



# RockStat

## January 13, 2011

### Public Safety

# FOLLOW UP REPORTS

## COMMUNITY DEVELOPMENT

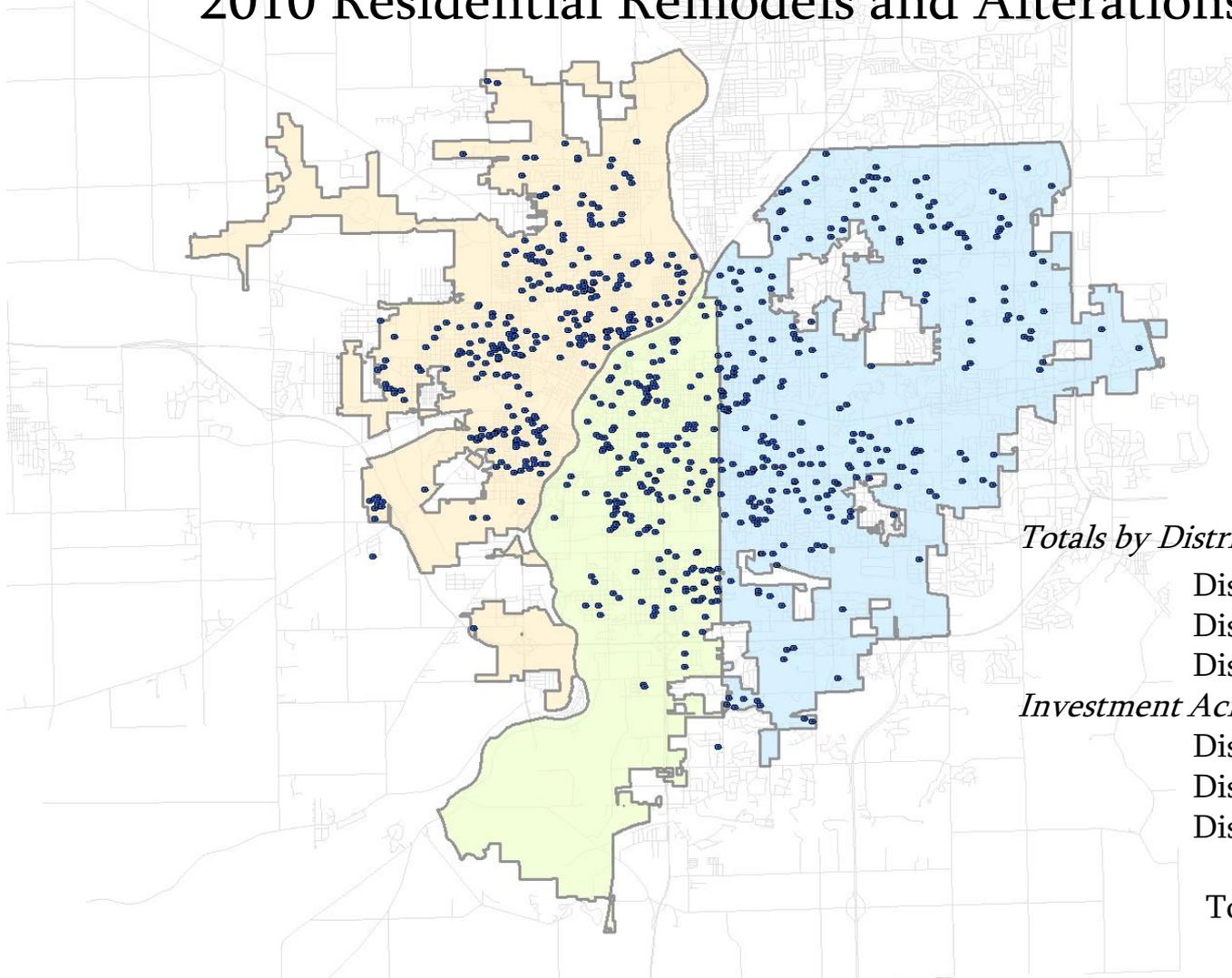
# Construction and Development Services Division

## Construction & Development Services 2010 vs. 2009 Residential Construction Valuation

RESIDENTIAL VALUATION			
	2009	2010	% CHANGE
Add/Alt	\$7,987,435	\$19,944,555	149%
New	\$3,907,300	\$3,678,865	16%
Roofing	\$4,059,588	\$6,732,993	65%
Other	\$470,418	\$512,988	9%
<b>Total</b>	<b>\$16,424,741</b>	<b>\$30,869,401</b>	<b>87%</b>



## 2010 Residential Remodels and Alterations



### *Totals by District*

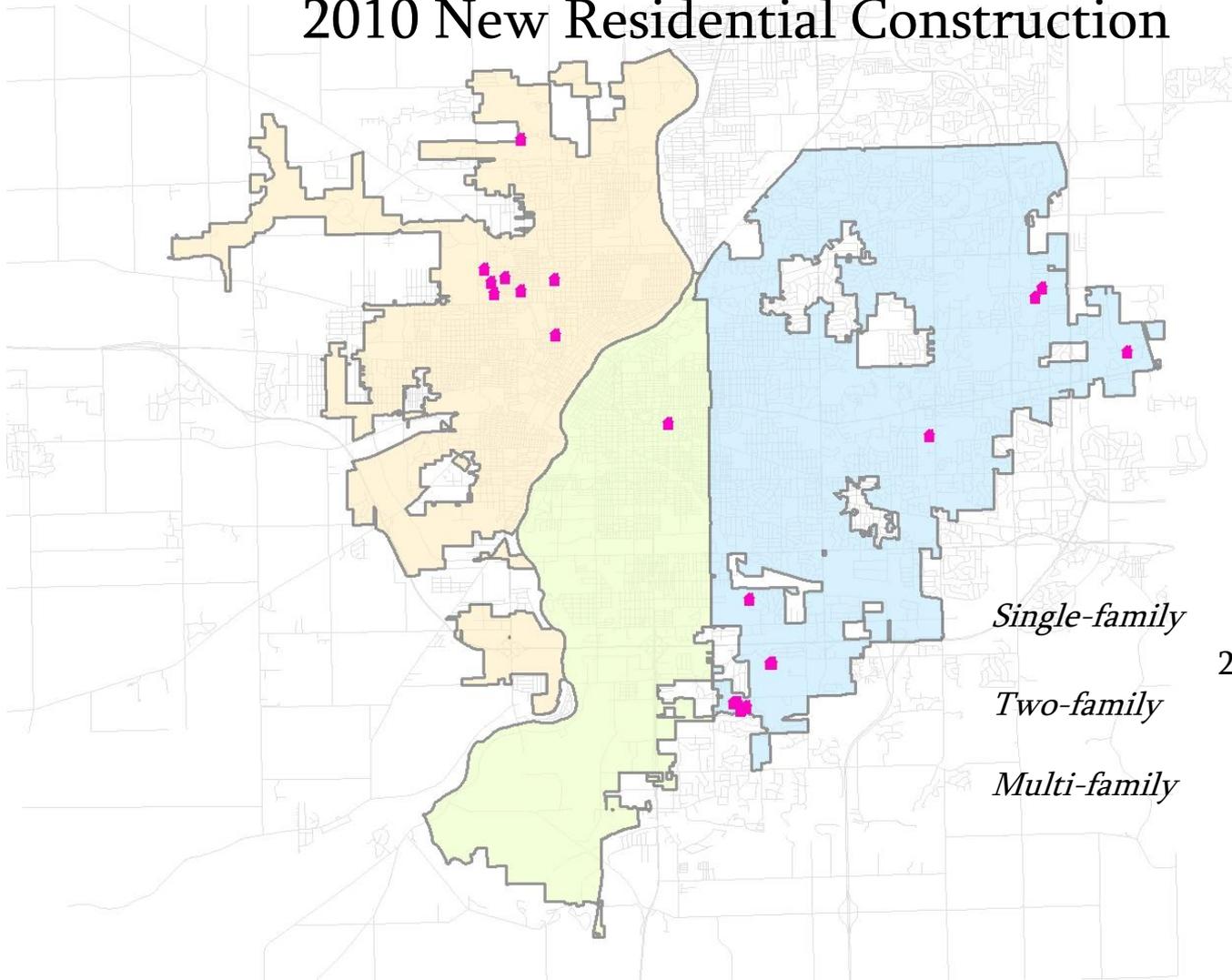
District 1	299
District 2	184
District 3	264

### *Investment Across District*

District 1	\$3,888,251
District 2	\$10,529,919
District 3	\$5,526,385

Total      \$19,944,555

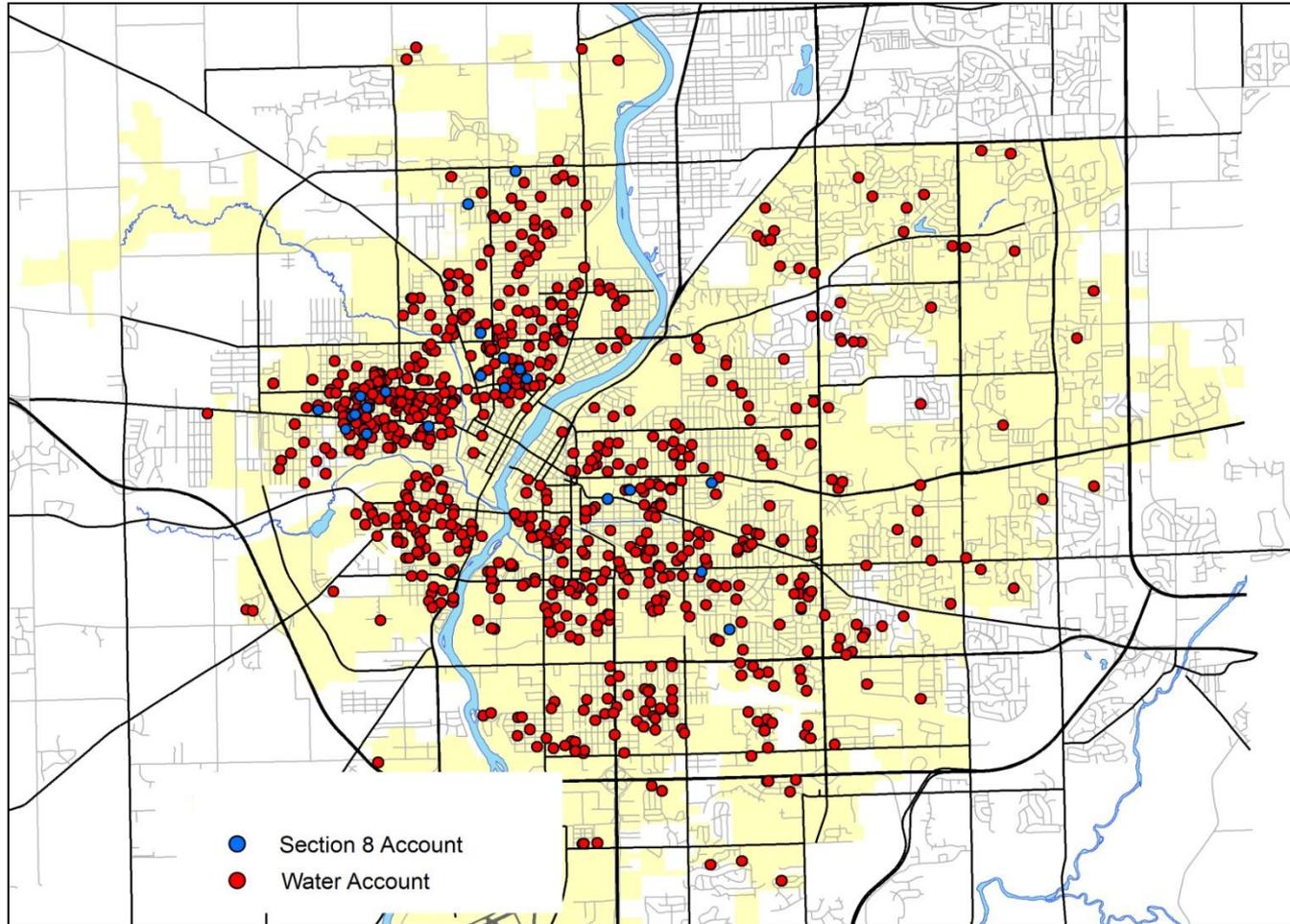
## 2010 New Residential Construction



# Water Distribution

January 12, 2011

## Physical Structures with No Water Service (December 2010)



# Operations Dash Boards

## Public Works

# Public Works Department

January 12, 2011

# ROCKSTAT

Monthly Performance		2010 Monthly Target	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2011 Targets
Engineering	# of Site Plans Reviewed	7	7	3	3	1	4	7	8	8	3	6	7
	% of Site Plans Reviewed in less than 14 days	90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	95%
	# of Development Plans Reviewed	1	3	0	2	0	1	1	1	0	0	3	1
	% of Develop. Plans Reviewed in less than 21 days	95%	100%	NA	100%	NA	100%	100%	100%	100%	100%	100%	95%
	# of ROW Permits Issued	85	173	192	152	154	122	153	133	110	106	74	100
	% of ROW Permits Issued in 1 day	95%	99.4%	99%	96%	81%	96%	99%	99%	100%	100%	100%	95%
	# of Driveway Permit Issued	5	4	19	12	13	15	25	17	7	5	0	10
	% of Driveway Permits Approved in 1 day	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	NA	95%
	Pavement Striping Drawn in GIS (mi)	5.0	0.0	0.0	0.0	3.5	0.0	0.0	0.0	0.0	0.0	0.0	2.5
	Sidewalk Drawn in GIS (mi)	2.5	3.30	8.57	11.40	9.84	1.38	1.30	0.00	0.00	4.09	7.17	2.5
	ADA Ramps Drawn in GIS	30	45	54	41	1,814	1,019	14	0	0	23	30	30
	Water Services Drawn in GIS	80	137	82	403	185	39	328	18	26	61	43	50
	Fire Hydrants Drawn in GIS	30	39	53	10	33	11	21	3	7	10	5	10
	Water Valves Drawn in GIS	42	56	99	63	93	9	66	12	13	24	22	20
	# of Storm Structures Drawn in GIS	399	445	344	401	487	225	245	53	77	209	208	200
	# of Storm Structures Inspected	280	56	38	12	1,068	589	58	0	0	0	0	250
	Storm Sewer Pipe Drawn in GIS (mi)	7	7.6	5.1	7.4	7.7	3.6	3.9	0.9	1.0	3.3	3.2	5
	Storm Sewer Pipe Inspected (mi)	5	0.85	0.32	0.25	25.10	15.10	0.90	0.00	0.00			5
Pavement Miles Inspected	18	26.8	17.3	22.0	33.3	22.5	21.5	233.0	20.9			18	
Record Drawings Scanned	50	90	124	916	650	782	442	281	0	48	50	400	

# ROCKSTAT

Monthly Performance		2010											
		Monthly Target	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Street Operations	% Pothole CSR's Closed During Reporting Period	75%	60%	74%	71%	82%	87%	90%	93%	96%	97%	93%	
	Pothole Requests - Average Days to Close	5	6	5	2	2	2.0	3.0	2.0	1.8	1.8	1.5	
	# of Miles of Streets Swept	350		455	369	422	616	568	477	430	214		
	# Trees Trimmed	75	168	202	95	59	77	51	76	36	52	142	
	% Forestry CSR's Closed During Reporting Period	75%	86%	66%	66%	60%	77%	76%	77%	81%	83%	85%	
	Acres Right of Way Mowed	50		48	44	54	55	59	67	36			
	Miles Medians/Paved Ditches Sprayed	5											
	Snow/Ice Requests Closed - % 1 Day or Less	90%	83%										96%
	% Overall Street Requests Closed	80%	77%	77%	75%	76%	78%	86%	87%	90%	91%	93%	
Traffic Operations	Graffiti Removal Time in ≤5 days	95%		72%	96%	98%	99%	99%	99%	99%	69%		
	% Signals Repaired Compared to Reported	95%	99%	99%	99%	99%	99%	99%	100%	99%	99%	98%	
	% Signals Replaced Compared to Reported	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Signal Bulb Outage Response Time in ≤24 hrs	95%	100%	100%	98%	97%	90%	100%	100%	100%	98%	100%	
	City Street Light Outage Response Time ≤5 days	95%	100%	100%	100%	100%	95%	100%	100%	97%	100%	100%	
	Parking Lot Striping % to Plan	95%			66%	100%	100%	100%					
	% Sign Repaired/Replac. to Reported	95%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Signs Repair/Replac. Response Time ≤5 days	95%	100%	100%	100%	94%	100%	99%	100%	98%	97%	99%	

# ROCKSTAT

Monthly Performance		2010 Monthly Target	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Water Operations	Emergency Repair Time (hours)	3	1.0	1.6	0.7	2.3	1.5	0.8	0.8	1.3	0.5	0.8
	% of Total Repairs That Are Planned	80%	85%	81%	90%	84%	81%	84%	87%	80%	92%	66%
	Emergency JULIE Locate Response Time (hrs)	2	0.6	0.6	0.6	0.7	0.7	0.6	0.5	0.7	0.6	0.8
	Backlog of Non-Emerg Repairs (Weekly Average)	25	21.0	28.0	32.0	28.0	14.0	14.0	19.0	14.0	20.0	12.0
	# of Winter Backlog Jobs	130	165	137	37	0	0	0	0	0	0	42
	Water Main Flushed (mi)	5	15	46	44	41	36	29	23	25	14	NA
	# of Fire Hydrants PM'd	10	53	40	59	75	34	48	38	35	16	34
	# of Fire Hydrants Painted	12	43	55	97	32	70	28	54	26		
	Average # of Days to Correct Meter Problem	30	27.0	19.0	21.0	21.0	22.0	24.0	20.0	21.0	22.0	27.0
	Delinq Accts Turned Off (% of Requests Complete)	90%	100%	99%	100%	100%	100%	100%	100%	100%	100%	99%
	% Work Orders Completed on Time	90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	# of Days for First Available Scheduling	3	0.4	0.3	0.4	0.4	0.2	0.2	0.4	0.5	0.4	0.3
	% of Citizens Receiving First Choice Scheduling	90%	98%	98%	99%	99%	98%	100%	98%	98%	99%	100%
	Call Center Pick Up Response Time (sec.)	15	10.0	14.0	13.0	13.0	15.0	15.0	14.0	15.0	12.0	14.0
	% of Calls Dropped	5%	3.0%	4.0%	3.0%	3.2%	3.8%	4.3%	5.0%	4.4%	2.2%	4.6%
	% Meeting Demand for Water Pumped	110%	194%	178%	114%	104%	106%	112%	112%	163%	165%	178%
	# of Excursions of Flouride Dosage by Well	15%	5%	5%	14%	9%	8%	8%	7%	8%	8%	9%
	# of Excursions of Chlorine Dosage by Well	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	# of Excursions of Phosphate Dosage by Well	15%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	# of Positive Coliform Detects-Bacterial Sampling	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
% Backflow Compliance w/in 90 Days	95%	99%	100%	98%	97%	96%	97%	99%	100%	95%	98%	
Water Quality Complaint Resolution (% of Target)	90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

# Housing Code Enforcement

- Charlie Schaefer & Heather Swartz

# ROCKSTAT

*Better Governing Through Accountability*

*Measure: Compliance Rates & City Efficiency*

*Benchmark :TBD*

Code Enforcement		Monthly Performance	ICMA Comparable	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Totals 2010
Case Compliance Rate	% rate of Voluntary Compliance			33.83%	41.22%	45.67%	67.44%	83.43%	76.34%	65.64%
	Avg. # of Days to Voluntary Compliance			23	32	24	32	25	40	25
	% rate of Induced Compliance			6.52%	10.12%	9.09%	15.12%	5.14%	6.70%	7.49%
	Avg. # of Days to Induced Compliance			37	54	35	43	50	43	52
	% rate of Forced Compliance			59.65%	48.66%	45.24%	17.44%	11.43%	16.96%	26.88%
	Avg. # of Days to Forced Compliance			20	18	20	34	34	37	32
Code Enforcement		Monthly Performance	ICMA Comparable	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Totals 2010
City Efficiency	Avg. # of Nuisance/Zoning Cases Per Inspector		<b>29.86</b>	121.44	95.38	64.50	53.20	74.40	25.60	80.4
	Avg. # of Days from Complaint to First Inspection (Nuisance)		<b>4.6</b>	2.79	3.23	2.72	2.94	7.93	4.82	3.5
	Avg. # of Days from Complaint to First Inspection (Zoning)		<b>9.9</b>	5.5	4.4	5.33	1.75	5.63	7.5	4.2

## Analysis

- Voluntary compliance rate directly affected by weeds enforcement.
- % of induced compliance up in October, due to pending weather changes.
- % of forced compliance up in 3<sup>rd</sup> Quarter due to weeds.
- Number of cases per inspector includes summer staff.
- Days to first inspection up in November due to staffing levels.

# ROCKSTAT

*Better Governing Through Accountability*

**Measure: Case Trending**

**Benchmark: 5% increase from same month previous year**

Code Enforcement		Monthly Performance	ICMA						Totals 2010
			Comparable	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	
Case Type Trending	# of Nuisance Cases	299.32	929	572	255	163	247	41	4586
	# of Zoning Cases	63.9	164	191	132	103	125	87	1578
	Total # of Nuisance/Zoning Cases	363.22	1093	763	387	266	372	128	6164
	2009 Nuisance/Zoning Case Benchmark:		939	956	684	265	349	209	6754
	# of Proactive Nuisance/Zoning Cases		753	346	206	159	299	77	3185
	# of Housing Cases	147.6	51	30	44	31	9	48	438
	2009 Housing Case Benchmark:		32	43	25	38	27	28	426
	# of Condemnations	15	11	16	10	11	16	19	150

## Analysis

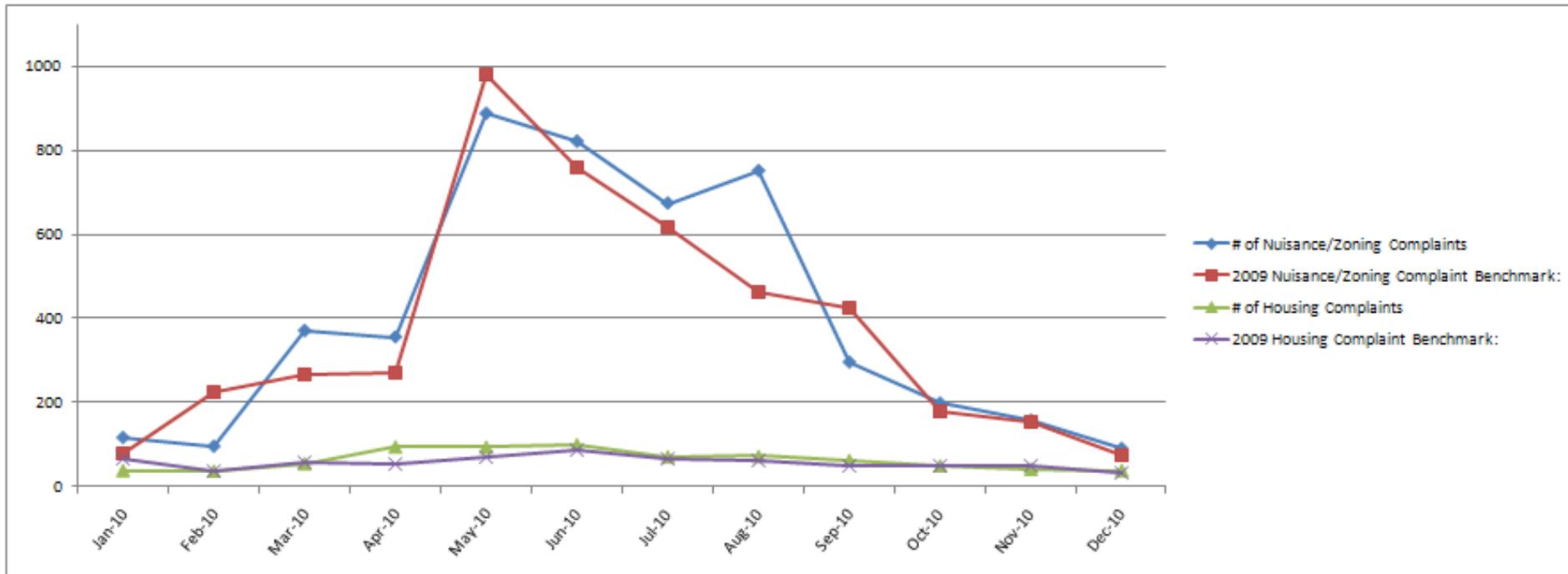
- Total cases down 600 in 2010 due to staff decreases.
- Sweep in District #1 resulted in the spike in November number of cases.
- Spike in December housing cases due to NSP inspections and Police / Fire referrals , no heat and/or no water.
- NSP Fast Track referrals affected condemnation numbers for December.

# ROCKSTAT

Better Governing Through Accountability

## Measure: Requests for Service

Code Enforcement	Monthly Performance	ICMA Comparable						Totals 2010	
		Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10		
Monitor Requests for Service	# of Nuisance/Zoning Complaints		673	750	295	198	157	90	4805
	2009 Nuisance/Zoning Complaint Benchmark:		615	464	424	179	152	74	4487
	# of Unfounded Nuisance/Zoning Complaints	41.8	245	227	82	48	47	23	1401
	# of Housing Complaints		72	73	63	50	42	39	762
	2009 Housing Complaint Benchmark:		65	64	49	51	51	32	684
	# of Unfounded Housing Complaints	33.5	24	19	13	25	12	7	197



# ROCKSTAT

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## ACTIVITY TOTALS BY DISTRICT (Excluding Weeds)

This Report Period '09 versus This Report Period '10

TOTAL REQUESTS FOR SERVICE			
	OCT - DEC 09	OCT - DEC 10	% CHANGE
District 1	287	220	-23.34%
District 2	238	198	-16.81%
District 3	166	158	<b>-4.82%</b>
City Wide	691	576	-16.64%

YTD '09 versus YTD '10

TOTAL REQUESTS FOR SERVICE			
	YTD 09	YTD 10	% CHANGE
District 1	1,564	1,676	7.16%
District 2	1,069	974	-8.89%
District 3	741	995	<b>34.28%</b>
City Wide	3,374	3,645	8.03%

Last Report Period versus This Report Period

TOTAL REQUESTS FOR SERVICE			
	JUL - SEPT 10	OCT - DEC 10	% CHANGE
District 1	573	220	-61.61%
District 2	275	198	-28.00%
District 3	215	158	<b>-26.51%</b>
City Wide	1,063	576	-45.81%

TOTAL SELF INITIATED CASES			
	OCT - DEC 09	OCT - DEC 10	% CHANGE
District 1	172	338	<b>96.51%</b>
District 2	178	129	-27.53%
District 3	87	133	52.87%
City Wide	437	600	37.30%

TOTAL SELF INITIATED CASES			
	YTD 09	YTD 10	% CHANGE
District 1	1,055	759	-28.06%
District 2	1,143	607	-46.89%
District 3	455	642	<b>41.10%</b>
City Wide	2,653	2,008	-24.31%

TOTAL SELF INITIATED CASES			
	JUL - SEPT 10	OCT - DEC 10	% CHANGE
District 1	166	338	<b>103.61%</b>
District 2	150	129	-14.00%
District 3	162	133	-17.90%
City Wide	478	600	25.52%

TOTAL ACTIVITY			
	OCT - DEC 09	OCT - DEC 10	% CHANGE
District 1	459	558	<b>21.57%</b>
District 2	416	327	-21.39%
District 3	253	291	15.02%
City Wide	1,128	1,176	4.26%

TOTAL ACTIVITY			
	YTD 09	YTD 10	% CHANGE
District 1	2,619	2,435	-7.03%
District 2	2,212	1,581	-28.53%
District 3	1,196	1,637	<b>36.87%</b>
City Wide	6,027	5,653	-6.21%

TOTAL ACTIVITY			
	JUL - SEPT 10	OCT - DEC 10	% CHANGE
District 1	739	558	-24.49%
District 2	425	327	-23.06%
District 3	377	291	<b>-22.81%</b>
City Wide	1,541	1,176	-23.69%

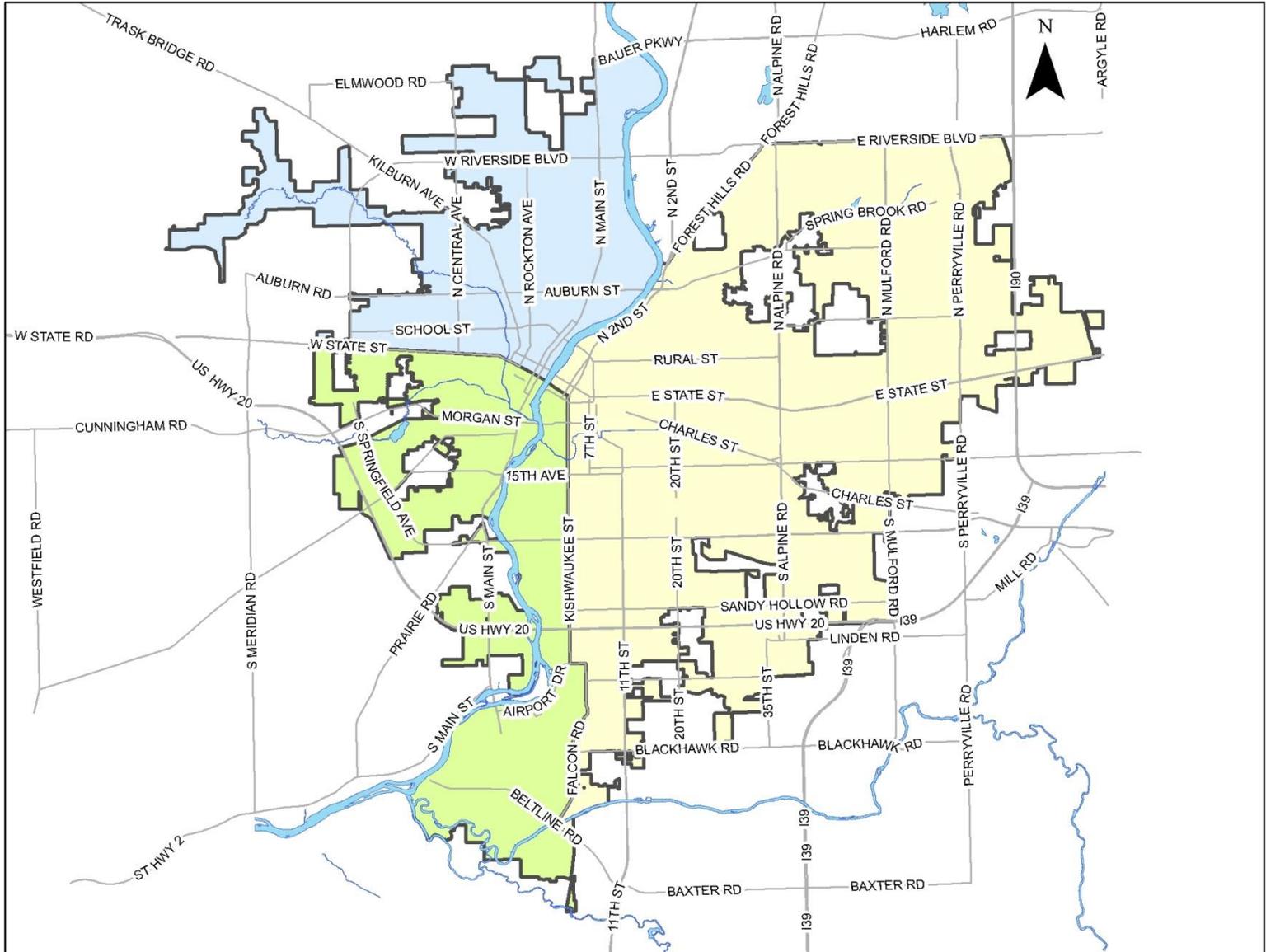
### Analysis

- Total activity = 6.2% less than '09 with 30% less staffing
- Total self-initiated actual number up 103.6% versus last quarter

# ROCKSTAT

*Better Governing Through Accountability*

## *Proposed Reassignment of Inspection Areas*



# ROCKSTAT

*Better Governing Through Accountability*

## *Measure: Contractor Compliance*

Performance Measurements	Clean Up Contractors				Weed Contractors	
	A	B	C	D	Abatement	CEDD LOTS
Number of Bids Requested:	236	351	312	259	N/A	N/A
Number of Bid Responses Received:	117	324	163	245	N/A	N/A
Number of No Bids:	79	27	105	14	N/A	N/A
Response Rate	49.58%	92.31%	52.24%	94.59%	N/A	N/A
Number of Awarded Bids not Completed by Contractual Deadline:	0	1	1	1	250	0
Number of Failed Contractor Completion Inspections: Due to poor quality or lack of completion	0	2	0	8	83	14
Number of Occasions Contractor failed to make contact when work was completed:	0	0	0	1	46	0
Number of invoices not Submitted by Contractual Deadline:	1	1	0	5	17	0

### *Analysis*

- 250 late weeds completions did not create a program-wide issue.
- Currently awaiting tracking/entry process.

# Public Safety Rockford Fire Department

Chief Derek Bergsten

January 13, 2011

# ROCKSTAT

*Better Governing Through Accountability*

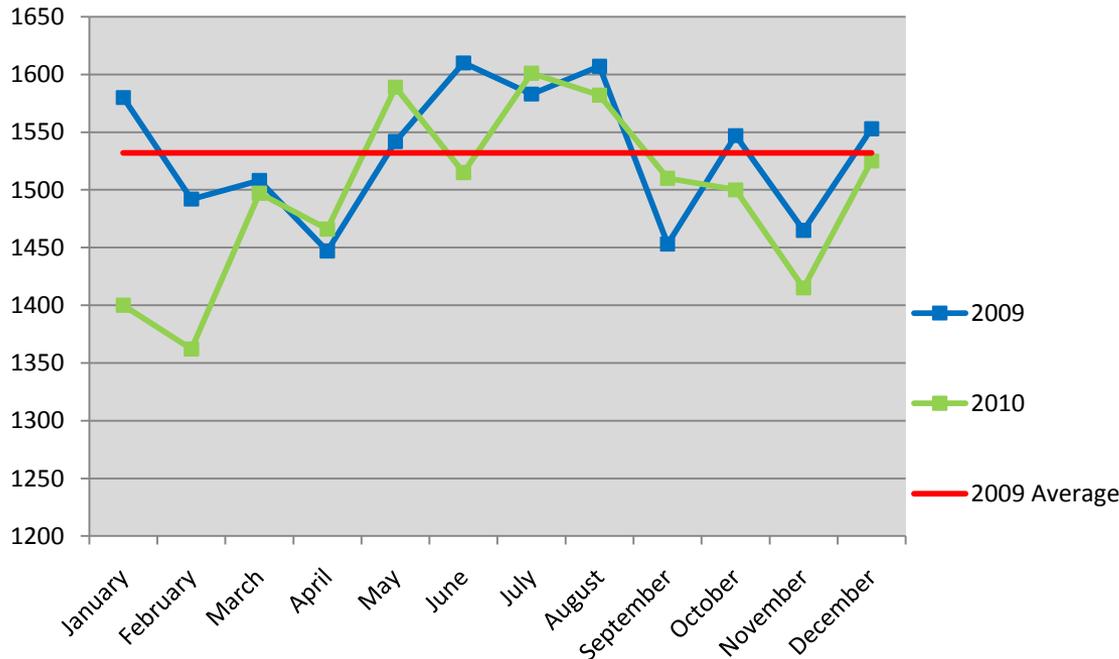
## Rockford Fire Department Dashboard 2010

Measure	Definition of Measure	Benchmark	Actual	Definition of Benchmark	Origin of Benchmark
EMS & Search and Rescue Incidents	General Medical, Motor Vehicle, Rescue, etc.	4%	-2.31%	No more than 4% YTD increase	Yearly Stats
Fire Incidents	Structure, Vehicle, Outside, Open Burning	-1%	-5.53%	YTD decrease of 1% or greater	Yearly Stats
Inspections	Building Inspections performed by the Fire Prevention Bureau	219	182	YTD average monthly inspections	Yearly Stats
Arson Clearance Rate	Percentage of arsons cleared by arrest or exception	17%	11.63%	17% or greater of arsons cleared	UCR Data (2009)
Public Education	Public Education presentations performed by Fire Prevention Bureau and staff at Fire Stations	36	23	Average monthly presentations	Yearly Stats
Surveys- 911 Customer Service	Two survey questions related to 911 customer service	90%	92.66%	Receive a rating of Outstanding or Excellent on 90% or more surveys	Internal
Surveys- Fire Customer Service	Four survey questions related to Fire personnel customer service	90%	95.06%	Receive a rating of Outstanding or Excellent on 90% or more surveys	Internal

# ROCKSTAT

Better Governing Through Accountability

**Measure: EMS & Search and Rescue Incidents**  
**Benchmark: 1,532 (2009 Monthly Average)**



## Analysis

- EMS and Search and Rescue incidents decreased 425 incidents, or 2.31%.
- Largest decrease was seen in the months of January and February of general medical calls

General	17,148	16,758	-2.27%	↓
MVA	1,126	1,050	-6.75%	↓
Rescue	113	154	36.28%	↑
YTD Total	18,387	17,962	-2.31%	↓

## Strategic Plan

- 4.1 Deploy geographic strategies for more effective enforcement of laws & ordinances

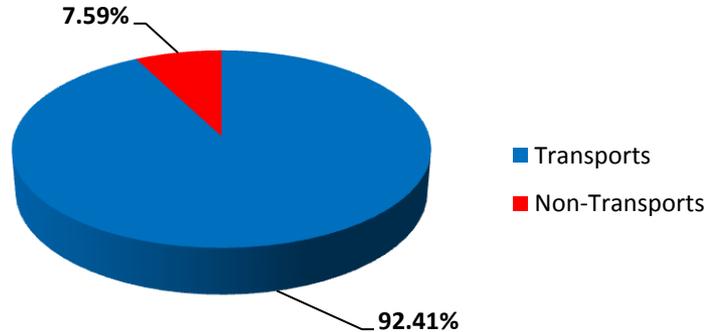
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2009	1,580	1,492	1,508	1,447	1,542	1,610	1,583	1,607	1,453	1,547	1,465	1,553
2010	1,400	1,362	1,497	1,466	1,589	1,515	1,601	1,582	1,510	1,500	1,415	1,525

# ROCKSTAT

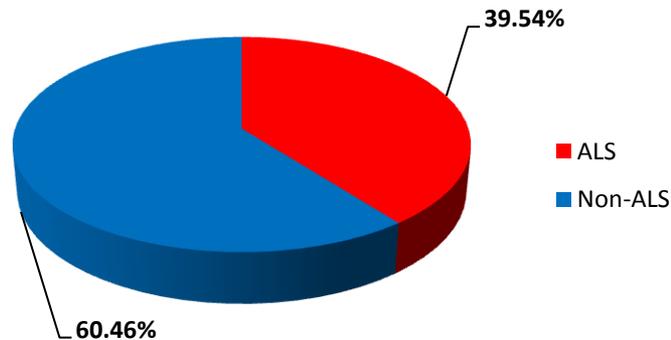
*Better Governing Through Accountability*

## EMS Detail

Patient Contacts 2010	
Transports	15,084
Non-Transports	1,239
Total Patients	16,323



ALS vs. Non-ALS 2010	
ALS	6,454
Non-ALS	9,869
Total Patients	16,323

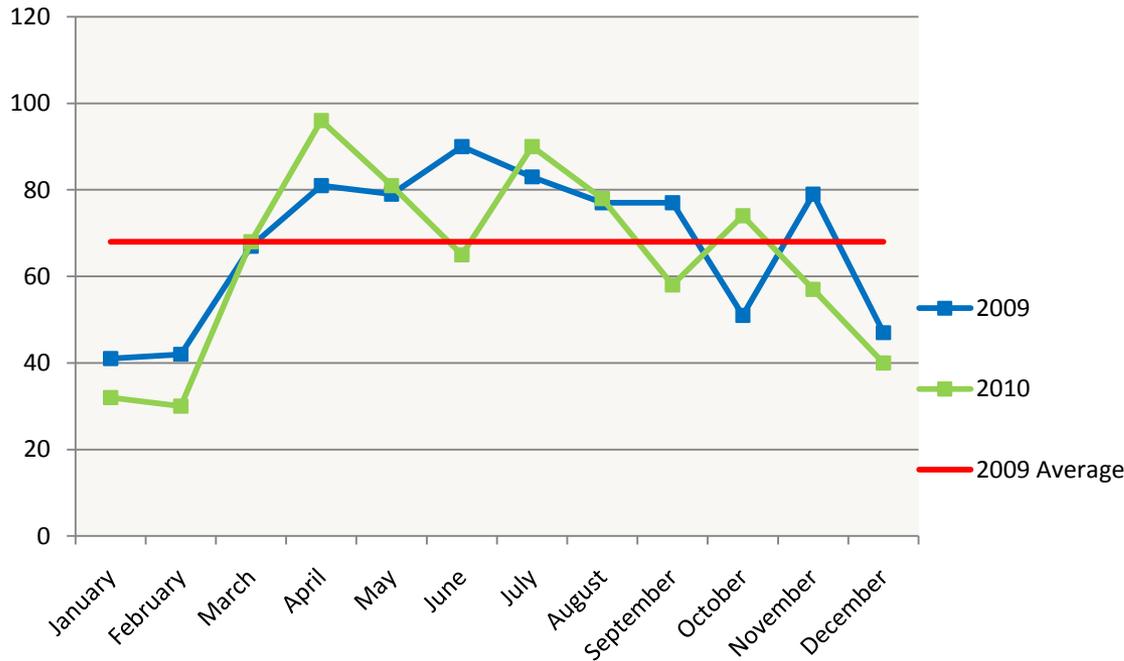


- **16,323** total patient contacts made by the Ambulance companies 2010 (*Average of about 9 patient contacts per ambulance per day*).
- **92.41%** of those patients were transported.
- **39.54%** of the patients required ALS procedures to be performed. This includes establishing an IV, intubation, defibrillation, 12 Lead ECG, etc.
- ALS procedures and/or ALS assessments were performed by the Fire company prior to Ambulance arrival in **29.68%** of EMS & Search and Rescue incidents.

# ROCKSTAT

Better Governing Through Accountability

**Measure: Fire Incidents**  
**Benchmark: 68 (2009 Monthly Average)**



## Analysis

- Fires decreased by 45 incidents, or 5.53%.
- Open Burning incidents have decreased the most of all types of fires.

Structure	279	278	-0.36%	↓
Vehicle	135	130	-3.70%	↓
Outside	147	166	12.93%	↑
Open Burning	253	195	-22.92%	↓
YTD Total	814	769	-5.53%	↓

## Strategic Plan

- 4.1 Deploy geographic strategies for more effective enforcement of laws & ordinances

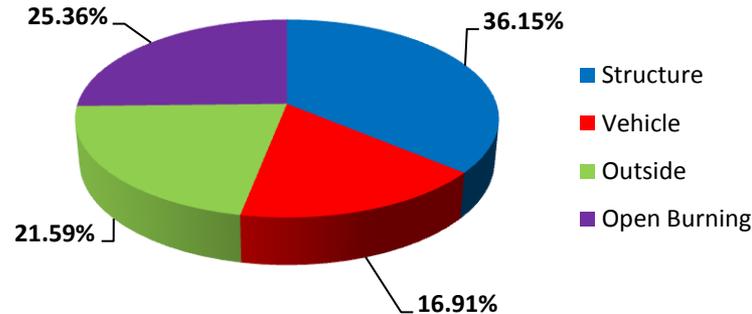
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2009	41	42	67	81	79	90	83	77	77	51	79	47
2010	32	30	68	96	81	65	90	78	58	74	57	40

# ROCKSTAT

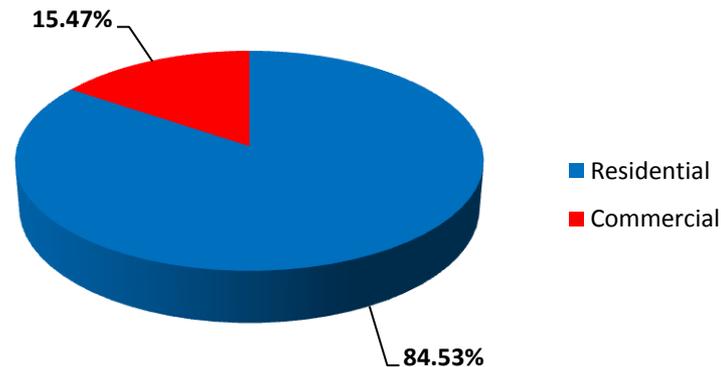
*Better Governing Through Accountability*

## Fire Detail

Fires 2010	
Structure	278
Vehicle	130
Outside	166
Open Burning	195
Total	769



Structure Fires 2010	
Residential	235
Commercial	43
Total	278



- **769** total fires in 2010.
- **278**, or **36.15%**, of those fires were structure fires.
- **84.53%** of those structure fires occurred in residential structures.
- **15.47%** of those structure fires occurred in commercial structures.
- The total dollar loss (property and contents) for all structure fires in 2010 was **\$5,489,270**
- **\$1,848,850**, or **33.68%**, of that total is attributed to fires in commercial structures.

# ROCKSTAT

*Better Governing Through Accountability*

*Measure: Community Service Surveys*

*Benchmark: Receive a response rate of 20% or higher*

1/1/2010-12/31/2010		
Sent, Not Returned	2,963	70.97%
Responded and Received	960	22.99%
Return to Sender	252	6.04%
Total	4,175	

## *Analysis*

- Total of 4,175 surveys sent out in 2010.
- Average of 348 surveys sent out per month.
- Response rate was 22.99%.

## *Strategic Plan*

- 4.2 Support community partnerships & engaged citizens

# ROCKSTAT

*Better Governing Through Accountability*

## *Measure: 911 Customer Service*

*Benchmark: Receive rating of “Outstanding” or “Excellent” on 90% or more of surveys*

1. The 911 call was handled in a prompt, courteous and competent manner:

Outstanding	431	56.41%
Excellent	301	39.40%
Average	18	2.36%
Fair	8	1.05%
Poor	6	0.79%
Total	764	

95.81%

2. The 911 instructions given prior to the arrival of the paramedics were:

Outstanding	290	41.85%
Excellent	328	47.33%
Average	51	7.36%
Fair	17	2.45%
Poor	7	1.01%
Total	693	

89.18%

## *Analysis*

- Two customer service questions related to 911.
- Question #2 did not meet the benchmark of 90% in 2010 but is within 1%.

## *Strategic Plan*

- 4.2 Support community partnerships & engaged citizens

# ROCKSTAT

*Better Governing Through Accountability*

## *Measure: Fire Customer Service*

*Benchmark: Receive rating of “Outstanding” or “Excellent” on 90% or more of surveys*

1. The paramedic crew acted in a concerned, caring, and professional manner:

Outstanding	703	63.05%
Excellent	368	33.00%
Average	28	2.51%
Fair	8	0.72%
Poor	8	0.72%
Total	1,115	

96.05%

2. The paramedics clearly explained the procedures performed:

Outstanding	407	52.65%
Excellent	309	39.97%
Average	39	5.05%
Fair	7	0.91%
Poor	11	1.42%
Total	773	

92.63%

3. How would you rate your overall quality of the care provided?

Outstanding	597	65.60%
Excellent	278	30.55%
Average	21	2.31%
Fair	5	0.55%
Poor	9	0.99%
Total	910	

96.15%

4. How would you rate your overall experience with our services?

Outstanding	581	63.99%
Excellent	280	30.84%
Average	30	3.30%
Fair	8	0.88%
Poor	9	0.99%
Total	908	

94.82%

## *Analysis*

- Four customer service questions related to Fire Department personnel.
- All questions met the benchmark of 90% in 2010.

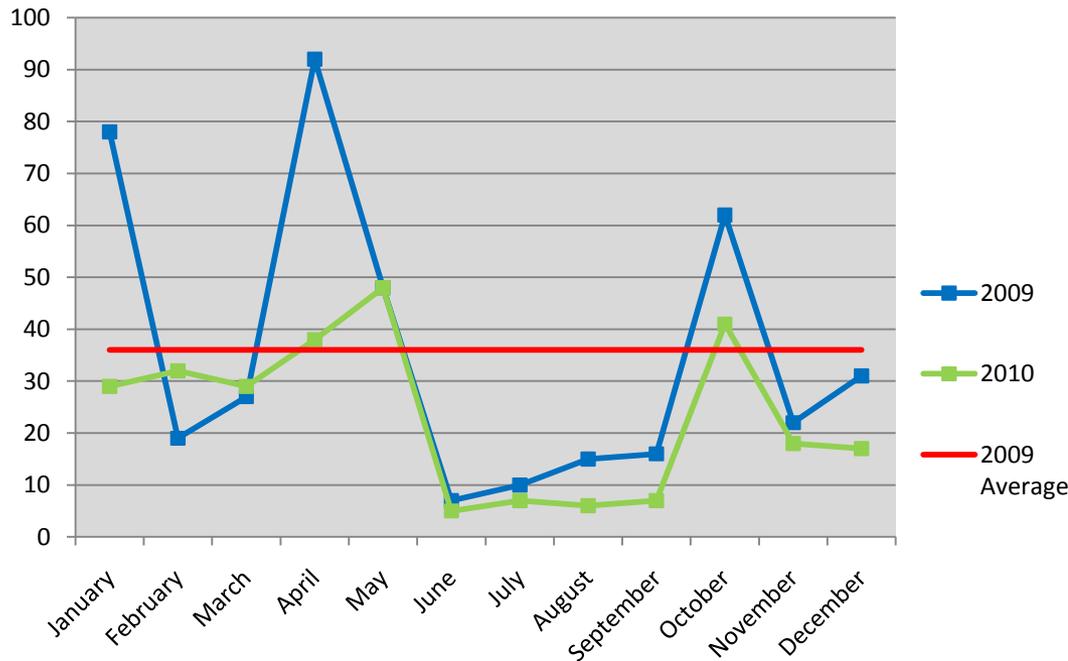
## *Strategic Plan*

- 4.2 Support community partnerships & engaged citizens

# ROCKSTAT

Better Governing Through Accountability

**Measure: Community Outreach Activities (Public Education)**  
**Benchmark: Increase participation by 25%**



## Analysis

- Public Education activities decreased 35.13% in 2010, or 150 visits.
- New initiatives such as the Adopt a School program are being implemented to increase public education and enhance the partnership between the community and the Fire Department.

## Strategic Plan

- 4.2 Support community partnerships & engaged citizens

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2009	78	19	27	92	48	7	10	15	16	62	22	31
2010	29	32	29	38	48	5	7	6	7	41	18	17

ROCKSTAT

*Better Governing Through Accountability*



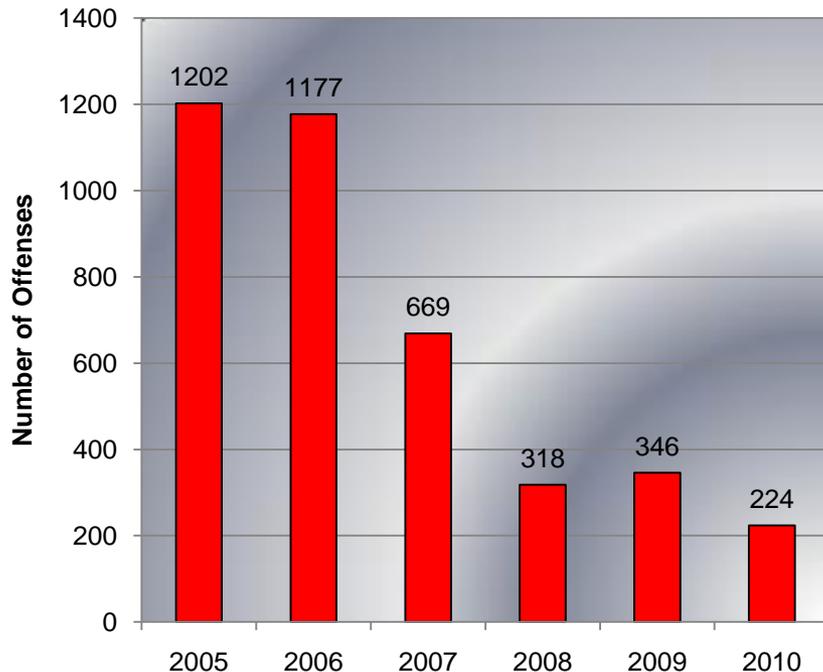
ROCKSTAT REPORT  
JANUARY 2011  
SECURITY DEPARTMENT

# ROCKSTAT

*Better Governing Through Accountability*

**Measure: Criminal Offenses Reported to Rockford Housing Authority by Police Dept.**  
**Benchmark: Reduce Annual Criminal Occurrences RHA Wide**

## Total Criminal Arrests: All Developments



### *Analysis*

Having private security at strategic times has helped to reduce criminal offenses.

This is the lowest amount of criminal arrests RHA has had in the past five years.

### *Strategic Plan*

We will continue to contract armed security as it has shown to be effective.

Our contracted security have been given the ability to monitor cameras on certain developments and RHA is working on them having full access to cameras on all sites.

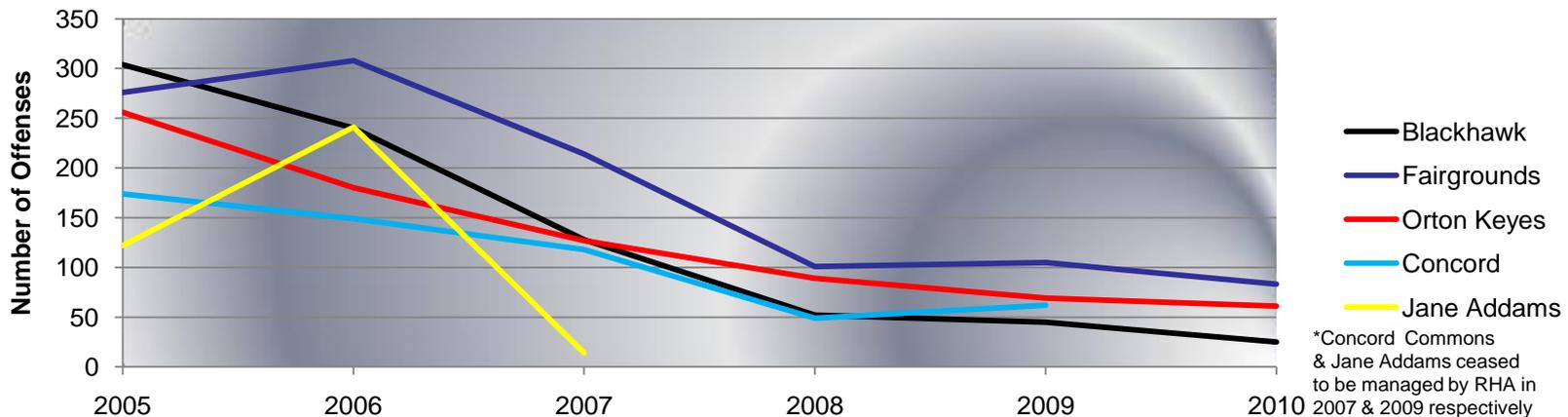


# ROCKSTAT

*Better Governing Through Accountability*

**Measure: Total Criminal Arrests RHA Family Developments 2010**  
**Benchmark: Reduce the Number of Crimes**

## Criminal Arrests: Family Developments



### Analysis

Following the overall trend, the number of criminal arrests has decreased over time in the family developments.

### Strategic Plan

Continue the partnership between the Rockford Police, RHA, and Metro Enforcement.

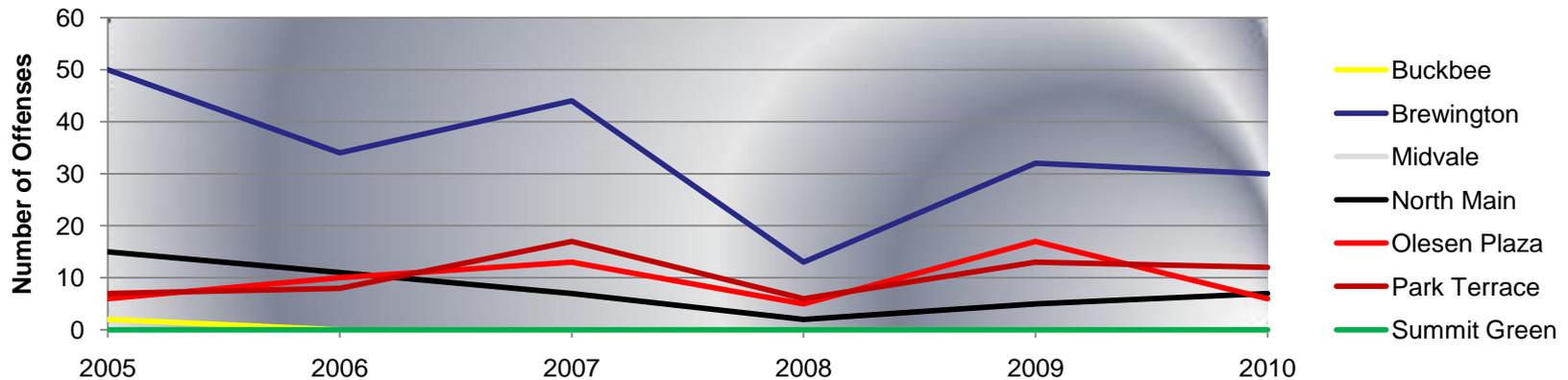
Continue Neighborhood Watch groups in the Family Developments.

# ROCKSTAT

*Better Governing Through Accountability*

***Measure: Total Criminal Arrests on RHA High/Low Rises 2010***  
***Benchmark: Reduce the Number of Crimes***

## Criminal Arrests: High/Low Rises



### *Analysis*

Residents have been sharing tips on issues going on in their communities.

### *Strategic Plan*

Through use of recently awarded grant money, RHA will install more security equipment at the Park Terrace & Brewington Oaks. We are currently in the procurement stage of this process.

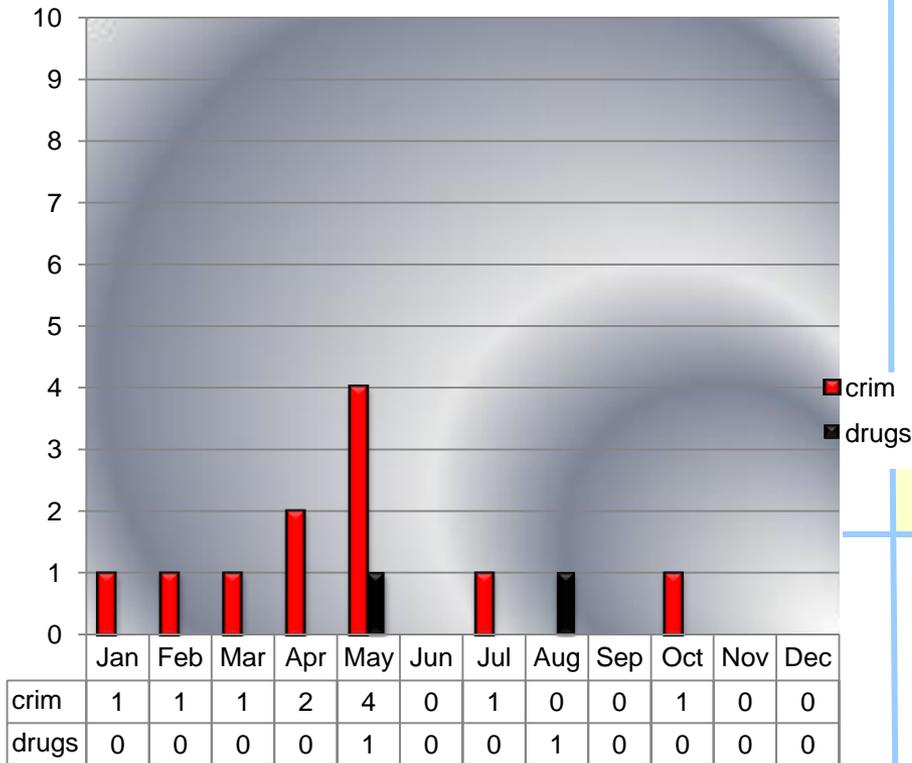
# ROCKSTAT

*Better Governing Through Accountability*

**Measure: Evictions Notices Served at Scattered Sites 2010**

**Benchmark: Reduce Annual Criminal Occurrences RHA Wide**

## EVICTON NOTICES SERVED SCATTERED SITES 2010



### Analysis

RHA has recently begun compiling Scattered Sites criminal data.

Information provided by Police Department or called in by the community has contributed to warnings and/or eviction.

### Strategic Plan

To continue to serve eviction notices or take disciplinary action on any activity that disturbs the well being or personal enjoyment of the surrounding community.

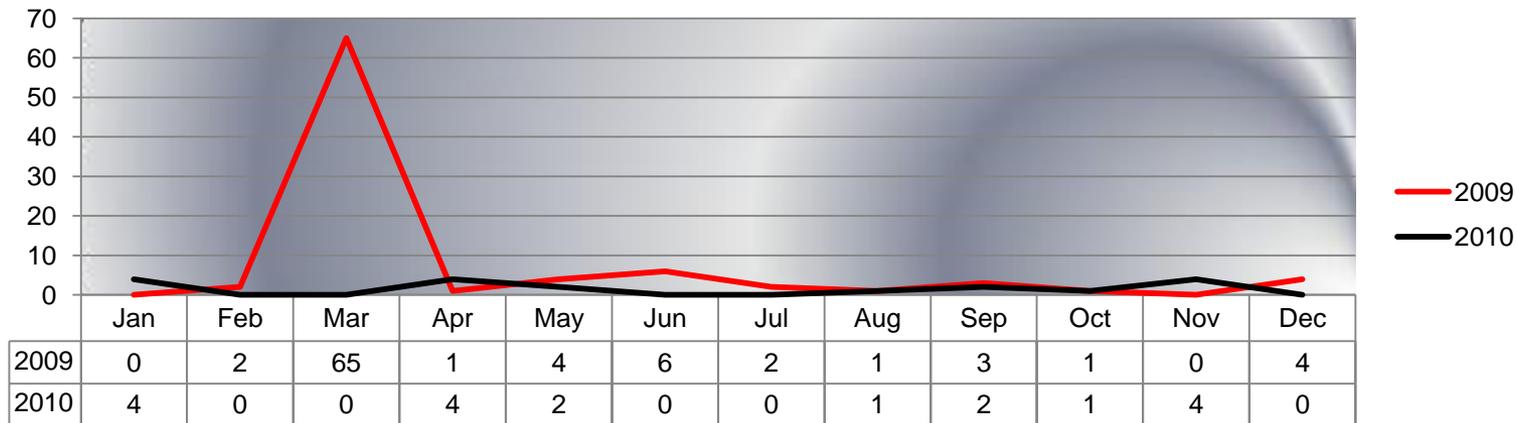
# ROCKSTAT

*Better Governing Through Accountability*

**Measure: Section 8 Vouchers Terminated**

**Benchmark: Terminate Voucher if RHA Policy is Violated**

## Section 8 Voucher Terminations for Criminal Activities 2009 vs. 2010



### Analysis

RHA now conducts yearly screening on all current section 8 voucher holders.

### Strategic Plan

To continue to be proactive by performing criminal background screening on all voucher holders.

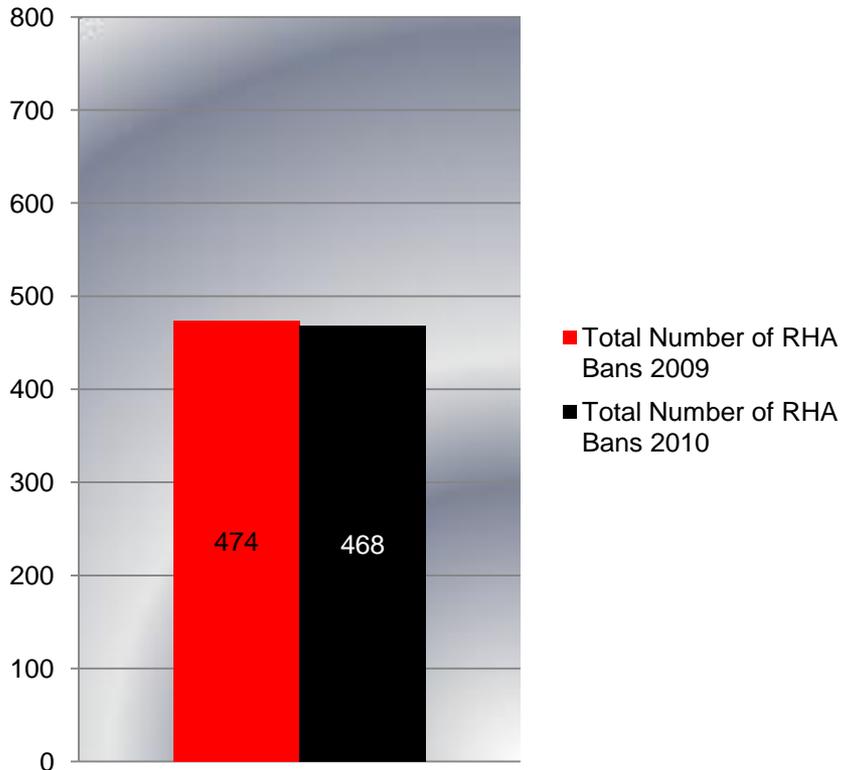
# ROCKSTAT

*Better Governing Through Accountability*

**Measure:** *Bans issued RHA Wide*

**Benchmark:** *Ban anyone who violate s RHA Policy*

## RHA Bans 2009 vs. 2010



### *Analysis*

Effective June 2010, RHA Board of Directors have approved the issuance of permanent bans.

The introduction of permanent is proving to be effective; whereas the total number of bans is only slightly down, violations of those bans has decreased.

### *Strategic Plan*

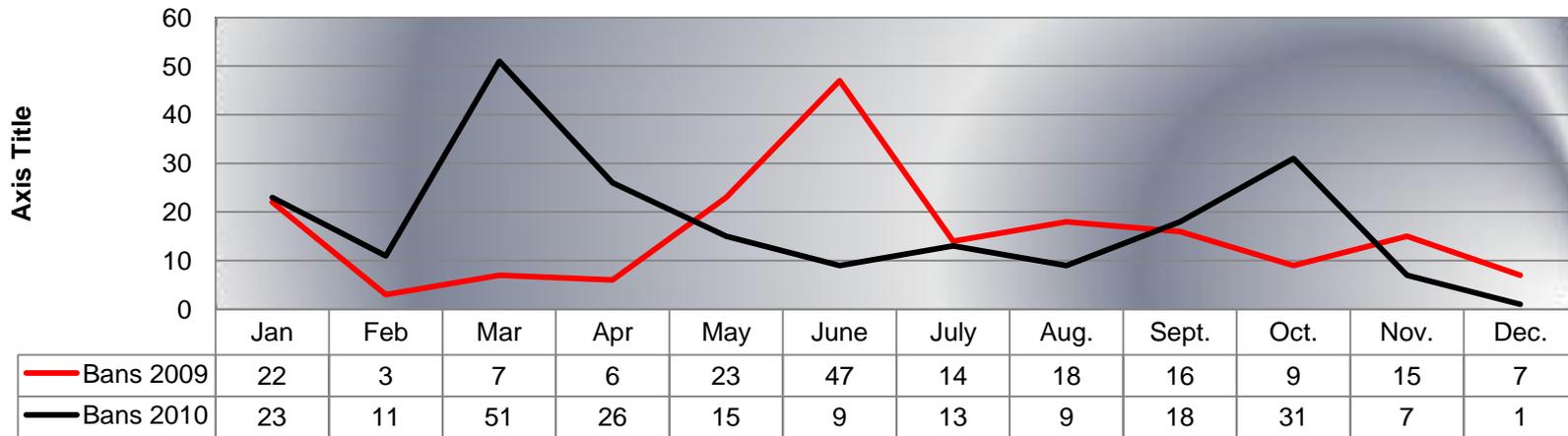
Monitor the effect of permanent banning.

Provide a safe environment for all RHA residents and their guests.

# ROCKSTAT

*Measure: Bans Issued at Concord Commons*  
Better. Governing. Through Accountability.

## Concord Bans 2009 vs. 2010



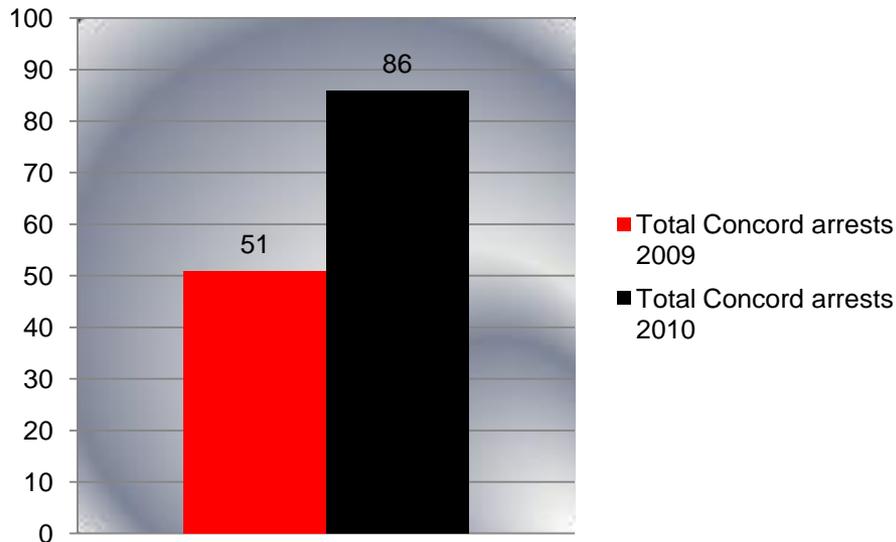
### *Analysis*

Management of Concord Commons implemented the issuance of permanent bans prior to RHA.

Spikes in data are related to raids performed by Metro Enforcement.

## *Measure: Metro Enforcement Reported Arrests for Concord Commons*

### **Metro Enforcement reported arrests at Concord 2009 vs. 2010**



### *Analysis*

Per the given data, there has been an increase of arrests at Concord.

Security has been increased at Concord Commons. Drug sweeps are done as deemed necessary.

Some increase is also due to previously banned subjects trying to return to Concord when management shifted to different company.

# Public Safety Rockford Police Department

Chief Chet Epperson

January 13, 2011

*Follow Up: Repeat Offenders*

Example of Repeat Arrestee Report

Arrestee	In Area: ALL	From	01/01/2010	To	12/31/2010
Ta		35			
Be		25			
Le		21			
TY		19			
Fis		18			
El		15			
FL		15			
So		14			
Ba		13			
Ch		13			
Ur		13			
Be		12			
.JO		12			

Names have been redacted

## *Follow Up: Weed & Seed*

### Weed and Seed City Collaboration

#### **Police**

Law Enforcement Sub-Committee Chair  
Committee Representation Rockford Alliance against Sexual Exploitation  
Regular and Extra Patrols  
Provide and Manage site @1810 W. State  
Community Services Officer  
Youth Police Academy (Ellis Heights and Kishwaukee)  
Parolee Re-Entry

#### **Legal**

Co-Chair Neighborhood Restoration Committee  
Advisory Board representation (Ellis Heights and Kishwaukee)  
Co-Chair Rockford Alliance against Sexual Exploitation  
Parolee Re-Entry

#### **Human Services**

LIHEAP registration @ "The House" 1810 W. State St.  
Committee representation, Rockford Alliance against Sexual Exploitation  
Rockford Alcohol Free Teens program  
Mayor's Youth Advisory Committee  
Application letter and site approval for Housing Rehab projects

#### **Community Development**

Code Enforcement Sweep (11/03/2010)  
Sanitation complaints-78  
Weed cases -21  
Zoning Parking complaints-61  
Property Standards  
Condemnation/OTR-1

#### **Public Works**

Maintenance @ "The House" 1810 W. State Street  
Snow Plowing and Driveway Maintenance  
"Jersey Walls" (Barricades)

#### **Parolee Re-Entry**

Winnebago County Health Department	Rockford Police	Life Center
Jericho Project	Faith Center	Literacy Council
House of Refuge Church	Community Collaboration	

## Rockford Police Department 1/13/2011

Scorecard as of 12/31/10

### Rockford Police Department Scorecard

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
<b>Group A Offenses</b>													
<b>Benchmark</b>	1,823	1,538	2,049	2,125	2,302	2,148	2,384	2,427	2,280	2,278	2,009	1,733	23,365
<b>2010</b>	1,514	1,198	1,809	1,852	1,914	1,913	2,075	2,104	1,823	1,751	1,731	1,240	20,924
<b>Group B Offenses</b>													
<b>Benchmark</b>	1,443	1,384	1,483	1,458	1,522	1,422	1,509	1,387	1,428	1,386	1,316	1,075	15,737
<b>2010</b>	1,197	1,144	1,425	1,498	1,440	1,316	1,371	1,475	1,327	1,138	1,032	933	15,296
<b>Total Criminal Offenses</b>													
<b>Benchmark</b>	2,834	2,922	3,531	3,583	3,824	3,570	3,893	3,814	3,708	3,664	3,325	2,808	38,669
<b>2010</b>	2,711	2,342	3,234	3,350	3,354	3,229	3,446	3,579	3,150	2,889	2,763	2,173	36,220
<b>Percent Group A Offenses Cleared by Arrest or Exception</b>													
<b>Benchmark</b>	40.3%	46.3%	36.0%	35.6%	37.3%	33.7%	30.8%	29.7%	32.1%	31.3%	32.1%	35.3%	35.3%
<b>2010</b>	37.6%	55.7%	38.5%	35.9%	33.5%	28.2%	25.3%	25.6%	31.8%	35.7%	33.0%	37.6%	33.4%

\*\*benchmark is the average of 2007-2009.

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



# OFFENSE TOTALS BY BEAT



## Last Month vs This Month

GROUP A OFFENSES			
	NOV 2010	DEC 2010	% CHANGE
City	1,731	1,240	-28.37%
District 1	701	502	-28.39%
West ADP	40	22	-45.00%
West Weed & Seed	38	32	-15.79%
District 2	606	425	-29.87%
East ADP	48	44	-8.33%
East Weed & Seed	126	89	-29.37%
District 3	401	327	-18.45%

GROUP B OFFENSES			
	NOV 2010	DEC 2010	% CHANGE
City	1,032	933	-9.59%
District 1	454	400	-11.89%
West ADP	18	21	16.67%
West Weed & Seed	28	32	14.29%
District 2	377	309	-18.04%
East ADP	37	15	-59.46%
East Weed & Seed	104	69	-33.65%
District 3	183	211	15.30%

TOTAL CRIMINAL OFFENSES			
	NOV 2010	DEC 2010	% CHANGE
City	2,763	2,173	-21.35%
District 1	1,155	902	-21.90%
West ADP	58	43	-25.86%
West Weed & Seed	66	64	-3.03%
District 2	983	734	-25.33%
East ADP	85	59	-30.59%
East Weed & Seed	230	158	-31.30%
District 3	584	538	-7.88%

## YTD '09 vs YTD '10

GROUP A OFFENSES			
	YTD 2009	YTD 2010	% CHANGE
City	23,023	20,924	-9.12%
District 1	9,679	8,744	-9.66%
West ADP	540	492	-8.89%
West Weed & Seed	594	682	14.81%
District 2	8,022	7,210	-10.12%
East ADP	628	595	-5.25%
East Weed & Seed	1,582	1,552	-1.90%
District 3	5,678	5,145	-9.39%

GROUP B OFFENSES			
	YTD 2009	YTD 2010	% CHANGE
City	16,447	15,296	-7.00%
District 1	6,851	6,665	-2.71%
West ADP	445	391	-12.13%
West Weed & Seed	684	724	5.85%
District 2	5,684	5,025	-11.59%
East ADP	438	371	-15.30%
East Weed & Seed	1,654	1,624	-1.81%
District 3	3,215	2,833	-11.88%

TOTAL CRIMINAL OFFENSES			
	YTD 2009	YTD 2010	% CHANGE
City	39,470	36,220	-8.23%
District 1	16,530	15,409	-6.78%
West ADP	986	883	-10.45%
West Weed & Seed	1,278	1,406	10.02%
District 2	13,706	12,235	-10.73%
East ADP	1,066	966	-9.38%
East Weed & Seed	3,236	3,176	-1.85%
District 3	8,893	7,978	-10.29%

\*\*Cells in yellow denote the largest increase (or smallest decrease if no beats increased).

\*\*Produced 1/4/11.

\*\*Data after MAY 2008 pulled from NetRMS using Rpt Beats\_Offenses\_NIBRS in the first week of the following month.

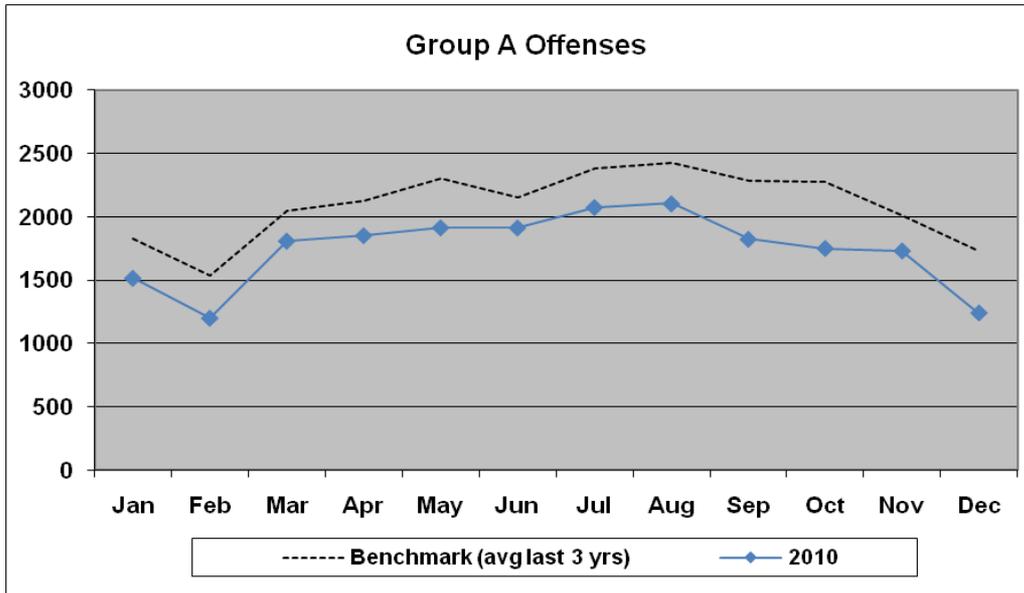
\*\*2008 data through MAY pulled from NetRMS using Rpt Beats\_Offenses\_NIBRS on 6/11/08.

\*\*2007 data pulled from NetRMS using Rpt Beats\_Offenses\_NIBRS on 6/18/08.

# ROCKSTAT

Better Governing Through Accountability

**Measure: City 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 Offenses	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2009	1485	1443	2011	1943	2152	2087	2183	2242	2058	1971	1803	1645
2010	1514	1198	1809	1852	1914	1913	2075	2104	1823	1751	1731	1240

## Analysis

- Group A offenses decreased by 24.62% compared with December 2009 and 28.37% from November 2010.
- Citywide no single offense increased by more than a handful of offenses from November to December 2010 but some significant decreases were seen in Burglary, Theft from Motor Vehicle, and Destruction/Damage/ Vandalism.

## Strategic Plan

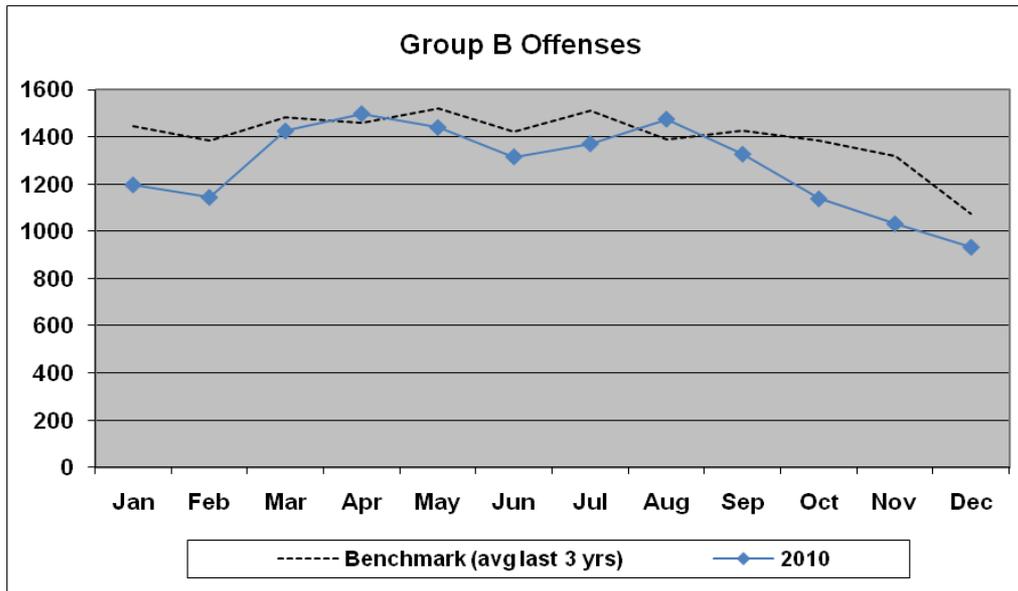
Create a Safer Community:

- Identify emerging patterns and trends.
- Collaborate on innovative solutions.
- Assess through relentless follow-up.

# ROCKSTAT

Better Governing Through Accountability

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



Group B Offenses	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2009	1327	1404	1581	1403	1465	1384	1438	1489	1393	1278	1278	1007
2010	1197	1144	1425	1498	1440	1316	1371	1475	1327	1138	1032	933

## Analysis

- Group B offenses decreased 7.35% compared with December 2009 and 9.59% from November 2010.
- Citywide the only Group B offense to see a significant increase from November to December 2010 was 90Z All Other Offenses. More than 70% of those were traffic related. Significant decreases were seen in Disorderly Conduct and Liquor Law Violations.

## Strategic Plan

Create a Safer Community:

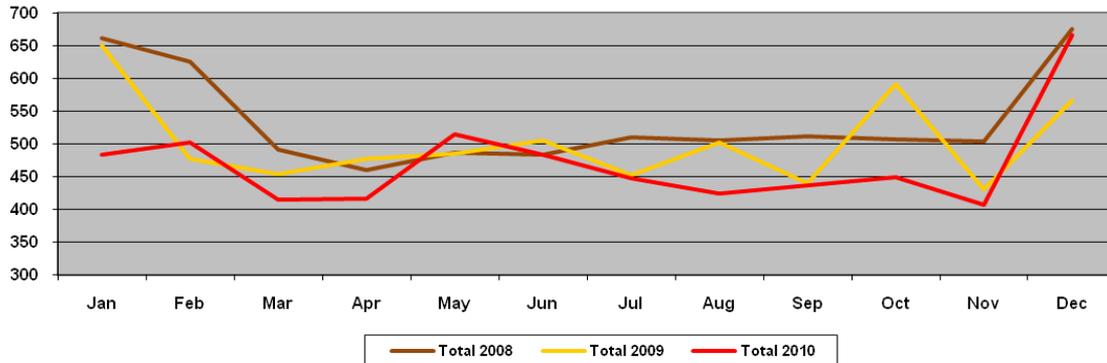
- Align enforcement efforts in hot spot locations with reduction strategies.

# ROCKSTAT

Better Governing Through Accountability

## Measure: City Traffic Accidents

City Total Traffic Accidents



### Analysis

- Total Accidents increased in December 2010 by 63.64% from November 2010 and by 17.46% compared with December 2009.
- Total % Hit & Run Accidents decreased slightly from 25.8% in November 2010 to 22.22% in December 2010.
- The number of people arrested for DUI in December 2010 (44) was lower compared with November 2010 (56) and December 2009 (69).

2009	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Fatality	0	1	1	2	2	1	1	0	2	0	0	0
Injury	70	55	58	76	79	76	78	72	79	90	60	56
Non-Injury	580	421	395	400	404	428	373	431	359	501	371	511
<b>Total</b>	<b>650</b>	<b>477</b>	<b>454</b>	<b>478</b>	<b>485</b>	<b>505</b>	<b>452</b>	<b>503</b>	<b>440</b>	<b>591</b>	<b>431</b>	<b>567</b>
# H&R	161	137	118	126	129	104	123	146	125	141	125	134
% H&R	24.77%	28.72%	25.99%	26.36%	26.60%	20.59%	27.21%	29.03%	28.41%	23.86%	29.00%	23.63%

2010	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Fatality	0	1	1	0	0	1	1	1	0	1	1	0
Injury	52	63	57	60	97	70	76	82	82	73	59	104
Non-Injury	431	438	357	356	418	412	371	341	354	375	347	562
<b>Total</b>	<b>483</b>	<b>502</b>	<b>415</b>	<b>416</b>	<b>515</b>	<b>483</b>	<b>448</b>	<b>424</b>	<b>436</b>	<b>449</b>	<b>407</b>	<b>666</b>
# H&R	145	125	124	118	129	127	112	114	114	106	105	148
% H&R	30.02%	24.90%	29.88%	28.37%	25.05%	26.29%	25.00%	26.89%	26.15%	23.61%	25.80%	22.22%

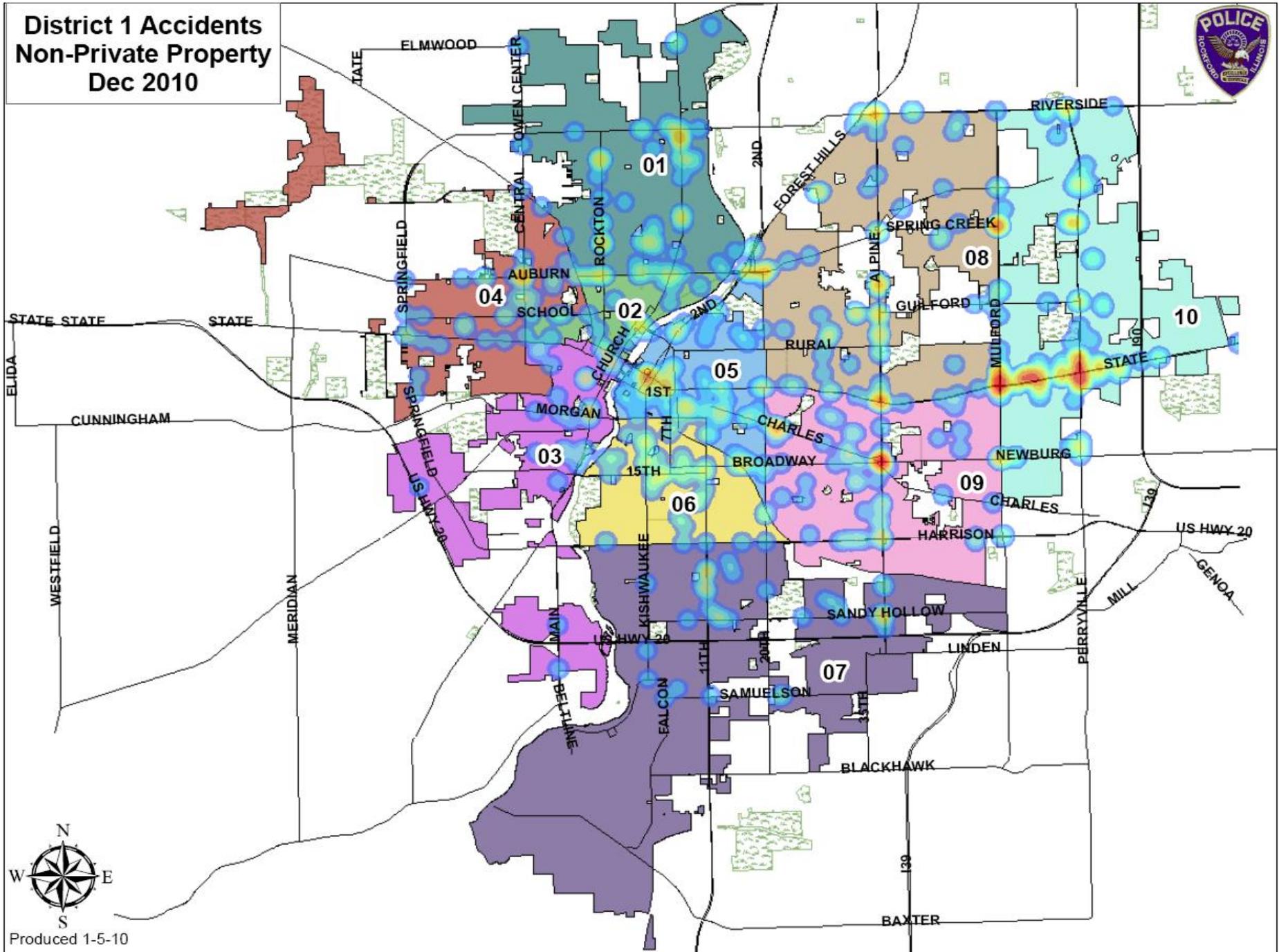
People Arrested for DUI												
DUI	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2009	62	61	73	60	65	69	65	71	53	61	66	69
2010	70	60	64	72	70	58	51	70	90	43	56	44
% Change	12.90%	-1.64%	-12.33%	20.00%	7.69%	-15.94%	-21.54%	-1.41%	69.81%	-29.51%	-15.15%	-36.23%

### Strategic Plan

Create a Safer Community:

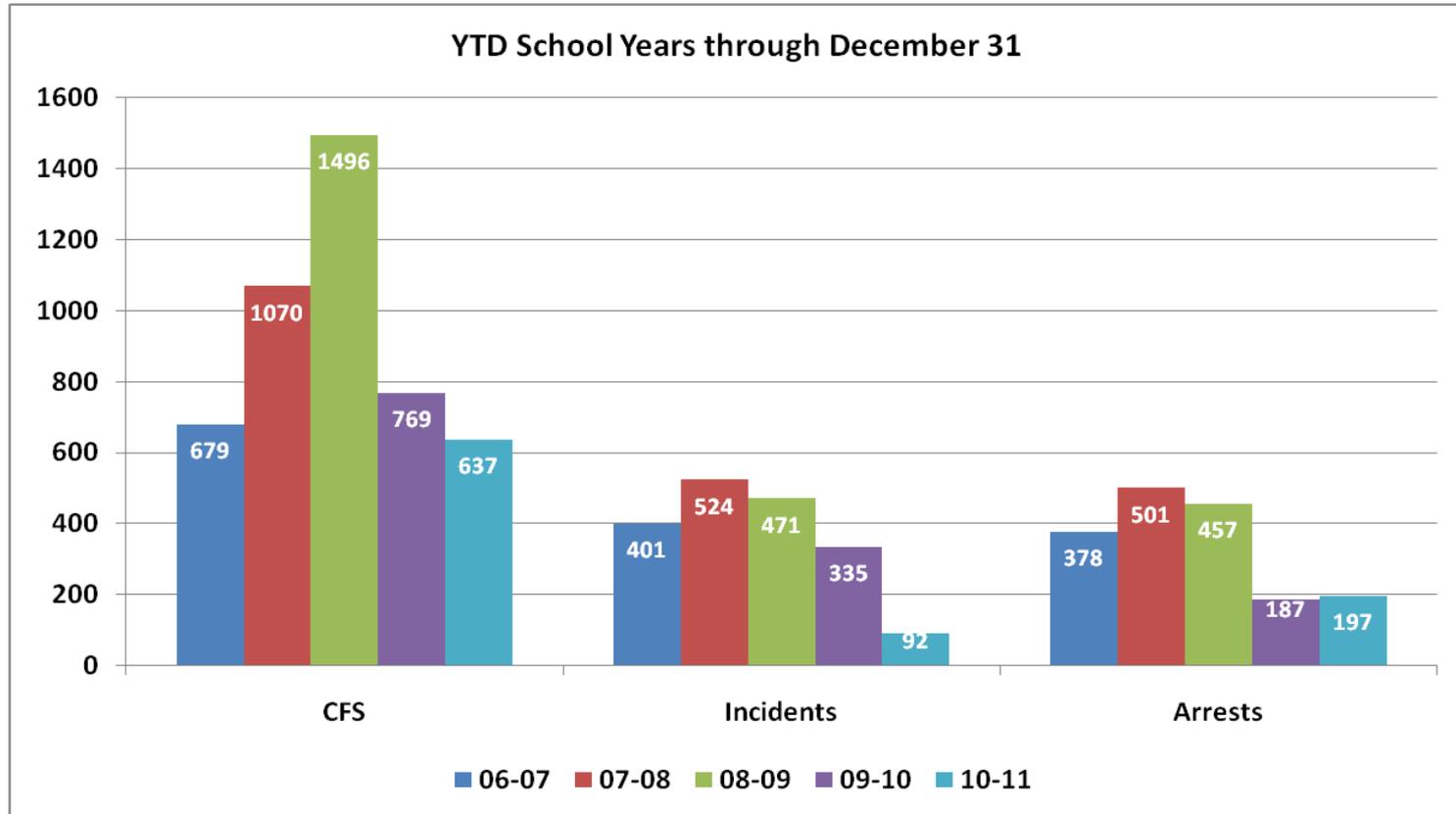
- Focus enforcement activity in high incident intersections.

# District 1 Accidents Non-Private Property Dec 2010

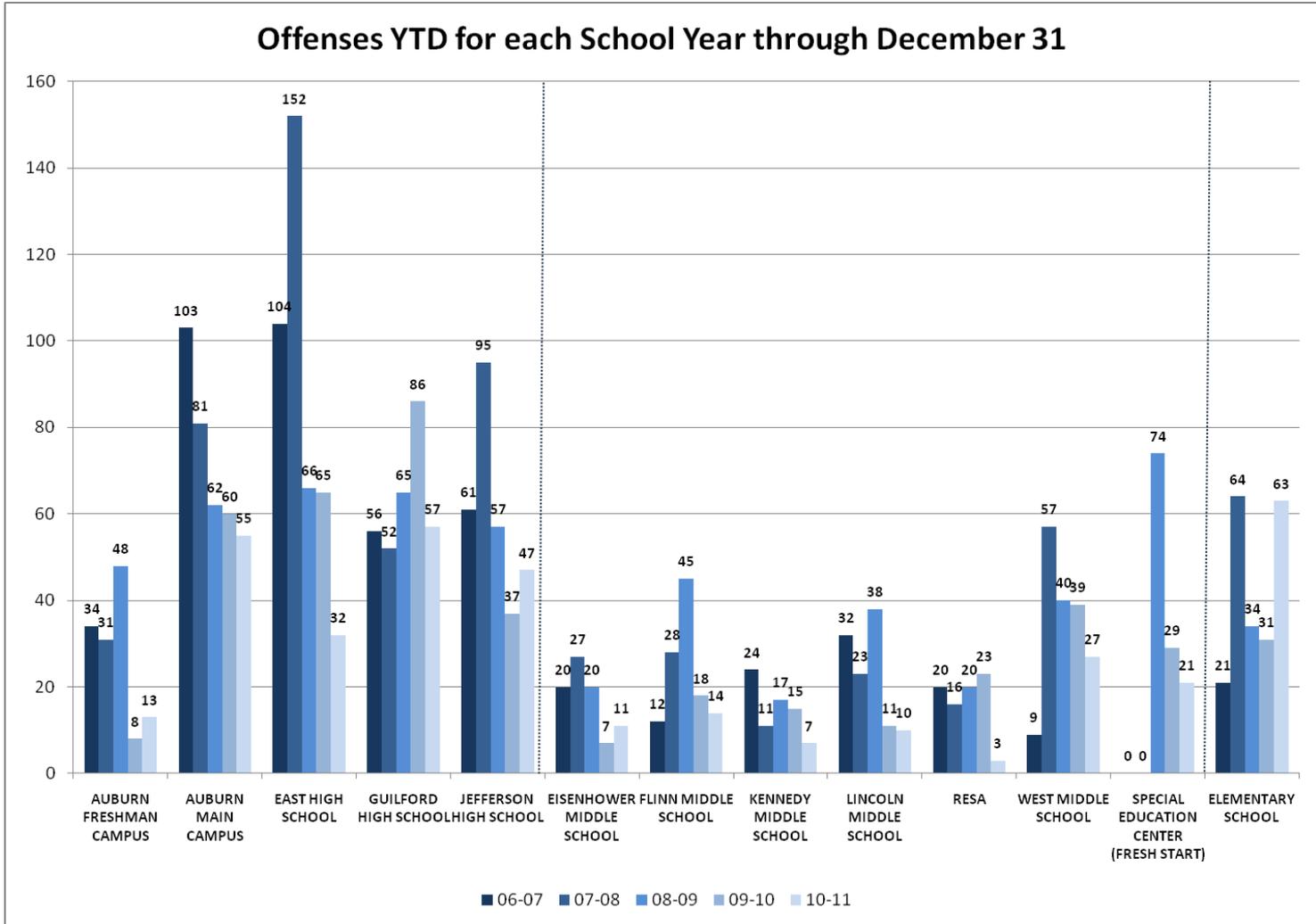


Produced 1-5-10

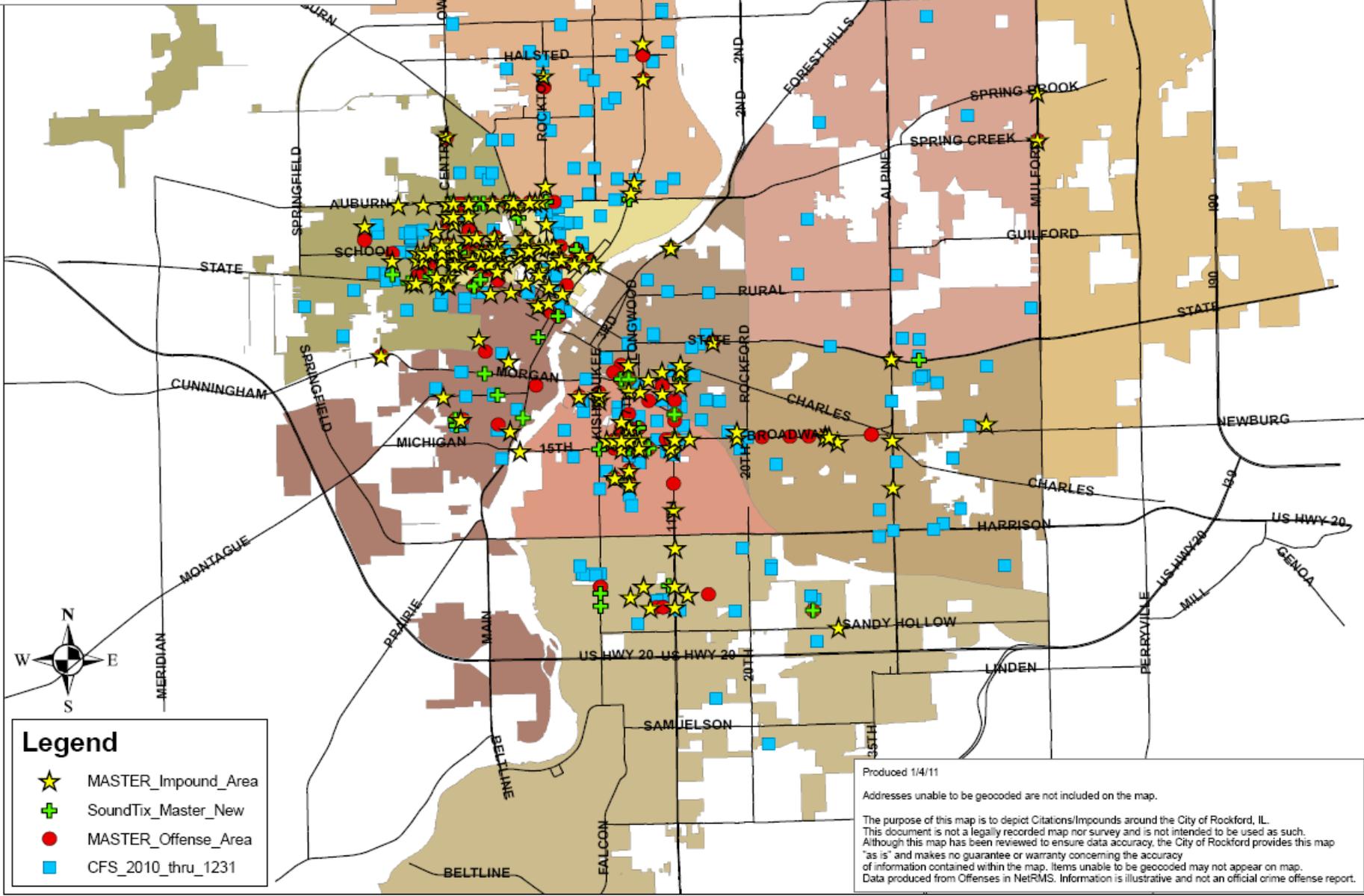
## Measure: City School Incidents, CFS, and Arrests



## Measure: City School Offenses by School



**Vehicle Sound Amplification Offenses,  
Sound Amplification Impounds,  
Sound Amplification Citations,  
CFS Complaints for Loud Vehicle  
YTD thru December 2010**



Produced 1/4/11  
 Addresses unable to be geocoded are not included on the map.  
 The purpose of this map is to depict Citations/Impounds around the City of Rockford, IL. This document is not a legally recorded map nor survey and is not intended to be used as such. Although this map has been reviewed to ensure data accuracy, the City of Rockford provides this map "as is" and makes no guarantee or warranty concerning the accuracy of information contained within the map. Items unable to be geocoded may not appear on map. Data produced from Offenses in NetRMS. Information is illustrative and not an official crime offense report.

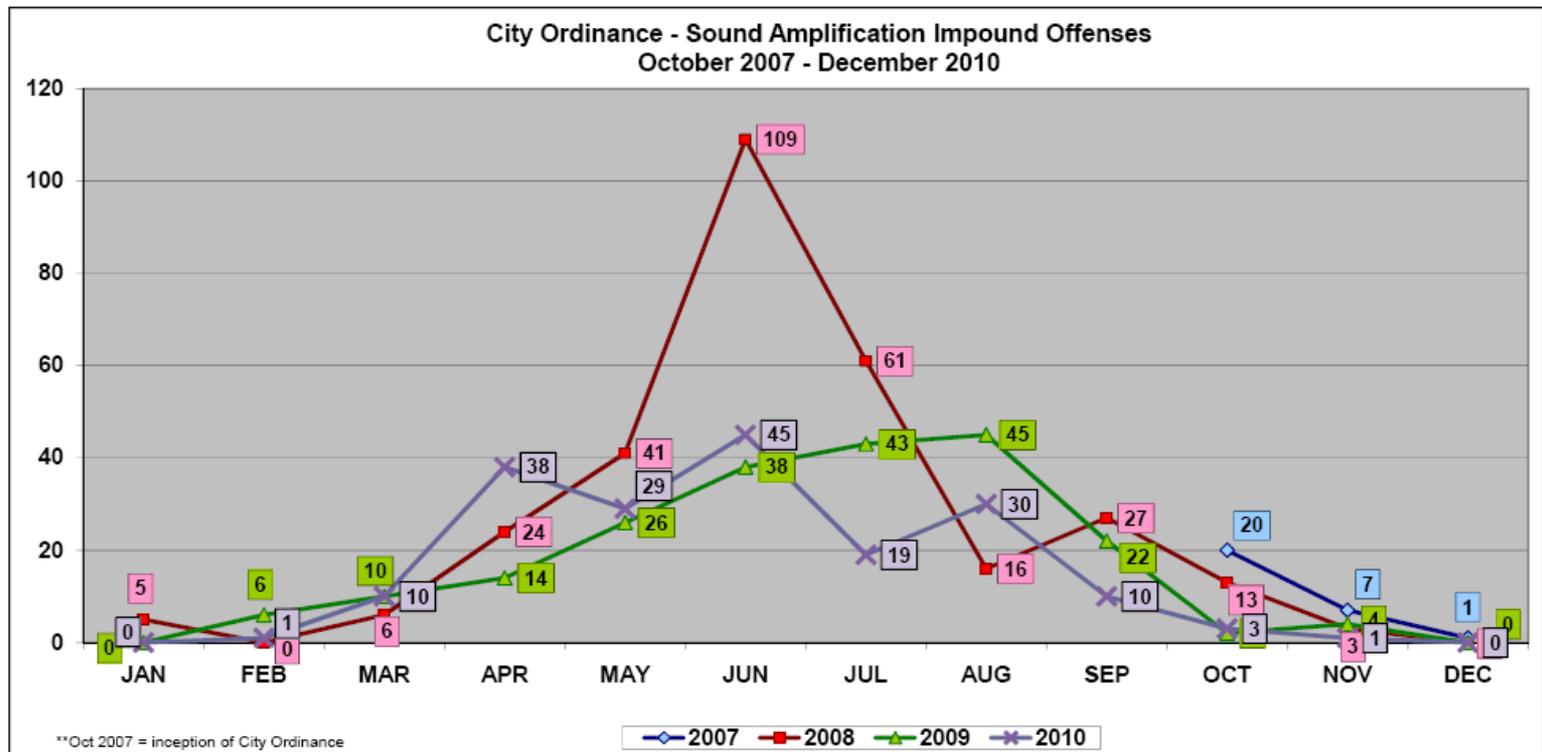
## Citywide Vehicle Sound Amplification Summary for 2009 - 2010 YTD

Calls for Service	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2009	10	21	36	43	70	70	60	51	34	14	11	6
2010	7	14	51	40	40	46	39	38	31	34	6	4
% CHANGE	-30.00%	-33.33%	41.67%	-6.98%	-42.86%	-34.29%	-35.00%	-25.49%	-8.82%	142.86%	-45.45%	-33.33%

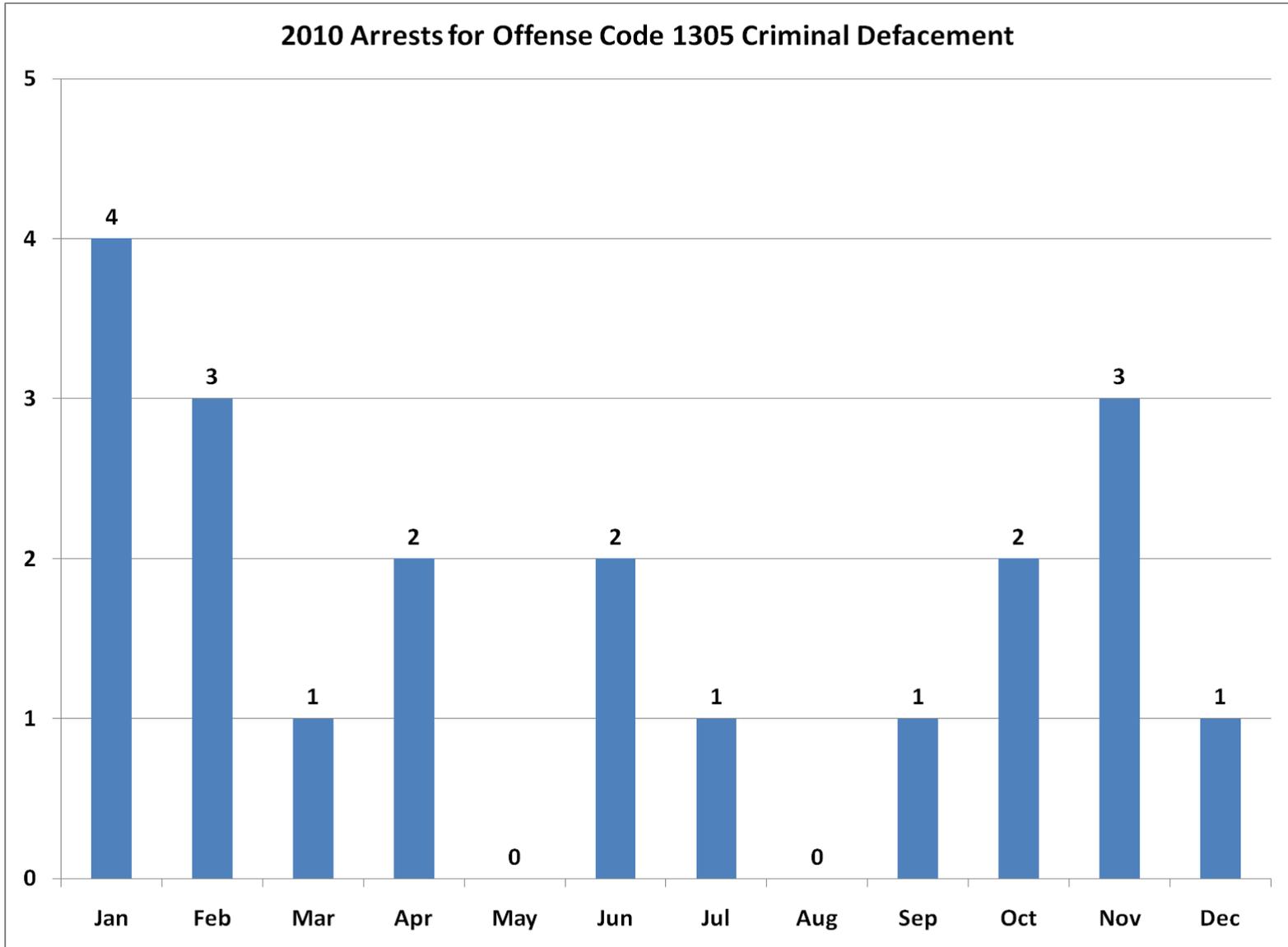
Offenses	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2009	0	6	10	14	26	38	43	45	22	2	4	0
2010	0	1	10	38	29	45	19	30	10	3	1	0
% CHANGE	NC	-83.33%	0.00%	171.43%	11.54%	18.42%	-55.81%	-33.33%	-54.55%	50.00%	-75.00%	NC

Citations	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2009	0	3	6	11	16	17	23	10	8	1	2	0
2010	0	1	1	13	10	27	12	22	9	1	0	0
% CHANGE	NC	-66.67%	-83.33%	18.18%	-37.50%	58.82%	-47.83%	120.00%	12.50%	0.00%	-100.00%	NC

Impounds	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2009	0	6	12	15	24	40	41	45	22	1	4	0
2010	0	1	7	38	29	45	23	25	11	3	1	0
% CHANGE	NC	-83.33%	-41.67%	153.33%	20.83%	12.50%	-43.90%	-44.44%	-50.00%	200.00%	-75.00%	NC



\*\*Data obtained from NetRMS & Vehicle Impound Db. Produced 1-4-11.



**THANK YOU**