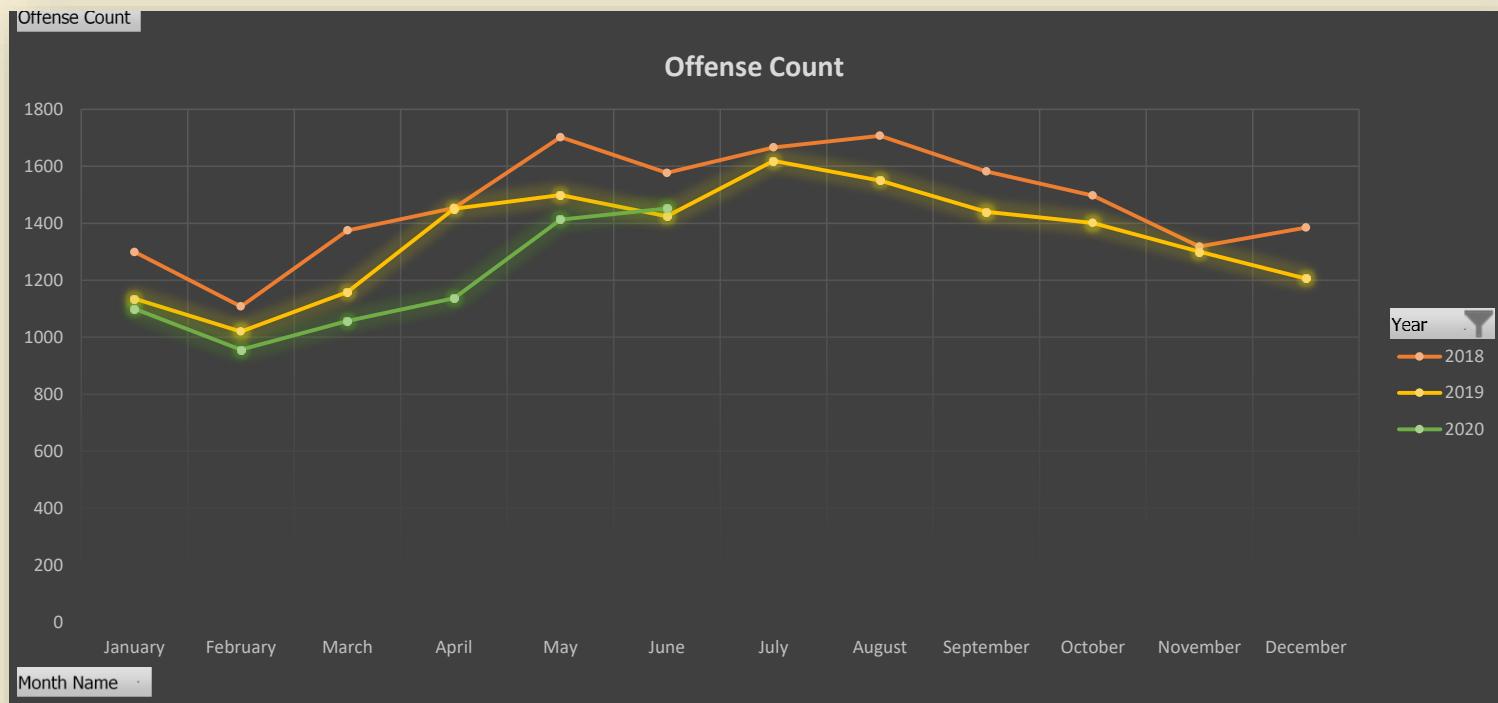


Rockford Police Department



Rockford Police Department

NIBRS Group A Offense Count 2018-2020



Offense Count	Column Labels												
Row Labels	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
2018	1299	1108	1375	1454	1702	1577	1666	1707	1582	1497	1318	1385	17670
2019	1135	1020	1159	1451	1499	1425	1619	1550	1440	1401	1300	1206	16205
2020	1100	956	1057	1137	1413	1452							7115
District 1	449	407	481	438	591	563							2929
District 2	373	298	362	427	490	555							2505
District 3	275	250	214	269	330	332							1670
Unknown	3	1		3	2	2							11
Grand Total	3534	3084	3591	4042	4614	4454	3285	3257	3022	2898	2618	2591	40990

Rockford Police Department

Group A Comparison

Violent Crimes / Property Crimes

	Last 2 Weeks			Last 28 Days			Current Year		
	Jun 17, 2020 - Jun 23, 2020	Jun 24, 2020 - Jun 30, 2020	% Change	Jun 03, 2019 - Jun 30, 2019	Jun 03, 2020 - Jun 30, 2020	% Change	Jan 01, 2019 - Jun 30, 2019	Jan 01, 2020 - Jun 30, 2020	% Change
Violent Crimes (09A-B, 11A-D, 13A, 120)	57	38	-33%	150	194	29%	871	946	9%
Property Crimes (220, 23A-H, 240)	108	81	-25%	425	376	-12%	2367	2029	-14%
Violent Crimes: Murder / Manslaughter, Sex Crimes, Aggravated Assault, Robbery									
Property Crimes: Burglary, Theft, Motor Vehicle Theft									

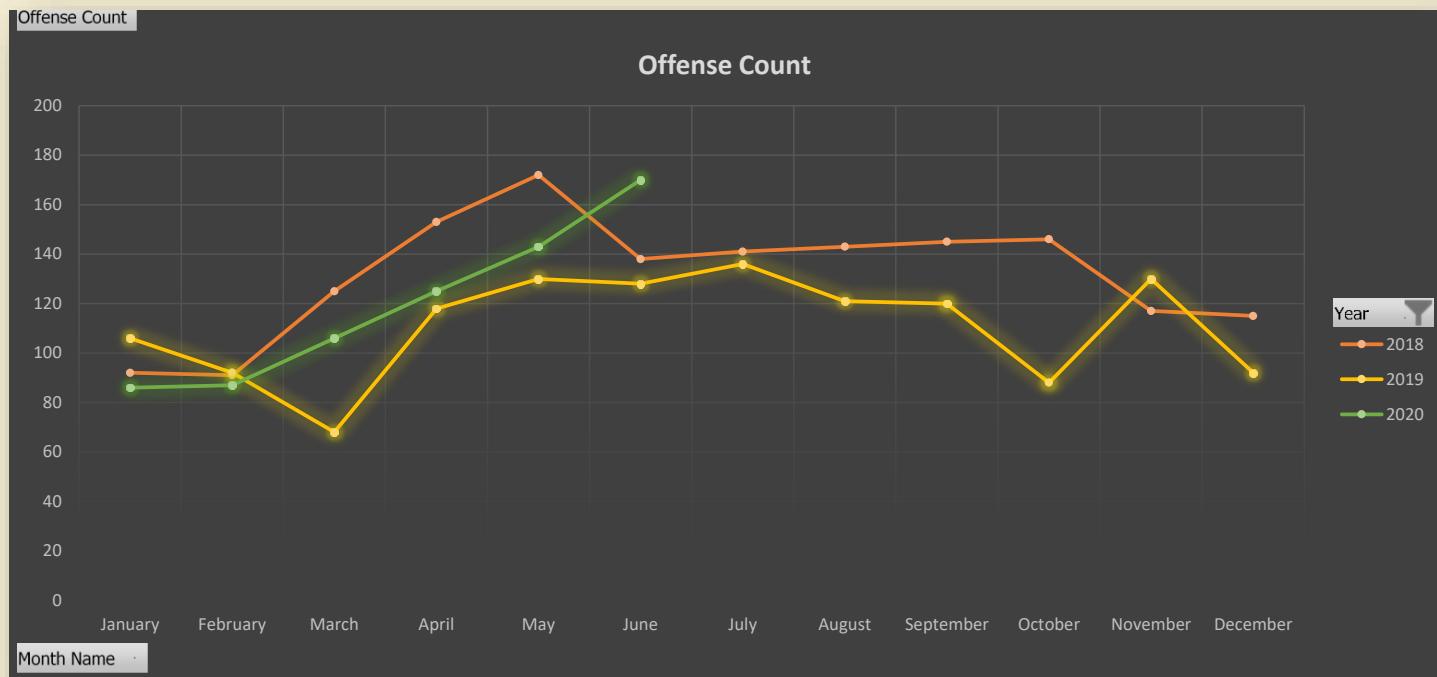
Rockford Police Department

Aggravated Battery / Shots Fired 2018-2020

CITY OF ROCKFORD GUNFIRE					
GUNFIRE	2018	2019	2019 YTD	2020 YTD	% Change
Shot Spotter Calls for Service for Gunfire (8100)	624	776	400	452	13.00%
Calls for Service for Gunfire (1410)	2,682	2214	984	1,371	39.33%
Calls for Service for Gunfire Total	3,306	2990	1,384	1,823	31.72%
Shots Fired Incidents Including Homicide	497	442	191	249	30.37%
Victims Struck by Gunfire Including Homicide	125	82	36	54	50.00%
Guns Recovered	223	163	72	127	76.39%

Rockford Police Department

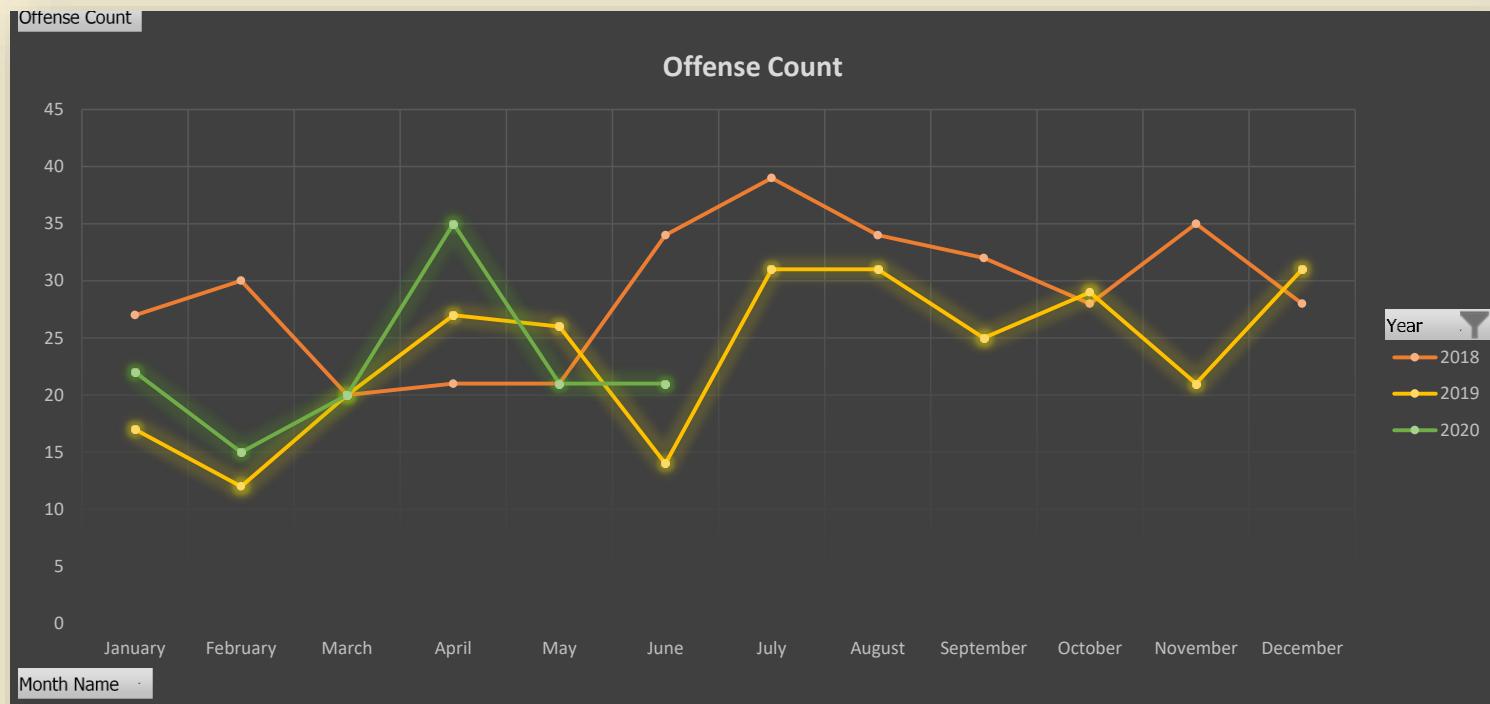
Aggravated Assault 2018-2020



Offense Count	Column Labels												
Row Labels	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
2018	92	91	125	153	172	138	141	143	145	146	117	115	1578
2019	106	92	68	118	130	128	136	121	120	88	130	92	1329
2020	86	87	106	125	143	170							717
District 1	42	37	62	59	69	80							349
District 2	29	33	35	42	51	83							273
District 3	14	17	9	24	23	7							94
Unknown	1												1
Grand Total	284	270	299	396	445	436	277	264	265	234	247	207	3624

Rockford Police Department

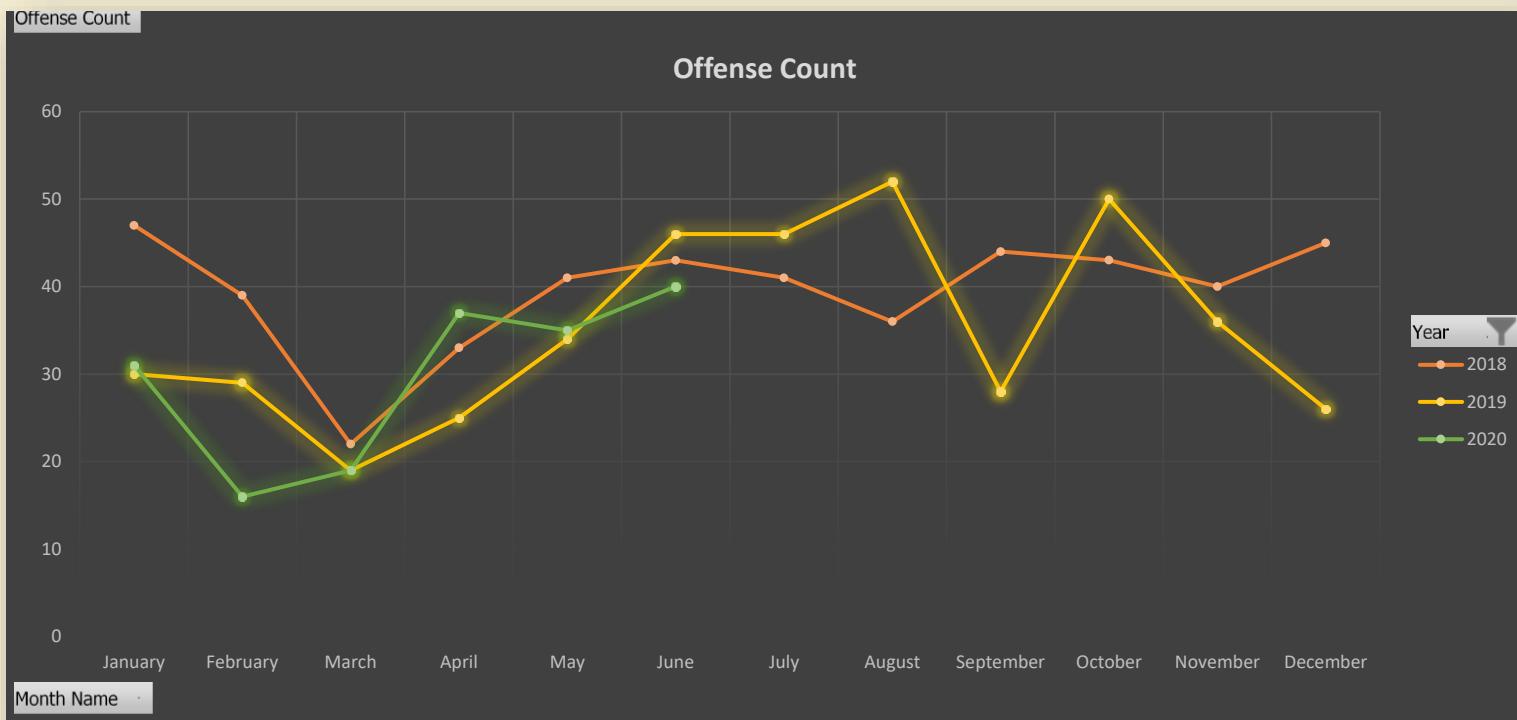
Robbery 2018-2020



Offense Count	Column Labels												
Row Labels	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
2018	27	30	20	21	21	34	39	34	32	28	35	28	349
2019	17	12	20	27	26	14	31	31	25	29	21	31	284
2020	22	15	20	35	21	21							134
District 1	11	8	7	9	7	4							46
District 2	6	4	11	22	12	15							70
District 3	5	3	2	4	2	2							18
Grand Total	66	57	60	83	68	69	70	65	57	57	56	59	767

Rockford Police Department

Auto Thefts 2018-2020



Offense Count	Column Labels												
Row Labels	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
2018	47	39	22	33	41	43	41	36	44	43	40	45	474
2019	30	29	19	25	34	46	46	52	28	50	36	26	421
2020	31	16	19	37	35	40							178
District 1	19	10	6	16	13	15							79
District 2	9	5	8	11	18	12							63
District 3	3	1	5	10	4	13							36
Grand Total	108	84	60	95	110	129	87	88	72	93	76	71	1073

Rockford Police Department

Accomplishments

- Bingo (*Fridays at D1 for ages 55+*)
- Squad #93 Leadership Program at Lewis Lemon Elementary School
- Winter Wellness Expo
- Gun Violence Panel at Auburn High School
- Project Pathways
- RAMP's Deaf Community Meeting (*how they interact with police and how we interact with them*)
- Polar Plunge for Special Olympics
- Weekly Zoom Class with Haskell and Constance Lane (*during at-home school*)
- Badges & Books (*reading LIVE on our Facebook page, sprinkling in some American Sign Language and showing our tools and our partners. Since early May, Badges & Books has an estimated reach of over 80,000*).
- Birthday Shout Outs (*kids love hearing their live shout-outs and getting their gift cards. A few have even brought in gifts for our officers as a thank you*)
- Alignment Rockford's Middle School Career Fair (ISC)
- Use of Force Presentation to Community Relations Commission

Rockford Police Department

K-9 Information (Jan-June)

- Officer Bergstrom promoted to Detective. K-9 “Dax” was sold to him and remains in his care.
- New K-9 Officer, Isaiah Fisher, added to the Unit, along with new K-9 Partner “Andii” *(provided by Friends of Rockford Police K-9 Foundation)*

STATS:

- Apprehended 39 fleeing/hidden suspects
- Performed 65 evidence searches and recovered 23 items
- Seized two guns
- Seized \$5,169 in US Currency
- Seized approximately 3,939 grams of drugs
- Conducted 11 public K-9 demonstrations

Rockford Fire Department

PRESENTED BY:
Derek Bergsten-Fire Chief



- Maintain and improve health and safety throughout the organization
- Enhance career related training and development throughout all department levels
- Continually improve and enhance delivery of service to the citizens
- Recruit and retain a diverse and effective workforce
- Foster community outreach and agency partnerships

Rockford Fire Department
Key Strategic Initiatives
2019



Rockford Fire Department

Scorecard

Area of Focus	Metric/Program	Definition	Standard/Goal	Current Performance
Response Times	Call Answer Time	911 calls answered in 10 seconds or less	90%	71.89%
	Total Response Time	911 call received to first unit on scene in 8:12 or less	90%	90.71%
EMS	Utstein Rating	Cardiac Survival Rate	24.70%	30.00%
	EMS Customer Service	Overall customer experience rating	95%	91.74%
	Mobile Integrated	Reduction of hospital admissions	25%	22%
Fire/Fire Prevention	Fire Dollar Save Ratio	Percentage of property value saved from structure fires	90%	83.96%
	Arson Clearance Rate	Percentage of arson incidents cleared by arrest/NTA/intervention	15%	21.43%
	Inspections	General inspection performed within the last four years	95%	56.35%
	Smoke Alarm/Battery Program	Average number of homes visited monthly with Smoke Alarms installed or batteries replaced	30	16

Rockford Fire Department

Incidents

Incident Type	2019	2020	% Change	Diff
Fire	316	386	22.15%	70
EMS & Search and Rescue	11,192	11,123	-0.62%	-69
Hazardous Condition	305	243	-20.33%	-62
Service/Good Intent Call	1,732	1,855	7.10%	123
False Alarm & False Call	831	764	-8.06%	-67
Other Incident Type	26	30	15.38%	4
Total	14,402	14,401	-0.01%	-1
Average per Day	79.57	79.13	-0.56%	-0.44

Incident Type	5 yr Avg	2020
Fire	338	386
EMS & Search and Rescue	11,068	11,123
Hazardous Condition	260	243
Service/Good Intent Call	1,483	1,855
False Alarm & False Call	748	764
Other Incident Type	36	30
Total	13,933	14,401

Rockford Fire Department

Achievements-2020

- Sustained operations during COVID-19 Pandemic
- Staffed various roles, including EOC director, for the entire county during 81 operational periods
- Staffed an additional ambulance to respond to emergencies as well as provided an ambulance to a COVID-19 testing site
- Partnered with Barnstormer Distillery to produce hand sanitizer for emergency responders and healthcare institutions
- Provided a scholarship at the RAMM Scholar Banquet
- Completed a community driven strategic planning process
- Received a grant from the Illinois Department of Commerce and Economic Opportunity for fire station renovations
- Issued over 200 violations for fireworks complaints

Rockford Fire Department

Areas of Improvement-2020

- Continued support to ensure the health and safety of our members during the COVID-19 pandemic
- 2021 Budget preparations
- CAD Implementation
- Fire Station Alerting Implementation

Public Works

\$40M

in grant application submittals in support of public infrastructure renewal



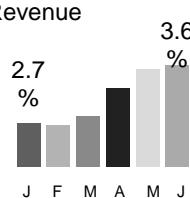
Q2 2020 REPORT

\$25M

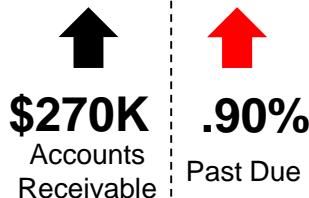
in future projects currently working towards being shovel-ready



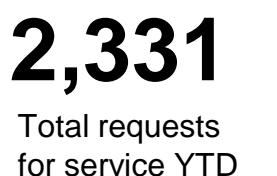
30 Days past due as a % of Annual Operating Revenue



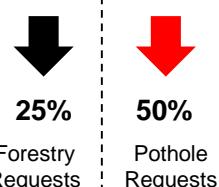
Water Division



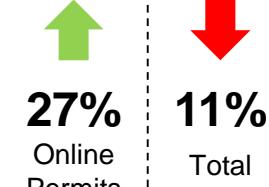
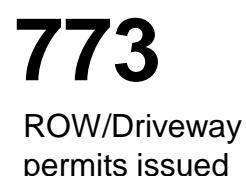
Street Division



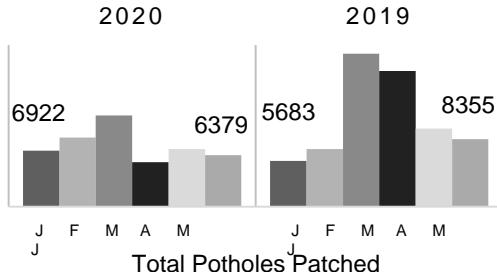
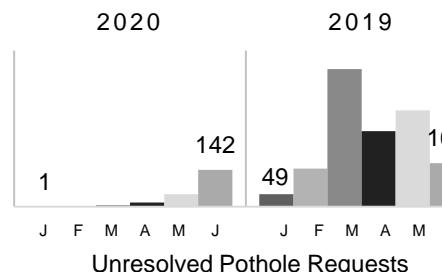
YTD 2020 vs 2019



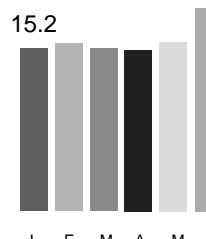
Engineering Division



Street Division



Daily Average (in million gallons per day)



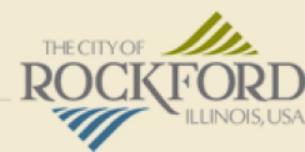
Water Division

2.85
billion gallons of water produced YTD

Street Division

Scorecard

		2020 Avg Monthly Target	Jan	Feb	Mar	Apr	May	Jun	YTD AVE.
Street Operations	Unresolved Pothole Requests	100	1	3	7	16	48	142	36
	Potholes Patched	6250	6922	8553	11279	5519	7152	6379	7634
	Arterial Pothole Req. - % Completed <= 10 Days	90%	100%	100%	100%	85%	78%	79%	90%
	Res. Pothole Req. - % Completed <= 30 Days	90%	100%	94%	94%	79%	98%	92%	93%
	# Trees Trimmed	200	198	283	153	46	110	25	136
	# Trees Removed	50	2	22	5	11	7	8	9
	# Trees Planted	70				0	0	50	17
	Forestry Requests	100	25	14	19	32	83	179	59
	Unresolved Forestry Requests	150	7	5	9	19	14	60	19
	Total Requests	500	301	269	361	331	337	399	333
Traffic Operations	Total Unresolved Requests	250	55	65	86	32	38	142	70
	% Signals Repaired Compared to Reported	95%	100%	100%	100%	99%	100%	99%	100%
	% Signals Replaced Compared to Reported	95%	100%	100%	100%	100%	100%	100%	100%
	% of Signal Bulb Outages Responded in ≤ 24 hrs	95%	100%	100%	100%	75%	100%	100%	96%
	% of City Street Light Outages Responded in ≤ 5 days	95%	100%	100%	100%	100%	100%	100%	100%
	% Sign Repaired/Replace to Reported	95%	100%	100%	100%	100%	100%	100%	100%
	% Signs Repair/Replace Responded in ≤ 5 days	95%	100%	100%	100%	100%	100%	100%	100%



Water Division

Scorecard

Monthly Performance		2020 Monthly Target	Jan	Feb	Mar	Apr	May	Jun	2020 YTD Average	
			2020 Monthly Target	Jan	Feb	Mar	Apr	May		
Water Operations	Distribution	Emergency Repair Time (hours)	3.5	3.0	3.0	3.0	3.0	1.0	3.0	2.7
		% of Total Repairs That Are Planned	70%	83%	60%	80%	72%	80%	81%	76%
		Total Work Orders (NEW for 2020)	70	87	67	49	38	41	57	57
		Backlog of Non-Emerg Repairs (Weekly Avg)	25	5	6	3	6	5	11	6
		# of Winter Backlog Jobs	60	33	24	12	14	29	26	30
	Field Services	Water Main Flushed (mi)	40				24	76	23	Date Based Metric
		Total Work Orders	1700	1575	1760	1340	623	610	746	1109
		Days Priority S /O Outstanding	30	4	6	6	13	14	10	9
	Production	Backlog of Priority S /O	50	18	19	10	94	106	129	63
		Maintenance Work Orders	100	75	48	76	69			
		Service Pressure Excursions	45	5	28	18	10	32	50	24
		% Preventative Maintenance	60%	15%	15%	25%	26%			
		# of Water Quality Complaints	3	0	4	1	1	6	1	2
	Financial	MG Pumped (NEW for 2020)	500	473	455	471	452	488	570	485
		% Design Demand	100%	95%	88%	84%	94%	78%	85%	87%
		Total Amt Past 30 Days Due as % of Revenue	2.5%	2.7%	2.7%	2.8%	3.3%	3.6%	3.6%	3.1%
		Operating Revenue, % of Plan	95%	100%	103%	101%	99.9%	99.9%	98.2%	100%
		Number of New Water Accounts	5	3	11	7	13	3	11	8



Engineering Division

Scorecard

Monthly Performance	2020 Monthly Target	Jan	Feb	Mar	Apr	May	June	YTD
# of Site Plans Reviewed	7	5	5	3	12	16	18	59
% of Site Plans Reviewed in less than 14 days	95%	100%	100%	100%	100%	100%	100%	100%
# of Development Plans Reviewed	1	1	0	0	0	0	0	1
% of Develop. Plans Reviewed in less than 21 days	95%	100%	100%	100%	100%	100%	100%	100%
# of ROW/DWY Permits Issued	100	140	103	103	136	141	180	803
% of ROW/DWY Permits Issued in 1 day	95%	100%	100%	100%	100%	100%	100%	100%
ROW/DWY Permits Closed	100	83	1	201	241	188	211	925
ROW/DWY Permits Still Open	700	1221	1323	1225	1120	1073	1042	1042
Detention Basins Inspected (odd years)	60							
Detention Basins Requiring Follow-up (odd years)	9	16	15	7	6	2	12	58
Industrial High Risk Inspections On-Site	25	8	13	23	21	2	8	75
Erosion Control Inspections On-Site (5 Winter; 25-S/S/F)	1	1	1	4	1	35	37	79
New Illicit Discharge (IDDE) Investigations	100%	100%	100%	100%	100%	100%	100%	100%
IDDE Investigations w/in 72 hrs	8	7	7	7	7	5	5	38
IDDE Investigations Unresolved	NA		10	0	4	5	5	na
Stormwater Samples Taken (15-Sp; 15-F; 40 Trib)	3	9	0	8	11	20	0	48
SW PPP Reviews	20	2	1	3	8	17	8	39
Stormwater Service Requests	50%	10	13	36	22	27	28	136
SW Requests Generated Proactively (>50% of Total)	50%	4	2	9	4	3	2	24
SW Requests Generated Reactively (<50% of Total)	100%	6	11	27	18	24	26	112
Clogged/Sunken Inlets Invest. w/in 24 hrs of Request	100%	100%	100%	100%	100%	100%	100%	1
Other Stormwater Requests Invest. w/in 1 week of Request	1.00	100%	100%	100%	100%	100%	100%	1
Street Sweeping (mi)		0	0	87	375.8	377.2	48	888



Community & Economic Development

Karl F. Franzen, Director

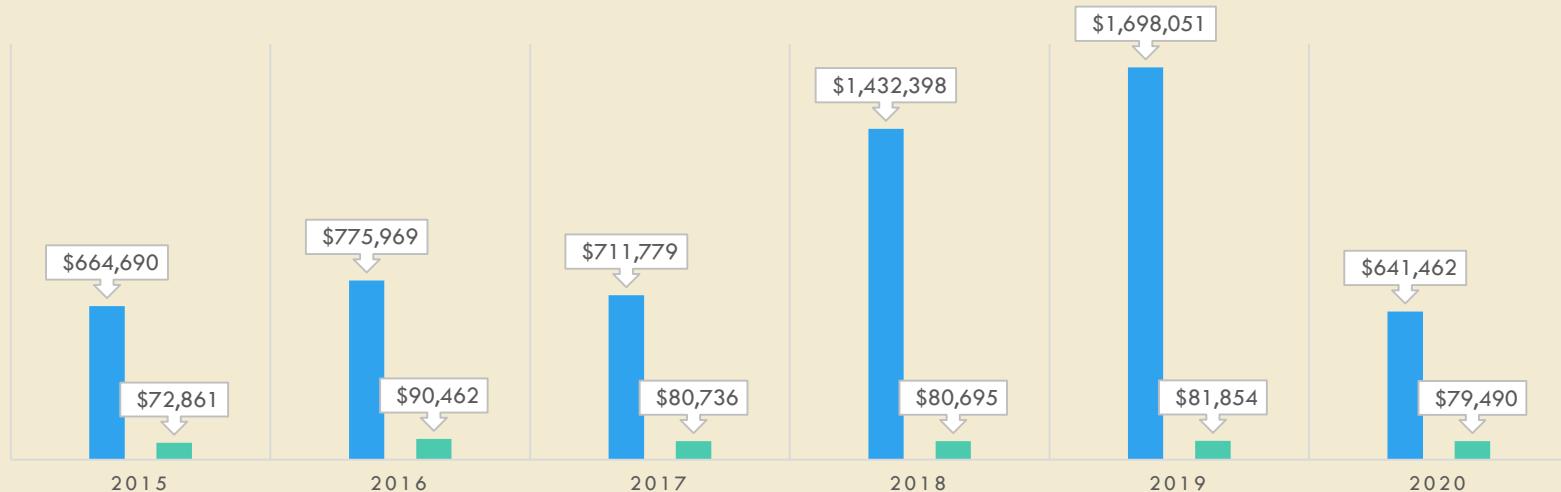


CEDD - Construction & Development Services

Permit Fees(Revenue for Building & Planning)

QUARTER 2, YEARS 2015 - 2020

Building Planning



TOTAL PERMIT FEES (Revenue) for Quarter 2, Years 2015 - 2020							
	2015	2016	2017	2018	2019	2020	% Change reflects the time period of Quarter 2 for Years 2015 - 2020
Building	\$ 664,690	\$ 775,969	\$ 711,779	\$ 1,432,398	\$ 1,698,051	\$ 641,462	-62.22%
Planning	\$ 72,861	\$ 90,462	\$ 80,736	\$ 80,695	\$ 81,854	\$ 79,490	-2.89%
Total	\$ 737,552	\$ 866,431	\$ 792,515	\$ 1,513,093	\$ 1,779,905	\$ 720,951	-59.49%

CEDD - Construction & Development Services

Total Inspections

(Building, Mechanical, Plumbing, Electrical & Property Standards)



Total Inspections for Quarter 2, Years 2015-2020						
2015	2016	2017	2018	2019	2020	% Change reflects the time period of Quarter 2, Years 2015 - 2020
6,401	5,830	6,142	5,197	6,156	6,045	-1.80%

CEDD - Construction & Development Services

Total Permits Issued(Building)

Quarter 2, Years 2015 - 2020

■ Permits



TOTAL BUILDING PERMITS ISSUED for Quarter 2, Years 2015 - 2020

2015	2016	2017	2018	2019	2020	% Change reflects the time period of Quarter 2 for Years 2015 - 2020
3,086	3,193	2,800	3,641	3,034	3,376	11.27%

CEDD - Construction & Development Services

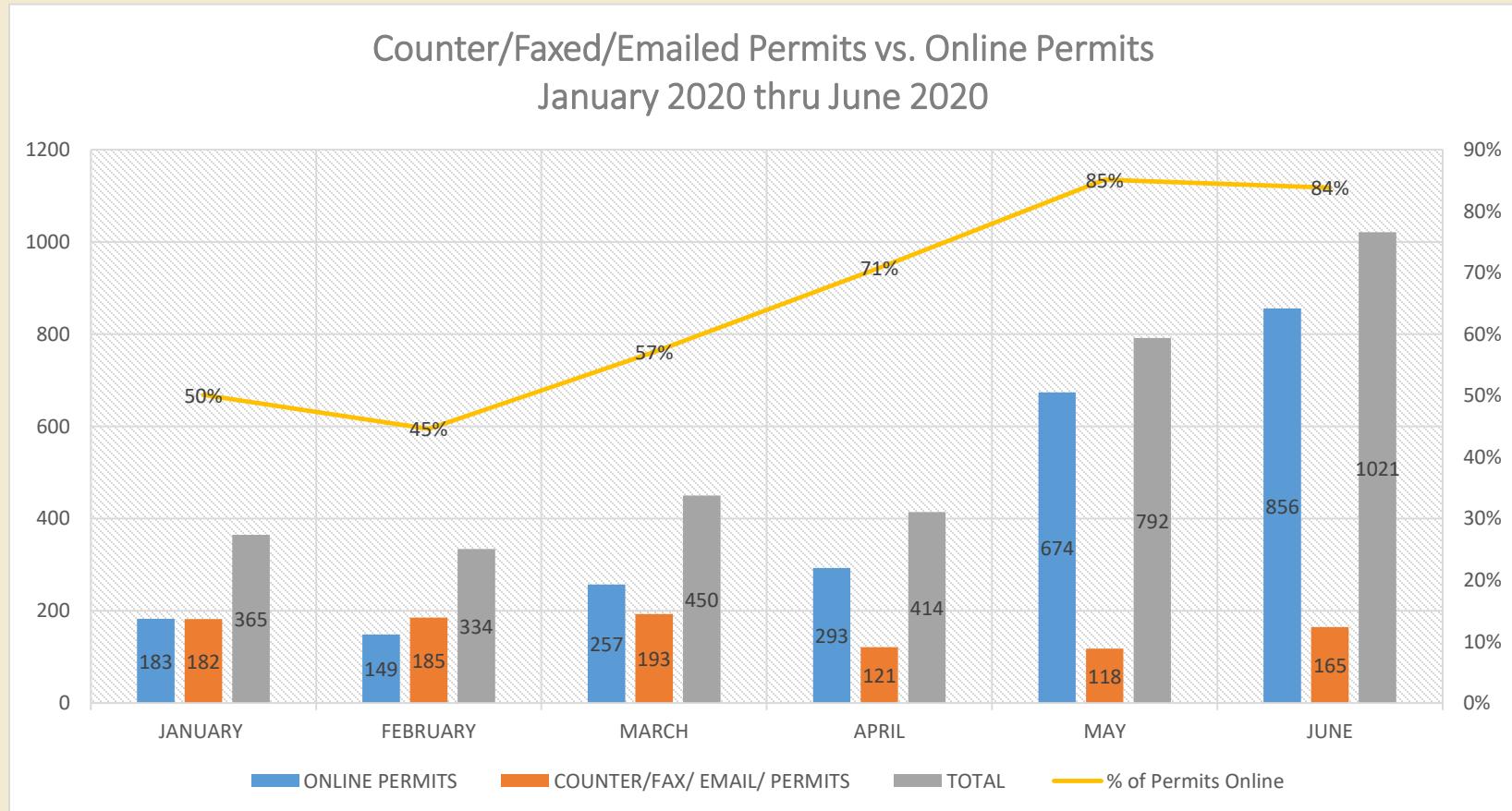
Construction Valuations(Residential & Commercial)



Construction Valuations for Quarter 2, Years 2015 - 2020							
	2015	2016	2017	2018	2019	2020	% Change reflects the time period of Quarter 2 for Years 2015 - 2020
Residential	\$ 9,959,772	\$ 16,863,587	\$ 11,734,566	\$ 13,876,706	\$ 17,412,703	\$ 19,502,911	12.00%
Commercial	\$ 61,543,118	\$ 55,867,364	\$ 78,066,225	\$ 131,041,634	\$ 70,621,514	\$ 38,845,147	-45.00%
Total	\$ 71,502,890	\$ 72,730,951	\$ 89,800,791	\$ 144,918,340	\$ 88,034,217	\$ 58,348,058	-33.72%

CEDD - Construction & Development Services

Construction Online Permits vs. Counter(Fax, Email or Drop-off) Permits



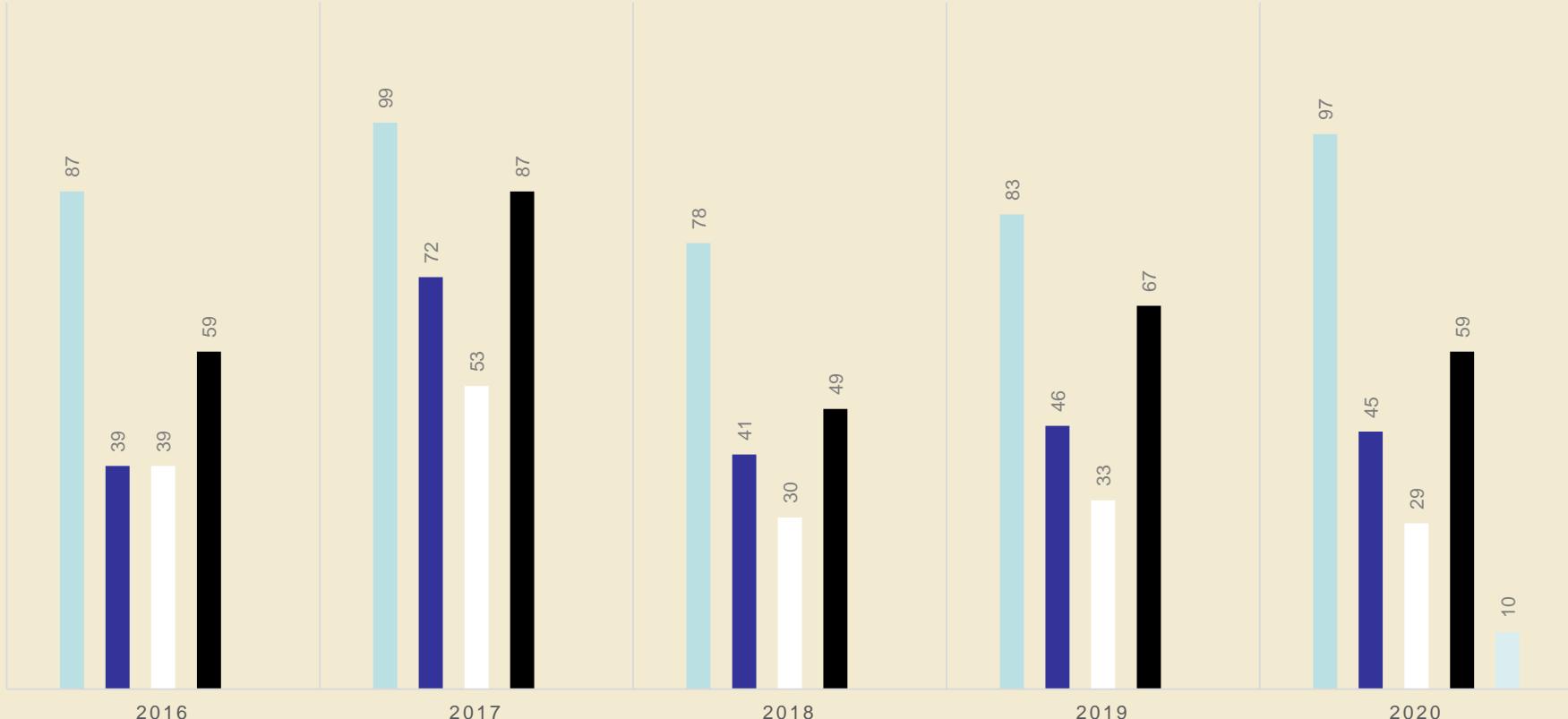
CEDD - Construction & Development Services

Commercial Plan Reviews

(Building, Mechanical, Plumbing, Electrical, Solar Roofing)

QUARTER 2, YEARS 2016-2020

BUILDING MECHANICAL PLUMBING ELECTRICAL SOLAR



CEDD – Economic Development

Economic Development Data Quarterly Performance	2020 Annual Target	First Quarter		Second		Third Quarter		Fourth Quarter		Year to Date	
		Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual
Commercial New and Retained Projects	20	5	5	5	3	5	N/A	5	N/A	20	8
Industrial New and Retained Projects	12	3	0	3	3	3	N/A	3	N/A	12	4
New and Retained Jobs	800	200	33	200	22	200	0	200	0	800	55
Total Investment	Private Investment	\$145,000,000	\$ 262,953	\$ 746,176	\$ -	\$ -	\$ -	\$ 1,009,129	\$ -	\$ 1,009,129	\$ -
	Public Investment		\$ 78,952	\$ 38,328	\$ -	\$ -	\$ -	\$ 117,280	\$ -	\$ 117,280	\$ -
	Percentage, Public Investment		30.03%	5.14%							11.62%

Small Business Loans:

- Rockford Transport
- Lucette Salon
- Leverage Staffing Group
- El Tiempo Newspaper

Notable Projects

- Cellusuede
- Der Rathskeller

CEDD – Economic Development

- Hired new Economic Development & Diversity Procurement Coordinator, Jonathan Bell in February 2020
- 21 Business First Meetings Held YTD
- Processing 59 COVID-19 Microenterprise Loan Applications
- Awarded Neighborhood Revitalization Planning Grant and Brownfields Health Impact Assessment from USEPA for Southwest Rockford.
- Awarded \$275,000 USEPA Cleanup Grant for Rockford Watch Factory and Lloyd's Hearing Building

CEDD – Neighborhood Standards

January – June 2020 Neighborhood Standards Code Enforcement Trends

							Monthly Avg		Year Total		Notes
	2020		2019		Change		2020		2019		
	Jan	Feb	Mar	Apr	May	Jun	700	375	86.6%	4198	4494
Total Service Requests	199	302	633	1506	850	708	218	132	64.8%	1305	1585
Unfounded Complaints	60	80	121	374	341	329	237	23	930.4%	1422	273
Knock and Talks	24	57	278	912	85	66	1.3	1.5	-10.1%	-	-
*Avg No. Days to Initial Inspection	0.8	0.8	1.0	1.5	2.5	1.5	711	727	-2.2%	4266	8721
Total Cases Started	686	523	536	281	974	1266	567	383	48.1%	3404	4591
ProActive Cases Started	632	456	455	205	780	876	15	9	64.8%	89	108
CD ORD Cases	8	0	53	3	9	16	170	167	2.0%	1022	2004
Zoning/Rental/Cases Started	285	283	186	71	85	112	464	486	-4.5%	2786	5832
Nuisance Cases Started	235	139	216	207	880	1109	68	65.0	5.1%	410	776
Parking/Zoning Tickets Issued	158	101	122	0	0	29	2235	n/a		13408	n/a
Total Inspections	1136	1458	1646	2095	2887	4186					

CEDD – Neighborhood Standards

January – June 2020 Code Enforcement Case Closure Trends

							Monthly Avg		
	Jan	Feb	Mar	Apr	May	Jun			
% Rate of Voluntary	77.0%	63.8%	82.8%	80.2%	74.1%	56.1%	72.3%	77.1%	-6.2%
Avg Days to Vol. Compliance	24.7	19.2	14.5	15.9	8.0	12.3	15.8	18.7	-15.7%
% Rate of Induced	16.4%	17.8%	2.5%	n/a	n/a	n/a			
Av Days to Ind. Compliance	27.9	21.0	15.7	n/a	n/a	n/a	21.5	n/a	
% Rate of Forced Compliance	6.6%	18.4%	14.7%	19.8%	25.9%	43.9%	21.6%	22.9%	-5.9%
Avg Days to Forced	31.5	24.2	24.0	17.2	14.3	97.0	34.7	24.8	40.0%

	CASES CLOSED						TOTALS
	VOLUNTARY	FORCED	INDUCED	TOTAL CLOSED			
VOLUNTARY	328	28	70	426			2369
FORCED	92	49	0	500			980
INDUCED	53	163	0	361			168
TOTAL CLOSED				247	629	1354	3517

CEDD – Economic Development

January – June 2020 Sanitation Statistics

HOUSEHOLD WASTE		
2019	2020	Change In Tonnage
Tonnage	Tonnage	
24,104	25,969	7.7%

YARDWASTE		
2019	2020	Change In Tonnage
Tonnage	Tonnage	
5,373	5,654	5.2%



RECYCLING		
2019	2020	Change In Tonnage
Tonnage	Tonnage	
3,748	4,026	7.4%

DEMOLITION DEBRIS		
2019	2020	Change In Tonnage
Tonnage	Tonnage	
691	3,393	391.1%

CEDD – Economic Development

January – June 2020 Sanitation Customer Service Statistics

MISSED PICK-UPS

2019	2020	% Change
------	------	----------

380	411	8.2%
-----	-----	------

CUSTOMER SERVICE CALLS

2019	2020	% Change
------	------	----------

5,351	5,424	1.4%
-------	-------	------



SERVICE COMPLAINTS

2019	2020	% Change
------	------	----------

36	44	22.2%
----	----	-------

AVERAGE CALL-IN HOLD TIME (SEC)

2019	2020	% Change
------	------	----------

Not Tracked	59	NA
-------------	----	----

CEDD – Neighborhood Development

2020 Goals

2020-2024 Consolidated Plan Strategy and Programs	2020 Goals	
	CDBG Funds	HOME Funds
Housing Strategy		
Housing Rehabilitation	33	22
Homeownership		5
Housing Development		2
Community Development Strategy		
Clearance / Demolition	35	

2020 HUD grant funds will be available in Q3 2020. The City is currently managing housing and demolition programs with 2019 funding.

CEDD – Neighborhood Development

Achievements – HUD Grants

2020-2024 ConPlan / 2020 Annual Plan / AI / NRSA

- * Anticipate grant agreements will be executed by September 2020.

Jan. – June 2020 Achievements

- * 20 demolitions
- * 5 housing rehab and 7 roof rehab projects
- * 1 homeownership assistance project

2020 CDBG-CV Funds

- * \$1.2M additional CDBG-CV (CARES Act) funds - awarded in April.
- * Funds are being used to support economic development microenterprise loan program.
- * Reviewing 59 program applications.

CEDD – Neighborhood Development

Achievements – Additional Grants and Programs

IHDA Single Family Rehab Grant Program

- * \$520,000 grant - Agreement executed in Q3 2020.
- * Preparing/planning the program design and implementation.

IHDA APP Grant Round 4:

- * 7 residential properties demolished with \$73,000 grant.
- * Grant will be fully expended and reimbursed in 2020.

CEDD – Neighborhood Development

Achievements – Roof Rehab Project

Before



After



CEDD – Neighborhood Development

Achievements – Neighborhood Engagement

Neighborhood Specialist Activities

Community Outreach:

- * Provided weekly COVID-19 resources to 140+ neighborhood leaders.
- * In coordination with WCHD, distributed COVID-19 literature, neighborhood signs, and free masks.

Community Outreach:

- Co-Lead of Ready to Learn initiative Family Friendly Neighborhoods Team – collaborate with 20+ local organizations

Community Outreach:

- Facilitate connections and conversations between 6 neighborhood groups and the Police Department.

Community Outreach:

- * Collaborate with Great Neighborhoods on 2 meetings with neighborhood leaders.
- * Foster support for community health in neighborhoods.

Finance Customer Service Center

Finance-Customer Service Center

2020 CSC SCORECARD

Monthly Performance	2020 Target	Jan	Feb	Mar	Apr	May	Jun	YTD AVG 2020
Total number of calls	6,750	5521	5197	5473	5030	4906	5730	5,310
Average Time to Answer in sec.	30	39	37	18	11	11	16	22
% Calls Abandoned	8%	7.48	3.39	2.30	2.35	1.94	2.67	3.35

Targets based on AWWA *Benchmarking Water Utility Customer Relations Best Practices*

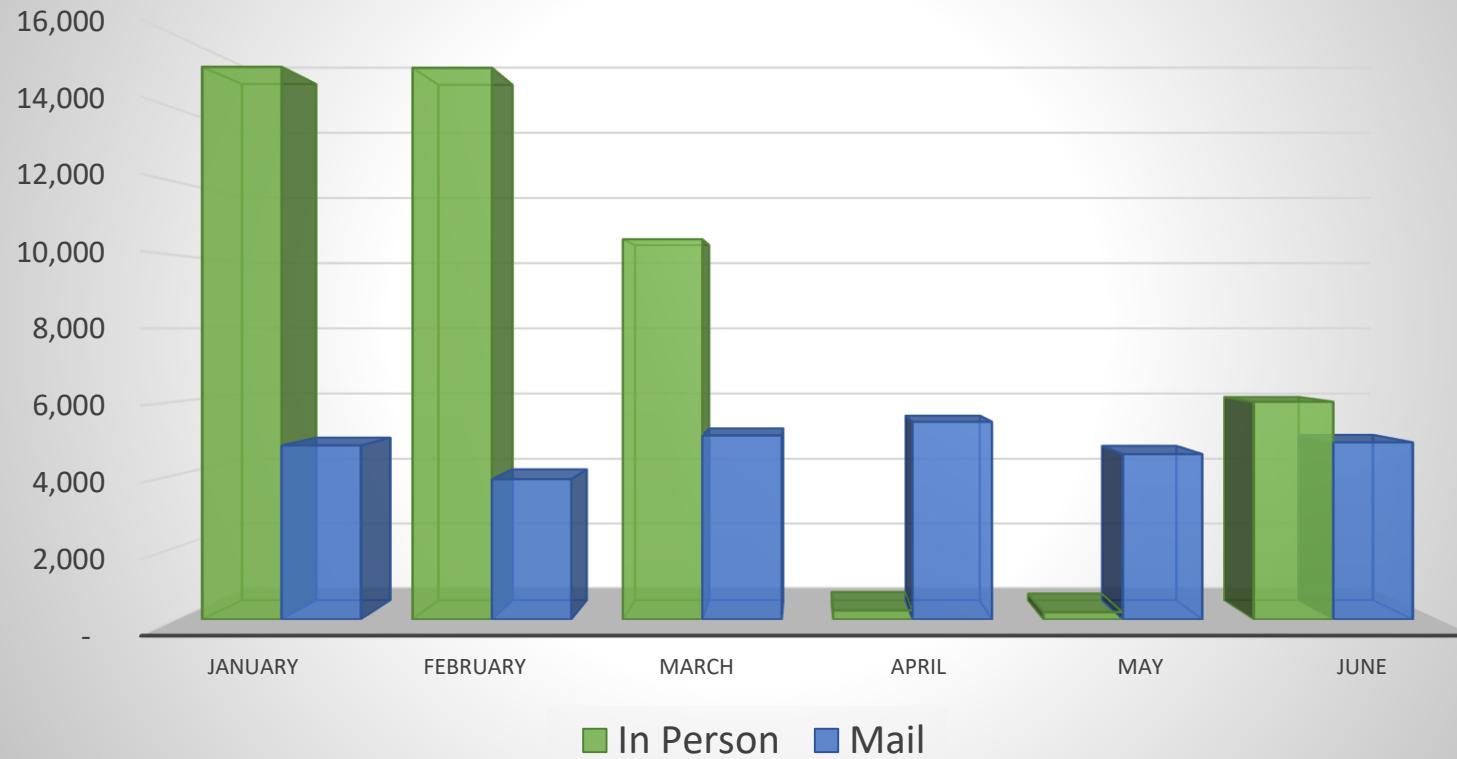
Finance-Customer Service Center

2020 Call Volume



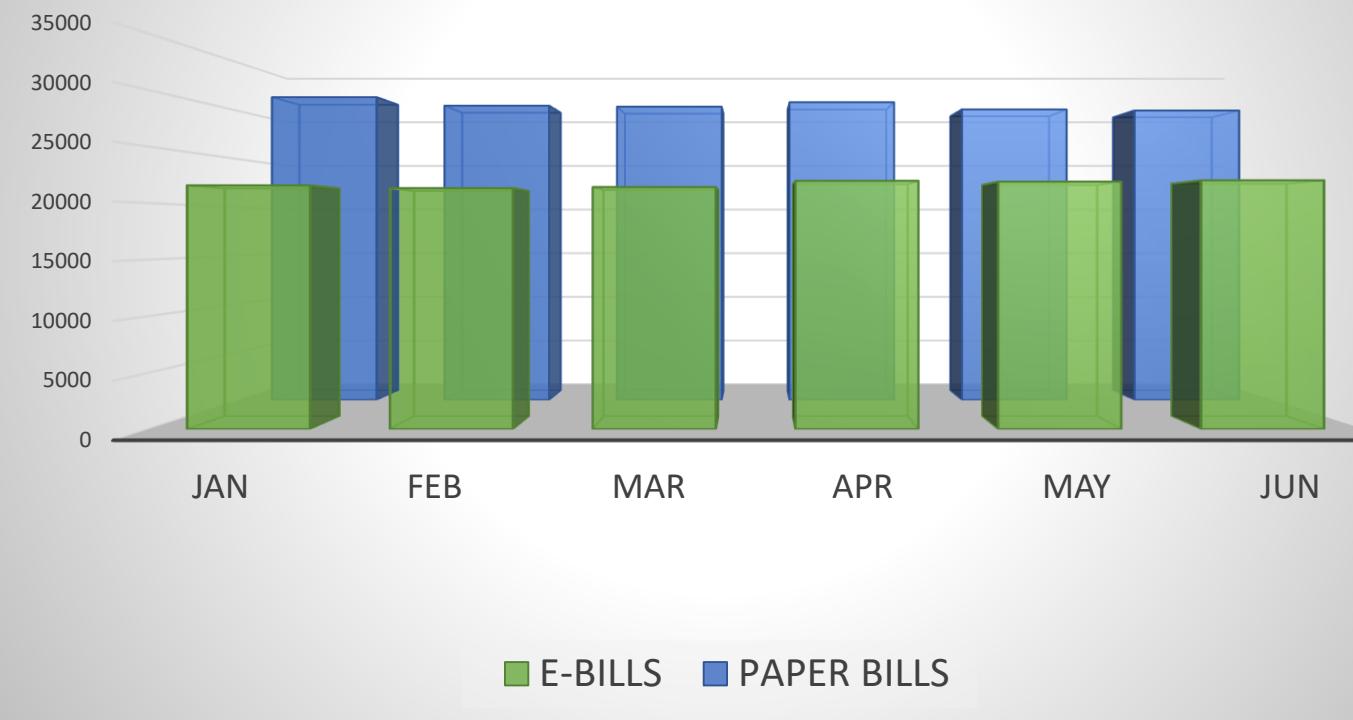
Finance-Customer Service Center

2020 CITY HALL PAYMENTS

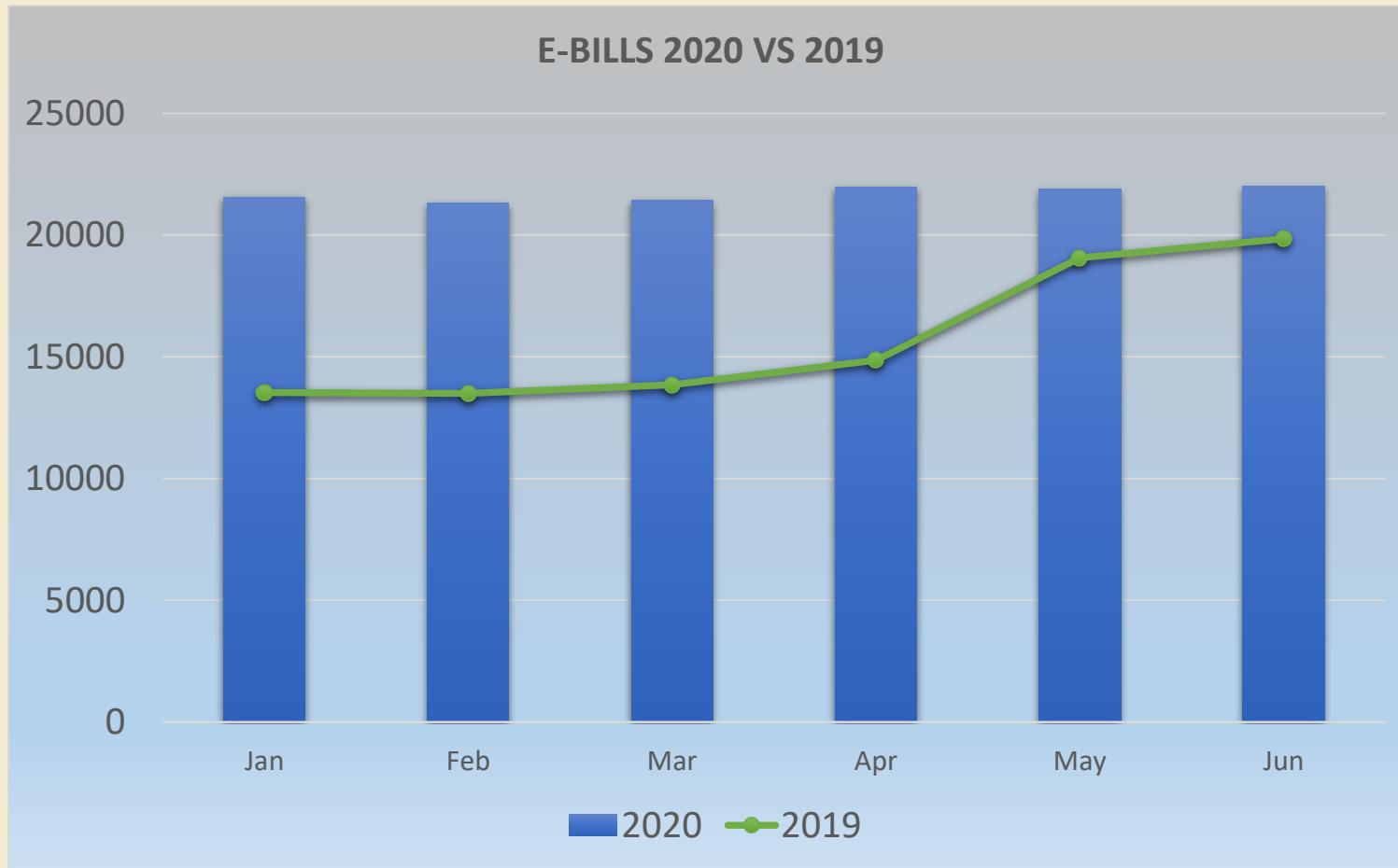


Finance-Customer Service Center

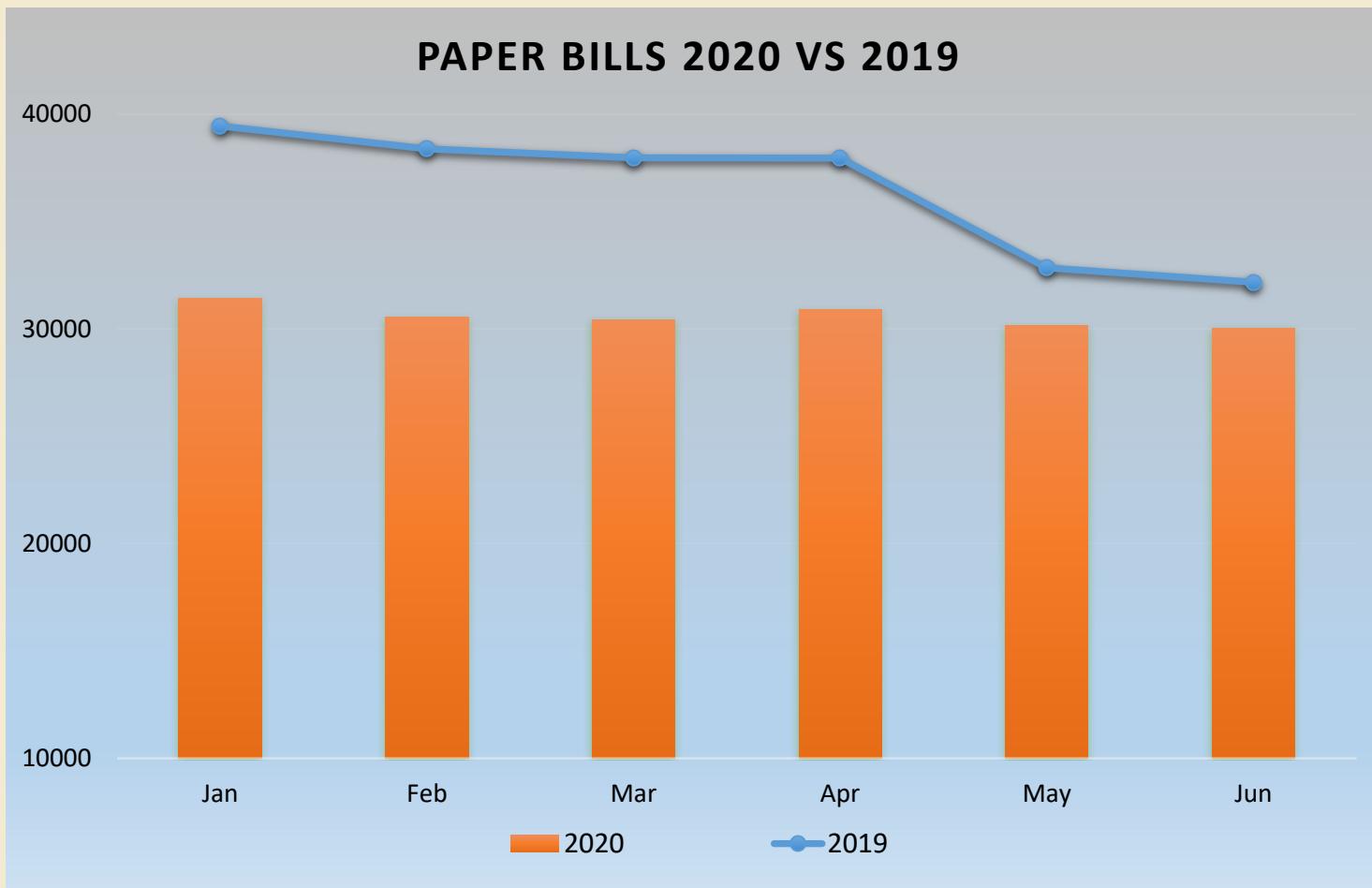
2020 PAPER & E-BILLS COMPARISON



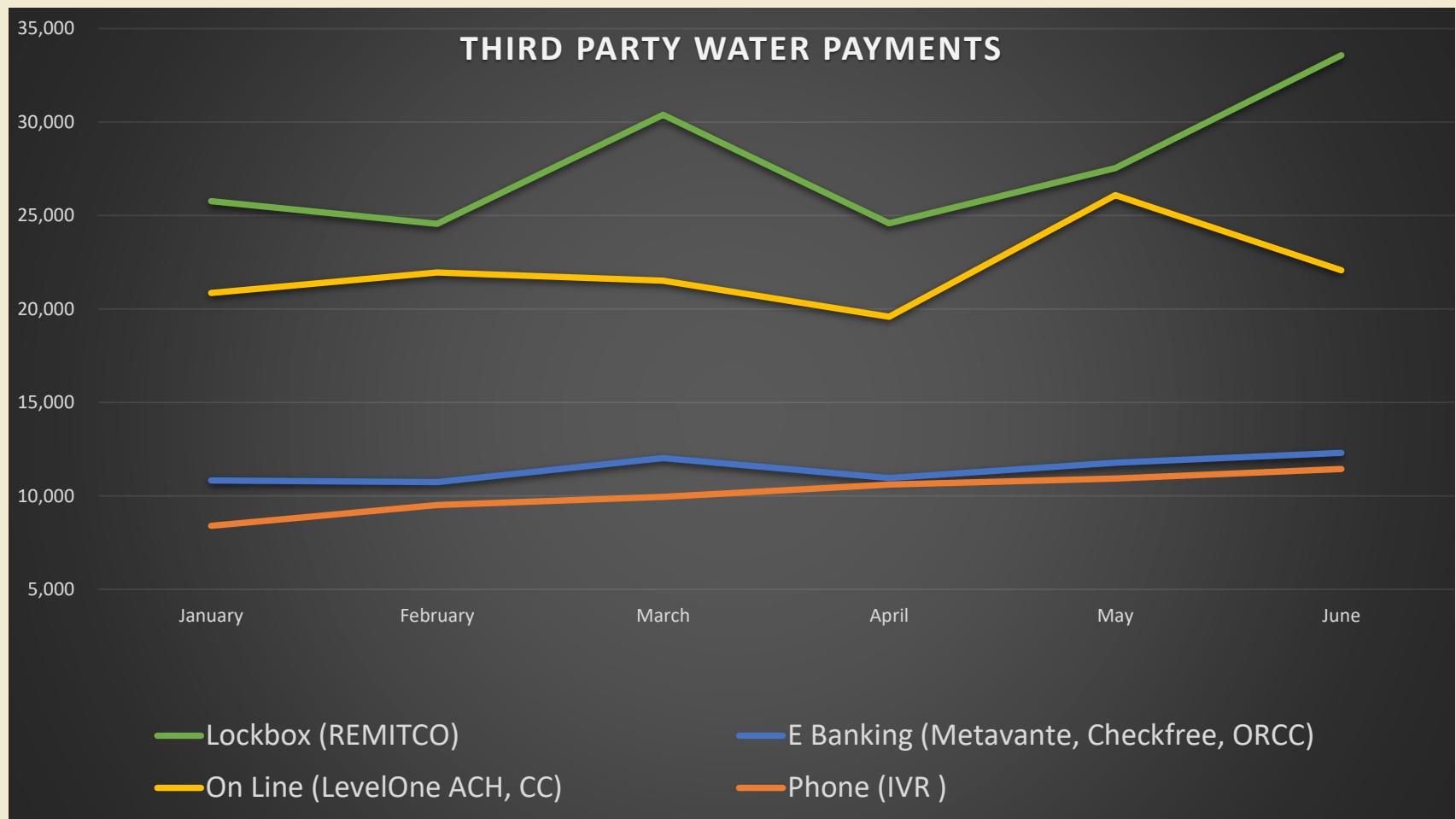
Finance-Customer Service Center



Finance-Customer Service Center



Finance-Customer Service Center



Finance-Customer Service Center

2020 January-June Summary

- Our office has been fully staffed and our average time to answer in seconds has decreased over the past 4 months. Due to the pandemic, CSRs working from home have cancelled scheduled time off, which have had direct impact on our phones and increased productivity.
- City Hall payments have drastically decreased as compared to the beginning of the year.
- Processed a total of 1,705 final service orders due to change of ownership, which includes finalizing the seller's bill and generating the new buyer into our system.
- Our closing team provided 1,263 estimates to Title Companies and Law firms.

Finance-Customer Service Center

2020 January-June Summary

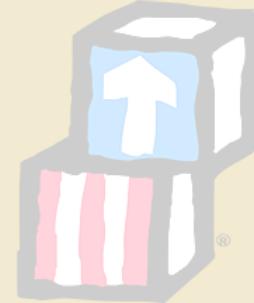
- Completed 555 Clean-up service orders, which are created when accounts don't match the last recorded deed and the City was not notified.
- Received a total of 961 email request of which 208 were COVID-19 related questions.
- An area of opportunity continues to increase communication with other departments to better assist customers and improve billing

Human Services

Head Start/Early Head Start

Enrollment

August 15, 2019 – July 1, 2020



Early Head Start

Total served: 215

English as a Second Language: 54

Children with an Individualized Family Service Plan (IFSP): 25

Head Start

Total Served: 584

English as a Second Language: 194

Individualized Education Plan (IEP): 66

Early Head Start- Child Care

Total Served: 54

English as a Second Language: 9

IFSP: 5



Head Start / Early Head Start

Enrollment Information and Locations

Head Start Locations	Part Day 9 Month	Full Day 9 Month	Full Day Full Year	EHS	EHS-CC
Beyer School 333 15 th Ave.	204	80			
Summerdale School 3320 Glenwood Ave	136	40			
Hand-n-Hand Child Care 9350 Forest Hills, Loves Park			34	8	18
YMCA 2918 Glenwood Ave, Rkfd.			40		
Trinity Day Care					16
Home Based Services				114	
Pace Center at Fairgrounds				24	

CARES Act Funding

City of Rockford Head Start will receive CARES Act funding to prepare for, respond to and prevent the spread of COVID-19. The amounts are:

- Head Start- \$469,283
- Early Head Start- \$128,306
- Early Head Start- Child Care- \$35,152

Our centers and school collaboration sites closed on March 23, 2020 as a result of the Governor's Shelter-In-Place order. Plans were quickly developed to support the children and families enrolled in our programs.



Basic Needs

EHS Home Visitor Teachers contacted their families multiple times each week to identify any needs of the family and to support continued learning and development for the enrolled children. 312 contacts x 19 weeks= 5928 contacts since March 23 (104 families contacted three times per week)

Head Start Teachers contacted their families weekly from March 23 through June 3 to determine needs of the family and to support remote learning activities. 434 x 11 weeks = 4,774 contacts since March 23

Two of child care partners remained open to provide emergency care to children of front line workers and the other two opened when the state reached Phase 3. CORHS was able to provide support in purchasing PPE and other necessary supplies for providing safe, effective child care during this pandemic. Head Start Family Support was in contact with enrolled families to ensure that families needs were met.



Basic Needs

Pace Teachers contacted their parents weekly to provide support and learning opportunities for the infants and toddlers enrolled in the center. $24 \times 18 \text{ weeks} = 432 \text{ contacts.}$

Head Start/Early Head Start staff assisted with meal delivery to children 2-18 with Community Services, 4,200 staff hours.

Items provided to families	Number given to families
Containers of Baby Wipes	229
Cases of Diapers / Pull ups	90
Packages of Diapers / Pull ups	212
Packages of Underwear	15
Thermometers	10
Box of Alcohol wipes	10
Formula	66
Gerber Entrée (1y/o prepackaged meals)	340
Infant food(cereal, jar food, snacks)	451



Learning Material Distributions

What	# Head Start Children	# Early Head Start Children
Infant/Toddler Learning Kits to support remote learning and development		144
Preschool Supplies (glue, paper, markers, etc.)	508	
Kindergarten Transition Kits (including materials and learning packets)	264	



These materials were distributed to families to support learning and development. The preschool supplies enabled families to participate in activities provided remotely by District 205 or Head Start. The Kindergarten transition kits included learning packets and other materials to continue summer learning for those children transitioning to Kindergarten in Sept. We continue to focus our efforts on school readiness.

Family Services

Accomplishments during COVID-19 shut down

- Transitioned to remote services
- Offered parent meetings via Zoom
- Completed weekly check-ins with families to ensure family well-being
- Assisted the YMCA with food distribution at various locations
- Provided weekly diaper, baby wipes, baby formula, and infant/toddler food distribution to families that expressed a need
- Provided families with information on local resources related to food, emergency child care, clothing, health needs, mental health services, domestic violence services, transportation, education, housing/rental assistance, and access to public benefits.



Family Services

Accomplishments during COVID-19 shut down (continued)

- Delivered food to families that had a transportation barrier.
- Staff participated in online professional development.
- Converted paper application and enrollment forms into online forms
- Established a Head Start/Early Head Start Twitter page in order to interact with our audience and advertise our services.
- Increased HS/EHS participation on the Community Services Facebook page in order to interact with our audience and advertise our services.



Head Start

Achievements

- Received Notice of Award for Early Head Start Child Care Grant for \$608,228 for the Project Period July 1, 2020 – June 30, 2025
- Finalized re-opening plan for the PACE center which welcomed children and families on July 15, 2020 with many enhanced health and safety protocols in place
- Provided a very high level of support to children and families in all program options during this unprecedented time



Head Start

Areas for Improvement



- Prepare for the possibility of remote learning should the state return to an earlier phase. There were many lessons learned and a plan needs to be finalized.
- Ensure that all of our families have access to technology for remote learning
- Develop a plan for collecting on-going child development assessments remotely
- Transition plan for in-person home visiting to resume at some point

Human Services

Community Services

Households Served 1/1/2020-6/30-2020

Energy Assistance (LIHEAP, PiPP, ComEd Hardship)

1/1/20-6/30/20 Total served: 4,971

3,701 (LIHEAP), 1,161 (PiPP), 109 (ComEd Hardship)

Weatherization (Grant and Utility funded)

1/1/20-6/30/20 44 (Wx work on homes was stopped from 3/20 until 7/1)

Housing/ Homeless Services 1/1/20-6/30/20

HUD CoC- 186

HUD ESG- 79

IDHS- 52

Displaced/shelter overflow- 332

CSBG 8

CSBG CARES – 202(program began in March)

ESG CARES- 72 (program began in March)



CSBG Emergency Assistance (non housing)- 25

CSBG CARES Emergency Assistance (non housing)- 65

CSBG Education/Training- 15

DCFS/Youth Intensive Case Management- 53

ISBE Meals (Summer food and Grab and Go)- 22,4707

City of Rockford Community Services received CARES Act funding to respond to the needs created by COVID-19. The amounts are:

- CSBG-\$1,405,229
- HUD ESG- \$1,794,268
- Community Foundation- \$30,000
- IDHS HP-\$60,000
- IDHS Temporary Housing-\$265,316
- LIHEAP- \$1,220, 658



Since March 20th we have received 1,708 requests for COVID-19 related housing assistance. We were able to exceed our 2019 LIHEAP intake total by quickly switching to a phone intake system. We provided staffing for the COVID-19 EOC during it's full time operation, handled shelter overflow due to closures and restrictions and managed several pop up food locations to assist families when school lunch was not available. Since COVID-19 began, staff has continued to work through the crisis, taking appropriate precautions but continuing to serve the public at an accelerated rate.

Community Services

Achievements

- Completely restructured weatherization protocol to make weatherization a safe experience for staff and clients by increasing sanitation protocol.
- Stepped up to address shelter closures or reductions by housing and managing shelter residents from both Remedies and Rockford Rescue mission.
- Completely re-invented the way we manage LIHEAP and some of our other application processes to make it a non-contact process.
- Accelerated eviction prevention efforts to mitigate the effects of COVID-19 job loss and resulting potential evictions.
- Also assisted with mortgages, prescriptions, food, car payments, insurance, medical costs, etc. to keep people safe and stable during COVID-19.
- Worked with the Health Department to ensure COVID-19 positive people had a safe place for isolation/quarantine.
- Placed a Community Services staff person at the Family Peace Center to ensure that survivors of domestic violence have access to our resources.

Community Services

Areas for Improvement

- DCEO has notified us they expect a 70% increase for each agency in LIHEAP applications and a 48% increase in PiPP applications.
- Continue to work through all eviction prevention requests as quickly as possible.
- Continue to streamline processes for efficiency.
- Continue efforts to ensure that no homeless person is in a shelter or on the streets for more than 30 days.

Legal Department

Legal Department

Achievements from January thru June, 2020

City Council -

- 189 Committee Reports
- 137 Resolutions
- 171 Ordinances

Highlights include:

- Amendments to the City's Liquor Code regarding video gaming terminals and classifications
- An SUP for Planned Unit Development and IGA with the Library for redevelopment of 215 & 217 N. Wyman.
- Roadway Development Agreement between the City of Rockford and Love's Travel Stops & Country Stores, Inc.

Legal Department

Achievements from January thru June, 2020

Claims -

- 74 claims for reimbursement. 8 claims were approved for payment totaling \$40,349.00

Ordinance Prosecution –

- Currently we have:
- 1,403 ORD cases for 2020
- 210 CENC cases for 2020
- 239 PST cases for 2020

Demolitions –

- 45 completed residential demolitions, and 4 completed commercial structures.

Legal Department

Achievements from January thru June, 2020

Contract and Grant Compliance –

- Implemented new City of Rockford Grant Policy and provided live training to all staff who may handle grants.
- Implemented invoice payment review process to ensure contractor compliance with prevailing wage certified payroll requirements.
- Updated Standard Conditions, EEO, and Subcontractor Utilization procurement forms for bidders to improve compliance with local ordinance and applicable law.
- Implemented manual process for tracking Minority and Woman Business Enterprise utilization statistics (total City spend, bid/RFP awards, and estimated contractor spend).
- Launched newly established Community Relations Commission.

Legal Department

Achievements from January thru June, 2020

FOIA –

- Processed 1398 requests thus far, which represents a 9% decrease from 2019

Impounds –

- Total impounds from January 1, 2020 through June 30, 2020 = 1070
- City impound fees \$201,296.00
- Fine/Bond \$ 8,850.00
- Prostitution \$ 1,000.00

Legal Department

Achievements from January thru June, 2020

Land Acquisition –

Properties the City has acquired:

1. 5111 Carter Court – Gregory Heights subdivision	\$125,000.00
2. 1218 Esmond Drive – Gregory Heights subdivision	\$110,000.00
3. 1059 School Street – Blight Reduction -	Donated plus \$ 10,000.00 for demolition
4. 3915 E. State Street – Former Magna Property	– Donated plus \$130,000.00 for demolition

Properties the City has disposed of:

1. 728 6th Street - \$25,000.00 in form of demolition and remediation of property
2. 1206 Blaisdell

Properties that are pending sale:

1. 68xx Rote Road – seller	\$202,000.00
2. 1811 Crosby – seller	\$ 1,000.00+
3. 112 S. Henrietta – buyer	\$ 6,000.00 West State Street Project
4. 2504 W. State Street – buyer	\$ 22,000.00 West State Street Project
5. 2011 W. State Street – buyer	\$ 18,000.00 West State Street Project

Properties being actively marketed:

1. 134 N. Main Street \$ 75,000.00
2. 16xx Lyford Road \$495,000.00
3. Springfield Corners (State and Springfield) RFP

Legal Department

Achievements from January thru June, 2020

Liquor and Tobacco Licenses -

- Approved 16 Liquor and 4 Tobacco Licenses
- Number of Establishments Approved for 6th Video Gaming Terminal (VGT): 53
- The 16 Liquor Licenses consisted of:
 - 10 Consumption/Liquor by the drink (only) Licenses
 - 5 Packaged Liquor (only) Licenses
 - 1 Consumption and Packaged Liquor Sales License
- 7 out of 16 Liquor Licenses approved for new businesses
- Remaining 9 Liquor Licenses were denied based on one of four reasons:
 - change in ownership
 - modification to an existing liquor license to add video gaming
 - existing business that added liquor
 - new business at an existing location that held a liquor license

Legal Department

Achievements from January thru June, 2020

Litigation –

- **Defense**

There are 26 lawsuits currently pending in court. 8 of those cases are in federal court with the remaining 18 in the state courts. Of the 18 state court cases, 15 cases are major litigation, 1 case in arbitration and 2 small claims cases.

- **Employment Law**

There are 5 matters pending. 2 are in federal court and 3 are before the EEOC administrative division.

No cases have closed in 2020 thus far.

- **Collections**

There are 10 small claims cases pending in state court.

5 cases have closed in 2020 with judgments in favor of the City totaling over \$20,000.00.

Legal Department

Achievements from January thru June, 2020

Building and Land Use Law

- There are 21 cases currently pending. 1 case is a zoning matter. 10 cases are seeking demolition of the property and 1 case is for ownership of a parcel. 7 cases are objections filed by owners to demolitions and 2 cases are appeals of fines assessed at code hearing.
- 4 cases have been closed in 2020. 1 appeal of a fine was won on appeal by the City. 1 demolition objection was won by the City.

Legal Department

Achievements from January thru June, 2020

Labor Negotiations

AFSCME Big Group

- Status: Collective Bargaining Agreement in effect through December 31, 2021.

AFSCME B Group

- Status: Collective Bargaining Agreement in effect through December 31, 2021.

AFSCME C Group

- Status: Collective Bargaining Agreement in effect through December 31, 2023.

IAFF

- Status: Collective Bargaining Agreement in effect through December 31, 2026, with reopeners for all provisions except insurance beginning on January 1, 2022.

PBPA

- Status: The parties are in arbitration after unsuccessful negotiations. The contract expired on December 31, 2018.

Information Technology

Information Technology Key Strategic Initiatives 2020

- Implement new CAD / Mobile / RMS systems
- Continue to Enhance Network Security Posture
- Support Electronic Plan Review Project
- Support Station Alerting system implementation
- Support SCADA System upgrade
- Implement Ordinance Ticketing System

Information Technology Key Strategic Initiatives 2020

- Support New Police P&E building
- Support Phase One of Family Peace Center

Information Technology

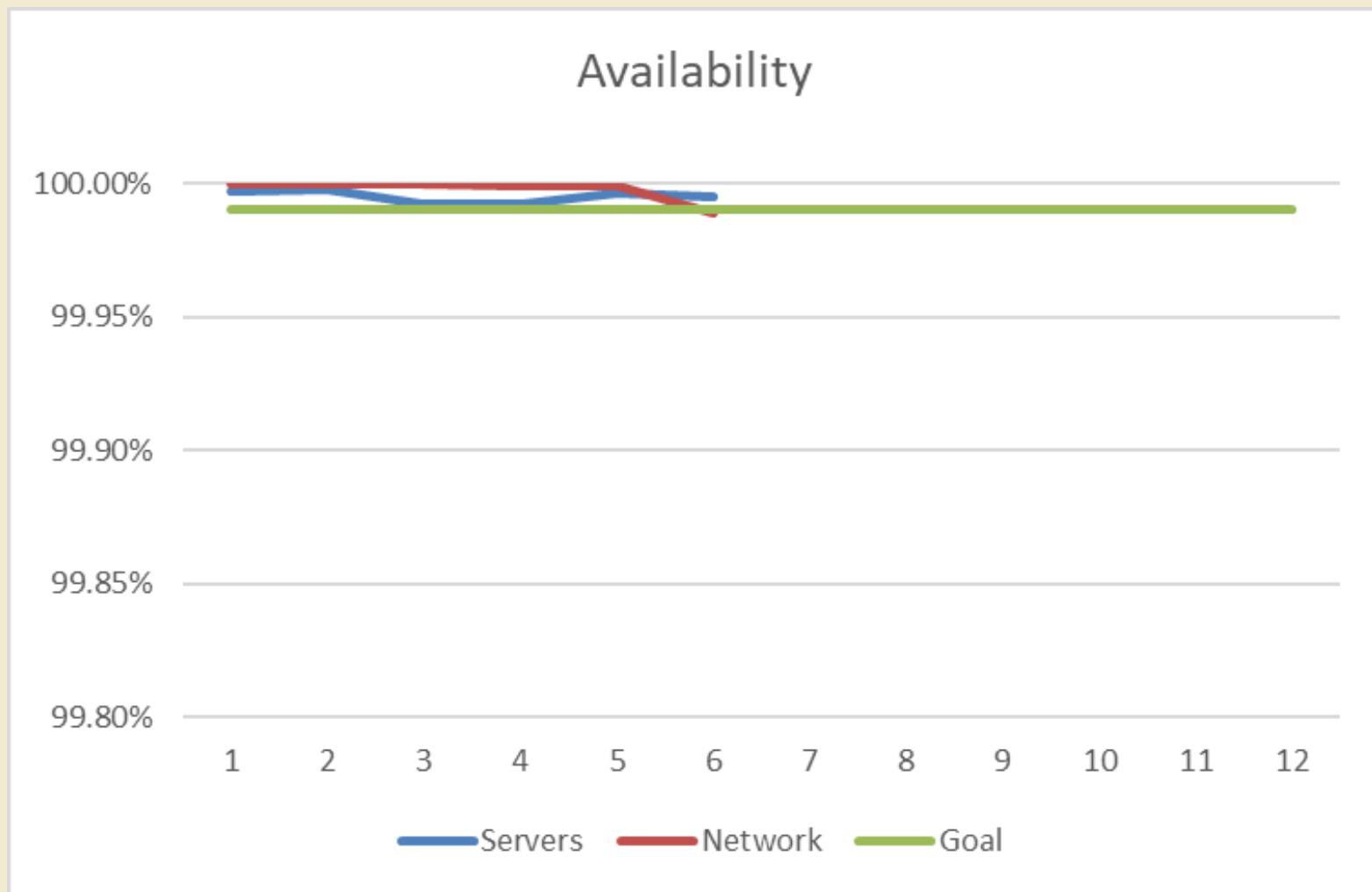
2020 Dashboard

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
WO Open	561	579	732	525	514	534							3445
WO Closed	509	561	712	564	505	525							3376
WO %	90.73%	96.89%	97.27%	107.43%	98.25%	98.31%							98.00%
Server Availability	100.00%	100.00%	99.99%	99.99%	100.00%	100.00%							100.00%
Servers Within SLA	90.70%	94.57%	86.72%	83.72%	93.80%	92.97%							90.41%
Network Availability	100.00%	100.00%	100.00%	100.00%	100.00%	99.99%							100.00%
Network Within SLA	100.00%	100.00%	98.63%	100.00%	98.63%	57.53%							92.47%

% Availability	Downtime / Yr	Downtime / Mo
99.000%	~ 3.6 Days	~ 7.3 Hr
99.900%	~ 9 Hr	~ 44 Min
99.990%	~ 50 Min	~ 4.4 Min
99.999%	~ 5 Min	~ 26 Sec

Information Technology

2020 Server / Network Availability



Information Technology

2020 Achievements

- Responded to COVID-19 Pandemic
 - Procured required hardware and software licenses to enable remote work
 - Updated and configured employee laptops / desktops / tablets to work from home
 - Updated Call Center software to enable remote work
 - Updated Council Chamber to connect our phone system to Council sound system. This allows mixed in-person and remote meeting attendance
 - Increased internet bandwidth to prevent remote work bottlenecks
 - Enabled GIS professionals to work from home
 - Procured enterprise Webex licenses to host remote meetings
 - Trained Aldermen on use of Webex so Council meetings could continue
 - Updated Citrix Remote Access Server

Information Technology

2020 Achievements

- Managed CAD/Mobile/RMS Project Implementation
 - Continued Training of all Law Enforcement Agencies
 - Continued configuration of all systems
 - Built network to all agencies
 - Continued working on all interface to third party systems
 - Continue to build standard reports
 - Continued to refine GIS datasets
 - Project delayed by COVID
- Continued to enhance our network security posture
 - Implemented new outsourced cloud-based endpoint protection platform to better protect the City's network.
 - Implemented new email spam filtering system to reduce malware occurrences
 - Hired a security consultant to help guide our security initiatives
 - Substantially complete with upgrading all computers to Windows 10
- Worked with Vendor to finalize setup of ProjectDOX system
- Continued implementation of DACRA ordinance ticketing system for PD

Information Technology

2020 Achievements

- Supported the Family Peace Center
 - Built out wired and wireless network infrastructure
 - Built client intake application
 - Provisioned phones for new site
- Supported the Executime Implementation
- Supported the new Station Alerting System
- Continued to audit our phone bills and disconnect unused lines and service
- Implemented new VoIP call statistics reporting system
- Implemented new Mobile App for Infor (Hansen) application