



CITY OF ROCKFORD ROCKSTAT

JULY 11, 2013

Rockford Fire Department

PRESENTED BY:
Chief Derek Bergsten

Rockford Fire Department

Dashboard

Measure	2012 YTD Benchmark	2013 YTD
EMS & Search and Rescue Incidents	9,484	9,776
Total Fires	419	346
Structure Fire Incidents (Residential)	109	121
Structure Fire Incidents (Commercial)	30	24
Vehicle Fire Incidents	65	47
Outside Fire Incidents	115	46
Open Burning Incidents	100	108
Inspections	3,781	2,786
Arsons	43	45
Public Education Activities	145	46
911 Calls	65,028	57,664

Rockford Fire Department

Follow up Question- Building Fires in Vacant Structures

	2012 YTD	2013 YTD
Vacant Commercial	2	2
Vacant Residential	10	6
Total Vacant Building Fires	12	8
Total Building Fires	98	91

- Vacant building fires decreased by 4 incidents, 2012 YTD compared to 2013 YTD
- 2012 YTD vacant building fires as a percentage of total building fires- 12.24%
- 2013 YTD vacant building fires as a percentage of total building fires- 8.79%
- 3 out of the 8 vacant building fires in 2013 were due to arson.

*Building fires are a subset of total structure fires. Structure fires includes any fire on or in a structure. Building fires only include those fires in which the structure was involved in the fire.

Rockford Fire Department

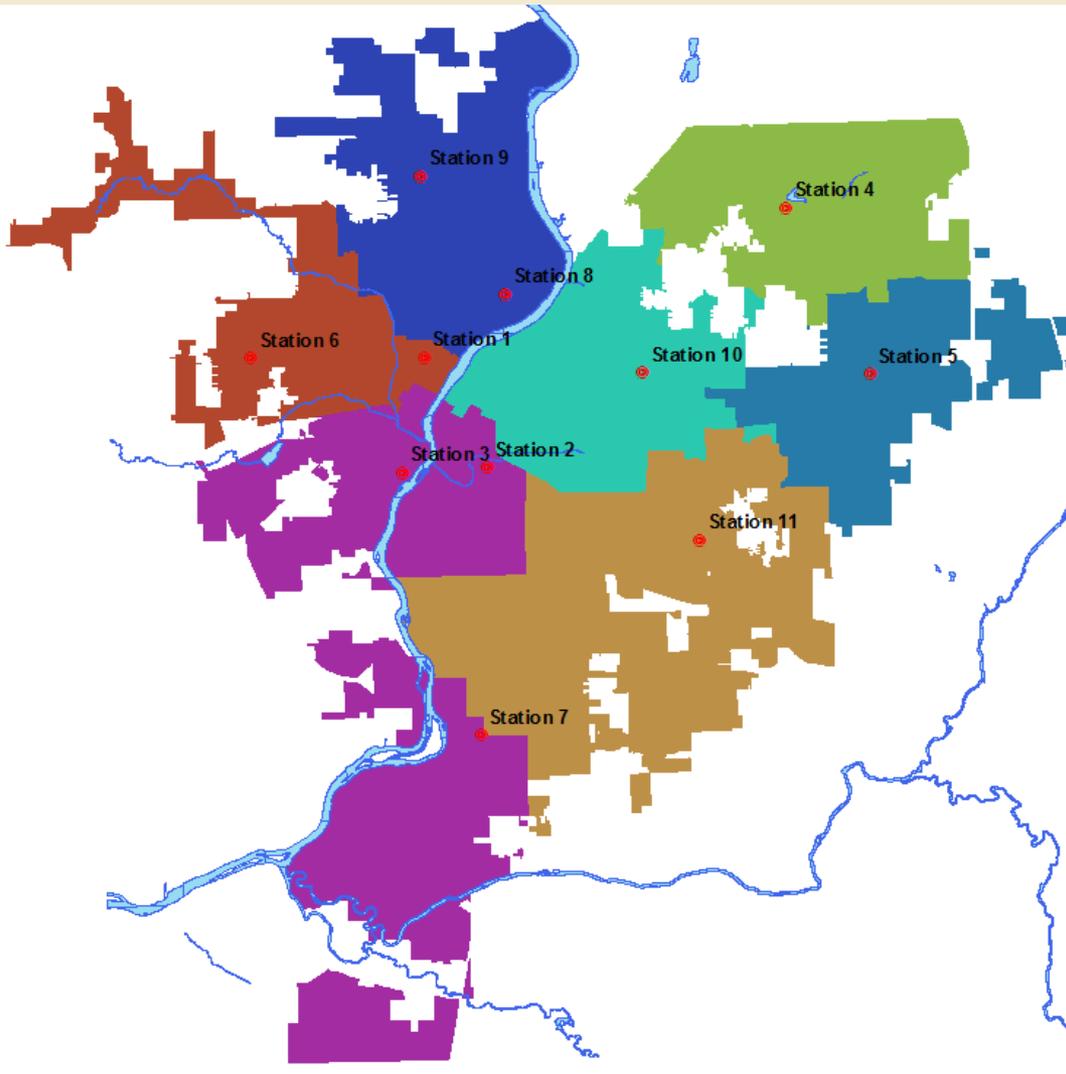
Open Burning- Notice to Appear Tickets

- Began writing Notice to Appear tickets the last week in May
- To date, 14 tickets have been issued
- Total open burning 2012 YTD- 100
- Total open burning 2013 YTD- 108



Rockford Fire Department

6th and 7th Ambulances



Legend

AmbulanceStills2013

FirstAmbul

Placed in Service 6/26



Charlie 12 (Station 4)

Charlie 15 (Station 5)

Charlie 16 (Station 10)

Placed in Service 6/19



Charlie 26 (Station 6)

Charlie 27 (Station 9)

Charlie 28 (Station 11)

Charlie 29 (Station 3)

Rockford Fire Department

6th and 7th Ambulances

Ambulance Responses 6/26/2013-7/3/2013

Amb	Runs	Percentage	Avg per Day
RC12	34	8.63%	4.86
RC15	33	8.38%	4.71
RC16	57	14.47%	8.14
RC26	71	18.02%	10.14
RC27	56	14.21%	8.00
RC28	66	16.75%	9.43
RC29	75	19.04%	10.71
Total	392		56.00
Reserves	0		
Privates	2	0.51%	0.29
Total	394		56.29

Ambulance Travel Times (Enroute→Arrival on Scene)

2 weeks before and after New Ambulances in Service

Date Range	90th Percentile Travel Time
6/5 to 6/19	8:13
6/19 to 7/3	7:29

* 2012 Avg Private Ambulance Responses per day = 3.18

Rockford Fire Department

4th of July

- July 1st
 - 2 Fire Prevention personnel 8:00pm-12:00am
 - 13 fireworks calls
- July 2nd
 - 2 Fire Prevention personnel 8:00pm-12:30am
 - 29 fireworks calls
- July 3rd
 - 3 Fire Prevention personnel 8:00pm-12:00am
 - 78 fireworks calls
- July 4th
 - 4 Fire Prevention personnel in Millennium Park during Fireworks show
- Total of 2 NTAs written for fireworks violations



Rockford Fire Department

Achievements

- Grant for Emergency Management Institute
- Addition of 6th and 7th Ambulances
- Operations support for additional ambulances
- Firework enforcement detail-partnering with PD
- Open Burning
- Hazardous Materials/Rail Safety

Rockford Fire Department

Areas for Improvement

- Inspection Process (re-evaluating priorities of inspection staff)
- Permitting Process- Internal Reporting
- Firehouse (Fire Department records management system)- connection at fire stations
- Fixed assets needs assessment

Rockford Police Department

PRESENTED BY:
ASSISTANT DEPUTY CHIEF DOUG PANN



CITYWIDE SCORECARD

July 11, 2013



OFFENSES						
Item	Previous Compstat	Current Compstat	% Change	YTD 12	YTD 13	% Change
Aggravated Battery/Shots Fired	45	42	-6.67%	241	237	-1.66%
Robbery	29	22	-24.14%	235	177	-24.68%
Burglary	134	177	32.09%	901	808	-10.32%
Auto Theft	19	19	0.00%	174	200	14.94%
Burglary to Motor Vehicle and Theft from Motor Vehicle	94	71	-24.47%	654	532	-18.65%
West Gateway Coalition Group A Offenses	69	92	33.33%	578	434	-24.91%
Central City Neighborhoods	114	122	7.02%	791	734	-7.21%
Prostitution Complaints (CFS offense code 1505)	26	66	153.85%	246	158	-35.77%
Traffic Accidents - COMPLETED REPORTS ONLY (May-June)	390	331	-15.13%	2,453	2,386	-2.73%
Dispatched Calls for Service (Not Self-Initiated)	7,949	8,204	3.21%	46,050	42,484	-7.74%
Self-Initiated Calls for Service	1,243	1,423	14.48%	7,964	7,931	-0.41%
# of Repeat Arrestees (arrested >= 3 times)	4	11	175.00%	193	152	-21.24%
# of Repeat Priority 0 & 1 Locations (appear >= 5 times)	19	26	36.84%	485	398	-17.94%

ACTIVITY						
Item	Previous Compstat	Current Compstat	% Change	YTD 12	YTD 13	% Change
Sound Amplification Complaints	26	45	73.08%	163	134	-17.79%
Sound Amplification Impounds	2	11	450.00%	55	22	-60.00%
Active Warrants	3,146	3,139	-0.22%			
Warrant Checks	65	88	35.38%			
Parolee Checks	29	43	48.28%			

ACTIVITY						
Item	Previous Compstat	Current Compstat	% Change	YTD 12	YTD 13	% Change
# of People Arrested for Narcotics (35 A&B)	89	79	-11.24%	533	462	-13.32%
# of Traffic Stops	1,384	1,497	8.16%	8,699	8,498	-2.31%
# of Traffic Tickets	1,191	1,227	3.02%	8,792	7,332	-16.61%
# of Guns Seized	20	18	-10.00%	138	117	-15.22%

*N/C is "not calculable"



GROUP A DASHBOARD

Last Month vs This Month

YTD '12 vs YTD '13

GROUP A OFFENSES

	MAY 2013	JUNE 2013	% Change	
City	1,558	1,638	5.13%	↑
<i>Incidents</i>	1,161	1,248	7.49%	↑
District 1	679	705	3.83%	↑
District 2	508	506	-0.39%	↓
District 3	345	322	-6.67%	↓

	2012	2013	% Change	
City	10,530	9,640	-8.45%	↓
<i>Incidents</i>	7,856	7,321	-6.81%	↓
District 1	3,842	3,721	-3.15%	↓
District 2	3,065	2,802	-8.58%	↓
District 3	2,231	1,863	-16.49%	↓

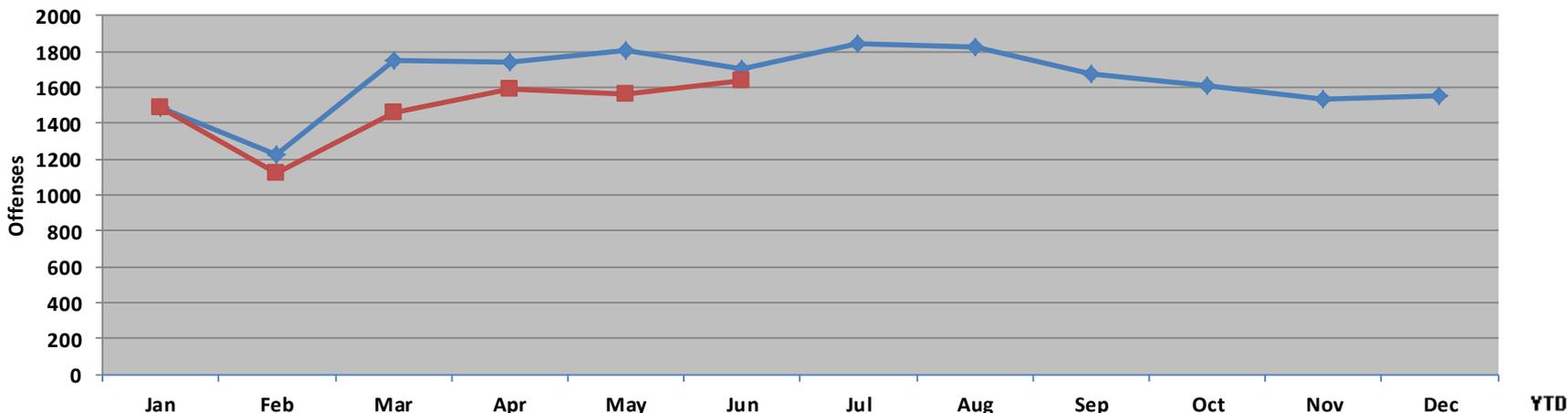
**Produced 7/5/13

**City data based on NIBRS Greenbar report.

**District data from Geo Policing.

**Focus areas from monthly reports.

Group A Offenses



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
2012	1,485	1,227	1,748	1,736	1,805	1,706	1,843	1,824	1,677	1,613	1,537	1,549	10,530
2013	1,485	1,118	1,456	1,593	1,558	1,638							9,640

NIBRS Group A Offenses: Twenty-two crime categories made up of 46 offenses considered to be the most serious. May be a crime against person, property or society (for example: Murder, Robbery, Burglary, Drug Offenses, Theft, Prostitution, etc).



VIOLENT CRIME DASHBOARD

Goal: Reduce Violent Crime by 5%

Last Month vs This Month

YTD '12 vs YTD '13

VIOLENT CRIME OFFENSES

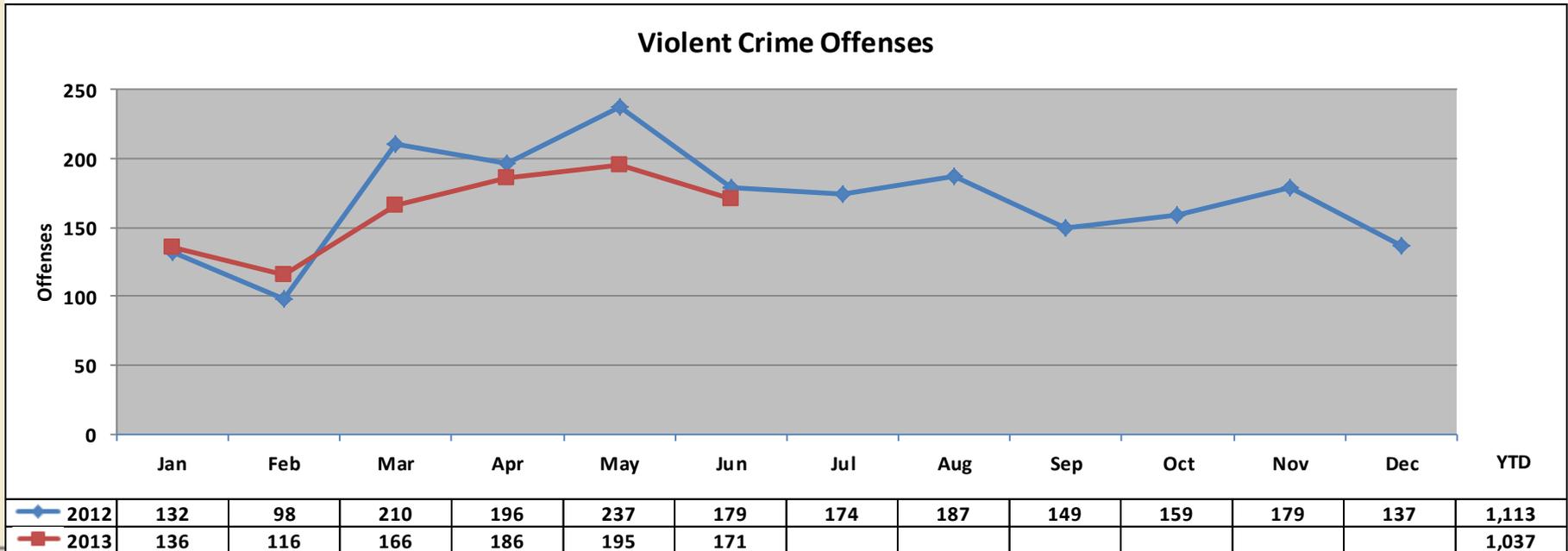
	MAY 2013	JUNE 2013	% Change	
City	195	171	-12.31%	↓
<i>Incidents</i>	152	133	-12.50%	↓
District 1	76	75	-1.32%	↓
District 2	53	49	-7.55%	↓
District 3	24	11	-54.17%	↓

	2012	2013	% Change	
City	1,113	1,037	-6.83%	↓
<i>Incidents</i>	855	809	-5.38%	↓
District 1	451	369	-18.18%	↓
District 2	287	275	-4.18%	↓
District 3	111	119	7.21%	↑

**Produced 7/5/13

**City data based on NIBRS Greenbar report.

**District data from Geo Policing.



Violent Crime Offenses: Include NIBRS Group A Offenses that are under crime categories of Murder, Rape, Robbery, & Aggravated Assault.



PROPERTY CRIME DASHBOARD

Goal: Reduce Property Crime by 5%

Last Month vs This Month

YTD '12 vs YTD '13

PROPERTY CRIME OFFENSES

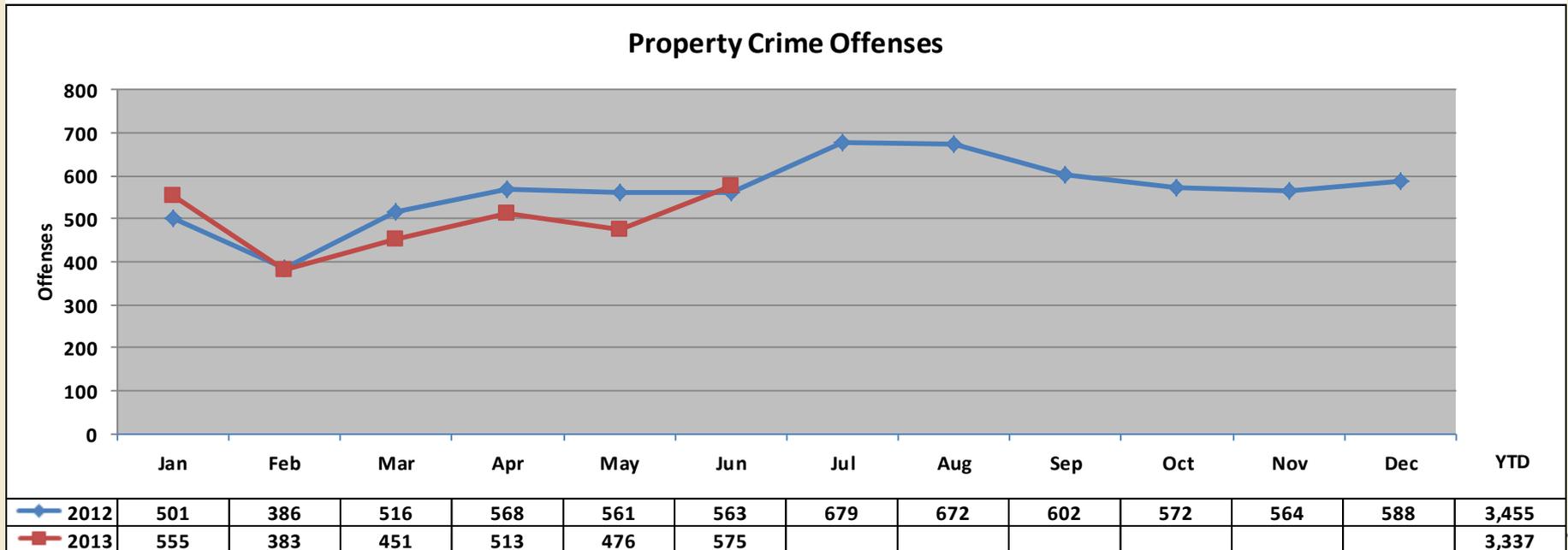
	MAY 2013	June 2013	% Change	
City	476	575	20.80%	↑
<i>Incidents</i>	458	562	22.71%	↑
District 1	199	226	13.57%	↑
District 2	150	158	5.33%	↑
District 3	158	177	12.03%	↑

	2012	2013	% Change	
City	3,455	3,337	-3.42%	↓
<i>Incidents</i>	3,403	3,267	-4.00%	↓
District 1	1,059	1,139	7.55%	↑
District 2	1,000	932	-6.80%	↓
District 3	1,055	911	-13.65%	↓

**Produced 7/5/13

**City data based on NIBRS Greenbar report.

**District data from Geo Policing.



Property Crime Offenses: Include NIBRS Group A Offenses that are under Burglary, Theft, and Motor Vehicle Theft.

Rockford Police Department

Firearm Recoveries

2012	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
FIREARMS RECOVERED	27	11	22	20	22	29	15	27	37	9	18	15	102
FIREARMS TRACED THROUGH ATF	41	25	43	40	30	50	27	50	35	12	16	21	179
FIREARM ARRESTS	25	10	16	13	17	18	7	17	26	4	11	9	81
FIREARM ARRESTS PROSECUTED BY THE STATES ATTORNEY	25	10	16	13	17	18	7	17	26	4	11	9	81
FIREARM CASES REFERRED TO ATF	27	10	9	15	17	18	3	3	16	14	14	14	78
FIREARM CASES REVIEWED BY THE US ATTORNEY'S OFFICE	2	1	9	1	5	2	3	3	3	0	4	2	18
FIREARM CASES PROSECUTED BY THE US ATTORNEY'S OFFICE	0	1	2	0	1	0	1	1	0	0	4	0	4

2013	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
FIREARMS RECOVERED	24	12	17	26	20	18							117
FIREARMS TRACED THROUGH ATF	24	12	17	26	20	18							117
FIREARM ARRESTS	17	5	13	27	15	11							88
FIREARM ARRESTS PROSECUTED BY THE STATES ATTORNEY	17	5	13	27	15	11							88
FIREARM CASES REFERRED TO ATF	13	10	10	8	5	9							55
FIREARM CASES REVIEWED BY THE US ATTORNEY'S OFFICE	0	3	0	0	2	0							5
FIREARM CASES PROSECUTED BY THE US ATTORNEY'S OFFICE	0	3	0	0	1	0							4



ROCKFORD POLICE DEPARTMENT

WEEKLY REPORT

For Week Ending June 29, 2013

Total Arrests

Total number of County Adult Parolees: 1,000
 Total number of County Adult Probationers: 3,283
 Total number of County Juvenile Probationers: 684

Arrests	Jun 23 - Jun 29					Jan 1 to Date				
	Violent Crimes	Property Crimes	Other Crimes	All Crimes	% of Total	Violent Crimes	Property Crimes	Other Crimes	All Crimes	% of Total
Adult Probationer	1	5	16	22	10.7%	26	73	487	586	12.1%
Juvenile Probationer	0	0	4	4	2.0%	9	18	110	137	2.8%
Parolee	0	0	5	5	2.4%	14	15	147	176	3.6%
Probationers/Parolees Arrests	1	5	25	31	15.1%	49	106	744	899	18.6%
All Other Arrests	10	17	147	174	84.9%	152	398	3,375	3,925	81.4%
Total Arrests	11	22	172	205	100.0%	201	504	4,119	4,824	100.0%

Data sources - NetRMS, Parolee (most recent month's data) and Probation (current data)

All arrest counts are for those currently on parole and probation arrested in Rockford Police incidents during the period.

THIS REPORT INCLUDES ALL ARRESTS (custodial and non-custodial).

Report Date: 07/03/2013

RHA

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
ARRESTS													
Total Number of Arrests	19	18	17	24	25	27							130
Residents	4	7	1	0	3	4							19
Non-Residents	15	11	16	24	22	23							111
By Property													
Blackhawk	9	2	2	6	1	8							28
Brewington Oaks	3	1	3	1	2	0							10
Fairgrounds	0	4	5	7	13	10							39
North Main Manor	2	0	0	1	0	3							6
Olesen Plaza	0	0	3	2	5	1							11
Orton Keyes	4	9	3	5	3	4							28
Park Terrace	1	2	1	2	1	1							8
By Crime Type													
Criminal Trespass to RHA Property	13	11	9	14	17	9							73
Domestic-related offenses	2	4	2	3	1	1							13
Drug-related offenses	4	2	2	5	4	5							22
Miscellaneous criminal offenses	3	2	3	12	10	10							40
Traffic offenses	2	0	0	1	0	11							14
Warrants	3	0	1	6	2	6							18
RECOVERIES													
Cannabis (in grams)	13.2	8.8	21.3	55.5	1.2	56.9							156.9
Cocaine (in grams)	0.1	0.0	0.0	4.8	0.0	3.1							8.0
Heroin (in grams)	0.0	0.0	0.0	0.0	0.0	0.0							0.0
Pills of MDA	0	5	0	0	0	0							5
Guns	0	0	0	2	0	1							3
US Currency	\$0	\$0	\$840	\$290	\$0	\$71							\$1,201
By Property													
Blackhawk	0	0	1	3	0	2							6
Brewington Oaks	2	0	1	0	0	0							3
Fairgrounds	0	0	0	2	1	2							5
North Main Manor	0	0	0	0	0	0							0
Olesen Plaza	0	0	0	0	0	1							1
Orton Keyes	1	1	0	1	0	1							4
Park Terrace	0	1	0	0	0	0							1

Rockford Police Department

RHA

Property Bans													
Property Bans Issued by RPD	3	2	0	1	0	4							10
Bans from Metro Enforcement	22	14	34	30	21	21							142

Client/Service Cancellation													
Developments & High Rises Referred	4	2	0	0	3	2							
Developments & High Rises Cancelled	3	2	0	0	3	2*							
Voucher Holders Referred	0	2	1	4	4*	5							
Voucher Holders Cancelled	0	2	1	4	0	5*							
Total Referred	4	4	1	4	3	7	0						
Total Cancelled	3	4	1	4	3	####	0						

*=Results Pending RHA Review.

Rockford Police Department

Achievements

- Rockford Junior Youth Academy Graduation (31 students)
- Youth Police Academy Graduation (15 Students)
- Rockford 1st in State for DUI arrests (699 in 2012) and 3 Investigators placed in Top Cop competition
- 4th Parolee Call-in completed
- Violent Crime Down 12% for June and 6.8% YTD
- Facebook page created June 17
- Officers attended 28 neighborhood meetings
- Lighting survey and CPTED analysis completed for Fairgrounds

Improvements

- Violent Crime Reduction 5%
- Property Crime Reduction 5%
- Development of Police Blotter
- Development of Parolee Call-in data information report
- LEADS Online public awareness campaign



RockStat Report
July 2013
Security Department
Ron Clewer- Chief Executive Officer
Sybil Mueller – Housing Policy Manager
Ronelia Gruber – Resident Programs Manager

Achievements

- Increase in resident reporting crime - Fairgrounds
- Community Gardens
- Summer Programs have started
- Starting to install new cameras
- 100% Completion \$975,000.
- New 5 year Strategic Plan, Communications Plan, and PHA Plan guided by deconcentration

Areas to Improve

- Fairgrounds and high rises will need additional attention
- Build relationships with community
- Reduce unnecessary calls for service
- Continued improvement to community concerns

Rockford Housing Authority

Rockford Housing Authority Security Dashboard

	Blackhawk	Brewington	Buckbee	Fairgrounds	Midvale	North Main	Olesen	Orton Keyes	Park Terrace	Summit Green	Total
Criminal Arrests on RHA Property											
Benchmark	20	6	0	29	0	4	2	24	2	0	87
2013	15	3	0	30	0	4	8	12	4	0	76

***Benchmark is the average of 2010-2012 (April - June Only)*

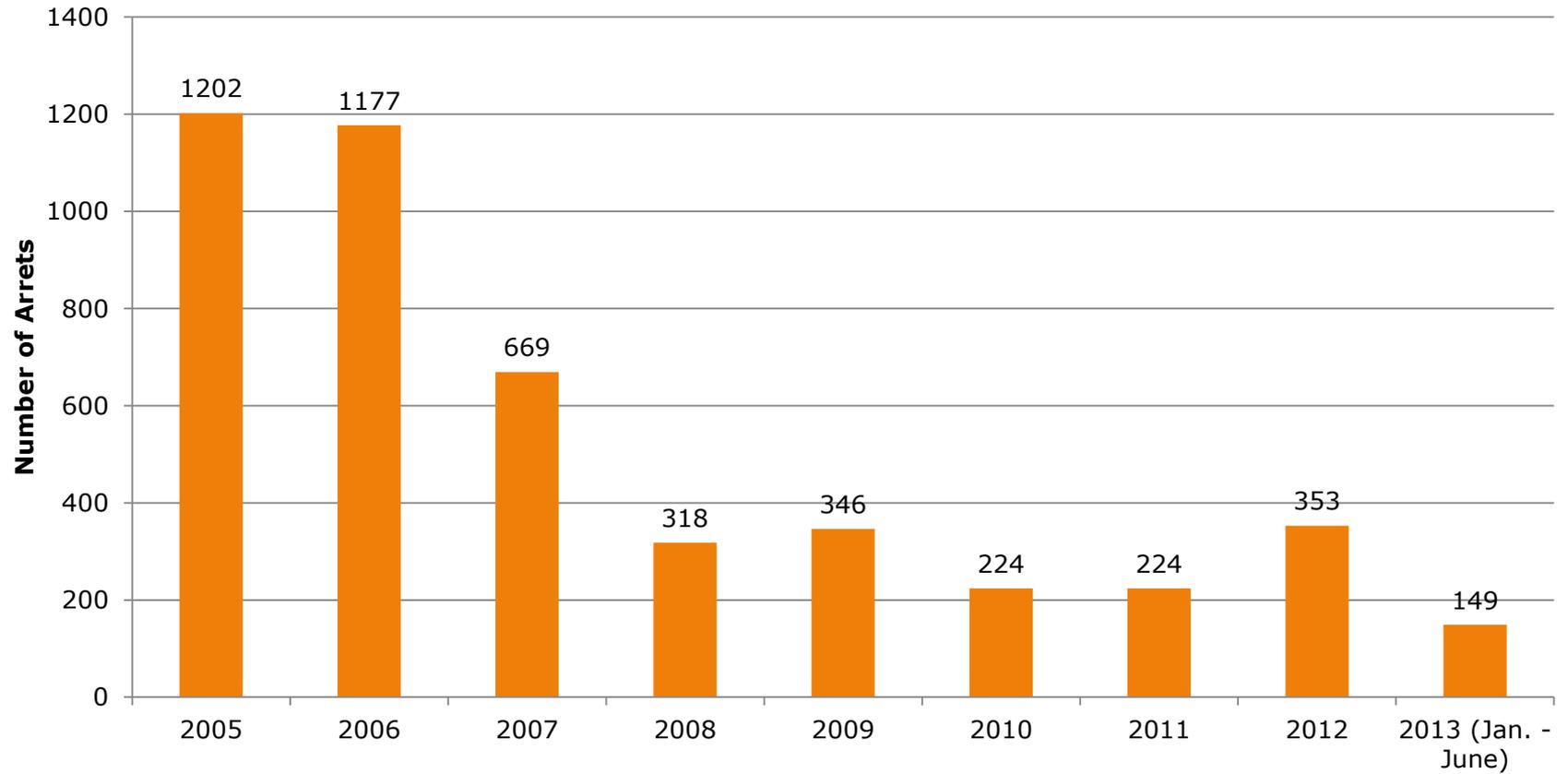
***Score is based on a standard deviation of previous 3yrs data*

Green - normal

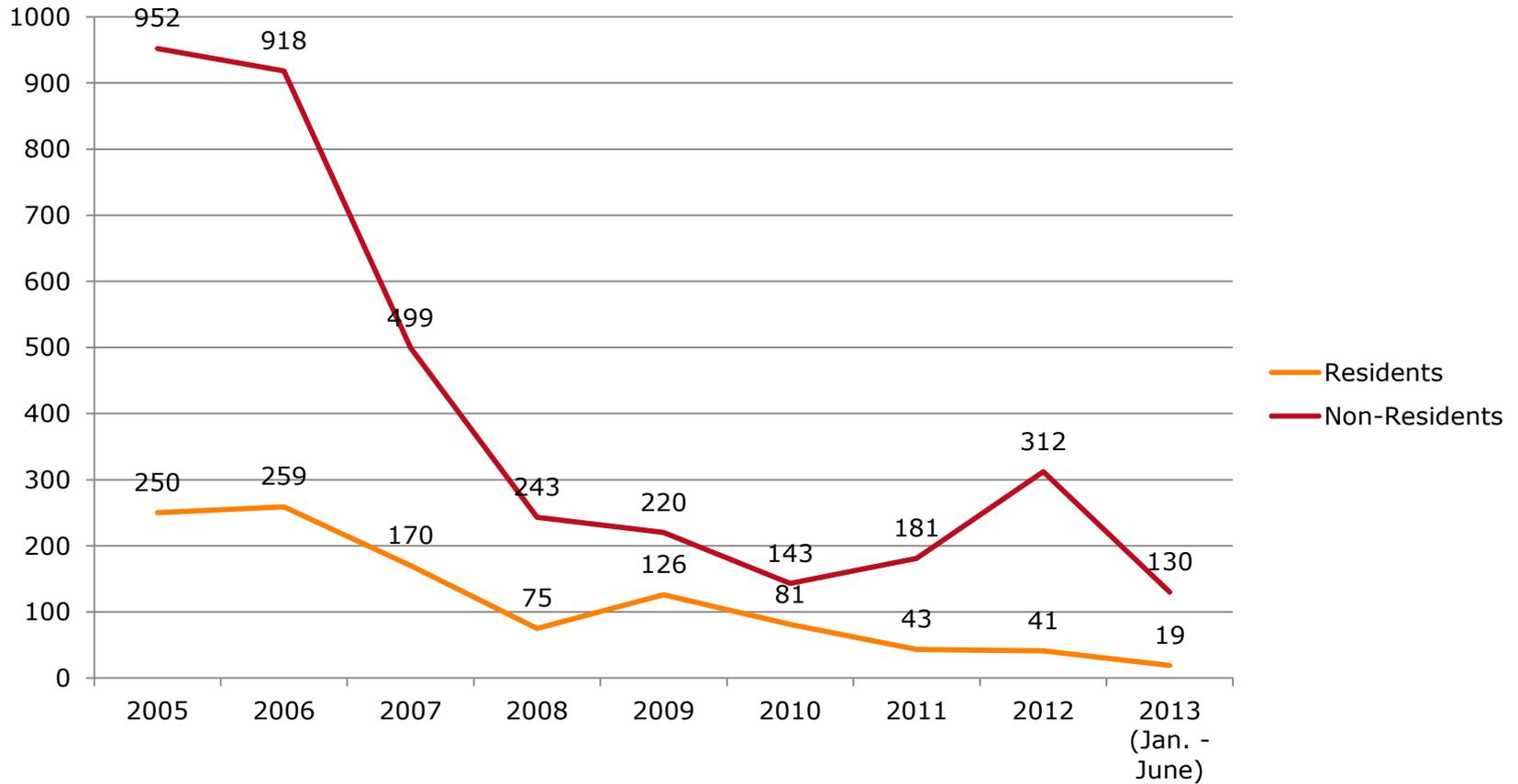
Yellow - warning

Red - out of normal range

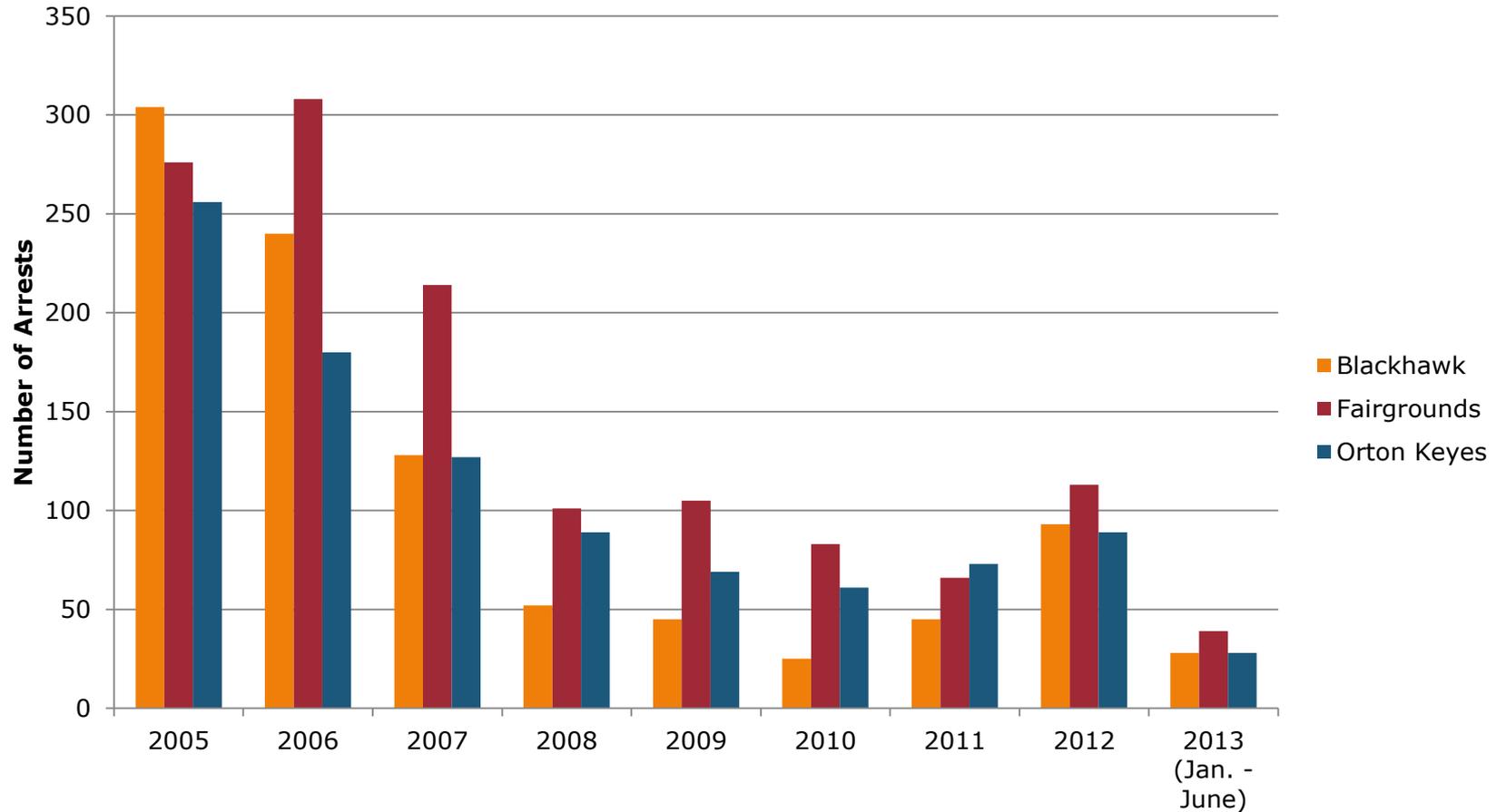
Total Criminal Arrests: All Developments



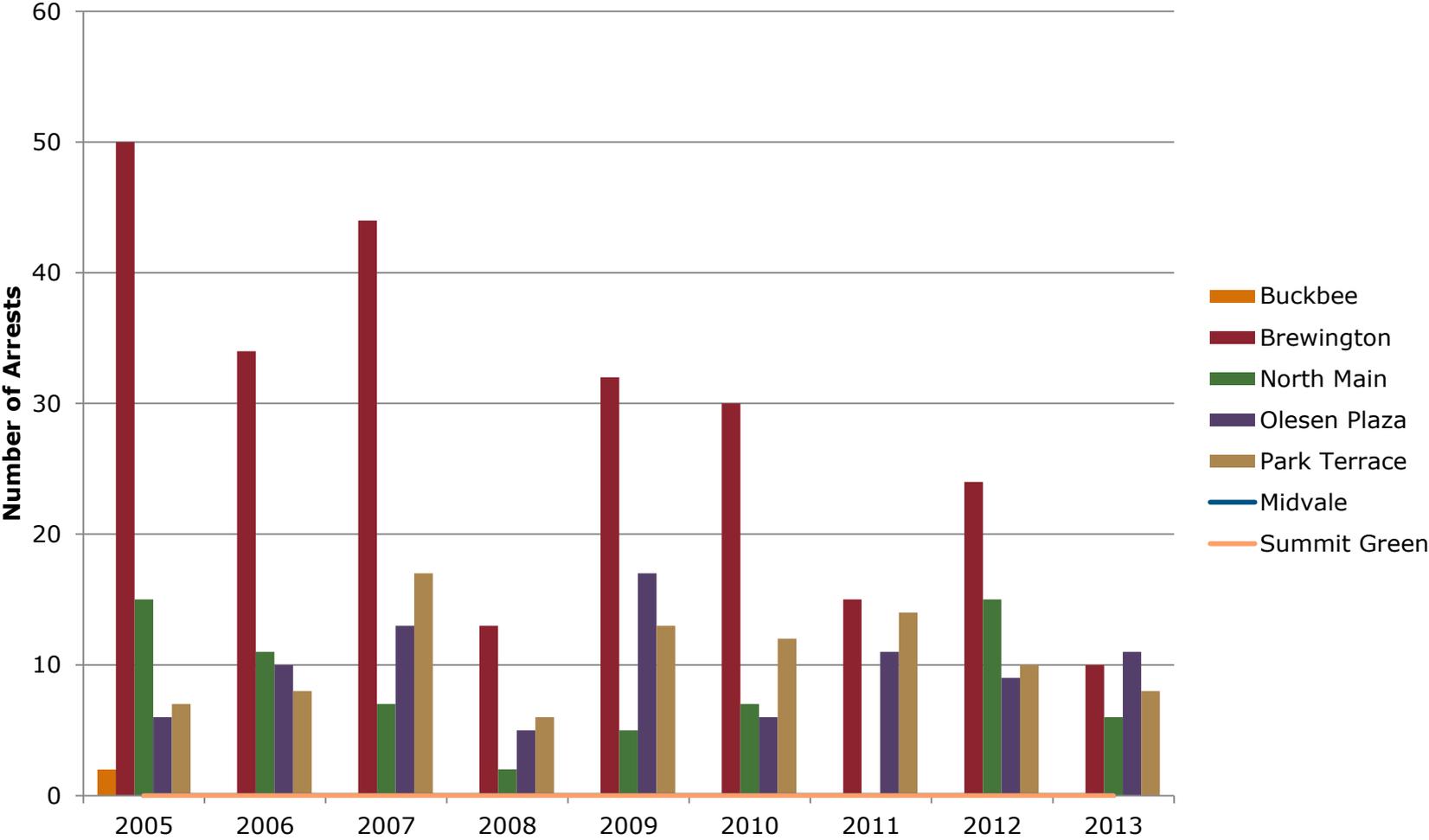
Criminal Arrests Residents vs. Non-Residents



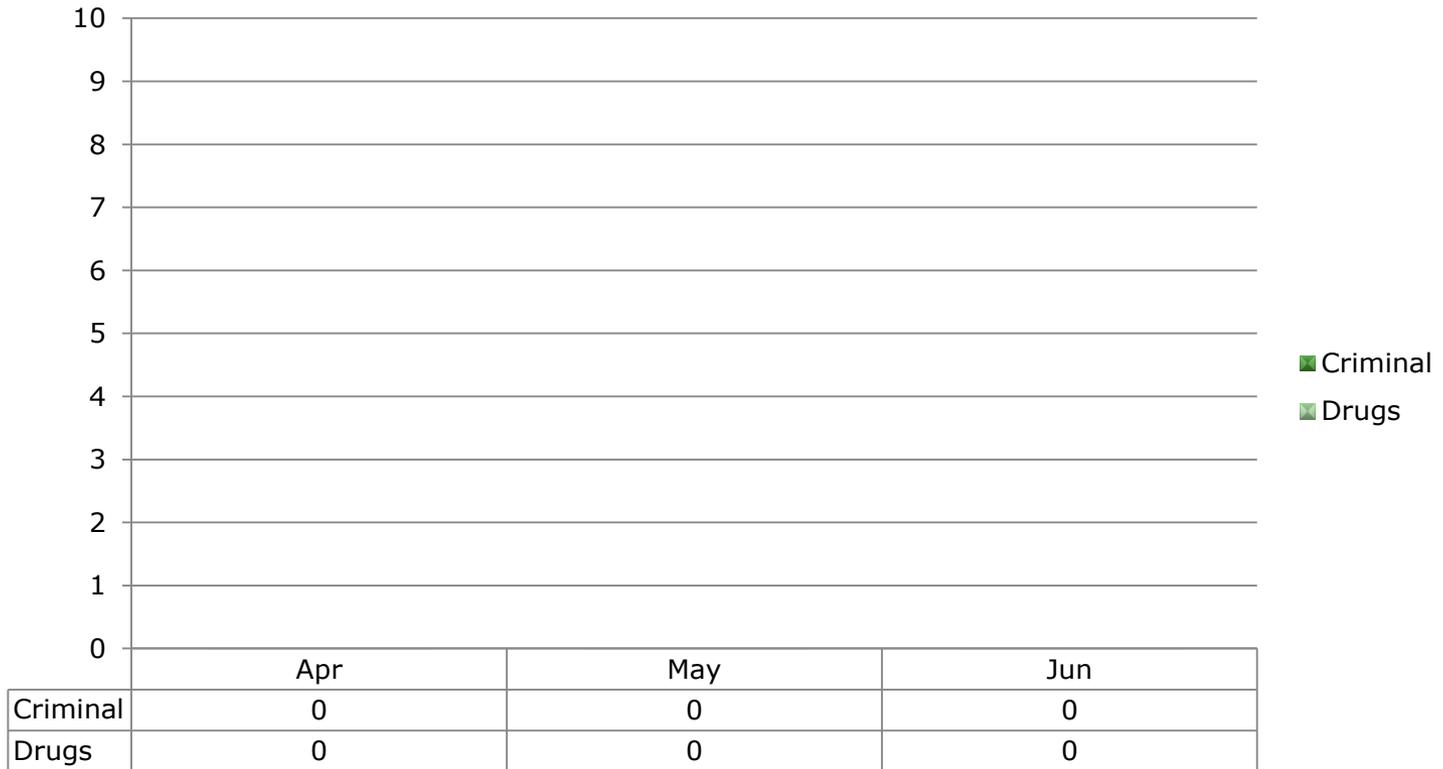
Criminal Arrests: Family Developments



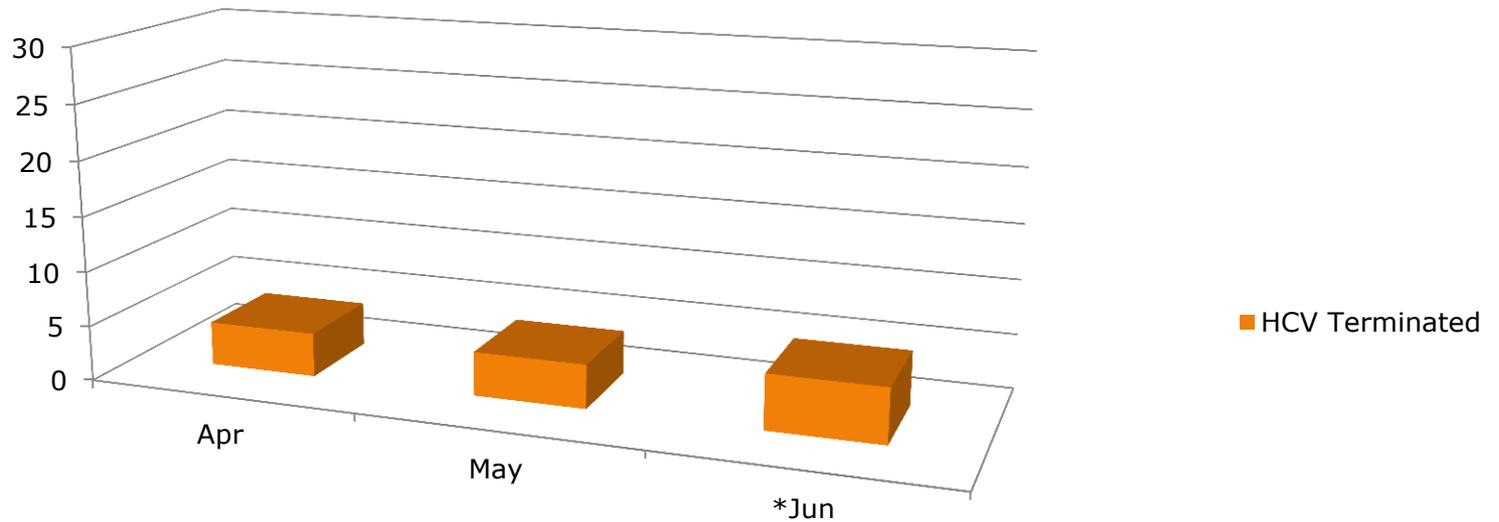
Criminal Arrests: High/Low Rises



**EVICTON NOTICES SERVED
FOR DRUG/CRIMINAL ACTIVITY
SCATTERED SITES
2ND QUARTER 2013**



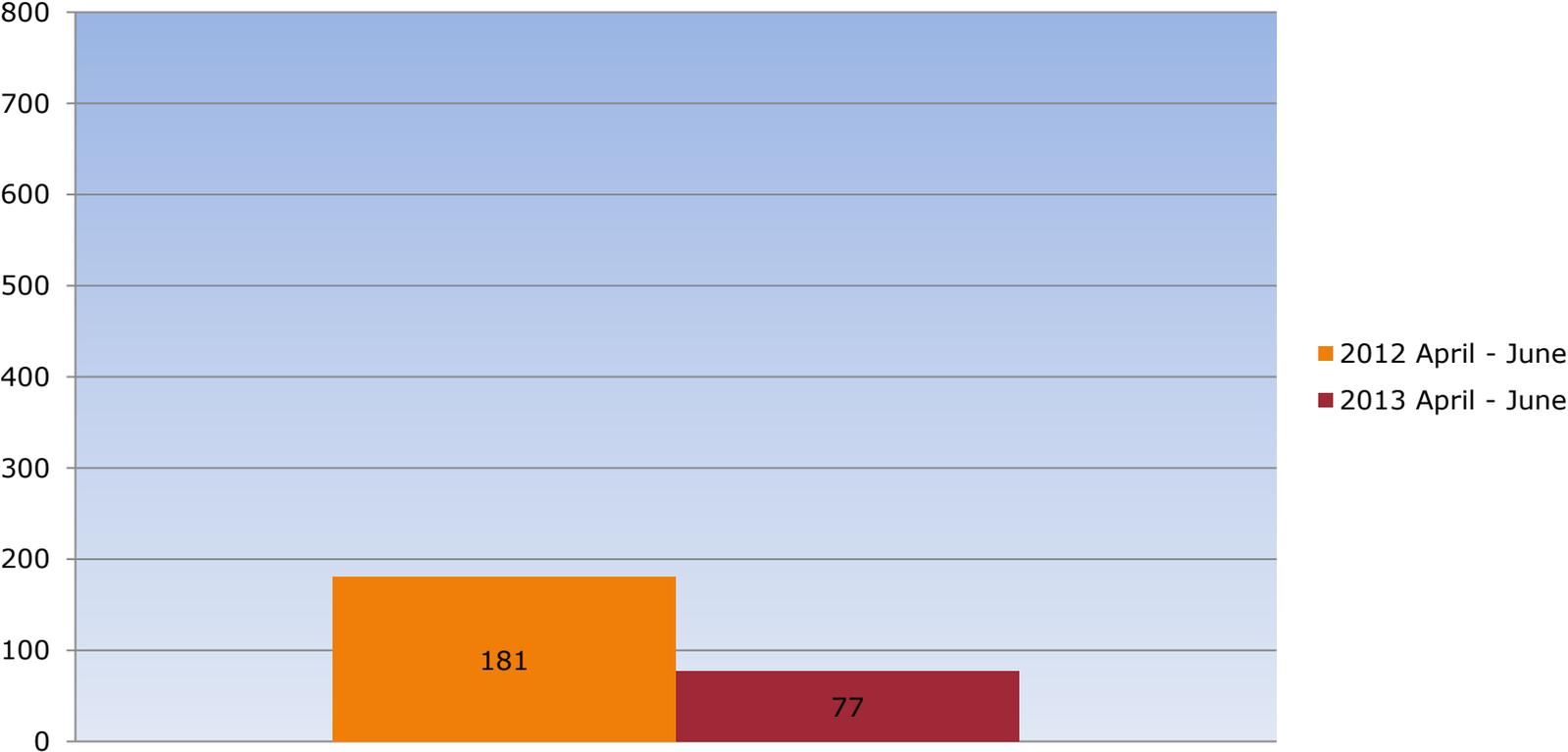
Housing Choice Voucher (HCV) Terminations April - June 2013



	Apr	May	*Jun
HCV Terminated	4	4	5

* - Pending Director Review

RHA Bans April - June 2012 vs. 2013



Section 8 Inspection Report

HQS Inspection Report - March 2013

Number of Inspections Completed	242
Number of Inspections Passed	168
Number of Inspections Failed	48
Number of Inconclusive Inspections	26

HQS Inspection Report - April 2013

Number of Inspections Completed	253
Number of Inspections Passed	120
Number of Inspections Failed	109
Number of Inconclusive Inspections	24

HQS Inspection Report - May 2013

Number of Inspections Completed	264
Number of Inspections Passed	132
Number of Inspections Failed	114
Number of Inconclusive Inspections	18

Resident Programs Initiatives

The RHA is currently providing additional programming throughout our properties.

- ___ **Youth Services at Family Sites- Boys & Girls Club,
Rockford Park District**
- ___ **Healthy Eating & Programming- University of Illinois Extension**
- ___ **Community Gardens- Angelic Organic, City of Rockford**
- ___ **Summer Food Program – City of Rockford, Boys & Girls Club,
Rockford Park District**
- ___ **Fun, Safe Summer Events- Rockford Fire & Police Department,
Rockford Park District, Boys and Girls Club**

• **Additional Services & Resources**

- ___ **Li-Heap applications on site**
- ___ **Circuit Breaker**
- ___ **GED/ESL classes- Rock Valley College**
- ___ **Pharmacy assistance**

Family Self Sufficiency

The Family Self Sufficiency program is a HUD voluntary program offered by RHA to assist tenants with various goals to become financially independent.

- ___ **Case Management**
- ___ **Individual Training & Service Plans**
- ___ **Good standing with HA & landlord**
- ___ **TANF free for at least 12 consecutive months**

• **Referrals for other services**

- ___ **Advocacy to Social Service Agencies**
- ___ **Job Readiness Workshops**
- ___ **Educational Programs**
- ___ **Credit & Budgeting**

Resident Opportunities for Self-Sufficiency

The ROSS program is a grant program funded through HUD to service individuals and families in our public housing properties through service coordination.

- ___ **Case Management**
- ___ **Service Coordination with agencies**
- ___ **Supportive Services**
- ___ **Community Service Opportunities**

- **Referrals for other services**

- ___ **ReStart- RHA**
- ___ **Rock Valley College**
- ___ **Rock River Training**
- ___ **Workforce Connection**

ReBuild Process

The ROSS program is a grant program funded through HUD to service individuals and families in our public housing properties through service coordination.

- ___ **Case Management**
- ___ **Service Coordination with agencies**
- ___ **Supportive Services**
- ___ **Community Service Opportunities**

- **Referrals for other services**

- ___ **ReStart- RHA**
- ___ **Rock Valley College**
- ___ **Rock River Training**
- ___ **Workforce Connection**

RESIDENT PROGRAM STATISTICS MAR-MAY, 2013

RESIDENT SUPPORT SPECIALIST

STATISTICAL REPORTING

DESCRIPTION	DEFINITION	PARK TERRACE LOW-RISES	BREWINGTON OAKS	NORTH MAIN MANOR OLESEN PLAZA
NUMBER OF UNITS		283	418	338
CASE MANAGEMENT	Acute Intervention, Welfare Checks, and Resident Interaction	336	700	85
ADVOCACY TO COMMUNITY SERVICES	Link to Healthcare Services, DHS, Medicare, Transportation, Utilities, Education, VNA/DORS, and other Social Service Agencies	26	78	16
APPLICATION FOR SERVICES	LIHEAP, Phone Service, Unemployment, Circuit Breaker, DHS Application, Resume's, Social Security, and SSI	30	103	15
PROGRAMMING	Resident Council Support, Health Clinics, Speakers, Field Trips, and Workshops	23	33	2
ADMINISTRATION	Research and Monthly Reports	51	25	4
TOTALS		466	939	122

Celebrations

FATHER'S DAY 2013



ETSY 2013



BLACKHAWK FARM



Community and Economic Development Dept.

PRESENTED BY:

Seth Sommer, Building Code Official

Charlie Schaefer, Property Improvement Program Manager

Construction and Development Services Building - Planning

PRESENTED BY:

Seth Sommer, Building Code Official

CED-Construction & Development

Planning Scorecard

Monthly Performance		2012 Monthly Average	Jan	Feb	Mar	Apr	May	Jun
Planning Section	# of Sign Permits Reviewed	45	39	34	34	24	51	27
	% of Sign Permits Reviewed in 7 days	95%	100%	97%	97%	100%	94%	100%
	# of Temporary Sign Permits Reviewed	6	3	3	3	3	0	9
	% of Temporary Sign Permits Reviewed in 2 Days	95%	100%	100%	100%	100%	100%	100%
	# of Fence Permits Reviewed	26	1	3	3	36	66	45
	% of Fence Permits Reviewed in 3 Days	95%	100%	100%	100%	97%	100%	100%
	# of Driveway Permits Reviewed	19	2	1	1	15	47	31
	% of Driveway Permits Reviewed in 1 day	95%	100%	100%	100%	100%	98%	100%
	# of Dumpster Enclosures Reviewed	1	0	0	0	2	0	1
	% of Dumpster Enclosures Reviewed in 3 Days	95%	100%	100%	100%	100%	100%	100%
	# of Parking Lot Permits Reviewed	3	0	0	0	2	7	1
	% of Parking Lot Permits Reviewed in 5 Days	95%	100%	100%	100%	50%	71%	100%
	# of Zoning Confirmation Letters Completed	16	11	17	17	17	31	17
	% of Zoning Confirmation Letters Completed in 5 Days	95%	100%	100%	100%	100%	100%	100%
	# of Comm/MF Plans Reviewed	16	10	12	12	17	20	13
	% of Comm/MF Plans Reviewed in 14 Days	95%	100%	100%	100%	100%	100%	100%
	# of Home Occupation Permits Reviewed	0.5	0	0	0	11	0	1
% of Home Occupation Permits Reviewed in 5 Days	95%	100%	100%	100%	100%	100%	100%	
# of Tentative Plats	0.08	0	0	0	0	0	0	
# of Final Plats	1	1	2	0	0	0	0	
# of ZBA Items	5	5	3	6	3	1	8	
# of LAB Items	3	5	2	4	14	9	3	
# of Annexations	0.6	1	0	0	0	0	0	

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Building Scorecard

Monthly Performance		2012 Monthly Average	Jan	Feb	Mar	Apr	May	Jun
Building Section	# of 1/2 Family New Reviewed	1.5	0	0	3	2	2	0
	% of 1/2 Family New Reviewed in 3 Days	95%	100%	100%	67%	100%	100%	100%
	# of 1/2 Acc Detach Reviewed	4	2	0	1	0	5	4
	% of 1/2 Acc Detach in 2 Day Reviewed	95%	100%	100%	100%	100%	100%	100%
	# of 1/2 Family Add/Alt Reviewed	36	27	17	27	45	49	34
	% of 1/2 Family Add/Alt Reviewed in 2 Days	95%	88%	100%	93%	96%	98%	97%
	# of Comm/MF Plans Reviewed	19	7	7	12	15	21	11
	% of Comm/MF Plans Reviewed in 14 Days	95%	100%	100%	100%	100%	100%	100%
	# Plumbing/Mechanical Plans Reviewed	9	6	4	9	10	9	7
	% of Plumbing/Mechanical Plans Reviewed in 14 Days	95%	100%	100%	100%	100%	100%	100%
	# of Electrical Plans Reviewed	14	5	11	6	15	11	6
	% of Electrical Plans Reviewed in 14 Days	95%	100%	100%	100%	100%	100%	100%
	# of Counter Permits Comm/MF Issued	6	4	4	3	1	3	3
	% of Counter Permits Comm/MF Issued in 2 Days	95%	100%	75%	100%	100%	100%	100%
	# of Demolition Permits	11	9	2	26	5	6	10
	% of Demolition Permits in 2 Day	95%	100%	100%	100%	100%	100%	100%
	Total # of Plumbing Permits	104	99	69	67	124	99	95
	# of Plumbing Permits w/o Child	77	73	55	51	90	70	75
% of Plumbing Permits in 1 Day	95%	98%	100%	100%	97%	99%	100%	
Total # of Mechanical Permits	140	122	88	91	109	141	120	
# of Mechanical Permits w/o Child	107	95	74	75	91	113	104	
% of Mechanical Permits in 1 Day	95%	100%	100%	100%	100%	97%	99%	

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Building Scorecard

Monthly Performance		2012 Monthly Average	Jan	Feb	Mar	Apr	May	Jun
Building Section	Total # of Electrical Permits	77	54	51	55	68	74	56
	# of Electrical Permits w/o Child	40	19	25	30	34	40	36
	% of Electrical Permits in 1 Day	95%	100%	96%	100%	100%	98%	97%
	# of Roofing Permits	164	9	10	28	106	135	160
	% of Roofing Permits in 1 Day	95%	100%	100%	100%	96%	99%	99%
	# of Siding Permits	42	4	9	7	19	17	32
	% of Siding Permits in 1 Day	95%	100%	100%	100%	100%	100%	100%
	# of Structural Inspections Reported	347	398	340	372	430	372	293
	# of Structural Inspections	243	115	91	155	191	132	108
	% of Structural Inspections in 1 Day	95%	98%	98%	99%	99%	100%	100%
	# of Plumbing Inspection Reported	263	259	210	310	351	294	247
	# of Plumbing Inspections	179	172	137	246	213	210	176
	% of Plumbing Inspections in 1 Day	95%	99%	99%	100%	98%	99%	100%
	# of Mechanical Inspections Reported	205	267	238	168	175	193	166
	# of Mechanical Inspections in 1 Day	195	205	198	123	121	140	139
	% of Mechanical Inspections in 1 Day	95%	99%	100%	100%	100%	100%	100%
	# of Electrical Inspections Reported	168	166	159	151	160	179	160
	# of Electrical Inspections	136	143	144	128	105	120	105
	% of Electrical Inspections in 1 Day	95%	96%	99%	100%	100%	99%	100%
	# of FOIA Requests	19	34	35	41	38	42	32
% of FOIA Requests in 5 Days	95%	100%	100%	100%	98%	100%	100%	
# of Online Permits (Of Total Permits)	3%	3%	4%	3%	5%	3%	10%	

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Property Standards Scorecard

Monthly Performance		2012 Monthly Average/ Benchmark	Jan	Feb	Mar	Apr	May	Jun
Property Standards Section	# of Property Standards Inspections	210	214	180	186	271	260	239
	# of Property Standards Complaints	62	70	44	51	81	92	99
	% of Property Standards Complaints Inspected 1 Day	95%	70%	75%	80%	67%	65%	80%
	Avg # Days to First Inspection	10.74	2.1	1.38	.78	1.46	1.62	1.04
	# of Order to Repairs / Violation Letters	38	43	27	38	51	58	57
	% of Order to Repairs / Violation Letters in 3 Days	95%	79%	74%	89%	67%	66%	65%
	Avg # Days from Inspection to OTR	6.48	2.2	2.74	1.95	3.03	3.15	3.05
	# of Condemnations	19.5	33	21	22	21	27	28
	% of Condemnation Letters in 1 Day	95%	45%	50%	41%	62%	30%	14%
	# of Condemnations Lifted	14	20	12	8	14	15	8
	# of Emergency Inspections				14	8	10	-
	# of Emergency Demos	1	1	0	0	1*	1	0
	# of Fast Track Demos	1.75	0	0	0	0	2	4
# of Emergency Orders								

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Permit Fees and Construction Value 2013 versus 2012 through May

TOTAL PERMIT FEES (Revenue)			
	2013	2012	% CHANGE
Building	\$364,481.37	\$687,969.34	47.02%
Planning	\$53,262.35	\$54,650.5	2.54%
Total	\$417,743.72	\$ 742,619.84	43.75%



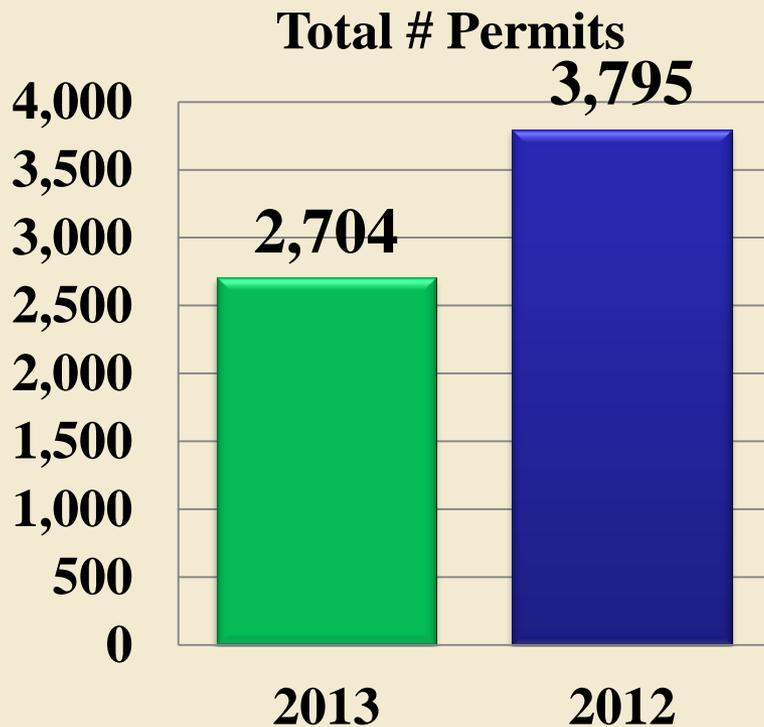
TOTAL CONSTRUCTION VALUATION			
	2013	2012	% CHANGE
Res	\$5,570,346	\$15,555,145	64%
Com	\$15,619,421	\$23,541,725	33.65%
Total	\$21,189,767	\$39,096,870	45.8%



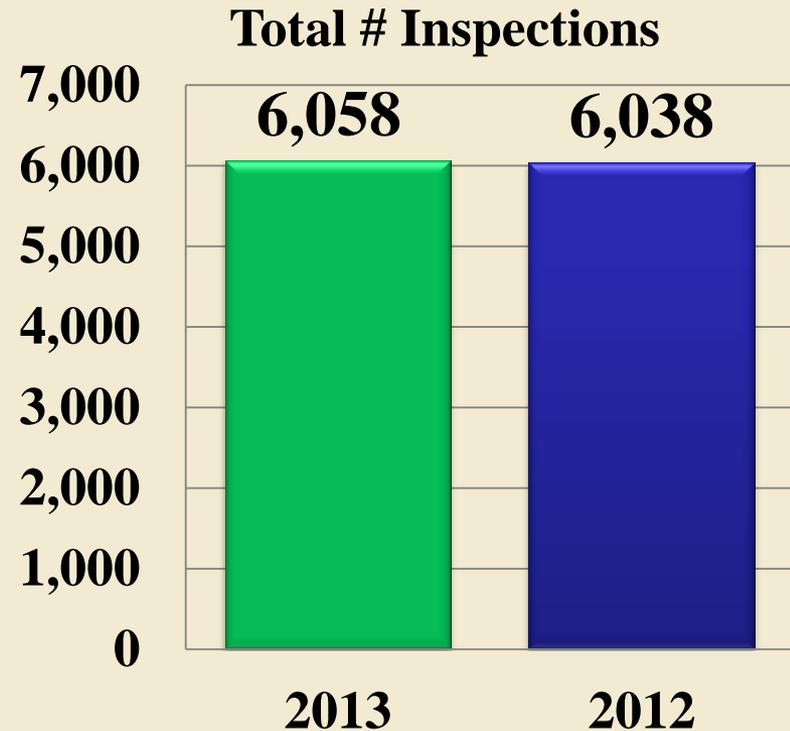
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Permits & Inspections

2013 vs. 2012 Through June



**Total # of Permits
Decreased 28.75%**



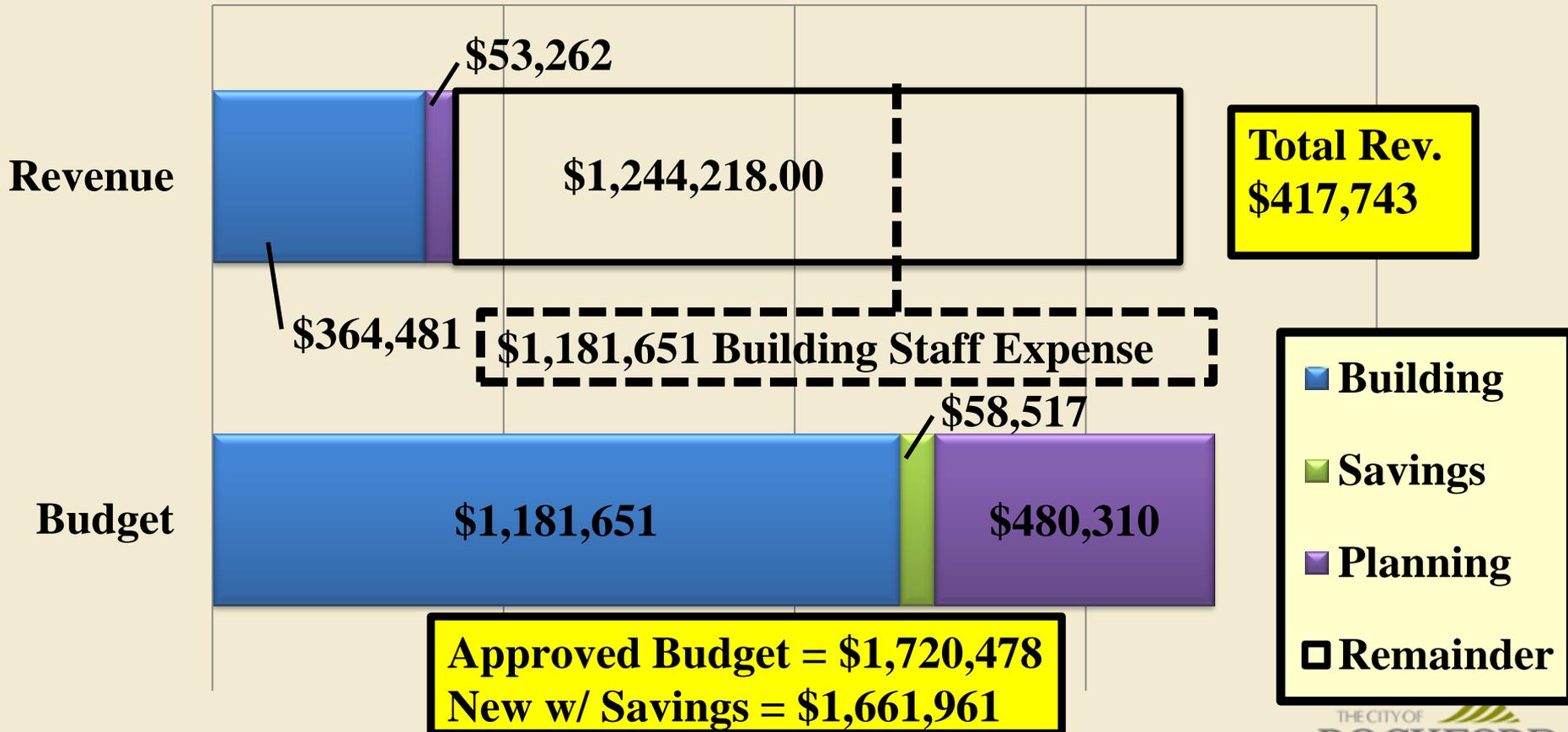
**Total # of Inspections
Increased 0.33%**



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2013 Revenue vs. 2013 Budget – Planning and Building Through May

\$0 \$500,000 \$1,000,000 \$1,500,000 \$2,000,000



Construction & Development Services

Online Process Improvement Activity

- **Mailed targeted letter to contractors affected by updates to Online Permitting**

- Sign Contractors
- Mechanical Contractors
- Plumbing Contractors



- **Created new link: www.rockfordil.gov/onlinepermits**

- **Response**

- Letter was sent to over 250 contractors
- We have received positive customer feedback
- We have seen a major increase in online permitting use!

Construction & Development Services

Problem Properties – Status Update

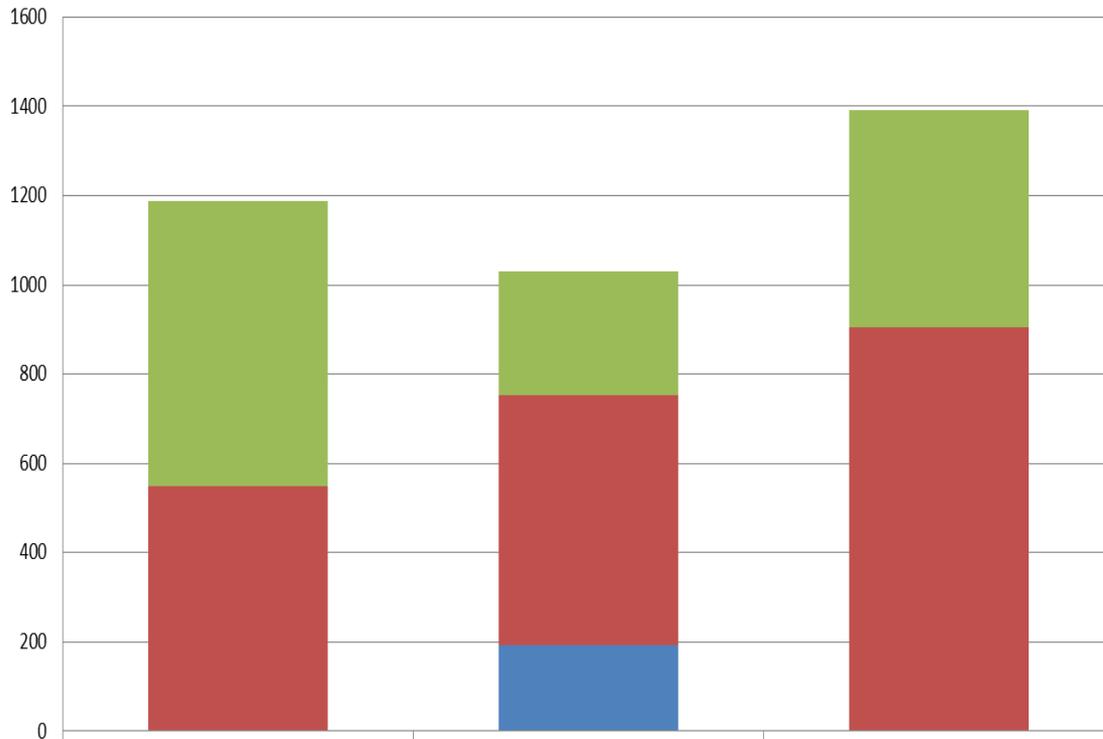
- Team assembled to work together on identifying properties and following through for Code Compliance
- 50 Properties Referred to Legal Department for prosecution
- Built a Tracking Report Database to see what is out there for fines, compliance achieved, length to compliance, open violations, etc. in order to further pursue compliance
- Recording payment of Code Hearing fines from Property Standards separately to be more efficient and accurate
- Continue to find creative and proactive approaches to handling Property Standards activities

Code Enforcement

PRESENTED BY:
Charlie Schaefer –
Property Improvement Programs Manager

Code Enforcement

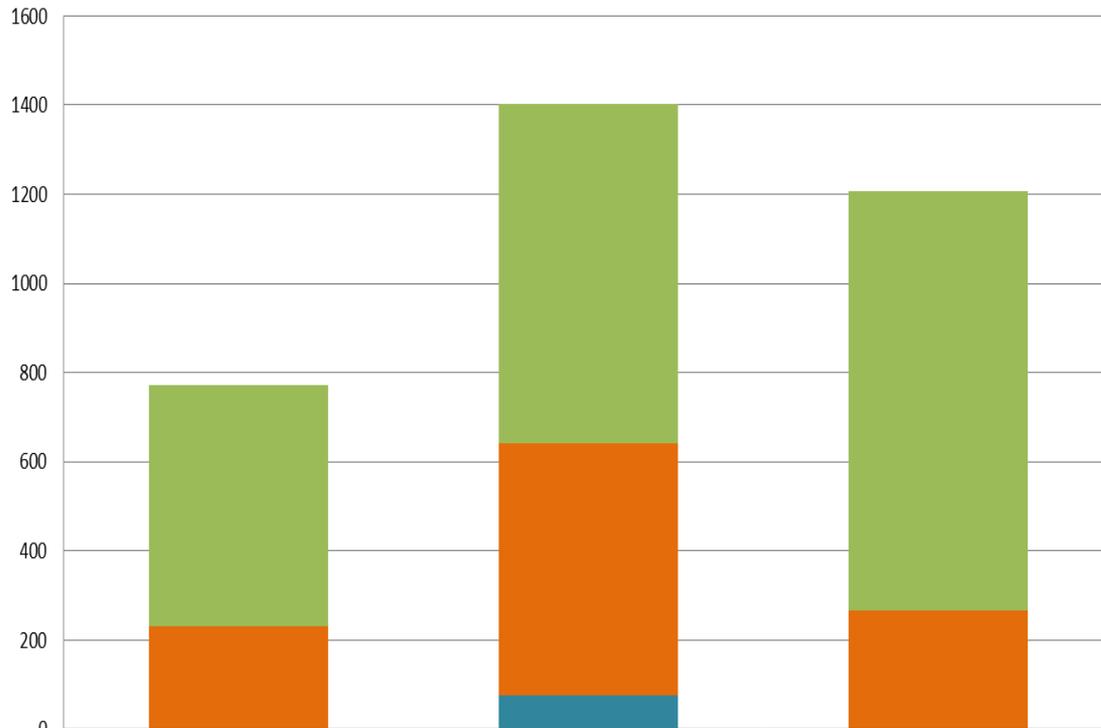
YTD Weeds Service Request Comparison 2011, 2012 & 2013:
April 1 Thru June 30



- Weeds season compressed with no requests in April
- 62% increase in requests in May compared to 2012
- Weeds staff began 5/20
- Number of abandoned/vacant foreclosed properties
 - Change in ownership triggers new 36 month Notice.

Code Enforcement

YTD Weeds Contracted Cuts Comparison 2011, 2012 & 2013:
April 1 Thru June 30



	2011	2012	2013
JUNE	541	760	939
MAY	229	565	267
APRIL	1	77	0

- Contracted cuts down 50% compared to 2012
- 30% of requests were unfounded
- 20% of cases were O/C on re-inspection
- 292 cut orders issued since 6/1

Code Enforcement Scorecard

Code Enforcement		Monthly Performance	Apr-13	May-13	Jun-13	YTD Totals	YTD Average	2011-12 YTD AVG
Monitor Requests for Service	Total # of Complaints		452	1342	796	3123	521	464.08
	Total # of Unfounded Complaints		112	389	230	863	144	141.83
	# of Nuisance/Zoning Complaints		354	1237	695	2625	438	393.00
Case Compliance Rate	% rate of Voluntary Compliance		70.7%	57.9%	47.0%		49.9%	72.3%
	Avg. # of Days to Voluntary Compliance		19.85	15.68	12.38		21	29.1
	% rate of Induced Compliance		10.9%	3.3%	2.2%		7.9%	5.6%
	Avg. # of Days to Induced Compliance		61.36	72.79	67.6		57	49.8
	% rate of Forced Compliance		18.4%	38.8%	50.7%		42.2%	22.1%
	Avg. # of Days to Forced Compliance		49.66	16.63	15.72		25	29.8
Case Type Trending	# of Nuisance Cases		229	912	1207	2630	438	380.75
	# of Zoning Cases		122	77	49	427	71	103.75
	Total # of Nuisance/Zoning Cases		351	989	1256	3057	510	484.50
	# of Proactive Nuisance/Zoning Cases		155	237	523	1120	187	225.75
City Efficiency	Avg. # of Nuisance/Zoning Cases Per Inspector		87.8	247.3	179.4		104.95	92.79
	Avg. # of Days from Complaint to First Inspection (Nuisance/Zoning)		2.43	3.96	3.73		3.0	3.86
	Open Service Requests at end of Month (Nuisance/Zoning)		69	101	79		44.5	13.75

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Achievements

- Online Permitting – Increase in Utilization
- Right sizing as a result of our reduction in permitting activity.
- 3 Staff Members Certified as Energy Diagnostic Testers by Build Right Illinois
- Adjustments in Weeds Program and Process

Areas of Improvement

- Incorporate Neighborhood Standards into Construction and Development Services Division
- Code Enforcement issues relating to Parking Management Transition and T2 integration
- Neighborhood Standards review of Policies and Procedures ongoing with efficiency improvements.
- Problem Properties Strategies Development

THANK YOU

QUESTIONS