



RockStat

June 16, 2011

Public Safety Update & Economic Development

OPERATIONS REPORTS

Community Development
Public Safety

Rockford Police Department

Achievements

- Pilot Police District report submitted.
- First Place in the Illinois Association of Chiefs of Police Illinois Traffic Safety Challenge.
- Positive mock review from CALEA
 - On schedule for full re-accreditation 12/11

Areas of Improvement

- Although Group A Offenses are down YTD from last YTD, Group A Offenses Increased in May compared to April (3.91%) Citywide.
- Robberies increased 13.84% YTD from last YTD as well as 27.03% (10 offenses) from last month.
- Rockford Police will continue to monitor Aggravated Assault & Robbery trends throughout the city.

Rockford Police Department

June 2011

Scorecard as of 5/31/11

Rockford Police Department Scorecard

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Group A Offenses													
Benchmark	1,664	1,413	1,966	2,055	2,161	2,060	2,273	2,270	2,091	2,074	1,898	1,562	9,259
2011	1,343	1,104	1,580	1,816	1,887								7,730
Group B Offenses													
Benchmark	1,342	1,293	1,456	1,462	1,494	1,410	1,451	1,427	1,392	1,292	1,204	1,001	7,047
2011	1,096	1,074	1,518	1,357	1,390								6,435
Total Criminal Offenses													
Benchmark	2,574	2,706	3,421	3,517	3,655	3,469	3,724	3,697	3,483	3,366	3,102	2,563	15,873
2011	2,439	2,178	3,098	3,173	3,277								14,165
Percent Group A Offenses Cleared by Arrest or Exception													
Benchmark	39.0%	51.4%	35.8%	34.4%	35.9%	31.6%	28.6%	30.2%	32.9%	35.0%	33.6%	37.7%	37.9%
2011	40.6%	48.0%	36.3%	32.5%	34.5%								37.5%

**benchmark is the average of 2008-2010.

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

Follow-Up from May 2011 Meeting

Change Offense Totals to compare months from previous year.



OFFENSE TOTALS BY BEAT

Last Month vs This Month

GROUP A OFFENSES			
	APR 2011	MAY 2011	% CHANGE
City	1,818	1,887	3.91%
District 1	636	728	14.15%
West ADP	34	41	20.59%
West Weed & Seed	48	45	-2.17%
West SCI	108	130	20.37%
District 2	639	628	-1.72%
East ADP	48	38	-20.83%
East Weed & Seed	140	110	-21.43%
District 3	397	406	2.27%

This Month 2010 vs This Month 2011

GROUP A OFFENSES			
	MAY 2010	MAY 2011	% CHANGE
City	1,978	1,887	-4.60%
District 1	786	728	-7.63%
West ADP	30	41	36.67%
West Weed & Seed	48	45	-2.17%
West SCI	108	130	20.37%
District 2	677	628	-7.24%
East ADP	48	38	-20.83%
East Weed & Seed	170	110	-35.29%
District 3	510	406	-20.39%

YTD '10 vs YTD '11

GROUP A OFFENSES			
	YTD 2010	YTD 2011	% CHANGE
City	8,635	7,730	-10.48%
District 1	3,400	2,866	-16.00%
West ADP	198	169	-14.65%
West Weed & Seed	247	194	-21.48%
West SCI	715	579	-19.02%
District 2	2,871	2,893	-0.20%
East ADP	207	191	-7.73%
East Weed & Seed	649	525	-19.11%
District 3	2,191	1,751	-20.08%

GROUP B OFFENSES			
	APR 2011	MAY 2011	% CHANGE
City	1,357	1,390	2.43%
District 1	605	508	-16.03%
West ADP	35	28	-20.00%
West Weed & Seed	63	51	-19.05%
West SCI	179	131	-26.82%
District 2	448	514	14.73%
East ADP	32	33	3.13%
East Weed & Seed	137	178	29.93%
District 3	214	247	15.42%

GROUP B OFFENSES			
	MAY 2010	MAY 2011	% CHANGE
City	1,479	1,390	-6.02%
District 1	641	508	-20.75%
West ADP	41	28	-31.71%
West Weed & Seed	63	51	-19.06%
West SCI	179	131	-26.82%
District 2	431	514	19.26%
East ADP	37	33	-10.81%
East Weed & Seed	146	178	21.92%
District 3	266	247	-7.14%

GROUP B OFFENSES			
	YTD 2010	YTD 2011	% CHANGE
City	6,895	6,435	-6.67%
District 1	2,928	2,734	-6.56%
West ADP	168	147	-12.50%
West Weed & Seed	268	296	10.45%
West SCI	825	745	-9.70%
District 2	2,201	2,143	-2.64%
East ADP	165	174	5.45%
East Weed & Seed	690	658	-4.64%
District 3	1,229	1,123	-8.62%

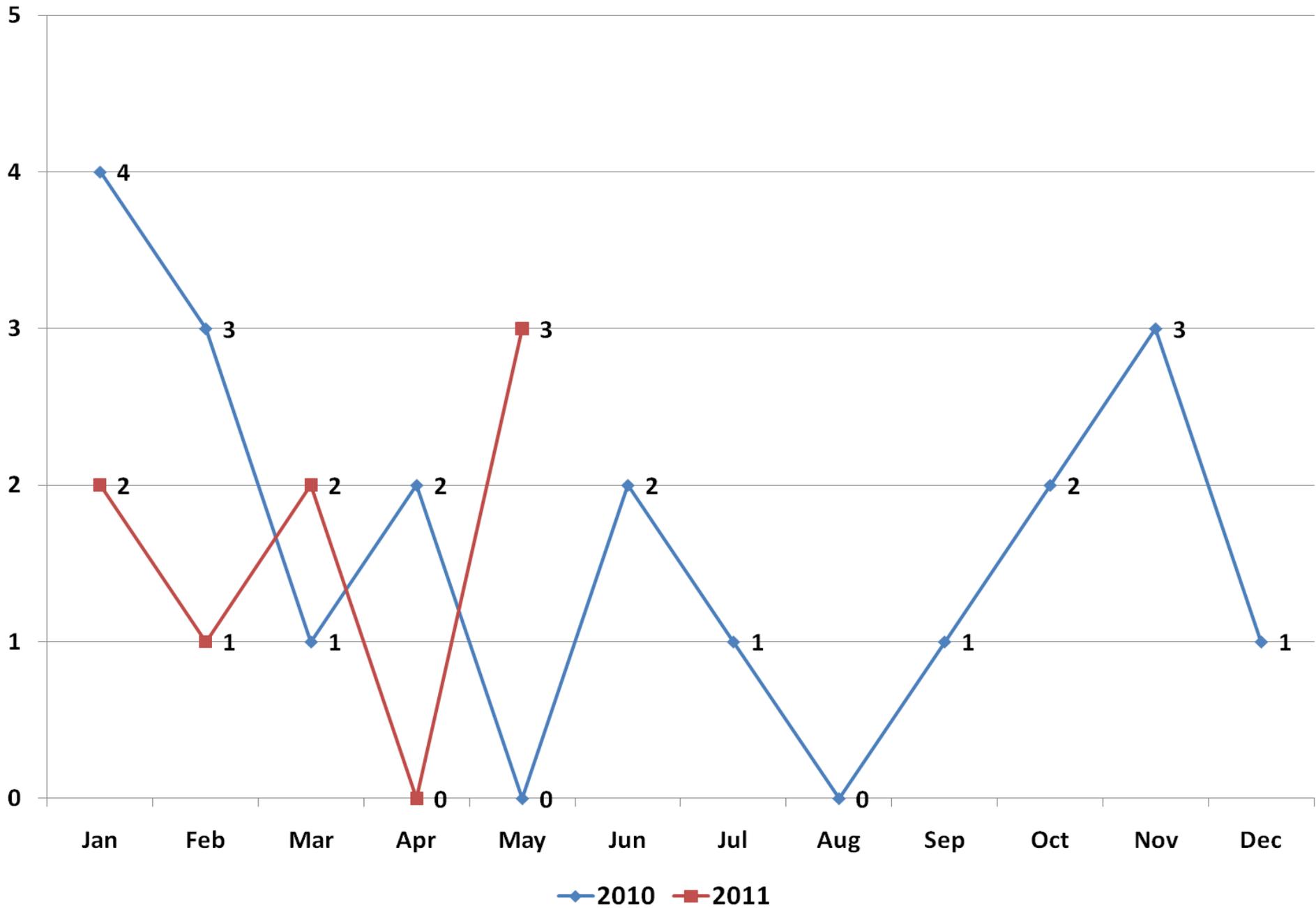
TOTAL CRIMINAL OFFENSES			
	APR 2011	MAY 2011	% CHANGE
City	3,173	3,277	3.28%
District 1	1,241	1,234	-0.56%
West ADP	69	69	0.00%
West Weed & Seed	109	96	-11.93%
West SCI	287	261	-9.06%
District 2	1,087	1,142	5.06%
East ADP	80	71	-11.25%
East Weed & Seed	277	288	3.97%
District 3	611	653	6.87%

TOTAL CRIMINAL OFFENSES			
	MAY 2010	MAY 2011	% CHANGE
City	3,457	3,277	-5.21%
District 1	1,427	1,234	-13.52%
West ADP	71	69	-2.82%
West Weed & Seed	109	96	-11.93%
West SCI	287	261	-9.06%
District 2	1,108	1,142	3.07%
East ADP	85	71	-16.47%
East Weed & Seed	316	288	-8.86%
District 3	776	653	-15.85%

TOTAL CRIMINAL OFFENSES			
	YTD 2010	YTD 2011	% CHANGE
City	15,530	14,165	-8.79%
District 1	6,328	5,590	-11.63%
West ADP	366	316	-13.66%
West Weed & Seed	515	490	-4.85%
West SCI	1,540	1,324	-14.03%
District 2	5,072	4,836	-4.65%
East ADP	372	365	-1.88%
East Weed & Seed	1,339	1,183	-11.65%
District 3	3,420	2,874	-15.98%

**Produced 6/3/11.
 ***Data after MAY 2008 pulled from NetRMS using Rpt Beats_Offenses_NIBRS in the first week of the following month.
 ****2008 data through MAY pulled from NetRMS using Rpt Beats_Offenses_NIBRS on 6/11/08.
 *****2007 data pulled from NetRMS using Rpt Beats_Offenses_NIBRS on 6/18/08.

Arrests for Offense Code 1305 Criminal Defacement



Public Safety
Rockford Fire Department

Chief Derek Bergsten

June 2011

Rockford Fire Department

Achievements

- Multi-Jurisdictional Tornado Drill
- NIMS Training City Wide
- All Promotional Testing Completed
- Awarded Grant for Emergency Operations Center
- Utilized grant funding to institute a third extrication company to improve response capabilities
- 911 Family Fun Run raised \$6,800
- ACE Program produced 4 students who received Academic Excellence Award

Areas of Improvement

- Ability to track out of service time for apparatus
- Station Inventory Tracking of supplies and service
- Continuously working with IT for success of in rig computer programs
- Working with community partnerships to deliver Fire Prevention Messages

Rockford Fire Department Dashboard 2011 YTD

Measure	Definition of Measure	Benchmark	Actual
EMS & Search and Rescue Incidents	General Medical, Motor Vehicle, Rescue, etc.	-2%	5.38%
Total Fires	All Fires	-6%	-4.25%
Structure Fire Incidents	Any fire occurring in or on a structure	-2%	7.27%
Vehicle Fire Incidents	Any fire occurring in or on a vehicle	-4%	13.46%
Outside Fire Incidents	Any fire occurring outside (grass or brush, dumpster, other trash, equipment)	13%	-15.25%
Open Burning Incidents	Fires for recreational purposes that are not within city ordinances	-23%	-22.35%
Inspections	Building Inspections performed by the Fire Prevention Bureau	183	251
Arson Clearance Rate	Percentage of arsons cleared by arrest or exception	17%	10.34%
Public Education	Public Education presentations performed by Fire Prevention Bureau and staff at Fire Stations	22	14
Surveys- 911 Customer Service	Two survey questions related to 911 customer service	90%	94.12%
Surveys- Fire Customer Service	Four survey questions related to Fire personnel customer service	90%	94.84%

EMS & Search and Rescue Incidents

Type	2010 YTD	2011 YTD	% Change	Diff
General	6,852	7,284	6.30%	432
MVA	410	364	-11.22%	-46
Rescue	48	55	14.58%	7
YTD Total	7,310	7,703	5.38%	393



Fire Incidents

Type	2010 YTD	2011 YTD	% Change	Diff
Structure	110	118	7.27%	8
Vehicle	52	59	13.46%	7
Outside	59	50	-15.25%	-9
Open Burning	85	66	-22.35%	-19
YTD Total	306	293	-4.25%	-13



Public Works Department

June, 2011

Jeremy Bahr, CIP Operations Manager

Mark Stockman, Street Superintendent

Kwame Calvin, Transportation & Properties Ops Mngr

Tim Holdeman, Water Superintendent

Public Works Department

Achievements

- Decreased TTC for Pothole Requests from 11 to 3 Day Average
- Decreased TTC for all Street Requests from 8.5 to 1.4 Days
- Reduction in Water Quality Complaints
- CIP Projects are On-time and Under Budget

Areas of Improvement

- Street Sweeping Miles
- Forestry Pruning Requests
- Water Revenue

Monthly Performance		2011 Monthly Target	Jan	Feb	Mar	Apr	May	Jun
Engineering	# of Site Plans Reviewed	7	0	1	3	4	9	
	% of Site Plans Reviewed in less that 14 days	95%	100%	100%	100%	75%	100%	
	# of Development Plans Reviewed	1	3	0	0	1	2	
	% of Develop. Plans Reviewed in less than 21 days	95%	100%	100%	100%	100%	100%	
	# of ROW Permits Issued	100	96	69	110	129	101	
	% of ROW Permits Issued in 1 day	95%	95.8%	100.0%	99.1%	95.3%	100.0%	
	# of Driveway Permit Issued	10	0	0	4	4	15	
	% of Driveway Permits Approved in 1 day	95%	100%	100%	100%	100%	100%	
	Pavement Striping Drawn in GIS (mi)	2.5	0	0	0.78	0	0	
	ADA Ramps Drawn in GIS	30	14	81	12	2	0	
	Water Services Drawn in GIS	50	73	118	54	138	52	
	Fire Hydrants Drawn in GIS	10	23	12	14	6	13	
	Water Valves Drawn in GIS	20	50	30	33	35	44	
	# of Storm Structures Drawn in GIS	200	56	265	291	66	209	
	# of Storm Structures Inspected	250			731	284	221	
	Storm Sewer Pipe Drawn in GIS (mi)	3	0.7	4.5	4.6	0.8	3.2	
	Storm Sewer Pipe Inspected (mi)	5					0	
	Street Lights Removed by ComEd	300	26	39	216	91	29	
	Illicit Discharge Inspections On Site				2	0	0	
	Illicit Discharge Inspections In Pipe/Stream					0	0	
Pavement Miles Inspected	18			0.8	0	0		
Record Drawings Scanned	400	431	700	533	0	76		

Monthly Performance		2011 Monthly Target	Jan	Feb	Mar	Apr	May	Jun
Street Operations	% Pothole CSR's Closed During Reporting Period	75%	70%	63%	73%	84%	82%	
	Arterial Pothole Requests - Average Days to Close	5	3	4	6	11	3	
	# of Miles of Streets Swept	350				126	340	
	# Trees Trimmed	75	76	35	91	29	39	
	% Forestry CSR's Closed During Reporting Period	75%		63%	62%	70%	66%	
	Forestry Requests - Average Days to Close	10	0.4	1.1	1.8	3.8	4.5	
	Snow/Ice Requests - Average Days to Close	1	0.2	1	0			
	Snow/Ice Requests Closed - % 1 Day or Less	90%	90%	79%				
	Overall Requests - Average Days to Close	3	1	2	4.3	8.5	1.4	
	% Overall Street Requests Closed	80%	77%	77%	61%	85%	82%	
Traffic Operations	Graffiti Removal Time in ≤ 5 days	95%				36%	98%	
	% Signals Repaired Compared to Reported	95%	99%	98%	99%	99%	99%	
	% Signals Replaced Compared to Reported	95%	100%	81%	100%	100%	100%	
	Signal Bulb Outage Response Time in ≤ 24 hrs	95%	94%	98%	100%	96%	100%	
	City Street Light Outage Response Time ≤ 5 days	95%	100%	100%	100%	100%	98%	
	Parking Lot Striping % to Plan	95%						
	% Sign Repaired/Replac. to Reported	95%	100%	100%	100%	100%	100%	
	Signs Repair/Replac. Response Time ≤ 5 days	95%	100%	100%	99%	99%	100%	

		Monthly Performance	2011 Monthly Target	Jan	Feb	Mar	Apr	May	Jun
Water Operations	Distribution	Emergency Repair Time (hours)	3	2.7	2.3	1.7	2.6	0.8	
		% of Total Repairs That Are Planned	80%	59%	45%	78%	80%	85%	
		Emergency JULIE Locate Response Time (hrs)	2	0.7	0.8	0.8	0.8	1	
		Backlog of Non-Emerg Repairs (Weekly Avg)	25	11	13	15	15	20	
		# of Winter Backlog Jobs	130	74	90	107	78	55	
		Water Main Flushed (mi)	5			11	44	68	
	Customer Service	Average # of Days to Correct Meter Problem	30	25	25	22	23	21	
		# of Days for First Available Scheduling	3	0.4	0.8	0.6	0.7	0.6	
		% of Citizens Receiving 1st Choice Scheduling	90%	98%	99%	98%	98%	98%	
		Call Center Pick Up Response Time (sec.)	15	12	9	10	10	10	
		% of Calls Dropped	5%	2.9%	3.5%	5.0%	4.0%	5.0%	
	Production	% Meeting Demand for Water Pumped	110%	166%	166%	188%	178%	104%	
		Service Pressure Excursions	250	111	131	154	60	68	
		% of Total Maintenance Hrs Available	70%	69%	64%	72%	74%	78%	
		# of Water Quality Complaints	9	4	3	13	4	2	
		% of Total Production from Rehabed Wells	80%	62%	71%	73%	79%	78%	
	Financial	Total Amt Past 30 Days Due as % of Revenue	5%	4.1%	4.1%	3.8%	4.0%	4.4%	
		Operating Revenue, % of Plan	100%	90%	91%	97%	84%	83%	
		Number of New Water Connections	8	5	0	1	3	2	

Community & Economic Development

June 16, 2011

Jonah Katz: Planner II

Todd Cagnoni: Construction Services Manager

Robert Lamb:

Jovita Donahue:

Community & Economic Development

Long Term Planning

Achievements

- South Main Revitalization Strategy
- 2010 Census Data
- Support Analysis (Mapping / Demographics)
- South Main Rail yards Cleanup
- Planning Progress Reports

Areas of Improvement

- Business outreach
- TAPCO / Amerock
- Coordination with RMAP
- Comprehensive Plan Update
- Marketing Success Stories
- Additional Planning Progress Reports

Community & Economic Development

Long Term Planning

- SOUTH MAIN CORRIDOR REVITALIZATION STRATEGY
 - \$150,000 planning contract
 - 2 highly successful community workshops
 - Market Analysis, State of the Corridor Report, and Preliminary Design Concepts Completed
 - June 28th – Final Community Meeting
 - Streetscape Design Enhancements Contract in Progress
- SUSTAINABLE COMMUNITIES INITIATIVE
 - \$600,000 Competitive HUD Grant to RMAP to produce Regional Sustainability Plan
 - City of Rockford major regional consortium partner



Community & Economic Development Long Term Planning

	ASSESSMENT	CLEANUP	DEVELOPABLE?
TAPCO	Phase I – 100% Phase II – 80%	2011	2012
BARBER COLMAN	COMPLETE	90%	2011
INGERSOLL	100%	\$200,000 40% complete Start fall 2010	2011-2
AMEROCK	80%	Grant application –filed on Oct 15, 2010	2011-2
SOUTH MAIN RAILYARDS	Phase II Work 90% Complete	Depot and Lorden building demolished with EPA assessment dollars	2011-2012

Community & Economic Development Long Term Planning



Performance Measurement: Work with environmental consultants/agencies, the park district and property owners on mitigation strategies including applications for Clean Up Grants from the USEPA and the Illinois EPA

HOPE VI FOCUS AREA PLAN

2011 Progress Report



DRAFT - March 22, 2011

Community & Economic Development Long Term Planning

CONSTRUCTION OF NEW SUBSIDIZED HOUSING (HOPE VI PROGRAM)	100%
WASHINGTON PARK EXPANSION AND IMPROVEMENTS	100%
COMPLETE THE STREET NETWORK WITH FULLY IMPROVED STREETS	100%
REMOVE DILAPIDATED HOUSING	11 Demos
OWNER-OCCUPIED HOUSING STOCK IMPROVEMENTS	29 DRIVEWAYS – 20 REHAB ASSISTANCE

Community & Economic Development

Long Term Planning

Concord Commons Redevelopment	--
Attracting businesses to area – grocery store, retail, restaurants	--
Establish a neighborhood cleanup program	--
Marketing Success Stories (website, signage)	--
Additional lots for new home construction	--

*Construction & Development
Services Division*

June 2011

Community & Economic Development Construction & Development Services

Achievements

- Right Sizing Organization
 - Efficiency
 - Increased Capacity
- Meeting Benchmarks
- Maintaining Customer Expectations

Areas of Improvement

- Clerical Staffing
 - Counter
 - Phone
 - Permit Issuance
- Continued Implementation of Cross Training

Community & Economic Development Construction & Development Services

	Monthly Performance	2010 Monthly Target	Jan	Feb	March	April	May
Planning Section	# of Sign Permits Reviewed	34	33	24	33	31	25
	% of Sign Permits Reviewed in 7 days	95%	100%	91%	66%	100%	100%
	# of Temporary Sign Permits Reviewed	5	0	1	6	7	2
	% of Temporary Sign Permits Reviewed in 2 Days	95%	100%	100%	100%	100%	100%
	# of Fence Permits Reviewed	30	1	1	32	49	54
	% of Fence Permits Reviewed in 3 Days	95%	100%	100%	100%	96%	96%
	# of Driveway Permits Reviewed	20	1	0	4	14	18
	% of Driveway Permits Reviewed in 1 day	95%	100%	100%	100%	100%	100%
	# of Dumpster Enclosures Reviewed	2	2	1	0	0	2
	% of Dumpster Enclosures Reviewed in 3 Days	95%	100%	100%	100%	100%	100%
	# of Parking Lot Permits Reviewed	1	0	0	0	2	1
	% of Parking Lot Permits Reviewed in 5 Days	95%	100%	100%	100%	50%	100%
	# of Zoning Confirmation Letters Completed	11	6	8	6	13	5
	% of Zoning Confirmation Letters Completed in 5 Days	95%	100%	100%	83%	100%	100%
	# of Comm/MF Plans Reviewed	10	7	10	15	12	11
	% of Comm/MF Plans Reviewed in 14 Days	95%	100%	100%	100%	100%	100%
	# of Home Occupation Permits Reviewed	0.31	0	0	0	1	0
	% of Home Occupation Permits Reviewed in 5 Days	95%	100%	100%	100%	100%	100%
	# of Tentative Plats	0.14	0	0	0	0	0
	% of Tentative Plats Reviewed in 23 Days	95%	100%	100%	100%	100%	100%
# of Final Plats	0.78	0	0	1	1	1	
% of Final Plats Reviewed in 16 Days	95%	100%	100%	100%	100%	100%	
# of ZBA Items	4	2	8	5	2	5	
# of LAB Items	2	0	0	7	0	2	
# of Annexations	0.35	0	0	0	0	0	

Planning Section - Construction & Development Services

Community & Economic Development Construction & Development Services

	Monthly Performance	2010 Monthly Target	Jan	Feb	March	April	May
Building Section	# of 1/2 Family New Reviewed	2.5	0	1	3	0	4
	% of 1/2 Family New Reviewed in 3 Days	95%	100%	100%	100%	100%	50%
	# of 1/2 Acc Detach Reviewed	3	1	0	1	8	4
	% of 1/2 Acc Detach in 2 Day Reviewed	95%	100%	100%	100%	100%	100%
	# of 1/2 Family Add/Alt Reviewed	39	8	15	44	48	55
	% of 1/2 Family Add/Alt Reviewed in 2 Days	95%	100%	93%	93%	100%	95%
	# of Comm/MF Plans Reviewed	13	9	10	18	6	14
	% of Comm/MF Plans Reviewed in 14 Days	95%	100%	100%	100%	100%	100%
	# Plumbing/Mechanical Plans Reviewed	6	6	12	16	3	5
	% of Plum/Mech Plans Reviewed in 14 Days	95%	100%	100%	100%	100%	100%
	# of Electrical Plans Reviewed	11	11	12	19	2	17
	% of Electrical Plans Reviewed in 14 Days	95%	100%	100%	100%	100%	100%
	# of Counter Permits Comm/MF Issued	7	4	7	8	6	7
	% Counter Permits Comm/MF Issued in 2 days	95%	100%	100%	100%	100%	71%
	# of Demolition Permits	11	6	2	12	7	5
	% of Demolition Permits in 2 Day	95%	100%	100%	100%	71%	100%
	Total # of Plumbing Permits	95	73	89	140	97	129
	# of Plumbing Permits w/o Child	76	59	66	95	82	90
	% of Plumbing Permits in 1 Day	95%	94%	97%	98%	98%	96%
	Total # of Mechanical Permits	134	125	182	242	112	108
# of Mechanical Permits w/o Child	117	105	159	202	84	90	
% of Mechanical Permits in 1 Day	95%	94%	97%	98%	96%	98%	

Building Section - Construction & Development Services

Community & Economic Development Construction & Development Services

	Monthly Performance	2010 Monthly Target	Jan	Feb	March	April	May
Building Section	Total # of Electrical Permits	62	30	41	75	73	67
	# of Electrical Permits w/o Child	35	13	12	35	38	37
	% of Electrical Permits in 1 Day	95%	84%	91%	91%	92%	97%
	# of Roofing Permits	121	19	13	84	99	141
	% of Roofing Permits in 1 Day	95%	100%	84%	98%	98%	99%
	# of Siding Permits	21	4	3	10	15	23
	% of Siding Permits in 1 Day	95%	100%	100%	100%	100%	96%
	# of Structural Inspections Reported	255	298	282	364	296	335
	# of Structural Inspections	120	200	218	284	220	259
	% of Structural Inspections in 1 Day	95%	95%	96%	98%	99%	98%
	# of Plumbing Inspection Reported	212	296	151	228	196	168
	# of Plumbing Inspections	133	107	110	186	157	130
	% of Plumbing Inspections in 1 Day	95%	95%	96%	96%	94%	99%
	# of Mechanical Inspections Reported	186	161	193	279	209	198
	# of Mechanical Inspections in 1 Day	157	152	165	245	189	170
	% of Mechanical Inspections in 1 Day	95%	97%	96%	95%	96%	94%
	# of Electrical Inspections Reported	214	133	119	160	181	152
	# of Electrical Inspections	109	45	79	106	158	123
	% of Electrical Inspections in 1 Day	95%	95%	95%	95%	96%	98%
	# of FOIA Requests	15	5	19	18	21	16
% of FOIA Requests in 5 Days	95%	100%	100%	100%	100%	100%	
# of Online Permits (Of Total Permits)	3%	5	9	13	19	17	

Permits & Inspections Thru April 2010 vs. 2011



**Total # of Permits
Increased 4%**



**Total # of Inspections
Increased 9.51%**



Construction & Development Services

Revenue and Construction Valuation

Thru April 2010 versus Thru April 2011

TOTAL REVENUE				
	YTD 04/10	YTD 04/11	% CHANGE	
Building	\$267,349.07	\$463,749.95	73.46%	↑
Planning	\$44,232.88	\$37,033.20	16.28%	↓
Total	\$311,581.95	\$500,783.15	60.72%	↑

TOTAL CONSTRUCTION VALUATION				
	YTD 04/10	YTD 04/11	% CHANGE	
Res	\$7,584,346	\$11,440,323	51%	↑
Com	\$17,866,394	\$27,821,121	55.72%	↑
Total	\$25,450,740	\$39,261,444	54.26%	↑

Community & Economic Development Construction & Development Services

The 19 question survey yielded 174 responses to date.

The screenshot shows a web-based survey interface. At the top left is the City of Rockford logo. At the top right is a link that says "Exit this survey >>". Below the header is a title bar: "Construction and Development Services Division Customer Satisfaction Survey". The main heading is "Service Characteristics". A paragraph of text reads: "Please take a few minutes to complete this survey on the quality of service we provide. We welcome your feedback and appreciate your honesty. The survey is anonymous and with your help, we hope to strengthen our services to our citizens and those who do work in the City of Rockford."

*** 1. Please select the area of the Construction and Development Services that you did business with.**

Construction Annexation Planning/Zoning Subdivision

*** 2. What was your primary method of doing business?**

Over the Counter Email Online
 Phone Facsimile
 Other (please specify)

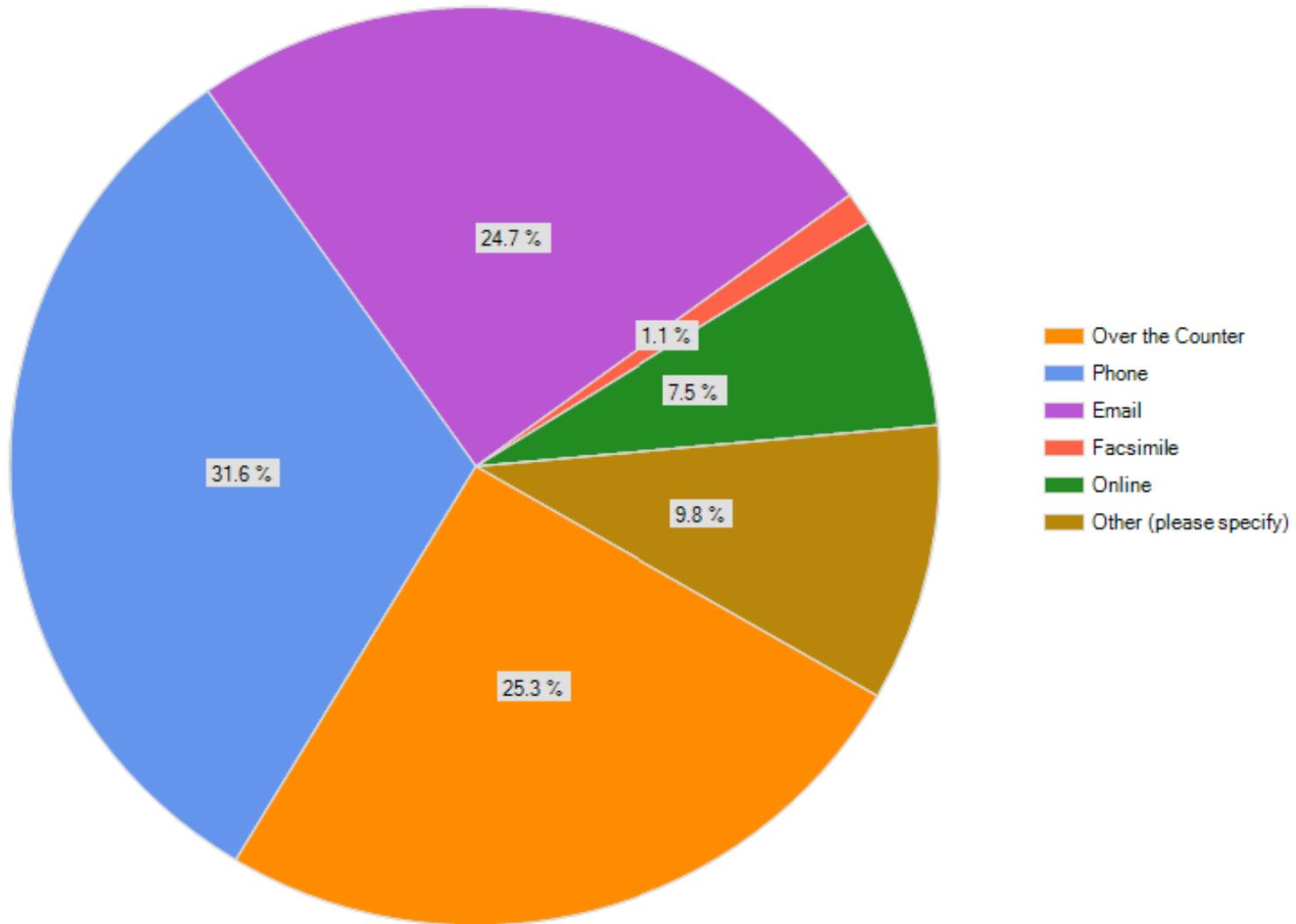
*** 3. What services did we provide?**

Permit Zoning Board of Appeals Application Liquor Advisory Board Application
 Inquiry Inspection
 Other (please specify)

Progress bar: 25%
Next >>

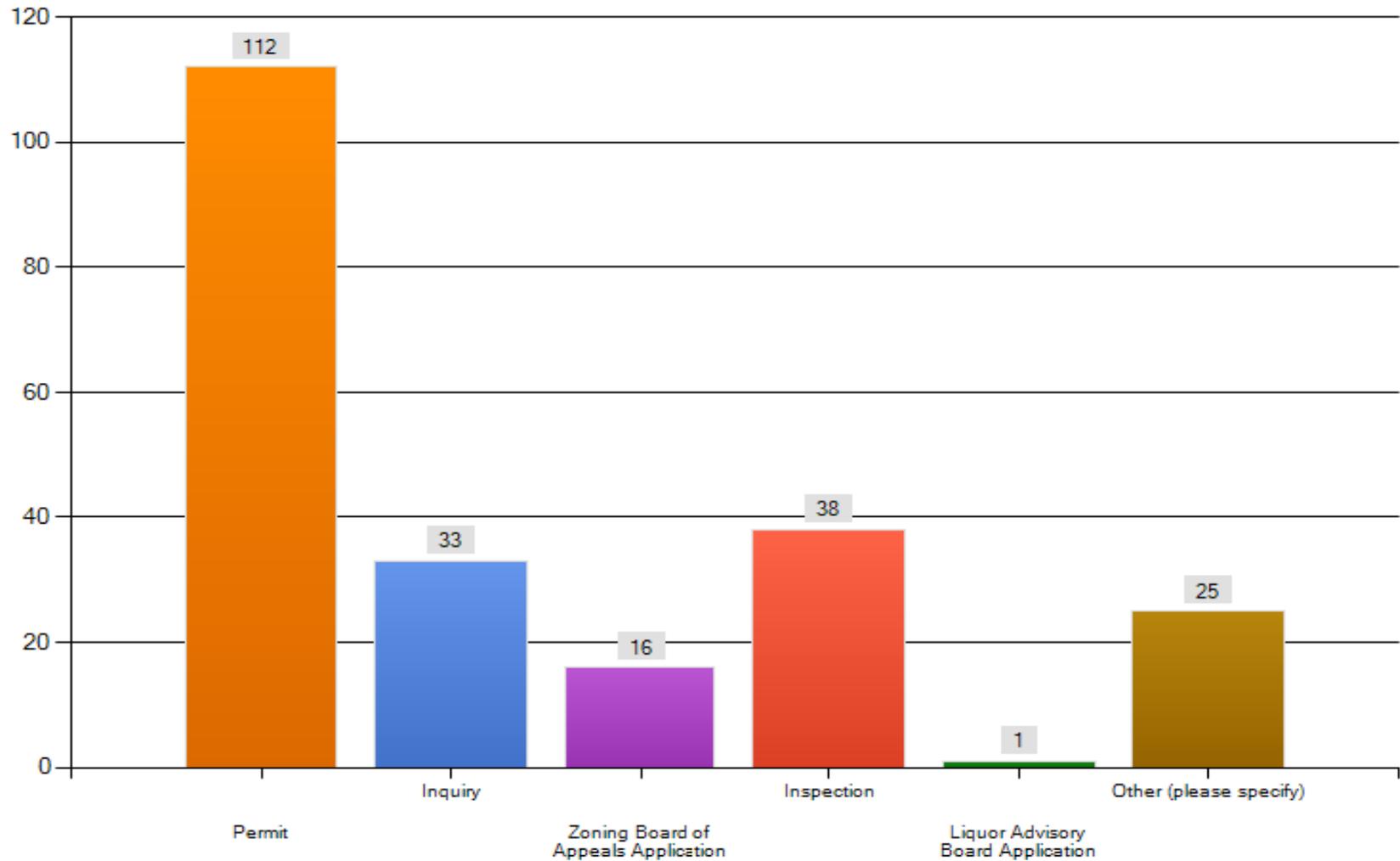
February 2011 marked the one year anniversary of the Construction & Development Services Division Customer Satisfaction Survey. After a years time, here are the results.

What was your primary method of doing business?



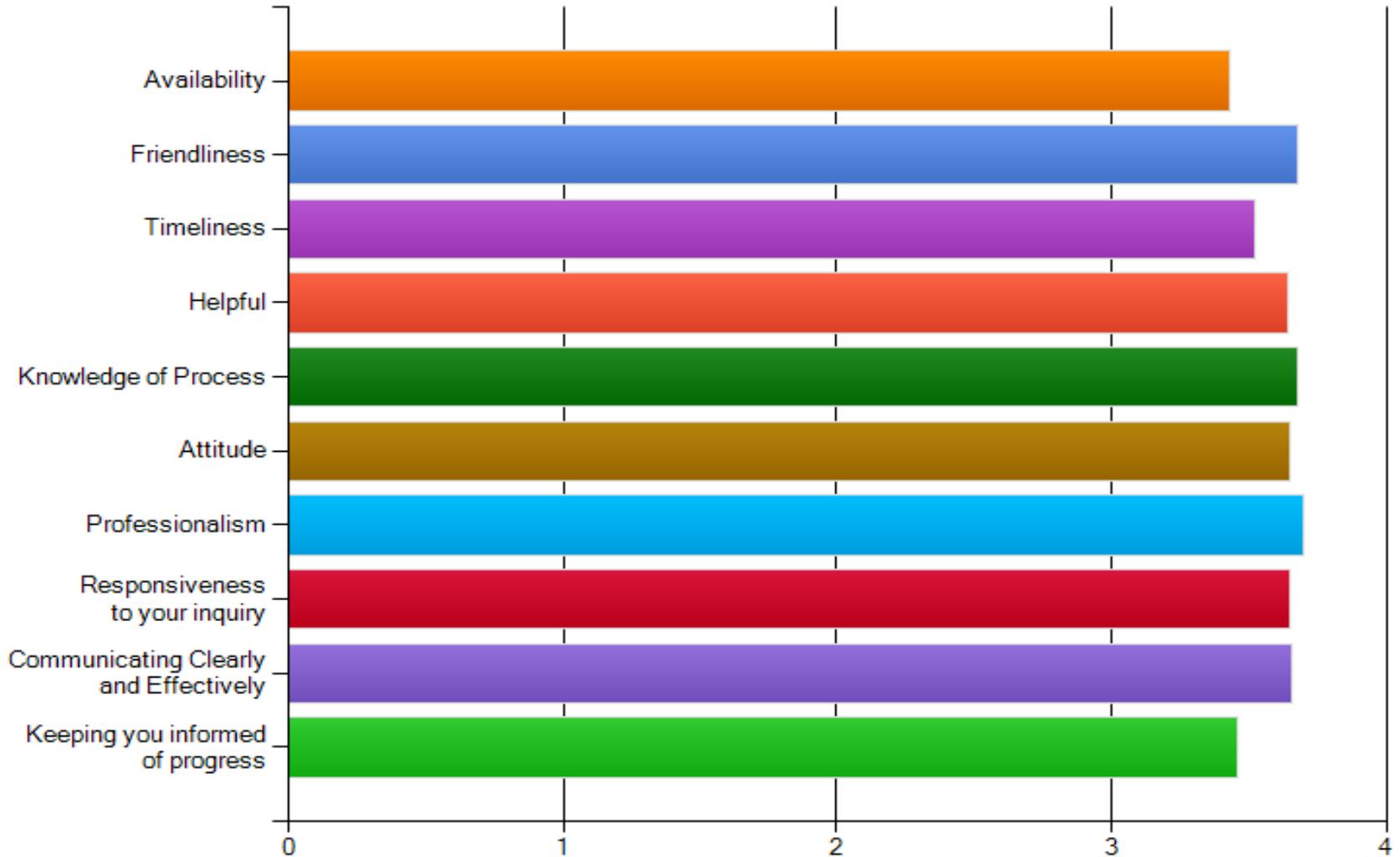
The primary method of doing business indicated by the responses was via the phone, over the counter, and via email.

What services did we provide?



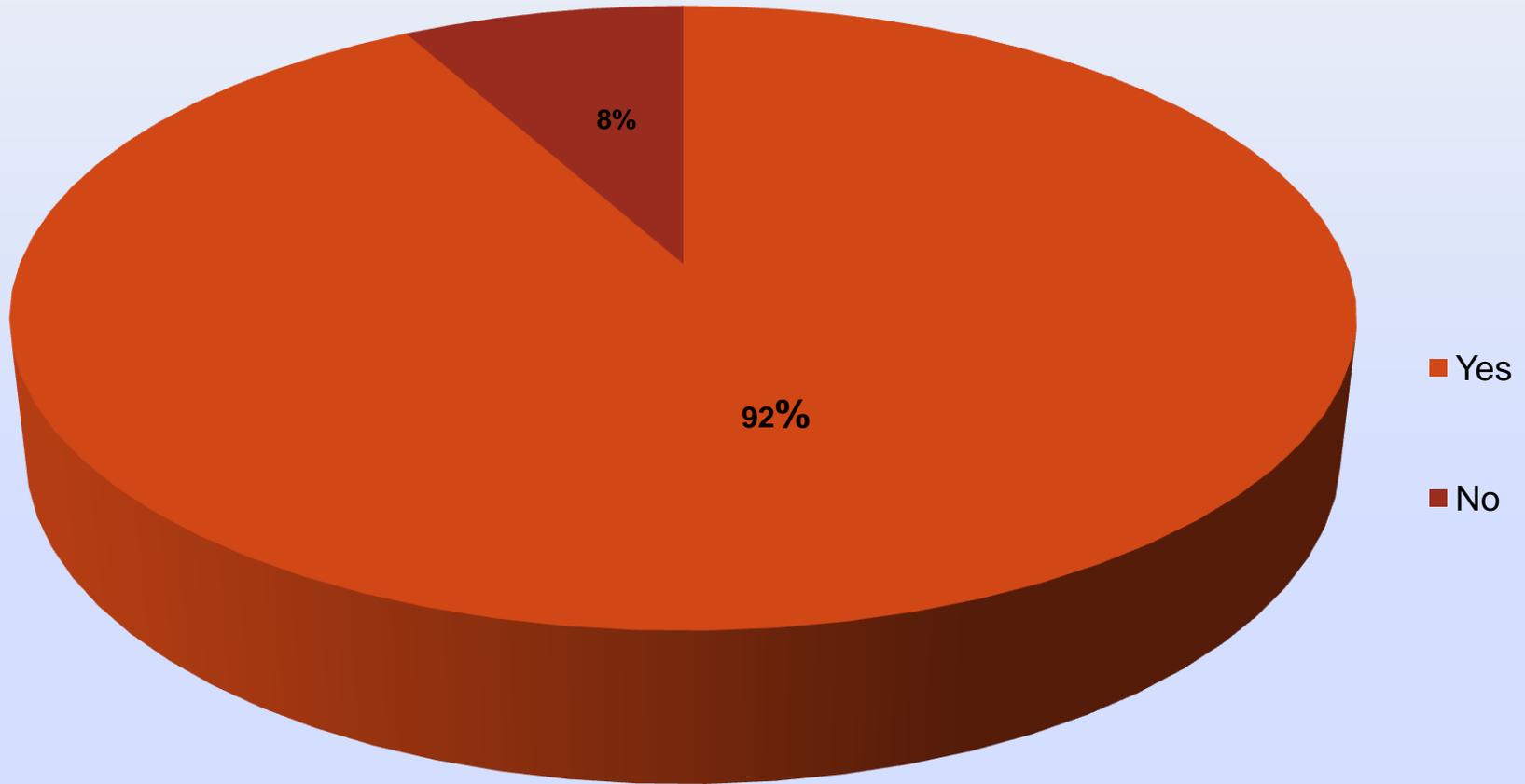
To obtain a gauge on the type of work the responder was related to, the question was asked; what services were provided. The main answer was related to Permits, 64%, followed by inspections at 21% and inquiry at 18%.

Please rank the level of service of those that have assisted you within the Construction and Development Services Division.



We asked our customers to “..rank the level of service..” provided. Of the 10 areas, and on a ranking of 0-4 we averaged 3.5, with *Excellent* selected 71% of the time

Did we meet the time frame indicated for your project ?



Of the 174 Survey Responses 121 responses indicated the time frame for the project that was met by staff. 14 indicated it had not been met.

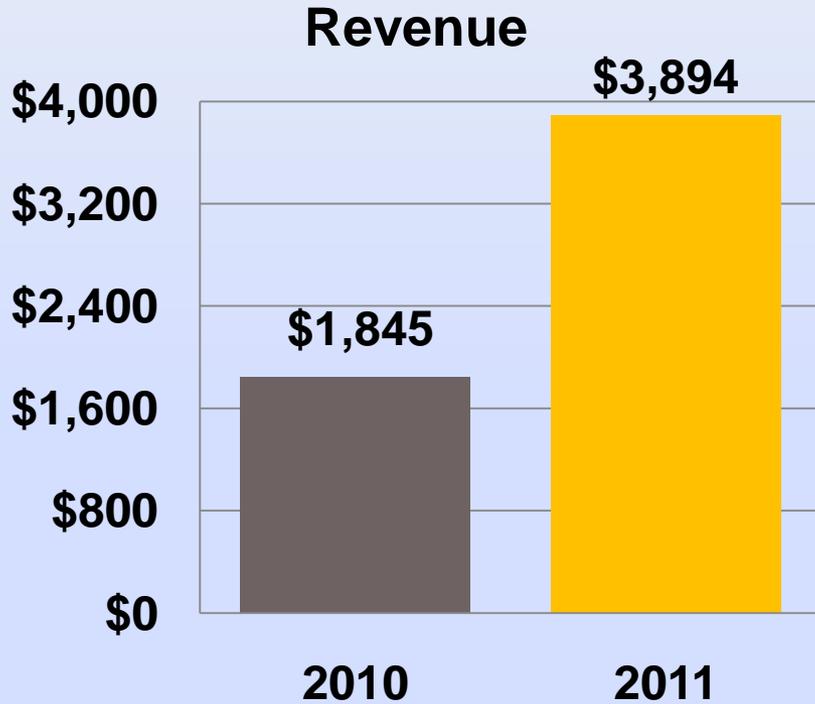
The survey provided valuable insight to the level of customer satisfaction and quality of work by the Construction and Development Services Division.

Some information to note after these results are :

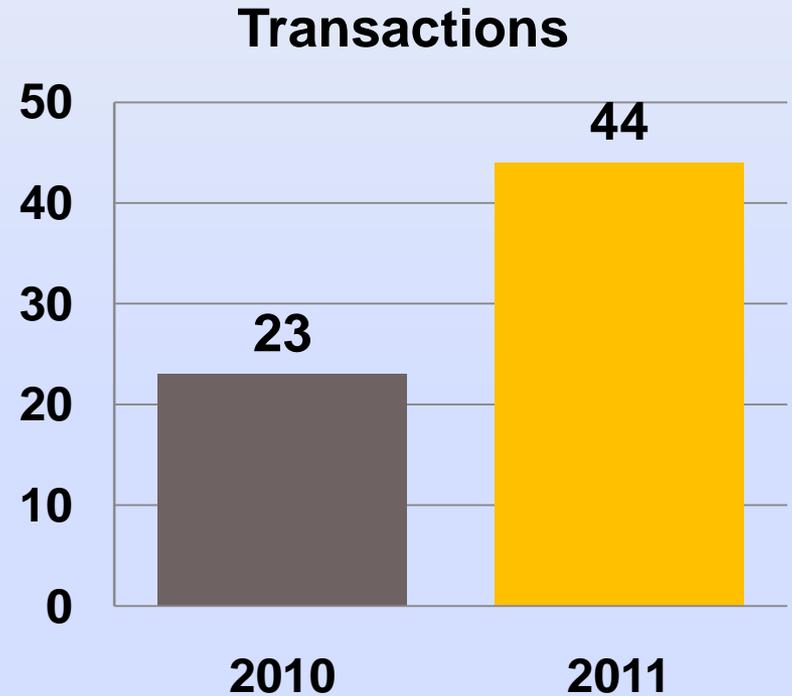
- We do business a number of different ways, but over the phone, at the counter or via email are the largest methods.
- The level of services remains high, with the average rating of 3.5 out of a ranking of 0-4.
- Customers have indicated that the preferred way to work with the division is via email and with face to face interaction.

Online Permit Activity

Full Year 2010 vs. Thru May 2011

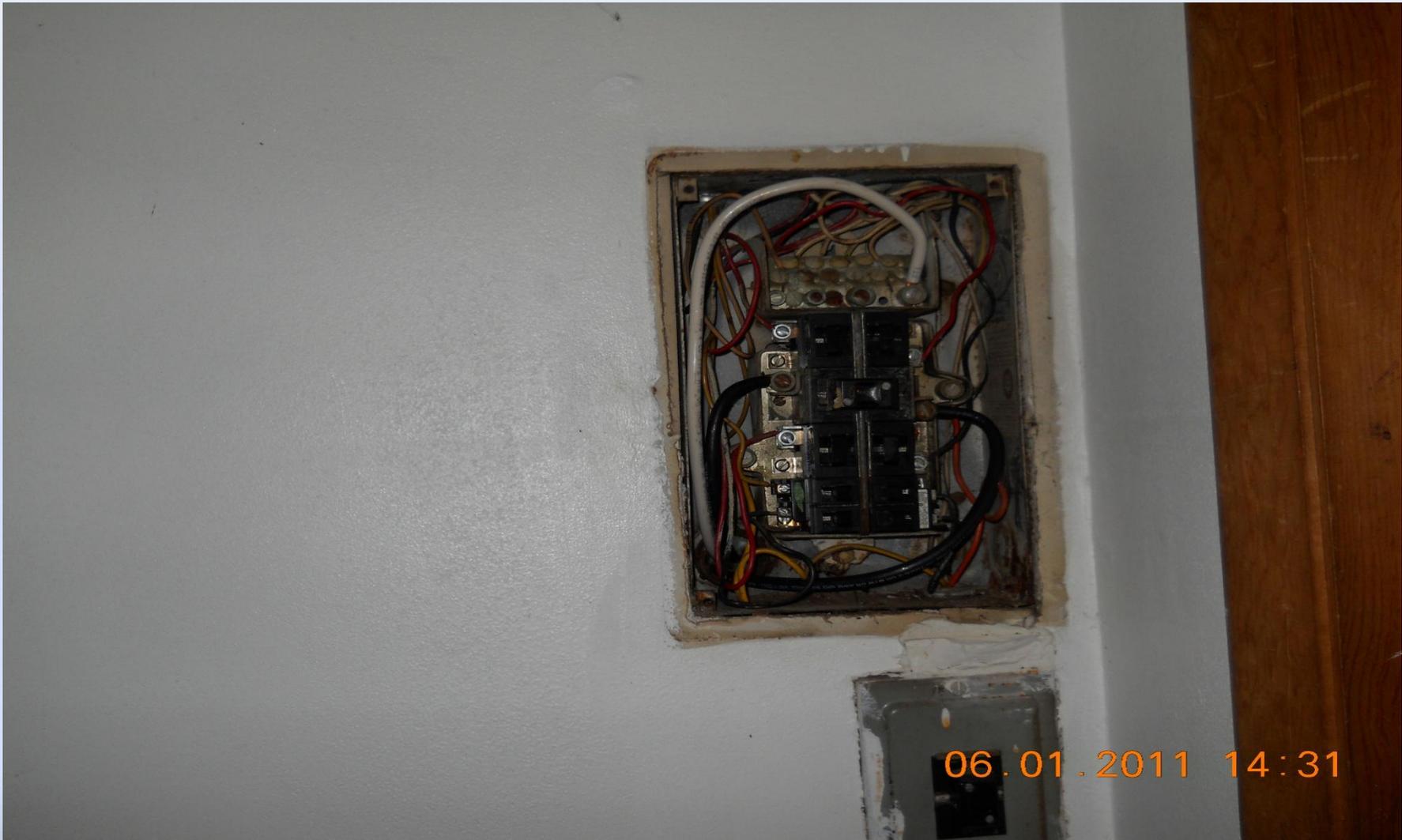


Increased 111%



Increased 91%





06.01.2011 14:31





04.27.2011 08:59





Economic Development

June 2011, 2nd Quarter

Robert Lamb & Jovita Donahue

Community & Economic Development

Economic Development Division

Achievements

- To date, new & retained jobs are 57% of annual job goal.
- Achieved > ½ annual goal due to small/medium projects. Generally, investments are smaller per project due to more efficient use/reuse of existing facilities.
- RLDC made two loans for total of \$47, 000, 10 new and 2 retained jobs
- SET program on target to achieve goal with 22 persons assisted to create and/or counseled to retain their own business. An additional English and a Spanish session are planned once CDBG funds are received. Seven(7) people are in the process of starting or expanding a business.

Areas of Improvement

- Job retention (254) is 87% > new job creation (33) due to productivity growth and sluggish/jobless recovery.
Companies are still investing in more efficient equipment and retraining existing employees, instead of hiring new employees. In this economy, it is just as difficult to retain jobs as it is to attract new jobs. There is not much we can do at this time to change the economy at the local, state & regional levels.
- Construction Mgmt. Program fell well short of achieving 1st Qtr goal of training 25 LMI disadvantaged persons. Enrollment continues to drop due to poor condition of construction industry, perceived lack of opportunity. Elimination of fees for LMI persons and increased marketing/advertising did not increase enrollment

Economic Development 2nd Quarter Scoresheet

	Monthly Performance	2011 Annual Target	2011 Actual Total	1st Qtr Goal	Jan-Mar	2nd Qtr Goal	Apr-Jun
Commercial New & Retained Projects	District 1		3				3
	District 2		1				1
	District 3		2		1		1
	Total	9	6	1	1	3	5
Industrial New & Retained Projects	District 1		1		1		
	District 2		3		1		2
	District 3		0				
	Total	9	4	2	2	2	2
New Jobs	District 1	n/a	18		12		6
	District 2	n/a	0				
	District 3	n/a	15		15		
	Total	160	33	30	27	30	6
Retained Jobs	District 1	n/a	4				4
	District 2	n/a	250		125		125
	District 3	n/a	0				
	Total	340	254	75	125	75	129
Total Investment	District 1		\$26,000	\$ -	\$ -	\$ -	\$ 26,000
	- Commercial	n/a	\$26,000				\$ 26,000
	- Industrial	n/a	\$0				
	District 2		\$4,365,000	\$ -	\$ 1,500,000	\$ -	\$ 2,865,000
	- Commercial	n/a	\$665,000				\$ 665,000
	- Industrial	n/a	\$3,700,000		\$ 1,500,000		\$ 2,200,000
	District 3		\$10,000,000	\$ -	\$ 2,000,000	\$ -	\$ 8,000,000
	- Commercial	n/a	\$10,000,000		\$ 2,000,000		\$ 8,000,000
	- Industrial	n/a	\$0				
Total		\$14,391,000	\$ -	\$ 3,500,000	\$ -	\$10,891,000	

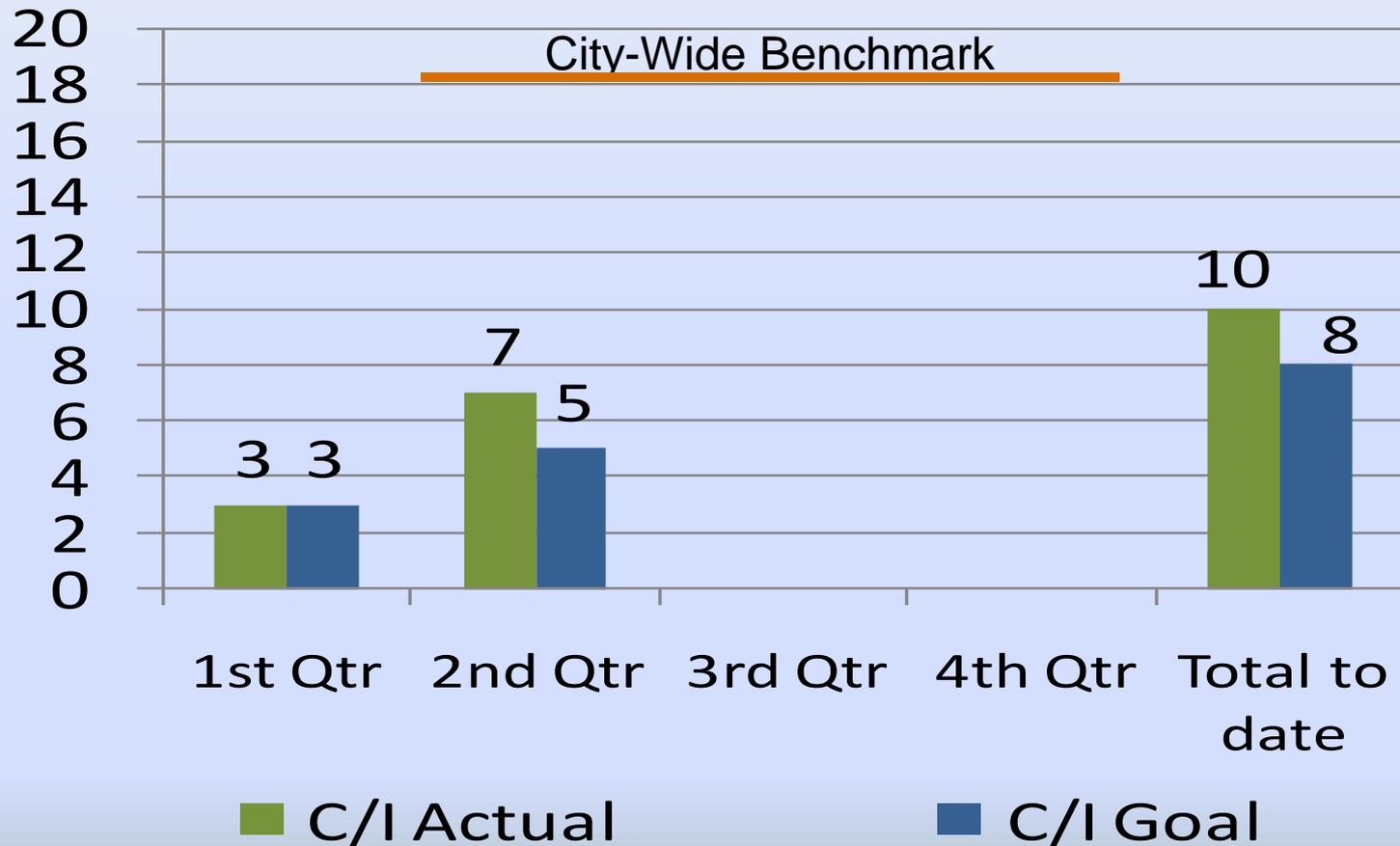
Community & Economic Development Economic Development Division



Dollars Invested in C/I Projects for 2011

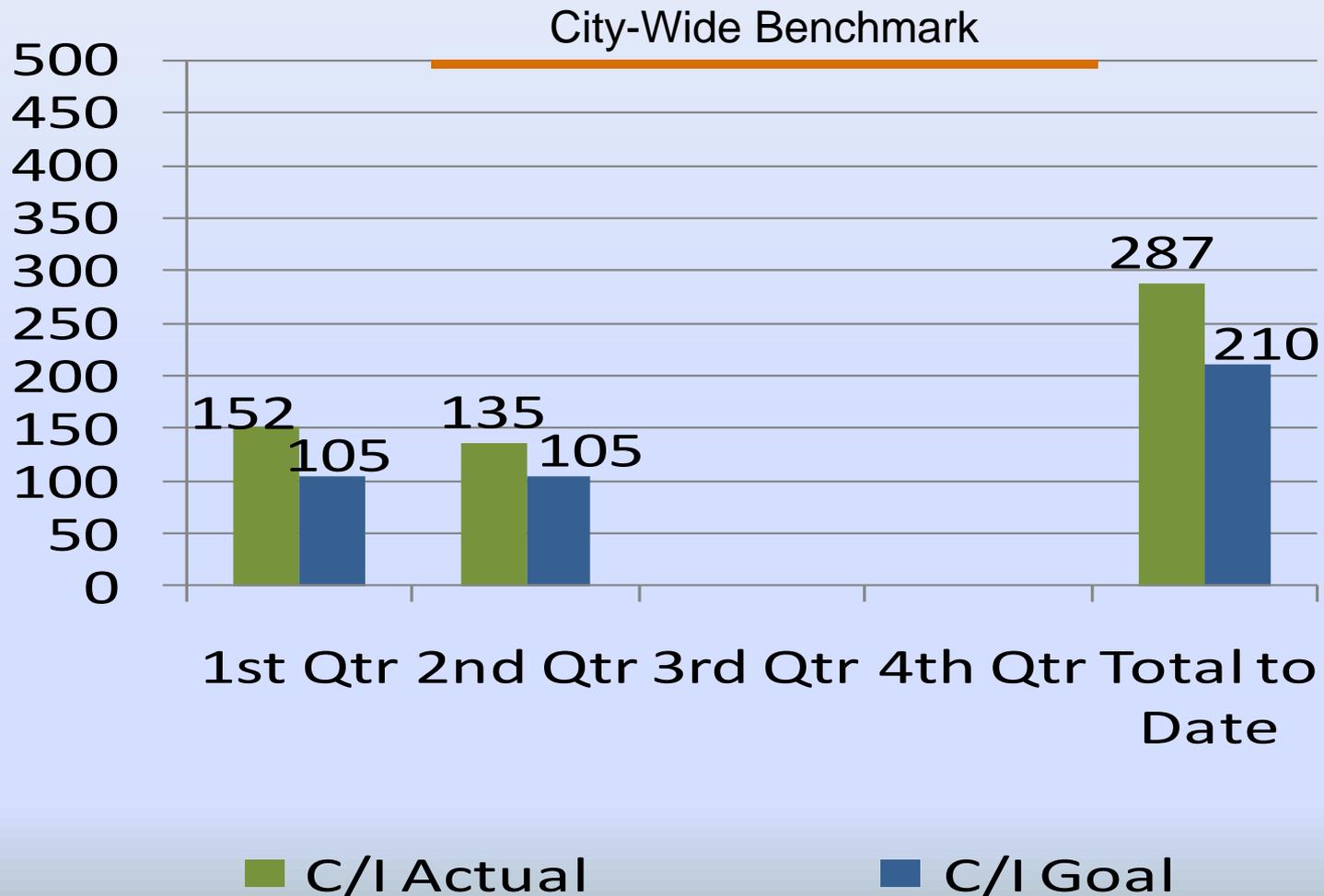
Community & Economic Development

Economic Development Division



Commercial & Industrial Projects

Community & Economic Development Economic Development Division

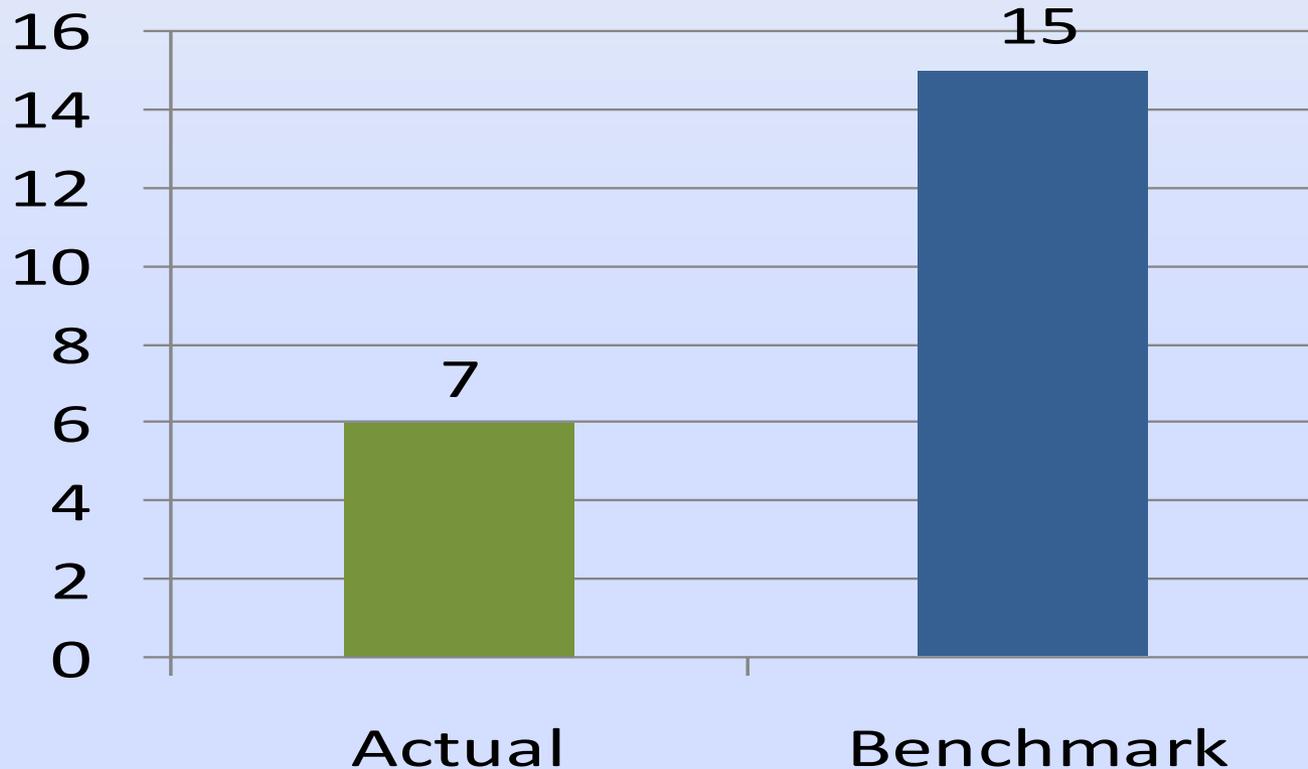


New & Retained C/I Jobs

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Economic Development Division

Companies Recruited



Coordinate efforts with WIB to Increase Awareness of Programs

***Benchmark:* Recruit 15 Companies to Utilize Workforce Business Services in 2011**

Community & Economic Development

Economic Development Division

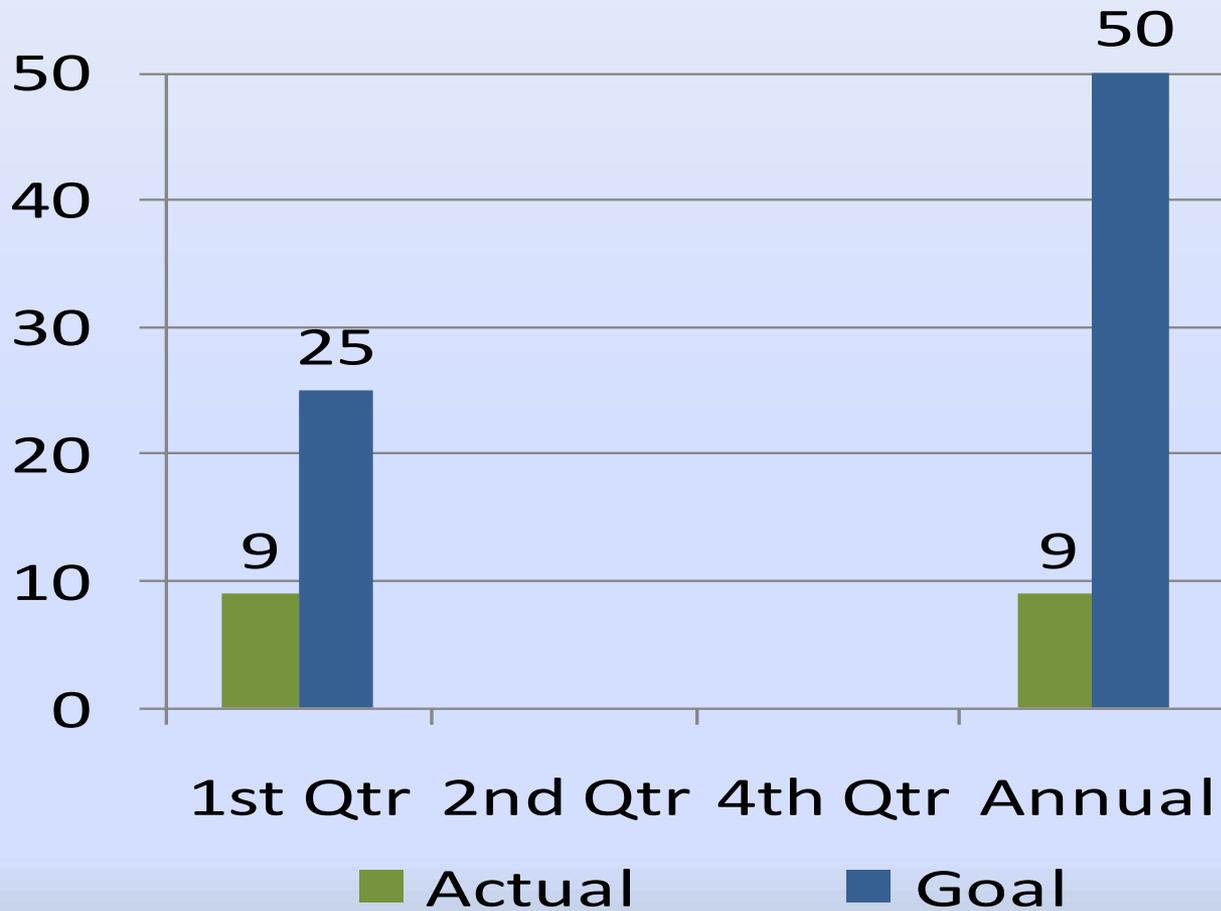
Highlight Economic Opportunities for Investment in Rockford

Develop Marketing Plan for Global Investment with RAEDC by June 2011

- Consulate & Trade Commissioner Visits: Projected meetings - 20
- Hosted Delegations: Projected visits - 4, Projected visitors - 40
- International Conferences:
 - China Impact Mission: Projected meetings – 30
 - Swedish Entrepreneurial Days (Sweden)
 - International Bio-Energy Days (Sweden)
 - Go Global IV (Rockford)
 - Quarterly E-Newsletter & Halsningar to targeted Global Markets
 - Promote Rockford Investment with 7 Sister Cities
 - Expand Industrial Partnership Agreements with target markets

Community & Economic Development

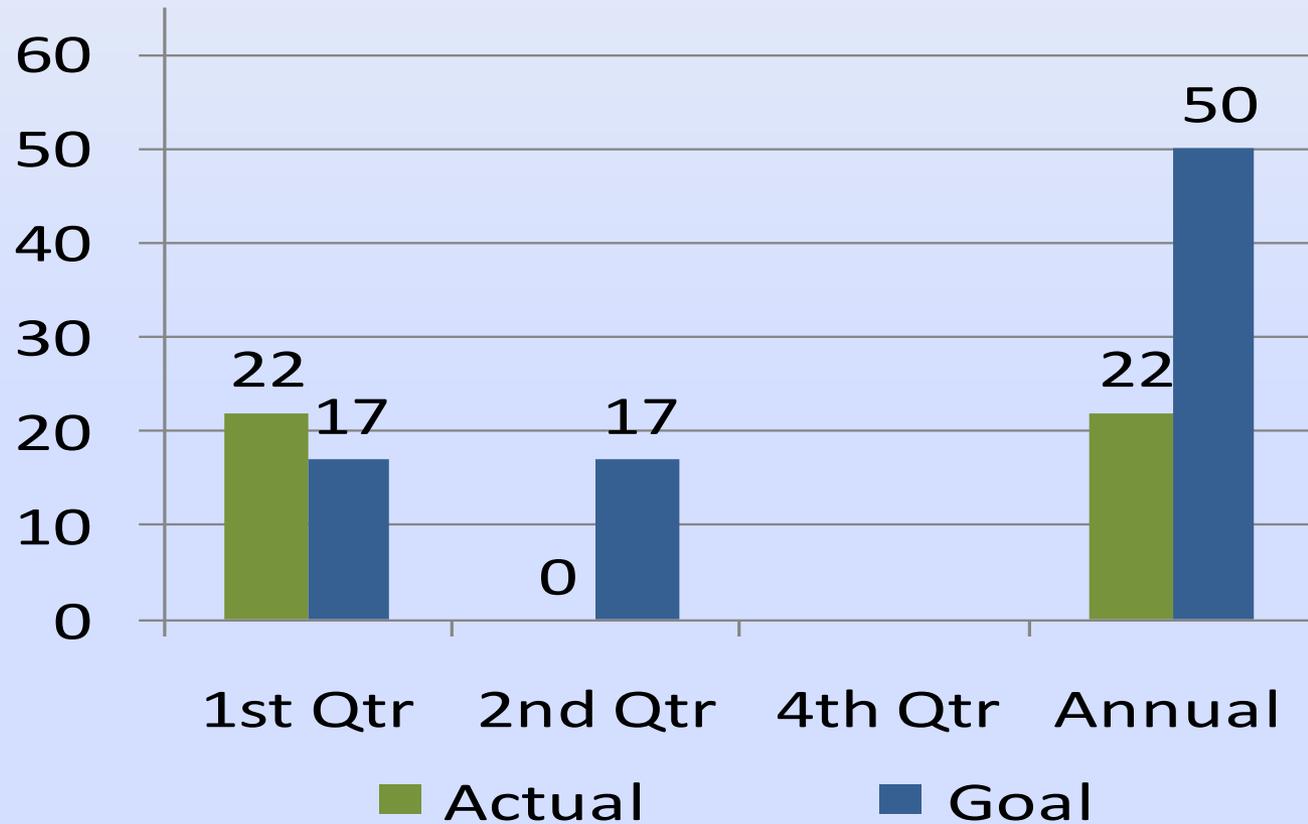
Economic Development Division



LMI/Minority Training

Community & Economic Development

Economic Development Division



LMI/Minority Self Employment Trg

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Economic Development Division

**In Co-op with RVC provide Self Employment Training for
50 LMI & minority persons in 2011**

- **Dock's Transportation Company**
- **Collins & Stone Funeral Home**
- **Crooked Tree Coffee**
- **HR Experts**
- **Trinity Salon**
- **Crispy Cuts & Stuff**
- **Isla Del Mar**

THANK YOU

QUESTIONS?