



**ROCKSTAT**

**MAY 14, 2009**

**DISTRICT 2**

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*Better Governing Through Accountability*

# Community Development

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## Community & Economic Development Department Sick Time Report

	Pay period 8	Pay Period 9	YTD	National Ave.	Diff.	Premium Cost	Leave Management
Total Employees	50	50	48				
Emp. using Sick	14	21	41				
Total Sick Hrs	82	125	377.5			Hire back cost n/a	Sick with Sched. 16
Ave. Hrs. Used	1.64	2.50	7.86			OT Cost n/a	Monday Hrs. 51.25
% of sicktime	4%	6%	20%	3%	2%	Lost Productivity \$ 2,050	Friday Hrs. 16.75

**Dollars Paid in Sick Benefit: \$ 2,050**

**Total Cost: \$ 4,100**

**Hrs to Review: 84**



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## Neighborhood Development

	Pay period 8	Pay Period 9	YTD	National Ave.	Diff.	Premium Cost	Leave Management
Total Employees	7	7	7				
Emp. using Sick	1	2	5				
Total Sick Hrs	16	3.5	74.25			Hire back cost	N/A Sick with Sched. 0
Ave. Hrs. Used	2.29	0.50	10.61			OT Cost	N/A Monday Hrs. 0
% of sicktime	6%	1%	27%	3%	0%	Lost Productivity \$ 400	Friday Hrs. 0
<b>Dollars Paid in Sick Benefit: \$ 400</b>						<b>Total Cost: \$ 800</b>	<b>Hrs to Review: 0</b>

## Economic Development

	Pay period 8	Pay Period 9	YTD	National Ave.	Diff.	Premium Cost	Leave Management
Total Employees	3	3	3				
Emp. using Sick	1	2	3				
Total Sick Hrs	3	7.5	39.5			Hire back cost	N/A Sick with Sched. 0
Ave. Hrs. Used	1.00	2.50	13.17			OT Cost	N/A Monday Hrs. 1.5
% of sicktime	3%	6%	33%	3%	1%	Lost Productivity \$ 75	Friday Hrs. 0
<b>Dollars Paid in Sick Benefit: \$ 75</b>						<b>Total Cost: \$ 150</b>	<b>Hrs to Review: 1.5</b>

## Construction Services

	Pay period 8	Pay Period 9	YTD	National Ave.	Diff.	Premium Cost	Leave Management
Total Employees	21	21	21				
Emp. using Sick	5	10	17				
Total Sick Hrs	14.25	64	15			Hire back cost	N/A Sick with Sched. 16
Ave. Hrs. Used	0.68	3.05	0.71			OT Cost	N/A Monday Hrs. 14
% of sicktime	2%	8%	2%	3%	2%	Lost Productivity \$ 356	Friday Hrs. 8.75
<b>Dollars Paid in Sick Benefit: \$ 356</b>						<b>Total Cost: \$ 713</b>	<b>Hrs to Review: 38.75</b>



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## Code Enforcement

	Pay period 8	Pay Period 9	YTD	National Ave.	Diff.	Premium Cost	Leave Management
Total Employees	14	14	13				
Emp. using Sick	5	5	12				
Total Sick Hrs	45.25	50	211.5			Hire back cost N/A	Sick with Sched. 0
Ave. Hrs. Used	3.23	3.57	16.27			OT Cost N/A	Monday Hrs. 35.75
% of sicktime	8%	9%	41%	3%	6%	Lost Productivity \$ 1,131	Friday Hrs. 8
<b>Dollars Paid in Sick Benefit: \$ 1,131</b>						<b>Total Cost: \$ 2,263</b>	<b>Hrs to Review: 43.75</b>

## Administration

	Pay period 8	Pay Period 9	YTD	National Ave.	Diff.	Premium Cost	Leave Management
Total Employees	2	2	2				
Emp. using Sick	0	1	2				
Total Sick Hrs	0	0	23.75			Hire back cost N/A	Sick with Sched. 0
Ave. Hrs. Used	0.00	0.00	11.88			OT Cost N/A	Monday Hrs. 0
% of sicktime	0%	0%	30%	3%	-3%	Lost Productivity \$ -	Friday Hrs. 0
<b>Dollars Paid in Sick Benefit: \$ -</b>						<b>Total Cost: \$ -</b>	<b>Hrs to Review: 0</b>

## Planning

	Pay period 8	Pay Period 9	YTD	National Ave.	Diff.	Premium Cost	Leave Management
Total Employees	3	3	2				
Emp. using Sick	2	1	2				
Total Sick Hrs	3.5	0	13.5			Hire back cost N/A	Sick with Sched. 0
Ave. Hrs. Used	1.17	0.00	6.75			OT Cost N/A	Monday Hrs. 0
% of sicktime	3%	0%	17%	3%	-2%	Lost Productivity \$ 88	Friday Hrs. 0
<b>Dollars Paid in Sick Benefit: \$ 88</b>						<b>Total Cost: \$ 175</b>	<b>Hrs to Review: 0</b>



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# Housing Code Enforcement

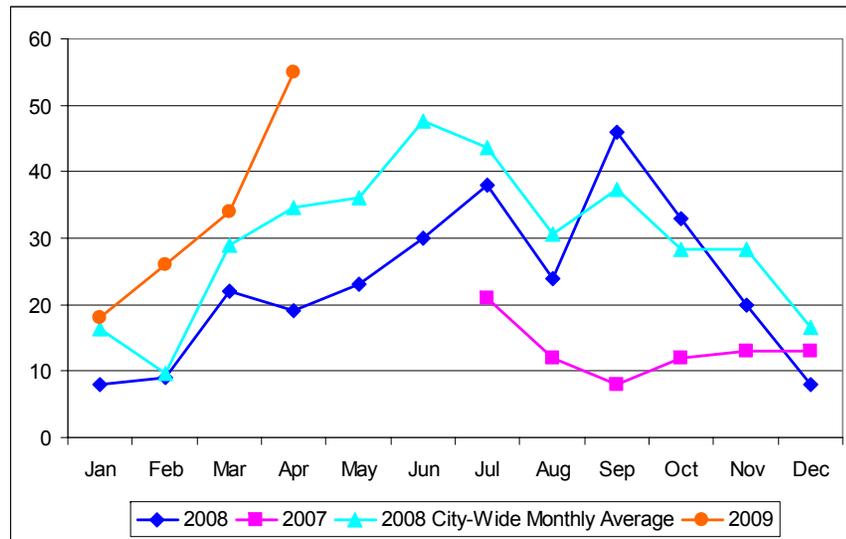
- District 2
- Zach Andrews & Charlie Schaefer

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## Measure: Zoning Service Requests

(Misc. Zoning Ord. Violations where compliance cannot be forced)



### Analysis

- Increase from Feb to April 2009 is a result of Zoning Miscellaneous (Home Occupation, Non-permitted uses, etc.) and obstruction (outside storage) cases.
- These two case types accounted for over 50% of the total zoning cases for the previous 3 months in District 2.

### Strategic Plan

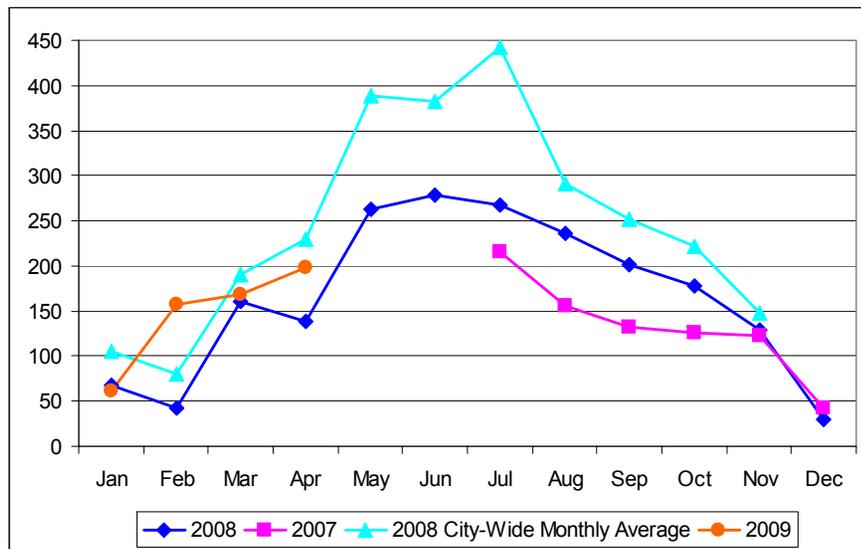
- Continue to enforce housing, nuisance and zoning codes.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2009 Zoning	18	26	34	55								
2008 Zoning	8	9	22	19	23	30	38	24	46	33	20	8
2007 Zoning							21	12	8	12	13	13
2008 City-Wide Average	16	10	29	35	36	48	44	31	37	28	28	17

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## Measure: Nuisance Service Requests (Weeds, Sanitation and Inoperable Vehicles)



### Analysis

- Exceeding 2008 numbers for District 2, but still just below benchmark.
- Vehicle cases down for the district, will coordinate efforts with Community Services for sweep in East Side ADP Area.
- Railroads in District 2 are garbage ridden. Currently we have no avenue for reimbursement from the Railroads and no budget to clean them.

### Strategic Plan

- Continue to enforce housing, nuisance and zoning codes.
- Utilize multimedia tools including attendance at neighborhood meetings, PSA's landlord forums, mailings and sweeps.

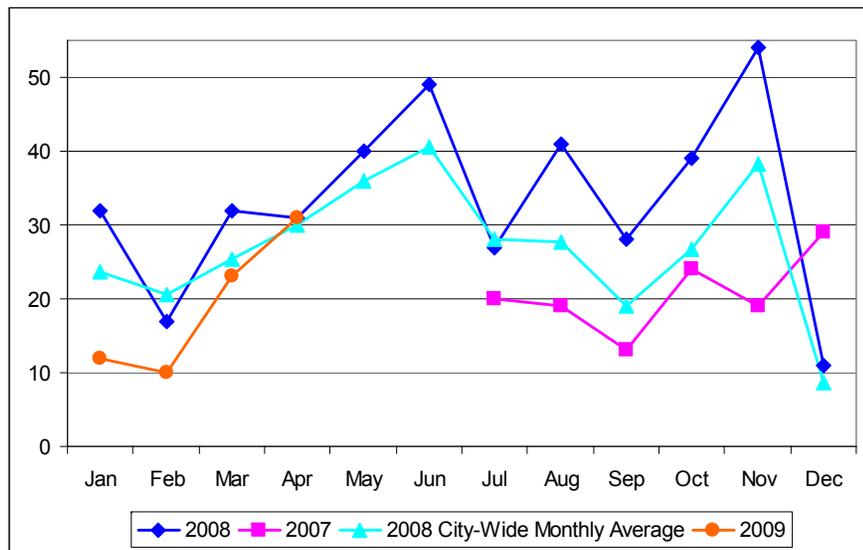
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2009 Nuisance	62	158	168	199								
2008 Nuisance	68	43	160	138	262	279	268	236	201	178	129	30
2007 Nuisance							216	156	132	126	123	43
2008 City-Wide Average	105	80	190	230	389	383	442	291	251	221	147	66

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## Measure: Housing Service Requests

(Property Maintenance Violations specific to housing and structural conditions )



### Analysis

- 14 Condemnations in District 2 for Feb-April 2009, 30% of City-wide condemnations for same time period.

### Strategic Plan

- Continue to enforce housing, nuisance and zoning codes.
- Expand staff resources to address problem properties

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2009 Housing	12	10	23	31								
2008 Housing	32	17	32	31	40	49	27	41	28	39	54	11
2007 Housing							20	19	13	24	19	29
2008 City-Wide Average	24	21	25	30	36	41	28	28	19	27	38	9

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## *Measure: Weed Abatement Process*

### *2009 Process Improvements*

- Interviews held 5/11/09 – 4 Hired
  - 2 Field & 2 Clerical – Start Date 5/18/09
- Still need Additional Staff –
  - 2 Field, 1 Clerical, 1 Front End Clerical
- Formalized new procedure for undeveloped 5+ acre lots
  - 100 ft Buffer - Remainder to code hearing
- Code Enforcement Module to be implemented 5/18/09 for weeds complaints to coincide with staff start dates.

### *Weed Abatement Contractors*

- Bid Awarded – Contractor meeting held 5/11/09
- First batch of cut orders issued on 05/12/09

### *Strategic Plan*

- Increase internal efficiency in responding to Customer Service Requests and other internal functions.
- Communications with contractors improved resulting in contract compliance.

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## *Measure: Boat & Trailer Enforcement*

### *Items Currently in Codes and Regs. Committee*

- Seasonal enforcement of boats in driveways and RV/Motor homes
- Reduction of the fine amounts from \$100 to \$50
- Progressive fine amounts based on number of complaints
- Warning in lieu of fines for first offense
- Registration/permit fee per trailer or RV

### *Staff Recommendations to Codes and Regs. Committee*

- Amend Ordinance to allow enclosed trailers (up to 30ft in length) to be stored on residential properties in side and rear yards on a paved surface
- Continue to prohibit storage of open/flatbed/stake bed/car hauling trailers on the exterior of properties
- Maintain current language of only one trailer of any classification to be stored in the side and rear yard of any residential properties
- Reduce fine amount from \$100 to \$50

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## Code Enforcement Through April 2009

	Jan	Feb	Mar	Apr	May
2009 Nuisance	62	158	168	199	
2008 Nuisance	68	43	160	138	262
2007 Nuisance					
2008 City-Wide Average	105	80	190	230	389
	Jan	Feb	Mar	Apr	May
2009 Zoning	18	26	34	55	
2008 Zoning	8	9	22	19	23
2007 Zoning					
2008 City-Wide Average	16	10	29	35	36
	Jan	Feb	Mar	Apr	May
2009 Housing	12	10	23	31	
2008 Housing	32	17	32	31	40
2007 Housing					
2008 City-Wide Average	24	21	25	30	36

2008 City-Wide Average is the Code Enforcement benchmark

Green indicates the current reporting period is 5% or more above the benchmark

Yellow indicates the current reporting period is within 5% (+/-) the benchmark

Red indicates the current reporting period is %5 or more below the benchmark

# Neighborhood Development

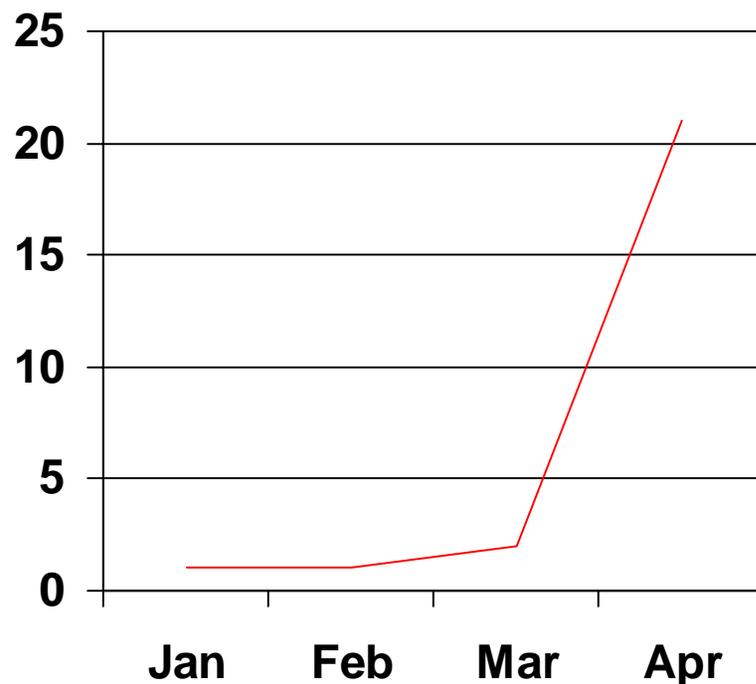
- District #2
  - Vicki Manson, Dwayne Collins, Linda Jones, Andrea Hinrichs, Lucia Soria-McFarlane, and Glenn Lamb

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*Measure: Number of homeowners assisted and number of structures demolished.  
Benchmark: Benchmark of 8 rehabs & 4 demolitions in district 2.*

## Applications Received



### Analysis

- Increased marketing
- Currently processing 21 Kishwaukee applications.
- Demolition # doesn't include flood homes.
- R.U.M. Healthy Neighborhood application review and qualifying applicants for federal dollars.

### Strategic Plan

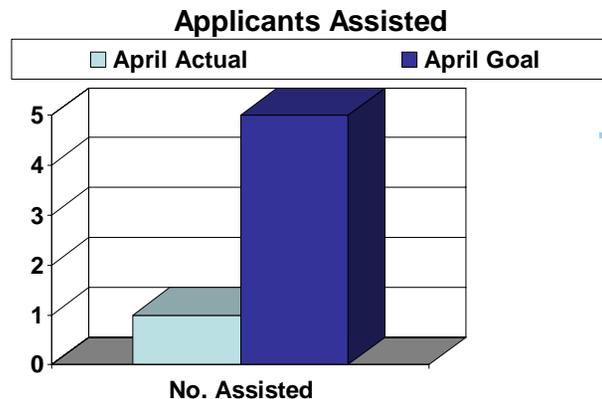
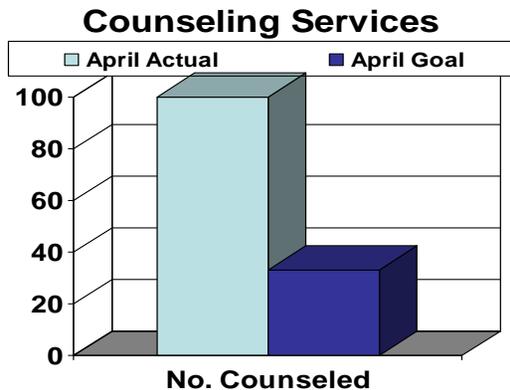
- Encourage & support the rehab of existing affordable housing.
- Utilize all financial means to fund urban renewal.

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*Measure: Number of counseling services proposed and number of households to be provided direct homebuyer assistance.*

*Benchmark: 400 persons provided counseling services and 25 households provided direct homebuyers assistance per the grant agreement and Federal HOME budget.*



## Analysis

- One-on-one counseling increased.
- Increased marketing through Money Smart Week for down payment assistance.

## Strategic Plan

- Responsible homeowner training for new buyers.

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## Housing Rehabilitation Programs

Monthly Performance	2009 Annual Target	1st Qtr Tgt	2nd Qtr Tgt	3rd Qtr Tgt	4th Qtr Tgt	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
<b>South Main</b>	4	0	3	1	0	0	0	0	0
Applications									
Denials									
Assisted									
<b>Hope VI</b>	4	0	3	1	0	0	0	0	0
Applications									
Denials									
Assisted									
<b>Ellis/Weed and Seed</b>	4	0	3	1	0	0	0	0	0
Applications									
Denials									
Assisted									
<b>Gilbert</b>	15	1	6	6	2	1	3	0	0
Applications									
Denials									
Assisted									
<b>Blaisdell</b>	3	0	1	2	0	0	0	0	0
Applications									
Denials									
Assisted									

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## Housing Rehabilitation Programs, cont.

Monthly Performance	2009 Annual Target	1st Qtr Tgt	2nd Qtr Tgt	3rd Qtr Tgt	4th Qtr Tgt	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
<b>College-Seminary</b>	5	0	3	2	0	0	0	0	0
Applications									
Denials									
Assisted									
<b>Kishwaukee</b>	3	0	1	2	0	0	0	0	0
Applications									
Denials									
Assisted									
<b>Senior/Disabled</b>	10	0	3	6	1	0	0	0	0
Applications									
Denials									
District #1 Assisted									
District #2 Assisted									
District #3 Assisted									
<b>Investor Owner - Dedensification</b>	4	0	2	2	0	0	0	0	0
Applications									
Denials									
District #1 Assisted									
District #2 Assisted									
District #3 Assisted									
<b>CDBG (TBD)</b>		0	0	0	0	0	0	0	0
Applications									
Denials									
District #1 Assisted									
District #2 Assisted									
District #3 Assisted									

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## Public Services & Facilities

Monthly Performance	2009 Annual Target	1st Qtr Tgt	2nd Qtr Tgt	3rd Qtr Tgt	4th Qtr Tgt	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
<b>Healthy Neighborhood</b>	3	0	2	1	0	0	2	0	0
Applications District #1									
Assisted Projects									
Assisted People/H.H.									
Multi-year Projects									
Applications District #2									
Assisted Projects									
Assisted People									
Multi-year Projects									
Applications District #3									
Assisted Projects									
Assisted People									
Multi-year Projects									
<b>RAMP - Number of HH Assisted</b>	12	0	6	6	0	2	0	0	0
District #1									
District #2									
District #3									
<b>RAAHC - Number of HH Assisted</b>	400	99	101	101	99	210	100	0	0
<b>Discovery Center - Children Asstd</b>	240	120	120	0	0	130	0	0	0



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## Demolitions & Acquisitions, Homebuyer Programs, Misc.

Monthly Performance	2009 Annual Target	1st Qtr Tgt	2nd Qtr Tgt	3rd Qtr Tgt	4th Qtr Tgt	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
<b># of Acquisitions</b>	4	0	0	0	0	10	0	0	0
District #1									
District #2									
District #3									
<b># of Demolitions</b>	13	0	7	3	3	6	1	0	0
District #1									
District #2									
District #3									
<b>Homebuyer Assist</b>	25	5	15	5	0	5	0	0	0
Applications									
Denials									
District #1									
District #2									
District #3									
<b>Rehab: Ave time from App-Closing</b>	90	0	0	0	0	270	0	0	0
<b>Rehab: Average # Units Per year</b>	18	0	6	6	6	1	0	0	0
<b>HUD Reports</b>									
CAPER	100%	100%	3%	3%	3%	1	0	0	0
Consolidated Plan	100%	27%	27%	27%	28%	0	0	0	0
Annual Plan	100%	0%	10%	60%	30%	0	0	0	0
<b>H.B./Rehab Assist &amp; New Const.</b>	13	0%	0%	0%	0%	0	0	0	0
<b>Marketing/Events Attended</b>									

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## NSP

Monthly Performance	2009 Annual Target	1st Qtr Tgt	2nd Qtr Tgt	3rd Qtr Tgt	4th Qtr Tgt	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
<b>No. of Fast Track Properties Identified</b>	78	0	48	15	15	23	7	0	0
District #1									
District #2									
<b>No. Fast Track Properties Complete</b>	70	0	10	30	30	0	0	0	0
District #1									
District #2									
<b>Homebuyers Assisted</b>	5	0	0	2	3	0	0	0	0
District #1									
District #2									
<b>Homes Acquired/Under Rehab</b>	15	0	0	0	15	0	0	0	0
District #1									
District #2									
<b>Homes Sold 50% of AMI</b>	5	0	0	2	3	0	0	0	0
District #1									
District #2									
<b>Homes Sold 120% of AMI</b>	0	0	0	0	0	0	0	0	0
District #1									
District #2									
<b>Projects by Subrecipients</b>	0	0	0	0	0	0	0	0	0
District #1									
District #2									

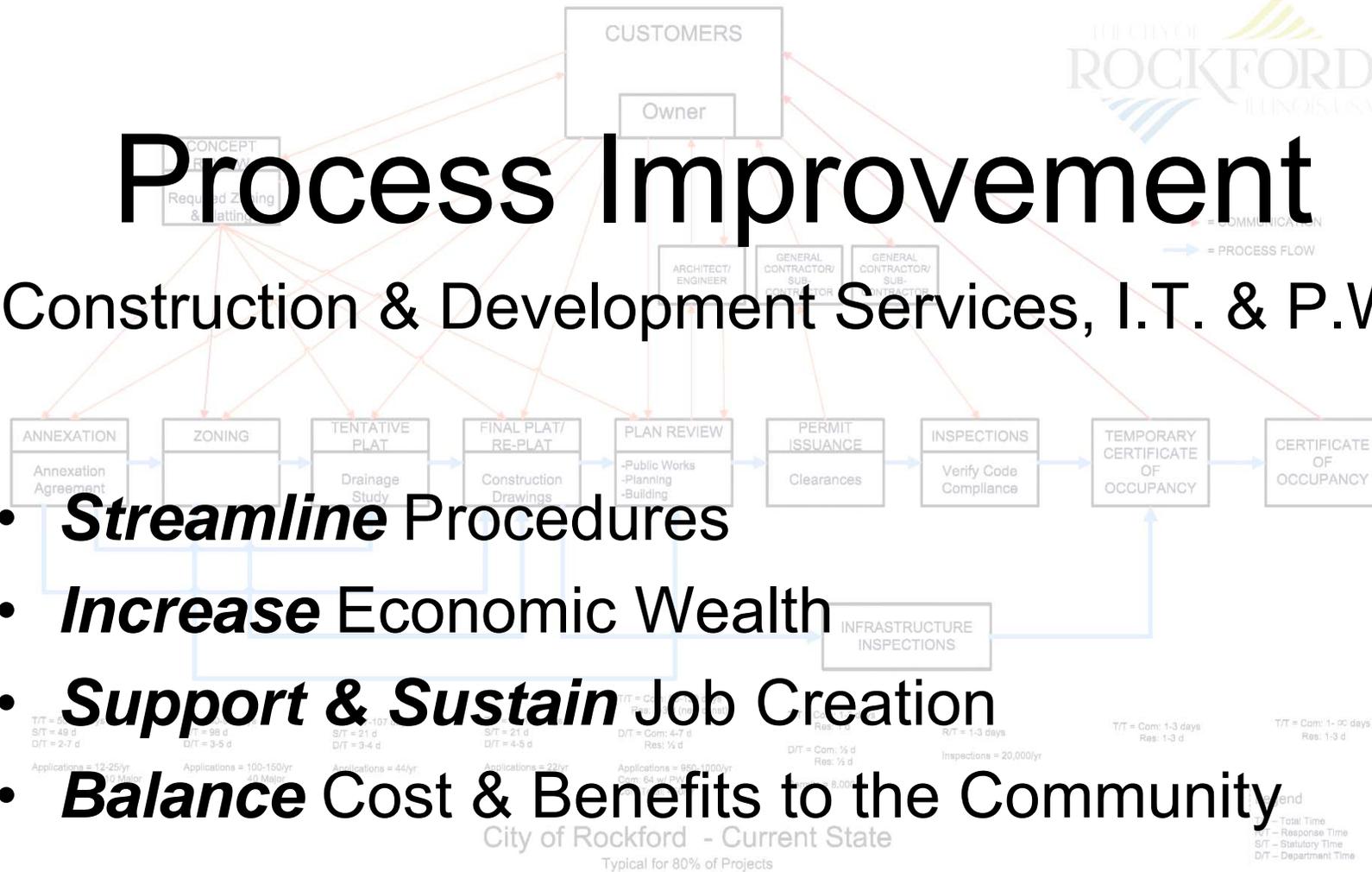
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# Process Improvement

Construction & Development Services, I.T. & P.W.



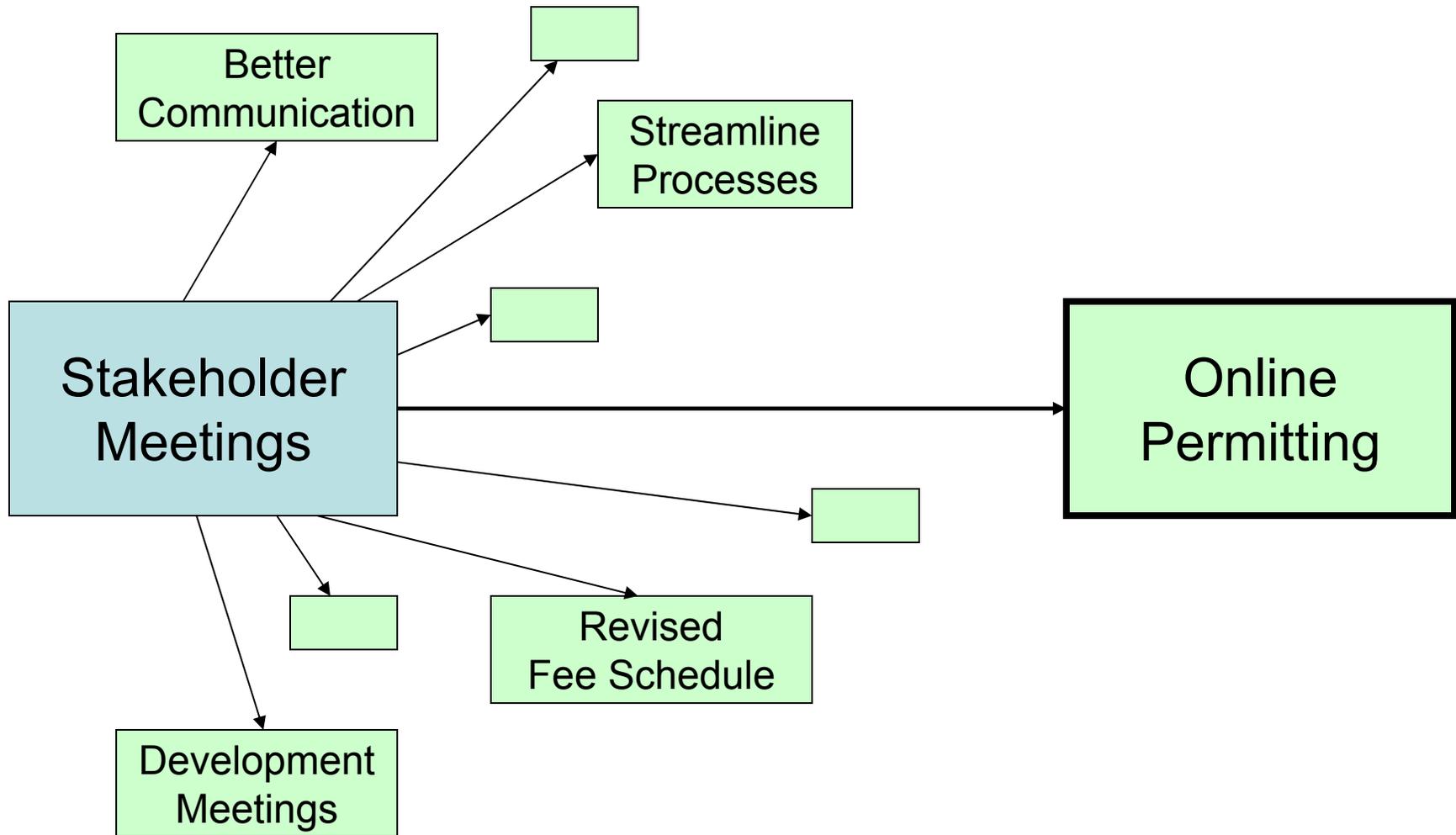
- **Streamline** Procedures
- **Increase** Economic Wealth
- **Support & Sustain** Job Creation
- **Balance** Cost & Benefits to the Community



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# Software Development & Testing



- Worked closely with Hansen and City IT Dept.
- A combined total of over 16 Days of Testing
- Documentation was key – Over 200 pages!
- Involved Stakeholders in Testing Process

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HOME | CALENDAR | PRESS ROOM | FAQs | EMPLOYMENT | FORMS, PERMITS, LICENSES

## Welcome to Rockford, Illinois

VISITING ROCKFORD | LIVING IN ROCKFORD | DOING BUSINESS

0 items in My Application Cart \$00.00 [Check Out](#) [Sign Out](#)

Permit #

**Welcome Fake Fake**

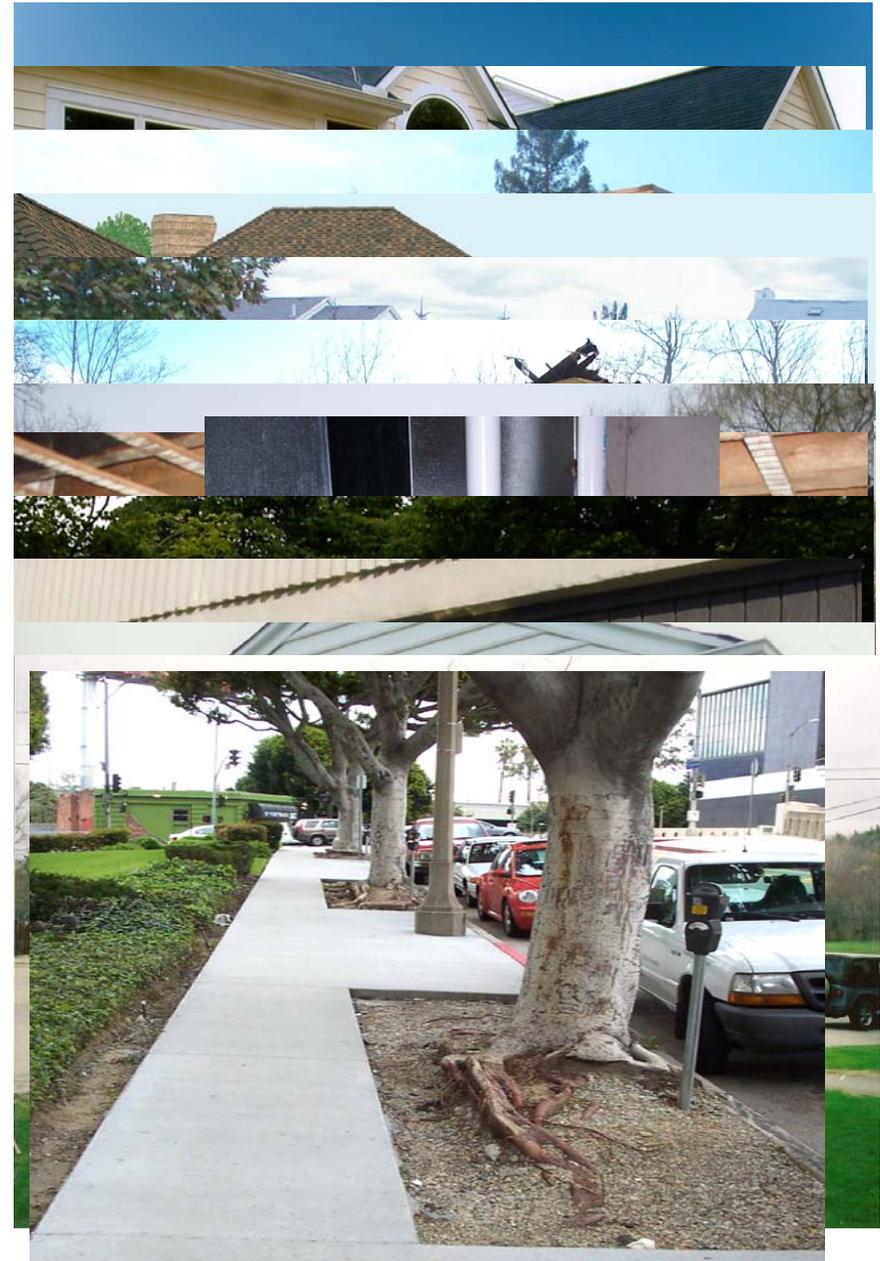
### Online Permit Application

Welcome to online permit applications. Here you may choose to view permit information by searching with a permit number, applicant name, or address. You may apply for a permit online, or you may change or modify your account information.

**Please select your choice from the list below:**

- LOOKUP PERMIT** ▶  
View your Permit or search for other permits by number, applicant name, or address.
- APPLY FOR PERMIT** ▶  
Mechanical, Electrical & Plumbing Contractors must apply for their own permits. The homeowner may only apply for permits where they are doing the work or if there is only a general contractor. Choose the permit type you would like to apply for. *You will need the following information in order to apply online for a permit:*
  - Application Information:** Information related to the type of work and the worksite location or address.
  - Applicant Information:** Your name, address, phone number and e-mail address as well as pertinent licensed contractor information.
- REVIEWS** ▶  
View your reviews and fill out the required form or search for reviews by permit number, applicant, or address.
- INSPECTIONS** ▶  
View your inspections or search for inspection by permit number, applicant, or address. To request an inspection, provide a proposed date and time. You will receive a confirmation upon scheduling your inspection.
- PAY FEES/CHECKOUT** ▶  
View your applications that are ready to be paid.
- MODIFY ACCOUNT** ▶  
Modify your contact information and password or customize your welcome page.

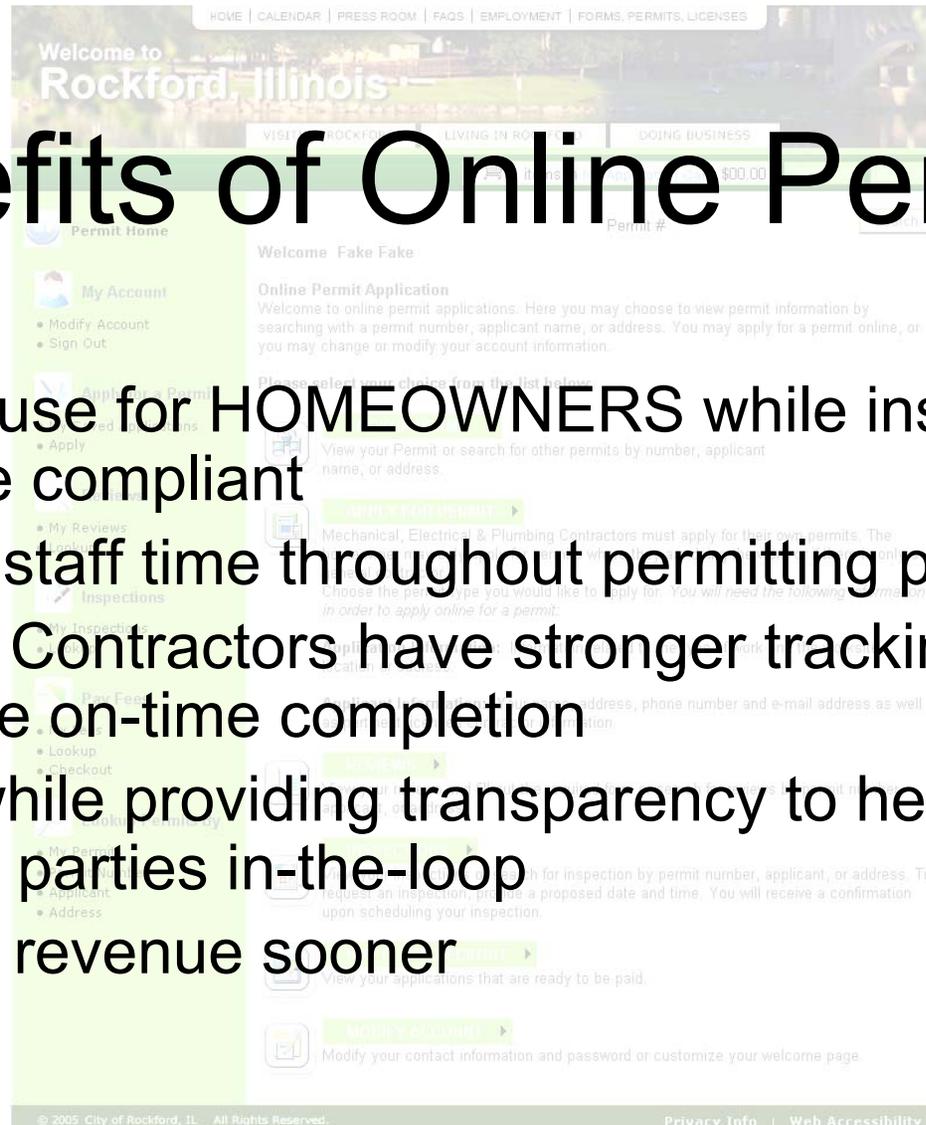
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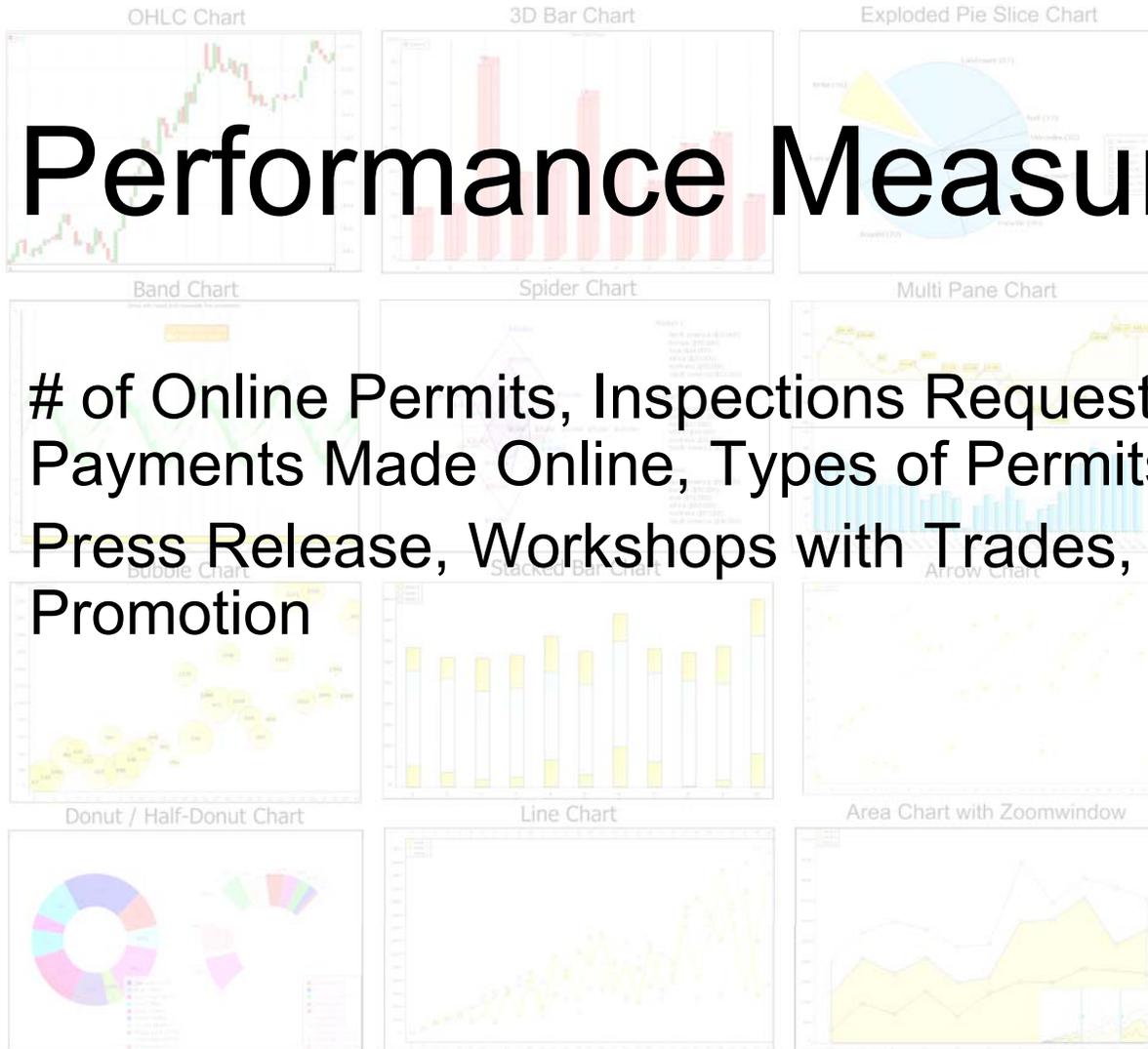
## Benefits of Online Permitting

- Easy to use for HOMEOWNERS while insuring projects are code compliant
- Reduce staff time throughout permitting process
- General Contractors have stronger tracking capabilities to ensure on-time completion
- All the while providing transparency to help keep all involved parties in-the-loop
- Receive revenue sooner



# Performance Measurement

- # of Online Permits, Inspections Requested Online, Payments Made Online, Types of Permits
- Press Release, Workshops with Trades, Ongoing Promotion



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## Planning Section

Monthly Performance	2009 Monthly Target	Jan '08 #s	Jan	Feb '08 #s	Feb	Mar '08 #s	Mar	Apr '08 #s	Apr
# of Sign Permits Reviewed		13	26	11	32	10	29	16	18
% of Sign Permits Reviewed in 5 Days	95%		80%		87%		55%		88%
# of Temporary Sign Permits Reviewed									
% of Temporary Sign Permits Reviewed in 1 Day									
# of Fence Permits Reviewed		2	1	1	1	12	23	66	61
% of Fence Permits Reviewed in 3 Days	95%		100%		100%		100%		100%

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## Planning Section

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# Human Services

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# Human Services Personnel Report



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Severity Rate						1%
	Pay period 8	Pay Period 9	YTD	Norm	Diff	2%
Total Employees	106	106	212	3%		3%
Total Sick Hrs	126.25	206.75	333	3%		4%
Ave. Hrs. Used	1.19	1.95	1.57	3%		5%
% of sicktime	0.00014401	0.00023667	0.0001	3%	-3%	6%
\$ Paid in Sick Benefit	\$ 2,487.76	\$ 4,328.47				7%
Premium Cost						
Hire back cost	-	-				
OT Cost	-	-				
Lost Productivity	2530.05	4143.27				
<b>Total Cost</b>	<b>\$ 2,530.05</b>	<b>\$ 4,143.27</b>				
Leave Management						
Hrs. used In Conjunction w a vacation or leave	0	0				
Monday Hrs.	33.5	11.5				
Friday Hrs.	17	31				
Total hrs to review	50.5	42.5				
Total hrs to review-Pay period 1 & Pay period 2	<b>93</b>					

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HUMAN SERVICES DEPT	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual Goal	Goals Achieved
% of Head Start Enrollment	100%	100%	100%	N/A									100%	100%
% Head Start Recruit high priority	98%	98%	98%	N/A									100%	98%
% ES Furnace completed 36 hrs	100%	100%	100%	100%									100%	100%
# Homes weatherized	13	21	19	5									200	29%
# homes lead mitigation	4	3	4	5									35	46%
# LIHEAP apps taken	1442	1556	1571	1500									9000	67%
Drug Free/Anti Violence Gains													100%	0%
Jobs created for low-income people	3	10	6	2									10	211%
Case mng families increase self suffi %	30%	40%	62%	72%									90%	72%
# households stabilized in housing	206	193	176	206									650	32%
# hrs from condemn to perm hsg	81	72	N/A	72									120	100%
# of Neighborhood Assoc in NN	56	72	123	134									150	89%
Number of NN Presentations	N/A	N/A	1	1									6	33%
# of SWEEP households assisted													60	0%
% of Superusers reducing calls	91%	59%	68%	44%									90%	66%
# youth in summer nut/rec activities													3000	0%
% citizen issues resolved	100%	100%	100%	100%									100%	100%

# ROCKSTAT

*Better Governing Through Accountability*

Questions from the April presentation:

1. Can we do education of youth around graffiti?

We plan to incorporate graffiti prevention education into all of our Drug Free classrooms in the fall.

2. Are we cross checking our housing assistance requests against the RHA criminal eviction list?

At this time, it is our understanding that RHA is still compiling this list and will forward it to us then. At that time we will begin cross-checking.

3. Have we seen an increase in foreclosures affecting rental properties?

At this time, we are aware of 30 rental properties that have gone into foreclosure/receivership that participate in low-income housing programs.

ROCKSTAT

*Better Governing Through Accountability*

# Education, Health and Human Services

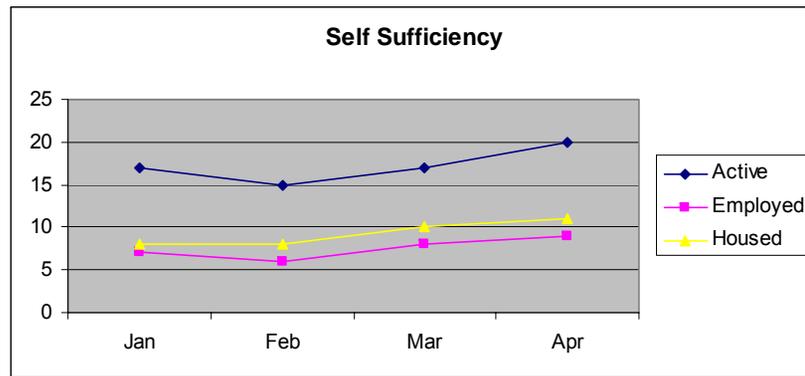
- Geographic Zone Two
- Human Services Department

# ROCKSTAT

Better Governing Through Accountability

**Measure:** *Households engaged in intensive case management make progress toward self-sufficiency.*

**Benchmark:** *Percentage of families showing gains in stabilization.*



## Analysis

Intensive case management is utilized with households that are DCFS involved or that have more than five barriers to self sufficiency including education, employment, transportation, family functioning and transportation. Households are seen weekly and progress is analyzed quarterly. Eight families in Zone 2 are in this program.

## Strategic Plan

Promote self sufficiency through early intervention programs and support services

2009 All Zones	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Active	17	15	17	20								
Employed	7	6	8	9								
Housed	8	8	10	11								

# Housing

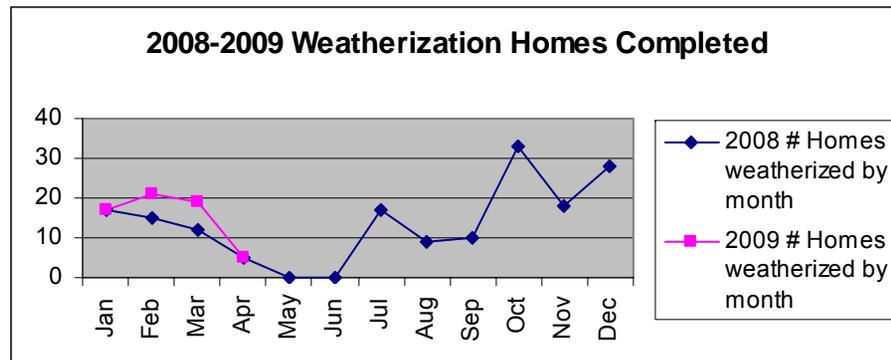
- Geographic Zone Two
- Human Services Department

# ROCKSTAT

Better Governing Through Accountability

**Measure:** Positive community impact of Energy Conservation programs.

**Benchmark:** Financial benefit to homeowners and community.



Weatherization Impact	Jan	Feb	Mar	Apr	YTD
Homes Weatherized	15	21	19	5	60
Savings available to be spent in our community	\$ 4,296	\$ 6,014	\$ 5,442	\$ 1,432	\$ 17,184
Weatherization funds spent	\$68,214	\$82,536	\$71,860	\$ 21,486	\$ 244,096
Funds leveraged	\$244,888	\$296,304	\$ 257,977	\$ 77,134	\$ 876,303

## Analysis

Energy conservation programs benefit our community in three ways:

1. Households save an average of \$358 annually on energy bills if their home is weatherized.
2. 80% of those savings are spent locally in comparison to money going to energy costs (utility companies) of which 80% is spent elsewhere.
3. Every \$1 invested in weatherization leverages \$3.59 in additional funding from federal, state and private resources.

One home was weatherized in Zone 2 in April at a cost of \$5,159.

## Strategic Plan

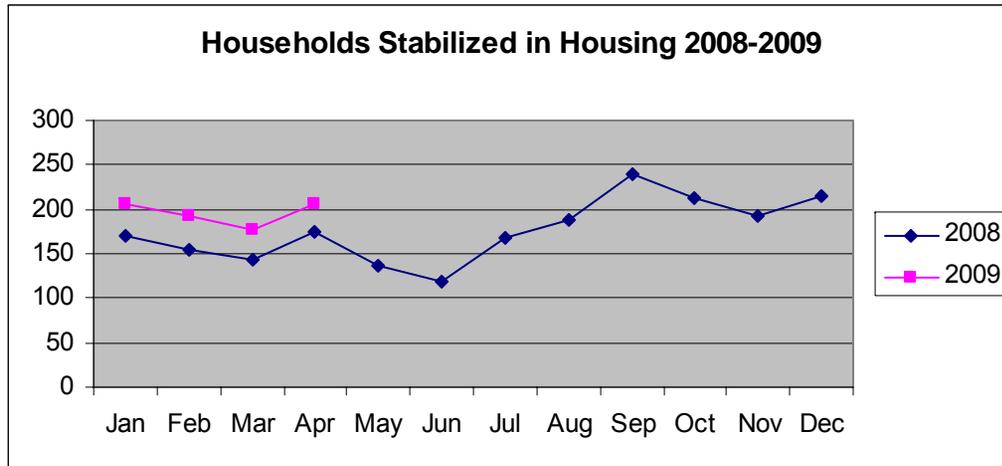
Provide adequate, quality and affordable housing throughout Rockford

# ROCKSTAT

Better Governing Through Accountability

**Measure:** Number of permanent housing units created or preserved.

**Benchmark:** Low income persons stabilized in housing.



## Analysis

Stabilizing households in housing has a significant economic impact on a community. Comparing pre and post permanent housing, there is a 39% reduction in cost of services annually per person with an average savings of \$2,414. In addition, there is a shift in type of services needed from high reliance on expensive inpatient/acute services to less expensive outpatient/preventative services. By increasing permanent housing, we reduce other costs in our community. In April, we created or retained 59 units in Zone 2

## Strategic Plan

Provide adequate, quality and affordable housing throughout Rockford.



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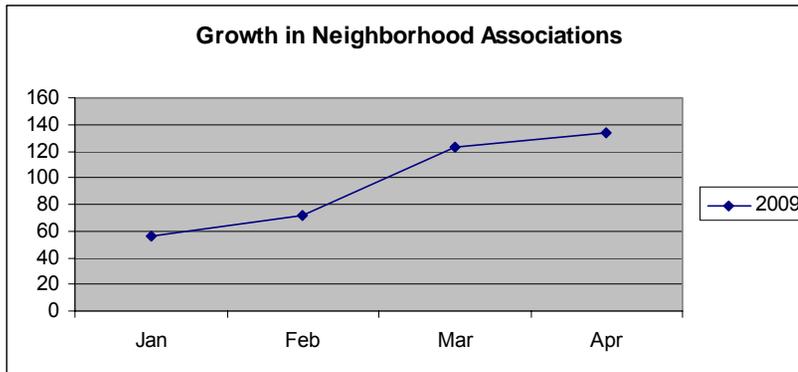
	Jan	Feb	Mar	Apr
Households stabilized in housing	206	193	176	206
Cost Savings	\$ 41,406	\$ 38,793	\$ 35,376	\$ 41,406

# ROCKSTAT

*Better Governing Through Accountability*

**Measure:** Number of active, engaged neighborhood organizations.

**Benchmark:** Increase in active, engaged neighborhood organizations.



Neighborhood Associations			
Jan	Feb	Mar	Apr
56	72	123	134

## Analysis

Neighborhood associations plan projects and activities that are beneficial to the area, and provide a forum for discussion of local and citywide issues. The partnership with the city to help them maintain neighborhood standards through code enforcement and police protection. There are currently 134 active neighborhood organizations, 15 are active in Zone Two.

## Strategic Plan

Support balanced & healthy growth of every neighborhood.

## ROCKSTAT

*Better Governing Through Accountability*

In Zone Two, Midtown District Association and Riverview Neighborhood Association shared some of the positives about their neighborhood as well as their concerns.

Midtown says the best things about their neighborhood are the diversity of people, a good mix of residential and business and the great potential the area has to succeed. Under challenges, they expressed concerns about decreasing the crime rate, vacant and blighted properties and increasing community participation. Current neighborhood efforts include Midtown Market Days and the efforts of the Midtown District, Zion, RUM, Weed & Seed etc. to improve the neighborhoods and business districts

Riverview Neighborhood Association had a significant number of concerns including the perception that their area is not a city priority, the frustration of their efforts in getting the riverfront section cleaned up, and the poor condition of their alleyways. They are also interested in the results of a lighting survey done in their neighborhood and how they can qualify for additional lighting. Crime continues to be a problem and neighbors express concerns about retaliation. The positive efforts include attempts by the residents to help with river clean up and number of homeowners who are committed to improving their neighborhood.

Neighborhood Network has undertaken the project of surveying all of our Community's neighborhood associations in an effort to Help develop tool and resources to make our Neighborhoods stronger and safer.

# Public Works Department

- District 2
  - Jeremy Bahr, Jeremy Carter, Tim Holdemen,
  - Marcy Leach, Mark Stockman

# ROCKSTAT

Better Governing Through Accountability

Public Works		Monthly Performance	2009 Monthly Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Engineering Operations	# of Site Plans Reviewed	7	7	1	3	3	4								
	% of Site Plans Reviewed in less that 14 days	95%	95%	100%	100%	66%	100%								
	# of Development Plans Reviewed	1	1	2	2	0	0								
	% of Develop. Plans Reviewed in less than 21 days	95%	95%	100%	100%	NA	NA								
	# of ROW Permits Issued	85	85	72	98	120	133								
	% of ROW Permits Issued in 1 day	95%	95%	98%	98%	89%	98.5%								
	# of Driveway Permit Issued	5	5	0	0	7	7								
	% of Driveway Permits Approved in 1 day	95%	95%	NA	NA	100%	100%								
	# of Street Lights Drawn in GIS	50	50	1,613	2,070	1,418	698								
	# of Street Lights Inspected	50	50	1,663	1,809	1,418	698								
	# of ComEd Street Light Requests Opened			288	149	54	66								
	# of ComEd Street Light Requests Closed			49	128	219	97								
	% of Street Signs Drawn in GIS	5%	5%	0	0	0	0								
	% of Street Signs Inspected	5%	5%	0	0	0	0								
	Pavement Striping Drawn in GIS (mi)	50	50	253	51	0	0								
	Sidewalk Drawn in GIS (mi)	2	2	4	0	3	0								
	ADA Ramps Drawn in GIS	10	10	32	0	42	0								
	Water Services Drawn in GIS	5	5	27	11	41	165								
	Fire Hydrants Drawn in GIS	5	5	476	0	43	698								
	Water Valves Drawn in GIS	5	5	11	12	25	30								
# of Storm Structures Drawn in GIS	310	310	3,019	3,018	3,880	881									
# of Storm Structures Inspected	280	280													
Storm Sewer Pipe Drawn in GIS (mi)	5	5	48	46	63	13									
Storm Sewer Pipe Inspected (mi)	5	5													
Fiber Optic Drawn in GIS (mi)	1	1	2	0	0	3.4									
Record Drawings Scanned	110	110	668	172	383	384									
Pavement Miles Inspected	18	18	0	1	26	29									
Traffic Operations	% of Graffiti Requests removed in ≤ 5 days	95%	95%				35%								
	% Signals Repaired Compared to Reported	95%	95%	99%	100%	100%	100%								
	% Signals Replaced Compared to Reported	95%	95%	99%	100%	100%	10%								
	% of Signal Bulb Outages Responded in ≤ 24 hrs	95%	95%	99%	100%	100%	99%								
	% of City Street Light Outages Responded in ≤ 5 days	95%	95%	99%	100%	100%	99%								
	Parking Lot Striping % to Plan	95%	95%				0%								
	% Sign Repaired/Replac. to Reported	95%	95%	99%	100%	99%	100%								
% Signs Repair/Replac. Responded in ≤ 5 days	95%	95%	100%	100%	99%	100%									



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# ROCKSTAT

Better Governing Through Accountability

	Public Works	Monthly Performance	2009 Monthly Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Street	% Pothole CSRs Closed During Reporting Period		85%	96%	86%	29%	37%								
	# of Miles of Streets Swept (Seasonal)		450				305								
	# of Trees Trimmed		300	720	940	158	209								
	% of Forestry CSRs Closed During Reporting Period		80%	62%	74%	63%	60%								
	Acres Right-of-Way Mowed		175				25								
	Miles Medians/Paved Ditches Sprayed														
	% of Snow/Ice Request Responded to in ≤ 1 day		95%	95%	95%	91%									
	% Overall Street Requests Closed		90%	89%	79%	39%	46%								
Water Operations	Emergency Repair Time (hours)		3	4.1	1.5	0.5	0.3								
	# of Planned Non-Emergency Repairs		32	44	38	70	131								
	Emergency JULIE Locate Response Time (hrs)		2	0.8	0.8	0.6	0.7								
	# of Non-Emergency Backlog Jobs (Jobs/week)		7	5.8	9.8	17.5	26.0								
	# of Winter Backlog Jobs		130	100	13	163	120								
	Water Main Flushed (mi)		5			13.0	24.0								
	# of Fire Hydrants PM'd		10	9	11	10	142								
	# of Fire Hydrants Painted		12												
	% of Accounts Read to Plan		90%	98%	99%	99%	99%								
	% of Problem Meter Reads Corrected		90%	99%	99%	74.4%	84.0%								
	Delinq Accts Turned Off (% of Requests Complete)		90%	78%	94%	98%	99%								
	% Work Orders Completed on Time		95%	93%	98%	99%	100%								
	# of Days for First Available Scheduling		3	3.4	3.0	2.4	0.3								
	% of Citizens Receiving First Choice Scheduling		90%	95%	98%	95%	99%								
	Call Center Pick Up Response Time (sec.)		15	21	30	22	18								
	% of Calls Dropped		5%	6.1%	5.5%	5.8%	4.0%								
	% Meeting Demand for Water Pumped		110%	150%	181%	180%	101%								
	# of Excursions of Flouride Dosage by Well		15%	11%	12%	9%	6%								
	# of Excursions of Chlorine Dosage by Well		0	0	0.6	0	0								
	# of Excursions of Phosphate Dosage by Well		0	0	0	0	0								
	# of Positive Coliform Detects-Bacterial Sampling		0	0	0	0	0								
	% Cross Connection Control Compliance		85%	87%	86%	87%	75%								
Water Quality Complaint Resolution (% of Target)		90%	93%	96%	94%	88%									



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# ROCKSTAT

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## Public Works Department

	Pay Period 7	Pay Period 8	Pay Period 9	YTD	Ave.	Diff	Premium Cost		Leave Management	
Total Employees	193	193	193	193						
# Empl. Using Sick Time	57	53	44	154						
Total Sick Hrs	403	421.5	364.75	3963.5			Hire back cost	\$ 209.46	Sick with Sched.	95.5
Ave. Hrs. Used	7.07	7.95	8.29	25.74			OT Cost	\$ 1,536.04	Monday Hrs.	202
% of sicktime	2.6%	2.7%	2.4%	2.9%	2.6%	-0.3%	Lost Productivity	\$ 99,088	Friday Hrs.	95
<b>Dollars Paid in Sick Benefit: \$ 99,088</b>							<b>Total Cost: \$ 198,175</b>		<b>Hrs to Review: 392.5</b>	



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## CIP/Administration/Engineering

	Pay Period 7	Pay Period 8	Pay Period 9	YTD	Ave.	Diff	Premium Cost	Leave Management
Total Employees	32	32	32	32				
# Empl. Using Sick Time	4	7	2	22				
Total Sick Hrs	14.5	40.75	10.5	449.5			Hire back cost \$ -	Sick with Sched. 16
Ave. Hrs. Used	3.63	5.82	5.25	20.43			OT Cost \$ -	Monday Hrs. 10.5
% of sicktime	0.6%	1.6%	0.4%	2.0%	0.9%	-1.1%	Lost Productivity \$ 11,238	Friday Hrs. 22
<b>Dollars Paid in Sick Benefit: \$ 11,238</b>							<b>Total Cost: \$ 22,475</b>	<b>Hrs to Review: 48.5</b>

## Water Division

	Pay Period 7	Pay Period 8	Pay Period 9	YTD	Ave.	Diff	Premium Cost	Leave Management
Total Employees	71	71	71	71				
# Empl. Using Sick Time	28	27	16	57				
Total Sick Hrs	182	241	102.25	1794			Hire back cost \$ 209.46	Sick with Sched. 37
Ave. Hrs. Used	6.50	8.93	6.39	31.47			OT Cost \$ 1,536.04	Monday Hrs. 12
% of sicktime	3.2%	4.2%	1.8%	3.5%	3.1%	-0.4%	Lost Productivity \$ 44,850	Friday Hrs. 22.5
<b>Dollars Paid in Sick Benefit: \$ 44,850</b>							<b>Total Cost: \$ 91,446</b>	<b>Hrs to Review: 71.5</b>

## Street/Traffic Division

	Pay Period 7	Pay Period 8	Pay Period 9	YTD	Ave.	Diff	Premium Cost	Leave Management
Total Employees	90	90	90	90				
# Empl. Using Sick Time	25	19	26	75				
Total Sick Hrs	206.5	139.75	252	1720			Hire back cost \$ -	Sick with Sched. 42.5
Ave. Hrs. Used	8.26	7.36	9.69	22.93			OT Cost \$ -	Monday Hrs. 179.5
% of sicktime	2.9%	1.9%	3.5%	2.7%	2.8%	0.1%	Lost Productivity \$ 45,627	Friday Hrs. 50.5
<b>Dollars Paid in Sick Benefit: \$ 45,627</b>							<b>Total Cost: \$ 91,254</b>	<b>Hrs to Review: 272.5</b>

# ROCKSTAT

Better Governing Through Accountability

Street									
	Pay Period 7	Pay Period 8	Pay Period 9	YTD	Ave.	Diff	Premium Cost		Leave Management
Total Employees	39	39	39	39					
# Empl. Using Sick Time	11	6	10	31					
Total Sick Hrs	91.5	37.5	114	723.75			Hire back cost	\$ -	Sick with Sched.
Ave. Hrs. Used	8.32	6.25	11.40	23.35			OT Cost	\$ -	Monday Hrs. 61.5
% of sicktime	2.9%	1.2%	3.7%	2.6%	2.6%	0.0%	Lost Productivity	\$ 20,721	Friday Hrs. 12
<b>Dollars Paid in Sick Benefit: \$ 20,721</b>							<b>Total Cost: \$ 41,442</b>		<b>Hrs to Review: 73.5</b>

Equipment and Central Supply									
	Pay Period 7	Pay Period 8	Pay Period 9	YTD	Ave.	Diff	Premium Cost		Leave Management
Total Employees	16	16	16	16					
# Empl. Using Sick Time	3	5	5	12					
Total Sick Hrs	15	21.75	35.5	331.75			Hire back cost	\$ -	Sick with Sched. 16
Ave. Hrs. Used	5.00	4.35	7.10	27.65			OT Cost	\$ -	Monday Hrs. 20
% of sicktime	1.2%	1.7%	2.8%	2.9%	1.9%	-1.0%	Lost Productivity	\$ 8,294	Friday Hrs. 1.5
<b>Dollars Paid in Sick Benefit: \$ 8,294</b>							<b>Total Cost: \$ 16,588</b>		<b>Hrs to Review: 37.5</b>

Traffic and Parking									
	Pay Period 7	Pay Period 8	Pay Period 9	YTD	Ave.	Diff	Premium Cost		Leave Management
Total Employees	22	22	22	22					
# Empl. Using Sick Time	7	5	7	21					
Total Sick Hrs	69	56.5	48.5	385.5			Hire back cost	\$ -	Sick with Sched. 26.5
Ave. Hrs. Used	9.86	11.30	6.93	18.36			OT Cost	\$ -	Monday Hrs. 48
% of sicktime	3.9%	3.2%	2.8%	2.4%	3.3%	0.9%	Lost Productivity	\$ 9,638	Friday Hrs. 23
<b>Dollars Paid in Sick Benefit: \$ 9,638</b>							<b>Total Cost: \$ 19,275</b>		<b>Hrs to Review: 97.5</b>

Properties									
	Pay Period 7	Pay Period 8	Pay Period 9	YTD	Ave.	Diff	Premium Cost		Leave Management
Total Employees	13	13	13	13					
# Empl. Using Sick Time	4	3	4	11					
Total Sick Hrs	31	24	54	279			Hire back cost	\$ -	Sick with Sched. 0
Ave. Hrs. Used	7.75	8.00	13.50	25.36			OT Cost	\$ -	Monday Hrs. 50
% of sicktime	3.0%	2.3%	5.2%	3.0%	3.5%	0.5%	Lost Productivity	\$ 6,975	Friday Hrs. 14
<b>Dollars Paid in Sick Benefit: \$ 6,975</b>							<b>Total Cost: \$ 13,950</b>		<b>Hrs to Review: 64</b>

## Kishwaukee Street Closure

**Location of Closure:** Kishwaukee Street from Pope Street to Buckbee Street

**Purpose of Closure:** Replace the Kishwaukee Street Bridge

**Other Work Involved:** Watermain and sanitary sewer main replacement, Relocating the existing drainage channel, Complete road reconstruction, Railroad crossing reconstruction

**Time Frame for Closure:** April 28, 2009 to approximately November 2009

**Detour Routes:**

- Northbound on Kishwaukee(Hwy 251) detoured to Harrison Avenue east to 11<sup>th</sup> Street, north, to Charles Street, west to 9<sup>th</sup> Street.
- Southbound on Hwy 251 detoured to Walnut Street, east to Charles Street, east to 11<sup>th</sup> Street, south to Harrison Avenue, west to Kishwaukee
- For Special Events: Eastbound on Chestnut Street to Church Street, south to Cedar Street, east to Main Street, south to Harrison Avenue, east to Kishwaukee

# City of Rockford Tree Inventory

- Contractor – Strata Point
- In 2008 inventoried the northwest part of Rockford and W. State Street corridor
- In 2009 started in northeast part of Rockford and working to southeast
- Approximately 30,000 trees inventoried to date

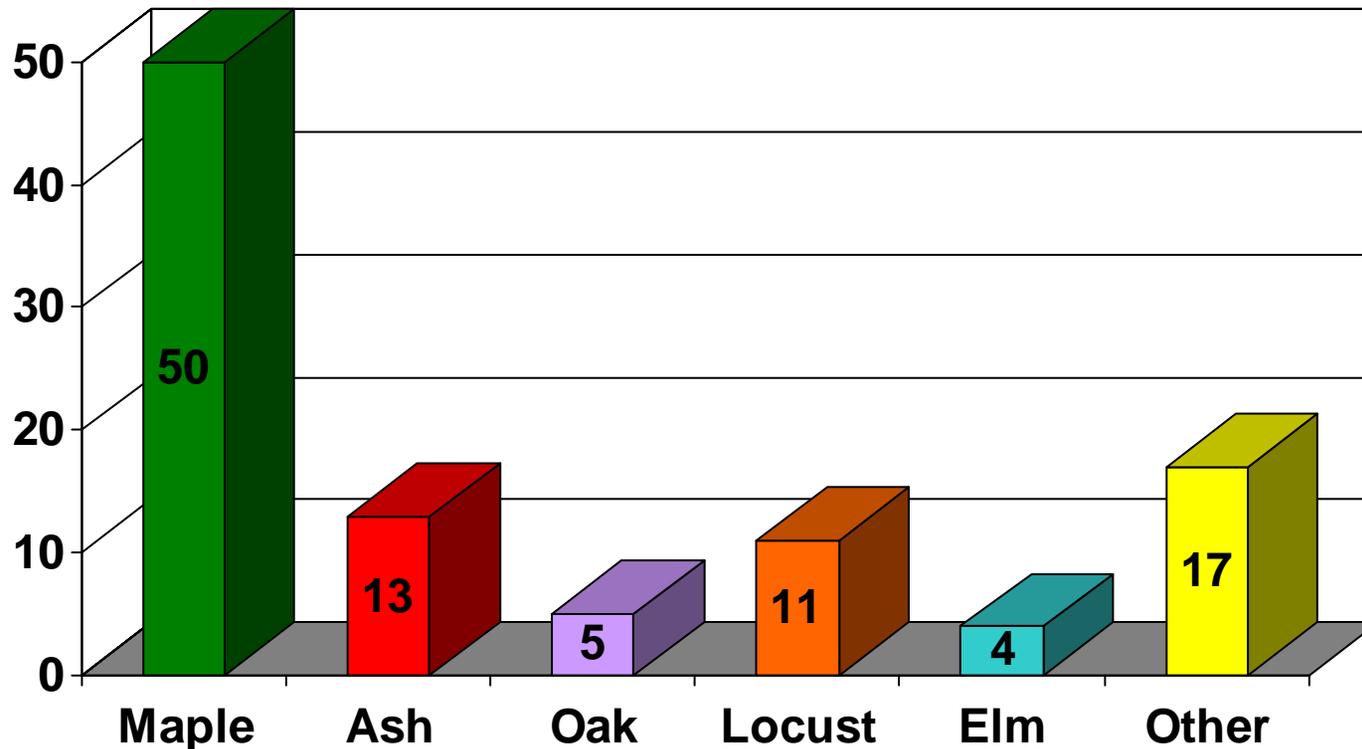
# City of Rockford Tree Inventory by the Numbers

Family	Inventory to Date
Maple	14,963
Ash	4,021
Oak	1,464
Locust	3,283
Elm	1,241
Other – (Ornamentals, Lindens, Evergreens, Walnut Family, Etc.)	4,933
<b>Total</b>	<b>29,905</b>

# ROCKSTAT

Better Governing Through Accountability

## Percentage of City Parkway Trees by Species



***Analysis: Maple varieties comprise one-half the street trees within the City of Rockford. Although Maples are very popular because of their fall color, our focus should be to encourage other approved species to promote diversity within our Urban Tree Canopy.***

# 6<sup>th</sup> Ward Legacy Project

- District 2

# ROCKSTAT

*Better Governing Through Accountability*



# ROCKSTAT

Better Governing Through Accountability



# ROCKSTAT

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- 6th Ward Legacy Project
  - 90% Complete with Design Phase
  - Storm Sewer System is being designed to drain the entire area.
  - Design is anticipated to be complete by early June
  - Construction is anticipated to begin in early July
  - Project is anticipated to be complete by late September

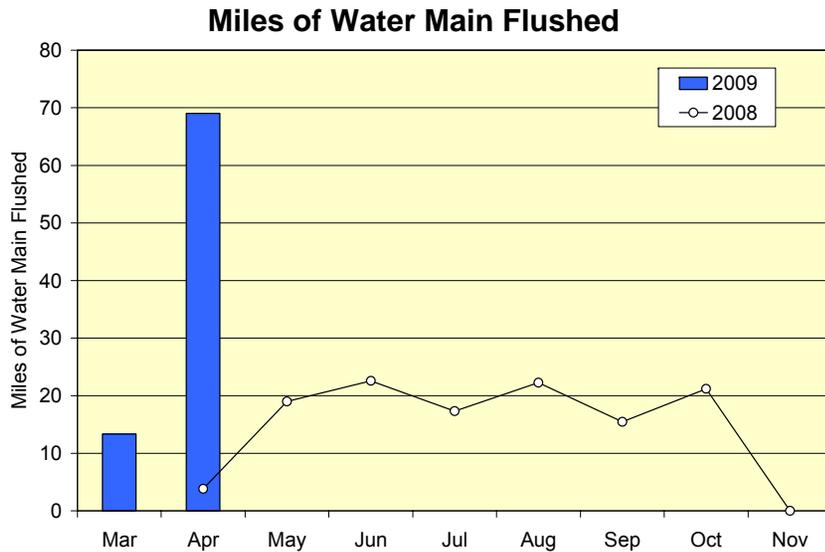
# Public Works - Water Division

- RockStat District 2
  - Greg Cassaro, Manager of Operations
  - Nadine Miller, Water Quality Manager
  - Tim Holdeman, Water Superintendent

# ROCKSTAT

Better Governing Through Accountability

**Measure: Miles of Water Main Flushed**  
**Benchmark: 2 miles per day, A WWA**



## Analysis

- Flushed over 69 miles of water main in 15 working days in April 2009 (4.6 miles/day).
- Increase productivity largely the result of using the Winnebago County Non-Emergency Notification System instead of using door-hangers.
- In 2008 approximately 1/3 of total person hours were spent tagging.

## Strategic Plan

Provide drinking water that is desirable and meets all EPA water quality standards.

<b>Water Main Flushing History</b>			
2005 . . . .	224 miles	126 days	1.8 mi./day
2006 . . . .	75 miles	107 days	0.7 mi./day
2007 . . . .	168 miles	170 days	1.0 mi./day
2008 . . . .	131 miles	93 days	1.4 mi./day

# ROCKSTAT

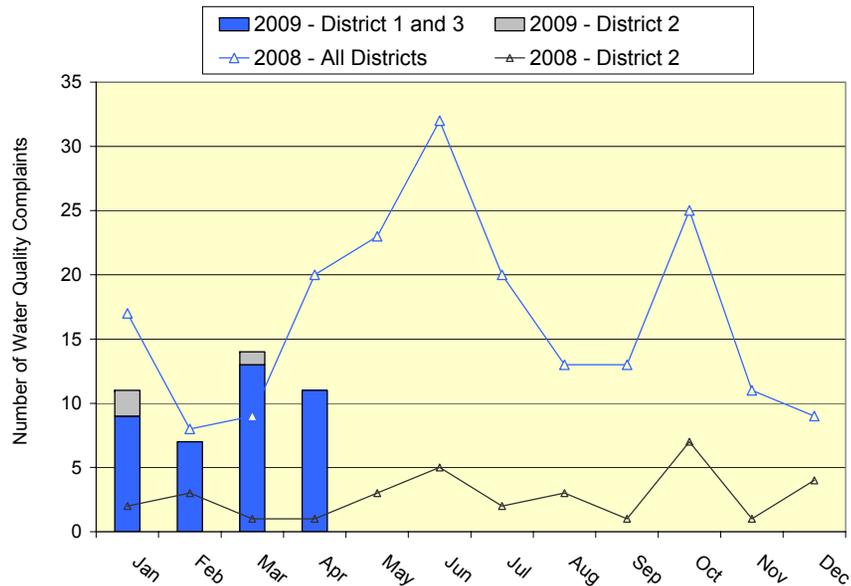
Better Governing Through Accountability

## Complaints per 1000 Customers (AWWA Benchmarking Survey, 2007)

Top quartile . . . . .	1.9
Median . . . . .	4.4
Bottom quartile . . . . .	11.2

**Measure: Water Quality Complaints**

**Benchmark: 1.9 Complaints per 1000 Customers (100 per year)**



2005 . . . . .	230 (4.3 / 1000 customers)
2006 . . . . .	189 (3.6 / 1000 customers)
2007 . . . . .	257 (4.8 / 1000 customers)
2008 . . . . .	200 (3.8 / 1000 customers)

## Analysis

- Total City-wide water quality complaints through April '09 is 43 (2.4 per 1000 customers); compared to 54 same period '08.
- 3 (7%) of complaints occurred in District 2; compared to 7 (13%) for same period '08.
- Year to date, 91% of complaints were resolved same day; compared to 62% for same period in '08.

## Strategic Plan

Provide drinking water that is desirable and meets all EPA water quality standards.

# ROCKSTAT

*Better Governing Through Accountability*

## *Call Center Metric Summary*



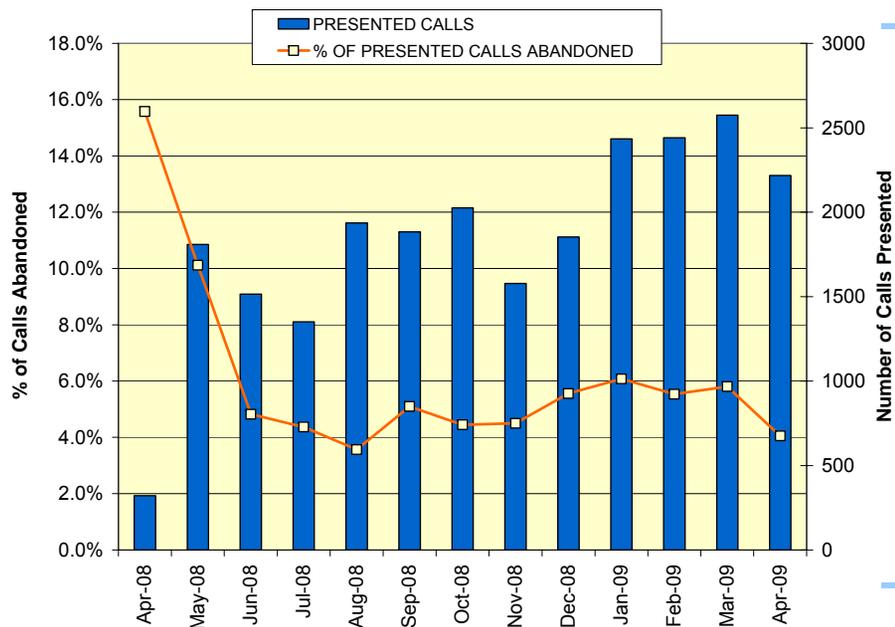
METRIC DESCRIPTION	Water Division Call Center Statistics				Purdue Research Foundation	
	MIN	MAX	MEDIAN	AVG	MEDIAN	AVG
PRESENTED CALLS	1351	2574	1910	1968		
DIRECT ANSWERED CALLS	1252	2391	1797	1832		
% OF PRESENTED CALLS ANSWERED	84%	98%	92%	93%		
ABANDONED	59	183	93	106		
% OF PRESENTED CALLS ABANDONED	3.6%	10.1%	5.0%	5.3%	4.7%	5.5%
AVG TIME TO ABANDON (SEC)	9	181	39	50	34	43.2
AVG TIME TO ANSWER (SEC)	9	30.25	14	17	25	33
AVG LENGTH OF CALL (SEC)	122.5	164	143	143	240	612
UNSTAFFED CALLS	40	156	87	95		
ANSWERED BY VOICE MAIL	6	114	52	56		
TRANSFER CALLS	26	111	63	61		

# ROCKSTAT

Better Governing Through Accountability

**Measure: % of Presented Calls Abandoned**  
**Benchmark: 5%**

<b>% of Calls Abandoned Benchmarks</b>	
10-15%	Treas. Board of Canada
<5%	Intelegy (CC Consultant)
5.5%	Purdue Research Foundation



## Analysis

- Average number of calls presented since January '09 is 2400.
- Average number of calls presented prior to Monthly Billing (May-Dec '08) was 1750.
- 37% increase in number of calls presented since Monthly Billing.
- 2 % drop in Abandoned Calls for April '09.

## Strategic Plan

Responsive – provide customer services that are responsive to our customer's needs and are provided in a timely manner

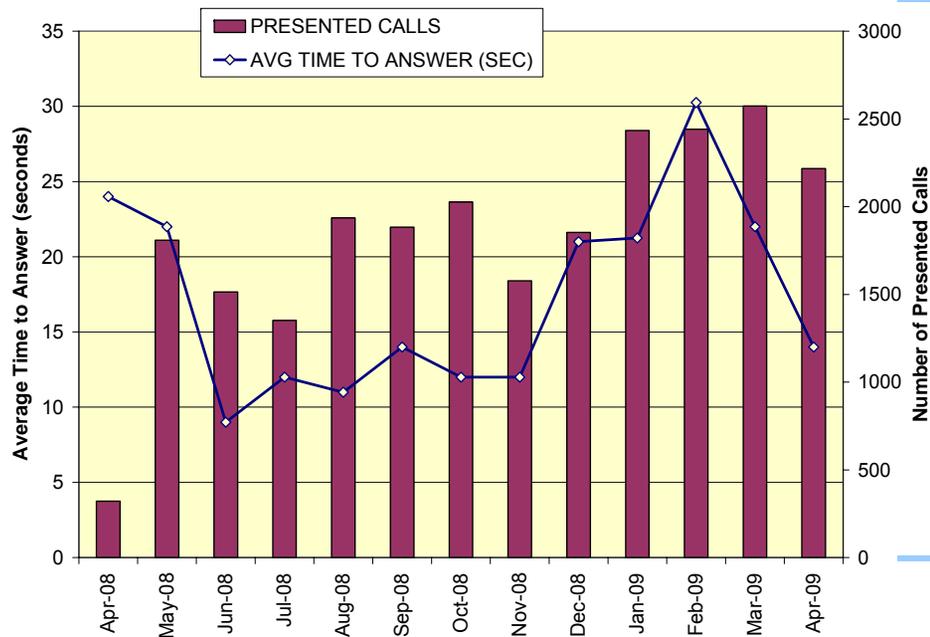
# ROCKSTAT

Better Governing Through Accountability

*Measure: Average Time to Answer*  
*Benchmark: 15 seconds*

## Average Time to Answer Benchmarks

20 sec.	Intelegy (CC Consultant)
33 sec.	Purdue Research Foundation



## Analysis

- Average number of calls presented since January '09 is 2400.
- 37% increase in number of calls presented since Monthly Billing.
- Reduced Average Time to Answer to below 15 seconds; 3 rings.

## Strategic Plan

Responsive – provide customer services that are responsive to our customer’s needs and are provided in a timely manner

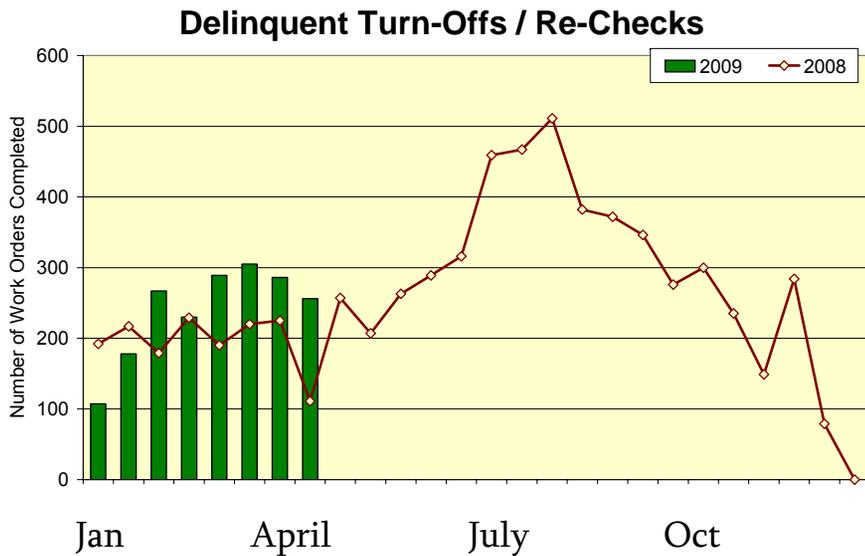


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# ROCKSTAT

Better Governing Through Accountability

**Measure: Reducing Uncollectible Water Accounts**  
**Benchmark: 1% Uncollectible ?**



## Analysis

- 250% increase in Delinquent Turn-Offs over 65-day period.
- 2850 Turn-Offs created 88 Cut-Off Box repairs; 3.1% fail rate.
- Created 1925 hours of additional work over.
- Required over 650 hours of Overtime.
- Create significant backlog of work.

## Strategic Plan

Responsive – provide customer services that are responsive to our customer’s needs and are provided in a timely manner

### Cost to Turn-Off/On Water (reg. time)

Finance - Revenue Staff	\$15
Water – Customer Service Staff	\$50
Water – Distribution Labor & Mat.	<u>\$60</u>
<b>TOTAL</b>	<b>\$125</b>

# Rockford Police Department District 2

DISTRICT COMMANDER

Lieutenant Mark West

AREA 05

AREA 06

AREA 07

AREA SERGEANTS

Sgt. Brass, Sgt. Ross, Sgt. Jacobi, Sgt. Taylor, Sgt. Holman

COMMUNITY SERVICES OFFICERS

Officer Elizabeth Hughes

Officer Cynthia Smith

Officer Karol Fricke

BURGLARY DETECTIVES

Det. Hernandez

DAY SHIFT

Officer Villa

Officer Champion

Officer Cochran

Officer Stec

Officer Bubik

Officer Poole

AFTERNOON SHIFT

Officer Webster

Officer Williams

Officer Campbell

Officer Krebs

Officer R. Anderson

Officer Welsh

EVENING SHIFT

Officer Walker

Officer Oberts

Officer Beaufls

Officer Sundly

Officer Weber

Officer B. Johnson

# ROCKSTAT

## Rockford Police Sick Time Analysis

Better Governance Through Accountability

### Administrative Services Bureau

	3/23 - 5/3 2008	3/22 - 5/2 2009	YTD	Avg	Diff	Premium Cost	Leave Management
Total Employees	48	44			-4		
# Emp Using Sick Time	28	27	38	27.5	-1		
Total Sick Hours	682	405.25	1573	544	-277	Hire Back Cost	Sick with Sched
Avg Hrs Used	24.36	15.01	41.39	19.68	-9.35	OT Cost	Monday Hours
% of Sick Time	0.15	0.09	0.26	0.12	1.62	Lost Productivity	Friday Hours
						3322	
<b>Dollars Paid in Sick Benefit: \$ 10,191</b>						<b>Total Cost:</b>	<b>Hrs to Review:</b>

### Field Services Bureau

	3/23 - 5/3 2008	3/22 - 5/2 2009	YTD	Avg	Diff	Premium Cost	Leave Management
Total Employees	197	198			1		
# Emp Using Sick Time	73	77	119	75	4		
Total Sick Hours	2002.4	2071.9	7118.85	2037	70	Hire Back Cost	Sick with Sched
Avg Hrs Used	27.43	26.91	59.82	27.17	-0.52	OT Cost	Monday Hours
% of Sick Time	0.17	0.17	0.37	0.17	1.02	Lost Productivity	Friday Hours
						10480	
						109169	
<b>Dollars Paid in Sick Benefit: \$ 63,543</b>						<b>Total Cost:</b>	<b>Hrs to Review:</b>

### Investigative Services Bureau

	3/23 - 5/3 2008	3/22 - 5/2 2009	YTD	Avg	Diff	Premium Cost	Leave Management
Total Employees	67	71			4		
# Emp Using Sick Time	23	22	52	22.5	-1		
Total Sick Hours	889.7	458.6	2163.2	674	-431	Hire Back Cost	Sick with Sched
Avg Hrs Used	38.68	20.85	41.60	29.76	-17.84	OT Cost	Monday Hours
% of Sick Time	0.24	0.13	0.26	0.19	1.86	Lost Productivity	Friday Hours
						340	
						69058	
<b>Dollars Paid in Sick Benefit: \$ 15,957</b>						<b>Total Cost:</b>	<b>Hrs to Review:</b>

### Support Services Bureau

	3/23 - 5/3 2008	3/22 - 5/2 2009	YTD	Avg	Diff	Premium Cost	Leave Management
Total Employees	28	29			1		
# Emp Using Sick Time	12	10	25	11	-2		
Total Sick Hours	212	370	1836	291	158	Hire Back Cost	Sick with Sched
Avg Hrs Used	17.67	37.00	73.44	27.33	19.33	OT Cost	Monday Hours
% of Sick Time	0.11	0.23	0.46	0.17	0.48	Lost Productivity	Friday Hours
						4453	
						26545	
<b>Dollars Paid in Sick Benefit: \$ 12,759</b>						<b>Total Cost:</b>	<b>Hrs to Review:</b>

Avg of PD  
 2008 0.17  
 2009 0.16

# ROCKSTAT

Better Governing Through Accountability

## Rockford Police Field Services Bureau Sick Time Analysis

### Field Services Bureau - 1st Shift

Total Employees  
# Emp Using Sick Time  
Total Sick Hours  
Avg Hrs Used  
% of Sick Time

3/23 - 5/3 2008	3/22 - 5/2 2009	YTD	Avg	Diff	Premium Cost	Leave Management
	22	34	11			
	868.4	1858.7	434		Hire Back Cost 2758	Sick with Sched
	39.47	54.67	19.74		OT Cost 27367	Monday Hours
	0.25	0.34	0.12		Lost Productivity	Friday Hours

Dollars Paid in Sick Benefit: \$ 26,144

Total Cost:

Hrs to Review:

### Field Services Bureau - 2nd Shift

Total Employees  
# Emp Using Sick Time  
Total Sick Hours  
Avg Hrs Used  
% of Sick Time

3/23 - 5/3 2008	3/22 - 5/2 2009	YTD	Avg	Diff	Premium Cost	Leave Management
	20	37	10			
	515	2149.6	258		Hire Back Cost 2850	Sick with Sched
	25.75	58.10	12.88		OT Cost 33417	Monday Hours
	0.16	0.36	0.08		Lost Productivity	Friday Hours

Dollars Paid in Sick Benefit: \$ 16,336

Total Cost:

Hrs to Review:

### Field Services Bureau - 3rd Shift

Total Employees  
# Emp Using Sick Time  
Total Sick Hours  
Avg Hrs Used  
% of Sick Time

3/23 - 5/3 2008	3/22 - 5/2 2009	YTD	Avg	Diff	Premium Cost	Leave Management
	18	33	9			
	402	1342.8	201		Hire Back Cost 4425	Sick with Sched
	22.33	40.69	11.17		OT Cost 20922	Monday Hours
	0.14	0.25	0.07		Lost Productivity	Friday Hours

Dollars Paid in Sick Benefit: \$ 12,164

Total Cost:

Hrs to Review:

### Field Services Bureau - Special Ops

Total Employees  
# Emp Using Sick Time  
Total Sick Hours  
Avg Hrs Used  
% of Sick Time

3/23 - 5/3 2008	3/22 - 5/2 2009	YTD	Avg	Diff	Premium Cost	Leave Management
	17	15	8.5			
	286.5	1767.75	143		Hire Back Cost 448	Sick with Sched
	16.85	117.85	8.43		OT Cost 27463	Monday Hours
	0.11	0.74	0.05		Lost Productivity	Friday Hours

Dollars Paid in Sick Benefit: \$ 8,899

Total Cost:

Hrs to Review:

\*\*M3, K9, Comm Svcs

## Sick Leave

- Continue monitoring sick leave usage attached to days off, frequency, pattern in particular months etc.
- Continue to send letters to officers and doctors.
- Monitor each shift – this is why it was separated.
- Address “unlimited” sick time usage in negotiations.
- Address number of days off prior to requiring a doctor’s note
  - General order changes
  - Best practices

# ROCKSTAT

Better Governing Through Accountability

## Rockford Police Department 5/14/2009

Scorecard as of 04/30/09

### Rockford Police Department Scorecard

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
<b>Group A Offenses</b>													
Benchmark	2,072	1,640	2,143	2,303	2,546	2,400	2,645	2,649	2,465	2,492	2,216	1,947	8,158
2009	1,485	1,443	2,011	1,943									6,882
<b>Group B Offenses</b>													
Benchmark	1,501	1,374	1,434	1,485	1,570	1,541	1,673	1,479	1,506	1,487	1,367	1,216	5,793
2009	1,327	1,404	1,581	1,403									5,715
<b>Total Criminal Offenses</b>													
Benchmark	3,494	2,960	3,501	3,702	4,115	3,942	4,318	4,128	3,971	3,978	3,583	3,163	13,656
2009	2,812	2,847	3,592	3,346									12,597
<b>Percent Group A Offenses Cleared by Arrest or Exception</b>													
Benchmark	38.2%	37.9%	36.1%	37.0%	37.9%	35.3%	31.5%	31.4%	33.1%	33.4%	34.1%	33.7%	37.6%
2009	42.1%	58.7%	34.7%	33.7%									41.0%

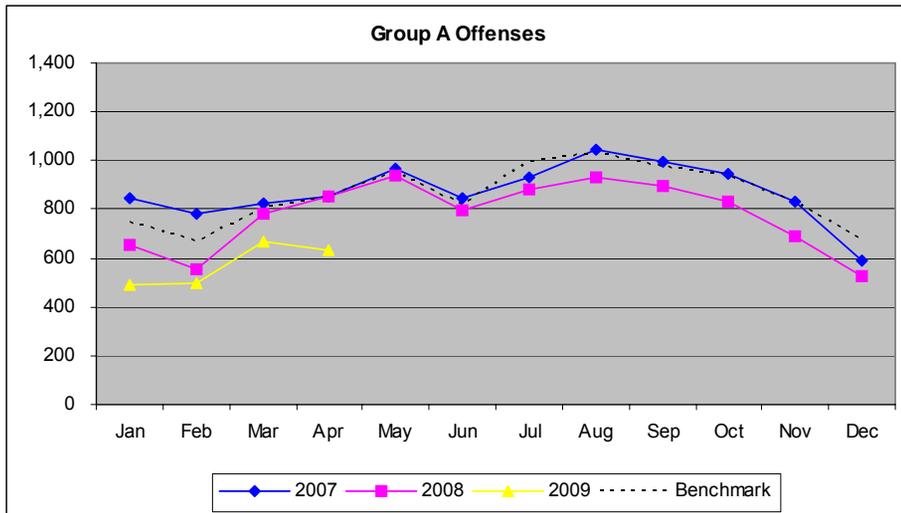
\*\*benchmark is the average of 2006-2008 except where 2006 data was not available.

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

# ROCKSTAT

Better Governing Through Accountability

**Measure: 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).



## Analysis

- Group A offenses decreased 5.53% from March 2009 26.08% compared with April 2008.
- In the 3 months since the last District 2 meeting, total group A offenses have increased from 495 in February to 669 in March but decreased to 632 in April.
- The most significant increase in District 2 is in Burglary (NIBRS 220) which increased 29.31% from March 2009 to April 2009.
- Aggravated Assault (NIBRS 13A), Simple Assault (NIBRS 13B) and Weapons Law Violations (NIBRS 520) have remained stable over the last quarter.

## Strategic Plan

Create a Safer Community:

- Reverse 911 in south patrol area 06.
- Increased parolee checks.
- Increased night-time directed patrols.

		2009											
Group A	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
2007	843	782	827	853	963	845	934	1,044	994	946	830	590	
2008	651	556	780	855	937	796	881	930	896	829	689	524	
2009	492	495	669	632									

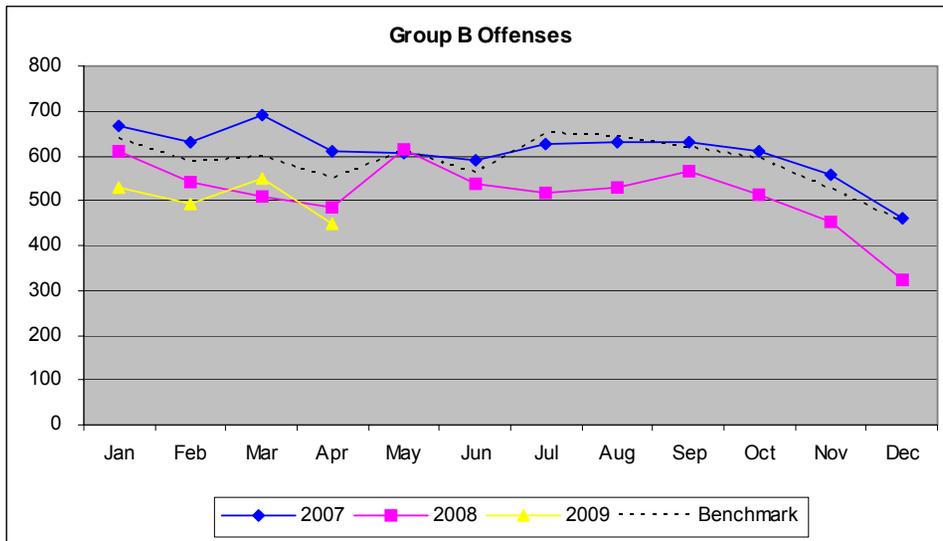


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**Measure: NIBRS Group B Offenses:** *Eleven crime categories that encompass all crimes that are not Group A Offenses. May be a crime against person, property or society (For example: DUI, Family Offenses, Runaways, Disorderly Conduct, Liquor Offenses,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



## Analysis

- Group B offenses decreased 18.51% from March 2009 7.61% compared with April 2008.
- Group B offenses have generally remained consistent over the last quarter.

## Strategic Plan

Create a Safer Community:

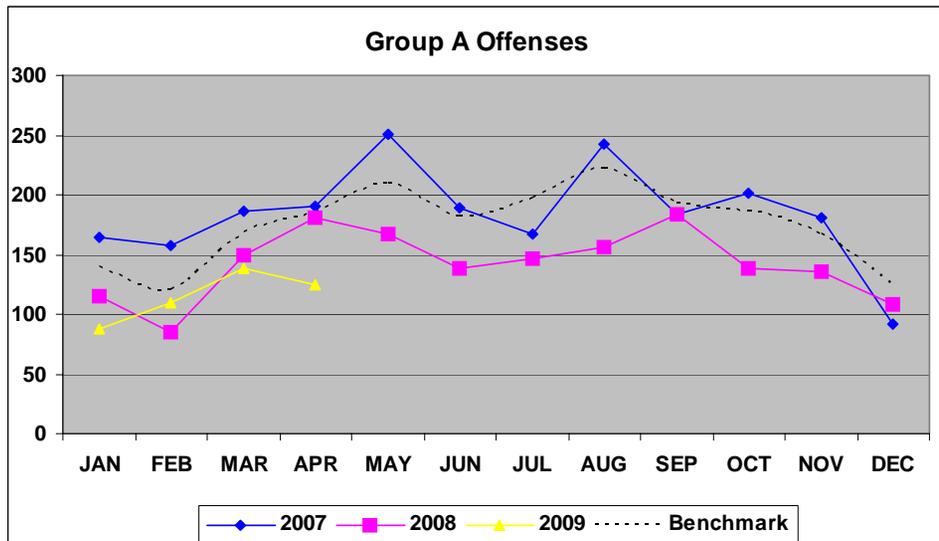
- Increased traffic enforcement patrol.
- Radar enforcement downtown.

2009												
Group B	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2007	668	632	692	609	605	590	628	630	631	609	556	462
2008	612	541	508	486	613	537	519	528	565	512	454	325
2009	530	492	551	449								

# ROCKSTAT

Better Governing Through Accountability

## Measure: Weed & Seed Group A Offenses



### Analysis

- Group A offenses decreased 10.79% from March 2009 and 23.20% compared with April 2008.
- There were slight increases in Burglary (NIBRS 220) and Weapons Law Violations (NIBRS 520).
- There were slight decreases in several offense codes that accounted for the overall decrease.

### Strategic Plan

Create a Safer Community:

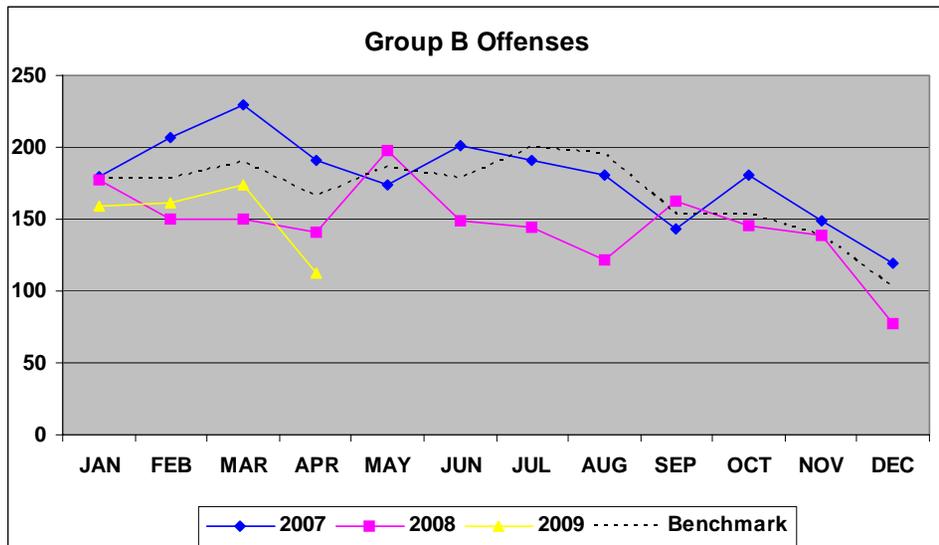
- Continue current enforcement efforts.

	Group A											
Weed & Seed	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2007	165	157	186	190	251	189	167	242	184	201	181	92
2008	115	85	150	181	167	139	147	156	184	139	135	108
2009	87	109	139	124								

# ROCKSTAT

Better Governing Through Accountability

## Measure: Weed & Seed Group B Offenses



### Analysis

- Group B offenses decreased 35.06% from March 2009 but increased 23.40% compared with April 2008.
- There were no significant increases in any offense code.
- Liquor Law Violations (NIBRS 90G) and All Other Offenses (NIBRS 90Z) showed significant decreases.

### Strategic Plan

Create a Safer Community:

- Increase traffic enforcement patrols.

	Group B											
Weed & Seed	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2007	179	207	229	191	174	201	191	181	143	181	149	119
2008	177	150	150	141	198	149	144	122	162	145	139	77
2009	159	161	174	113								



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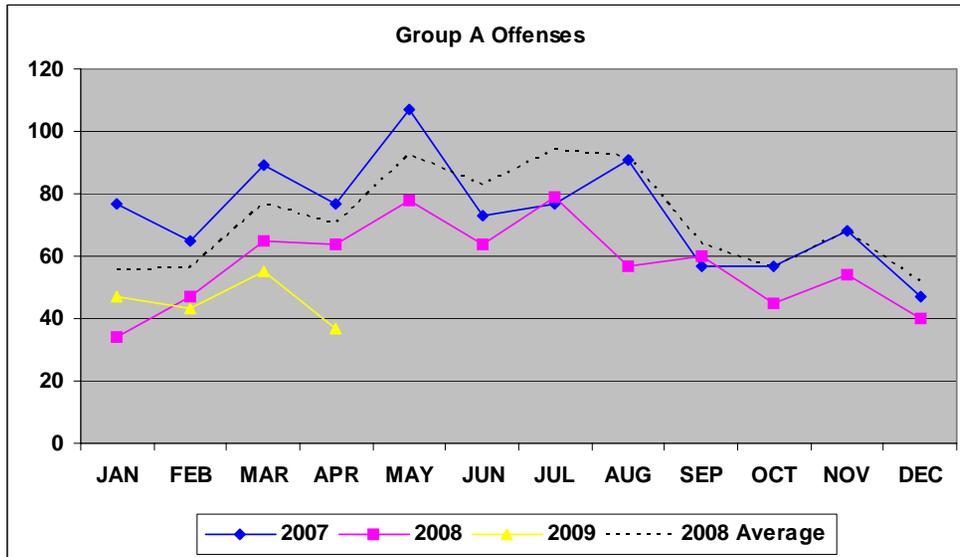
## *East Weed & Seed Neighborhood Survey*

- A survey of the residents of East Weed & Seed provided the following information:
  - Top Neighborhood Problems (% provided is the % of responders who felt the issue is a “big problem” in the neighborhood):
    - Drug Trade & Drug Use - 55.7%
    - Crime – 42.5%
    - Prostitution – 45.2%
    - Loud Vehicle Radios – 44.6%
    - Gangs – 36.9%
  - Perception of Police Presence:
    - 28.9% stated they have noticed more police.
    - 53.5% felt police presence was about the same as before.
    - 16% noticed fewer police in the area.
    - 1.5% did not respond.

# ROCKSTAT

Better Governing Through Accountability

## Measure: ADP Group A Offenses



### Analysis

- Group A offenses decreased 32.73% from March 2009 and 42.19% compared with April 2008.
- In general, Group A offenses have remained the same with the exception of decreases in All Other Larceny (NIBRS 23H) and Destruction/Damage (NIBRS 290).
- Drug offenses remain low for the month of April (1).

### Strategic Plan

Create a Safer Community:

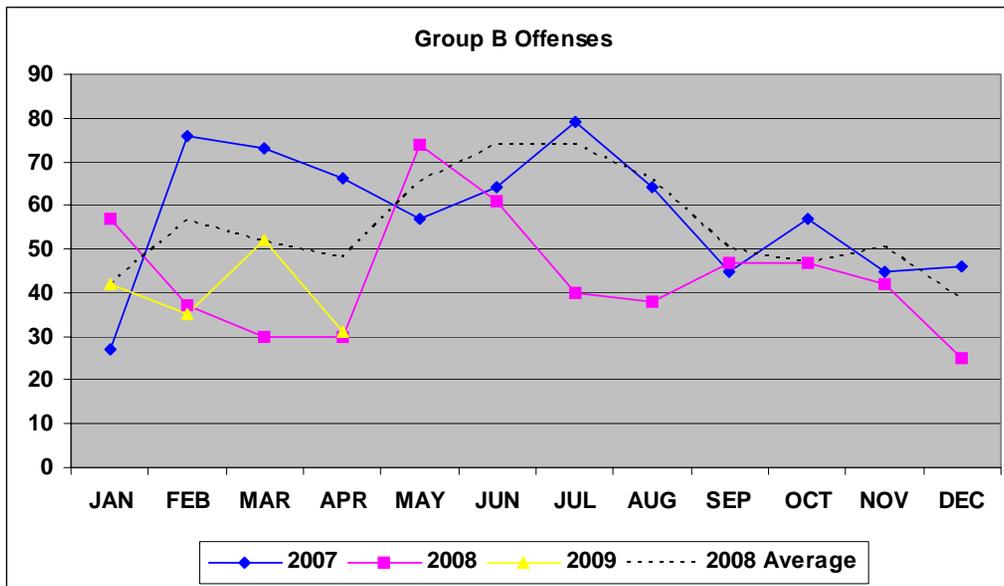
- Continue current enforcement efforts.

Group A												
ADP	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2007	77	65	89	77	107	73	77	91	57	57	68	47
2008	34	47	65	64	78	64	79	57	60	45	54	40
2009	47	43	55	37								

# ROCKSTAT

Better Governing Through Accountability

## Measure: ADP Group B Offenses



### Analysis

- Group B offenses decreased 40.38% from March 2009 but increased 3.33% compared with April 2008.
- There were no significant increases in any offense code.
- All Other Offenses (NIBRS 90Z) showed a significant decrease.

### Strategic Plan

Create a Safer Community:

- Increase traffic enforcement patrols.
- Increase radar enforcement.

Group B												
ADP	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2007	27	76	73	66	57	64	79	64	45	57	45	46
2008	57	37	30	30	74	61	40	38	47	47	42	25
2009	42	35	52	31								

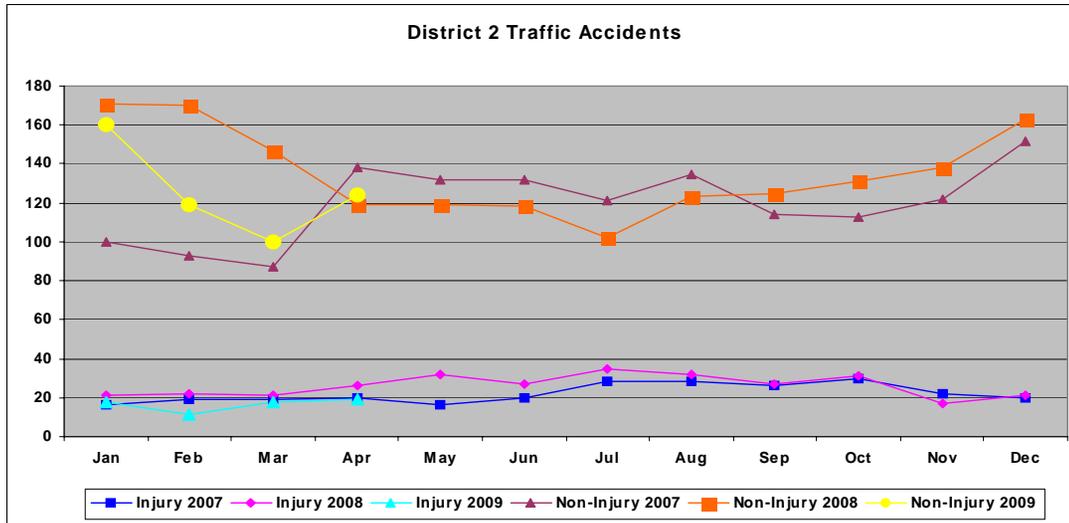
## *Graffiti*

- In 2009, there have been 127 service request numbers that have been cleared with arrests.
- Year-to-date there have been 13 arrests in District 2.
  - 7 Juveniles
  - 6 Adults
- Approximate cost so far this year: \$15,600.
- Restitution amounts are being discussed with the State's Attorney's Office and Juvenile Probation.

# ROCKSTAT

Better Governing Through Accountability

## Measure: Traffic Accidents



## Analysis

- In the 3 months since the last District 2 meeting, total accidents had been decreasing but in the last month, there was a 21.19% increase from Mar 2009.
- Total % Hit & Run Accidents for District 2 dipped to near 30% in March but has increased in the last month.
- Since the last District 2 Meeting (Feb-Apr) 87.91% of accidents in District 2 were greater than \$500 in damage and 12.09% had \$500 or less.
- Citations for speeding in District 2 were 34.42% of citywide speeding citations in Apr 2009 and 24.48% of citywide speeding citations in Mar 2009.
- The number of people arrested for DUI was steady over Feb & Mar but has decreased in the last month (from 31 to 23).

## Strategic Plan

Create a Safer Community:

- Focus enforcement activity in high incident intersections.

2008	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Fatality	0	0	0	1	1	0	1	0	0	1	0	0	4
Injury	21	22	21	26	32	27	35	32	27	31	17	21	312
Non-Injury	171	170	147	119	119	118	102	123	125	131	138	163	1626
Total	192	192	168	146	152	145	138	155	152	163	155	184	1942
# H&R	51	50	46	43	44	47	37	39	56	43	43	47	546
% H&R	26.56%	26.04%	27.38%	29.45%	28.95%	32.41%	26.81%	25.16%	36.84%	26.38%	27.74%	25.54%	28.12%

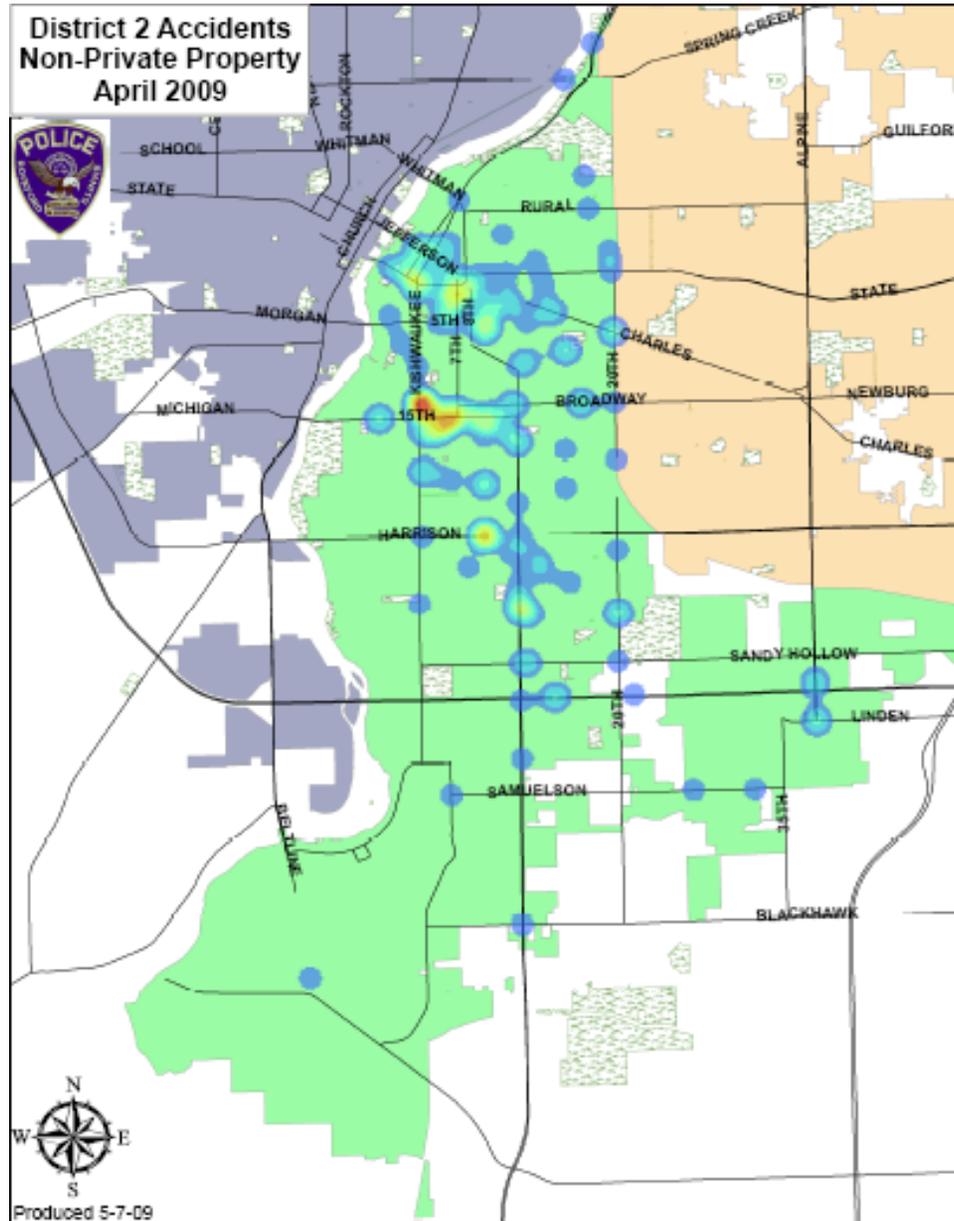
  

2009	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Fatality	0	0	0	0									0
Injury	18	11	18	19									66
Non-Injury	160	119	100	124									503
Total	178	130	118	143	0	0	0	0	0	0	0	0	569
# H&R	49	50	36	51									186
% H&R	27.53%	38.46%	30.51%	35.66%	#DIV/0!	32.69%							

People Arrested for DUI														
DUI	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	RS Quarter
2008	29	21	23	30	23	22	25	37	27	33	29	12	311	74
2009	26	30	31	23									110	84

# ROCKSTAT

Better Governing Through Accountability



## *Police Traffic Unit /Traffic Engineering*

- Meeting 01/21/2009

1. Speed Complaints, Accident Hotspots
2. Speed Trailer Deployment / Protocol
3. Traffic Calming Requests

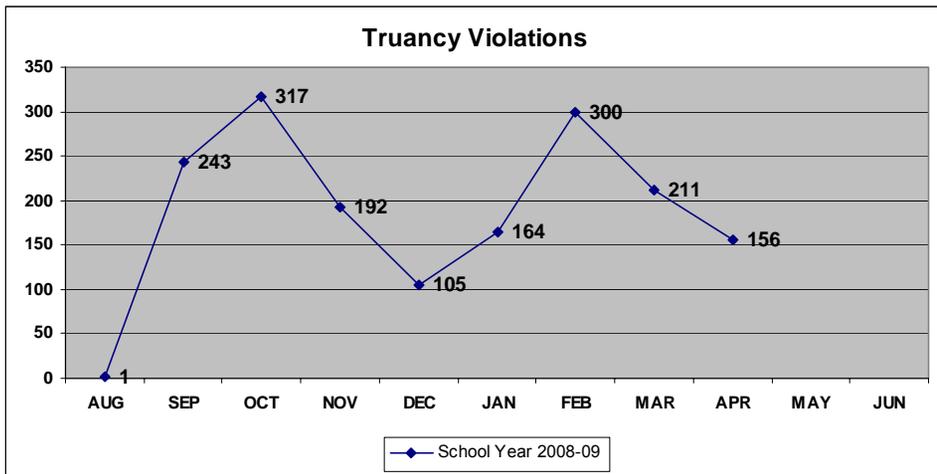
- Meeting 04/21/2009

1. Newburg and South Alpine Rd -Timing of Lights
2. Schedule for monthly meetings determined
  - 3<sup>rd</sup> Tuesday of the Month

# ROCKSTAT

Better Governing Through Accountability

## Measure: Truancy Violations Issued



### Analysis

- Due to changes in data collection, truancy violations do not have comparable data from the prior school year.
- Following is the breakdown of District 2 schools for the current school year: Lincoln (44).
- There have been no students referred to juvenile court in District 2.

### Strategic Plan

Create a Safer Community:

- To increase compliance with the truancy ordinance, officers will increase patrol frequency in areas known to be frequented by students skipping classes and officers will continue to assist administrators in citing students found in the hallways during school hall sweeps.

	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total
School Year 2008-09	1	243	317	192	105	164	300	211	156			1689
School Year 2009-10												

# ROCKSTAT

Better Governing Through Accountability

## Summer Crime Initiative

- The Rockford Police Department is conducting a Summer Crime Reduction Detail to reduce crime in the Rockford area.
- We will be concentrating our efforts on, but not limited to, quality of life issues. Gangs, guns, drugs, prostitutes and traffic issues will be our primary concern.
- After addressing issues presented in January's Rockstat, we are introducing the Summer Crime Initiative at an early date in 2009.
- Data for April 2009

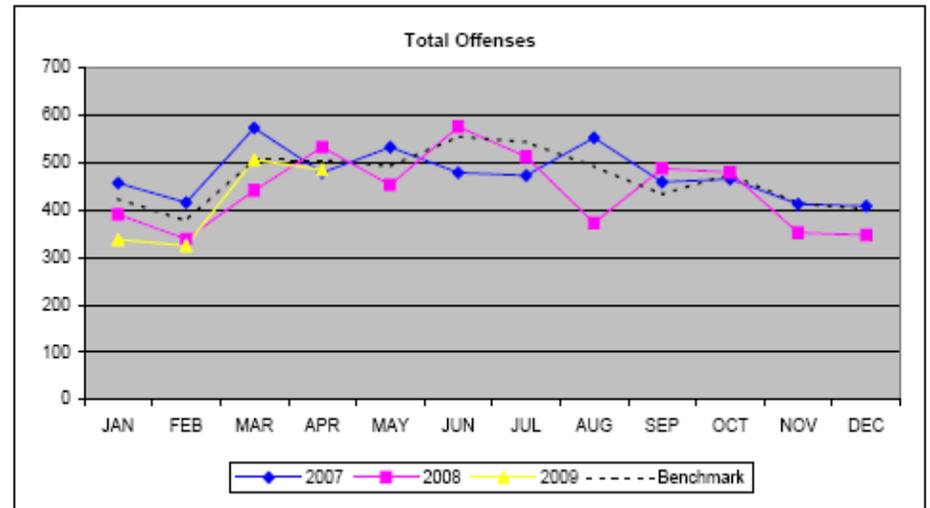
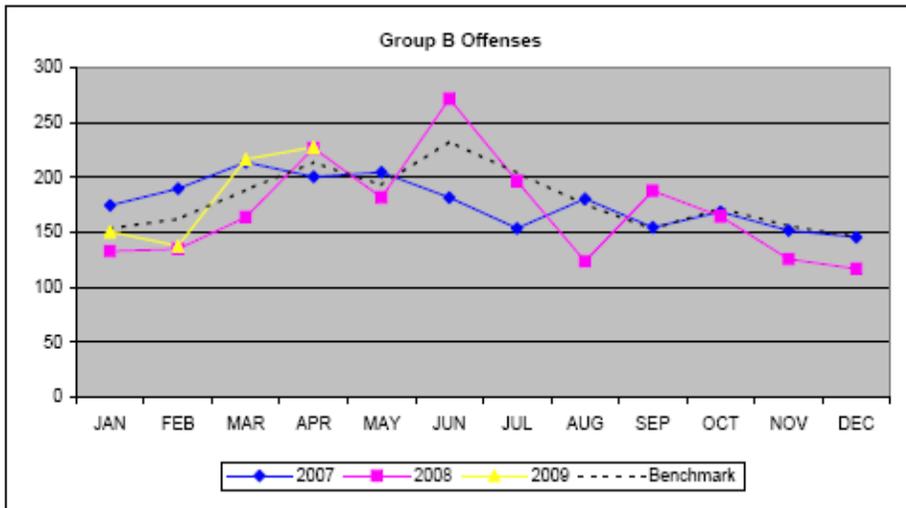
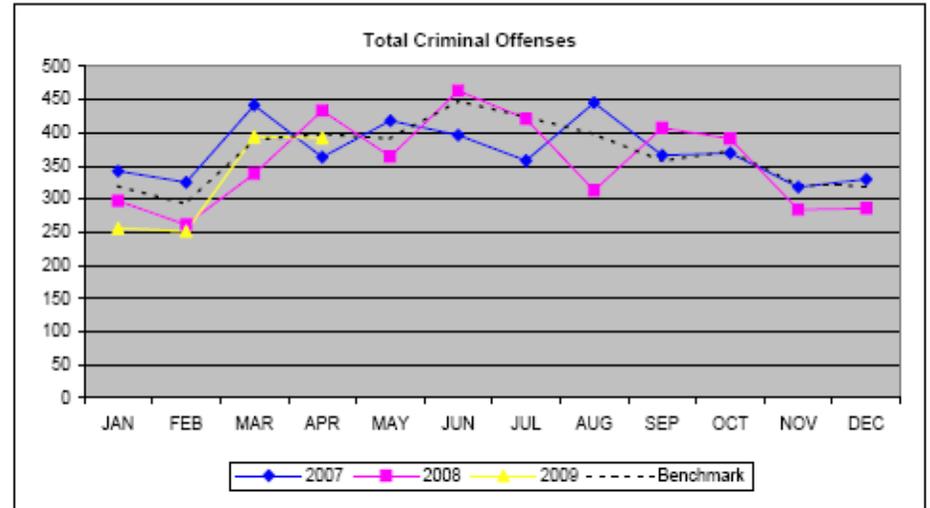
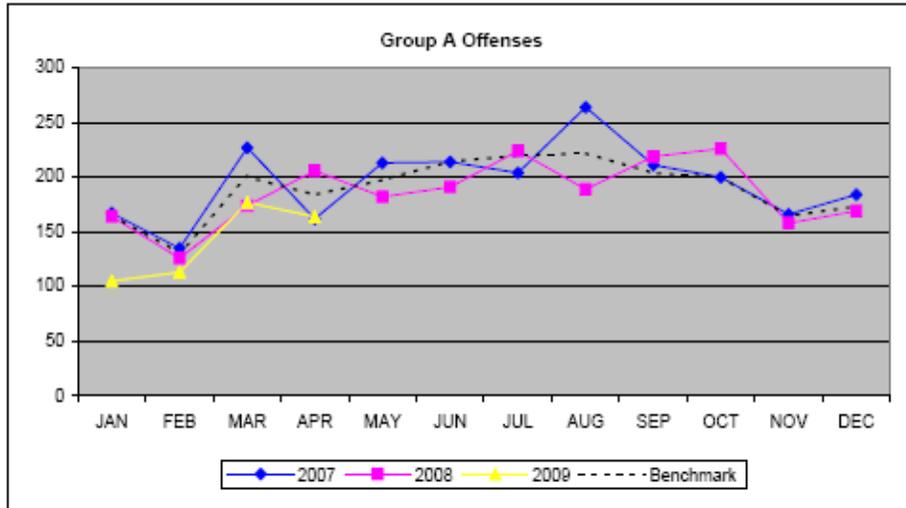
APRIL SCI SUMMARY	RCPD	ISP	PAROLE	TOTAL
(PARTICIPATION)	(12 DAYS)	(2 DAYS)	(5 DAYS)	
<b>***VIOLATIONS***</b>				
CRIMINAL	17	0	0	17
DRUGS	7	1	0	8
TRAFFIC	67	7	0	74
ALCOHOL RELATED VIOLATIONS	14	3	0	17
EQUIPMENT VIOLATIONS	10	4	0	14
MISCELLANEOUS	5	0	0	5
<b>*** ACTIVITY ***</b>				
NUMBER OF VEHICLES STOPPED	136	4	0	140
NUMBER OF PERSONS TICKETED	38	5	0	43
NUMBER OF TICKETS ISSUED	63	5	0	68
NUMBER OF CRIMINAL ARRESTS	21	2	0	23
NUMBER OF RECOVERIES	3	0	0	3
ARRESTS ON VIEW	7	0	0	7
NUMBER OF WANTED SUSPECTS CHECKED	61	0	0	61
ARRESTS ON WARRANTS (10-99)	8	1	0	9
NUMBER OF PEOPLE LODGED (SQUADROL)	6	0	0	6
NTAs ISSUED	2	1	0	3
GUNS RECOVERED	1	0	0	1
NUMBER OF KNOCK & TALKS	14	0	34	48
NUMBER OF ARRESTS KNOCK & TALKS	3	0	0	3
NUMBER OF RECOVERIES KNOCK & TALKS	0	0	0	0
NUMBER OF WALK THROUGH'S	19	0	0	19
NUMBER OF ARRESTS WALK THROUGH'S	2	0	0	2
NUMBER OF RECOVERIES WALK THROUGH	3	0	0	3
NUMBER OF VERBAL WARNINGS	0	0	0	0
NUMBER OF DOG SNIFFS	3	0	0	3
SEARCH WARRANTS	0	0	0	0
TRAFFIC WARNINGS	42	7	0	49
NUMBER OF PAROLE CHECKS	34	0	57	91
NUMBER OF PROBATION CHECKS	2	0	0	2
NUMBER OF JUVENILE PROBATION CHECKS	0	0	0	0
NUMBER OF MINORS LODGED	0	0	0	0
NUMBER OF SEX OFFENDER VERIFICATION	6	0	0	6
<b>APRIL TOTAL</b>	<b>594</b>	<b>40</b>	<b>91</b>	<b>725</b>

# ROCKSTAT

*Rater Governing Through Accountability*

## Summer Crime Initiative - Sub Beats 042, 043, 050, 065, 066

**\*\*Traffic Accidents No Longer Entered In NetRMS Mid 2008. This May Cause Total Offenses To Be Lower Than Usual In 2008\*\***



# Public Safety

## Rockford Fire Department

Rockstat District 2  
Chief Derek Bergsten

### **District Chiefs**

- Chuck Martini
- Steve Preiss
- Steve Bishop

### **Stations**

- Station 2 (1004 7<sup>th</sup> St.)  
Engine 2, Ladder 2
- Station 7 (4979 Falcon Rd.)  
Quint 7

## Department Operations Benchmark Scorecard 2009 YTD January-April

Measure	Benchmark	Actual	Definition
EMS Call Growth	12%	-3.80%	<12% YTD increase
Fire Call Growth	2%	8.25%	<2% YTD increase or a decrease
911 Call Answer Time	10	13	90th percentile (seconds) of 911 call answer time
Turnout Time	90	152	90th percentile (seconds) of turnout time
ALS First Response	360	404	90th percentile (seconds) of first arriving unit
Fire Full Response	480	562	90th percentile (seconds) of full fire fighting force
Inspections	220	343	Average monthly inspections
Arson Clearance	12%	33.33%	Arson clearance by arrest or exception >12%
Public Education	40	46	Average monthly presentations
Fire Dollar Loss	95%	95.95%	Percent Saved Ratio
Training	32	33.46	Average training hours per employee per month
Fire Unscheduled Leave	5%	5.42%	Less than 5% unscheduled leave
911 Unscheduled Leave	5%	8.09%	Less than 5% unscheduled leave

# ROCKSTAT

Better Governing Through Accountability

## Geographic Trend Scorecard

Geographic Region 2						
	Measure	2008 Monthly Average	Jan-09	Feb-09	Mar-09	Apr-09
Incidents	EMS	439	469	447	415	428
	FIRE	20	18	11	17	22
Response Times	Turnout Time	152	156	150	149	151
	ALS First Response	408	427	387	381	392
	Fire Full Response	649	871	461	568	437
Fire Prevention	Inspections	47	75	69	65	88
	Arson	4	0	1	1	0
	Fire Dollar Loss	0.88	0.8359	0.9907	0.9454	0.7573

# ROCKSTAT

Better Governing Through Accountability

## Administration (8 Hour)

	3/22-4/4	4/5-4/18	YTD	Benchmark	Diff	Premium Cost		Leave Management	
Total Employees	29	29	29						
# of Employees Using Sick Time	2	5	16						
Total Sick Hours	32.00	46.75	335.00			\$ Paid in Sick Benefit	\$2,194.63	Sick with Sched. Day Off	
Average Hours Used per Employee	1.10	1.61	11.55			Hireback Cost		Mon/Fri	42.75
% of Sick Time	1.38%	2.02%	1.80%			3.00%	-1.20%	Total Cost	\$2,194.63

# ROCKSTAT

Better Governing Through Accountability

## Fire Suppression (24 Hour)

	3/22-4/4	4/5-4/18	YTD	Benchmark	Diff	Premium Cost		Leave Management	
Total Employees	245	245	250						
# of Employees Using Sick Time	26	33	159						
Total Sick Hours	1,200.00	1,153.25	11,565.75			\$ Paid in Sick Benefit	\$60,171.13	Sick with Sched. Day Off	131
Average Hours Used per Employee	4.90	4.71	46.26			Hireback Cost	\$73,945.60	Mon/Fri	
% of Sick Time	4.38%	4.21%	5.25%			3.00%	<b>2.25%</b>	Total Cost	\$134,116.73

# ROCKSTAT

Better Governing Through Accountability

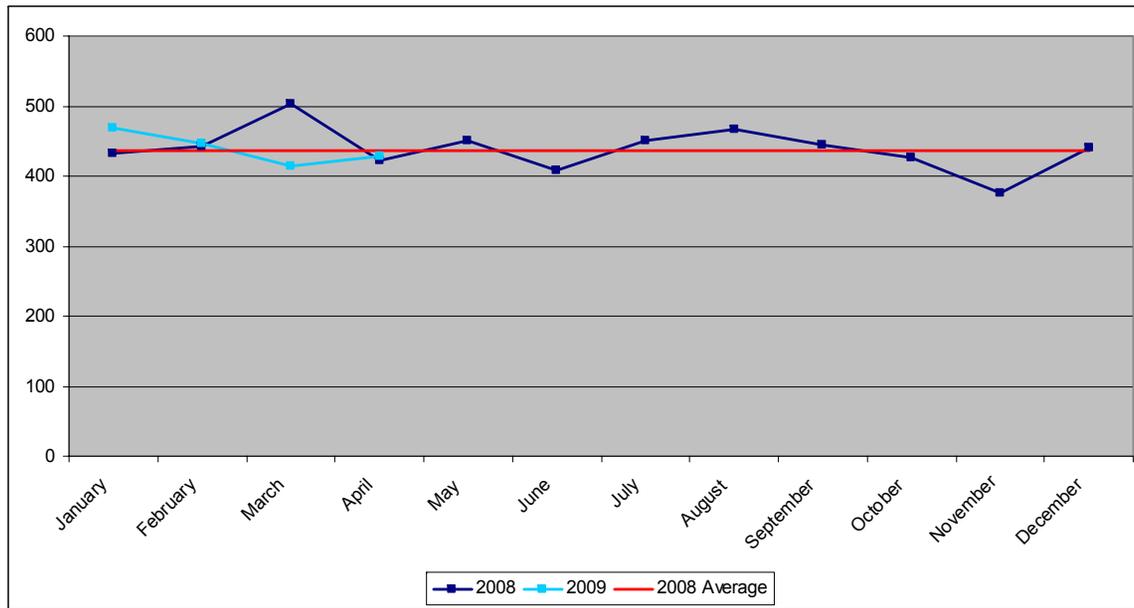
## 911 Telecommunicators (24 Hour)

	3/22-4/4	4/5-4/18	YTD	Benchmark	Diff	Premium Cost		Leave Management	
Total Employees	46	49	49						
# of Employees Using Sick Time	17	15	43						
Total Sick Hours	226.75	199.25	2049.75			\$ Paid in Sick Benefit	\$11,607.96	Sick with Sched. Day Off	30.75
Average Hours Used per Employee	4.93	4.07	41.83			Hireback Cost	\$13,248.26	Mon/Fri	
% of Sick Time	5.87%	5.00%	6.52%			3.00%	<b>3.52%</b>	Total Cost	\$24,856.22

# ROCKSTAT

Better Governing Through Accountability

**Measure: EMS Incidents**  
**2008 Monthly Average: 439**



## Analysis

- Overall, from 2008 YTD to 2009 YTD EMS incidents in this district have decreased 2.44% compared to a 3.80% decrease for the whole city.
- Rockstat District 2
  - 2008 YTD: 1,803
  - 2009 YTD: 1,759
- City
  - 2008 YTD: 6,266
  - 2009 YTD: 6,028
- There was not a spike in EMS calls in March of this year as was seen last year in this area.
- EMS calls in March and April were below the 2008 average of this district.
- There are no new high life hazard occupancies in the planning stage.

## Strategic Plan

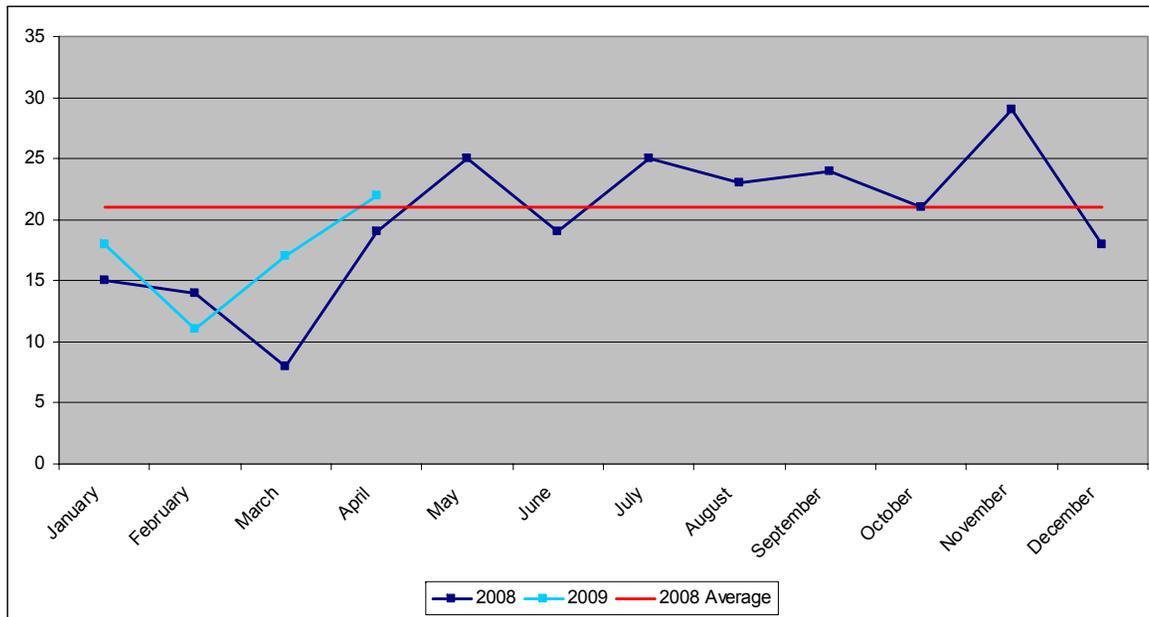
- Maintain coverage at present level.
- Continue public education for healthy lifestyle and appropriate use of EMS service

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2008	433	443	504	423	451	409	450	466	444	426	375	440
2009	469	447	415	428								

# ROCKSTAT

Better Governing Through Accountability

## Measure: Fire Incidents 2008 Monthly Average: 20



### Analysis

- Fire incidents have increased 21.43% from 2008 YTD to 2009 YTD in Rockstat District 2 compared to a 8.25% increase for the whole city.
- Rockstat District 2
  - 2008 YTD: 56
  - 2009 YTD: 68
- City
  - 2008 YTD: 194
  - 2009 YTD: 210
- This increase in fires is largely contributed to an increase in outside rubbish fires and structure fires.

### Strategic Plan

- Continue public education for fire prevention. Check every residence on medical calls for working smoke and carbon monoxide detectors
- Increase public education for outside rubbish fires and enforcement of illegal outside burning

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2008	15	14	8	19	25	19	25	23	24	21	29	18
2009	18	11	17	22								



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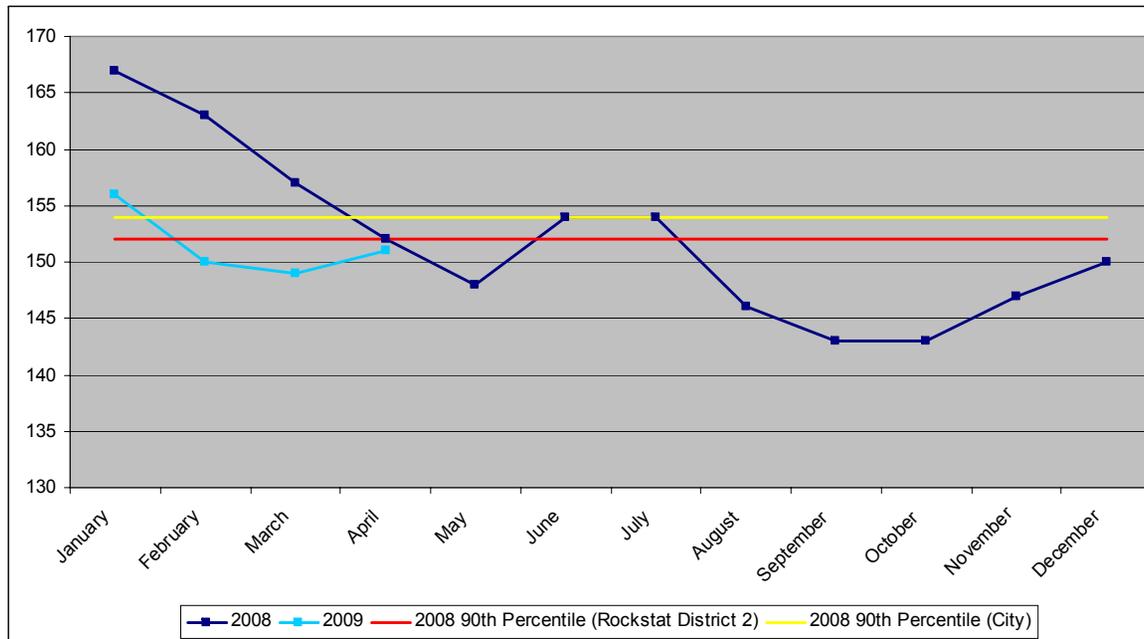
# ROCKSTAT

Better Governing Through Accountability

*Measure: Turnout Time (Unit Notified Time → Unit En Route Time)*

*2008 90<sup>th</sup> Percentile (Rockstat District 2): 2:32*

*2008 90<sup>th</sup> Percentile (City): 2:34*



## Analysis

- Rockstat District 2 turnout times have decreased from 2008.
- Rockstat District 2
  - 2008 YTD 90<sup>th</sup> Percentile: 2:39
  - 2009 YTD 90<sup>th</sup> Percentile: 2:31
- City
  - 2008 YTD 90<sup>th</sup> Percentile: 2:42
  - 2009 YTD 90<sup>th</sup> Percentile: 2:32
- There has been a decrease in turnout time due to the THINK 360 program which set specific monthly goals and encouraged individual accountability.

## Strategic Plan

- Push forward with fire apparatus computers.
- Streamline call dispatch system to allow earliest call notification fire units.
- Keep awareness of “Think 360”

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2008	2:47	2:43	2:37	2:32	2:28	2:34	2:34	2:26	2:23	2:23	2:27	2:30
2009	2:36	2:30	2:29	2:31								



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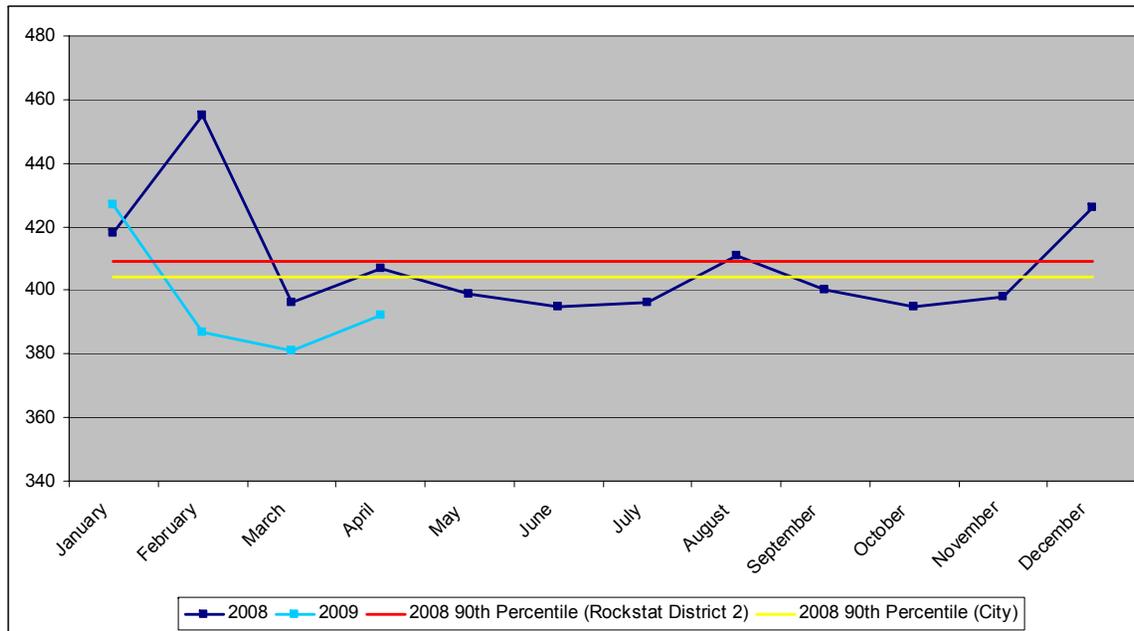
# ROCKSTAT

Better Governing Through Accountability

**Measure: ALS First Response (Alarm Time → First Arriving Unit)**

**2008 90<sup>th</sup> Percentile (Rockstat District 2): 6:49**

**2008 90<sup>th</sup> Percentile (City): 6:44**



## Analysis

- The 90<sup>th</sup> percentile of the first arriving response time in this area has decreased from 2008.
- Rockstat District 2
  - 2008 YTD: 7:04
  - 2009 YTD: 6:37
- City
  - 2008 YTD: 7:05
  - 2009 YTD: 6:44
- The slight increase in response times in April could be attributed to the Kishwaukee Street Project.

## Strategic Plan

- Achieve a response time of 6 minutes or less 90% of the time

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2008	6:58	7:35	6:36	6:47	6:39	6:35	6:36	6:51	6:40	6:35	6:38	7:06
2009	7:07	6:27	6:21	6:32								

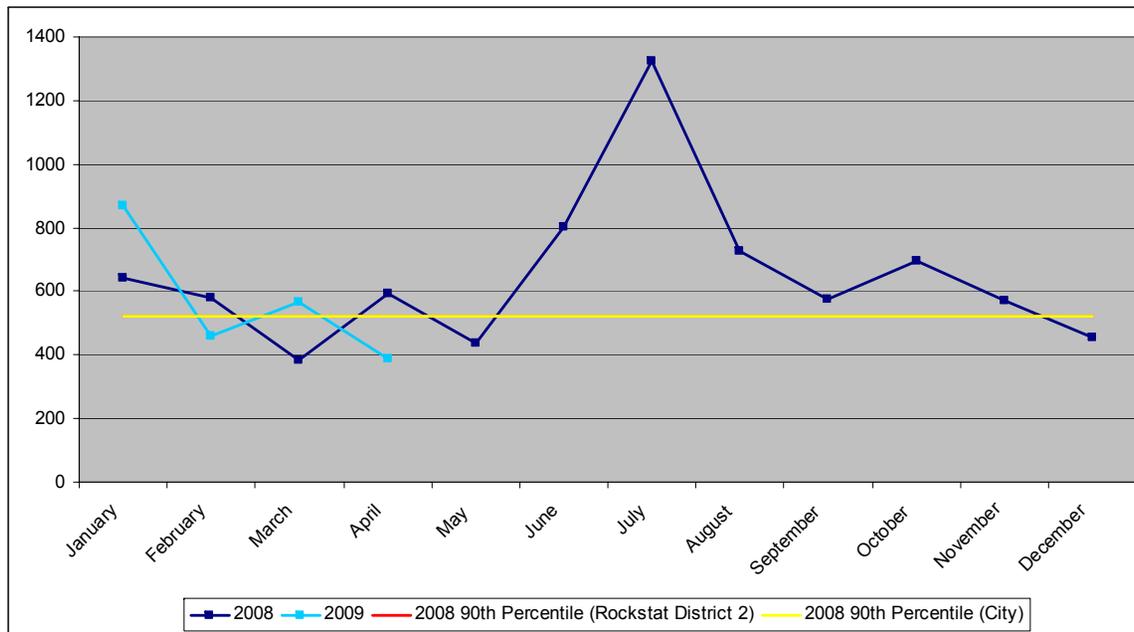
# ROCKSTAT

Better Governing Through Accountability

**Measure: Fire Full Response (Alarm Time → Fire Full Complement)**

**2008 90<sup>th</sup> Percentile (Rockstat District 2): 8:42**

**2008 90<sup>th</sup> Percentile (City): 8:43**



## Analysis

- Rockstat District 2
  - 2008 YTD: 10:05
  - 2009 YTD: 8:48
- City
  - 2008 YTD: 9:17
  - 2009 YTD: 9:22
- This district was below the 8 minute benchmark in February and April of this year.
- Smaller sample size can skew 90<sup>th</sup> percentile calculations.

## Strategic Plan

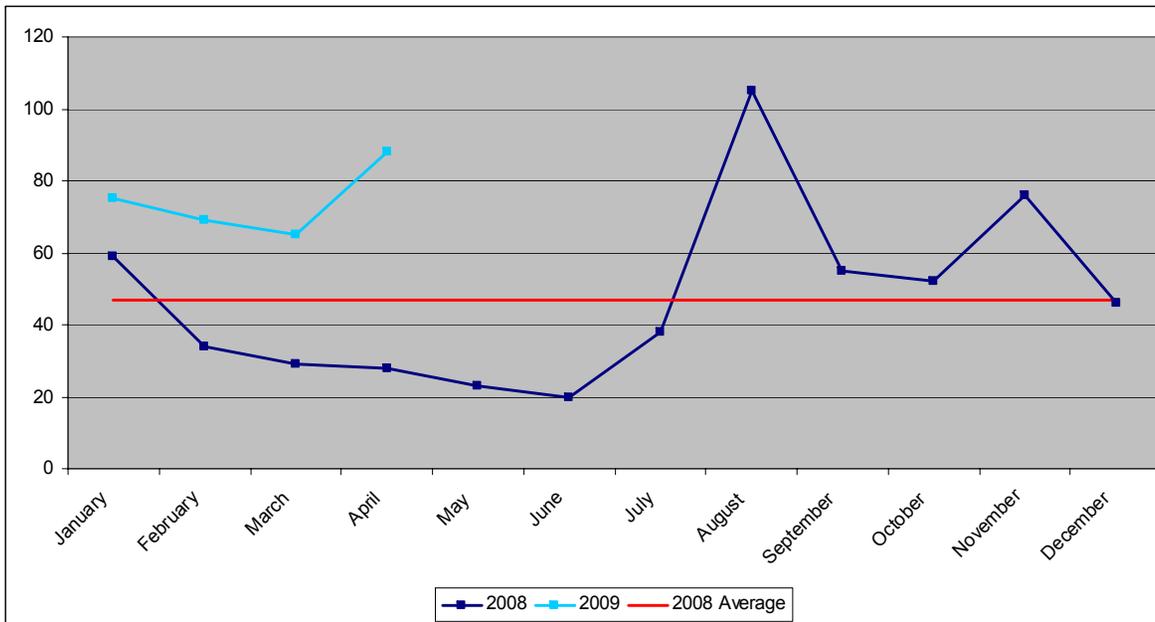
- Achieve a full fire response with appropriate personnel in 8 minutes or less 90% of the time.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2008	10:40	9:38	6:24	9:51	7:19	13:24	22:03	12:05	9:34	11:36	9:32	7:37
2009	14:31	7:41	9:28	6:29								

# ROCKSTAT

Better Governing Through Accountability

*Measure: Inspections*  
*2008 Monthly Average: 47*



## Analysis

- Overall inspections in the city as well as Rockstat District 2 have doubled from 2008 YTD to 2009 YTD due to monthly and daily goal setting by the Fire Prevention Division.
- Rockstat District 2
  - 2008 YTD: 150
  - 2009 YTD: 297
- City
  - 2008 YTD: 641
  - 2009 YTD: 1,373

## Strategic Plan

- Continue internal drive to focus inspections on complaints and inspections of high risk occupancies.

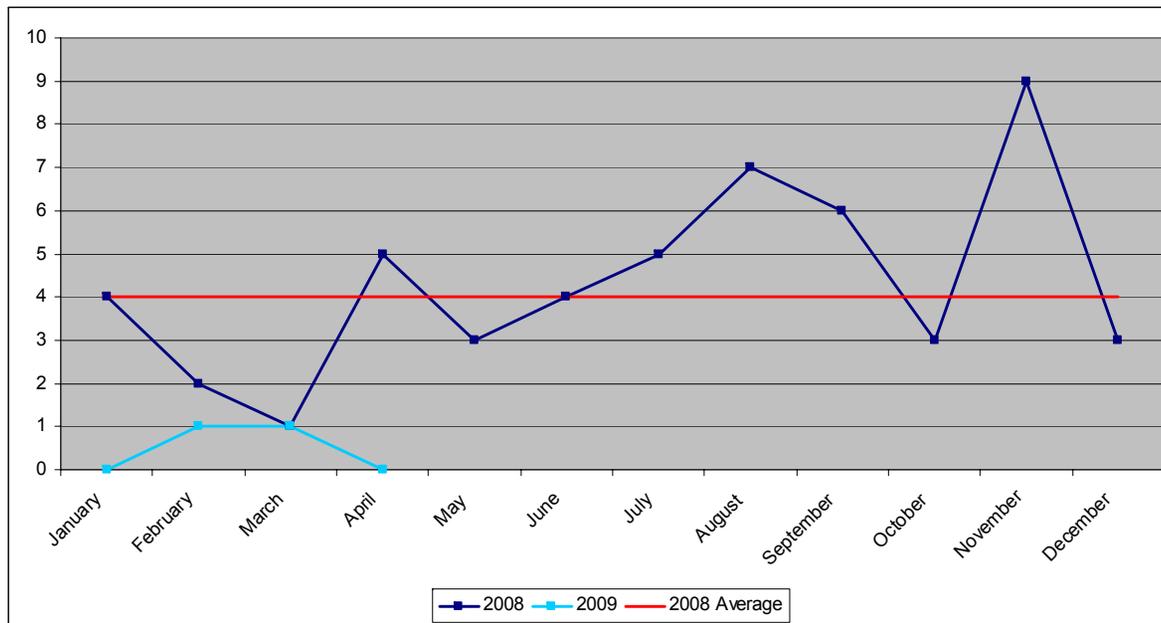
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2008	59	34	29	28	23	20	38	105	55	52	76	46
2009	75	69	65	88								

# ROCKSTAT

Better Governing Through Accountability

*Measure: Arsons*

*2008 Monthly Average: 4*



## Analysis

- There has been an 83.33% decrease in arsons in this area, compared to a 57.14% decrease in the city as a whole.
- Rockstat District 2
  - 2008 YTD: 12
  - 2009 YTD: 2
- City
  - 2008 YTD: 35
  - 2009 YTD: 15
- In 2008, this district had the highest number of arsons. So far this year, Rockstat District 1 has had the majority of the arsons.

## Strategic Plan

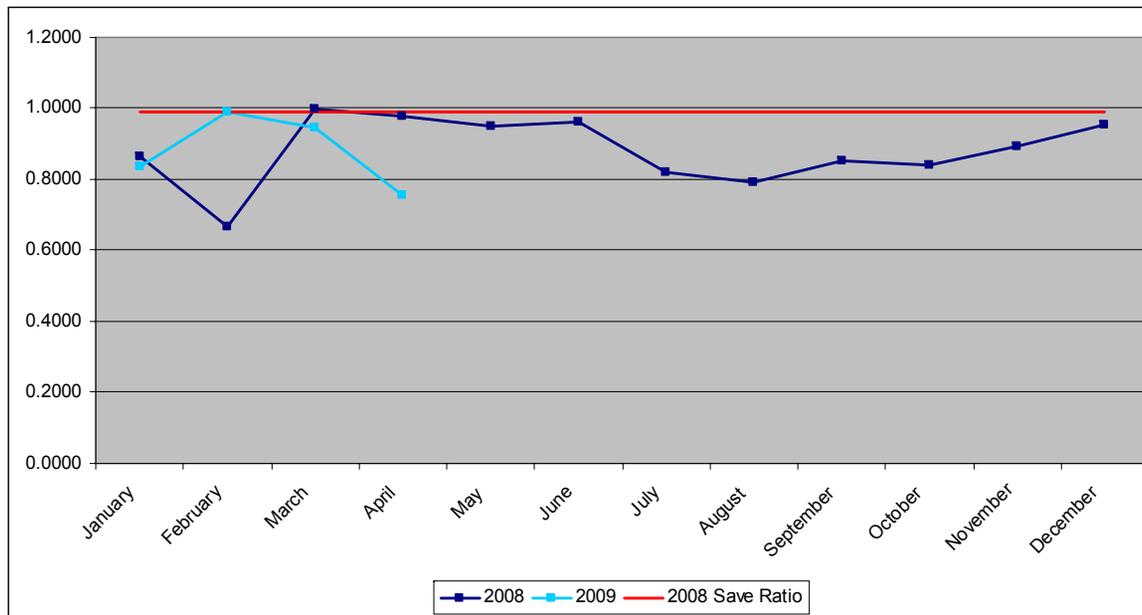
- Increase public safety through cooperation with police to target known offenders to continue the decrease in arsons

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2008	4	2	1	5	3	4	5	7	6	3	9	3
2009	0	1	1	0								

# ROCKSTAT

Better Governing Through Accountability

**Measure: Fire Dollar Loss**  
**2008 Save Ratio: 98.59%**



## Analysis

- Rockstat District 2
  - 2008 YTD: 99.51%
  - 2008 YTD: 94.45%
- City
  - 2008 YTD: 98.58%
  - 2009 YTD: 95.96%
- In this area, there was a low save rate of 75.73% in the month of April due to low value house fires and car fires with total losses.

## Strategic Plan

- Show reduction in property loss by 25%

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2008	86.66%	66.70%	99.99%	97.89%	94.89%	96.17%	81.93%	79.17%	85.38%	83.95%	89.25%	95.45%
2009	83.59%	99.07%	94.54%	75.73%								