

Community & Economic Development

PRESENTED BY:

Charlie Schaefer –

Property Improvement Programs Manager

Code Enforcement

PRESENTED BY:
Charlie Schaefer –
Property Improvement Programs Manager

Code Enforcement Scorecard

Code Enforcement		Monthly Performance			Jul-12	Aug-12	Sep-12	Totals	YTD Average
Monitor Requests for Service	Total # of Complaints	408	588	321	4020	447			
	Total # of Unfounded Complaints	153	119	86	1190	132			
	# of Nuisance/Zoning Complaints	337	503	261	3387	376			
	# of Housing Complaints	71	85	60	633	70			
Case Compliance Rate	% rate of Voluntary Compliance	57.0%	59.0%	62.5%		67.5%			
	Avg. # of Days to Voluntary Compliance	16.14	14.71	22.25		28			
	% rate of Induced Compliance	2.0%	2.9%	7.9%		4.2%			
	Avg. # of Days to Induced Compliance	66.23	47.11	38.5		51			
	% rate of Forced Compliance	41.0%	38.1%	29.6%		28.3%			
	Avg. # of Days to Forced Compliance	16.43	25.08	29.31		30			
Case Type Trending	# of Nuisance Cases	572	458	349	4040	449			
	# of Zoning Cases	100	95	91	738	82			
	Total # of Nuisance/Zoning Cases	672	553	440	4778	531			
	# of Proactive Nuisance/Zoning Cases	412	256	221	2455	273			
	# of Housing Cases	66	48	40	374	42			
	# of Condemnations	21	34	17	183	20			
City Efficiency	Avg. # of Nuisance/Zoning Cases Per Inspector	112.0	92.2	110.0		104.68			
	Avg. # of Days from Complaint to First Inspection (Nuisance/Zoning)	2.95	2.34	2.91		3.2			
	Open Service Requests at end of Month (Nuisance/Zoning)	4	3	20		17.8			

Code Enforcement

Achievements

- Sweep of the Sablewood Drive Neighborhood with several participating partners.
- Resolved Miracle Mile ongoing issues at the old CVS/Magna site
- Successful completion of seasonal weeds enforcement activities

Code Enforcement

Areas of Improvement

- E-waste regulations continue to pose a growing concern on private properties and public right of ways
- Transitioning of Neighborhood Standards into Construction and Development Services
- Re-evaluation of existing Rockstat presentation
- Itinerant vendor upsurge and alternative enforcement practices

Code Enforcement

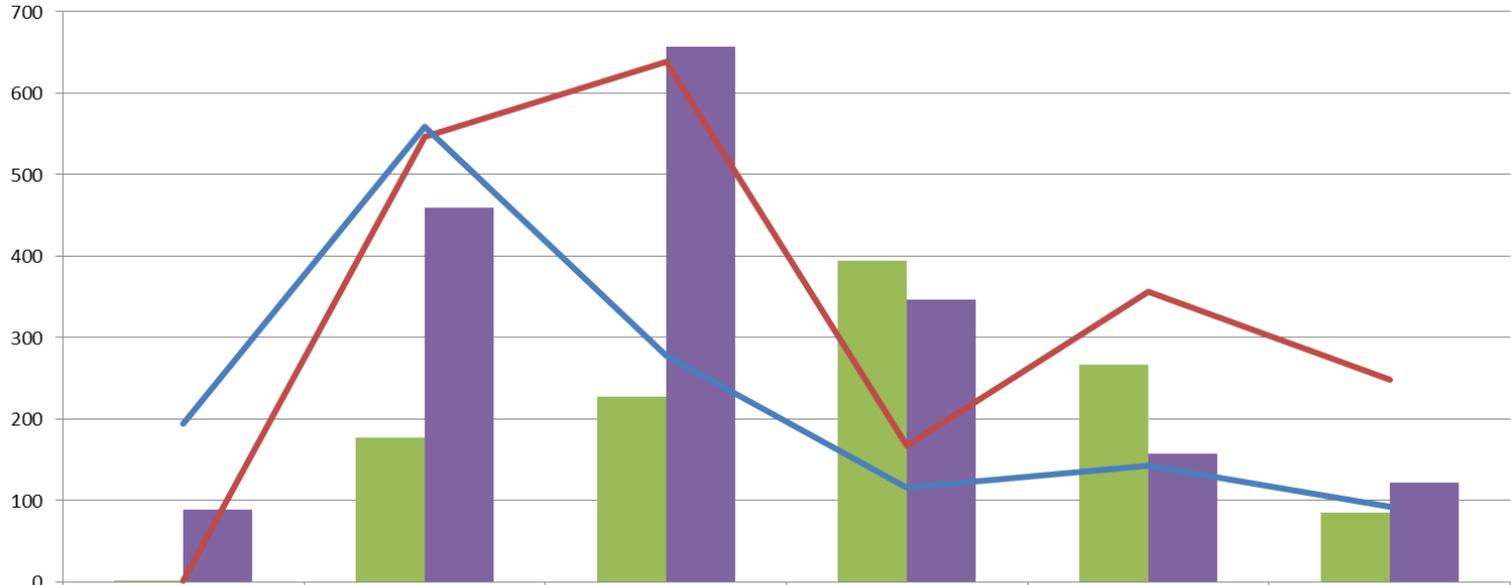
YTD Weeds Comparison 2011 & 2012: April 1 Thru Sept 30



Weeds 2012	YTD 2011	YTD 2012	% Change
Requests for Service:	1960	1383	-29.44%
Time to First Inspection:	4.5	3.02	-32.89%
Cases:	2427	2929	20.68%
Self Initated Cases:	1153	1831	58.80%
Contracted Mows:	1789	2138	19.51%

Code Enforcement

Weekly Weeds Comparison 2011 & 2012: Beginning April 1 Thru Sept 30



	April	May	June	July	August	September
Cases Initiated 2011	1	177	228	395	267	85
Cases Initiated 2012	89	459	657	347	157	122
Requests for Service 2011	2	547	638	168	356	249
Requests for Service 2012	194	559	278	116	143	93

Rockford Fire Department

PRESENTED BY:
Chief Derek Bergsten

Rockford Fire Department

2012 YTD Dashboard

Measure	YTD Benchmark	Actual
EMS & Search and Rescue Incidents	14,390	14,661
Total Fires	594	740
Structure Fire Incidents (Residential)	168	167
Structure Fire Incidents (Commercial)	40	46
Vehicle Fire Incidents	109	96
Outside Fire Incidents	114	258
Open Burning Incidents	163	173
Inspections	2,517	4,850
Arsons	52	81
Public Education Activities	116	199
911 Calls	96,192	101,507

Rockford Fire Department

Total Incidents

Incident Type	2011 YTD	2012 YTD	% Change	Diff	
Fire	594	740	24.58%	146	↑
EMS & Search and Rescue	14,390	14,661	1.88%	271	↑
Hazardous Condition	673	464	-31.05%	-209	↓
Service/Good Intent Call	1,268	1,412	11.36%	144	↑
False Alarm & False Call	1,162	1,137	-2.15%	-25	↓
Other Incident Type	120	91	-24.17%	-29	↓
Total	18,207	18,505	1.64%	298	↑

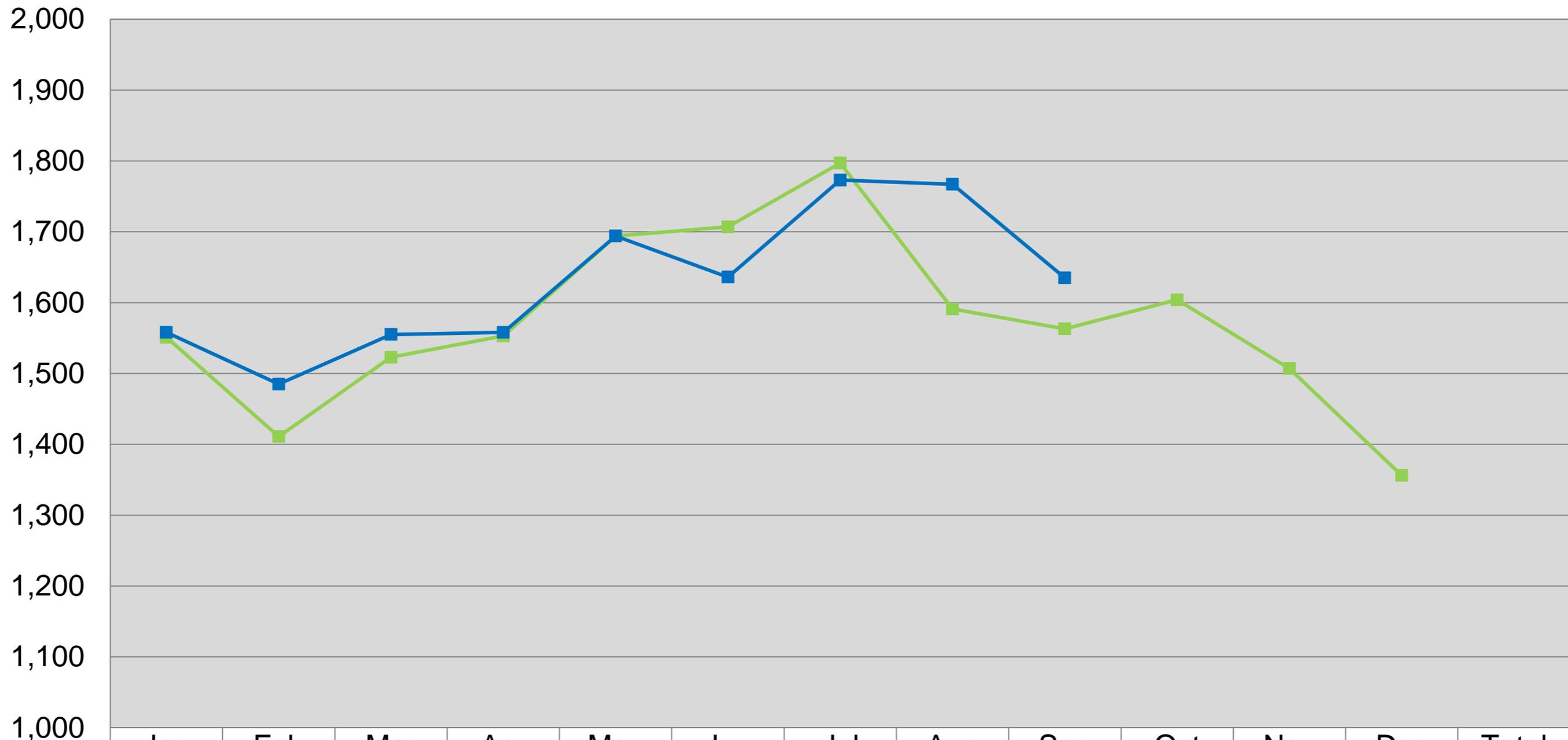
Rockford Fire Department

EMS & Search and Rescue Incidents

Month	2011 YTD	2012 YTD	% Change	Diff	
Jan	1,551	1,558	0.45%	7	↑
Feb	1,411	1,485	5.24%	74	↑
Mar	1,523	1,555	2.10%	32	↑
Apr	1,553	1,558	0.32%	5	↑
May	1,694	1,694	0.00%	0	→
Jun	1,707	1,636	-4.16%	-71	↓
Jul	1,797	1,773	-1.34%	-24	↓
Aug	1,591	1,767	11.06%	176	↑
Sep	1,563	1,635	4.61%	72	↑
Oct	1,604				
Nov	1,507				
Dec	1,356				
YTD Total	14,390	14,661	1.88%	271	↑

Rockford Fire Department

EMS & Search and Rescue Incidents



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2011	1,551	1,411	1,523	1,553	1,694	1,707	1,797	1,591	1,563	1,604	1,507	1,356	14,390
2012	1,558	1,485	1,555	1,558	1,694	1,636	1,773	1,767	1,635				14,661
% Change	0.45%	5.24%	2.10%	0.32%	0.00%	-4.16%	-1.34%	11.06%	4.61%				1.88%

Rockford Fire Department
EMS & Search and Rescue Incidents

Type	2011 YTD	2012 YTD	% Change	Diff	
General	13,582	13,776	1.43%	194	↑
MVA	705	797	13.05%	92	↑
Rescue	103	88	-14.56%	-15	↓
YTD Total	14,390	14,661	1.88%	271	↑

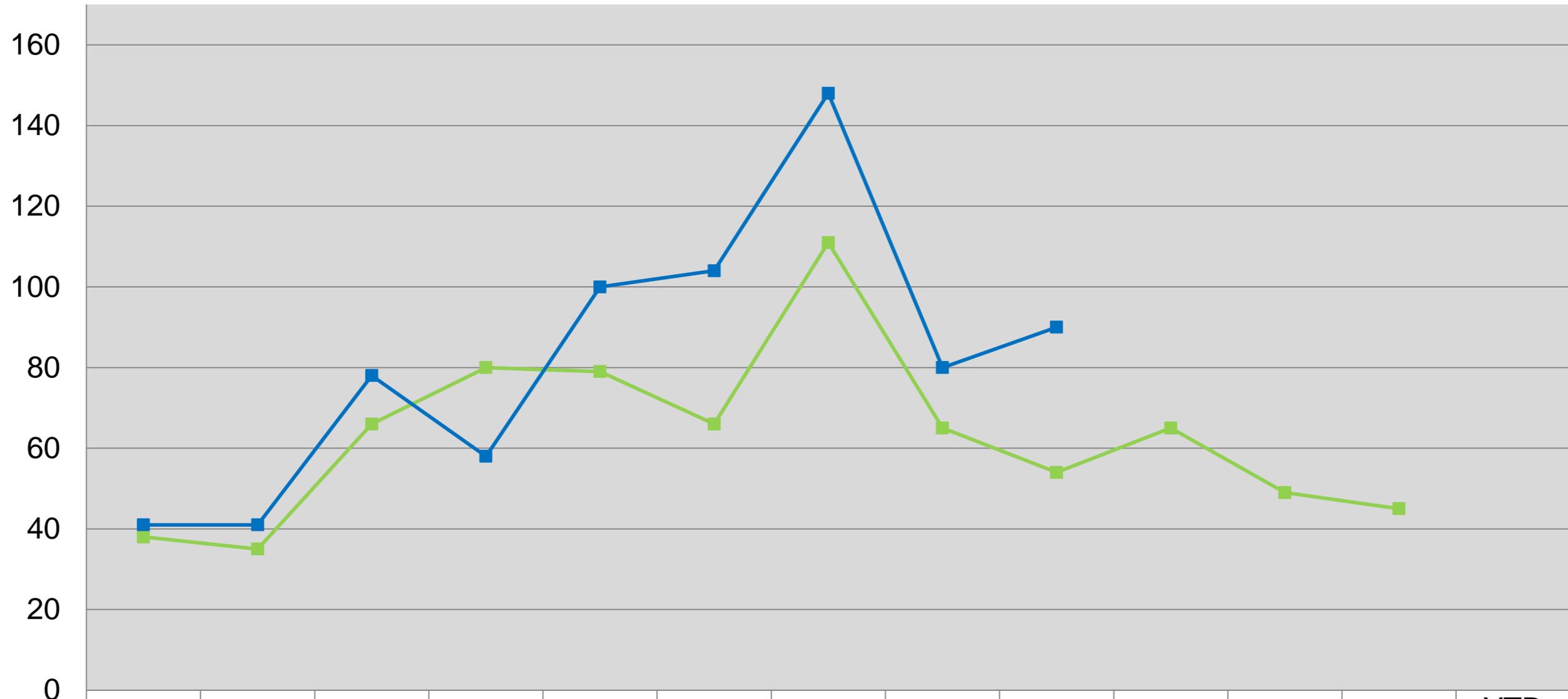
Rockford Fire Department

Fire Incidents

Month	2011 YTD	2012 YTD	% Change	Diff	
Jan	38	41	7.89%	3	↑
Feb	35	41	17.14%	6	↑
Mar	66	78	18.18%	12	↑
Apr	80	58	-27.50%	-22	↓
May	79	100	26.58%	21	↑
Jun	66	104	57.58%	38	↑
Jul	111	148	33.33%	37	↑
Aug	65	80	23.08%	15	↑
Sep	54	90	66.67%	36	↑
Oct	65				
Nov	49				
Dec	45				
YTD Total	594	740	24.58%	146	↑

Rockford Fire Department

Fire Incidents



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Total
2011	38	35	66	80	79	66	111	65	54	65	49	45	594
2012	41	41	78	58	100	104	148	80	90				740
% Change	7.89%	17.14%	18.18%	-27.50%	26.58%	57.58%	33.33%	23.08%	66.67%				24.58%

Rockford Fire Department

Fire Incidents

Type	2011 YTD	2012 YTD	% Change	Diff	
Structure (Residential)	168	167	-0.60%	-1	↓
Structure (Commercial)	40	46	15.00%	6	↑
Vehicle	109	96	-11.93%	-13	↓
Outside	114	258	126.32%	144	↑
Open Burning	163	173	6.13%	10	↑
YTD Total	594	740	24.58%	146	↑

Rockford Fire Department

Quick Response Vehicles- Rescue 1

Station 1 Unit Responses		
	2011 YTD	2012 YTD
Engine 1	2,280	1,945
Ladder 1	1,571	726
Rescue 1		1,239
Total	3,851	3,910

90th Percentile Times			
	Ladder 1 (2011)	Rescue 1 (2012 YTD)	CPSE Standard
Travel Time*	3:31	2:52	5:12

* Travel Time = Unit enroute → Unit on scene

Rockford Fire Department

Quick Response Vehicles- Rescue 2

Station 2 Unit Responses		
	2011 YTD	2012 YTD
Engine 2	2,129	1,663
Ladder 2	1,938	820
Rescue 2		1,926
Total	4,067	4,409

90th Percentile Times				
	Engine 2 (2011)	Ladder 2 (2011)	Rescue 2 (2012 YTD)	CPSE Standard
Travel Time*	4:19	3:34	4:02	5:12

* Travel Time = Unit enroute → Unit on scene

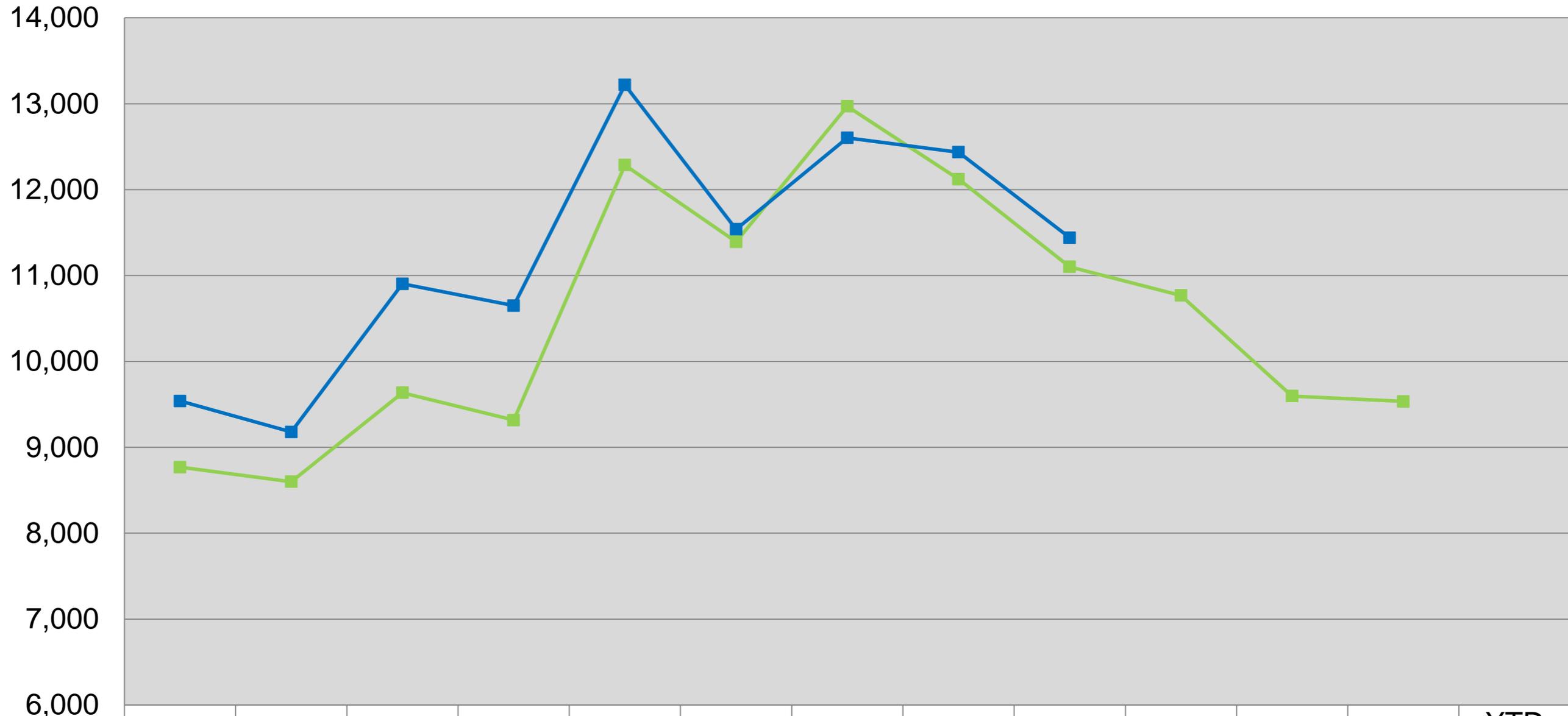
Rockford Fire Department

911 Calls

Month	2011 YTD	2012 YTD	% Change	Diff	
Jan	8,768	9,539	8.79%	771	↑
Feb	8,600	9,178	6.72%	578	↑
Mar	9,635	10,903	13.16%	1,268	↑
Apr	9,317	10,649	14.30%	1,332	↑
May	12,286	13,220	7.60%	934	↑
Jun	11,392	11,539	1.29%	147	↑
Jul	12,971	12,603	-2.84%	-368	↓
Aug	12,122	12,436	2.59%	314	↑
Sep	11,101	11,440	3.05%	339	↑
Oct	10,768				
Nov	9,597				
Dec	9,534				
YTD Total	96,192	101,507	5.53%	5,315	↑

Rockford Fire Department

911 Calls



2011	8,768	8,600	9,635	9,317	12,286	11,392	12,971	12,122	11,101	10,768	9,597	9,534	96,192
2012	9,539	9,178	10,903	10,649	13,220	11,539	12,603	12,436	11,440				101,507
% Change	8.79%	6.72%	13.16%	14.30%	7.60%	1.29%	-2.84%	2.59%	3.05%				5.53%

Rockford Fire Department

Achievements

- Recruit Class
- Beginning Physical Assessment Drill for second year
- Fire Prevention Week and partners with Red Ribbon Campaign and Cherry Valley Fire Department
- Conducted Storm Ready Assessments with local TV stations
- Explorer Program Inception
- Swedish Firefighter Exchange Program

Areas for Improvement

- Improve recording of maintenance data and inventory
- PMDC training and report writing
- Working with Building Department for vacant housing inventory



RockStat

October 11, 2012

Public Safety

Operations Reports

Rockford Police Department

ROCKFORD POLICE DEPARTMENT

PRESENTED BY:

Deputy Chief Dave Hopkins

Sergeant Michael Spelman

Sergeant John Pozzi

ROCKFORD POLICE DEPARTMENT

Dashboard

Last Month vs This Month

YTD '11 vs YTD '12

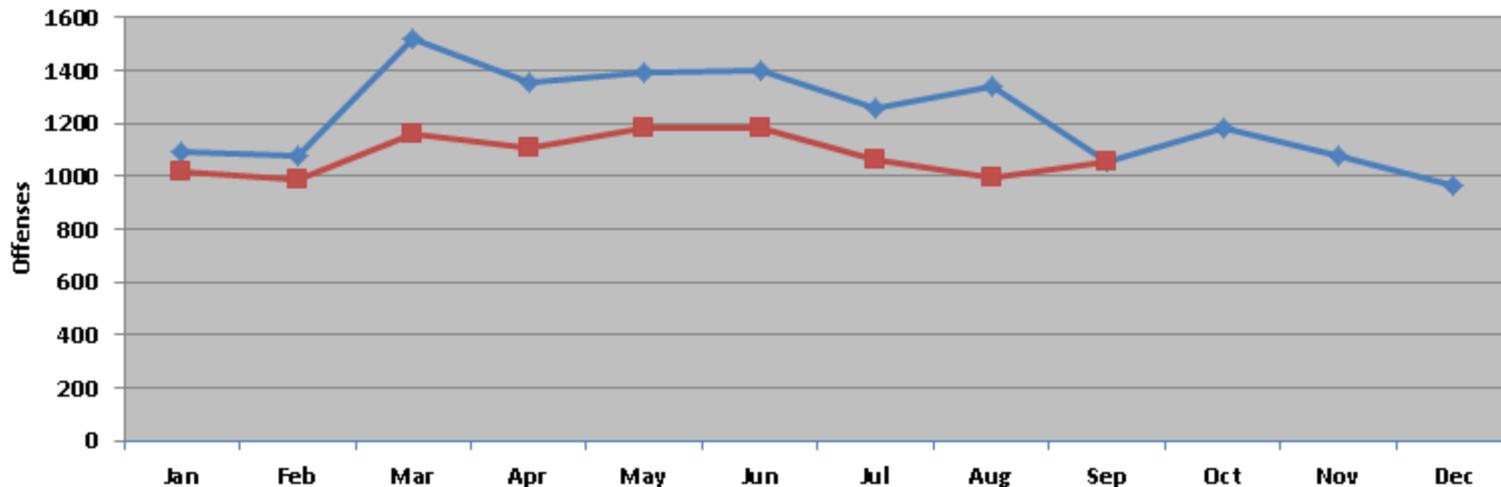
GROUP A OFFENSES			
	AUG 2012	SEP 2012	% CHANGE
City	1,824	1,781	-2.36%
District 1	721	708	-1.80%
West Gateway	67	81	20.90%
District 2	604	561	-7.12%
Central City	126	126	0.00%
District 3	388	412	6.19%

GROUP A OFFENSES			
	YTD 2011	YTD 2012	% CHANGE
City	15,126	15,155	0.19%
District 1	5,943	6,078	2.27%
West Gateway	818	825	0.86%
District 2	5,160	4,796	-7.05%
Central City	1,309	1,172	-10.47%
District 3	3,271	3,363	2.81%

ROCKFORD POLICE DEPARTMENT

Dashboard

Group B Offenses



NIBRS Group B Offenses: Eleven crime categories that encompass all crimes that are not Group A Offenses. May be a crime against person, property or society (For example: DUI, Family Offenses, Runaways, Disorderly Conduct, Liquor Offenses, etc.).

ROCKFORD POLICE DEPARTMENT

Rockford Police Department Scorecard

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Group A Offenses													
Benchmark	1,487	1,269	1,830	1,874	2,006	1,978	2,077	2,076	1,861	1,822	1,753	1,451	16,459
2012	1,485	1,227	1,748	1,736	1,805	1,706	1,843	1,824	1,781				15,155
Group B Offenses													
Benchmark	1,221	1,225	1,518	1,428	1,445	1,387	1,365	1,437	1,270	1,210	1,141	970	12,296
2012	1,014	990	1,161	1,109	1,180	1,182	1,062	995	985				9,678
Percent Group A Offenses Cleared by Arrest or Exception													
Benchmark	40.8%	54.9%	37.2%	34.5%	34.7%	30.1%	27.5%	32.0%	34.0%	35.3%	34.7%	40.2%	35.2%
2012	41.6%	45.0%	42.3%	32.2%	31.9%	36.0%	30.8%	30.0%	32.9%				35.7%

**benchmark is the average of 2009-2011.

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

ROCKFORD POLICE DEPARTMENT

Achievements

- On the Waterfront – August 30 -September 2
- Swearing in Ceremony – 5 officers – September 19
- 8th Citizens Police Academy began September 19 – 8 weeks in length
- Halsted Neighborhood Association – September 19
- Central City (Kishwaukee Corridor) Town Hall Meeting – September 20
- Auburn Street Business District Meeting – September 27

ROCKFORD POLICE DEPARTMENT

Areas for Improvement

- Fewer Burglary
- Fewer Robbery
- Fewer arrests involving persons on parole and probation
- Crime reduction Strategy
- Prisoner re-entry Program

ROCKFORD POLICE DEPARTMENT

IDENTIFIED CRIMES AGAINST PERSONS	2010 YTD	2011 YTD	2012 YTD
09A Murder & Nonnegligent Manslaughter	12	15	7
09B Negligent Manslaughter	1	0	0
09C Justifiable Homicide	0	0	0
100 Kidnapping/Abduction/Unlawful Restraint	33	29	37
11A Forcible Rape	69	76	65
11B Forcible Sodomy	8	10	5
11C Sexual Assault With an Object	0	1	-1
11D Forcible Fondling	29	63	36
13A Aggravated Assault	1245	1128	984
13B Simple Assault	3165	2959	2578
13C Intimidation	487	444	387
TOTAL	5049	4725	4098
IDENTIFIED CRIMES AGAINST PROPERTY			
120 Robbery	366	416	317
220 Burglary/Breaking & Entering	1666	1381	1230
TOTAL	2032	1797	1547

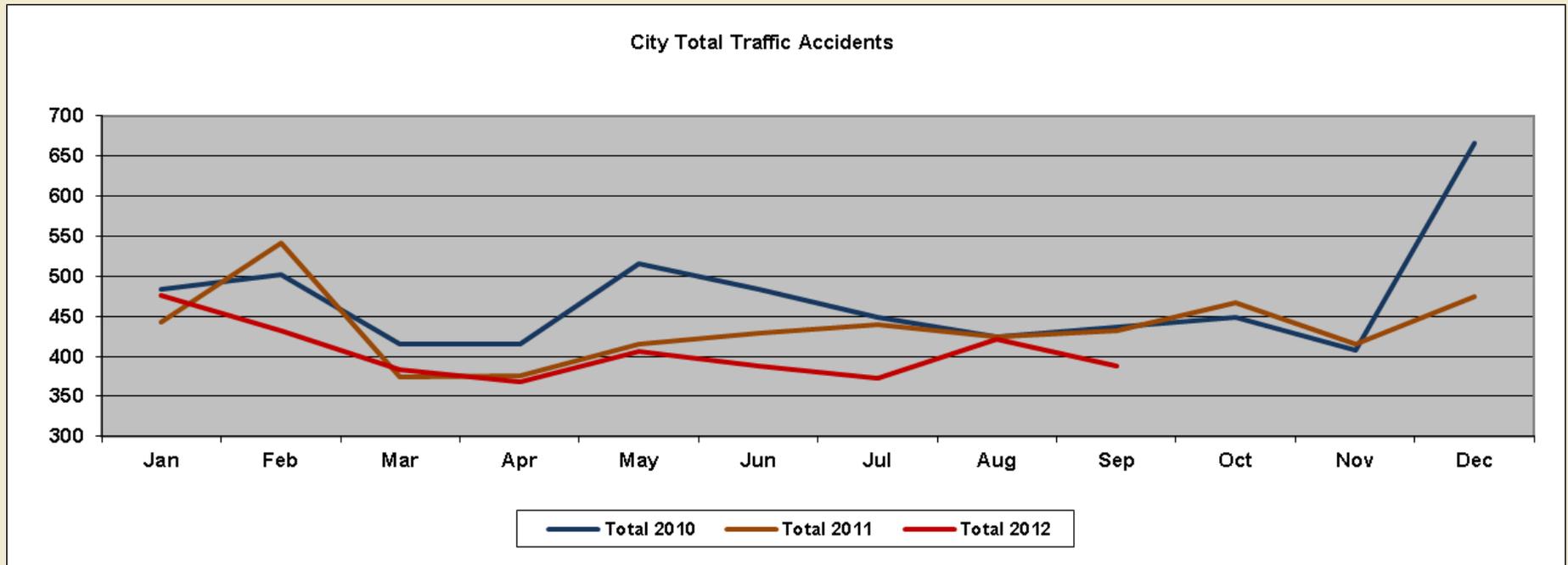
*The above NIBRS offenses have been identified for discussion in Rockstat. This is not a complete list of NIBRS Crimes Against Persons and Crimes Against Property. A complete list and offense count is available on the City of Rockford website.

ROCKFORD POLICE DEPARTMENT

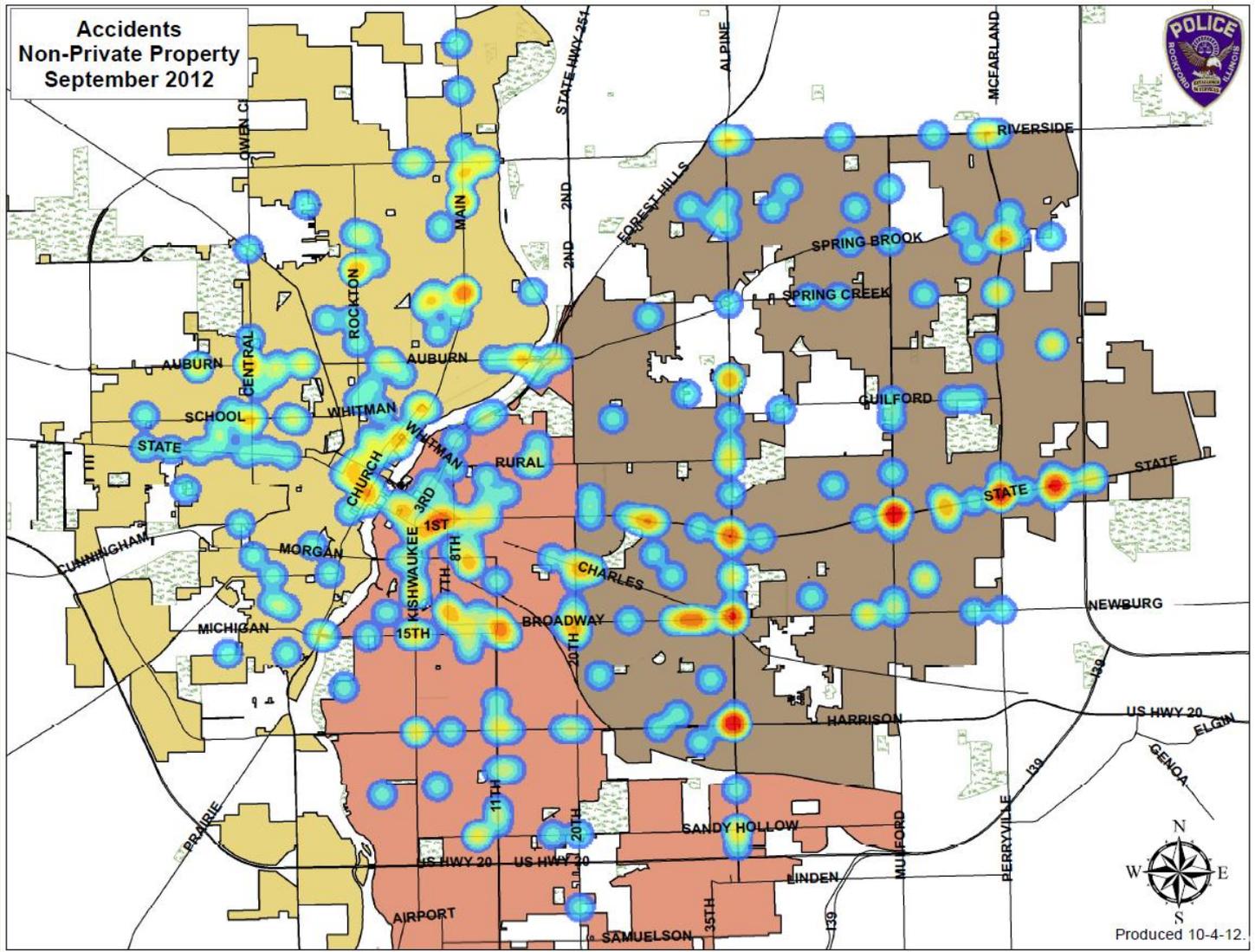
13A Aggravated Assault: Gun-Related

Gun-Related 13A Aggravated Assaults	YTD through September 2012			
	2009	2010	2011	2012
041A Aggravated Battery - Handgun	61	74	66	57
041B Aggravated Battery - Other Firearm	9	12	10	14
051A Aggravated Assault - Handgun	77	107	90	83
051B Aggravated Assault - Other Firearm	7	12	7	8
051B Aggravated Assault (Discharged a Firearm)	3	2	1	2
0650 Home Invasion (Discharges Firearm-Caused Injury)		1	1	3
1410 Aggravated Discharge of a Firearm	33	61	53	60
1410 Aggravated Discharge of a Firearm (At or into an occupied building)	55	81	64	63
1410 Aggravated Discharge of a Firearm (Discharged in the direction of a person)	50	64	43	58
TOTAL	295	414	335	348
Total # of People Arrested in Gun Recovery Cases				26
Number Referred to SA Office				26
Number Reviewed by AUSA				3
Number Prosecuted by AUSA				0

ROCKFORD POLICE DEPARTMENT

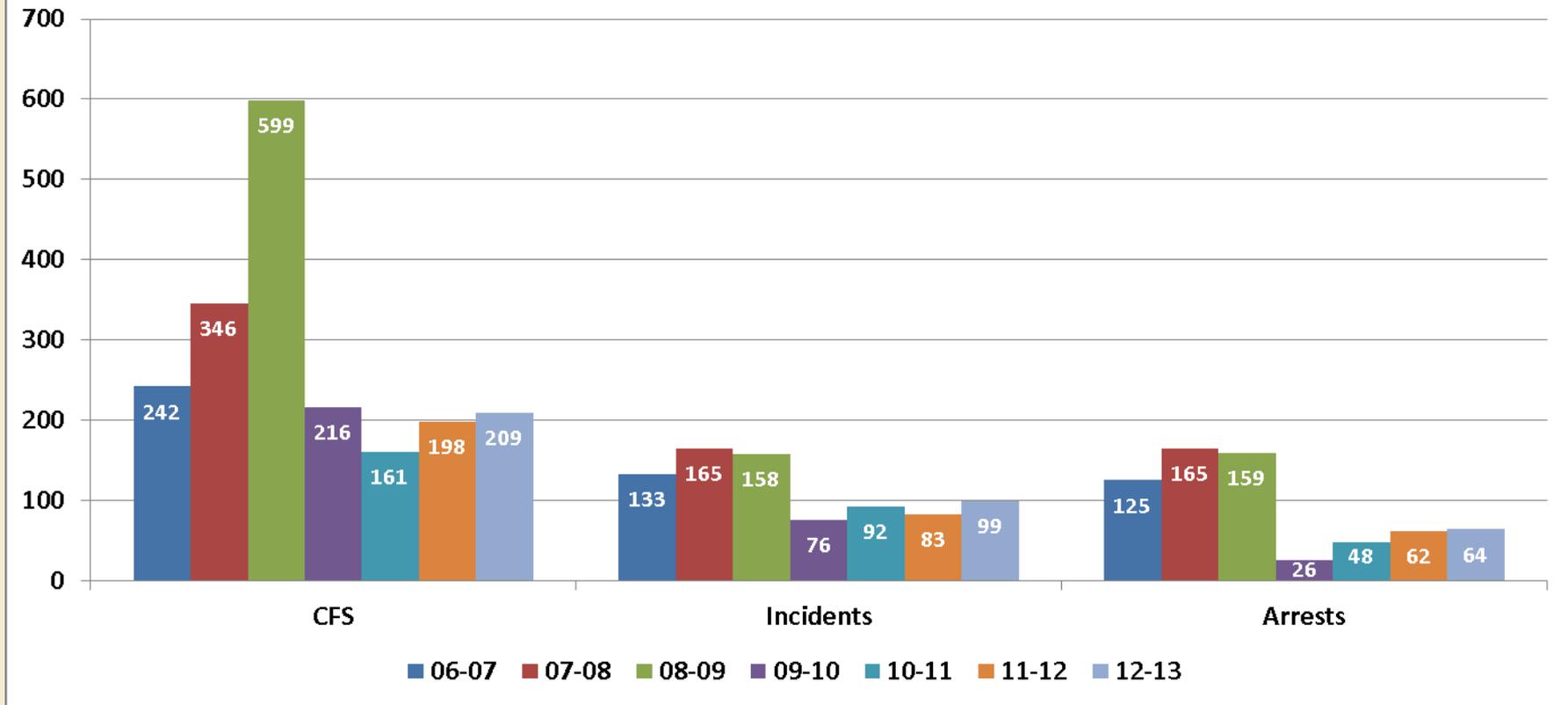


ROCKFORD POLICE DEPARTMENT



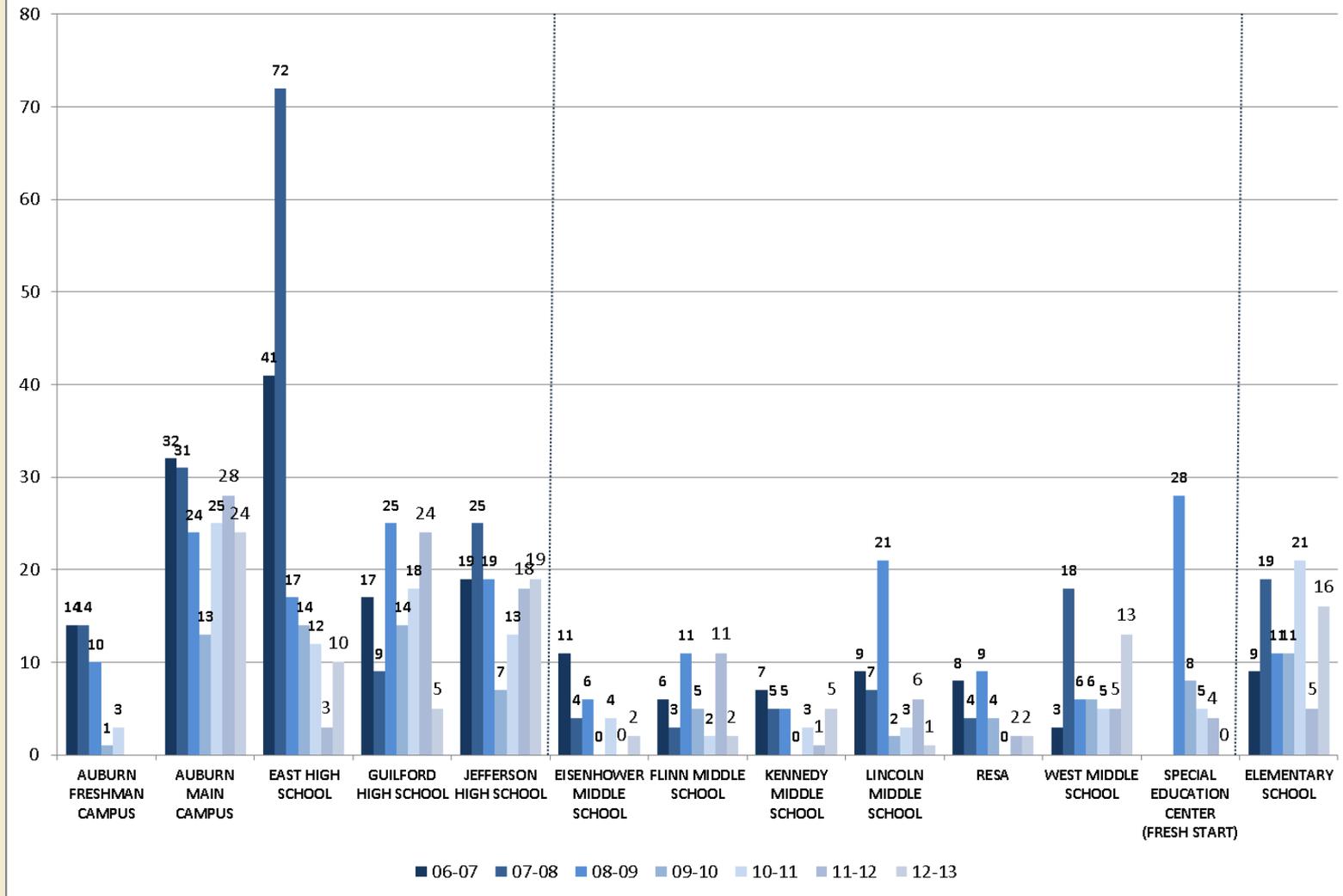
ROCKFORD POLICE DEPARTMENT

School Years through September 30



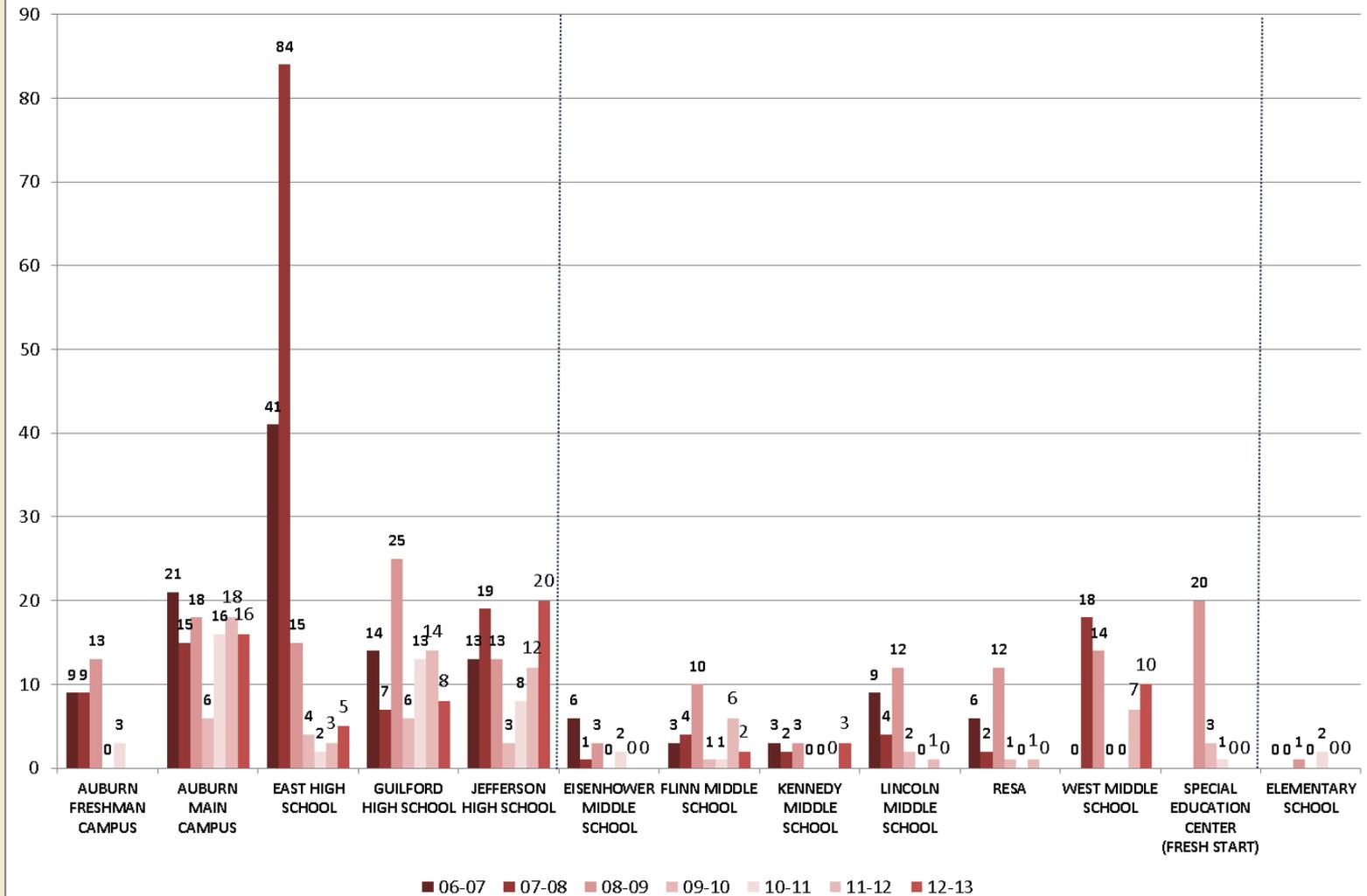
ROCKFORD POLICE DEPARTMENT

Offenses for each School Year



ROCKFORD POLICE DEPARTMENT

Arrests for each School Year



ROCKFORD POLICE DEPARTMENT

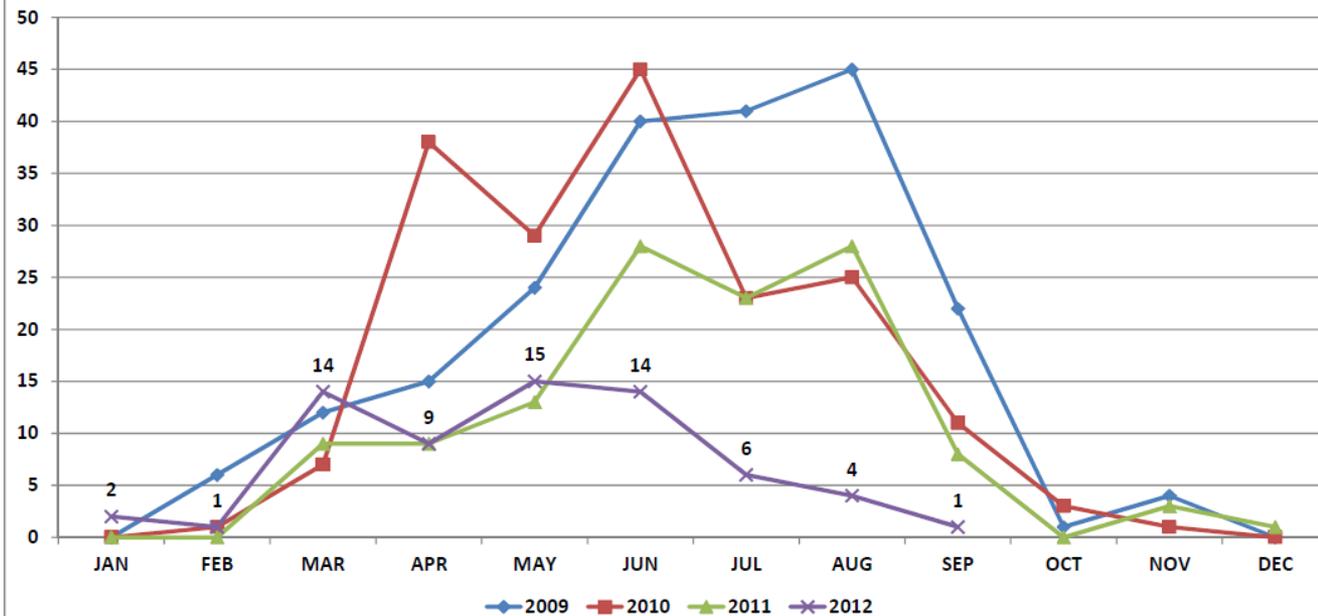
Citywide Vehicle Sound Amplification Summary

Calls for Service	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2011	6	8	16	22	49	44	27	28	23	12	11	8
2012	9	8	47	32	38	29	22	25	14			
% CHANGE	50.00%	0.00%	193.75%	45.45%	-22.45%	-34.09%	-18.52%	-10.71%	-39.13%			

Citations	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2011	0	0	1	7	10	14	5	11	3	0	1	0
2012	2	1	1	5	4	7	4	2	1			
% CHANGE	#DIV/0!	#DIV/0!	0.00%	-28.57%	-60.00%	-50.00%	-20.00%	-81.82%	-66.67%			

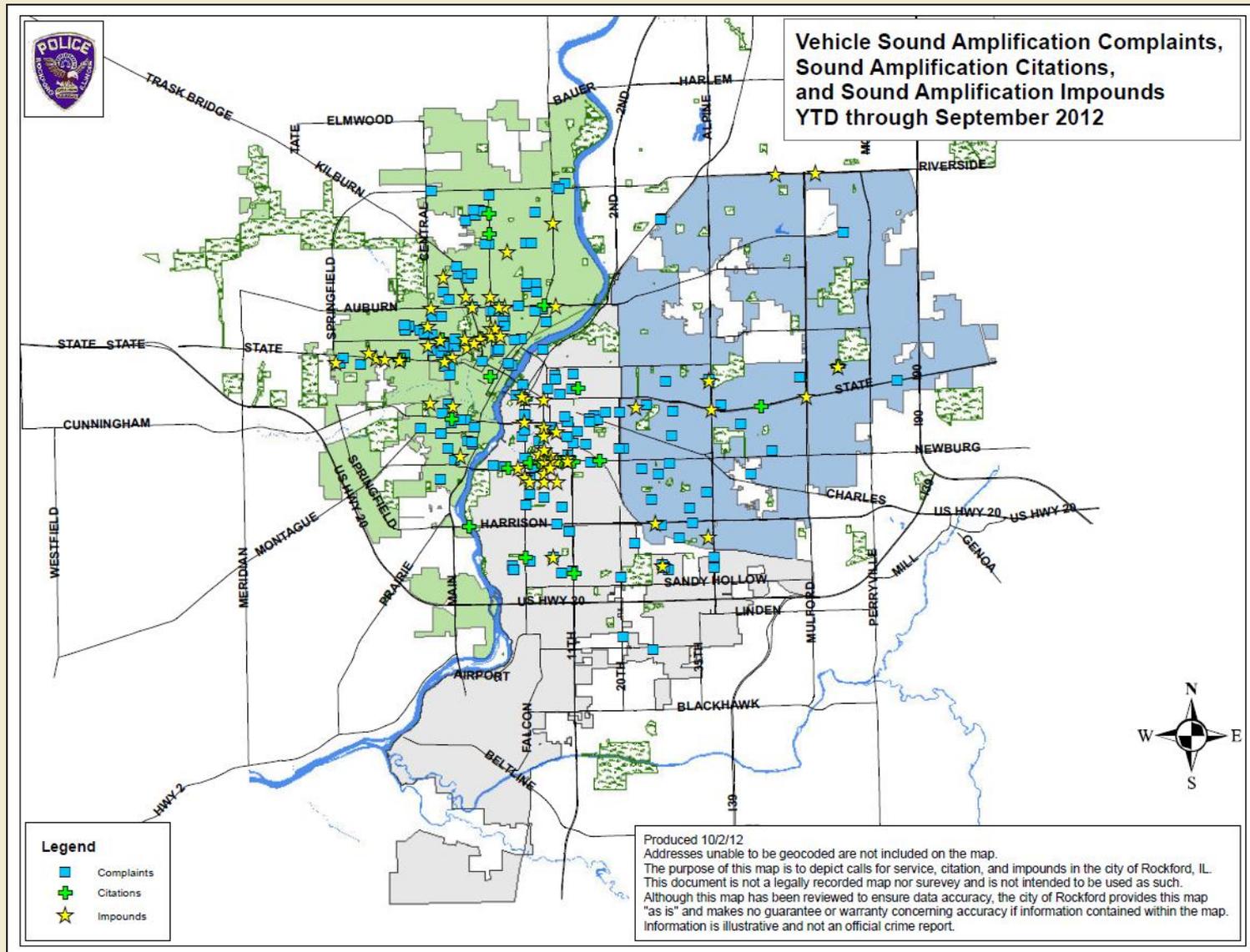
Impounds	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2011	0	0	9	9	13	28	23	28	8	0	3	1
2012	2	1	14	9	15	14	6	4	1			
% CHANGE	#DIV/0!	#DIV/0!	55.56%	0.00%	15.38%	-50.00%	-73.91%	-85.71%	-87.50%			

City Ordinance - Sound Amplification Impounds



**Data obtained from NetRMS & Vehicle Impound Db. Produced 10-2-12.

ROCKFORD POLICE DEPARTMENT



ROCKFORD POLICE DEPARTMENT

RHA

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
ARRESTS													
Total Number of Arrests	16	25	20	34	28	27	28	17	23				218
Residents	3	6	6	4	7	2	5	3	3				39
Non-Residents	13	19	14	30	21	25	23	14	20				179
By Property													
Blackhawk	3	5	10	14	6	8	3	6	7				62
Brewington Oaks	0	3	2	0	1	0	3	2	1				12
Fairgrounds	3	7	3	10	14	7	12	6	3				65
North Main Manor	0	1	0	0	0	2	2	2	2				9
Olesen Plaza	0	0	1	0	0	1	3	0	2				7
Orton Keys	9	8	3	10	5	9	5	1	7				57
Park Terrace	1	1	1	0	2	0	0	0	1				6
By Crime Type													
Criminal Trespass to RHA Property	4	10	7	19	8	17	14	8	14				101
Domestic-related offenses	3	4	4	1	1	1	7	3	1				25
Drug-related offenses	11	9	5	9	4	10	3	2	4				57
Miscellaneous criminal offenses	0	3	5	5	11	2	8	7	11				52
Traffic offenses	0	5	1	2	0	1	1	1	0				11
Warrants	6	10	7	6	6	5	2	2	5				49
RECOVERIES													
Cannabis (in grams)	54.8	38.7	5.0	14.8	13.8	8.4	5.3	0.0	7.3				148.1
Cocaine (in grams)	0.4	7.2	29.8	0.8	0.0	0.1	0.0	0.0	0.0				38.3
Heroin (in grams)	0.0	15.3	0.0	0.0	0.0	0.3	0.0	0.4	0.0				16.0
Pills of MDA	0	0	80	0	0	0	0	0	0				80
Guns	1	0	0	0	2	0	0	0	1				4
US Currency	\$0	\$610	\$895	\$58	\$0	\$0	\$0	\$0	\$0				\$1,563
By Property													
Blackhawk	1	1	1	4	2	2	0	0	3				14
Brewington Oaks	0	0	0	0	0	0	0	0	0				0
Fairgrounds	2	2	2	1	2	2	1	0	0				12
North Main Manor	0	0	0	0	0	1	0	1	1				3
Olesen Plaza	0	0	0	0	0	0	2	0	0				2
Orton Keys	5	5	0	2	0	1	0	0	0				13
Park Terrace	0	0	1	0	0	0	0	0	0				1

ROCKFORD POLICE DEPARTMENT

RHA

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Property Bans													
Property Bans Issued by RPD	7	1	4	1	4	4	2	5	1				29
Bans from Metro Enforcement	48	27	41	58	42	50	39	21	23				349
Client/Service Cancellation													
Developments & High Rises Referred						5	4	2	3				
Developments & High Rises Cancelled						5	4	2	*				
Voucher Holders Referred						5	7	1	4				
Voucher Holders Cancelled						5	7	1	*				
Total Referred	0	0	0	0	0	10	11	3	7				
Total Cancelled	0	0	0	0	0	10	11	3					

*=Results Pending RHA Review.

Public Works Dept.

PRESENTED BY:

Mark Stockman – Street Superintendent

Tim Holdeman – Water Superintendent

Street & Transportation Division

PRESENTED BY:

Mark Stockman – Street Superintendent

STREET DIVISION

Dashboard

Monthly Performance		2012 Monthly Target	Apr	May	Jun	Jul	Aug	Sep
Street Operations	Open Pothole Requests	200	62	53	36	29	12	9
	Potholes Requests - Average Days to Close	5	2	7	5	4	2	3.5
	Miles of Street Swept	500	306	512	48	100	75	81
	# Trees Trimmed	200	245	158	79	100	90	255
	Open Forestry Requests	300	376	462	687	598	558	553
	Forestry Requests - Average Days to Close	60	53	55	16	6	27	38.6
	Total Requests	850	8	741	708	735	711	662
	Total Requests - Average Days to Close	20	25	31	13	8	18	24
Total Open Requests	600	567	681	781	731	608	645	
Traffic Operations	Graffiti Removal Time in ≤ 5 days	95%	39%	98%	99%	99%	100%	100%
	% Signals Repaired Compared to Reported	95%	99%	100%	100%	100%	100%	99%
	% Signals Replaced Compared to Reported	95%	NA	100%	99%	100%	100%	50%
	Signal Bulb Outage Response Time in ≤ 24 hrs	95%	96%	98%	98%	100%	100%	97%
	City Street Light Outage Response Time ≤ 5 days	95%	100%	98%	100%	100%	100%	94%
	Parking Lot Striping % to Plan	95%					65%	100%
	% Sign Repaired/Replac. to Reported	95%	100%	95%	100%	99%	88%	100%
	Signs Repair/Replac. Response Time ≤ 5 days	95%	100%	100%	100%	100%	88%	90%

Street & Transportation **Achievements**

- Completed Citywide Striping – 141 miles
- Graffiti Removal – 1.5 Day Average
- Only 9 Open Pothole Requests
- Creek Maintenance is progressing ahead of schedule

Street & Transportation

Areas for Improvement

- Only 50% of signal knockdowns replaced within the targeted benchmark (weekend knockdown Sept. 29, 2012 - replaced Oct .1, 2012)
- Traffic Signs – Sign repairs did not meet benchmark due to striping activities
- Tree Maintenance

Street & Transportation

Ash Tree Update



Water Division

PRESENTED BY:
Tim Holdeman – Water Superintendent

PUBLIC WORKS / WATER DIVISION

Scorecard

Monthly Performance		2012 Monthly Target	Apr	May	Jun	Jul	Aug	Sep	
Water Operations	Distribution	Emergency Repair Time (hours)	3	0	2	2	0.8	1.6	0.5
		% of Total Repairs That Are Planned	80%	90%	90%	86%	85%	85%	84%
		Emergency JULIE Locate Response Time (hrs)	2	0.5	0.5	0.5	0.5	0.6	0.5
		Backlog of Non-Emerg Repairs (Weekly Avg)	25	20	30	22	20	23	20
		# of Winter Backlog Jobs	130	2					
		Water Main Flushed (mi)	20	77	76	67	48	69	72
	Customer Service	Average # of Days to Correct Meter Problem	30	21	27	29	33	23	32
		# of Days for First Available Scheduling	3	2.1	0.4	0.6	2.8	2.7	1.4
		% of Citizens Receiving 1st Choice Scheduling	90%	98%	98%	96%	94%	92%	97%
	Production	% Meeting Demand for Water Pumped	110%	158%	112%	117%	117%	116%	117%
		Service Pressure Excursions	200	40	216	95	118	62	50
		% of Total Maintenance Hrs Available	70%	70%	68%	66%	60%	63%	72%
		# of Water Quality Complaints	9	1	4	4	1	0	0
		% of Total Production from Rehabed Wells	80%	85%	82%	81%	80%	82%	83%
	Financial	Total Amt Past 30 Days Due as % of Revenue	5%	3.3%	3.6%	3.5%	3.6%	3.1%	2.9%
		Operating Revenue, % of Plan	95%	88%	93%	99%	107%	143%	101%
		Number of New Water Connections	8	3	11	2	3	2	0

PUBLIC WORKS / WATER DIVISION

Achievements

- Excellent Water Quality
- Sufficient Supply & Pressure
- Illinois AWWA Webinar – Customer Service in Action
- 2011 AWWA Benchmarking Survey Completed
- Major Main Break Response

Areas of Improvement

- Water Main Corrosion Assessment
- Water Production Section Operational Improvements