

RockStat

June 2017

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%	86.24%
	Total Response Time	911 call received to first unit on scene in 8:12 or less	90%	90.77%
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%	90.36%
	Arson Clearance Rate	Percentage of arson incidents cleared by arrest	15%	10.00%
	Inspections	General inspection performed within the last four years	95%	93.48%
	Smoke Alarm/Battery Program	Average number of homes visited monthly with Smoke Alarms installed or batteries replaced	30	24

Rockford Fire Department

Incidents

Incident Type	2016	2017	% Change	Diff
Fire	252	271	7.54%	19
EMS & Search and Rescue	8,861	9,131	3.05%	270
Hazardous Condition	204	214	4.90%	10
Service/Good Intent Call	1,047	1,170	11.75%	123
False Alarm & False Call	562	564	0.36%	2
Other Incident Type	27	30	11.11%	3
Total	10,953	11,380	3.90%	427
Average per Day	72.06	75.36	4.59%	3.31

Incident Type	5 yr Avg	2017
Fire	268	271
EMS & Search and Rescue	8,428	9,131
Hazardous Condition	210	214
Service/Good Intent Call	870	1,170
False Alarm & False Call	625	564
Other Incident Type	32	30
Total	10,434	11,380

Rockford Fire Department

Incident Type	2016	2017
Assist invalid	298	402
No Incident found on arrival at dispatch address	146	122
Dispatched & cancelled en route	134	120
Good intent call, Other	108	121
Person in distress, Other	39	70
Assist police or other governmental agency	56	43
Service Call, other	43	45
Smoke or odor removal	38	50
Police matter	11	44
Smoke scare, odor of smoke	27	28
Lock-out	13	26
Water or steam leak	26	9
Water problem, Other	13	9
Authorized controlled burning	11	10
Cover assignment, standby, moveup	13	7
Defective elevator, no occupants	11	8
Public service	10	9
Public service assistance, Other	7	12
Prescribed fire	12	5
Wrong location	7	7
EMS call, party transported by non-fire agency	7	2
Steam, Other gas mistaken for smoke, Other	4	4
Steam, vapor, fog or dust thought to be smoke	4	4
Smoke from barbecue, tar kettle	2	4
HazMat release investigation w/no HazMat	2	3
Vicinity alarm (incident in other location)	2	1
Animal problem, Other	0	2
Animal rescue	2	0
Water evacuation	1	1
Animal problem	0	1
Ring or jewelry removal	0	1
Total	1,047	1,170

Follow up Question: What type of incidents are included in the category Service/Good Intent Calls?

Rockford Fire Department

2017 Achievements

- Proctored a regional Emergency Vehicle Technician certification exam
- Received Mission Lifeline Gold Plus Award from American Heart Association
- Numerous members received awards for years of service from the Illinois Department of Public Health
- Hosted 911 Run to raise funds for fire prevention and outreach efforts
- Hired three new Telecommunicators
- Issued joint press release with Rockford Park District on water safety
- Hosted EMS Survivor Event

Rockford Fire Department

2017 Areas of Improvement

- Planning and preparation for EOC Activation emergency management exercise
- Continued work with Alignment Rockford, RPS 205, and Police Department on Public Safety Career Pathways
- Fire Maintenance Facility approved for site visit for Accreditation
- Completion of testing for Captain, District Chief, and Inspector
- Continue to work with vendor on CAD & RMS project

Rockford Police Department

PRESENTED BY:

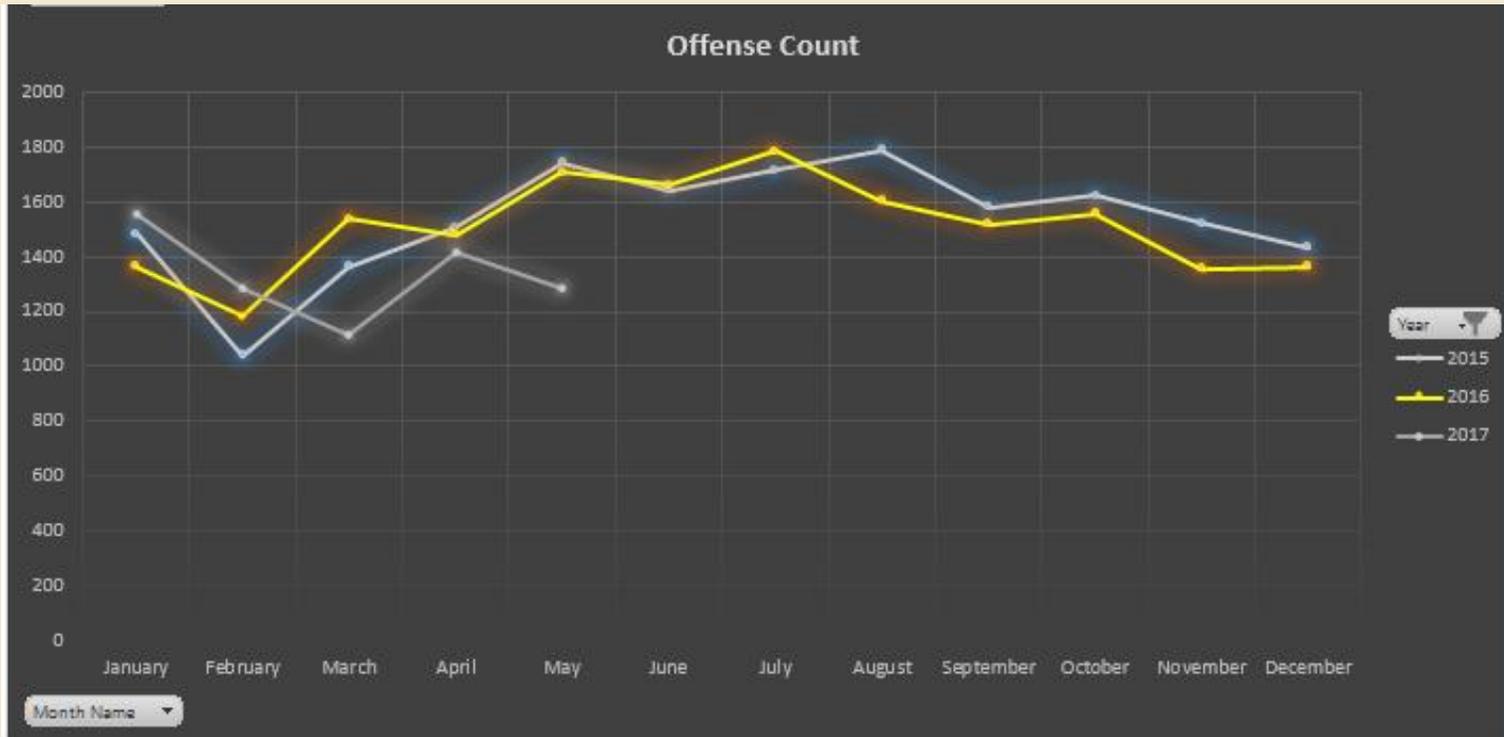
Carla Redd – Assistant Deputy Chief

- 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

NIBRS Group A Offense Count 2015-2017



Offense Count	Column Labels	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
2015		1484	1041	1365	1508	1740	1643	1714	1786	1578	1622	1520	1433	18434
2016		1365	1183	1538	1479	1708	1660	1782	1603	1517	1558	1358	1363	18114
2017		1551	1284	1117	1418	1283								6653
District 1		653	516	443	587	504								2703
District 2		461	451	374	470	472								2228
District 3		437	315	299	359	306								1716
Unknown			2	1	2	1								6
Grand Total		4400	3508	4020	4405	4731	3303	3496	3389	3095	3180	2878	2796	43201

Rockford Police Department

Group A Comparison

Violent Crimes / Property Crimes

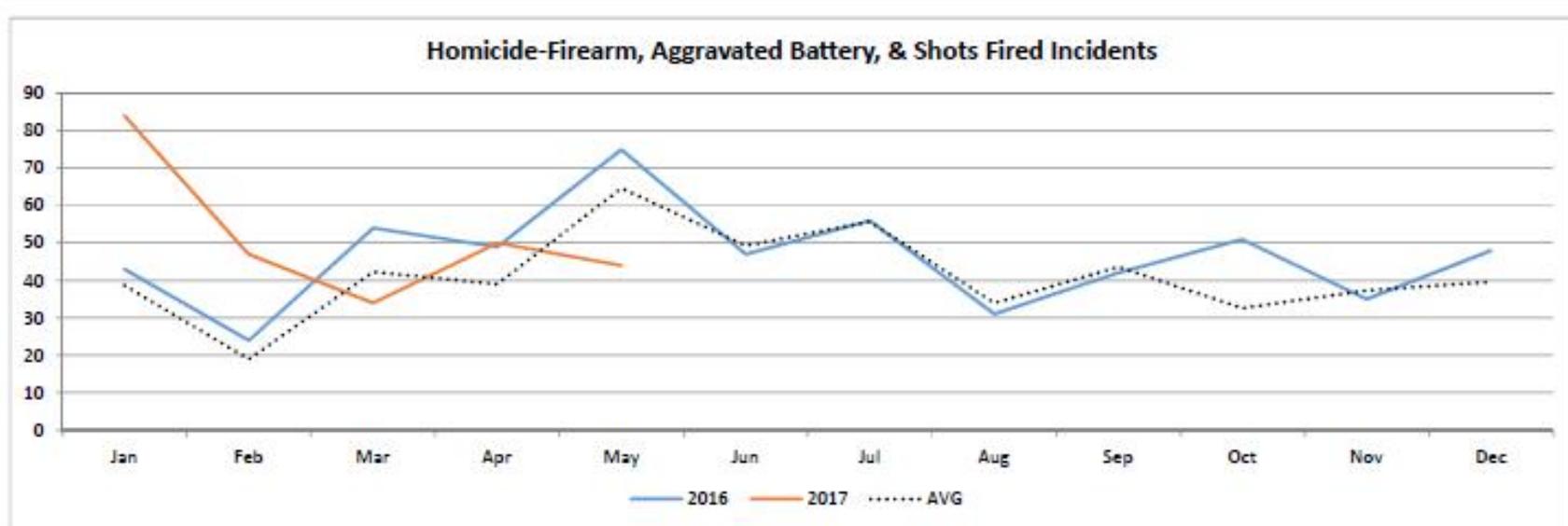
	Last 2 Weeks			Last 28 Days			Current Year		
	May 18, 2017 - May 24, 2017	May 25, 2017 - May 31, 2017	% Change	May 04, 2016 - May 31, 2016	May 04, 2017 - May 31, 2017	% Change	Jan 01, 2016 - May 31, 2016	Jan 01, 2017 - May 31, 2017	% Change
Violent Crimes (09A-B, 11A-D, 13A, 120)	55	45	-18%	229	172	-25%	1039	980	-6%
Property Crimes (220, 23A-H, 240)	92	81	-12%	473	341	-28%	2282	1928	-16%

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

Property Crimes: Burglary, Theft, Motor Vehicle Theft

Rockford Police Department

Aggravated Battery / Shots Fired 2014-2017

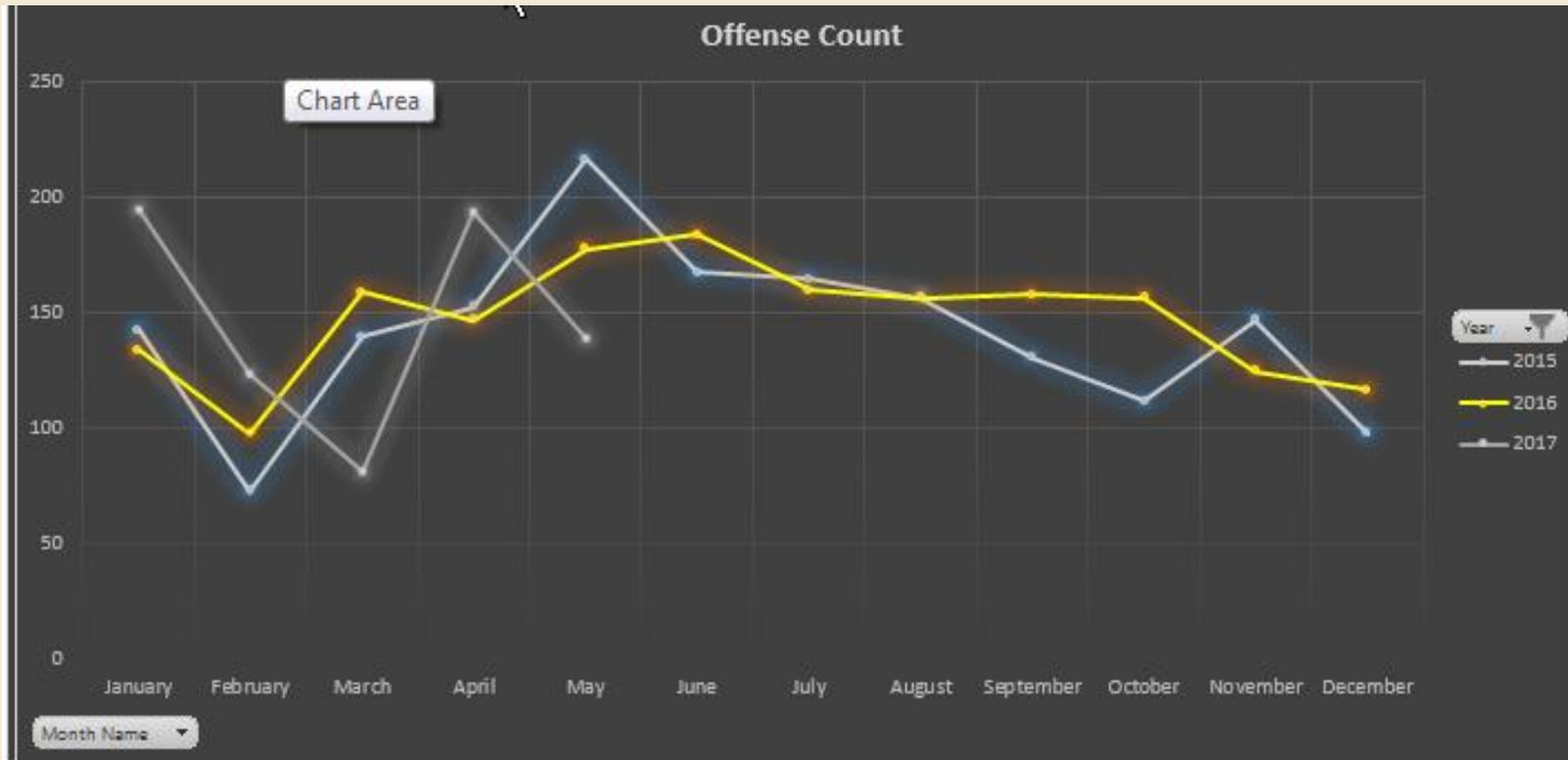


Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	22	16	25	22	49	42	53	31	31	16	18	40
2015	51	17	48	46	70	59	58	40	58	31	59	31
2016	43	24	54	49	75	47	56	31	42	51	35	48
2017	84	47	34	50	44							
14-'16 Avg	39	19	42	39	65	49	56	34	44	33	37	40

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	15	11							
14-'16 Avg	13	5	13	9	22	13	19	9	8	9	10	9

Rockford Police Department

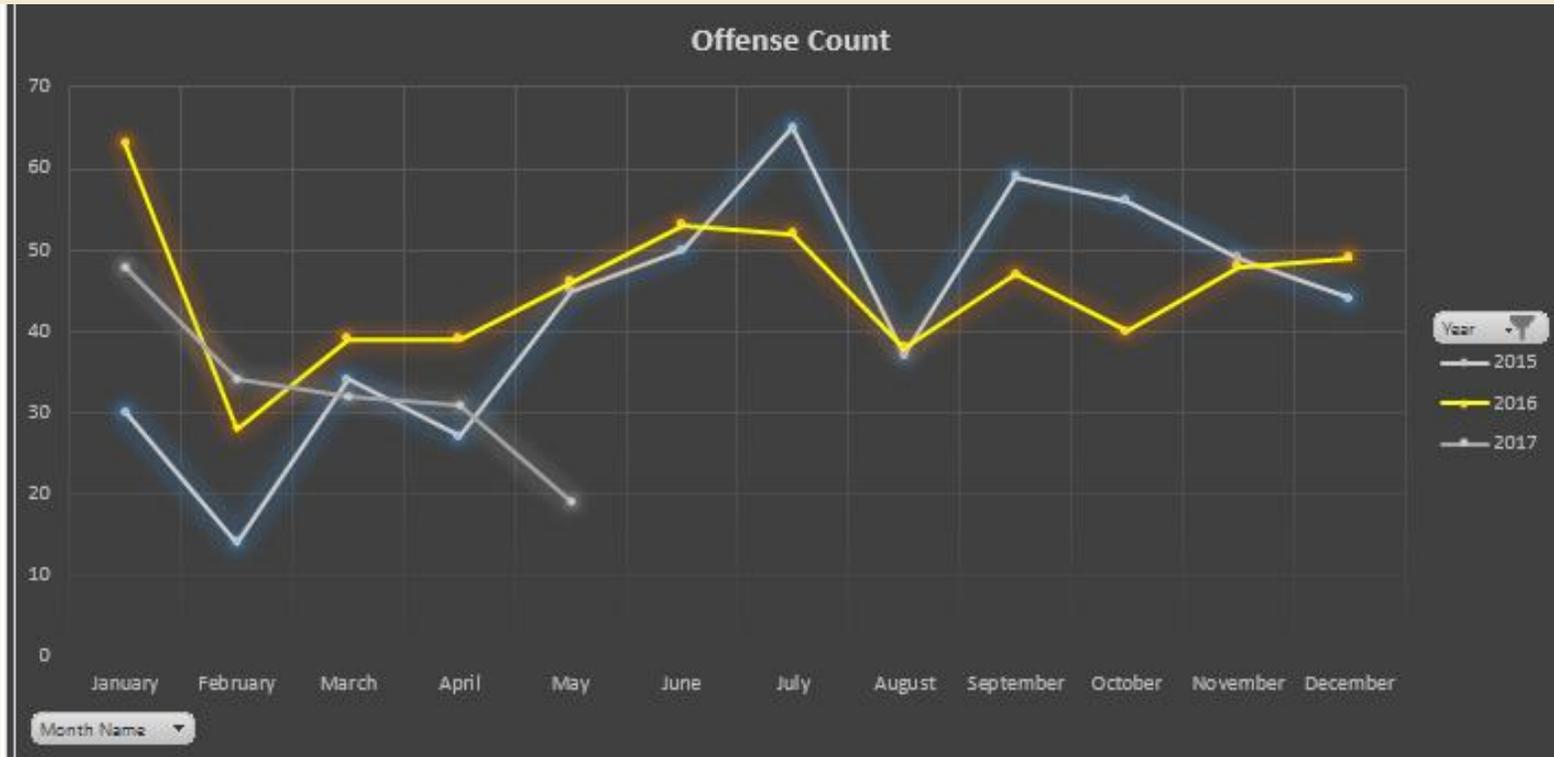
Aggravated Assault 2015 - 2017



Offense Count	Column 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
2016		134	98	159	147	178	184	160	157	158	157	125	117	1774
2017		195	124	81	194	139								733
District 1		109	63	38	96	64								370
District 2		47	50	28	53	56								234
District 3		39	11	15	45	19								129
Grand Total		472	295	380	494	534	352	325	314	289	269	272	215	4211

Rockford Police Department

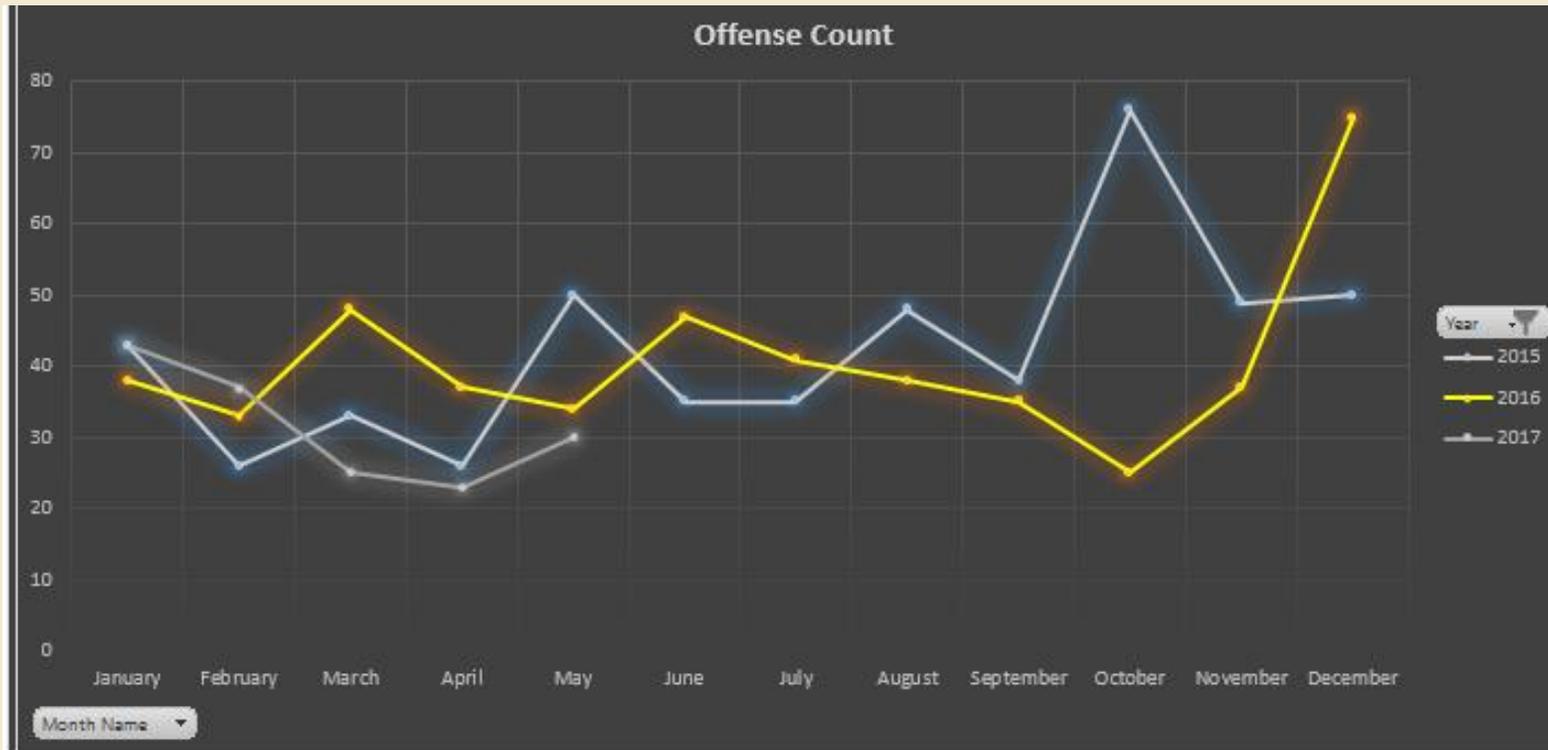
Robbery 2015 - 2017



Offense Count	Column 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	40	48	49	542
2017		48	34	32	31	19								164
District 1		22	16	14	16	8								76
District 2		17	11	11	10	9								58
District 3		9	7	7	5	2								30
Grand Total		141	76	105	97	110	103	117	75	106	96	97	93	1216

Rockford Police Department

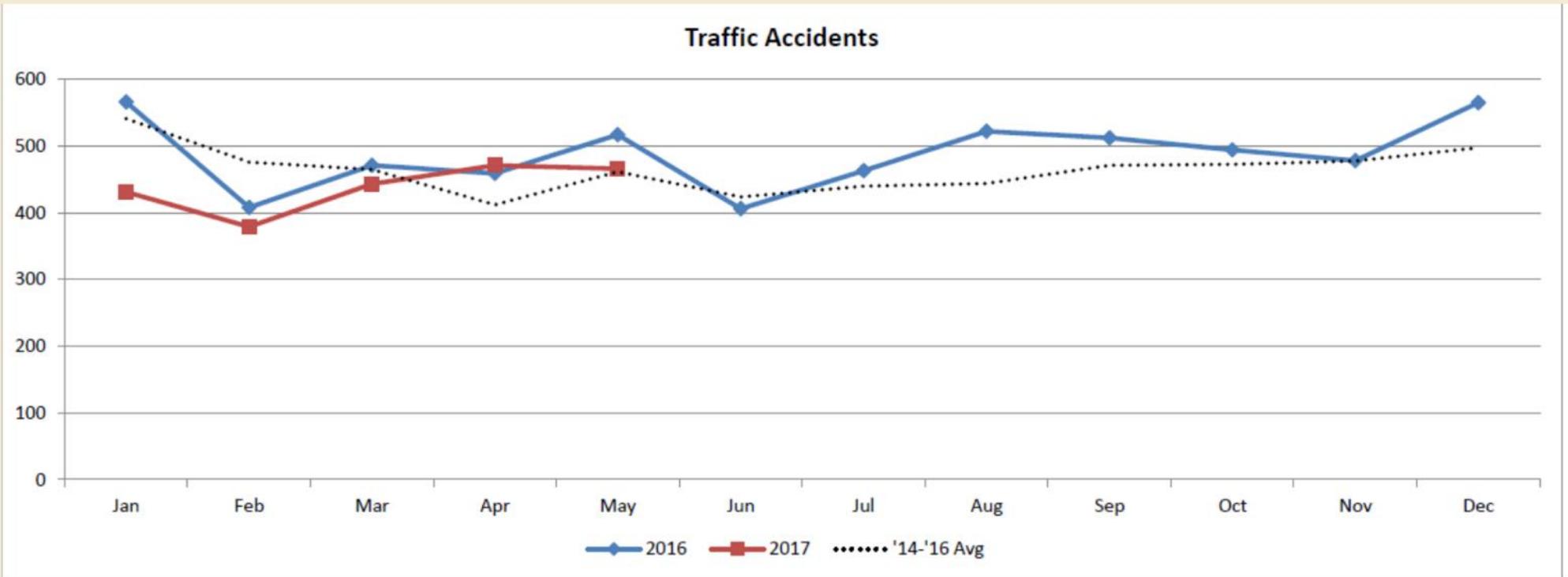
Auto Thefts 2015 - 2017



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	76	49	50	509
2016		38	33	48	37	34	47	41	38	35	25	37	75	488
2017		43	37	25	23	30								158
District 1		15	14	13	13	7								62
District 2		12	10	4	3	14								43
District 3		16	13	8	7	9								53
Grand Total		124	96	106	86	114	82	76	86	73	101	86	125	1155

Rockford Police Department

Traffic Accidents 2014 - 2017



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	431	379	443	471	466							
'14-'16 Avg	541	476	465	412	462	424	440	444	471	473	478	497

Rockford Police Department

Accomplishments

- High Five with 5-0
- Sam's Safety Fair
- Police Memorial Week
- ROCK on the Block
- Coffee with a Cop
- Special Olympics Cop on the Roof Top – raised more than 5k
- Rock House Kids Event Night
- 9 Officers received bicycle certification
- Three Commanders graduated from the School of Police Staff and Command
- RVC – Careers on Wheels
- ALS Burn Rubber Car Show
- Miracle Mile Cruise Night
- Memorial Day Parade

Public Works Department

PRESENTED BY:

Mark Stockman – Interim Public Works Director

- 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
Key Strategic Initiatives
2017

Public Works - Water Division

Dashboard

		Monthly Performance	2017 Monthly Target	Jan	Feb	Mar	Apr	May
	Distribution	Emergency Repair Time (hours)	2	1.7	1.3	0	1.2	0.6
		% of Total Repairs That Are Planned	70%	60%	72%	93%	94%	81%
		Backlog of Non-Emerg Repairs (Weekly Avg)	25	47	21	20	33	36
		# of Winter Backlog Jobs	130	75	81	83	24	2
		Water Main Flushed (mi)	40					52
Water Operations	Field Services	Total Work Orders	2465	2462	2283	2851	2252	3011
		Days Priority S/O Outstanding	30	6	5	5	4	3
		Backlog of Priority S/O	50	14	6	5	6	9
	Production	Maintenance Work Orders	200	228	203	220	239	224
		Service Pressure Excursions	45	4	14	15	21	39
		% Preventative Maintenance	60%	56%	60%	65%	64%	51%
		# of Water Quality Complaints	3	0	3	0	0	2
		% Design Demand	110%	151%	141%	141%	153%	96%
	Financial	Total Amt Past 30 Days Due as % of Revenue	5%	2.8%	2.6%	2.7%	2.4%	2.3%
		Operating Revenue, % of Plan	95%	96%	100%	102%	100%	101%
		Number of New Water Connections	5	2	0	4	6	14

Public Works - Water Division

Accomplishments:

- Excellent Quality and Stable Pressure
- Well Rehabilitation – Wells U13 and U03
- Backwash Residuals Removal Phase II
- Reservoir Rehabilitation – Well U13

Areas of Improvement:

- Hydrant Flushing and Preventative Maintenance
- ISO Fireflow Testing and M17 Hydrant Inspections
- Church St & Park Ave Water Main Replacement
- SE Quadrant Leak Detection

Public Works - Street & Transportation Division

Dashboard

		2017 Monthly Target	Jan	Feb	Mar	Apr	May
Street Operations	Unresolved Pothole Requests	100	10	8	2	25	8
	Arterial Pothole Req. - % Completed <= 10 Days	90%	98%	100%	100%	96%	95%
	Res. Pothole Req. - % Completed <= 30 Days	90%	99%	100%	98%	100%	97%
	# Trees Trimmed	200	326	436	413	239	179
	# Trees Removed	50	36	76	52	54	99
	# Trees Planted	70				28	60
	Unresolved Forestry Prune or Removal Requests	150	59	44	64	27	72
	Total Requests	600	451	444	571	639	582
Total Unresolved Requests	250	106	75	102	88	123	
Traffic Operations	% of Graffiti Requests removed in 5 days	95%	N/A	N/A	N/A	96%	100%
	% Signals Repaired Compared to Reported	95%	100%	100%	99%	99%	99%
	% Signals Replaced Compared to Reported	95%	100%	100%	100%	100%	100%
	% of Signal Bulb Outages Responded in 24 hrs	95%	100%	100%	100%	100%	100%
	% of City Street Light Outages Responded in 5 days	95%	100%	100%	100%	100%	100%
	% Sign Repaired/Replace to Reported	95%	92%	97%	99%	100%	99%
	% Signs Repair/Replace Responded in 5 days	95%	100%	99%	100%	100%	100%

Public Works - Street & Transportation Division

Accomplishments:

- Upgrades to Fire Stations 5 and 11
- Installed Conduit at Lot P1 Power Center for Kiosk
- Completed McFarland and Rote Rd Camera Conversion
- Refreshed Landscaping at Lot 8

Areas of Improvement:

- Trees Trimmed 90% of Goal for May

Public Works - Engineering

Dashboard

Monthly Performance		2017 Monthly Target	Jan	Feb	Mar	Apr	May
	# of Site Plans Reviewed	7	2	1	10	6	12
	% of Site Plans Reviewed in less than 14 days	95%	100%	100%	100%	83%	100%
	# of Development Plans Reviewed	1	2	0	3	0	1
	% of Develop. Plans Reviewed in less than 21 days	95%	100%	NA	100%	NA	100%
	# of ROW/DWY Permits Issued	100	207	114	162	165	208
	% of ROW/DWY Permits Issued in 1 day	95%	100%	100%	96%	100%	99%
	ROW/DWY Permits Closed	100	85	4	53	62	180
	ROW/DWY Permits Still Open	700	617	697	798	897	870
Stormwater/Development	Detention Basins Inspected (odd years)	60		1	0	31	23
	Detention Basins Requiring Follow-up (odd years)			1	0	5	5
	Industrial High Risk Inspections On-Site	9	10	9	11	9	5
	Erosion Control Inspections On-Site (5 Winter; 25- S/S/F)	25	22	19	2	7	21
Stormwater	New Illicit Discharge (IDDE) Investigations	1	2	1	1	3	1
	IDDE Investigations w/in 72 hrs	100%	100%	100%	100%	100%	100%
	IDDE Investigations Unresolved	8	9	10	11	13	12
	Stormwater Samples Taken (15-Sp; 15-F; 40 Trib)	NA		10	15		15
	SWPPP Reviews	3	0	1	6	1	1
	Stormwater Service Requests	20	19	13	51	71	36
	SW Requests Generated Proactively (>50% of Total)	50%	8	1	35	42	20
	SW Requests Generated Reactively (<50% of Total)	50%	11	12	16	29	16
	Clogged/Sunken Inlets Invest. w/in 24 hrs of Request	100%	100%	100%	100%	100%	100%
	Other Stormwater Requests Invest. w/in 1 week of Request	100%	100%	100%	100%	100%	100%
	Street Sweeping (mi)	Varies			87	272	363.93

Public Works - Engineering Division

Accomplishments:

- Project of the Year – Rails to Trails Pedestrian Bridge
- Mercy Way – Plans out to Bid
- Implemented Roadway Reduction on State St. Bridge to Accommodate Seasonal Use
- Keith Creek Box Culvert Repairs

Areas of Improvement:

- Conversion of RERZ Funds
- Completion of City-Wide Striping
- Neighborhood & Sidewalk Program(s) Construction
- Miracle Mile Streetlight Installation



THE CITY OF
ROCKFORD
ILLINOIS, USA