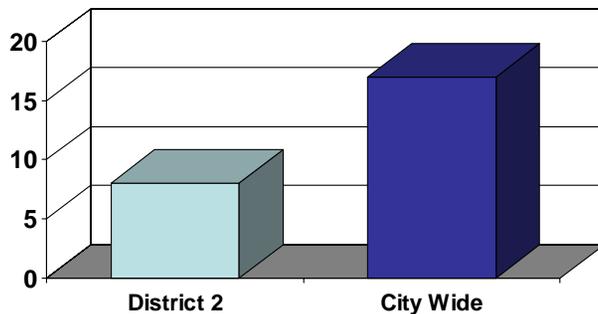
ROCKSTAT

Better Governing Through Accountability

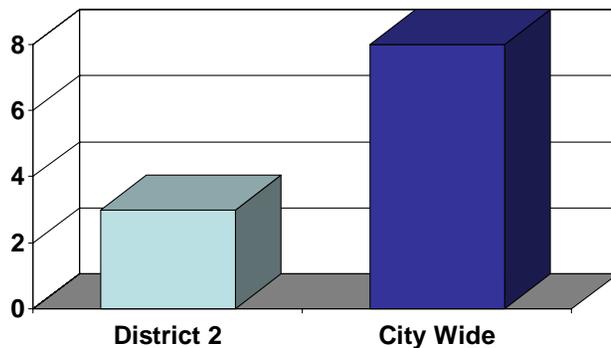
Measure: *Redevelopment sites and future greenway corridors with no further remediation letters at previously contaminated sites.*

Benchmark: *Define benchmark by number and source here*

2008 Environmental Assessments



Blighted Industrial Structures Demo



Analysis

- Assessment of Brownfields
- Brownfield cleanup
- Elimination of blighted properties- demo's
- Blighted Industrial Structures

Strategic Plan

Work with environmental consultants/agencies on mitigation strategies including site priorities, site clean up and funding strategies.

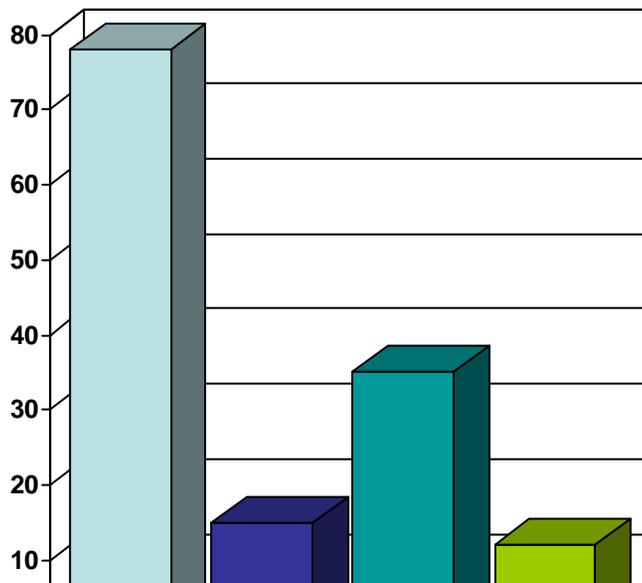
ROCKSTAT

Better Governing Through Accountability

Measure: Proactive involvement of communities in neighborhood planning and community development efforts

Benchmark: Define benchmark by number and source here

Attendance at Workshops



■ Businesses Contacted
■ Ave. Attendance at Workshops
■ Community Organizations & Churches contacted
■ Ave. Attendance at Workshops

Analysis

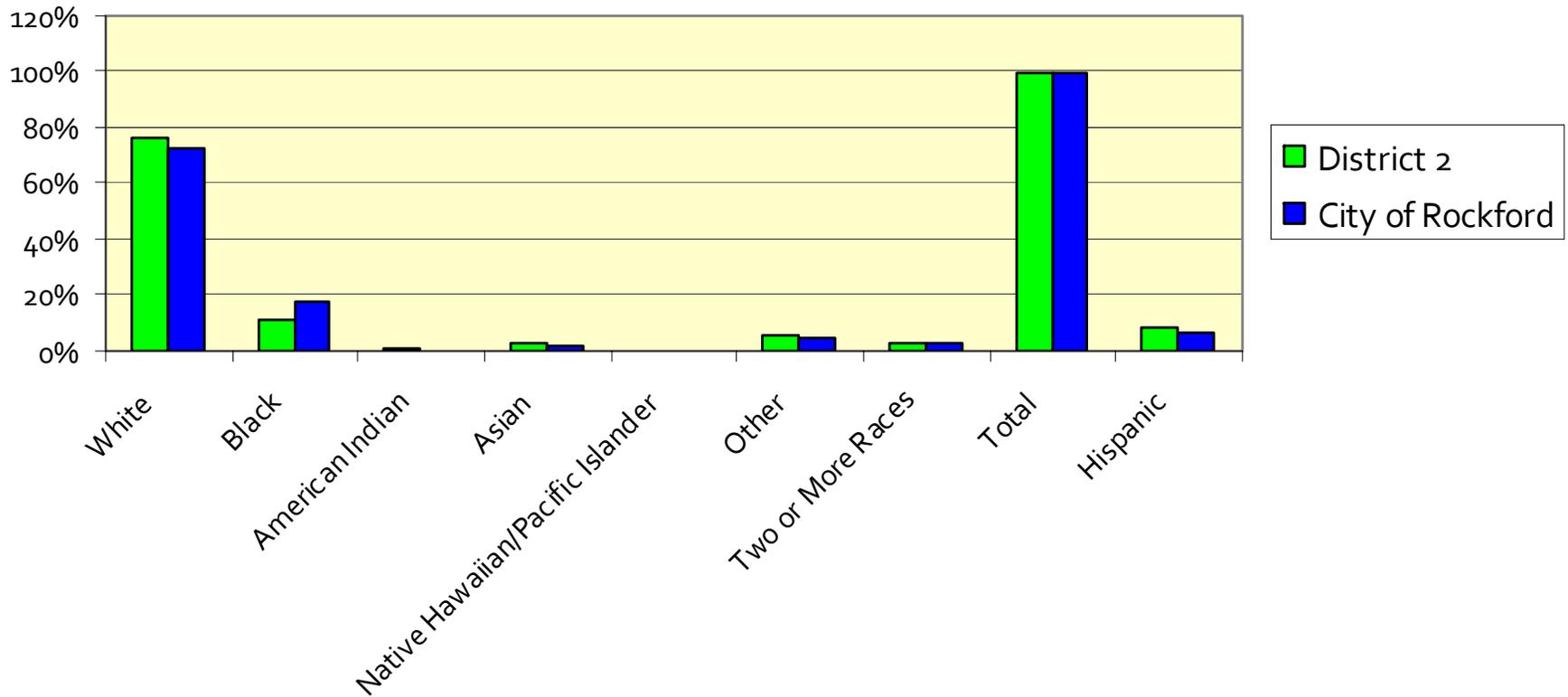
- Kishwaukee Corridor Planning
- College/Seminary Neighborhood
- Percent of business & community groups satisfied with the community involvement process

Strategic Plan

Strengthen relationships with businesses and community groups

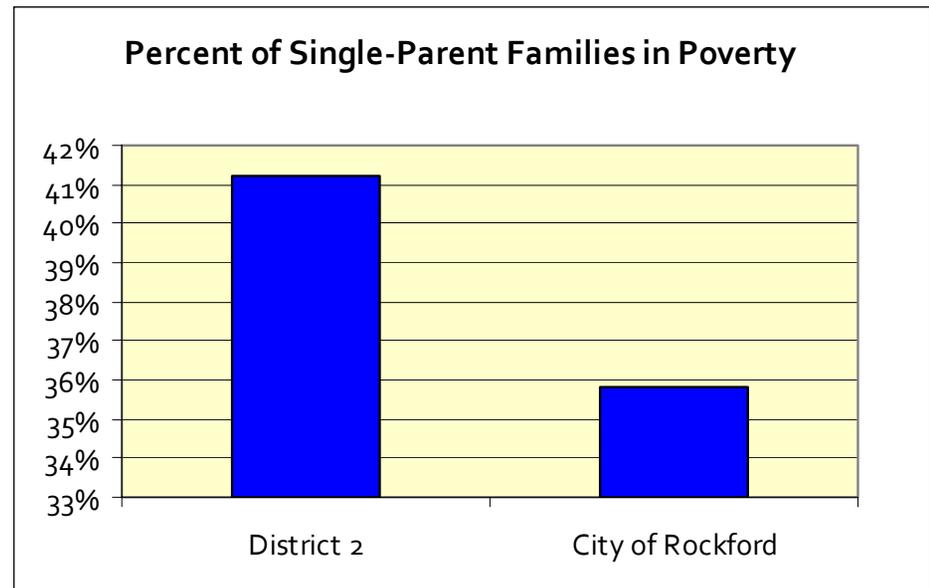
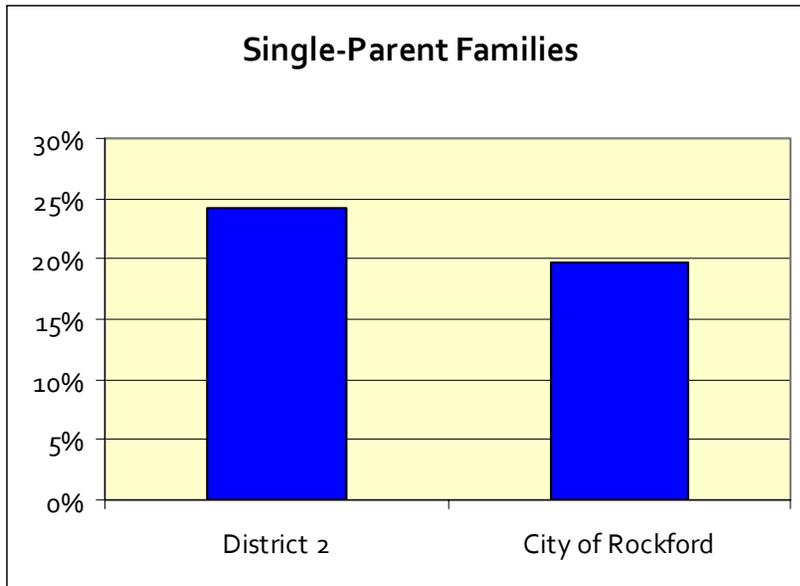
Population by Race

2000 Census



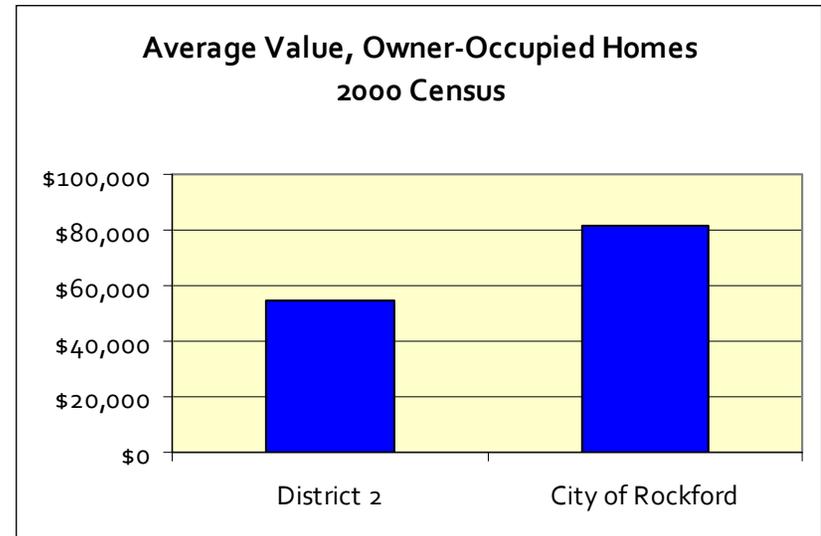
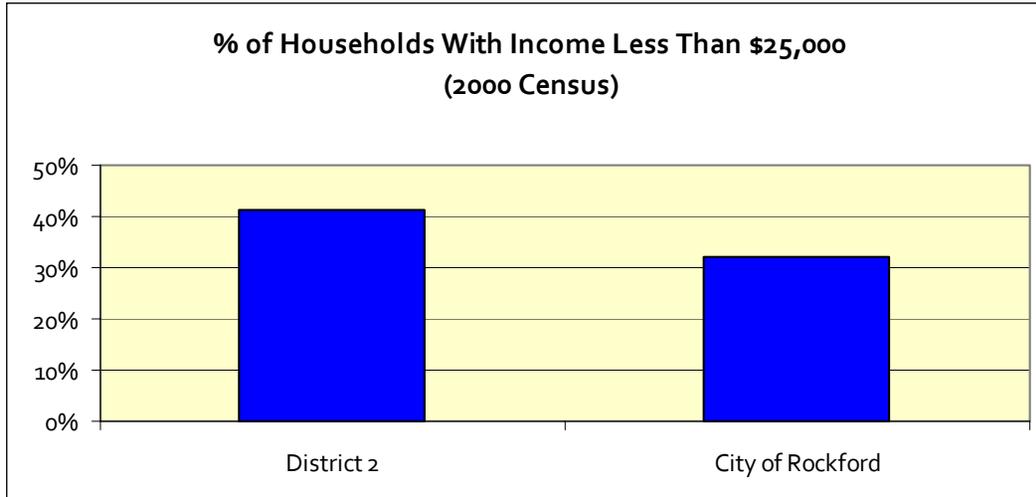
ROCKSTAT

Better Governing Through Accountability



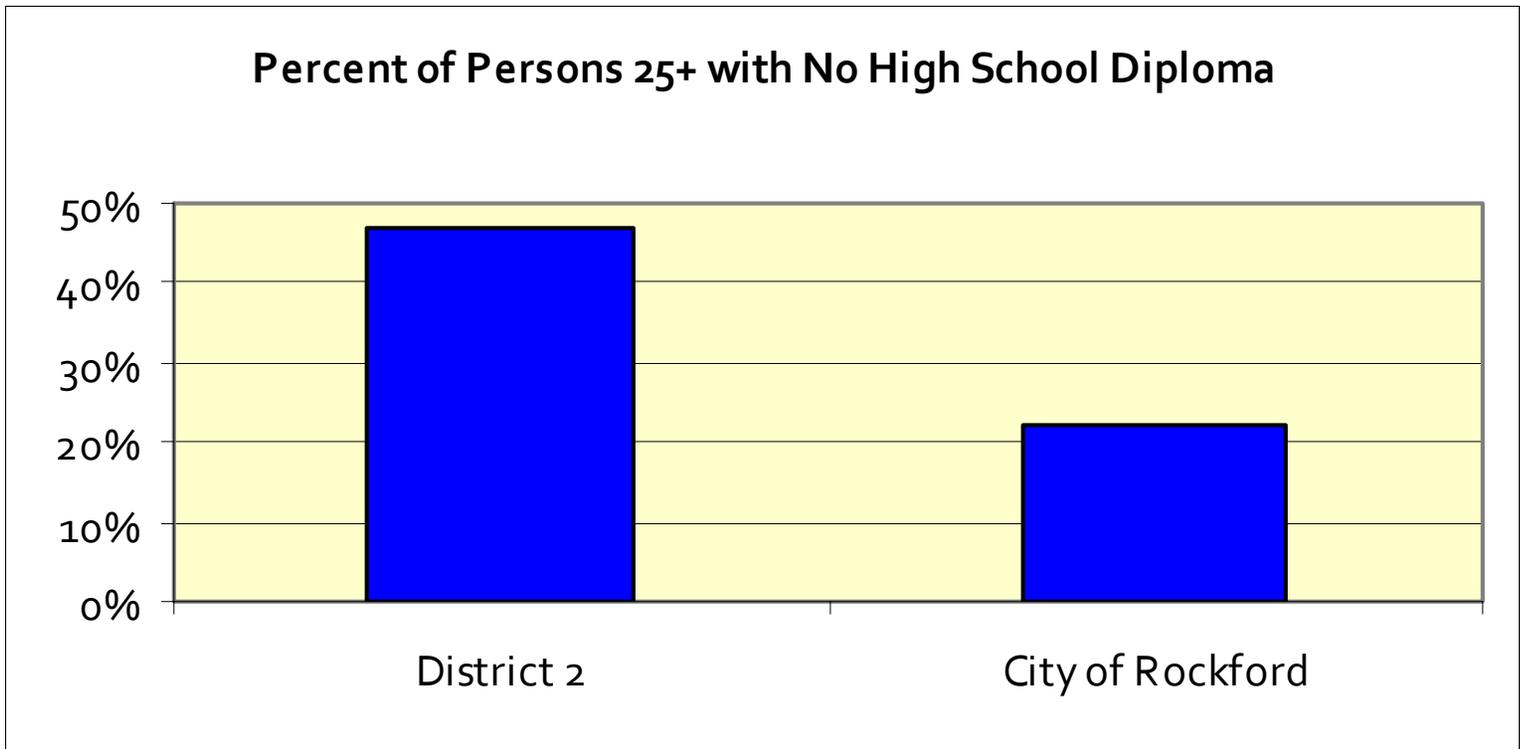
ROCKSTAT

Better Governing Through Accountability



ROCKSTAT

Better Governing Through Accountability



ROCKSTAT

Better Governing Through Accountability

Human Services

ROCKSTAT

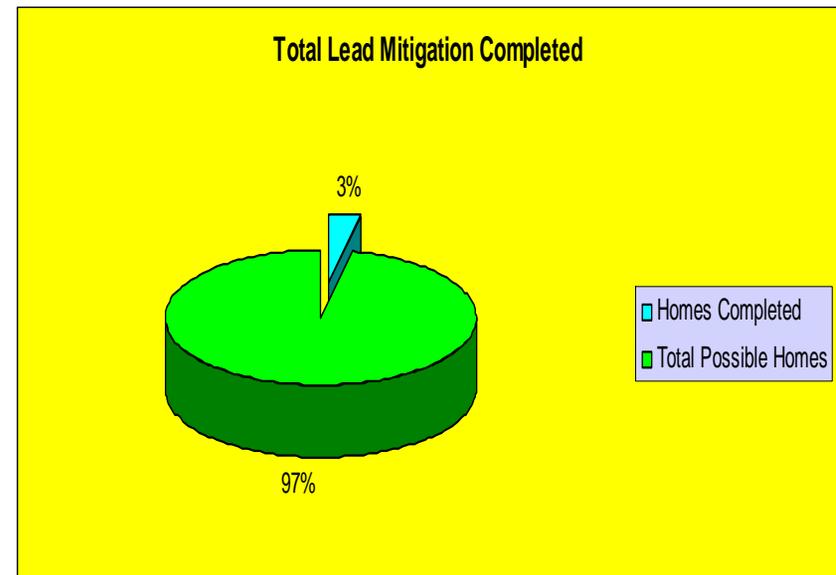
Better Governing Through Accountability

Lead Mitigation Summary

Homes are safer once lead mitigation has occurred. Lead mitigation includes removing or sealing lead based paint in and around the home. Elevated blood lead levels in young children can trigger learning disabilities, decreased growth, hyperactivity, impaired hearing and even brain damage. Homes built prior to 1978 were likely to have been painted originally with lead paint.

According to the US Census, Rockford has 64,666 homes that were constructed during the time lead paint was in use. Also according to the census, approximately 25% of Rockford's homes have children under six in residence. This indicates that about 16,000 homes have the combination of lead paint and a child under six at any given time.

The Lead Mitigation program has been funded since 1995. Each grant operates on a three year cycle. During each cycle, an average of 125 homes are funded and completed. Overall, 575 homes have been mitigated of lead since the program began.



ROCKSTAT

Better Governing Through Accountability

HEAD START DIVISION	Annual Target	Monthly Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual Prog
% of Head Start Enrollment	100%	100%	100%												100%
% of Head Start Developmental Gains*	Measure not yet set up														
# of CORs administered Head Start	541	541	541												100%

ENERGY DIVISION	Annual Target	Monthly Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual Prog
% of ES Furnaces completed in 36 hours	100%	100%	100%												100%
# of homes weatherized	200	Varies	13												11%
# of homes lead mitigated	35	3	4												7%
# of LIHEAP applications taken	9000	1000	1442												16%

ROCKSTAT

Better Governing Through Accountability

COMMUNITY SERVICES DIVISION	Annual Target	Monthly Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual Prog
% of youth w/ gains in Drug Free Post test	100%	100%													100%
% of youth w/ gains in DF Violence Posttest	100%	100%													100%
# of jobs created/retained for low income people	10	N/A	3												30%
% of families in FCD w/ increased self sufficiency	90%	70%	75%												75%
# of low-income students rec. scholarships	8	N/A													0%
% of post- foster care youth achieving stability	80%	N/A	0%												0%
% of DCFS Families achieving housing stability	90%	N/A	14%												14%
Number of Fair Housing Complaints filed	12	1	0												0%
# of households stabilized in housing	500	40	35												7%
# of households in permanent housing	150	150	171												114%
% of condemnations responded n 1 hr	100%	100%	100%												100%
# of hours from condemnation to perm housing	120	120	81												68%
Number of Goals met in Ten Year Plan/Homeless	60	5	8												13%
# Neighborhoods engaged in community building	4	N/A	1												25%
Number of Neighborhood Assoc w/NN	100	8	56												56%
Number of NN Presentations	6	N/A	N/A												0%
Number of Households assisted/SWEEP	60	20													0%
% of Ex Offenders linking with support services	95%	1	95%												95%
% of Ex Offenders completing support program	50%	1	40%												40%
% of "Superusers" who decrease ambulance calls	90%	90%	91%												91%
# of youth in summer nutrition program	3000	2500													0%
% of citizen issues resolved	90%	90%	100%												100%
% of citizens ref contacted w/in 24 hrs.	100%	100%	100%												90%

ROCKSTAT

Better Governing Through Accountability

Education, Health and Human Services

- Geographic Zone Two
- Human Services Department

ROCKSTAT

Better Governing Through Accountability

Head Start enrollment is completed using eligibility enrollment criteria.

2007 – 2008 ELIGIBILITY PRIORITY CRITERIA

(FOR AGENCY USE ONLY)

Instructions: Check the box in each area based on information from the application and / or other sources. When appropriate, write in comments to document reason for selection.

INCOME ELIGIBILITY	COMMENTS	DESCR	POINTS	SELECT
Low income 100-75% below poverty guidelines		L75%	50	
Low income 74-50% below poverty guidelines		L50%	45	
Low income 49-25% below poverty guidelines		L25%	40	
At federal poverty income guideline level		ELIG	35	
Over income 1-10% over poverty guidelines		O10%	20	
Over income 11-15% over poverty guidelines		O15%	15	
Over income 16-25% over poverty guidelines		O25%	10	
Over income 26-35% over poverty guidelines		O35%	05	
Over income above 35%		OVER	00	

AGE	COMMENTS	DESCR	POINTS	SELECT
Returning Student		RET	300	
4 years old		FOUR	50	
3 years old		THREE	35	

DISABILITY/SPECIAL NEEDS	COMMENTS	DESCR	POINTS	SELECT
Diagnosed with IEP or IFSP		DIAG1	50	
Diagnosed without IEP or IFSP		DIAG2	45	
Suspected		SUSP	40	
No disability		NONH	00	

PARENTAL STATUS	COMMENTS	DESCR	POINTS	SELECT
Foster Parent		FOSTR	50	
Guardian/ Non-Parent		NPAR	45	
One Parent		ONE	40	
Two Parents		TWO	25	

SOCIAL ELIGIBILITIES (ELIG-OTHER)	COMMENTS	DESCR	POINTS	SELECT
Under Supervision of DCFS		PSREF	50	
High Risk 1 (4 - + issues)		HRSK 1	45	
High Risk 2 (1 - 3 issues)		HRSK 2	40	
<input type="checkbox"/> Homeless				
<input type="checkbox"/> SSI				
<input type="checkbox"/> Teen Parent				
<input type="checkbox"/> Domestic Violence				
<input type="checkbox"/> Substance Abuse / Treatment				
<input type="checkbox"/> Judiciary system				
<input type="checkbox"/> High truancy concerns (school ager)				
<input type="checkbox"/> Health condition (family or applied child)				
<input type="checkbox"/> Mental Health issues				
<input type="checkbox"/> Poor Living conditions				
<input type="checkbox"/> Death in family / Trauma (youth)				
<input type="checkbox"/> Poor Education achievement (G9 or below)				
<input type="checkbox"/> Language/Cultural barriers				
<input type="checkbox"/> Other				
Referral from other agency/ Professional		REF	30	
No apparent social eligibilities		NONE	00	

In case of a tie, based on the total points, the tie will be broken by the first family to complete physical.

Signature of staff completing form: _____ Date: _____

Policy Council approved February 13, 2008

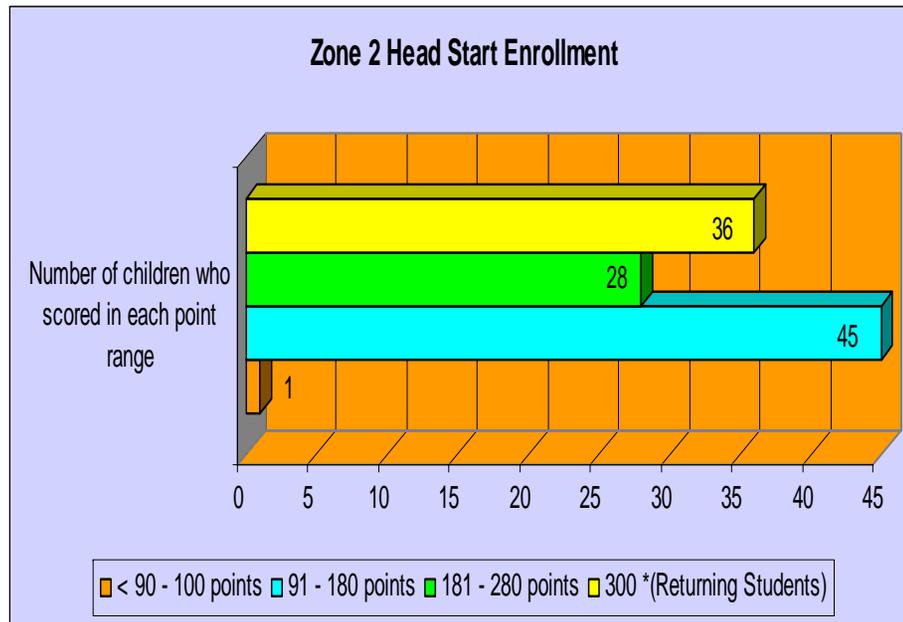
TOGETHER

ROCKSTAT

Better Governing Through Accountability

Measure: Head Start children are recruited from the most “at need” households.

Benchmark: Number of children scoring higher than 90 points on the eligibility criteria.



Eligibility priority scores for the 110 Head Start children in Zone 2

	<90-100 points	101-180 points	181-280 points	300 (returning students)
Number of children who scored	1	45	28	36

Analysis

- In Zone 2, there are 110 children attending Head Start. Priority eligibility criteria is used to identify families with the greatest need. A point system is used to prioritize applicants for enrollment. Of the children in Zone 2, 74 children (67%) score above 90 points on the priority eligibility criteria. Overall Head Start serves 591 children.

Strategic Plan

Promote high standards, accountability, and innovation in education.

ROCKSTAT

Better Governing Through Accountability

Measure: Head Start children show gains in developmental growth.

Benchmark: Percentage of children scoring at the highest level of competency in developmental skills.

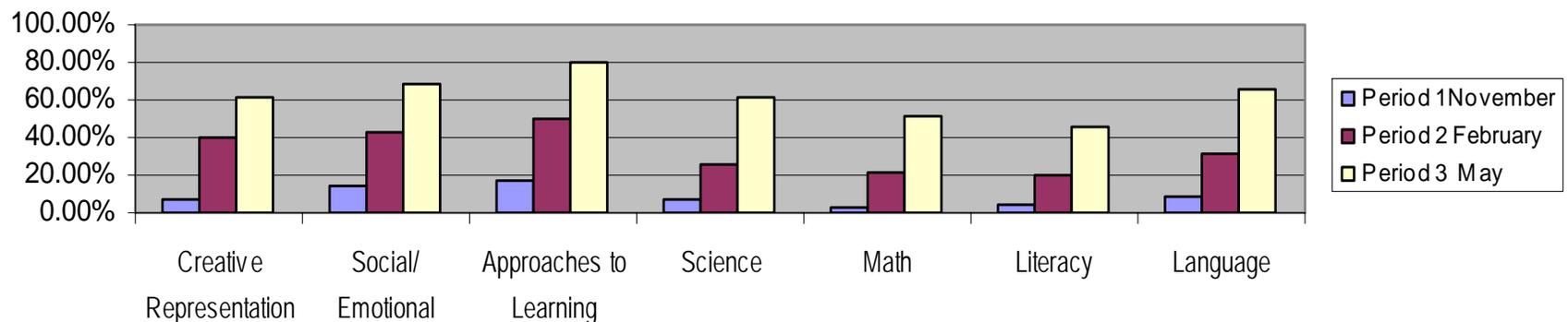
Analysis

Head Start children are assessed three times a year to determine outcomes in specific developmental areas. Overall program results for the 2007-2008 program year indicate significant growth for Head Start children

Strategic Plan

Promote high standards, accountability, and innovation in education.

Head Start Growth in Developmental Skills 2007-2008

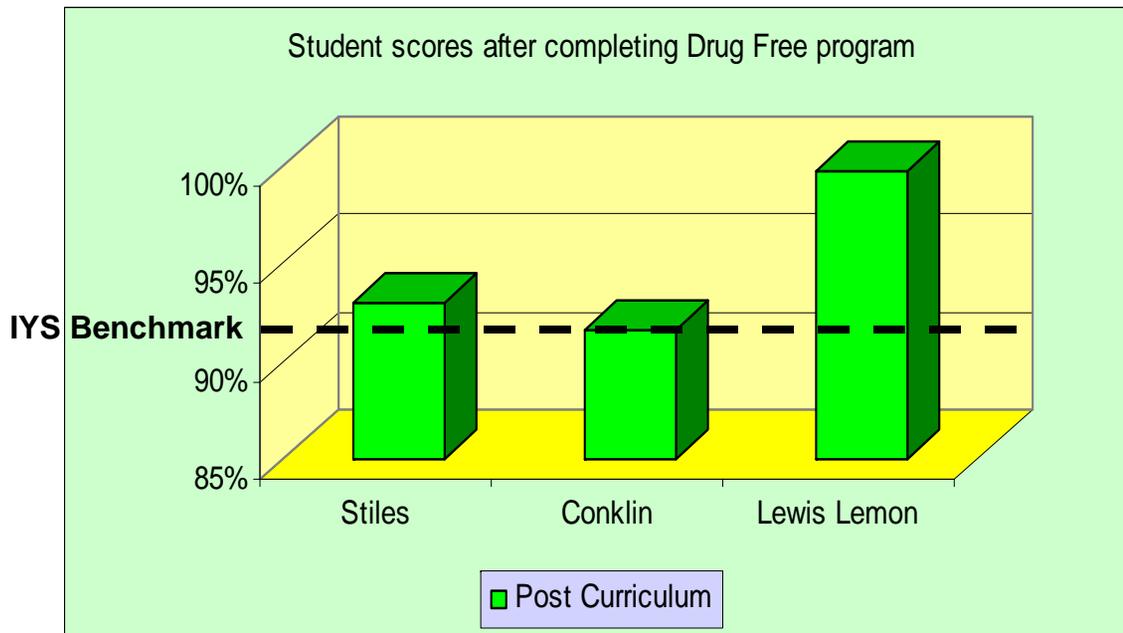


ROCKSTAT

Better Governing Through Accountability

Measure: Number of 4th and 5th grade youth who demonstrate an understanding of the concept and negative impact of using alcohol, tobacco or other drugs. (ATOD)

Benchmark: Youth demonstrating increased scores on positive attitudes towards healthy lifestyles as measured against the Illinois Youth Survey benchmark.



Analysis

Students participating in Too Good for Drugs demonstrated better scores than the state standard at two of the three sites.

Strategic Plan

Promote self sufficiency through early intervention programs and support services.

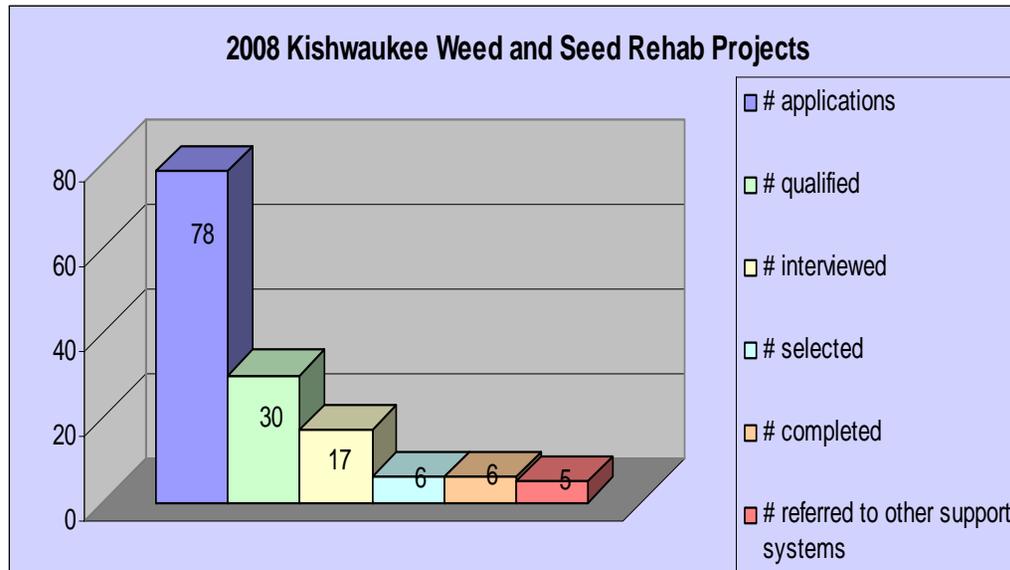
Housing

- Geographic Zone Two
- Human Services Department

ROCKSTAT

Better Governing Through Accountability

Measure: Weed and Seed Activity, 2009
Benchmark: Decrease in Neighborhood Blight



Analysis

11 homes have been interviewed in Zone Two for participation in the City of Rockford/Rockford Urban Ministry Work Camp Project for 2009. This project is targeted to the Ellis Heights and Kishwaukee Weed and Seed Programs.

Strategic Plan

Provide adequate, quality and affordable housing throughout Rockford.

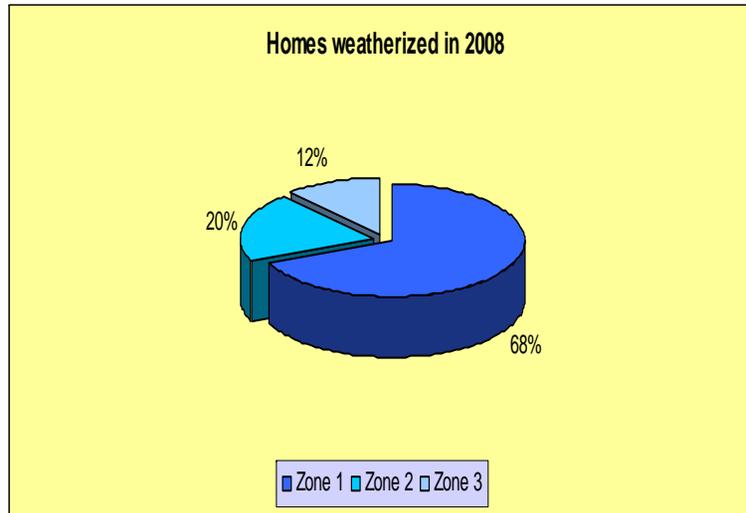
2008	# applications	# qualified	# interviewed	# selected	#completed	# provided social service support
Ellis Heights	63	40	25	13	13	8
Kishwaukee	78	30	17	6	6	5

ROCKSTAT

Better Governing Through Accountability

Measure: Number of Homes Weatherized in January, 2009

Benchmark: Increase in energy efficiency for low-income homeowners



Analysis

Two homes were weatherized in Zone Two at a cost of \$8,689.00 in January.

Strategic Plan

Provide adequate, quality and affordable housing throughout Rockford.

2008

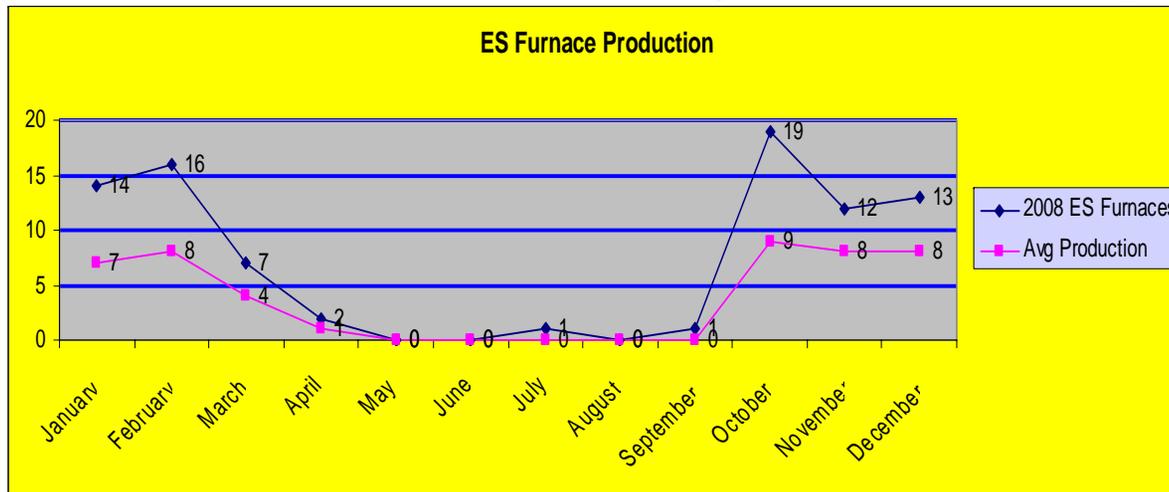
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Zone 2	3	4	1	0	0	0	3	1	0	11	3	6
	\$5440	\$11587	\$2309	\$0	\$0	\$0	\$14746	\$4791	\$0	\$50127	\$13563	\$27923
All Zones	17	15	12	5	0	0	16	9	10	33	18	28
	\$39217	\$45373	\$38690	\$18516	\$0	\$0	\$68432	\$41375	\$42318	\$158969	\$83292	\$135903

ROCKSTAT

Better Governing Through Accountability

Measure: Number of housing units made safer through LIHEAP Emergency heating system replacement or repair.

Benchmark: Increase in safe housing units for low income persons.



Analysis

2008 ES Furnace production was almost double that of an average year due to a combination of severe weather and a poor economy.

Analysis

Provide adequate, quality and affordable housing throughout Rockford.

2008

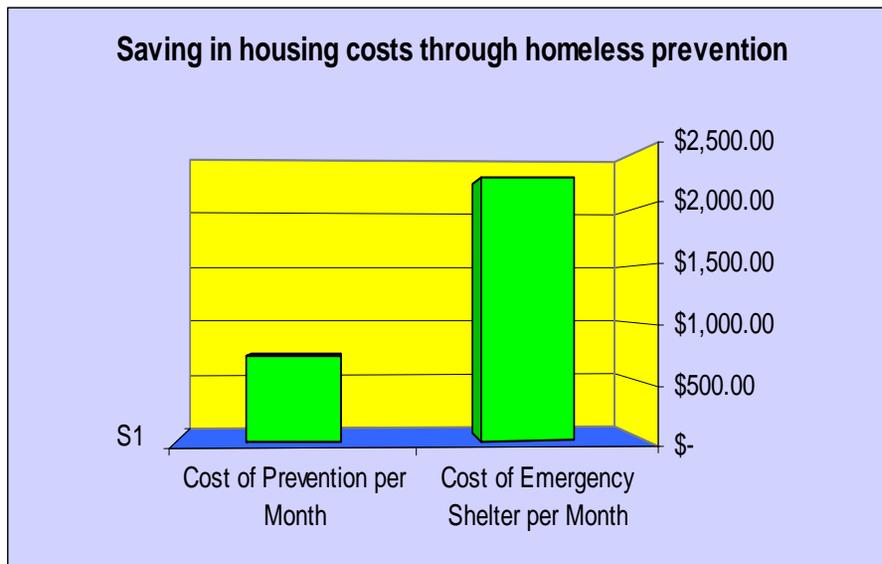
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Zone 2												
#	3	2	1	0	0	0	0	0	0	6	4	2
Cost	\$3427	\$4628	\$2059	\$0	\$0	\$0	\$0	\$0	\$0	\$12642	\$6340	\$4570
All Zones												
#	14	16	7	2	0	0	0	0	0	19	12	13
Cost	\$25952	\$31894	\$15348	\$4439	\$0	\$0	\$0	\$0	\$0	\$41571	\$25014	\$35943

ROCKSTAT

Better Governing Through Accountability

Measure: Number of low-income renters for whom homelessness was prevented in January, 2009.

Benchmark: Low income renters stabilized.



Analysis

In January, 12 households Received assistance in Zone Two for a total cost of \$8,712.00, average per household \$726.00.

Strategic Plan

Provide adequate, quality and affordable housing throughout Rockford.

	2008	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Zone 2	Served	15	13	10	21	7	0	8	13	33	15	11	16
	Costs	\$18425	\$6018	\$9580	\$15384	\$4894	\$0	\$4632	\$11780	\$31867	\$11467	\$8834	\$13577
All Zones	Served	44	38	22	53	8	0	14	29	76	50	28	49
	Costs	\$48183	\$25258	\$17679	\$40224	\$5297	\$0	\$8951	\$26928	\$71351	\$40168	\$24226	\$42764

ROCKSTAT

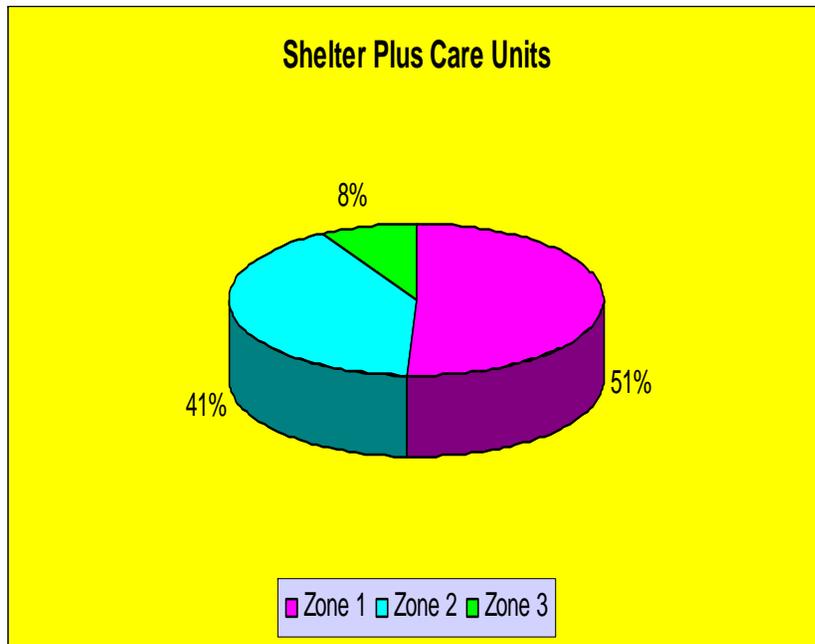
Better Governing Through Accountability

Measure: *Number of permanent housing units created or preserved for low-income disabled persons in January, 2009.*

Benchmark: *Low income disabled persons stabilized in housing.*

Analysis

In January, 54 units of affordable housing were preserved or created in Zone Two at a cost of \$12,972.00.



Strategic Plan

Provide adequate, quality and affordable housing throughout Rockford.

ROCKSTAT

Better Governing Through Accountability

Measure: Number of permanent housing units created or preserved for low-income working persons in January, 2009.

Benchmark: Low income persons stabilized in housing.

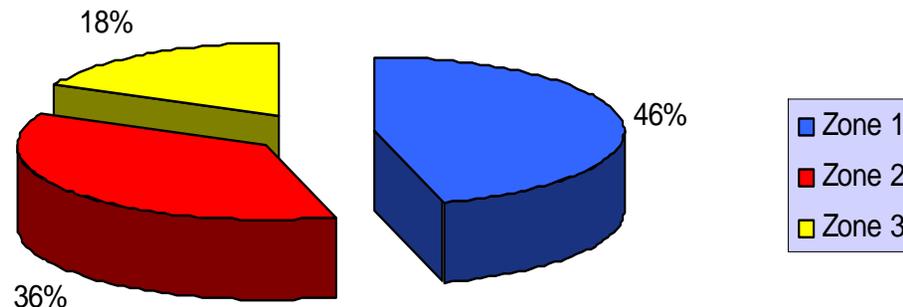
Analysis

In January, 16 units of affordable housing were created or preserved for low-income persons in Zone Two at a cost of \$5,936.00.

Strategic Plan

Provide adequate, quality and affordable housing throughout Rockford.

Rental Housing Support by Zone January 2009



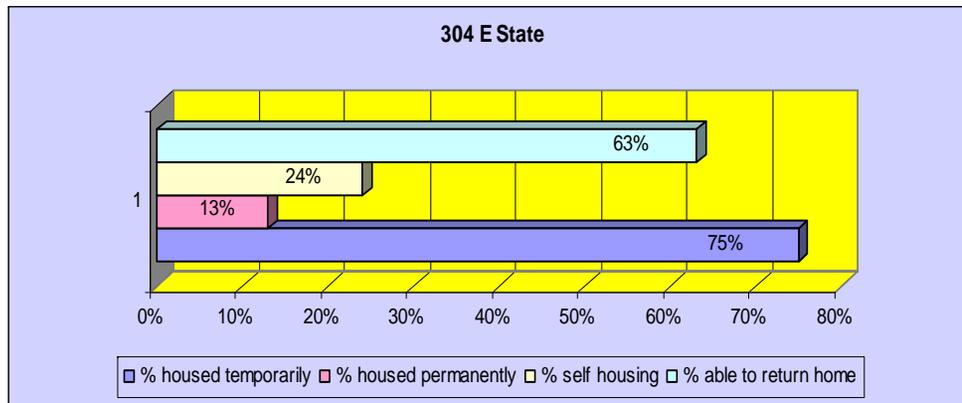
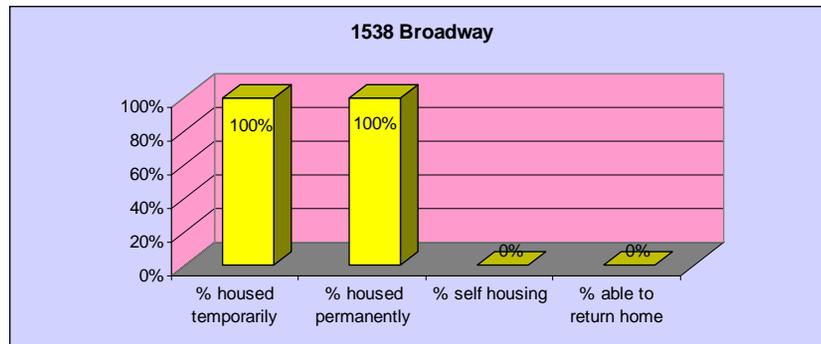
Public Safety

- Geographic Zone Two
- Human Services Department

ROCKSTAT

Better Governing Through Accountability

Measure: Provide access to temporary and permanent housing and services for persons displaced by condemnation.
Benchmark: % of persons successfully housed.



2008	Persons	Cost
Zone One	97	\$18,221
Zone Two	34	\$4,092
Zone Three	5	\$1,203
Totals	136	\$23,516

Analysis

- Residents who are displaced by condemnation often lack the resources to secure emergency housing. Our services provide stabilization for persons whose lives have been disrupted by fire, crime, building and health code violations. Services are not available to those who have participated in criminal activity that caused a condemnation. For those unable to return to their previous housing, we also provide access to replacement housing. In Zone 2 in January 2009, we served 24 persons at a cost of \$10,380.

Strategic Plan

Improve effectiveness and efficiency for emergency personnel, equipment & resources.



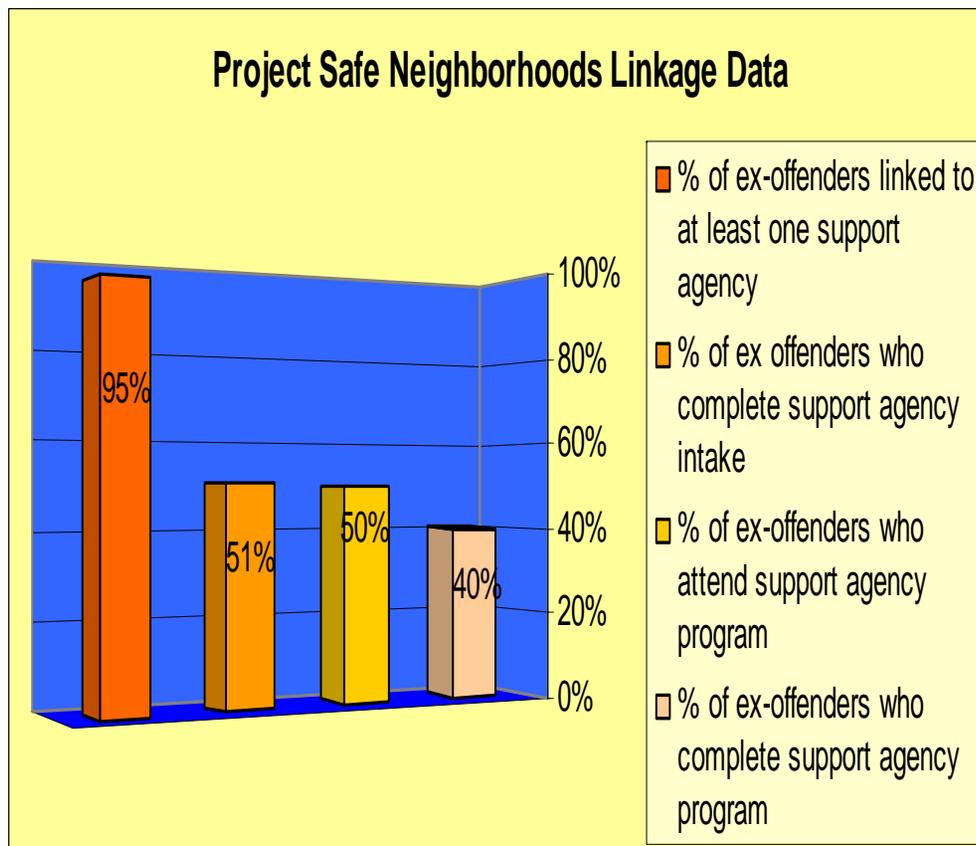
Office of Mayor Lawrence J. Morrissey
 LEADING BOLDLY, WORKING TOGETHER

ROCKSTAT

Better Governing Through Accountability

Measure: Number of ex-offenders linked to appropriate educational, health and employment supports.

Benchmark: Ex-offenders participating in rehabilitation oriented activities.



Analysis

- Studies completed by a model program in Chicago demonstrate that providing access and linkage to health, addiction, employment and literacy services to violent ex-offenders in conjunction with information regarding harsher sentencing for repeat offenders reduces the likelihood of re-offending with a weapon. This project is led by the U.S. Attorney's Office and includes the State's Attorney, Rockford Police Department, Winnebago County Sheriff's Department, ATF, DEA and Illinois Department of Corrections. There were four meetings in 2008 with 76 ex-offenders attending. Community Services organizes and coordinates the social support agency component of the project.

Strategic Plan

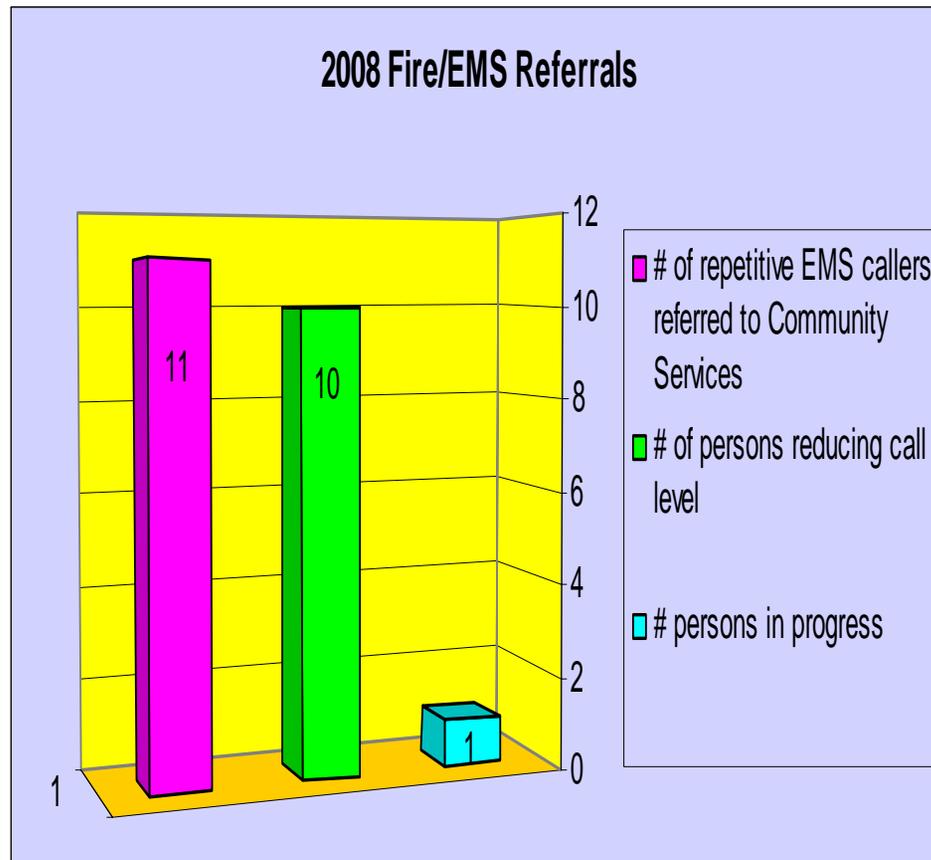
Support community policing partnerships and engaged citizens.

ROCKSTAT

Better Governing Through Accountability

Measure: Number of residents that are referred by the Fire Department for linkage to support services.

Benchmark: Decrease in number of EMS calls made by residents after appropriate linkage.



Analysis

- A number of the repetitive, frequent calls for EMS are made by residents who have not been linked to appropriate support services such as assisted living, mental health services or in-home care. By providing appropriate linkage, these residents have more of their needs met and reduce their use of the EMS system. Five of these referrals were from Zone Two.

Strategic Plan

Improve effectiveness and efficiency for emergency personnel, equipment & resources.



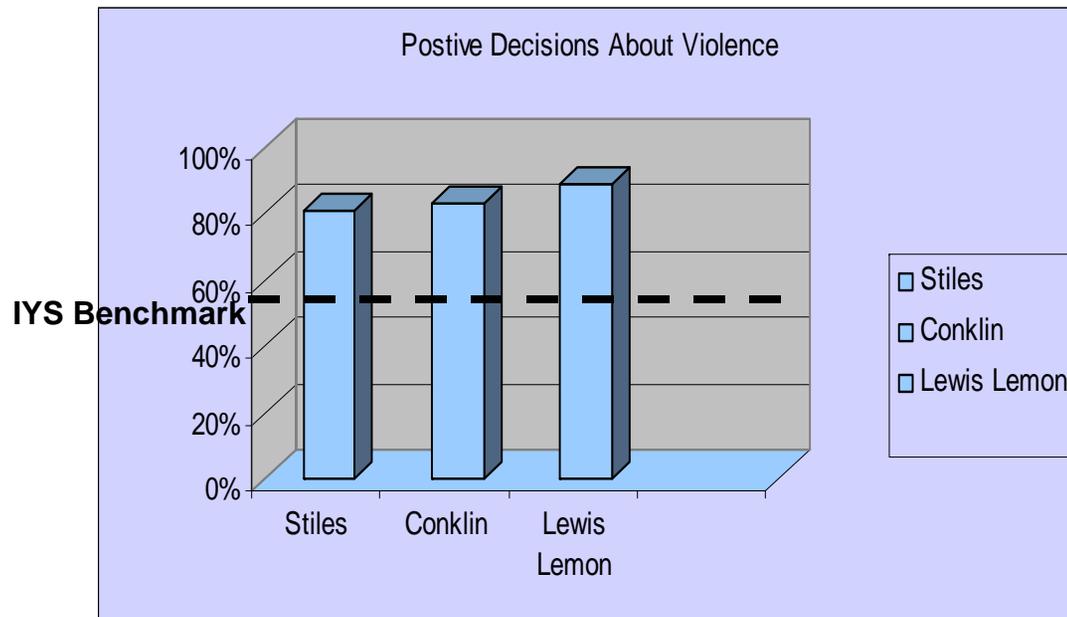
Office of Mayor Lawrence J. Morrissey
LEADING BOLDLY, WORKING TOGETHER

ROCKSTAT

Better Governing Through Accountability

Measure: Number of 4th and 5th grade youth who demonstrate an understanding of the concept and impact of violent behavior and the importance of changing their behavior.

Benchmark: Youth demonstrating increased scores on anti-violence testing as compared to the Illinois Youth Survey Benchmark.



Analysis

The “Too Good for Violence” curriculum teaches youth to recognize violence and avoid, defuse or resolve potentially violent situations. Youth at all sites demonstrated an increase in violence avoidance.

Strategic Plan

Support community policing partnerships and engaged citizens.

Economic Development

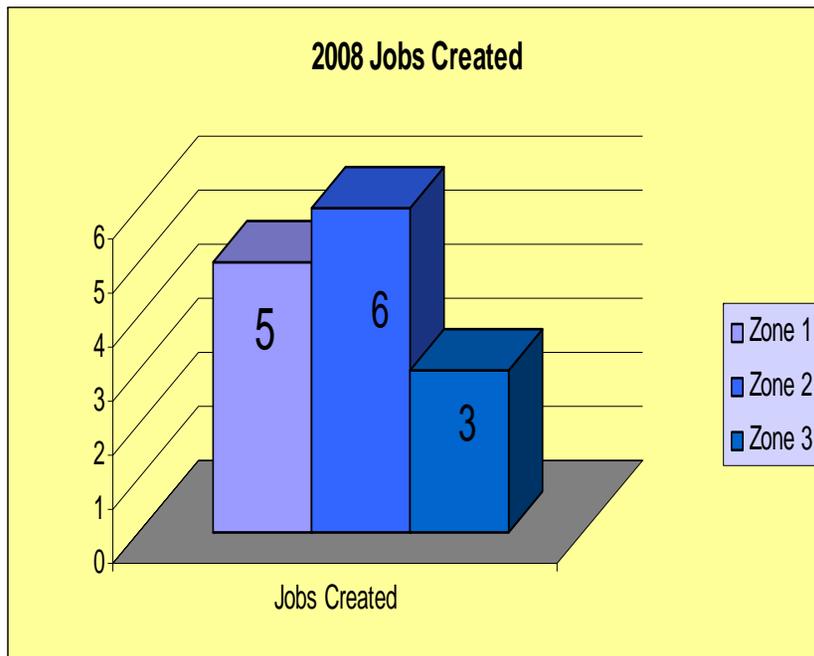
- Geographic Zone Two
- Human Services Department

ROCKSTAT

Better Governing Through Accountability

Measure: Number of jobs created for low income persons.

Benchmark: Increase in jobs and income for low-income persons.



Analysis

- Community Services Small Business Loans result in one job for a low-income person for every \$20,000 loaned. Active loans in Zone Two have created 18 jobs.

Strategic Plan

Increase number of residents with the job skills to achieve economic self-sufficiency

ROCKSTAT

Better Governing Through Accountability

Thank you