

# Rockford Police Department



# *Rockford Police Department*

## **January-July 2023**

RockStat January - July 2023		
CATEGORY	2022	2023
Violent Crimes	1,273	987
Property Crimes	2,337	2222
Aggravated Assaults	1,003	789
Robbery	160	129
Auto Thefts	458	455
Shots Fired	380	273
Guns Recovered	229	185
Domestic Related Violent Crime Percentage	36.1%	33.5%

# *Rockford Police Department*

## **Gunfire Stats January-July 2023**

CITY OF ROCKFORD GUNFIRE - JULY 2023					
GUNFIRE	2021	2022	2022 YTD	2023 YTD	% Change
Shot Spotter Calls for Service for Gunfire (8100)	1,266	1,029	671	554	-17.44%
Calls for Service for Gunfire (1410)	2,987	2,492	1,455	1,077	-25.98%
<b>Calls for Service for Gunfire Total</b>	<b>4,253</b>	<b>3,521</b>	<b>2,126</b>	<b>1,631</b>	<b>-23.28%</b>
Shots Fired Incidents Including Homicide	752	629	380	273	-28.16%
Victims Struck by Gunfire Including Homicide	165	151	85	63	-25.88%
Guns Recovered	435	404	237	185	-21.94%

# *Rockford Police Department*

## **Accomplishments/Events/Community Engagement**

**West Gateway Community Group utilization of the District 1 Community Meetings every Wednesday throughout the year with attendance from District Assistant Deputy Chief, Admin Lieutenant and Community Services Officers**

**Homeless Coalition bi-weekly meeting with attendance from Assistant Deputy Chief, Admin Lieutenant and Community Services Officer. Assistance with homeless outreach weekly throughout the evening with Human Services. (Both District 1 and 2)**

**Neighborhood Improvement Initiatives + Block Parties**

**Bike Rodeo at Dick's Sporting Goods**

**Dunkin' Cop On A Rooftop for LE Torch Run for Special Olympics**

**Cars & Coffee (3)**

**Fresh for Learning (ROCK House Officer Turner partners with Five Alarm Laundry to do laundry for RPS205 students every Wednesday evening)**

**Miracle Mile Cruise & Car Show**

# *Rockford Police Department*

## **Accomplishments/Events/Community Engagement**

**ROCK House Officer Seale's Youth Soccer (minimum of twice a week at various locations, but mostly Churchill Park)**

**Police Memorial Week at CherryVale Mall (3 days)**

**Law Enforcement Torch Run for Special Olympics**

**Neighborhood Group Meetings (Community Services Officers attend multiple meetings per month)**

**Polar Plunge for Special Olympics**

**Bingo for 55+ at District One (once a month)**

**Citizens Police Academy – Spring Edition**

**Rockford Public Safety Camps (two camps for 3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup> graders)**

**Rockford Youth Police Academy**

# *Rockford Police Department*

## **Accomplishments/Events/Community Engagement**

**Chicago Bears Dinner with youth football players**

**Career Readiness Days with East, Auburn, Guilford, and Jefferson Students**

**Easter Seals Autism Event at Don Carter's**

**Rockford Pride Event (Recruitment)**

**Summerdale School End of Year Event**

**Lewis Lemon Reading with CSO's**

**Truck Day at McIntosh School**

**Remedies Golf Outing**

**Bookerfest**

**Super Hero Rescue Event at Discovery Center**

**Rockford Boxing Club Sponsorship (weekly camp with the kids)**

# Rockford Fire Department

PRESENTED BY: Chief Michele Pankow



- 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  
2023



# Rockford Fire Department

## Scorecard

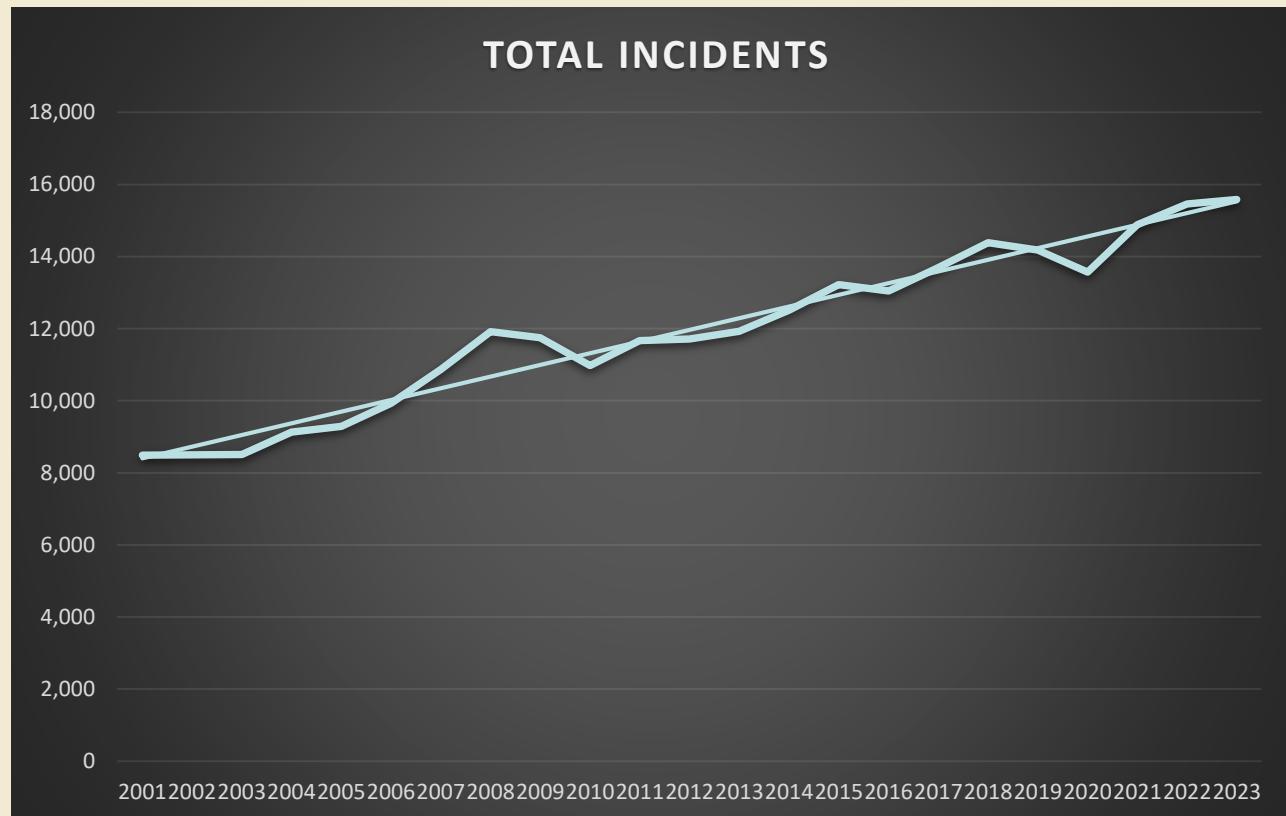
Area of Focus	Metric/Program	Definition	Standard/Goal	Current Performance
Response Times	Call Answer Time	911 Calls Answered in 10 Seconds or Less	90%	82.30%
	Total Response Time	911 Call Received to first unit on Scene in 8:12 or less	90%	97.20%
EMS	Utstein Rating	Bystander Intervention Survival Rate (CPR)	24.7%	27.3%
Fire/Fire Prevention	Fire Dollar Save Ratio	Percentage of Property Value Saved from Structure Fires	90%	90.15%
	Investigation Clearance Rate	Percentage of Investigations Closed	15%	82.5%
	Smoke Alarm/Battery Program	Monthly Average Number of Homes visited with Battery Replacement or Installed Smoke alarms	30	45

# Rockford Fire Department

## Incidents

### January – June 2023

YEAR	TOTAL INCIDENTS	% Change
2001	8,486	
2002	8,503	0.20%
2003	8,511	0.09%
2004	9,131	6.79%
2005	9,285	1.66%
2006	9,925	6.45%
2007	10,866	8.66%
2008	11,914	8.80%
2009	11,745	-1.44%
2010	10,973	-7.04%
2011	11,665	5.93%
2012	11,709	0.38%
2013	11,929	1.84%
2014	12,512	4.66%
2015	13,218	5.34%
2016	13,047	-1.31%
2017	13,692	4.71%
2018	14,386	4.82%
2019	14,185	-1.42%
2020	13,573	-4.51%
2021	14,883	8.80%
2022	15,456	3.71%
2023	15,588	0.85%

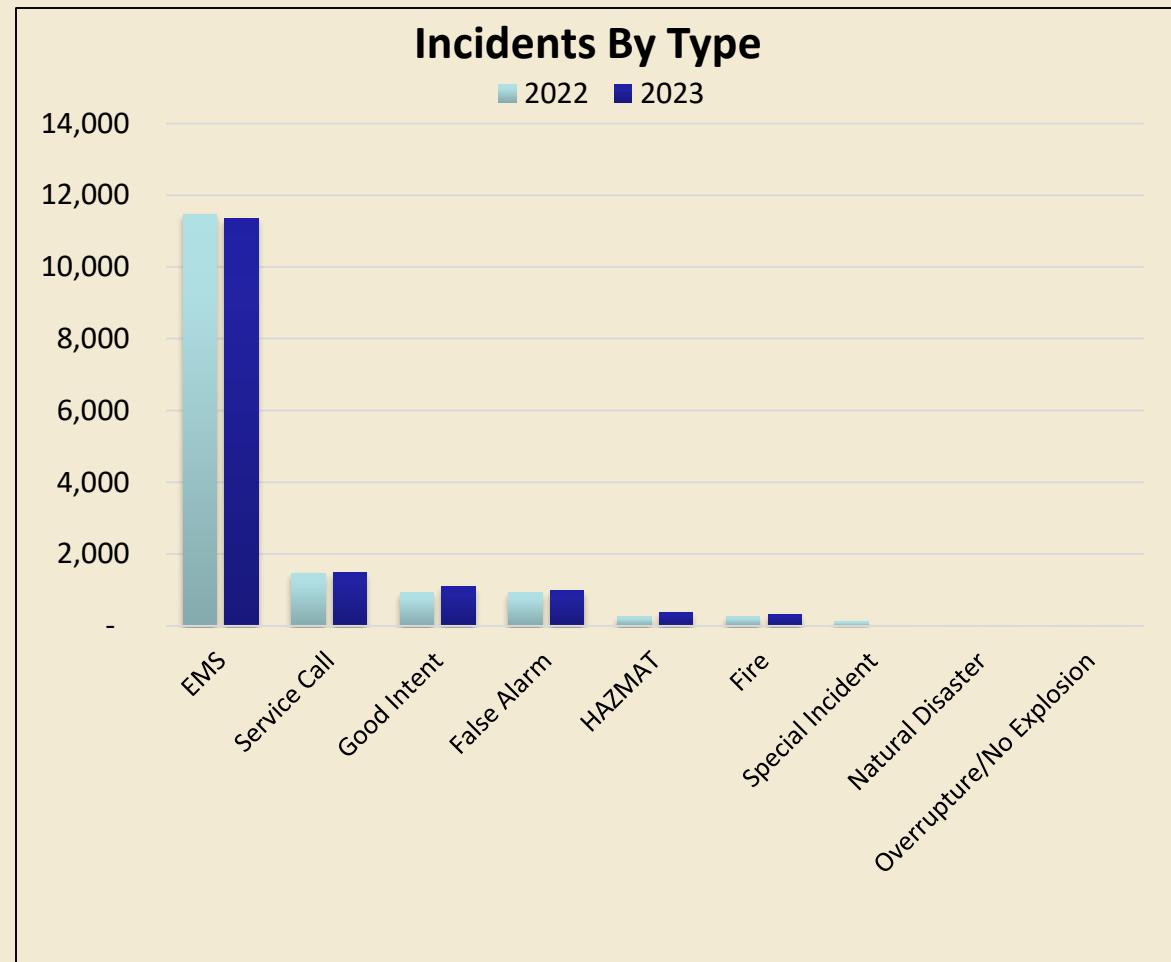


# Rockford Fire Department

## Incidents

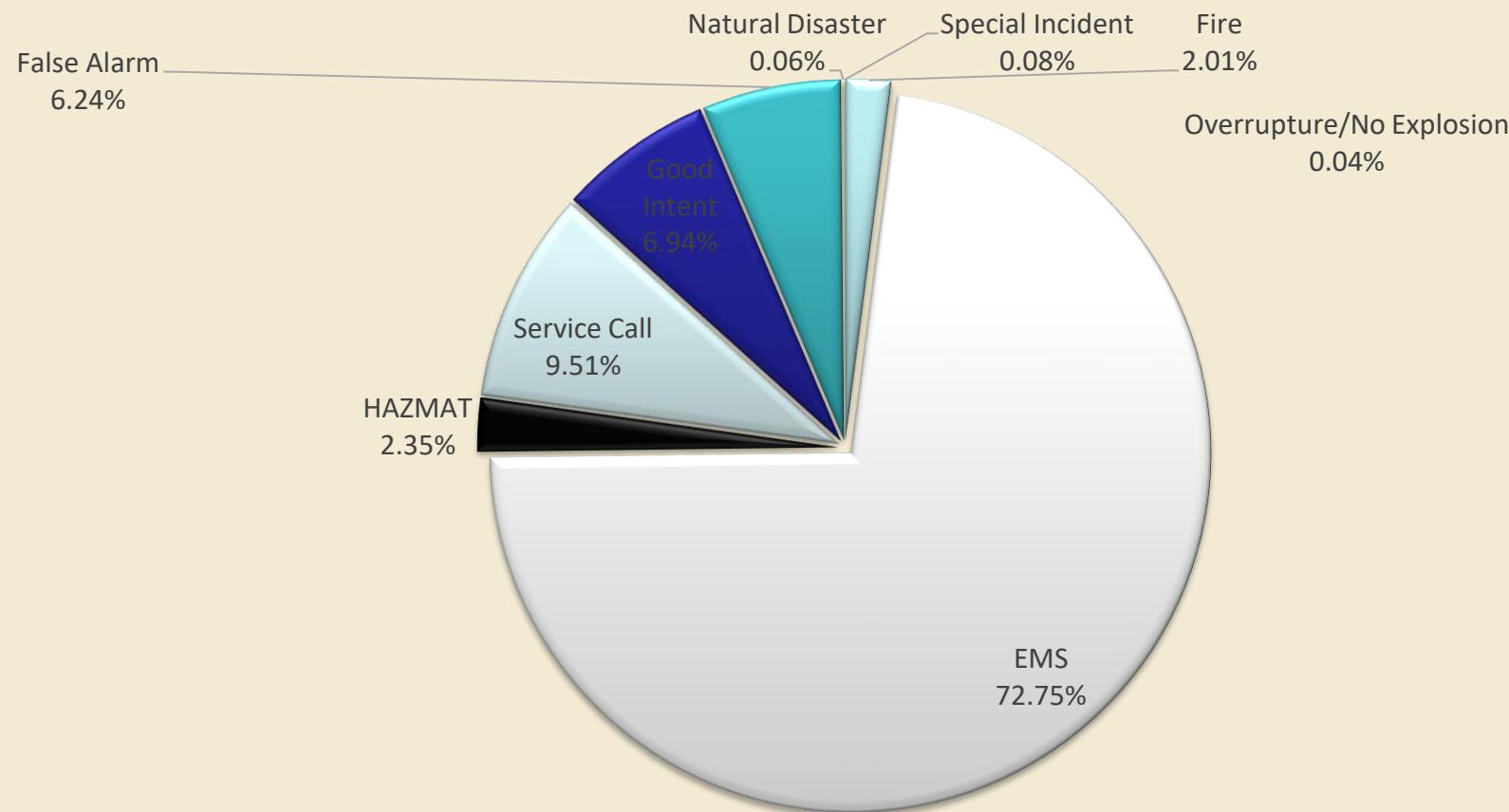
### January – June 2023

Incident Type Group	2022	2023
EMS	11,472	11,340
Service Call	1,468	1,483
Good Intent	935	1,082
False Alarm	926	973
HAZMAT	266	367
Fire	260	314
Special Incident	420	12
Natural Disaster	1	10
Overrupture/No Explosion	4	10
YTD TOTAL	14,883	15,456



# *Rockford Fire Department*

## *2023 Incidents*



■ Fire ■ Overrupture/No Explosion ■ EMS ■ HAZMAT ■ Service Call ■ Good Intent ■ False Alarm ■ Natural Disaster ■ Special Incident

# *Rockford Fire Department*

## Vacant Building Fires YTD

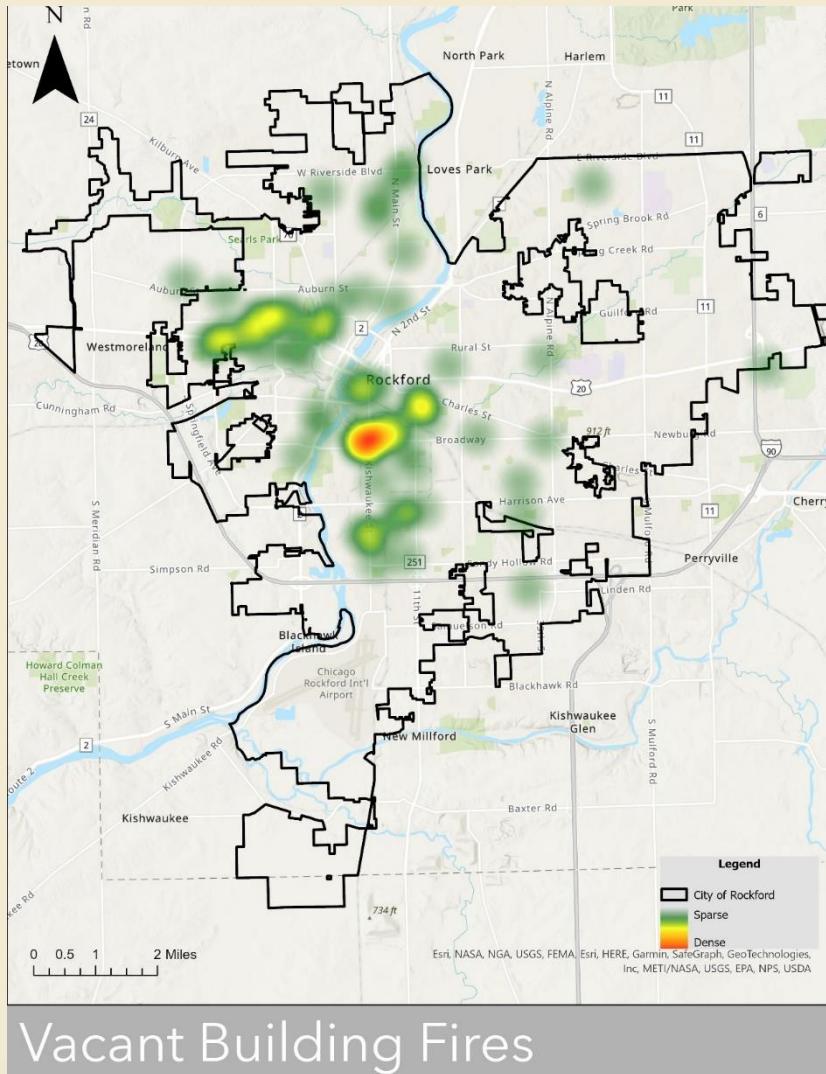
Structure Type	2020	2021	2022	2023
Commercial	3	7	0	6
Residential	7	5	12	6
TOTAL	10	12	12	12

Building Status	2020	2021	2022	2023
Vacant and Unsecured	1	7	5	6
Vacant and Secured	9	5	7	6
TOTAL	10	12	12	12

An estimated \$239,700 loss in Vacant Building Fires in Rockford year to date in 2023

# Rockford Fire Department

## Vacant Building Fires

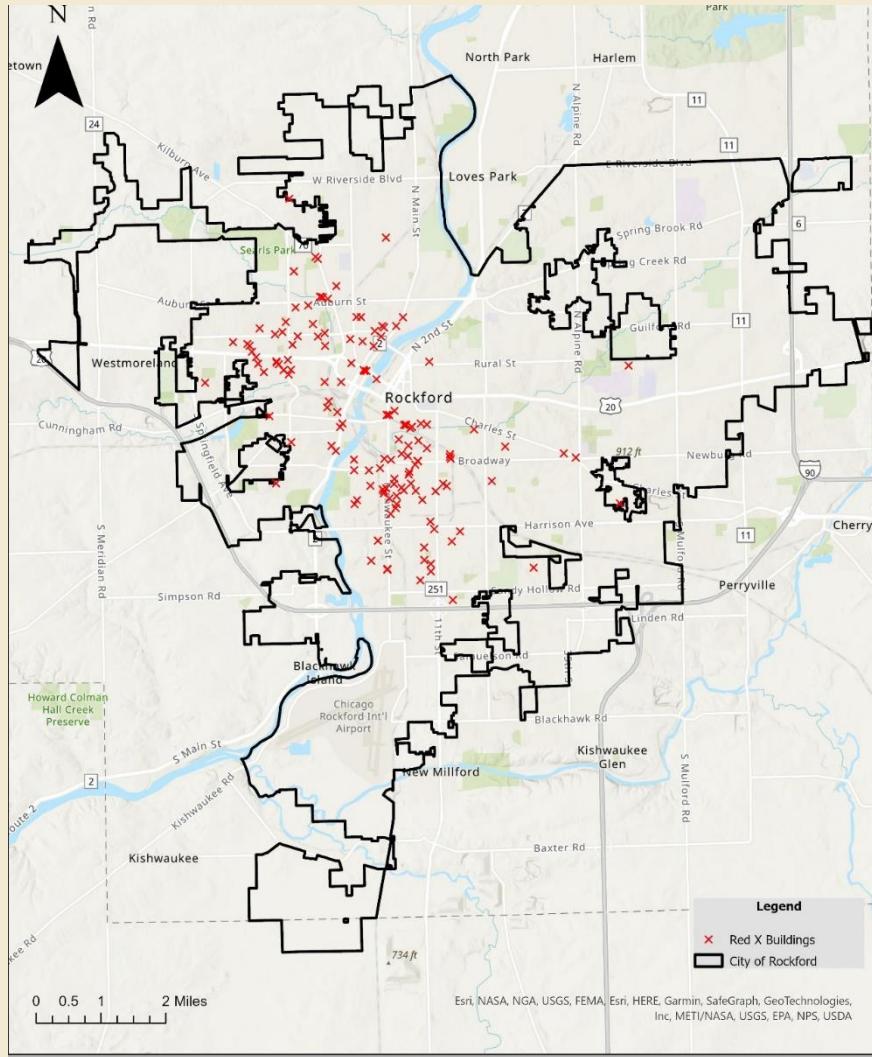


### Hot Spot Map

- Total vacant building fires 2020-2023

# Rockford Fire Department

## Red X Properties

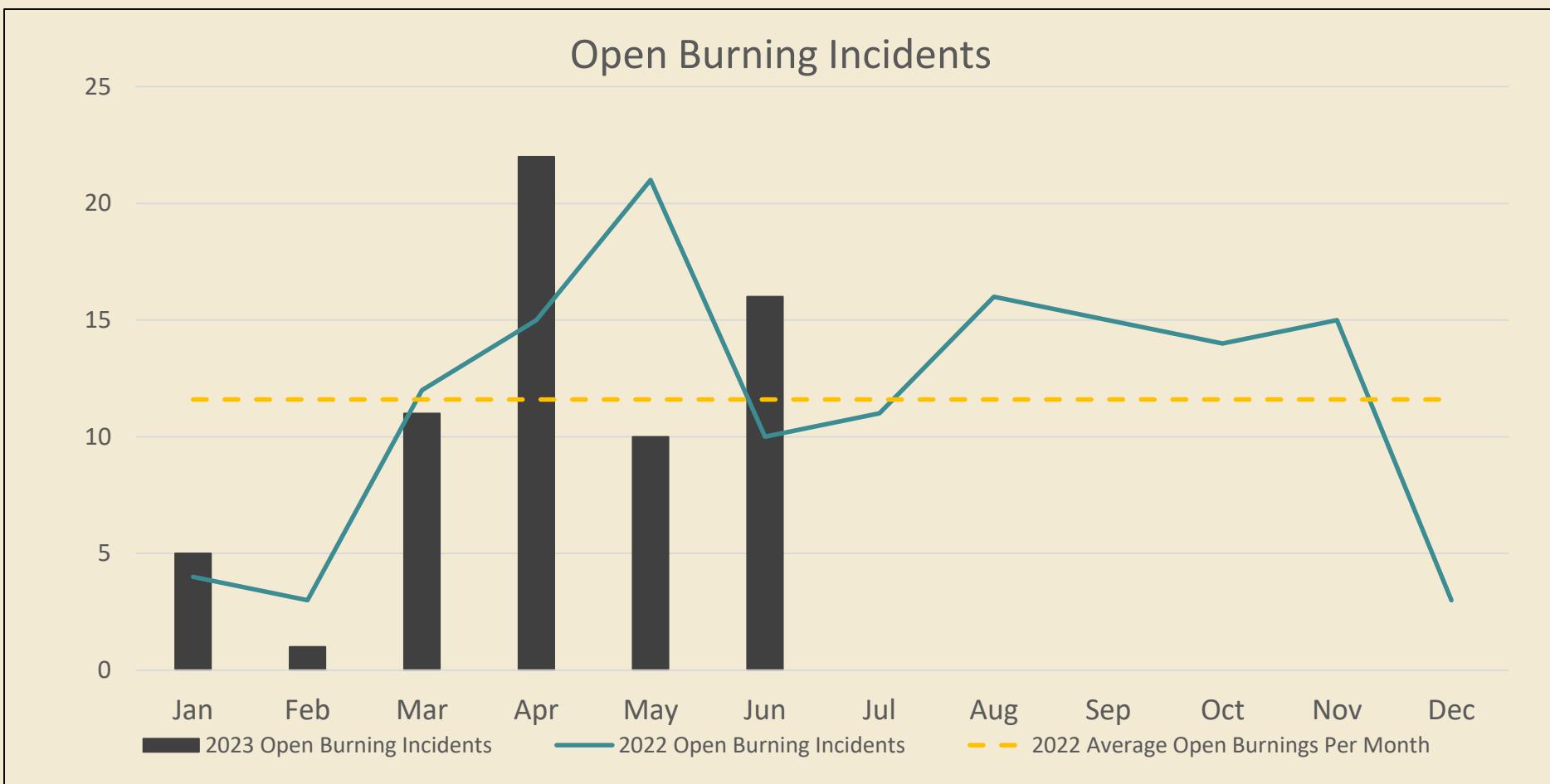


RED X

- 148 total properties with Red X Signage

# Rockford Fire Department

## Open Burning Incidents

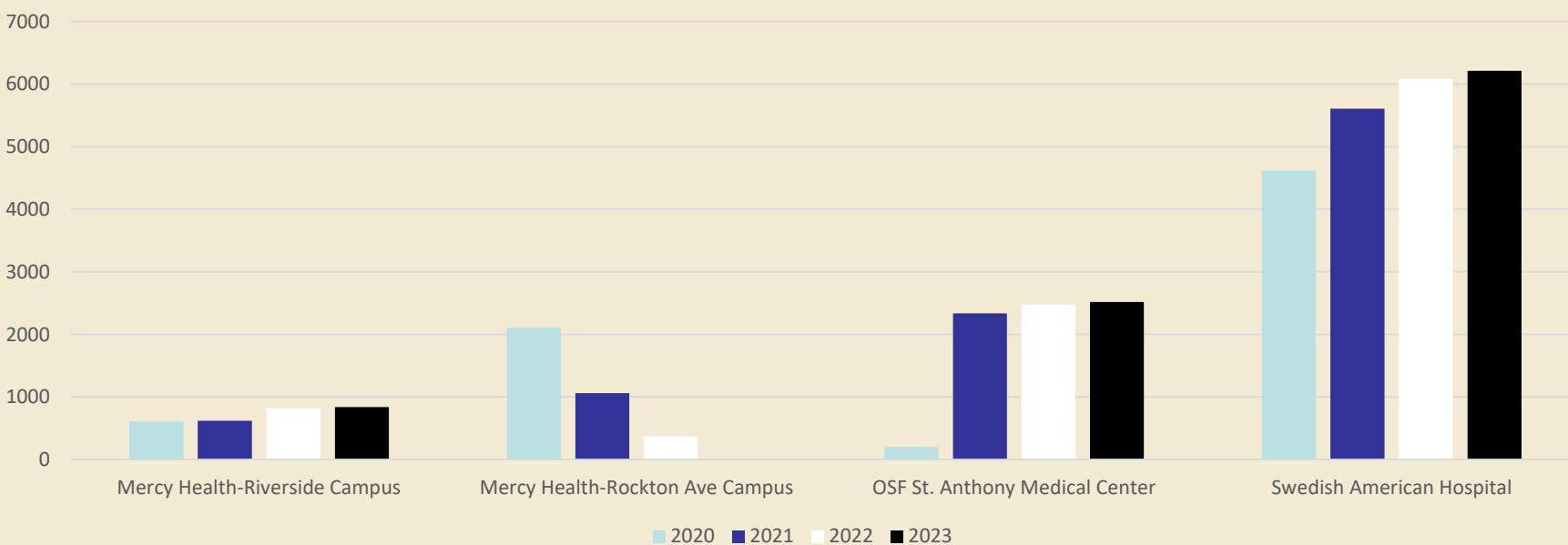


# Rockford Fire Department

## Ambulance Transports

HOSPITAL	2020	2021	2022	2023
Mercy Health-Riverside Campus	609	622	817	838
Mercy Health-Rockton Ave Campus	2,109	1,063	367	0
OSF St. Anthony Medical Center	202	2,338	2,478	2,519
Swedish American Hospital	4,615	5,609	6,080	6,213
<b>YTD TOTAL</b>	<b>7,535</b>	<b>9,632</b>	<b>9,742</b>	<b>9,570</b>

2020-2023 Hospital Transports



# *Rockford Fire Department*

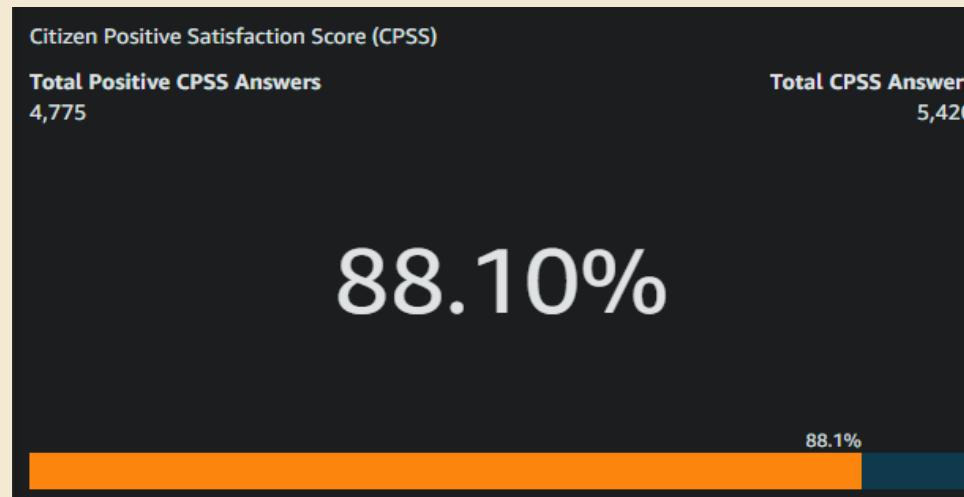
## CueHit Survey Software

### 2023 Midpoint Summary

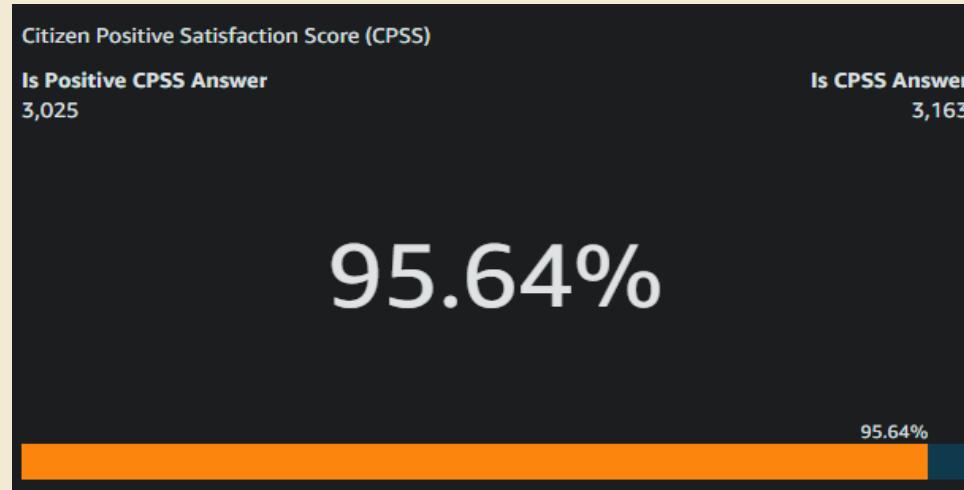
- Since January 2023, 20,505 surveys were sent out via text message and 5,420 were returned with an average satisfaction rating of 88.1% for our 911 Telecommunicators.
- For the First Responders, 1,393 surveys have been sent out since the beginning of the year and 573 have responded back, with an average satisfaction rating of 95.64%

# *Rockford Fire Department*

Calltaker:

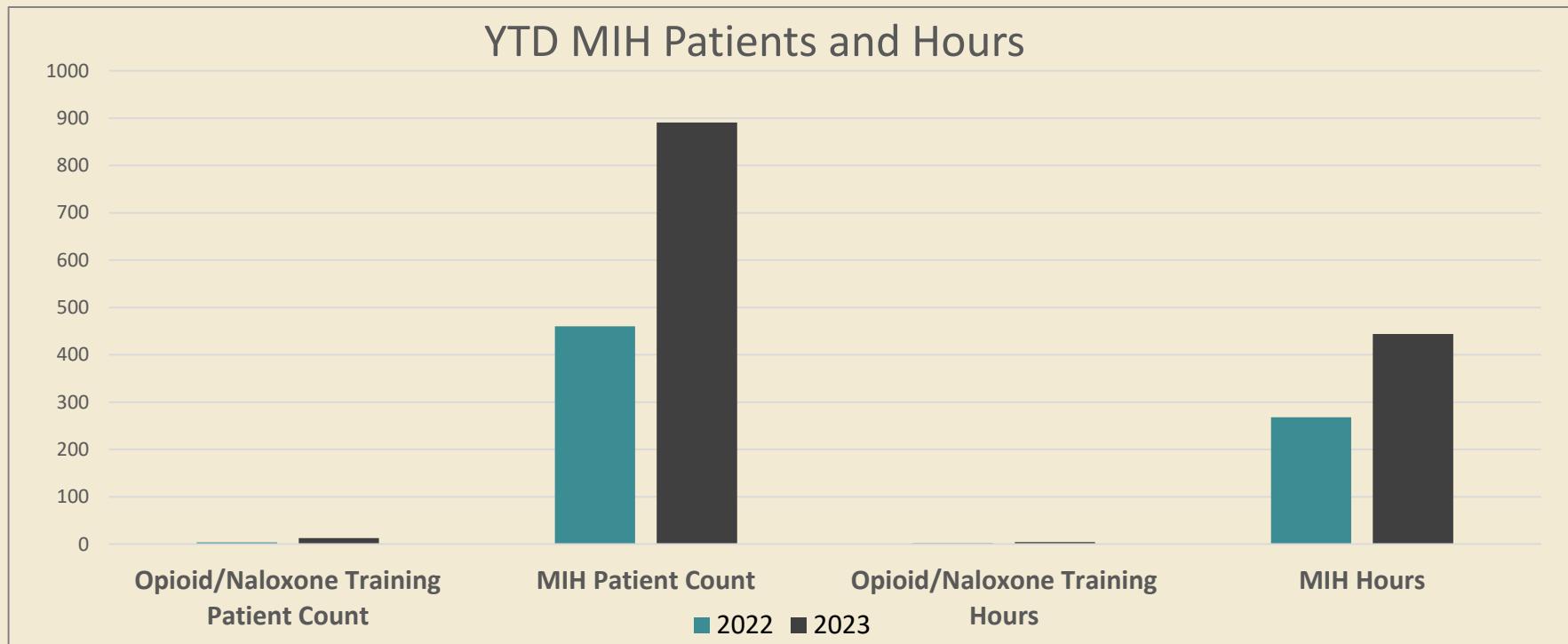


First Responders:



# Rockford Fire Department

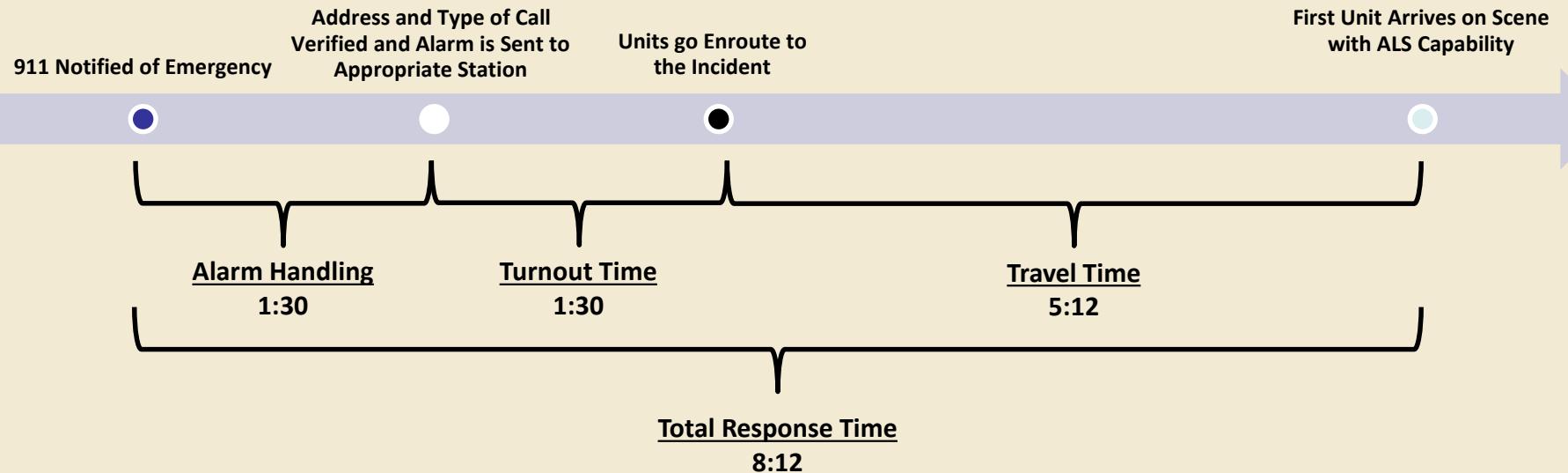
## Mobile Integrated Health Visits



MOBILE INTEGRATED HEALTH	2022 PATIENTS	2022 STAFF HOURS	2023 PATIENTS	2023 STAFF HOURS
Opioid/Naloxone Training	4	1:40:12	13	04:25:12
MIH	460	266:07:48	891	439:39:00
YTD TOTAL	464	267:48:00	904	444:04:12

# Rockford Fire Department

## Response Times



90 <sup>th</sup> Percentile Total Response Time	CPSE 90 <sup>th</sup> Percentile Standard	2022 Mid -Year Performance
	8:12	6:53

# *Rockford Fire Department*

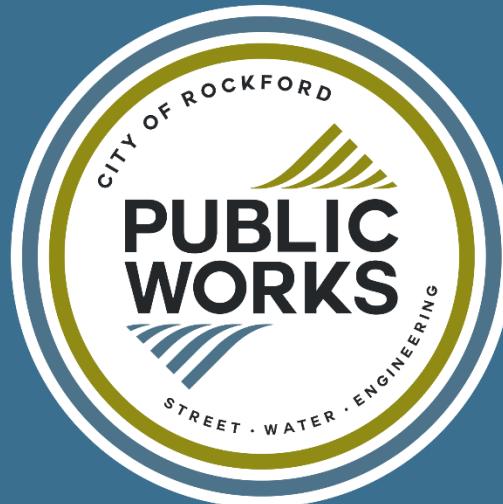
## 2023 Achievements

- Awarded \$1,000,000 from CDS for an Emergency Operations Center.
- Implementation of protocol-based ProQA software in the 911 Center.
- Achievement of annual compliance with the Centers for Public Safety Excellence.
- Renewal of WCCMHB Mental Health Grant for Mobile Integrated Health – Behavioral Health at \$1,100,000.
- Awarded approximately \$70,000 through Assistance to Firefighters Grant for smoke/carbon monoxide detectors.
- Hosted Survivor Event for survivors to meet their first responders.
- Reinstated the Rockford Fire Explorer Program.

# *Rockford Fire Department*

## 2023 Areas of Improvement

- Communication infrastructure – radios, mobile data terminals, etc.
- Review performance gaps and corresponding resource allocation.
- Continue to work on capital improvement plans for stations and apparatus.
- Continue to expand outreach and risk reduction efforts.
- Complete the recommendations developed through the Accreditation process.
- 911 Center becoming an Accredited of Center of Excellence (ACE).



# 2023 MID-YEAR OPERATIONS REPORT

August 4, 2023



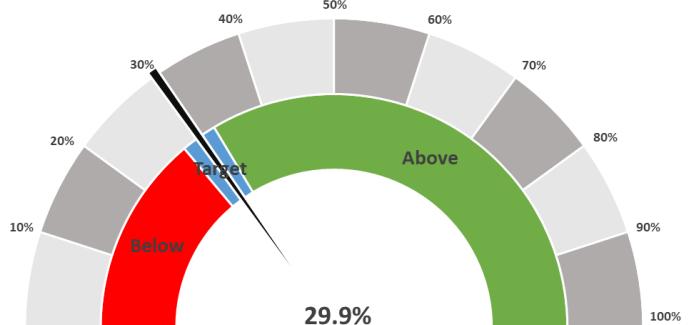
# PW BUSINESS

PRESENTED BY:  
Michael Childers  
PW Business Manager

# REVENUES

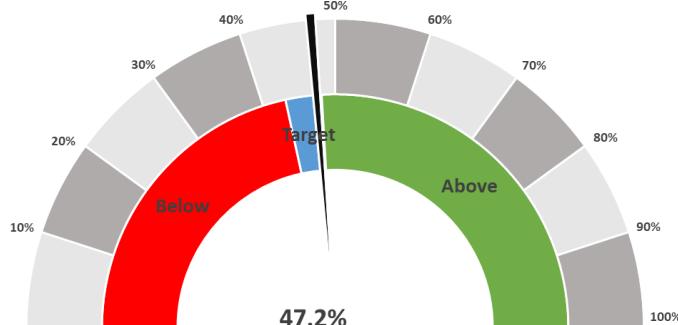


SALES TAX REVENUE (Through April received in July)



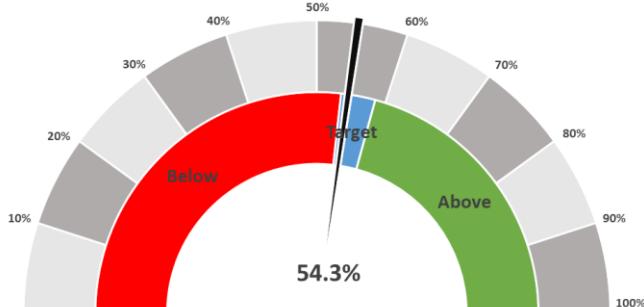
Target \$6,407,479  
Actual \$6,323,469

MOTOR FUEL TAX REVENUE



Target \$2,927,129  
Actual \$3,026,408

WATER REVENUE



Target \$20,144,500  
Actual \$19,560,899

# PROGRAM EXPENDITURES



# ACHIEVEMENTS & IMPROVEMENTS



## Achievements:

- Closed-out the Opportunity Zone Grant
  - The City received approximately \$1.8M from DCEO
  - The City leveraged approximately \$1M from Federal sources
- Administering approximately \$2.5M of grants
- Performed an internal review of policies and procedures as part of the American Public Works Association (APWA) accreditation

## Improvements:

- Prepare the 2024 departmental budget
- Continue working on the APWA accreditation process
- Improve monthly reporting and review of CIP projects



# WATER DIVISION

PRESENTED BY:  
Jamie Rott, P.E.  
Water Superintendent



# DASHBOARD

Monthly Performance			2023 Monthly Target	Jan	Feb	Mar	Apr	May	Jun	2023 YTD Average	2022 YTD Average
Water Operations	Distribution	Emergency Repair Time (hours)	3.5	2.0	2.0	3.0	3.0	2.0	2.0	2.3	2.9
		# of Breaks/Leaks (Main Line and Water Services)	50	49	37	26	43	45	41	40	New Metric
		Lead Services Lines Replaced	30	31	18	27	25	52	70	37	New Metric
		# of Backlog Jobs	100	35	34	37	52	88	113	60	New Metric
		Hydrants and Valves PM'd	60	25	37	276	280	194	836	275	New Metric
		Water Main Flushed (mi)	40			2	22	49	33	Date Based Metric	Date Based Metric
	Field Services	Total Work Orders	1700	1454	1464	1621	1412	1637	1502	1515	1692
		Days Priority S/O Outstanding	30	4	5	7	8	8	6	6	14
		Backlog of Priority S/O	50	13	10	15	11	18	15	14	31
	Production	Service Pressure Excursions	45	5	6	4	9	11	9	7	11
		# of Water Quality Complaints	3	0	2	2	1	0	1	1	2
		MG Pumped	500	478	440	461	450	513	615	493	511
		Days of Wells Out of Service (excludes well rehabs)	20	8	7	5	14	5	17	9	New Metric
	Financial	Total Amt Past 30 Days Due as % of Revenue	2.5%	3.3%	3.4%	3.2%	3.2%	3.3%	3.4%	3.3%	3.4%
		Operating Revenue, % of Plan	95%	90%	92%	96%	96%	95%	95%	94%	105%
		Number of New Water Accounts	5	0	15	1	18	3	5	7	5



# ACHIEVEMENTS

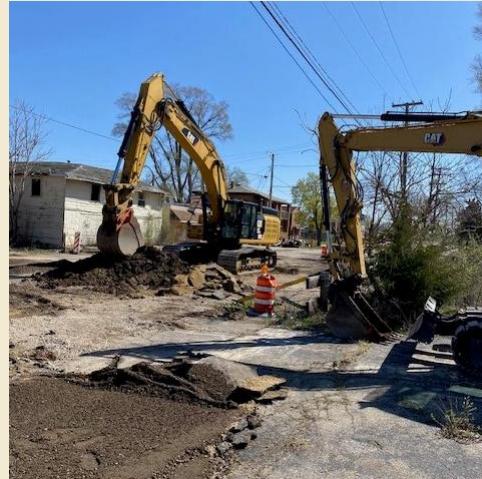
- 💧 \$196,800+ Water Bill Assistance provided through LIHWAP
- 💧 Conscious Coaching Summer Program
- 💧 223 Lead Service Lines Replaced
- 💧 IEPA SRF Lead Service Line Replacement Program
- 💧 \$4.4MM+ Invested in Water CIP
- 💧 15<sup>th</sup> Avenue Improvements (Construction)
- 💧 4 Wells Rehabilitated (26, 31, 39, and 42)
- 💧 Well 13 Reservoir Repairs (Design)
- 💧 Well 18 Reservoir Cleaned and Inspected
- 💧 Well 36 and Well 42 Filter Repairs (Construction)
- 💧 Well 46 New Well Drilling (Design)
- 💧 East High Interzone Booster Station (Design)
- 💧 Hydrant and Valve PM Program





# AREAS OF IMPROVEMENT

- Well 9 Treatment Facility (Temporary) (Construction)
- Well 13 Reservoir Repairs (Construction)
- Well 34 Treatment Facility (Construction)
- Well 39 Treatment Facility (Construction)
- Well 45 Reservoir and Site Improvements (Design)
- New Well Site – Well Drilling (Construction)
- Auburn Street CCDD Facility Closure (Construction) (Pending EPA Approval)
- Well 42 HMO Room Buildout (Construction)
- Well 9, 34, and 43 Well Rehabilitation
- Well 31 and 43 Filter Repairs (Design)
- Logistics Parkway Water Main Replacement (Construction)
- IEPA SRF Lead Service Line Replacement Program
- Corrosion Control Plan
- Lead Service Line Inventory Program
- VFD Replacement Master Plan





# STREET DIVISION

PRESENTED BY:  
Mitch Leatherby  
Street Superintendent



# DASHBOARD

		2023 Avg Monthly Target	Jan	Feb	Mar	Apr	May	Jun	YTD AVE.
Street Operations	Potholes Patched	5000	5549	6636	11806	5276	5636	3828	6455
	Arterial Pothole Req. - % Completed <= 10 Days	90%	100%	100%	84%	81%	100%	80%	91%
	Res. Pothole Req. - % Completed <= 30 Days	90%	100%	100%	99%	97%	100%	97%	99%
	# Trees Trimmed	200	87	82	67	3	78	26	57
	# Trees Removed	30	22	8	13	2	3	7	9
	# Trees Planted	70				227	-		227
	Forestry Requests	100	25	36	166	186	140	199	125
	Unresolved Forestry Requests	150	15	21	28	3	40	50	26
	Inlet & Storm Line Cleaning	300				365	966	395	432
	Dead Animal Pickup	-	3	7	13	29	25	26	17
	Illegal Dumping Cleanup	-	2	0	2	4	5	1	2
Traffic Operations	Total Requests	500	253	392	711	586	545	425	485
	Total Unresolved Requests	250	15	45	124	102	90	145	87
	% Signals Repaired Compared to Reported	95%	98%	100%	100%	99%	100%	99%	99%
	% Signals Replaced Compared to Reported	95%	80%	100%	100%	100%	100%	100%	96%
	% of Signal Bulb Outages Responded in ≤ 24 hrs	95%	100%	100%	100%	100%	100%	100%	100%
		95%	100%	100%	100%	100%	100%	100%	100%



# ACHIEVEMENTS

## Street/Forestry Operations:

- Pothole patching response times steady
  - Residential patching response time goals met each month
  - YTD 2023 – 38,731 potholes patched using 678 tons of patch material
- Crews continue to exceed monthly targets cleaning inlet basins and storm lines
- Tornado response on March 31<sup>st</sup>
  - Forestry, Street & Traffic Departments promptly responded to a large scale storm event that downed trees blocking streets, knocked down traffic signals and left debris scattered city wide
  - Cleanup efforts required 6-8 weeks of staff dedication while maintaining unrelated additional work requests
- Forestry reforestation program - 227 parkway trees planted YTD
- Successful 4<sup>th</sup> of July downtown overnight cleanup operation completed by Staff



# ACHIEVEMENTS

## Traffic Operations:

- Staff completed Mulford Village Streetlight Project
  - Project description:
    - Replaced existing and installed 22 new light poles and LED streetlight fixtures along Executive Pkwy and Mulford Village Dr.
    - Replaced underground electrical conduit and power supply between each light fixture
    - Installed new concrete bases to support the new lighting assemblies
- Staff installed 4 new decorative LED streetlights in the Downtown Central Business District. These are new lights in locations that were previously “low light” corridors
- 381 new street signs installed, 189 replaced and 144 knockdowns repaired
- Continued NII support helping in neighborhood cleanup areas



# AREAS OF IMPROVEMENT

- Continually evaluate citizen service requests and adjust operating procedures accordingly
- Increase monthly tree pruning and tree removals. Monthly averages are lower than expected in part due to storm cleanup response efforts
- For internal purposes, establish and implement a time based metric for City tree removals once identified for removal
- Recruit, hire and train new employees to account for staff turnover and expected retirements in the next 1-2 years
- Ensure staffing levels meet the requirements for snow & ice clearing operations while maintaining departmental on-call duties as required



# Upcoming Projects

- Pavement grinding operation addressing “humps” on City streets still scheduled
- City Yards paving project scheduled for late Summer / early Fall
- Salt structure construction at City Yards scheduled late Summer / early Fall
- Multiple elevator modernization projects are underway at City owned Parking Decks and at city Hall



# ENGINEERING DIVISION

PRESENTED BY:  
Timothy Hinkens, P.E.  
City Engineer



# DASHBOARD

	Monthly Performance	2023 Monthly Target	Jan	Feb	Mar	Apr	May	June	YTD
			9	4	16	16	17	24	86
ROW/Development/Stormwater	#of Site Plans Reviewed	7	9	4	16	16	17	24	86
	% of Site Plans Reviewed in < 14 Days	95%	100%	100%	100%	100%	100%	100%	100%
	# of Development Plans Reviewed	1	0	2	1	4	1	0	8
	% of Devlop Plans Reviewed in < 21 Days	95%	100%	100%	100%	100%	100%	100%	100%
	# of ROW/DWY Permits issued	100	159	171	165	189	244	225	1153
	% of ROW/DWY Permits issued in 1 day	95%	100%	100%	100%	100%	100%	100%	100%
	ROW/DWY Permits Closed	100	144	7	129	172	157	124	733
	ROW/DWY Permits Still Open	700	1264	1428	1464	1481	1568	1669	1669
	Outfall Inspections (Even Years)	NA	NA	NA	NA	NA	NA	NA	NA
	Detention Basins Inspected (Odd Years)	60	NA	NA	5	25	87	83	200
	Creek Miles Inspected (Even Years)	NA	NA	NA	NA	NA	NA	NA	NA
	Industrial High Risk Inspections on Site	11	26	16	9	11	15	11	88
	Erosion Control Inpsections On Site (5-Winter;25-S/S/F)	5W 25 S/S	0	7	20	6	34	26	93
	New Illicit Discharge (IDDE) Investigations	1	2	3	2	2	6	7	22
	IDDE Investigations w/in 72 hours	100%	100%	100%	100%	100%	100%	100%	100%
	IDDE Investigations Unresolved	<8	5	5	5	5	5	7	7
	Stormwater Samples Taken (15-S; 15-F;10 Trib)	NA	NA	10	3	8	17	0	38
	SWPPP/Plan Reviews	10	7	9	17	14	18	30	95
	Stormwater Service Requests	105	7	9	8	21	44	9	98
	SW Requests Generated Proactively (>= 50% of Total)	50%	1	1	0	0	10	1	13
	SW Requests Generated Reactively (<= 50% of Total)	50%	6	8	8	21	34	8	85
	Clogged/Sunken Inlets Investigatd w/in 1 wk. of Req.	100%	100%	100%	100%	100%	100%	100%	100%
	Other Stormwater Requests Invest. w/in 1 week of Req.	100%	100%	100%	100%	100%	100%	100%	100%
	Street Sweeping (miles)	Varies	NA	NA	NA	227.3	318	318.7	864



# ACHIEVEMENTS

## **Stormwater:**

- Annual Report completed and submitted
- Continue to work with HR Green for Stormwater Masterplan Updates
- Relocation for Keith Creek buyout nearing completion. City staff to begin work on asbestos abatement.
- Phase 2 of Alpine Dam on schedule to go out for bid
- Several small drainage improvements projects have been completed or are in progress removing over 450 ton of debris through June
- Completed Emergency Repair at Auburn Rd. bridge
- Completed emergency storm sewer repair at East State and 9th Street
- Completed repairs to Buckbee Channel @ Sandy Hollow & Kishwaukee St.

## **Traffic Engineering:**

- Completed 15 speed studies
- Completed Review and Approval of Casino Site Plans
- 22 Traffic Commission items evaluated
- Completed In-house design and bidding of Broadway Road Diet Safety Project
- 1 new Bicycle Detection Camera installed
- 4 new bicycle lanes
- 3 miles of Bicycle Striping
- 140 new Bike Route/Bike Lane signs
- 160 new bicycle pavement markings



# ACHIEVEMENTS (cont.)

## **Capital Improvement Program:**

- Sandy Hollow Road reconstruction from 9<sup>th</sup> St. to Kishwaukee St. is complete, including rail road crossing improvements.
- 15<sup>th</sup> Avenue Resurfacing from the Rock River to Kishwaukee St. is complete
- Davis Park- Lorden Building demolition
- Davis Park- Boat Dock installation
- Designed and managed construction for Capital Improvements at Fire Stations 1,5,6, and 9
- Designed and managed construction for Police District 2 Parking Lot expansion

## **Permits and Special Events:**

- Successfully permitted over 100,000 feet of fiber install for SiFi Fiber City Network
- Successfully permitted over 100,000 feet of fiber install for I3 Fiber
- 36 Special Event applications reviewed and permitted
- 9 Forward for Fun Applications reviewed and approved
- 8 Block Party Applications requested and approved
- 10 Outdoor/Sidewalk Café Applications
- 17 Food Vendor Applications
- Established better communication and coordination with all Departments who review and approve special events, including creating an outlook calendar to keep everyone informed
- Continue to strive to be able to work as a team with last minute requests
- Implemented site inspections of all events to ensure compliance with permitted events



# AREAS OF IMPROVEMENT

## **Permits and Special Events:**

- Continue to complete and close out open ROW permits and ensure restoration is correct
- Work to further compel permit compliance
- Continue to track and rectify the many issues with the multiple fiber installations
- Keep improving communications with difficult event organizers
- Work towards disseminating Special Event Applications in a timely manner so as not to ask for special committees or council meetings.

## **Traffic Engineering:**

- Create Traffic Calming policy and standards for implementation
- Continue implementation of 10-Year Bike Plan



**PUBLIC  
WORKS**

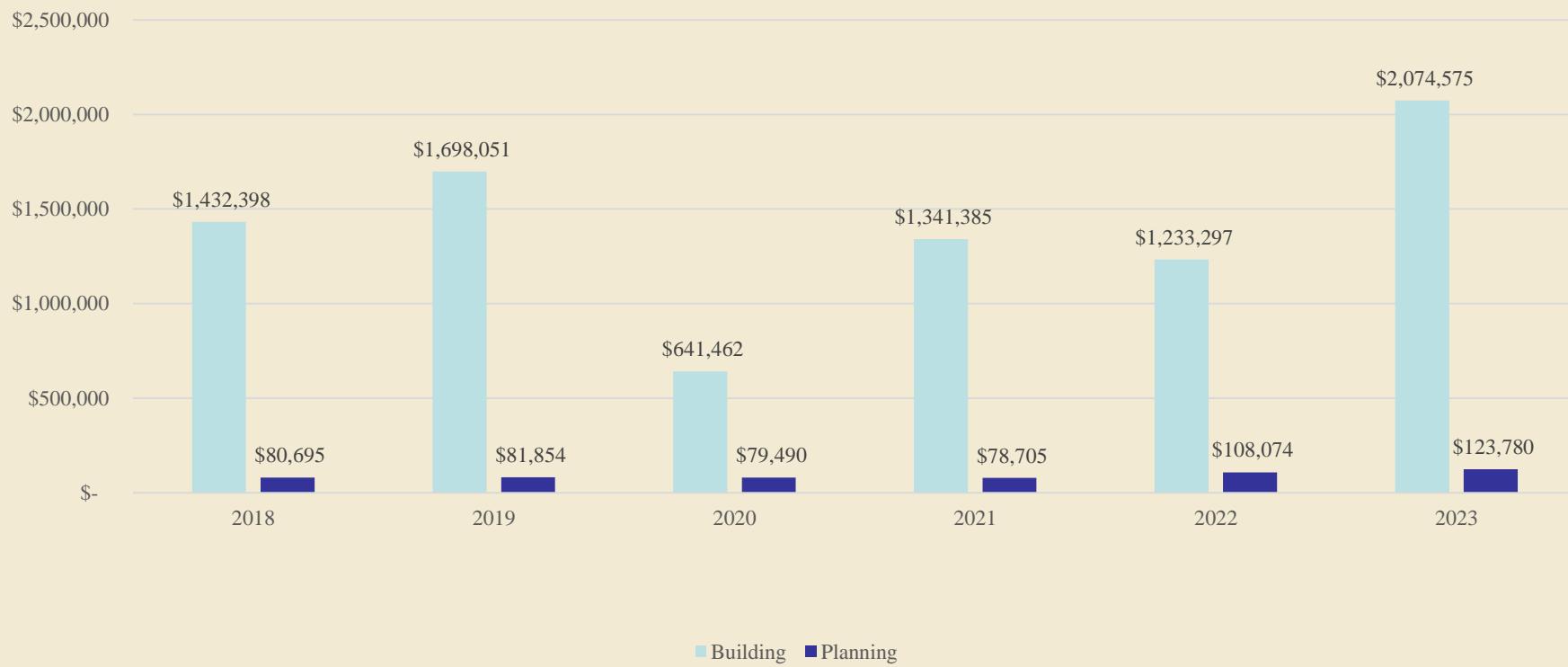
**QUESTIONS?**

# Construction & Development Services

# *CEDD - Construction & Development Services*

## *MID-YEAR*

### **Total Permit Revenue for years 2018 - 2023**

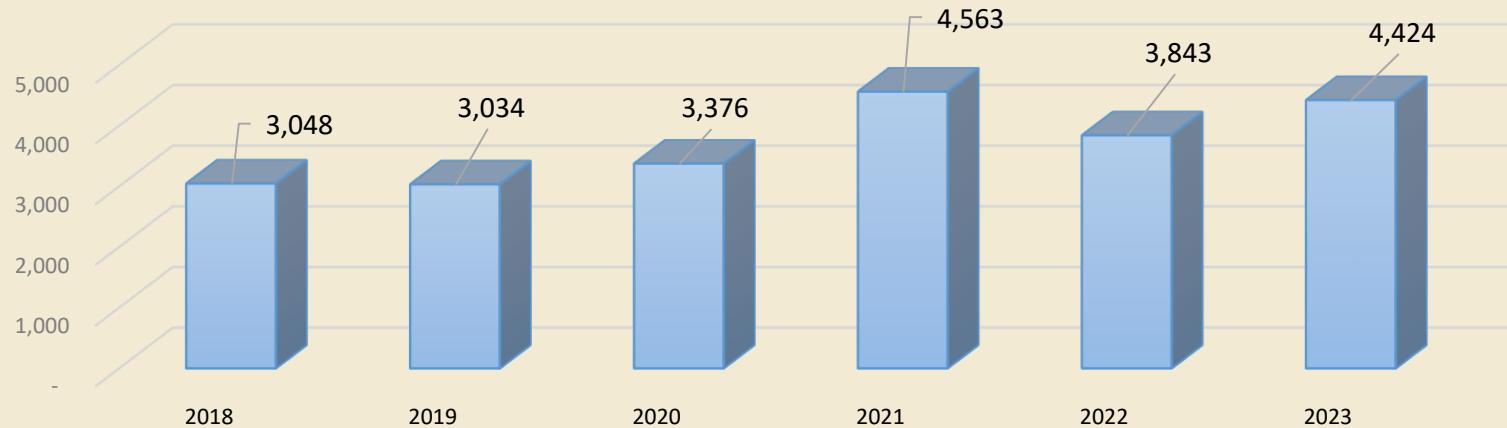


■ Building ■ Planning

# *CEDD - Construction & Development Services*

## *MID-YEAR*

### Total Permits issued for years 2018 - 2023

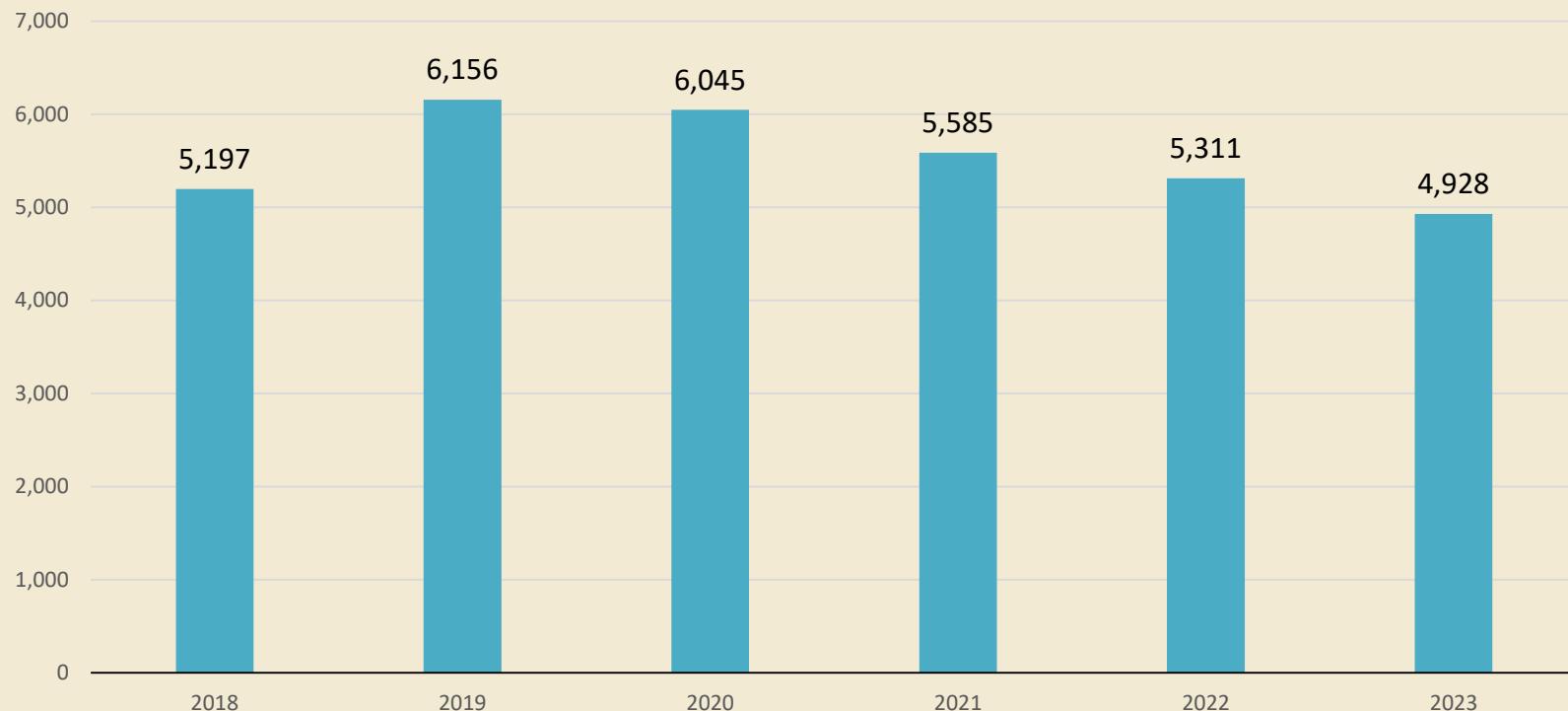


# *CEDD - Construction & Development Services*

## *MID-YEAR*

### *Total Inspections for Years 2018-2023*

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



# CEDD - Construction & Development Services

## Current Trends Mid-Year 2023

	2022 YTD	2022 AVG	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	2023 YTD	% Change vs. 2022
Sign Permits	185	31	30	52	45	35	48	51	261	41%
Temp Signs	12	2	0	1	0	0	11	4	16	33%
Fence	272	45	13	12	52	61	81	77	296	9%
Driveway	192	32	0	3	5	47	59	40	154	-20%
Dumpster	16	3	2	3	1	2	4	4	16	0%
Parking Lot	60	10	0	0	10	6	14	11	41	-32%
Zoning Confirmation Letters	275	46	27	18	28	30	23	24	150	-45%
Commercial Plans	166	28	20	28	14	17	25	33	137	-17%
Home Occupation	0	0	0	0	0	0	0	1	1	100%
Tent. Plats	0	0	0	0	0	0	0	0	0	0%
Final Plats	0	0	0	0	0	0	0	0	0	0%
ZBA Items	40	7	1	5	10	7	11	15	49	23%
LAB Items	18	3	2	4	4	0	5	0	15	-17%
# Annex	0	0	0	0	0	0	0	0	0	0%

## Current Trends Mid-Year 2023...

	2022 YTD	2022 AVG	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	2023 YTD	% Change vs. 2022
New 1 & 2 Family	14	2	0	12	9	6	3	1	31	121%
1+2 Acc. Det.	24	4	1	0	2	4	10	9	26	8%
1/2 Add/Alt	190	32	25	22	22	31	47	50	197	4%
Comm/MF Plans	103	17	21	28	25	17	19	26	136	32%
Plum/Mech Plans	4	1	0	0	2	0	0	0	2	-50%
Elec Plans	4	1	1	2	4	0	2	1	10	150%
Counter Permits	3	1	0	0	1	0	0	1	2	-33%
Demolition Permits	39	7	5	4	7	4	4	10	34	-13%
Plumbing Permits	663	111	115	114	82	94	109	199	713	8%
Stand Alone Plum	924	154	135	130	111	106	125	219	826	-11%
Mechanical Permits	710	118	123	146	121	173	247	184	994	40%
Stand Alone Mech	844	141	152	162	145	192	263	218	1132	34%

## Current Trends Mid-Year 2023...

	2022 YTD	2022 AVG	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	2023 YTD	% Change vs. 2022
Electrical Permits	288	48	23	20	27	87	129	158	444	54%
Stand Alone Elec	553	92	68	62	66	136	190	215	737	33%
# Roofing Permits Reviewed	410	68	17	18	84	138	174	142	573	40%
# Siding Permits	95	16	9	5	9	15	26	19	83	-13%
Struct Insp Reported	834	139	162	82	192	139	210	176	961	15%
Struct Inspections	921	154	144	107	175	141	191	211	969	5%
Plum Insp Reported	1262	210	106	98	164	96	136	256	856	-32%
Plumbing Inspections	922	154	132	111	143	92	145	166	789	-14%
# Mech Insp Reported	753	126	136	127	177	140	172	157	909	21%
# Mechanical Insp	693	116	90	78	92	79	154	110	603	-13%
Elec Insp Reported	1015	169	117	102	128	77	148	243	815	-20%
# Electrical Inspections	788	131	109	92	117	91	178	160	747	-5%
# FOIA Requests	328	55	34	40	55	44	60	47	280	-15%
% of Permits Online			31%	29%	29%	15%	62%	74%		

# CEDD - Construction & Development Services

## Property Standards Current Trends

### Mid-Year 2023

Property Standards Current Trends												
	2022 YTD	2022 AVG	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	2023 YTD	% Change vs. 2022		
Total Number of Property Standards Inspections	1486	248	236	272	222	163	346	258	1497	1%	250	-1
Total Number of Property Standards Complaints	283	47	43	31	49	37	44	42	246	-13%	41	
Avg Number of Days to 1st Insp	2.00	0	1.00	1.00	1.00	2.00	2.00	3.00	10	400%	2	
Total Number of Cases Started	223	37	25	18	28	24	29	23	147	-34%	25	
Total Number of Cases Unfounded	56	9	12	5	18	12	7	177	231	313%	39	
Total Number of Cases Compliant	23	4	6	8	3	2	8	2	29	26%	5	
Total Condemnations	126	21	21	19	14	14	15	10	93	-26%	16	
Number of Condemns Lifted	34	6	7	51	5	7	6	6	82	141%	14	
Number of Emergency Demos	5	1	1	0	0	1	2	1	5	0%	1	

# CEDD - Construction & Development Services

## Neighborhood Standards Current Trends

### Mid-Year 2023

	Jan	Feb	Mar	Apr	May	Jun	Total 2023	Total 2022	% change vs. 2022
<b>Total Service Requests</b>	206	135	253	218	917	1054	2783	2756	0.98%
<b>Unfounded/refer Complaints</b>	82	46	120	95	485	585	1413	1569	-9.94%
<b>Knock and Talks</b>	13	6	17	16	17	37	106	11	863.64%
<b>*Avg No. Days to Initial Inspection</b>	0.8	0.8	1.0	1.5	2.5	1.5	1.30	1.5	-13.33%
<b>Total Cases Started</b>	904	753	1148	676	1503	1570	6554	4563	43.63%
<b>ProActive Cases Started</b>	781	673	961	543	844	941	4743	2393	98.20%
<b>CD ORD Cases</b>	0	2	0	0	135	45	182	26	600.00%
<b>Zoning/Rental/ Cases Started</b>	634	537	726	405	418	509	3229	1930	67.31%
<b>Nuisance Cases Started</b>	235	177	334	224	899	919	2788	2466	13.06%
<b>Parking/Zoning Tickets Issued</b>	35	37	88	47	51	97	355	155	129.03%

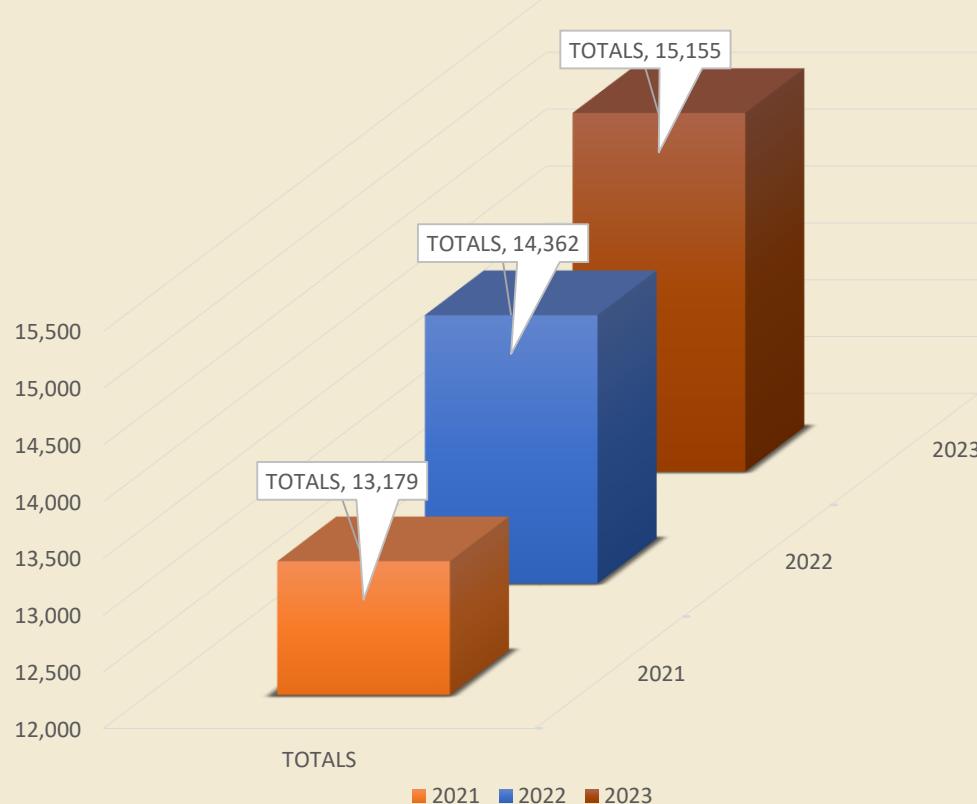
	Jan	Feb	Mar	Apr	May	Jun	2023	2022	% change vs. 2022
<b>% Rate of Vol. Compliance</b>	86.2%	93.8%	93.8%	92.7%	94.0%	93.6%	92.35%	59.40%	55%
<b>Avg Days to Vol. Compliance</b>	7.5	13.08	11.9	11.5	9	11	10.66	16.54	-36%
<b>% Rate of Forced Compliance</b>	13.8%	6.2%	6.2%	7.4%	5.9%	6.4%	7.70%	40.57%	-33%
<b>Avg Days to Forced Compliance</b>	35.5	17.5	26	42	14.5	22	26.25	23.72	11%

# *CEDD - Construction & Development Services*

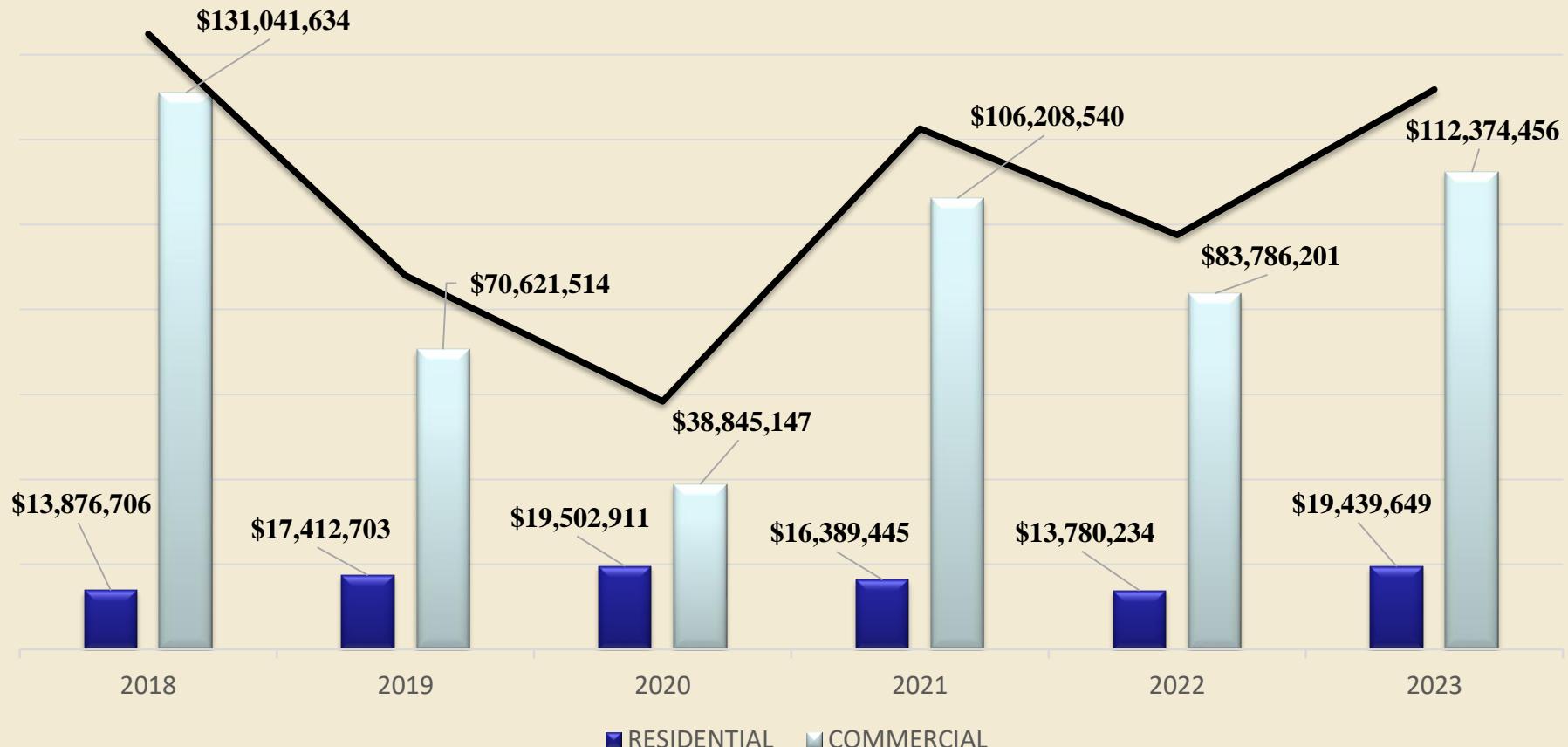
## Total Phone Calls

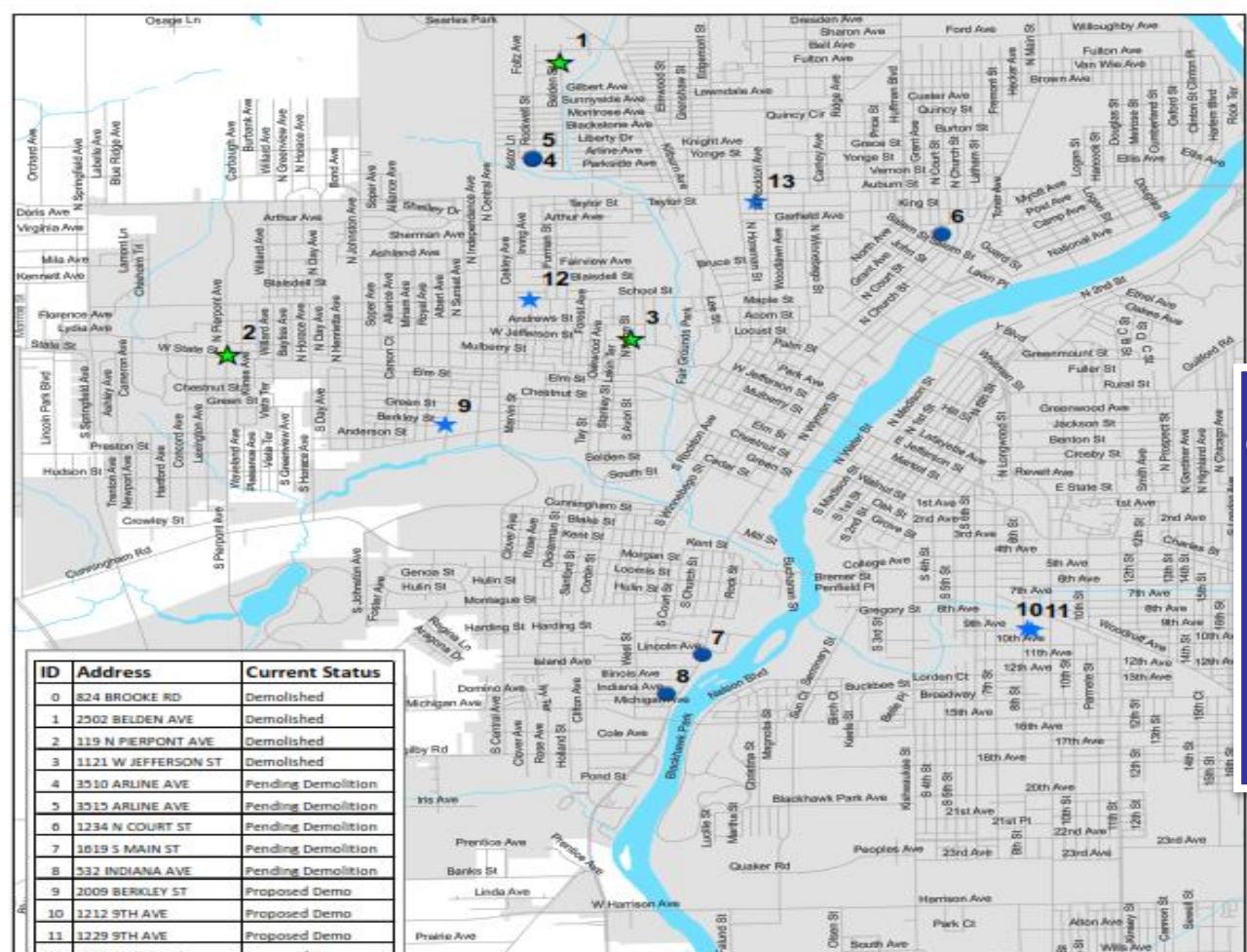
### Mid-Years 2021, 2022, 2023

### January – June



*CEDD - Construction & Development Services*  
**Construction Valuations(Residential & Commercial)**  
**Mid-Years 2018 - 2023**





**CEDD - Construction & Development Services**  
**Demolitions**  
**Mid-Year 2023**



THE DATA PROVIDED IS FOR INFORMATIONAL PURPOSES ONLY AND IS NOT FOR THE USE OF THE PUBLIC. THE CITY OF ROCKFORD IS NOT RESPONSIBLE FOR THE ACCURACY OF THE INFORMATION PROVIDED.

- ★ Demolished
- Pending Demolition
- ★ Proposed Demo

Map Produced July, 2023



# CEDD - Construction & Development Services

## Solar Permits

### Mid -Years 2018 - 2023



# Economic Development

# CEDD – Economic Development

Economic Development Data Quarterly Performance	2023 Annual Target	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Year To Date	
		Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual
Commercial New & Retained Projects	20	5	4	5	8	5		5		20	12
Industrial New & Retained Projects	12	3	3	3	10	3		3		12	13
New & Retained Jobs	800	200	77	200	224	200		200		800	301
Private Investment	\$145,000,000	\$25,752,414.00		\$24,819,964.53						\$50,572,378.53	
Public Investment		\$488,027.27		\$1,104,857.91						\$1,592,885.18	
Percentage Public Investment		2%		4%						3%	

# ***CEDD – Economic Development***

## ***2023 Updates***

### **Enterprise Zone #1**

- Applied for and received approval from the State of Illinois to remove and add territory to the Rockford Enterprise Zone #1.
- Territory removed-
  - City owned parcels that will remain in City control through remainder of the zone
  - Nonprofits unable to benefit from being located in an enterprise zone
  - Parcels owned by the State of Illinois
- Territory added-
  - Recently annexed
  - Distressed commercial areas
  - Existing industrial areas
  - Existing commercial space
  - Core new construction aspect of proposed larger redevelopment project
- Contacted businesses that are now located in the enterprise zone to offer an opportunity to explain the benefits and incentives available.

# ***CEDD – Economic Development***

## ***2023 Updates***

### **TIF Commercial & Industrial Rehabilitation Program**

The TIF Commercial and Industrial Rehabilitation Program assists building and business owners make investment in commercial and industrial spaces in select TIF Districts in the City of Rockford. The City will offer a percentage in matching funds up to \$25,000 in assistance to property owners and/or tenants for permanent building improvements. The program launched on March 28, 2023.

#### **32 Applications**

**17 Projects Pre-Approved** (applicants must submit additional documents and details on their projects)

2 Applicants withdrew following Pre-Approval

Additional applicants may not have received Pre-Approval as they were not located in an eligible TIF District or their project did not meet program requirements.

**4 Projects in progress**

**1 Completed Projects**

The eligible TIF Districts each have additional capacity. Staff continues to promote the program to eligible businesses and property owners.

# ***CEDD – Economic Development***

## **BUSINESSFirst**

**January – June**

### **24 BUSINESSFirst Sessions**

5 Businesses have opened

5 Businesses in the process of opening

7 Businesses working on requirements

6 Businesses have paused plans

1 Business decided to not move forward

20 businesses received coaching to prepare for a future BUSINESSFirst session



Enrique's Interiors

3424 N Main St, Rockford



Chavez Mexican Restaurante

5494 E State St, Rockford

# *CEDD - Economic Development*

## 2023 Achievements

### **Brownfields Redevelopment**

- Executed Amended Revolving Loan Fund (RLF) agreement with J Jeffers for \$6.5 million for environmental cleanup at Barber Colman Campus.
- Negotiated pending \$2 million settlement from Barber Colman Responsible Party
- Completed full asbestos abatement of Rockford Watch Factory significantly under budget, which will allow for additional site security measure to occur using surplus grant funds.
- Leveraged US EPA On Scene Coordinator program for asbestos cleanup at Nelson Knitting site.

### **Sanitation**

- Continue to promote City-wide recycling initiative to improve recycling efficiency and improve awareness of proper recycling practices.
- Advise Solid Waste Advisory Committee on future waste management items

# CEDD – Economic Development

## 2023 Sanitation Statistics

HOUSEHOLD WASTE		
2022	2023	Change In Tonnage
Tonnage	Tonnage	
27,533	25,061	-9.0%

YARDWASTE		
2022	2023	Change In Tonnage
Tonnage	Tonnage	
3,594	3,904	8.6%



RECYCLING		
2022	2023	Change In Tonnage
Tonnage	Tonnage	
4,266	3,477	-18.5%

DEMOLITION DEBRIS		
2022	2023	Change In Tonnage
Tonnage	Tonnage	
2,325	316	-86.4%

# *CEDD – Economic Development*

## 2023 Sanitation Contractor Customer Service Statistics

### **MISSED PICK-UPS**

2021	2022	% Change
410	381	-7.1%



### **CUSTOMER SERVICE CALLS**

2021	2022	% Change
4,326	4,787	-7.8%



### **SERVICE COMPLAINTS**

2021	2022	% Change
59	44	-25.4%

### **AVERAGE CALL-IN HOLD TIME (SEC)**

2021	2022	% Change
166	78	-52.6%

# Neighborhood Development

# *CEDD – Neighborhood Development*

## **2023 HUD Program Goals**

<b>Housing Strategy</b>	<b>CDBG Goal</b>	<b>HOME Goal</b>
Housing Development		11
Housing Rehabilitation	25	
Homeownership		10
Fair Housing	1	
<b>Community Development Strategy</b>		
Infrastructure	1	

# *CEDD – Neighborhood Development*

## 2023 Achievements as of June 30

### Homeowner Rehab

6 Homeowner rehab projects completed  
11 under construction  
3 in pre-construction

### Home Accessibility and Repair Program

175 applications  
25 accepted  
7 applications in process, 6 denied  
1 new contractor receiving bid notices

### Housing Development

Longwood Plaza: \$450,000 of \$800,000 loan expended; working on extension.

Lafayette Hotel: Initial underwriting underway, and Environmental Review moving to Phase 2.

### Infrastructure

Brooke Rd: ER and bid process complete; Seeking City Council approval in early August

### Environmental Reviews

Contracted four environmental firms for large ERs, and successfully moved 3 projects through the process.

### Planning

HOME ARP: Plan written, submitted and accepted by HUD.

Thriving Communities TA: applied for and secured; will begin work in August

Housing Needs Analysis and Market Study: RFP sent out and responses reviewed

# *CEDD – Neighborhood Development*

## **2023 Achievements thru June 30 – Neighborhood Engagement**

### Neighborhood Improvement Initiative

3 events held, 2 more scheduled

Engaged 25 volunteers & 16 organizations

Door-to-Door outreach to 600+ homes

Engaged 89 residents

### NII Follow-up:

20 events and activities scheduled

Drop-in Hours offered twice a month in three of the focus areas

### Connect Rockford

Four meetings with full membership to plan summer outreach

Involved in Lewis Lemon and Coronado Haskell outreach

### City Liaison

Door-to-door outreach for N Highland Square Water Project.

Participated in the Cultural Plan Advisory Committee

Participated in NICNE Belonging Task Force

Assisted RPD D1 with Bingo events

# Finance Customer Service Center

Presented by Wendy Lara  
Customer Service Manager

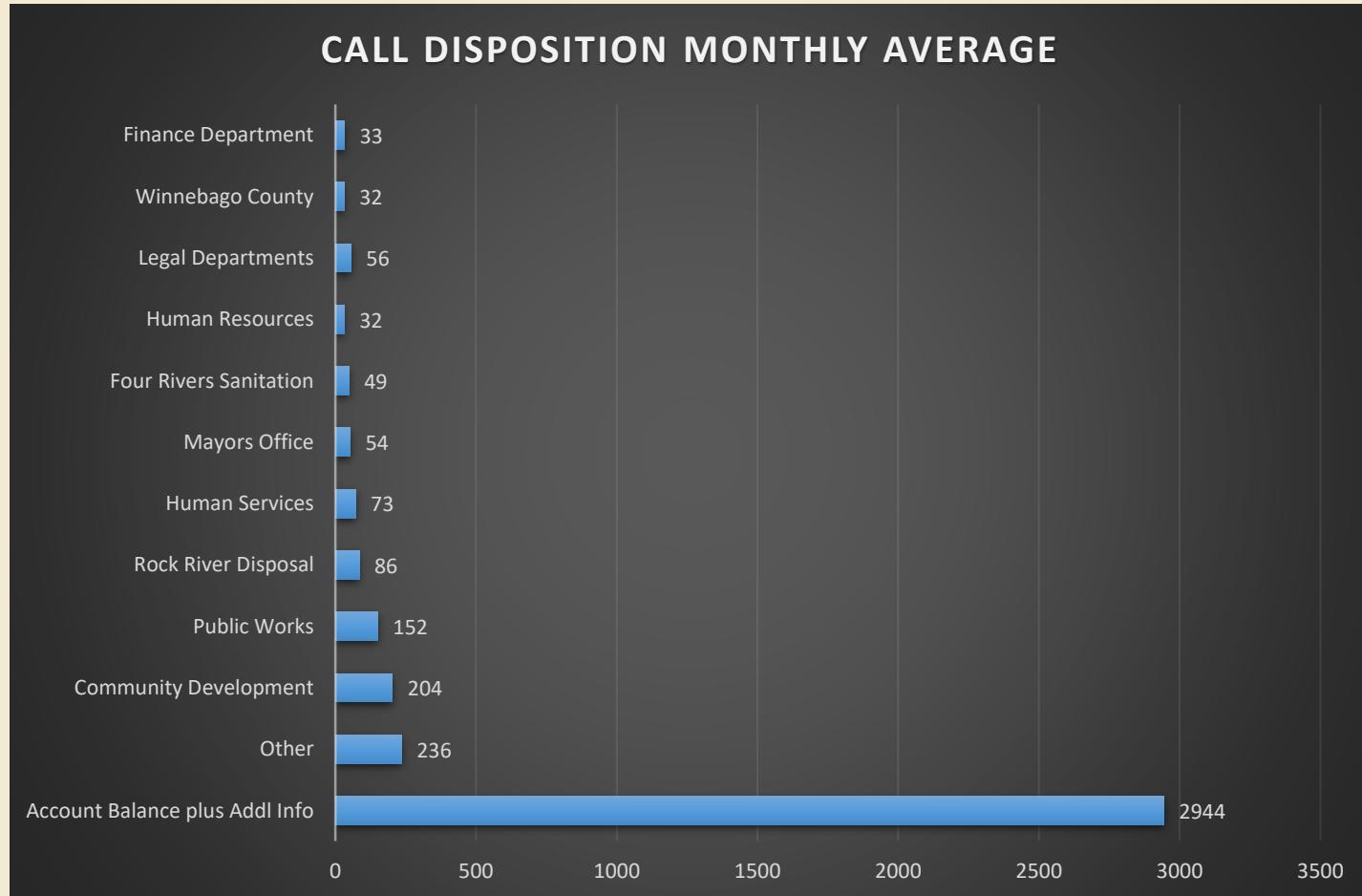
# Finance-Customer Service Center

## 2023 CSC SCORECARD

Monthly Performance	2023 Target	Jan	Feb	Mar	Apr	May	Jun	YTD AVG 2023
Total number of calls	6,750	5390	4725	5722	5226	5959	5137	5,360
Average Time to Answer in sec.	30	75	59	51	144	150	89	95
% Calls Abandoned	8%	8%	6.50%	6.50%	14.66%	16.70%	11.72%	11%

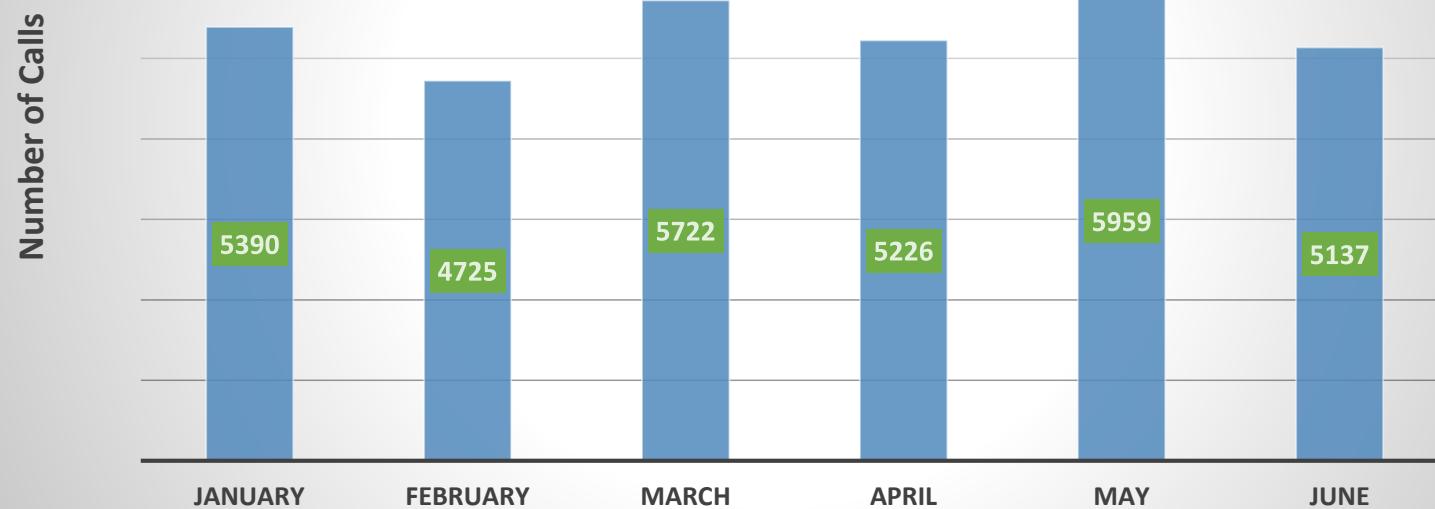
Targets based on AWWA Benchmarking Water Utility Customer Relations Best Practices

# Finance-Customer Service Center

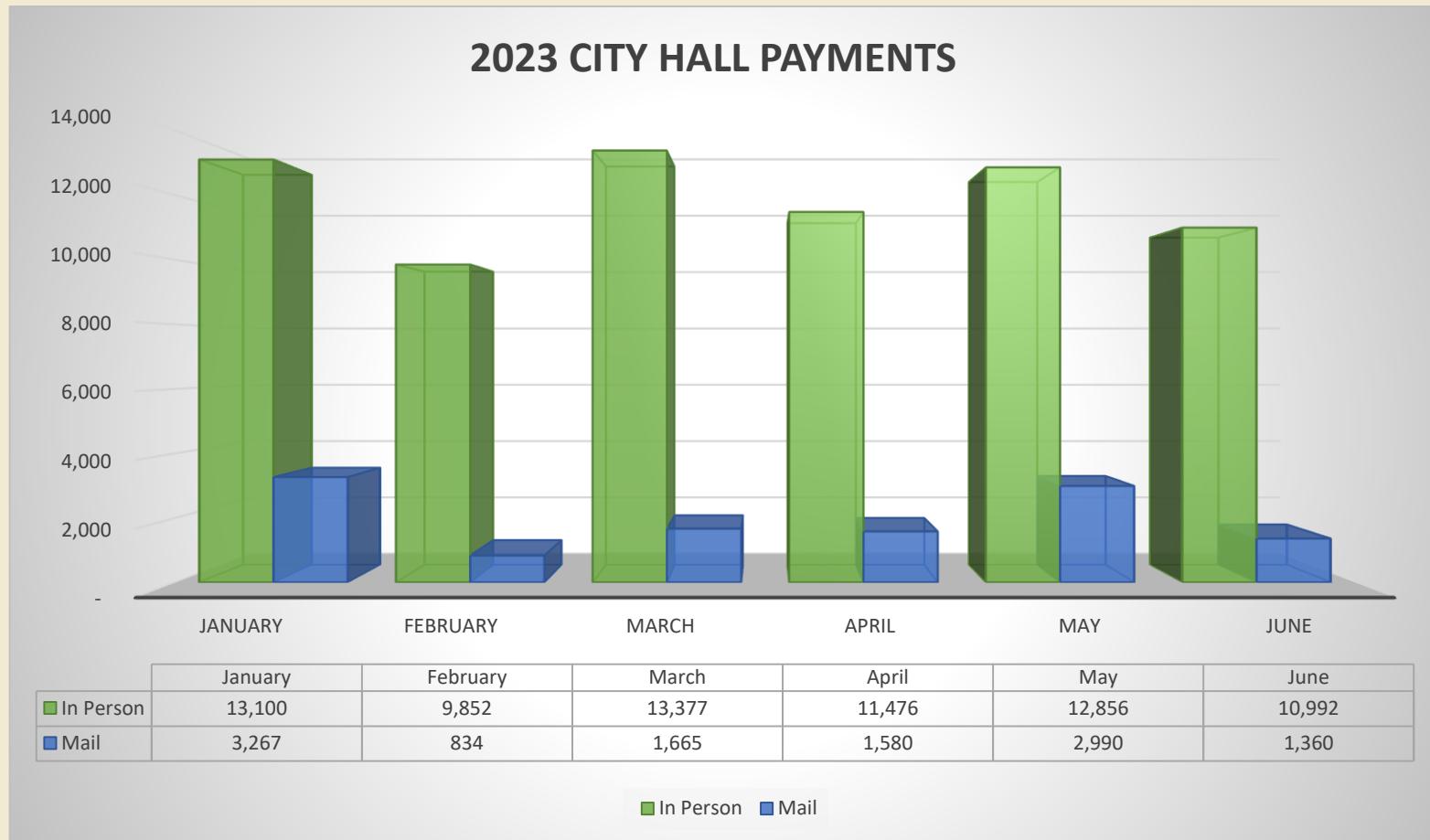


# *Finance-Customer Service Center*

## 2023 Call Volume

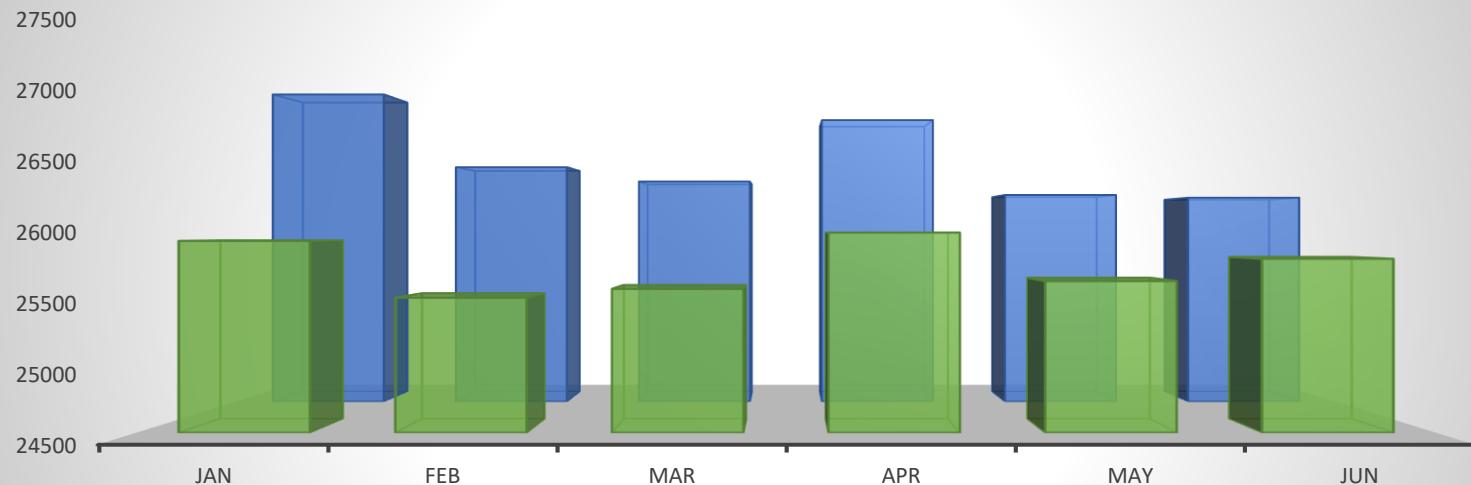


# Finance-Customer Service Center



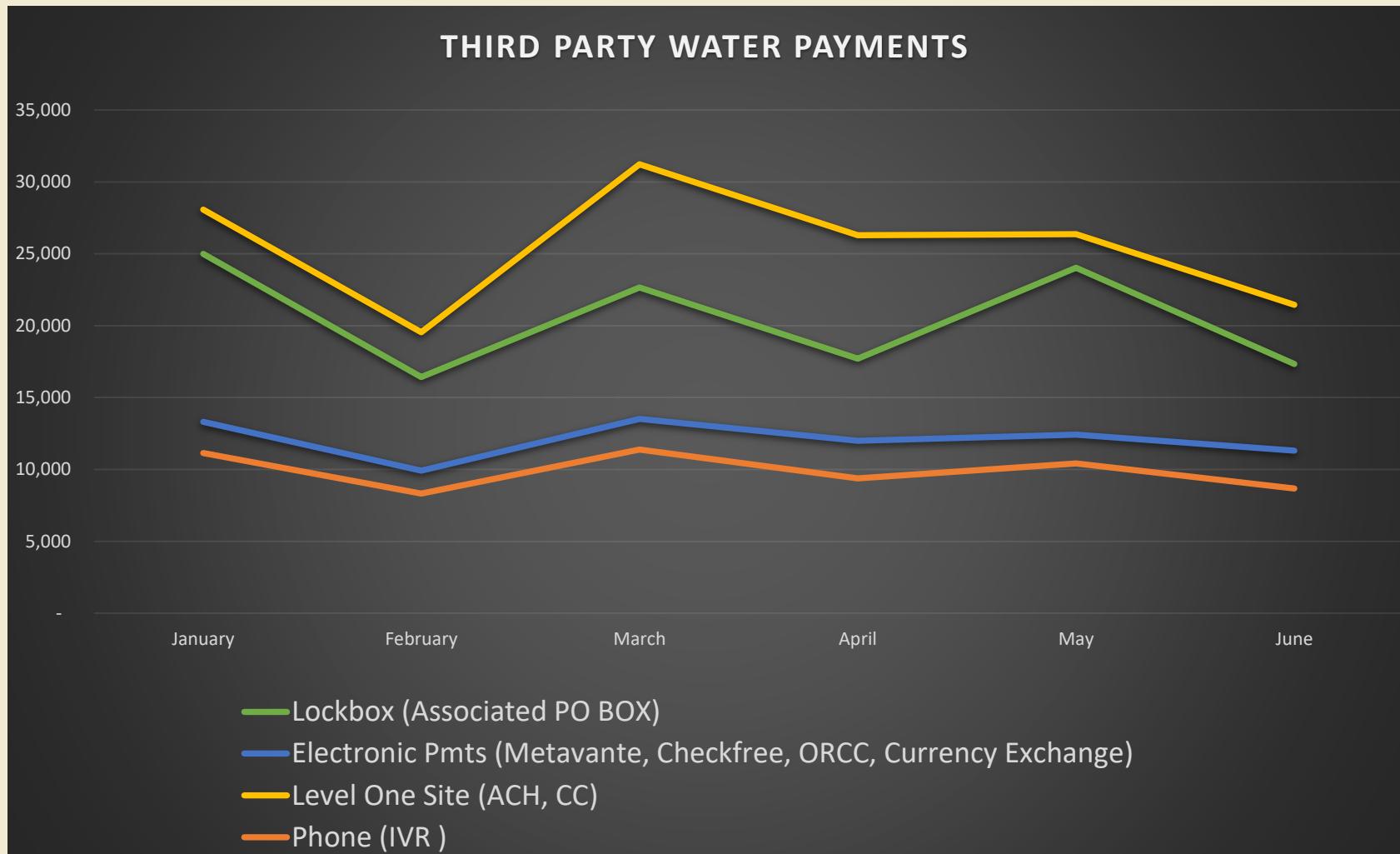
# Finance-Customer Service Center

## 2023 PAPER & E-BILLS COMPARISON



	Jan	Feb	Mar	Apr	May	Jun
EBILLS	25929	25506	25572	25991	25630	25796
PAPER BILLS	27207	26566	26440	26981	26321	26297

# Finance-Customer Service Center



# *Finance-Customer Service Center*

## 2023 January-June Summary

- Our team has struggled to answer calls within our 30 second target. Several factors affect this including, short staffing and the amount of work needed to be completed between phone calls.
- City Hall payments continue to be on the rise. Our highest month was March with 13,377 payments; a slight increase from last year.
- Training has been our focus this year and we continue to evaluate internal processes to become more efficient.
- We are working on improving our phone wrap-up codes for better reporting and to simplify the number of selections. CSRs have only 30 seconds to select the type of call and finalize notes on each call.



## **Health & Human Services Department Community Services Division**

### **July 2023 (mid-year) Program Services Report**

# Households Served

## Energy Assistance (LIHEAP & PiPP & LIHWAP)

1/1/23 - 7/31/23      Total served: 7209

3491 (LIHEAP); 1257 (PiPP); 2461 (LIHWAP)

*The above dates do not necessarily correspond to the services Program Year (PY)*

## Emergency Service Furnace Assistance

10/1/22 – 5/31/23      46 households provided furnace repair/replacement assistance

*\* Program Year*

## Weatherization (DOE, HHS and State Grants)

7/1/22 – 6/15/23      44 homes provided Weatherization services

*\* Program Year*

## Housing/Homeless Services

1/1/23 - 7/31/23

ERAP – 727

HUD CoC - 18

HUD ESG - 167

IDHS-HP – 157 (\*\*19 DV; 55 EP; 48 HTH; 32 RAD & 3 M)

CSBG – 60 (\*\*7 DV; 24 EP; 28 RAD; 1 M)



CSBG Emergency Assistance (non housing) - 81

CSBG Education/Training -18

BRP Clients Served – 38

DCFS (Youth Intensive Case Management) - 53

\*\*DV=Domestic Violence related; EP=Eviction Prevention; HTH=Homeless to Housed;  
RAD=Rental Arrearage/Deposit; M=Mortgage; U=Utility Assistance; D=Deposit only; AR=Auto Repair

# *Community Services* Achievements

January to July 2023

- Energy Assistance expenditures totaled more than \$6 million.
  - Includes LIHEAP; LIHWAP & PiPP
- Emergency Service Furnace Assistance expenditures totaled more than \$150,000.
- Emergency Rental Assistance Program (ERAP) expenditures totaled more than \$2.5 million. Funds provided by the United States Treasury Department.
- Our Agency has applied for and/or been awarded nearly \$2 million in additional direct service funding, including partnership funding request with the FPC.
- Six (6) individuals were selected to receive scholarships in order to obtain or continue educational instruction, to increase their earning potential.
- 13 community neighborhoods/organizations were awarded funding for our Community Garden Project program. Providing fresh and nutritious food options in food deserts.
- Successful transition of Summer Food Program to the Northern Illinois Food Bank.

*These programs and funds directly assisted families and individuals within Boone & Winnebago Counties, primarily within the City of Rockford.*

# *Community Services*

## **Areas for Improvement**

- The Department of Commerce and Economic Opportunity (DCEO) has notified us that the gas/electric assistance will now be a 50/50 split in Low Income Home Energy Assistance Program (LIHEAP) funding, regardless of outstanding balances or utility usage. LIHEAP priority periods set for PY24. Also, we have been directed by DCEO not to enroll any new clients in the Percentage of Income Payment Program (PiPP).
- Currently there is no new legislation nor any renewed funding for LIHWAP.
- Although the Emergency Rental Assistance Program (ERAP) has come to an end, the Community Services Division (CSD) will continue to work through all eviction prevention requests as quickly as possible to assist eligible clientele to obtain or retain housing.
- The CSD will continue efforts to ensure that no identified homeless person(s) is in a shelter or on the streets for more than 30 days.
- Reinstate co-located staff member within the Family Peace Center (FPC).
- With the assistance of the Deputy Director, the CSD leadership and staff have worked to streamline all CSD processes for efficiency. These efforts will continue throughout 2023.

# 2022-2023 Enrollment

**Early Head Start Birth - 3 years old and pregnant women**

**180** - Funded Enrollment

**249** - Total Cumulative Enrollment



## What is Head Start



- Head Start (HS) is a federal program that promotes the school readiness of children ages birth to five from low-income families (living at 100% or below the federal poverty level).
- HS programs provide a learning environment that supports children's growth in the following domains:
  - ✓ Language and literacy
  - ✓ Cognition and general knowledge
  - ✓ Physical development and health
  - ✓ Social and emotional development
  - ✓ Approaches to learning

Source: Copied from ECLKC website: <http://eclkc.ohs.acf.hhs.gov/hslc/hs/about>

## Head Start 3-5 Years of age

**534** - Funded Enrollment

**591** - Total Cumulative Enrollment

# **Human Resources**

**2023 Mid-Year Review**

**Presented By:  
Shurice Hunter  
Director of Human Resources**

# HUMAN RESOURCES DEPARTMENT

## 2023 OBJECTIVES

Roll out NEOGOV Perform, an electronic performance evaluation tool for non-union positions. Includes training for all users encompassing the new system and merit increases.

Establish ERG Advisory Group objectives to oversee the activities of the Employee Resource Groups.

Conduct a skills gap analysis to determine workforce-training needs.

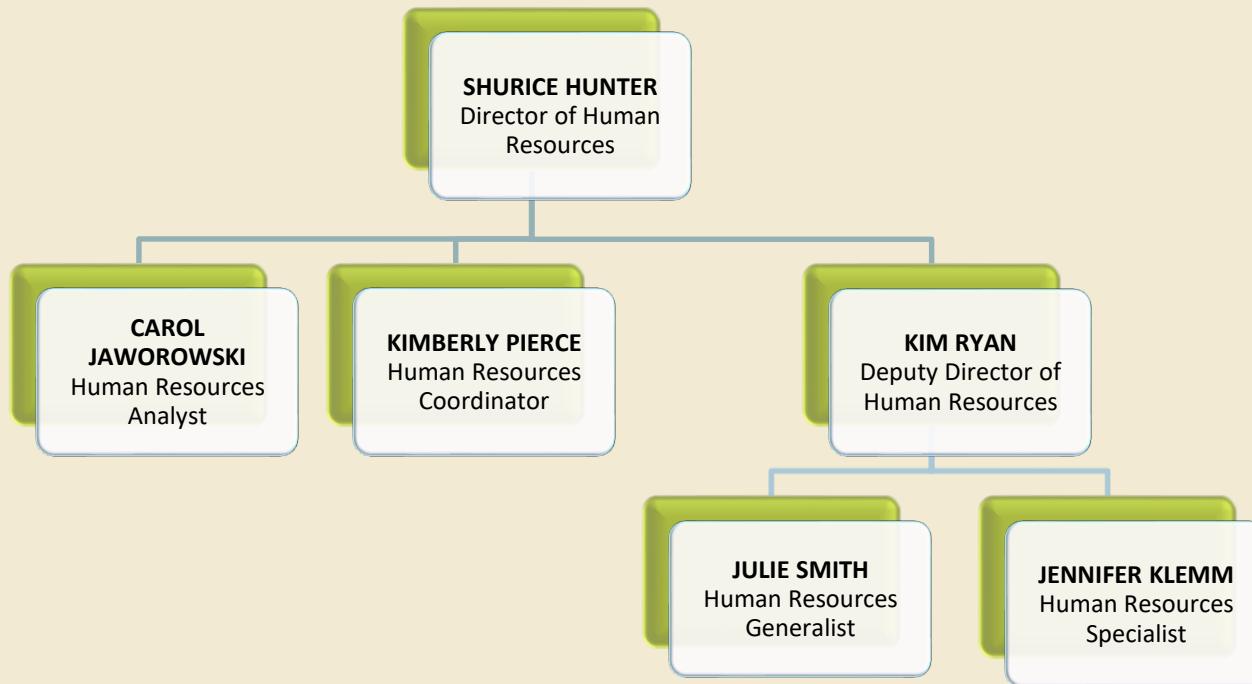
Develop a management training program focusing on leadership competencies and skill development.

Formulate a plan to increase the COR Wellness Center population engagement and dependent participation.

Launch a follow up Diversity, Equity, Inclusion and Belonging Survey with COR employees to measure progress towards goals.

# Human Resources Department

## Organizational Chart



- **Average number of full-time employees with City of Rockford: 1,010**
- **Average HR to employee ratio per 100 FTE's: 1.03 up to 2.57 overall**
- **City of Rockford HR to Employee Ratio: .59**
- **Annualized turnover rate for the entire City is at 5%.**
- **Average time to fill open Full-Time positions is 31 days.**

# Human Resources

## Areas of Achievement

As of June 30, 2023

- ✓ In conjunction with our consultant Rockford Consulting & Brokerage, negotiated an extension to the Marathon Health agreement to administer services in the operation of the Wellness Center. Includes the addition of a behavioral health provider, a specialty referral program and returns performance guarantees when Marathon puts fees at risk if they do not meet certain goals.
- ✓ Claims were successfully submitted to the City's stop loss carrier resulting in reimbursement of \$570,815 of 2022 medical and Rx expenses, equivalent to 78% of the annual premium paid to the carrier.
- ✓ Transitioned to new stop loss carrier HCC for 2023 to lessen the increase to the health plan as compared to what the current carrier, Nationwide, was proposing. HCC served as the City's stop loss carrier in the past.
- ✓ Provided various medical financial reports to Finance to aid them in the 2022 audit.
- ✓ Reinstated tuition reimbursement to all employees who were not previously afforded reimbursement under the IAFF and PBPA collective bargaining agreements.

As of June 30, 2023

# Human Resources

## Areas of Achievement

- ✓ Transitioned random drug testing program for police, fire and CDL holders from UW Swedish American to Mercy Health following notification from UW Swedish American that they were discontinuing occupational health services. Developed documentation for Mercy to ensure all aspects of random programs identified in the CBA's were duplicated.
- ✓ Prudential is moving 457 business to Empower effective September 2023. The 457 committee reviewed and edited numerous documents required for the transition and continue to work with Empower to reach an agreement on acceptable language.
- ✓ Launched a follow up Diversity, Equity, Inclusion and Belonging Survey to COR employees to measure progress towards goals. In the process of analyzing the results.
- ✓ Programmed and tested NEOGOV Perform, an electronic employee evaluation tool for non-union positions. Rolling out and training of Supervisors/Employees taking place in July 2023.
- ✓ Assisted in the development of the HR section of the new City of Rockford website.
- ✓ Started tracking discipline and grievances in the Munis system for easier required reporting.

# Human Resources

## Areas of Achievement

Random Drug Testing Program as of June 30, 2023

- ✓ Fire testing accomplished 21.12% of population with a maximum of 27% allowed.
- ✓ Police testing accomplished 14.76% with a minimum testing requirement of 25%.
- ✓ CDL License Holders testing completed 23 drivers year-to-date. Goal 25% annually.

# Human Resources

## Areas of Achievement

Employee/Supervisor Training as of June 30, 2023

- ✓ **Performance Evaluation Training for Supervisors/Managers (72 attendees).**
- ✓ **Reasonable Suspicion Training for Supervisors/Managers (111 attendees).**
- ✓ **Employee Performance Evaluation Training (55 attendees).**
- ✓ **Blue Point Safety System training for employees (122 employees).**

# Human Resources

## Areas of Achievement

### Other Employee Related Activities as of June 30, 2023

- ✓ The following Employee Resource Groups continue to meet monthly and contribute articles to Encore to educate our employees to promote Diversity, Equity, Inclusion and Belonging:
  - Allies for African Americans ERG
    - Black History Month Display at City Hall featuring prominent Rockford Citizens – February.
  - Kaleidoscope ERG
    - Participation in Pride Event in Rockford – June.
    - Presentation on prominent LGBTQIA+ figures displayed at City Hall.
    - Purchased two books for employee lending library – Guide to Being a Trans Ally and Guide to Being a Straight Ally.

# Human Resources

## Areas of Achievement

### Other Employee Related Activities as of June 30, 2023

- ✓ The following Employee Resource Groups continue to meet monthly and contribute articles to Encore to educate our employees to promote Diversity, Equity, Inclusion and Belonging:
  - Somos COR ERG
    - Sponsored Food Truck Thursdays every other week all summer long.
    - Volunteered at Northern Illinois Food Bank donation drives.
  - Women's ERG
    - Mentoring/Educational Group focused on leadership qualities.
    - Reading and discussion around leadership topics

# Human Resources

## Areas of Achievement

### Wellness Lunch and Learns /Activities

Activities as of June 30, 2023

\*Not all activities eligible for Path to Wellness Points

- ✓ Held 4 week virtual program for employees from 2/8-3/1/2023. Included setting S.M.A.R.T. goals, nutrition 101, mindful eating and sustaining your goals.
- ✓ Held Wellness Fair in May 2023.
- ✓ S.P.A.R.K. Total Health Program – 6 week program for employees to work on establishing healthy habits.

# Human Resources

## Areas of Achievement

### Other Community and Volunteer Partnerships

- ✓ Career Fairs:
  - Winnebago High School – January 11, 2023
  - Workforce Connection (Belvidere) – March 9, 2023
  - Boylan High School – March 15, 2023
  - Rockford University – March 22, 2023
  - Auburn High School – April 26, 2023
  - Workforce Connection – June 8, 2023
- ✓ Community:
  - Rock River Valley Pantry “Souper Bowl” canned soup drive held in February 2023.
  - Goodwill Drive – March 2023  
1915 lbs. collected, 310 hours of mission services
  - Nationwide Meetings onsite with  
Brian Miller (Sr. Retirement Specialist)  
Onsite February 27 and 28, March 6-8. 60 appointments.  
19 new enrollments. 7 rollovers. Several deferral increases.

# Human Resources

## Performance Measurements

Performance Measurements as of June 30, 2023

	2021	2022	Mid Year 2023
Applications	3520	3615	1598
Vacancies Filled	177	174	99
Workers' Comp Claims	329	411	89
Workers' Comp Lost Days	1076	1049	122
Training Sessions	31	80	65
Health Insurance Participants	3195	3177	3184
Flex Spending Participants	307	304	290

# *Legal Department*

*Achievements from January 1, 2023 through June 30, 2023*

## **City Council –**

- 128 Committee Reports
- 148 Resolutions
- 110 Ordinances

## **Highlights include:**

- Rockford REGROW Grants Awarded
- Mobile Integrated Health – Mental Health Program Grant Awarded
- A 26% Increase in FOIA Requests year to date
- Collective Bargaining Agreements with IAFF and PBPA
- Updated ATV and Nuisance Ordinance
- Redevelopment Agreement for the Barber Colman Campus

# *Legal Department*

## *Achievements from January 1, 2023 through June 30, 2023*

### **Claims –**

- 128 Claims for reimbursement
- 11 Claims were approved for payment totaling \$18,915.42

### **Ordinance Prosecution –**

- 2,064 Code of Ordinances cases
- 3,169 Zoning Ordinance cases
- 373 Building and Property Maintenance Code cases

### **Demolitions and Blight Reduction Efforts –**

- 9 residential and 2 commercial structures
- 2 Zoning Board appeals and 5 objections to demolition defended in state court

# *Legal Department*

## *Achievements from January 1, 2023 through June 30, 2023*

### **Grants:**

- Received continued funding for the Crisis Co-Response Team (Police) and the Mobile Integrated Health (Fire) programs for funding year 2024 from the Winnebago County Community Mental Health Board.
- Maintained grant portfolio of over \$130 million.
- Currently in the development of a clearly defined sub-award process for funding to partner agencies. This will include an application for funding, risk assessment, and standard funding agreements.
- Submitted the Equal Employment Opportunity Program (EEOP) Utilization Report which is still awaiting the approval letter. Additionally, the EEOP Plan for 2023 has been drafted and will be disseminated internally and externally once the approval letter is received. This is required for certain types of funding through the Department of Justice.

### **Contracts:**

- Updated procedures for Prevailing wage by adding a Certified Payroll Submission Certification to be completed by contractors when submitting an invoice. This will help to provide additional oversight and ensure that contractors are adhering to the statute.
- Provided Prevailing Wage training to City staff on the new process for documentation.
- Added four businesses to the MWBE list for a total of 96 businesses.

## *Legal Department*

*Achievements from January 1, 2023 through June 30, 2023*

### **FOIA-**

- 1,781 requests processed
  - Nearly an 8% increase in processed requests from 2022

### **Impounds-**

- 799 cases adjudicated
  - Down 12% from 2022
- \$153,323.15 collected in administrative fees
  - Approximately an 18% decrease from 2022

# *Legal Department*

*Achievements from January 1, 2023 through June 30, 2023*

## **Land Transactions-**

### **Completed Transactions**

5824 Guilford Road -Water department booster zone  
907 Ridge Avenue- Whitman Interchange

### **Ongoing Acquisition Projects**

**Whitman and Main realignment**  
34 easements 5 ROW needed

### **East State Street Sidewalk Gaps**

12 easements needed

### **West State Street Sidewalk Gaps**

11 easements needed

### **Relocation 2233 Charles Street tenants**

5 tenants to relocate and rebrand

### **Brooke Road Reconstruction**

15-20 Easements needed

## **Acquisitions Pending:**

2233 Charles Street- Storm water mitigation  
4640 W State – Project Tractor

## **Sales:**

68XX Rote Road \$202,000

## **Projects:**

Parkview Sidewalk- 15 easements and 4 ROW 1 easement still needed  
Charles Street reconstruction phase 2&3 24 easements

## *Legal Department*

*Achievements from January 1, 2023 through June 30, 2023*

### **Liquor and Tobacco Licenses –**

18 Liquor and 1 Tobacco Licenses approved  
1 locations approved for 6<sup>th</sup> Video Gaming Terminal

18 Liquor Licenses which include:

- 14 Consumption/Liquor by the drink (only)
- 2 Packaged Liquor (only)
- 2 Consumption and Packaged Liquor (combined)
- 6 Liquor licenses to new businesses
- 12 Liquor licenses to existing businesses that:
  - Had a change in ownership; or
  - Had a change in location; or
  - Sought modification to add beer garden or additional stockholders or video gaming; or
  - Was an existing business that added liquor

# *Legal Department*

*Achievements from January 1, 2023 through June 30, 2023*

## **Litigation –**

### Personal Injury and Property Damage:

- 53 lawsuits
  - 21 in federal court
  - 30 in state court
  - 2 in state appeals court

### Demolitions, Foreclosures, and Actions to Enforce Finding Decision & Order (FDO)

- 12 lawsuits in state court

### Employment:

- 2 lawsuits pending in federal court, including 1 on appeal

### Collections:

- 9 Small Claims lawsuits in state court

## *Legal Department*

### *Achievements from January 1, 2023 through June 30, 2023*

#### **Labor Negotiations-**

##### AFSCME Big Group / AFSCME B Group

The Collective Bargaining Agreement was in effect through December 31, 2021. The parties are engaged in bargaining sessions for a successor agreement.

##### AFSCME C Group

The Collective Bargaining Agreement is in effect through December 31, 2023. The parties will be engaged in bargaining sessions in fall 2023.

##### IAFF

The Collective Bargaining Agreement is in effect through December 31, 2026, with reopeners for all provisions except insurance beginning on January 1, 2025. In January 2023, the successor agreement (1/1/2022 through 2/28/2024) was ratified by IAFF and approved by City Council.

##### PBPA

The Collective Bargaining Agreement expired December 31, 2022. For the first time in at least the past twenty years, the parties negotiated the successor agreement (1/1/2023 through 12/31/2025) before the expiration of the current contract. In January 2023, the successor agreement was ratified by PBPA and approved by City Council.

# Information Technology

PRESENTED BY:

Todd Hughes

Information Technology Director

January 1, 2023 – June 30, 2023

Q1 – Q2

# Information Technology

## Monthly Availability Analysis for 2022

A complete analysis on Monthly Server Availability

Month With MAX Network Availability (Mar)

**99.994%**

Avg Monthly Network Availability

**99.803%**

Month with MIN Network Availability (Apr)

**98.917%**

Month With MAX Server Availability (Jun)

**99.997%**

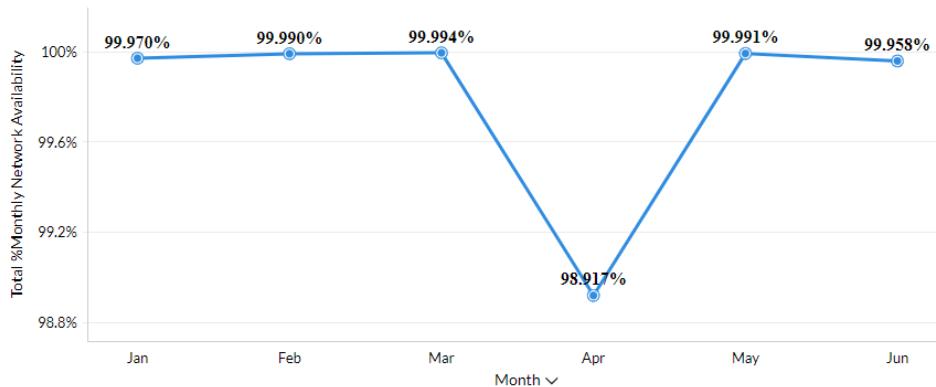
Avg Monthly Server Availability

**99.396%**

Month With MIN Server Availability (Mar)

**98.433%**

Network Availability



Server Availability

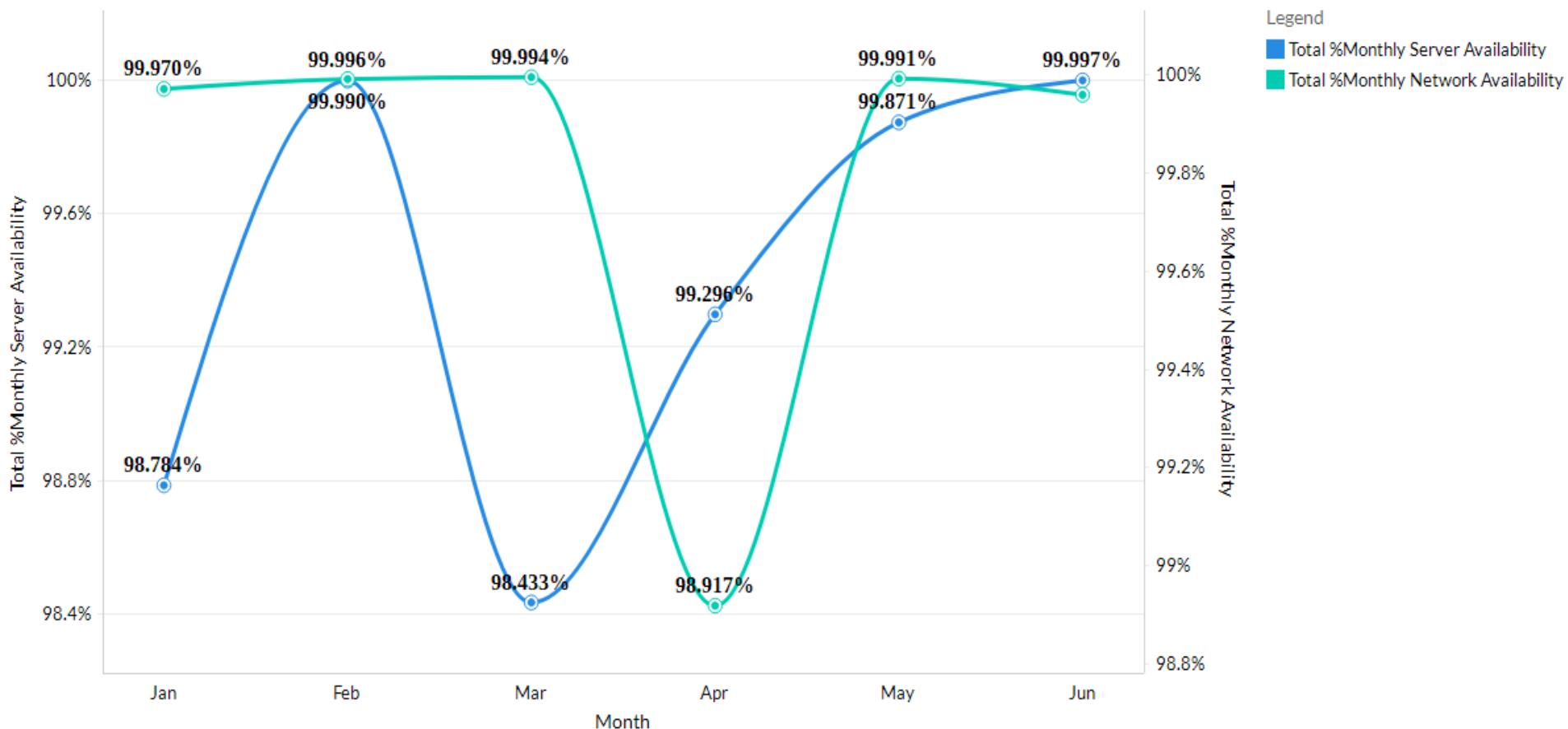


# Information Technology

## Monthly Availability Analysis for 2022

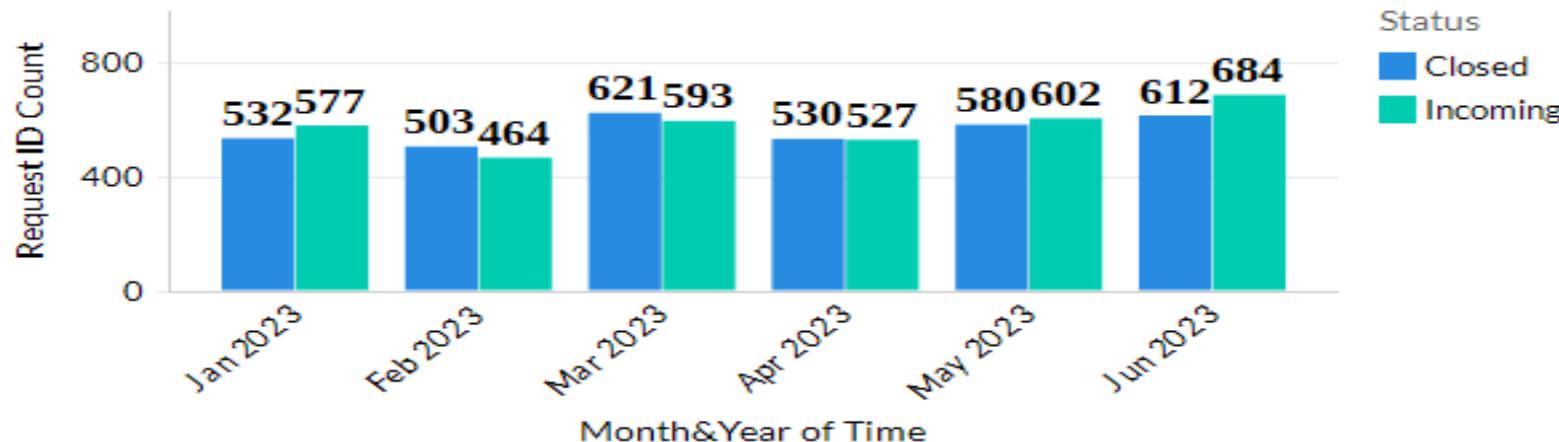
A complete analysis on Monthly Server Availability

Server and Network Availability

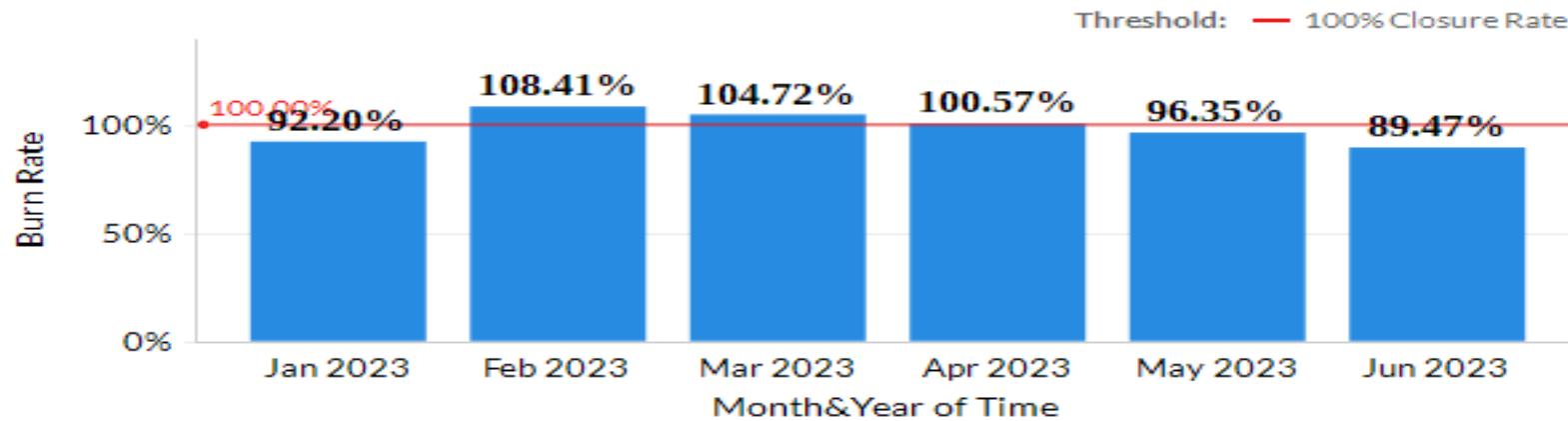


# Information Technology

Incoming vs Closed Request Trend for 2023



Incoming vs Closed Request Percentage for 2023



# Information Technology

## 2023

### PC / Notebook Security Risk Detections

#### Detections by Month

**Q1**

January Detections

**19**

February Detections

**36**

March Detections

**27**

**Q2**

May Detections

**6**

June Detections

**14**

April Detections

**31**

**Cyber Security Detections 1/1/2023 - 6/30/2023**

Critical Severity Detections

**3**

High Severity Detections

**8**

Medium Severity Detections

**12**

Low Severity Detections

**110**

# Information Technology Key Strategic Initiatives 2023

- CAD / RMS project enhancements / Project closure
- Enhance Network Security Posture / Business Continuity Plan
- Network analysis / Redesign / Core infrastructure enhancements
- Customer Service Level Agreement / Improve customer service
- Implement citizen service request and permit system
- Website redesign
- FOIA System Replacement

# *Information Technology*

## 2023

### Achievements

- Managed CAD/Mobile/RMS Project
  - Crash reporting integration with State of Illinois
  - Implemented Crime View Analytics
- Enhanced network security posture
  - Replaced perimeter firewall technology
  - Implemented network monitoring
  - Implemented internal threat detection / scanning
  - Completed proactive PC / Server Software patching cycles
  - Decommissioned servers with older Operating Systems
- 50% completion on PC obsolescence plan.
- Improvement of KPIs measuring performance of IT Department
- Increased service level agreements to 90% compliance on response and resolution
- Upgraded network storage
- Installed new virtual server hosts
- Implemented new security check-in software and process for City Hall