

RockStat

April 13, 2017

Public Works Department

PRESENTED BY:

Kyle Saunders – Water Superintendent

Mark Stockman – Street Superintendent

Kwame Calvin – Transportation & Facilities Manager

- **Balanced infrastructure system inclusive of road, rail, parking, pedestrian and alternative modes of transportation**
- **Improved infrastructure & redevelopment to attract businesses to the City of Rockford**
- **Street maintenance program which provides commuters with clean, safe and well-maintained streets**
- **Operate and maintain the public water system in a manner that protects public health and enhances the community**
- **Maintain a stormwater management program that protects the public and the environment while enhancing the community**

Public Works Department
Key Strategic Initiatives
2017

Engineering Dashboard

Monthly Performance		2017 Monthly Target	Jan	Feb	Mar	Apr	May	Jun
	# of Site Plans Reviewed	7	2	1	10			
	% of Site Plans Reviewed in less than 14 days	95%	100%	100%	100%			
	# of Development Plans Reviewed	1	2	0	3			
	% of Develop. Plans Reviewed in less than 21 days	95%	100%	NA	100%			
	# of ROW/DWY Permits Issued	100	207	114	162			
	% of ROW/DWY Permits Issued in 1 day	95%	100%	100%	96%			
	ROW/DWY Permits Closed	100	85	4	53			
	ROW/DWY Permits Still Open	700	617	697	798			
Stormwater/Development	Detention Basins Inspected (odd years)	60		1	0			
	Detention Basins Requiring Followup (odd years)			1	0			
	Industrial High Risk Inspections On Site	9	10	9	11			
	Erosion Control Inspections On Site (5-winter;25-S/S/F)	25	22	19	2			
	New Illicit Discharge (IDDE) Investigations	1	2	1	1			
	IDDE Investigation w/in 72 hrs	100%	100%	100%	100%			
	IDDE Investigations Unresolved	8	9	10	11			
	Stormwater Samples Taken (15-Sp;15-F; 40 Trib)	NA		10	15			
	SWPPP Reviews	3	0	1	6			
	Stormwater Service Requests	20	19	13	51			
	SW Requests Generated Proactively (>=50% of total)	50%	8	1	35			
	SW Requests Generated Reactively (<=50% of total)	50%	11	12	16			
	Clogged/Sunken Inlets Invest. w/in 24 hrs of Request	100%	100%	100%	100%			
	Other Stormwater Requests Invest. w/in 1 week of Req.	100%	100%	100%	100%			
	Street Sweeping (mi)	Varies			87			

STREET & TRANSPORTATION

PRESENTED BY:

Mark Stockman – Street & Transportation Superintendent

Street & Transportation Dashboard

		2017 Monthly Target	Jan	Feb	Mar	Apr	YTD AVE.
Street Operations	Unresolved Pothole Requests	100	10	8	2		7
	Arterial Pothole Req. - % Completed <= 10 Days	90%	98%	100%	100%		99%
	Res. Pothole Req. - % Completed <= 30 Days	90%	99%	100%	98%		99%
	# Trees Trimmed	200	326	436	413		392
	# Trees Removed	50	36	76	52		55
	# Trees Planted	70					
	Unresolved Forestry Prune or Removal Requests	150	59	44	64		56
	Total Requests	600	451	444	571		489
	Total Unresolved Requests	250	106	75	102		94
Traffic Operations	% of Graffiti Requests removed in 5 days	95%	N/A	N/A	N/A		
	% Signals Repaired Compared to Reported	95%	100%	100%	99%		100%
	% Signals Replaced Compared to Reported	95%	100%	100%	100%		100%
	% of Signal Bulb Outages Responded in 24 hrs	95%	100%	100%	100%		100%
	% of City Street Light Outages Responded in 5 days	95%	100%	100%	100%		100%
	% Sign Repaired/Replace to Reported	95%	92%	97%	99%		96%
	% Signs Repair/Replace Responded in 5 days	95%	100%	99%	100%		100%

Street & Transportation Accomplishments

- Met all benchmarks for the month of March.
- Spring street sweeping season has begun. Arterials completed and moving into residential routes.
- Mild winter has allowed all spring activities to begin earlier than normal.
- Currently adding an additional property maintenance employee to accommodate the addition of the geo-policing stations.

Street & Transportation

Areas for Improvement

- Tree replacement program – Demand for new trees has been less than originally projected.
- Projecting additional maintenance in creeks and drainage areas.
- Graffiti has increased over previous years. Working to continue prompt abatement practices.

Graffiti

PRESENTED BY:

Kwame Calvin - Transportation & Facilities Manager

Public Works – Graffiti

2017 YTD Dashboard

RockStat Trend Graph

Date APR 17' Name Mark Kalousek

Operation Properties

Element/Measure Graffiti Calls

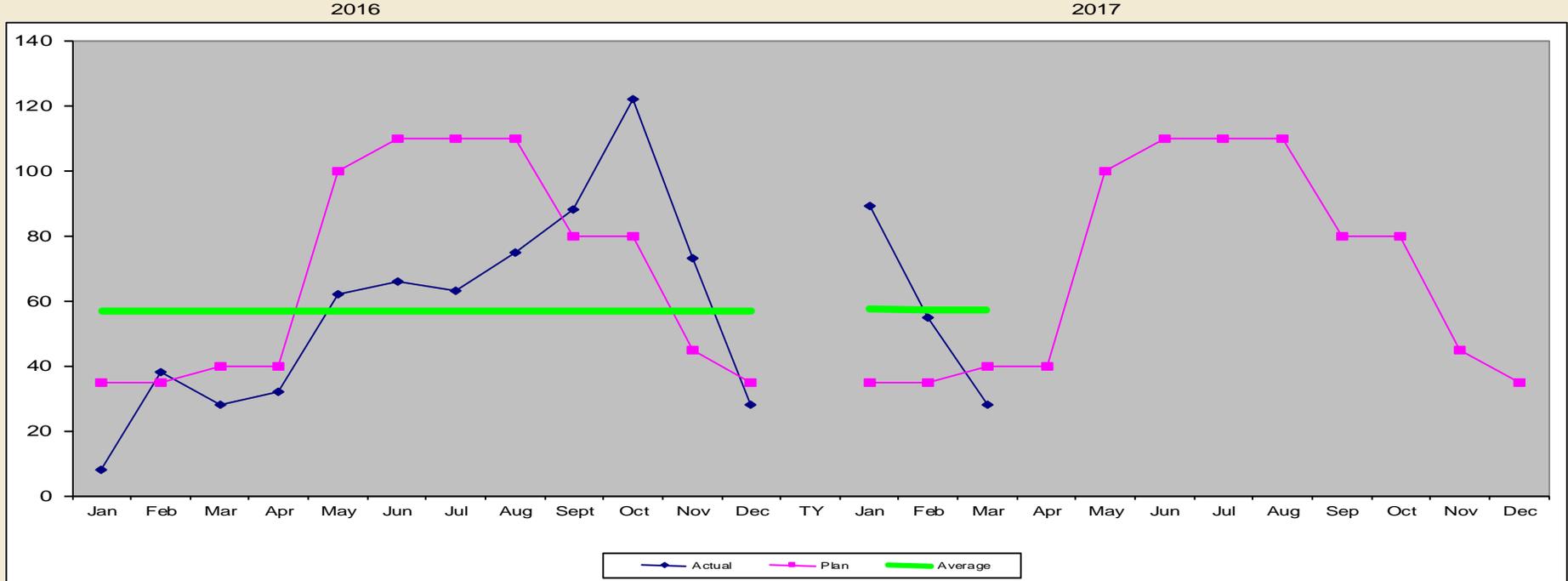
Averages

Goal / Target

2015 51
2016 57
2017 57

2017 1st 6 months 52 2nd 6 months 52

2016	Last 6 months actuals	63	75	88	122	73	28
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LY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	TY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Actual	8	38	28	32	62	66	63	75	88	122	73	28		89	55	28									
Plan	35	35	40	40	100	110	110	110	80	80	45	35		35	35	40	40	100	110	110	110	80	80	45	35

Public Works – Graffiti

Statistics

- We have a 67% increase in graffiti this year compared to last year. We have (172) cases this year compared to (74) cases in the first 3 months of 2016
- We had more cases in January this year (89) compare to the first 3 months of last year (79)
- (172) cases for the first 3 months is the most recorded on record.

Before

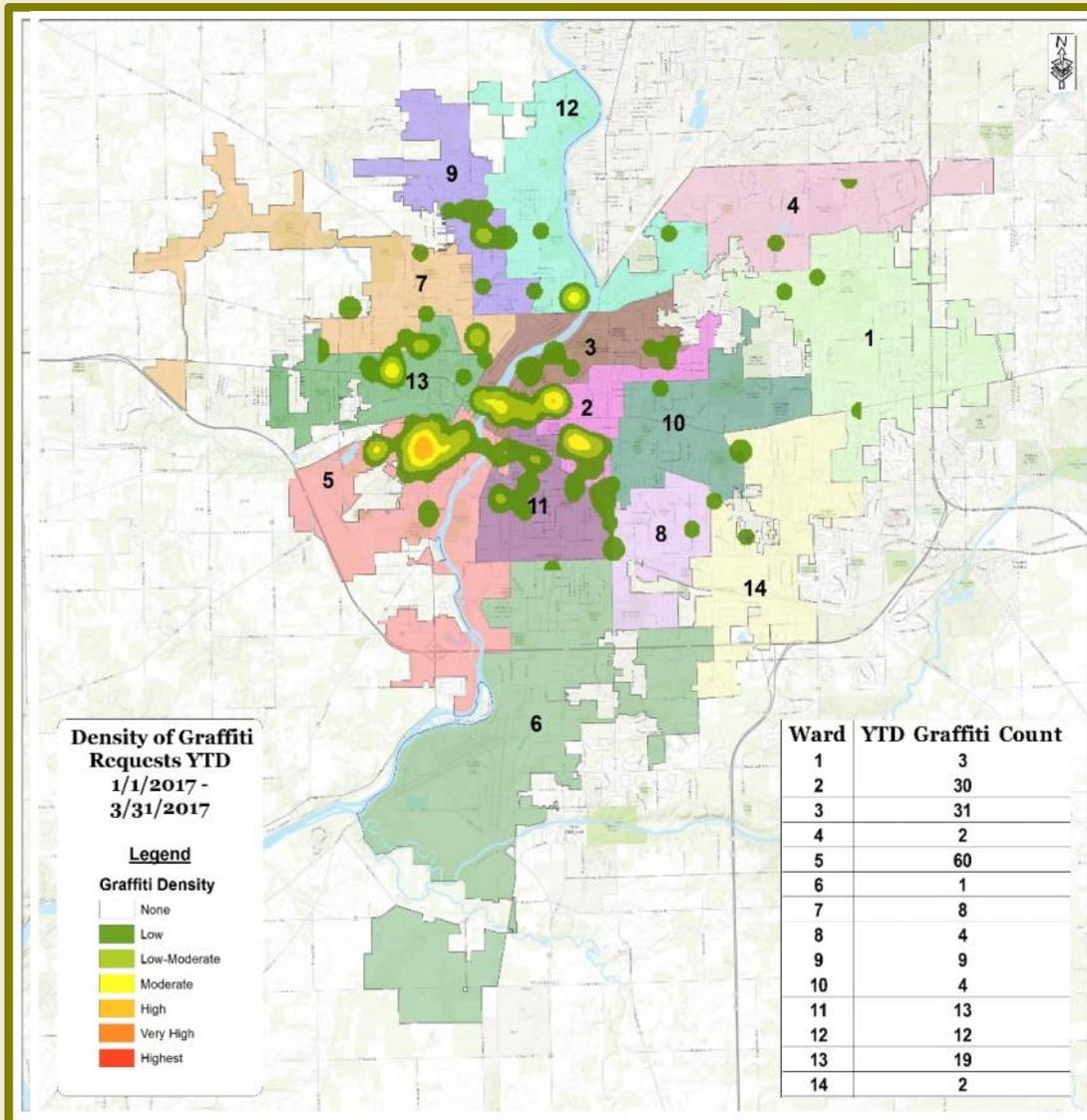


After



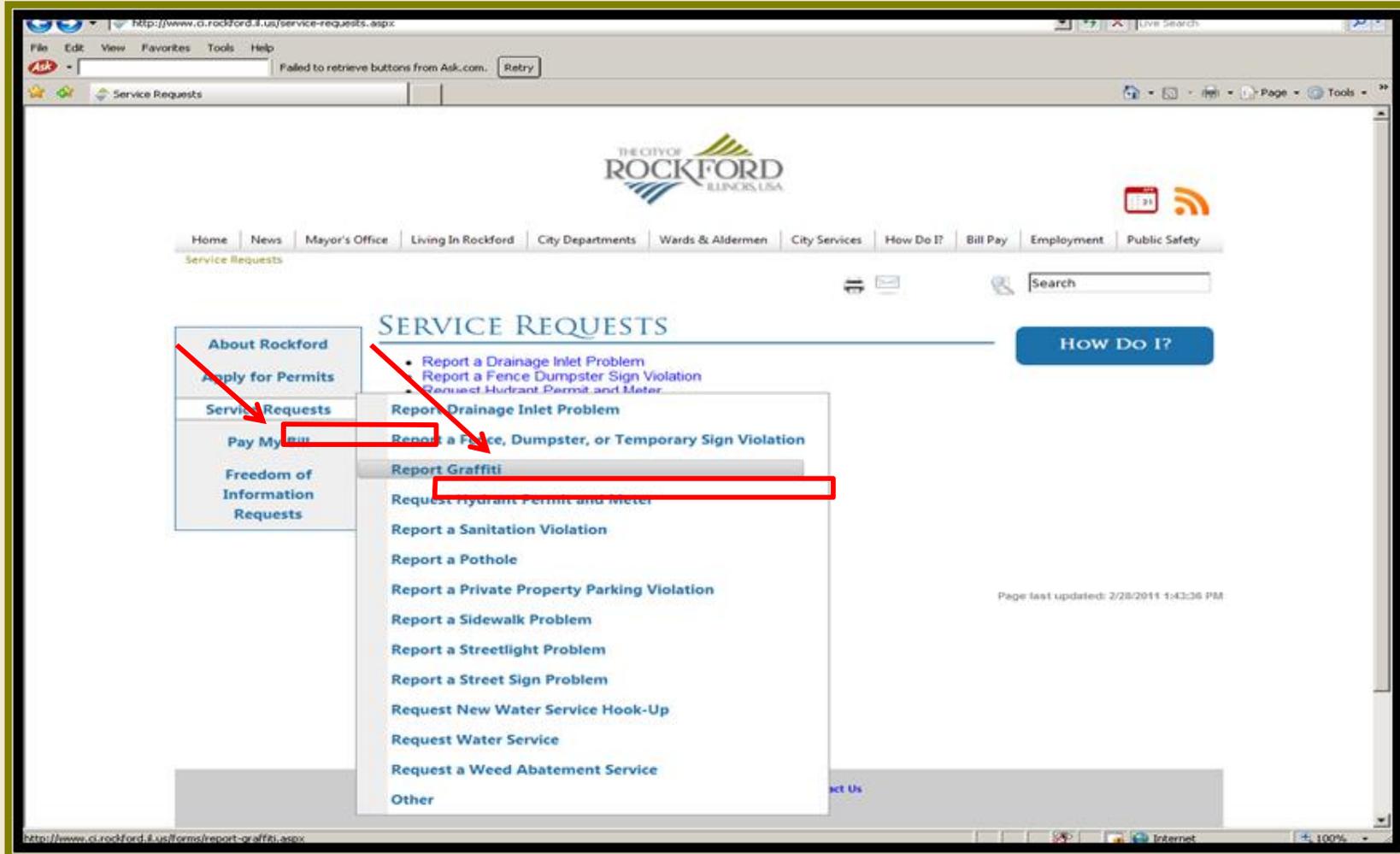
Public Works – Graffiti

Graffiti by Wards



- Ward 5 has the highest amount of graffiti cases (60) in the first 3 months.
- Ward 6 has the lowest amount of graffiti cases with (1) this year.
- Wards 2, 3 & 5 make up 61% of all graffiti cases

Public Works – Graffiti Service Requests



New Graffiti Hotline 779-348-7300

Public Works – Graffiti

Achievements

Achievements

- Graffiti cases abated. (127) The most cases abated on record.
- March graffiti 50% decline from February

Areas of improvements

- 2017 graffiti cases are up 67% this year compared to the first 3 months last year.
- Ward #5 continues to have the most graffiti cases (60)
- Gang graffiti is on the rise.

Water Division

PRESENTED BY:
Kyle Saunders - Water Superintendent

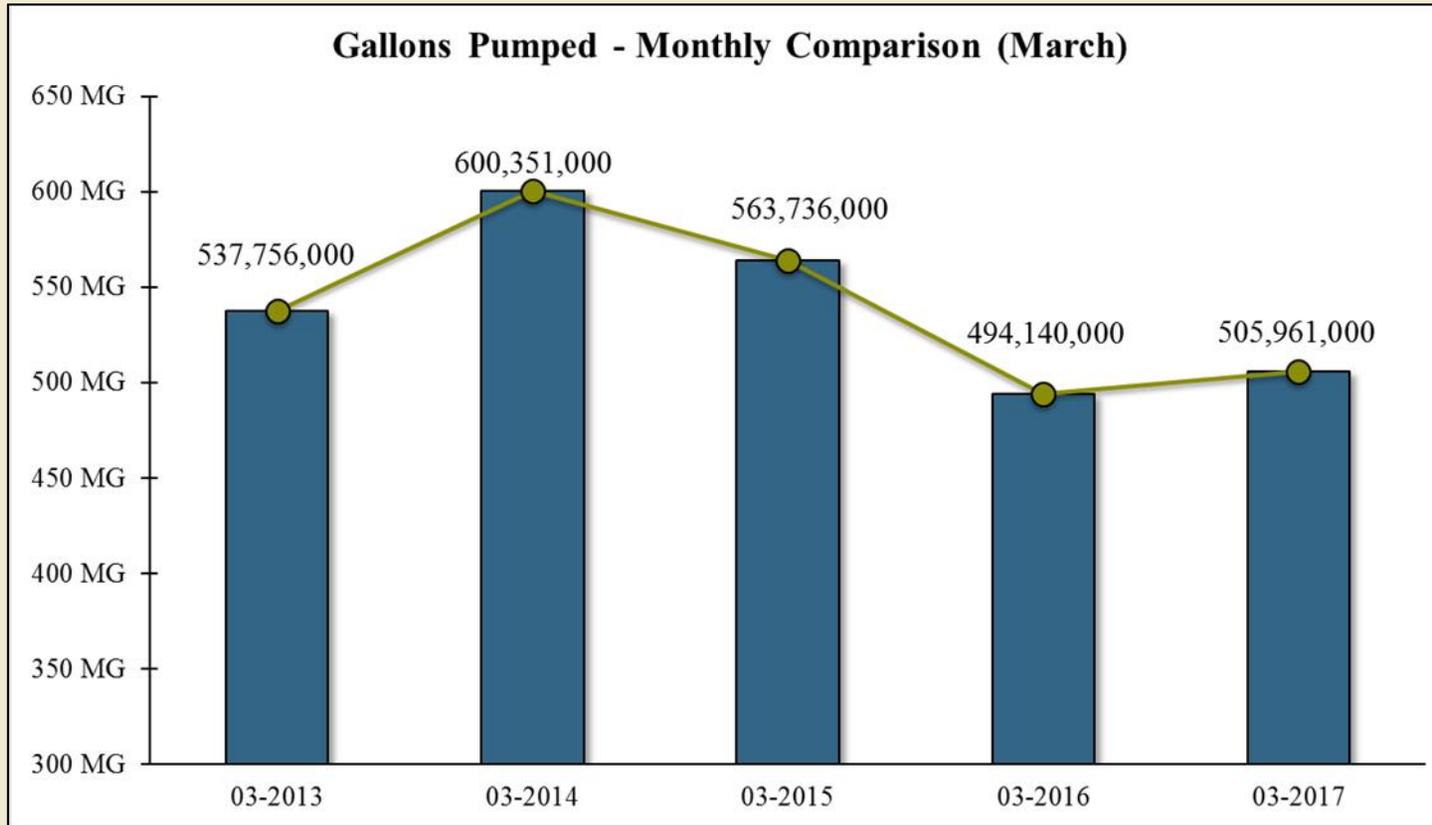
Public Works / Water Division

Scorecard

		Monthly Performance	2017 Monthly Target	Jan	Feb	Mar	2017 YTD Average
Water Operations	Distribution	Emergency Repair Time (hours)	2	1.7	1.3	0	1.0
		% of Total Repairs That Are Planned	70%	60%	72%	93%	75%
		Backlog of Non-Emerg Repairs (Weekly Avg)	25	47	21	20	29
		# of Winter Backlog Jobs	130	75	81	83	80
		Water Main Flushed (mi)	40				
	Field Services	Total Work Orders	2,465	2,462	2,283	2,851	2532
		Days Priority S/O Outstanding	30	6	5	5	5
		Backlog of Priority S/O	50	14	6	5	8
	Production	Maintenance Work Orders	200	228	203	220	217
		Service Pressure Excursions	45	4	14	15	11
		% Preventative Maintenance	60%	56%	60%	65%	60%
		# of Water Quality Complaints	3	0	3	0	1
		% Design Demand	110%	151%	141%	141%	144%
	Financial	Total Amt Past 30 Days Due as % of Revenue	5%	2.8%	2.6%	2.7%	2.7%
		Operating Revenue, % of Plan	95%	96%	100%	102%	99%
		Number of New Water Connections	5	2	0	4	2

Public Works / Water Division

Water Production

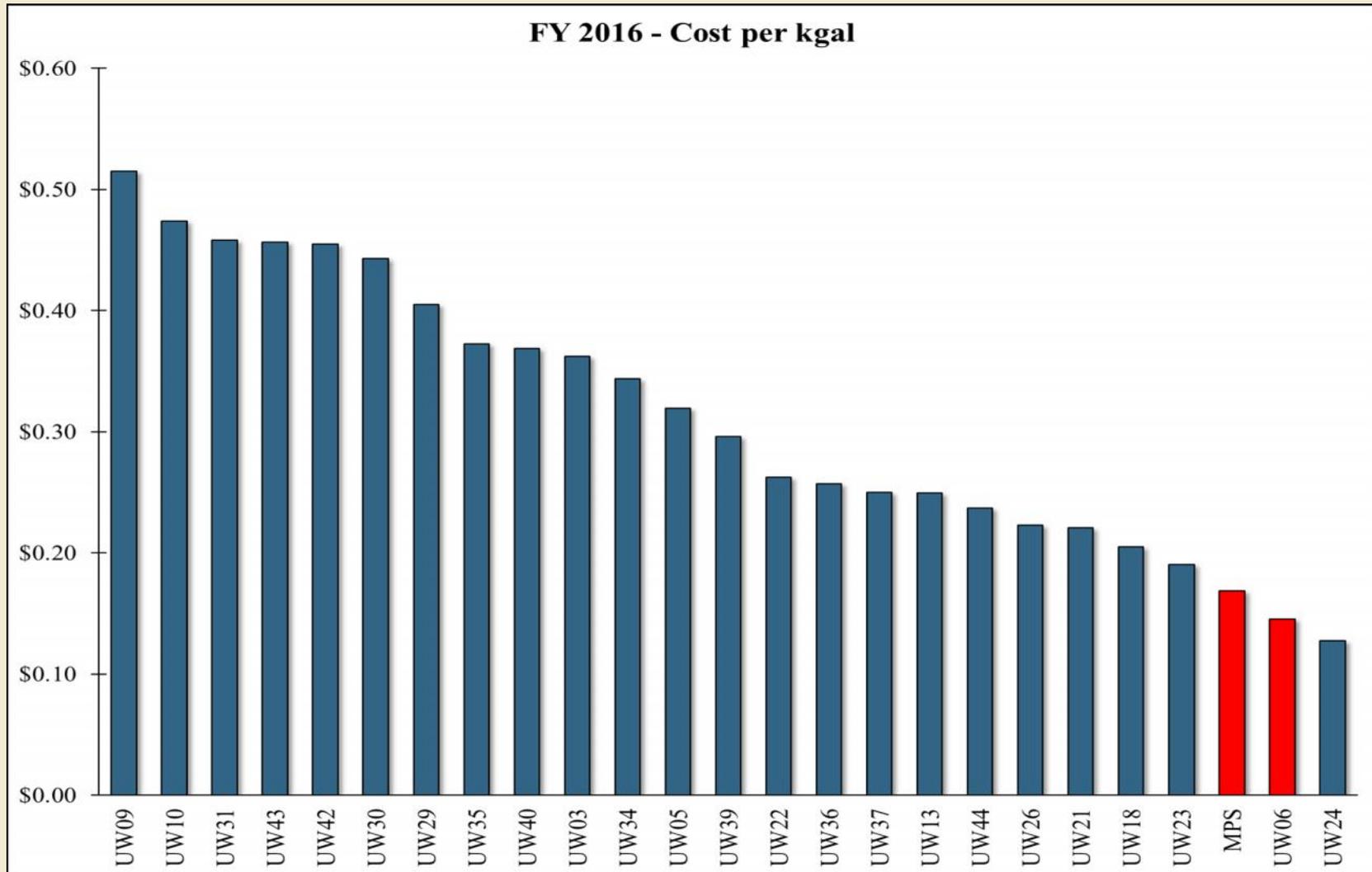


YTD Gallons Pumped		% Change
03-2013	1,548,572,000	-
03-2014	1,731,217,000	11.8%
03-2015	1,633,541,000	-5.6%
03-2016	1,475,021,000	-9.7%
03-2017	1,464,375,000	-0.7%

Public Works / Water Division

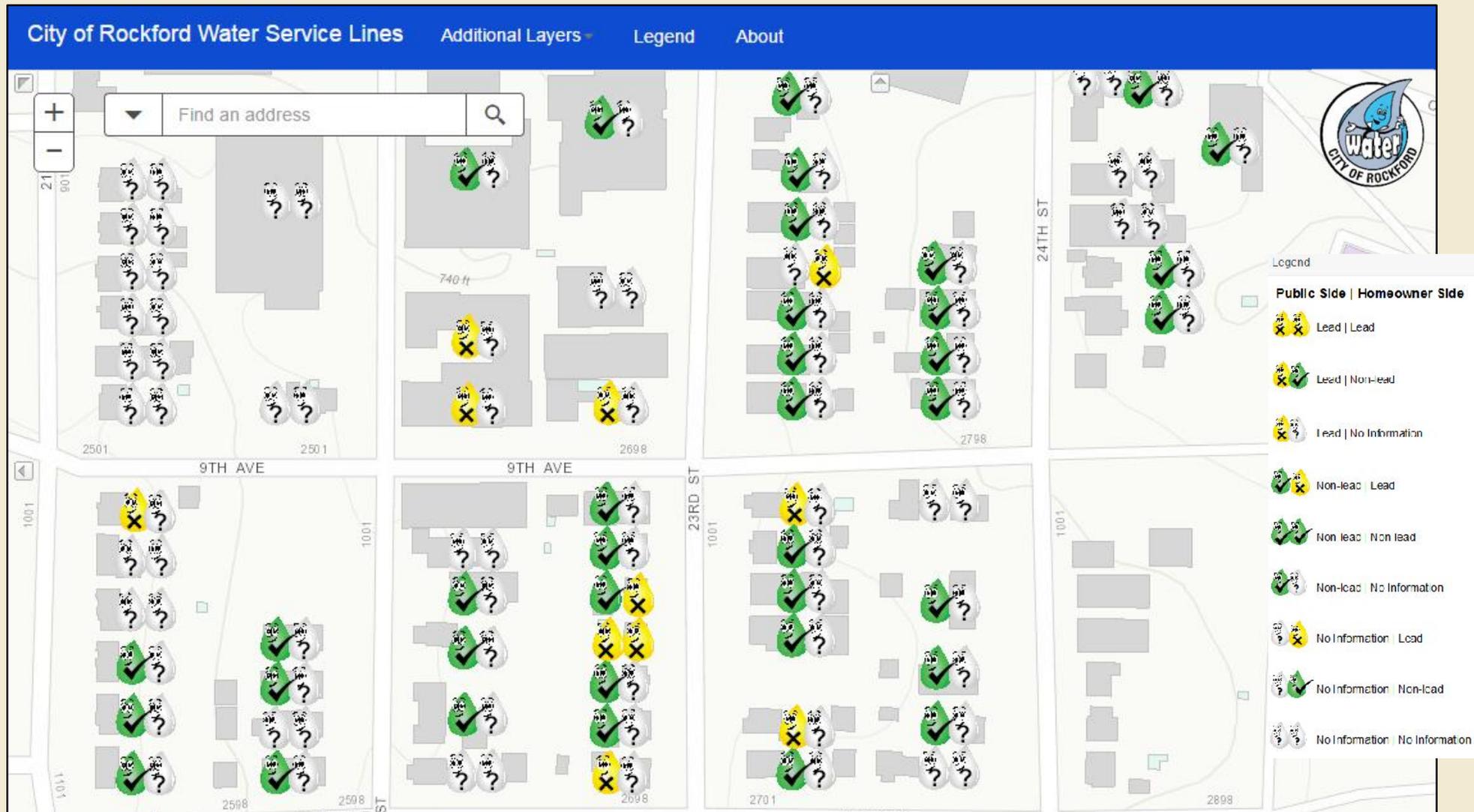
Adjustments in Operating Strategy

Site	Cost/kgal
UW09	\$0.52
UW10	\$0.47
UW31	\$0.46
UW43	\$0.46
UW42	\$0.45
UW30	\$0.44
UW29	\$0.41
UW35	\$0.37
UW40	\$0.37
UW03	\$0.36
UW34	\$0.34
UW05	\$0.32
UW39	\$0.30
UW22	\$0.26
UW36	\$0.26
UW37	\$0.25
UW13	\$0.25
UW44	\$0.24
UW26	\$0.22
UW21	\$0.22
UW18	\$0.21
UW23	\$0.19
MPS	\$0.17
UW06	\$0.15
UW24	\$0.13



Public Works / Water Division

Interactive Water Service Line Mapping



Public Works / Water Division

Achievements

- Excellent Quality, Stable Pressure, and Sufficient Supply
- Well Rehabilitation – Wells U05a and U24
- Winner of Illinois AWWA District 1 - Water Taste Test, January 27, 2017
- Participated in the Youth Ground Water Festival, March 8, 2017
- AWWA Fly-In and ISAWWA WaterCON Participation

Public Works / Water Division

Future Focus

- Well Rehabilitation – Wells U13 and U03
- Backwash Residuals Removal Phase II
- Well U13/U30 Reservoir Rehabilitation
- Water Loss Control Program
- 40W ERT Replacement Program
- Oaklawn Ave Water Main Replacement

Community and Economic Development

PRESENTED BY:

Thaddeus Mack – Building Code Official

Vicki Manson – Housing & Program Manager

- Code Enforcement Improvement
- Neighborhood and Housing Improvement
- Commercial Corridors
- Global Trade Park - Land Use & Marketing Plan
- Central Planning Area

Community & Economic Development Department
Key Strategic Initiatives
2017

Construction & Development Services

PRESENTED BY:

Thaddeus Mack – Building Code Official, CDS Manager

CEDD - Construction & Development Services

Demolition Updates for 2017

- 2016: Started using Dutch White Clover instead of grass seed mix to save costs on mowing.
- 2016: Re-wrote parts of the specifications for new seed mix and new application and payment standards to better track compliance with bid specifications
- 2016: Demolitions took place with clover seed put down, first full growing season will be starting any day.
- 2017: Met with demolition contractors to review bid specifications to fine tune specifications to provide the same final product and decrease overall costs
- 2017: Specifications modified to change requirements for watering seed, amount of top soil, clarify methods for Water and Sewer disconnection and include Section 3 compliance language

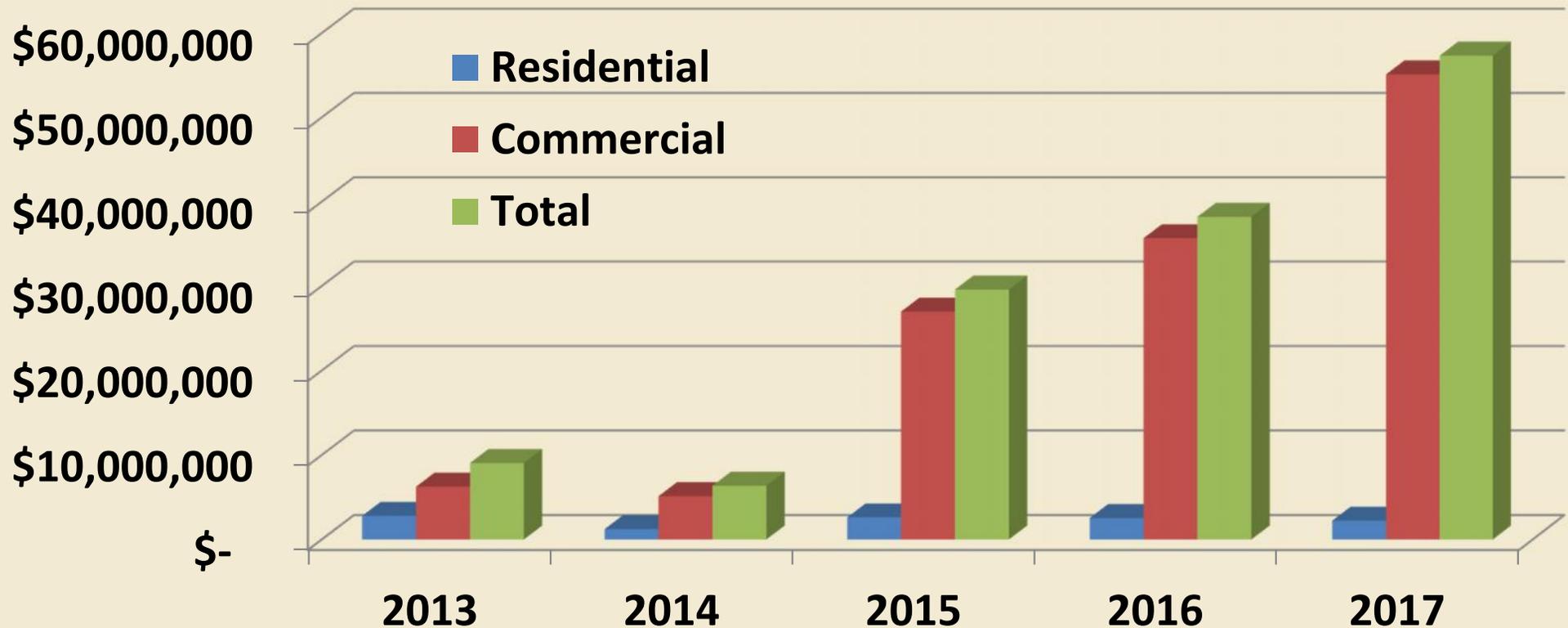
CEDD - Construction & Development Services

Building Scorecard 1 of 2 – January Thru March

Current Trends											Performance Measurement			
	Jan-16	Feb	Mar	2016 YTD	2016 AVG	17-Jan	17-Feb	Mar	2017 YTD	% Change vs. 2016	Goal 95%	Jan	Feb	Mar
New 1&2 Fam	0	0	3	3	2	0	0	6	6	100%	3 Days	0%	0%	
1+2 Acc. Det.	17	0	2	19	5	1	3	4	8	-58%	2 Days	100%	100%	100%
1/2 Add/Alt	0	29	37	66	40	20	21	38	79	20%	2 Days	90%	90%	95%
Comm/MF Plans	16	16	14	46	13	6	19	13	38	-17%	14 Days	100%	100%	100%
Plum/Mech Plans	17	9	7	33	8	2	8	5	15	-55%	14 Days	100%	100%	100%
Elec Plans	22	12	13	47	12	4	11	7	22	-53%	14 Days	100%	91%	100%
Counter Permits	0	0	0	0	2	5	2	13	20	100%	1 Day	100%	100%	100%
Demolition Permits	15	24	13	52	16	1	17	6	24	-54%	2 Days	100%	100%	100%
Plumbing Permits	87	107	97	291	116	94	84	78	256	-12%	-	96%	88%	100%
Stand Alone Plum	59	67	75	201	78	74	57	59	190	-5%	1 Day			
Mechanical Permits	87	84	92	263	111	90	63	109	262	0%	-	96%	92%	95%
Stand Alone Mech	70	62	71	203	76	68	48	66	182	-10%	1 Day			

CEDD - Construction & Development Services

Construction Valuation Thru March

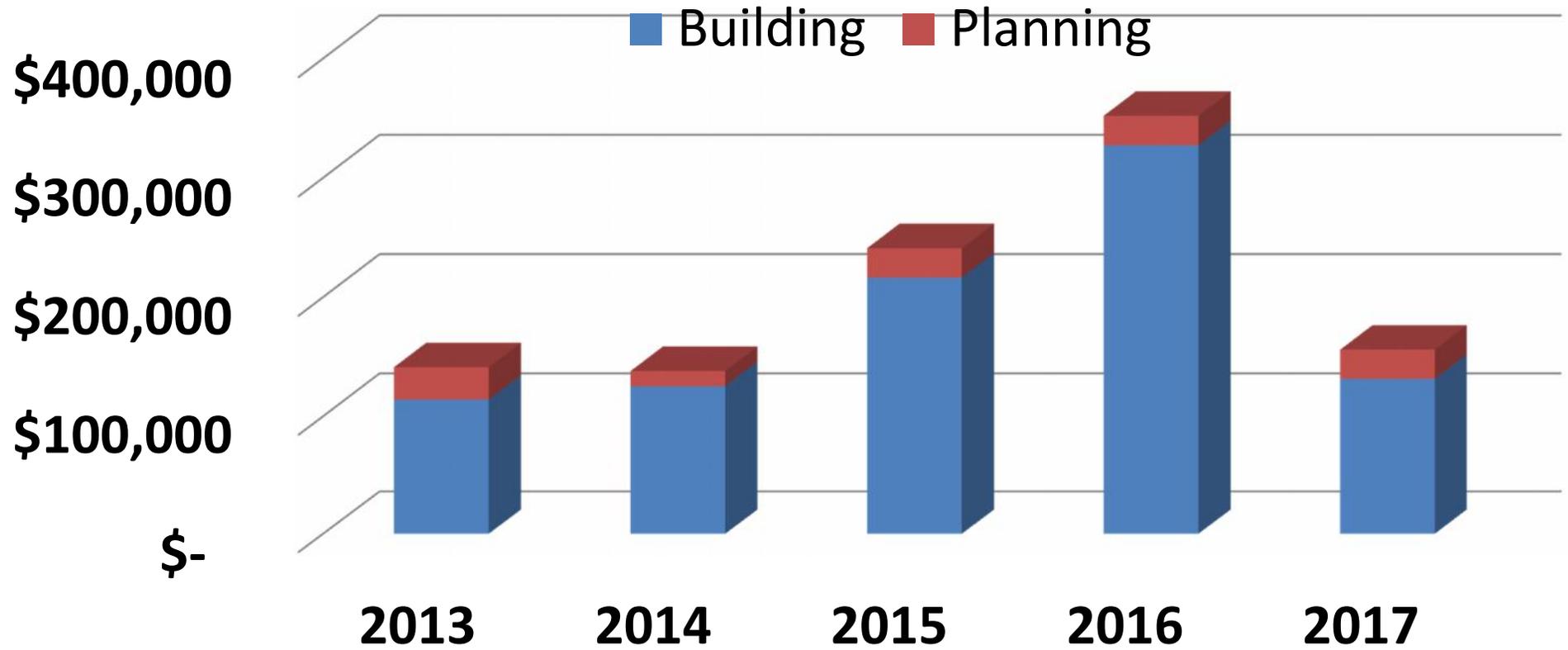


Construtron Valuation 2013-2017

	2013	2014	2015	2016	2017	% Change
Residential	\$ 2,798,097	\$ 1,234,929	\$ 2,614,498	\$ 2,540,972	\$ 2,223,702	-12.49%
Commercial	\$ 6,253,061	\$ 5,130,077	\$ 26,965,752	\$ 35,669,019	\$ 55,103,095	54.48%
Total	\$ 9,051,158	\$ 6,365,006	\$ 29,580,250	\$ 38,209,991	\$ 57,326,797	50.03%

CEDD - Construction & Development Services

Thru March

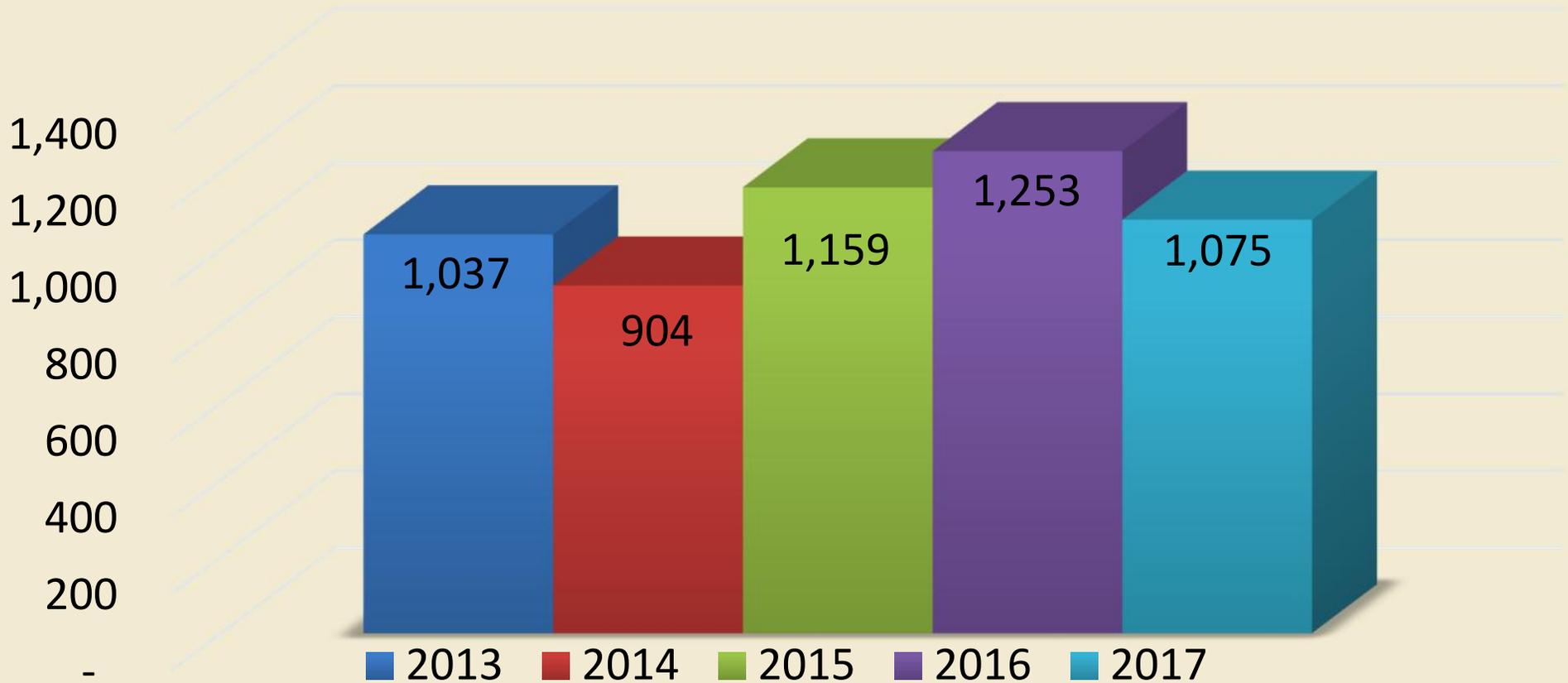


TOTAL PERMIT FEES (Revenue) thru March 2017

	2013	2014	2015	2016	2017	% CHANGE
Building	\$ 114,025	\$ 125,392	\$ 216,488	\$ 327,194	\$ 131,442	-59.83%
Planning	\$ 27,186	\$ 12,609	\$ 24,524	\$ 24,793	\$ 24,482	-1.26%
Total	\$ 141,211	\$ 138,000	\$ 241,012	\$ 351,988	\$ 155,924	-55.70%

CEDD - Construction & Development Services

Total Permits Thru March



TOTAL PERMITS					
2013	2014	2015	2016	2017	% CHANGE
1,037	904	1,159	1,253	1,075	-14%

CEDD - Construction & Development Services

Achievements

- Coordinated meeting with demolition contractors for partnership in demolition activities
- Have 31 demolition properties approved through City Council and moving through Fast Track Demolition process
- Have 70 additional properties under review and forthcoming to City Council
- Coordinated inspections with Health Department, Police and Fire
- Hired Andrew Rose as the new Planner/Building Plans Examiner
- Two WEEDS interns returning for summer of 2017
- Continue to facilitate BUSINESS First meetings and help guide applicants

CEDD - Construction & Development Services

Areas of Improvement

- Better coordination with other divisions for Property cases and review
- Fully train new Planner/Building Plans Examiner
- Improve coordination between Fire Department and CDS for Building Inspections
- Investigate digital plan review submittal process and impacts to other departments.
- Develop better awareness of BUSINESS First group and meeting opportunities
- Continue to facilitate multi-agency review of property through BUSINESS First contacts and meetings

Neighborhood Development

PRESENTED BY:

Vicki Manson – Housing & Program Manager

CEDD – Neighborhood Development

Scorecard

	Funding	Neighborhood Development Program	2017 Annual Target	Q1 Goal	Q1 Actual	% of Target
Housing Activities	CDBG	Ramps	4	0	0	
	HOME	Homebuyer Assistance	10	2	2	100%
	HOME	Homeowner Rehabilitation	24	4	5	125%
	HOME	CHDO Homebuyer/Rental	5	0	0	
	HOME	Sub-recipient: Jeremiah Development	5	0	0	
	NSP	Rehabilitation/ New Construction	1	0	0	
	Madigan Grant	Roof Program	25	6	2	33%
	City Water Fund	Water Hook Up/ Emergency Program	n/a		0	
	TOTAL HOUSING			74	12	9
Public Service	CDBG	Discovery Center - After School Program	220	110	189	172%
	TOTAL PUBLIC SERVICE			220	110	189
Property Improvements	CDBG, IHDA, Emergency, Sanitation, Charity	Demolitions	108	15	13	87%
	IHDA BRP	Blight Reduction Program Acquisition	19	5	6	120%
	CDBG	Code Enforcement	5,000	600	664	111%
	TOTAL PROPERTY IMPROVEMENTS			5,127	620	683

CEDD – Neighborhood Development

Dashboard

Ongoing Projects	Goal	Status
IHDA Blight Reduction Program (2 year agreement) <i>Acquire, clear title & convey 34 properties</i> – Acquire minimum of 31 properties (7-8 per quarter) <i>Demolish structures/Green</i> – Minimum of 31 properties (7-8 per quarter) <i>Quarterly Reporting (Status & Reimbursement Reports)</i>	12/31/17 12/31/17 Jan, April, July, Oct.	  
Round 2 IHDA APP grant awarded to City - \$125,000	Feb. 2017	
HUD Reporting 2016 CAPER submitted to HUD 2017 Annual Action Plan is complete – submit to HUD 2018 Annual Action Plan – Budget preparation, public comment, complete AAP	March 31, 2017 <i>upon Federal budget approval</i> June – Dec. 2017	
Prepare \$300k RFP for homebuyer or rental development	June 2017	
Issue RFP for Assessment of Fair Housing (AFH)	October 2017	



= Achieved Goal



= In Process



= Did not achieve goal by goal date

CEDD – Neighborhood Development

Achievements

- Completed Code Enforcement Plan for 2017.
- Assisted RCI with grant application through RAEDC *Rockforward!* Leadership Council.
- Completed and submitted 2016 CAPER to HUD.
- Collaboration:
 - ✓ Construction Services on revision of demolition bid specifications
 - ✓ Legal, Human Services and Winnebago Co. Health Department on rehabilitation projects, MBE/WBE and Section 3 contractors
 - ✓ Alpine Bank – lending programs 3.99% interest
 - ✓ Prairie State Legal Services – Fair Housing video, workshops
- Attended HUD-sponsored Training: HOME Rental Compliance, Environmental Review, Basically CDBG, multiple webinars. New Construction Specialist certified as lead risk assessor and supervisor.
- Developed 2017 marketing plan, in collaboration with:
 - ✓ HomeStart
 - ✓ Strong Houses
 - ✓ BMO (I-Refi program, Money Smart Week)

CEDD – Neighborhood Development Housing Partnerships

FAIR HOUSING WORKSHOP

HomeStart, the City of Rockford, and Prairie State Legal Services will be offering workshops at the Strong Neighborhood Houses during the month of April. Topics will include:

- What**
- ★ Fair Housing Laws
 - ★ Renters Rights
 - ★ Credit Repair Resources
 - ★ Homebuying 411 - Preparing to Purchase
 - ★ Resources for Homebuyers
 - ★ Including down payment and rehab money
 - ★ Resources for Homeowners,
 - ★ Including maintenance classes and rehab money

Register for the workshop at one of these locations!

When & Where	8:30 am	908 8th Ave, Rockford, IL
April 7	12:00 pm	312 Irving Ave, Rockford, IL
April 12	6:00 pm	1233 Revell St, Rockford, IL
April 18		

Call our office to register! **815.962.2011**
Or visit homestart@nwhomestart.org



NEIGHBORHOOD PROUD MORTGAGE PROGRAM

Alpine Bank is offering a new option to purchase a home. We know that taking pride in your community and neighborhood is important to you. That's why we are here to help you every step of the way with your mortgage needs.

Our team believes the home buying process should be fast, easy, and uncomplicated. Whether you're looking to purchase or refinance a home, the Neighborhood Proud program is specifically designed to meet your mortgage financing needs.

PROGRAM DETAILS

- 30 Year Fixed Rate
- 3% Minimum Down payment
- 620 Minimum Credit Score
- Up to \$2,000 Closing Cost Assistance
- No Income Limits on First Mortgage
- No Mortgage Insurance Required



We are here to help!

Contact **Marletha Brown** for a free mortgage consultation and to see if the Neighborhood Proud program is right for you. Her knowledge and passion for the community, and her commitment to you, will be evident as you work towards your dream of homeownership.



MARLETHA BROWN
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2481 North Main St | Rockford, IL 61131
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Federal program offers \$50K to Rockford-area homeowners with underwater mortgages

Tuesday
Posted Feb 7, 2017 at 5:33 PM Updated Feb 7, 2017 at 5:33 PM
Share

ROCKFORD - Rockford-area homeowners who owe more on their mortgage than their home is worth may be eligible to receive up to \$50,000 in federal assistance to buy down their mortgage and refinance into an affordable loan through the I-Refi program.

Rockford was dubbed the "Underwater Mortgage Capital of America" by the Wall Street Journal in 2013. Eligible homeowners must be current on their mortgage, have an annual household income of \$86,000 and credit qualify. The I-Refi program will provide up to \$50,000 to reduce the balance owed on mortgages and refinance homeowners into a 30-year fixed-rate mortgage that is aligned with the current value of their home. Homeowners will be required to order a professional appraisal to assess the value of their home.

For information: ihda.org/irefi.

CEDD – Neighborhood Development

Fair Housing video



<https://www.youtube.com/watch?v=j3Ca9lV1JU4>

CEDD – Neighborhood Development

Areas of Improvement

- Increase the number of lead-licensed rehabilitation contractors.
- Maintain a pipeline of eligible Community Housing Development Organizations and develop quality projects.
- Continuously evaluate programs to streamline efforts and maximize funding dollars to help as many applicants as possible.
- Streamline program application processes.

Rockford Police Department

PRESENTED BY:

Douglas Pann – Assistant Deputy Chief

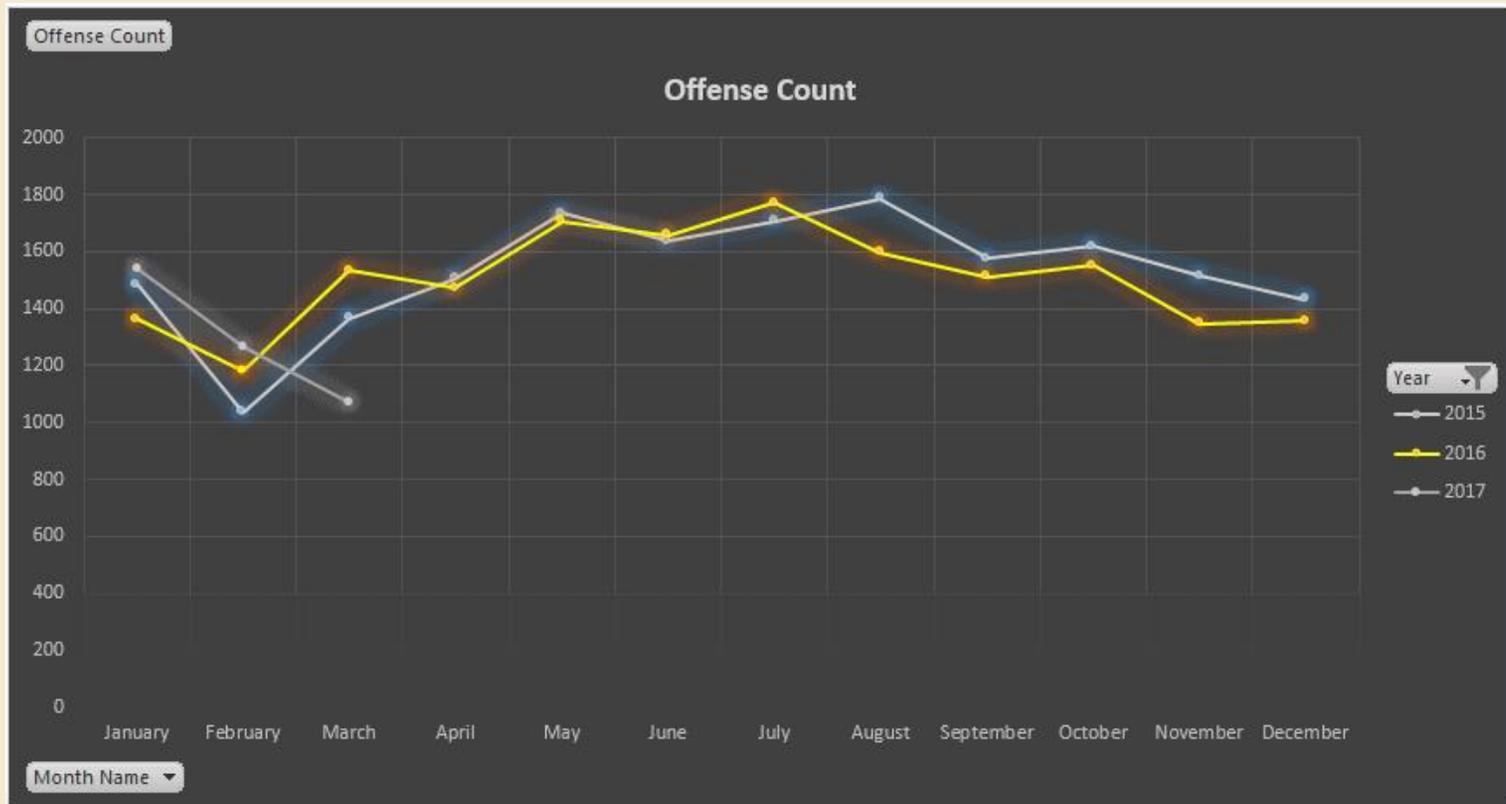
- Reduce Violent Crime
- Improve Community Engagement
- Improve Traffic Safety
- Improve Employee Development
- Enhance Organizational Development/Capabilities

Rockford Police Department
Key Strategic Initiatives
2017

Rockford Police Department

Business Intelligence Dashboard NIBRS Group A

2015-2017



Offense Count	Column Labels	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
2015		1484	1038	1365	1506	1736	1638	1709	1786	1578	1620	1517	1432	18409
2016		1364	1183	1534	1474	1707	1659	1772	1599	1512	1553	1348	1356	18061
2017		1539	1264	1072										3875
Grand Total		4387	3485	3971	2980	3443	3297	3481	3385	3090	3173	2865	2788	40345

Slide 41

RR1

Districts 1 & 2 down, 3 is up

Roger Ratze, 1/24/2017

Rockford Police Department

Group A Comparison Violent Crimes / Property Crimes

	Last 2 Weeks			Last 28 Days			Current Year		
	Mar 27, 2017 - Apr 02, 2017	Apr 03, 2017 - Apr 09, 2017	% Change	Mar 13, 2016 - Apr 09, 2016	Mar 13, 2017 - Apr 09, 2017	% Change	Jan 01, 2016 - Apr 09, 2016	Jan 01, 2017 - Apr 09, 2017	% Change
Violent Crimes (09A-B, 11A-D, 13A, 120)	52	48	-8%	191	156	-18%	626	626	0%
Property Crimes (220, 23A-H, 240)	84	51	-39%	406	258	-36%	1420	1197	-16%

Violent Crimes: Murder / Manslaughter, Sex Crimes, Aggravated Assault, Robbery

Property Crimes: Burglary, Theft, Motor Vehicle Theft

Slide 42

RR1

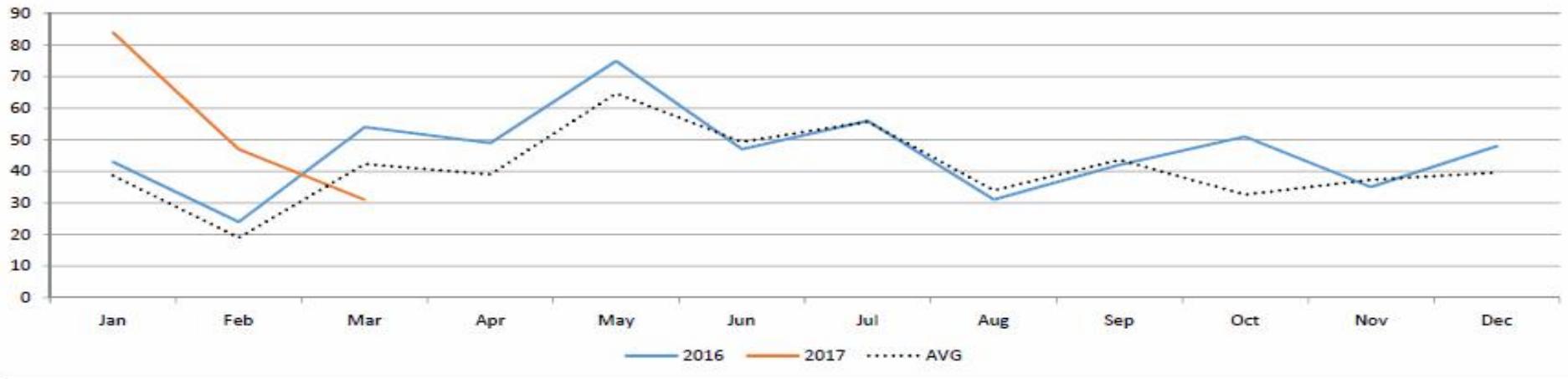
Districts 1 & 2 down, 3 is up

Roger Ratze, 1/24/2017

Rockford Police Department

Aggravated Battery / Shots Fired

Homicide-Firearm, Aggravated Battery, & Shots Fired Incidents



Count of Aggravated Battery & Shots Fired Incidents by Month

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	22	16	25	22	49	42	53	31	31	16	18	40
2015	51	17	48	46	70	59	58	40	58	31	59	31
2016	43	24	54	49	75	47	56	31	42	51	35	48
2017	84	47	31									
13-15 Avg	39	19	42	39	65	49	56	34	44	33	37	40

Count of Victims Struck by Gunfire

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	4	7	7	7	17	16	16	7	6	4	3	10
2015	23	2	11	7	23	11	23	12	11	9	15	6
2016	11	6	22	12	25	12	18	9	8	15	13	10
2017	17	8	6									
13-15 Avg	13	5	13	9	22	13	19	9	8	9	10	9

City of Rockford Incidents

Offense Type	2014 Total	2015 Total	2016 Total	% Change 13-14	2016 YTD	2017 YTD	% Change	% of LY Total
Agg Battery	76	112	117	4.46%	28	24	-14.29%	20.51%
Homicide - Firearm	11	15	16	6.67%	3	2	-33.33%	12.50%
Shots Fired	278	441	422	-4.31%	90	136	51.11%	32.23%
Total	365	568	555	-2.29%	121	162	33.88%	29.19%

Rockford Police Department

Aggravated Assault



Row Labels	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
2015	143	73	140	153	217	168	165	157	131	112	147	98	1704
District 1	76	35	88	67	115	70	78	80	52	70	92	61	884
District 2	51	30	43	62	81	64	69	55	64	33	37	33	622
District 3	16	8	9	24	21	34	18	22	15	9	18	4	198
2016	134	98	159	147	178	184	160	157	157	157	125	115	1771
District 1	57	42	92	73	91	121	66	82	80	83	72	49	908
District 2	56	33	42	59	71	46	51	59	59	51	37	47	611
District 3	21	23	25	15	16	17	43	16	18	23	16	19	252
2017	195	124	81										400
District 1	109	63	38										210
District 2	47	50	28										125
District 3	39	11	15										65
Grand Total	472	295	380	300	395	352	325	314	288	269	272	213	3875

Rockford Police Department

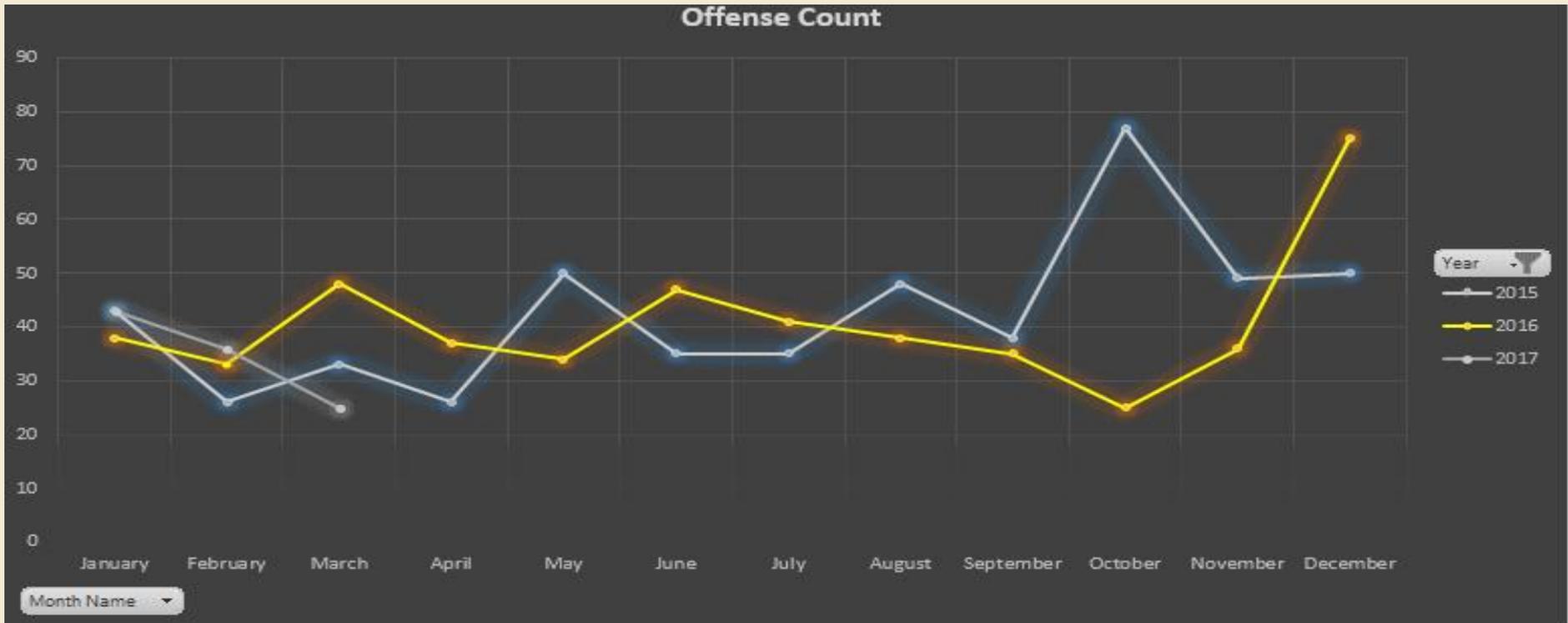
Robbery



Row Labels	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
2015	30	14	34	27	45	50	65	37	59	56	49	44	510
2016	63	28	39	39	46	53	52	38	47	41	48	49	543
2017	48	34	31										113
District 1	22	16	14										52
District 2	17	11	10										38
District 3	9	7	7										23
Grand Total	141	76	104	66	91	103	117	75	106	97	97	93	1166

Rockford Police Department

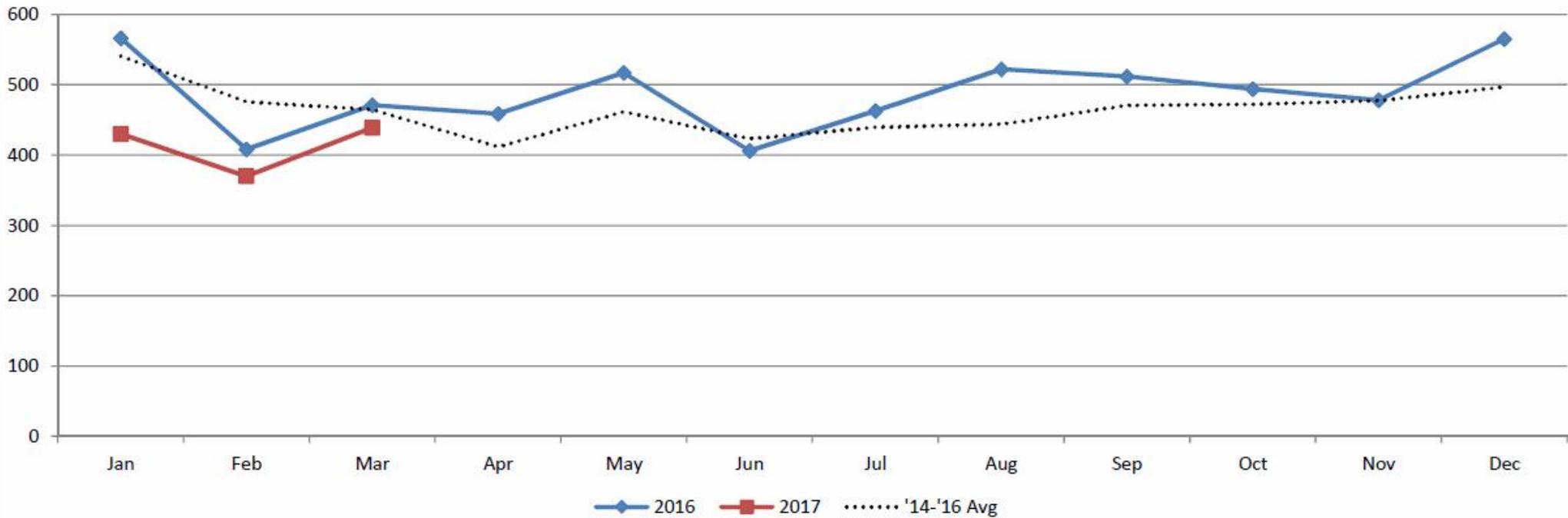
Auto Thefts



Offense Count	Column Labels	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
2015		43	26	33	26	50	35	35	48	38	77	49	50	510
2016		38	33	48	37	34	47	41	38	35	25	36	75	487
2017		43	36	25										104
District 1		15	14	13										42
District 2		12	10	4										26
District 3		16	12	8										36
Grand Total		124	95	106	63	84	82	76	86	73	102	85	125	1101

City of Rockford Traffic Accidents

Traffic Accidents



Count of Traffic Accidents by Month

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	571	525	453	360	378	393	403	405	435	419	477	389
2015	486	495	470	417	490	472	454	405	466	505	478	538
2016	566	408	471	459	517	406	463	522	512	494	478	565
2017	430	370	439									
'14-'16 Avg	541	476	465	412	462	424	440	444	471	473	478	497

Rockford Police Department

Accomplishments

- 8 New Officers Sworn in
- Promoted 3 to Detective
- Explorers – Milwaukee Law Enforcement Explorer Challenge
- Rock House Kids – District 2 Gymnasium
- Community Room Use Exploding
- Representative John Cabello names 2016 Public Official of the Year
- Expanding Citizens Reporting Unit
- ROCK Houses – Neighborhood Officers – 2221 N. Winnebago St

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
2017

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%	88.02%
	Total Response Time	911 call received to first unit on scene in 8:12 or less	90%	89.79%
EMS	Utstein Rating	Cardiac Survival Rate	10%	50%
	EMS Customer Service	Overall customer experience rating	95%	91.06%
	Mobile Integrated Healthcare Program	Reduction of hospital admissions	50%	34%
		Reduction of hospital readmissions	75%	77%
Fire/Fire Prevention	Fire Dollar Save Ratio	Percentage of property value saved from structure fires	90%	79.91%
	Arson Clearance Rate	Percentage of arson incidents cleared by arrest	15%	0.00%
	Inspections	General inspection performed within the last four years	95%	92.91%
	Smoke Alarm/Battery Program	Average number of homes visited monthly with Smoke Alarms installed or batteries replaced	30	31

Rockford Fire Department

Incidents

Incident Type	2016	2017	% Change	Diff
Fire	126	131	3.97%	5
EMS & Search and Rescue	5,329	5,299	-0.56%	-30
Hazardous Condition	127	111	-12.60%	-16
Service/Good Intent Call	585	657	12.31%	72
False Alarm & False Call	328	313	-4.57%	-15
Other Incident Type	11	15	36.36%	4
Total	6,506	6,526	0.31%	20
Average per Day	71.49	72.51	1.42%	1.02

Incident Type	5 yr Avg	2017
Fire	127	131
EMS & Search and Rescue	4,999	5,299
Hazardous Condition	121	111
Service/Good Intent Call	485	657
False Alarm & False Call	373	313
Other Incident Type	17	15
Total	6,122	6,526

Rockford Fire Department

Recruiting

2017 RFD Application Process		
Evaluation Step	Start	Passed
Applications Received	594	
Written Test	450	349
Commission Review	145	

- Passing grade for the Written Test= 70.704% or higher
- Only those with a grade of 79.526% or higher chosen for Commission Review

Rockford Fire Department

Recruiting

145 total applicants in Commission Review Status

Gender		
Male	128	88.28%
Female	17	11.72%

Rockford Resident		
Yes	35	24.14%
No	110	75.86%

Race		
Caucasian	116	80.00%
Hispanic	10	6.90%
African American	6	4.14%
Other	5	3.45%
Does not wish to disclose	5	3.45%
Asian	2	1.38%
Two or More Races	1	0.69%

Rockford Fire Department

2017 Achievements

- Proposals sent to Mercy and OSF for Mobile Integrated Healthcare Program
- 911 Telecommunicator Week
- Competed Written Test portion of the 2017 Application process for Firefighter/Paramedic
- Became members of National Quality Forum in a way to improve the metrics we utilize to measure quality of services
- Conducted smoke alarm installation focused on fire hot spot areas in partnership with Red Cross
- Obtained ISO Class 2
- Explorer Post First Nighter

Rockford Fire Department

2017 Areas of Improvement

- Planning for EMS Survivor Event on May 19th, 2017
- Partnership with Alignment Rockford and RPS #205 on Police and Fire Industry Council
- Upcoming promotional testing for Captain and District Chief
- Working on Mobile Integrated Healthcare expansion with managed care organizations
- Continuing implementation process for the new mobile electronic Patient Care Record software, ESO
- Working with new EMS Billing vendor
- Opportunity Space software with Community Development and IT

Human Services

PRESENTED BY:

Jennifer Jaeger – Community Services Director

- Homeless Initiatives

HUMAN SERVICES
Key Strategic Initiatives
2017

Human Services-Community Services

Scorecard

<u>Veteran Homelessness- Sustainability</u>												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Homeless Veterans	4	4	3									
<u>Chronic Homelessness- Achieving Zero and sustainability</u>												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Homeless Chronics	3	3	3									
<u>Youth Homelessness- Achieving Zero</u>												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Homeless Youth	15	21	24									
<u>Family Homelessness- Achieving Zero</u>												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Homeless Families	11	23	31									

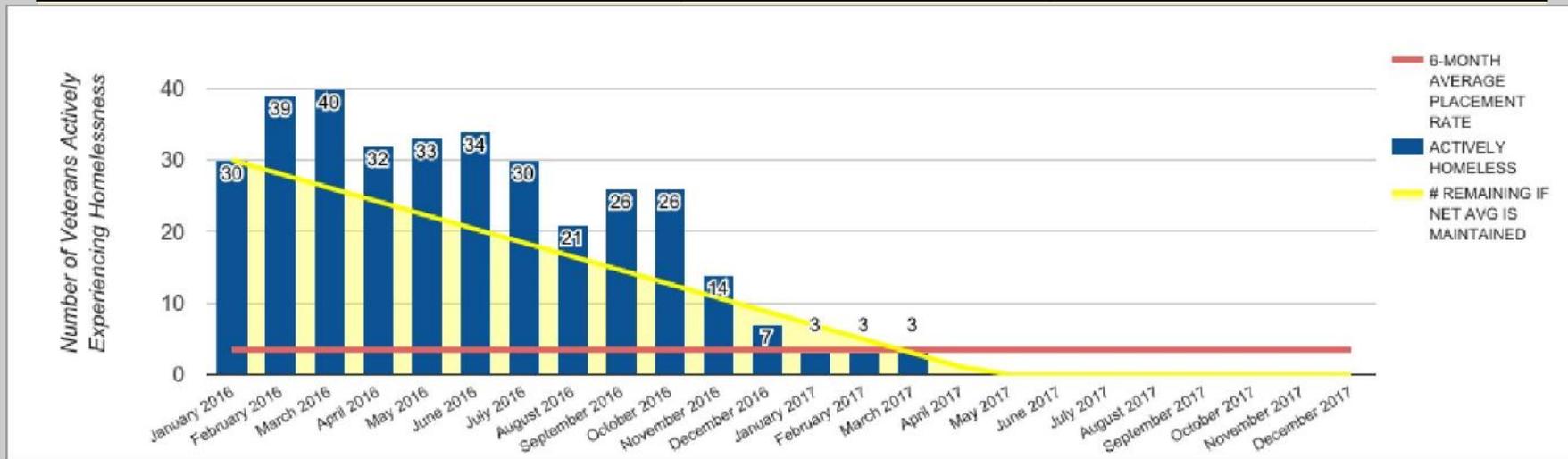
- In the past, the population(s) we are focusing will see a spike as we begin to identify them. Of the numbers above 10 youth households are also family households.
- Youth are homeless 16-24 year olds.

Human Services-Community Services

CHRONIC COUNTDOWN DASHBOARD

PROGRESS AS OF:
MARCH 2017

ACTIVE HOMELESS ON BY NAME LIST	PROJECTED MONTHS UNTIL FUNCTIONAL ZERO	6-MONTH AVERAGE MONTHLY HOUSING PLACEMENT RATE
3	0	4



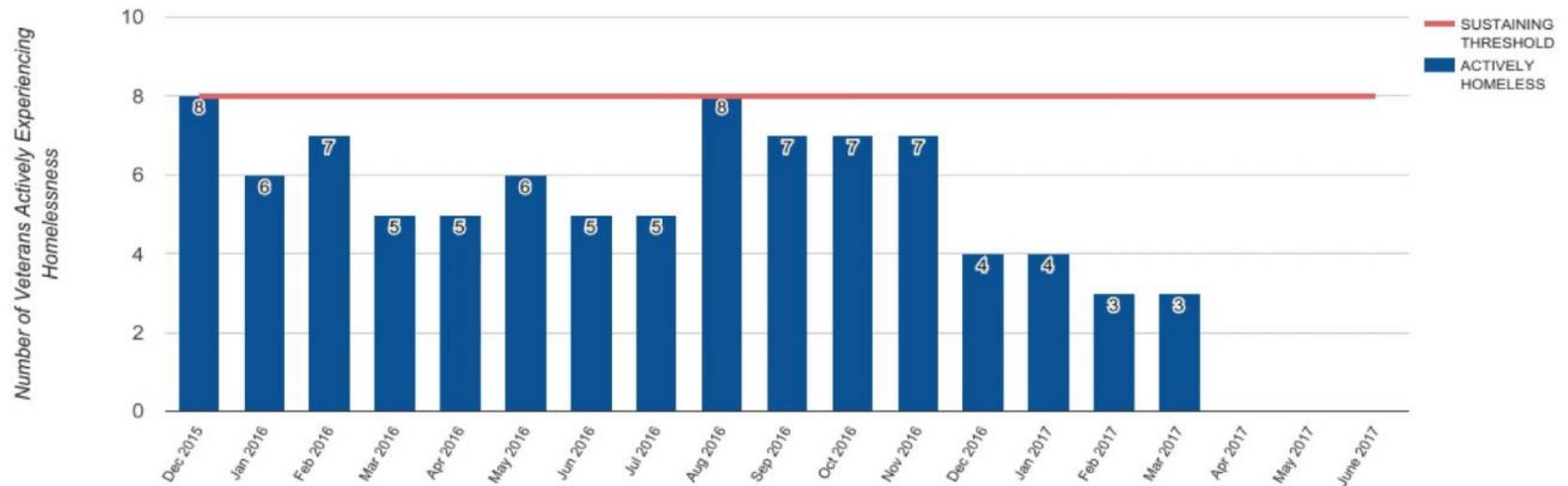
*** The intersection of the red and yellow lines represents the month you are projected to reach functional zero.

Human Services-Community Services

VETERAN SUSTAINING ZERO DASHBOARD

DATA AS
OF: March
2017

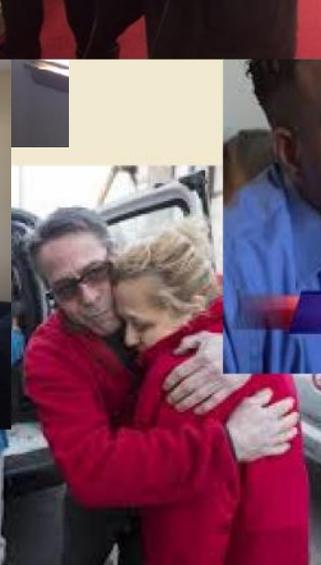
FUNCTIONAL ZERO DATE	ACTIVE HOMELESS VETERANS ON BNL	SUSTAINING THRESHOLD
October 2015	3	8



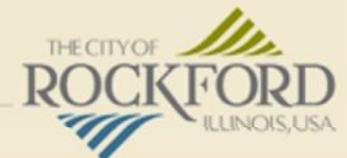
Human Services-Community Services

Achievements

As this is the last Rockstat meeting with the current Mayor, we wanted to share the faces of some of the people housed under the Zero:2016 initiative and thank him for his Support. We've assisted 105 veterans and 137 chronically homeless persons in finding a home since beginning this initiative in January 2015.



Excellence Everywhere



Human Services-Community Services

Challenges

- We have been invited to participate in the hundred day challenge on ending youth homelessness. This challenge is an acceleration effort of the HUD goal to end youth homelessness by 2020. We are one of only thirteen communities in the nation invited to participate.
- We've decided to accept the invitation and will be working with A Way Home America and Rapid Results Institute to set our goals and develop our plan.

Thank You!