



THE CITY OF
ROCKFORD
ILLINOIS, USA

ROCKSTAT

MARCH 11, 2010

Public Works Department

March 2010

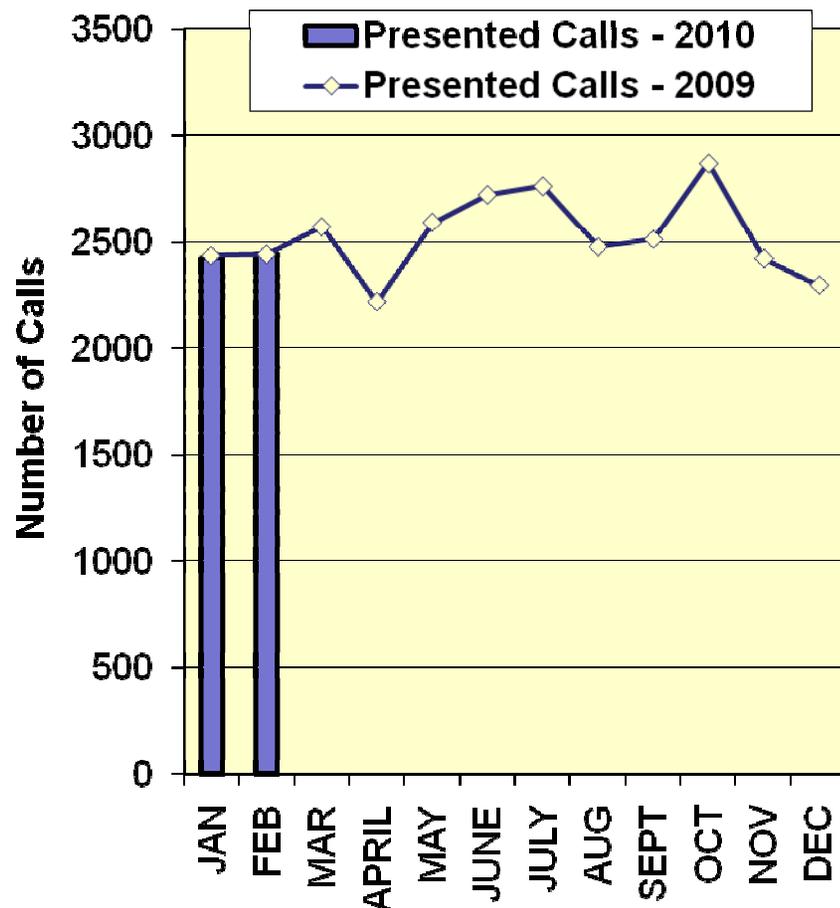
- Jeremy Bahr, Kwame Calvin, Tim Holdeman
- Marcy Leach, Mark Stockman

Public Works - Water Division

- Jeremy Bahr, Manager of Operations – Production and Customer Service
 - Greg Cassaro, Manager of Operations - Distribution
 - Tim Holdeman, Water Superintendent

44% increase in number of calls since Monthly Billing (January 2009) from 1750 to 2530

*Measure: Water Division Call Center
Number of Calls for Service*



Analysis

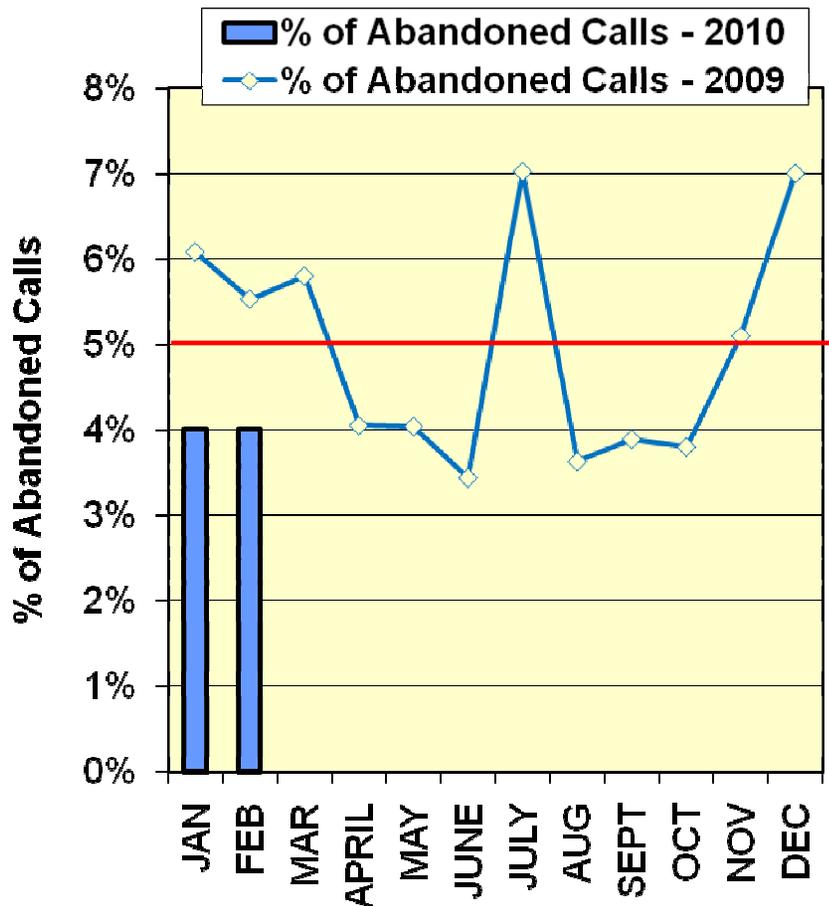
- Received 2440 calls for service in February
- Slightly (3%) below annual average of 2530
- Virtually identical to same period last year
- Variability in call volume is about 25% (generally lower in winter)

Strategic Plan

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

Measure: % of Presented Calls Abandoned
Benchmark: 5%

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



Analysis

- Average % of Abandoned Calls in February was 4.0%
- Below (better) than Average for 2009 (4.9 %)
- Better than same period last year (5.5%)
- Requires daily management of staffing levels to ensure adequate phone coverage

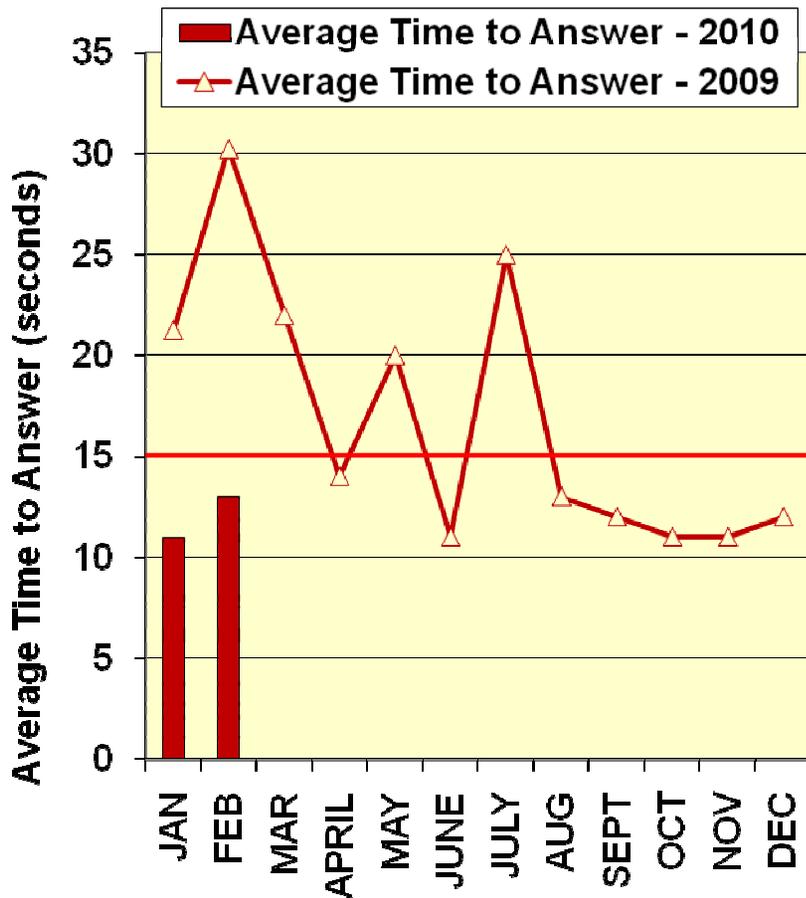
Strategic Plan

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

Average Time to Answer Benchmarks

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

Measure: Average Time to Answer
Benchmark: 15 seconds



Analysis

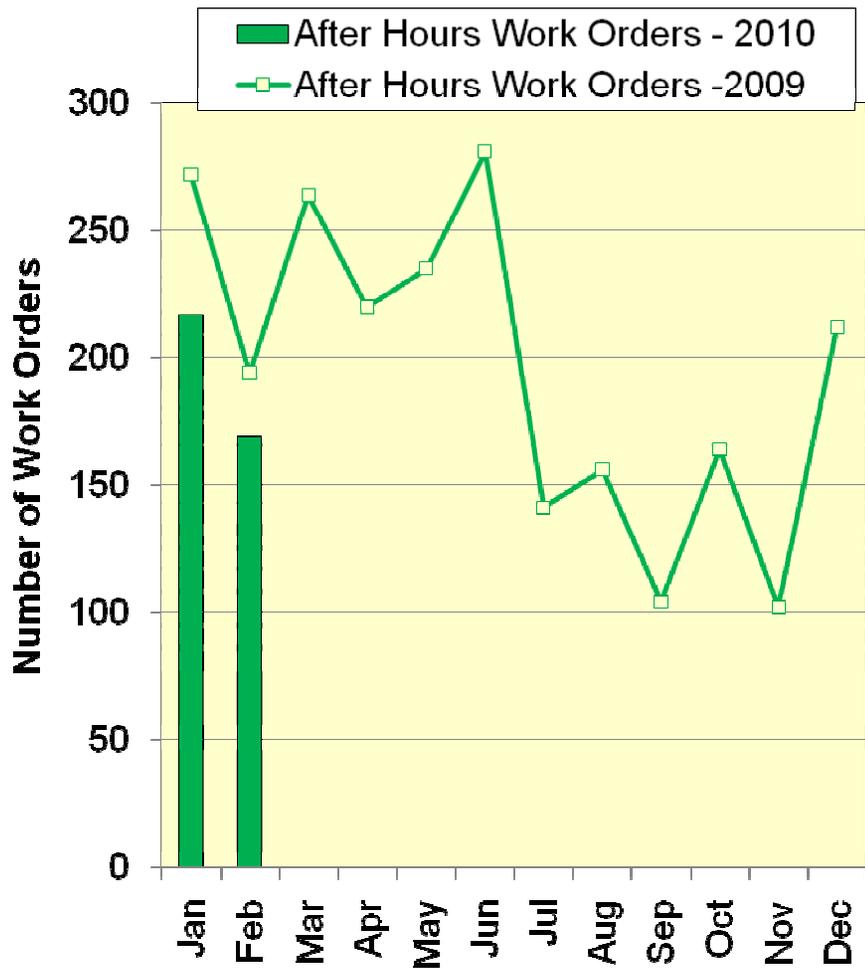
- Average Time to Answer in February was 13 seconds (less than 2 rings)
- Below (better) than Average for 2009 (17 sec.)
- Considerably better than same period last year (30 seconds)
- Requires daily management of staffing levels to ensure adequate phone coverage

Strategic Plan

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

*Measure: Water Production Operations Center
Number of After-Hours Work Orders*

After Hour Work Orders – Monthly Stats			
	<u>Min</u>	<u>Max</u>	<u>Avg</u>
2008	114	192	177
2009	102	281	195
2010 YTD	169	217	193



Analysis

- Created 169 After-Hours Work Orders in February 2010
- 13% lower than 2009 Annual Average of 195
- 13% lower than February 2009
- About 25% of the calls YTD for Plowing
- About 33% of the calls YTD for Water Services

Strategic Plan

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

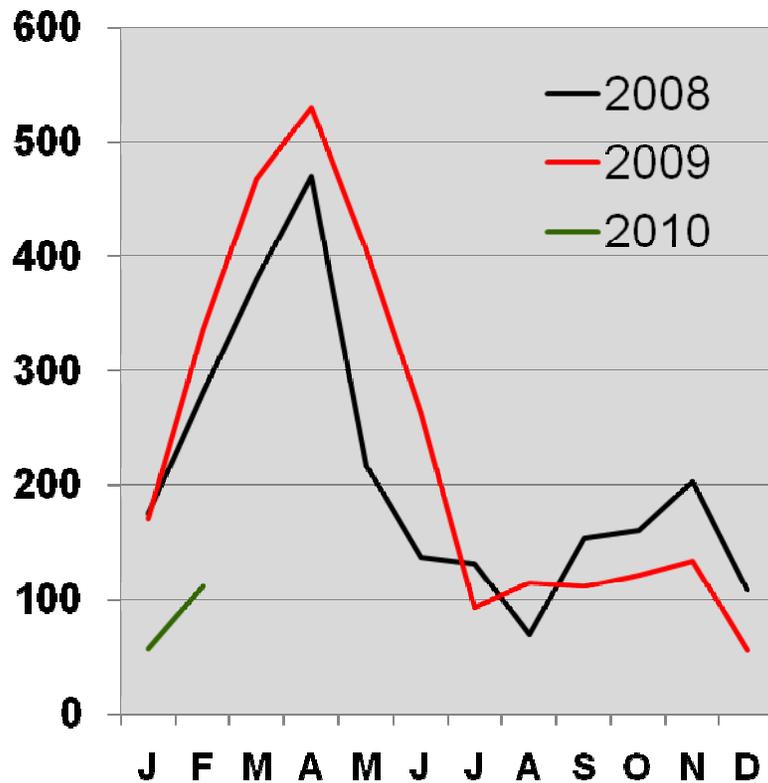
STREET DIVISION

- City-Wide
- Street Maintenance Section

Street Maintenance Section Pothole Patching

Measure: Pothole Requests

Benchmark: Reduce Number of Pothole Requests by 30%



Analysis

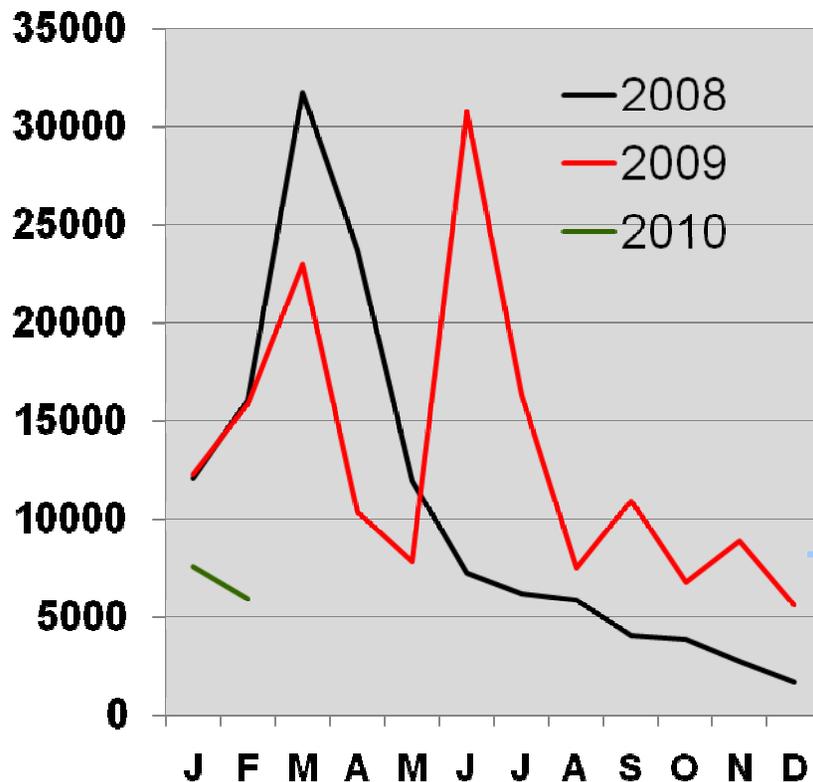
- Jan. & Feb. 2010 has shown a 67% reduction in Hansen requests for pothole patching as compared to same period 2009.
- Reduction is attributed to more aggressive pothole patching throughout the winter, the effect of the CIP Program, and milder winter weather.

Strategic Plan

Public Safety

Street Maintenance Section Pothole Patching

Measure: Number Potholes Patched
Benchmark: 8500 Per Month



Analysis

- Fewer chronic pothole areas this season that require daily or weekly attention.
- Reduction in # of Potholes patched is attributed to chronic areas becoming smaller thus crews are spending more time travelling from one job site to the next . Snow events (6) in 2010 reduced # of crews in subsequent days following snow operations.

Strategic Plan

Public Safety

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Better Governing Through Accountability

Rockford Police Department 3/11/2010

Scorecard as of 2/28/10

Rockford Police Department Scorecard

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Group A Offenses													
Benchmark	1,823	1,538	2,049	2,125	2,302	2,148	2,384	2,427	2,280	2,278	2,009	1,733	3,362
2010	1,514	1,198											2,712
Group B Offenses													
Benchmark	1,443	1,384	1,483	1,458	1,522	1,422	1,509	1,387	1,428	1,386	1,316	1,075	2,827
2010	1,197	1,144											2,341
Total Criminal Offenses													
Benchmark	2,834	2,922	3,531	3,583	3,824	3,570	3,893	3,814	3,708	3,664	3,325	2,808	5,756
2010	2,711	2,342											5,053
Percent Group A Offenses Cleared by Arrest or Exception													
Benchmark	40.3%	46.3%	36.0%	35.6%	37.3%	33.7%	30.8%	29.7%	32.1%	31.3%	32.1%	35.3%	43.5%
2010	37.6%	55.7%											44.5%

**benchmark is the average of 2007-2009.

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

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Rockford Police Department District 3



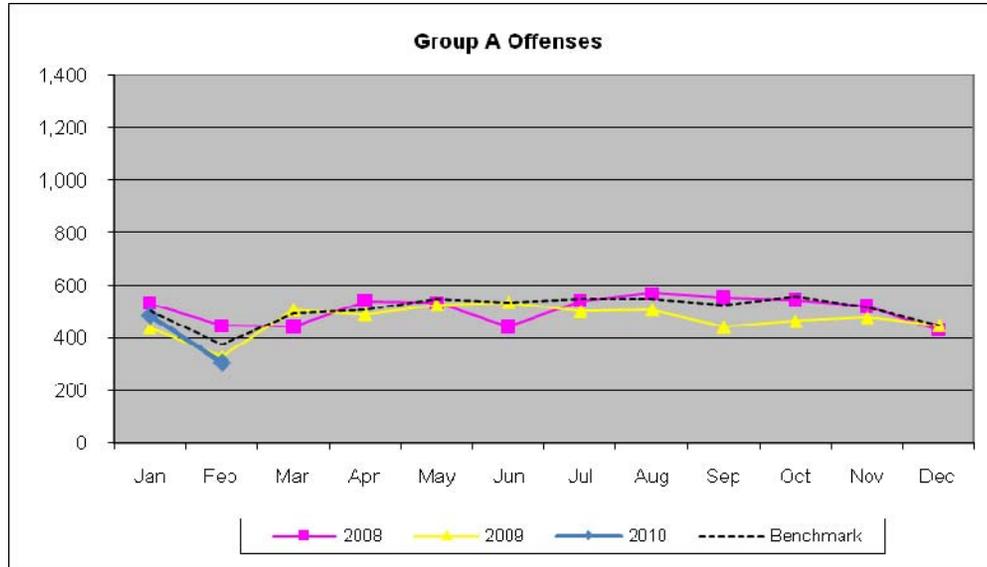
District Three Commander
Lt. Christine Bishop
815-987-5824

District Three Team					
SERGEANT ASSIGNMENTS					
AREA 08		AREA 09		AREA 10	
					
Sgt. Hooks	Sgt. Hoey	Sgt. Perry	Sgt. Ogden	Sgt. Dalke	Sgt. Oblinger
Traffic Issues	Community Policing	Parolee and Warrants	Parolee and Warrants	Public Housing	Traffic Issues
AREA 08		AREA 09		AREA 10	
NEIGHBORHOOD ENFORCEMENT SPECIALIST					
Nate Wolf 815-209-6298		Liz Jurasek 815-298-1327		Nate Wolf 815-209-6298	
COMMUNITY SERVICES					
Officer Elizabeth Hughes 815-967-6715		Officer Jeff Andrews 815-987-8276		Officer Mark Sanders 815-987-8274	
BURGLARY DETECTIVES					
Det. Stovall			Det. Swenson		
AREA 08		AREA 09		AREA 10	
DAY SHIFT					
Officer S. Tomasino Officer Kvoil		Officer Gulbrantson Officer J. Dobran		Officer Brannum Officer Clark	
AFTERNOON SHIFT					
Officer Farmer Officer Freese		Officer Kuznets Officer C. Boeke		Officer Fick Officer A. Dobran	
EVENING SHIFT					
Officer Garnhart Officer Squires		Officer Basile Officer Trout		Officer Berghund Officer Cruz	

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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 by 36.98% from January 2010 and by 7.58% compared with February 2009.
- There were increases in Motor Vehicle Theft (4 offenses) and Drug/Equipment Violations (9 offenses).
- Noteworthy decreases from January 2010 were seen in Assault (-27.85%), Burglary (-56.25%), Shoplifting/Larceny (-30.89%), Burglary/Theft to MV (-30.61%), Destruction/Damage/ Vandalism (-45.61%), and Weapon Law Violations (-4 offenses).

Strategic Plan

Create a Safer Community:

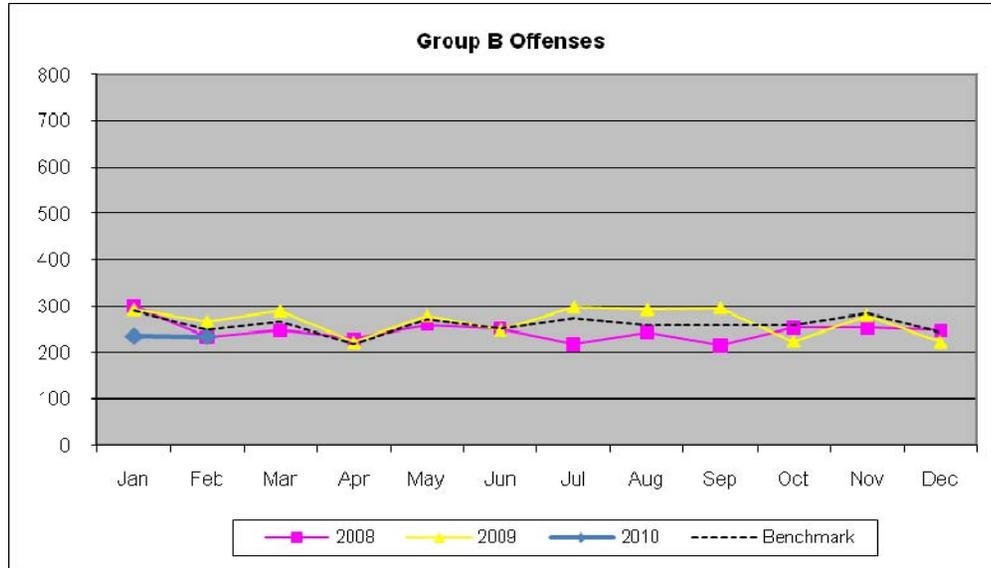
- Continue current enforcement strategy.
- Directed patrols as identified.
- Decoy squads.
- Reverse 911.

Group A	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2009	440	330	508	491	527	536	502	509	443	464	479	449
2010	484	305										

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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 0.43% from January 2010 and 12.36% compared with January 2009.
- There was a 63.16% increase in Disorderly Conduct.
- Most other Group B offenses decreased, including Family Offenses which decreased by 21.62%.

Strategic Plan

Create a Safer Community:

- Coordinate traffic enforcement with crash and crime reduction strategy.

Group B	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2009	293	267	290	222	280	249	298	293	296	224	280	223
2010	235	234										



Dispatched Calls for Service - Top 100 Locations

March 09, 2010



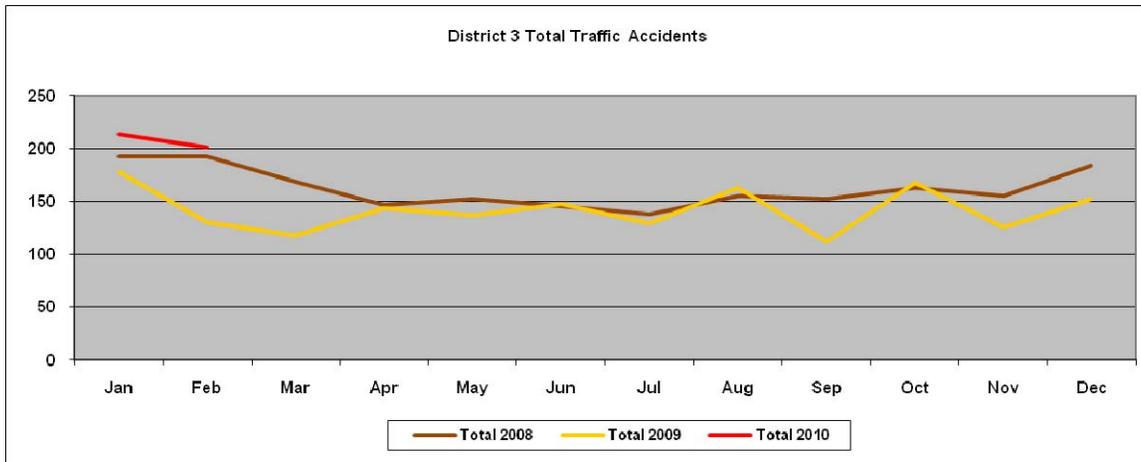
Locations sorted by total dispatched CFS in last 28 days-
excludes hospitals, Justice Center, PSB, intersections.
Double-click on Address to get CFS detail.
Then click on BLUE Case # to open NetRMS report.

		CFS for Last 28 Days				Reports Written Last 28 Days
		Mar 2 - Mar 8	Feb 23 - Mar 1	Feb 16 - Feb 22	Feb 9 - Feb 15	
7219 WALTON ST	Walmart	9	14	8	12	11
3902 W RIVERSIDE BLVD	WAL MART	14	8	10	11	14
3849 NORTHRIDGE DR	WALMART	8	11	5	7	11
4104 AUBURN ST	AUBURN MANOR APTS	5	10	11	5	4
1000 CHAMBERLAIN ST	ROCKFORD HOUSING AUTHORITY	6	8	6	9	9
505 SEMINARY ST	ROCKFORD HOUSING AUTHORITY	7	4	5	5	8
1321 SANDY HOLLOW RD	KMART	5	5	7	2	11
4846 E STATE ST	Stash O'Neils	2	2	11	2	3
707 N COURT ST	ANCHOR GROUP	3	2	4	7	5
922 KILBURN AVE	Almart	4	9	0	3	3
1900 N ROCKTON AVE	West Middle School	2	5	5	3	8
2622 CHARLES ST	Amoco	4	3	5	3	3
2929 CHARLES ST	East High School	6	4	3	1	9
3551 ELM ST	RHA	3	2	4	5	4
4850 E STATE ST	TRAVELODGE	5	0	4	5	2
515 SEMINARY ST	Rockford Housing Authority	3	2	5	4	4
2642 CHARLES ST	LOGLI	3	2	6	2	7
3134 11TH ST	HILANDER	5	4	2	1	3
715 W STATE ST	ROCKFORD RESCUE MISSION	5	3	2	2	5
7675 WALTON ST	HILTON GARDEN INN	3	4	4	1	0
7801 E STATE ST	Clock Tower	1	2	3	6	1
1030 E STATE ST	CIRCLE K GAS STATION	3	4	3	1	1
1634 S MAIN ST	LORADO LIQUORS	3	3	2	3	1
3150 N ROCKTON AVE	LOGLI'S SUPERMARKET	2	5	3	1	2
3710 AUBURN ST	MCDONALD'S	6	2	1	2	4
4145 SAMUELSON RD	Jefferson High School	1	4	5	1	1
1015 W JEFFERSON ST	ROCKFORD HOUSING AUTHORITY	2	2	5	1	1
2914 W STATE ST	WAYLOW GAS	3	5	2	0	1
4404 E STATE ST	ALPINE INN	4	2	2	2	4
5620 SPRING CREEK RD	GUILFORD HIGH SCHOOL	3	2	2	3	2
1019 BROADWAY	BROADWAY LOUNGE	0	3	4	2	2
1400 8TH ST		2	6	1	0	9
1441 KISHWAUKEE ST	MCDONALDS	3	0	3	3	4
4007 E STATE ST	SHOOTERS BAR	2	2	4	1	1
4120 AUBURN ST	AUBURN MANOR APARTMENTS	6	0	0	3	4
511 N CHURCH ST	ROCKFORD HOUSING AUTHORITY	2	1	3	3	2

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Measure: Traffic Accidents

Better Governing Through Accountability



Analysis

- Total District 3 accidents decreased 5.63% from January 2010 but increased 4.15% compared with February 2009.
- Total % Hit & Run Accidents decreased from 22.54% in January 2010 to 20.40% in February 2010.
- The number of people arrested for DUI (12) was lower compared with both January 2010 (16) and February 2009 (14).

2009	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Fatality	0	0	1	2	1	0	1	0	0	0	0	0
Injury	32	24	18	31	28	29	21	31	30	36	26	27
Non-Injury	235	169	154	155	160	171	136	177	158	232	164	245
Total	267	193	173	188	189	200	158	208	188	268	190	272
# H&R	54	34	30	29	33	37	31	40	38	40	45	54
% H&R	20.22%	17.62%	17.34%	15.43%	17.46%	18.50%	19.62%	19.23%	20.21%	14.93%	23.68%	19.85%

2010	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Fatality	0	0										
Injury	29	24										
Non-Injury	184	177										
Total	213	201	0									
# H&R	48	41										
% H&R	22.54%	20.40%	#DIV/0!									

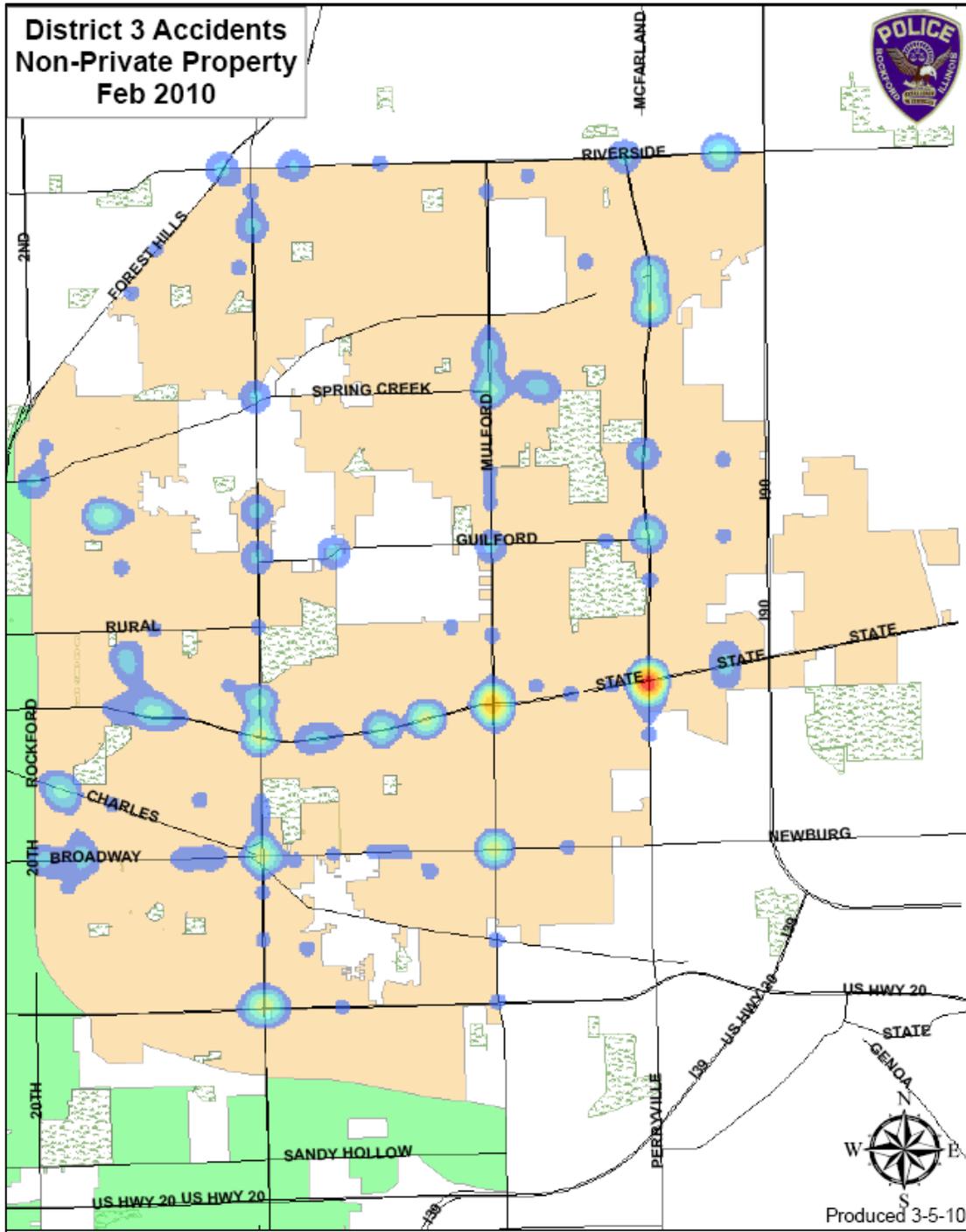
People Arrested for DUI												
DUI	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2008	23	16	21	18	21	19	23	28	13	24	24	20
2009	17	14	17	17	21	19	15	22	17	17	25	29
2010	16	12										
% Change	-5.88%	-14.29%	-100.00%	-100.00%	-100.00%	-100.00%	-100.00%	-100.00%	-100.00%	-100.00%	-100.00%	-100.00%

Strategic Plan

Create a Safer Community:

- Focus enforcement activity in high incident intersections.

District 3 Accidents
Non-Private Property
Feb 2010



Produced 3-5-10



Victim / Offender Relationships in 2010
(Arrestees Only)

March 01, 2010

Number of Incidents 277
 Number of Victims 348
 Number of Unique Relationships 404

Victim was:	Type of Crime				
	Murder	Forcible Sex Offenses	Robbery	Aggravated Assault	Simple Assault
Family					
Spouse	0	0	0	5	13
Ex-spouse	0	0	0	0	0
Boyfriend/girlfriend	0	0	0	13	53
Child/stepchild	0	0	0	3	9
Sibling/stepsibling	0	0	0	2	14
Parent/stepparent	0	0	0	2	25
Other relative	0	0	0	3	13
Acquaintance/friend	0	0	3	14	83
Stranger	0	0	8	29	110

Family	0.0%	0.0%	0.0%	39.4%	39.7%
Acquaintance/friend	0.0%	0.0%	27.3%	19.7%	25.9%
Stranger	0.0%	0.0%	72.7%	40.8%	34.4%

Other relative includes grandparent, grandchild, in-law, child of boyfriend/girlfriend and other family member.

Acquaintance/friend includes neighbor, employee, employer, babysittee (the baby), and otherwise known.

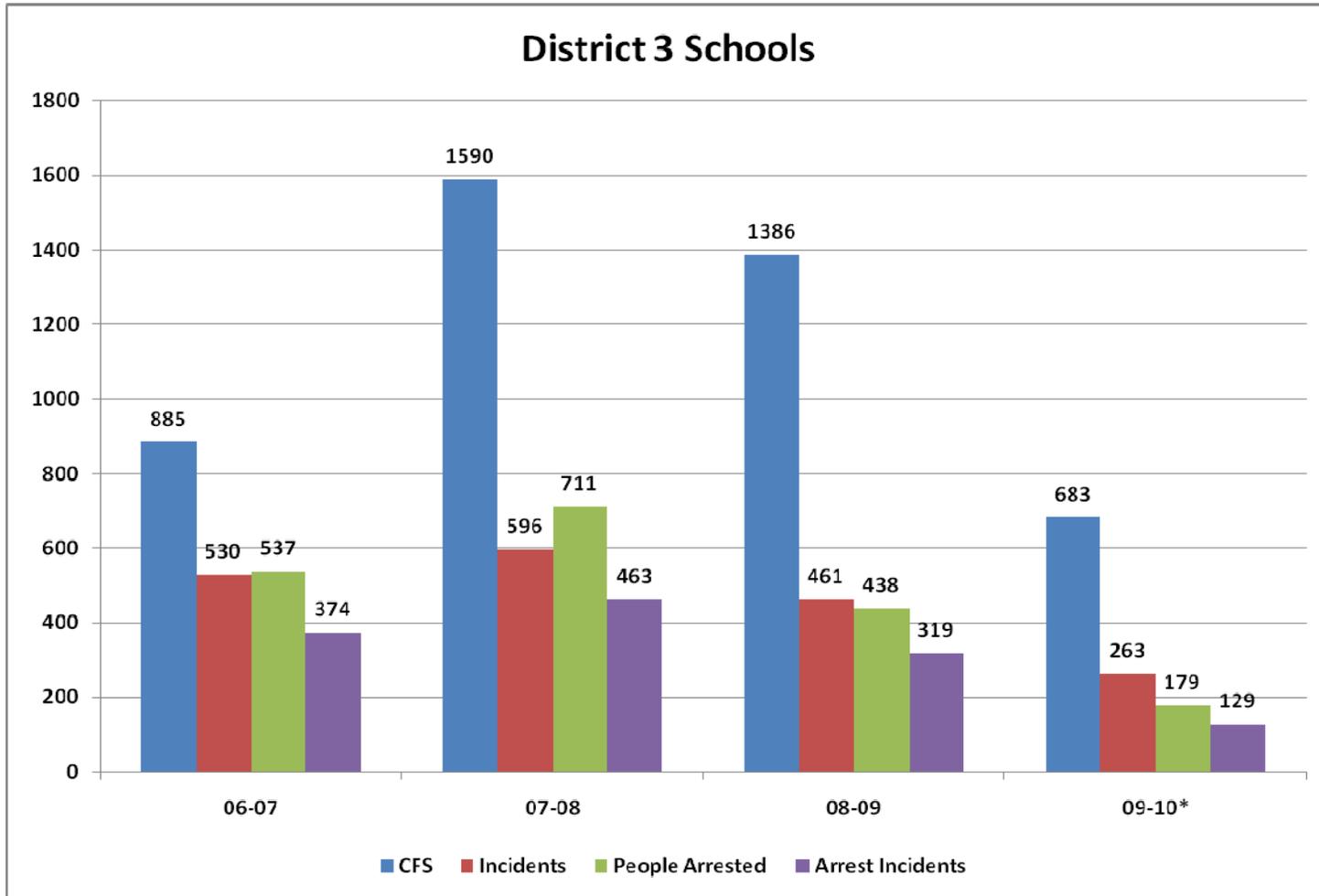
Grand totals do not match overall counts due to the complexity of multiple offenses, multiple offenders and multiple victims in some incidents.

The counts represent the relationships of the victims in crime incidents to those who were arrested. They are not crime offense statistics.

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Measure: District 3 School Incidents, CFS, and Arrests

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*SY 2009-10 through February 28

**All data for M-F, 7am-7pm, Sep 1 - May 31.

**All data based on address of school. May include incidents, such as traffic, that are not directly school related.

**There may be multiple offenses in an incident.

**Arrest data is based on the Arrest Address, not the Offense Address.



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Community Development Planning

- Jonah Katz

Kishwaukee Corridor Revitalization Plan

Metrics

- *Infrastructure improvements to support modern industrial needs*
- *Reconfigure one-way street pairs along 2nd and 3rd Streets to allow bi-directional traffic flow*
- *Evaluate construction of an interchange at Kishwaukee Street and U.S. 20*
- *Enforce high standards for key high-visibility elements within the built environment of the Corridor*
- *Purchase and stabilize key structures for future adaptive re-use*
- *Offer educational resources for the use of “green” strategies*

OTHERS:

Actively pursue federal, state, and regional brownfield remediation funding

Continue communication and organization activities of the Kishwaukee Street Corridor Roundtable (Empowerment Group)

Progress measures

- **Improvements made**
 - **Buckbee to Harrison Avenue**
 - **Buckbee to 10th Avenue**
 - **Resurfacing 10th Avenue to Whitman Street interchange**
 - **Reconfiguration / re-development 10th Avenue Park**
- **Studies for 2nd and 3rd Street / U.S. 20 Interchange**
- **Movement on properties (Rock River School, Counselor Scale, & 2501 Kishwaukee)**
- **Waste-to-Profit Network meetings**

Actively pursue federal, state, and regional brownfield remediation funding

Undertake streetscape upgrades at key “gateway” entry points to the corridor

Upgrade facades of businesses fronting Kishwaukee Street

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Better Governing Through Accountability

Economic Development

- Geographic Area 3
- Robert Lamb & Jovita Donahue

Economic Development Score Sheet

		Monthly Performance	2010 Annual Target	2010 Actual Total	1st Qtr Goal	Jan-Mar
Commercial New & Retained Projects	District 1		0	0		
	District 2		0	0		
	District 3		0	0		
	Total		9	0	2	2
Industrial New & Retained Projects	District 1		0	0		
	District 2		0	0		
	District 3		0	0		
	Total		8	0	1	1
New Jobs	District 1		n/a	0		
	District 2		n/a	0		
	District 3		n/a	0		
	Total		250	0	60	8
Retained Jobs	District 1		n/a	0		
	District 2		n/a	0		
	District 3		n/a	0		
	Total		250	0	60	31
Total Investment	District 1			\$0	\$ -	\$ -
	- Commercial		n/a	\$0		
	- Industrial		n/a	\$0		
	District 2			\$5,000,000	\$ -	\$ 5,000,000
	- Commercial		n/a	\$0		
	- Industrial		n/a	\$5,000,000		\$ 5,000,000
	District 3			\$0	\$ -	\$ -
	- Commercial		n/a	\$0		
- Industrial		n/a	\$0			
Total			\$5,000,000	\$ -	\$ 5,000,000	

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Construction and Development Services Division

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THE CITY OF ROCKFORD ILLINOIS, USA [Exit this survey >>](#)

Construction and Development Services Division Customer Satisfaction Survey

Service Characteristics

Please take a few minutes to complete this survey on the quality of service we provide. We welcome your feedback and appreciate your honesty. The survey is anonymous and with your help, we hope to strengthen our services to our citizens and those who do work in the City of Rockford.

*** 1. Please select the area of the Construction and Development Services that you did business with.**

Construction Annexation Planning/Zoning Subdivision

*** 2. What was your primary method of doing business?**

Over the Counter Email Online
 Phone Facsimile
 Other (please specify)

*** 3. What services did we provide?**

Permit Zoning Board of Appeals Application Liquor Advisory Board Application
 Inquiry Inspection
 Other (please specify)

Link on Website

Construction and Development Services Customer Satisfaction Survey

Construction and Development Services Customer Satisfaction Survey. Please take a moment to complete our survey in order for us to measure, monitor, maintain, and improve our customer service to you and those working with us.

Go to Survey: [Click Here](#)

Link on Email Signatures

Thank You
Jessica Roberts, Planner II

City of Rockford
425 E. State Street
Rockford, IL
p.815-987-5612 f.815-967-4243

[Click here to take a brief customer service survey](#)

10 Minutes + 10 Questions = Programs and Benefits for
Please complete your Census forms when they arrive in f

In the month of February staff completed and implemented the Construction and Development Services Division's Customer Satisfaction Survey made up of 19 questions.

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Better Governing Through Accountability

2009 International Code Update

- The Construction and Development Services Division is in the process of reviewing the 2009 International Codes for local adoption.
- The purpose of this update is to review the latest code for local adoption, while considering local amendments as part of the adoption process.
- This review process started internally in December and in February. We started meeting with the seven committees. Each committee reviewing the different aspects of the Commercial Building Codes, Residential Codes, Fire Codes, Property Maintenance Codes, Mechanical Codes, and for the first time, the Existing Building Code.



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2009 International Code Update

- The Seven Committees consist of 42 members representing the construction industry. The committee members were made up of Building Board of Appeals members, architectural and engineering professionals, representatives from the home building industry, commercial building industry and fire suppression industry. The Mechanical Board and Electrical Commission will also take part in the code update process.
- Northern Illinois AIA, Northern Illinois Building and Contractors Association and the Home Builders Association of the Greater Rockford Area were represented in this review process.
- City staff support has also been provided by the Fire Department, Legal Department, and the Public Works Department.
- To date, the committees have spent a combined total of 500 hours reviewing the various codes.



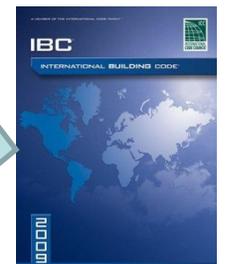
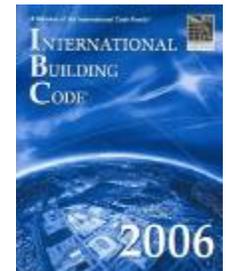
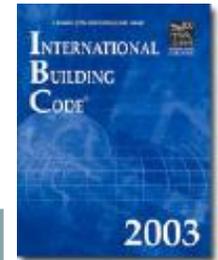
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2009 International Code Update

Why Adopt a New Model Code?

- The model code organizations are constantly working to update their codes to incorporate latest research results and building technologies. As a result, newer codes are generally better and safer.
- If codes are not updated on a regular basis, inefficiencies start to develop in the building regulatory system. Design professionals and contractors will increasingly seek appeals to permit the use of design of the latest technologies.
- For this reason, it is generally recommended that the latest editions of codes be adopted on an ongoing basis. At a minimum codes should be updated every three to four years.
- The City did not adopt the 2006 Codes, instead opting to wait until the 2009 Codes were published. This has caused some difficulty in the committee review and staff review process.



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2009 International Existing Building Code

- The basis of the Existing Building Code is the definition of “Levels” of work. These “level” classifications are utilized to define the scope of improvements required to bring the building into code conformance based upon the scope of work. They include repairs as well as greater than 50% of the area being renovated.
- It also includes provisions where the scope of work is considered a “change of occupancy”, or where the scope of work is taking place in a historic structure.
- The code provides multiple options to establish the scope of improvements needed in existing buildings, prescriptive based and performance based options.
- This code allows for the re-use of existing buildings, while at the same time, establishing the life safety and building improvements needed to maintain safe code complaint structures.
- The Existing Building Code is not a maintenance code, as it is only utilized when work is occurring in the structure.



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2009 International Residential Code

- There have been significant changes in the 2009 International Residential Code in regard to fire safety.
- New townhome structures are required to be fully suppressed, and new one and two family dwellings would be required to be fully suppressed January 1, 2011.
- Although the final draft language is still being written, tentatively, the committee has agreed to delay this requirement until 2015. This would allow the stakeholders to research products and define requirements needed to make sure all involved have a full understanding of the requirements.
- Stakeholders include Construction and Development Services Division, Fire Department, Water Department, Public Works, Illinois Department of Public Health and Home Builders Association.
- For new construction, the Residential Code, along with the Energy Code, mandate energy efficiency minimums for building envelope, lighting and mechanical systems.
- For new construction, the Residential Code adds the requirement for carbon monoxide detectors installation.



Neighborhood Development

- District #3

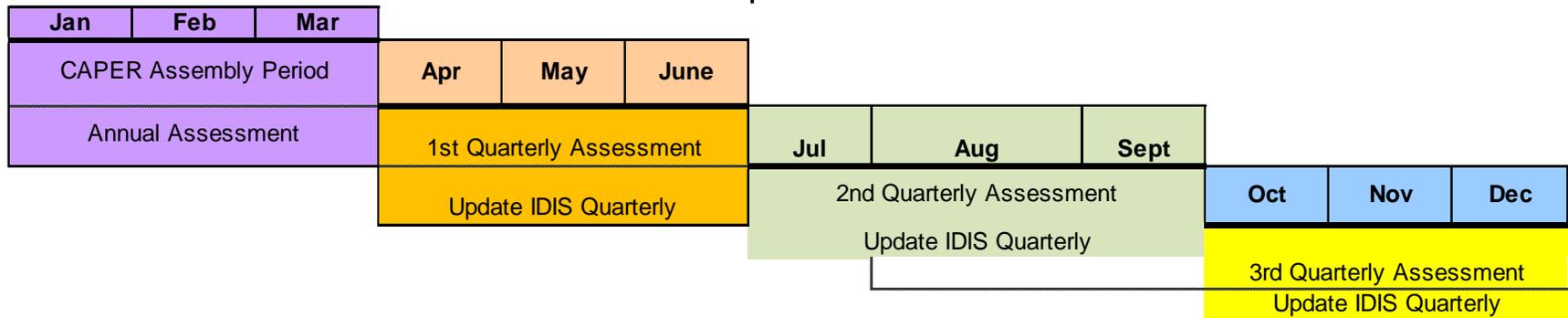
Vicki Manson & Dwayne Collins

ROCKSTAT

Measure: The Overall Effectiveness of Formula Funded Grant Programs

Benchmark: Complete Consolidated Annual Performance and Evaluation Report (CAPER) and Submit to HUD By 3/31 Annually

CAPER Preparation Timeline



CAPER Process

- Update IDIS quarterly
- Assess activities and dollars spent throughout the year
- Coordinate final year-end draws with Finance Department
- Perform final year-end updates in IDIS
- Complete required CAPER narratives
- Assemble draft report and make available for public review and comment for 15 days
- Perform adjustments to final report and submit to HUD



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Housing Programs

Monthly Performance	2010 Annual Target	1st Qtr Tgt	1st Qtr
*Focus/Strategy Areas (owner occupied)	18	3	2
Applications		0	47
Denials		0	29
District #1 Assisted	12	3	2
District #2 Assisted	6	0	0
Senior/Disabled assisted (City-Wide owner occupied)	11	6	3
Applications			4
Denials			3
District #1 Assisted			2
District #2 Assisted			1
District #3 Assisted			0
Water Hook-up Program (City-Wide owner occupied)	11	2	1
Applications			1
Denials			0
District #1 Assisted	0	0	1
District #2 Assisted	0	0	0
District #3 Assisted	0	0	0
NSP Redeveloped Units Committed	8	4	0
District #1	0	0	0
District #2	0	0	0
**Rehab & New Construction Projects (units)	29	0	0

***Income & Area Restrictions apply. Focus/Strategy Areas include:**

- South Main (D1)
- Hope VI (D1)
- Ellis Heights Weed & Seed (D1)
- Gilbert Ave. (D1)
- Blaisdell (D1)
- College/Seminary (D2)
- Kishwaukee St. (D2)
- CDBG (D1, 2, & 3)

**** Rehab & New Construction Projects (Units):**

- Church School (26)
- Youthbuild (2)
- Community Housing Development Organization (1)

Public Services and Facilities

Monthly Performance	2010 Annual Target	1st Qtr Tgt	1st Qtr
Healthy Neighbrhd Organizations Assis.	4	1	0
Applications District #1			43
Assisted Projects			0
Assisted People/Households			0
Multi-year Projects			0
Applications District #2			0
Assisted Projects			0
Assisted People			0
Multi-year Projects			0
Applications District #3			0
Assisted Projects			0
Assisted People			0
Multi-year Projects			0
RAMP - # of Households Assisted	13	1	0
District #1			0
District #2			0
District #3			0
RAAHC - # of Households Assisted	725	183	88
Discovery Center - Children Asstd	240	120	0

Demolitions and Acquisitions

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Monthly Performance	2010 Annual Target	1st Qtr Tgt	1st Qtr
# of Acquisitions	1	0	1
District #1		0	0
District #2		0	1
District #3		0	0
# of Demolitions	17	10	2
District #1	0	0	1
District #2	0	0	1
District #3	0	0	0
Demos (NSP)	11	5	0
District #1	0	0	0
District #2	0	0	0

Homebuyer Programs (Income restrictions with exception of TIP)

Monthly Performance	2010 Annual Target	1st Qtr Tgt	1st Qtr
*Homebuyer Assistance (DH & 3rd party)	29	0	1
Applications			7
Denials			9
REACH Illinois	4	0	0
Applications			0
Denials			0
District #1			0
District #2			0
District #3			0
Tax Incentive Prgm-No Income Restriction	3	0	0
Applications			0
Denials			0
District #1			0
District #2			0
NSP Homebuyers Assistance	4	0	0
Applications			2
Denials			1
District #1			0
District #2			0

Homebuyer Assistance (DH & 3rd party) includes:

- Down Home program (12 units)
- Petry (6 units)
- Lincolnwood Estates (1 unit)
- 224 Foster
- 212 Concord
- 218 Concord
- 3423 Chestnut
- 727 Pierpont
- 722 S. 5th St.
- 1012 Island Ave.
- 1XXX Island Ave.
- Whitman/Rockton
- 2028 Elm St.



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Miscellaneous

Monthly Performance	2010 Annual Target	1st Qtr Tgt	1st Qtr
Rehab: Ave time from App-Completion	228	0	0
HUD Reports			0
CAPER	100%	100%	66%
CAPER Quarterly Updates	100%	25%	25%
Consolidated Plan	0%	0%	0%
Annual Plan	100%	0%	0%
CDBG-R	100%	25%	25%
RAMP CDBG-R	100%	25%	25%
DRGR	100%	25%	25%

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Housing Code Enforcement

- Charlie Schaefer, Heather Swartz & Zach Andrews

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Code Enforcement		Monthly Performance	ICMA Comparable			Totals 2010
			Dec-09	Jan-10	Feb-10	
Monitor Requests for Service	# of Nuisance/Zoning Complaints		82	116	95	211
	2009 Nuisance/Zoning Complaint Benchmark:			77	226	303
	# of Unfounded Nuisance/Zoning Complaints	41.8	15	29	14	43
	# of Housing Complaints		32	39	37	76
	2009 Housing Complaint Benchmark:			67	36	103
	# of Unfounded Housing Complaints	33.5	5	2	10	12
Case Compliance Rate	% rate of Voluntary Compliance		85.22%	75.50%	92.81%	84.20%
	Avg. # of Days to Voluntary Compliance					
	% rate of Induced Compliance		10.43%	11.26%	7.19%	6.17%
	Avg. # of Days to Induced Compliance					
	% rate of Forced Compliance		4.35%	13.25%	0.00%	9.63%
	Avg. # of Days to Forced Compliance					
Case Type Trending	# of Nuisance Cases	299.32	83	67	99	166
	# of Zoning Cases	63.9	59	90	98	188
	Total # of Nuisance/Zoning Cases	363.22	142	157	197	354
	2009 Nuisance/Zoning Case Benchmark:			352	503	855
	# of Proactive Nuisance/Zoning Cases		87	76	123	199
	# of Housing Cases	147.6	41	20	36	56
	2009 Housing Case Benchmark:			34	32	66
# of Condemnations	15	17	6	15	21	
City Efficiency	Avg. # of Nuisance/Zoning Cases Per Inspector	29.86	28.4	31.4	39.4	35.4
	Avg. # of Days from Complaint to First Inspection (Nuisance)	4.6	5.7	2.2	2.4	2.3
	Avg. # of Days from Complaint to First Inspection (Zoning)	9.9	16.5	2.5	2.33	2.4
	Avg. # of Days from Inspection to Contract					0.0
	Avg. # of Days from Contract to Completion					0.0
	Avg. # of Days from Inspection to Hearing					0.0

Term	Definition
Benchmark	A standard established from previous year same time period.
Case	A complaint or proactive inspection that results in a violation being substantiated and enforcement proceeding.
Complaints	Calls or other requests made to our office.
Condemnation	A structure deemed un-inhabitable.
Forced Compliance	A case or violation brought into compliance by City's action to correct
Housing	Property Standard violations that include residential and commercial structures and the maintenance thereof.
ICMA Comparable	Comparable established by the average of municipalities responding with a population between 50,000 and 250,000. Data is based on 2008 stats compiled annually and divided by 12 for a monthly average.
Induced Compliance	A case or violation that is heard in administrative proceedings (code hearing) and a ruling is made as to the violation and actions to have the violation abated.
Nuisance	Weeds, Sanitation, Junk Vehicles and similar violations that can be contracted for forced compliance.
Voluntary Compliance	A case or violation brought into compliance by the property owner or person responsible in response to notification.

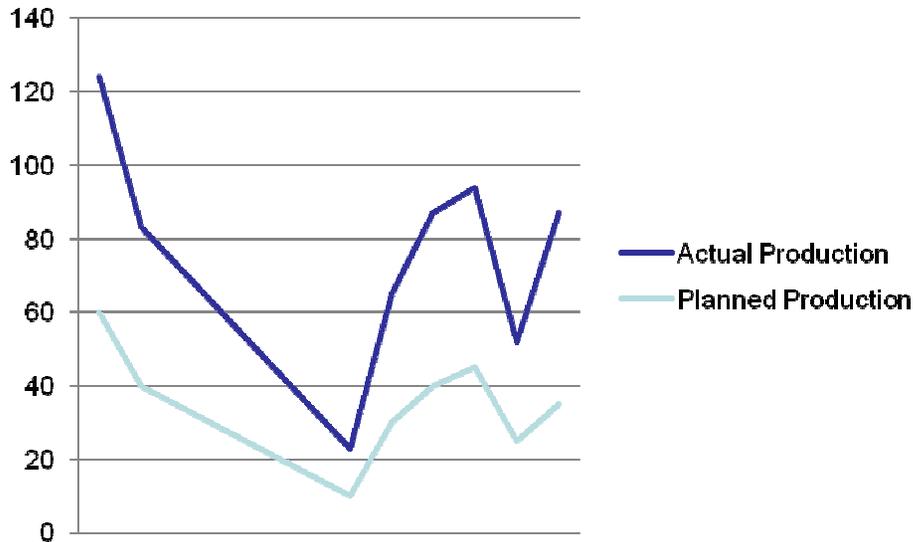
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Human Services

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Measure: Completion of Weatherization production per planned schedule
Benchmark: Actual weatherization production vs planned production



Analysis

Weatherization actual production has exceeded the planned production.

Strategic Plan

Promote self sufficiency through early intervention programs and support services.

	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Total
Planned Production	10	30	40	45	25	35	60	40	85	65	24	0	459
Actual Production	13	35	47	49	27	52	65	73	2	0	0	0	363
Planned Assessment	55	60	75	75	57	76	40	29	0	0	0	0	459
Actual Assessments	58	65	78	87	57	76	49	20	0	0	0	0	490

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Public Safety Rockford Fire Department

Rockstat District 3
Chief Derek Bergsten

District Chiefs

- Chuck Martini
- Steve Preiss
- Steve Bishop

Stations

- Station 4 (2959 Shaw Woods Dr.)
Engine 4, Charlie 12
- Station 5 (391 Trainer Rd.)
Quint 5
- Station 10 (3407 Rural St.)
Engine 10, Charlie 16
- Station 11 (2117 Calgary Ct.)
Engine 11, Charlie 28

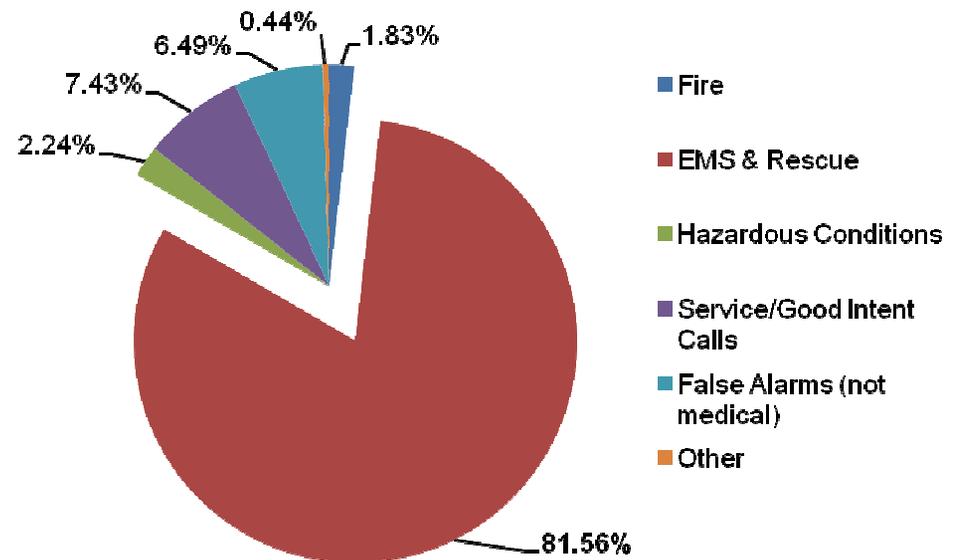
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EMS & Rescue Incidents

Better Governing Through Accountability

YTD Incidents		
	2009	2010
General Medical	2,909	2,569
Medical Alarm		35
Motor Vehicle Accident	152	145
Rescue/Extrication	12	16
Total	3,073	2,765

- 2,765 EMS & Rescue incidents YTD. This is equivalent to 1.95 incidents per hour.
- These incidents have decreased 8.32% from last year.
- On average, these incidents generally increase about 4% every year.
- EMS & Rescue incidents account for 81.56% of all incidents so far this year.
- The average fire apparatus (engine, quint, or ladder) has responded (actually arrived on scene) to about 13 fires this year, compared to about 212 EMS & Rescue incidents.
- Fire companies performed ALS procedures prior to ambulance arrival in 9.76% of these incidents.



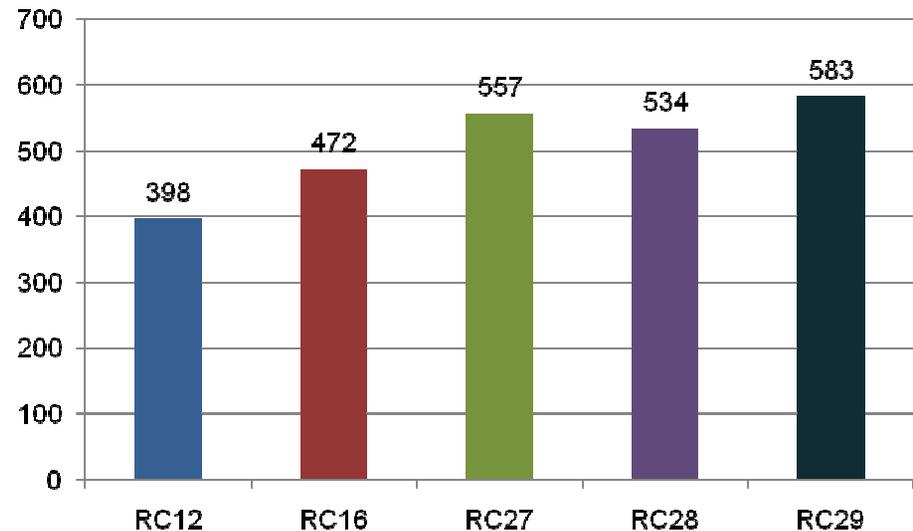
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EMS Patients

Better Governing Through Accountability

EMS Patients (1/1/2010-2/28/2010)					
Unit	ALS	Non-ALS	Total	Daily Avg.	% ALS
RC12	187	211	398	6.75	46.98%
RC16	150	322	472	8.00	31.78%
RC27	196	361	557	9.44	35.19%
RC28	204	330	534	9.05	38.20%
RC29	218	365	583	9.88	37.39%
Total	955	1,589	2,544	43.12	37.54%

- 2,544 total patient contacts made by ambulance companies. This is equivalent to 1.80 patients per hour.
- 2,339, or 91.94%, of these patients were transported.
- Hospitals
 - SWA: 1,227 (52.46%)
 - RMH: 676 (28.90%)
 - STA: 436 (18.64%)
- Typical patient is a 41-50 year old white female.
- 37.54% of these patients required ALS procedures to be performed prior to arrival at hospital.
- Continuous Chest Compression (CCC-CPR) for Cardiac Arrest patients
 - 8 qualifying patients (18-75 years old) in the month of February
 - 3 patients with return of spontaneous circulation upon arrival to hospital
 - 37.5% save rate

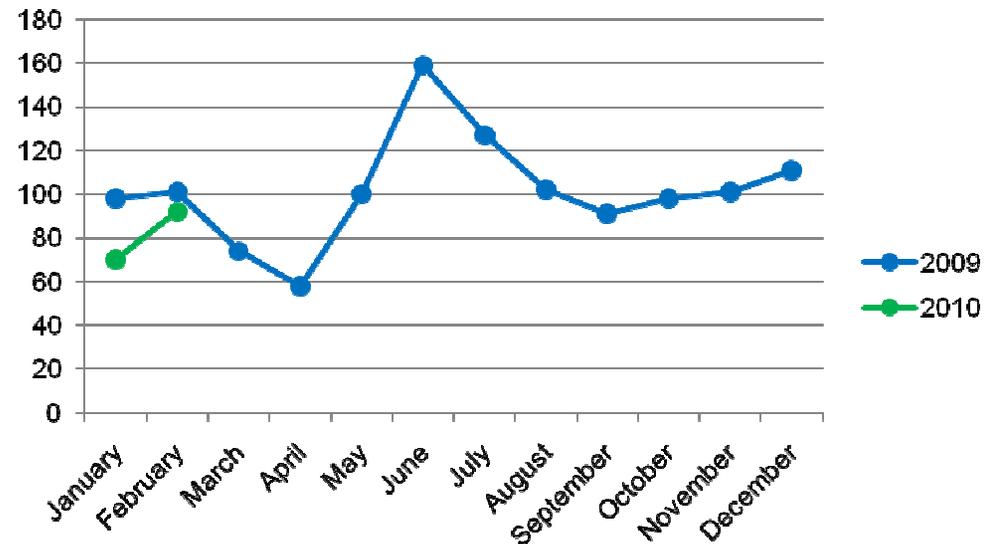


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Ambulance Responses

Better Governing Through Accountability

YTD Private Ambulance Responses			
	2009	2010	
January	98	70	
February	101	92	
March	74		
April	58		
May	100		
June	159		
July	127		
August	102		
September	91		
October	98		
November	101		
December	111		
YTD	199	162	-18.59%



- 162 total private ambulance responses YTD, or 2.75 per day.
- Private ambulance responses have decreased 18.59% from last year.
- An ambulance arrives first on scene prior to a fire apparatus in about 18% of incidents.

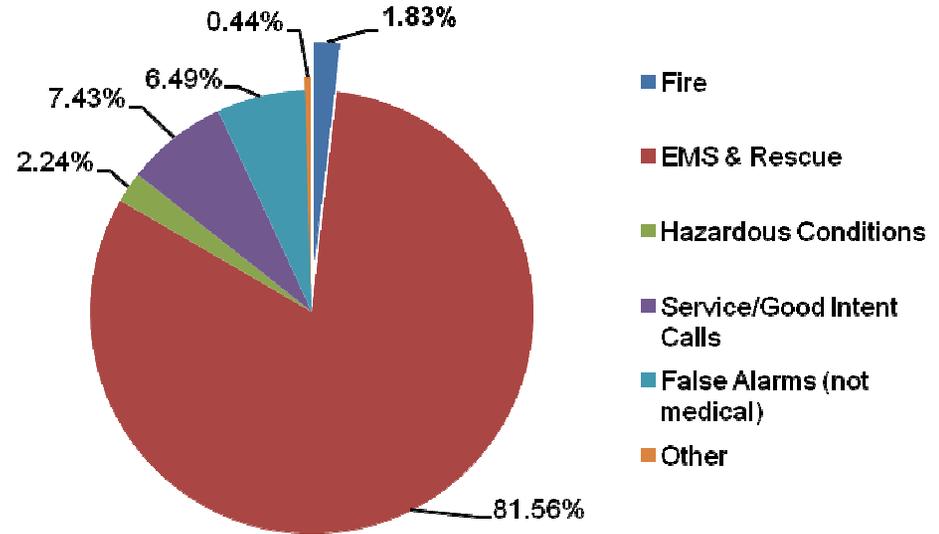
Ambulance Response Times (1/1/2010-1/31/2010)	
	Average
RFD	7:06
Private	13:33

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Fire Incidents

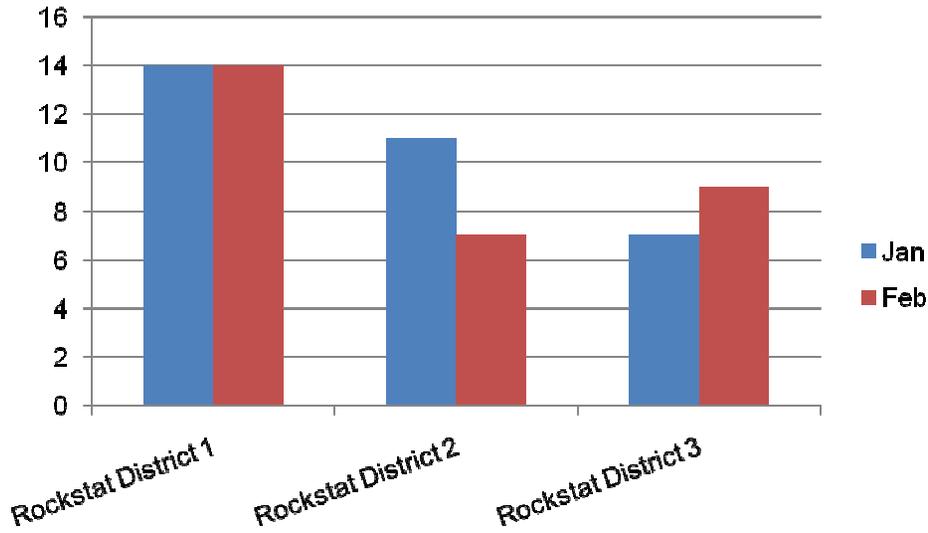
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YTD Incidents		
	2009	2010
Structure Fire	47	33
Vehicle Fire	20	20
Outside Fire	14	9
Total	81	62



- 62 total fires this year
 - Rockstat District 1- 28 (45.16%)
 - Rockstat District 2- 18 (29.03%)
 - Rockstat District 3- 16 (25.80%)

- 9 total arsons
 - 1 case cleared



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Fire Detail

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Rockstat District 3 Fires (1/1/2010-2/28/2010)

Incident #	Date/Time	Address	Station	Type of Fire	Property Type	Occupancy	RHA?	Vacant?	\$ Loss	Arson?	Injuries
10-000177	1/3/10 14:00	3522 Green Dale Dr.	11	Cooking	Multi Family	Home Base Apartments			\$0		
10-000206	1/4/10 1:49	5666 E State St.	5	Building	Commercial	St. Anthony Hospital			\$1,000		
10-0000508	1/9/10 7:36	3208 Basswood St.	8	Building	1 or 2 Family				\$2,000		
10-0000516	1/9/10 10:02	1311 Roncevalles Ave.	10	Building	1 or 2 Family				\$20		
10-0000783	1/14/10 1:24	5940 Strathmoor Dr.	5	Building	1 or 2 Family				\$200		
10-0000996	1/17/10 17:32	2750 N Mulford Rd.	4	Trash or Rubbish	Multi Family	Christian Life Retirement Center			\$0		
10-0001790	1/31/10 20:51	821 Tamarack Ln.	10	Rubbish	Outside				\$0		
10-0001950	2/3/10 13:40	3000 Charles St.	10	Dumpster	Outside	U-Store-It			\$0		
10-0001983	2/4/10 4:31	3120 Jaqueline Dr.	11	Building	Multi Family	Eastwind Villas Condo	X		\$50,000		
10-0002059	2/5/10 10:46	3712 Corbridge Ln.	10	Cooking	1 or 2 Family				\$0		
10-0002101	2/6/10 6:37	2711 Lund Ave.	11	Vehicle	Multi Family	Hampton Woods Apartments			\$3,500	X	
10-0002368	2/10/10 18:06	3301 N Mulford Rd.	4	Vehicle	Outside	Rock Valley College			\$6,000		
10-0002383	2/10/10 22:04	735 N Perryville Rd.	5	Building	Commercial	Crimson Ridge Estate			\$550		
10-0002907	2/19/10 17:17	5931 Cambridge Chas	4	Rubbish	Outside				\$0		
10-0003009	2/21/10 3:00	2907 Lasalle Ave.	8	Building	Multi Family	La Salle Apartments			\$2,000		
10-0003316	2/26/10 8:02	Guilford Rd. & N Perryville Rd.	5	Vehicle	Outside				\$2,500		

YTD Totals		
Structure Fire	Building	7
	Cooking	2
	Trash or Rubbish	1
	Total	10
Non Structure	Vehicle	3
	Rubbish	2
	Dumpster	1
	Total	6
Total		16

YTD Totals		
	Vacant	0
	RHA	1
	Arsons	1
\$ Loss	Structure	\$55,770
	Non-Structure	\$12,000
Total		\$67,770

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Apparatus

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Vehicle Number	New/Used	Year	Make	Model	Equipment Type/Purpose	Year Received	Life Span	Age	Mileage	Repair Costs	Replacement Cost	Fleet Rating
RE01/1023	New	2001	Freightliner	AM LaFrance	Engine	2001	10yr/100k	9	78,230	\$16,400.59	\$350,000.00	Fair
RE02/1024	New	2005	Freightliner	Central State	Engine	2005	10yr/100k	5	54,377	\$34,438.31	\$350,000.00	Fair
RE03/1028	New	2008	Freightliner	Central State	Engine	2008	10yr/100k	2	10,118	\$798.32	\$350,000.00	Fair
RE04/1025	New	2005	Freightliner	Central State	Engine	2005	10yr/100k	5	45,304	\$8,307.98	\$350,000.00	Good
RE06/1026	New	2005	Freightliner	Central State	Engine	2005	10yr/100k	5	38,638	\$9,054.15	\$350,000.00	Good
RE08/1022	New	1995	Freightliner	U.S. Tank	Engine	1995	10yr/100k	15	103,329	\$39,207.76	\$375,000.00	Poor
RE10/1027	New	2005	Freightliner	Central State	Engine	2005	10yr/100k	5	51,024	\$9,952.85	\$350,000.00	Fair
RE11/1021	New	1993	Freightliner	U.S. Tank	Engine	1993	10yr/100k	17	140,869	\$65,541.02	\$375,000.00	Poor
1009	New	1990	Ford	Darley	Reserve Engine	1990	10yr/100k	20	139,358	\$60,580.87	\$350,000.00	Poor
1020	New	1990	Ford	Welsh	Reserve Engine	1990	10yr/100k	20	99,100	\$12,698.42	\$350,000.00	Poor
1019	New	1992	Ford	Darley	Reserve Engine	1992	10yr/100k	18	103,185	\$42,495.80	\$350,000.00	Poor
1029	Used	1987	Spartan	Darley	Reserve Engine	2009	10yr/100k	23	63,573	\$0.00	\$350,000.00	Poor
1030	Used	1991	Spartan	Darley	Reserve Engine	2009	10yr/100k	19	66,842	\$0.00	\$350,000.00	Poor
RQ05/1260	New	1998	Pierce	Pierce	Quint	1998	10yr/100k	12	87,754	\$88,865.98	\$750,000.00	Poor
RQ07/1262	New	2002	Pierce	Pierce	Quint	2002	10yr/100k	8	6,125	\$38,087.76	\$750,000.00	Fair
RQ09/1258	New	1996	Pierce	Pierce	Quint	1996	10yr/100k	14	101,419	\$48,254.56	\$750,000.00	Poor
1259	New	1976	Mack	Peter Pirsch	Reserve Quint	1976	10yr/100k	34	78,807	\$2,687.95	\$750,000.00	Poor
1257	New	1995	Pierce	Pierce	Reserve Quint	1995	10yr/100k	15	88,456	\$49,188.95	\$750,000.00	Poor
RL01/1261	New	1999	KME	KME	Ladder	1999	10yr/100k	11	58,819	\$59,518.73	\$700,000.00	Fair
RL02/1263	New	2008	Spartan	Central State	Ladder	2008	10yr/100k	2	10,580	\$2,713.38	\$700,000.00	Good
1253	New	1989	Pierce	Pierce	Reserve Ladder	1989	10yr/100k	21	109,809	\$133,624.54	\$700,000.00	Poor
1252	New	1976	Seagrave	Seagrave	Reserve Ladder	1976	10yr/100k	34	63,000	\$2,835.49	\$700,000.00	Poor



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Apparatus cont.

Better Governing Through Accountability

Vehicle Number	New/Used	Year	Make	Model	Equipment Type/Purpose	Year Received	Life Span	Age	Mileage	Repair Costs	Replacement Cost	Fleet Rating
RC12/1419	New	2005	International	Taylor-Made	Ambulance	2005	10yr/100k	5	125,982	\$19,374.54	\$185,000.00	Fair
RC16/1418	New	2002	International	Taylor-Made	Ambulance	2002	10yr/100k	8	209,362	\$32,915.84	\$185,000.00	Poor
RC27/1420	New	2005	International	Taylor-Made	Ambulance	2005	10yr/100k	5	129,059	\$16,575.36	\$185,000.00	Fair
RC28/1422	New	2009	International	Taylor-Made	Ambulance	2009	10yr/100k	1	36,809	\$1,344.04	\$185,000.00	Good
RC29/1421	New	2008	International	Med Tech	Ambulance	2008	10yr/100k	2	37,462	\$2,460.48	\$185,000.00	Good
1414	New	1998	Ford	Taylor-Made	Reserve Ambulance	1999	10yr/100k	12	151,593	\$11,495.94	\$185,000.00	Poor
1413	New	1998	Freightliner	AmTech	Reserve Ambulance	1998	10yr/100k	12	198,815	\$35,410.87	\$185,000.00	Poor
1415	New	2000	Ford	Taylor-Made	Reserve Ambulance	2000	10yr/100k	10	130,055	\$14,262.71	\$185,000.00	Poor
1417	New	2002	International	Taylor-Made	Reserve Ambulance	2002	10yr/100k	8	213,503	\$20,893.93	\$185,000.00	Poor

- 2009 RFD Apparatus Accidents
 - 16 total accidents
 - 353,138 total vehicle road miles traveled in 2009
 - 1 accident every 22,000 miles

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Better Governing Through Accountability

- 854 applicants
- Written Test (accounts for 40% of final overall score)
 - Divided into four parts
 - Emotional Skills
 - Interpersonal Skills
 - Practical Skills
 - Basic Education Skills
 - Test Dates
 - Friday March 12, 6:00pm
 - Saturday March 13, 8:00am
 - Saturday March 13, 1:00pm
- Next Step: Physical Ability Test
 - Must receive a 70% or higher on Written Test
 - Scheduled for early April

2010 Recruiting



Thank You

Excellence Everywhere

