



THE CITY OF  
**ROCKFORD**  
ILLINOIS, USA

ROCKSTAT

*Better Governing Through Accountability*

July 16, 2009

Excellence Everywhere



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## Rockford Police Department District 1

DISTRICT COMMANDER

Lieutenant Renee Pittz

AREA 01

AREA 02

AREA 03

AREA 04

AREA SERGEANT

Sgt. Pann, Sgt. Hoshaw, Sgt. Torrance, Sgt. Oswald, Sgt. Kennedy

COMMUNITY SERVICES

Officer Jeff Andrews

Officer Aaron Lesmeister

Officer Karol Fricke

Officer Mark Sander

BURGLARY DETECTIVES

Det. Hackbarth, Det. Cebuhar, Det. Paterson

DAY SHIFT

Officer J. Peterson

Officer K. Kiely

Officer Joseph

Officer Sockwell

Officer Menken

Officer McLain

Officer Gulbrantson

Officer Rohde

AFTERNOON SHIFT

Officer Kuhls

Officer Strawser

Officer Danner

Officer Donato

Officer Mace

Officer Jones

Officer St. Vincent

Officer Freese

EVENING SHIFT

Officer Scharlau

Officer Battaglia

Officer Sorenson

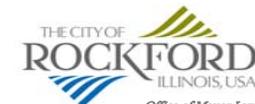
Officer Deutsch

Officer Cruz

Officer Yalden

Officer Sarantopoulos

Officer Castronovo



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## Rockford Police Department 7/16/2009

Scorecard as of 06/30/09

### Rockford Police Department Scorecard

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
<b>Group A Offenses</b>													
Benchmark	2,072	1,640	2,143	2,303	2,546	2,400	2,645	2,649	2,465	2,492	2,216	1,947	13,104
2009	1,485	1,443	2,011	1,943	2,152	2,087							11,121
<b>Group B Offenses</b>													
Benchmark	1,501	1,374	1,434	1,485	1,570	1,541	1,673	1,479	1,506	1,487	1,367	1,216	8,784
2009	1,327	1,404	1,581	1,403	1,465	1,384							8,564
<b>Total Criminal Offenses</b>													
Benchmark	3,494	2,960	3,501	3,702	4,115	3,942	4,318	4,128	3,971	3,978	3,583	3,163	21,203
2009	2,812	2,847	3,592	3,346	3,617	3,471							19,685
<b>Percent Group A Offenses Cleared by Arrest or Exception</b>													
Benchmark	38.2%	37.9%	36.1%	37.0%	37.9%	35.3%	31.5%	31.4%	33.1%	33.4%	34.1%	33.7%	37.6%
2009	42.1%	58.7%	34.7%	33.7%	34.8%	29.7%							38.3%

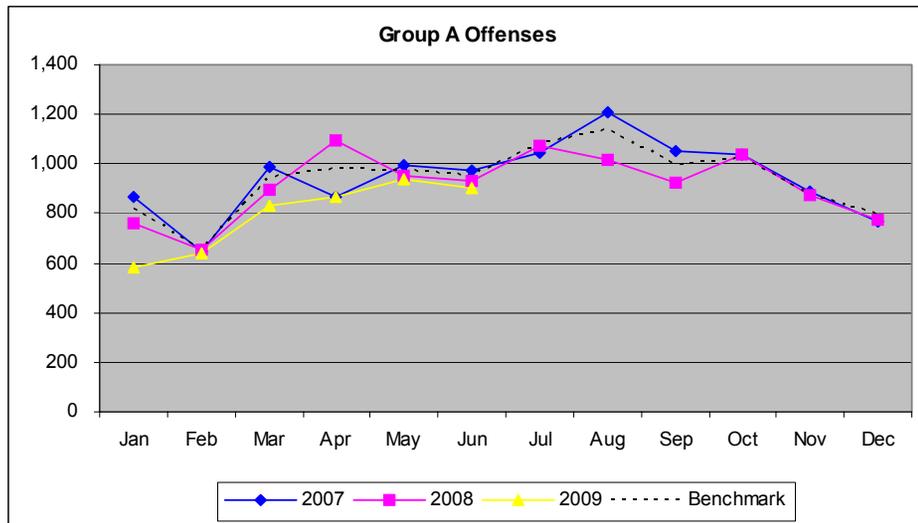
\*\*benchmark is the average of 2006-2008 except where 2006 data was not available.

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

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**Measure: NIBRS Group A Offenses:** Twenty-two crime categories made up of 46 offenses considered to be the most serious. May be a crime against person, property or society (for example: Murder, Robbery, Burglary, Drug Offenses, Theft, Prostitution, etc).



## Analysis

- Group A offenses decreased 3.73% from May 2009 and 3.22% compared with June 2008.
- In the 3 months since the last District 1 meeting, total group A offenses increased from 866 in Apr to 938 in May but decreased to 903 in Jun.
- Robbery, Aggravated Assault, and Burglary have all increased compared with last month; Robbery and Burglary also increased compared with Jun 08.
- Decreases were seen in Simple Assault, Destruction/Damage, and Drug Violations.

## Strategic Plan

Create a Safer Community:

Coordinate suppression efforts with Investigative Services Bureau Intelligence information and Crime Analysis trend data.

Group A	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2007	865	650	991	870	998	977	1,045	1,211	1,053	1,035	888	770
2008	763	652	893	1,093	953	933	1,071	1,013	923	1,039	873	772
2009	584	638	834	866	988	903						

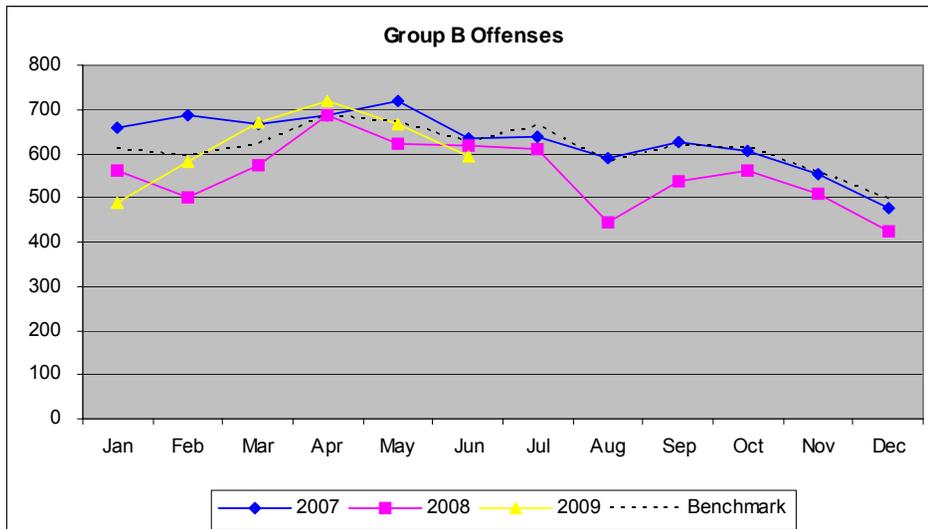


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**Measure: NIBRS Group B Offenses:** *Eleven crime categories that encompass all crimes that are not Group A Offenses. May be a crime against person, property or society (For example: DUI, Family Offenses, Runaways, Disorderly Conduct, Liquor Offenses,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



## Analysis

- Group B offenses decreased 10.68% from May 2009 and 3.88% compared with June 2008.
- In the 3 months since the last District 1 meeting, total group B offenses decreased from 721 in Apr to 665 in May and 594 in Jun.
- There are no notable trends in group B offenses.

## Strategic Plan

Create a Safer Community:

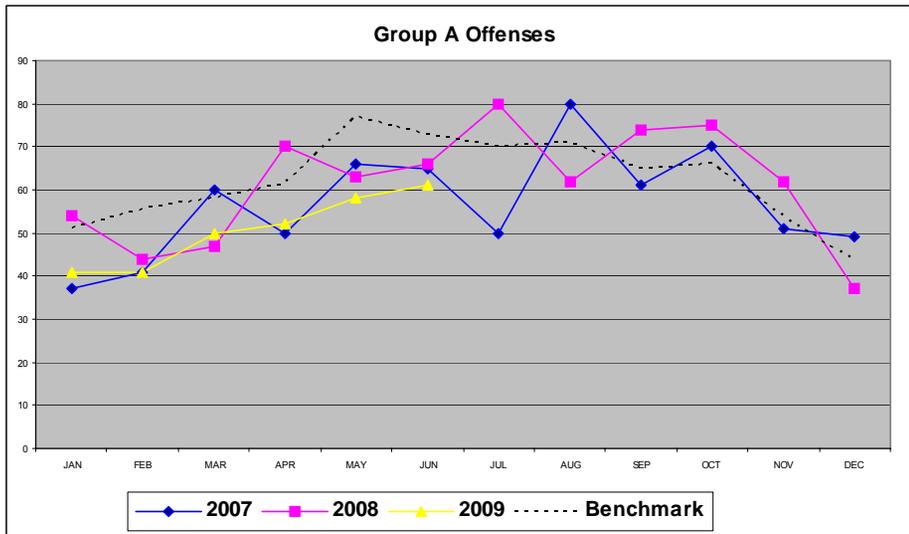
Increase coordinated efforts with outside agency partners.

Group B	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2007	657	685	667	685	720	633	637	590	627	608	554	475
2008	560	500	575	686	624	618	609	445	537	563	511	426
2009	488	532	669	721	665	594						

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## Measure: Weed & Seed Group A Offenses



### Analysis

- Group A offenses increased by 3 offenses from May 09 and decreased by 5 offenses compared with June 2008.
- In the 3 months since the last District 1 meeting, total group A offenses increased from 52 in Apr to 58 in May and 61 in Jun.

### Strategic Plan

Create a Safer Community:

Continue our same approach with having about 8 enforcement details per month. The details will continue to focus on High visibility enforcement & checking high risk individuals including sex offenders & parolees. The details will also include foot patrols in the area.

Group A

Weed & Seed	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2007	37	41	60	50	66	65	50	80	61	70	51	49
2008	54	44	47	70	63	66	80	62	74	75	62	37
2009	41	41	50	52	58	61						

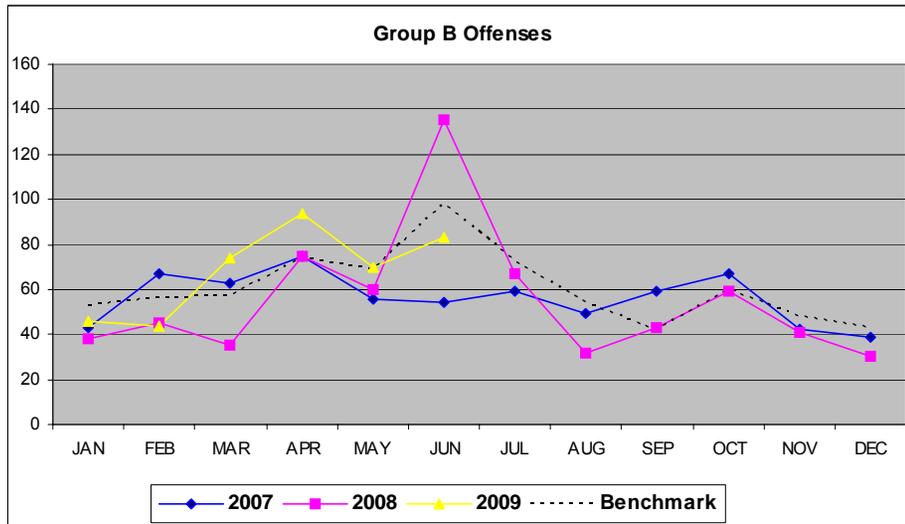


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## Measure: Weed & Seed Group B Offenses



### Analysis

- Group B offenses increased 18.6% from May 2009 but decreased 38.5% compared with June 2008.
- In the 3 months since the last District 1 meeting, total group B offenses decreased from 94 in Apr to 70 in May but increased to 83 in Jun.

### Strategic Plan

Create a Safer Community:

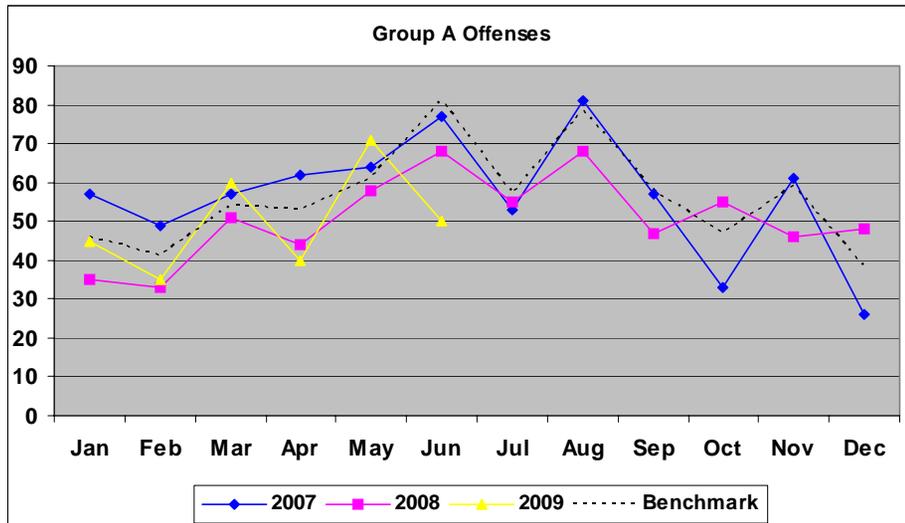
Continue our balanced effort of enforcement instead of using a large number of dollars for a traffic safety roadblock.

Weed & Seed	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2007	43	67	63	75	56	54	59	49	59	67	42	39
2008	38	45	35	75	60	135	67	32	43	59	41	30
2009	46	44	74	94	70	83						

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## Measure: ADP Group A Offenses



### Analysis

- Group A offenses decreased 29.6% from May 2009 and 26.47% compared with June 2008.
- In the 3 months since the last District 1 meeting, total group A offenses increased from 40 in Apr to 71 in May but decreased to 50 in Jun.

### Strategic Plan

Create a Safer Community:

Due to the increase in group A offenses in May, a large number of resources including the M-3 Team, Community Services, Narcotics and patrol combined efforts to increase police presence and enforcement in the area. This increased police presence and enforcement will continue.

Group A												
ADP	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2007	57	49	57	62	64	77	53	81	57	33	61	26
2008	35	33	51	44	58	68	55	68	47	55	46	48
2009	45	35	60	40	71	50						

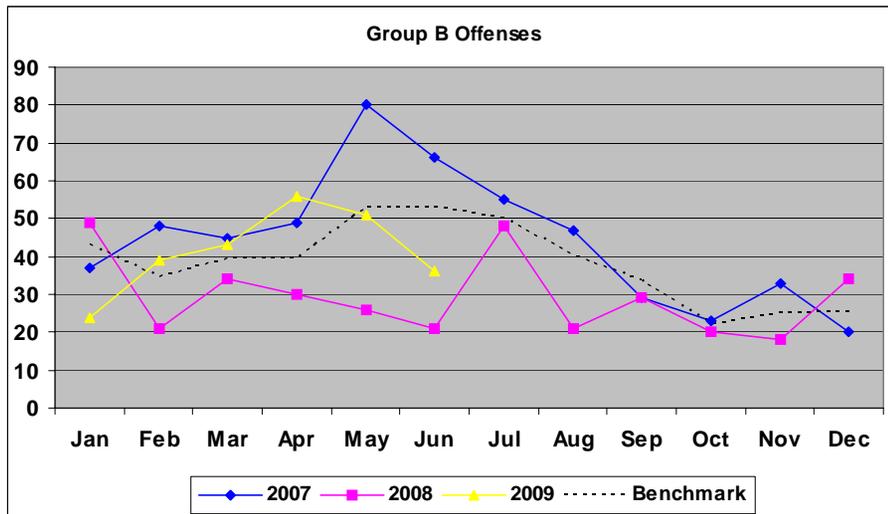


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## Measure: ADP Group B Offenses



### Analysis

- Group B offenses decreased 29.41% from May 2009 and increased 71.43% compared with June 2008.
- In the 3 months since the last District 1 meeting, total group B offenses decreased from 56 in Apr to 51 in May and to 36 in Jun.

### Strategic Plan

Create a Safer Community:

The increase in group B offenses stems from officer initiated activity. The continued increase in police presence and enforcement in the area will continue to lead to an increase in group B offenses.

Group B												
ADP	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2007	37	48	45	49	80	66	55	47	29	23	33	20
2008	49	21	34	30	26	21	48	21	29	20	18	34
2009	24	39	43	55	51	36						

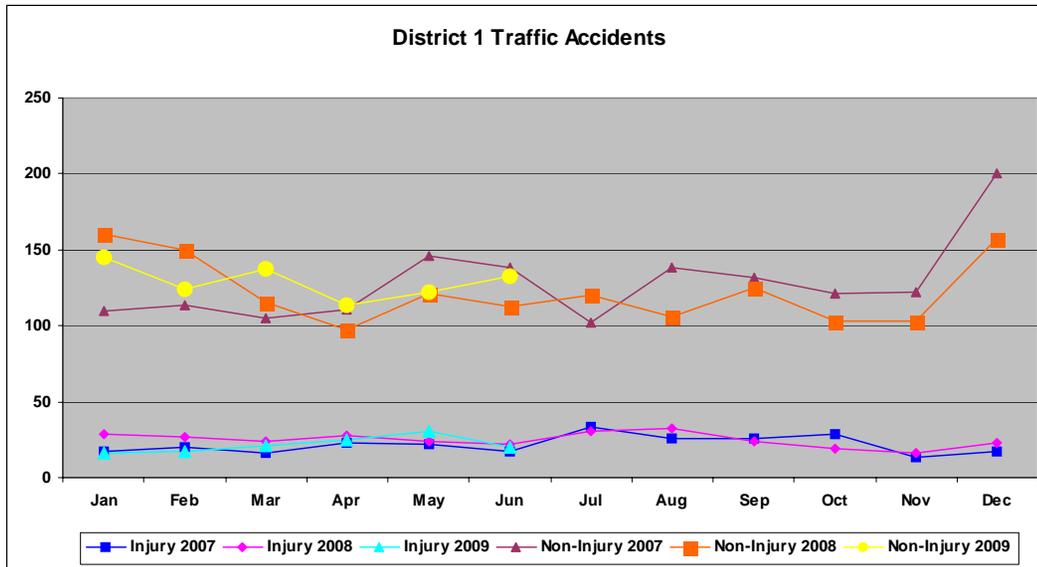


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## Measure: Traffic Accidents



### Analysis

- Total District 1 accidents stayed nearly the same with an increase of just 1 from last month. Total District 1 accidents increased 14% from Jun 08.
- Total % Hit & Run Accidents for District 1 increased slightly from Apr 09 to May 09 but decreased from 32.68% to 22.73% in Jun 09.
- In June 2009, 91.6% of accidents in District 1 were greater than \$500 in damage and 8.4% had \$500 or less.
- The number of people arrested for DUI was steady over the last 3 months: Apr (20), May (18), Jun (18).

2008	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Fatality	1	0	1	0	0	0	1	0	1	0	1	0	5
Injury	29	27	24	28	24	22	31	32	24	19	16	23	299
Non-Injury	160	150	115	97	121	113	120	106	125	103	103	157	1470
Total	190	177	140	125	145	135	152	138	150	122	120	180	1774
# H&R	58	62	51	37	50	48	59	37	57	35	37	40	571
% H&R	30.53%	35.03%	36.43%	29.60%	34.48%	35.56%	38.82%	26.81%	38.00%	28.69%	30.83%	22.22%	32.19%

2009	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Fatality	0	1	0	0	0	1							2
Injury	16	17	21	25	31	20							130
Non-Injury	145	124	137	114	122	133							775
Total	161	142	158	139	153	154	0	0	0	0	0	0	907
# H&R	46	48	51	42	50	35							272
% H&R	28.57%	33.80%	32.28%	30.22%	32.68%	22.73%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	29.99%

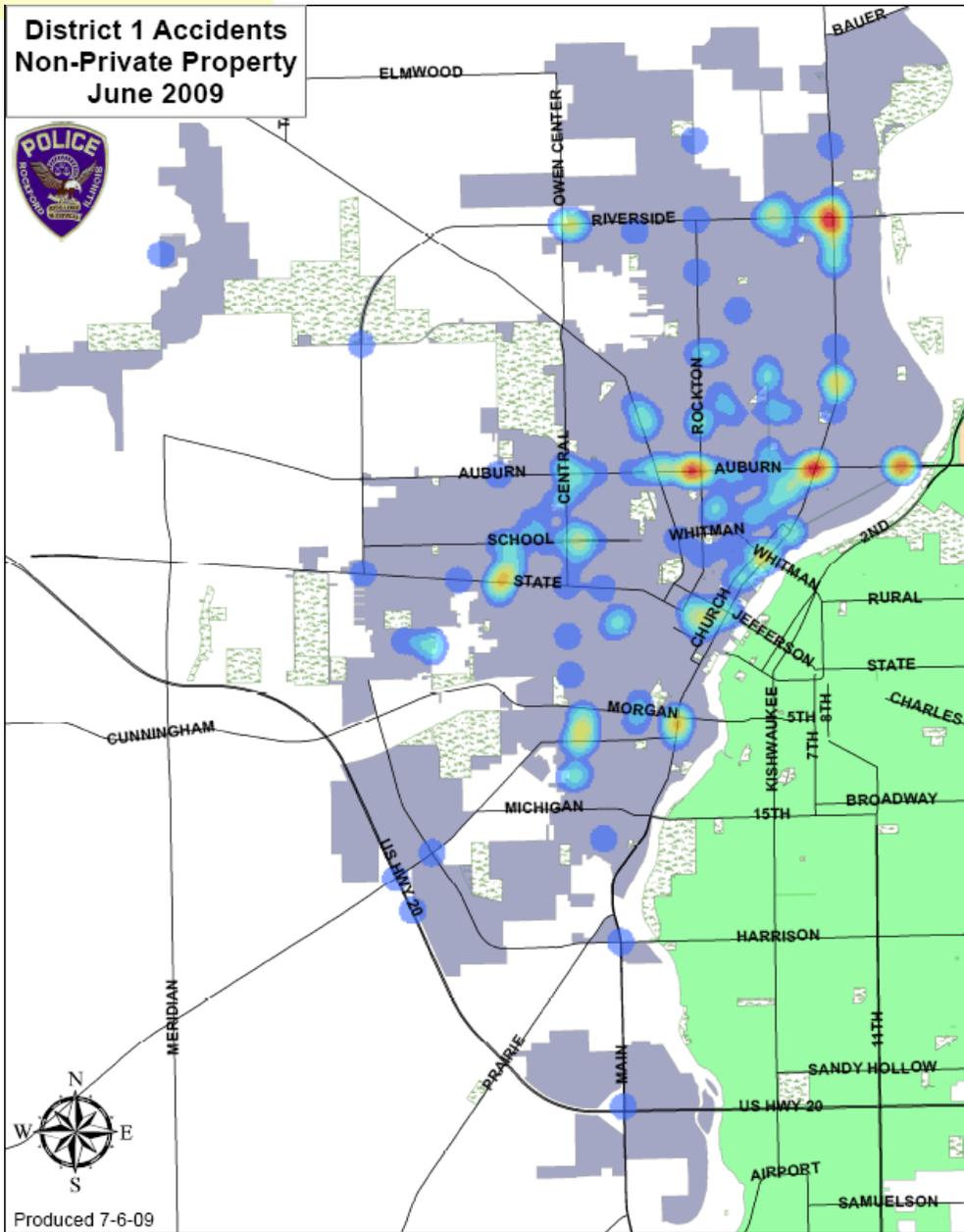
People Arrested for DUI														
DUI	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	RS Quarter
2008	17	14	21	11	19	18	15	15	22	20	11	17	200	48
2009	18	17	24	20	18	18							115	56
% Change	5.88%	21.43%	14.29%	81.82%	-5.26%	0.00%							-42.50%	16.67%

### Strategic Plan

Create a Safer Community:

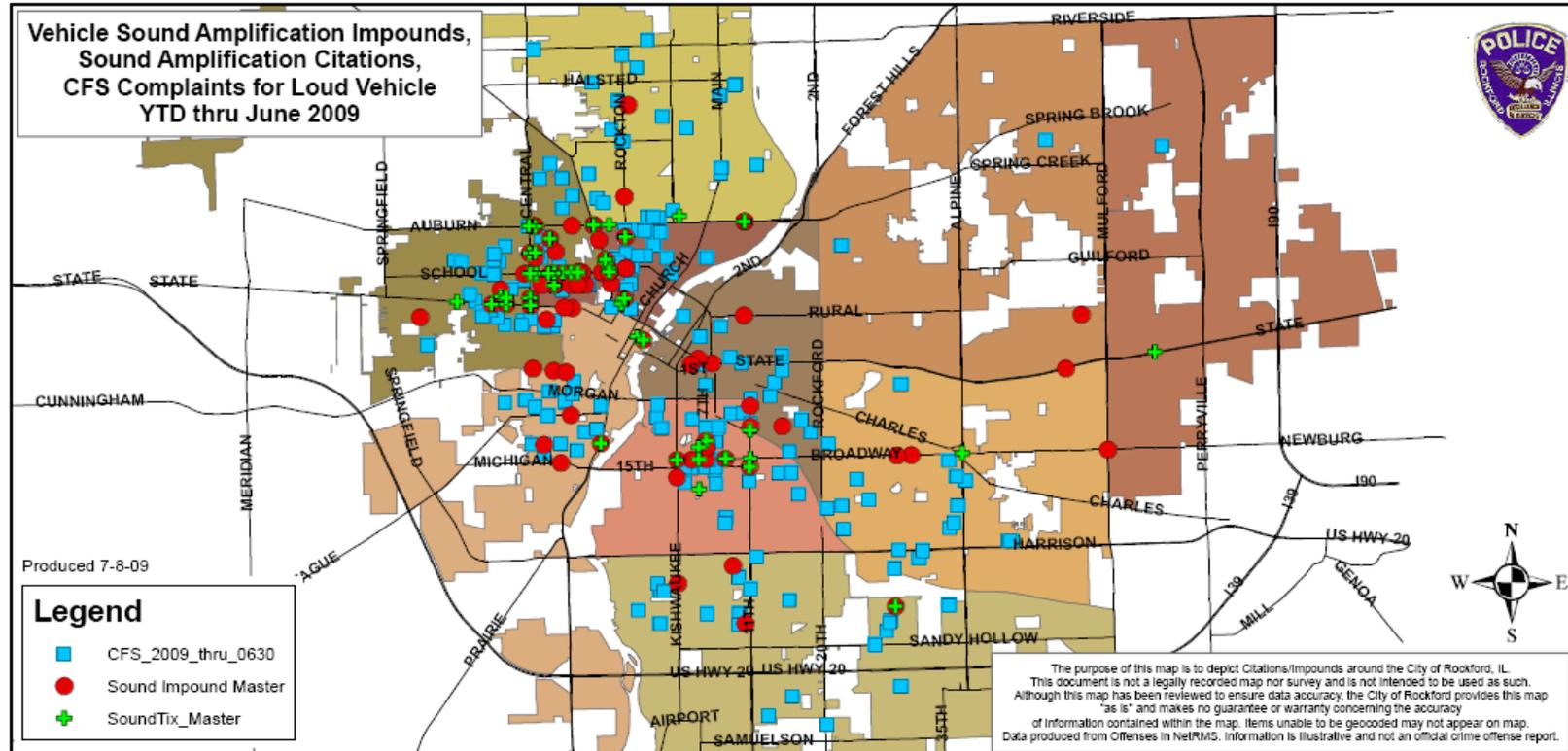
- Focus enforcement activity in high incident intersections.

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## Measure: Sound Amplification Impounds



Vehicle Sound Amplification Calls for Service	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2008					127	111	86	73	70	29	11	9
2009	10	21	36	43	70	70						
% CHANGE					-44.88%	-36.94%						
Vehicle Sound Amplification Impounds	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2008	5	0	6	24	41	109	61	16	27	13	3	0
2009	0	6	10	14	26	38						
% CHANGE	-100.00%	N/C	66.67%	-41.67%	-36.59%	-65.14%						
Vehicle Sound Amplification Citations	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2008	5	1	6	23	34	58	26	10	16	12	2	1
2009	0	3	6	11	16	17						
% CHANGE	-100.00%	200.00%	0.00%	-52.17%	-52.94%	-70.69%						

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## *Summer Crime Initiative*

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

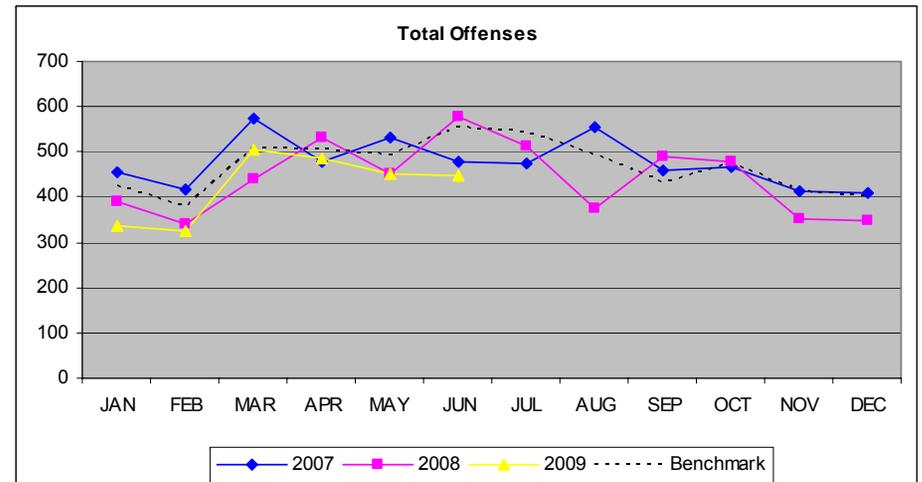
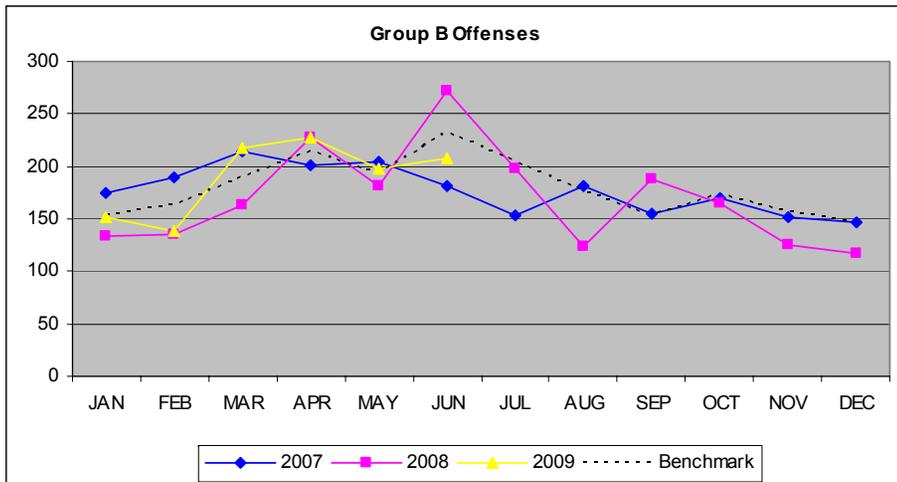
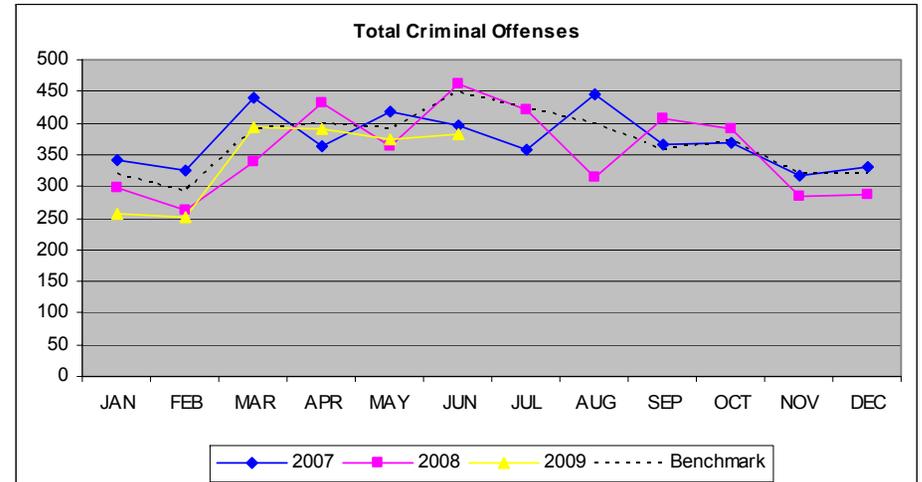
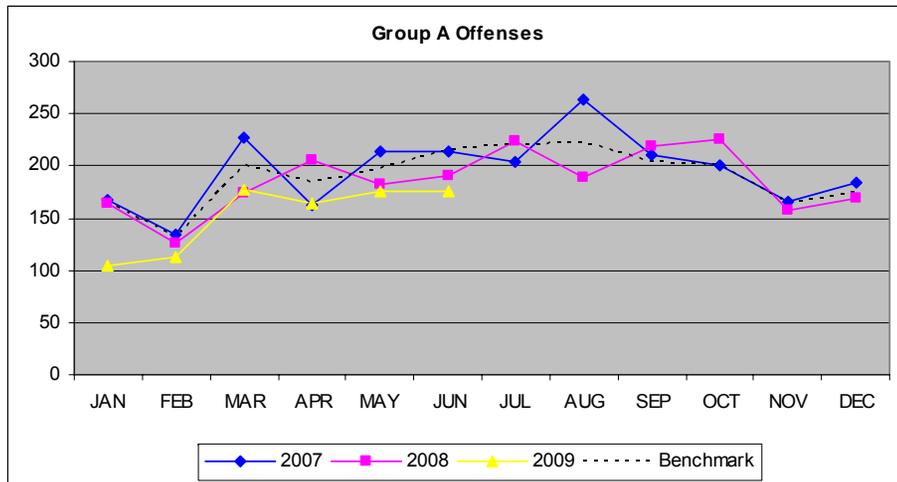
<b>JUNE SCI SUMMARY</b>	<b>RCPD</b>	<b>TRAFFIC</b>	<b>TOTAL</b>
(PARTICIPATION)	(11 DAYS)	(7 DAYS)	
<b>**VIOLATIONS**</b>			
CRIMINAL	11	3	<b>14</b>
DRUGS	9	0	<b>9</b>
TRAFFIC	64	23	<b>87</b>
ALCOHOL RELATED VIOLATIONS	11	3	<b>14</b>
EQUIPMENT VIOLATIONS	9	1	<b>10</b>
MISCELLANEOUS	11	0	<b>11</b>
<b>**ACTIVITY**</b>			
NUMBER OF VEHICLES STOPPED	113	19	<b>132</b>
NUMBER OF PERSONS TICKETED	42	16	<b>58</b>
NUMBER OF TICKETS ISSUED	65	28	<b>93</b>
NUMBER OF CRIMINAL ARRESTS	22	1	<b>23</b>
NUMBER OF RECOVERIES	5	0	<b>5</b>
ARRESTS ON VIEW	7	2	<b>9</b>
NUMBER OF WANTED SUSPECTS CHECKED	38	3	<b>41</b>
ARRESTS ON WARRANTS (10-99)	5	2	<b>7</b>
NUMBER OF PEOPLE LODGED (SQUADROL)	6	0	<b>6</b>
NTAs ISSUED	5	0	<b>5</b>
GUNS RECOVERED	1	0	<b>1</b>
NUMBER OF KNOCK & TALKS	1	0	<b>1</b>
NUMBER OF ARRESTS KNOCK & TALKS	3	0	<b>3</b>
NUMBER OF RECOVERIES KNOCK & TALKS	0	0	<b>0</b>
NUMBER OF WALK THROUGH'S	10	0	<b>10</b>
NUMBER OF ARRESTS WALK THROUGH'S	2	0	<b>2</b>
NUMBER OF RECOVERIES WALK THROUGH	0	0	<b>0</b>
NUMBER OF VERBAL WARNINGS	0	0	<b>0</b>
NUMBER OF DOG SNIFFS	8	0	<b>8</b>
SEARCH WARRANTS	0	0	<b>0</b>
TRAFFIC WARNINGS	29	0	<b>29</b>
NUMBER OF PAROLE CHECKS	0	0	<b>0</b>
NUMBER OF PROBATION CHECKS	0	0	<b>0</b>
NUMBER OF JUVENILE PROBATION CHECKS	0	0	<b>0</b>
NUMBER OF MINORS LODGED	0	0	<b>0</b>
NUMBER OF SEX OFFENDER VERIFICATION	10	0	<b>10</b>
OTHER	2	0	<b>2</b>
<b>JUNE TOTAL</b>	<b>374</b>	<b>101</b>	<b>590</b>

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## *Summer Crime Initiative*

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

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



# ROCKSTAT

## Rockford Police Sick Time Analysis

### Administrative Services Bureau

	6/1 - 6/28 2008	5/31 - 6/27 2009	YTD	Avg	Diff	Premium Cost	Leave Management
Total Employees	48	44			-4		
# Emp Using Sick Time	17	17	39	17	0		
Total Sick Hours	204.25	188	1955.25	196	-16	Hire Back Cost	Sick with Sched
Avg Hrs Used	12.01	11.06	50.13	11.54	-0.96	OT Cost 9343	Monday Hours
% of Sick Time	0.08	0.07	0.31	0.07	1.09	Lost Productivity	Friday Hours
<b>Dollars Paid in Sick Benefit:</b> \$ 3,904						<b>Total Cost:</b> \$ 9,343	<b>Hrs to Review:</b>

### Field Services Bureau

	6/1 - 6/28 2008	5/31 - 6/27 2009	YTD	Avg	Diff	Premium Cost	Leave Management
Total Employees	199	195			-4		
# Emp Using Sick Time	48	52	157	50	4		
Total Sick Hours	1199.4	1314.5	9626.25	1257	115	Hire Back Cost 10756	Sick with Sched
Avg Hrs Used	24.99	25.28	61.31	25.13	0.29	OT Cost 101658	Monday Hours
% of Sick Time	0.16	0.16	0.38	0.16	0.99	Lost Productivity	Friday Hours
<b>Dollars Paid in Sick Benefit:</b> \$ 38,164						<b>Total Cost:</b> \$ 112,413	<b>Hrs to Review:</b>

### Investigative Services Bureau

	6/1 - 6/28 2008	5/31 - 6/27 2009	YTD	Avg	Diff	Premium Cost	Leave Management
Total Employees	68	68			0		
# Emp Using Sick Time	14	18	54	16	4		
Total Sick Hours	185.3	195.75	2502.45	191	10	Hire Back Cost 336	Sick with Sched
Avg Hrs Used	13.24	10.88	46.34	12.06	-2.36	OT Cost 59026	Monday Hours
% of Sick Time	0.08	0.07	0.29	0.08	1.22	Lost Productivity	Friday Hours
<b>Dollars Paid in Sick Benefit:</b> \$ 6,520						<b>Total Cost:</b> \$ 59,362	<b>Hrs to Review:</b>

### Support Services Bureau

	6/1 - 6/28 2008	5/31 - 6/27 2009	YTD	Avg	Diff	Premium Cost	Leave Management
Total Employees	29	29			0		
# Emp Using Sick Time	9	7	28	8	-2		
Total Sick Hours	194.5	72.5	2080.5	134	-122	Hire Back Cost 3719	Sick with Sched
Avg Hrs Used	21.61	10.36	74.30	15.98	-11.25	OT Cost 24993	Monday Hours
% of Sick Time	0.14	0.06	0.46	0.10	2.09	Lost Productivity	Friday Hours
<b>Dollars Paid in Sick Benefit:</b> \$ 2,383						<b>Total Cost:</b> \$ 28,712	<b>Hrs to Review:</b>

Avg of PD  
 2008 0.11  
 2009 0.09

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## Rockford Police Field Services Bureau Sick Time Analysis

### Field Services Bureau - 1st Shift

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

6/1 - 6/28 2008	5/31 - 6/27 2009	YTD	Avg	Diff	Premium Cost	Leave Management
	15	39	7.5			
	314.5	2404.2	157		Hire Back Cost 1361	Sick with Sched
	20.97	61.65	10.48		OT Cost 30039	Monday Hours
	0.13	0.39	0.07		Lost Productivity	Friday Hours

Dollars Paid in Sick Benefit: \$ 9,081

Total Cost:

Hrs to Review:

### Field Services Bureau - 2nd Shift

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

6/1 - 6/28 2008	5/31 - 6/27 2009	YTD	Avg	Diff	Premium Cost	Leave Management
	15	43	7.5			
	377	2625.8	189		Hire Back Cost 542	Sick with Sched
	25.13	61.07	12.57		OT Cost 27534	Monday Hours
	0.16	0.38	0.08		Lost Productivity	Friday Hours

Dollars Paid in Sick Benefit: \$ 10,177

Total Cost:

Hrs to Review:

### Field Services Bureau - 3rd Shift

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

6/1 - 6/28 2008	5/31 - 6/27 2009	YTD	Avg	Diff	Premium Cost	Leave Management
	10	38	5			
	303.5	1777.4	152		Hire Back Cost 7482	Sick with Sched
	30.35	46.77	15.18		OT Cost 22550	Monday Hours
	0.19	0.29	0.09		Lost Productivity	Friday Hours

Dollars Paid in Sick Benefit: \$ 9,348

Total Cost:

Hrs to Review:

### Field Services Bureau - Special Ops

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

6/1 - 6/28 2008	5/31 - 6/27 2009	YTD	Avg	Diff	Premium Cost	Leave Management
	12	37	6			
	319.5	2818.85	160		Hire Back Cost 1370	Sick with Sched
	26.63	76.19	13.31		OT Cost 21535	Monday Hours
	0.17	0.48	0.08		Lost Productivity	Friday Hours

Dollars Paid in Sick Benefit: \$ 9,559

Total Cost:

Hrs to Review:

\*\*M3, K9, CRU, Comm Svcs

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## Public Safety Rockford Fire Department

### Rockstat District 1

Chief Derek Bergsten

#### **District Chiefs**

- Mark Schlanger
- Lynn Washburn
- Ben Ognibene

#### **Stations**

- Station 1 (528 Woodlawn Ave.)  
Engine 1, Ladder 1
- Station 3 (1520 S. Main St.)  
Engine 3, Charlie 29
- Station 6 (3329 W. State St.)  
Engine 6
- Station 8 (505 Sherman St.)  
Engine 8
- Station 9 (2416 Halsted Rd.)  
Quint 9, Charlie 27

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## Department Operations Benchmark Scorecard\* 2009 YTD (January-June)

Measure	Benchmark	Actual	Definition
EMS Call Growth	12%	-0.79%	<12% YTD increase
Fire Call Growth	2%	3.87%	<2% YTD increase or a decrease
911 Call Answer Time	10	14	90th percentile (seconds) of 911 call answer time
Turnout Time	90	152	90th percentile (seconds) of turnout time
ALS First Response	360	402	90th percentile (seconds) of first arriving unit
Fire Full Response	480	565	90th percentile (seconds) of full fire fighting force
Inspections	220	330	Average monthly inspections
Arson Clearance	12%	21.88%	Arson clearance by arrest or exception >12%
Public Education	40	44.5	Average monthly presentations
Fire Dollar Loss	95%	95.34%	Percent Saved Ratio
Training	32	34.1	Average training hours per employee per month
Fire Unscheduled Leave	5%	4.75%	Less than 5% unscheduled leave
911 Unscheduled Leave	5%	7.21%	Less than 5% unscheduled leave

\*Statistics for whole department, not for geographic area

# ROCKSTAT

*Better Governing Through Accountability*

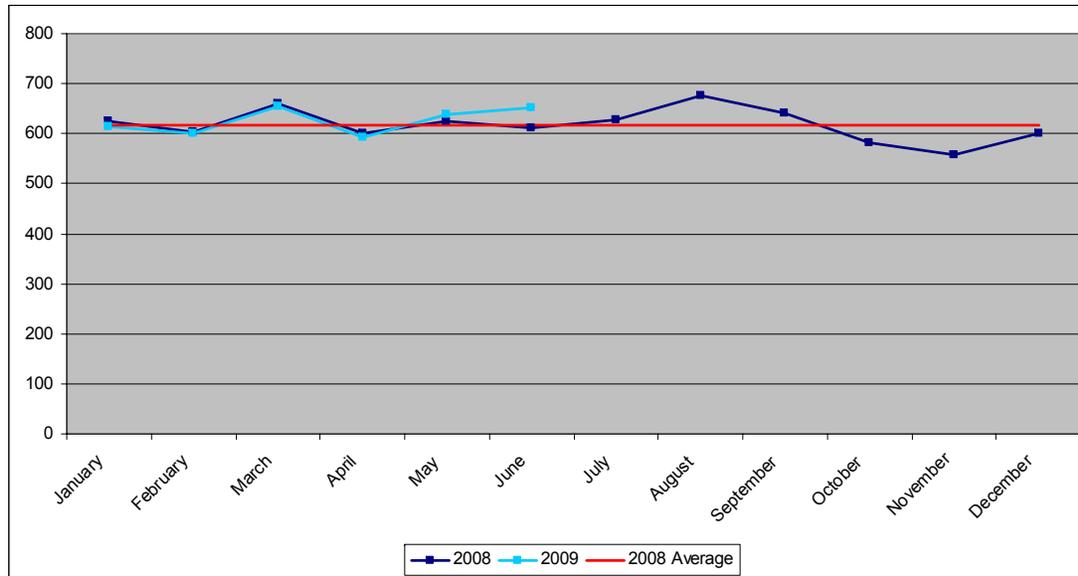
## Geographic Trend Scorecard

Rockstat District 1								
	Measure	2008 Benchmark	January	February	March	April	May	June
Incidents	EMS	618	615	601	654	593	638	652
	FIRE	24	18	19	29	25	30	34
Response Times	Turnout Time	150	156	146	142	146	149	148
	ALS First Response	365	381	357	336	346	342	355
	Fire Full Response	515	677	759	464	596	358	495
Fire Prevention	Inspections	61	69	64	113	98	56	79
	Arson	3	1	1	8	1	5	3
	Fire Dollar Loss	0.88	0.72	0.94	0.99	0.67	0.68	0.90

# ROCKSTAT

*Better Governing Through Accountability*

**Measure: EMS Incidents**  
**2008 Monthly Average: 618**



## Analysis

- Overall, EMS incidents in the city have decreased .80% for 2009 YTD compared to 2008 YTD. In Rockstat District 1, EMS incidents are down .72%.
- City
  - 2008 YTD- 9,267
  - 2009 YTD- 9,193
- Rockstat District 1
  - 2008 YTD- 3,726
  - 2009 YTD- 3,753
- A little over 40% of the total EMS incidents this year have occurred in this district
- There are no new high life hazard occupancies in the planning stage.

## Strategic Plan

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

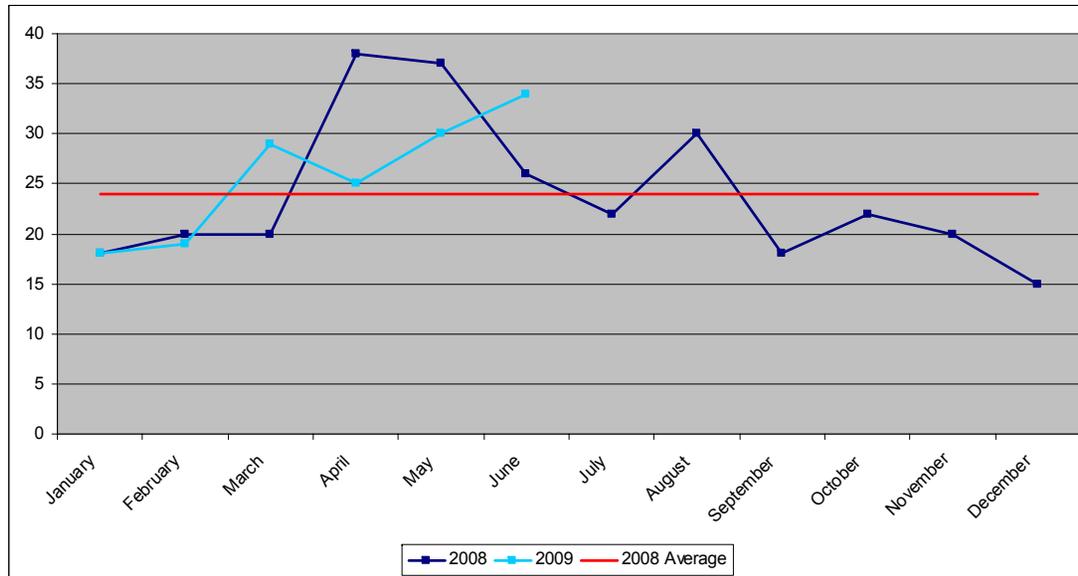
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2008	624	603	660	601	626	612	628	676	641	582	557	600
2009	615	601	654	593	638	652						

# ROCKSTAT

Better Governing Through Accountability

*Measure: Fire Incidents*

*2008 Monthly Average: 24*



## Analysis

- Fire Incidents in the city have increased 4.17% for 2009 YTD compared to 2008 YTD. In Rockstat District 1, fire incidents have decreased 2.52%.
- City
  - 2008 YTD- 336
  - 2009 YTD- 350
- Rockstat District 1
  - 2008 YTD- 159
  - 2009 YTD- 155
- Over 44% of the total fires this year have occurred in district 1

## Strategic Plan

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2008	18	20	20	38	37	26	22	30	18	22	20	15
2009	18	19	29	25	30	34						



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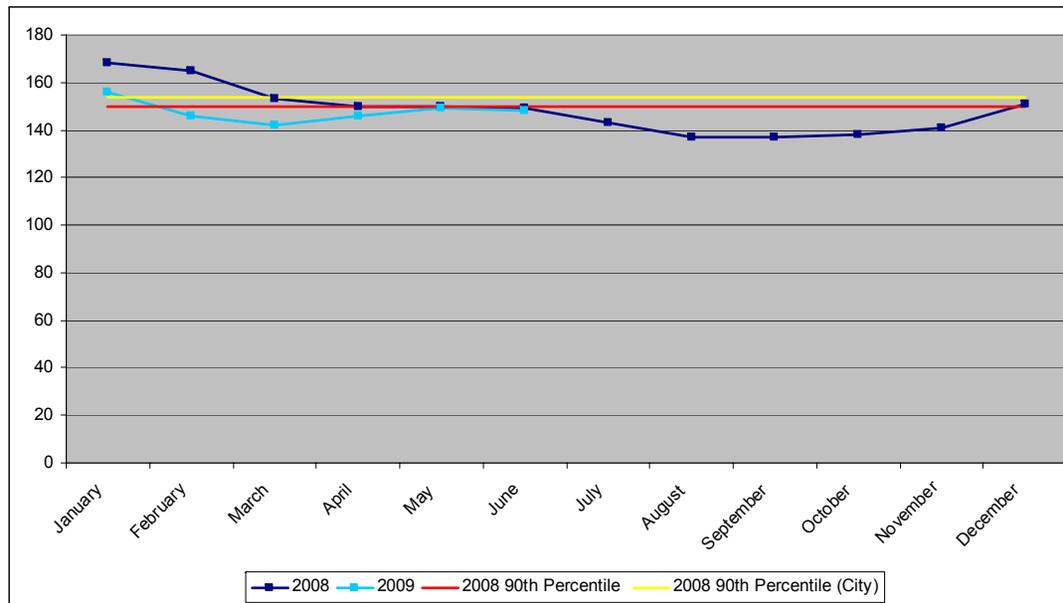
# ROCKSTAT

*Better Governing Through Accountability*

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

**2008 90<sup>th</sup> Percentile (Rockstat District 1): 2:30**

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



## Analysis

- Turnout times for the city have continued to decrease over the past year in both Rockstat District 1 and the city as a whole.
- City (90<sup>th</sup> Percentile)
  - 2008 YTD- 2:40
  - 2009 YTD- 2:32
- Rockstat District 1 (90<sup>th</sup> percentile)
  - 2008 YTD- 2:37
  - 2009 YTD- 2:28

## Strategic Plan

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2008	2:48	2:45	2:33	2:30	2:30	2:29	2:23	2:17	2:17	2:18	2:21	2:31
2009	2:36	2:26	2:22	2:26	2:29	2:28						



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LEADING BOLDLY, WORKING TOGETHER

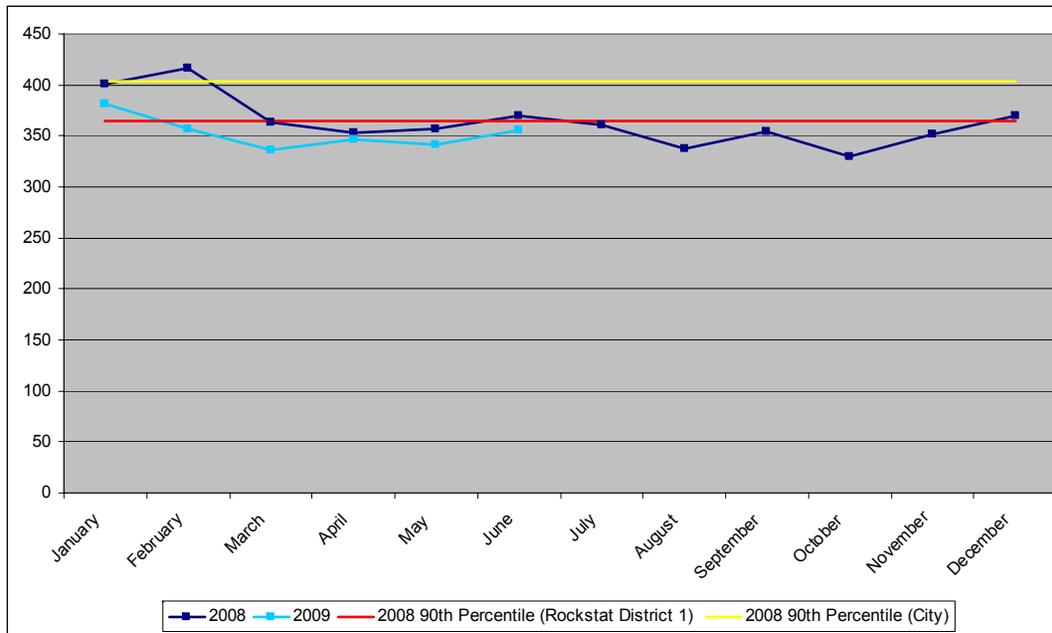
# ROCKSTAT

*Better Governing Through Accountability*

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

**2008 90<sup>th</sup> Percentile (Rockstat District 1): 6:05**

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



## Analysis

- Response times for the city have continued to decrease over the past year in both Rockstat District 1 and the city as a whole. Rockstat District 1 continues to have the lowest response times of the city due to the concentration of resources in this area.
- City (90<sup>th</sup> Percentile)
  - 2008 YTD- 6:56
  - 2009 YTD- 6:42
- Rockstat District 1 (90<sup>th</sup> Percentile)
  - 2008 YTD- 6:19
  - 2009 YTD- 5:52
- The 2009 YTD 90<sup>th</sup> percentile response time for this area is below our benchmark of 6 minutes.

## Strategic Plan

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2008	6:41	6:57	6:04	5:53	5:57	6:10	6:01	5:38	5:54	5:30	5:52	6:10
2009	6:21	5:57	5:36	5:46	5:42	5:55						

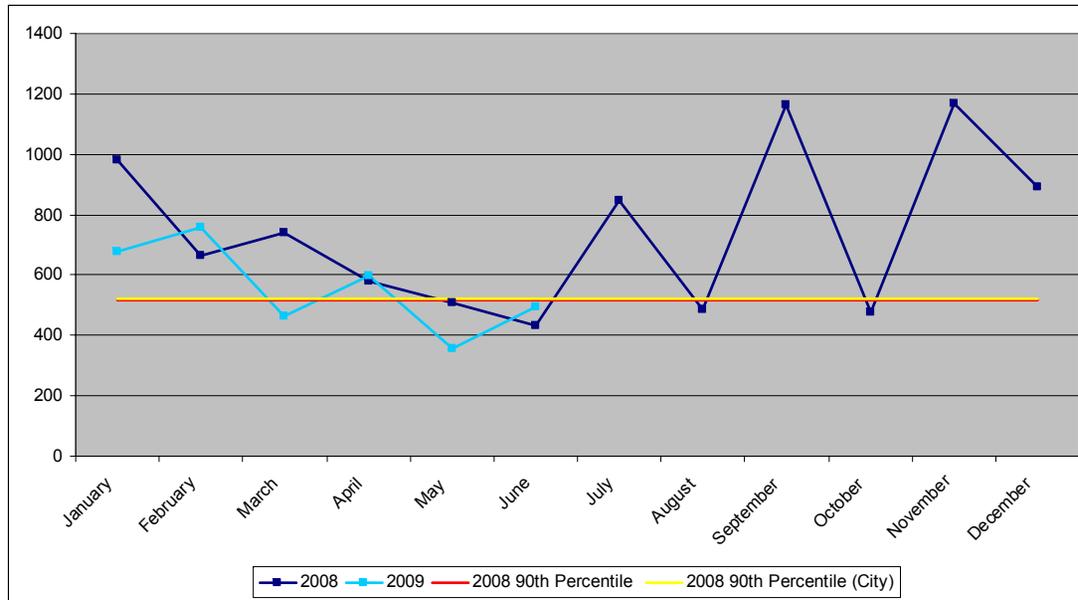
# ROCKSTAT

*Better Governing Through Accountability*

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

**2008 90<sup>th</sup> Percentile (Geographic Area 1): 8:35**

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



## Analysis

- Rockstat District 1 continues to have the quickest full complement response times for fires due to the concentration of resources in this area.
- City (90<sup>th</sup> Percentile)
  - 2008 YTD- 8:42
  - 2009 YTD- 9:22
- Rockstat District 1 (90<sup>th</sup> Percentile)
  - 2008 YTD- 8:59
  - 2009 YTD- 8:15
- Smaller sample size can skew 90<sup>th</sup> percentile calculations.

## Strategic Plan

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

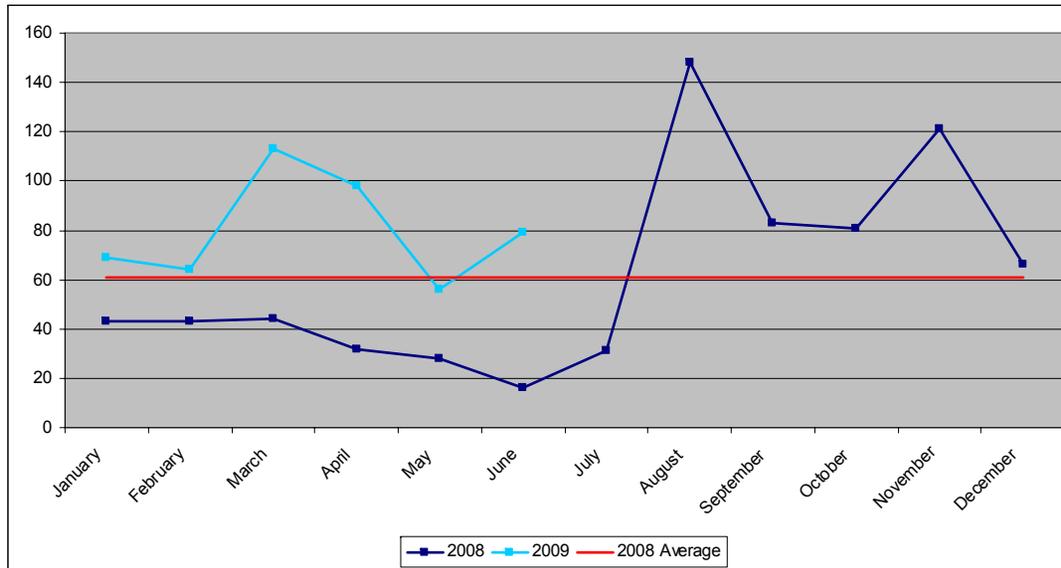
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2008	16:22	11:04	12:18	9:39	8:29	7:11	14:07	8:04	19:23	7:58	19:28	8:26
2009	11:17	12:39	7:29	9:56	5:58	8:15						

# ROCKSTAT

*Better Governing Through Accountability*

**Measure: Inspections**

**2008 Monthly Average: 61**



## Analysis

- Inspections in the city have increased 124.57% for 2009 YTD compared to 2008 YTD. In this area, inspections have increased 132.52%.
- City
  - 2008 YTD- 875
  - 2009 YTD- 1,965
- Rockstat District 1
  - 2008 YTD- 206
  - 2009 YTD- 479
- About a quarter of the inspections performed so far this year have been in district 1.

## Strategic Plan

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

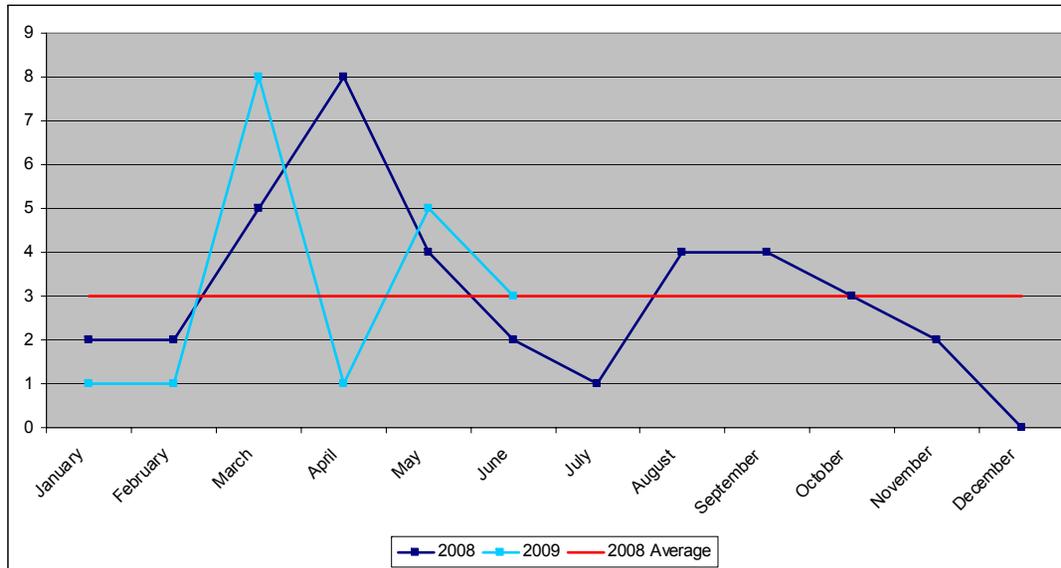
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2008	43	43	44	32	28	16	31	148	83	81	121	66
2009	69	64	113	98	56	79						

# ROCKSTAT

Better Governing Through Accountability

Measure: Arsons

2008 Monthly Average: 3



## Analysis

- Overall, arsons in the city have decreased 36% for 2009 YTD compared to 2008 YTD. Rockstat District 1 arsons have decreased 17.39%.
- City
  - 2008 YTD- 50
  - 2009 YTD- 32
- Rockstat District 1
  - 2008 YTD- 23
  - 2009 YTD- 19
- The arson clearance rate in the city for January through June is 21.88%

## Strategic Plan

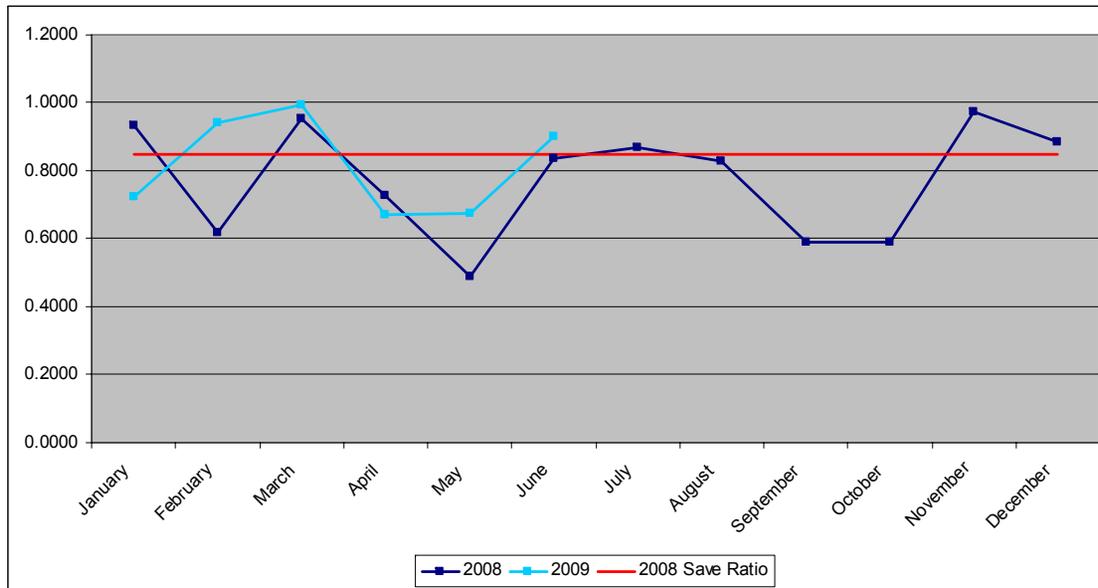
- Increase public safety through cooperation with police to target known offenders to continue the decrease in arsons

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2008	2	2	5	8	4	2	1	4	4	3	2	0
2009	1	1	8	1	5	3						

# ROCKSTAT

*Better Governing Through Accountability*

**Measure: Fire Dollar Loss**  
**2008 Save Ratio: 84.51%**



## Analysis

- The Rockford Fire Department had a 96.48% save ratio on fires in 2008. Rockstat District 1 had an 87.59% save ratio.
- So far this year this area has had a 96.29% save rate on all fires.
- The average dollar loss per fire in this area so far this year is \$6,726.

## Strategic Plan

- Show reduction in property loss by 25%

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2008	0.9329	0.6199	0.9548	0.7254	0.4887	0.8365	0.8698	0.8285	0.5898	0.5899	0.9723	0.8865
2009	0.7225	0.9407	0.9942	0.6727	0.6759	0.9019						

# ROCKSTAT

*Better Governing Through Accountability*

## Public Works Benchmarks

- Citywide

# ROCKSTAT

Public Works		Monthly Performance	2009 Monthly Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Engineering Operations	# of Site Plans Reviewed	7	7	1	3	3	4	8	5						
	% of Site Plans Reviewed in less that 14 days	95%	100%	100%	66%	100%	87.5%	80%							
	# of Development Plans Reviewed	1	2	2	0	0	2	4							
	% of Develop. Plans Reviewed in less than 21 days	95%	100%	100%	NA	NA	100%	100%							
	# of ROW Permits Issued	85	72	98	120	133	126	141							
	% of ROW Permits Issued in 1 day	95%	98%	98%	89%	98.5%	96.0%	99.3%							
	# of Driveway Permit Issued	5	0	0	7	7	13	9							
	% of Driveway Permits Approved in 1 day	95%	NA	NA	100%	100%	100%	100%							
	# of Street Lights Drawn in GIS	50	1,613	2,070	1,418	698	3,204	981							
	# of Street Lights Inspected	50	1,663	1,809	1,418	698	3,204	981							
	# of ComEd Street Light Requests Opened		288	149	54	66	38	35							
	# of ComEd Street Light Requests Closed		49	128	219	97	25	42							
	% of Street Signs Drawn in GIS	5%													
	% of Street Signs Inspected	5%													
	Pavement Striping Drawn in GIS (mi)	50	253	51	0	0	0	0							
	Sidewalk Drawn in GIS (mi)	2	4	0	3	0	0	12							
	ADA Ramps Drawn in GIS	10	32	0	42	0	0	129							
	Water Services Drawn in GIS	5	27	11	41	165	13	248							
	Fire Hydrants Drawn in GIS	5	476	0	43	698	14	150							
	Water Valves Drawn in GIS	5	11	12	25	30	3	52							
# of Storm Structures Drawn in GIS	310	3,019	3,018	3,880	881	0	671								
# of Storm Structures Inspected	280					226	402								
Storm Sewer Pipe Drawn in GIS (mi)	5	48	46	63	13	0.1	9.0								
Storm Sewer Pipe Inspected (mi)	5					3.44	8.04								
Fiber Optic Drawn in GIS (mi)	1	2	0	0	3.4	0.0	0.0								
Record Drawings Scanned	110	668	172	383	384	178	852								
Pavement Miles Inspected	18	0	1	26	29	30.7	32.0								
Traffic Operations	% of Graffiti Requests removed in ≤ 5 days	95%					35%	46%	52%						
	% Signals Repaired Compared to Reported	95%	99%	100%	100%	100%	100%	100%	99%						
	% Signals Replaced Compared to Reported	95%	99%	100%	100%	100%	100%	100%	93%						
	% of Signal Bulb Outages Responded in ≤ 24 hrs	95%	99%	100%	100%	99%	76%	85%							
	% of City Street Light Outages Responded in ≤ 5 days	95%	99%	100%	100%	99%	100%	71%							
	Parking Lot Striping % to Plan	95%					0%	0%	40%						
	% Sign Repaired/Replac. to Reported	95%	99%	100%	99%	100%	98%	100%							
% Signs Repair/Replac. Responded in ≤ 5 days	95%	100%	100%	99%	100%	97%	86%								

# ROCKSTAT

	Public Works	Monthly Performance	2009 Monthly Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Street	% Pothole CSRs Closed During Reporting Period		85%	96%	86%	29%	37%	21%	42%						
	Pothole Requests - Average Days to Close		5	5	4	12	4	1	3	0					
	# of Miles of Streets Swept (Seasonal)		450				334	526	346						
	# of Trees Trimmed		300	720	940	158	209	96	193						
	% of Forestry CSRs Closed During Reporting Period		80%	62%	74%	63%	60%	48%	71%						
	Acres Right-of-Way Mowed		175				25	117	95						
	Miles Medians/Paved Ditches Sprayed								8						
	% of Snow/Ice Request Responded to in ≤ 1 day		95%	95%	95%	91%									
	% Overall Street Requests Closed		90%	89%	79%	39%	46%	32%	58%						
Water Operations	Emergency Repair Time (hours)		3	4.1	1.5	0.5	0.3	0.2	0.7						
	# of Planned Non-Emergency Repairs		32	44	38	70	131	199	96						
	Emergency JULIE Locate Response Time (hrs)		2	0.8	0.8	0.6	0.7	0.6	0.5						
	# of Non-Emergency Backlog Jobs (Jobs/week)		7	5.8	9.8	17.5	26.0	20.0	20.0						
	# of Winter Backlog Jobs		130	100	13	163	120	21	0						
	Water Main Flushed (mi)		5			13.0	24.0	41.0	64.0						
	# of Fire Hydrants PM'd		10	9	11	10	142	117	78						
	# of Fire Hydrants Painted		12												
	% of Accounts Read to Plan		90%	98%	99%	99%	99%	99.5%	99.0%						
	% of Problem Meter Reads Corrected		90%	99%	99%	100.0%	100%	100%	45%						
	Delinq Accts Turned Off (% of Requests Complete)		90%	78%	94%	98%	99%	100%	100%						
	% Work Orders Completed on Time		95%	93%	98%	99%	100%	100%	100%						
	# of Days for First Available Scheduling		3	3.4	3.0	2.4	0.3	0.4	0.4						
	% of Citizens Receiving First Choice Scheduling		90%	95%	98%	95%	99%	100%	98%						
	Call Center Pick Up Response Time (sec.)		15	21	30	22	14	20	11						
	% of Calls Dropped		5%	6.1%	5.5%	5.8%	4.0%	4%	3.4%						
	% Meeting Demand for Water Pumped		110%	150%	181%	180%	101%	120%	136%						
	# of Excursions of Flouride Dosage by Well		15%	11%	12%	9%	6%	6%	14%						
	# of Excursions of Chlorine Dosage by Well		0	0	0.6	0	0	0	0						
	# of Excursions of Phosphate Dosage by Well		0	0	0	0	0	0	0						
# of Positive Coliform Detects-Bacterial Sampling		0	0	0	0	0	0	0							
% Cross Connection Control Compliance		85%	87%	86%	87%	75%	75%	78%							
Water Quality Complaint Resolution (% of Target)		90%	93%	96%	94%	88%	100%	93%							

# ROCKSTAT

## RockStat Trend Graph

Date June '09

Name Kwame Calvin

Operation Properties

Element/Measure Graffiti Calls

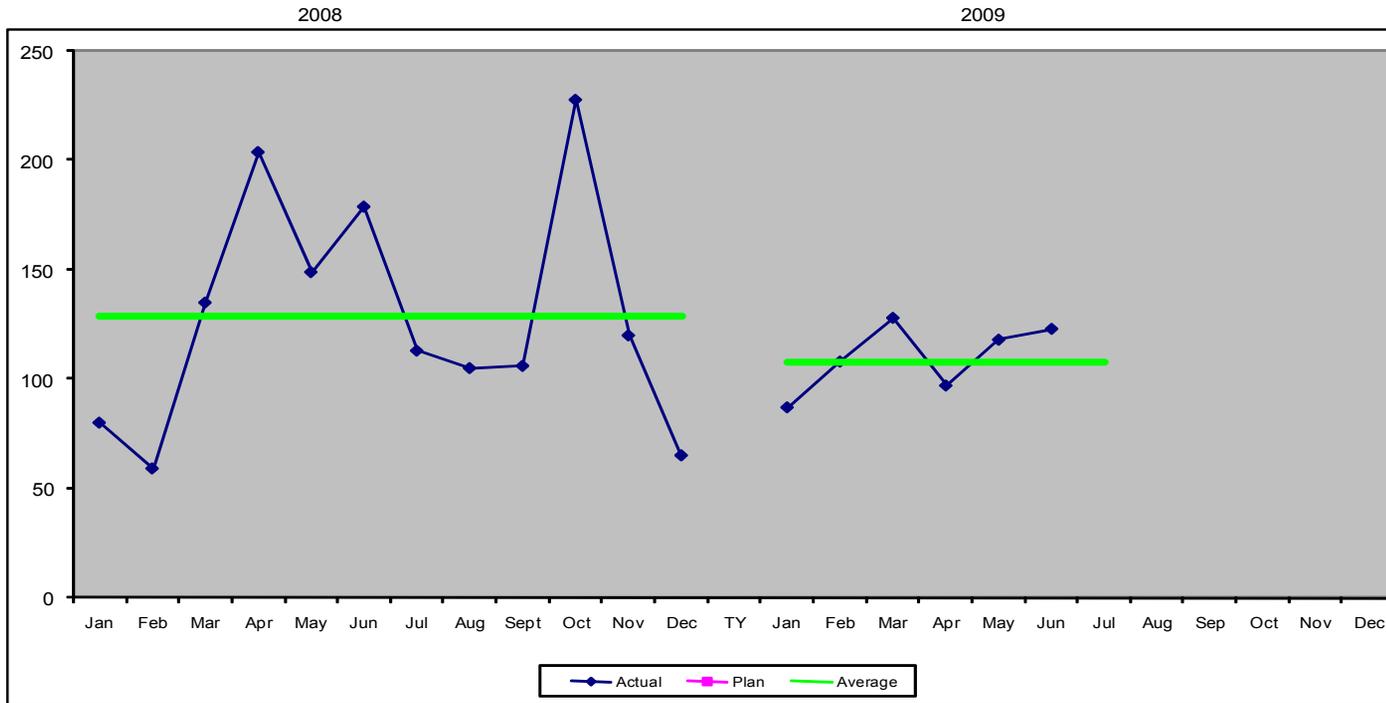
Averages

Goal / Target

2008	Last 6 months actuals	113	105	106	228	120	65
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2007	152
2008	129
2009	66

2009	1st 6 months	725	2nd 6 months	672
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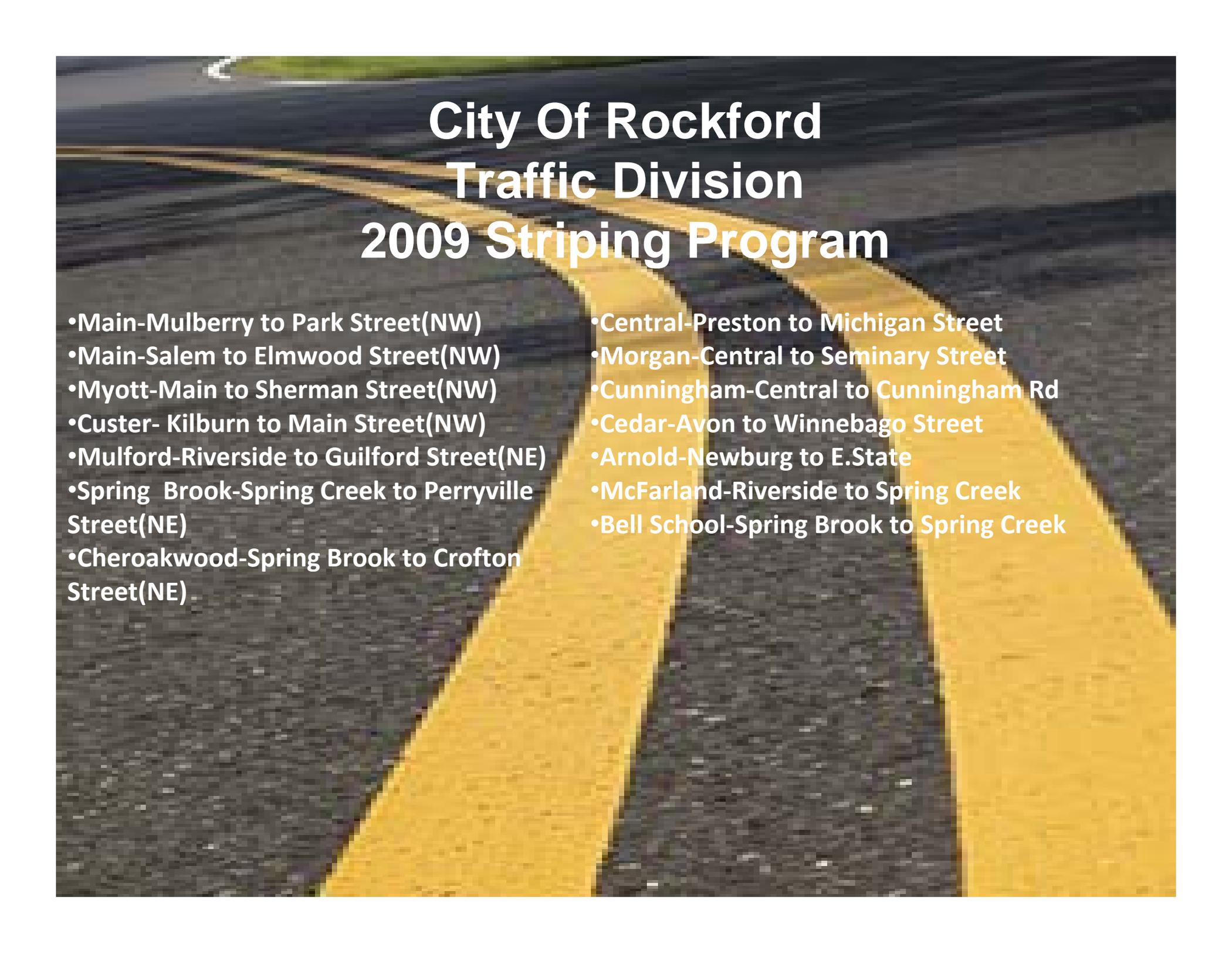
LY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	TY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual	80	59	135	204	149	179	113	105	106	228	120	65		87	108	128	97	118	123						
Plan																									



Office of Mayor Lawrence J. Morrissey  
LEADING BOLDLY, WORKING TOGETHER

# City Of Rockford Traffic Division 2009 Striping Program

- Main –Cedar to Pond Street(SW)
- Kent-Main to Morgan Street(SW)
- Mill St –Main to Rock River Street(SW)
- Montague Rd-Montague St to Mulford Street(SW)
- Montague St-Main to Montague Rd(SW)
- Sandy Hollow-Kishwaulkee to Mulford Street(SE)
- Samuelson-Alpine to East 1 block(SE)
- 35<sup>th</sup> St-Courtland to Linden Street(SE)
- 20<sup>th</sup> St-Samuelson to State Street(SE)
- Mulford-State to Harrison Street(SE)
- Broadway-Kishwauke to Alpine Street(SE)
- Harrison-Montague to Mulford Street(SE)
- 11<sup>th</sup> -Charles to Harrison Street(SE)
- 15<sup>th</sup> – Broadway to 23<sup>rd</sup> Ave(SE)
- East moreland-Broadway to Florida Street(SE)
- Ogilby-Montague to Main Street(SE)
- 23<sup>rd</sup> Ave-11<sup>th</sup> St to 20<sup>th</sup> St(SE)
- 9<sup>th</sup> St-Harrison to State Street
- 6<sup>th</sup> St-State to 23<sup>rd</sup> Ave(SE)
- Sandy Hollow-20<sup>th</sup> St(SE)



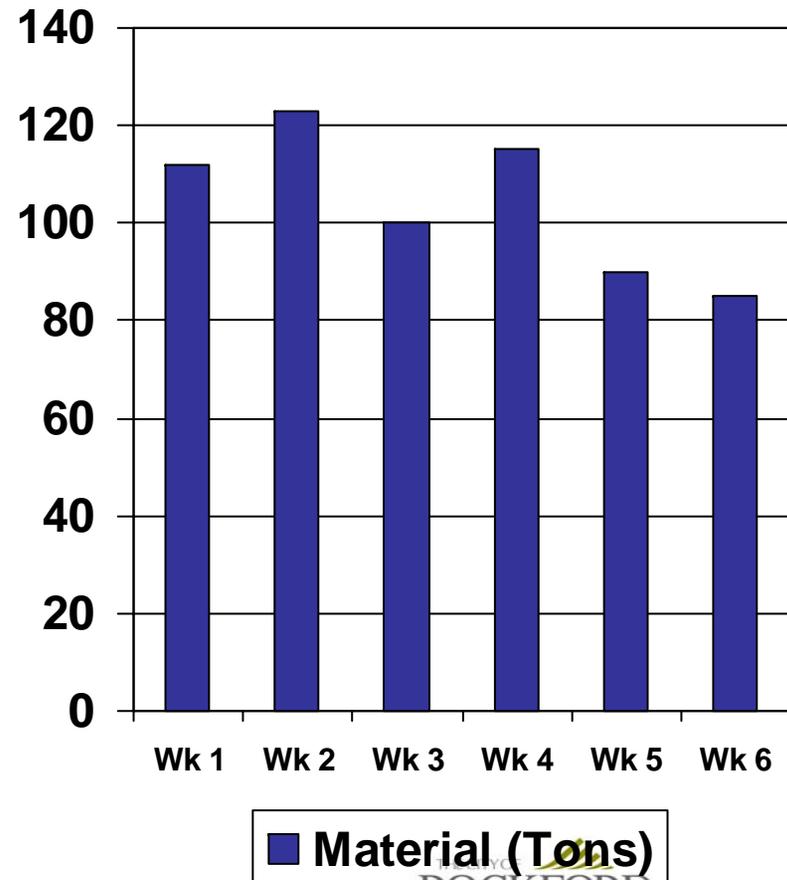
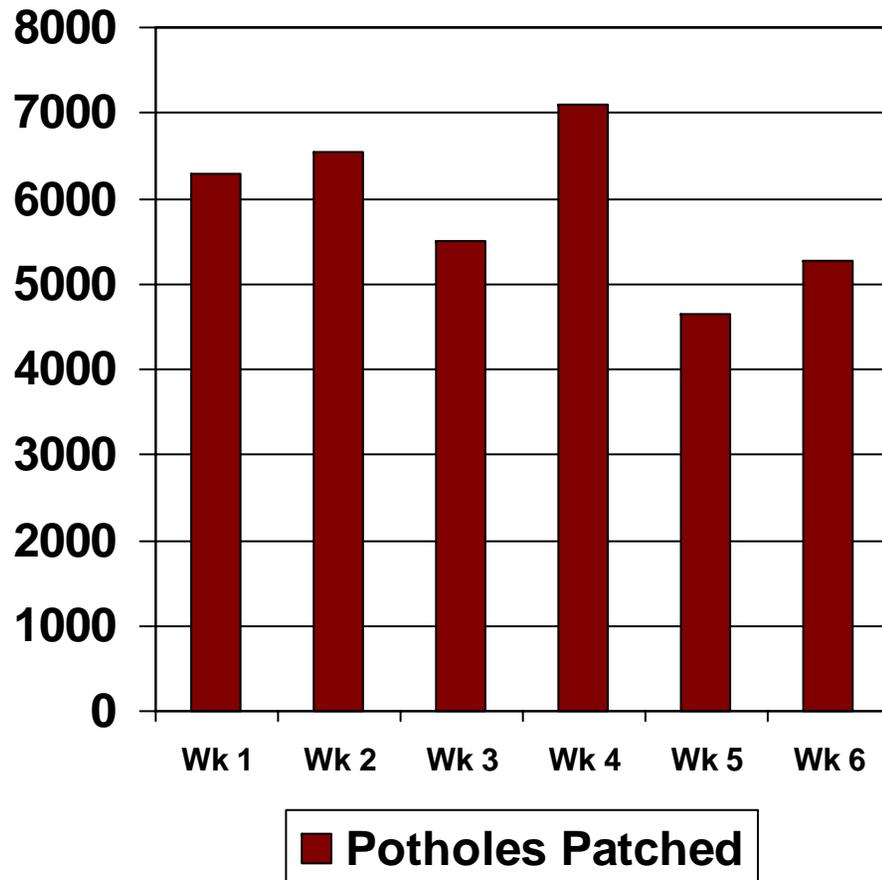
# City Of Rockford Traffic Division 2009 Striping Program

- Main-Mulberry to Park Street(NW)
- Main-Salem to Elmwood Street(NW)
- Myott-Main to Sherman Street(NW)
- Custer- Kilburn to Main Street(NW)
- Mulford-Riverside to Guilford Street(NE)
- Spring Brook-Spring Creek to Perryville Street(NE)
- Cheroakwood-Spring Brook to Crofton Street(NE)
- Central-Preston to Michigan Street
- Morgan-Central to Seminary Street
- Cunningham-Central to Cunningham Rd
- Cedar-Avon to Winnebago Street
- Arnold-Newburg to E.State
- McFarland-Riverside to Spring Creek
- Bell School-Spring Brook to Spring Creek

# ROCKSTAT

*Better Governing Through Accountability*

## June Pothole Initiative Thru July 10, 2009



Office of Mayor Lawrence J. Morrissey  
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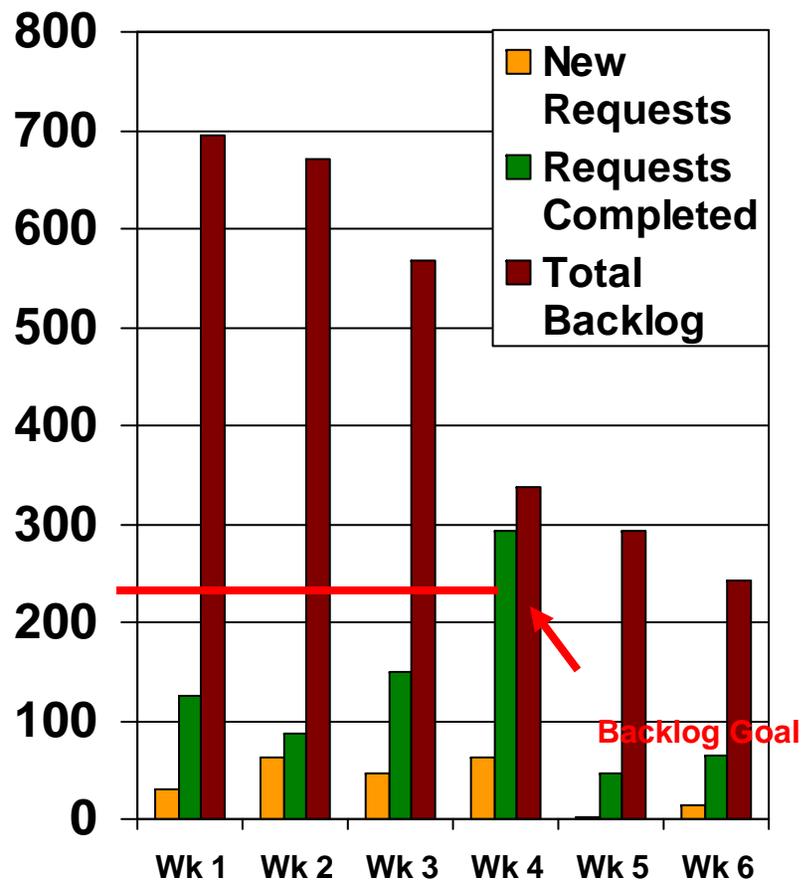
# ROCKSTAT

Better Governing Through Accountability

## June Pothole Initiative Thru July 10, 2009

*Measure: Backlog of Pothole requests.*

*Benchmark: Reduce backlog to 200 requests or less.*



### Analysis

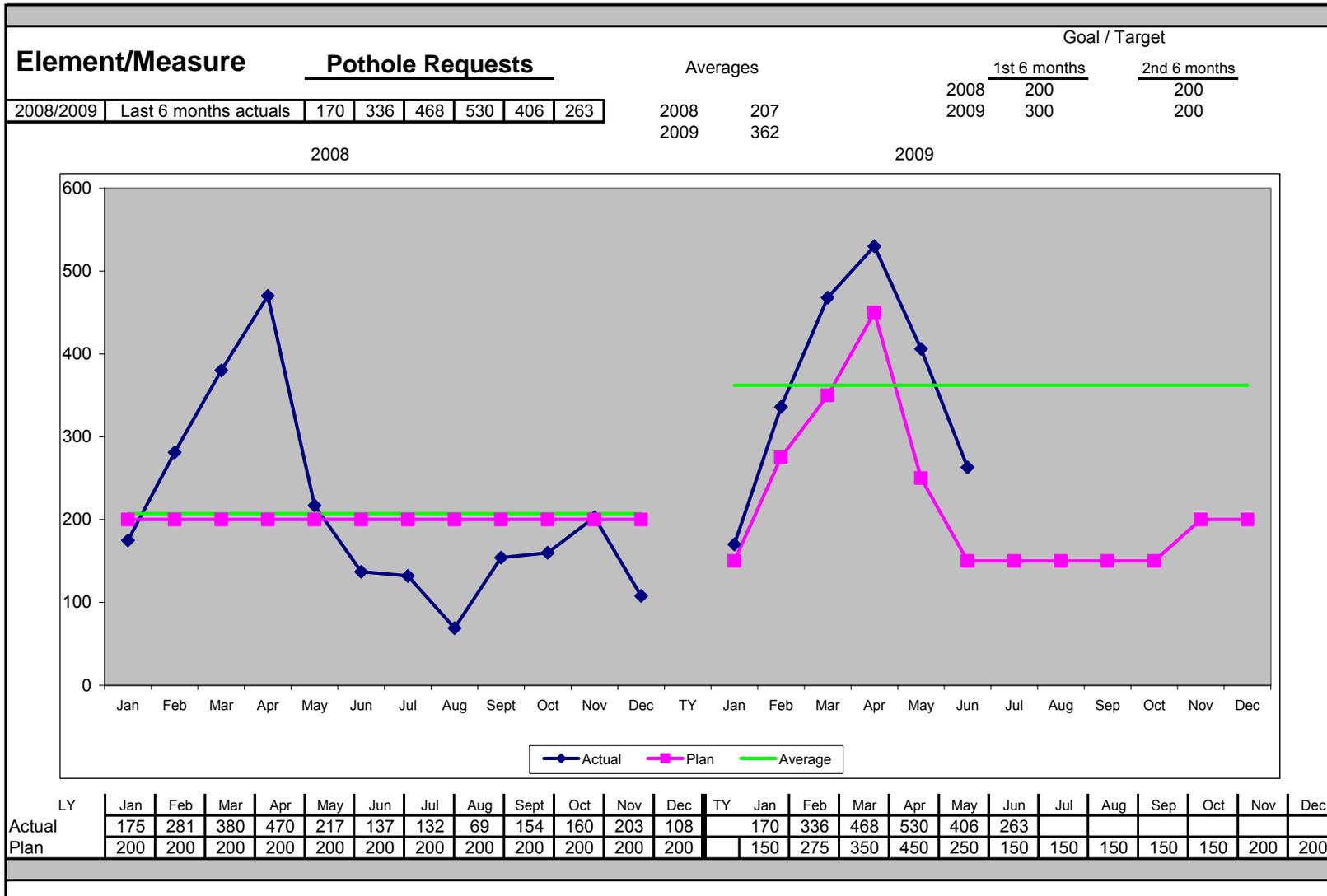
- Increase in number of crews from 3 to 8 resulted in 65% decrease in backlog.
- Projected diminished staffing for 2010 may require subcontracting other functions in order to address potholes during the late winter and early spring Months.

### Strategic Plan

Public Safety  
Customer Service

# ROCKSTAT

## Citywide Pothole Requests Thru June 2009



# ROCKSTAT

*Better Governing Through Accountability*

## District 1 – Pothole Requests

April, May, June 2009

Ward	Requests	Completed	% of Citywide Requests
3	87	73	7%
5	92	78	8%
7	54	43	5%
9	81	73	7%
12	110	95	9%
13	65	51	5%
<b>Total</b>	<b>489</b>	<b>413</b>	<b>41%</b>
<b>Citywide Total</b>	<b>1196</b>	<b>1024</b>	<b>N/A</b>

# ROCKSTAT

*Better Governing Through Accountability*

## District 1 Right of Way Mowing: July 2009

### Public Works Street Crews

# Sites	Acres	Acres Mowed/Mo.	Frequency/Mo. (Actual)	Benchmark
27	59.5	41.4	<1	1.5

### Contracted Mowing

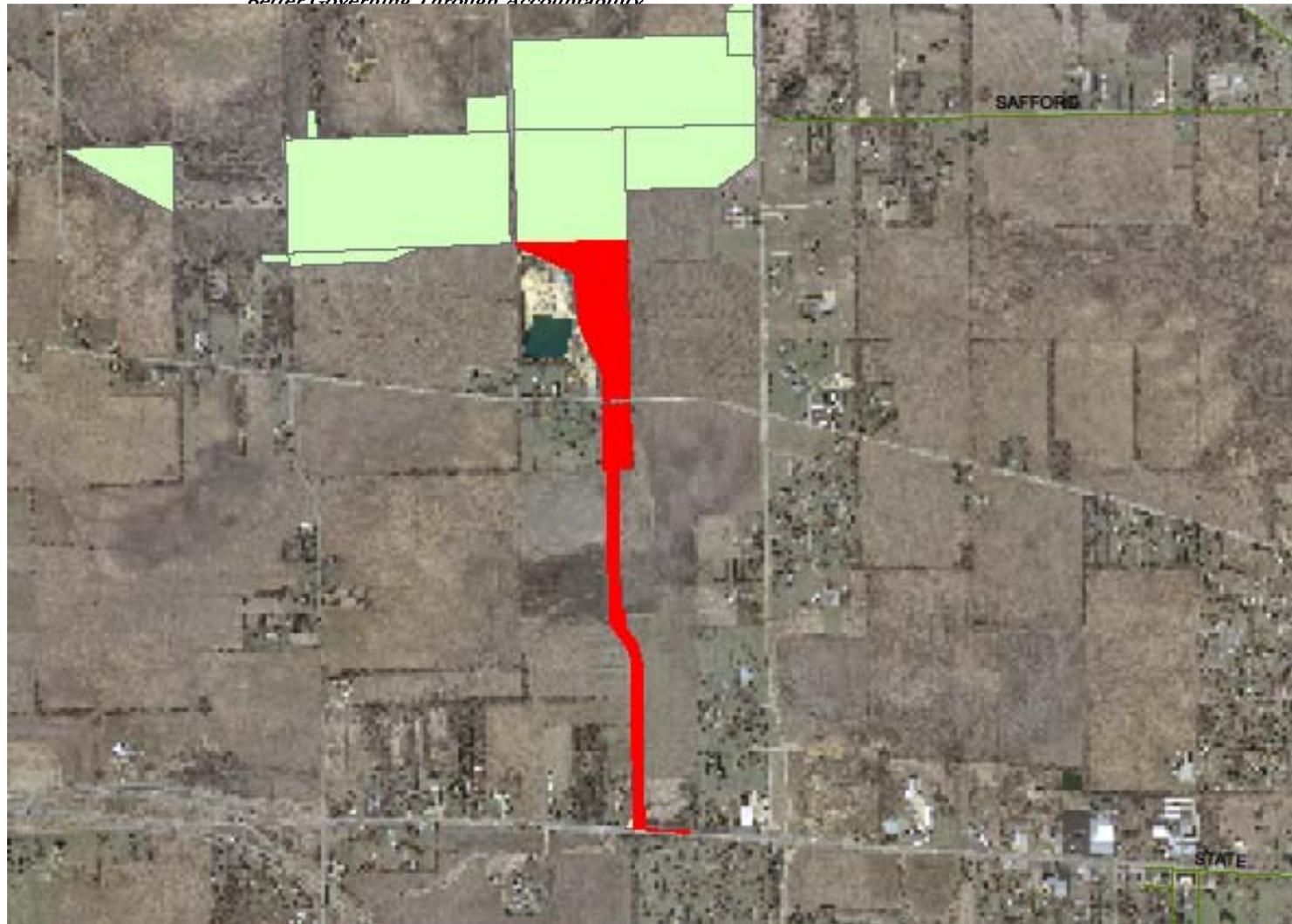
# Sites	Acres	Acres Mowed/Mo.	Frequency/Mo. (Actual)	Benchmark
46	39.6	66	1.7	1.5

**Analysis:** Due to insufficient staffing to perform all of our critical job functions, effective July 1, 2009, 8 Public Works mowing sites have been assigned to mowing contractors, thus reducing Public Works responsibility from 59.5 acres to 41.4 acres in District 1. This action will increase mowing frequency and reduce citizen complaints in District 1.



# ROCKSTAT

*Better Governing Through Accountability*



Page Park Dam Diversion Channel

# ROCKSTAT

*Better Governing Through Accountability*

- Street Division Equipment Report  
Vehicle Purchase & Maintenance Cost

Vehicle Type	Average Age / Yrs.	Initial Investment	Repairs	% of Repairs to Initial Investment
Light Duty	12	\$ 257,015	\$ 396,704	154 %
Dump Trucks	12	\$ 2,060,966	\$ 2,115,145	103 %
Vac. Sweepers	9	\$ 760,259	\$ 1,232,141	162 %
Forestry Equip.	16	\$ 745,953	\$ 1,087,836	145 %
Storm Sewer	14	\$ 242,486	\$ 246,175	100 %
<b>Totals</b>	<b>13</b>	<b>\$ 5,432,928</b>	<b>\$ 6, 075,413</b>	<b>112 %</b>

# ROCKSTAT

*Better Governing Through Accountability*

## 2009 Construction Program

- Zone 1
- Public Works- Engineering

# ROCKSTAT

## Better Governing Through Accountability

Name	Block	From	To	% Complete
Alley 409 - Reconstruction	1600	Custer Avenue	Quincy Avenue	0%
Alley 411 - Reconstruction	1400	Custer Avenue	Quincy Avenue	100%
Alley 412 - Reconstruction	1300	Custer Avenue	Quincy Avenue	100%
Alley 421 - Reconstruction	2300	Elmwood Street	Grenshaw Avenue	50%
Alley 423 - Reconstruction	2400	Elmwood Street	Alley 422	50%
Alley 429 - Reconstruction	2300/2400	Midway Drive	Barton Boulevard	50%
Alley 919 - Reconstruction	300	Central Avenue	Marvin Street	75%
Alley 970 - Reconstruction	500	Rockton Avenue	Woodlawn Avenue	100%
Alley 979 - Reconstruction	600	Locust Street	Alley 970	100%
Arline Avenue - Curb and Gutter	3100	Kilburn Avenue	Richmond Street	0%
Auburn Street - Resurfacing	1800-2400	Huffman Boulevard	Rockton Avenue	75%
Bird Street - Reconstruction	2300	Cole Avenue	Ogilby Road	0%
Holland Street - Reconstruction	2400	Ogilby Road	Dead End	0%
Clinton Street - Reconstruction	1900	Carlin Avenue	Cottage Grove Avenue	0%
Huffman Boulevard - Resurfacing	1500-2300	Auburn Street	Fulton Avenue	95%
Day Avenue - Reconstruction	N0600	School Street	Blaisdell Street	0%
Day Avenue - Reconstruction	1000-1100	Auburn Street	Arthur Avenue	0%
Donaldson Street - Reconstruction	700	Houghton Street	Cunningham Street	90%
Houghton Street - Reconstruction	800	Corbin Street	Donaldson Street	90%
Blake Street - Resurfacing	800-900	Ferguson Street	Sanford Street	85%
Chestnut Street - Resurfacing	2600	Day Avenue	Henrietta Avenue	85%
Elm Street - Resurfacing	2600	Day Avenue	Henrietta Avenue	85%
Gladstone Avenue - Resurfacing	3400	Belden Street	Rockwell Street	85%
Church Street - Resurfacing	N1200	Salem Street	Reynolds Street	85%
Church Street - Resurfacing	N1400	King Street	Auburn Street	85%
Guard Street - Resurfacing	100	Harlem Boulevard	National Avenue	85%
Soper Avenue - Resurfacing	200-400	Mulberry Street	School Street	85%
Price Street - Resurfacing	1500	Auburn Street	Vernon Street	85%
Williams Avenue - Resurfacing/Storm Sewer	3100-3300	Kilburn Avenue	Coleman Avenue	0%
Downtown Streetscape- Reconstruction	N100-S100	Mulberry Street	Elm Street	20%
Locust Street - Reconstruction	700	Rockton Avenue	Horsman Street	0%
Loomis Street - Reconstruction	300-400	Court Street	Main Street	0%
Park Avenue - Reconstruction	500-700	Court Street	Horsman Street	0%
Rockton Avenue - Reconstruction	3900-4200	City View Drive	Embury Drive	50%
Whitman Street - Reconstruction	600-700	Haskell Avenue	Hovey Avenue	75%



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# ROCKSTAT

*Better Governing Through Accountability*

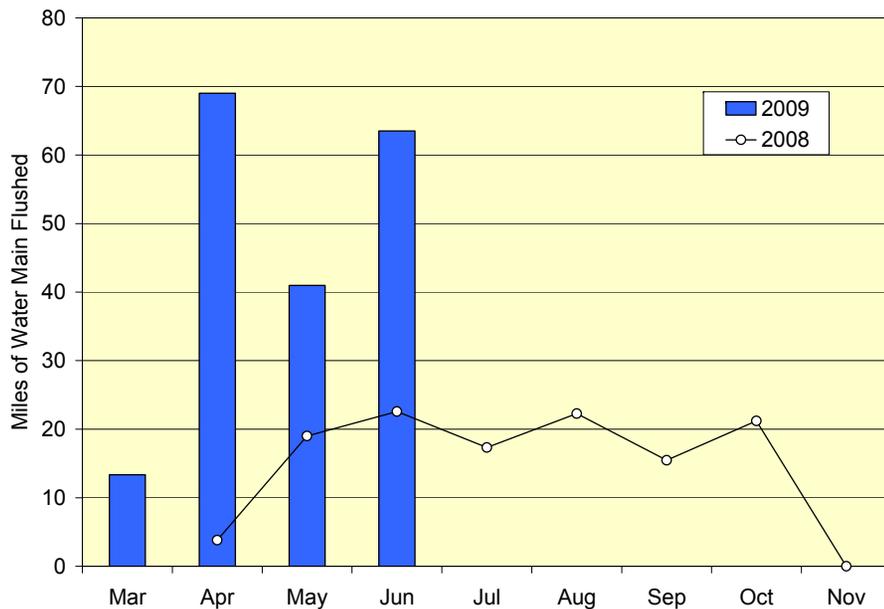
## Public Works - Water Division

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

# ROCKSTAT

*Better Governing Through Accountability*

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



## Analysis

- Flushed 64 miles of water main in 18 working days in June 2009 (3.6 miles/day).
- For the year, we have flushed 187 miles of water main compared to 63 miles in 2008.
- Nearly 300% increase in productivity!!!

## Strategic Plan

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

### Water Main Flushing History

2005 . . . .	224 miles	126 days	1.8 mi./day
2006 . . . .	75 miles	107 days	0.7 mi./day
2007 . . . .	168 miles	170 days	1.0 mi./day
2008 . . . .	131 miles	93 days	1.4 mi./day

# ROCKSTAT

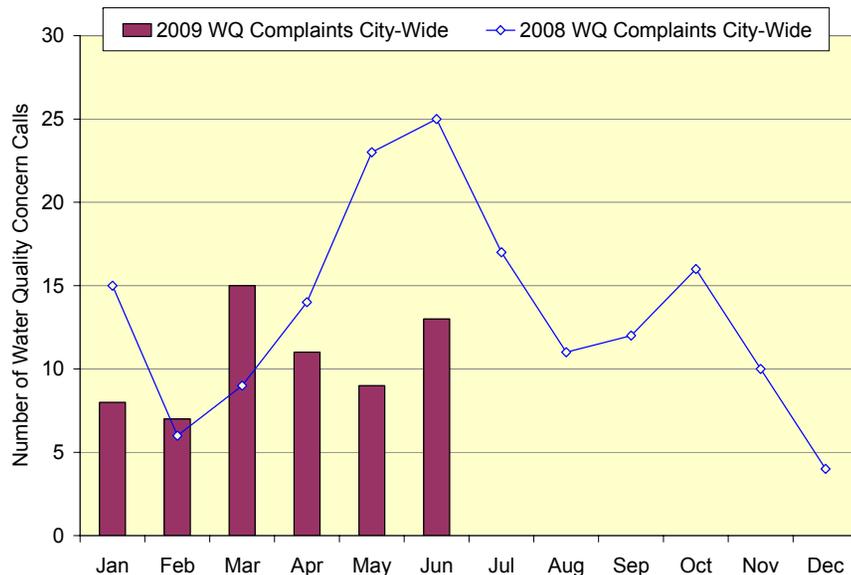
*Better Governing Through Accountability*

**Measure: Water Quality Complaints**

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

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

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



<b>Number of Water Quality Complaints City-wide</b>	
2005 . . . . .	230 (4.3 / 1000 customers)
2006 . . . . .	189 (3.6 / 1000 customers)
2007 . . . . .	257 (4.8 / 1000 customers)
2008 . . . . .	200 (3.8 / 1000 customers)

## Analysis

- Total City-wide water quality complaints through June '09 is 63 (2.4 per 1000 customers); compared to 92 (3.5 per 1000 customers) same period '08.
- 30% drop in customer complaints.
- Year to date, 92% of complaints were resolved same day; compared to 65% for same period in '08.

## Strategic Plan

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

# ROCKSTAT

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## Call Center Metric Summary



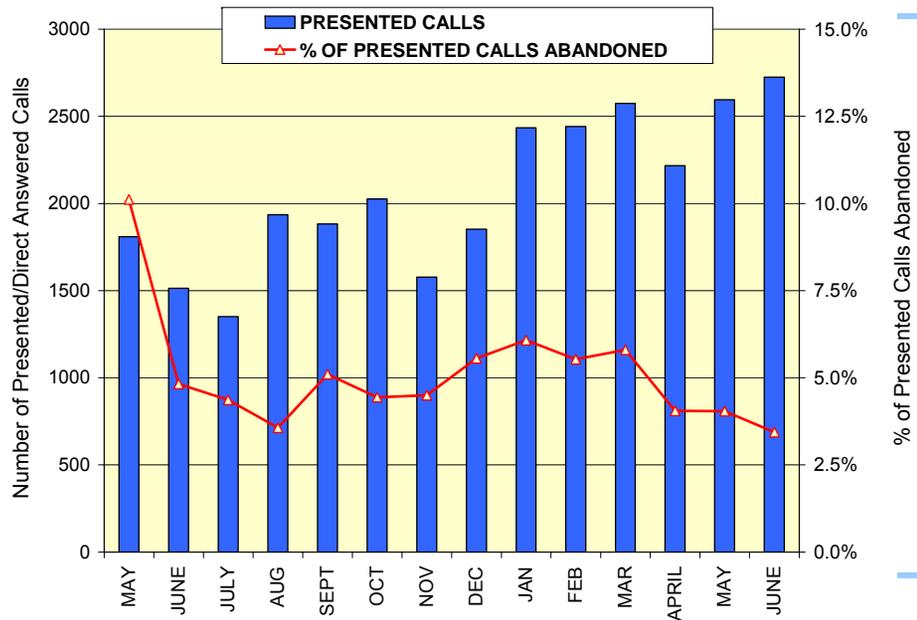
METRIC DESCRIPTION	Water Division Call Center Statistics				Purdue Research Foundation	
	MIN	MAX	MEDIAN	AVG	MEDIAN	AVG
PRESENTED CALLS	1351	2725	1981	2067		
% OF PRESENTED CALLS ABANDONED	3.4%	10.1%	4.7%	5.1%	4.7%	5.5%
AVG TIME TO ABANDON (SEC)	9	181	39	48	34	43.2
AVG TIME TO ANSWER (SEC)	9	30.25	14	17	25	33
AVG LENGTH OF CALL (SEC)	122.5	164	142	143	240	612

# ROCKSTAT

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

<b>% of Calls Abandoned Benchmarks</b>	
4.9%	The Ascent Group 2009
<5%	Intelegy (CC Consultant)
5.5%	Purdue Research Foundation



## Analysis

- 3.4% of Calls Abandoned in June (3.8% since April) as result of implementing staggered lunch hours.
- 43% increase in number of calls presented since Monthly Billing started (from 1750 to 2500 per month).

## Strategic Plan

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

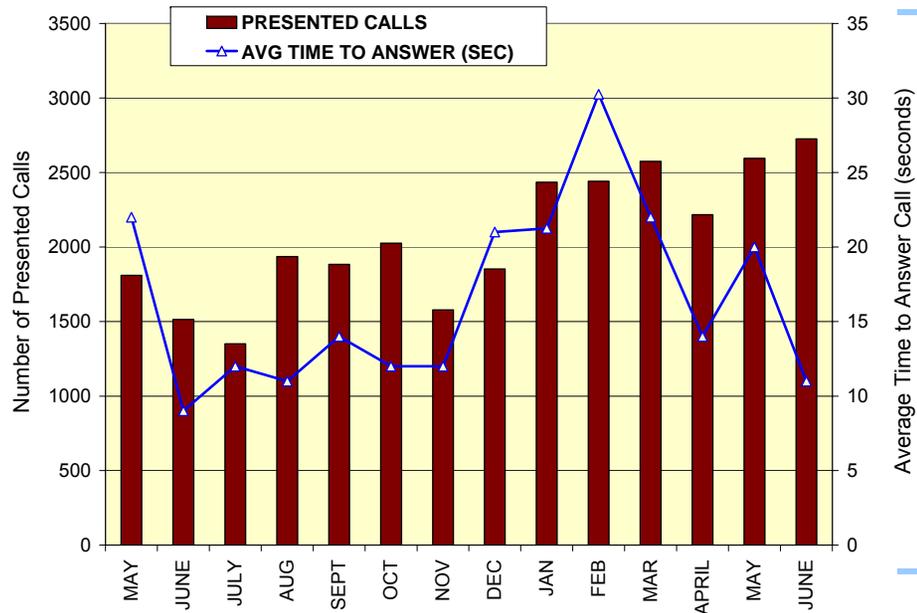
# ROCKSTAT

*Better Governing Through Accountability*

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

## Average Time to Answer Benchmarks

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



## *Analysis*

- Average Time to Answer in June 2009 was 11 seconds, or two rings of the phone.
- June was first month we have been below the Average Time to Answer prior to going to Monthly Billing (14 seconds).

## *Strategic Plan*

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

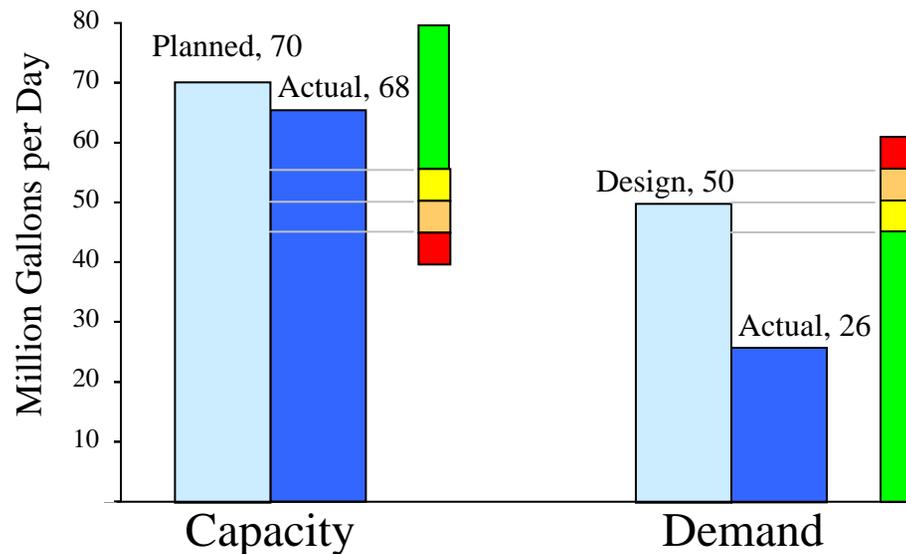
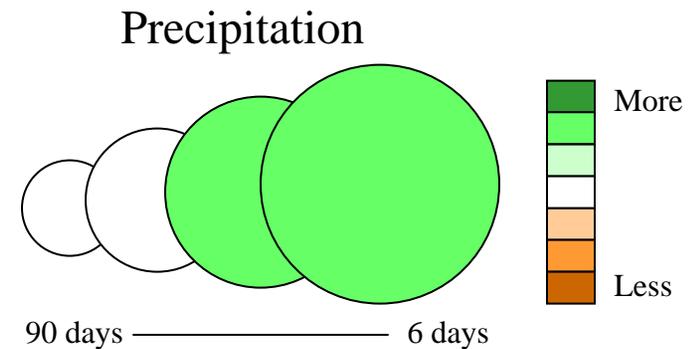
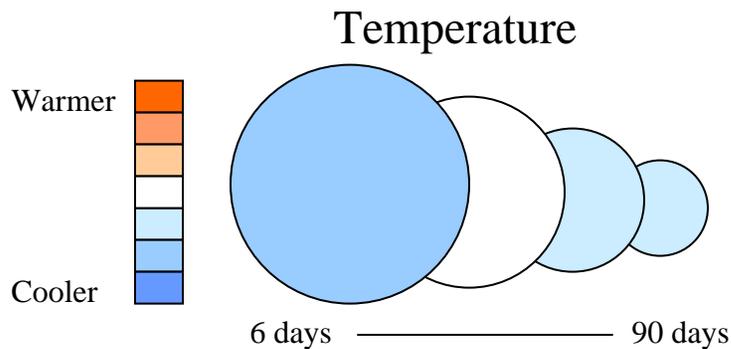
# ROCKSTAT

July 14, 2009

*Better Governing Through Accountability*

## Water Supply Availability:

*Normal*



### Alert Levels

- Normal
- Cautionary
- Elevated
- High

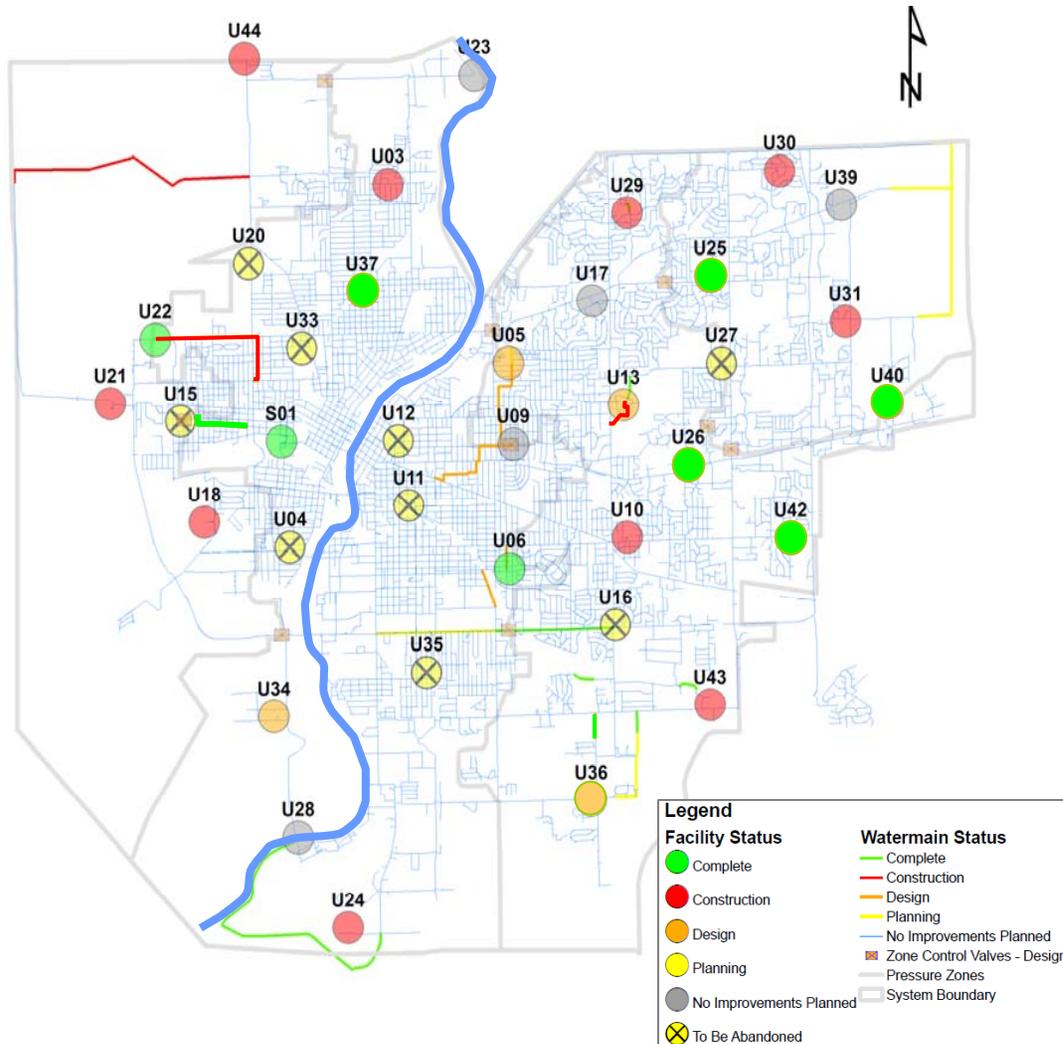
### Conservation Measures

- None
- Public Awareness
- Voluntary Restrictions
- Mandatory Restrictions

# ROCKSTAT

Better Governing Through Accountability

## Water System Improvement Project Status



## Completion Schedule

	2009		2010			
	Q3	Q4	Q1	Q2	Q3	Q4
<b>Treatment</b>						
S01	Green	Green	Green	Green	Green	Green
31	Red	Red	Red	Green	Green	Green
40	Green	Green	Green	Green	Green	Green
42	Green	Green	Green	Green	Green	Green
29	Red	Red	Red	Red	Green	Green
30	Red	Red	Red	Red	Green	Green
43	Red	Red	Red	Red	Green	Green
5	Red	Red	Red	Red	Red	Red
13	Red	Red	Red	Red	Red	Red
36	Orange	Red	Red	Red	Red	Green
10	Red	Red	Red	Red	Red	Red
<b>Non-Treatment</b>						
3	Red	Red	Red	Green	Green	Green
6	Green	Green	Green	Green	Green	Green
18	Red	Green	Green	Green	Green	Green
21	Red	Green	Green	Green	Green	Green
22	Green	Green	Green	Green	Green	Green
24	Red	Red	Green	Green	Green	Green
37	Green	Green	Green	Green	Green	Green
44	Red	Red	Green	Green	Green	Green
<b>Demo</b>						
10	Red	Red	Green	Green	Green	Green
15	Red	Red	Green	Green	Green	Green
18	Red	Red	Green	Green	Green	Green



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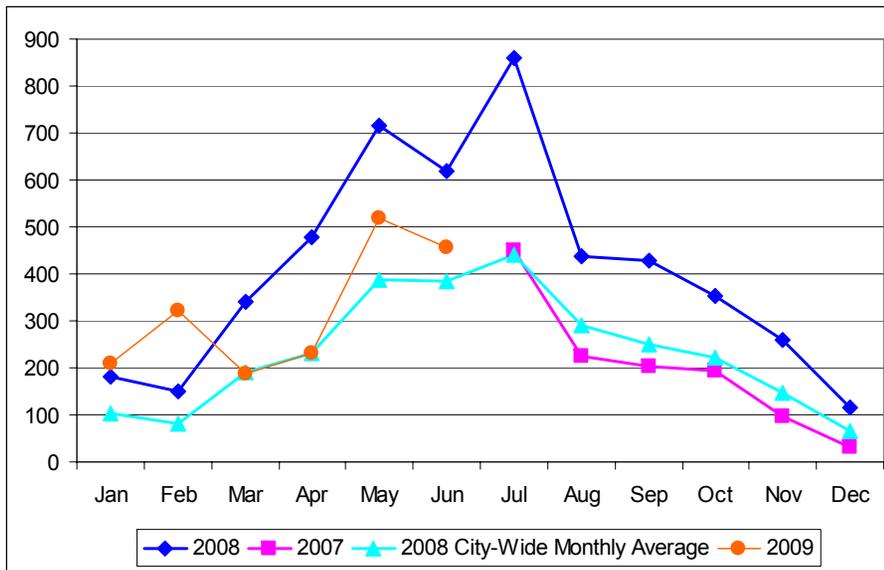
## Housing Code Enforcement

- District 1
- Stacy Stone & Charlie Schaefer

# ROCKSTAT

Better Governing Through Accountability

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



### Analysis

- April stats reflects the initial reduction of inspectors in District 1
- May/ June reflects peak season activity, and increased weed activity.
- Number of complaints directly reflects where the concentration of staff is assigned

### Strategic Plan

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

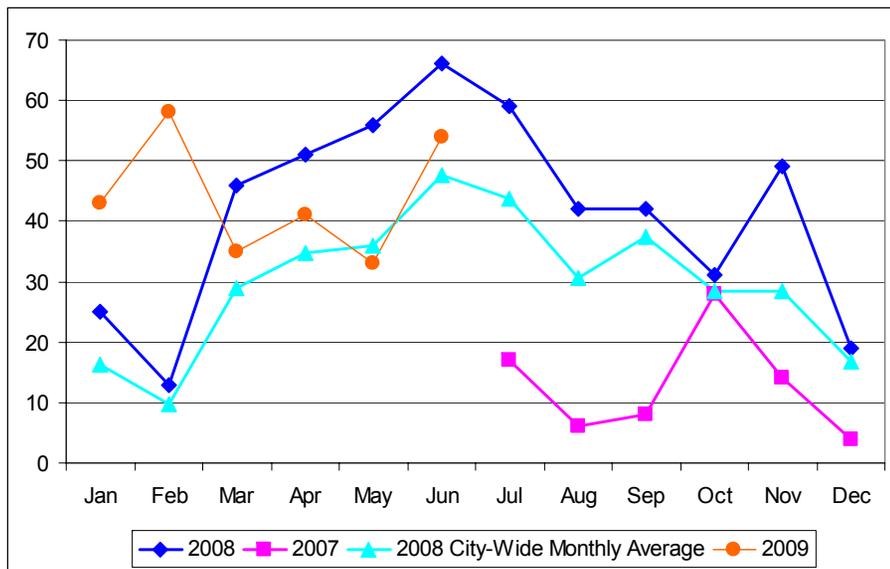
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2009 Nuisance	210	321	189	230	520	456						
2008 Nuisance	180	150	342	477	716	619	860	438	427	354	260	115
2007 Nuisance							449	225	203	193	98	31
2008 City-Wide Average	105	80	190	230	389	383	442	291	251	221	147	66

# ROCKSTAT

Better Governing Through Accountability

## Measure: Zoning Service Requests

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



### Analysis

- Decrease in zoning cases reflect the reduction of inspectors in District 1 .
- Change in policy regarding zoning case initiation is reflected in May stats.

### Strategic Plan

- Continue to enforce housing, nuisance and zoning codes.

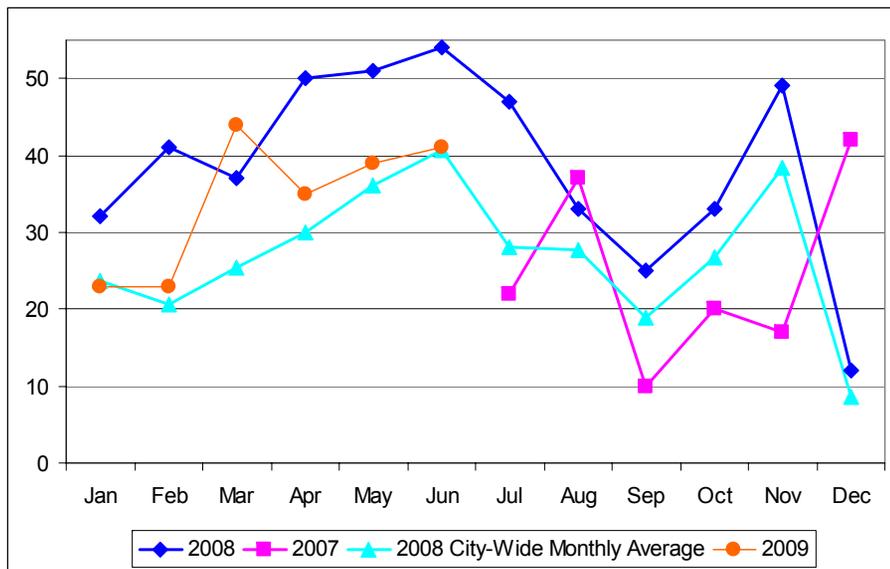
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2009 Zoning	43	58	35	41	33	54						
2008 Zoning	25	13	46	51	56	66	59	42	42	31	49	19
2007 Zoning							17	6	8	28	14	4
2008 City-Wide Average	16	10	29	35	36	48	44	31	37	28	28	17

# ROCKSTAT

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## Measure: Housing Service Requests

(Property Maintenance Violations specific to housing and structural conditions )



### Analysis

- Inspection and work related to NSP demolition activities have been the primary focus this quarter.

### Strategic Plan

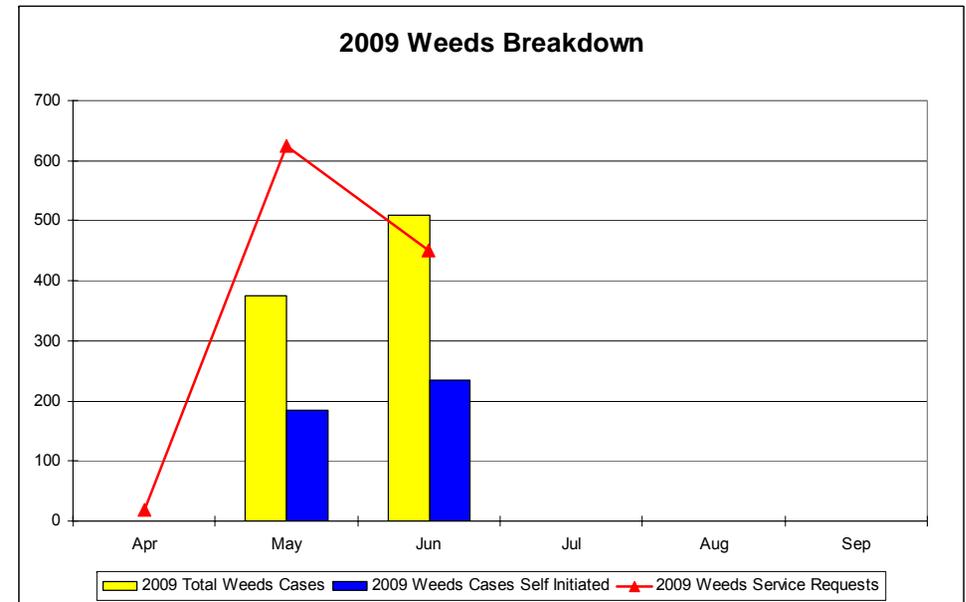
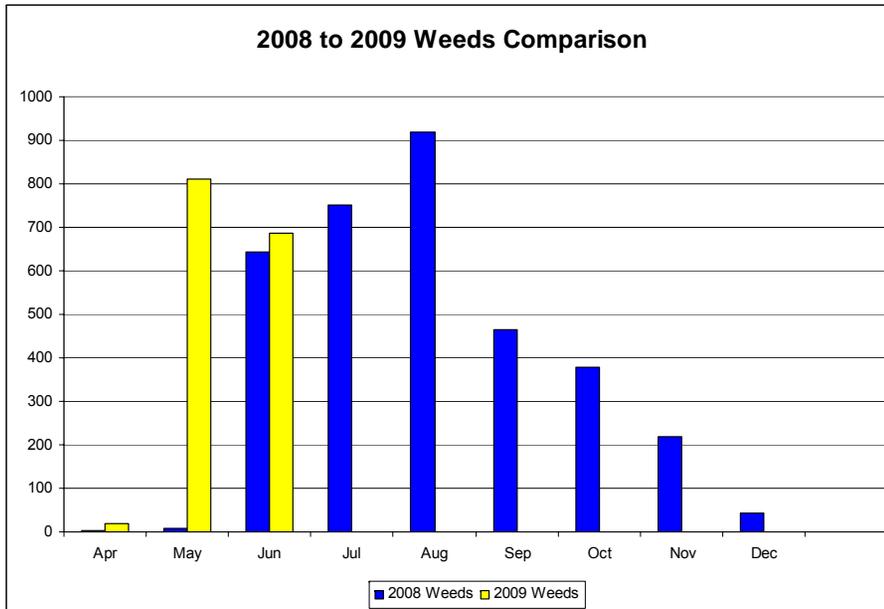
- Continue to enforce housing, nuisance and zoning codes.
- Expand staff resources to address problem properties

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2009 Housing	23	23	44	35	39	41						
2008 Housing	32	41	37	50	51	54	47	33	25	33	49	12
2007 Housing							22	37	10	20	17	42
2008 City-Wide Average	24	21	25	30	36	41	28	28	19	27	38	9

# ROCKSTAT

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## Measure: Unit Update



### Update

- Instituted new procedure for undeveloped 5+ acre lots 100 ft Buffer - Remainder to code hearing
  - Implemented 3 times this season
- Reduction of the Zoning Parking Ticket fine amount from \$100 to \$50
  - Effective July 6th, 2009

### Strategic Plan

- Increase internal efficiency in responding to Customer Service Requests and other internal functions.

# ROCKSTAT

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## •NSP1 – Entitlement Grant

\$2.287 received for the purpose of mitigating the negative impact of the nation's economic decline and housing market collapse. Intended to stabilize and revitalize communities hardest hit. Currently, 21 properties in the demolition process and offers made on 5 properties.

## •NSP1 – State Competitive Grant

Application for \$5.3M for the redevelopment of the former Church School. If awarded funds, grant will convert the old school into affordable apartment homes for seniors & include 14 one-bedroom units and 30 two-bedroom units all targeted at the 50% Area Median Income level or less.

## •CDBG-R – Entitlement Grant

3<sup>rd</sup> successful substantial amendment made to the 2008 Annual Plan guarantees the City an additional \$562,555.

-FMS data center

-Barber Colman demolition

-Rehab for residential uses

## •IHDA Home Modification Grant

Partnership between City, NIAAA, and RAMP to provide seniors (60+) and physically disabled homeowners with the City to modify their home & ensure it meets local code.

## •NSP2 – Competitive Grant

Applying for the redevelopment of 10 census tracts: 10, 11, 12, 18, 20, 21, 25, 26, 31 and 32. Activities will include the acquisition, demolition and new construction of property and the acquisition and rehabilitation on existing property. The City is partnering with 3 developers.

# ROCKSTAT

*Better Governing Through Accountability*

Monthly Performance	2009 Annual Target	1st Qtr Tgt	2nd Qtr Tgt	1st Qtr	2nd Qtr
<b>South Main - Dist 1 assisted</b>	4	0	3	0	1
Applications					
Denials					
<b>Hope VI - Dist 1 assisted</b>	4	0	3	0	0
Applications					
Denials					
<b>Ellis/Weed and Seed - Dist 1 assisted</b>	4	0	3	0	0
Applications					
Denials					
<b>Gilbert - Dist 1 assisted</b>	15	1	6	1	6
Applications					
Denials					
<b>Blaisdell - Dist 1 assisted</b>	3	0	1	0	0
Applications					
Denials					
<b>College-Seminary - Dist 2 assisted</b>	5	0	3	0	0
Applications					
Denials					
<b>Kishwaukee - Dist 2 assisted</b>	3	0	1	0	0
Applications					
Denials					

## Housing Rehabilitation Programs



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# ROCKSTAT

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

## Housing Rehabilitation Programs

# ROCKSTAT

*Better Governing Through Accountability*

Monthly Performance	2009 Annual Target	1st Qtr Tgt	2nd Qtr Tgt	1st Qtr	2nd Qtr
<b>Healthy Neighborhood</b>	3	0	2	0	2
Applications District #1					
Assisted Projects					
Assisted People/H.H.					
Multi-year Projects					
Applications District #2					
Assisted Projects					
Assisted People					
Multi-year Projects					
Applications District #3					
Assisted Projects					
Assisted People					
Multi-year Projects					
<b>RAMP - Number of HH Assisted</b>	12	0	6	2	3
District #1				2	2
District #2					
District #3					
<b>RAAHC - Number of HH Assisted</b>	400	99	101	210	204
<b>Discovery Center - Children Asstd</b>	240	120	0	195	0

## Public Services and Facilities



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# ROCKSTAT

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Monthly Performance	2009 Annual Target	1st Qtr Tgt	2nd Qtr Tgt	1st Qtr	2nd Qtr
<b># of Acquisitions</b>	4	0	0	10	1
District #1					
District #2					
District #3					
<b># of Demolitions</b>	13	0	7	6	3
District #1					
District #2					
District #3					

## Demolitions and Acquisitions

# ROCKSTAT

*Better Governing Through Accountability*

Monthly Performance	2009 Annual Target	1st Qtr Tgt	2nd Qtr Tgt	1st Qtr	2nd Qtr
<b>No. of Fast Track Properties Identified</b>	78	0	48	23	7
District #1	76				
District #2	2				
<b>No. Fast Track Properties Complete</b>	70	0	10	0	0
District #1	68				
District #2	2				
<b>Homebuyers Assisted</b>	5	0	0	0	0
District #1	3				
District #2	2				
<b>Homes Acquired/Under Rehab</b>	15	0	0	0	0
District #1	15				
District #2	0				
<b>Homes Sold 50% of AMI</b>	5	0	0	0	0
District #1	3				
District #2	2				
<b>Homes Sold 120% of AMI</b>	0	0	0	0	0
District #1	0				
District #2	0				
<b>Projects by Subrecipients</b>	0	0	0	0	0
District #1	0				
District #2	0				

NSP



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# ROCKSTAT

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Monthly Performance	2009 Annual Target	1st Qtr Tgt	2nd Qtr Tgt	1st Qtr	2nd Qtr
<b>Homebuyer Assist</b>	25	5	15	5	6
Applications					
Denials					
District #1					
District #2					
District #3					

## Homebuyer Programs

# ROCKSTAT

*Better Governing Through Accountability*

Monthly Performance	2009 Annual Target	1st Qtr Tgt	2nd Qtr Tgt	1st Qtr	2nd Qtr
<b>Rehab: Ave time from App-Completion</b>	221	0	0	270	0
<b>HUD Reports</b>					
CAPER	100%	100%		100%	
CAPER Quarterly Updates	100%	25%	25%	25%	25%
Consolidated Plan	100%	27%	27%	0	27%
Annual Plan	100%	0%	10%	0	10%
<b>H.B./Rehab Assist &amp; New Const.</b>	13	0%	0%	0	0
<b>Marketing/Events Attended</b>					

Miscellaneous

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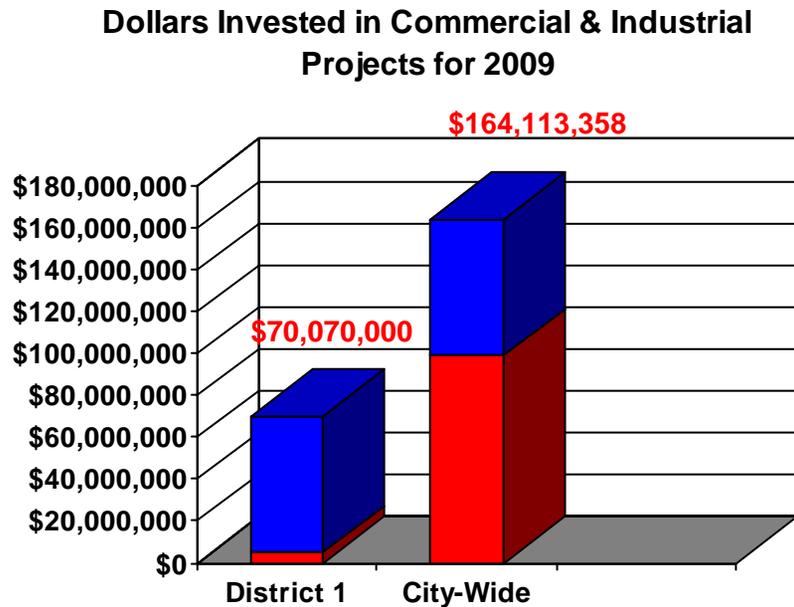
## Economic Development

- Geographic Area 1
- Richard May, Robert Lamb, Jovita Donahue

# ROCKSTAT

*Better Governing Through Accountability*

***Measure: Increase in the number of new businesses & employment in targeted industries***



Area 1 # of projects: 4

City-Wide # of projects: 11



## *Analysis*

- Thermo Fisher Pharmaceutical expansion
- Whitney/MegaFab retention & consolidation
- Great Downtown Open House
- 317 -325 W Jefferson Rehab

## *Strategic Plan*

- Market Rockford Renaissance  
Market Downtown
- Promote RockAero Park for  
Industrial Development
- Market SouthRock Industrial Park
- Promote Preston & Central  
Industrial Area

## Economic Development Score Sheet

	Monthly Performance	2009 Annual Target	2009 Actual Total	1st Qtr Goal	Jan-Mar	2nd Qtr Goal	Apr-Jun
Commercial New & Retained Projects	District 1		2		1		1
	District 2		3		1		2
	District 3		1				1
	Total	14	6	3	2	3	4
Industrial New & Retained Projects	District 1		2				2
	District 2		3		2		1
	District 3		0				
	Total	9	5	2	2	1	3
New Jobs	District 1		187		150		37
	District 2		164		62		102
	District 3		350				350
	Total	250	701	65	212	65	489
Retained Jobs	District 1		44				44
	District 2		33		0		33
	District 3		0				
	Total	250	77	65	0	65	77
Total Investment	District 1		\$70,070,000		\$65,000,000		\$5,070,000
	District 2		\$92,917,000		\$87,500,000		\$5,417,000
	District 3		\$1,126,358				\$1,126,358
	Total	\$74,000,000	\$164,113,358	\$18,500,000	\$152,500,000	\$10,500,000	\$11,613,358

# ROCKSTAT

Better Governing Through Accountability

## Human Services

	Annual Target	Monthly Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual Prog
Jobs created through small business loans	24	2	0	1	2	0	10	0							54%
# of households stabilized in housing	2200	185	207	186	183	184	177	196							52%
Number of Neighborhood Assoc w/NN	150	13	58	72	123	134	136	136							91%
Neighborhood blight reduction	75	20						23							31%
Youth Summer Program Support/ Nutrition	11,000	3660						4309							39%
Responses to Citizen Requests for assistance	7200	600	914	682	694	697	685	656							52%
Housing made safer or more energy efficient*	400	33	17	24	23	10	2	3							20%

\*New goals reflect stimulus funding

ROCKSTAT

*Better Governing Through Accountability*

# Health and Human Services

- Geographic Zone One
- Human Services Department

# ROCKSTAT

*Better Governing Through Accountability*

**Measure:** *Increase in low-income children receiving nutrition during summer months.*

**Benchmark:** *Number of children being served through the summer food program.*

BARBOUR ELEM. SCHOOL  
BEATTIE PLAYGROUNDS  
BLACKHAWK'S BOYS CLUB  
BOOKER T WASHINGTON CENTER  
CARLSON BOYS AND GIRLS CLUB  
CHURCHILL PARK  
CLIFFORD P CARLSON SCHOOL  
ELLIS ELEM SCHOOL  
FAIRGROUNDS VALLEY  
FAIRVIEW EARLY ED  
FIRST EVANGELICAL COVENANT CHURCH  
FLODIN Boys & Girls Club  
FRESHVIEW FRESH START  
KEN ROCK COMM CENTER  
KEYE-MALLQUIST PARK  
KING ELEMENTARY (JUMPSTART)  
LEWIS LEMON ELEM SCHOOL  
NORTHWEST COMMUNITY CENTER  
ORTON KEYES COMMUNITY CENTER  
OUR SAVIORS LUTHERAN CHURCH  
PENTACOSTAL CENTER1  
ROCK VALLEY COLLEGE  
RKFD BOYS & GIRLS CLUB  
ROCKFORD PARK DISTRICT, ELLIS SCHOOL  
ROCKFORD PARK DISTRICT- LEWIS LEMON  
ROCKFORD PARK DISTRICT PATRIOTS GATEWAY  
ROLLING GREEN/MUHL CENTER  
SALVATION ARMY  
ST. ELIZABETH'S COMMUNITY CENTER  
ST. PAUL ACADEMY CHURCH OF GOD IN CHRIST  
SUMMERDALE (JUMPSTART)  
WASHINGTON PARK REC. CENTER  
YMCA  
ZION LUTHERAN CHURCH



## *Analysis*

Summer food is a project that provide lunches and snacks to 30 community programs and summer school programs. This has two benefits, low-income youth obtain nutritional food and community programs can serve more youth because they do not have food costs. 18 of these sites are in zone one.

## *Strategic Plan*

Promote self sufficiency through early intervention programs and support services.

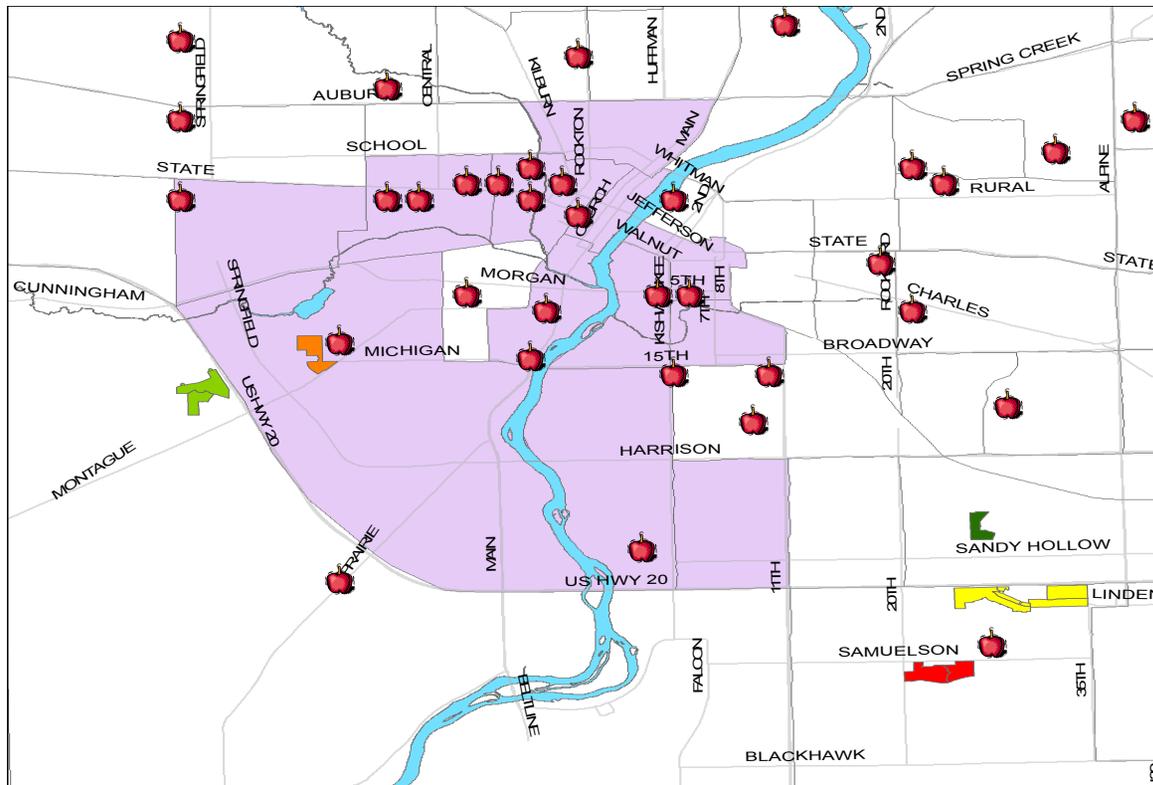
# ROCKSTAT

*Better Governing Through Accountability*

**Measure:** Increase in low-income children receiving nutrition during summer months.

**Benchmark:** Number of children being served through the summer food program.

Summer food sites are geographically dispersed throughout the region. Combined, these sites serve 3,500 meals each day. The vendor providing food is Lifescape's Community Kitchen. Our awarding this grant allowed them to increase their workforce by seventeen employees.



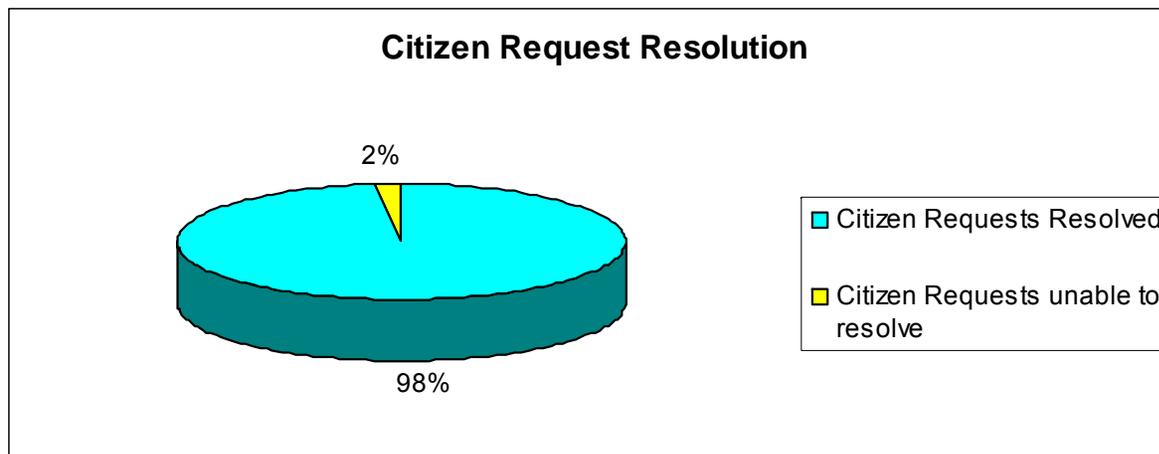
# ROCKSTAT

*Better Governing Through Accountability*

**Measure:** *Reduction in citizen needs.*

**Benchmark:** *Number of citizens whose human service needs are met.*

	Jan	Feb	May	Apr	May	Jun
Citizen Contacts	914	682	694	697	685	656
Service value/not staff time	\$82,279	\$14,756	\$21,130	\$16,297	\$20,263	\$10,677



## Analysis

In addition to the programs operated by the Human Services Department, we receive an average of 600 calls/walk-ins a month from citizens with general human service needs or who need information and referral. Approximately 65% of those are from Zone One.

## Strategic Plan

Promote self sufficiency through early intervention programs and support services.

# Housing

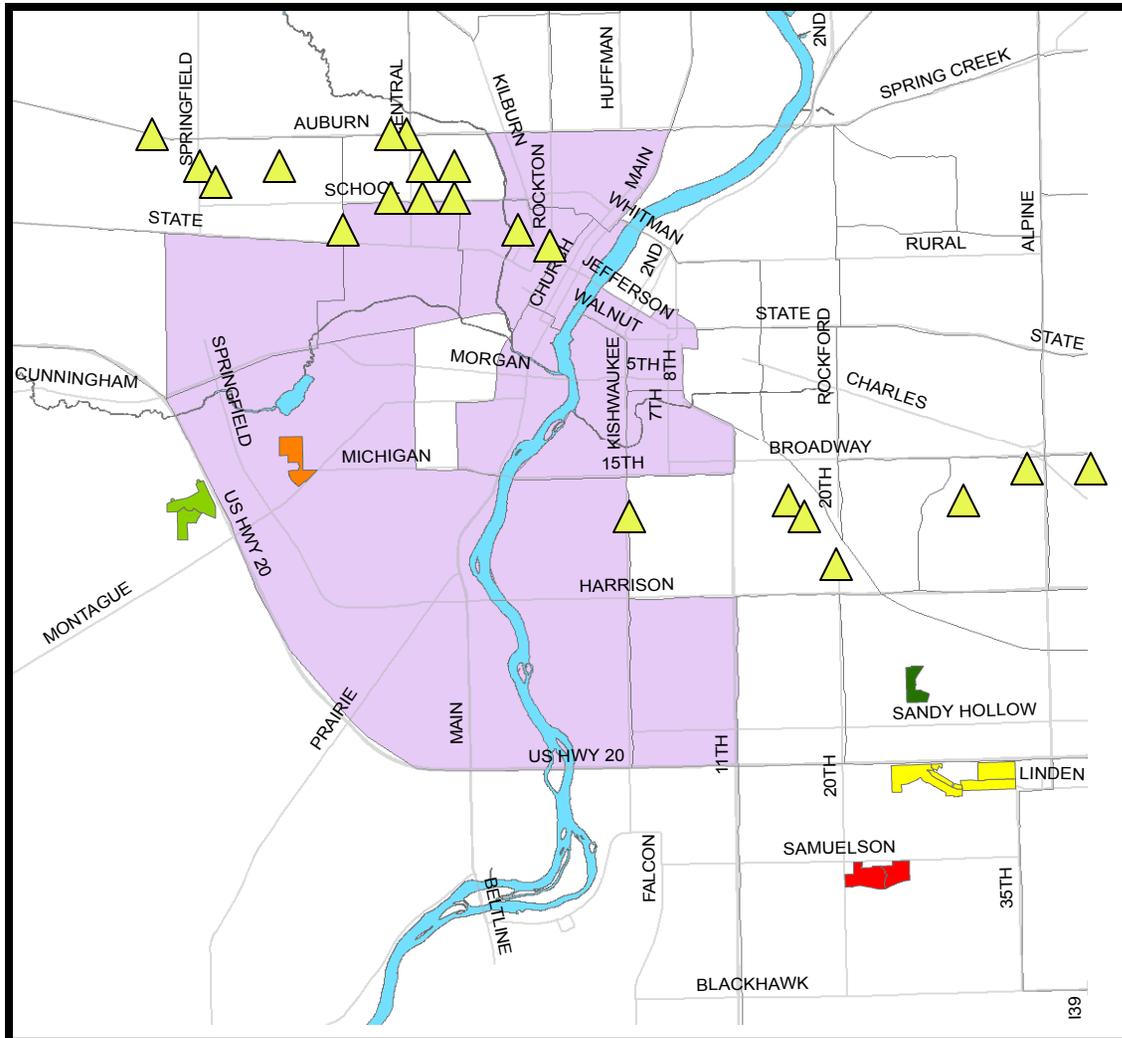
- Geographic Zone One
- Human Services Department

# ROCKSTAT

Better Governing Through Accountability

**Measure:** Reduction in neighborhood blight.

**Benchmark:** Number of homes being served through the SWEEP summer blight reduction program.



## Analysis

SWEEP is a project that hires low-income youth to provide exterior clean-up and minor rehab to low-income, senior and disabled homeowners with the goal of addressing neighborhood blight. SWEEP provided this service to 25 homes in June, with 14 of those being in Zone One.

## Strategic Plan

Provide adequate, quality and affordable housing throughout Rockford.

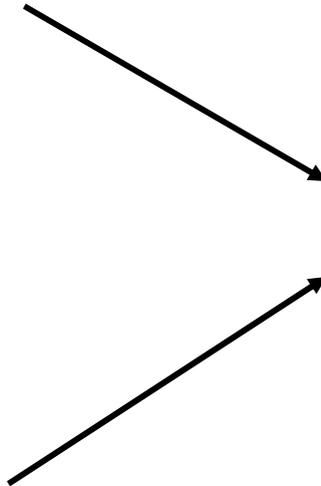
# ROCKSTAT

*Better Governing Through Accountability*

Homes are referred to SWEEP from Code Enforcement, Public Works and Aldermen for assessment by SWEEP staff. Once the household is determined eligible, the SWEEP kids provide clean-up, mowing, minor repair and exterior painting as needed. After the initial clean-up, the resident is placed on a summer schedule to be rechecked so that the problem doesn't reoccur.



From this.....to this.



# ROCKSTAT

*Better Governing Through Accountability*

**Measure:** *Reduction in homelessness.*

**Benchmark:** *Number of persons who are homeless obtaining permanent housing and/or an increase in income.*

Agency	Program	Funding
Janet Wattles	Shelter + Care Permanent Housing I	\$195,840.00
Janet Wattles	Shelter + Care Permanent Housing II	\$195,840.00
Janet wattles	Shelter + Care Permanent Housing III	\$156,672.00
Janet Wattles	Shelter + Care Permanent Housing IV	\$117,504.00
Janet Wattles	Shelter + Care Permanent Housing V	\$113,400.00
Carpenter's Place	Permanent Housing	\$102,993.00
Carpenter's Place	Transitional Housing	\$164,108.00
Career's etc	Job Placement	\$93,079
Shelter Care Ministries	Transitional Housing	\$39,947
Janet Wattles	Mental Health Access Project	\$146,127
Youth Services Network	MELD	\$250,566

## Analysis

The City of Rockford acts as grant manager for Housing and Urban Development funds to address homelessness. Agencies are tracked through Annual Progress Reports to determine level of success.

## Strategic Plan

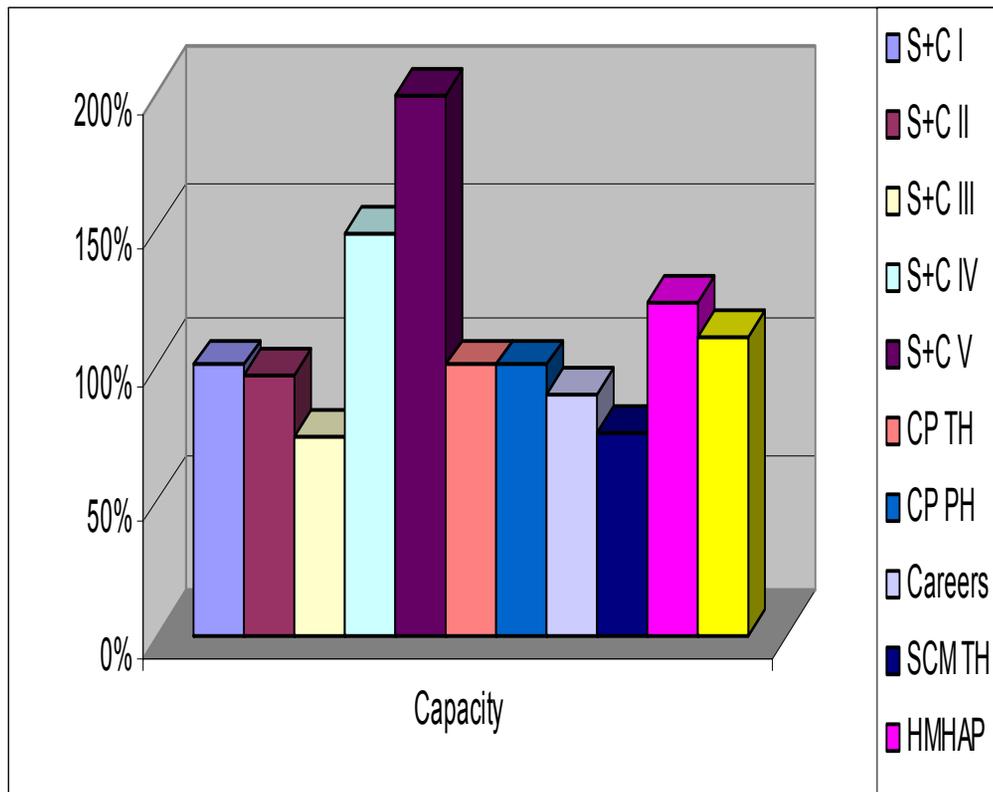
Provide adequate, quality and affordable housing throughout Rockford.

# ROCKSTAT

*Better Governing Through Accountability*

**Measure:** *Reduction in homelessness.*

**Benchmark:** *Number of persons who are homeless obtaining permanent housing and/or an increase in income.*



## Analysis

The City of Rockford acts as grant manager for Housing and Urban Development funds to address homelessness. Agencies are tracked through Annual Progress Reports to determine level of success. One measure of success is at what level of capacity the grant is operating at, others are increase in income and stable housing for participants. Organizations currently funded are Janet Wattles, Carpenters Place, Youth Services Network, Careers, etc., and Shelter Care Ministries.

## Strategic Plan

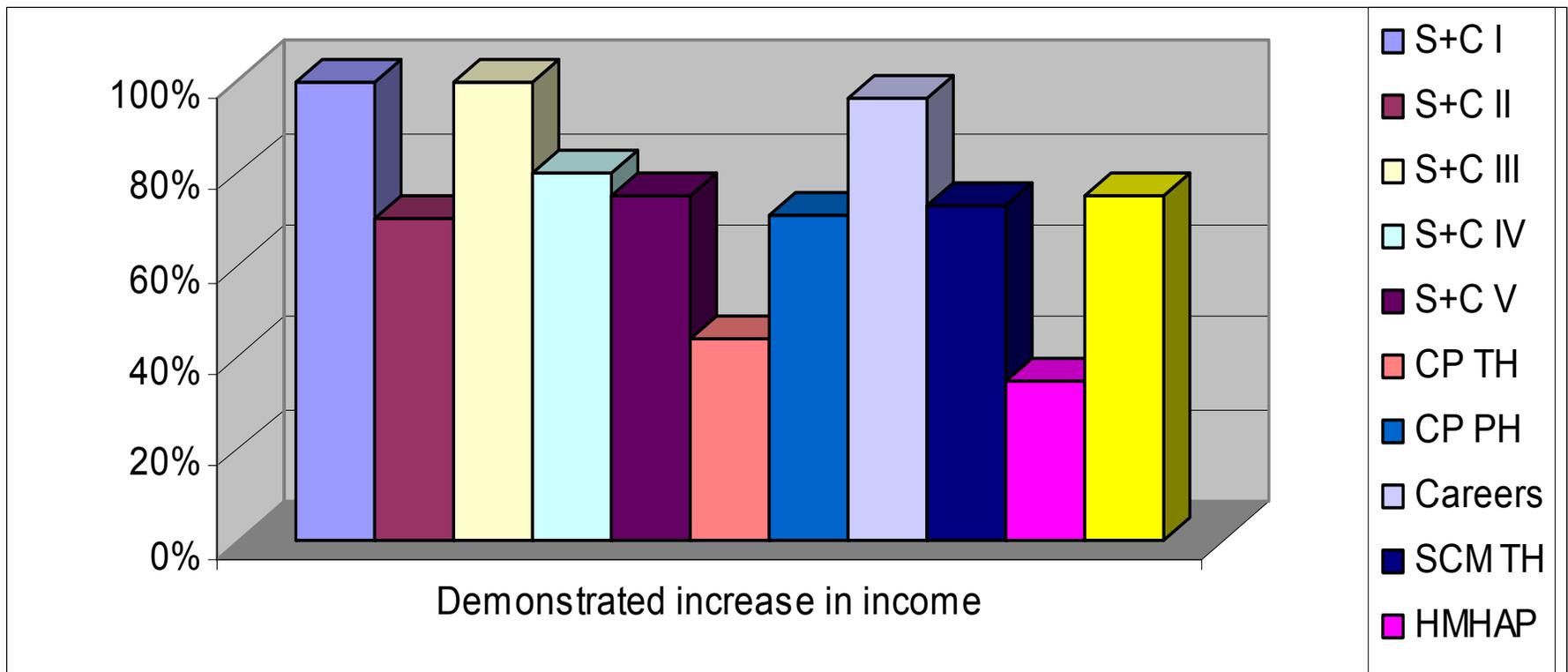
Provide adequate, quality and affordable housing throughout Rockford.

# ROCKSTAT

Better Governing Through Accountability

## Funded Agency results based on 2008 Annual Progress Report

	S+C I	S+C II	S+C III	S+C IV	S+C V	CP TH	CP PH	Careers	SCM TH	HMHAP	Avg
Percent Chronically Homeless	100%	11%	0%	0%	100%	27%	100%	25%	0%	95%	46%
Percent Disabled	100%	100%	100%	100%	100%	100%	100%	0%	75%	100%	88%



# ROCKSTAT

*Better Governing Through Accountability*

## *Funded Agency results based on 2008 Annual Progress Report*

	S+C I	S+C II	S+C III	S+C IV	S+C V	CP TH	CP PH	Careers	SCM TH	HMHAP	Avg
Percent Chronically Homeless	100%	11%	0%	0%	100%	27%	100%	25%	0%	95%	46%
Percent Disabled	100%	100%	100%	100%	100%	100%	100%	0%	75%	100%	88%

