

Rockford Police Department



Rockford Police Department

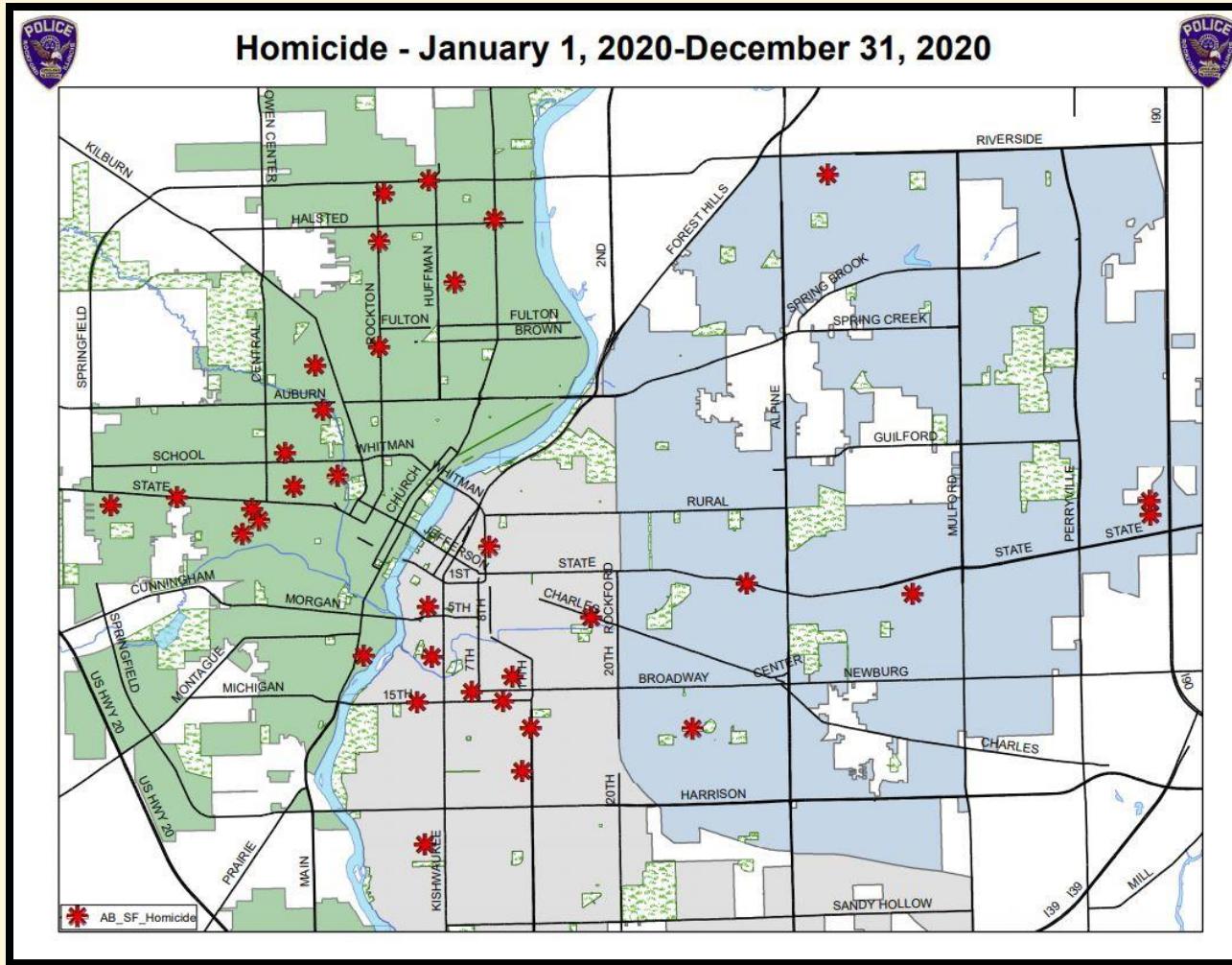
Violent Crimes / Property Crimes

2016-2020

RockStat Year End Totals					
CATEGORY	2016	2017	2018	2019	2020
Violent Crimes	2617	2432	2197	1843	2207
Property Crimes	5770	5380	5639	5062	4,223
Aggravated Assaults	1781	1754	1579	1330	1022
Robbery	543	424	349	284	160
Auto Thefts	489	453	474	422	236
Shots Fired	555	592	497	442	679
Domestic Related Violent Crime Percentage	26.3%	29.4%	35.1%	37.7%	36.6%

Rockford Police Department

Homicide Locations 2020



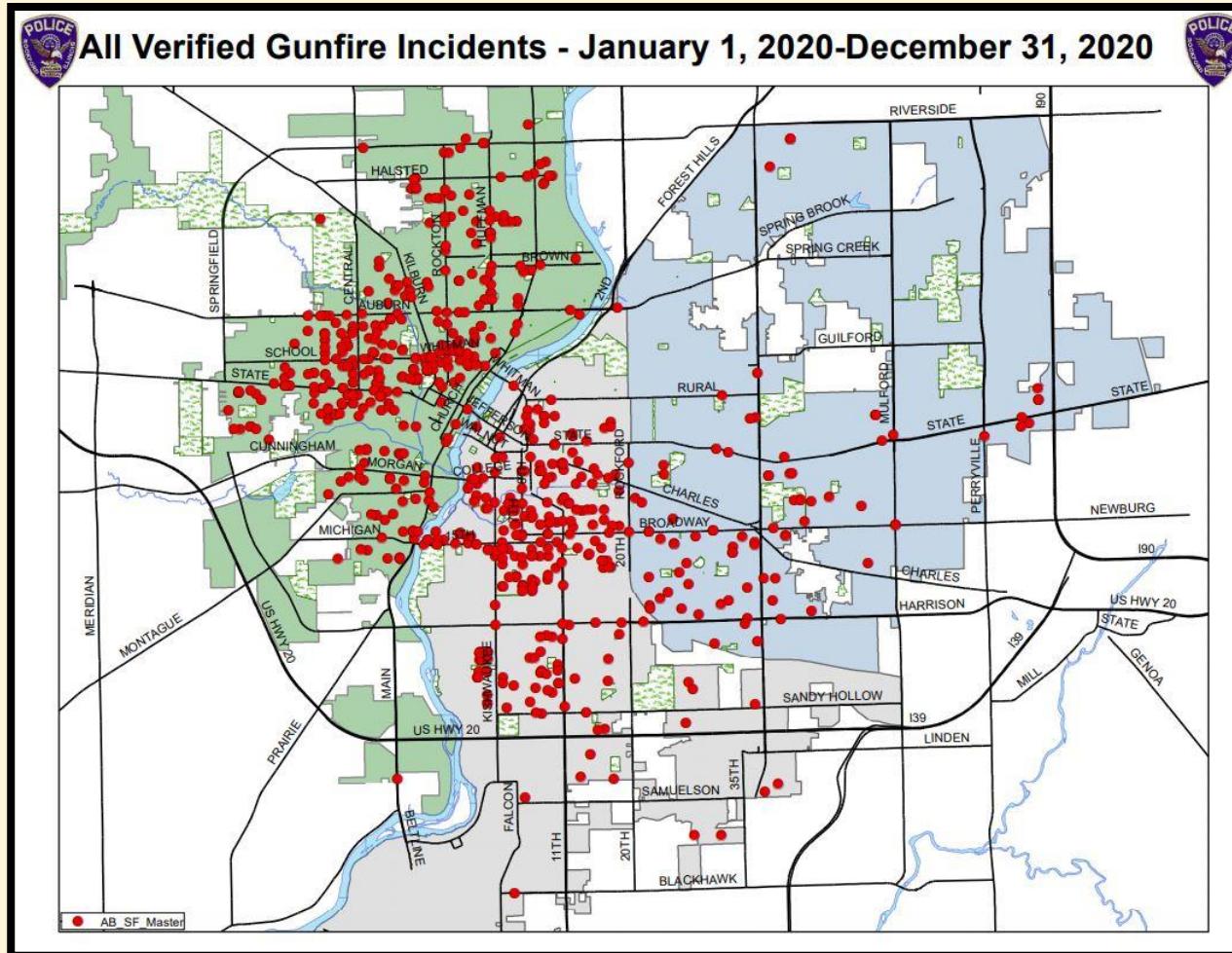
Rockford Police Department

Gunfire Stats

CITY OF ROCKFORD GUNFIRE - DECEMBER 2020								
GUNFIRE	2015	2016	2017	2018	2019	2019 YTD	2020 YTD	% Change
Shot Spotter Calls for Service for Gunfire (8100)				624	776	776	1,009	30.03%
Calls for Service for Gunfire (1410)	3,453	3,492	3,918	2,682	2214	2,214	3,078	39.02%
Calls for Service for Gunfire Total	3,453	3,492	3,918	3,306	2990	2,990	4,087	36.69%
Shots Fired Incidents Including Homicide	568	555	592	498	442	442	679	53.62%
Victims Struck by Gunfire Including Homicide	152	163	150	125	82	82	171	108.54%
Guns Recovered	192	246	242	223	163	163	281	72.39%

Rockford Police Department

Gunfire Incidents Map



Rockford Police Department

2020 Narcotics Recovered

Cocaine	922.66g
Crack Cocaine	600.18g
Heroin/Fentanyl	1,947.78g
Cannabis	124,520.65g
Cannabis Plants	760
Meth (Grams)	415.92
Meth (Pills)	91
Other (Pills)	1,730

The prescription drug boxes at the three RPD Districts collected 180 lbs.

Rockford Police Department

Central Reporting Unit

Reports initiated at our Central Reporting Units (all three Districts):

2018	5,254
2019	6,003
2020	6,746

ACCIDENT REPORTS:

2018	2,221
2019	2,445
2020	2,506

Rockford Police Department

Training Stats

Mandated Training Hours:

14,012.8

(this equates to **48.32** hours PER officer in the Rockford Police Department)

Specialized Training Hours:

1,270.5

(this was for 161 officers, which equates to **7.8** hours per)

Rockford Police Department

Accomplishments

- Bingo (*Fridays at D1 for ages 55+*)
- Squad #93 Leadership Program at Lewis Lemon Elementary School
- Winter Wellness Expo
- Gun Violence Panel at Auburn High School
- Project Pathways
- RAMP's Deaf Community Meeting (*how they interact with police and how we interact with them*)
- Polar Plunge for Special Olympics
- Weekly Zoom Class with Haskell and Constance Lane (*during at-home school*)
- Badges & Books (*reading LIVE on our Facebook page, sprinkling in some American Sign Language and showing our tools and our partners. Since early May, Badges & Books has an estimated reach of over 80,000*).
- Birthday Shout Outs (*kids love hearing their live shout-outs and getting their gift cards. A few have even brought in gifts for our officers as a thank you*)
- Alignment Rockford's Middle School Career Fair (ISC)
- Use of Force Presentation to Community Relations Commission

Rockford Police Department

Accomplishments

- Rock House Kids Outdoor Fun Carnival
- Fresh For Learning – ROCK House Officer Turner and 5 Alarm Coin Laundry gave RPS 205 students the chance to do their laundry for FREE each Wednesday night.
- ROCK House Officer Seale started a Sunday Soccer Club “Keith Creek United” in his neighborhood.
- Read A Book Day with The Literacy Council
- Law Enforcement Torch Run for Special Olympics
- Book Delivery to Haskell and Constance Lane
- Firetruck Pull for K Cancer
- Backpack Giveaway with Rockford Today Network (handed out over 220 backpacks with school supplies)
- Rolling StrongER (bike safety and bike giveaways at Johnson, Gregory, Lewis Lemon, Haskell, Constance Lane, Conklin and Jackson)
- Unity Rally (ADC Dalke was a speaker)
- Trunk or Treat (coordinated drive thru version with over 20 vendors handing out candy. Handed out more candy than EVER before)

Rockford Police Department

Accomplishments

- Crisis Co-Response Team Launch December 1 with two RPD Detectives
- Community Relations Committee Attendance and Inclusion
- Broadway Clean-up with the Mid-town District
- United Way Strong House Community Block Party
- Community Conversations with the Mayor, Recruiting Officer Statler and Lieutenant Givens
- Presents with Police (PBPBA donated funds for presents and Rockford Police Officers delivered them to over 15 families)
- Gigi's Playhouse Drive Thru Santa
- Unveiled RPD Unsolved, the new video series of unsolved murders in Rockford (monthly release)

Rockford Police Department

Traffic Stats 2020

- Issued 4,142 citations
- Issued 1,017 written warnings
- Total of 5,159 citations/written warnings
- Three Traffic Investigators received a Certificate for Recognition from MADD for DUI arrests
- Investigators Hartman and Marquez received AAIM DUI Arrest Award from being in the top 10 of all officers in IL DUI arrests from 2019
- Investigated and reconstructed 14 fatal traffic accident investigations
- Hit/Run Inv. Freese investigated 280 Hit & Run investigations

Rockford Police Department

K-9 Information 2020

The Rockford Police Department has six full-time K-9 Teams that operate both day and evening hours. They are commanded by an Administrative Lieutenant.

STATS:

- 156 Tracks completed this year in attempt to locate suspects of crimes
- Apprehended 107 fleeing/hidden suspects
- Performed 130 evidence searches and recovered 44 items
- Was able to locate and take 14 firearms off of the street
- Conducted 15 public K-9 Demonstrations
- Attended bi-annual K-9 Certification
- One officer attended Canine Tactical Operations Training
- Four Officers attended the K-9 Hi-Drive Bite training
- The entire unit attended E-Collar training

Rockford Fire Department

PRESENTED BY:
Derek Bergsten-Fire Chief



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

Rockford Fire Department
Key Strategic Initiatives
2020



Rockford Fire Department

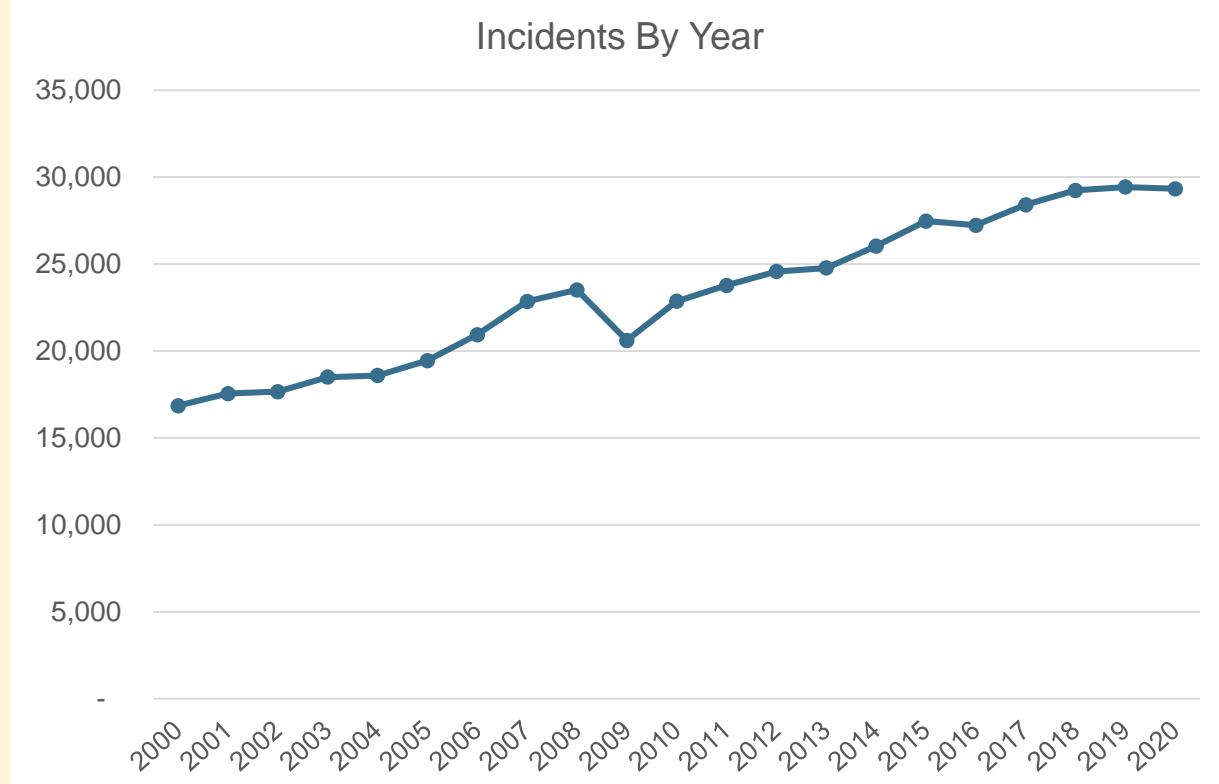
Scorecard

Area of Focus	Metric/Program	Definition	Standard/Goal	Current Performance
Response Times	Call Answer Time	911 calls answered in 10 seconds or less	90%	71.89%
	Total Response Time	911 call received to first unit on scene in 8:12 or less	90%	90.71%
EMS	Utstein Rating	Cardiac Survival Rate	24.70%	30.00%
	EMS Customer Service	Overall customer experience rating	95%	91.74%
	Mobile Integrated	Reduction of hospital admissions	25%	22%
Fire/Fire Prevention	Fire Dollar Save Ratio	Percentage of property value saved from structure fires	90%	83.96%
	Arson Clearance Rate	Percentage of arson incidents cleared by arrest/NTA/intervention	15%	21.43%
	Inspections	General inspection performed within the last four years	95%	56.35%
	Smoke Alarm/Battery Program	Average number of homes visited monthly with Smoke Alarms installed or batteries replaced	30	16

Rockford Fire Department

Incidents

YEAR	TOTAL INCIDENTS	% CHANGE
2000	16,853	
2001	17,549	4.13%
2002	17,662	0.64%
2003	18,498	4.73%
2004	18,596	0.53%
2005	19,447	4.58%
2006	20,941	7.68%
2007	22,855	9.14%
2008	23,516	2.89%
2009	20,604	-12.38%
2010	22,858	10.94%
2011	23,778	4.02%
2012	24,575	3.35%
2013	24,777	0.82%
2014	26,033	5.07%
2015	27,472	5.53%
2016	27,232	-0.87%
2017	28,409	4.32%
2018	29,242	2.93%
2019	29,429	0.64%
2020	29,330	-0.34%
AVERAGE INCREASE		2.92%

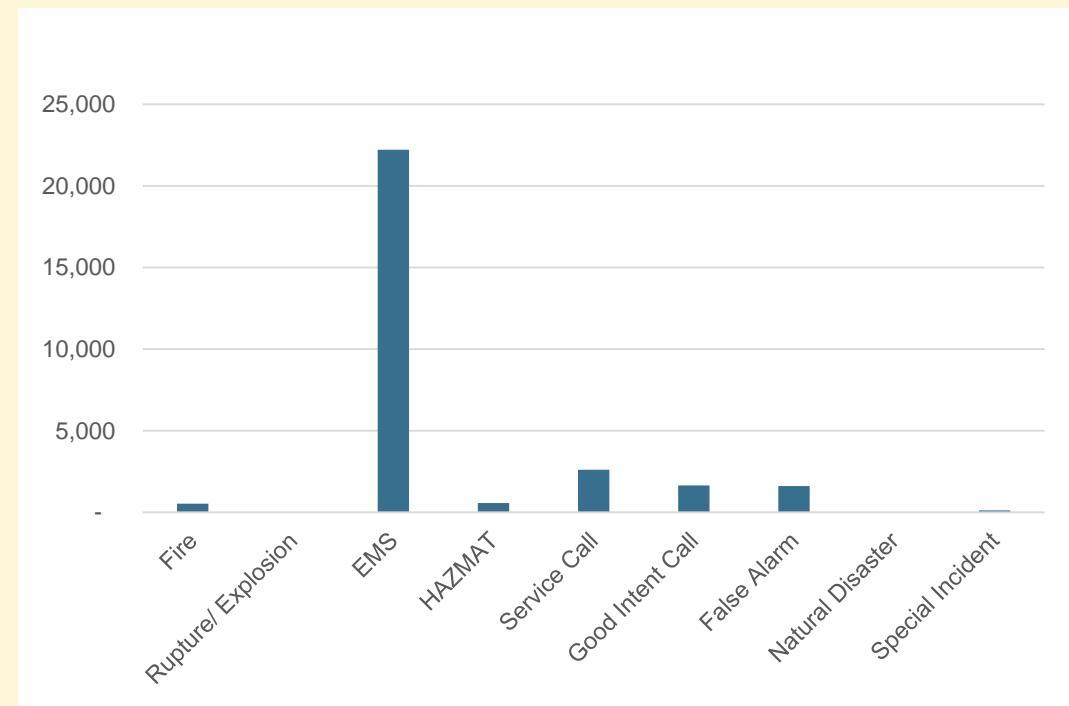


Rockford Fire Department

Incidents

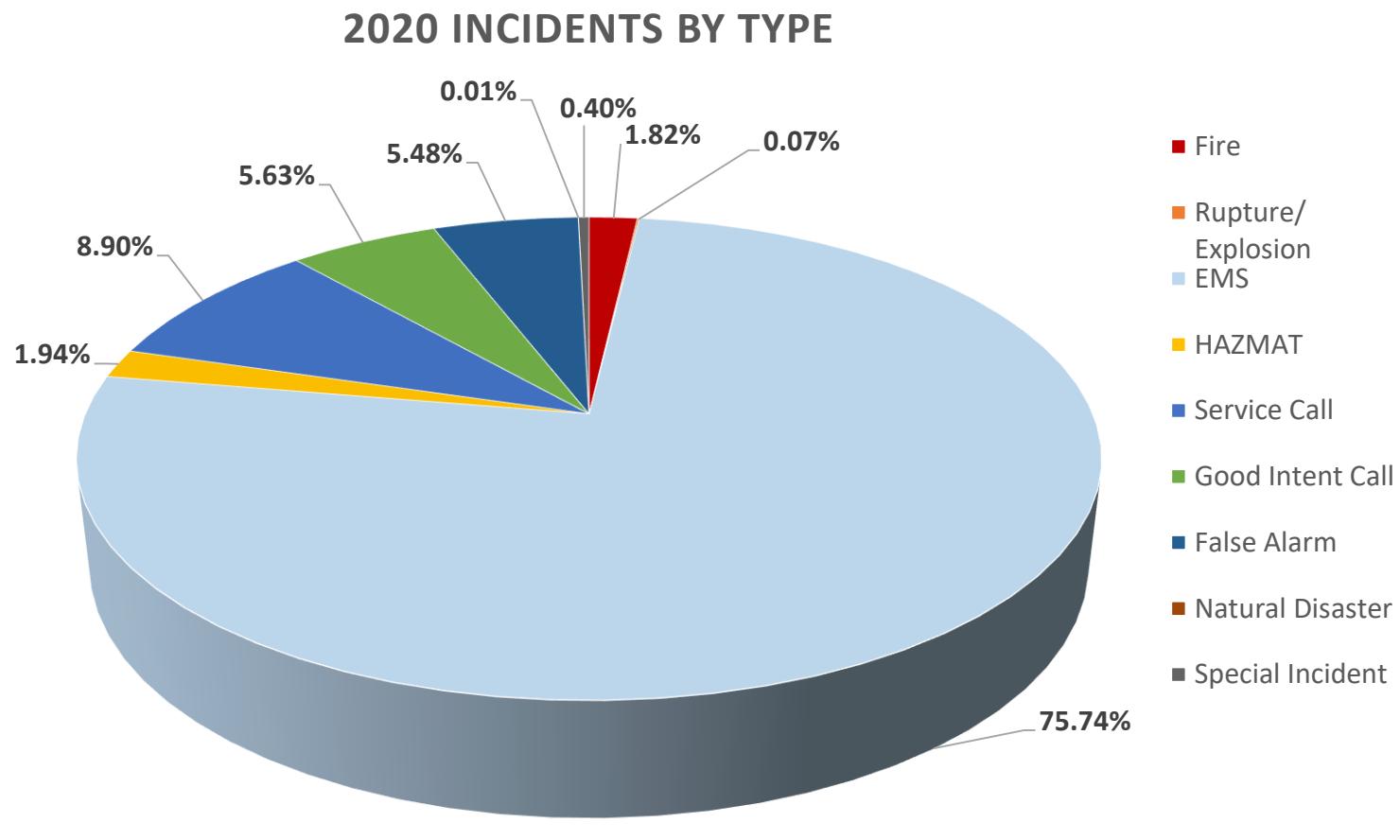
2020 INCIDENTS BY TYPE

Fire	534
Rupture/ Explosion	21
EMS	22,216
HAZMAT	569
Service Call	2,611
Good Intent Call	1,652
False Alarm	1,608
Natural Disaster	2
Special Incident	117
Year Total	29,330



Rockford Fire Department

Incidents



Rockford Fire Department

Vacant Building Fires

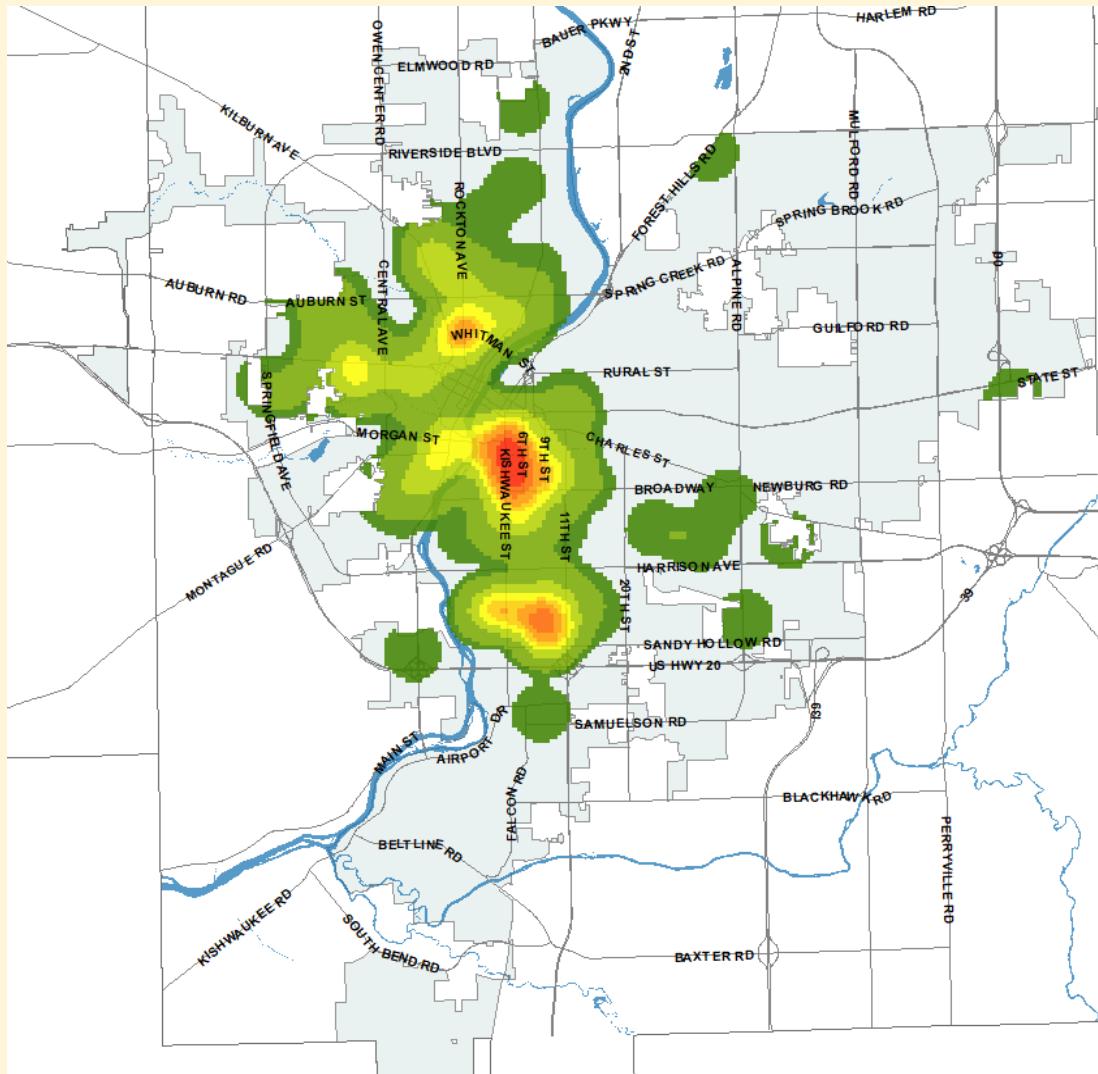
Structure Type	2016	2017	2018	2019	2020
Commercial	2	11	7	11	7
Residential	32	23	23	13	16
TOTAL	34	34	30	24	23

Building Status	2016	2017	2018	2019	2020
Vacant and unsecured	14	14	7	11	9
Vacant and secured	20	20	22	13	14
TOTAL	34	30	34	24	23

An estimated \$3,694,550.00 in loss from 2016-2020 in Vacant Building Fires in Rockford.

Rockford Fire Department

Vacant Building Fires

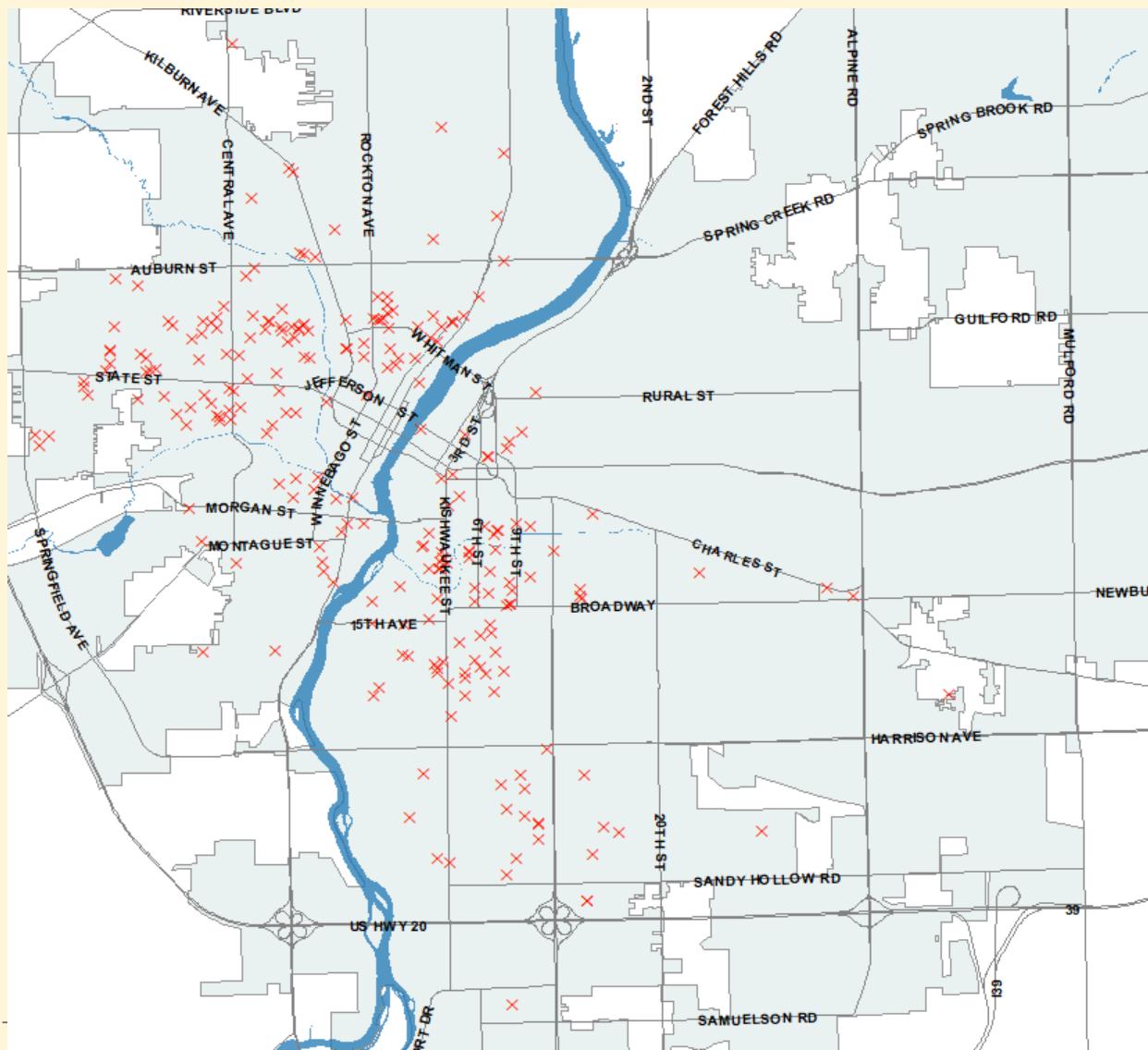


Hot Spot Map

- Total vacant building fires 2016-2020

Rockford Fire Department

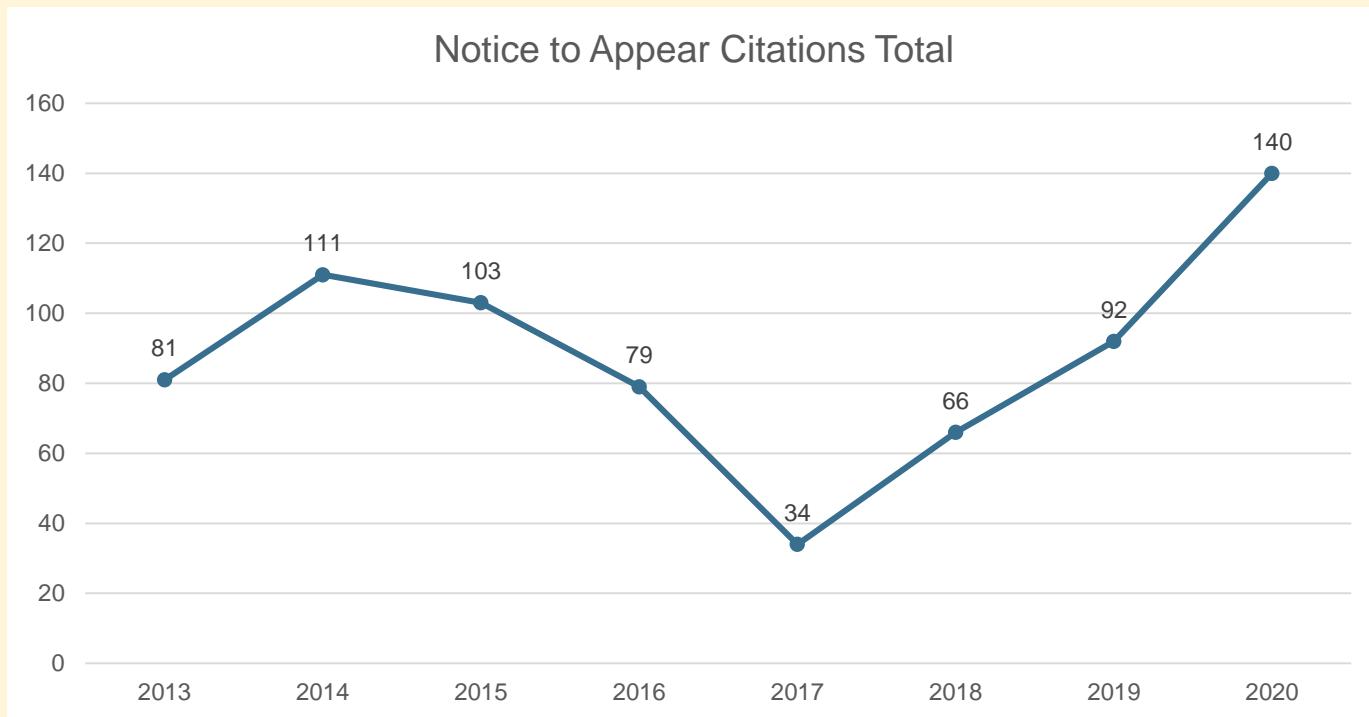
Red X Properties



- 239 total properties with Red X Signage

Rockford Fire Department

Open Burning Incidents

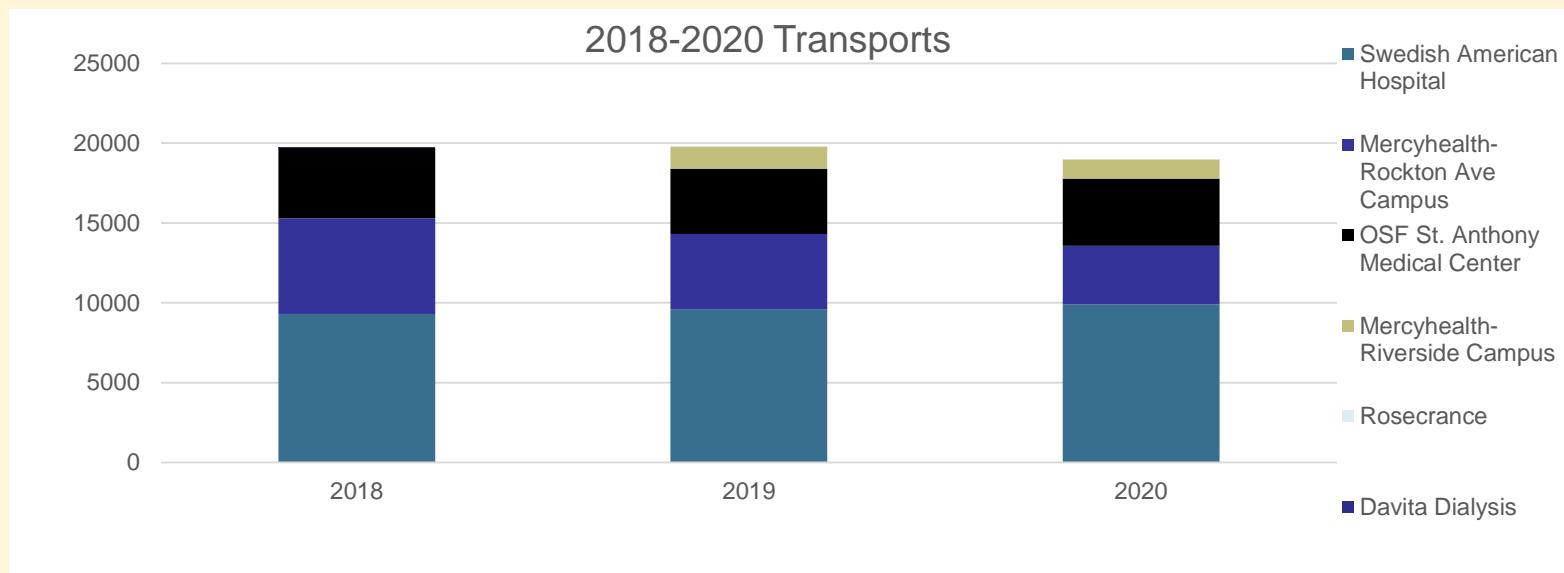


Since 2013, 706 Notice to Appear tickets have been written by fire investigators

Rockford Fire Department

Ambulance Transports

HOSPITAL	2018	2019	2020
Swedish American Hospital	9,302	9,598	9,899
Mercyhealth-Rockton Ave Campus	5,993	4,718	3,675
OSF St. Anthony Medical Center	4,418	4,096	4,212
Mercyhealth-Riverside Campus	-	1,378	1,203
Total	19,714	19,792	18,991



Rockford Fire Department

EMS Customer Service Surveys

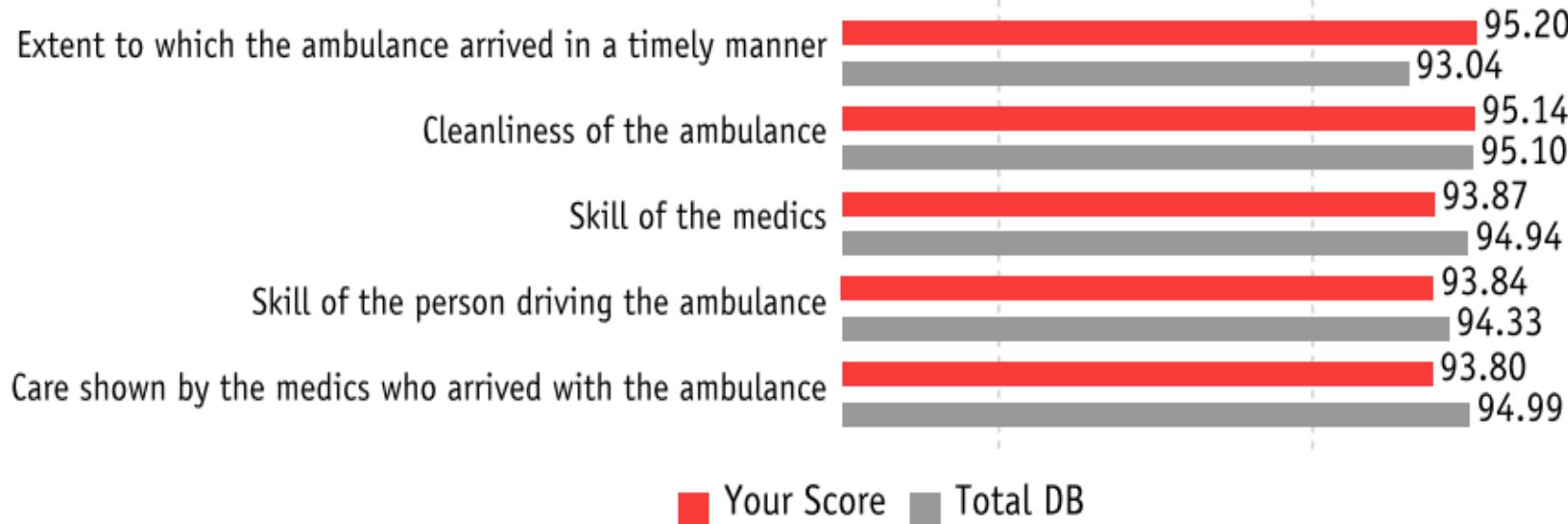
2020 Executive Summary

- **771** patients returned a questionnaire between 1/1/2020 and 12/31/2020
- Overall mean score was **92.27**, **-1.11** points lower from the overall database score of **93.38**. (170 departments/companies & 884,667 Patients in database)
- Ranked **18th** for comparably sized departments in the system
- **76.81%** of responses were marked Very Good, the highest rating. **98.18%** of all responses were positive.

Rockford Fire Department

EMS Customer Service Surveys

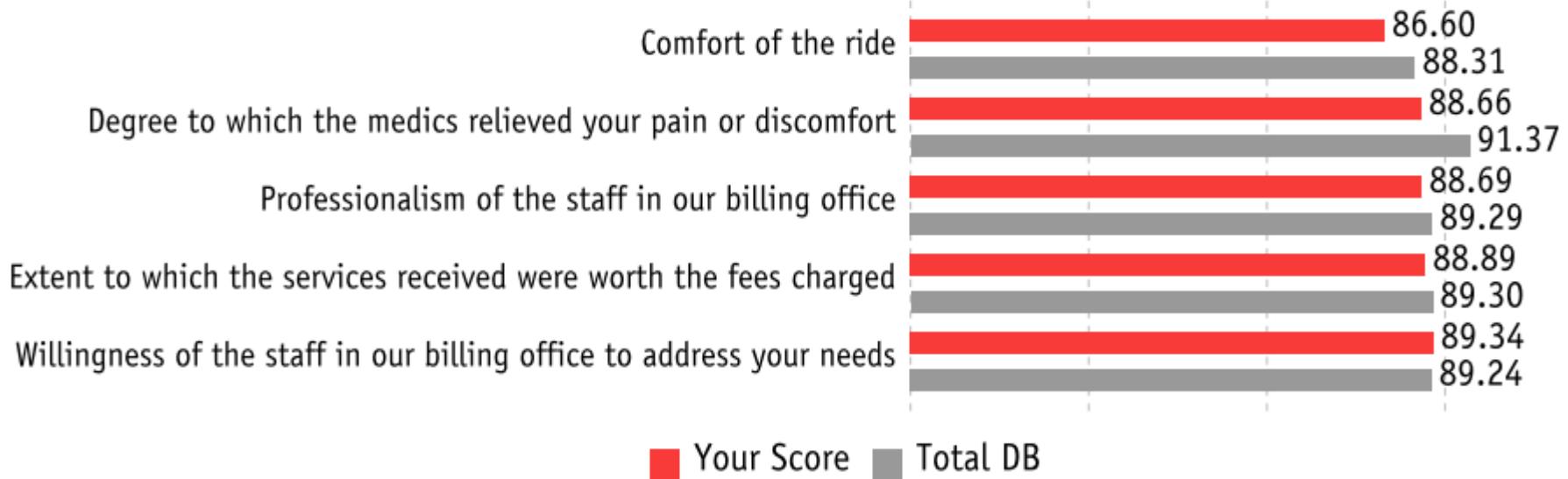
5 Highest Scores



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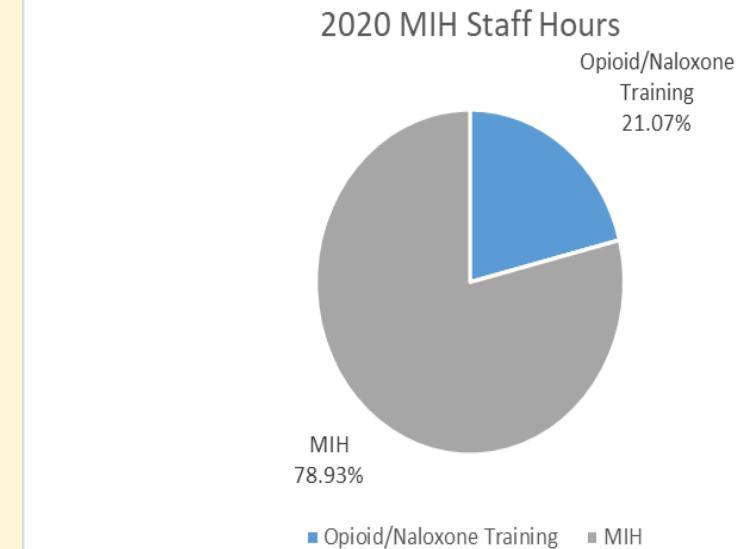
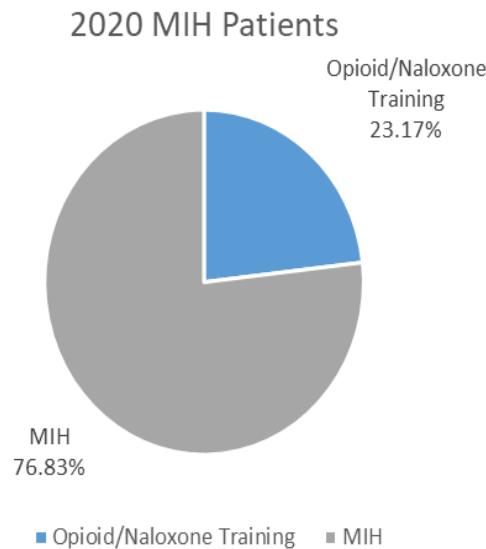
EMS Customer Service Surveys

5 Lowest Scores



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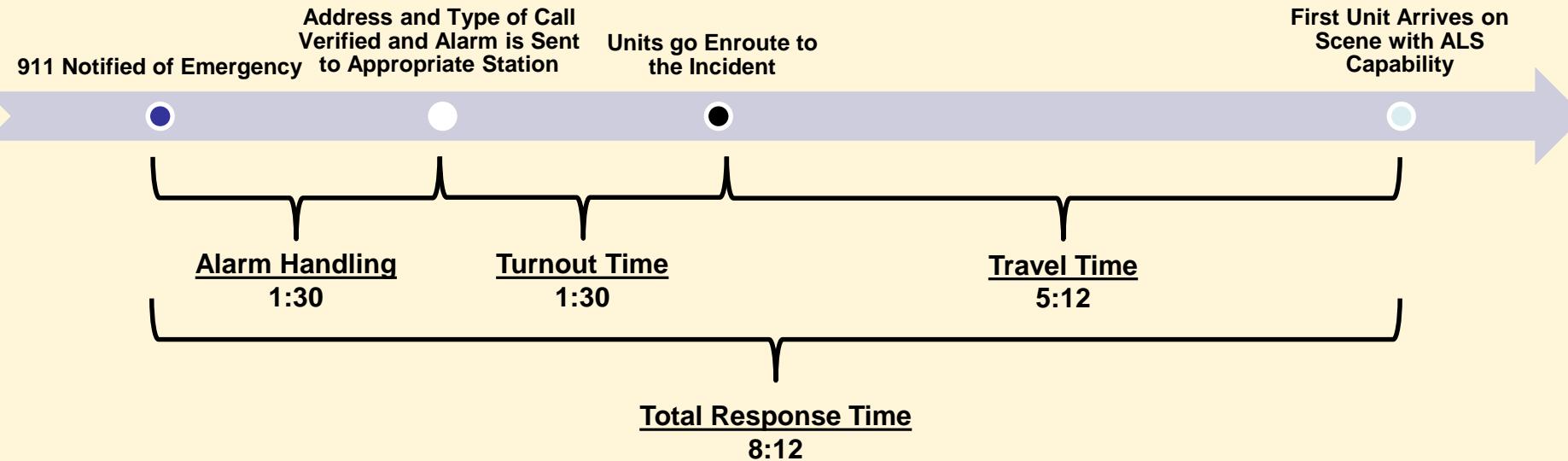
Mobile Integrated Health Visits



2020 Mobile Integrated Health	Number of Patients	Staff Hours
Opioid/Naloxone Training	57	28:24:00
MIH	189	106:22:00
2020 TOTAL	246	134:46:00

Rockford Fire Department

Response Times



90 th Percentile Total Response Time	CPSE 90 th Percentile Standard	2020 Performance
	8:12	8:17

Rockford Fire Department

2020 Achievements

- Appointed new Mobile Integrated Healthcare (MIH) Paramedic as part of the partnership with Humana
- Implemented new patient care reporting software that allows capture of data in the field
- Mission Lifeline Gold Plus Award from American Heart Association
- Hired X new Firefighters and X new Telecommunicators
- Installed smoke detectors and replaced batteries in 182 homes in partnership with Red Cross

Rockford Fire Department

2020 Areas of Improvement

- New 911 CAD system
- New NFIRS Reporting System
- Vacant/Hazardous Structure Identification and Notification
- Fire/Police Mobile Command Vehicle
- Commission on Accreditation of Ambulance Services (CAAS) renewal
- Emergency Management training for City Staff
- Expanding partnerships with Rockford School District #205

Community & Economic Development Department

CEDD - Construction & Development Services

Permit Fees(Revenue for Building & Planning)

QUARTER 4, YEARS 2015 - 2020

■ Building ■ Planning



TOTAL PERMIT FEES (Revenue) for Quarter 4, Years 2015 - 2020							
	2015	2016	2017	2018	2019	2020	% Change reflects the time period of Quarter 4 for Years 2015 - 2020
Building	\$ 1,456,553	\$ 2,223,112	\$ 1,444,896	\$ 2,654,220	\$ 3,080,195	\$ 1,666,119	-45.91%
Planning	\$ 177,378	\$ 190,635	\$ 179,674	\$ 145,647	\$ 179,007	\$ 184,246	2.93%
Total	\$ 1,633,931	\$ 2,413,747	\$ 1,624,570	\$ 2,799,867	\$ 3,259,202	\$ 1,850,365	-43.23%

CEDD - Construction & Development Services

Total Inspections

(Building, Mechanical, Plumbing, Electrical & Property Standards)



Total Inspections for Quarter 4, Years 2015-2020						% Change reflects the time period of Quarter 4, Years 2015 - 2020
2015	2016	2017	2018	2019	2020	
13,018	11,590	11,415	11,866	12,588	11,384	-9.56%

CEDD - Construction & Development Services

Total Permits Issued(Building)

Quarter 4, Years 2015 - 2020

■ Permits

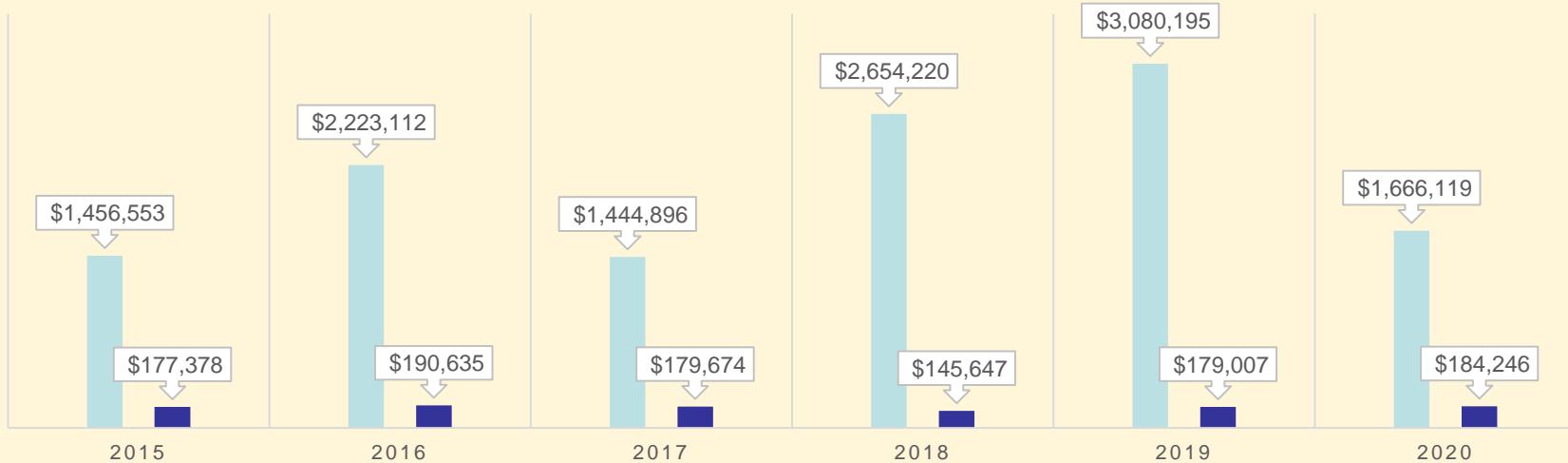


TOTAL BUILDING PERMITS ISSUED for Quarter 4, Years 2015 - 2020						
2015	2016	2017	2018	2019	2020	% Change reflects the time period of Quarter 4 for Years 2015 - 2020
6,463	6,508	6,744	8,215	6,686	8,331	24.60%

CEDD - Construction & Development Services

Construction Valuations(Residential & Commercial)

QUARTER 4, YEARS 2015 - 2020
■ Building ■ Planning

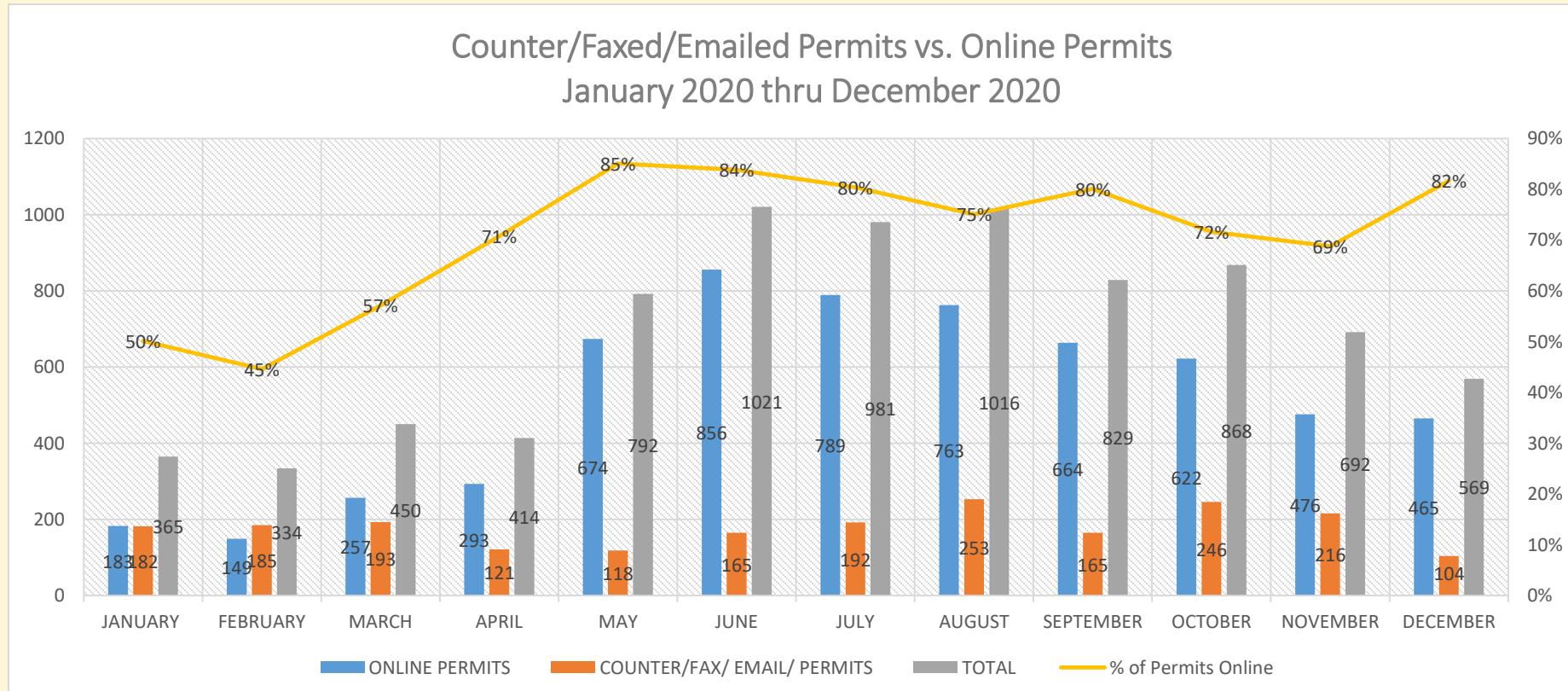


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CEDD - Construction & Development Services

Construction Online Permits vs. Counter(Fax, Email or Drop-off) Permits

Counter/Faxed/Emailed Permits vs. Online Permits
January 2020 thru December 2020

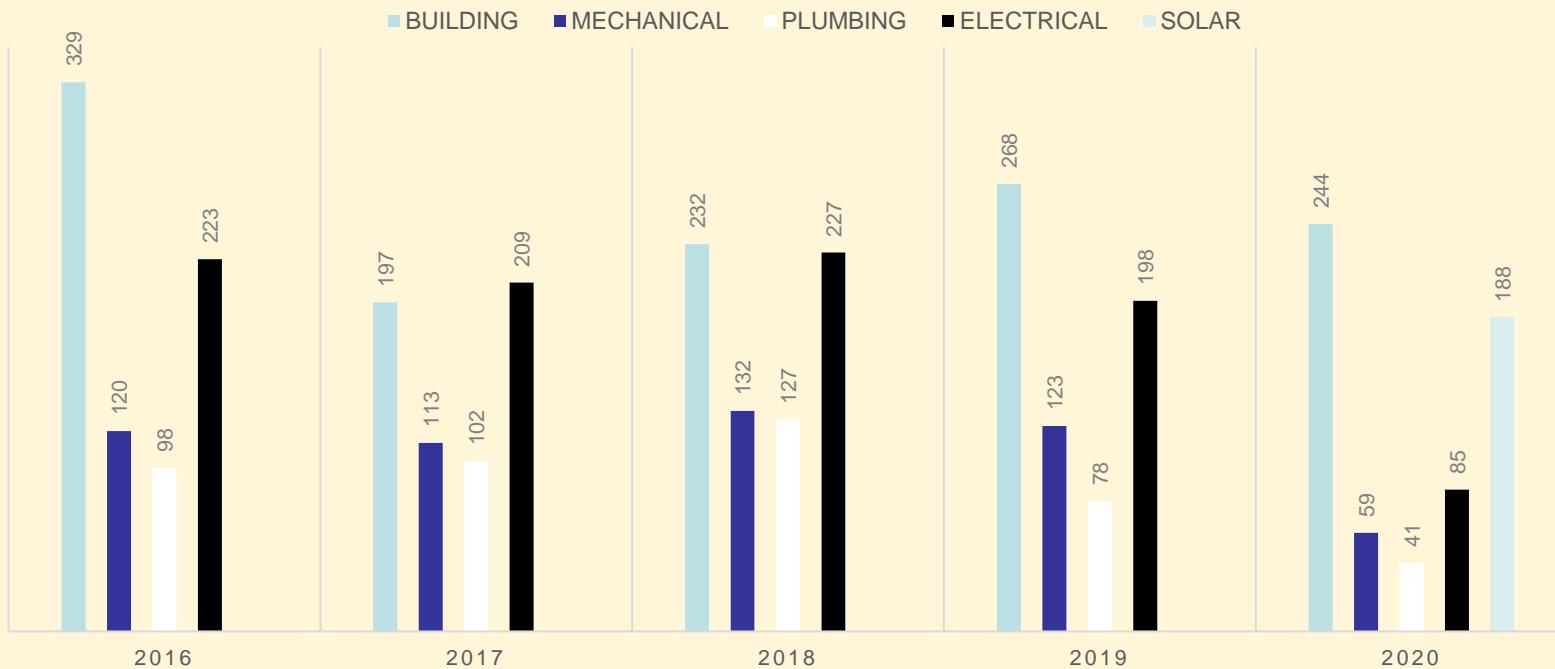


CEDD - Construction & Development Services

Commercial Plan Reviews

(Building, Mechanical, Plumbing, Electrical)

QUARTER 4, YEARS 2016-2020



CEDD – Construction & Development Services

Neighborhood Standards / Code Enforcement 2020 Trends

													Year Total		Monthly Avg			
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2020	2019	2020	2019	Change	
Total Service Requests	199	302	633	1506	850	708	565	431	392	260	160	137	6143	4494	512	375	36.5%	
Unfounded Complaints	60	80	121	374	341	329	214	192	122	84	29	37	1983	1585	165	132	25.2%	
Knock and Talks	24	57	278	912	85	66	48	20	51	37	5	19	1602	273	134	23	480.4%	
Average days to inspection	0.8	0.8	1.0	1.5	2.5	1.5	1.0	1.2	1.0	1.2	1.0	1.3	-	-	1.2	1.5	-17.8%	
Total Cases Started	686	523	536	281	974	1266	1773	725	662	495	314	279	8514	8721	710	727	-2.4%	
Proactive Cases Started	632	456	455	205	780	876	1484	480	433	348	207	196	6552	4591	546	383	42.6%	
General Cases Started	8	0	53	3	9	16	217	28	6	5	43	9	397	108	33	9	267.6%	
Zoning Cases Started	285	283	186	71	85	112	236	201	208	190	156	99	2112	2004	176	167	5.4%	
Nuisance Cases Started	235	139	216	207	880	1109	1198	447	416	257	115	148	5367	5832	447	486	-8.0%	
Parking Tickets Issued	158	101	122	0	0	29	122	49	32	43	30	23	709	776	59	65.0	-9.1%	
Total Inspections	1136	1458	1646	2095	2887	4186	3517	2248	1941	1518	1069	821	24522	n/a	2044	n/a		

CEDD – Construction & Development Services

Neighborhood Standards / Code Enforcement 2020 New Initiatives and Impacts

- **Created illegal dumping enforcement program.**
 - Purchased and utilizing trail-camera equipment at frequent dumping sites.
 - Since starting initiative in August, 16 total criminal charges have been issued / or are pending as a result of our investigations.
 - City has been able to obtain reimbursement from many defendants for cleaning of dumping.
- **Re-designed procedures for weed/trash abatement services.**
 - Reduced number of internal steps for case processing to improve response times.
 - Issued and awarded new bid specifications to contractors to improve quality of service provided.
 - Shifted to a fixed-price debris removal pricing system, resulting in the average cost per clean to decrease by 12%, resulting in an approximate \$20,000 annual cost savings – while reducing the time to complete cleans.
 - Equipped weeds interns to pick up certain trash items during low demand periods resulting in a cost savings of \$10,641 compared to using contractor service.
- **Absorbed additional responsibilities into current workforce.**
 - Led COVID-19 mitigation measures enforcement within City limits.
 - Assisted in fireworks and snow ticketing enforcement programs with other departments.

CEDD – Neighborhood Development

2020 HUD Program Goals

2020-2024 Consolidated Plan Strategy and Programs	2020 Goals	
	CDBG Funds	HOME Funds
Housing Strategy		
Housing Rehabilitation	33	22
Homeownership		5
Housing Development		2
Community Development Strategy		
Clearance / Demolition	35	

The City received its 2020 HUD grant funds in August 2020. The City is still utilizing 2019 HUD grant funds for housing and community development programs.

CEDD – Neighborhood Development

Achievements – HUD Grants

2020 Achievements

- * Residential demos: 49 (41 CDBG + 3 General Fund + 5 APP)
- * Commercial demos: 4 (GF/TIF)
- * 27 housing rehab projects
- * 2 homeownership assistance

Plans & Reports

- * 2020-2024 Consolidated Plan & 2020 Annual Action Plan
- * Analysis of Impediments to Fair Housing
- * Neighborhood Revitalization Strategy Area Plan
- * 2019 CAPER (year end report)

2020 CDBG-CV R1 Funds

- * \$1.2M CDBG-CV (CARES Act) funds - awarded in April.
- * Supported economic development microenterprise loan program with grant administration, development of program policies, and verification of applicant eligibility.

2020 CDBG-CV R3 Funds

- * \$1M additional CDBG-CV3 (CARES Act) funds - awarded in Sept.
- * Staff continues to support microenterprise loan program with grant administration and verification of applicant eligibility.

CEDD – Neighborhood Development

Achievements – Process Improvements and Additional Resources

Process Improvement:

Implemented a new grants management system which allows for online program applications, cost-estimating software, loans management, as well as grants and compliance reporting.

IHDA APP Grant Round 4:

- * 5 residential properties demolished in 2020 (total = 7)
- * \$73,000 grant is fully expended

IHDA Single Family Rehab - Roof Grant Program

- * \$520,000 grant agreement executed in Q3 2020
- * Anticipated program launch – Q1 2021

IHDA Strong Communities Program Grant:

- * Dec. 2020: \$250k grant award is announced.
- * Grant will support residential demolition program

CEDD – Neighborhood Development

Achievements – Neighborhood Engagement

Community Outreach:

- * Provided COVID-19 resources to 140+ community/neighborhood leaders
- * Co-Lead of Ready to Learn Initiative Family Friendly Neighborhoods Team – collaborating with 20+ local organizations

Community Outreach:

- * Partnered with Ellis and Lewis Lemon schools to provide food and other resources directly to families weekly in fall 2020
- * Collaborating with nonprofits and faith leaders on Connect Rockford project; tied it to the Belonging initiative

Community Outreach:

Host virtual meetings with neighborhood leaders to discuss:

- * Creative sources of funding
- * Engagement with neighbors
- * Neighborhood standards, beautification, crime, and safety issues

Community Outreach:

- * Participate in Alignment USA Team Leaders Cohort for 20-21
- * Member of Habitat for Humanity's Diversity Equity and Inclusion committee
- * Partnered with RPL, RPS, RPD to connect & provide resources to families

CEDD - Economic Development

2020 Investment Scorecard

Economic Development Data Quarterly Performance	2020 Annual Target	First Quarter		Second Quarter		Third Quarter (Sept 10th)		Fourth Quarter		Year to Date	
		Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual
Commercial New and Retained Projects	20	5	5	5	3	5	0	5	69	20	77
Industrial New and Retained Projects	12	3	0	3	5	3	1	3	2	12	8
New and Retained Jobs	800	200	33	200	22	200	20	200	65	800	140
Total Investment	Private Investment	\$ 145,000,000	\$ 262,953	\$ 746,176	\$ 4,200,000	\$ 6,801,684	\$ 12,010,813				
	Public Investment		\$ 78,952	\$ 38,328	\$ 300,000	\$ 1,652,119	\$ 2,069,399				
	Percentage, Public Investment		30.03%	5.14%	7.14%	24.29%	17.23%				

CEDD - Economic Development

2020 Achievements

Brownfields Redevelopment

- Awarded Neighborhood Revitalization Planning Grant and Brownfields Health Impact Assessment from USEPA for Southwest Rockford.
- Awarded \$275,000 USEPA Cleanup Grant for asbestos abatement of Rockford Watch Factory and contaminated soil removal at Lloyd's Hearing Building.
- Completed City-wide Brownfields Inventory consisting of 867 parcels and established ranking criteria for prioritization. Updated Tolemi to include brownfields layer derived from inventory for prioritization purposes.
- Passed two new brownfields prevention ordinances

Sanitation

- Educated residents and executed multiple procedural changes related to garbage collection to reduce the spread of COVID-19.
- Implemented City-wide recycling initiative to improve recycling efficiency and improve awareness of proper recycling practices.
- Updates Completed on City's Solid Waste Ordinance

CEDD – Economic Development

2020 Sanitation Statistics

HOUSEHOLD WASTE		
2019	2020	Change In Tonnage
Tonnage	Tonnage	Tonnage
51,357	56,872	10.7%

YARDWASTE		
2019	2020	Change In Tonnage
Tonnage	Tonnage	Tonnage
12,931	11,801	-8.7%



RECYCLING		
2019	2020	Change In Tonnage
Tonnage	Tonnage	Tonnage
7,695	7,846	2.0%

DEMOLITION DEBRIS		
2019	2020	Change In Tonnage
Tonnage	Tonnage	Tonnage
1,610	6,361	295.1%

CEDD – Economic Development

2020 Sanitation Contractor Customer Service Statistics

MISSED PICK-UPS		
2019	2020	% Change
1,389	1,098	-21.0%



CUSTOMER SERVICE CALLS		
2019	2020	% Change
5,177	5,497	6.2%



SERVICE COMPLAINTS		
2019	2020	% Change
105	87	-17.1%

AVERAGE CALL-IN HOLD TIME (SEC)		
2019	2020	% Change
72	78	7.4%

CEDD – Economic Development

2020 Final Household Hazardous Waste Statistics

MATERIAL	Total Drums	Weight
Acids	20	4,045
Adhesives	332	54,220
Antifreeze	35	15,300
Asbestos	2	240
Bases	33	5,540
Bulked Solvents	51	22,740
Lab Packs	25	1,003
Lithium Batteries	13	430
Mercury Batteries	1	3
Mercury Debris	2	40
Mixed Bulbs	16	1,070
Nickel-Cadmium Batteries	11	370
Non-Processable Aerosols	58	7,810
Oil Based Paints	45	25,045
PCB Ballasts	3	492
Pesticides Solids	78	14,385
Pesticides Liquid	170	32,070
Processable Aerosols	49	6,235
Straight Lamps	46	2,200
Used Oil	101	44,128
Final 2020 Total	1,091	237,366
Final 2019 Total	1,039	245,369
Percent Change	5%	-3%

- 3,942 Total Cars (5,368 in 2019)
- 71.3% Rockford Residents (71.5% in 2019)
- 86.5% Win County Residents (86% in 2019)
- 7,747 Tires Collected (9,755 in 2019)

*Note - Facility was closed from 3/20/2020 to 6/4/2020 as part of COVID-19 mitigations



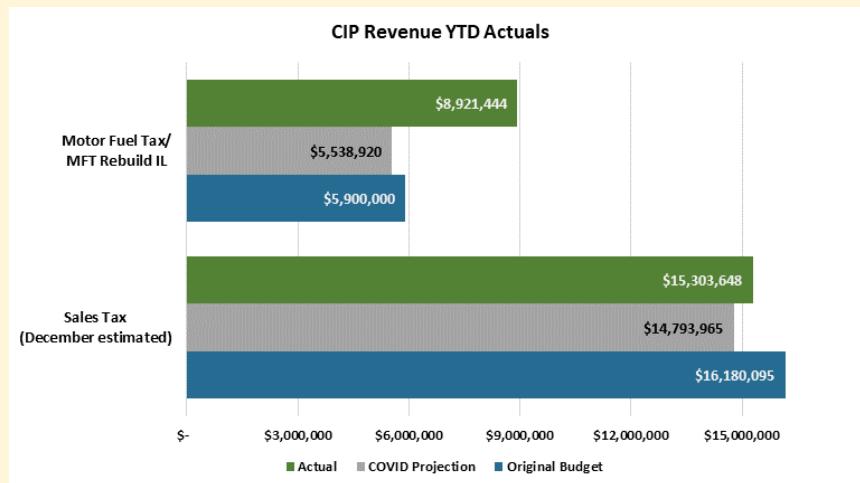
Department of Public Works

PRESENTED BY:
Kyle Saunders, Director of Public Works

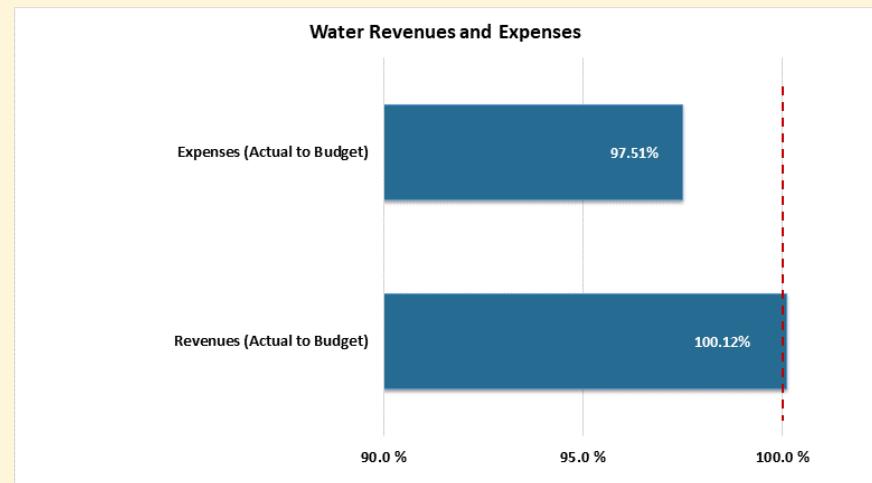
Public Works

Dashboard

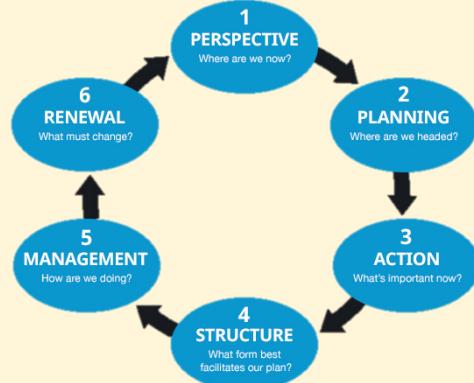
Capital Improvement Program – Funding



Water Division - Finances (% of Budget)



Public Works – 2021 STRATOP



- ✓ Train/Grow our Staff
- ✓ Measure/Improve our Service
- ✓ Develop/Enhance our Public Image
- ✓ Improve our Internal Communication

Water Division

PRESENTED BY:
Jamie Rott, P.E.
Water Superintendent

Water Division

Dashboard

		Monthly Performance		2020 Monthly Target												2020 YTD Average	2019 YTD Average
				Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
Water Operations	Distribution	Emergency Repair Time (hours)	3.5	3.0	3.0	3.0	3.0	1.0	3.0	3.0	3.0	3.2	3.1	2.8	2.5	2.8	3.8
		% of Total Repairs That Are Planned	70%	83%	60%	80%	72%	80%	81%	87%	89%	80%	81%	96%	77%	80%	77%
		Total Work Orders (NEW for 2020)	70	87	67	49	38	41	57	87	66	59	72	45	65	61	
		Backlog of Non-Emerg Repairs (Weekly Avg)	30	5	6	3	6	5	11	8	9	4	12	11	9	7	14
		# of Winter Backlog Jobs	60	33	24	12	14	29	26	17	9	13	12	11	9	17	57
		Water Main Flushed (mi)	40				24	76	23							Date Based Metric	Date Based Metric
	Field Services	Total Work Orders	1700	1575	1760	1340	623	610	746	1717	1725	1993	1787	1692	1592	1430	1599
		Days Priority S/O Outstanding	30	4	6	6	13	14	10	19	12	5	5	8	3	9	14
		Backlog of Priority S/O	50	18	19	10	94	106	129	7	7	10	5	4	9	35	13
	Production	Maintenance Work Orders	100	75	48	76	69										98
		Service Pressure Excursions	45	5	28	18	10	32	50	40	23	26	12	9	4	21	20
		% Preventative Maintenance	60%	15%	15%	25%	26%										40%
		# of Water Quality Complaints	3	0	4	1	1	6	1	0	0	1	8	0	3	2	0
		MG Pumped (NEW for 2020)	500	473	455	471	452	488	570	622	649	528	496	441	471	510	
		% Design Demand	100%	95%	88%	84%	94%	78%	85%	81%	76%	87%	134%	132%	124%	96%	104%
Financial	Total Amt Past 30 Days Due as % of Revenue	2.5%	2.7%	2.7%	2.8%	3.3%	3.6%	3.6%	2.8%	2.9%	3.1%	2.9%	2.9%	3.0%	3.0%	2.5%	
	Operating Revenue, % of Plan	95%	100%	103%	101%	99.9%	99.9%	98.2%	98%	100%	99%	101%	101%	100%	100%	100%	100%
	Number of New Water Accounts	5	3	11	7	13	3	11	10	6	12	12	4	7	8	15	

Highlights – FY 2020

- 💧 1.5% **Increase** in Water Production
- 💧 \$6.4MM+ Investment in Water CIP
- 💧 \$140,000+ Water Bill Assistance provided (427 customers)
- 💧 386 Lead Service Lines Replaced
- 💧 1.8% **Decrease** in Lab Analyticals
- 💧 6 Wells Rehabilitated

Water Division

#WATERNERDS at Work



Water Division

#WATERNERDS at Work



Water Division

Accomplishments

- 250 Miles of Acoustic Leak Detection
- 1.9+ Miles of Water Main Replaced/Installed City Wide
- 2020 Annual Well Preventative Maintenance Program
- IEPA SRF Lead Service Line Replacement Program
- Lead and Drinking Water Program
- Fireflow Testing & Hydrant PMs
- Risk & Resiliency Assessment
- Emergency Response Plan
- Valve Assessment & Replacement Pilot Program

2021 Goals

- Cost-of-Service Analysis
- Brand Identity/Awareness
- Long-Range Financial Model (Rate Setting)
- More Robust CIP Program
- Water System Modeling
- Reduce Water loss through leak detection, master meter validation and large meter testing
- Hydrant Replacement Program
- Well 39 Treatment Addition
- Develop Facility Management Plan
- Develop Meter Replacement Program

Street Division

PRESENTED BY:
Mitch Leatherby, Street Superintendent

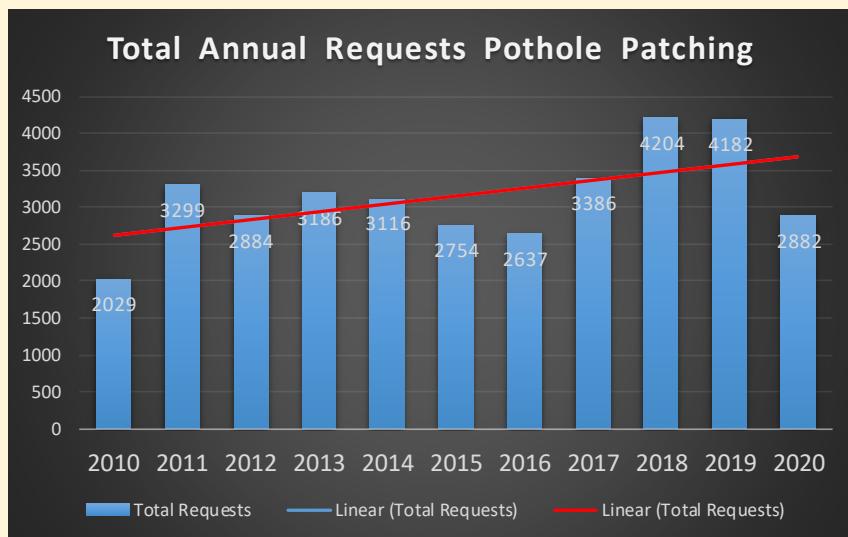
Street Division

Dashboard

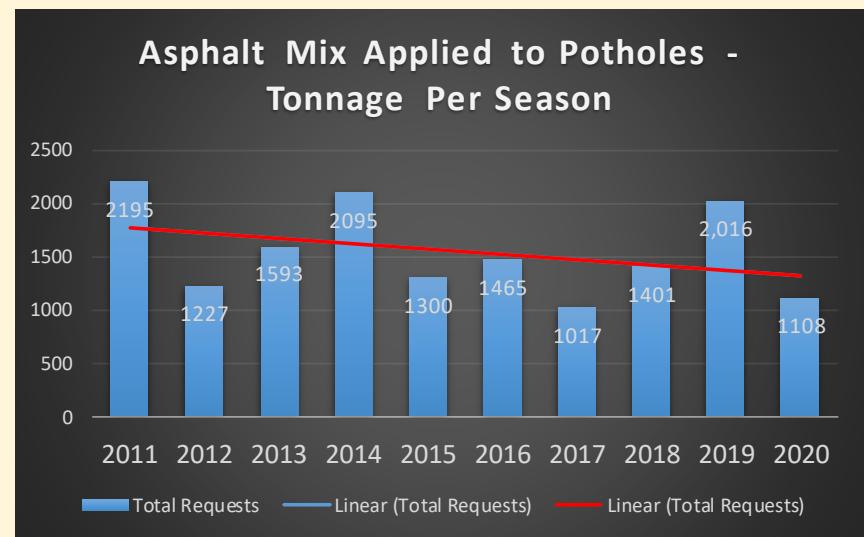
		2020		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD AVE
Street Operations	Unresolved Pothole Requests	100	1	3	7	16	48	142	12	23	2	3	2	1	22	
	Potholes Patched	6250	6922	8553	11279	5830	7152	6379	7059	3187	5128	5990	4428	4672	6382	
	Arterial Pothole Req. - % Completed <= 10 Days	90%	100%	100%	100%	85%	78%	79%	73%	80%	100%	100%	100%	100%	91%	
	Res. Pothole Req. - % Completed <= 30 Days	90%	100%	94%	94%	79%	98%	92%	98%	100%	100%	100%	100%	100%	96%	
	# Trees Trimmed	200	198	283	153	46	110	25	61	51	130	122	116	200	125	
	# Trees Removed	50	2	22	5	28	14	11	47	30	4	59	67	23	26	
	# Trees Planted	70				0	0	50			0	48			20	
	Forestry Requests	100	25	14	19	32	83	179	265	585	163	70	90	26	129	
	Unresolved Forestry Requests	150	7	5	9	19	14	60	206	260	250	268	81	6	99	
	Total Requests	500	301	269	361	331	337	399	393	756	348	340	340	362	378	
	Total Unresolved Requests	250	55	65	86	32	38	142	253	341	149	132	100	38	119	
Traffic Operations	% Signals Repaired Compared to Reported	95%	100%	100%	100%	99%	100%	99%	99%	99%	99%	75%	99%	99%	97%	
	% Signals Replaced Compared to Reported	95%	100%	100%	100%	100%	100%	100%	N/A	100%	100%	100%	100%	50%	95%	
	% of Signal Bulb Outages Responded in ≤ 24 hrs	95%	100%	100%	100%	75%	100%	100%	100%	100%	88%	100%	100%	100%	97%	
	% of City Street Light Outages Responded in ≤ 5 days	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	94%	100%	
	% Sign Repaired/Replace to Reported	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	% Signs Repair/Replace Responded in ≤ 5 days	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

Street Division

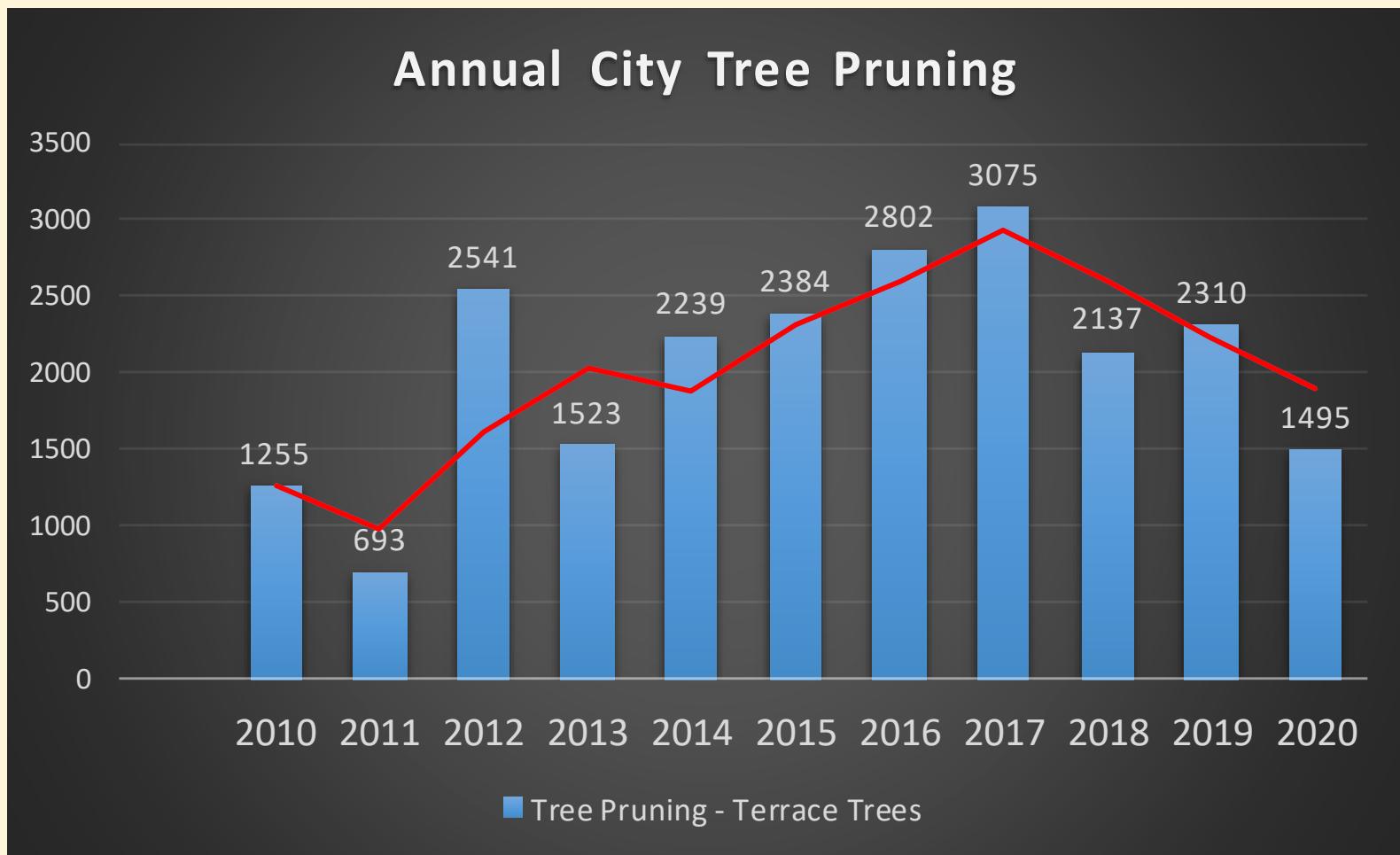
Pothole Patch Requests



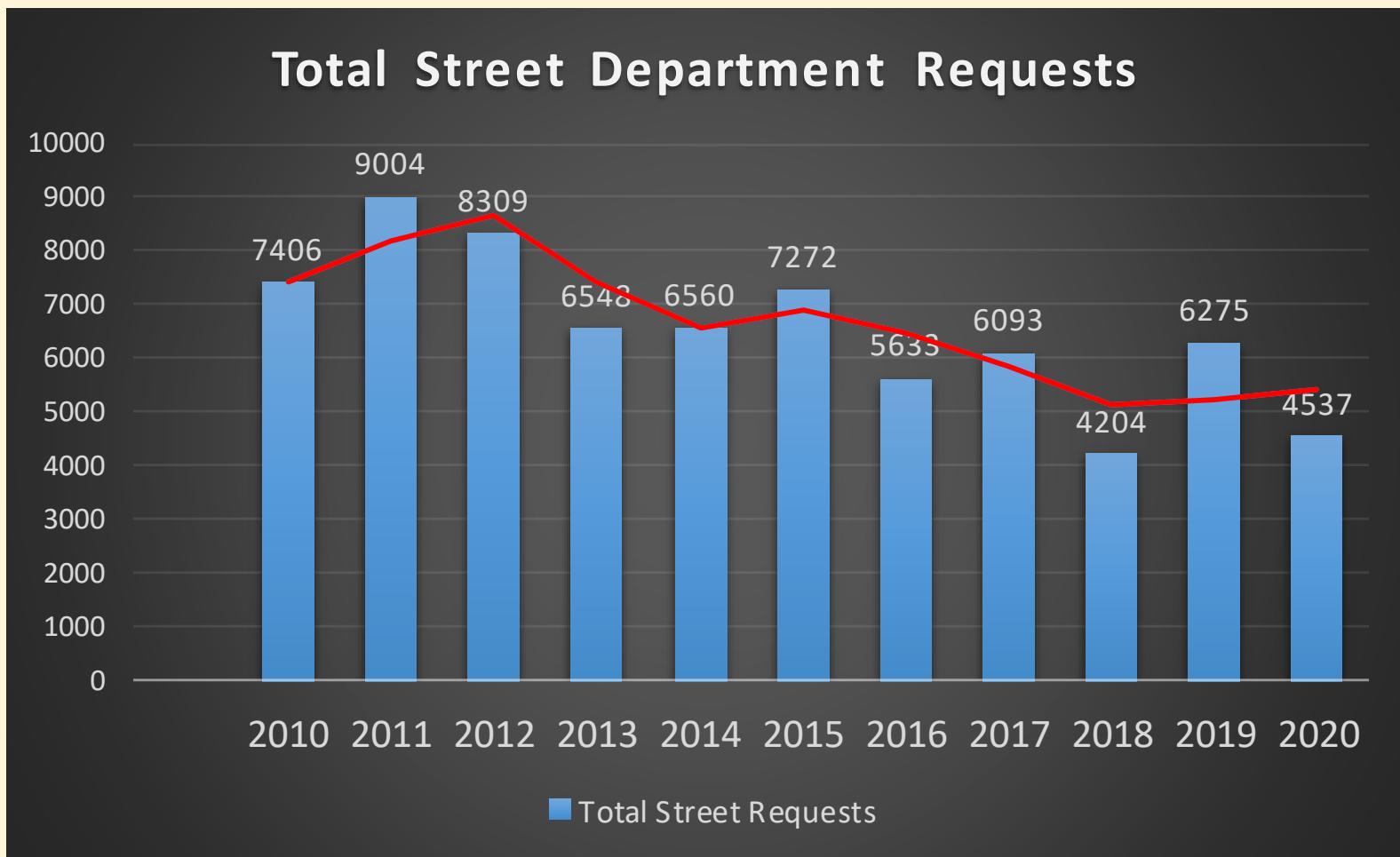
Asphalt Tonnage Applied



Street Division

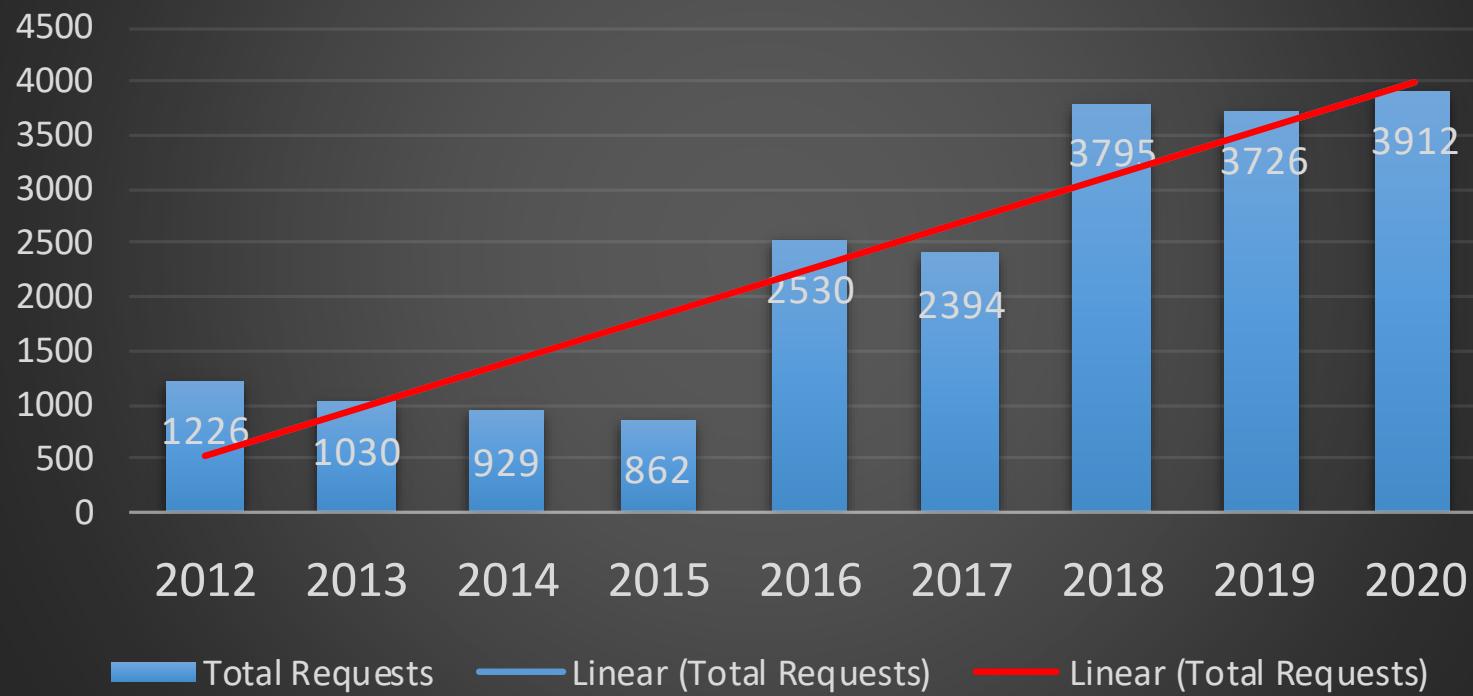


Street Division



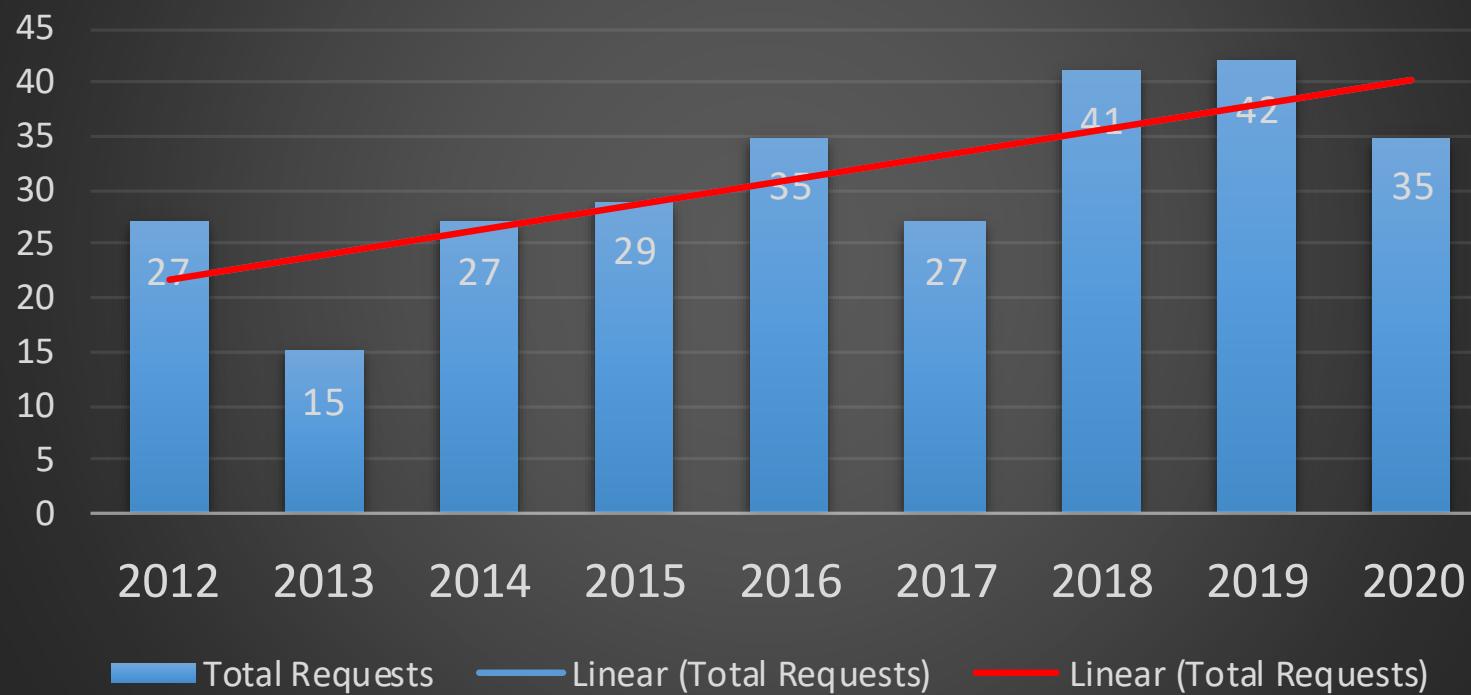
Street Division

Traffic Sign Repairs - Service Requests Completed



Street Division

City Owned Streetlights Knockdown Repairs



Street Division

2020 Notable Accomplishments / Highlights

- **Traffic Signal & Lighting Section:**

- License Plate Reader (LPR) project completed at the request of the Police Department. Installation completed at 9 City intersections totaling 49 cameras. Project installation completed by Traffic Signal Department staff.
- Completed 3,050 request for services and 1,573 JULIE locates
- Traffic signal bulb & streetlamp outages/repairs reduced by 25% compared to 2019.
- Staff overtime reduced by 22% compared to 2019
- Continued street lighting base shroud refurbishing / re-painting program. Areas restored:
 - Along Auburn St. from the Rock River to the roundabout.
 - Along Morgan St. from Main St. to Kishwaukee St.
- Purchased new pole installation truck (Digger-Derrick) for pole knockdown emergency responses, repairs and future installation of new corridor street lighting projects.

- **Traffic Signs & Parking Section**

- Completed 3,912 service requests ranging from new sign installations, sign replacements, relocates and knockdowns, a 5% increase over previous year.
- Added a 3rd service truck into operations to allow each of our 3 sign technicians to respond to service requests independently.
- Incorporated additional PC tablets for electronic work orders for staff.

Street Division

2020 Notable Accomplishments cont'd

- **Street / Forestry Section**

- *Pavement temperature monitoring sensors installed at 4 locations throughout the city to aid in management of the city's snow & ice removal program.*
- *Continued support at Veterans Memorial Circle landscaping initiatives*
- *98 residential street trees planted*
- *Street sweeping program accomplished 1,868 miles of roadway sweeping. Cycles consist of:*
 - *3 cycles on Arterial Streets*
 - *2 Cycles on Residential Streets*
 - *16 cycles within the Central Business District sweeping.*
 - *6 cycles of city-owned parking lot(s) sweeping*
- *Pothole Patching*
 - *31% decrease in pothole patch service requests*
 - *45% reduction in tonnage applied (1,108 ton in 2020 vs. 2,016 ton in 2019)*
 - *76,579 potholes patched*
- *Tornado event(s) cleanup during the month of August & September*
 - *Partnered with Rock Valley College providing enabling the City to provide (2) community tree debris drop off site locations for residents impacted.*
- *Incorporated several ipad tablets into operations to transfer data, information and electronic service requests for field staff.*
- *Approximately 1,500 trees pruned by Forestry staff*
- *Multiple creek / waterway vegetative clear-cuts and bank stabilization projects completed*
- *Tree City USA Award – 30+ years in a row*

Street Division

Areas for Future Improvement

- Continue to stay on pace with citizen requests to patch potholes in a timely manner.
- Continue to modernize City facilities, vehicles, and equipment.
- Continue to identify joint purchasing strategies with nearby municipalities.
- Assess and plan future City-owned parking lot infrastructure needs.
- Invest and integrate web-based databases and additional mobile solutions into field operations.
- Utilize and continue to invest in modern technology to standardize processes, improve response times, and ensure the quality of our services improve both internally and externally.

Engineering/CIP Division

PRESENTED BY:
Timothy Hinkens, P.E.
City Engineer

Engineering Division

Dashboard

Monthly Performance		2020 Monthly Target	Jan	Feb	Mar	Apr	May	June	July	August	Sept	Oct	Nov	Dec	YTD
ROW/Development/Stormwater	# of Site Plans Reviewed	7	5	5	3	12	16	18	17	18	26	19	11	7	157
	% of Site Plans Reviewed in less than 14 days	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	# of Development Plans Reviewed	1	1	0	0	0	0	0	0	1	2	0	0	0	3
	% of Develop. Plans Reviewed in less than 21 days	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	# of ROW/DWY Permits Issued	100	140	103	103	136	141	180		276	201	230	117	109	803
	% of ROW/DWY Permits Issued in 1 day	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	ROW/DWY Permits Closed	100	83	1	201	241	188	211		202	203	95	201	203	925
	ROW/DWY Permits Still Open	700	1221	1323	1225	1120	1073	1042							1326
	Creeks Inspected (Even Years) by miles	60	No Inspections due to COVID				5.24	9.79	30.88	7.7	9.3	4.6	0	0	67.51
	Detention Basins Requiring Follow-up (odd years)	9	0	0	7	6	2	12	12	7	7	9	2	0	59
	Industrial High Risk Inspections On-Site	9	16	15	7	6	2	8	14	8	7	5	1	7	96
	Erosion Control Inspections On-Site (5 Winter; 25- S /F)	0	8	13	23	21	35	37	55	27	21	23	31	24	318
	New Illicit Discharge (IDDE) Investigations	1	1	1	4	1	4	1	4	6	4	7	4	1	38
	IDDE Investigations w/in 72 hrs	8	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	IDDE Investigations Unresolved	NA	7	7	7	7	5	5	7	8	9	14	7	7	
	Stormwater Samples Taken (15-Sp; 15-F; 40 Trib)	3		10	0	4	20	0	0	10	4	11	20	0	79
	SWPPP Reviews	20	9	0	8	11	17	8	21	17	27	20	9	5	152
	Stormwater Service Requests	50%	10	13	36	22	27	29	22	9	21	16	11	6	222
	SW Requests Generated Proactively (>50% of Total)	50%	4	2	9	4	3	2	3	2	3	3	11	6	51
	SW Requests Generated Reactively (<50% of Total)	100%	6	11	27	18	24	28	19	6	10	10	10	3	172
	Clogged/Sunken Inlets Invest. w/in 24 hrs of Request	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Other Stormwater Requests Invest. w/in 1 week of Request	1.00	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Street Sweeping (mi)		0	0	87	375.8	377.2	48							888

Engineering Division

GIS 2020 By the Numbers...



WATER

159+ WATER SERVICE QUOTES

104 HYDRANT PERMITS ISSUED

5,000+ SERVICE LINE MATERIALS UPDATED

30k WATER FEATURE EDITS

8 Watermain projects



STORMWATER

700+ STORM STRUCTURES EDITED

670 ENGINEERING SERVICE REQUESTS

1297 OUTFALLS EDITED

2,500+ SPECIAL FEATURES/FITTINGS ADDED



TRANSPORTATION

INTERACTIVE CIP MAP ✓

INTERACTIVE STREET LIGHT MAP

1,500 STREET SIGNS UPDATED

3,190 STREETLIGHTS UPDATED

186 SIDEWALK SEGMENT EDITS

Engineering Division

ArcGIS Online Projects

Outfall Inspection Application - Developed and Implemented app using ESRI field apps (Collector for ArcGIS, Survey123) that allowed the Storm Water team to perform outfall inspections from their cell phones. Once an inspection was submitted from the field would send out an emailed report with photos to the storm water team. A dashboard was created which works in near real time to track inspections, high priorities and any follow ups needed. It was reported that it used to take 15 minutes per outfall inspection in field with paper inspections and was reduced down to 4 minutes per outfall inspection.

AuGeo App – This app is an augmented reality app that was used to help locate outfalls that are hard to find in the field. You simply hold the phone up like taking a photo and walk in the direction of the outfall that you are looking to find.

Sidewalk Repair Application – Developed and implemented field app using ESRI Collector for ArcGIS. This app allowed the Sidewalk program manager to perform all sidewalk inspections and enter 100% requests from the field and share to office staff using a dashboard.

Engineering Division

ArcGIS Online Projects

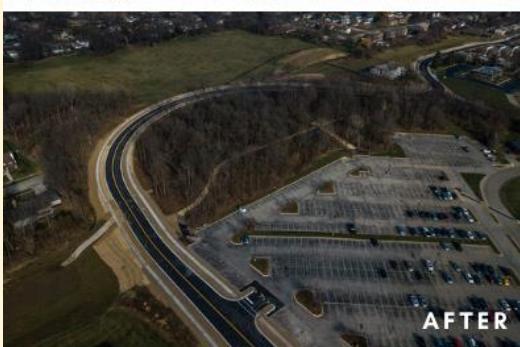
Hydrant Painting Dashboard – This dashboard allows the water department to track/monitor Hydrants that have been painted in the last five years. It can also track hydrants being painted in near real-time.

Streetlight Collector App – A Streetlight collector app was developed to allow staff to collect and report all streetlights that were off or have some sort of issue. The data is pushed into a dashboard for tracking statistics.

Public Streetlight Reporting Application - A public facing web map was developed to help the public report issues with their streetlights. The application uses Survey123 which is a simple survey the resident can enter information about their Streetlight. Once the survey is submitted it triggers a report to office staff. The data is also displayed in a dashboard to track/monitor streetlight issues that are being reported from the public.

Capital Improvement Program

2020 Projects/Accomplishments



STRATHMOOR DRIVE EXTENSION

The City recently completed the Strathmoor Drive Extension project, on budget and one year ahead of schedule. This \$4.3 million project addressed a failing existing roadway and travel route to a hospital, as well as installed a traffic signal to accommodate increasing traffic movements, and a roadway extension of Strathmoor Drive from Roxbury Road to Mulford Road. A detention pond was expanded to accommodate the new roadway surface drainage as well.

The project was funded by a combination of 1% Sales Tax funds and Motor Fuel Tax funds.



Photos: Mindy Joy Photography



Capital Improvement Program

2020 Projects/Accomplishments



9TH STREET RECONSTRUCTION

The 9th Street Reconstruction project was completed earlier this fall on schedule and under budget. The project consisted of completely reconstructing the crumbling concrete roadway between 6th Avenue and East State Street, upsizing storm sewer, and replacing old water main.

Over time, as the City's north-south traffic patterns of the mid-1900s have evolved into east-west traffic patterns, this one-way street was now over-designed for current conditions. This project thinned the old, wide roadway, thus giving space between the sidewalks and roadway making pedestrian travel safer and added shared bicycle lanes. A mid-block crossing north of Charles Street was added for the increased pedestrian demand to cross the street at that location.

The project was also strategically designed to handle a future two-way conversion of the street, as outlined in the current City FY-2021-2025 Capital Improvements Program (CIP). The City used funds from the CIP and Water Fund to complete this project.



Photos: Mindy Joy Photography



Capital Improvement Program

2020 Projects/Accomplishments



ALPINE DAM REPAIRS

The Alpine Dam was built using Franklin Roosevelt's "New Deal" funds. Since then, federal waterway structure standards have changed and the Alpine Dam is severely outdated. Currently, during flood events, City Staff walk along a rusty bridge to crank a large mechanism 64 revolutions to raise the dam gate every one inch. The concrete spillway is also deteriorated and underdesigned for current standards.

The Alpine Dam Repairs (Phase 1) is currently underway and nearing completion. These repairs include upgrading the electrical and mechanical components of the gate system. Now, City Staff will be able to monitor flood levels and raise the gate with the touch of a button remotely. The concrete spillway was also repaired to fix the fractures detected underneath the layers of paint.

As part of the FY-2021-2025 Capital Improvements Program, Phase 2, and final phase of this project, will add a layer of concrete to the spillway, thus bolstering its structural capacity and add an earthen auxiliary spillway just west of the concrete spillway for an additional factor of safety. The dam is currently not a permitted structure by the federal government regulating Keith Creek. These repairs will allow the dam to be permitted and become eligible for future disaster and repair funding opportunities. The project utilized the City's 1% Infrastructure Sales Tax funds.



Capital Improvement Program

2020 Projects/Accomplishments



BEFORE



DURING



AFTER

STATE STREET BRIDGE

The State Street Bridge over the Rock River has gone through many changes over the years. The current structure was constructed in 1948 by the State of Illinois. At the time, the bridge had a centerline longitudinal joint that allowed water and salt to seep down to the steel beams underneath and deteriorate them. In 1991, the bridge was widened and received a new surface, however the middle steel beams underneath remained. In 2006, the bridge was transferred to the City for ownership.

The State Street Bridge project was recently completed and addressed various repairs, including the painting of the beams to stop corrosion, patching the spalling concrete abutments, and complete replacement of the bearings, which is the point on the structure where the beams and bridge set on top of the piers and abutments and allow to move with the traffic loads.

These improvements will significantly reduce the deterioration rate on the bridge and need for a reconstruction for at least another 15-20 years. The project utilized the City's 1% Infrastructure Sales Tax funds.



Photos: Mindy Joy Photography



Engineering/CIP Division

2021 Goals

- Implement 2021-2025 Capital Improvement Program (CIP)
- Secure outside funding for infrastructure improvements through various grant opportunities
- Integrate data-driven decision optimization technology (DOT) to create multi-year, multi-constraint capital roadway improvement plans
- Streamline Public Works involvement in development review/permitting processes
- Implement GIS-based dashboards for performance measurement of field operations
- Coordinate with RPS 205 on strategic sidewalk gap/maintenance objectives
- Work in partnership with RACVB on expansion of FCB initiatives
- Advance Year 1 of the 2020-2030 Bikeway Implementation Plan
- Achieve *Bicycle Friendly Community* status through The League of American Bicyclists

Head Start / Early Head Start

2020 Year in Review

Year in Review

534 - Head Start Funded Enrollment 3-5 Years of age

- **592** Children Served
- **536** Families Served
- **98** Two Parent Families
- **61** Homeless Families Served
- **75.7%** Average Daily Attendance
- **94%** Income Eligible Children Served at or below 100% of Federal Poverty guidelines
- **80%** of Head Start Children Received Medical Exams
- **58%** of Head Start Children Received Dental Exams

Head Start Locations	Part Day 9 month Enrollment	Full Day 9 Month Enrollment	Full Day Full Year Enrollment
Beyer School 333 15th Ave, Rkfd, 61104	204	80	
Summerdale School 3320 Glenwood Avenue, Rkfd, 61103	136	40	
Hand-n-Hand Child Care 9350 Forest Hills Rd., Loves Park, 61111			34
YMCA 2918 Glenwood Ave, Rkfd, 61101			40

Year in Review

146 - Early Head Start Funded Enrollment Birth - 3 years old and pregnant women

- 206 Children Served
- 174 Families Served
- 44 Two Parent Families
- 17 Homeless Families Served
- 15 Pregnant Women Served
- 99% Income Eligible Children Served at or below 100% of Federal Poverty guidelines
- 49% of children were up to date on well child checks
- 54% of Children completed an Oral Health Assessment

Early Head Start Locations	Enrollment
Hand-n-Hand Child Care 9350 Forest Hills Rd., Loves Park, 61111	8
Home Based Services 425 E. State St., Rkfd, 61104	114
Pace Center at Fairgrounds 902 Acorn St., 61101	24

Year in Review

40 - Early Head Start Child Care Partnership Funded Enrollment 6 weeks to 3 years of age

- **54** Children Served
- **44** Families Served
- **2** Two Parent Family
- **78.78%** Average Daily Attendance
- **90%** Income Eligible Children Served at or below 100% of Federal Poverty guidelines
- **46%** of children were up to date on well child checks
- **15%** of children completed an Oral Health Assessment

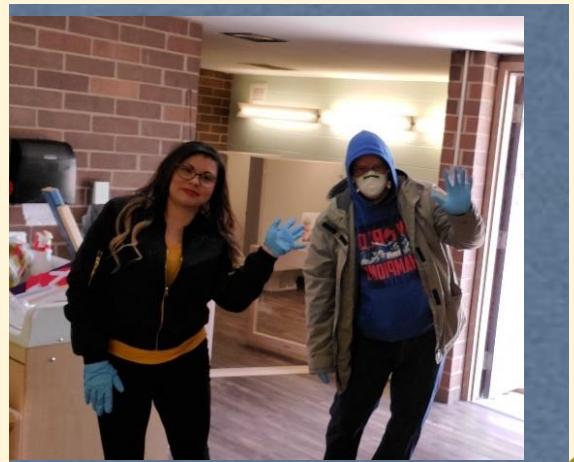
Head Start Locations	Enrollment
Hand-n-Hand Child Care 9350 Forest Hills Rd., Loves Park, 61111	18
Trinity Day Care 215 N. 1st St., 61107	16

CARES Act Funding

Head Start received CARES Act funding to prepare for, respond to and prevent the spread of COVID-19. The amount's are:

- Head Start- \$469,283
- Early Head Start- \$128,306
- Early Head Start- Child Care- \$35,152

Our centers and school collaboration sites closed on March 23, 2020 as a result of the Governor's Shelter-In-Place order. Plans were quickly developed to support the children and families enrolled in our programs.



Year in Review

As a result of the Governor's shelter-in-place order, our school collaboration sites and centers were closed on March 23, 2020. Home visiting was suspended as well. Plans were quickly developed to support the children and families enrolled in our programs. Early Head Start Home Visitor Teachers contacted their families multiple times each week to identify any needs of the family and to support continued learning and development for the enrolled children. During this program year approximately 5,928 contacts were made (104 families contacted three times per week).

Head Start Teachers contacted their families weekly from March 23 through June 3 to determine needs of the family and to support remote learning. There were approximately 4,774 contacts during this period

Items provided to families

229 - Containers of Baby Wipes
90 - Cases of Diapers / Pull ups
212 - Packages of Diapers / Pull ups
15 - Packages of Underwear
10- Thermometers
10 - Boxes of Alcohol wipes
66 -Containers of Formula
340 - Gerber Entrée (1y/o prepackaged meals)
451 - Infant food (cereal, jar food, snacks)

Two of our 3 child care partners remained open to provide emergency care to children of front line workers and the other opened when the state reached Phase 3 of the re-opening plan. Head Start was able to provide support in purchasing PPE and other necessary supplies for providing safe, effective child care during this pandemic. Head Start Family Support was in contact with enrolled families to ensure their needs were being met.

PACE Center Teachers contacted their families weekly to provide support and learning opportunities for the infants and toddlers enrolled in the center. Approximately 432 contacts were made in the 18 weeks the center was closed.

Learning Materials Distribution

Materials were distributed to families to support learning and development. The preschool supplies enabled families to participate in activities provided remotely by District 205 or Head Start. The Kindergarten transition kits included learning packets and other materials to continue summer learning for those children transitioning to Kindergarten in September 2020. We continue to focus our efforts on school readiness.



144 - Infant/Toddler Learning Kits to support remote learning and development to Early Head Start children

508 - Head Start children received preschool supplies (glue, paper, markers, etc.)

541 - Kindergarten Transition Kits (including materials and learning packets) were distributed

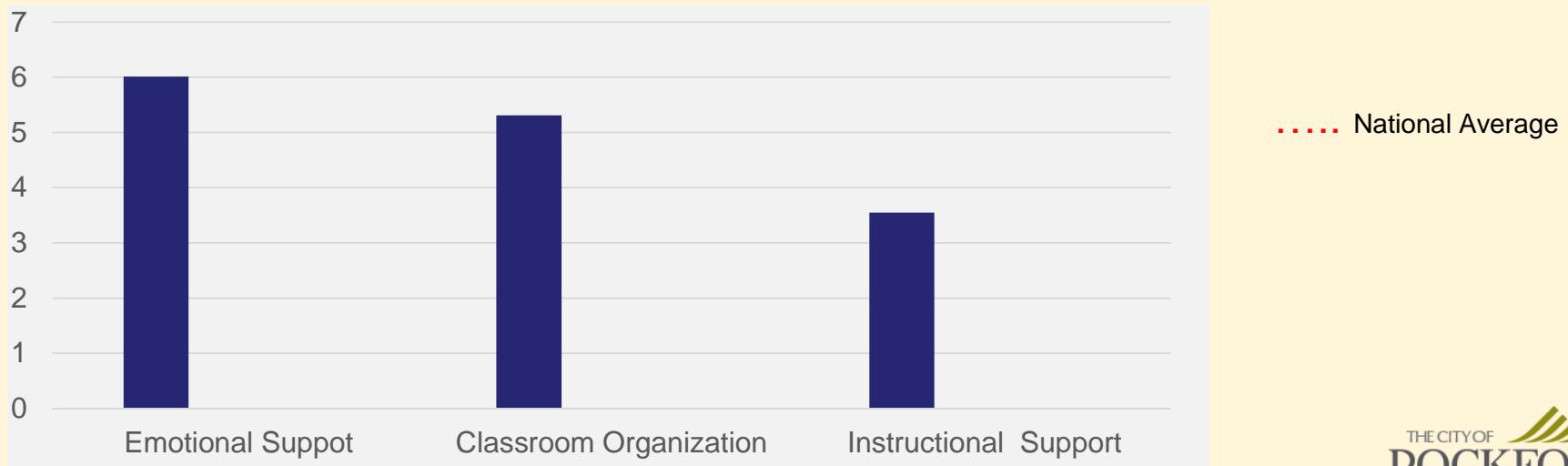
780 - Kindergarten packets were mailed to families during the summer

47 - Families that participated in weekly meetings through the Remind Me App

2019-2020 Class Assessment Scores

The Head Start Classroom Assessment Scoring System (CLASS) is an observation tool that focuses on the effectiveness of classroom interactions among teachers and children. These daily interactions promote children's social and cognitive development. Children thrive when teachers create nurturing, well managed settings and provide frequent and engaging opportunities to learn. Each Head Start Classroom is observed yearly and the scores are used to provide teachers with additional professional development including individual coaching and Peer Group Learning Communities.

CLASS data from the collaboration classrooms at Summerdale, Beyer, Hand n Hand Child Care and YMCA Children's Learning Center for this program year shows that the scores exceed the national average in Instructional Support, meet the national average in Emotional Support and are slightly below the national average in Classroom Organization. Additional training and teacher support will be provided to increase the CLASS scores for the next program year.



2019-20 Early Head Start Outcomes Data

Early Head Start program provides infants and toddlers with high quality early learning experiences using research based curricula and individualized activities. Progress toward child development outcomes is measured using the Hawaii Early Learning Profile (HELP) assessment tool. The tool includes several observable, sequential and developmentally ordered skills to track children's development in the following domains; Approaches to Learning, Social Emotional Development, Language and Literacy, Cognition and Motor and Physical Development.

Approaches to Learning – End of year data shows that 91% of enrolled infants and toddlers met the objectives in this domain.

Social Emotional Development – 99% of infants and toddlers were meeting or exceeding expectations measured in this domain.

Language and Literacy – At year end, 91% of children met or exceeded expectations for language and literacy.

Cognition – End of year data shows that 88% of infants and toddlers met or exceeded expectations in the Cognition domain.

Motor and Physical Development – 89% of children met or exceeded expectations measured in this domain.

2019-2020 Head Start Outcomes Data

Head Start prepares children for kindergarten using a variety of teaching strategies and individualized learning activities. Progress toward kindergarten readiness is tracked using the outcomes data tool, the Early Learning Scale (ELS). The ELS uses observable indicators to track children's development in 5 domains; Math and Science, Social-Emotional/Social Studies, Language and Literacy, Physical Development, and The Arts.

Math – winter data shows that 22% of three year olds and 46% of four year olds met or exceeded the expectations for investigation.

Science – winter data shows that 46% of three year olds and 90% of four year olds met or exceeded the expectations for investigation.

Social-Emotional/Social Studies – Winter data shows that 87% of three year olds and 97% of four year olds met or exceeded expectations in regulation of emotional behavior.

Language and Literacy – Winter data shows that 48% of three year olds and 76% of four year olds met or exceeded expectations in phonological awareness.

Physical Development – 67% of three year olds and 89% of four year olds met or exceeded expectations for gross motor and 47% of three year olds and 81% of four year olds met or exceeded expectations in the area of fine motor.

The Arts – The arts are not scored on the ELS, however, data collection is provided for this domain.

Family Engagement

Family Support Specialists and Early Head Start Home Visitor Teachers partner with families to build positive and goal-oriented relationships and we provide or connect them with services designed to strengthen families.

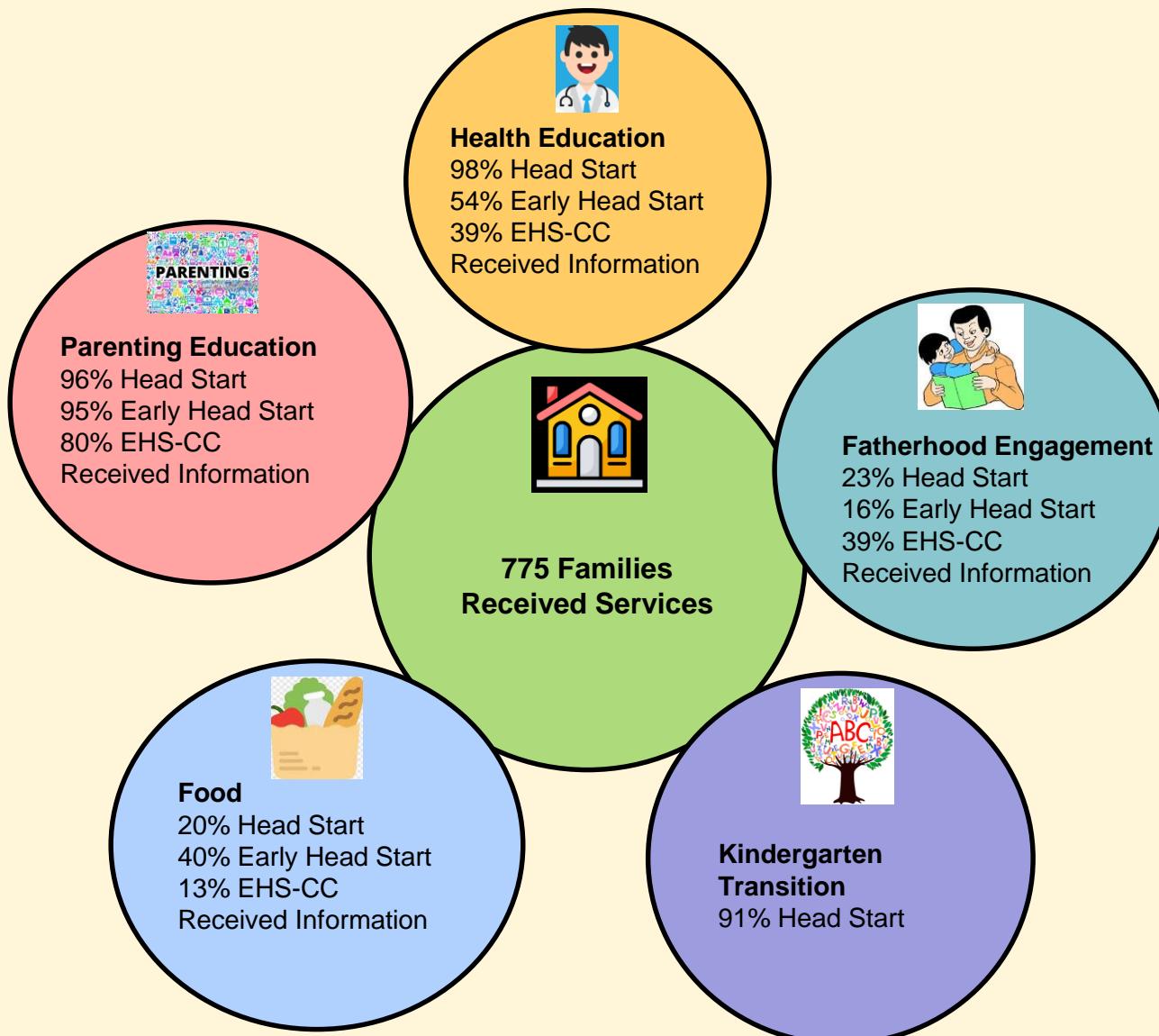
Parent education and activities are provided per program option and site. Due to Covid-19, we have adapted our services for families by offering these educational opportunities and activities on a virtual platform and/or at a drive-thru. Opportunities include but not limited to Health & Wellness, Community Resources, Continuing Education, Job Training, Car Seat Safety, Parent Cafes, Dads' Group, Kindergarten Transition, and Parent/Child activities.

Families play a critical role in their child's developmental growth and academic success. Families collaborate with Head Start/Early Head Start staff to determine individualized family goals. Goals may focus on enhancing family well-being, promoting their child's school readiness, entering the work force, or continuing education.



Head Start/Early Head Start staff assisted with meal delivery to children 2-18 with Community Services, 4,200 staff hours.

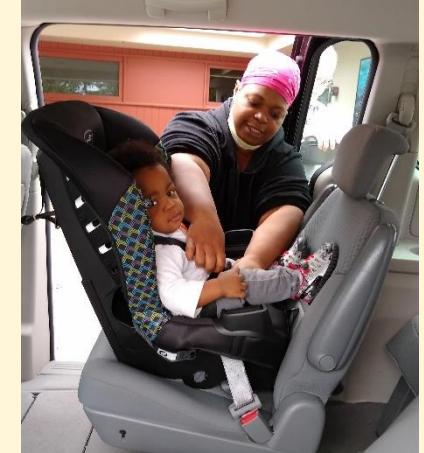
Family Engagement



Family Services

Accomplishments during COVID-19 shut down

- Transitioned to remote services
- Offered parent meetings via Zoom
- Completed weekly check-ins with families to ensure family well-being
- Assisted the YMCA with food distribution at various locations
- Provided weekly diaper, baby wipes, baby formula, and infant/toddler food distribution to families that expressed a need
- Provided families with information on local resources related to food, emergency child care, clothing, health needs, mental health services, domestic violence services, transportation, education, housing/rental assistance, utility assistance and access to public benefits



Family Services

Accomplishments during COVID-19 shut down (continued)

- Delivered food to families that had a transportation barrier.
- Staff participated in online professional development.
- Converted paper application and enrollment forms into online forms
- Established a Head Start/Early Head Start Twitter page in order to interact with our audience and advertise our services.
- Increased HS/EHS participation on the Community Services Facebook page in order to interact with our audience and advertise our services.



Head Start Achievements

- Received Notice of Award for Early Head Start Child Care Grant for \$608,228 for the Project Period July 1, 2020 – June 30, 2025
- Finalized re-opening plan for the PACE center which welcomed children and families on July 15, 2020 with many enhanced health and safety protocols in place
- Provided a very high level of support to children and families in all program options during this unprecedented time
- Received a grant from IHSA to conduct Parent Cafés
- Received a grant from Cooking Matters for parent/child cooking Activities



Head Start

Areas for Improvement



- Ensure that all of our families have access to technology for remote learning
- Develop a plan for collecting on-going child development assessments remotely
- Transition plan for in-person home visiting to resume at some point
- Develop an effective recruitment plan to ensure full enrollment in all program options
- Collaborate with the community to address teacher shortages

Legal Department

Achievements from January 1, 2020 through December 31, 2020

City Council –

- 314 Committee Reports
- 242 Resolutions
- 274 Ordinances

Highlights include:

- Rockford Promise NIU Scholarship Program
- Worked with the Community Relations Commission to review and report on the Body Worn Cameras and Police Use of Force Policies
- Demolition of the former Magna building located at 3915 E. State Street

Legal Department

Achievements from January 1, 2020 through December 31, 2020

Claims –

- 159 claims for reimbursement. 18 claims were approved for payment totaling \$82,108.00.

Ordinance Prosecution –

- 1,523 ORD cases for 2020
- 2,068 CENC cases for 2020
- 718 PST cases for 2020

Demolitions –

- 84 completed residential demolitions and 2 completed commercial structures.

Legal Department

Achievements from January 1, 2020 through December 31, 2020

Contract and Grant Compliance –

- Implemented new City of Rockford Grant Policy and provided live training to all staff who may handle grants.
- Implemented invoice payment review process to ensure contractor compliance with prevailing wage certified payroll requirements.
- Updated Standard Conditions, EEO, and Subcontractor Utilization procurement forms for bidders to improve compliance with local ordinance and applicable law.
- Implemented manual process for tracking Minority and Woman Business Enterprise utilization statistics (total City spend, bid/RFP awards, and estimated contractor spend).
- Launched newly established Community Relations Commission.

Legal Department

Achievements from January 1, 2020 through December 31, 2020

FOIA –

- 2,835 requests were processed

Impounds –

- Total impounds from January through December 31, 2020: 1,796
- City Impound Fees Collected: \$344,244.00
- Prostitution: \$1,000.00

Legal Department

Achievements from January 1, 2020 through December 31, 2020

Land Acquisition –

Properties the City has acquired:

14 Properties have been acquired including:

- 5111 Carter Court – Gregory Heights Subdivision – \$125,000.00
- 1218 Esmond Drive – Gregory Heights Subdivision – \$110,000.00
- 1059 School Street – Blight Reduction - Donated plus \$10,000.00 for demolition
- 3915 E. State Street – Former Magna Property – Donated plus \$130,000.00 for demolition
- Gregory Heights Phase 1 – 3 easements acquired
- Lindberg/Lindale Heights – 6 easements acquired

Properties the City has disposed of:

1. 728 6th Street - \$25,000.00 in form of demolition and remediation of property
2. 1206 Blaisdell – CD Redevelopment
3. 304 S. 2nd Street – Land Bank
4. 1123 7th Street – CD Redevelopment
5. 1811 Crosby – CD Redevelopment

Properties that are pending sale:

1. 68xx Rote Road – Seller	\$202,000.00
2. 1210 6 th Street – Seller	\$ 1,000.00
3. 410 4 th Street – Seller	\$ 1,000.00
4. 2323 W. State Street – Buyer (W. State Street Acquisition)	\$ 2,000.00
5. 1214 Fieldcrest – Buyer Gregory Heights Phase 2	\$114,000.00
6. 1218 Fieldcrest – Buyer Gregory Heights Phase 2	\$127,000.00

Properties being actively marketed:

1. 134 N. Main Street \$ 75,000.00
2. 16xx Lyford Road \$495,000.00
3. Springfield Corners (State and Springfield) RFP

Legal Department

Achievements from January 1, 2020 through December 31, 2020

Liquor and Tobacco Licenses –

- Approved 26 Liquor and 11 Tobacco Licenses
- Number of Establishments Approved for 6th Video Gaming Terminal (VGT): 55
- The 26 Liquor Licenses consisted of:
 - 16 Consumption/Liquor by the drink (only) Licenses
 - 9 Packaged Liquor (only) Licenses
 - 1 Consumption and Packaged Liquor Sales License
- 14 out of 26 Liquor Licenses approved for new businesses
- Remaining 12 Liquor Licenses were issued based on one of four reasons:
 - change in ownership
 - modification to an existing liquor license to add video gaming
 - existing business that added liquor
 - new business at an existing location that held a liquor license

Legal Department

Achievements from January 1, 2020 through December 31, 2020

Litigation –

- **Defense**

There are 31 lawsuits currently pending in court. 11 of those cases are in Federal Court with the remaining 20 in the State Courts. Of the 20 State Court cases, 11 cases are major litigation and 1 is an arbitration case.

- **Employment Law**

There are 4 matters pending. 2 are in Federal Court (including 1 on appeal) and 2 are before the EEOC Administrative Division.

- **Collections**

There are no small claims cases pending in State Court.

10 cases have closed in 2020 with judgments in favor of the City totaling \$20,000.00.

Legal Department

Achievements from January 1, 2020 through December 31, 2020

Building and Land Use Law

- There are 19 cases currently pending. 1 case is for property damage. 8 cases are seeking demolition of the property and 1 case is for administrative review. 9 cases are objections filed by owners to demolitions and 2 cases are appeals of fines assessed at code hearing.
- 4 cases have been closed in 2020. 1 appeal of a fine was won on appeal by the City. 1 demolition objection was won by the City.

Legal Department

Achievements from January 1, 2020 through December 31, 2020

Labor Negotiations

AFSCME Big Group

- Status: Collective Bargaining Agreement in effect through December 31, 2021.

AFSCME B Group

- Status: Collective Bargaining Agreement in effect through December 31, 2021.

AFSCME C Group

- Status: Collective Bargaining Agreement in effect through December 31, 2023.

IAFF

- Status: Collective Bargaining Agreement in effect through December 31, 2026, with reopeners for all provisions except insurance beginning on January 1, 2022.

PBPA

- Status: The parties are in arbitration after unsuccessful negotiations. The contract expired on December 31, 2018.

Customer Service Center

Presented by Wendy Lara
Customer Service Manager

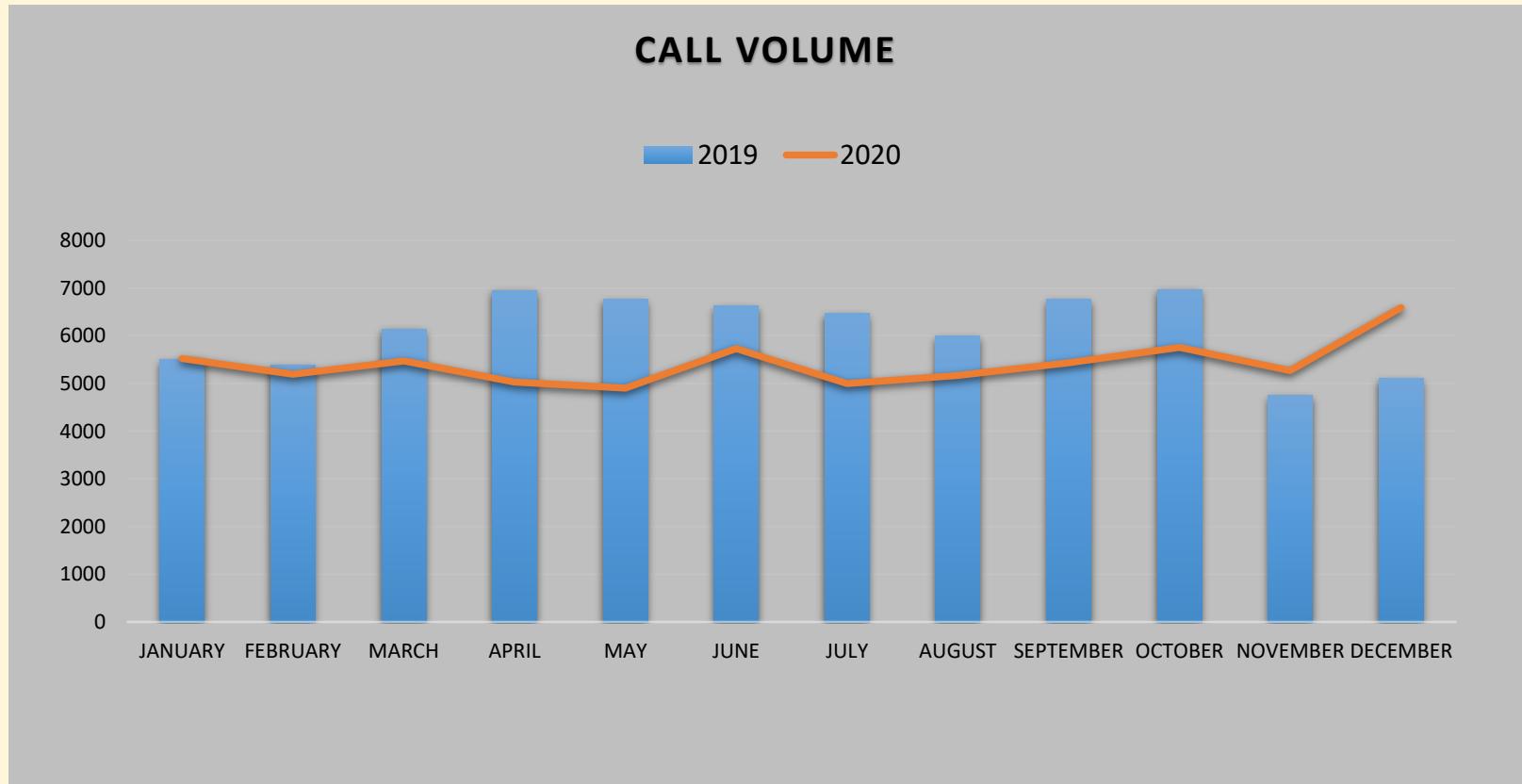
FINANCE – CUSTOMER SERVICE CENTER

2020 CSC SCORECARD

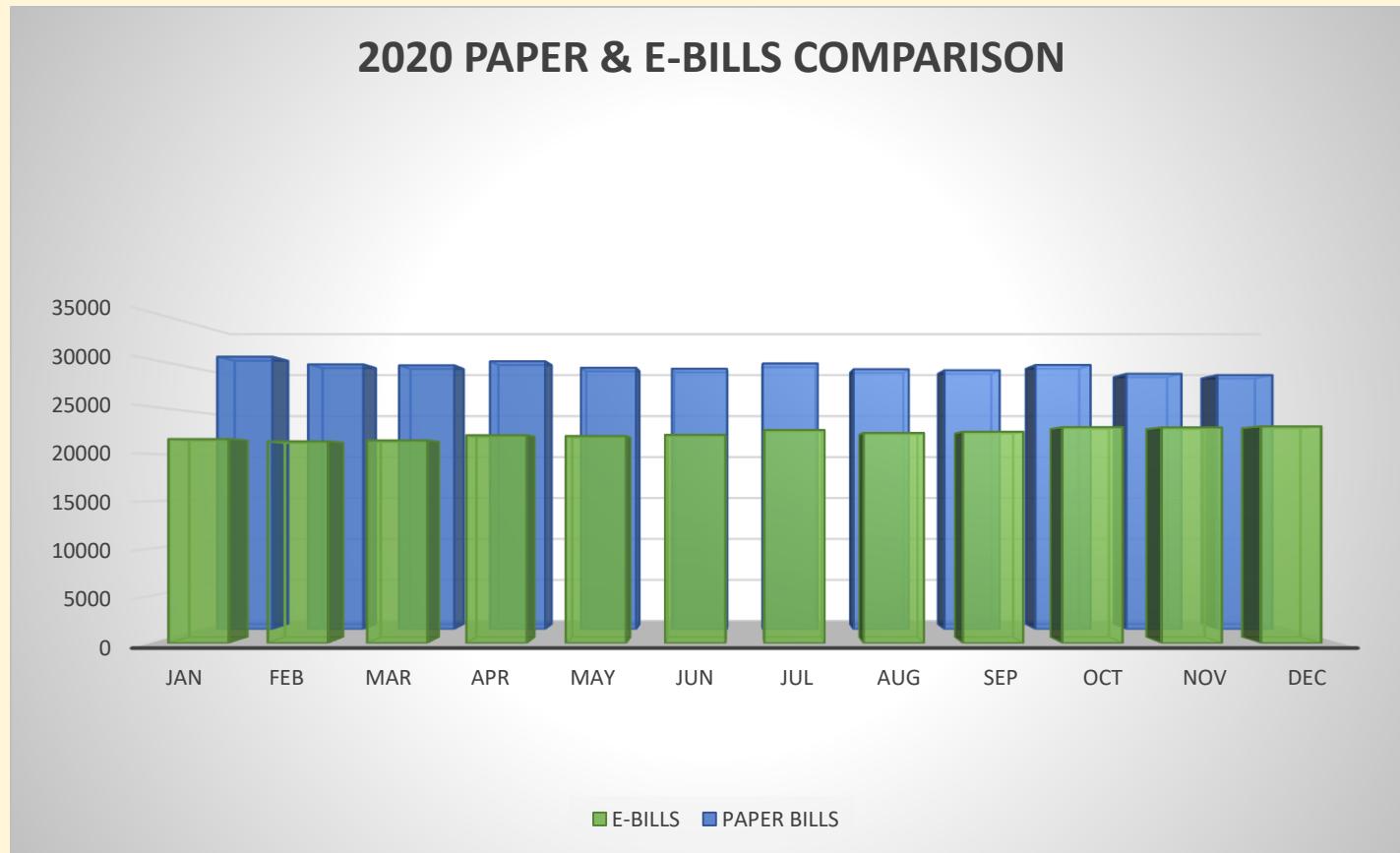
Monthly Performance	2020 Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD AVG 2020
Total number of calls	6,750	5521	5197	5473	5030	4906	5730	4996	5170	5437	5757	5273	6593	5,424
Average Time to Answer in sec.	30	39	37	18	11	11	16	21	31	27	41	38	37	27
% Calls Abandoned	8%	7.48	3.39	2.30	2.35	1.94	2.67	2.52	4.76	3.70	4.85	4.46	4.31	3.73

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

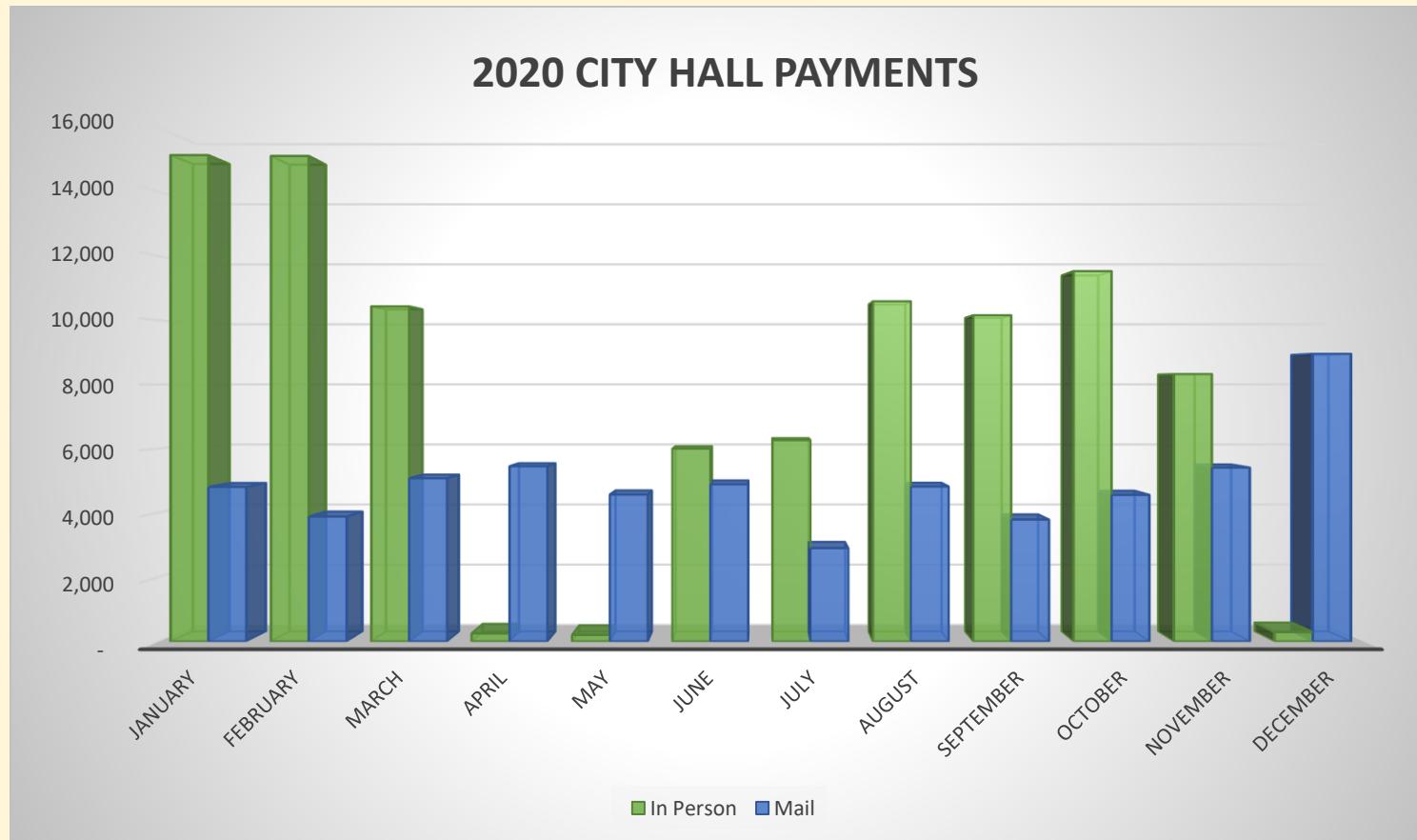
Finance-Customer Service Center



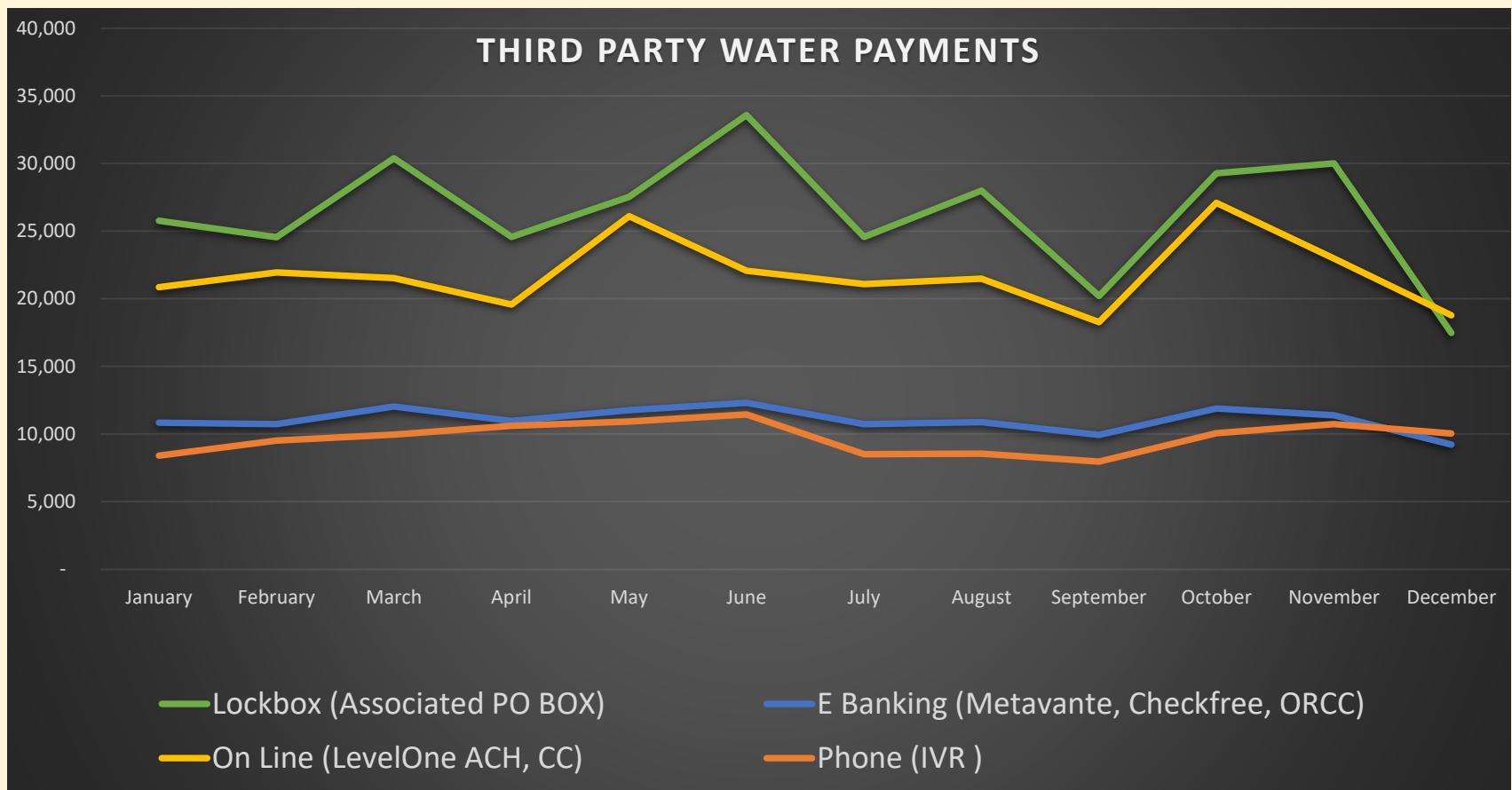
Finance-Customer Service Center



Finance-Customer Service Center



Finance-Customer Service Center



Customer Service Center

2020- Highlights

- Took a total of 65,083 calls.
- 154,867 total payments processed by City Hall staff members.
- Our closing team provided 2,900 estimates to Title Companies and Law firms.
- Processed a total of 5,188 final service orders due to change of ownership, which includes finalizing the seller's bill and generating the new buyer into the system.
- Received a total of 1,928 email requests of which 259 were COVID-19 related questions.
- E-bills increased 7% as compared to 2019

Customer Service Center

2020- Highlights

- Implemented PDF option for e-billing. Customers can select to receive a copy of their bill along with their “bill ready” notification email for easy access
- One of the challenges for 2020 was to use different communication channels internally and stay current with all of the information related to COVID, unemployment and resources available in our community; on top of daily workload
- An area of opportunity is to simplify payment entry for non-water payments. At times, invoices sent to us from other departments are similar to entering 10 receipts due to the number of GL accounts on the invoices.

Information Technology

PRESENTED BY:

Todd Hughes

Information Technology Director
on behalf of Glenn Trommels



Information Technology Key Strategic Initiatives 2020

- Implement new CAD / Mobile / RMS systems
- Continue to Enhance Network Security Posture
- Support Electronic Plan Review Project
- Support Station Alerting system implementation
- Support SCADA System upgrade
- Implement Ordinance Ticketing System

Information Technology Key Strategic Initiatives 2020

- Support New Police P&E building
- Support Phase One of Family Peace Center

Information Technology

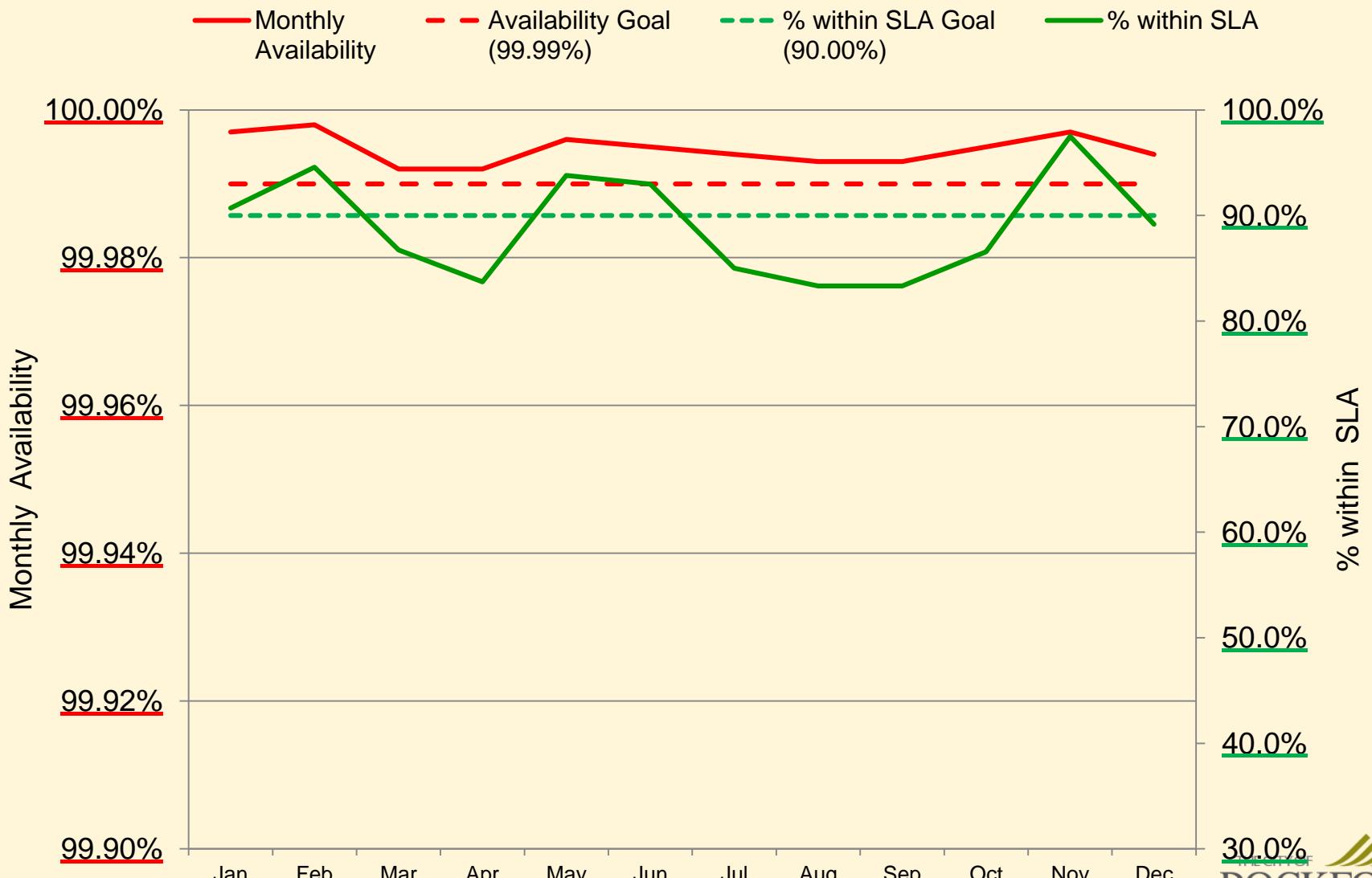
2020 Dashboard

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
WO Open	561	577	732	525	514	533	678	574	467	567	467	355	6550
WO Closed	509	559	712	564	505	525	620	537	519	541	497	402	6490
WO %	90.73%	96.88%	97.27%	107.43%	98.25%	98.50%	91.45%	93.55%	111.13%	95.41%	106.42%	113.24%	99.08%
Server Availability	100.00%	100.00%	99.99%	99.99%	100.00%	100.00%	99.99%	99.99%	99.99%	100.00%	100.00%	99.99%	99.99%
Servers Within SLA	90.70%	94.57%	86.72%	83.72%	93.80%	92.97%	85.00%	83.33%	83.33%	86.55%	97.50%	89.17%	88.95%
Network Availability	100.00%	100.00%	100.00%	100.00%	100.00%	99.99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Network Within SLA	100.00%	100.00%	98.63%	100.00%	98.63%	57.53%	97.22%	97.30%	100.00%	97.30%	100.00%	100.00%	95.55%
Goal	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%

% Availability	Downtime / Yr	Downtime / Mo
99.000%	~ 3.6 Days	~ 7.3 Hr
99.900%	~ 9 Hr	~ 44 Min
99.990%	~ 50 Min	~ 4.4 Min
99.999%	~ 5 Min	~ 26 Sec

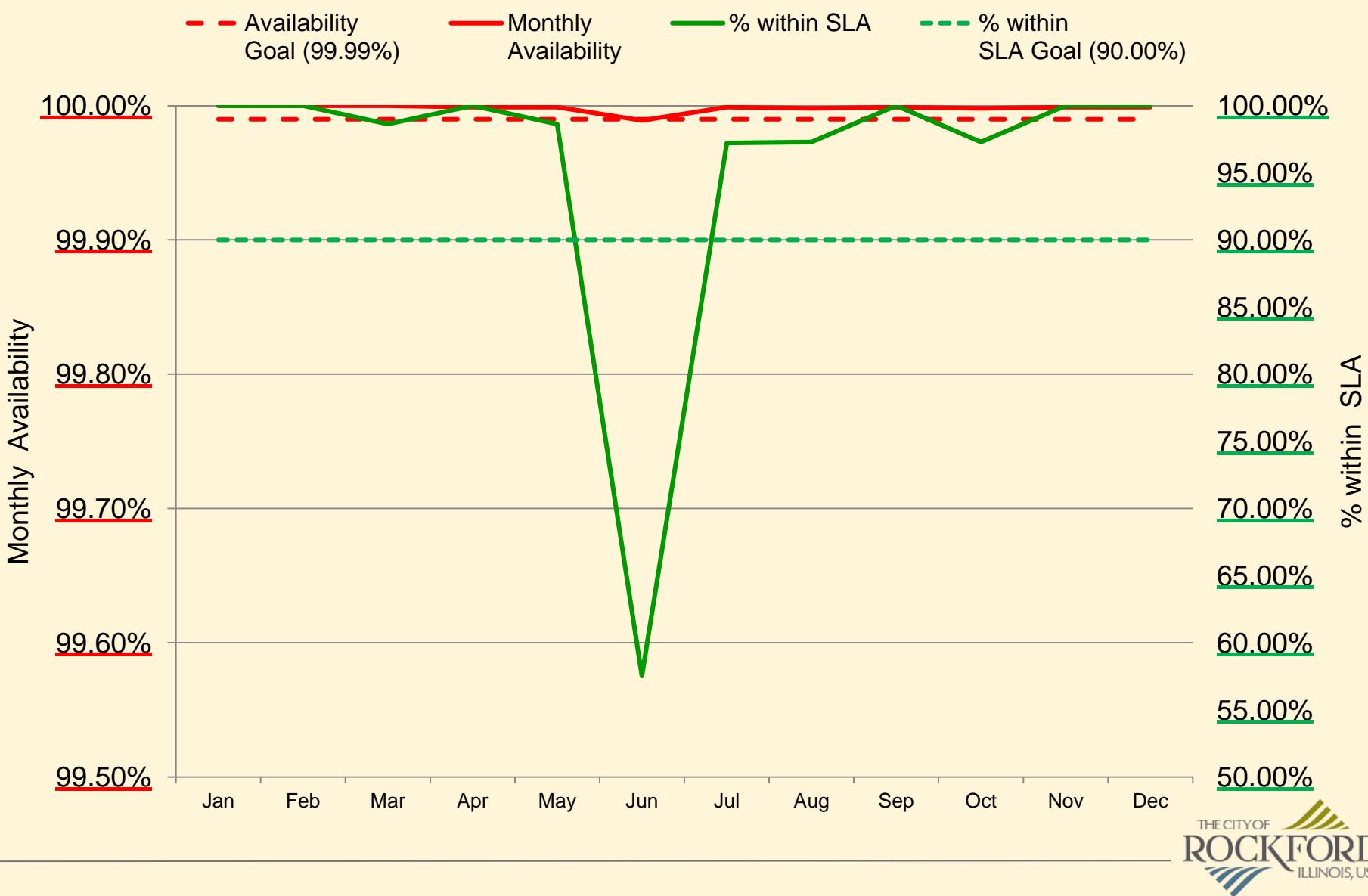
Information Technology

Server Availability



Information Technology

Network Availability



Information Technology

2020 Achievements

- Responded to COVID-19 Pandemic
 - Procured required hardware and software licenses to enable remote work
 - Updated and configured employee laptops / desktops / tablets to work from home
 - Updated Call Center software to enable remote work
 - Updated Council Chamber to connect our phone system to Council sound system. This allows mixed in-person and remote meeting attendance
 - Increased internet bandwidth to prevent remote work bottlenecks
 - Enabled GIS professionals to work from home
 - Procured enterprise Webex licenses to host remote meetings
 - Trained Aldermen on use of Webex so Council meetings could continue

Information Technology

2020 Achievements

- Managed CAD/Mobile/RMS Project Implementation
 - Continued Training of all Law Enforcement Agencies
 - Continued configuration of all systems
 - Built network to all agencies
 - Continued working on all interface to third party systems
 - Continue to build standard reports
 - Continued to refine GIS datasets
 - Project delayed by COVID
- Continued to enhance our network security posture
 - Implemented new outsourced cloud-based endpoint protection platform to better protect the City's network.
 - Implemented new email spam filtering system to reduce malware occurrences
 - Hired a security consultant to help guide our security initiatives
 - Substantially complete with upgrading all computers to Windows 10
- Worked with Vendor to finalize setup of ProjectDOX system
- Continued implementation of DACRA ordinance ticketing system for PD

Information Technology

2020 Achievements

- Supported the Family Peace Center
 - Built out wired and wireless network infrastructure
 - Built client intake application
 - Provisioned phones for new site
- Supported the Executime Implementation
- Supported the new Station Alerting System
- Continued to audit our phone bills and disconnect unused lines and service
- Implemented new VoIP call statistics reporting system
- Implemented new Mobile App for Infor (Hansen) application