

# ROCKSTAT

MARCH 11, 2015

# Community & Economic Development Department

Presented by:

Seth Sommer

Manager of Construction & Development Services

# *CEDD – Construction & Development*

## Follow-up from previous RockSTAT

### Totals from Rock River Disposal 2013 vs. 2014

	HOUSEHOLD			RECYCLING			YARDWASTE			DEMO		
	2013	2014	Change in	2013	2014	Change in	2013	2014	Change in	2013 (N/A)	2014	Change in
	Tonnage	Tonnage	Tonnage	Tonnage	Tonnage	Tonnage	Tonnage	Tonnage	Tonnage	Tonnage	Tonnage	Tonnage
January	3818.68	3555.6	-7%	470.94	448.67	-5%	1.96	7.23	269%	0	0	0%
February	2959.62	3284.78	11%	388.29	414.2	7%	0	0	0%	0	0	0%
March	3148.75	3493.88	11%	421.1	440.6	5%	0	0	0%	0	0	0%
April	4416.13	3698.98	-16%	619.61	496.16	-20%	909.11	1552.75	71%	0	0	0%
May	4519.61	4379.85	-3%	631.07	606.48	-4%	2522.19	1892.96	-25%	0	0	0%
June	3935.93	4005.52	2%	573.77	683.9	19%	1655.4	1899.05	15%	0	10.3	100%
July	4657.42	5049.56	8%	580.07	746.05	29%	1466.23	1537.6	5%	0	234.29	100%
August	3967.18	3808.98	-4%	515.17	642.09	25%	1059.06	726.84	-31%	0	549.13	100%
September	3755.47	4292.58	14%	550.7	718.66	30%	910.37	1340.46	47%	0	421.1	100%
October	4020.52	4214.64	5%	594.36	647.66	9%	1576.92	1756.9	11%	0	1163.73	100%
November	3272.48	3089.77	-6%	500.42	563.73	13%	2816.73	1280.5	-55%	0	501.27	100%
December	3498.35	4437.39	27%	653.28	890.35	36%	307.98	0	-100%	0	1549.99	100%
<b>Total</b>	<b>45,970.14</b>	<b>47,311.53</b>	<b>3%</b>	<b>6,498.78</b>	<b>7,298.55</b>	<b>12%</b>	<b>13,225.95</b>	<b>11,994.29</b>	<b>-9%</b>	<b>0</b>	<b>4,429.81</b>	<b>100%</b>

# *CEDD – Construction & Development*

## **E-Waste Totals for 2014 from URT**

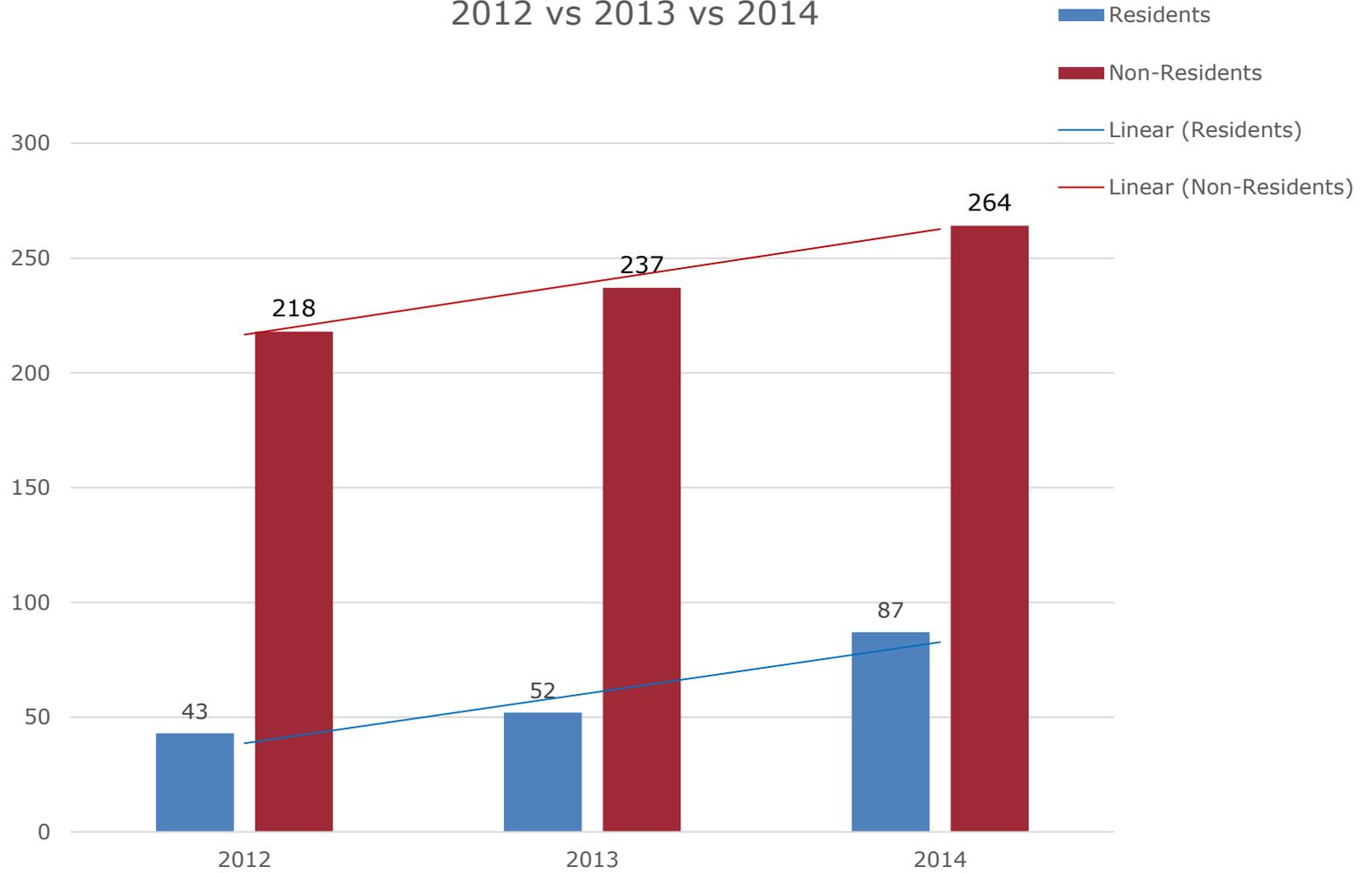
<b>Item Name</b>	<b>Weight (lbs)</b>
Console/Projections Televisions	189,501
Flat Screen Televisions	24,076
Incomplete CPU's	5,509
Incomplete Televisions	162,073
Laptop Computers	561
Non-PCB Ballasts	125
PC's Whole Units Only	31,557
Peripherals 3	74,381
Plasma Televisions	6,560
Printers	46,036
Projection Televisions	3,688
Television Set Recycling	742,336
Wire/ Cable Mixed	844
Consumer Electronics	16,836
UPS Systems	673
Appliances	5,018
Small Appliances	6,463
Computer Monitor Recycling	1,688
Refrigerators	5,528
Peripherals 2	7,687
Peripherals 1	1,498
Fax Machines	161
<b>Grand Total</b>	<b>1,332,799</b>

\*Items we pay fees for

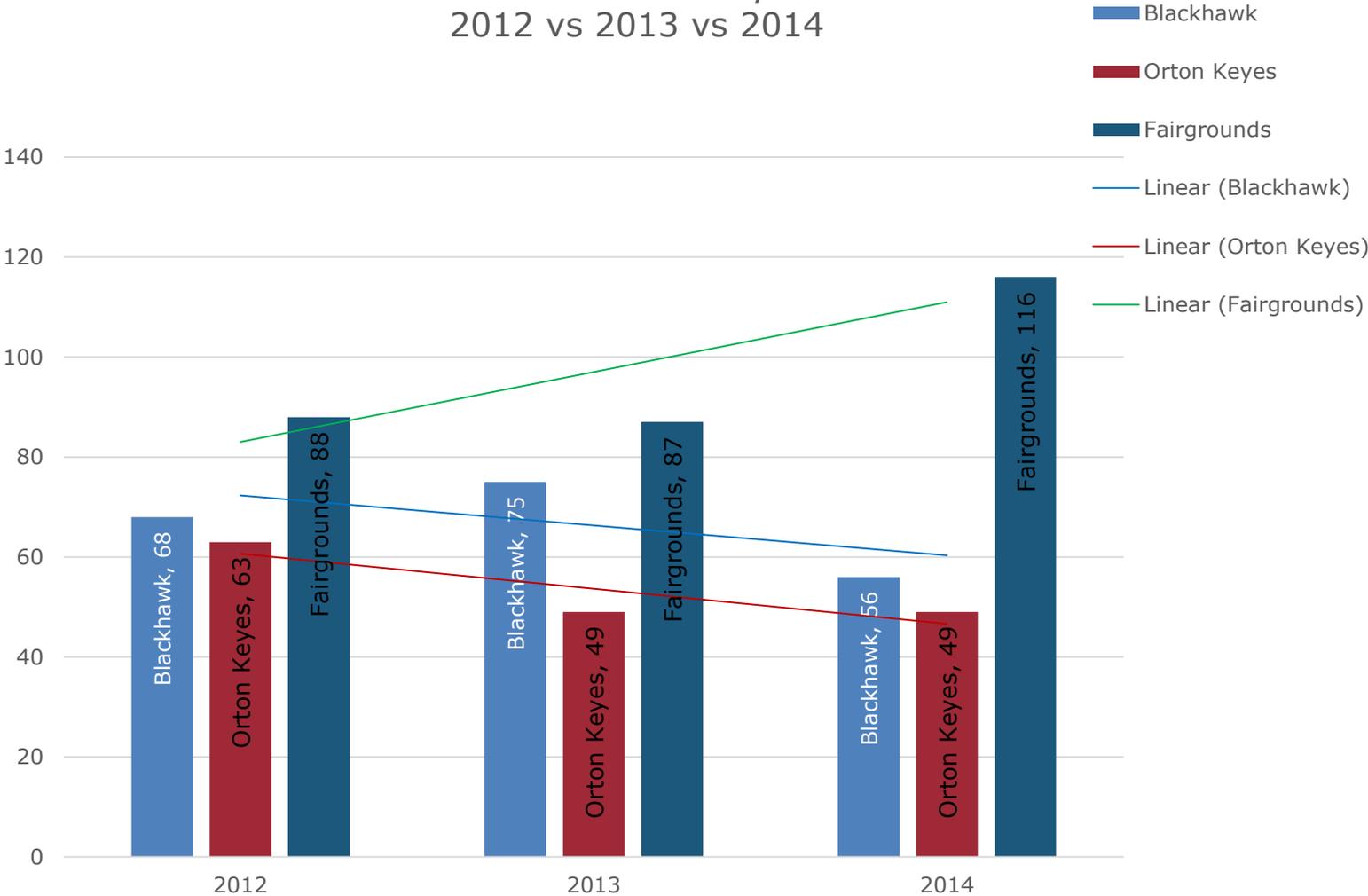


RockStat Report  
March 2015  
Security Department  
Ron Clewer – CEO  
Sybil Mueller – Housing Policy Manager

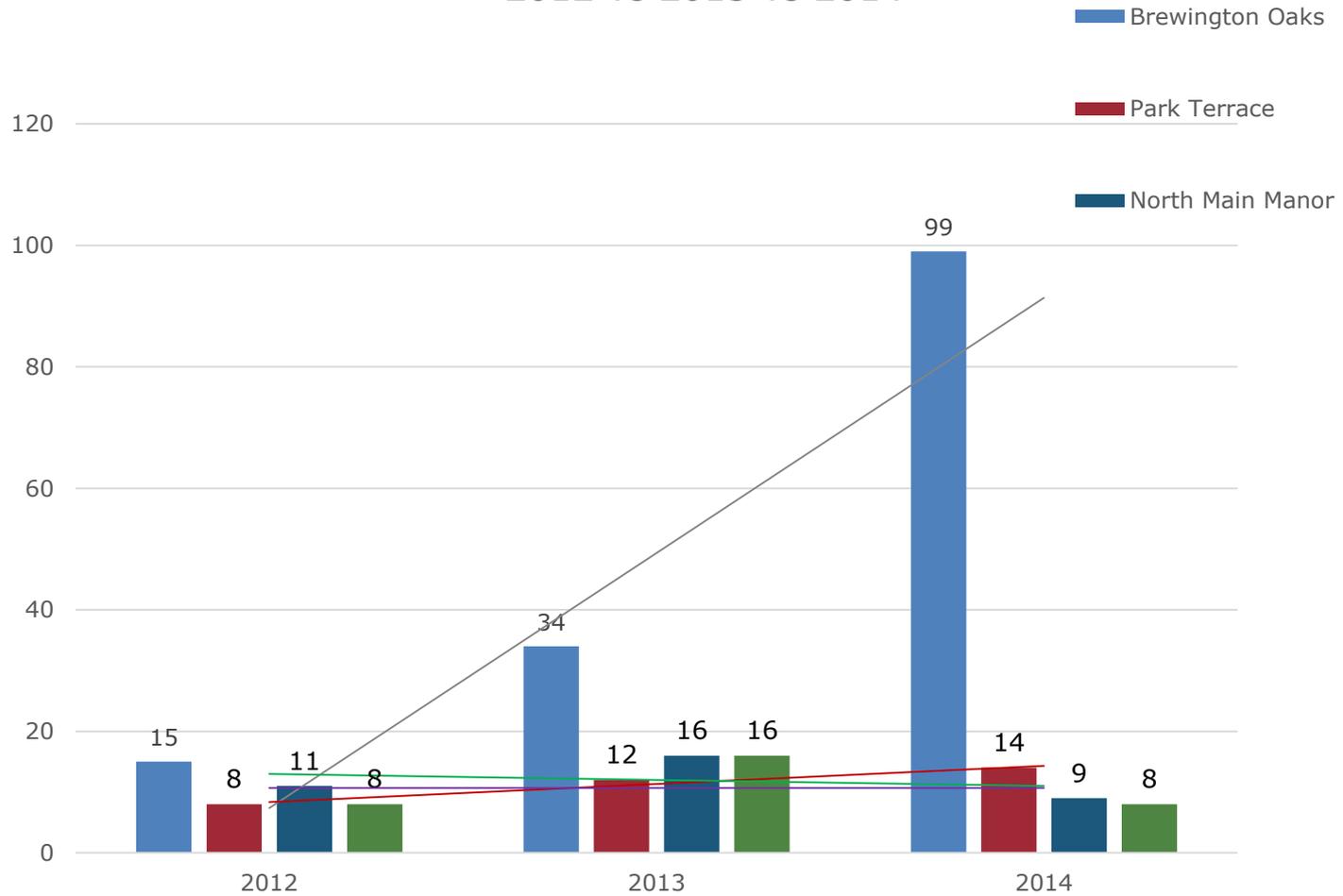
# Residents vs Non-Resident Arrests 2012 vs 2013 vs 2014



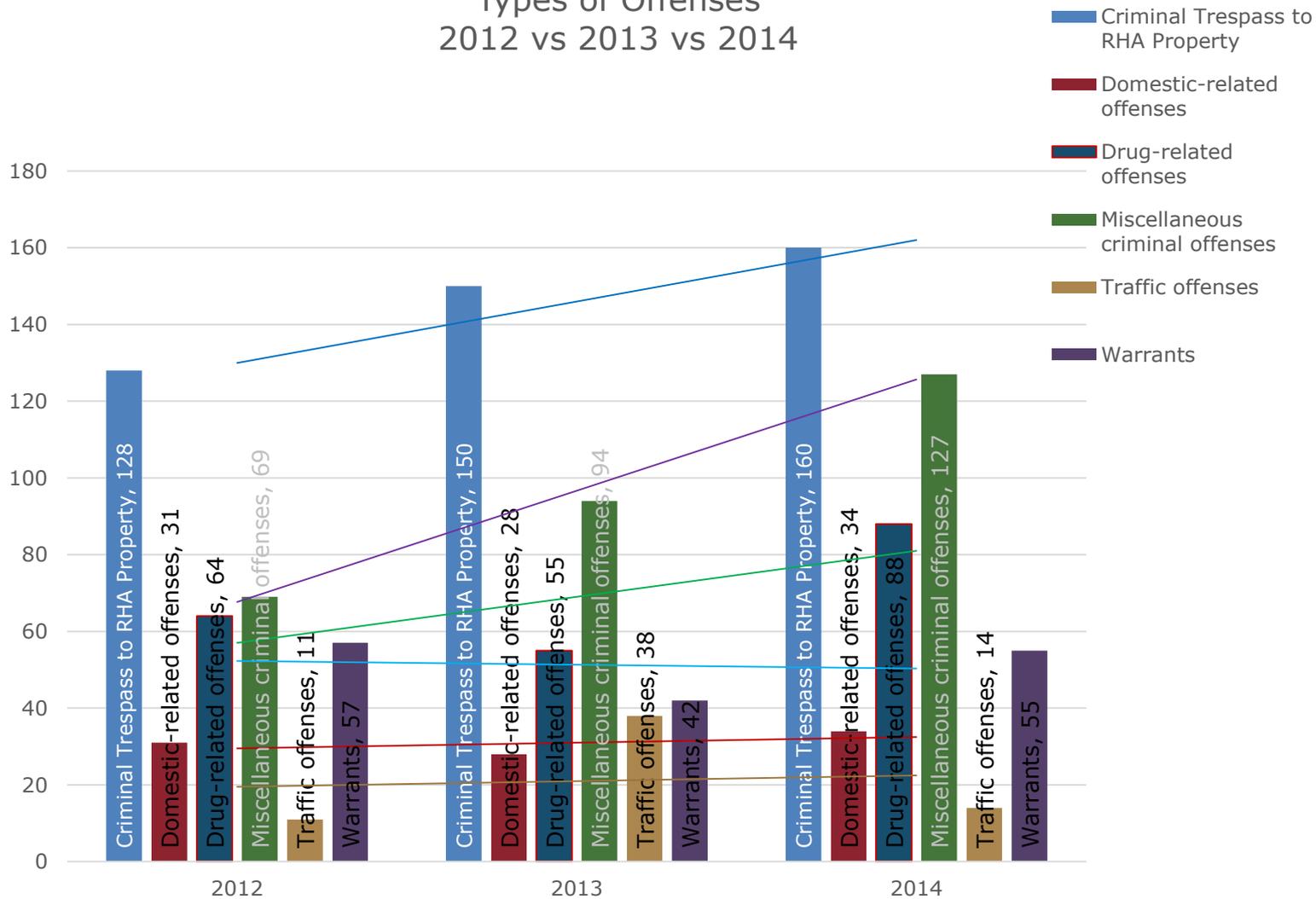
# Arrests - Family 2012 vs 2013 vs 2014



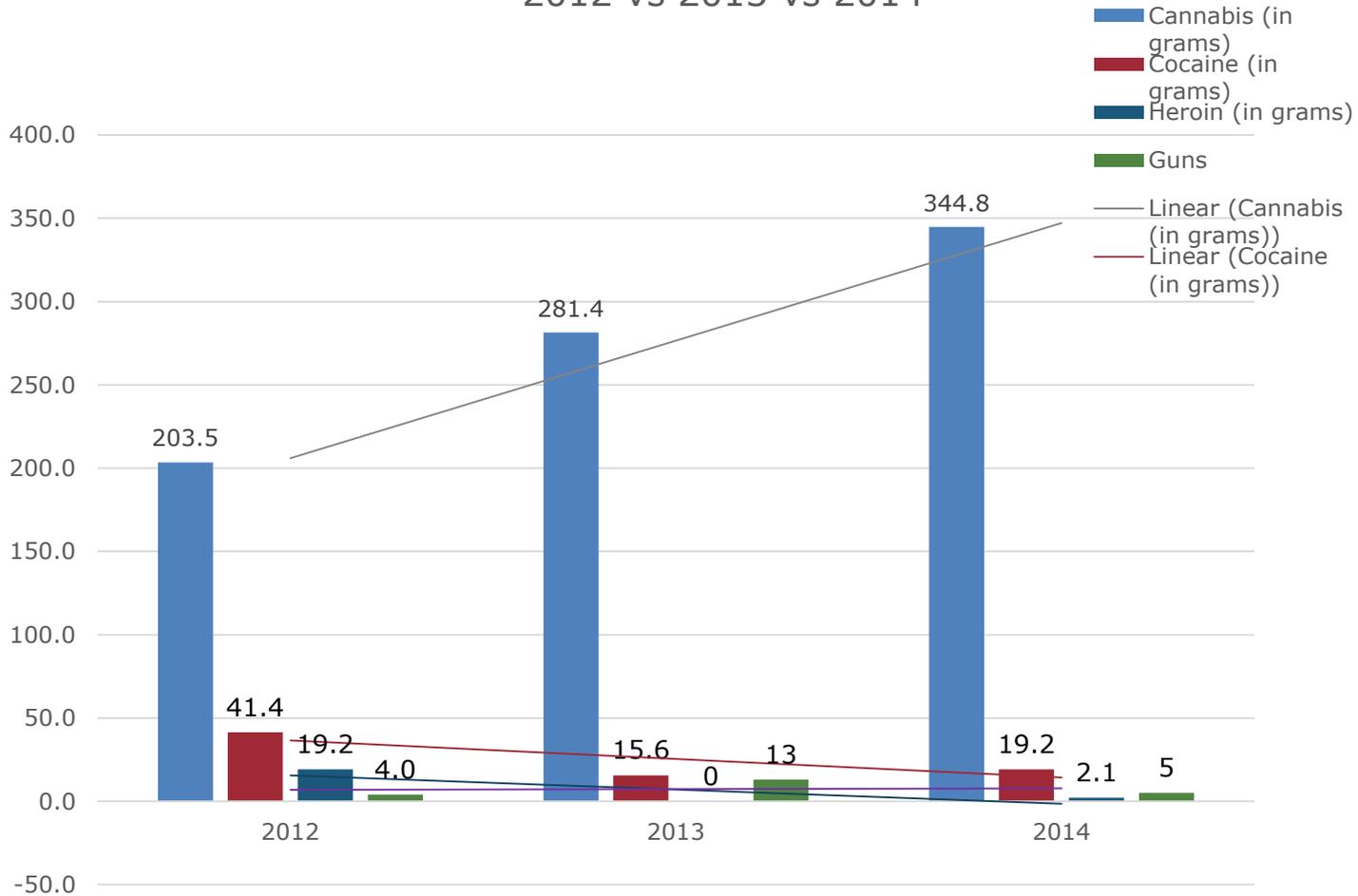
# Arrests - High Rise 2012 vs 2013 vs 2014



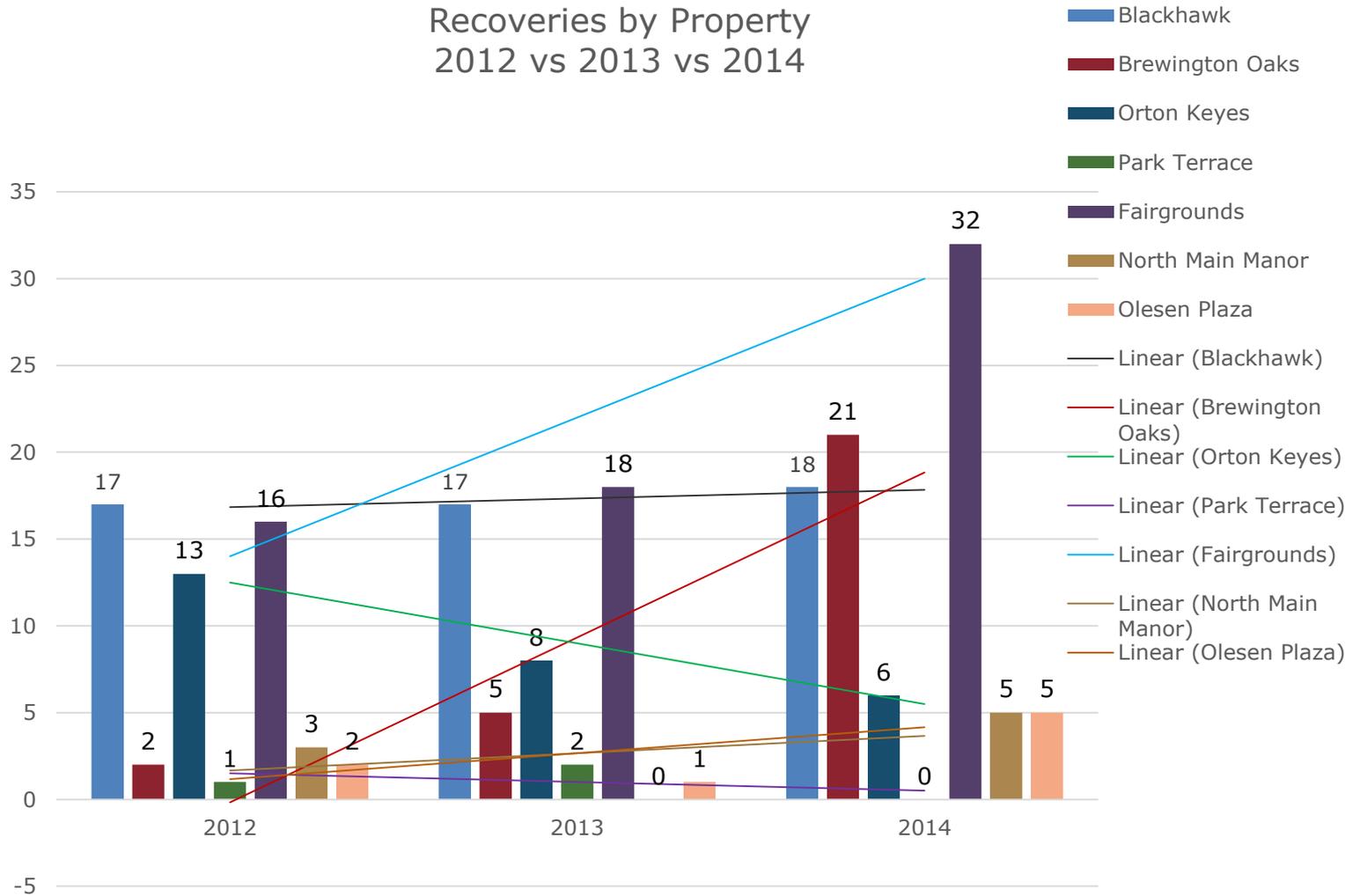
## Types of Offenses 2012 vs 2013 vs 2014



## Type of Recoveries 2012 vs 2013 vs 2014



## Recoveries by Property 2012 vs 2013 vs 2014



## Moving Forward

- Integration into RHA dashboard
- Comparison with neighborhood statistics
- Connection across programs – PH → HCV → RP → Operations

**Rockford Housing Authority**

# Human Services

PRESENTED BY:

Christopher Greenwood –Community Health  
Coordinator

Angie Walker- Housing Advocate

# Community Services

PRESENTED BY:

Christopher Greenwood –Community Health Coordinator

Angie Walker- Housing Advocate

- Housing Assistance and Coordination
- Neighborhood Outreach
- Energy Assistance and Savings
- Job Creation and Placement
- Emergency Assistance

# Human Services/Community Services

## Key Strategic Initiatives

2015

# Human Services/Community Services

## Scorecard

### Community Services Performance Measurements

Goal    January    February    March    YTD  
Percent    Percent    Percent    Percent    Percent

	<u>Goal</u>	<u>January</u>	<u>February</u>	<u>March</u>	<u>YTD</u>
	Percent	Percent	Percent	Percent	Percent
<b><i>Housing Assistance and Coordination</i></b>					
Elimination of Veteran Homelessness-2015	100%	12%	0%		12%
Elimination of Chronic Homelessness- 2016	100%	19%	6%		25%
Elimination of Homeless Families -2017	100%	16%	9%		25%
Percent of applicants successfully prevented homelessness	90%	6%	8%		14%
<b><i>Neighborhood/Community Outreach</i></b>					
% of gardens that hold teaching events	100%	0%	0%		0%
% of residents active in neighborhood projects	100%	17%	9%		26%
% businesses trained in BASSET who remain compliant	80%	100%	100%		100%
<b><i>Energy Assistance and Savings</i></b>					
% homes weatherized that met air sealing target	80%	81%	66%		74%
Percentage of on time PiPP payments	80%	78%	89%		84%
<b><i>Job Creation and Placement- 91 enrollees</i></b>					
% enrolled in job training who complete training	88%	0%	0%		0%
% enrolled in work experience who complete program	77%	0%	0%		0%
% employed	38%	0%	0%		0%
<b><i>Emergency Assistance</i></b>					
% of households that stabilized due to emergency assistance	90%	5%	20%		25%

# Human Services/Community Services

## Housing Dashboard

	<u>Goal</u>		<u>January</u>		<u>February</u>		<u>YTD</u>	
	#	%	#	%	#	%	#	%
<b><u>Housing Assistance and Coordination</u></b>								
Elimination of Veteran Homelessness-2015	42	100%	5	12%	0	0%	5	12%
Elimination of Chronic Homelessness-2016	70	100%	13	37%	2	6%	15	43%
Elimination of Homeless Families-2017	55	100%	9	16%	5	9%	14	25%
Percent of applicants successfully prevented from becoming homeless	180	90%	10	6%	14	8%	24	14%

# Human Services/Community Services

## Outreach Dashboard

	<u>Goal</u>		<u>January</u>		<u>February</u>		<u>YTD</u>	
	#	%	#	%	#	%	#	%
<b><i>Neighborhood/Community Outreach</i></b>								
% of gardens that hold teaching events	15	100%	0	0%	0	0%	0	0%
% of residents active in Coronado Haskell Neighborhood	150	100%	25	17%	14	9%	39	26%
% businesses trained in BASSET who remain compliant	150	80%	1	1%	8	5%	9	6%

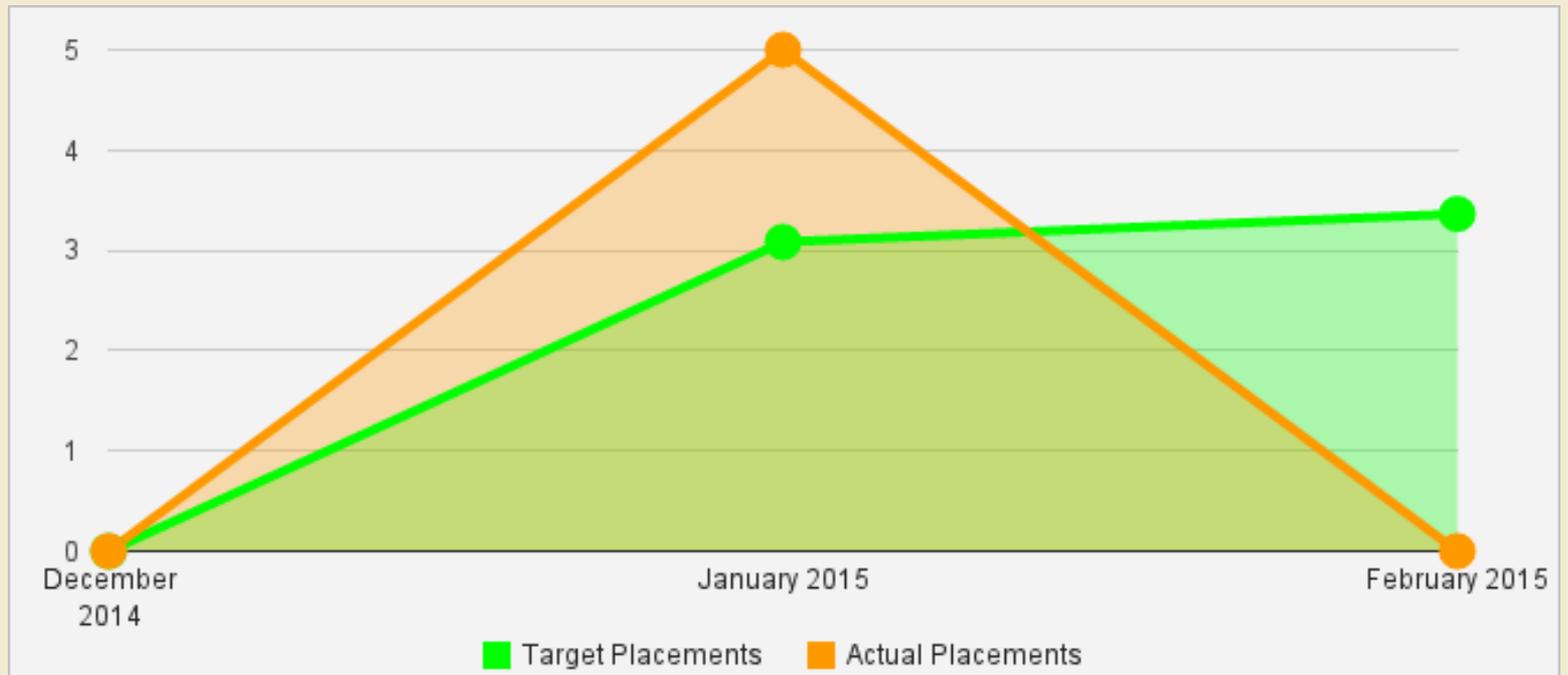
# Human Services/Community Services

## Energy Dashboard

	<u>Goal</u>		<u>January</u>		<u>February</u>		<u>YTD</u>	
	#	%	#	%	#	%	#	%
<i><b>Energy Assistance and Savings</b></i>								
% homes weatherized that met air sealing target	200	80%	11	81%	3	66%	14	74%
Percentage of on time PiPP payments-	1395	80%	1613	78%	1550	89%	3163	84%

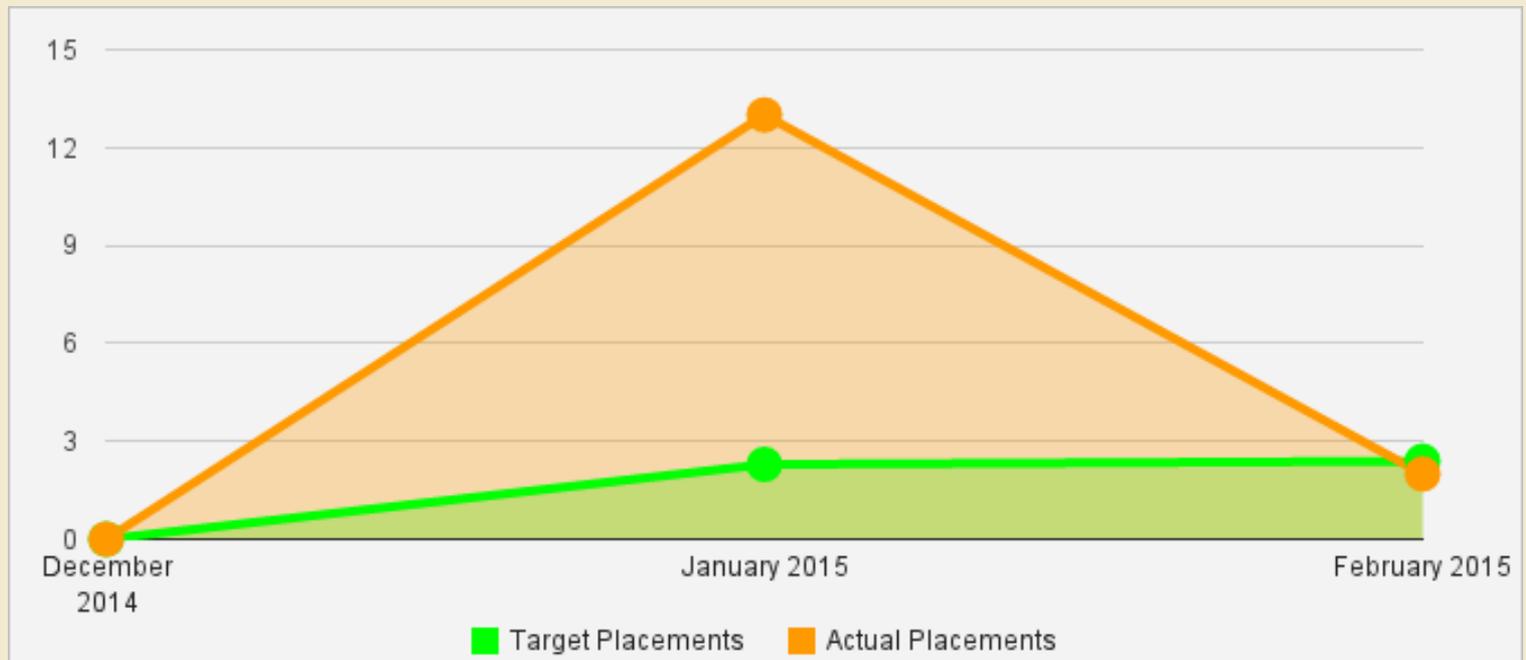
# Human Services/Community Services

## Housing Graph- Veteran Homelessness



# Human Services/Community Services

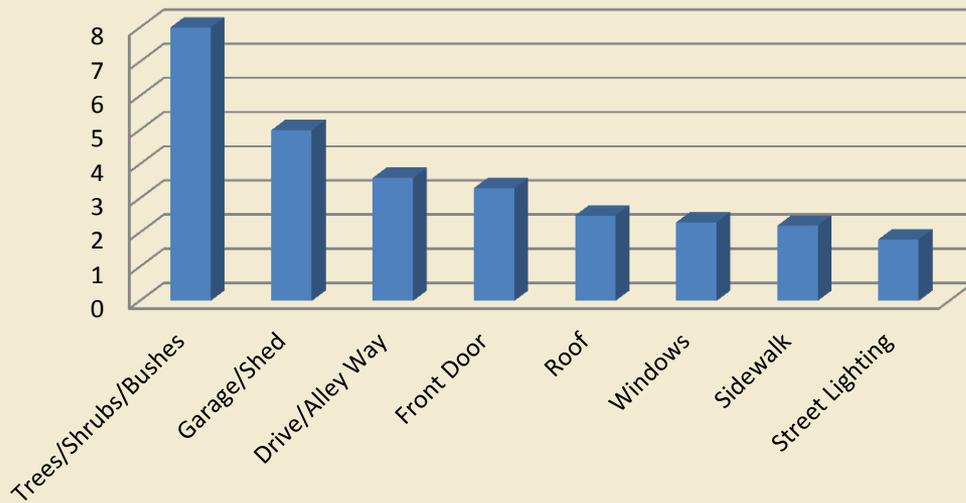
## Housing Graph Chronic Homelessness



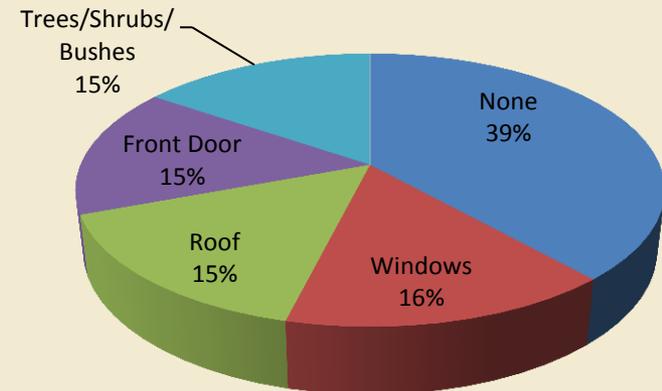
# Human Services/Community Services

## Outreach Charts

Rank the things in your neighborhood that need improvement



Have you made any property improvements recently?



# Human Services/Community Services

## Achievements

- Implemented wide scale training of BASSET, with nine businesses trained in January and February.
- Implemented the Single Point of Entry (SPOE) for the Homeless using a coordinated intake and assessment approach.
- Saw 158 persons in January and February through the SPOE, 58 have already been placed in permanent housing with the remainder in transitional or emergency housing as we wait for new permanent slots to become available.
- Began the Coronado Haskell Neighborhood Project with an open house in January where residents were given multiple opportunities to provide feedback on projects and activities to help them enhance their neighborhood.

# Human Services/Community Services

## Areas of Improvement

- Level of staffing continues to be an issue given that the workload has not decreased, have began hiring Rockford University interns to assist with large projects.
- Continue to refine Coordinated Intake and Assessment.
- Continue to remove barriers with the Veteran's Administration to simplify process to house homeless veterans.
- Continue to ensure weatherization staff have access to training needed to comply with Department of Energy's new standards by July 1, 2015.

# Rockford Police Department

PRESENTED BY:

Assistant Deputy Chief Patrick Hoey

# Police Key Strategic Initiatives 2015

**Reduce violent crime offenses by 10%.  
Reduce property crime offenses by 15%.  
Reduce graffiti incidents by 10%**

**Plan and construct Police Districts 1, 2, & 3**

**Add 10 dash cameras to squads.**

**Increase case management of Prisoner Reentry Program by 20%.**

**Establish Violent Crime Task Force Metrics for County-Wide Violent Crime Reduction**

# Rockford Police Department

## Scorecard

Item	YTD 14	YTD 15	% Change
<b>Group A Offenses</b>	<b>1,974</b>	<b>2,303</b>	<b>16.67%</b>
All Calls for Service	22,441	23,557	4.97%
Dispatched Calls for Service (Not Self-Initiated)	12,251	11,867	-3.13%
Self-Initiated Calls for Service	3,442	2,471	-28.21%
Aggravated Battery/Shots Fired	38	67	76.32%
Robbery	39	36	-7.69%
Burglary	160	160	0.00%
Auto Theft	56	74	32.14%
Burglary to Motor Vehicle and Theft from Motor Vehicle	89	105	17.98%
Traffic Accidents	1,095	814	-25.66%
Traffic Fatalities (count of people)	2	0	-100.00%
Group A Incidents - % Domestic Related	26.3%	24.7%	-6.08%
Total People Arrested	1,355	1,319	-2.66%
Parolees Arrested	62	57	-8.06%
Adult Probationers Arrested	144	169	17.36%
Juvenile Probationers Arrested	32	29	-9.38%
# of Guns Seized	26	31	19.23%
# of People Arrested for Any Offense Involving a Firearm	42	27	-35.71%

\*\*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

## Dashboard

### GROUP A OFFENSES

	2014	2015	% Change	
<b>City</b>	1,974	2,303	16.67%	↑
<i>Incidents</i>	1,632	1,774	8.70%	↑
<b>District 1</b>	866	915	5.66%	↑
<b>District 2</b>	680	781	14.85%	↑
<b>District 3</b>	413	602	45.76%	↑
<b>Unknown</b>	15	5	-66.67%	↓

### VIOLENT CRIME

	2014	2015	% Change	
<b>City</b>	201	287	42.79%	↑
<i>Incidents</i>	181	219	20.99%	↑
<b>District 1</b>	89	142	59.55%	↑
<b>District 2</b>	84	105	25.00%	↑
<b>District 3</b>	26	40	53.85%	↑
<b>Unknown</b>	2	0	-100.00%	↓

### PROPERTY CRIME

	2014	2015	% Change	
<b>City</b>	668	772	15.57%	↑
<i>Incidents</i>	673	755	12.18%	↑
<b>District 1</b>	264	245	-7.20%	↓
<b>District 2</b>	205	233	13.66%	↑
<b>District 3</b>	195	293	50.26%	↑
<b>Unknown</b>	4	1	-75.00%	↓

\*\*Produced 3/3/15.

\*\*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.

# *Rockford Police Department*

## **RAVEN / Parole Forum**

- Call-in attended – 227
- Lutheran Social Services Case Management – 73  
Lutheran Social Services Opted Out of Case Management – 154
- Re-offended since call-in:
  - Case Managed – 11 (15.1%)
    - Arrests included Drugs (3), Battery (3), Possession of Firearm (1), Aggravated Fleeing (1), DUI (1) and Resisting (1), Failing to Register as a Sex Offender (1)
    - None were arrested for violent crimes
  - Opted Out of Case Management – 66 (42.9%)
    - Of those arrested, 10 were for violent crimes
    - Homicide (1), Reckless Homicide (1), Sexual Assault (1), Aggravated Battery (4) 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

## RAVEN / Parole Forum

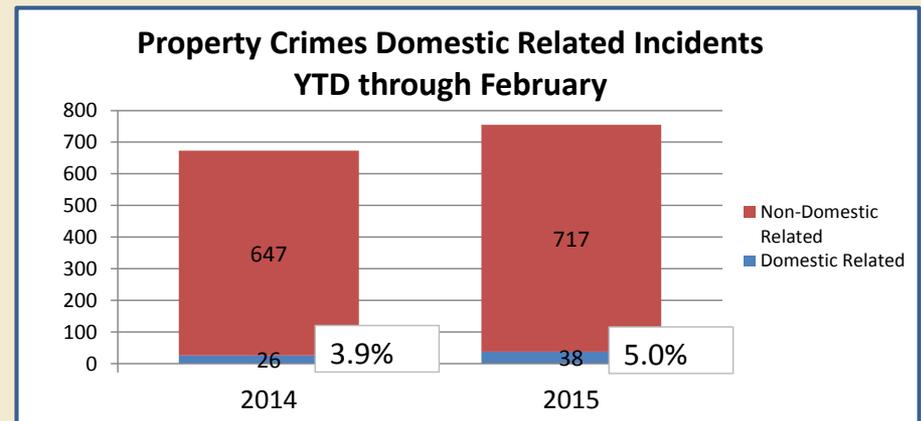
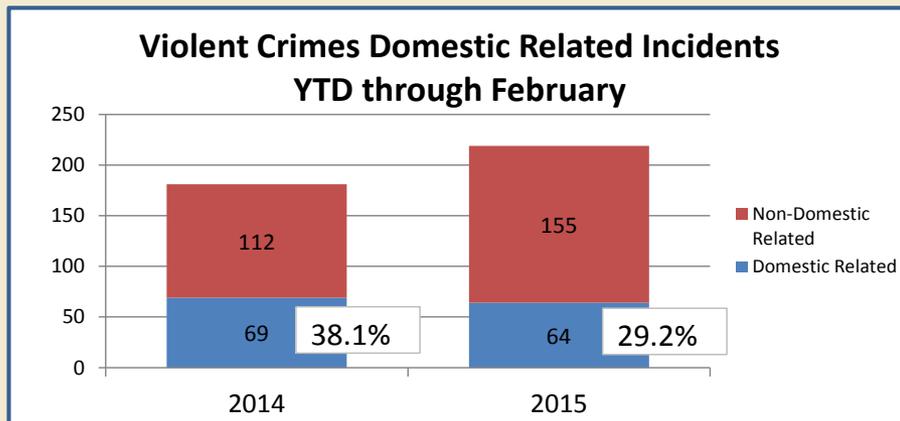
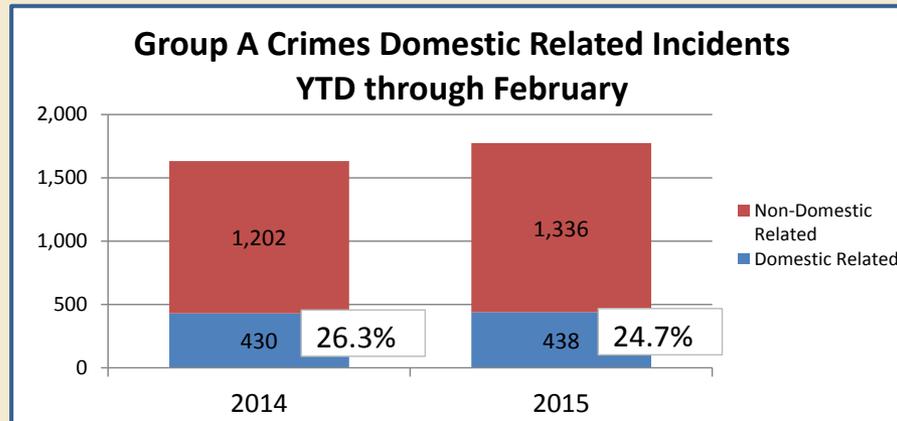
All Offenses by Type		
Felony	65	58%
Misdemeanor	48	42%
<b>Total</b>	<b>113</b>	

Non-Enrolled Charge Outcomes	Felony	Misdemeanor	Enrolled Charge Outcomes	Felony	Misdemeanor
Dismissed/States Motion	2	6	Dismissed/States Motion	0	0
Dismissed/Superseded	26	2	Dismissed/Superseded	6	1
Federal Bureau of Prisons	1	0	Jail	1	0
Illinois Department of Corrections	12	0	Illinois Department of Corrections	0	0
Judgement on Forfeiture	0	1	Judgement on Forfeiture	0	1
Fine	0	1	Fine	0	1
Nolle Prosequi	1	0	Nolle Prosequi	0	0
Probation	9	24	Probation	0	0
Pending	5	9	Pending	2	2
<b>Totals</b>	<b>56</b>	<b>43</b>	<b>Totals</b>	<b>9</b>	<b>5</b>

Re-offender arrests include Felony and Misdemeanor Charges only.

# Rockford Police Department

## % of Incidents which were Domestic Related



# Rockford Police Department

## Arrestees on Probation & Parole

Adult Probationer Arrests	2014 YTD	2015 YTD	% Change
Violent Crimes	6	4	-33.3%
Property Crimes	8	11	37.5%
Other Crimes	130	154	18.5%
All Crimes	144	169	17.4%
<b>% of Total Arrests</b>	<b>10.6%</b>	<b>12.8%</b>	

For 2015, the top “Other Crimes” included:  
 Probation Violation or Revocation – 24  
 Simple Battery / Domestic Battery – 19  
 Criminal Trespass – 18  
 Minor Traffic Offenses – 16  
 Failure to Appear - 12

Juvenile Probationer Arrests	2014 YTD	2015 YTD	% Change
Violent Crimes	2	4	100.0%
Property Crimes	3	4	33.3%
Other Crimes	27	21	-22.2%
All Crimes	32	29	-9.4%
<b>% of Total Arrests</b>	<b>2.4%</b>	<b>2.2%</b>	

For 2015, the top “Other Crimes” included:  
 Warrant Service Other Agency – 6  
 Simple Battery / Domestic Battery – 2  
 Retail Theft – 2  
 Daytime Curfew Violation – 2

Parolee Arrests	2014 YTD	2015 YTD	% Change
Violent Crimes	3	4	33.3%
Property Crimes	5	4	-20.0%
Other Crimes	54	49	-9.3%
All Crimes	62	57	-8.1%
<b>% of Total Arrests</b>	<b>4.6%</b>	<b>4.3%</b>	

For 2015, the top “Other Crimes” included:  
 Drug Related Offenses – 9  
 Simple Battery / Domestic Battery - 7  
 Criminal Trespass – 6  
 Resisting / Obstructing – 5  
 Minor Traffic Offenses - 5

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

# *Rockford Police Department*

## **Achievements**

- Full month of full Geographic Policing Model
- Promotion of Lt. Joel Givens, Lt. Carla Redd & Lt. Dan Watton
- Awards Ceremony
  - 3 Special Commendations
  - 4 Community Policing Medals
  - 3 Exceptional Service Medals for work outside of the Department
  - 26 Exceptional Service Medals or Homicide Investigation.
- Started Use of Force Training for all officers
- Hosted 3 people from the Department of Justice Diagnostic Center who conducted citizen interviews. Looking at how to reduce violent crime, heroin abuse, enhance community relationships

# *Rockford Police Department*

## **Areas of Improvement**

- Scheduling Software solution
- Inventory Software solution
- Partnership with RPS for a program targeting incoming Freshmen
- Managing cases for the parolee re-offenders

# Rockford Fire Department

PRESENTED BY:  
Derek Bergsten-Fire Chief

# Rockford Fire Department Key Strategic Initiatives 2015

- **Maintain and improve health and safety throughout the organization**
- **Enhance career related training and development throughout all department levels**
- **Continually improve and enhance delivery of service to the citizens**
- **Recruit and retain a diverse and effective workforce**
- **Foster community outreach and agency partnerships**

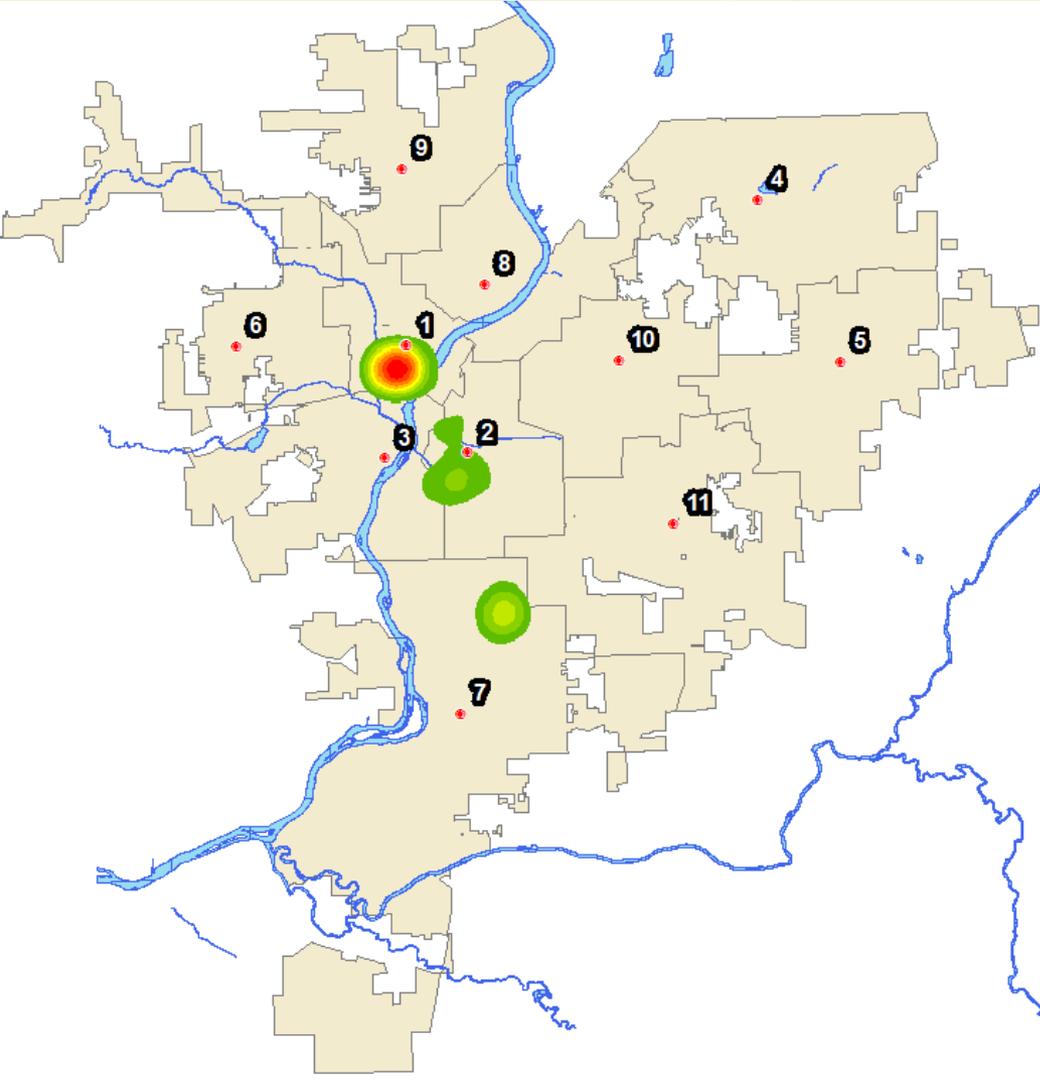
# Rockford Fire Department

## Dashboard

Measure	2014 YTD Benchmark	2015 YTD Actual
EMS & Search and Rescue Incidents	3,283	3,455
Total Fires	60	84
Structure Fire Incidents (Residential)	27	45
Structure Fire Incidents (Commercial)	7	6
Vehicle Fire Incidents	17	26
Outside Fire Incidents	5	6
Open Burning Incidents	4	1
Inspections	670	1,157
Arsons	5	5
Public Education Activities (# of Persons)	151	675
911 Calls	16,426	19,426

# Rockford Fire Department

## Follow Up Question-Homeless Patients



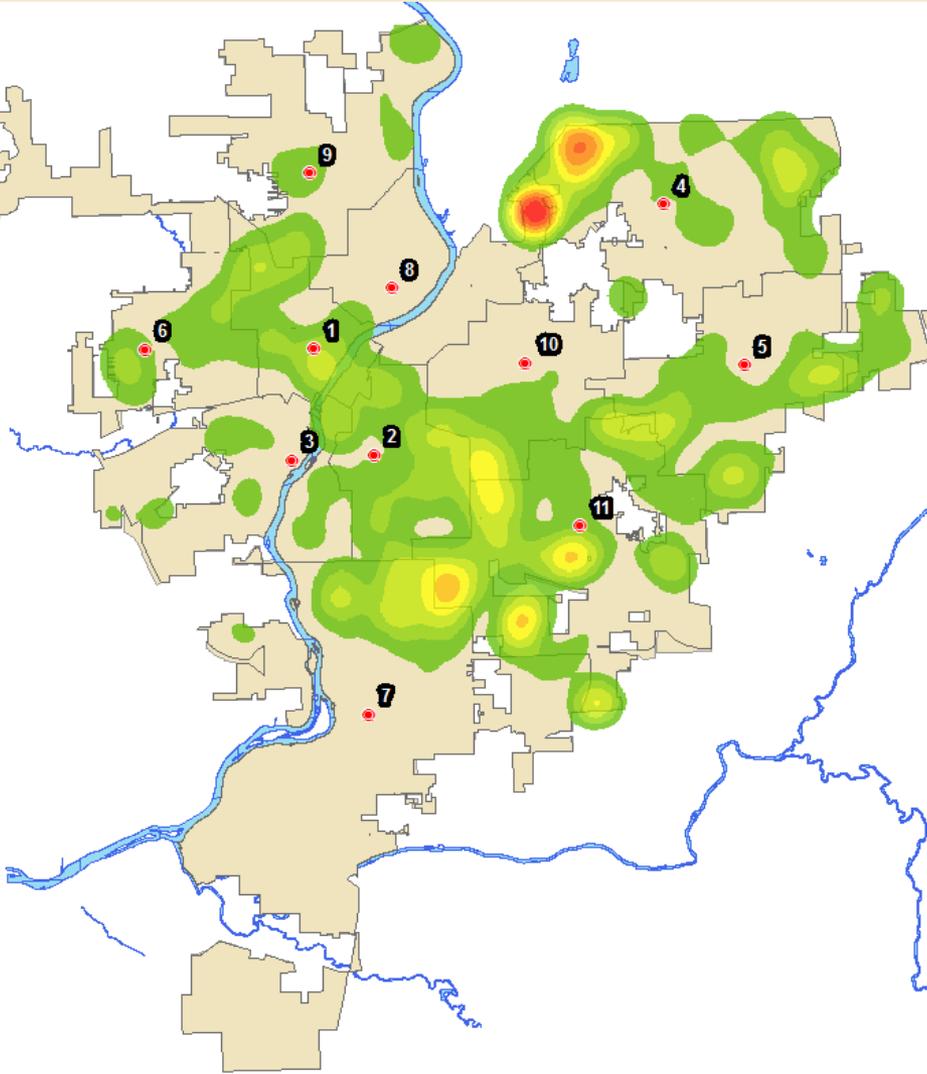
Station Area	# of transports of homeless individuals 2015 YTD
001	29
002	16
007	15
003	7
005	4
008	3
009	2
010	2
006	1
004	0
011	0
<b>Total</b>	<b>79</b>

- 79 total transports Jan-Feb
- 47 individuals
- Most common reason for transport: alcohol related

# Rockford Fire Department

## Follow Up Question-Response Time by Station Area

- Incidents in 2014 with travel time over 5:12 (CPSE Standard)
- About 9% of all incidents
- Almost half of these extended travel times occur in station areas 11, 4, and 5



# Rockford Fire Department

Continually improve and enhance delivery of service to the citizens

## Mobile Integrated Healthcare Pilot Program

MIH 2014 Transports				
Patient	RMH	STA	SWA	Total
Patient 1	1	0	9	10
Patient 2	0	0	8	8
Patient 3	0	1	4	5
Patient 4	0	0	3	3
Patient 5	2	0	19	21
Patient 6	0	1	18	19
Patient 7	2	0	5	7
Patient 8	2	0	5	7
Patient 9	0	0	8	8
Patient 10	0	0	13	13
Patient 11	0	3	12	15
Patient 12	0	0	8	8
<b>Total</b>	<b>7</b>	<b>5</b>	<b>112</b>	<b>124</b>

MIH 2015 YTD Transports (Jan 16-Feb 28)				
Patient	RMH	STA	SWA	Total
Patient 1	0	0	0	0
Patient 2	0	0	0	0
Patient 3	0	0	2	2
Patient 4	0	0	0	0
Patient 5	1	0	4	5
Patient 6	0	0	3	3
Patient 7	0	0	1	1
Patient 8	0	0	0	0
Patient 9	0	0	1	1
Patient 10	0	0	0	0
Patient 11	0	0	1	1
Patient 12	0	0	1	1
<b>Total</b>	<b>1</b>	<b>0</b>	<b>13</b>	<b>14</b>

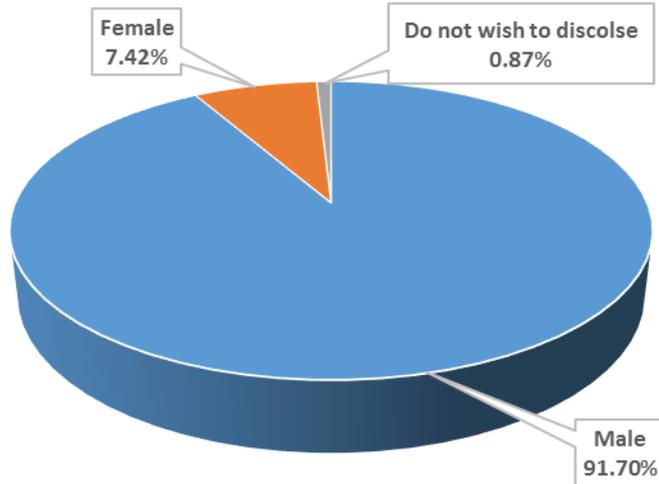
- Program began January 16<sup>th</sup>
- Overall transports have dropped (avg per month comparison)
- 5 of the 12 participants have had 0 transports since program began

# Rockford Fire Department

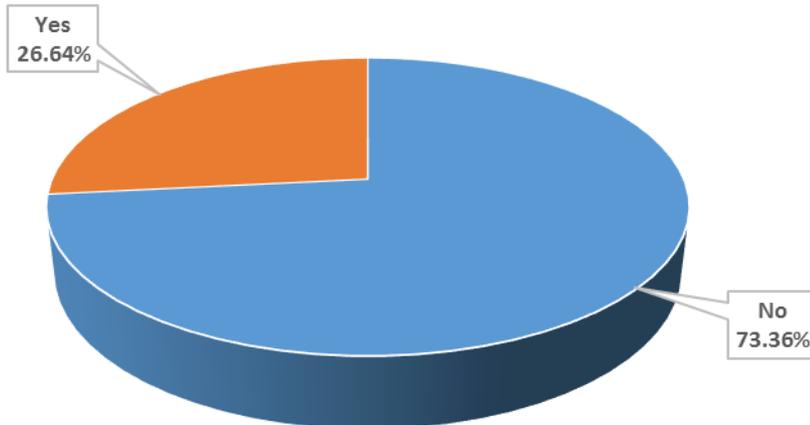
Recruit and retain a diverse and effective workforce

- 229 applicants
- 7.42% Female
- 25.33% Minority
- 26.64% Rockford Residents

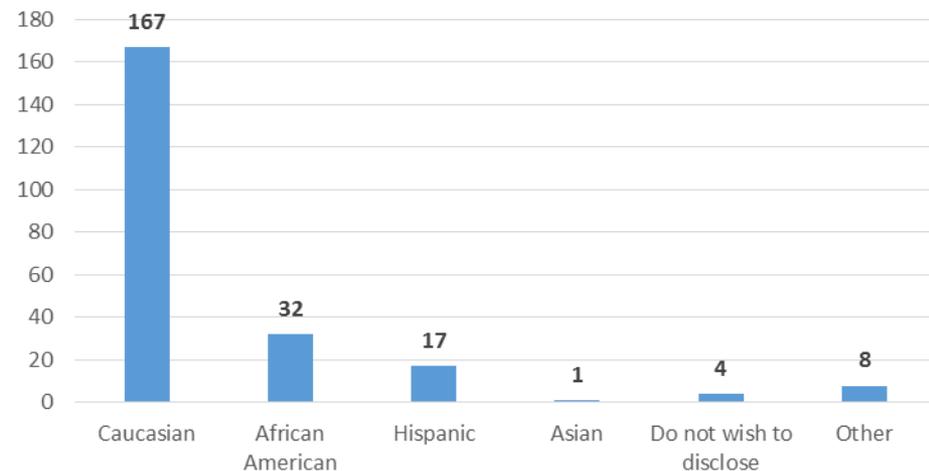
Applicant Gender



Applicant Rockford Residency



Applicant Race/Ethnicity



# *Rockford Fire Department*

<b>Vehicle Type</b>	<b>Avg Miles per Day</b>
Engines	25.78
Quints	18.93
Ladders	24.59
Rescues	5.63
Ambulances	60.15
District Chiefs	37.52

- Over 340,000 miles driven on frontline vehicles in the past year

# *Rockford Fire Department*

## **Achievements**

- Two new Engines being delivered, replacing Engine 6 at the West State Street station and Engine 10 at the Rural Street station
- Recruitment and testing process has begun
- Advancements in our Mobile Integrated Healthcare (MIH) pilot program
- 2 arson arrests and 2 arson convictions
- Received grant from FM Global for \$2500 for fire investigation equipment and training
- Conducted SCBA Facepiece and N95 respirator fit testing at Marathon Health
- Chad Moe was nominated for Jane Adams Award. This award is presented by the Golden Apple Award Organization to honor members of the public for their contribution to improve education. This is for Inspector Moe's involvement in RPS 205 and Alignment Rockford Programs.

# *Rockford Fire Department*

## **Areas of Improvement**

- Completing liquor license inspections
- Implementing Firehouse Inspector for Ipad to allow inspectors to do mobile inspections
- On going recruiting efforts
- Working on logistics for firefighters from Mexico to attend training at our Fire Academy
- Developing a railroad emergency training area at our Fire Academy. Currently track has been installed by UPRR and a tank car has been donated by GATX
- Presenting at Winnebago LEPC conference in April on Community Specific EMI class

# Public Works Dept.

PRESENTED BY:

Mark Stockman – Street Superintendent

Marcy Leach – Engineering Operations Manager

Tyler Nelson – CIP Operations Manager

# *Public Works Department*

## **Key Strategic Initiatives**

### 2015

- Balanced infrastructure system inclusive of road, rail, parking, pedestrian and alternative modes of transportation
- Improved infrastructure & redevelopment to attract businesses to the City of Rockford
- Street maintenance program which provides commuters with clean, safe and well-maintained streets
- Operate and maintain the public water system in a manner that protects public health and enhances the community
- Maintain a stormwater management program that protects the public and the environment while enhancing the community

# Street & Transportation Division

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

# Street & Transportation Dashboard

Monthly Performance		2015	Jan	Feb	Mar	Apr	May	Jun
Street Operations	Unresolved Pothole Requests	150	9	4				
	Arterial Pothole Requests - % Completed <= 10 days	90%	96%	97%				
	Res. Pothole Req.-%Completed <= 30 days	90%	100%	95%				
	# Trees Trimmed	200	255	213				
	# Trees Removed	120	87	57				
	# Trees Planted - Monthly Average	140						
	Open Forestry Prune or Removal Requests	150	17	59				
	Open Forestry Requests - Average Days Open	150	110	45				
	Total Requests	600	381	494				
	Total Open Requests	300	74	112				
Traffic Operations	% of Graffiti Removal Time in ≤ 5 days	95%						
	% Signals Repaired Compared to Reported	95%	99%	99%				
	% Signals Replaced Compared to Reported	95%	100%	75%				
	% of Signal Bulb Outage Response Time in ≤ 24 hrs	95%	96%	94%				
	City Street Light Outage Response Time ≤ 5 days	95%	93%	100%				
	% Sign Repaired/Replac. to Reported	95%	100%	40%				
	Signs Repair/Replac. Response Time ≤ 5 days	95%	100%	100%				

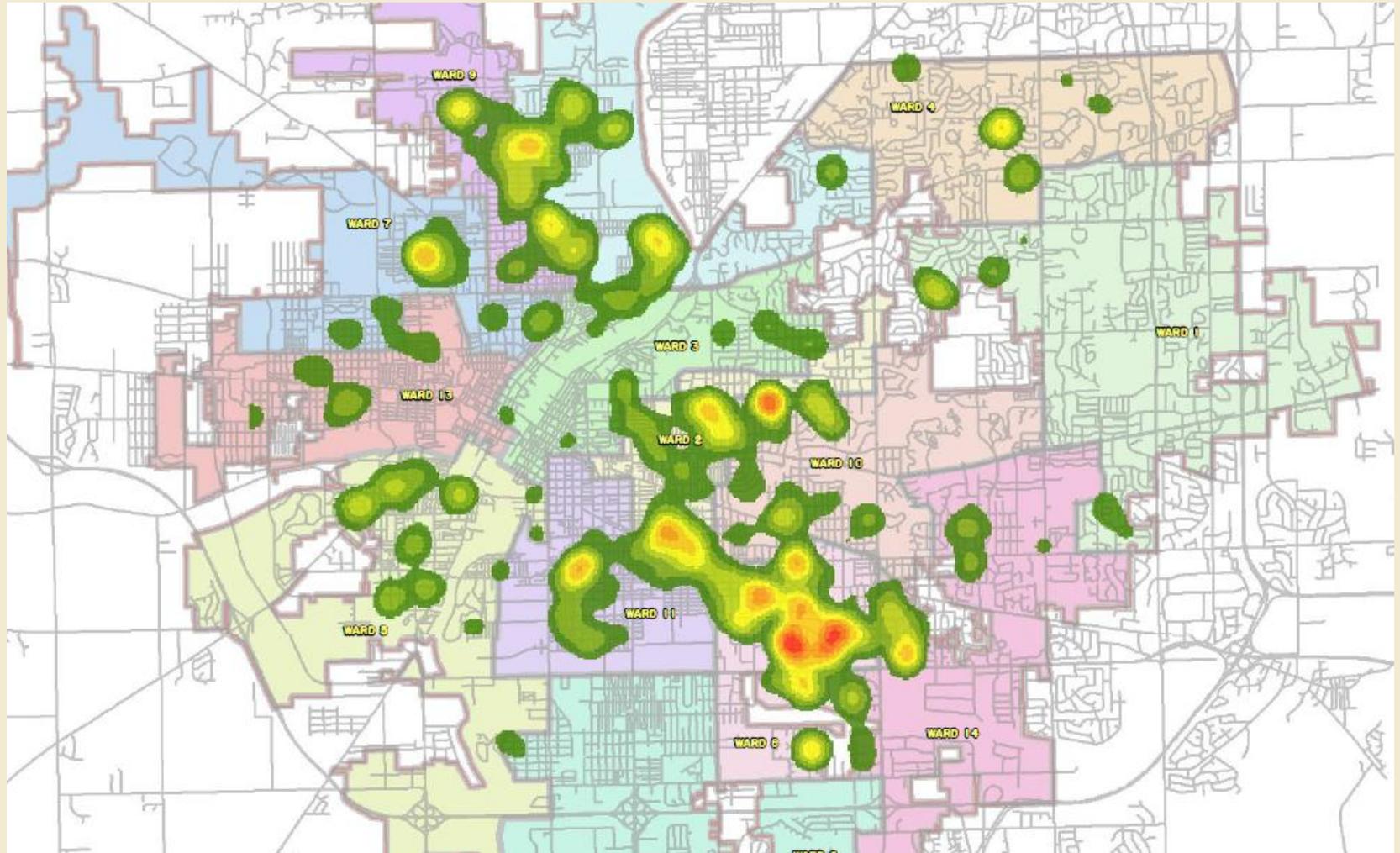
# *Street & Transportation*

## *Forestry – Ash Tree Update*

- Ash Removals 2013 thru 2015 – 1203
- Total # Ash Trees Remaining – 4029
- # Treated Ash Trees – 761
- Anticipated Removals 2015 / 2016 – 3268
- Note – Does not include private trees or parks & golf courses

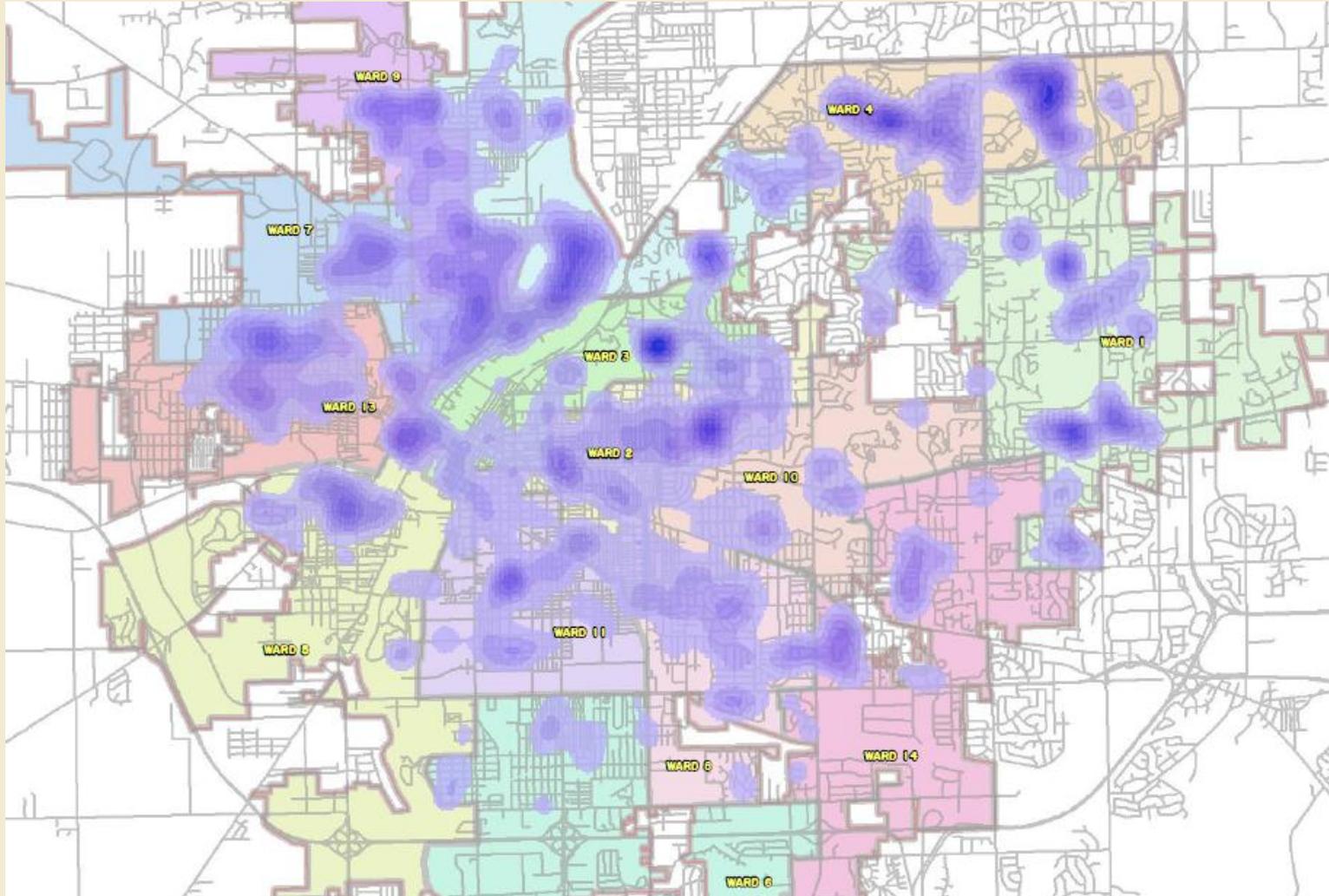
# Street & Transportation

## Forestry – Ash Trees Removed

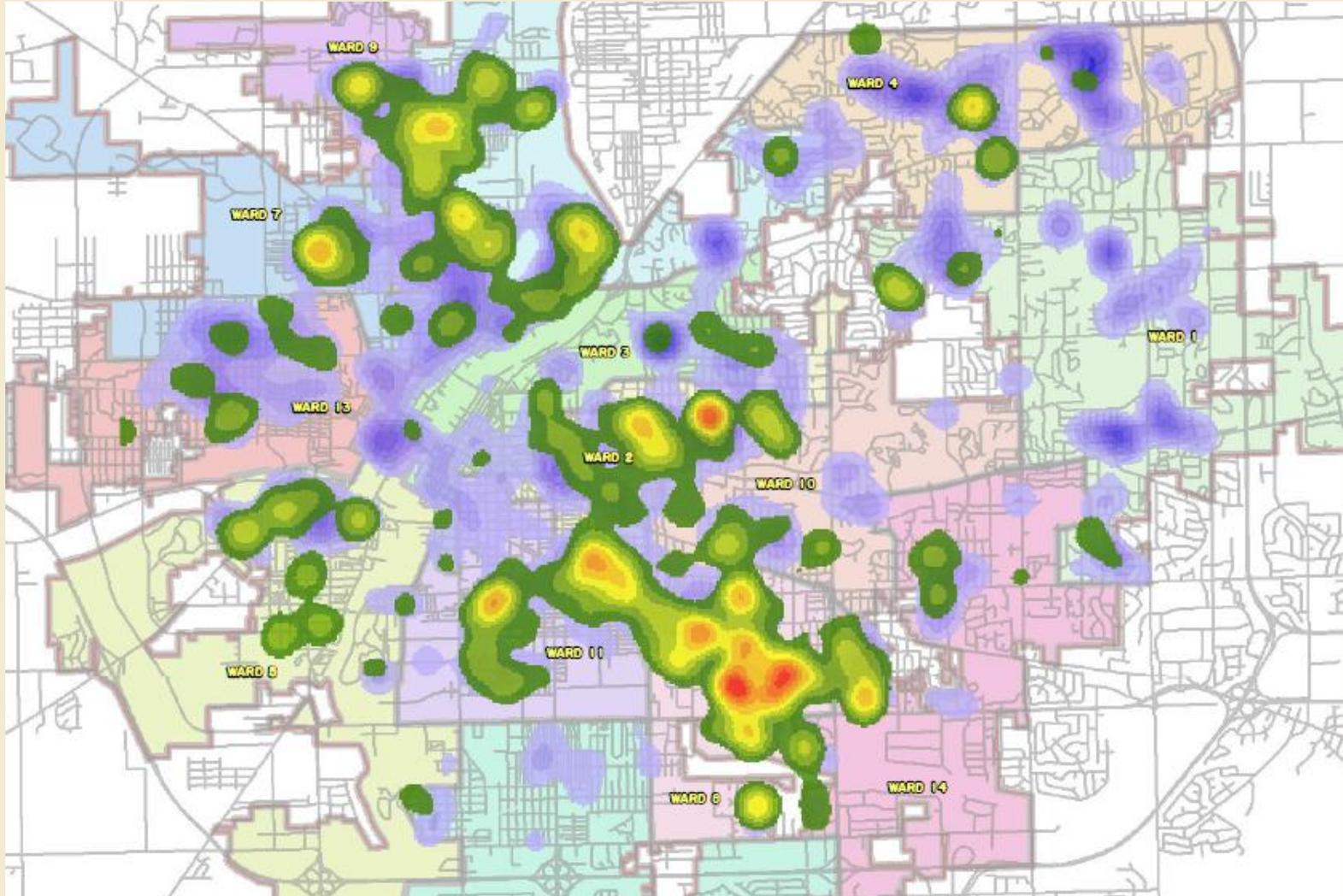


# Street & Transportation

## Forestry – Remaining Ash Trees



# Street & Transportation Forestry – Combined Ash Layers



# *Street & Transportation*

## **Achievements**

- Installed new exterior lighting at City Hall
- Interior painting of the City Yards admin building
- Completed room renovation at yards for Human Services
- Met all benchmarks in Street & Forestry for 2<sup>nd</sup> consecutive month
- 2014/2015 snow operations have gone well

# *Street & Transportation*

## **Areas of Improvement**

- Sign & Signal replacement
- Prepare for April graffiti abatement to resume
- Monitor storm drainage areas during spring thaw
- Prepare for spring pothole blitz
- Begin annual Fire Station walk-throughs

# Water Division



Tim Holdeman, Water Superintendent  
is attending an  
ICC Water Policy Roundtable

# Engineering Division

PRESENTED BY:

Marcy Leach, Engineering Operations Manager

Tyler Nelson, CIP Operations Manager

# Public Works - Engineering Division

## Dashboard

Monthly Performance		2015 Monthly Target	Jan	Feb	Mar	Apr	May	Jun
Engineering	# of Site Plans Reviewed	7	4	3				
	% of Site Plans Reviewed in less than 14 days	95%	100%	100%				
	# of Development Plans Reviewed	1	0	1				
	% of Develop. Plans Reviewed in less than 21 days	95%	NA	100%				
	# of ROW Permits Issued	100	144	82				
	% of ROW Permits Issued in 1 day	95%	98.6%	97.6%				
	# of Driveway Permit Issued	10	0	0				
	% of Driveway Permits Approved in 1 day	95%	NA	NA				
	Industrial High Risk Inspections On Site	8	10	10				
	Erosion Control Inspections On Site	20	15	1				
	Illicit Discharge Investigations	1	0	1				
	NPDES Permit Water/Stormwater Samples Taken	2		0				
	SWPPP Reviews	3	4	3				

# *Public Works - Engineering Division*

## **Upcoming Stormwater Projects**

- Completion of the Stormwater Master Plan (underway)
- Retrofits to the Logistics Park and Linden Point Detention Basins (designs underway)
- Installation of additional rain gauges throughout the City's watersheds (plan underway)
- Montedera Drainage Improvements (bid opening 3/3)
- Completion of the Keith Creek/5<sup>th</sup> St. Wall Repairs (construction underway)
- Buckbee Creek Concrete Channel Repairs along Wesleyan Ave. (design complete)
- Buckbee Creek Outfall Repairs at RRWRD (design complete)
- Completion of a Stormwater Control Plan for the City Yards (draft complete)
- Maintenance Contract for City-Owned Stormwater Facilities (draft underway)
- Harmon Park Detention Basin (design underway)
- Hope to install a sweeper dump station at City Yards in 2015

# *Public Works - Engineering Division*

## **Upcoming Stormwater Projects**



Buckbee Creek @ Wesleyan



Keith Creek/5<sup>th</sup> St Wall



Buckbee Creek @ RRWRD



Linden Pointe Basin

# *Public Works - Engineering Division*

## **Upcoming Demolition Projects**

- Watch Factory for Downtown Sports Complex
- 330 Cedar St. for Train Station Project
- Villa Di Roma for Harrison Ave. Reconstruction
- West State St. Phase 2 Reconstruction
- N. Main St. Reconstruction

## **Parking Improvement Projects**

- Construction of Parking Lot T (old Water St. Parking Deck)
- Downtown Sports Complex Parking Lot
- Construction of Downtown Parking Garage at Main St. & Cedar St.
- Possible Repairs to the Concourse Parking Garage
- Complete Parking Deck Structural Inspections

# *Public Works - Engineering Division*

## **Development Projects**

**(projects Engineering coordinates with other departments or agencies)**

- Downtown Sports Complex (w/ DCEO, Park District, Reclaiming 1<sup>st</sup>, RACVB)
- Downtown Hotel (w/ Gorman, Community & Economic Development-CED)
- Rockford Region Multi-Modal Transportation Center (w/ IDOT, UP, RMTD, CED)
- Public Safety Buildings (w/ Police Dept.)
- Outdoor/Indoor City Markets (w/ DCEO, IHPA, RRDP)

# *Public Works – Engineering Division*

## **Update on 2015 IDOT and Major Projects**

### South Main Street Reconstruction – Phase 1 & 2

- Construction to resume as soon as the weather allows this Spring

### Route 251 Resurfacing

- 11<sup>th</sup> Street (Sandy Hollow Road to Alton Avenue) to be resurfaced

### North Main Street Corridor Reconstruction

- Plans are being finalized for scheduled bid letting on June 12

### Harrison Avenue Corridor Reconstruction

- Final plan preparation & land acquisition ongoing for expected June 12 bid letting

### Airport Drive & Falcon Road Reconstruction

- Construction to resume by the end of March; project completion is November 2015

### April 24, 2015 IDOT Bid Letting – Local Projects

- Signal modernization of the Rockton Avenue & Custer Avenue intersection
- Signal modernization of the Rockton Avenue & Halsted Road intersection
- Conversion of the Illinois Railway Rock River Bridge to a pedestrian path
- Full removal & replacement of the South Alpine Road box culvert structure

# *Public Works – Engineering Division*

## **Update on 2015 CIP Project Implementation**



### City-Wide Street Repairs

- 4 packages have been bid/awarded to-date
- Includes resurfacing/reconstruction of arterial/collector streets, commercial/industrial streets, neighborhood streets, & alleys
- Total construction funds of over \$5.3 million



### City-Wide Sidewalk Repairs

- 2 packages have been bid/awarded to-date
- Total construction funds of over \$160,000



### Streetscape/Lighting Projects

- 2 projects have been bid/awarded to-date
- 7<sup>th</sup> Street Lighting Improvements
- West State Street Streetscape
- Total construction funds of over \$1.9 million

# Public Works – Engineering Division

## Upcoming 2015 CIP Projects

### Other Upcoming Projects

- Anticipate 3 additional neighborhood packages
- Cracksealing
- PCC pavement patching
- Additional sidewalk repair packages
- East State Street streetscape
- Downtown Sports Complex upper tier parking facility
- South Main Street conversion to two-way
- Design of East State Street “Miracle Mile” street lights



Spring Brook Road Resurfacing



Auburn Street Sidewalk Extension to Auburn High School



Jefferson Street Bridge Repairs

Excellence Everywhere

# *Public Works – Engineering Division*

## **Downtown Sports Complex Update**



Removing interior panels for sandblasting prep



South Bay building demolished



Removing ceiling piping



RPS 205 building demo

# *Public Works – Engineering Division*

## **Areas of Improvement**

- Finalize plans for Downtown Sports Complex upper tier parking facility & bid project
- Finalize plans for repairs to the Jefferson Street Bridge & bid project
- Finalize remaining Ward plans
- Complete public engagement process for the Whitman Street interchange

# Information Technology

PRESENTED BY:

Glenn Trommels

Information Technology Director

# Information Technology

## Key Strategic Initiatives 2015

- Increased compliance and enforcement of the Residential Quality Support Ordinance (Landlord Registry)
- Implement Asset Management system for signals, storm water
- Develop Disaster Recovery Program
- Support the transition to District Policing
- Implement new phone system

# Information Technology

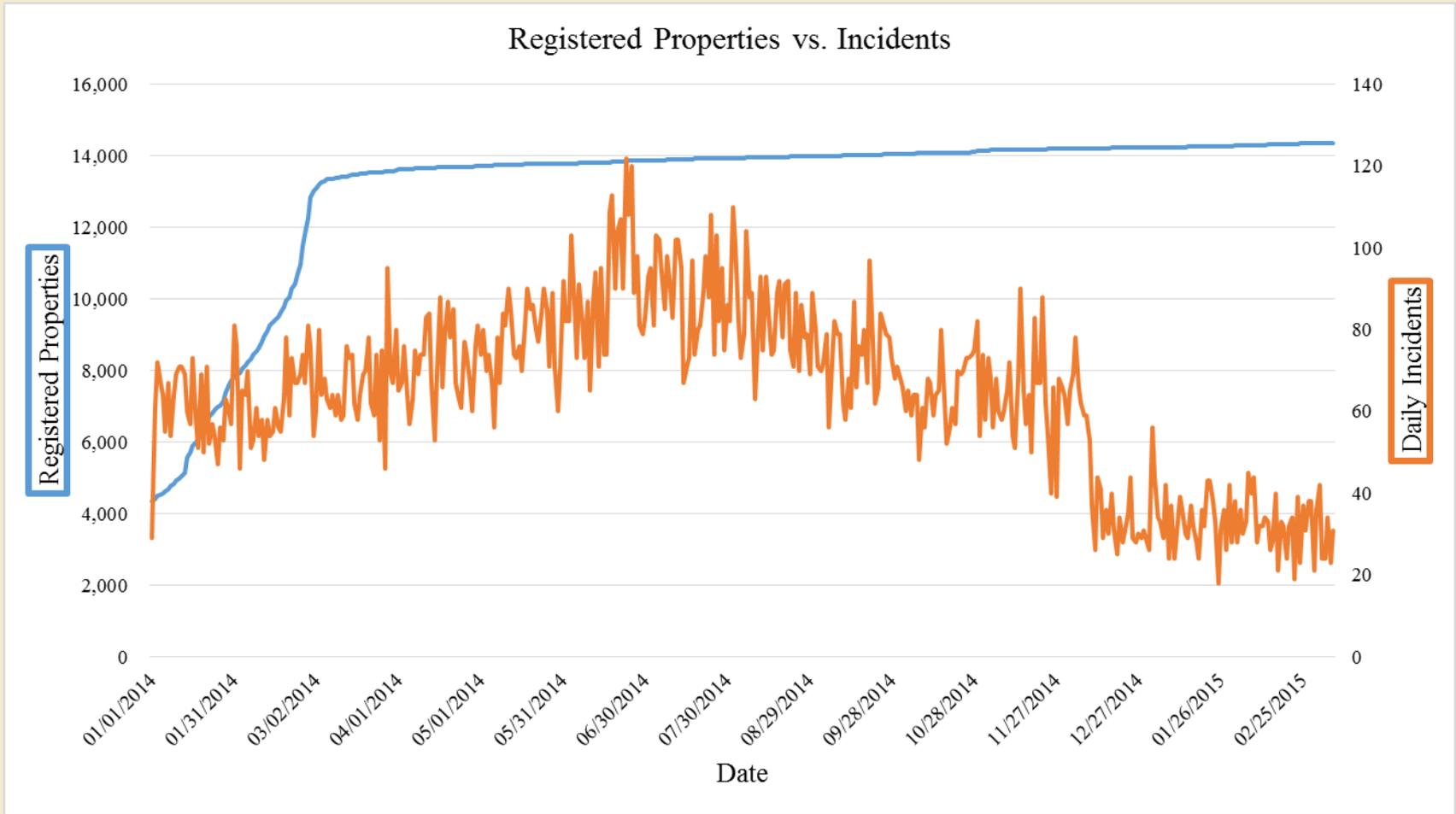
## Scorecard

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
WO Open	753	584											1337
WO Closed	639	622											1261
WO %	84.86%	106.51%											94.32%
Server Availability	99.99%	100.00%											99.99%
Servers Within SLA	88.30%	95.79%											92.63%
Network Availability	99.94%	99.98%											99.97%
Network Within SLA	84.51%	90.41%											84.51%

% Availability	Downtime / Yr
99.000%	~ 3.6 Days
99.900%	~ 9 Hours
99.990%	~ 50 minutes
99.999%	~ 5 minutes

# Information Technology

## Landlord Registry



# *Information Technology*

## **Achievements**

- Relocated west side network hub from PSB to CJC
- Replaced three physical servers with one in data center
- Finalize wireless network upgrades at City Hall and Yards
- Issued RFP for new website
- Formed cross department team for Landlord Registry
- Went live with new eAgenda System
- Went live with new phone system (??)

# *Information Technology*

## **Areas of Improvement**

- Assemble team and review web site RFPs
- Finalize automated data transfers to health care providers (BCBS, MetLife, NVA, eFlex, Marathon)
- Disconnect old phone lines
- Continue efforts on BriteForce mobile app
- Begin upgrade to Office 2013

# Finance Department

*Excellence Everywhere*



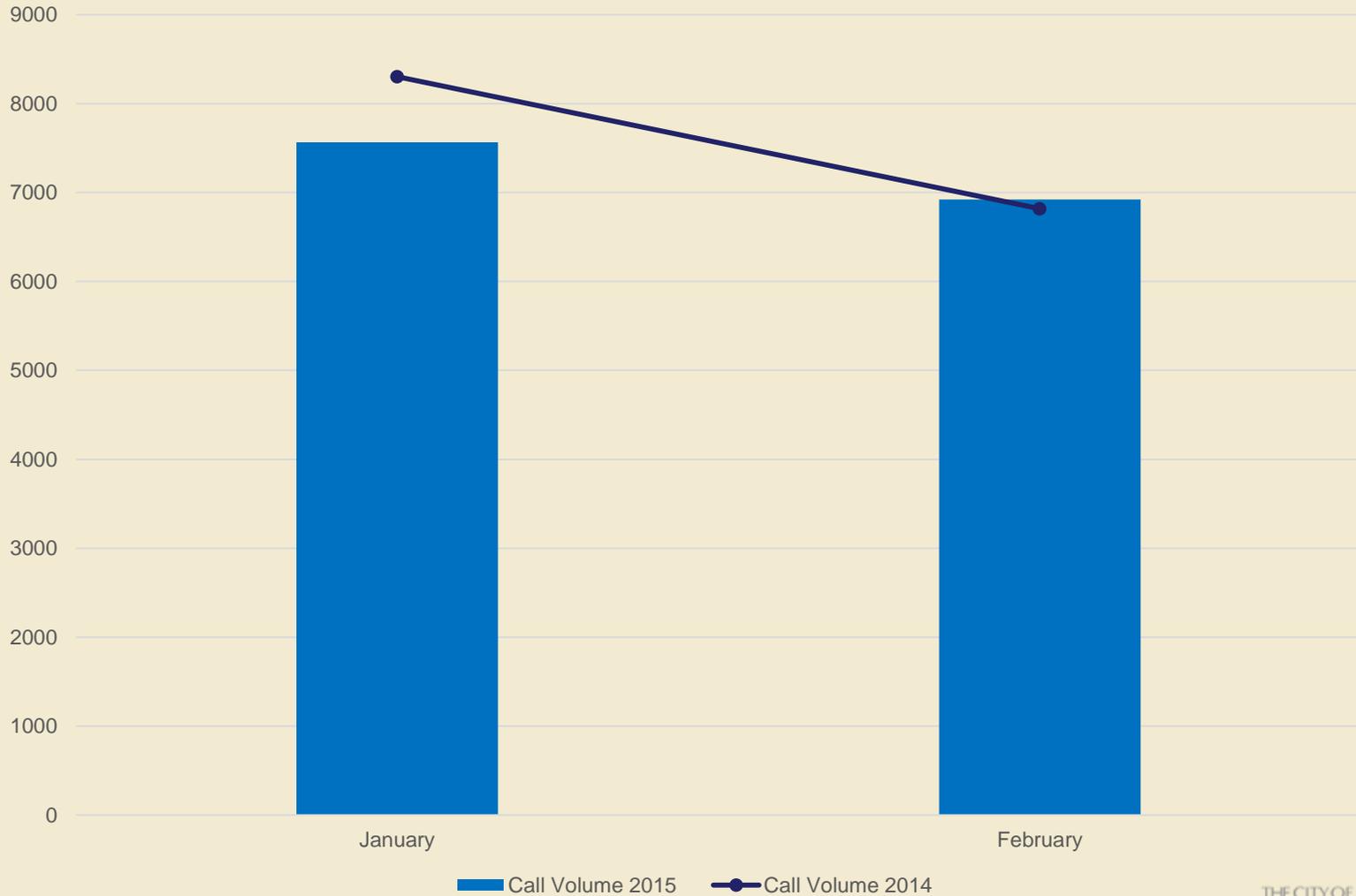
# Finance Department

## Customer Service Center Scorecard

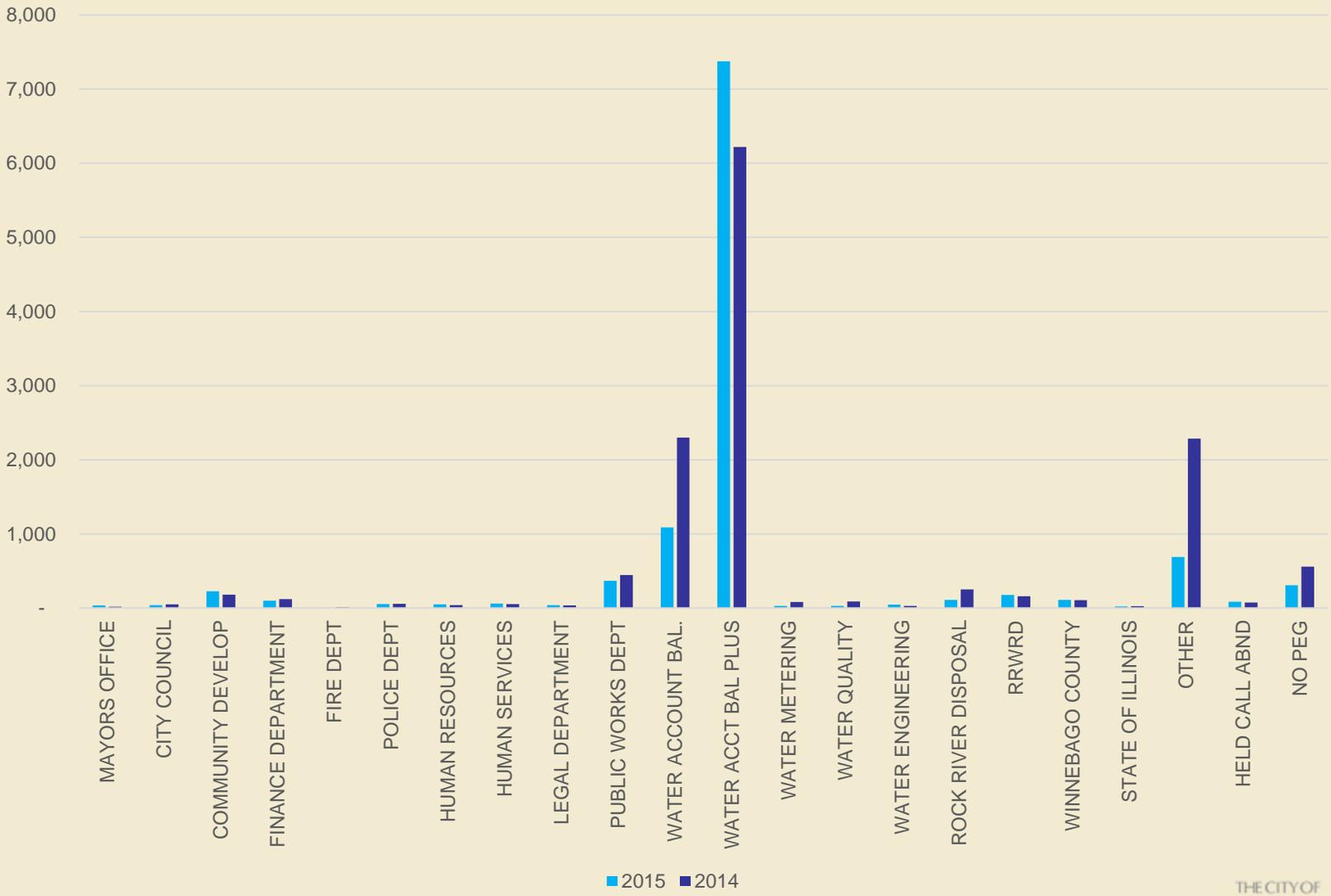
Scorecard															
Monthly Performance	2015 Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD 2015	YTD 2014
Total number of calls	10,416	6,817	6,920											6,869	7,977
Average Time to Answer in sec.	60	54	47											51	64
% Calls Abandoned	10%	8.7	7.2											8	10.5

Targets based on AWWA *Benchmarking Water Utility Customer Relations Best Practices*

# Finance Department Call Volume

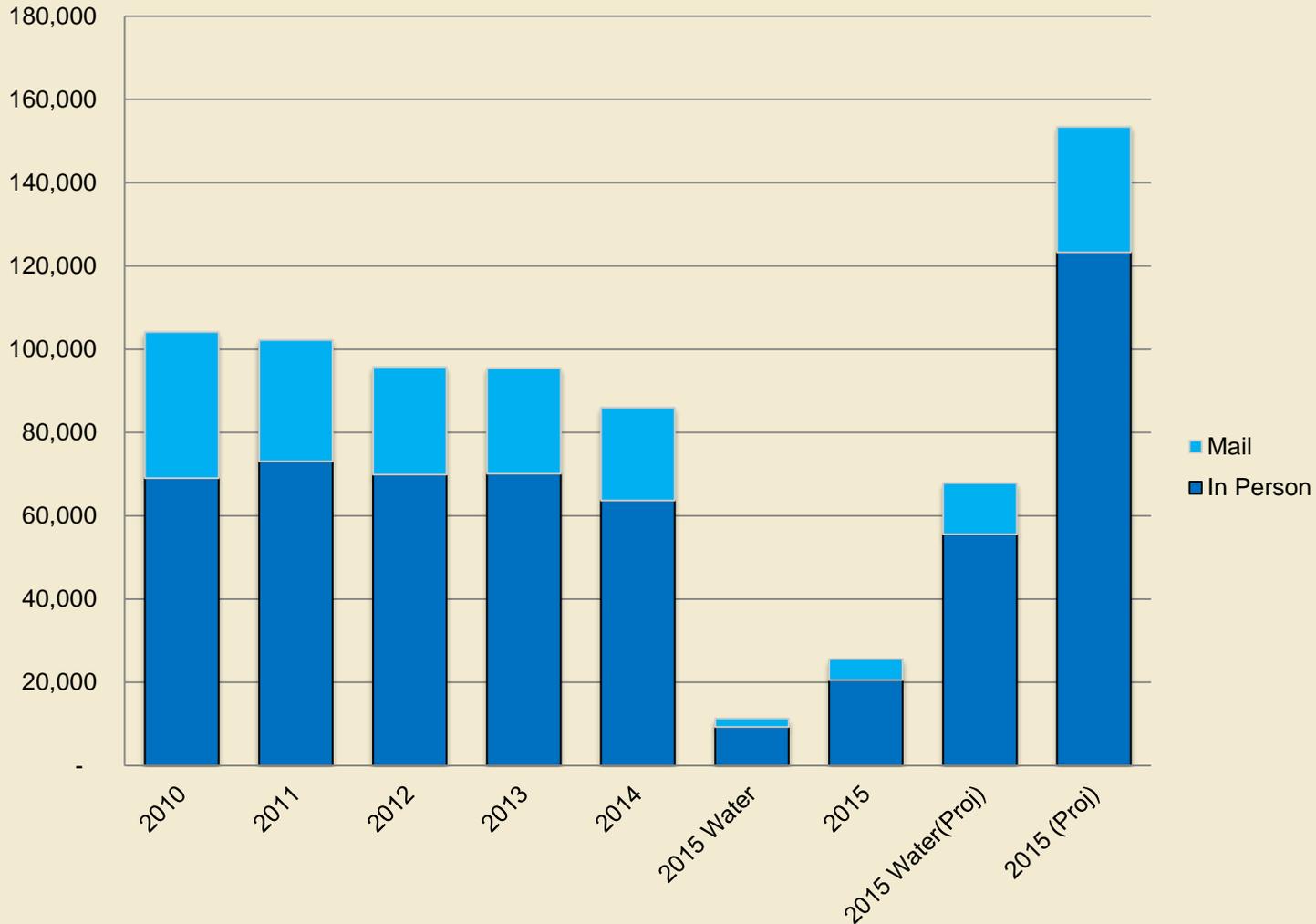


# Finance Department Calls by Category



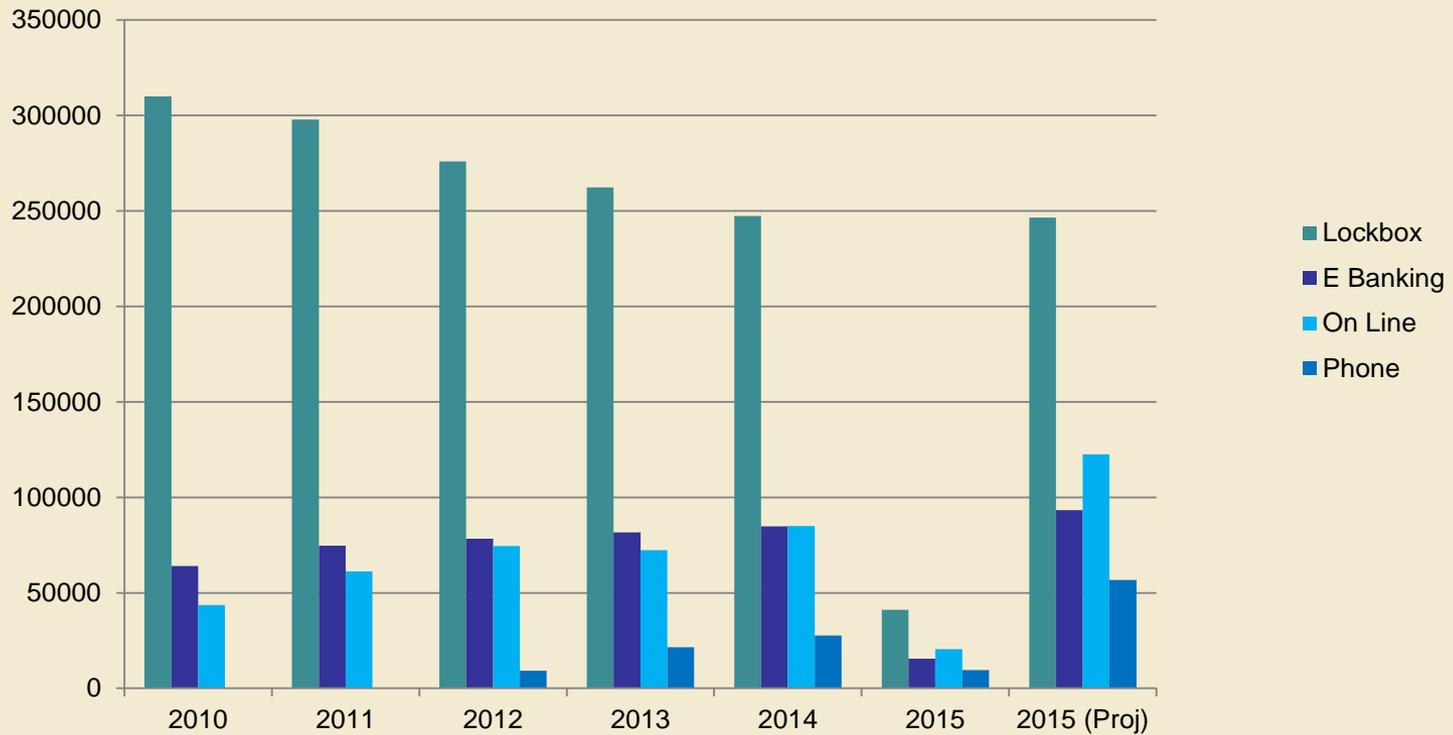
# Finance Department

## January and February 2015 Physical Payments



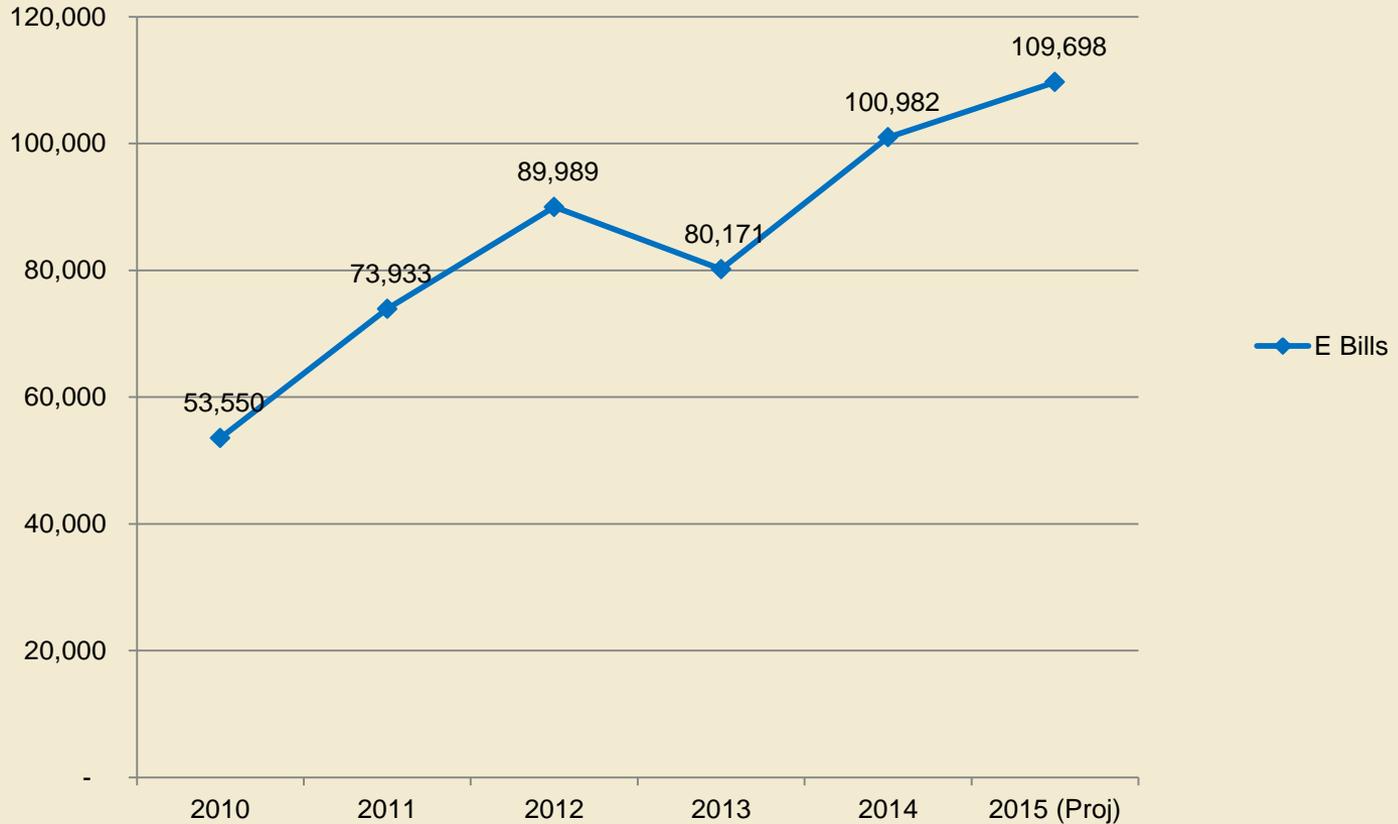
# Finance Department

## Water Payments Processed Third Party



# Finance Department

## Number of Monthly E-bills Sent Water Customers



# Finance Department

## Accomplishments

- Held multiple trainings on new soft phones and agent software in preparation for new system cutover.
- Hired and trained additional staff member with multi-faceted approach to provide greater coverage in identified weak spots.

## Areas of Improvement

- Improve average time to answer calls and abandoned call numbers by leveraging features of phone system, as well as additional staff, to improve metrics, track specific incident impact, and one-call resolution of caller needs.
- Explore mobile pay options and marketing of online bill pay.
- Implement knowledge base software to allow CSC call takers to more efficiently and effectively assist customers with non-water related calls.

# Legal Department

Workforce Data

&

Procurement Dollars

# Division Diversity Procurement

PRESENTED BY:  
Ron Moore  
Diversity Procurement Officer

*Legal Department*  
*DIVISION of Diversity Procurement*  
**Areas of Improvement**

**LCPtracker Inc Reporting System**

Semi-Annual Report of 2014

Local Workforce and EEO Reporting

Workforce reports to help identify workers and meet goals for Ethnicities, Gender and Residency, Trade Craft & Zip Codes

Reports by Contractor, Craft, Ethnicity, Hours & Wages, Project and Zip Code

Reports by Specific City Project (Hours Worked and \$ Paid)

*Legal Department*  
*DIVISION of Diversity Procurement*  
**Areas of Improvement**

**MBE/WBE Reporting 1<sup>st</sup> Two Months of 2015**

MBE & WBE Procurement Dollars

Includes Bid Dollars and Quotes under \$20K

Report General Contractor, Subcontractors, MBE  
& WBE

Need more Minorities and Women Companies  
performing more procurement dollars with the City

# *Legal Department*

## *DIVISION of Diversity Procurement*

All Procurement Dollars Spent	2015		MBE %	MBE Contract Amount	WBE Contract Amount
	Contract Total	Subcontractor Total			
Prime Contractor Total Dollars	\$1,812,248.43	\$856,921.01		\$6,850.00	\$84,213.33
MBE Subcontractors Total Dollars	\$6,850.00		0.38%		
WBE Subcontractors Total Dollars	\$84,213.33		4.65%		
Companies who are Minority Business not Certified			0.00%		
Companies who are Women Business not Certified			0.00%		
Total MBE Generals & Subcontractors	\$6,850.00		0.38%		
Total WBE Generals & Subcontractors	\$84,213.33		4.65%		
Total MBE & WBE Procurement Percentage	\$91,063.33		5.02%		

# Legal Department-Litigation

PRESENTED BY:

Kerry F. Partridge, City Attorney

# *Legal Department-Litigation*

## Strategic Plan Reference

### **STRATEGIC STATEMENT IV:**

### **IMPROVE OUR FINANCIAL STATE**

#### **IV. Focus Area**

#### **B.) Continue cohesive & standardized financial systems & processes.**

Program:

Litigation Services

Owner:

Kerry  
Partridge

Benchmark:

Establish risk profile to allow for competitive bidding process for liability insurance.

# *Legal Department- Litigation*

## **Major Cases of Interest for 2015**

<b>CASE NAME</b>	<b>CASE FILED</b>	<b>ALLEGATIONS AGAINST CITY</b>	<b>INJURIES ALLEGED</b>
Kingdom Authority v. City of Rockford, et al.	2010	Excessive Force/Intentional Infliction of Emotional Distress/False Imprisonment of Witnesses	Emotional Distress
Estate of Phillip Johnson, Jr. v. City of Rockford, et al.	2013	Excessive Force, Failure to Provide Medical Care	Death
Meade v. City of Rockford	2009	Negligence, Willful and Wanton Conduct	Personal Injury
Rockford Renaissance v. City of Rockford	2014	Breach of Contract	Monetary

# New Lawsuits 2015

CLOSED CASES	Case Number	Allegations
State Farm A/S/O Kamer v. Macias, et al.	15 AR 43	Negligence/Auto Accident
Pekin Ins. A/S/O Pixler v. City of Rockford	15 AR 80	Negligence/Street Maintenance

# Closed Lawsuits 2015

CLOSED CASES	OUTCOME	SETTLEMENT AMOUNT
Pearce v. City of Rockford	Settled	\$1,000.00
Franzen v. City of Rockford	Settled	\$5,000.00

# Legal Department-Claims

PRESENTED BY:  
Kerry F. Partridge  
City Attorney

# *Legal Department-Claims*

## Strategic Plan Reference

### **STRATEGIC STATEMENT IV:**

### **IMPROVE OUR FINANCIAL STATE**

#### **IV. Focus Area**

#### **B.) Continue cohesive & standardized financial systems & processes.**

Program:

Litigation Services

Owner:

Kerry Partridge

Benchmark:

Establish risk profile to allow for competitive bidding process for liability insurance.

# Legal Department - Claims

## Dashboard 2013-2015

	2013 2nd Quarter	2013 3rd Quarter	2013 4th Quarter	2014 1st Quarter	2014 2nd Quarter	2014 3rd Quarter	2014 4th Quarter	2015 1st Quarter
Claims this Quarter	134	51	29	395	118	90	38	24
Avg. Claims per Quarter	121	121	121	121	121	121	121	121
Claims this Year	247	298	327	395	513	603	641	24
Claims Approved this Qtr.	16	4	4	13	6	3	2	2/13
% of Claims Approved this Qtr.	12%	8%	14%	3%	5%	3%	7%	15.3%
\$ Value of Approvals this Qtr.	\$7,703.64	\$12,381.32	\$18,344.64	\$35,806.17	\$1,795.28	\$5,761.18	\$5,286.27	\$1,316.05
Avg. \$ Approvals this Qtr.	\$820.19	\$3,095.33	\$4,586.16	\$2,754.32	\$299.21	\$1,920.39	\$2,643.13	\$658.03
Avg. Days to Approve this Qtr.	93	41	40	64	22	33	45	21
% Approved w/in 33 days this Qtr.	0%	0%	0%	23%	83%	67%	50%	50%
% Approved w/in 42 days this Qtr.	10%	0%	100%	54%	83%	67%	50%	100%
Claims Denied this Qtr.	118	47	25	382	112	87	26	11/13
Avg. Days to Deny this Qtr.	91	61	42	48	39	42	24	19
% Denied w/in 21 days this Qtr.	6%	12%	38%	8%	18%	18%	46%	58%
% Denied w/in 42 days this Qtr.	20%	32%	50%	45%	62%	70%	88%	75%

# *Legal Department-Claims*

## **ACHIEVEMENTS**

- Outstanding Public Acceptance of PMA and Access to Reimbursement for Damages.
- Minimal Public Discontent with Claims Processing Times
- Legal Staff Time Greatly Reduced in Claims Process.
- Claims Normalizing in 2015

## **AREAS FOR IMPROVEMENT**

- Continue to Improve Processing Times by Improving Staff Response Time to Information Requests
- General Reduction in Claims for 2015.
- Improve Poor Weather Driver Safety

# Legal Department-FOIA

PRESENTED BY:  
Kerry F. Partridge  
City Attorney

# *Legal Department-FOIA*

## Strategic Plan

### **STRATEGIC STATEMENT III:**

**INSURE TRANSPARENCY AT ALL LEVELS OF CITY OF ROCKFORD GOVERNMENT**

### **III. Focus Area**

**A.) Encourage transparency & accountability through an effective communications strategy**

Program:

Maintain FOIA and Open Meeting Act Optimization

Owner:

Kerry Partridge  
and Angela  
Hammer

Benchmark:

Maintain FOIA compliance at 99% and 100% compliance for OMA

# FOIA Disposition Times 2013-2015

Department	Total Requests			Timely Compliance		
	2013	2014	2015	2013	2014	2015
CD Department	583	571	58	98.6%	99.6%	100%
Fire Department	735	773	154	99.4%	100%	99.4%
Finance Department	94	74	8	100%	100%	100%
Human Resources	3	4	1	100%	75%	100%
Human Services	1	1	0	100%	100%	N/A
Legal Department	28	21	5	100%	90%	100%
Police Department	1062	1062	160	99.6%	99.7%	100%
PW Department	98	88	13	100%	100%	100%
<b>Total</b>	<b>2604</b>	<b>2594</b>	<b>399</b>	<b>99.3%</b>	<b>99.5%</b>	<b>99.5%</b>

Department	FOIAs Approved by Dept.				Partially Approved				Denied			
	2012	2013	2014	2015	2012	2013	2014	2015	2012	2013	2014	2015
Community Development	92%	98%	97%	98%	6%	<1%	2%	2%	2%	<1%	<1%	0%
Fire Department	97%	97%	96%	97%	1%	3%	2%	2%	2%	0%	<2%	<1%
Finance Department	91%	98%	100%	100%	6%	2%	0%	0%	3%	0%	0%	0%
Human Resources	38%	100%	100%	100%	50%	0%	0%	0%	12%	0%	0%	0%
Human Services	0%	100%	100%	N/A	0%	0%	0%	N/A	0%	0%	0%	N/A
Legal Department	100%	99%	95%	100%	0%	1%	0%	0%	0%	0%	5%	0%
Police Department	60%	58%	62%	60%	26%	28%	27%	14%	14%	14%	11%	26%
Public Works Department	78%	99%	100%	100%	21%	1%	0%	0%	<1%	0%	0%	0%

# *Legal Department-FOIA*

## **ACHIEVEMENTS**

- 99.5% Timely Compliance
- 95% Public Records Transparency
- All PAC appeals have been resolved successfully.
- No fines or penalties assessed.

## **AREAS FOR IMPROVEMENT**

- Resolve Pending Lawsuit
- Transition to Hansen –based FOIA system in 2015?

# Legal Department-Impounds

PRESENTED BY:  
Angela L. Hammer  
Assistant City Attorney

# *Legal Department-Impounds*

## Strategic Plan

### **STRATEGIC STATEMENT I:**

**REDUCE CRIME AND IMPROVE THE PERCEPTION OF PUBLIC SAFETY**

### **STRATEGIC STATEMENT IV:**

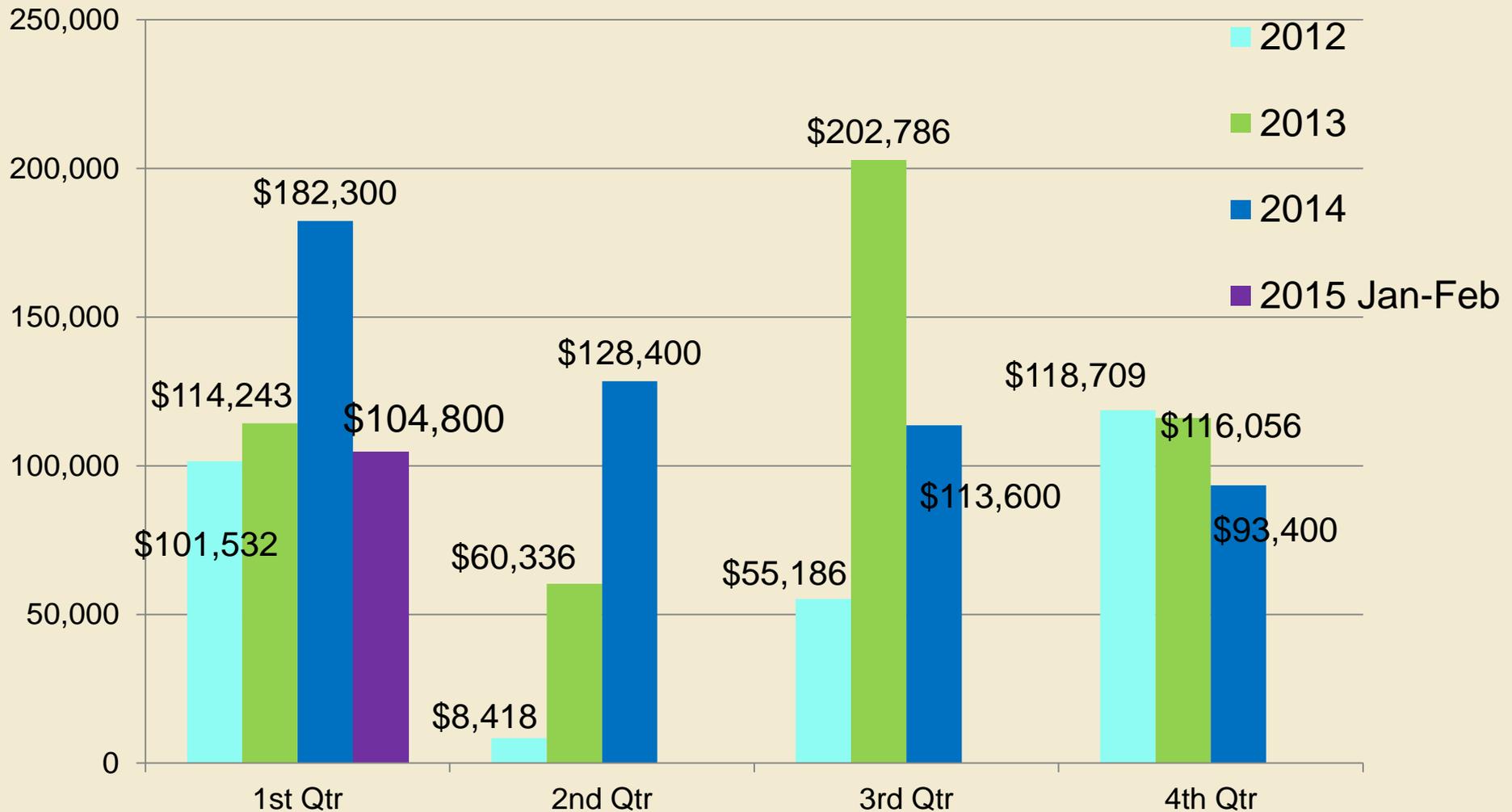
**IMPROVE OUR FINANCIAL STATE**

#### **IV. Focus Area**

**B.) Continue cohesive and standardized financial systems and processes**

# Legal Department

## Impound Fees by Quarter 2012-2015



# *Legal Department-Impounds 2015*

## **ACHIEVEMENTS**

- Collected nearly \$105,000 in January and February 2015
- None of the impounds were overturned by the hearing officer through February
- Less than 2% of impounds proceeded to a hearing

## **AREAS FOR IMPROVEMENT**

- Legal Department access to data in real-time

# Legal Department-Collections

PRESENTED BY:

Angela L. Hammer, Assistant City Attorney

Lafakeria S. Vaughn, Assistant City Attorney

# *Legal Department-Collections*

## Strategic Plan

### **STRATEGIC STATEMENT IV:**

#### **IMPROVE OUR FINANCIAL STATE**

#### **IV. Focus Area**

**B.) Continue cohesive and standardized financial systems and processes**

# *Legal Department – Collections*

<b>SMALL CLAIMS* (as of March 2015)</b>	
<b>Pending Court Cases</b>	<b>19</b>
<b>Number of Suspended Driver's Licenses for Unsatisfied Judgments</b>	<b>17</b>
<b>Pending Payment Plans</b>	<b>11</b>
<b>Closed Cases (Settled/Paid in Full)</b>	<b>24</b>

*\*Majority of damaged City-owned property are traffic lights, traffic signs and guardrails*

# *Legal Department – Collections*

## **ACHIEVEMENTS:**

- Between January 2015-end of February 2015: collected about \$22,800 for damages to City traffic lights and signs
- Over 85% collection rate for cases involving damage to City property and contract enforcement (over \$138,000)
- Approximately 50 cases pending to recover approximately \$100,000

## **AREAS OF IMPROVEMENT:**

- Improve the process to manage payments
- Close cases for satisfied judgments more efficiently
- Expand to include other fines owed to the City

# *Legal Department-City Council Process*

## **ACHIEVEMENTS**

- City Council average time over 4 meetings, 2 hours 11 min
- Committee meetings average time over 4 meetings 3 hours 21 min
- First Special Council Meeting on Committee Monday. (9 min.)

## **AREAS FOR IMPROVEMENT**

- Consideration of E Agenda with documents
- Improve timeliness of staff submittals
- Standardized staff memo (repeat of last report)

# THANK YOU

## QUESTIONS?