

# ROCKSTAT

NOVEMBER 13, 2014

# Rockford Fire Department

PRESENTED BY:  
Chief Derek Bergsten

# Rockford Fire Department

## Dashboard

Measure	2013 YTD Benchmark	2014 YTD Actual
EMS & Search and Rescue Incidents	16,510	17,173
Total Fires	665	542
Structure Fire Incidents (Residential)	213	181
Structure Fire Incidents (Commercial)	36	40
Vehicle Fire Incidents	98	89
Outside Fire Incidents	121	87
Open Burning Incidents	197	145
Inspections	4,673	5,667
Arsons	88	69
Public Education Activities (# of Persons)	12,933	36,569
911 Calls	99,870	96,743

# *Rockford Fire Department*

## **Ebola Response Training**



- Training conducted in late October for Fire personnel on donning and doffing of appropriate PPE (personal protective equipment)
- Training conducted for 911 and Fire personnel on appropriate line of questioning and response plan for potential Ebola patient

# *Rockford Fire Department*

## **Achievements**

- Ebola response training for fire and 911 personnel
- Fire Prevention Week October 5<sup>th</sup>-11<sup>th</sup>
- Hydrant testing completed this week
- Completed training on NIMS 300 and 400 for those personnel on promotional lists
- Worked with Wellness Center to conduct fit testing in 2015
- AFG Sprinkler Grant
- Home Safety Surveys on Prial Avenue
- Inspector Chad Moe received an award from Ford in relation to his innovative work with RPS #205 Academy programs
- United Way Campaign-Fire Department raised \$28,020, more than double last year's donation
- Explorer Post activities
- ETSB approval to enter into contract with consultant for Next Generation 911 project

# *Rockford Fire Department*

## **Areas for Improvement**

- Railroad training props in preparation for increased rail service
- Preparations for new ambulances and engines
- Starting of recruitment and application cycle
- CAAS-Commission on Accreditation of Ambulance Services
- Paramedic training-Clinicals start November 12<sup>th</sup>
- Strategic Planning workshop November 21<sup>st</sup>
- Working with RPS #205 Graphics Design Class at Guilford for some handouts and sign designs for fire prevention efforts.
- Equipment upgrades for 911 phone system, radio, and CAD system

# *Rockford Fire Department*

## **Fire Prevention Week**



# *Rockford Fire Department*

## **Station 3 Construction**



# Rockford Police Department

PRESENTED BY:  
ASST. DEPUTY CHIEF PATRICK HOEY

# Rockford Police Department - Scorecard

Item	YTD 13	YTD 14	% Change
Group A Offenses	16,507	15,180	-8.04%
All Calls for Service	131,135	127,440	-2.82%
Dispatched Calls for Service (Not Self-Initiated)	73,965	71,213	-3.72%
Self-Initiated Calls for Service	13,080	14,453	10.50%
Aggravated Battery/Shots Fired	414	297	-28.26%
Robbery	340	363	6.76%
Burglary	1,580	1,384	-12.41%
Auto Theft	335	315	-5.97%
Burglary to Motor Vehicle and Theft from Motor Vehicle	956	898	-6.07%
Traffic Accidents	4,038	4,283	6.07%
Traffic Fatalities (count of people)	23	10	-56.52%
Group A Incidents - % Domestic Related	19.2%	20.1%	4.69%
Total People Arrested	8,264	7,842	-5.11%
Parolees Arrested	185	270	45.95%
Adult Probationers Arrested	624	622	-0.32%
Juvenile Probationers Arrested	176	150	-14.77%
# of Guns Seized	195	154	-21.03%
# of People Arrested for Any Offense Involving a Firearm	216	188	-12.96%

\*\*N/C is "not calculable"

\*\*Parole and probation arrests counted using the most recent monthly parole & probation lists.

\*\*Probation and parole arrests include custodial (lodged in jail) and non-custodial (traffic citations/NTAs) arrests.

\*\*# of people arrested for offenses involving firearms was obtained by using the "offense weapon code" where a gun or firearm was reported as used in that offense.

# Rockford Police Department



## YEAR TO DATE DASHBOARD

### GROUP A OFFENSES

### VIOLENT CRIME

### PROPERTY CRIME

	2013	2014	% Change	
<b>City</b>	16,507	15,180	-8.04%	↓
<i>Incidents</i>	12,937	12,150	-6.08%	↓
<b>District 1</b>	7,235	6,832	-5.57%	↓
<b>District 2</b>	5,403	4,961	-8.18%	↓
<b>District 3</b>	3,574	3,318	-7.16%	↓
<b>Unknown</b>	295	69	-76.61%	↓

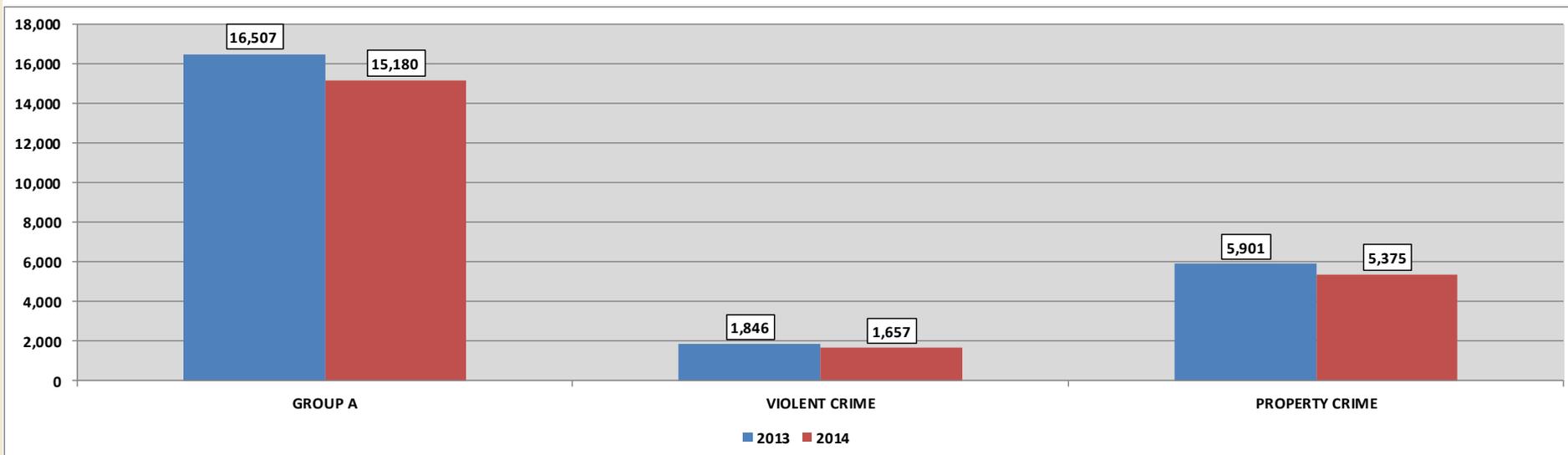
	2013	2014	% Change	
<b>City</b>	1,846	1,657	-10.24%	↓
<i>Incidents</i>	1,455	1,393	-4.26%	↓
<b>District 1</b>	948	876	-7.59%	↓
<b>District 2</b>	608	564	-7.24%	↓
<b>District 3</b>	231	211	-8.66%	↓
<b>Unknown</b>	59	6	-89.83%	↓

	2013	2014	% Change	
<b>City</b>	5,901	5,375	-8.91%	↓
<i>Incidents</i>	5,850	5,318	-9.09%	↓
<b>District 1</b>	2,303	2,057	-10.68%	↓
<b>District 2</b>	1,756	1,648	-6.15%	↓
<b>District 3</b>	1,767	1,628	-7.87%	↓
<b>Unknown</b>	75	42	-44.00%	↓

\*\*Produced 11/5/14.

\*\*All data obtained from BI report Group A Offenses Databox\_ByDateRange\_Area

\*\*Prior to March 12, 2014, patrol area was not a required field in RMS. Please note, however, that "unknown" may still be a valid response if the location of an incident is not known.



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).

\*\*Please note that statistics are subject to change as Police Reports are submitted. Reports ran within the first week of the following month of YTD end. Statistics reflect that point in time.

\*\*Statistics represent all NIBRS offenses in an incident, not just the most serious.

# Rockford Police Department

## District 1 Dashboard

Item		YTD 13	YTD 14	% Change
DISTRICT 1	Group A Incidents	5,526	5,346	-3.26%
	All Calls for Service	54,563	51,346	-5.90%
	Dispatched Calls for Service (Not Self-Initiated)	31,416	29,473	-6.18%
	Self-Initiated Calls for Service	5,683	6,710	18.07%
	Aggravated Battery/Shots Fired	247	166	-32.79%
	Robbery	135	186	37.78%
	Burglary	706	609	-13.74%
	Auto Theft	148	150	1.35%
	Burglary to Motor Vehicle and Theft from Motor Vehicle	346	296	-14.45%
	Traffic Accidents	1,136	1,231	8.36%
	Traffic Fatalities (count of people)	9	4	-55.56%
	Prostitution Complaints (CFS offense code 1505)	13	23	76.92%
	Sound Amplification Complaints	124	104	-16.13%
Sound Amplification Impounds	26	12	-53.85%	

\*\*N/C is "not calculable"

# Rockford Police Department

## District 2 Dashboard

Item		YTD 13	YTD 14	% Change
DISTRICT 2	Group A Incidents	4,196	3,919	-6.60%
	All Calls for Service	44,940	44,776	-0.36%
	Dispatched Calls for Service (Not Self-Initiated)	24,719	24,433	-1.16%
	Self-Initiated Calls for Service	5,172	4,995	-3.42%
	Aggravated Battery/Shots Fired	144	110	-23.61%
	Robbery	147	123	-16.33%
	Burglary	574	502	-12.54%
	Auto Theft	116	106	-8.62%
	Burglary to Motor Vehicle and Theft from Motor Vehicle	272	279	2.57%
	Traffic Accidents	1,110	1,175	5.86%
	Traffic Fatalities (count of people)	6	6	0.00%
	Prostitution Complaints (CFS offense code 1505)	347	315	-9.22%
	Sound Amplification Complaints	85	67	-21.18%
Sound Amplification Impounds	26	11	-57.69%	

\*\*N/C is "not calculable"

# Rockford Police Department

## District 3 Dashboard

Item		YTD 13	YTD 14	% Change
DISTRICT 3	Group A Incidents	2,956	2,813	-4.84%
	All Calls for Service	29,483	29,537	0.18%
	Dispatched Calls for Service (Not Self-Initiated)	17,135	16,746	-2.27%
	Self-Initiated Calls for Service	1,981	2,516	27.01%
	Aggravated Battery/Shots Fired	23	21	-8.70%
	Robbery	58	53	-8.62%
	Burglary	301	273	-9.30%
	Auto Theft	70	57	-18.57%
	Burglary to Motor Vehicle and Theft from Motor Vehicle	333	289	-13.21%
	Traffic Accidents	1,643	1,688	2.74%
	Traffic Fatalities (count of people)	7	0	-100.00%
	Prostitution Complaints (CFS offense code 1505)	13	14	7.69%
	Sound Amplification Complaints	24	22	-8.33%
Sound Amplification Impounds	1	0	-100.00%	

\*\*N/C is "not calculable"

# RAVEN / Parole Forum

- Call-in attended – 207
- Lutheran Social Services Case Management – 60  
Lutheran Social Services Opted Out of Case Management – 147
- Re-offended since call-in:
  - Case Managed – 7 (11.7%)
    - Arrests included Drugs (3), Battery (2), Possession of Firearm (1) and Liquor/Minor (1)
    - None were arrested for violent crimes
  - Opted Out of Case Management – 57 (38.8%)
    - Of those arrested, 7 were for violent crimes
    - Homicide (1), Reckless Homicide (1), Sexual Assault (1), Aggravated Battery (1) and Robbery (3)

Re-offender arrests include only custodial arrests for which the offender was lodged in jail.  
Violent crimes include Homicide, Criminal Sexual Assault, Robbery and Aggravated Assault and Battery.

# Rockford Police Department

## Domestic Related Incidents

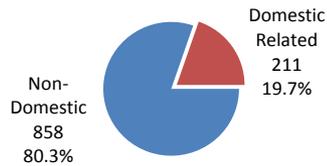
2014	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
DOMESTIC RELATED INCIDENTS	321	323	375	376	418	428	346	387	330	338			3,642
DOMESTIC RELATED OFFENDERS ARRESTED ON SCENE	74	62	81	79	87	97	71	79	73	57			760
DOMESTIC RELATED FOLLOW UPS ASSIGNED	27	31	31	19	34	33	34	27	21	25			282
WARRANTS FOR DOMESTIC RELATED SUSPECTS (FOLLOW UP)	31	10	34	30	16	44	24	30	31	22			272
DOMESTIC RELATED REPEAT VICTIMS	9	2	6	10	10	17	19	16	6	9			104
DOMESTIC RELATED REPEAT SUSPECTS	10	3	6	6	10	11	13	14	5	4			82
DOMESTIC RELATED REPEAT ARRESTEES	0	0	1	0	1	1	0	4	0	0			7

Domestic related incidents include those police incidents in which a domestic related crime (domestic battery, aggravated domestic battery, domestic trouble, violation of an order of protection, or interfering with the reporting of domestic violence) has occurred, the officer otherwise indicated the incident was domestic related, or the case folder contains an Illinois Domestic Violence Act – Victim’s Rights (IDVA) form.

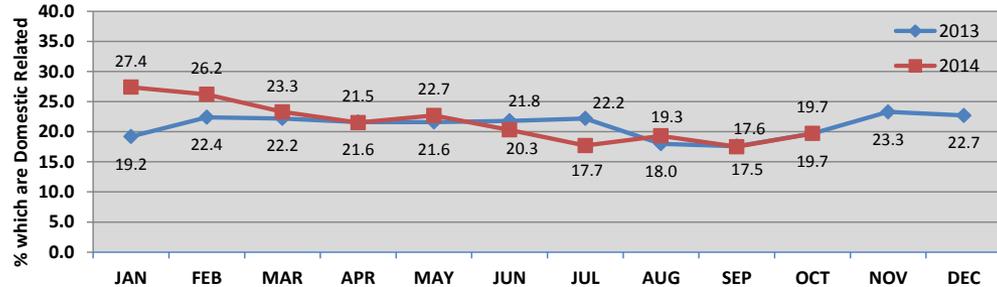
# Rockford Police Department

## Domestic Related Incidents

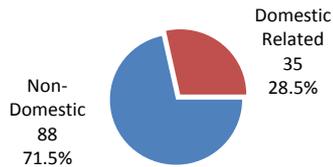
### Group A Crime Incidents October 2014 1,169 total incidents



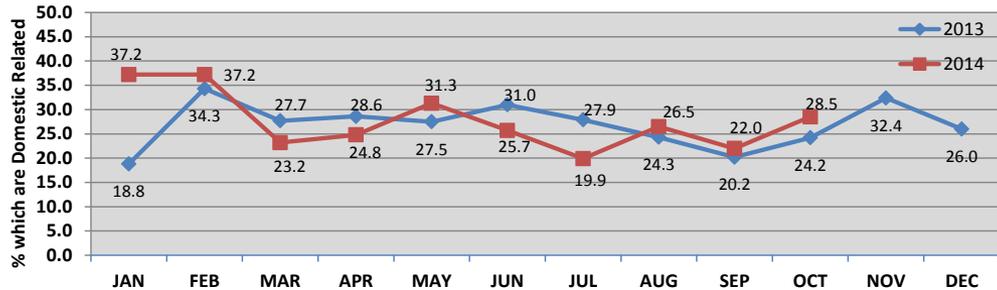
### % of Group A Crime Incidents which are Domestic Related



### Violent Crime Incidents October 2014 123 total incidents



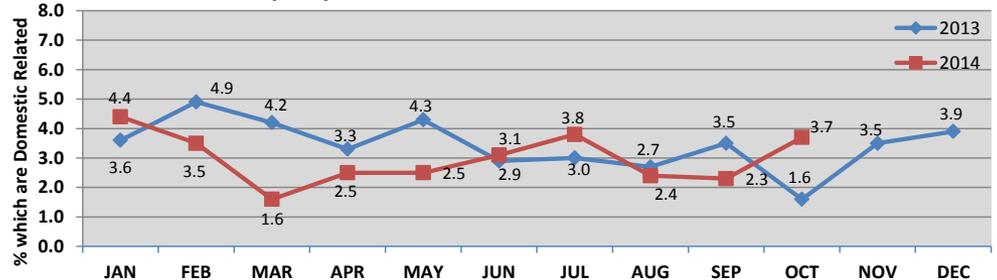
### % of Violent Crime Incidents which are Domestic Related



### Property Crime Incidents October 2014 429 total incidents



### % of Property Crime Incidents which are Domestic Related



# Rockford Police Department

## Arrestees on Probation & Parole

Adult Probationer Arrests	2013 YTD	2014 YTD	% Change
Violent Crimes	21	22	4.8%
Property Crimes	84	64	-23.8%
Other Crimes	519	536	3.3%
All Crimes	624	622	-0.3%
<b>% of Total Arrests</b>	<b>7.6%</b>	<b>7.9%</b>	<b>5.0%</b>

Juvenile Probationer Arrests	2013 YTD	2014 YTD	% Change
Violent Crimes	11	13	18.2%
Property Crimes	24	20	-16.7%
Other Crimes	141	117	-17.0%
All Crimes	176	150	-14.8%
<b>% of Total Arrests</b>	<b>2.1%</b>	<b>1.9%</b>	<b>-10.2%</b>

Parolee Arrests	2013 YTD	2014 YTD	% Change
Violent Crimes	15	12	-20.0%
Property Crimes	15	47	213.3%
Other Crimes	155	211	36.1%
All Crimes	185	270	45.9%
<b>% of Total Arrests</b>	<b>2.2%</b>	<b>3.4%</b>	<b>53.8%</b>

Arrests include both custodial (lodged in jail) and non-custodial (traffic citations and notices to appear).

# *Rockford Police Department*

## **Graffiti Strategy**

Review Hanson System daily for existing and new graffiti

Categorize all graffiti (Gang, Hip Hop, Juvenile, Unknown, Hate, Slap Tag, Other)

Review all Incident Reports related to graffiti

Meet weekly with school officers regarding information connected to graffiti

Access social media sites when appropriate to develop investigative leads in connection with graffiti

Camera Deployment

Home Visits when appropriate

Public Services announcements spotlighting graffiti

Coordinate with Public Works in connection with graffiti

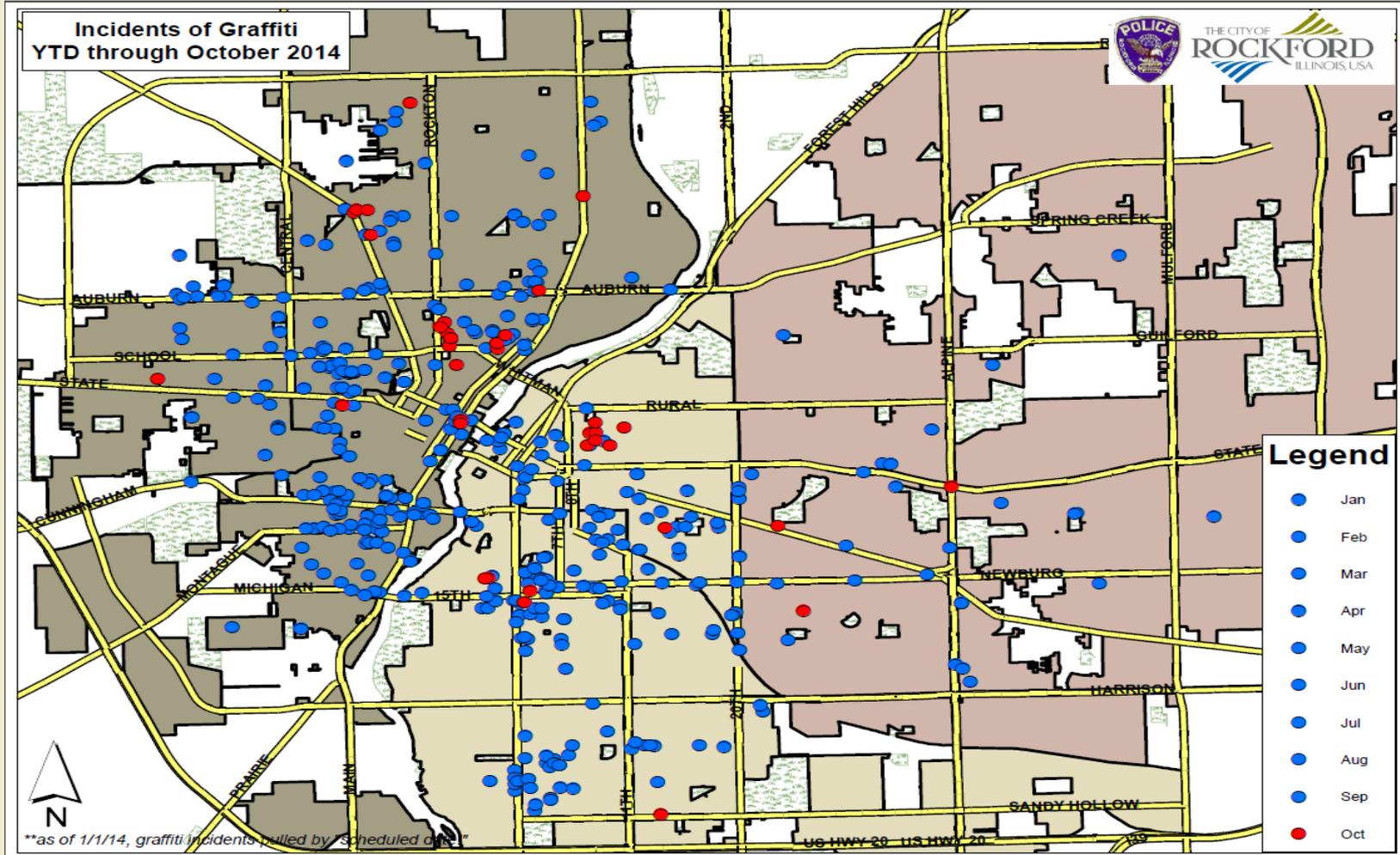
# *Rockford Police Department*

## **Graffiti Incidents**

	January	February	March	April	May	June	July	August	September	October	November	December	2014 YTD
<b>Incidents</b>													
District One	15	5	25	18	25	33	32	32	20	21			<b>226</b>
District Two	14	7	10	11	12	47	34	13	12	12			<b>172</b>
District Three	0	1	3	4	4	7	12	6	1	4			<b>42</b>
<b>Total</b>	<b>29</b>	<b>13</b>	<b>38</b>	<b>33</b>	<b>41</b>	<b>87</b>	<b>78</b>	<b>51</b>	<b>33</b>	<b>37</b>			<b>440</b>
<b>Incident Type</b>													<b>N/A</b>
Gang	26	7	31	26	24	41	38	23	20	17			<b>253</b>
Hip Hop	1	0	1	2	3	10	5	3	0	1			<b>26</b>
Juvenile	2	4	3	3	3	10	11	18	5	10			<b>69</b>
Unknown	0	2	1	3	8	10	17	7	3	4			<b>55</b>
Hate	0	0	1	0	0	2	0	0	0	0			<b>3</b>
Other	0	0	1	0	3	14	7	0	5	5			<b>35</b>
<b>Most concentrated sub-beats</b>													<b>N/A</b>
	17-4	134-2	19 - 3	38-4	43-10	164-6	165-5	95-5	212-4	139-6			<b>N/A</b>
	161-3	66-1	164 - 3	290-3	138-3	43-5	67-5	164-3	166-2	39-5			<b>N/A</b>
	22-3	65-1	66- 2	28-2	66-3	19-4	38-4	22-3	42-2	38-3			<b>N/A</b>
	165-2	23-1	64 - 3	21-2	38-2	161-3	187-3	67-2	43-2	94-2			<b>N/A</b>
<b>Arrests</b>													<b>N/A</b>
District One	0	0	0	0	0	0	1	0	0	0			<b>1</b>
District Two	0	0	0	0	0	0	0	1	0	0			<b>1</b>
District Three	0	0	0	0	0	0	0	0	0	0			<b>0</b>
<b>Active Investigations</b>													<b>N/A</b>
District One	0	2	2	3	2	2	2	2	3	1			<b>19</b>
District Two	1	1	0	0	0	0	1	1	1	0			<b>5</b>
District Three	0	0	0	0	0	0	0	0	0	0			<b>0</b>

# Rockford Police Department

## Graffiti Incident Map



# Rockford Police Department

## Firearm Recoveries and Arrest Factors

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
FIREARMS RECOVERED	18	8	10	18	25	11	22	11	10	16			149
FIREARMS TRACED THROUGH ATF	18	8	10	18	25	11	22	11	10	16			149
FIREARM ARRESTS	16	6	9	11	19	3	13	9	6	10			102
FIREARM ARRESTS PROSECUTED BY THE STATES ATTORNEY	16	6	9	11	19	3	13	9	6	10			102
FIREARM CASES REFERRED TO ATF	16	6	9	11	19	3	13	9	6	10			102
FIREARM CASES REVIEWED BY THE US ATTORNEY'S OFFICE	0	1	1	2	2	2	1	2	0	0			11
FIREARM CASES PROSECUTED BY THE US ATTORNEY'S OFFICE	0	0	0	1	2	0	0	1	2	0			6

# Rockford Police Department

## Accomplishments

Violent Crime Reduction by 10%

Property Crime Reduction by 9%

Aggravated Battery / Shots Fired Reduction  
by 26%

Raven Case Management 60 out of 207  
With reoffending 12% versus 39%

## Looking Forward

Religious Leaders Training

Citizens Police Academy

CALEA on-site in December

Recruits graduated from PTI December 18<sup>th</sup>

Hiring new recruits in December 22<sup>nd</sup>

# Community & Economic Development Department

Seth Sommer  
Charlie Schaefer  
David Sidney

# Construction and Development Services Building – Planning – Code Enforcement

## PRESENTED BY:

Seth Sommer, CDS Manager, Building Code Official  
Charlie Schaeffer, Property Improvement Programs Manager

# Community and Economic Development Construction & Development Services

## Planning Scorecard

	Current Permitting Trends					Performance Measurement		
	2013 Avg	Sep	Oct	YTD	% Change vs. 2013	Goal 95%	Sep	Oct
Sign Permits	36	53	40	325	-17%	7 Days	93%	93%
Temp Signs	5	6	2	27	-48%	2 Days	100%	100%
Fence	25	30	28	328	20%	3 Days	100%	100%
Driveway	20	17	17	209	-12%	1 Day	100%	97%
Dumpster	1	10	8	27	200%	3 Days	100%	100%
Parking Lot	4	11	5	45	-12%	5 Days	91%	100%
Zoning Conf.	17	13	9	146	-18%	5 Days	100%	100%
Comm Plans	16	16	38	163	11%	14 Days	100%	100%
Home Occ	1	0	0	2	-83%	5 Days	-	-
Tent. Plats	0	0	0	0	0%	-	-	-
Final Plats	<1	0	0	0	0%	-	-	-
ZBA Items	4	4	4	40	-5%	-	-	-
LAB Items	4	5	1	42	-5%	-	-	-
# Annex	<1	0	0	0	0%	-	-	-

# Community and Economic Development Construction & Development Services

## Building Scorecard 1 of 2

	Current Permitting Trends						Performance Measurement		
	2013 Avg	Sep	Oct	YTD	% Change vs. 2013		Goal 95%	Sep	Oct
New 1&2 Fam	0.83	0	2	7	-22%		3 Days	100%	100%
1+2 Acc. Det.	3	4	6	43	43%		2 Days	100%	84%
1/2 Add/Alt	36	45	45	374	-2%		2 Days	100%	87%
Comm/MF Plans	13	13	29	135	9%		14 Days	100%	100%
Plum/Mech Plans	7	8	9	72	-4%		14 Days	100%	100%
Elec Plans	12	10	14	105	-8%		14 Days	100%	100%
Counter Permits	4	5	0	46	12%		1 Day	100%	-
Demolition Permits	11	9	20	142	23%		2 Days	100%	100%
Plumbing Permits	95	89	161	1050	11%			-	-
Stand Alone Plum	70	53	138	837	19%		1 Day	100%	98%
Mechanical Permits	118	87	154	1123	-2%			-	-
Stand Alone Mech	97	58	129	925	-2%		1 Day	99%	97%

# Community and Economic Development Construction & Development Services

## Building Scorecard 2 of 2

	2013 Avg	Current Permitting Trends					Performance Measurement		
		Sep	Oct	YTD	% Change vs. 2013		Goal 95%	Sep	Oct
Electrical Permits	62	78	61	627	-2%		-	-	-
Stand Alone Elec	30	37	27	343	7%		1 Day	98%	93%
# Roofing Permits	102	550	509	4202	284%		1 Day	99%	99%
# Siding Permits	17	35	58	335	81%		1 Day	100%	100%
Struct Insp Reported	361	392	446	3327	-8%		-	-	-
Struct Inspections	143	128	246	2337	67%		1 Day	100%	98%
Plum Insp Reported	220	215	243	2080	-11%		-	-	-
Plumbing Inspections	164	140	193	1490	-13%		1 Day	100%	100%
# Mech Insp Reported	188	200	252	1901	-1%		-	-	-
# Mechanical Insp	138	104	67	820	-44%		1 Day	100%	96%
Elec Insp Reported	159	141	141	1417	-12%		-	-	-
# Electrical Inspections	118	131	118	1013	-18%		1 Day	100%	94%
# FOIA Requests	46	36	51	472	5%		On Time	100%	100%
% of Permits Online	5%	19%	25%		-		-	-	-

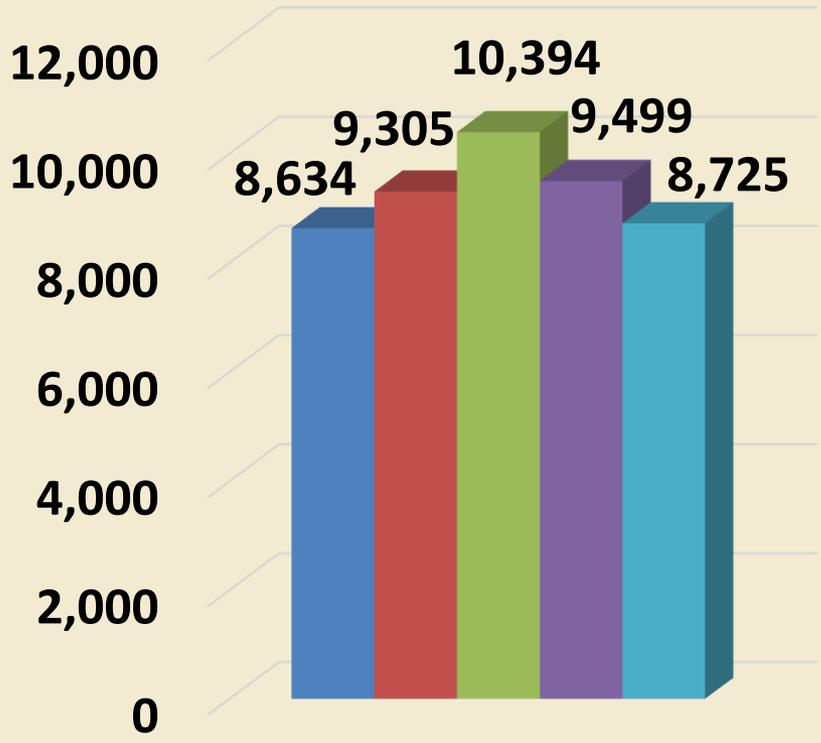
# Community and Economic Development Construction & Development Services

## Property Standards Scorecard

	Current Property Standards Trends					Performance Measurement		
	2013 Avg	Sep	Oct	YTD	% Change vs. 2013	Goal 95%	Sep	Oct
# P.S. Inspections	235	111	142	2060	-10%			
# P.S. Complaints	75	78	64	655	-17%			
Avg # Days to 1st Insp	1.56	inc	inc		inc	1 Day	inc	inc
# Order to Repair	43	46	32	332	-27%			
Avg # Days from Insp.	3.83	inc	inc		inc	3 Days	inc	inc
# Condemnations	26	11	11	200	-28%			
# Condemns Lifted	14	20	19	172	18%			
# Emerg Inspections	12	8	9	91				
# Emergency Demos	7*	0	2	7				
Total # Demos by City	18*	11	16	57		-	-	-

### INSPECTIONS THRU October

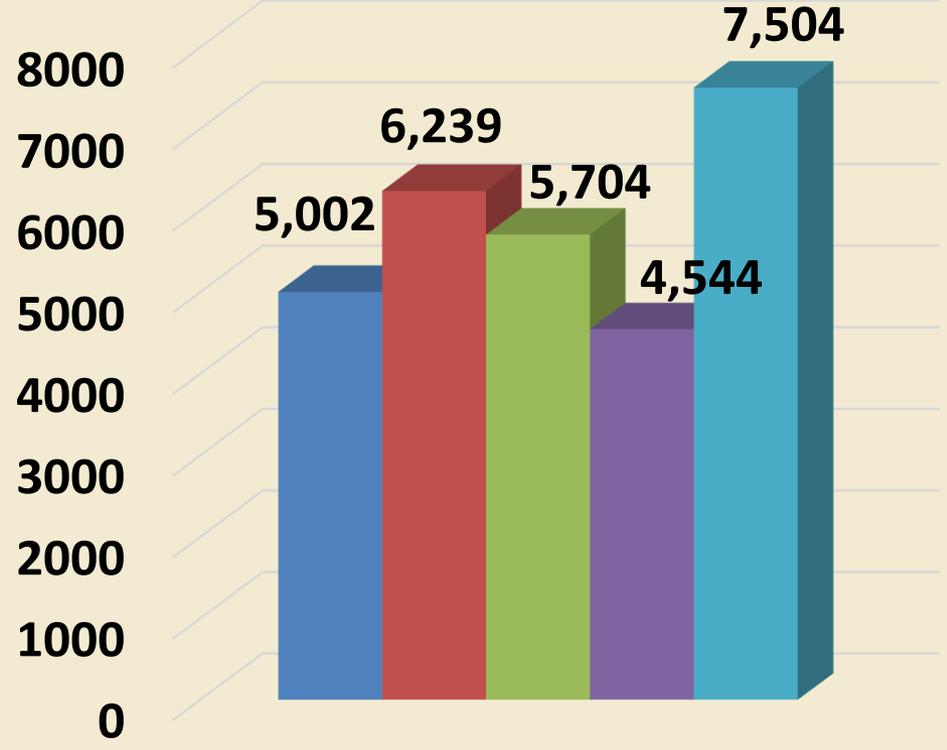
2010	2011	2012	2013	2014	%CHANGE
8,634	9,305	10,394	9,499	8,725	<b>-8.15%</b>



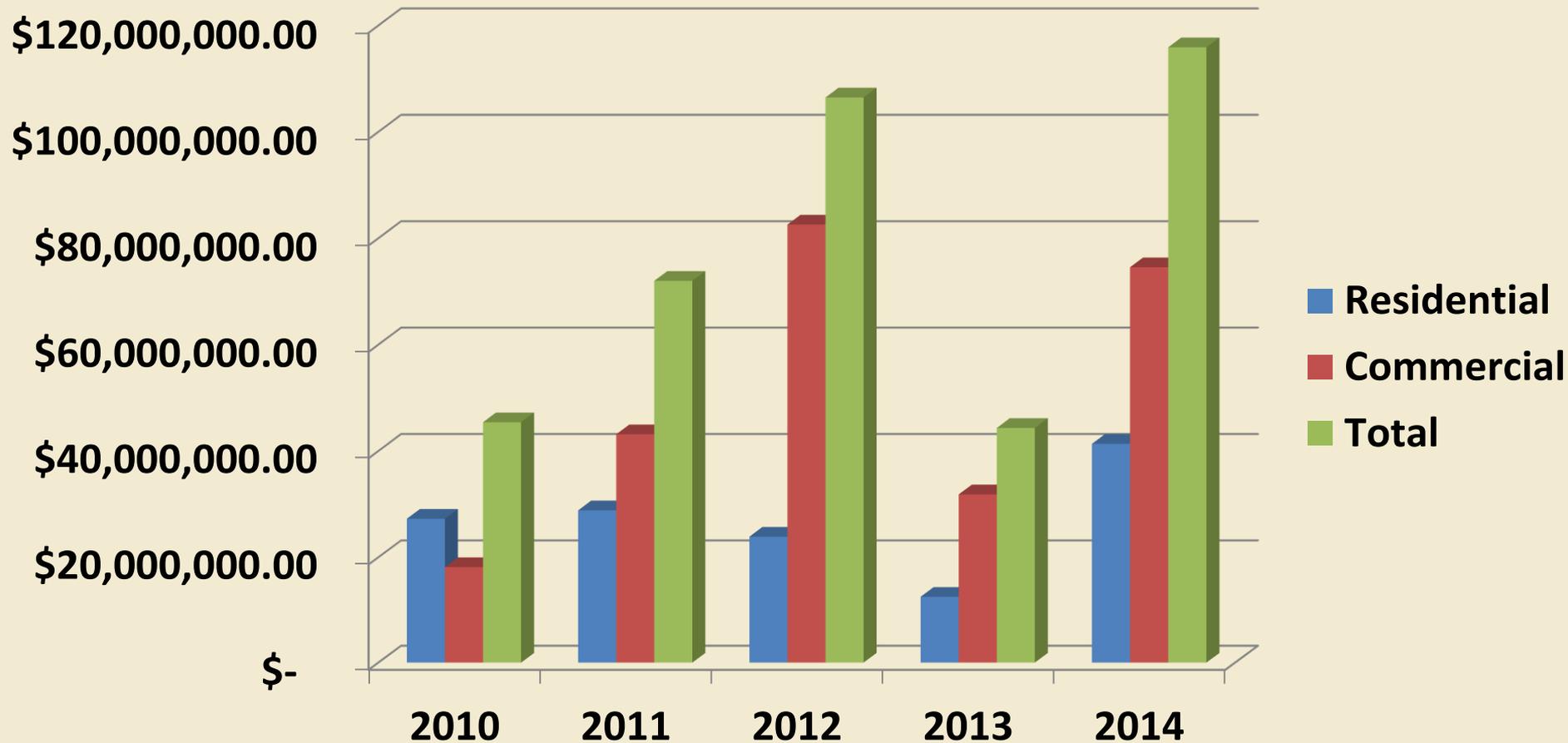
■ 2010 ■ 2011 ■ 2012 ■ 2013 ■ 2014

### TOTAL PERMITS thru October

2010	2011	2012	2013	2014	%CHANGE
5,670	7,323	6,415	5,130	8,545	<b>66.57%</b>



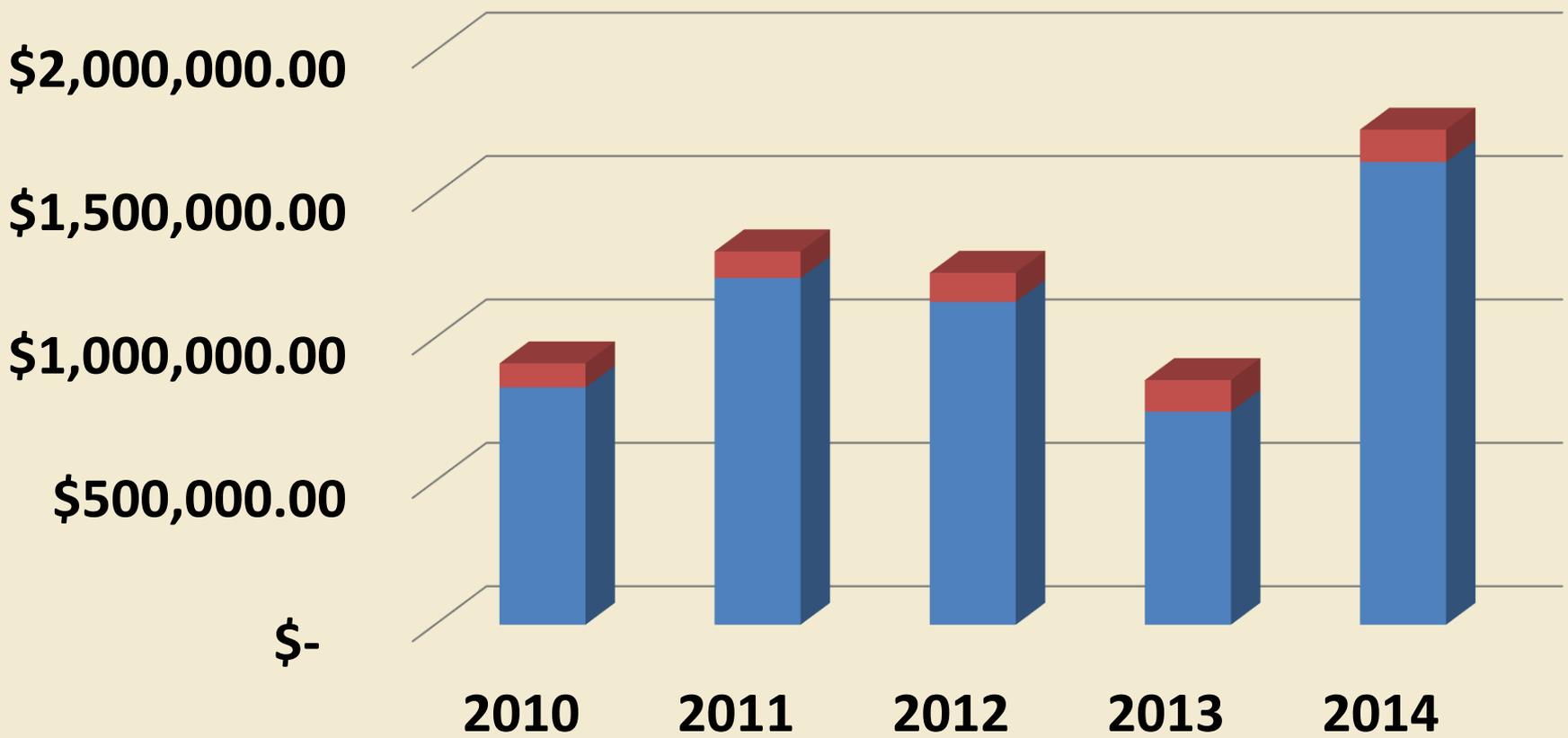
■ 2010 ■ 2011 ■ 2012 ■ 2013 ■ 2014



### Construction Valuation Thru SEPTEMBER 2014

	2010	2011	2012	2013	2014
<b>Residential</b>	\$ 27,271,108.00	\$ 28,845,969.00	\$ 23,892,672.00	\$ 12,498,613.00	\$ 41,347,189.00
<b>Commercial</b>	\$ 18,132,048.00	\$ 43,138,117.00	\$ 82,574,528.00	\$ 31,840,042.00	\$ 74,541,970.00
<b>Total</b>	\$ 45,403,156.00	\$ 71,984,086.00	\$ 106,467,200.00	\$ 44,338,655.00	\$ 115,889,159.00

■ Building ■ Planning



**TOTAL PERMIT FEES (Revenue) Thru September**

	2010	2011	2012	2013	2014	% CHANGE
<b>Building</b>	\$827,320.50	\$ 1,208,873.93	\$ 1,125,390.62	\$742,817.60	\$ 1,612,901.73	<b>117.13%</b>
<b>Planning</b>	\$ 83,638.38	\$ 92,679.60	\$ 101,420.90	\$110,066.40	\$ 113,089.72	<b>2.75%</b>
<b>Total</b>	<b>\$910,958.88</b>	<b>\$ 1,301,553.53</b>	<b>\$ 1,226,811.52</b>	<b>\$852,884.00</b>	<b>\$ 1,725,991.45</b>	<b>102.37%</b>

# Community and Economic Development Construction and Development Services Achievements

- Residential Demolition Program – Update – 57 demos completed – Gearing up for 2015
- Continued high volume of online permits which also meant quicker revenue collection! October was highest month ever – 25% of all permits were online!

# Community and Economic Development Construction and Development Services Areas of Improvement

- Need to fill two property standards inspector positions and one neighborhood standards inspector position
- Need to improve and align code hearing processes and develop similar strategies in all code hearings for operating consistency

# Neighborhood Standards

PRESENTED BY:

Charlie Schaefer

Property Improvement Programs Manager

# Community and Economic Development Construction and Development Services Neighborhood Standards Scorecard

Code Enforcement		Sep-14	Oct-14	2014 Totals	2014 Monthly Average	2012-13 Monthly AVG
Monitor Requests for Service	Total # of Complaints	473	205	4155	416	473.8
	Total # of Unfounded Complaints	160	76	1491	149	141.0
	# of Nuisance/Zoning Complaints	391	140	3462	346	395.8
Case Compliance Rate	% rate of Voluntary Compliance	59.1%	45.5%		60.0%	57.5%
	Avg. # of Days to Voluntary Compliance	19.8	23.5		17	23.7
	% rate of Induced Compliance	3.7%	11.1%		8.5%	5.5%
	Avg. # of Days to Induced Compliance	39.95	55.35		49	52.2
	% rate of Forced Compliance	37.2%	43.4%		31.5%	37.1%
	Avg. # of Days to Forced Compliance	24.86	23.8		27	28.2
Case Type Trending	# of Nuisance Cases	498	244	5472	547	447.3
	# of Zoning Cases	137	128	927	93	77.0
	Total # of Nuisance/Zoning Cases	635	372	6399	640	524.3
	# of Proactive Nuisance/Zoning Cases	299	275	3911	391	247.8
City Efficiency	Avg. # of Nuisance/Zoning Cases Per Inspector	158.8	93.0		136.46	108.3
	Avg. # of Days from Complaint to First Inspection (Nuisance/Zoning)	3.6	2.6		2.9	3.0
	Open Service Requests at end of Month (Nuisance/Zoning)	16	4		12.7	24.3

# Community and Economic Development Construction and Development Services Neighborhood Standards Achievements

- Code Enforcement sweep of the Jackson Heights Neighborhood.
- E-waste collection agreement extended to 12/31/2014 under new terms.
- Neighborhood Enforcement Specialists training and testing at American Association of Code Enforcement (AACE) National Conference.
- Completed field audit of inactive water accounts for garbage collection billing.

# Community and Economic Development Construction and Development Services

## Neighborhood Standards Areas of Improvement

- Nearing completion of Dual Hearing Docket process improvement.
- In-process of testing updated mobile hardware.
- Need to renew effort to complete internal Zoning Parking Ticket process.
- Continuing challenges related to staffing levels.

# Long Range Planning Division

PRESENTED BY:

David Sidney, Comprehensive Planning & Design Manager

# Comprehensive Plan

## Implementation Planning Framework

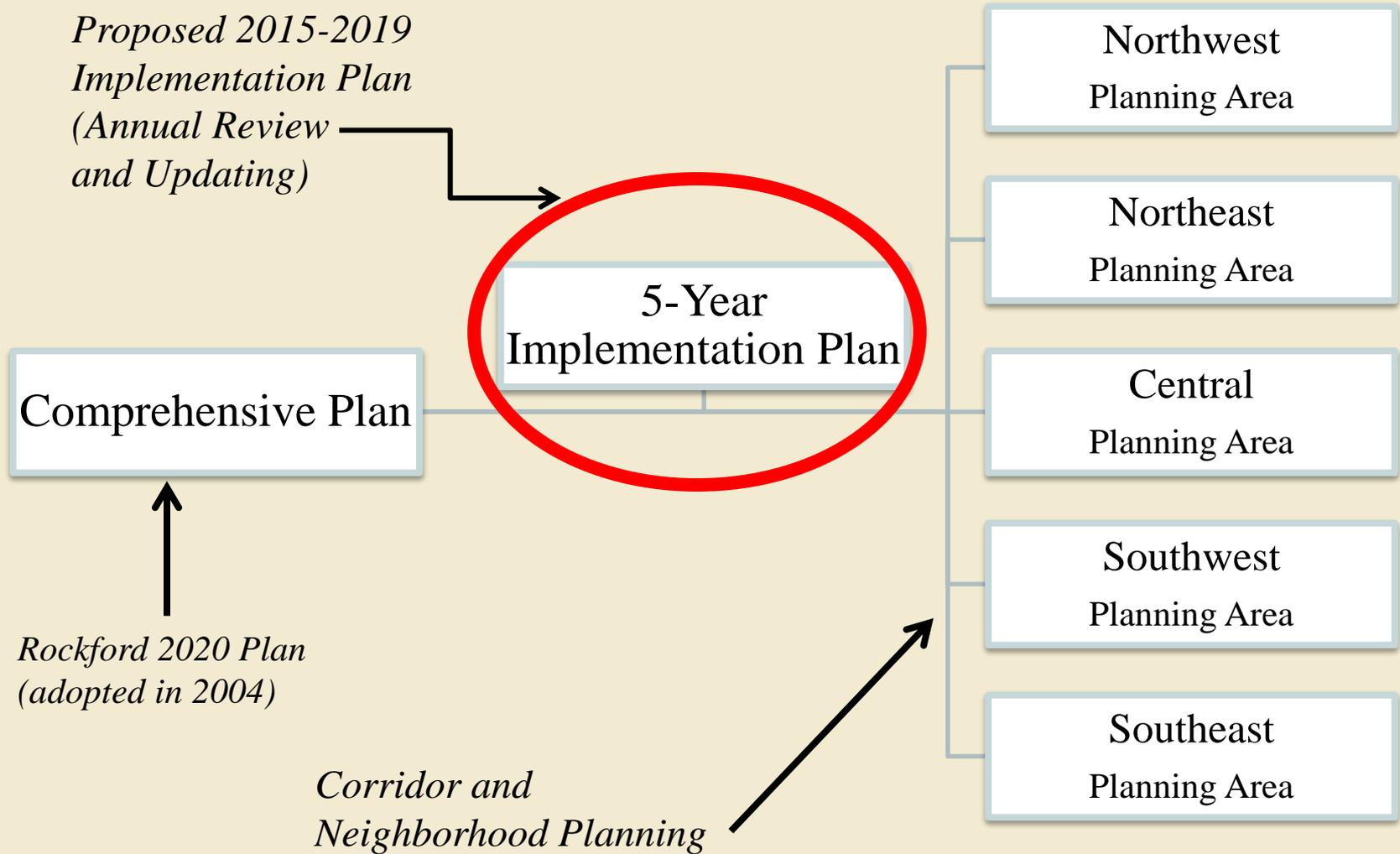


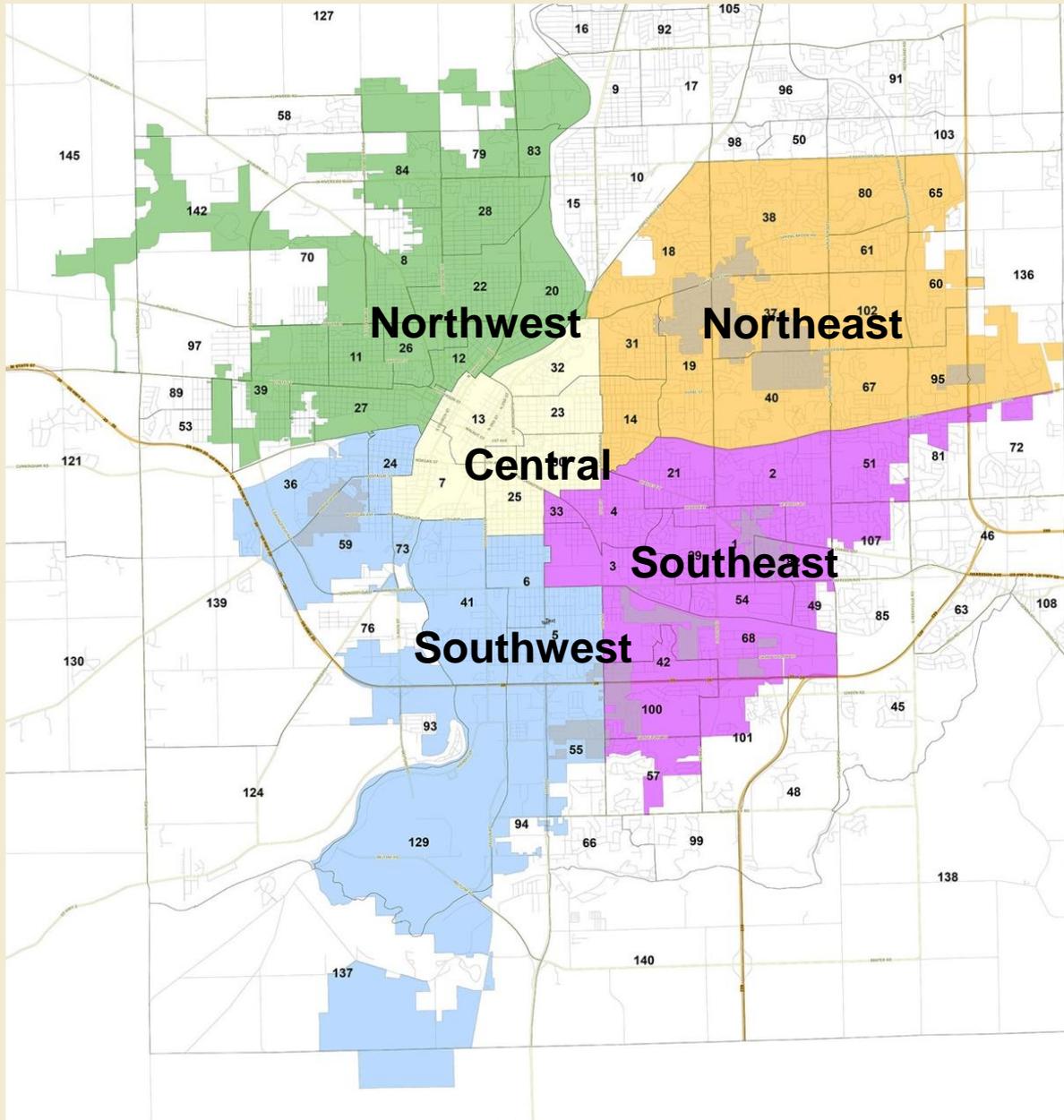
### **Implementation Planning:**

- Focuses the Comprehensive Plan's broad recommendations more specifically and geographically.
- Synchronized with Consolidated Plan & Capital Improvement Program

# Comprehensive Plan

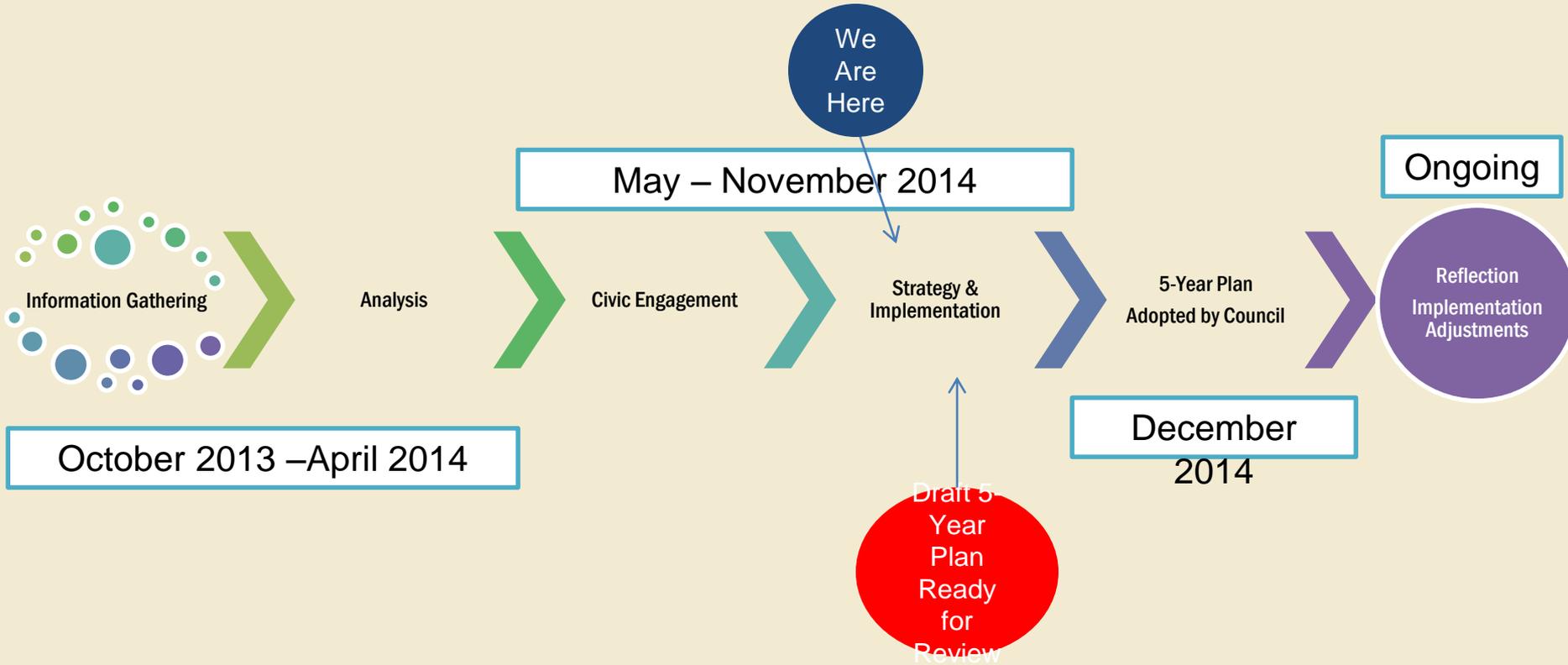
## 5-Year Planning & Place-Based Strategies





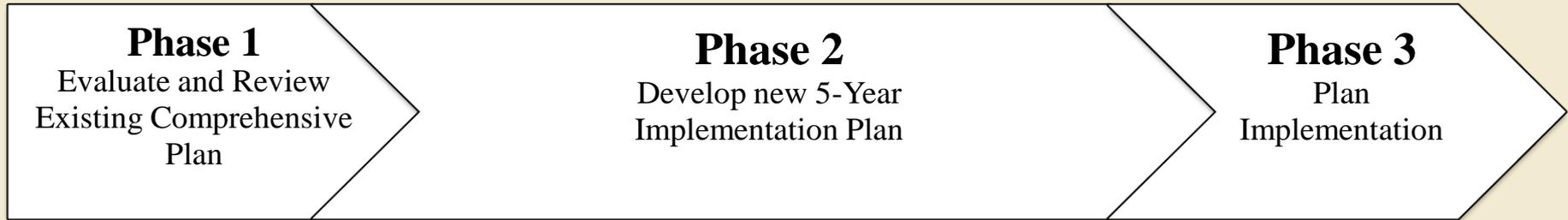
# Comprehensive Plan

## 2015-2019 Implementation Plan – Project Timeline



# Comprehensive Plan

## 2015-2019 Implementation Plan – Project Timeline



- ✓ Planning Development Committee & Staff Review
- ✓ Recommend approach to updating and implementing the 2020 Plan goals and strategies

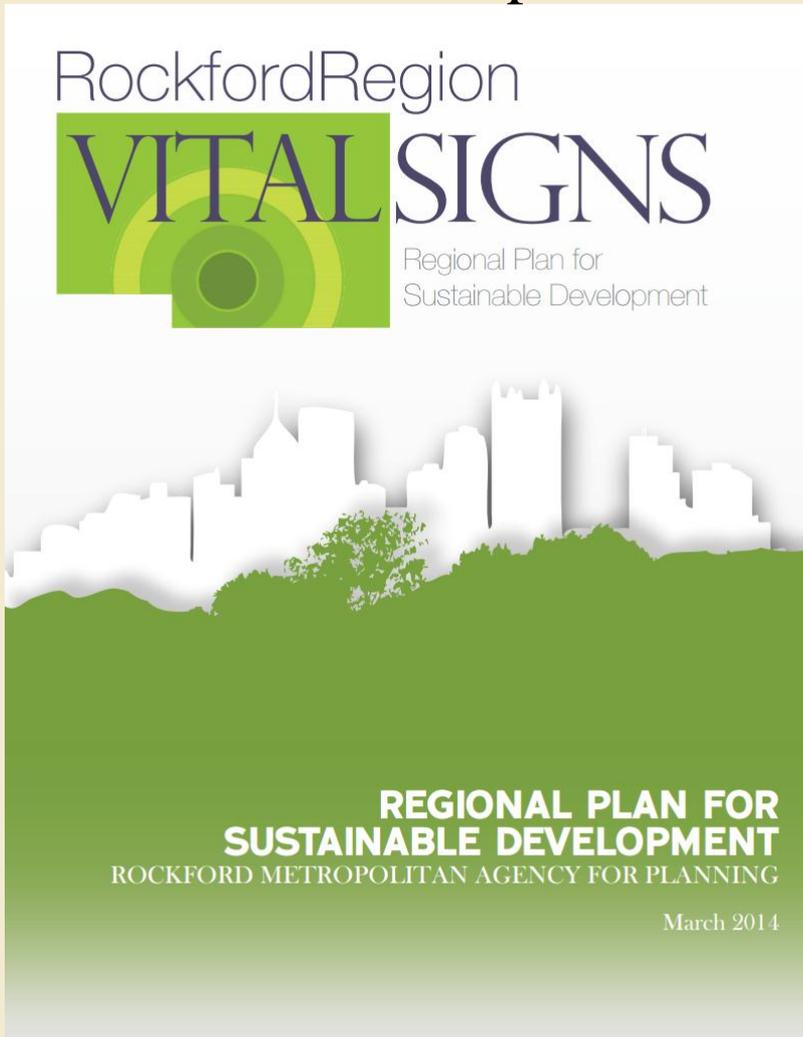
- ✓ Assessment of all approved planning documents and amendments since 2004
- ✓ Establish 2020 Plan **Steering Committee**
- ✓ Vision & Strategy **Assessment Matrix** with Regional Planning Documents

- ✓ Establish **Strategy Work Groups**
- ✓ Present recommendations to Steering Committee
- Community **Input** (neighborhoods)

- Prioritize Strategies
- Implementation indicators /metrics
- Dashboard Development
- Resource Requirements
- Annual progress review/report to Council

# Comprehensive Plan

## 2015-2019 Implementation Plan – Analysis Framework



Transportation



Energy



Built Environment



Housing



Biodiversity



Education



Waste



Civic Vitality



Health



Culture



Land



Water



Economic Development



Technology



Food



Safety

# Comprehensive Plan

## 2015-2019 Implementation Plan – Analysis

Evaluated seven (7) local/regional plans:

- **City of Rockford** – *Consolidated Plan/Annual Action Plan*
- **Rockford Park District** – *Strategic Development Framework Plan*
- **Winnebago County** - *2030 Land Resource Management Plan*
- **RREDD** – *2010-2015 Comprehensive Economic Development Strategy*
- **RAEDC** - *Rockford Region Strategic Diversification Plan*
- **RMAP** – *Regional Plan for Sustainable Development*
- **RMAP** – *2040 Long Range Transportation Plan*

# Comprehensive Plan

## Strategy Themes for Social

### Housing & Neighborhoods

Housing Stock & Availability

Preserving and Improving Neighborhoods

### Safety

Safe Community

Collaboration and Program Support

Prevention & Reporting

### Civic Vitality

Participation

### Culture

Cultural Vibrancy

### Health

Access & Awareness

Improving Health Outcomes

### Food

Availability and Access to Healthy Foods

# Comprehensive Plan

## Sample of Draft Strategies

### Housing Stock & Availability

- **1.1** Stabilize and upgrade existing housing stock by rehabilitation or demolition.
- **1.9** Stabilize and upgrade existing neighborhood commercial centers and corridors.

### Access to Healthy Foods

- **6.1** Provide convenient access to healthy food for all residents.
- **6.2** Support and expand the location of weekday and weekend farmer's markets.
- **6.3** Identify City-owned properties suitable for urban agriculture and community gardens.

# Comprehensive Plan

## Strategy Themes for **Environment**

### Land

Land Management

Infill and New  
Development

### Water

Water Supply and  
Infrastructure

Watershed/  
Waterway Planning  
& Protection

Site Development  
Standards

### Biodiversity

Preservation and  
Restoration

### Built Environment

Parks and Open  
Space

Walkable  
Neighborhoods &  
Corridors

Public Facilities

Redevelopment

### Waste

Recycling

Waste  
Management

# Comprehensive Plan

## Strategy Themes for Environment

### Land Management

- **7.1** Reduce surplus City-owned land and structures and return publically owned vacant parcels to taxable status.
- 7.2** Promote targeted infill development in all Planning Areas.

### Parks and Open Space

- **10.9** Continue assessment, remediation and redevelopment of brownfield sites.
- 10.10** Consolidate smaller parcels of land where feasible to promote redevelopment.
- 10.11** Leverage public sector infrastructure development for private investment in stable and declining Planning Areas.
- 10.12** Incentivize development in Planning Areas where investment is stagnant or declining.

# Comprehensive Plan

## Strategy Themes for Economy

### Transportation

Infrastructure  
Network  
Improvements

Multiple Transit  
Options

Complete Streets

### Education

Pre-K through 12<sup>th</sup>  
Grade

Post Secondary

### Economic Development

Site Readiness

Business  
Development and  
Growth

Workforce  
Development

Historic  
Preservation and  
Redevelopment

### Technology

Telecommunication  
and Broadband

Business

### Energy

Sources

Delivery

# Comprehensive Plan

## Strategy Themes for Environment

### Complete Streets

- **12.6** Improve pedestrian connections and safety across major right-of-ways.
- **12.8** Maintain and expand on and off-street networks servicing pedestrians and bicyclists.
- **12.9** Collaborate with the Rockford Public Schools to improve pedestrian access between schools and neighborhoods.

### Site Readiness

- **14.1** Reposition former industrial sites and areas for new users.
- **14.6** Attract more essential services (i.e., including but not limited to groceries, laundry and dry cleaning facilities, and pharmacies) to currently underserved Planning Areas.
- **14.9** Align local startup and expansion capital to encourage and accelerate entrepreneurial growth.

# Comprehensive Plan

## 2015-2019 Implementation Plan

- **Goals & Principles** – *Primary Outcome*
- **Strategies** – *Approach to achieving the goal*
- **Action** – *How to implement the strategies*
- **Indicators** – *Tells us how are we doing with each action step*
- **Benchmarks** – *Quantifiable targets to measure progress over time in achieving strategies*
- **Timeline & Resource Identification** – *Milestone Dates, Lead Agency/Partners, and recommended funding sources*



= *Current Stage in the Update Process*

# Community and Economic Development Long Range Planning Next Steps

- Feedback **Review** by Steering Committee and **adjust** strategies as needed
- **Develop** Draft Implementation Plan (*Goals, Strategies, Action, Metrics and Benchmarks*)
- **Submit** 2015-2019 Implementation Plan for Council Approval

# Public Works Dept.

PRESENTED BY:

Mark Stockman – Street Superintendent

Tim Holdeman – Water Superintendent

# Street & Transportation Division

**Mark Stockman**  
**Street & Transportation Superintendent**

# Public Works - Street & Transportation

## Scorecard

Monthly Performance		2014						
		May	Jun	Jul	Aug	Sep	Oct	
Street Operations	Open Pothole Requests	150	182	212	238	211	149	48
	Arterial Pothole Requests - Ave. Days Open	20	23	27	37	45	34	31
	Residential Pothole Requests - Ave. Days Open	50	22	27	37	43	51	73
	# Trees Trimmed	200	232	141	114	127	151	385
	# Trees Removed	120	81	90	107	141	164	118
	# Trees Planted - Monthly Average	140			207	108	59	217
	Open Forestry Requests	400	260	318	348	349	214	118
	Open Forestry Requests - Average Days Open	150	206	163	163	174	110	172
	Total Requests	750	635	582	695	590	447	389
	Total Open Requests	700	514	579	619	623	443	242
Traffic Operations	% of Graffiti Removal Time in ≤5 days	95%	100%	98%	100%	88%	100%	100%
	% Signals Repaired Compared to Reported	95%	99%	99%	99%	99%	99%	99%
	% Signals Replaced Compared to Reported	95%	100%	99%	100%	100%	100%	67%
	% of Signal Bulb Outage Response Time in ≤24 hrs	95%	100%	97%	95%	100%	100%	96%
	City Street Light Outage Response Time ≤5 days	95%	100%	80%	100%	100%	100%	100%
	% Sign Repaired/Replac. to Reported	95%	100%	98%	100%	95%	50%	99%
	Signs Repair/Replac. Response Time ≤5 days	95%	100%	100%	99%	93%	97%	96%

# *Street & Transportation*

## **YTD Productivity Update – Patching & Forestry**

### **Patching**

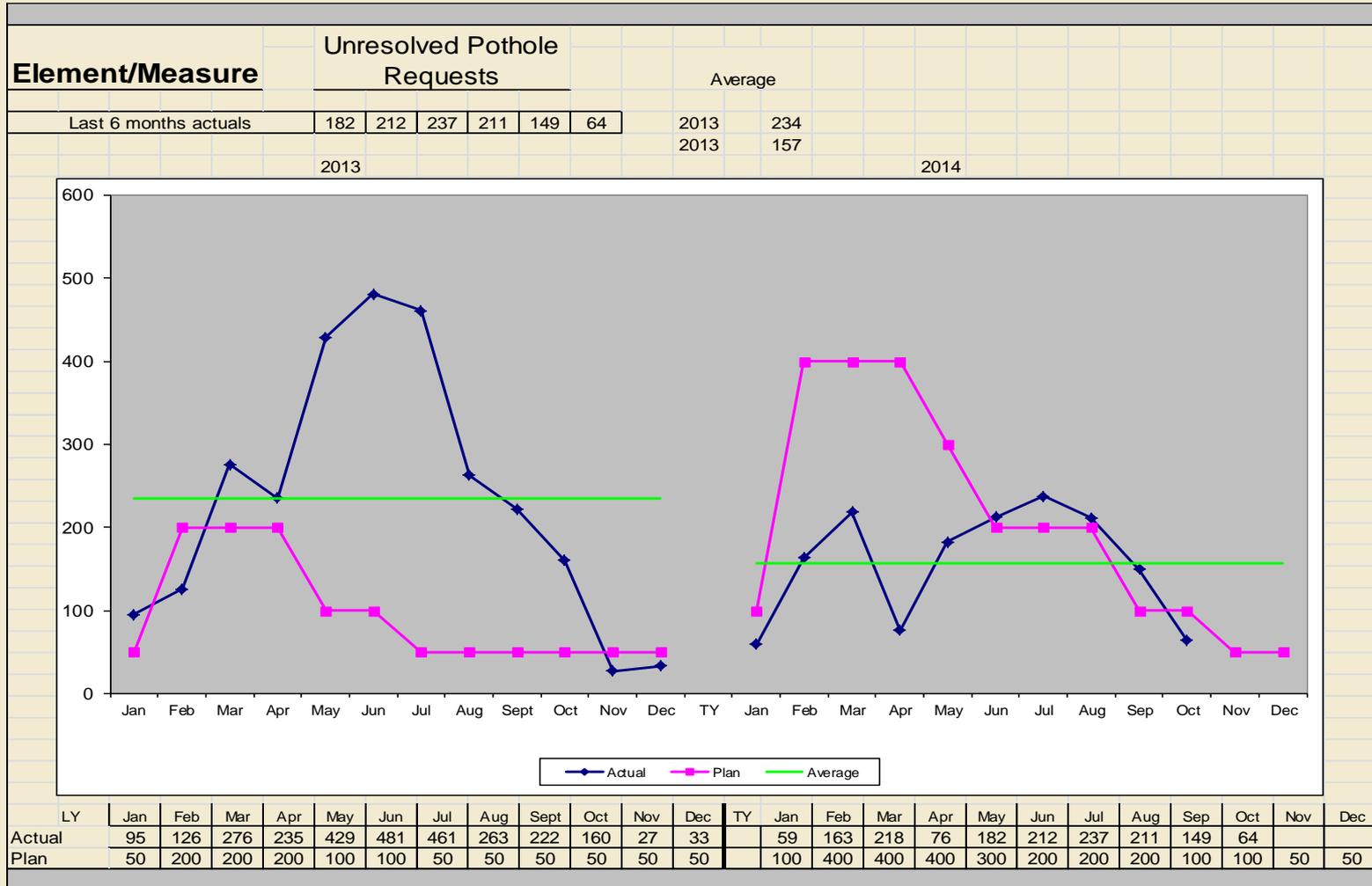
	Arterial	Residential
• Total Requests	901	1969
• Completed	896	1926
• Unresolved	5	43
• % Completed	99.4%	98%

### **Forestry**

	Prune	Removal	Pick up Limb/Haul
• Total Requests	411	514	556
• Completed	364	485	542
• Unresolved	47	29	14
• % Completed	88.6%	94.4%	97.5%

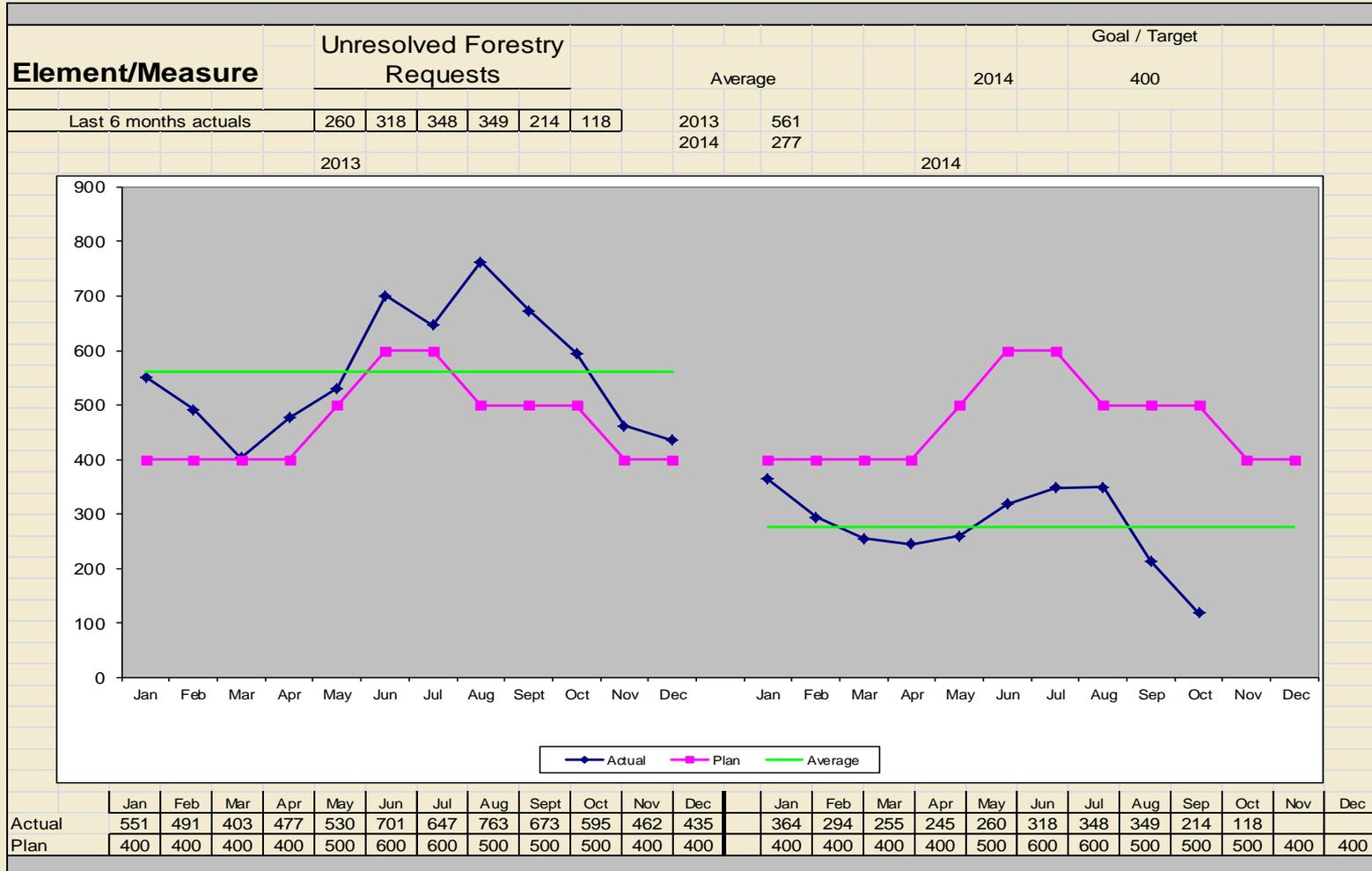
# Street & Forestry

## Unresolved Pothole Requests



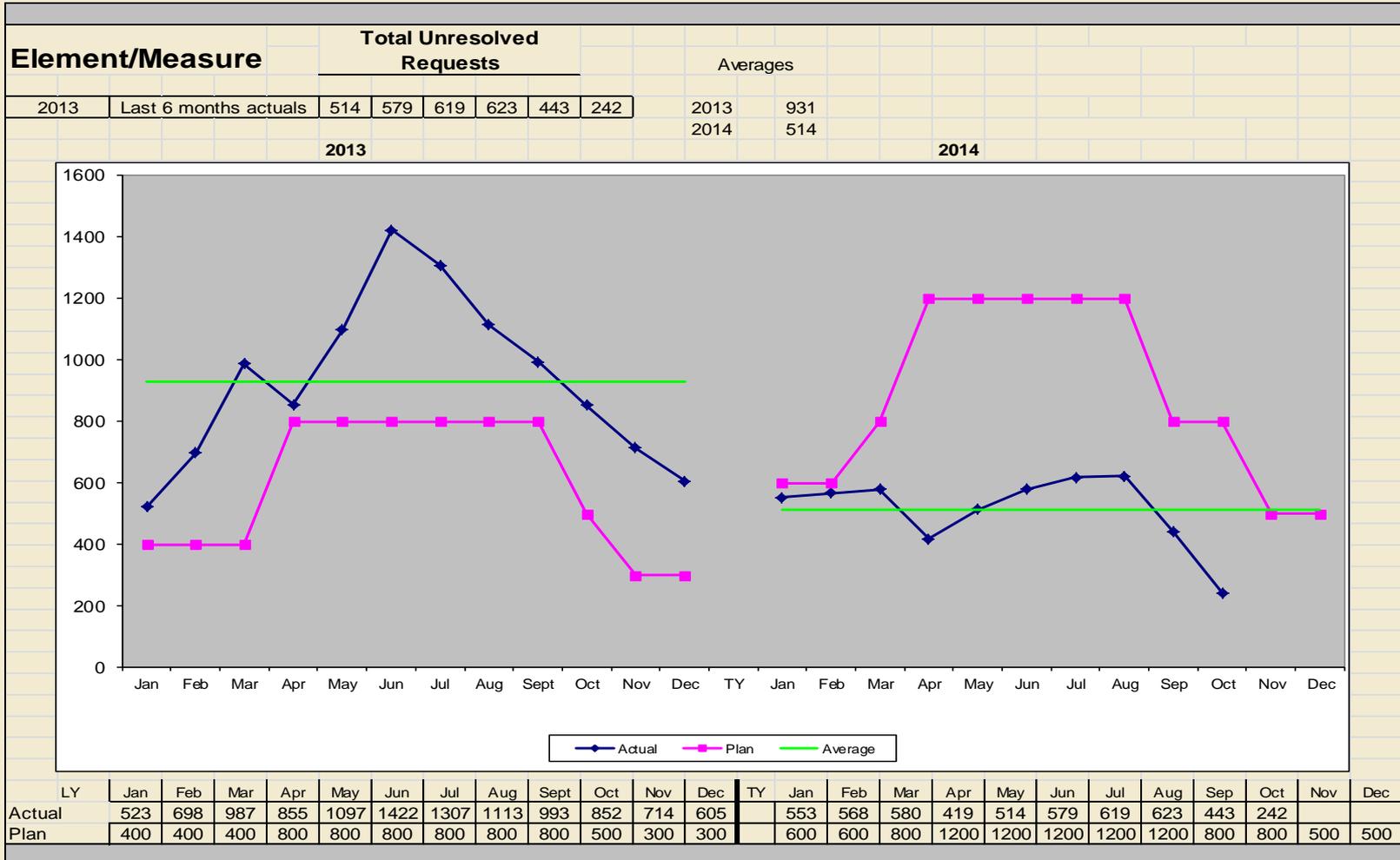
# Street & Forestry

## Unresolved Forestry Requests



# Street & Forestry

## Total # Unresolved Request



# Forestry

## Follow Up – Wood Utilization & Etsy



Wood-Mizer LT40 Super Hydraulic Portable Sawmill Step up to High Production - YouTube.avi



"Modern Jazz" Table of Ash, Plywood, Walnut, & Nickel by Matt Seiler



# Forestry

## Follow Up – Wood Utilization & Etsy



# *Street & Transportation*

## **Achievements**

- Reduction in # of unresolved Forestry and Pothole requests
- 60% completed with fall sweeping
- Planted 217 new trees

## **Areas for Improvement**

- Parking lot landscape maintenance
- Dam & Drainage maintenance
- Snow & Ice preparations nearly complete

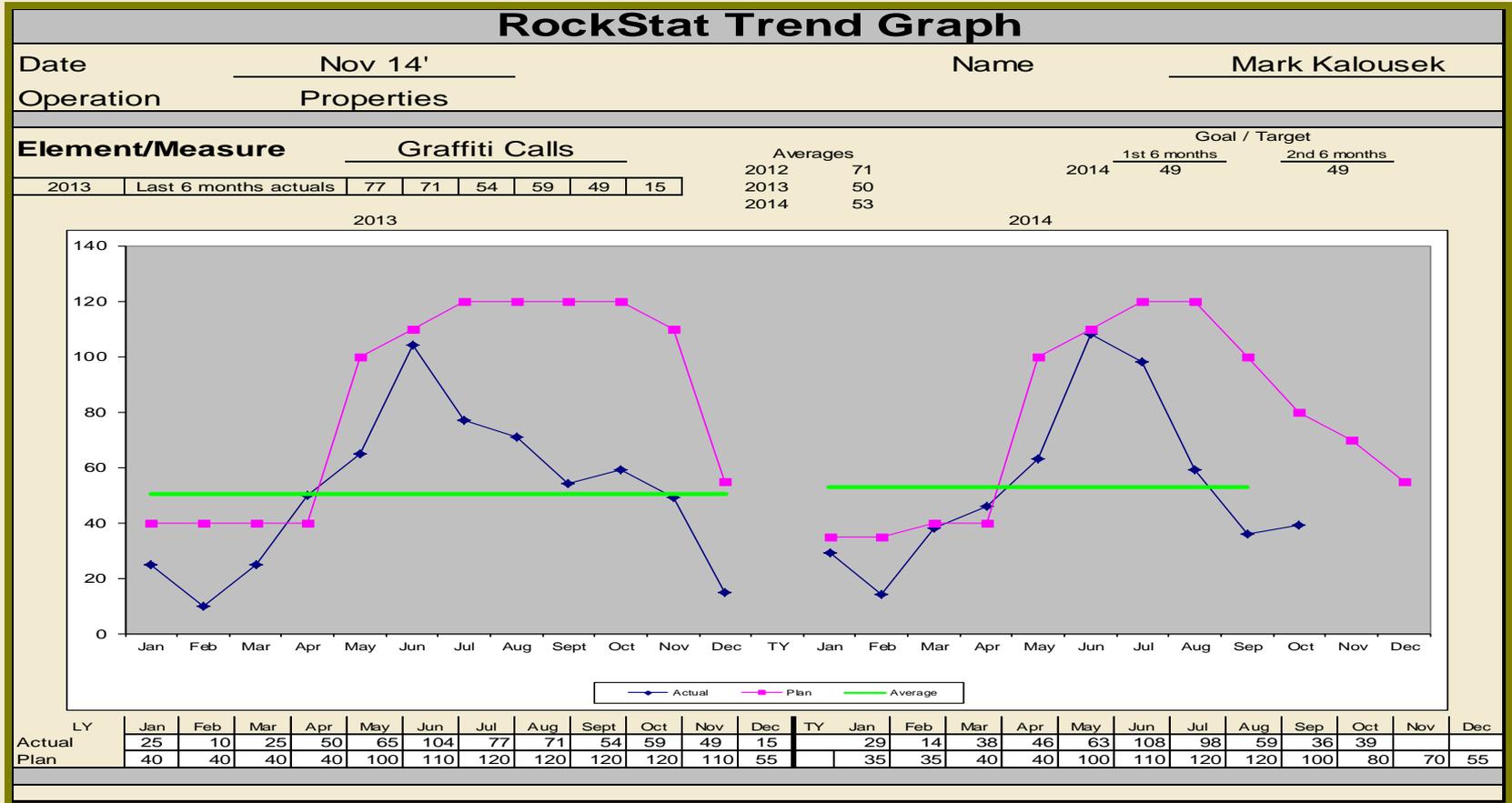
# Graffiti

PRESENTED BY:

Kwame Calvin – Transportation & Facilities Manager

# Public Works – Graffiti

## 2014 YTD Dashboard



# Public Works – Graffiti

## Statistics

- We have a **2%** decrease in graffiti cases (**530**) this year compared to (**540**) in 2013
- We averaged a (**1.1**) day removal time since April.
- June is our highest month for graffiti cases (**108**) in 2014 compared to (**104**) in 2013
- We have decreased graffiti by **27** percent in past 3 months.
- We are averaging (**53**) cases per month this year compared to (**54**) in 2013

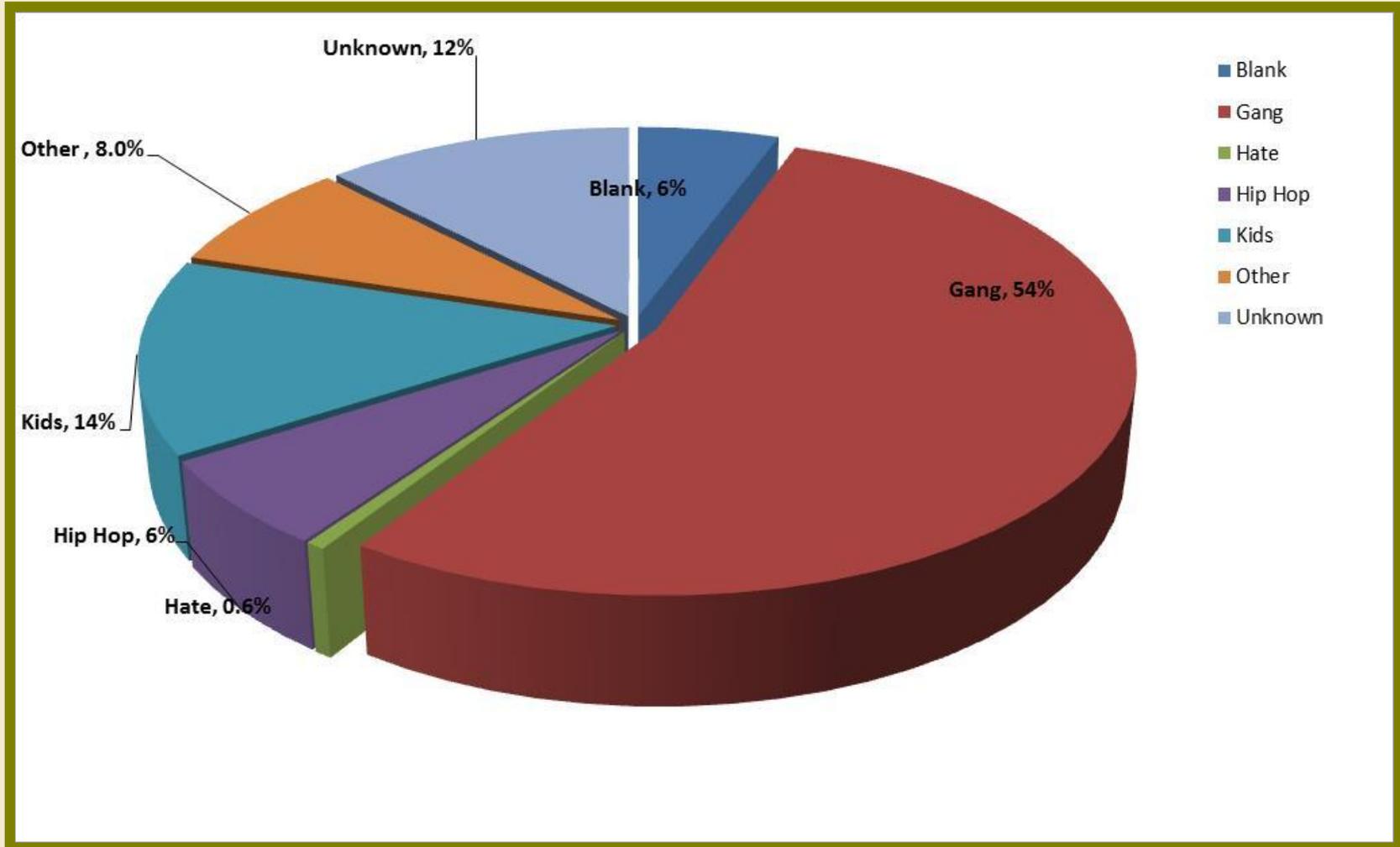
BEFORE



AFTER

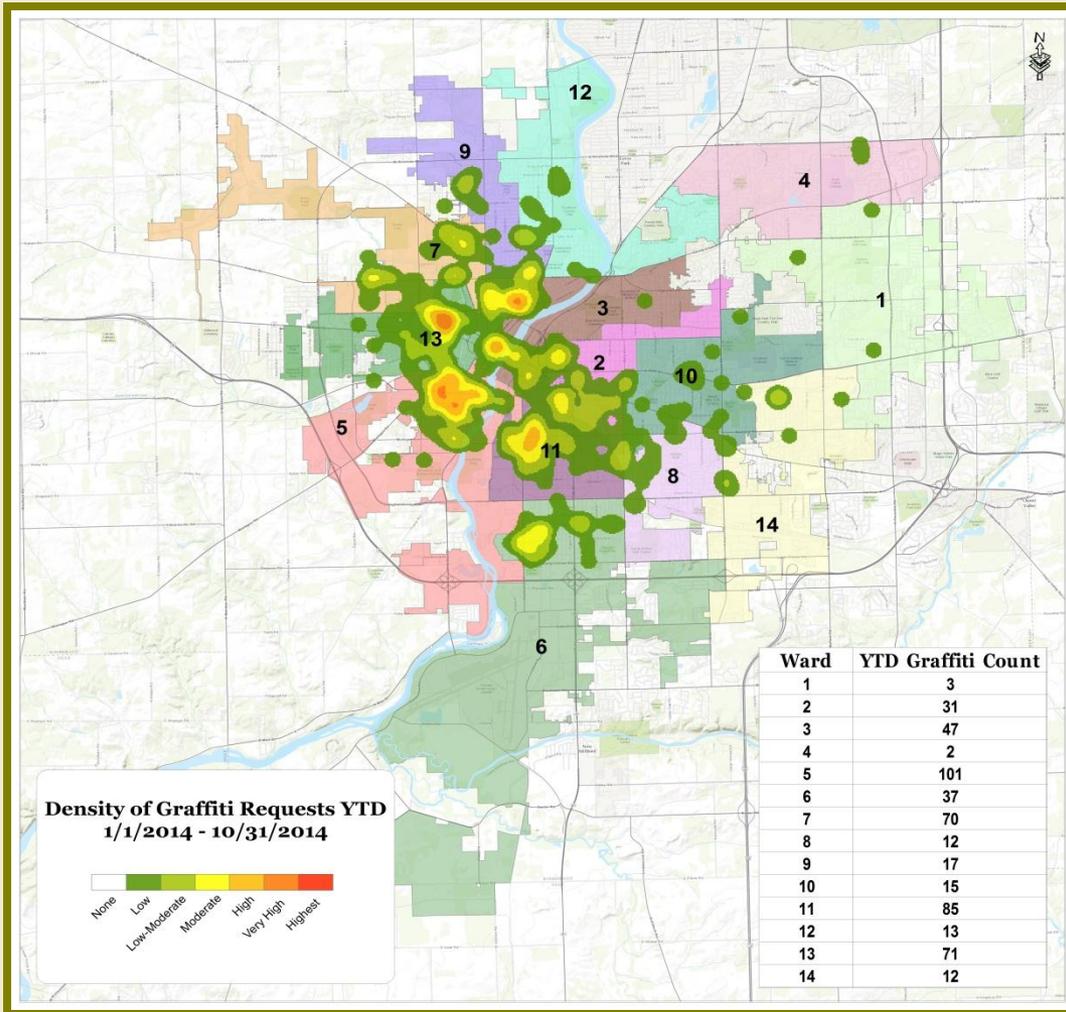


# Public Works – Graffiti Statistics



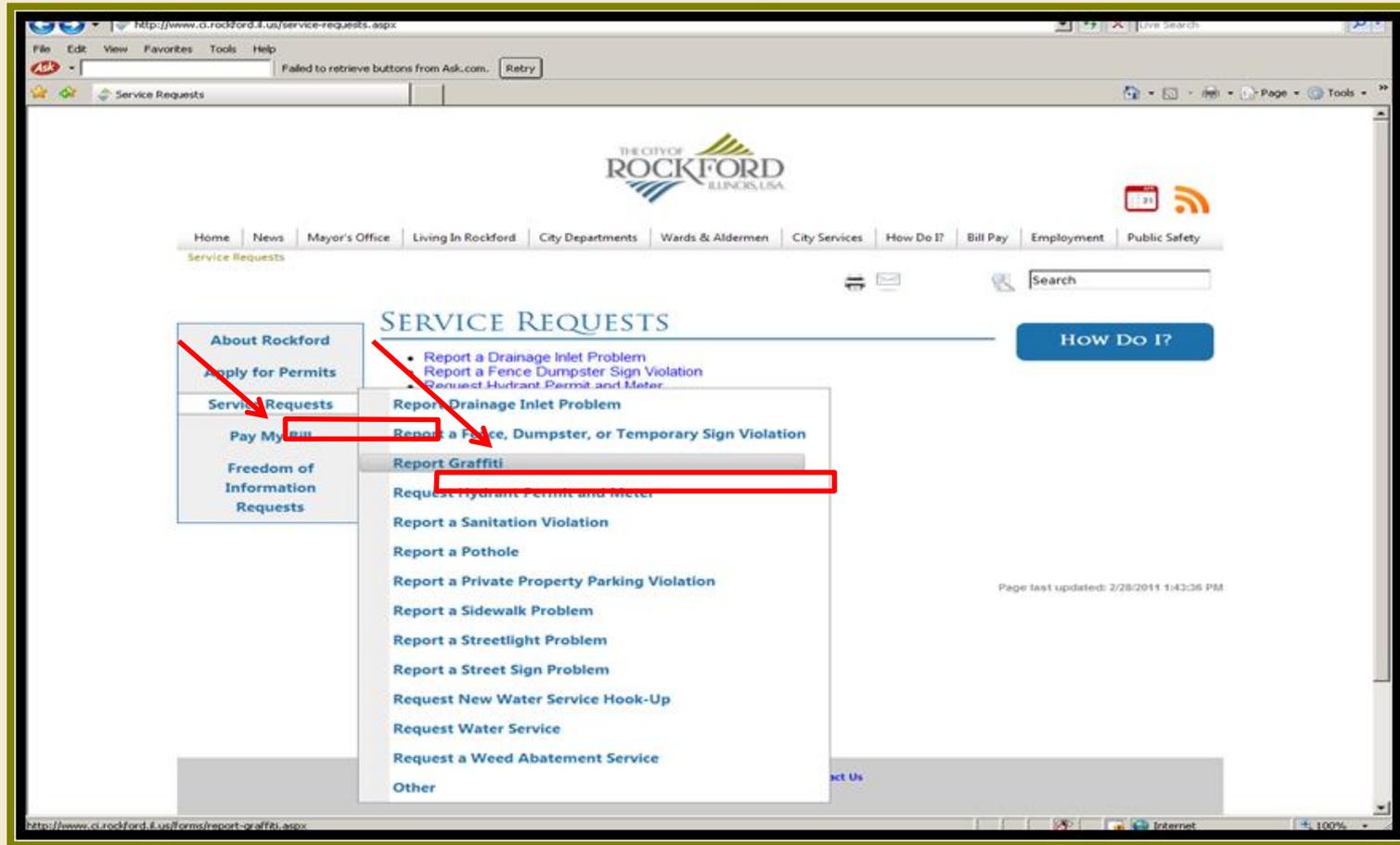
# Public Works – Graffiti

## Graffiti by Wards



- Ward **5** has the highest amount of graffiti cases (**101**) this year.
- Wards **4** has the lowest amount of graffiti cases with (**4**) this year.
- Wards **5, 11 & 13** make up **48%** of all graffiti cases.

# Public Works – Graffiti Service Requests



**Graffiti Hotline 815-961-3243**

# *Public Works – Graffiti*

## **Achievements**

### **Achievements**

- We are averaging **(1.1)** days removal time on a goal of **(2.5)** days.
- We have decreased graffiti **2%** this year.
- Graffiti is down **27%** in the last 3 months.
- Finally back on track!

### **Areas of improvements**

- Most Common type of Graffiti is Gang **(54%)**
- Wards 5, 11 & 13 account for **48%** of all graffiti cases

# Water Division

PRESENTED BY:  
Tim Holdeman, Water Superintendent

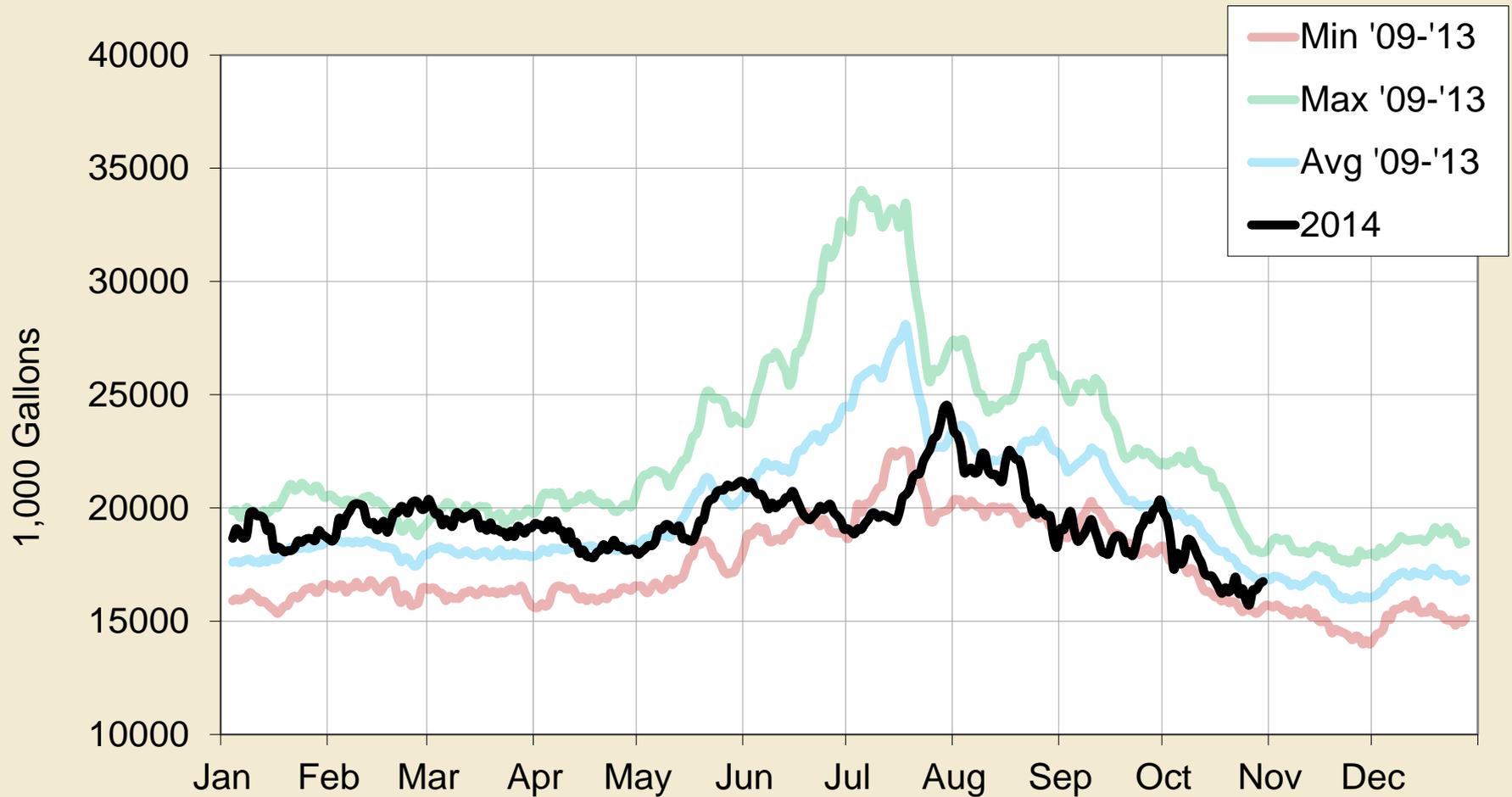
# Public Works – Water Division

## Scorecard

		Monthly Performance	2014	May	Jun	Jul	Aug	Sep	Oct
Water Operations	Distribution	Emergency Repair Time (hours)	2	1.3	2.3	1.5	3.0	1.0	0.8
		% of Total Repairs That Are Planned	80%	93%	84%	83%	86%	84%	87%
		Emergency JULIE Locate Response Time (hrs)	1	0.5	0.5	0.5	0.5	0.5	0.5
		Backlog of Non-Emerg Repairs (Weekly Avg)	25	63	89	89	78	54	36
		# of Winter Backlog Jobs	130	254	2	0	0	0	0
		Water Main Flushed (mi)	20	40	82	101	97	80	28
	Customer Service	Average # of Days to Correct Meter Problem	30	26	27	58	44	29	24
		# of Days for First Available Scheduling	3	0.5	0.6	0.4	0.3	0.4	0.3
		% of Citizens Receiving 1st Choice Scheduling	90%	99%	98%	98%	98%		
	Production	% Meeting Demand for Water Pumped	110%	139%	135%	137%	140%	201%	170%
		Service Pressure Excursions	50	36	42	44	28	72	108
		% of Total Maintenance Hrs Available	70%	71%	65%	67%	67%	68%	87%
		# of Water Quality Complaints	5	1	8	1	1	0	2
		% of Total Production from Rehabed Wells	80%	91%	91%	90%	91%	95%	95%
	Financial	Total Amt Past 30 Days Due as % of Revenue	5%	3.7%	3.9%	4.0%	3.6%	3.2%	3.7%
		Operating Revenue, % of Plan	95%	113%	102%	104%	90%	88%	80%
		Number of New Water Connections	8	3	3	3	2	1	2

# PUBLIC WORKS / WATER DIVISION

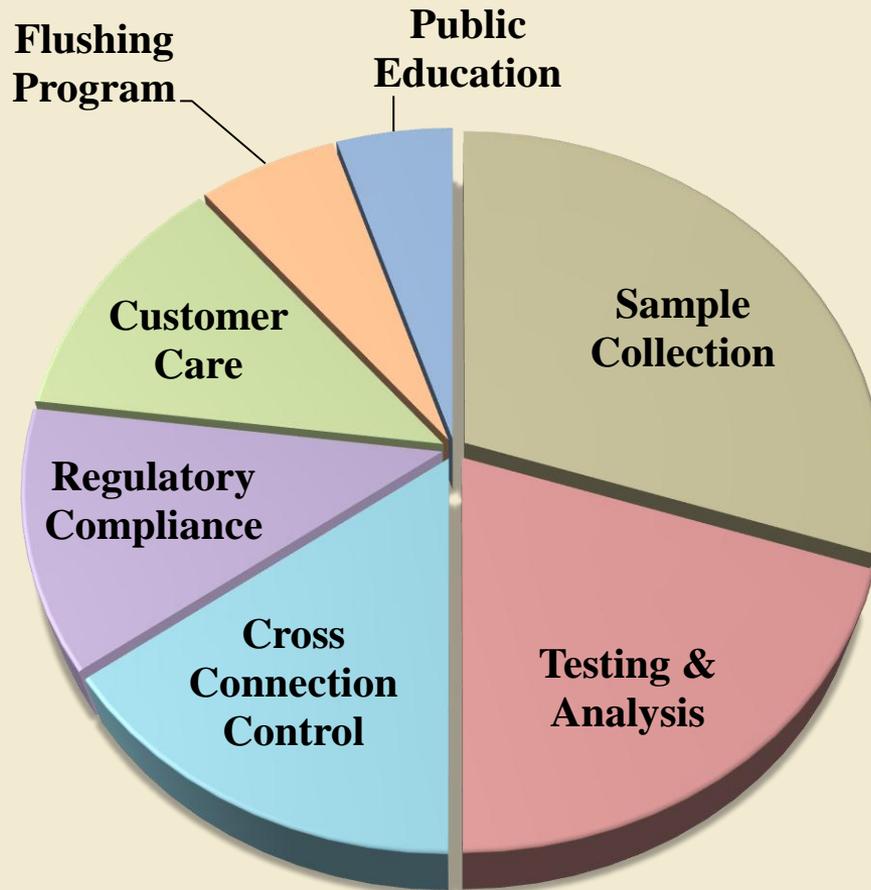
## Water Demand



# *PUBLIC WORKS / WATER DIVISION*

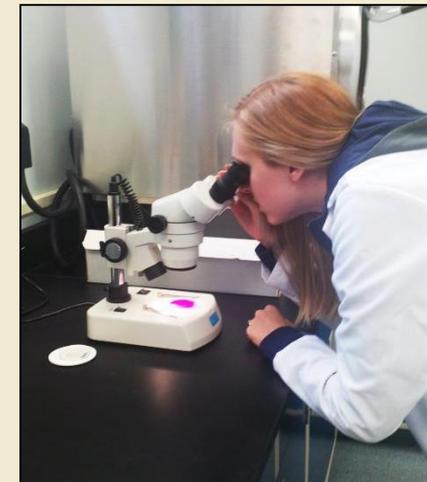
## **Production Section - Water Quality Group**

### **Responsibility and Staffing**



### **Staffing**

1 Supervisor  
2 Technicians



# *PUBLIC WORKS / WATER DIVISION*

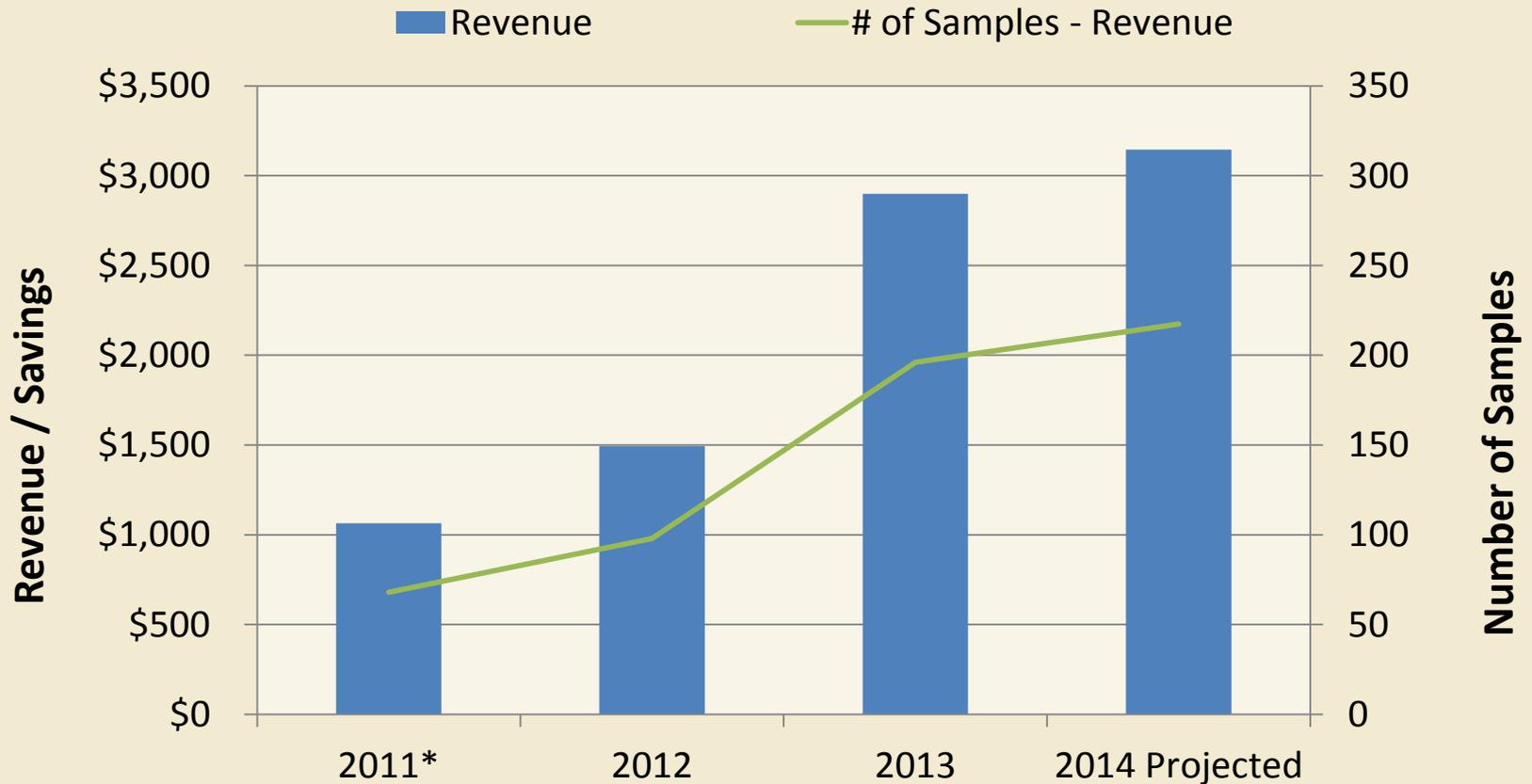
## Laboratory Testing (2014)

<b>Category/Type of Tests</b>	<b># of Tests</b>	<b>Value</b>
In-House	35,097	\$435,825
pH, Phosphate, Fluoride, Chlorine, Iron and Manganese		
In-House	2,220	\$33,390
Bacteriological		
Contract Lab	460	\$21,006
VOCs, Radium, Inorganics, Nitrate, SOCs, Stage 2 DBP		
Revenue Generation	217	\$3,145
Bacteriological		



# PUBLIC WORKS / WATER DIVISION

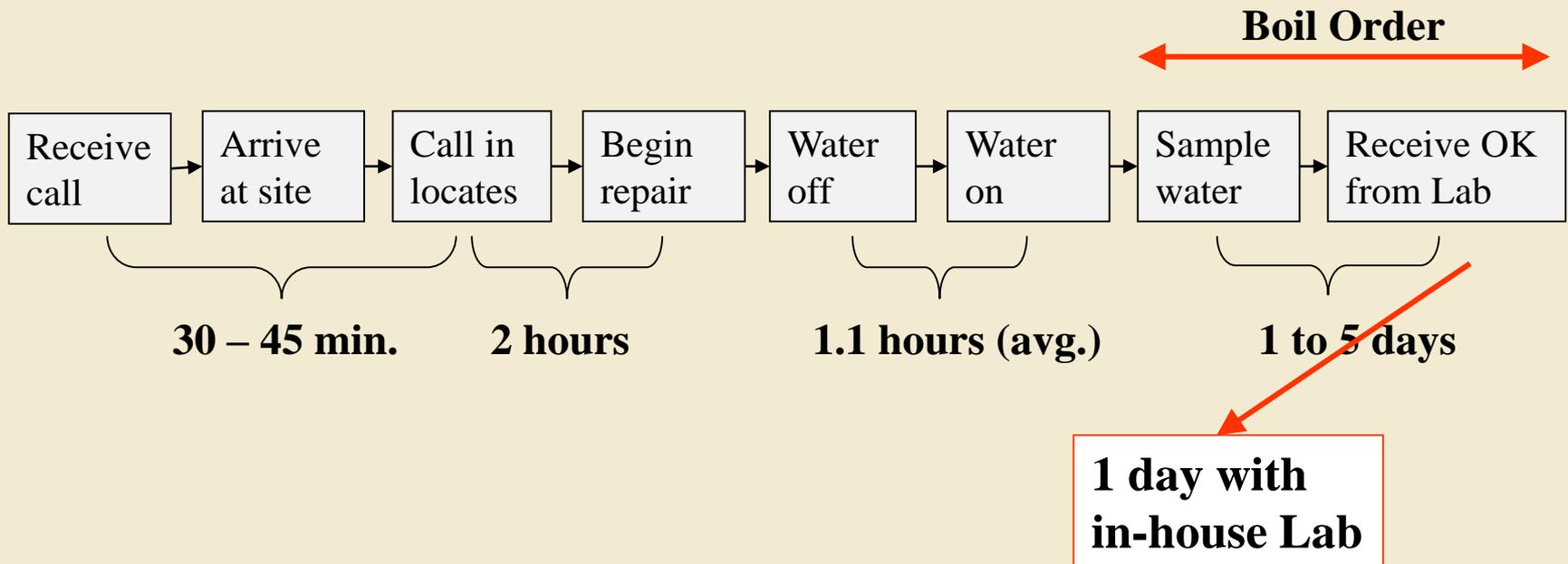
## Revenue Generated - Water Div. Environmental Laboratory



# PUBLIC WORKS / WATER DIVISION

## Customer Benefits of an In-House Bacteriological Laboratory

### Value Stream Mapping – Water Main Break



# *Public Works Department – Water Division*

## Achievements

- Excellent Quality, Sufficient Supply, and Stable Pressure
- Review Water Strategies in Comprehensive Plan Update
- Public Works Safety Training – Bloodborne Pathogens
- Jefferson H.S. - Human & Public Services Academy Support Team
- Rockford Water Academy
- City of Rockford Representation in AWWA Governance

## Areas for Improvement

- Customer Service/Call Center Service Order Management
- Cut-Off Box / Water Service GIS Layer Development
- Cold Weather Preparedness – Water Customer Awareness
- Water Temperature & Depth of Frost Tracking

# Community Services Div.

PRESENTED BY:

Jennifer Jaeger- Community Services Director

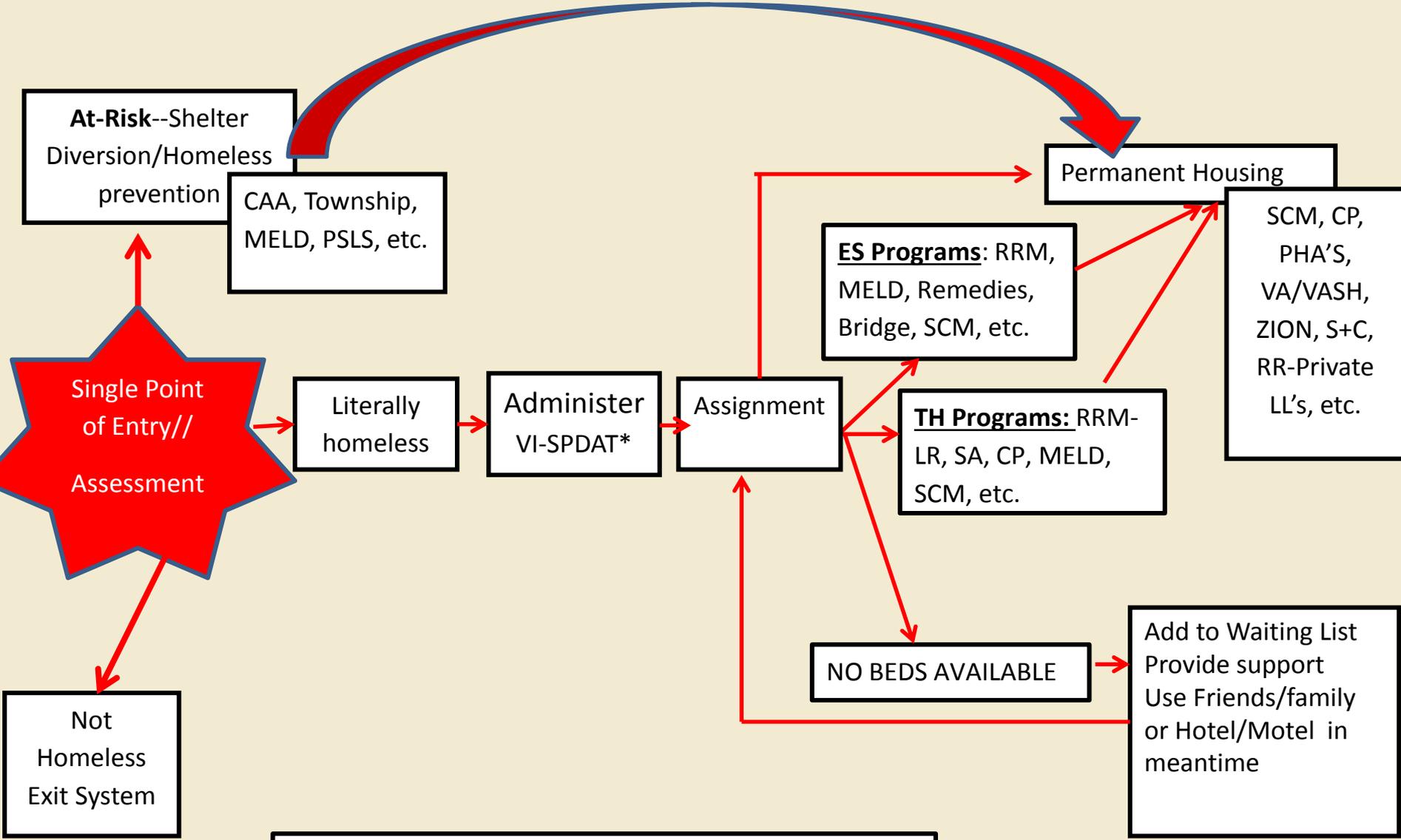
## 2014 Ongoing Project Metrics

	PY Goal	Qtr 1	Qtr 2	Qtr 3	October	November	December	YTD 2014
<b>Volunteer Mobilization</b>								
Community Garden Volunteers	320	0	381	439	18			439
Community Garden volunteer hours	2800	0	1972	1513	47.5			3533
<b>Volunteer Impact</b>								
Pounds of food donated	5,000	0	344.84	4340	132.5			4817.63
<b>Community Education</b>								
# of kids trained ATOD Prevention	400	322	109		130			561
# of kids trained Bullying prevention	400	322	109		130			561
# trained BASSET	100	44	9	20	0	8		81
	PY Goal	Qtr 1	Qtr 2	Qtr 3	October	November	December	YTD 2014
<b>Crisis Services</b>								
Emergency Assistance provided (cumulative)	110	21	10	62	6	3		102
Emergency housing nights (cumulative-condemnation/fire)	100	14	42	118	7			181
	PY Goal	Qtr 1	Qtr 2	Qtr 3	October	November	December	YTD 2014
<b>Emergency Furnace</b>								
Avg Days from intake to Contractor Notification	1	1	na	na	3			2
Avg Days from intake to Temp Heat received	1	1	na	na	3			2
Avg Days from Intake to Home Assessment	3	2.7	na	na	2			2
Avg Days from intake to Work Completed	5	16.8	na	na	14			15
<b>Weatherization</b>								
# assessed	150	10	16	35	13			74
# finalized	225	30	93	68	37			228
SIR avg.	1	4.16	2.93	3	3.59			3.40
<b>LIHEAP</b>								
Households Assisted	6,000	1731	1248	3141	1192			7312
<b>PIPP</b>								
Households Assisted	1200	1236	1431	906	1177			1177
% on schedule	90%	88%	86%	1	86%			86%

## Introduction to the Homeless Coordinated Intake and Assessment System

- Effective January 2, 2015
- Community Action will act as the Single Point of Entry (SPOE) for the system
- There will be 24/7 access
- A community wide wait list for permanent homeless units will be managed by the SPOE
- All homeless persons will be assessed using the same tool- the VI SPDAT- (Vulnerability Index Service Prioritization Decision Assistance Tool)
- Participating organizations include; Carpenters Place, Rockford Rescue Mission, Shelter Care Ministries, Zion, Rockford Township, MELD, Youth Services Network, Salvation Army, Rosecrance-Ware, Rockford Housing Authority, Prairie State Legal Services, Remedies and the Veteran's Administration.
- In addition to intake, the participating agencies are developing a common termination policy so that all efforts are made to retain people in permanent housing.

# Coordinated Intake and Assessment Process Map



\*VI-SPDAT determines best placement. Placements affected by availability of housing type.

## 2015 Metrics-Coordinated Intake and Assessment

	Current	Benchmark	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Reduction in time homeless prior to Permanent Housing						
Less than one week	4%	50%				
One week to one month	32%	30%				
one to three months	30%	15%				
three months to a year	23%	5%				
More than a year	11%	0%				
Reduction in number street homeless	56	0				
Reduction in emergency shelter use	118	1				
Reduction in Transitional shelter Use	128	1				
Retain permanent housing for one year or more	68%	80%				
Reduction in community homelessness	468	4				

## Coronado Haskell Project

The Coronado Haskell Project is a place based opportunity for residents to improve their own lives while also improving their neighborhood. The primary tool being used for this project is the Resident Leadership Academy (RLA).

The Resident Leadership Academy was developed by Community Health Improvement Partners, based in San Diego. It is a twelve week course that empowers residents to develop and implement action plans in their neighborhoods. The RLA brings cutting-edge knowledge about how to create healthier neighborhood environments to local grassroots networks, where residents can decide for themselves how they would like to see their neighborhoods improved.

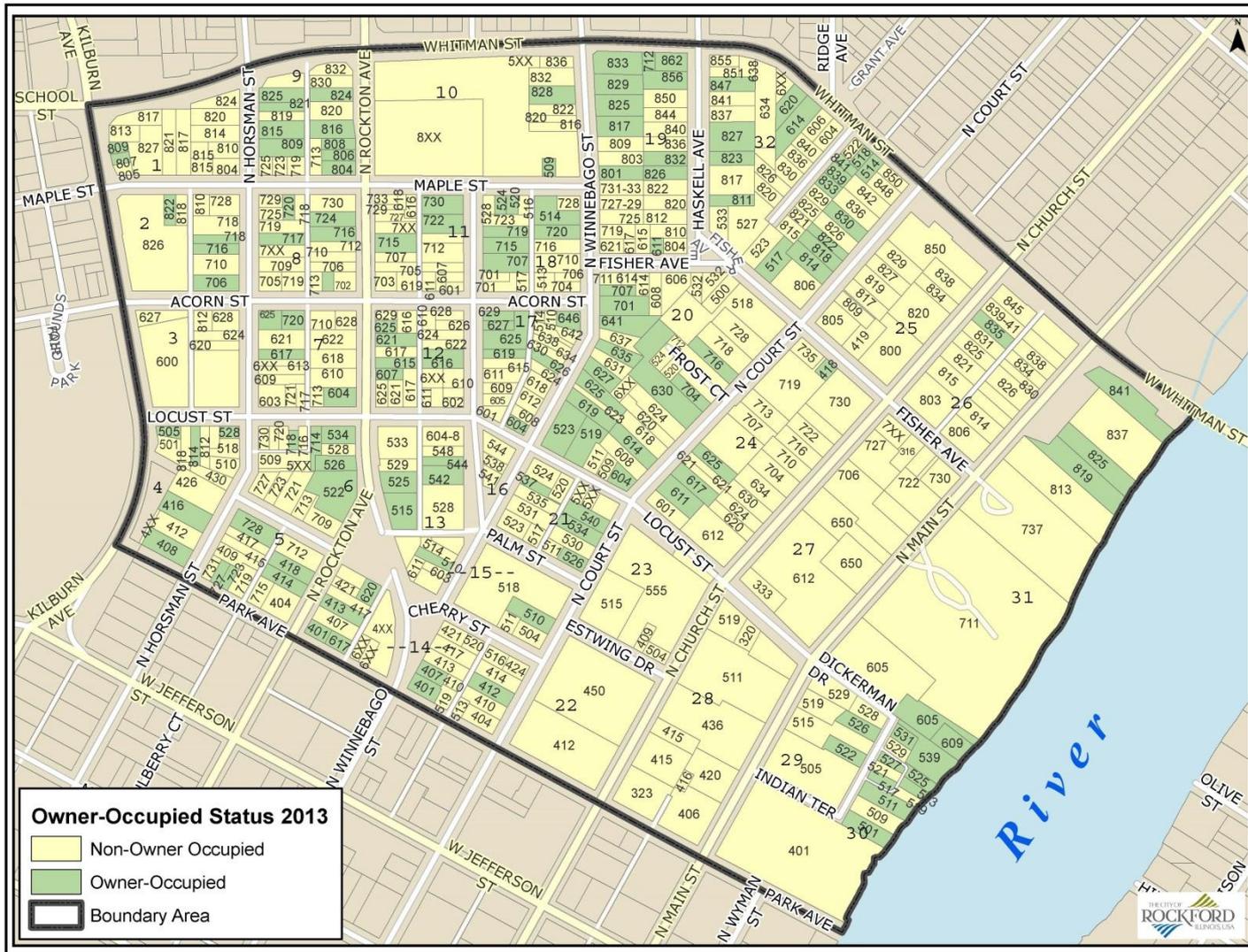
RLA graduates will work with public and private institutions in their respective communities to accomplish the goals within their action plans, which aim to reduce the prevalence of poverty and chronic disease in their neighborhoods by improving public safety, education, healthy food access and physical activity opportunities.

- Based on feedback, as well as the action plans developed in the RLA, Community Action will provide resources and support to the neighborhood to implement their chosen empowerment activities.
- A Facebook page, NextDoor or other social media will be used for neighborhood communication.

# Coronado Haskell Project- 1<sup>st</sup> Qtr Metrics

Objective	October-14	November-14	December-14	January-15	February-15	March-15
<b>MAPPING</b>						
Obtain Map of Area with streets and Owner Occupied Units marked from IT	X					
Develop Survey Tool, include street/sidewalks	X					
Divide map into parcels for staff to do a visual survey	X					
Staff complete visual survey						
Staff use Landlord Registry and Hansen (Code) to identify issues/property						
Master map is updated with info from survey.						
<b>PARTNERS</b>						
Potential partner list is developed	X					
Script for conversation is created	X					
Partners are met with						
<b>ACTIVITIES</b>						
Design Door hanger with info on Meet & Greet and Programs						
Staff trained on RLA						
Door hanger campaign						
Discussion on problem properties with RPD						
Host Meet and Greet						
Include IETC option at Meet and Greet						
First learning workshop held- EITC						
First health activity held						
Second learning workshop held- Wx home maint						
Second Health activity held (Could be more than one depending on type)						
Third learning workshop held- Crime/ Self Defense						
Third Health activity held (Could be more than one depending on type)						
Resident Leadership Academy						
Initiate garden activity						

# Coronado Haskell Project Map



# Community Services Achievements and Areas of Improvement

## Achievements:

- Community Health and Prevention staff is working with Legal staff and Aldermen on a responsible beverage service ordinance. In lieu of the ordinance they continue to provide training upon request to local vendors.
- Energy staff and supporting sites have accepted 3,423 LIHEAP applications as of 11/10.
- At the request of the Fire Department, staff convened Community Organizations Assisting in Disaster (COAD). The goal is to improve the response of voluntary organizations during disaster. During the EMI training in Maryland, it became apparent that with the exception of agencies that traditionally do disaster response (Red Cross, Salvation Army), the community based organizations that will be needed in a major disaster needed additional coordination and training. This group has met for several months and will be conducting a tabletop exercise to test this new coordination this month.

## Areas of Improvement

- Weatherization is still significantly understaffed and additional revenue streams need to be developed to support this area.

# Thank You

## Questions?