



# ROCKSTAT

MARCH 11, 2010

# Public Works Department

**March 2010**

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



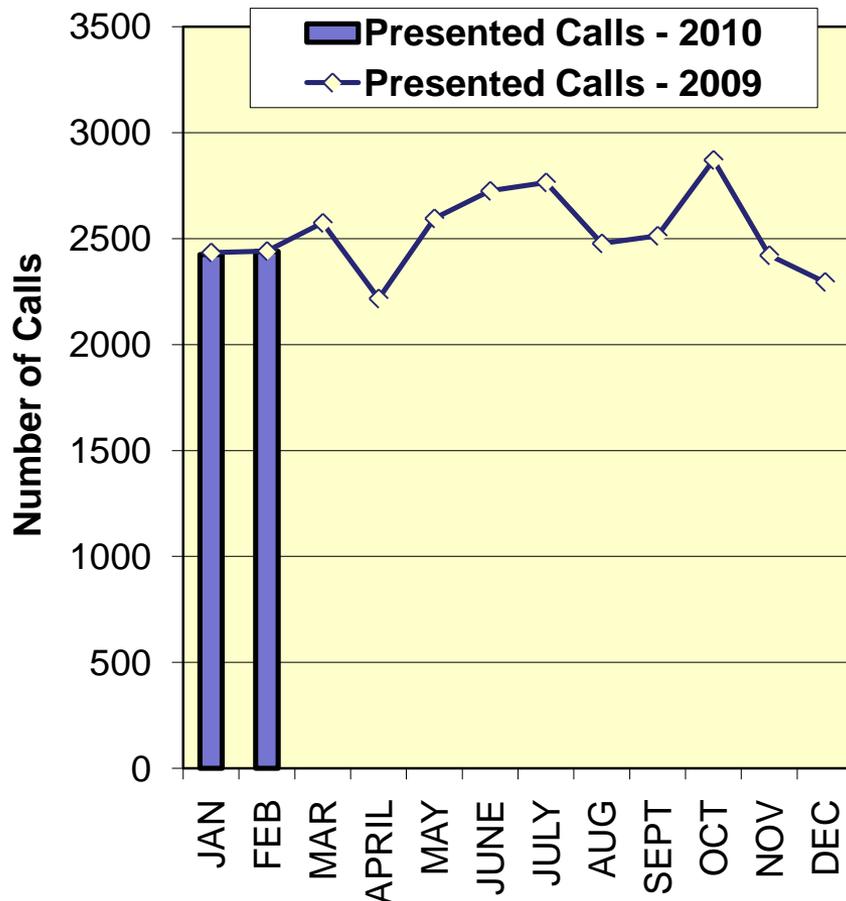


# Public Works - Water Division

- 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)

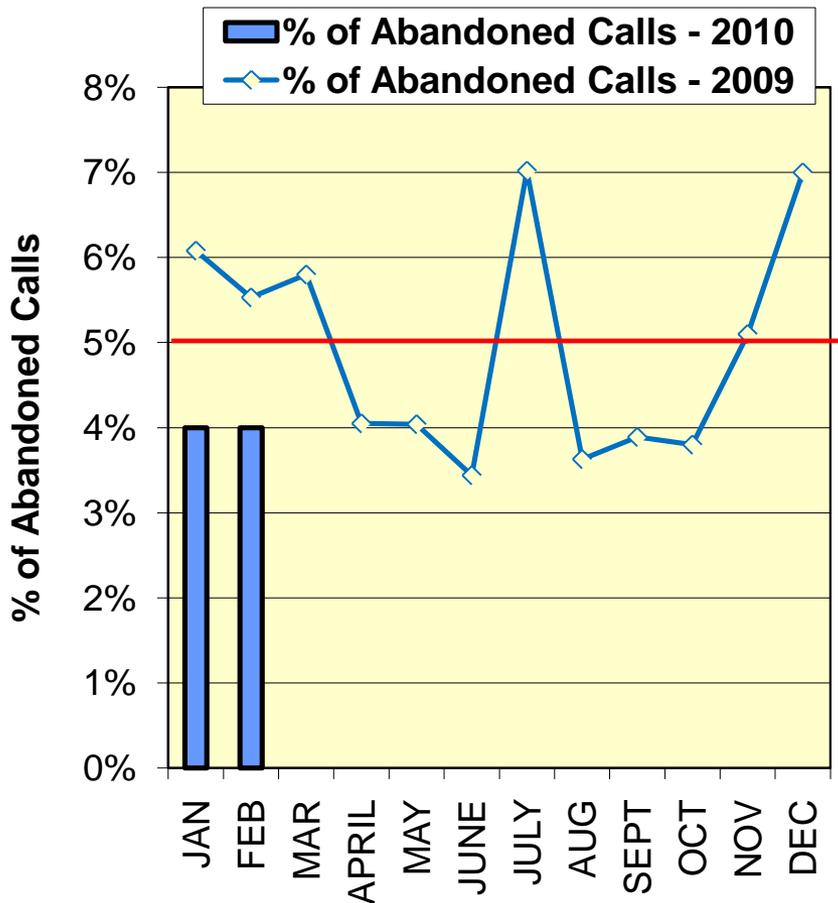
*Strategic Plan*

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

**% of Calls Abandoned Benchmarks**

10-15%	Treas. Board of Canada
<5%	Intelegy (CC Consultant)
5.5%	Purdue Research Foundation

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



***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

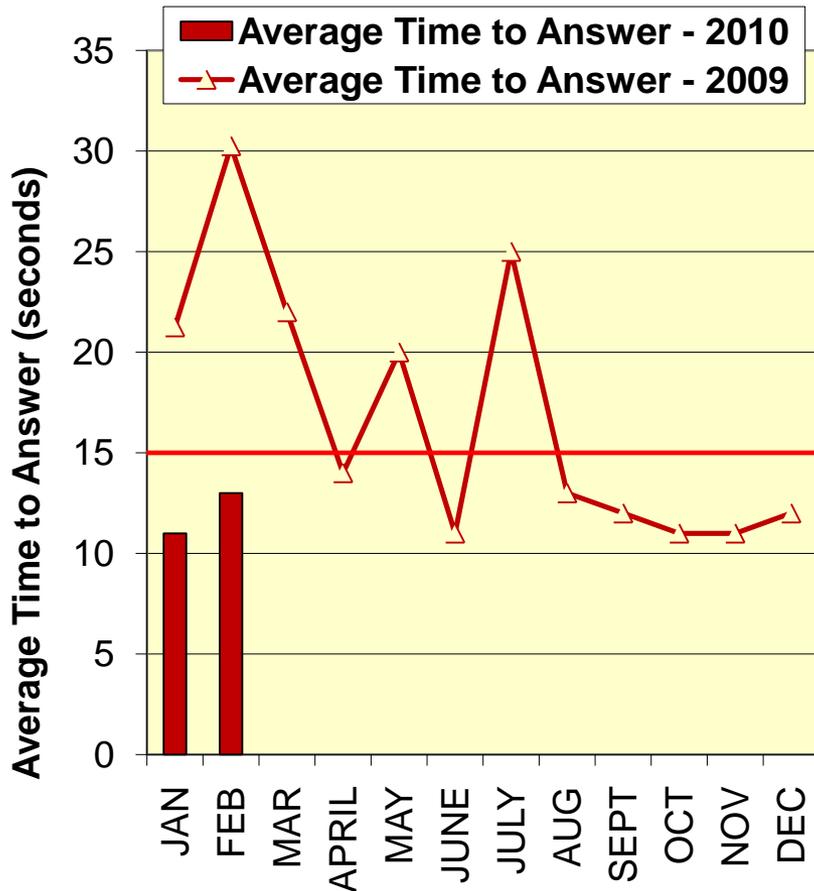
***Strategic Plan***

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***

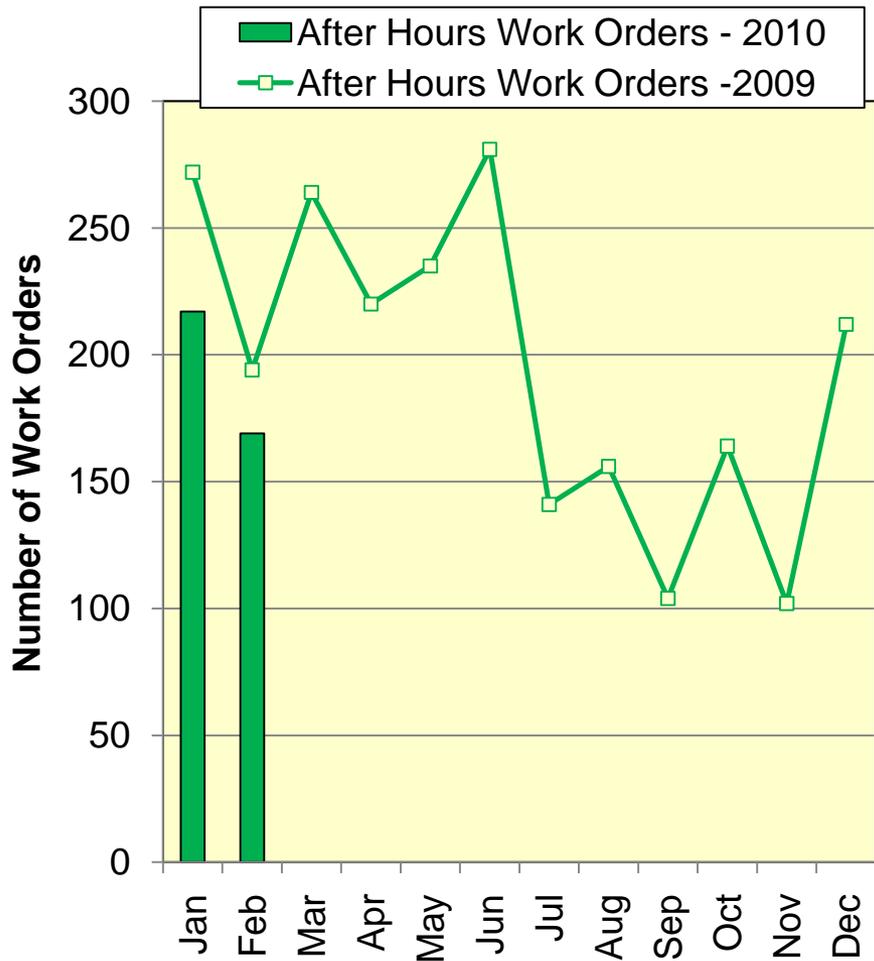
- Average Time to Answer in February was 13 seconds (less than 2 rings)
- Below (better) than Average for 2009 (17 sec.)
- Considerably better than same period last year (30 seconds)
- Requires daily management of staffing levels to ensure adequate phone coverage

***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

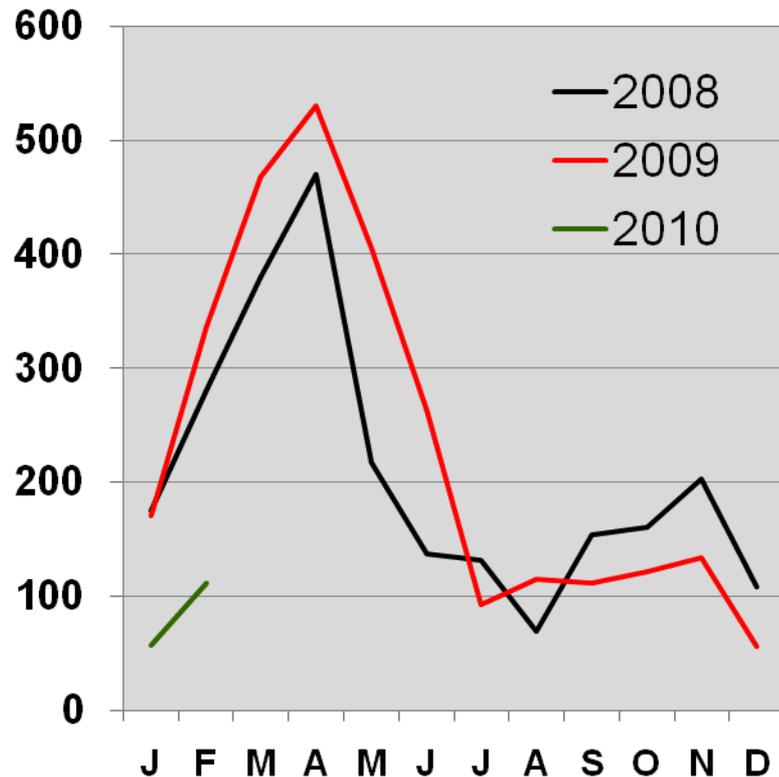
- City-Wide
- Street Maintenance Section

# 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

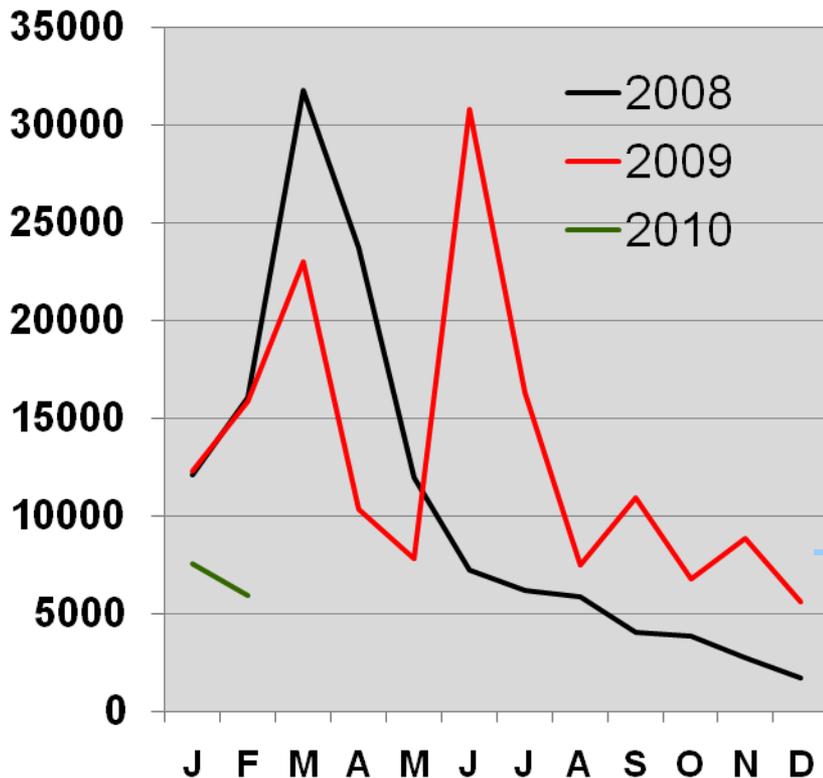
Public Safety

# 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

# *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
<b>Group A Offenses</b>													
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
<b>Group B Offenses</b>													
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
<b>Total Criminal Offenses</b>													
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
<b>Percent Group A Offenses Cleared by Arrest or Exception</b>													
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.

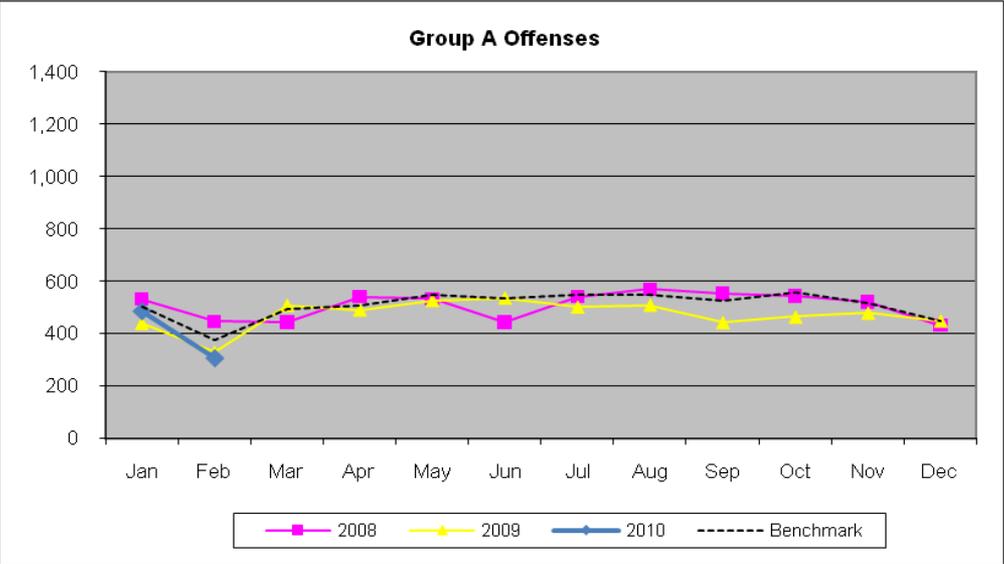
# *Rockford Police Department District 3*



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

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

**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).



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										

### 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.





## 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.

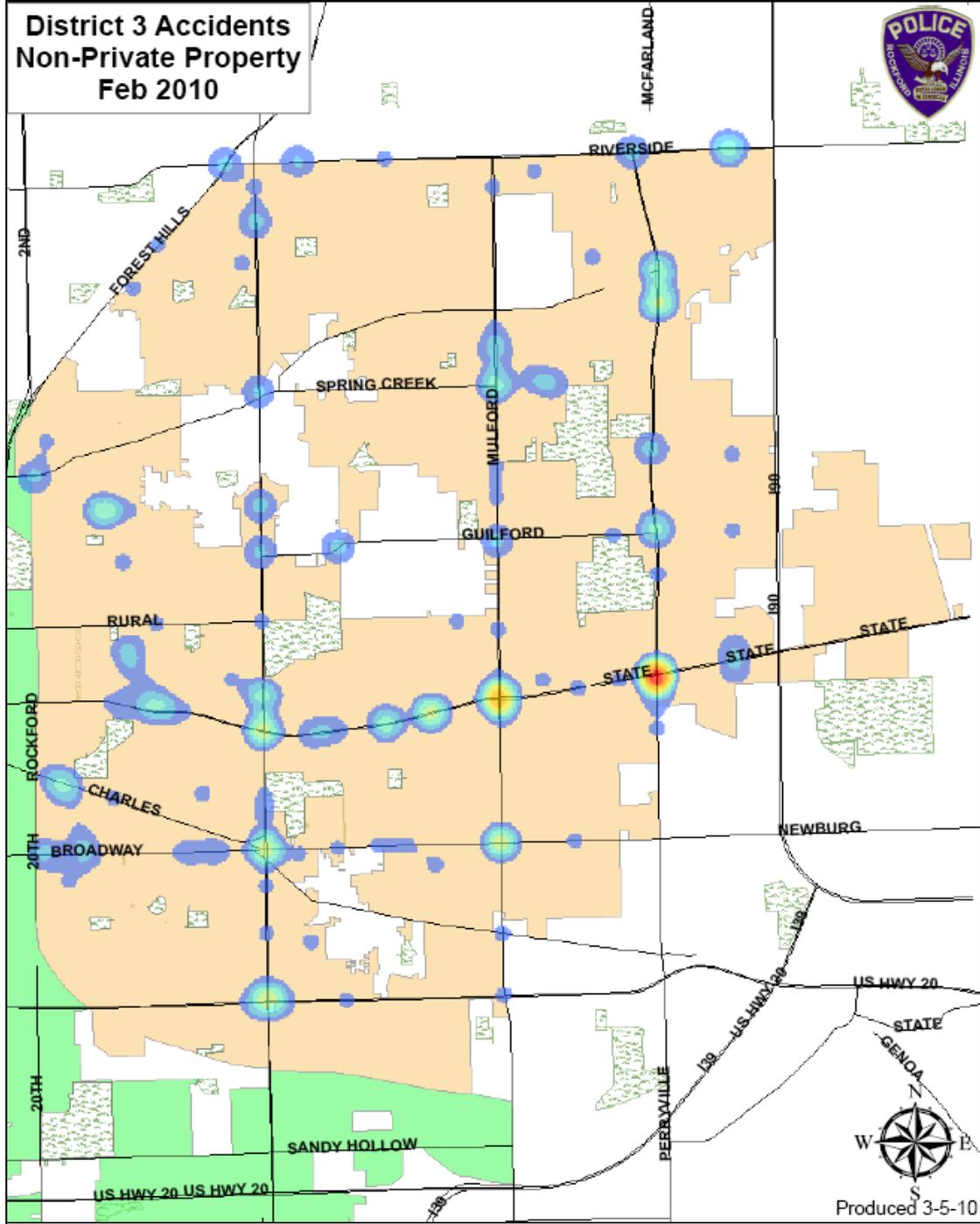
Double-click on Address to get CFS detail.

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



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
<b>Family</b>					
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%

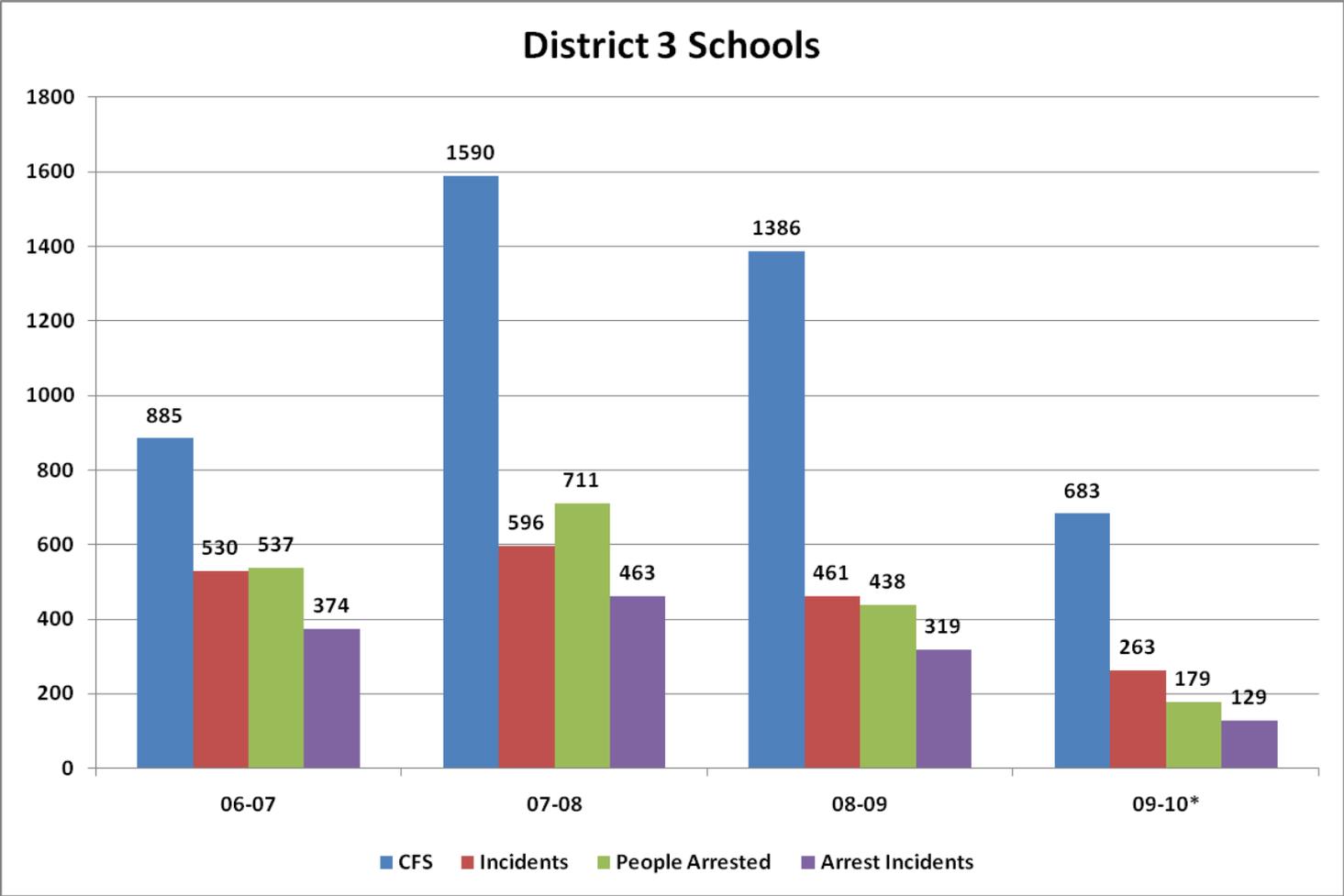
Other relative includes grandparent, grandchild, in-law, child of boyfriend/girlfriend and other family member.

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.

*Measure: District 3 School Incidents, CFS, and Arrests*



\*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.

# Community Development Planning

- Jonah Katz

## Kishwaukee Corridor Revitalization Plan

### Metrics

- *Infrastructure improvements to support modern industrial needs*
- *Reconfigure one-way street pairs along 2<sup>nd</sup> and 3<sup>rd</sup> 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 10<sup>th</sup> Avenue**
  - **Resurfacing 10<sup>th</sup> Avenue to Whitman Street interchange**
  - **Reconfiguration / re-development 10<sup>th</sup> Avenue Park**
- **Studies for 2<sup>nd</sup> and 3<sup>rd</sup> 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*

# Economic Development

- Geographic Area 3
- Robert Lamb & Jovita Donahue

**ROCKSTAT**

*Better Governing Through Accountability*

# Economic Development Score Sheet

# Construction and Development Services Division

[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](#)



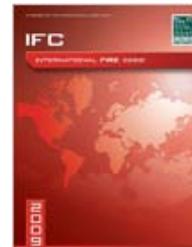
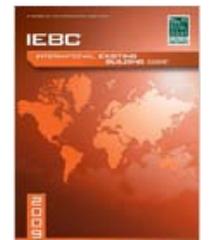
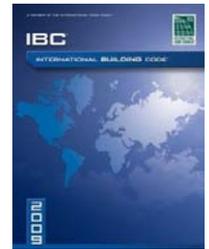
**10 Minutes + 10 Questions = Programs and Benefits for**

**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.*

# 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.



# 2009 International Code Update

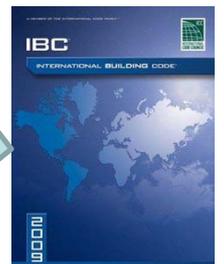
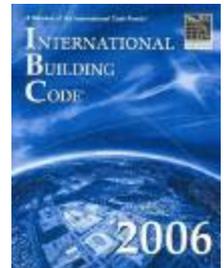
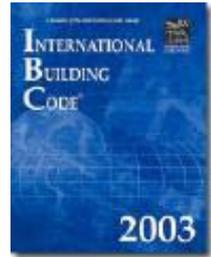
- The Seven Committees consist of 42 members representing the construction industry. The committee members were made up of Building Board of Appeals members, architectural and engineering professionals, representatives from the home building industry, commercial building industry and fire suppression 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.



# 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.



## 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.



## 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

***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 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

# Housing Programs



**\*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)

*Better Governing Through Accountability*



# Demolitions and Acquisitions



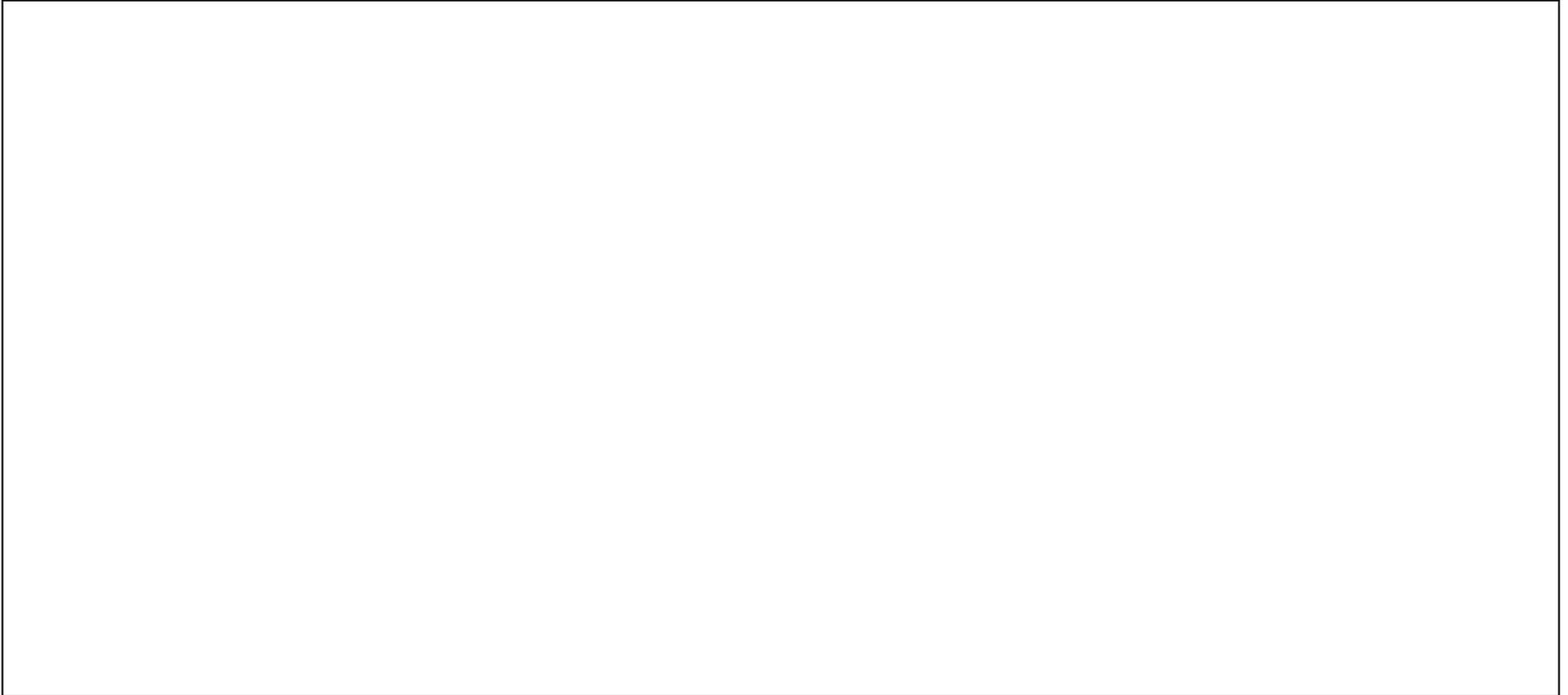
## Homebuyer Programs (Income restrictions with exception of TIP)



### **Homebuyer Assistance (DH & 3<sup>rd</sup> 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. 5<sup>th</sup> St.
- 1012 Island Ave.
- 1XXX Island Ave.
- Whitman/Rockton
- 2028 Elm St.

## Miscellaneous



# Housing Code Enforcement

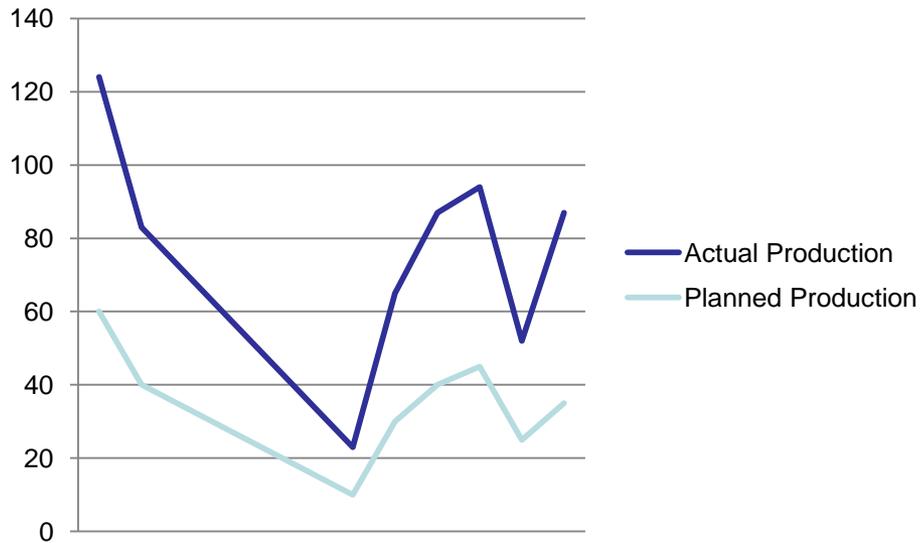
- Charlie Schaefer, Heather Swartz & Zach Andrews



# Human Services

**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

# Public Safety

# Rockford Fire Department

**Rockstat District 3**  
Chief Derek Bergsten

**District Chiefs**

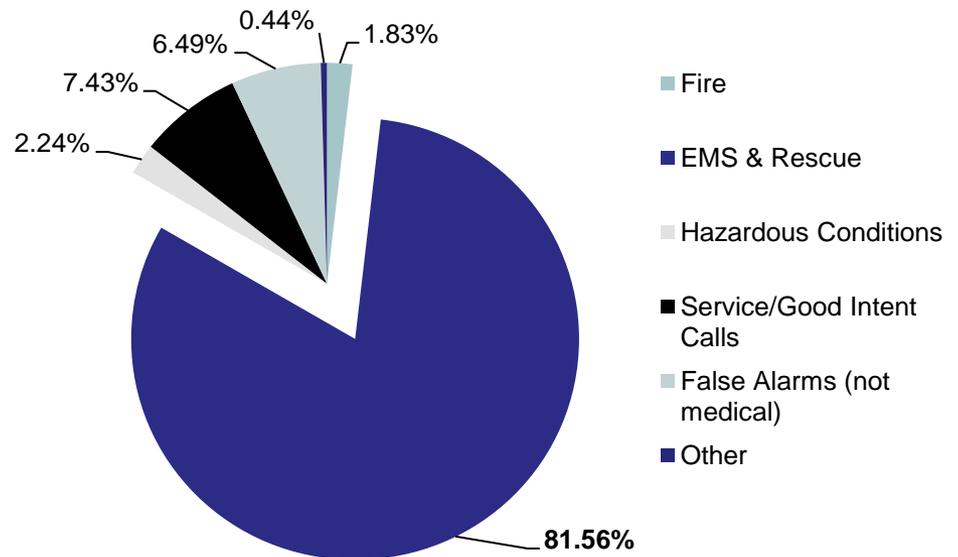
- Chuck Martini
- Steve Preiss
- Steve Bishop

**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

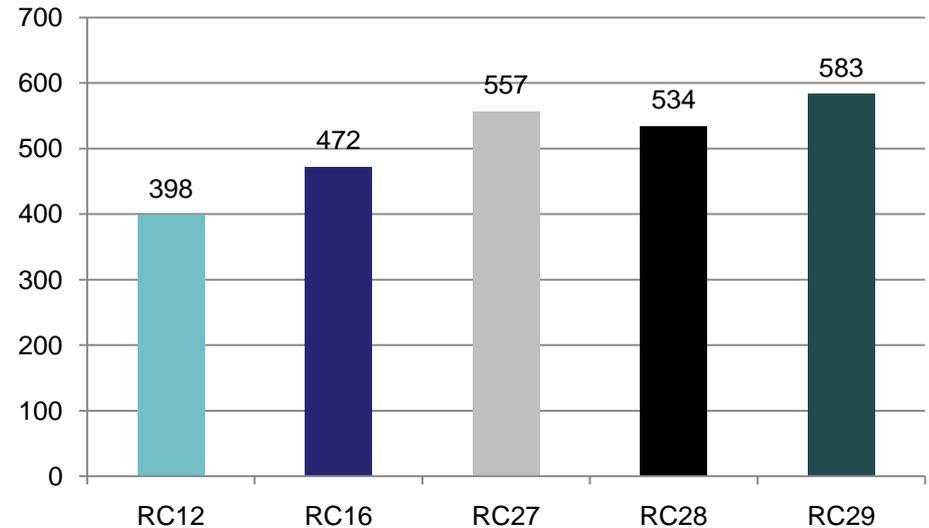
# EMS & Rescue Incidents

- 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.

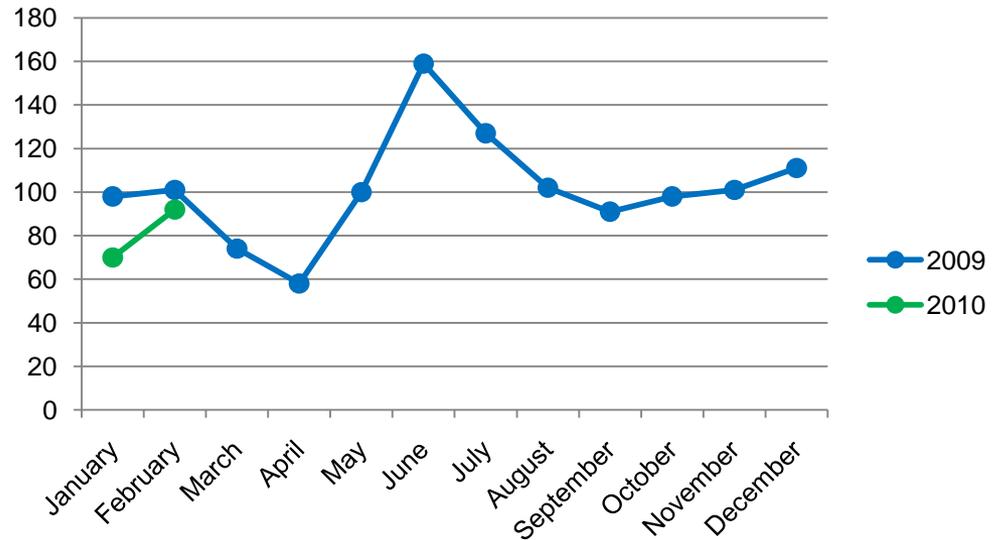


# EMS Patients

- 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

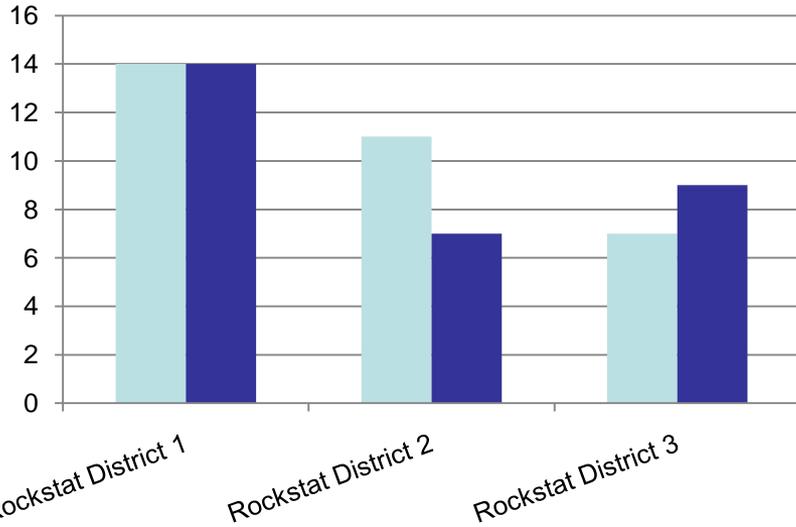
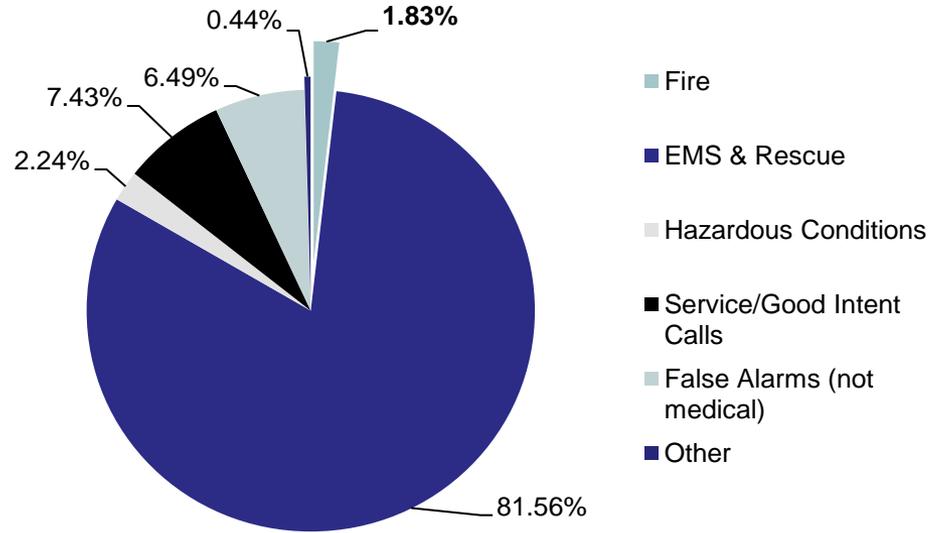


# Ambulance Responses



- 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.

# Fire Incidents



- 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

# *Fire Detail*

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

# *Apparatus*

## *Apparatus cont.*

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

# 2010 Recruiting

- 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



**Thank You**