THE CITY OF
ROCKFORD
ILLINOIS, USA

Rockford Police Department

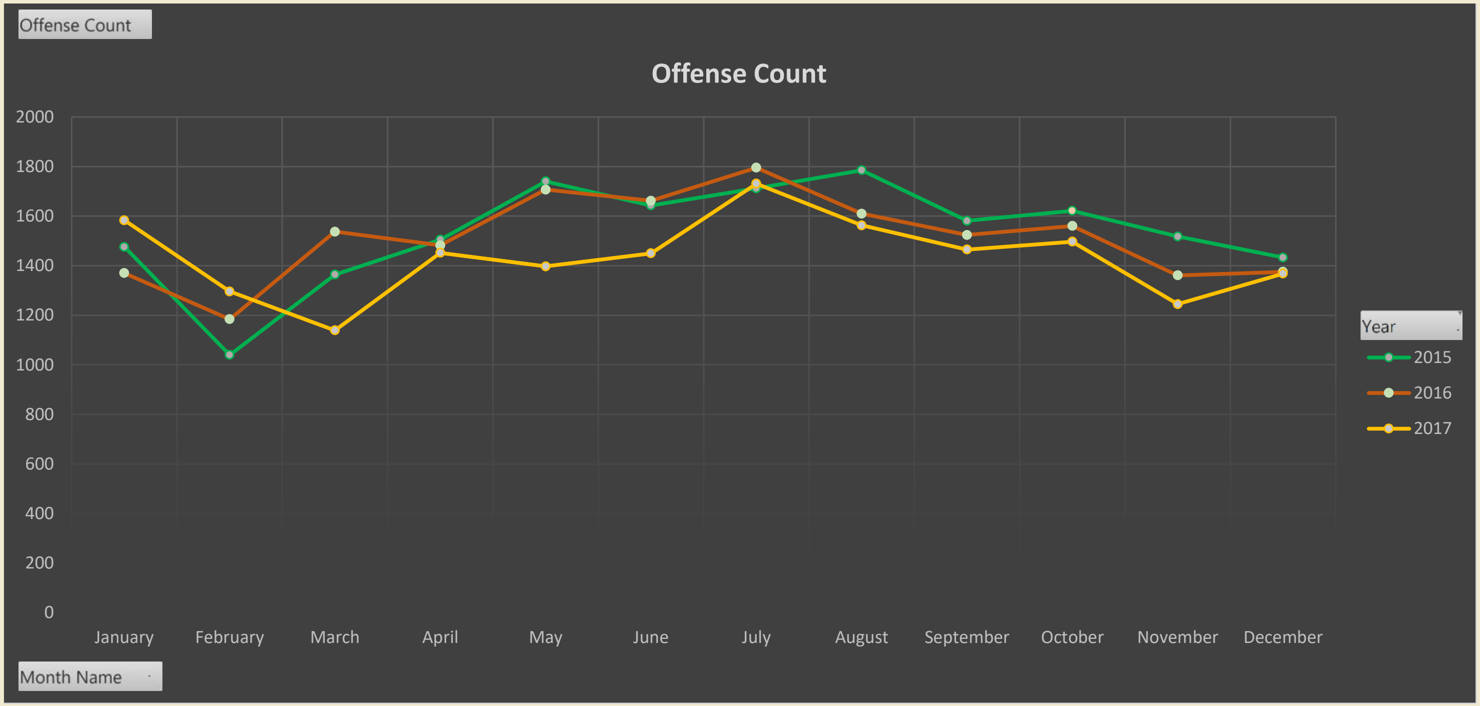
PRESENTED BY:
Chief Daniel G. O'Shea

- Reduce Violent Crime
- Improve Community Engagement
- Improve Traffic Safety
- Improve Employee Development
- Enhance Organizational Development/Capabilities

Rockford Police Department
Key Strategic Initiatives
2017

Rockford Police Department

NIBRS Group A Offense Count 2015-2017



Offense Count	Column Labels												
Row Labels	**January**	**February**	**March**	**April**	**May**	**June**	**July**	**August**	**September**	**October**	**November**	**December**	**Grand Total**
2015	1476	1040	1364	1505	1740	1643	1712	1785	1581	1621	1518	1433	18418
2016	1370	1184	1537	1482	1707	1662	1795	1610	1524	1560	1361	1375	18167
2017	1583	1296	1139	1452	1397	1450	1731	1563	1465	1497	1245	1368	17186
District 1	667	522	453	602	543	587	694	649	578	621	525	516	6957
District 2	474	455	375	483	511	537	599	530	535	494	417	448	5858
District 3	442	317	310	365	340	322	435	384	352	380	301	403	4351
Unknown		2	1	2	3	4	3			2	2	1	20
Grand Total	4429	3520	4040	4439	4844	4755	5238	4958	4570	4678	4124	4176	53771

THE CITY OF ROCKFORD ILLINOIS, USA

Rockford Police Department

Group A Comparison
Violent Crimes / Property Crimes

	Last 2 Weeks			Last 28 Days			Current Year		
	Dec 18, 2017 - Dec 24, 2017	Dec 25, 2017 - Dec 31, 2017	% Change	Dec 04, 2016 - Dec 31, 2016	Dec 04, 2017 - Dec 31, 2017	% Change	Jan 01, 2016 - Dec 31, 2016	Jan 01, 2017 - Dec 31, 2017	% Change
Violent Crimes (09A-B, 11A-D, 13A, 120)	33	25	-24%	171	164	-4%	2601	2480	-5%
Property Crimes (220, 23A-H, 240)	101	55	-46%	400	409	2%	5761	5300	-8%

Violent Crimes: Murder / Manslaughter, Sex Crimes, Aggravated Assault, Robbery
Property Crimes: Burglary, Theft, Motor Vehicle Theft

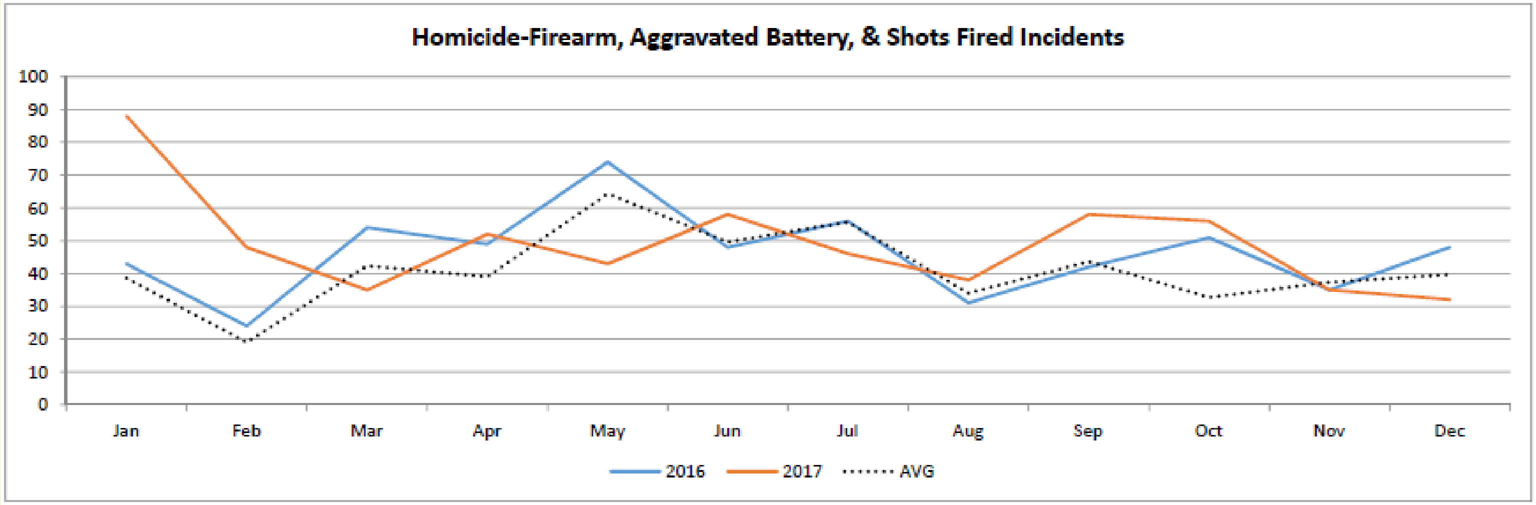
THE CITY OF ROCKFORD ILLINOIS, USA

Rockford Police Department

Aggravated Battery / Shots Fired 2014-2017

City of Rockford

Aggravated Battery & Shots Fired Incidents



Count of Aggravated Battery & Shots Fired Incidents by Month

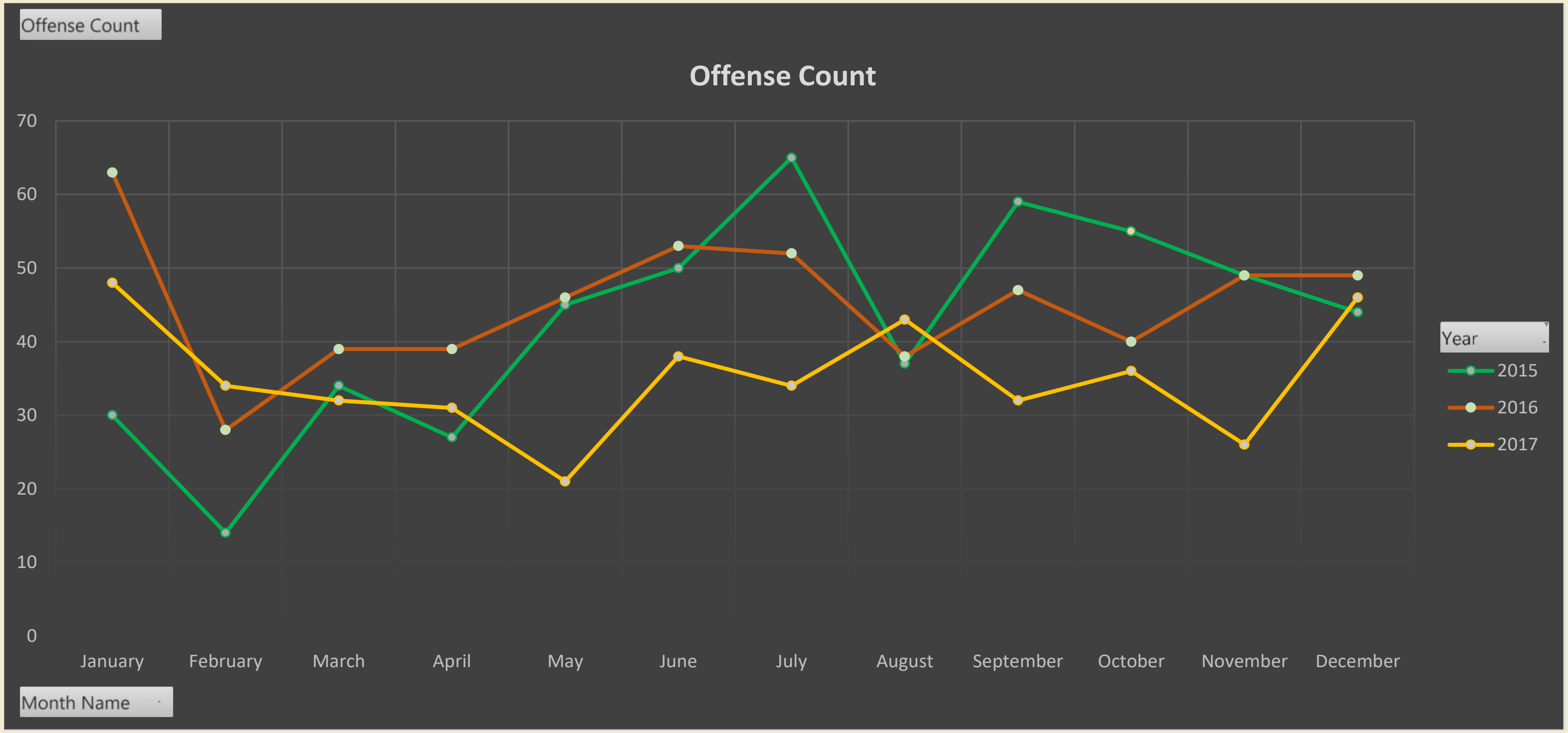
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	22	16	25	22	49	42	53	31	31	16	18	40
2015	51	17	48	46	70	59	58	40	58	31	59	31
2016	43	24	54	49	75	47	56	31	42	51	35	48
2017	**88**	**48**	**35**	**52**	**43**	**58**	**46**	**38**	**58**	**56**	**35**	**32**
14-'16 Avg	**39**	**19**	**42**	**39**	**65**	**49**	**56**	**34**	**44**	**33**	**37**	**40**

Count of Victims Struck by Gunfire

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	4	7	7	7	17	16	16	7	6	4	3	10
2015	23	2	11	7	23	11	23	12	11	9	15	6
2016	11	6	22	12	25	12	18	9	8	15	13	10
2017	**17**	**8**	**6**	**16**	**11**	**15**	**13**	**17**	**18**	**12**	**3**	**10**
14-'16 Avg	**13**	**5**	**13**	**9**	**22**	**13**	**19**	**9**	**8**	**9**	**10**	**9**

Rockford Police Department

Robbery 2015 - 2017

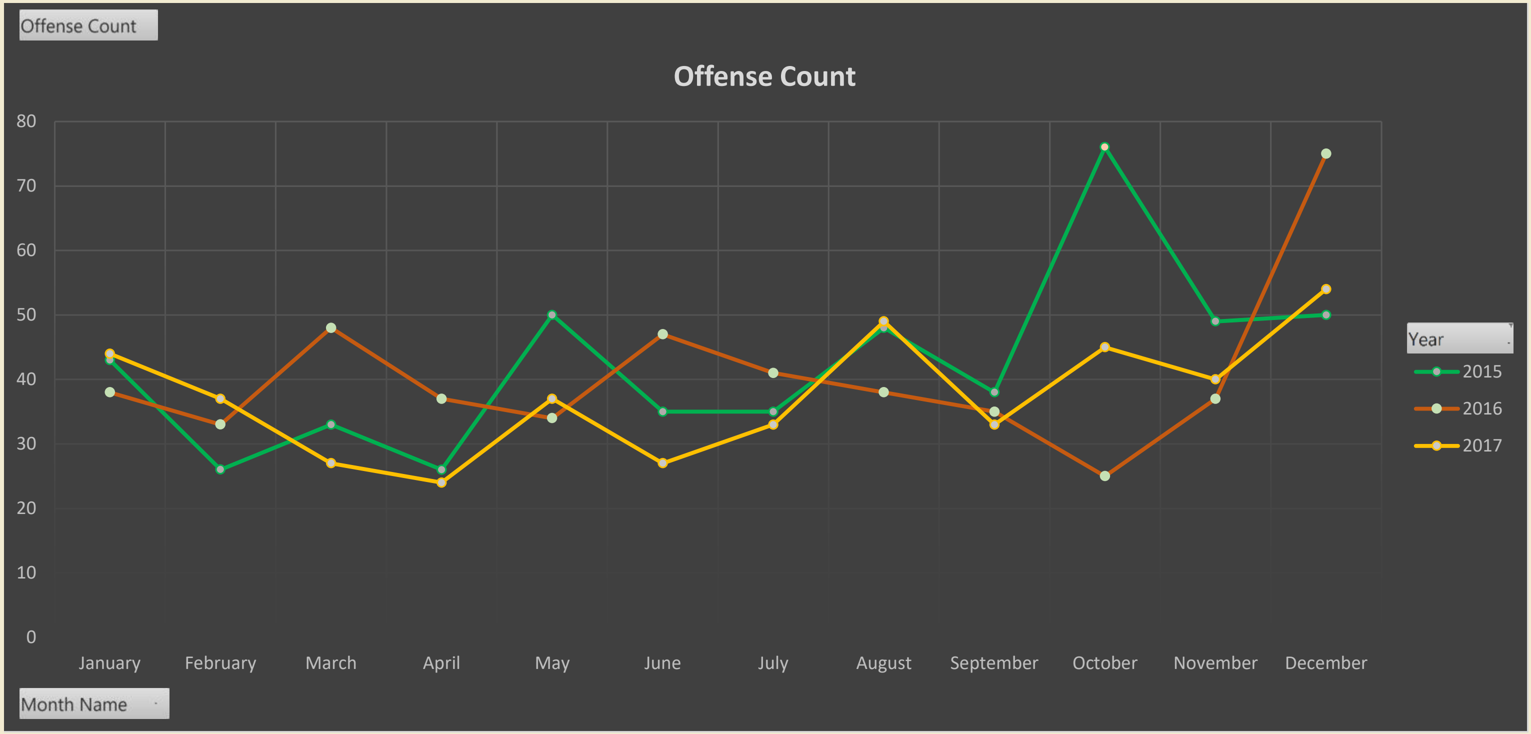


Offense Count	Column Labels												
Row Labels	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
2015	30	14	34	27	45	50	65	37	59	55	49	44	509
2016	63	28	39	39	46	53	52	38	47	40	49	49	543
2017	48	34	32	31	21	38	34	43	32	36	26	46	421
District 1	22	16	14	16	10	13	18	16	9	12	11	21	178
District 2	17	11	11	10	9	19	10	16	18	17	9	18	165
District 3	9	7	7	5	2	6	6	11	5	7	6	7	78
Grand Total	141	76	105	97	112	141	151	118	138	131	124	139	1473

THE CITY OF ROCKFORD ILLINOIS, USA

Rockford Police Department

Auto Thefts 2015 - 2017

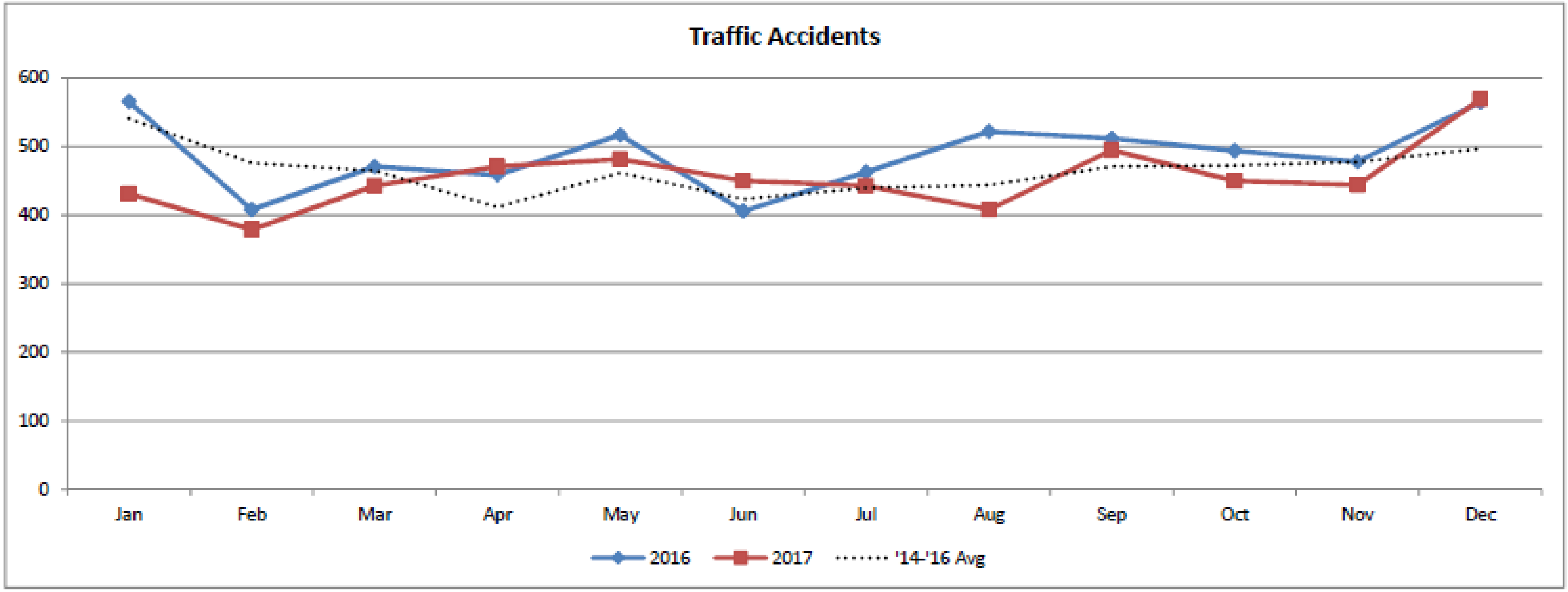


Offense Count	Column Labels												
Row Labels	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
2015	43	26	33	26	50	35	35	48	38	76	49	50	509
2016	38	33	48	37	34	47	41	38	35	25	37	75	488
2017	44	37	27	24	37	27	33	49	33	45	40	54	450
District 1	15	14	14	13	10	8	9	27	22	25	18	28	203
District 2	12	10	4	4	17	13	12	13	6	10	21	17	139
District 3	17	13	9	7	10	6	12	9	5	10	1	9	108
Grand Total	125	96	108	87	121	109	109	135	106	146	126	179	1447

Rockford Police Department

Traffic Accidents 2014 - 2017

City of Rockford
Traffic Accidents



Count of Traffic Accidents by Month

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	571	525	453	360	378	393	403	405	435	419	477	389
2015	486	495	470	417	490	472	454	405	466	505	478	538
2016	566	408	471	459	517	406	463	522	512	494	478	565
2017	431	379	443	471	482	450	443	408	495	450	444	569
'14-'16 Avg	**541**	**476**	**465**	**412**	**462**	**424**	**440**	**444**	**471**	**473**	**478**	**497**

Rockford Police Department

Accomplishments

- 5% Violent Crime Reduction
- 8% Property Crime Reduction
- Decentralized to Three District Stations
- ROCK Officer Program
- SIGNIFICANTLY increased community engagement
- Reached full authorized strength – first time in a decade over 300

Rockford Fire Department

PRESENTED BY:
Chief Derek Bergsten

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

Rockford Fire Department
Key Strategic Initiatives
2018

THE CITY OF ROCKFORD ILLINOIS, USA

Rockford Fire Department

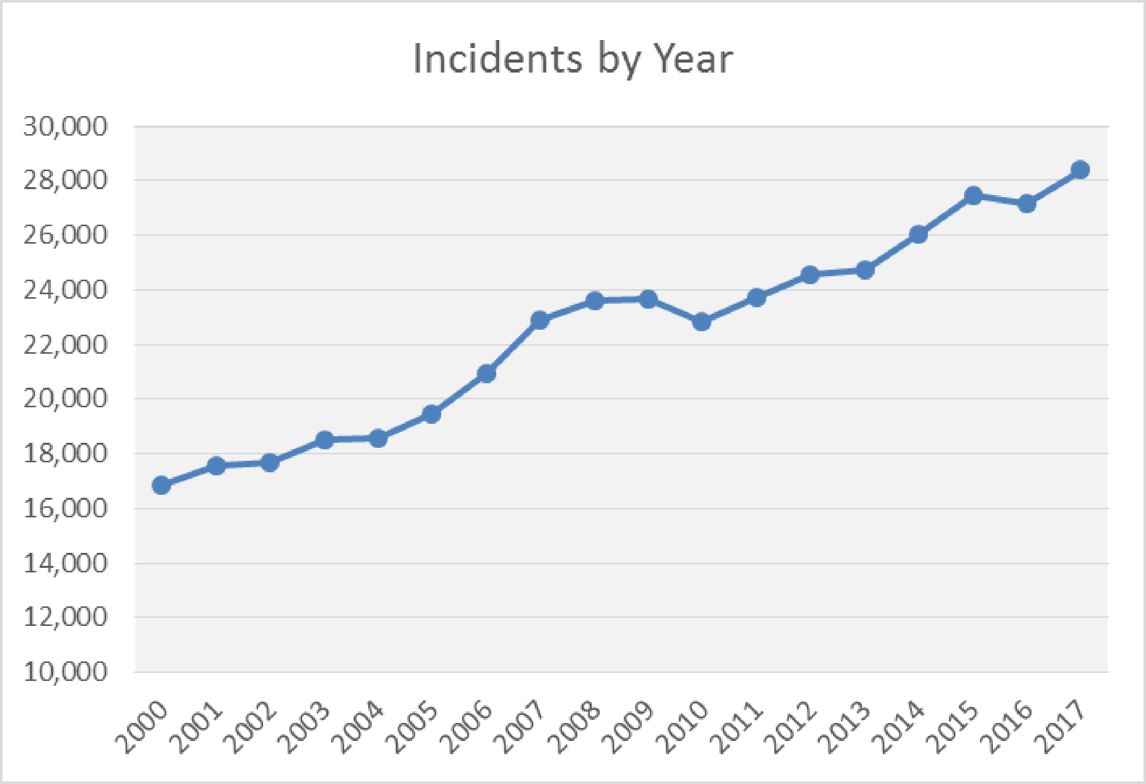
Scorecard

Area of Focus	Metric/Program	Definition	Standard/Goal	Current Performance
Response Times	**Call Answer Time**	911 calls answered in 10 seconds or less	90%	82.46%
	Total Response Time	911 call received to first unit on scene in 8:12 or less	90%	90.76%
EMS	**Utstein Rating**	Cardiac Survival Rate	27.1%	28.6%
	EMS Customer Service	Overall customer experience rating	95%	93.48%
	Mobile Integrated Healthcare Program	Reduction of hospital admissions	50%	40%
		Reduction of hospital readmissions	75%	50%
Fire/Fire Prevention	**Fire Dollar Save Ratio**	Percentage of property value saved from structure fires	90%	82.86%
	Arson Clearance Rate	Percentage of arson incidents cleared by arrest	15%	10.96%
	Inspections	General inspection performed within the last four years	95%	94.20%
	Smoke Alarm/Battery Program	Average number of homes visited monthly with Smoke Alarms installed or batteries replaced	30	18

Rockford Fire Department

Incidents

Year	Total Incidents	% Change
2000	16,853	
2001	17,549	4.13%
2002	17,662	0.64%
2003	18,498	4.73%
2004	18,596	0.53%
2005	19,447	4.58%
2006	20,941	7.68%
2007	22,867	9.20%
2008	23,635	3.36%
2009	23,662	0.11%
2010	22,842	-3.47%
2011	23,737	3.92%
2012	24,557	3.45%
2013	24,749	0.78%
2014	26,010	5.10%
2015	27,446	5.52%
2016	27,189	-0.94%
2017	28,378	4.37%
Average Increase		**3.16%**



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Rockford Fire Department

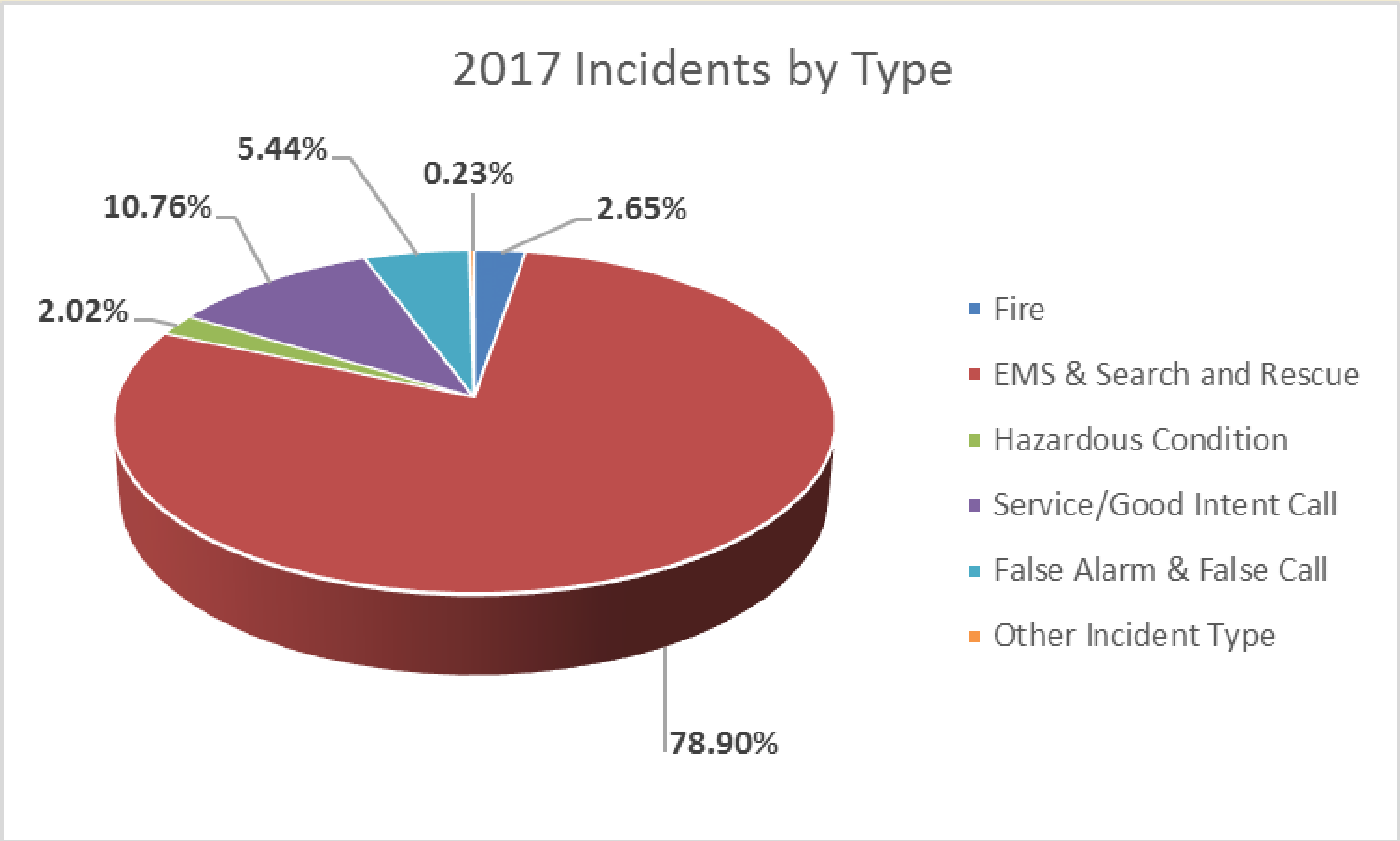
Incidents

2017 Incidents by Type	
Fire	752
EMS & Search and Rescue	22,390
Hazardous Condition	574
Service/Good Intent Call	3,054
False Alarm & False Call	1,544
Other Incident Type	64
Total	**28,378**

THE CITY OF ROCKFORD ILLINOIS, USA

Rockford Fire Department

Incidents



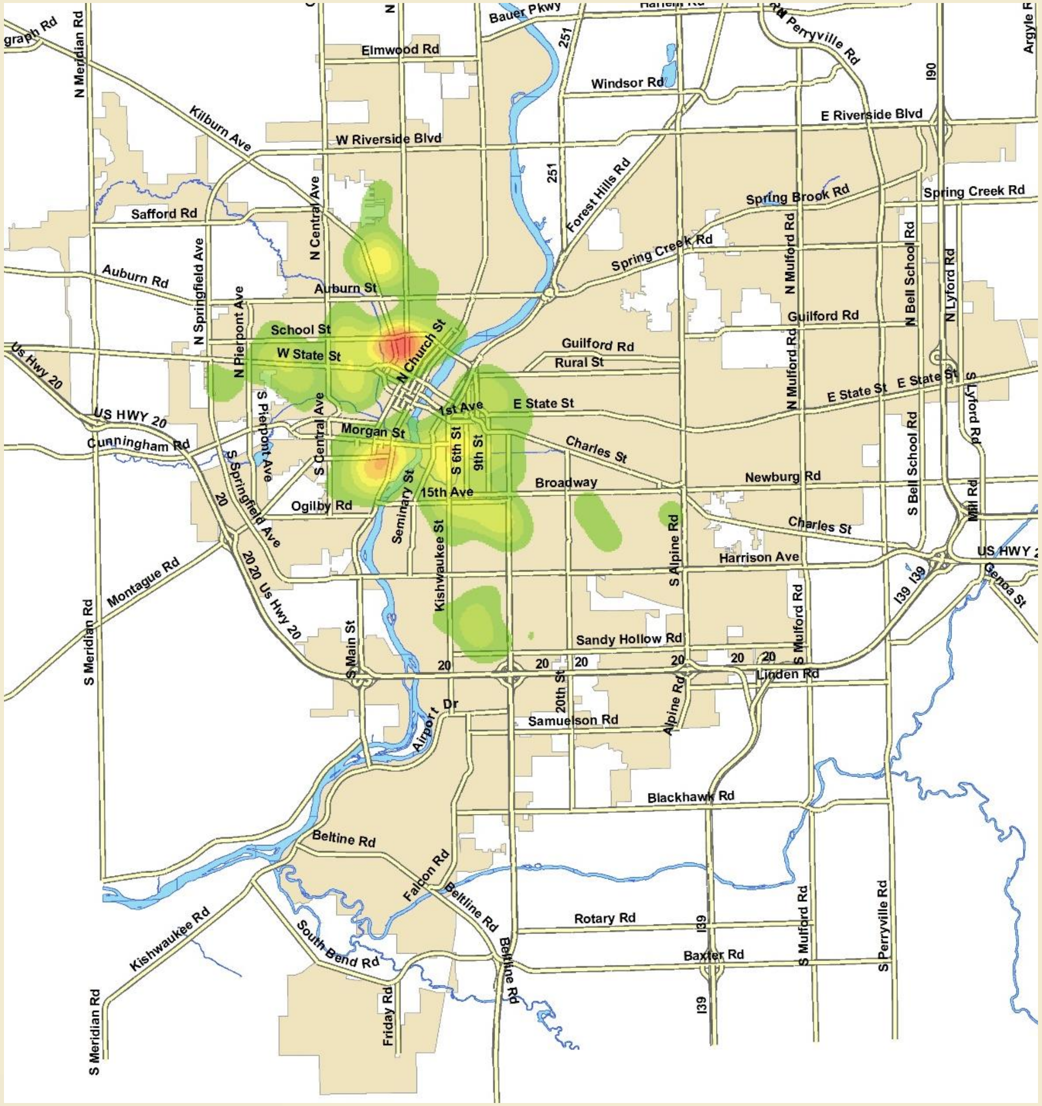
Rockford Fire Department

Vacant Building Fires

Structure Type	2013	2014	2015	2016	2017
Commercial	4	6	3	1	9
Residential	26	26	14	29	24
Total	**30**	**32**	**17**	**30**	**33**

Rockford Fire Department

Vacant Building Fires



Hot Spot Map

- 142 total vacant building fires 2013-2017

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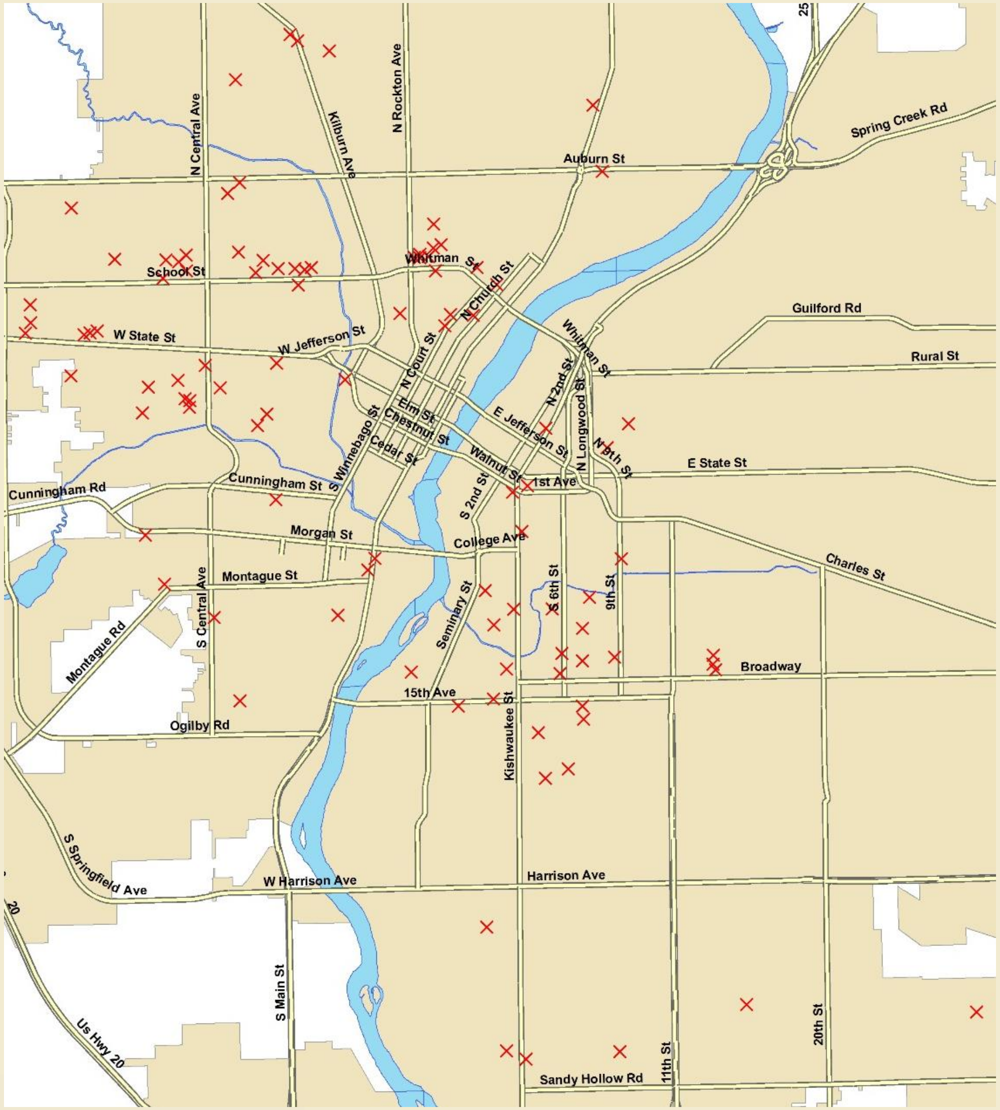
Rockford Fire Department

Red X Properties



- 99 total properties with Red X Signage

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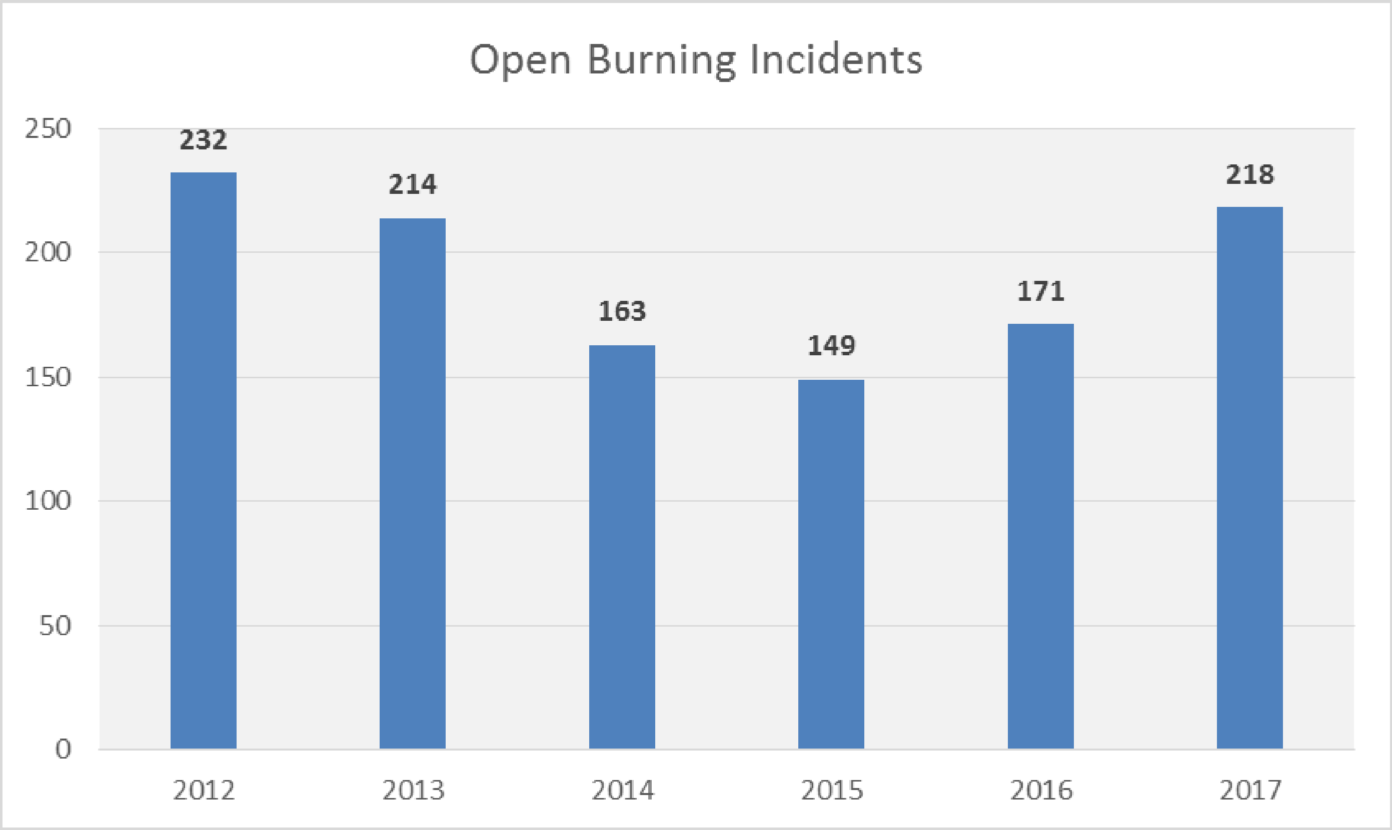
Rockford Fire Department

Open Burning Incidents

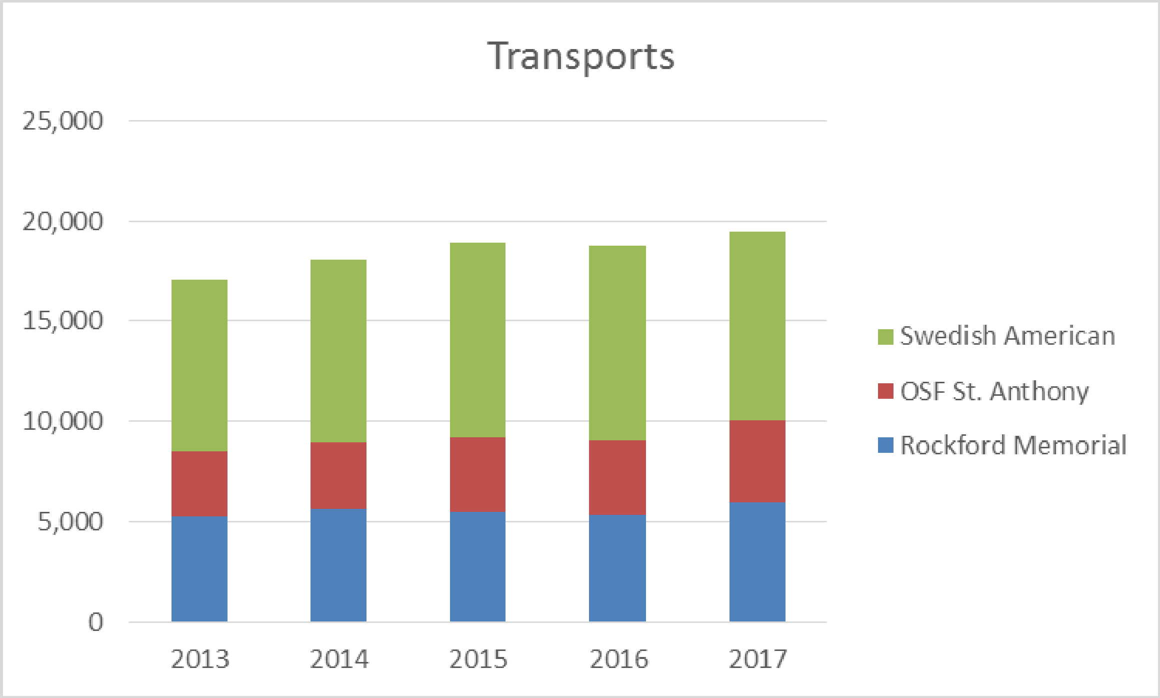


Since May of 2013, 397 Notice to Appear tickets have been written by fire investigators

Rockford Fire Department

Ambulance Transports

Hospital	2013	2014	2015	2016	2017
Rockford Memorial	5,284	5,651	5,527	5,327	5,958
OSF St. Anthony	3,199	3,337	3,651	3,767	4,087
Swedish American	8,589	9,107	9,766	9,678	9,408
Total	**17,072**	**18,095**	**18,944**	**18,772**	**19,453**



Rockford Fire Department

EMS Customer Service Surveys

2017 Executive Summary

- **648** patients returned a questionnaire between 1/1/2017 and 12/31/2017
- Overall mean score was **93.48**, **.87** points higher from the overall database score of **92.61.** (143 departments/companies in database)
- Ranked **9th** for comparably sized departments in the system (45 comparable departments)
- **79.37%** of responses were marked Very Good, the highest rating. **99.02%** of all responses were positive.

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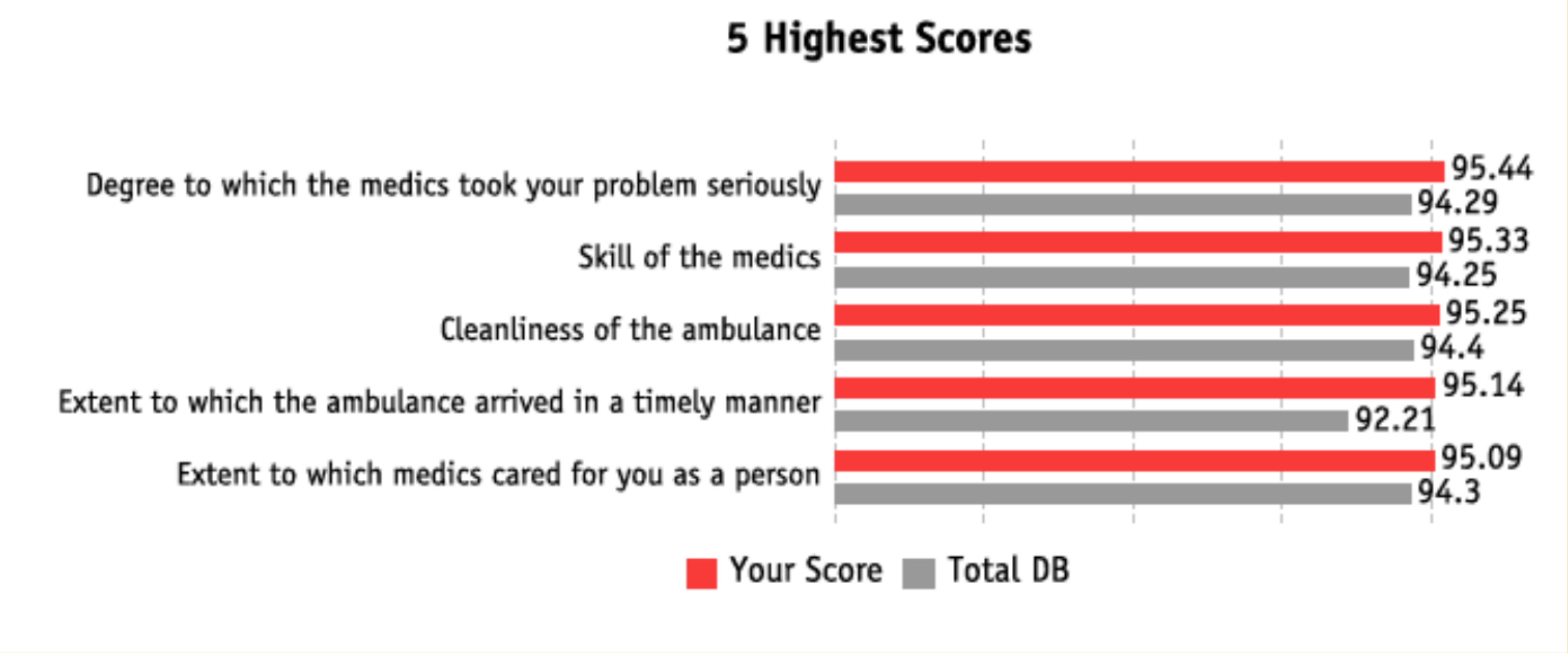
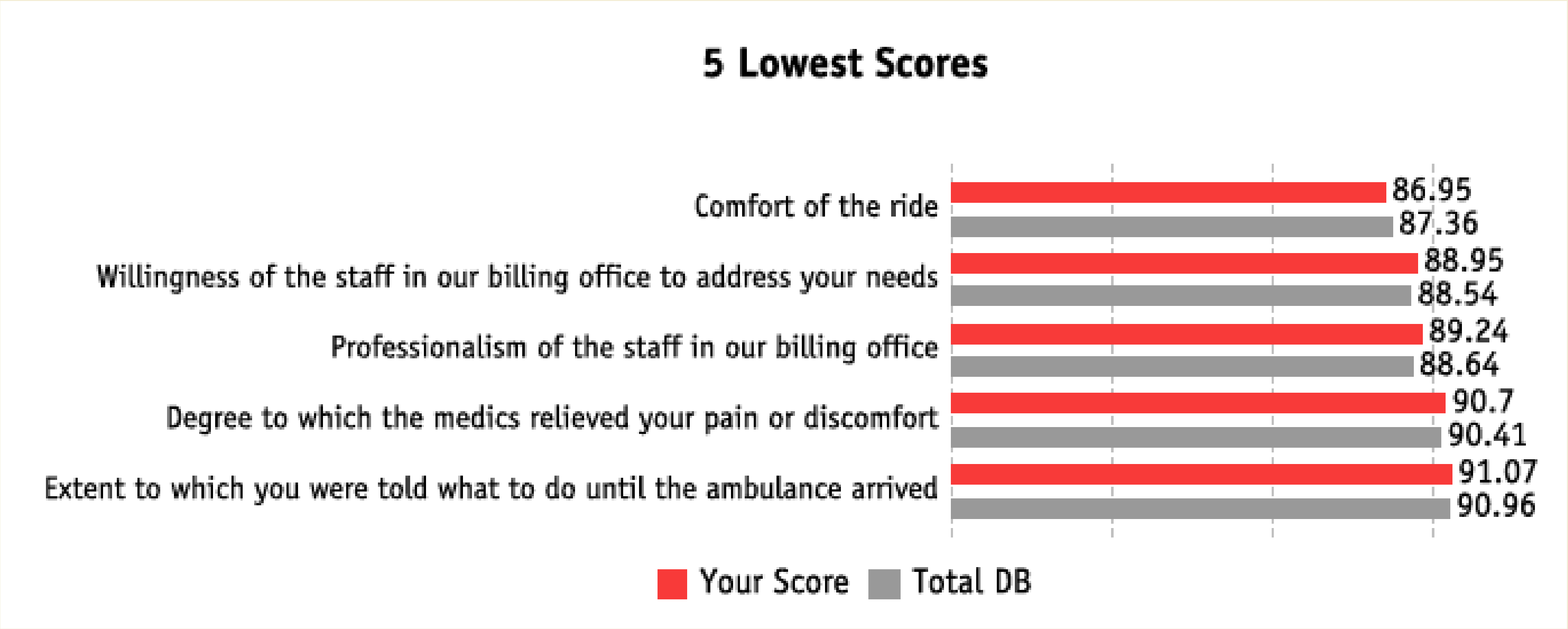
Rockford Fire Department

EMS Customer Service Surveys



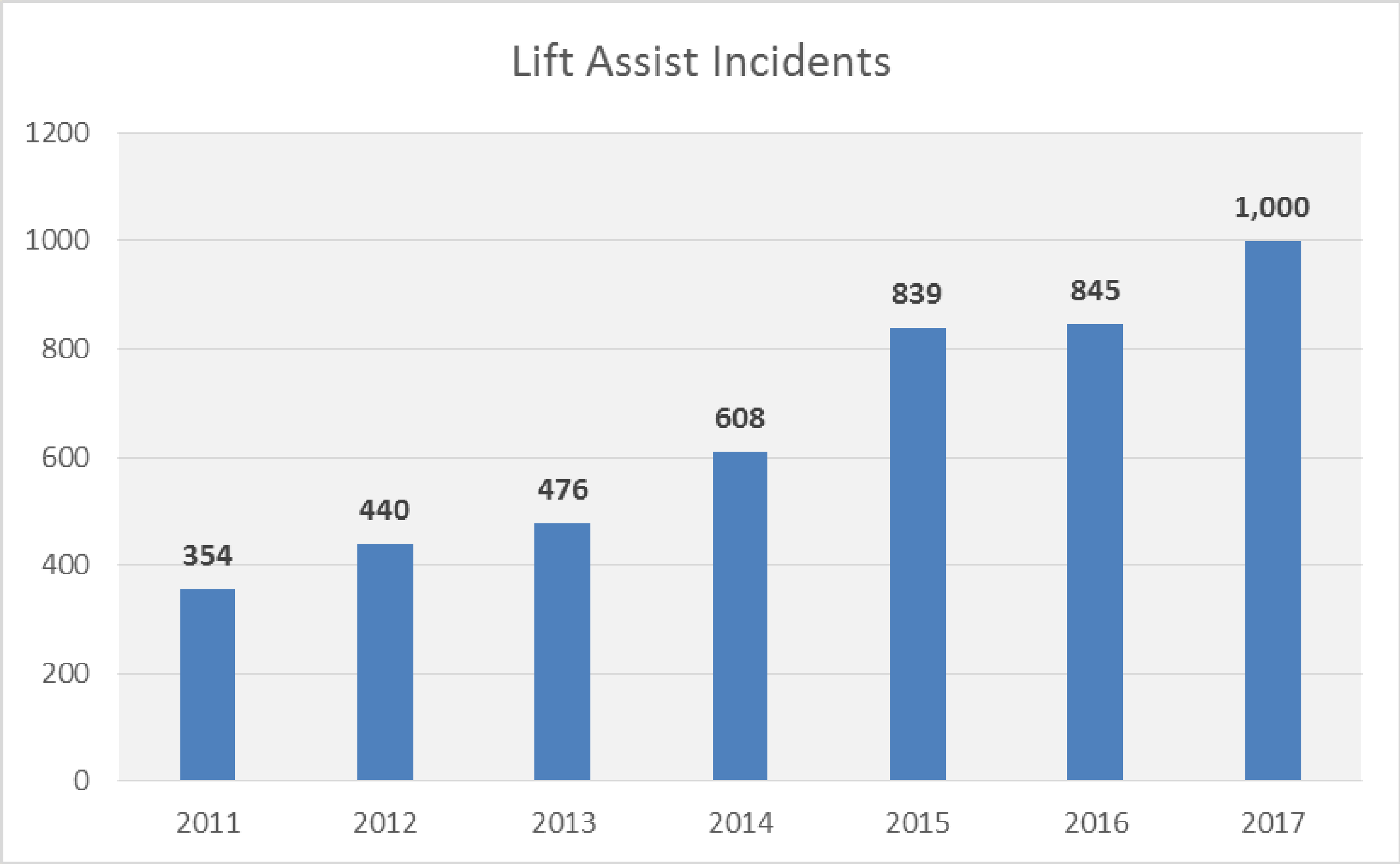
Rockford Fire Department

EMS Customer Service Surveys



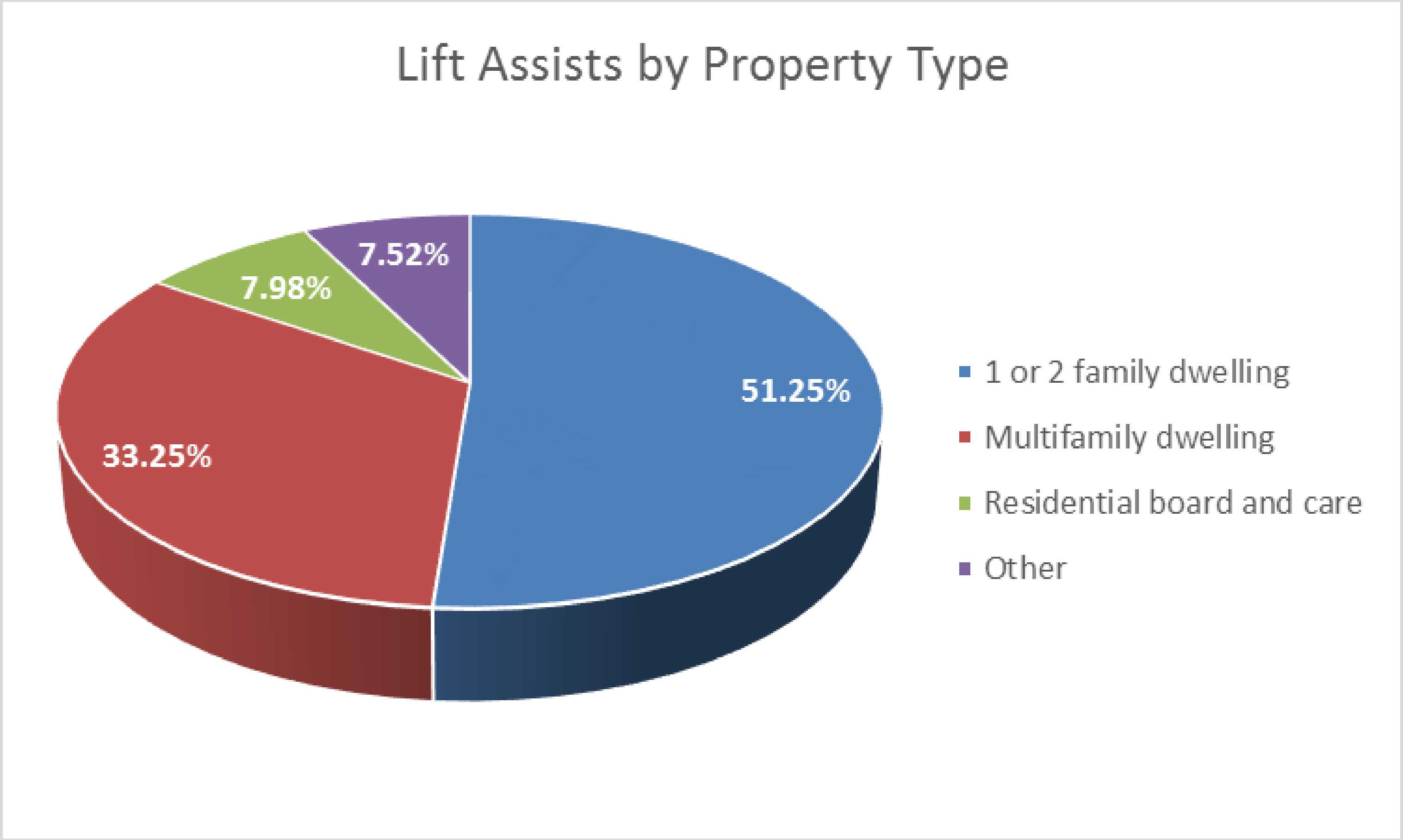
Rockford Fire Department

Lift Assist Incidents



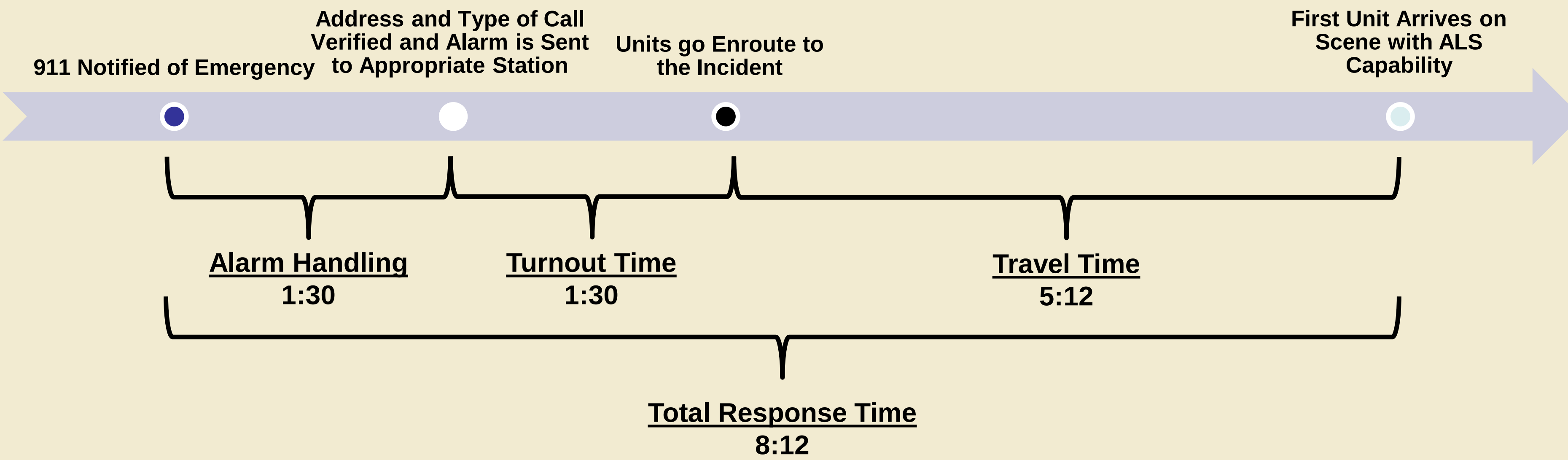
Rockford Fire Department

Lift Assist Incidents



Rockford Fire Department

Response Times



90th Percentile Total Response Time	CPSE 90th Percentile Standard	2017 Performance
	8:12	8:05

Rockford Fire Department

2017 Achievements

- Relocated Station 7 to former Shop Facility (2323 Sawyer Rd) for better coverage and response
- Appointed new Mobile Integrated Healthcare (MIH) Paramedic as part of the partnership with Humana
- Implemented new patient care reporting software that allows capture of data in the field
- Mission Lifeline Gold Plus Award from American Heart Association
- Hired 31 new Firefighters and 2 new Telecommunicators
- Installed smoke detectors and replaced batteries in 216 homes in partnership with Red Cross
- Obtained Grant from ATF to fund the program for accelerant detecting canine

Rockford Fire Department

2018 Areas of Improvement

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

Public Works

PRESENTED BY:
Mark Stockman
Director

THE CITY OF
ROCKFORD
ILLINOIS, USA

Public Works Department

Key Strategic Initiatives

2017

- Balanced infrastructure system inclusive of road, rail, parking, pedestrian and alternative modes of transportation
- Improved infrastructure & redevelopment to attract businesses to the City of Rockford
- Street maintenance program which provides commuters with clean, safe and well-maintained streets
- Operate and maintain the public water system in a manner that protects public health and enhances the community
- Maintain a stormwater management program that protects the public and the environment while enhancing the community

Street & Transportation

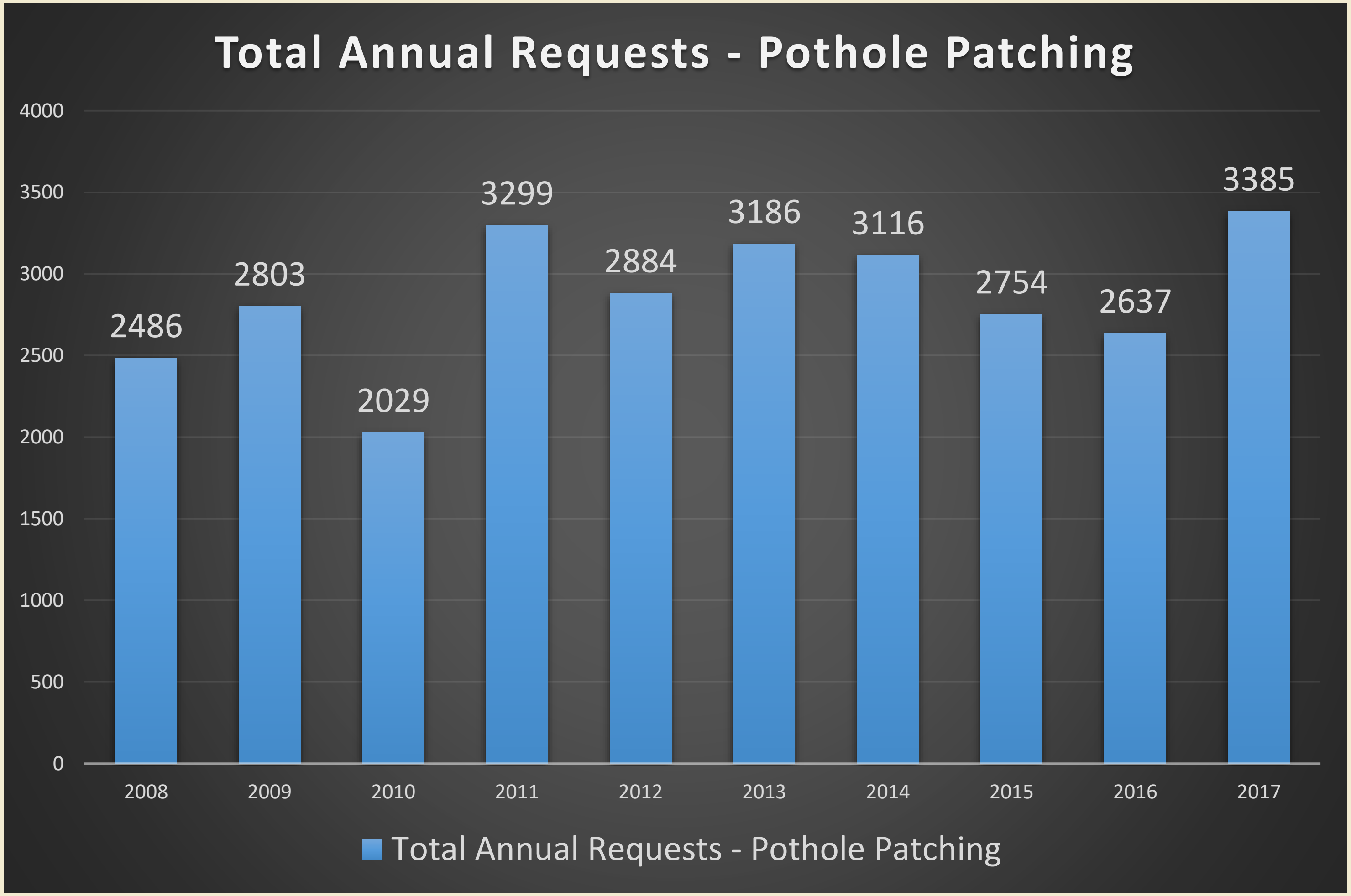
Mitch Leatherby – Street & Transportation Superintendent

Street & Transportation

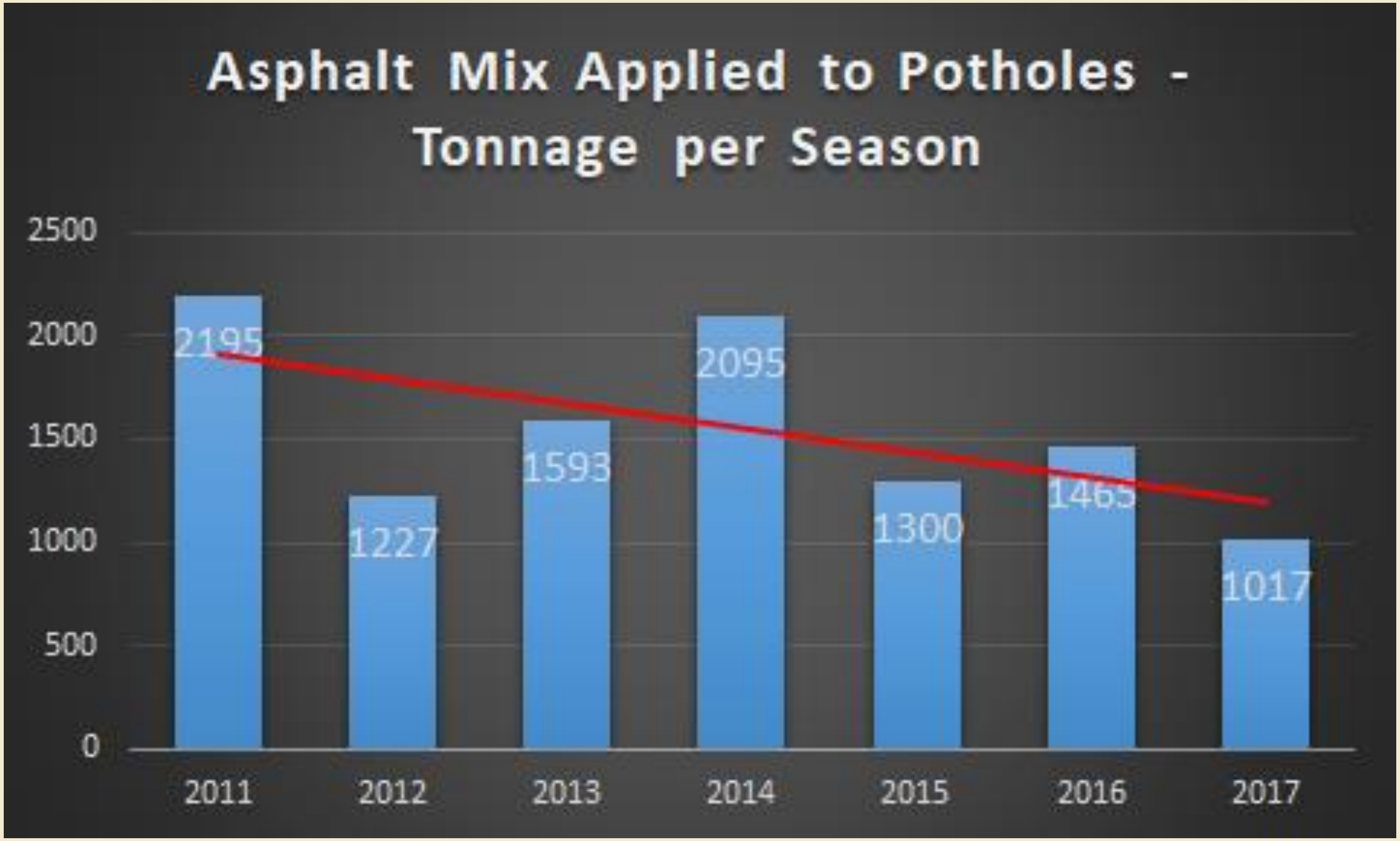
Dashboard

		2017 Monthly Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD AVE.
Street Operations	Unresolved Pothole Requests	100	10	8	2	25	8	8	3	7	3	3	2	2	7
	Arterial Pothole Req. - % Completed < = 10 Days	90%	98%	100%	100%	96%	95%	95%	100%	100%	100%	100%	100%	100%	99%
	Res. Pothole Req. - % Completed < = 30 Days	90%	99%	100%	98%	100%	97%	100%	100%	98%	100%	100%	100%	100%	99%
	# Trees Trimmed	200	326	436	413	239	179	187	164	160	245	271	257	198	256
	# Trees Removed	50	36	76	52	54	99	62	37	103	37	75	68	54	63
	# Trees Planted	70				28	60	13			60	50			43
	Unresolved Forestry Prune or Removal Requests	150	59	44	64	27	72	135	160	160	159	216	139	89	110
	Total Requests	600	451	444	571	639	582	648	669	788	372	398	185	346	508
	Total Unresolved Requests	250	106	75	102	88	123	210	252	206	179	245	226	188	167
Traffic Operations	% of Graffiti Requests removed in ≤ 5 days	95%	N/A	N/A	N/A	96%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	% Signals Repaired Compared to Reported	95%	100%	100%	99%	99%	99%	100%	99%	99%	100%	99%	100%	99%	99%
	% Signals Replaced Compared to Reported	95%	100%	100%	100%	100%	100%	100%	100%	75%	100%	100%	100%	100%	98%
	% of Signal Bulb Outages Responded in ≤ 24 hrs	95%	100%	100%	100%	100%	100%	95%	100%	100%	100%	100%	100%	100%	100%
	% of City Street Light Outages Responded in ≤ 5 days	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	% Sign Repaired/Replace to Reported	95%	92%	97%	99%	100%	99%	99%	100%	100%	100%	100%	100%	100%	99%
	% Signs Repair/Replace Responded in ≤ 5 days	95%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

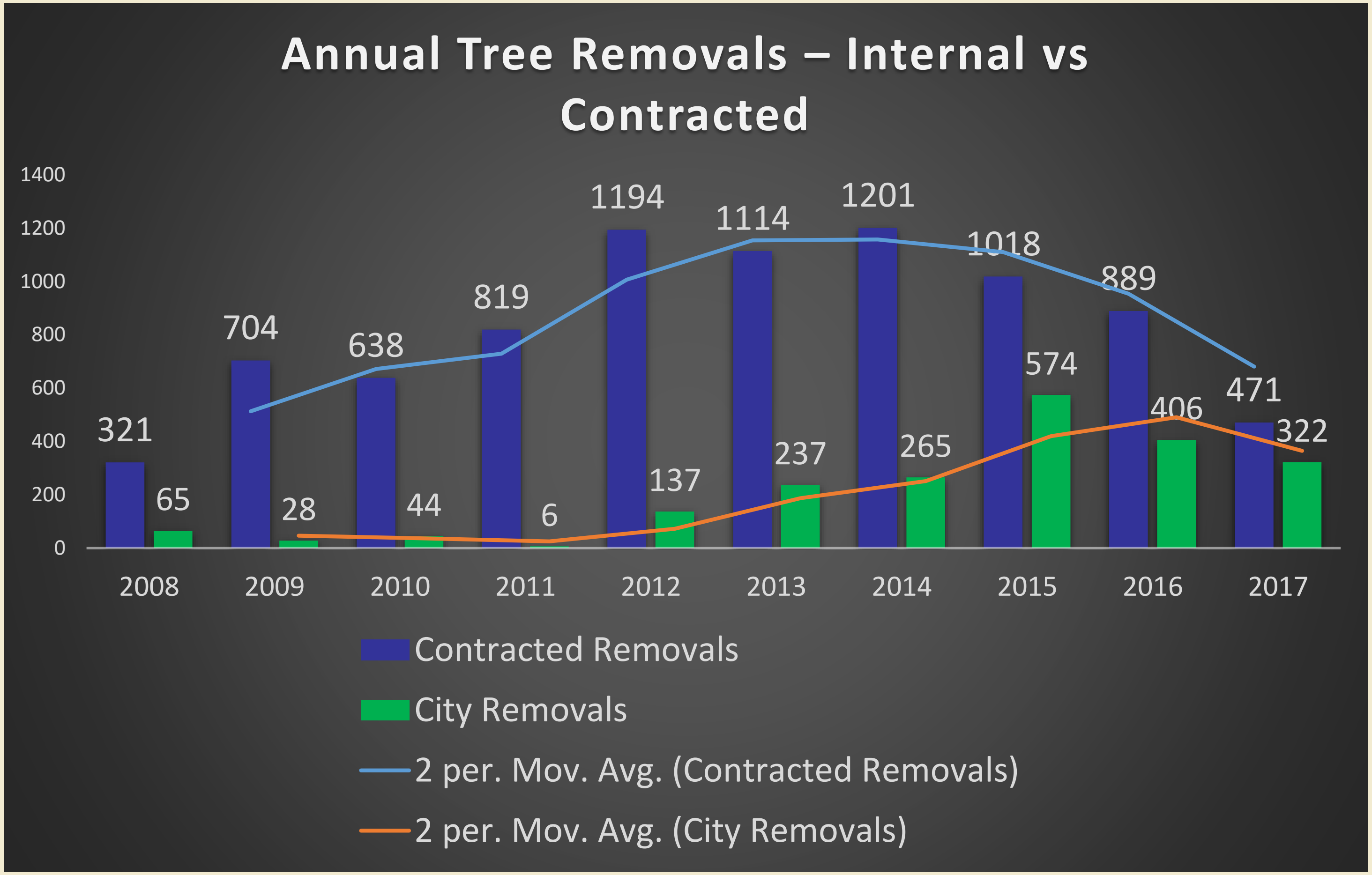
Street & Transportation



Street & Transportation



Street & Transportation



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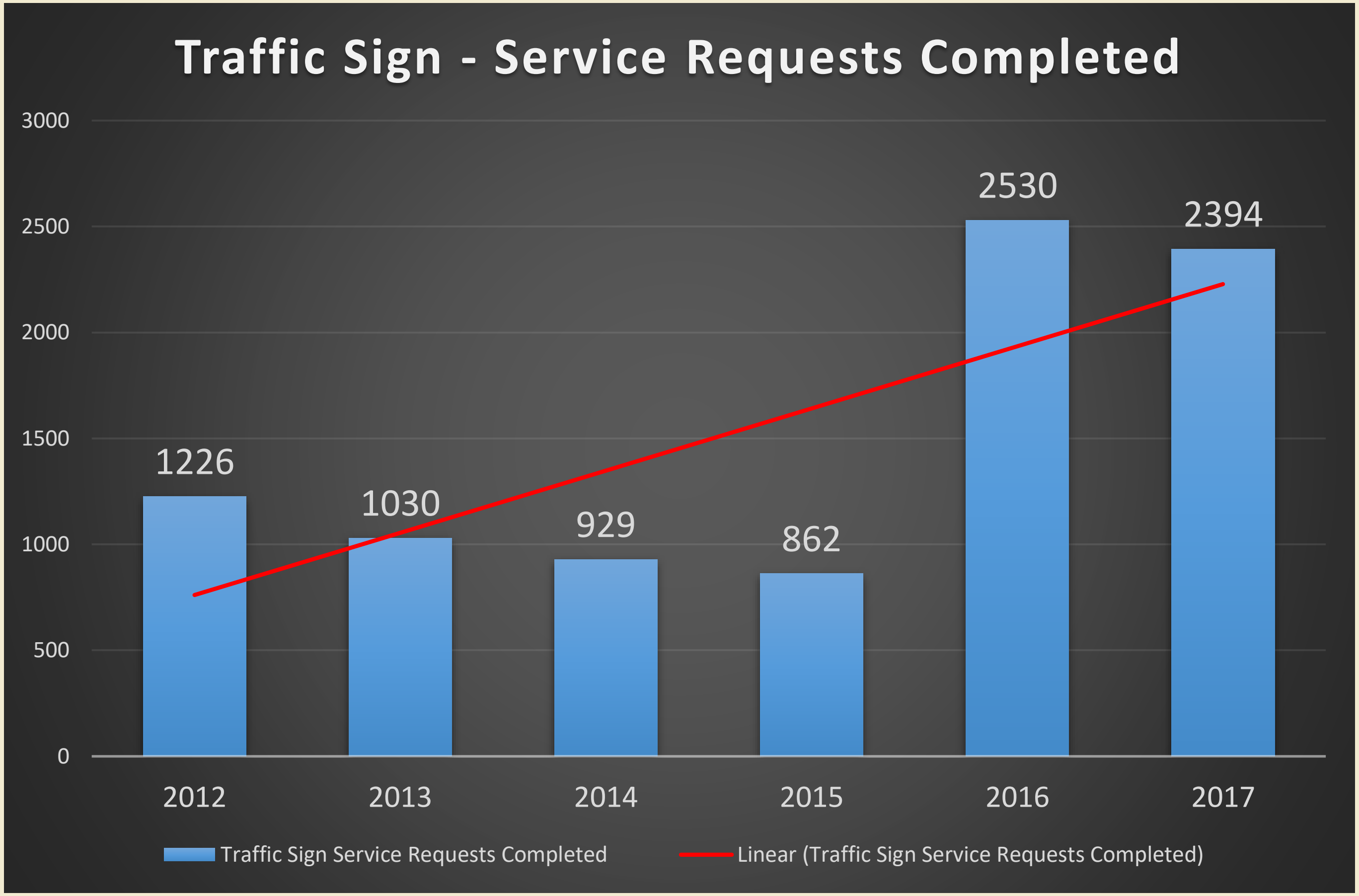
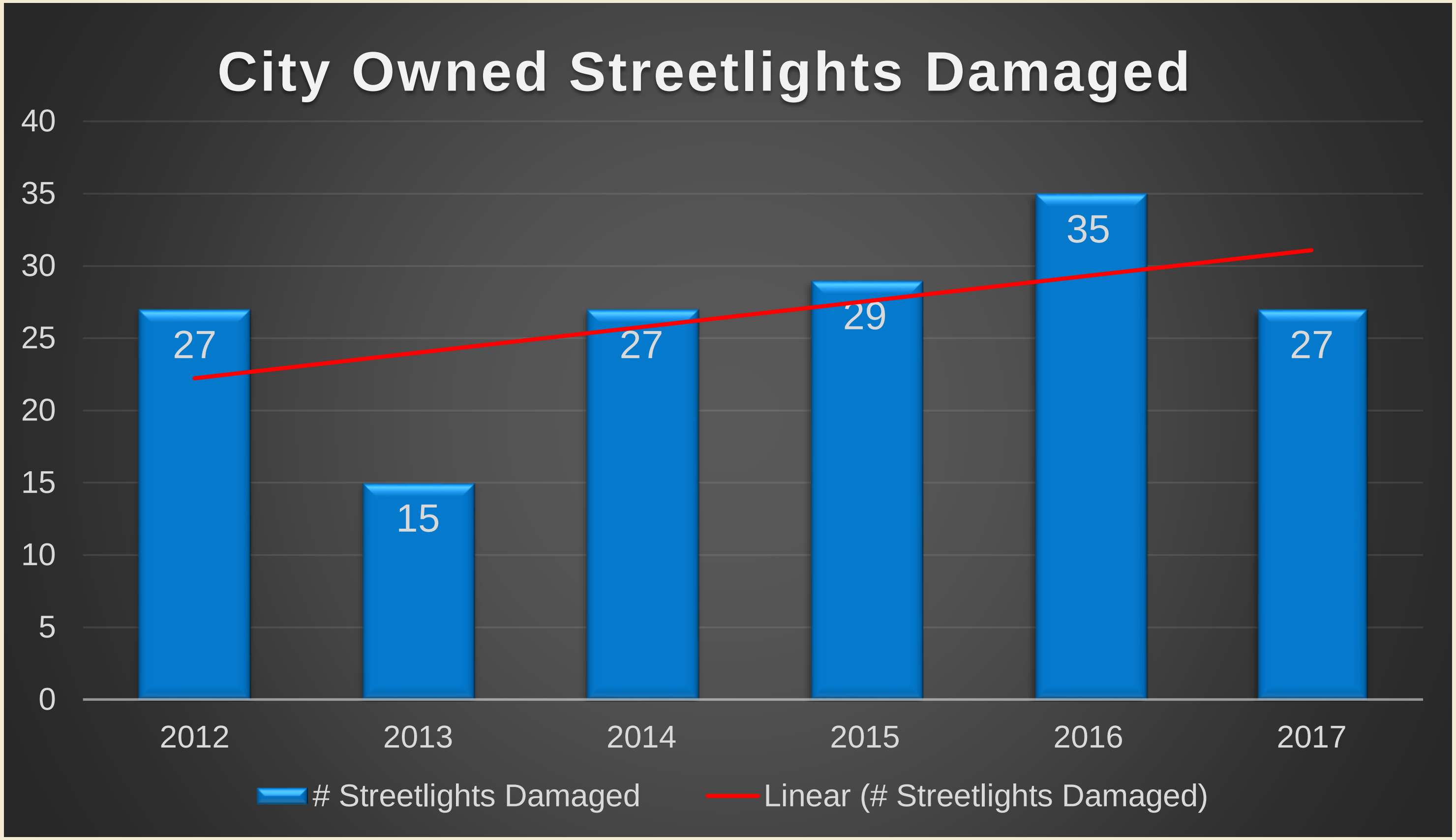
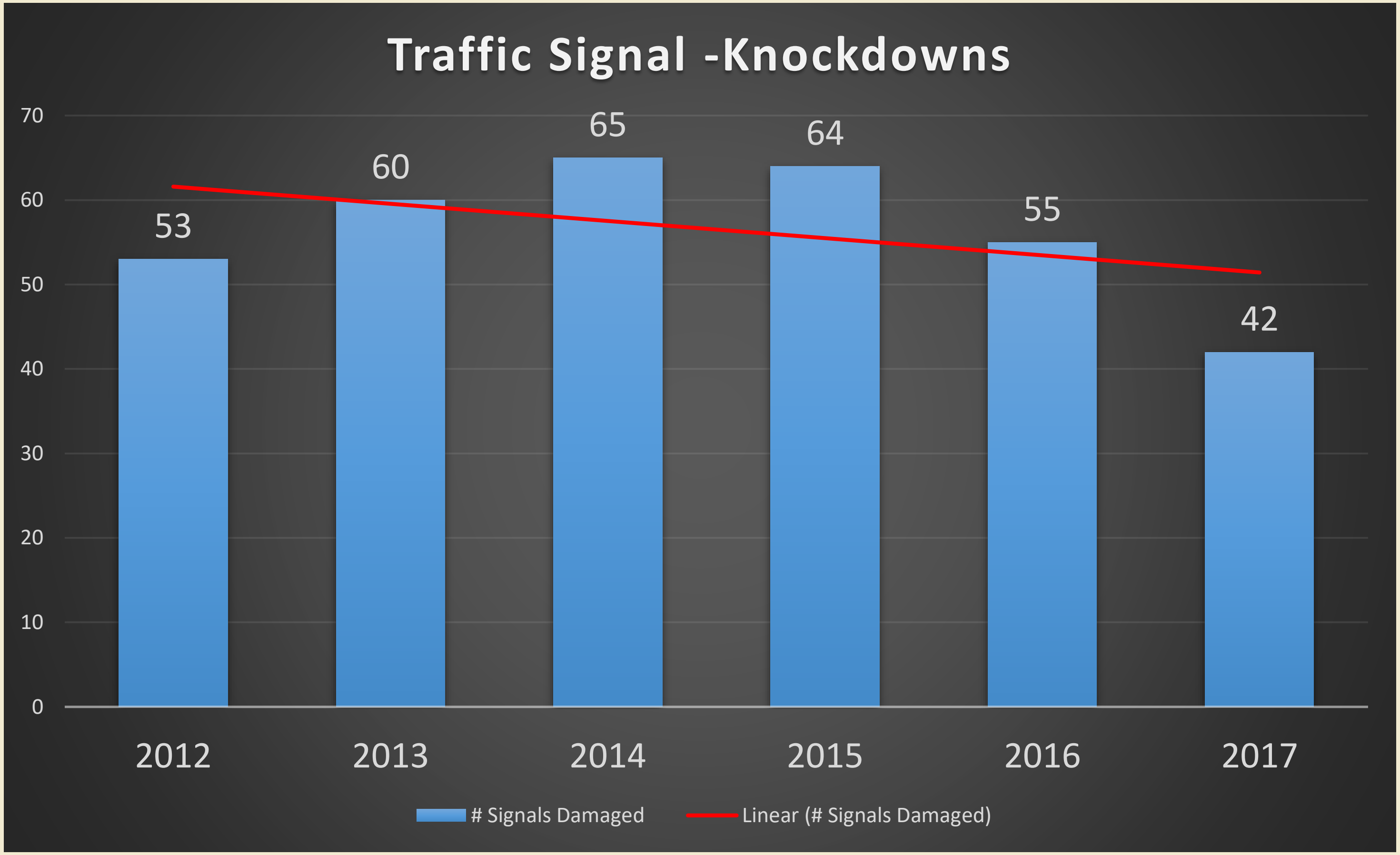
Street & Transportation



Street & Transportation



Street & Transportation



Street & Transportation

2017 Accomplishments & Areas for Future Improvement

Accomplishments

- 5,905 Street requests for service completed (97%)
- Removed 322 trees internally. Savings to the city of $160,000(2017) + $225,000(2016) = $400,000 over a 2-year span.
- Forestry Dept. pruned 3,075 trees (2^{nd} best year in a row)
- Signage Dept. Replaced 2420 street signs
- Nearly 100% monthly completion of Traffic Signal/Sign Service requests
- Central Garage completed 4665 repair work orders

Areas for Improvement

- Initiate an electronic asset management work order / inventory system for the property department
- Continued Long line pavement and crosswalk striping
- Coordination with PD to purchase/replace existing vehicles in the fleet
- Continue incremental improvements to City Yards facility

Public Works – Graffiti

2017 YTD Dashboard

RockStat Trend Graph

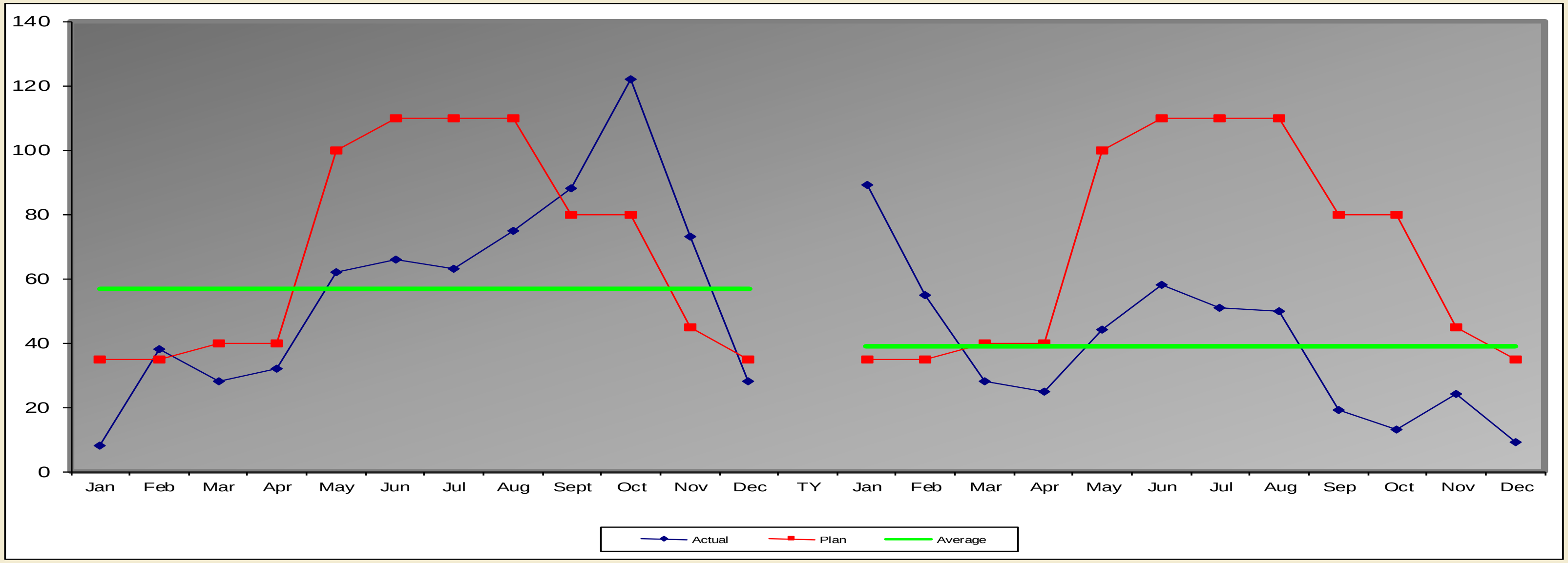
Date	JAN 18'	Name	Kwame Calvin
Operation	Properties		

Element/Measure Graffiti Calls

2016	Last 6 months actuals	63	75	88	122	73	28

Averages	
2015	51
2016	57
2017	39

Goal / Target	1st 6 months	2nd 6 months
2017	52	52



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	8	38	28	32	62	66	63	75	88	122	73	28		89	55	28	25	44	58	51	50	19	13	24	9
Plan	35	35	40	40	100	110	110	110	80	80	45	35		35	35	40	40	100	110	110	110	80	80	45	35

Public Works – Graffiti

Statistics

- We have a 38% reduction in graffiti this year compared to last year. We have **(465)** cases this year compared to **(683)** cases last year.
- We have a 79% decrease in graffiti over the last 4 months of this year **(65)** compared to last year **(311).**
- Gang graffiti makes up 43% of all graffiti identified. Slap tags is the lowest with just 1% out of all graffiti identified.

Before

After

THE CITY OF ROCKFORD ILLINOIS, USA

Public Works – Graffiti

Achievements

- Graffiti response and abatement time was (1.1) day average since April 1st
- Graffiti declined 38% last year.
- October graffiti (13) was our lowest month. Also, lowest October to date.
- Finishing strong- last 4 months total cases (65) compared to (311) total cases last year.

Areas of improvements

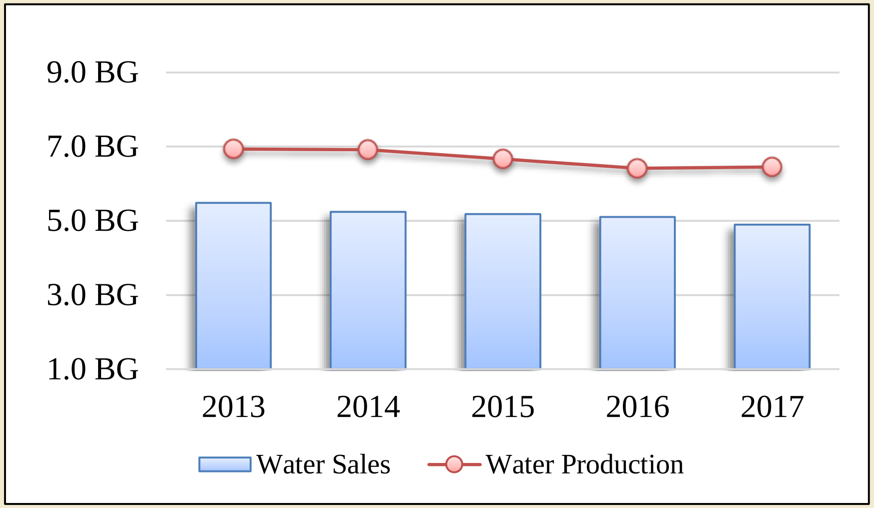
- Ward #5 continues to lead all wards in graffiti each year.

Water Division

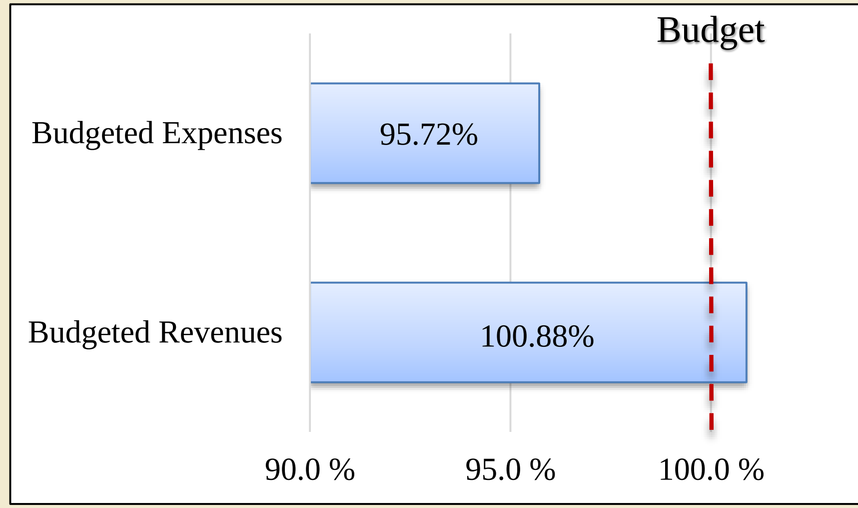
Kyle Saunders - Water Superintendent

PUBLIC WORKS / WATER DIVISION

Water Production/Consumption



Financial Performance – Budget to Actual



Scorecard

		Monthly Performance	2017 Monthly Target	2017 YTD Average	2016 YTD Average	Indicator
Water Operations	Distribution	Emergency Repair Time (hours)	2	0.9	1.2	-0.3
		% of Total Repairs That Are Planned	70%	82%	76%	6%
		Backlog of Non-Emerg Repairs (Weekly Avg)	25	27	49	-22
		# of Winter Backlog Jobs	130		Date Based Metric	
		Water Main Flushed (mi)	40	37	44	-7
	Field Services	Total Work Orders	2465	2505	2535	-30
		Days Priority S /O Outstanding	30	7	7	0
		Backlog of Priority S /O	50	9	17	-8
	Production	Maintenance Work Orders	200	199	210	-11
		Service Pressure Excursions	45	24	36	-12
		% Preventative Maintenance	60%	58%	66%	-8%
		# of Water Quality Complaints	3	2	1	1
		% Design Demand	100%	123%	136%	-13%
	Financial	Total Amt Past 30 Days Due as % of Revenue	5%	2.4%	3.0%	-0.6%
		Operating Revenue, % of Plan	95%	100%	101%	-1%
		Number of New Water Connections	5	10	8	2

Highlights – FY 2017

- 4.4% Increase in Revenue
- 4.3% Below Expense Budget
- 0.5% Increase in Water Production
- 3.5% Increase in Water Loss*
- 150% Increase in Distribution PMs
- $6.75MM Investment in Water CIP

THE CITY OF ROCKFORD ILLINOIS, USA

PUBLIC WORKS / WATER DIVISION

Achievements

- 208 Miles of Acoustic Leak Detection in SE Rockford
- Backwash Tank Residuals Removal
- Large Meter Testing Program
- Master Meter Validations
- 4.0+ Miles of Water Main Replaced/Installed City-Wide
- 5 Well Rehabilitations
- Fireflow Testing & Hydrant PMs
- 2500 40W ERTs Replaced
- Chamber of Commerce Confluence Award – P3 Partnership
- Lead and Drinking Water Program

Areas of Improvement

- Stanley St Radium Treatment Plant Construction
- Valve Assessment Pilot Program
- River Crossing(s) Pipe Assessment
- LIMS Implementation
- Cost-of-Service Analysis
- Brand Identity/Awareness
- Water Leadership Program
- More Robust CIP Program
- Water System Modeling
- Lead and Drinking Water Program

THE CITY OF ROCKFORD ILLINOIS, USA

PUBLIC WORKS / WATER DIVISION

2018 Goals & Objectives

- Provide safe, plentiful, and desirable drinking water to the community
- Reduce water loss through leak detection, master meter validation and large meter testing
- Continue predictive/preventative maintenance management efforts
- Increase efficiency of ERT replacement program; next generation metering
- Proactively replace antiquated, high-risk water infrastructure city-wide
- Advance the development of the Rockford Water Academy and Water Leadership programs to aid in staff development

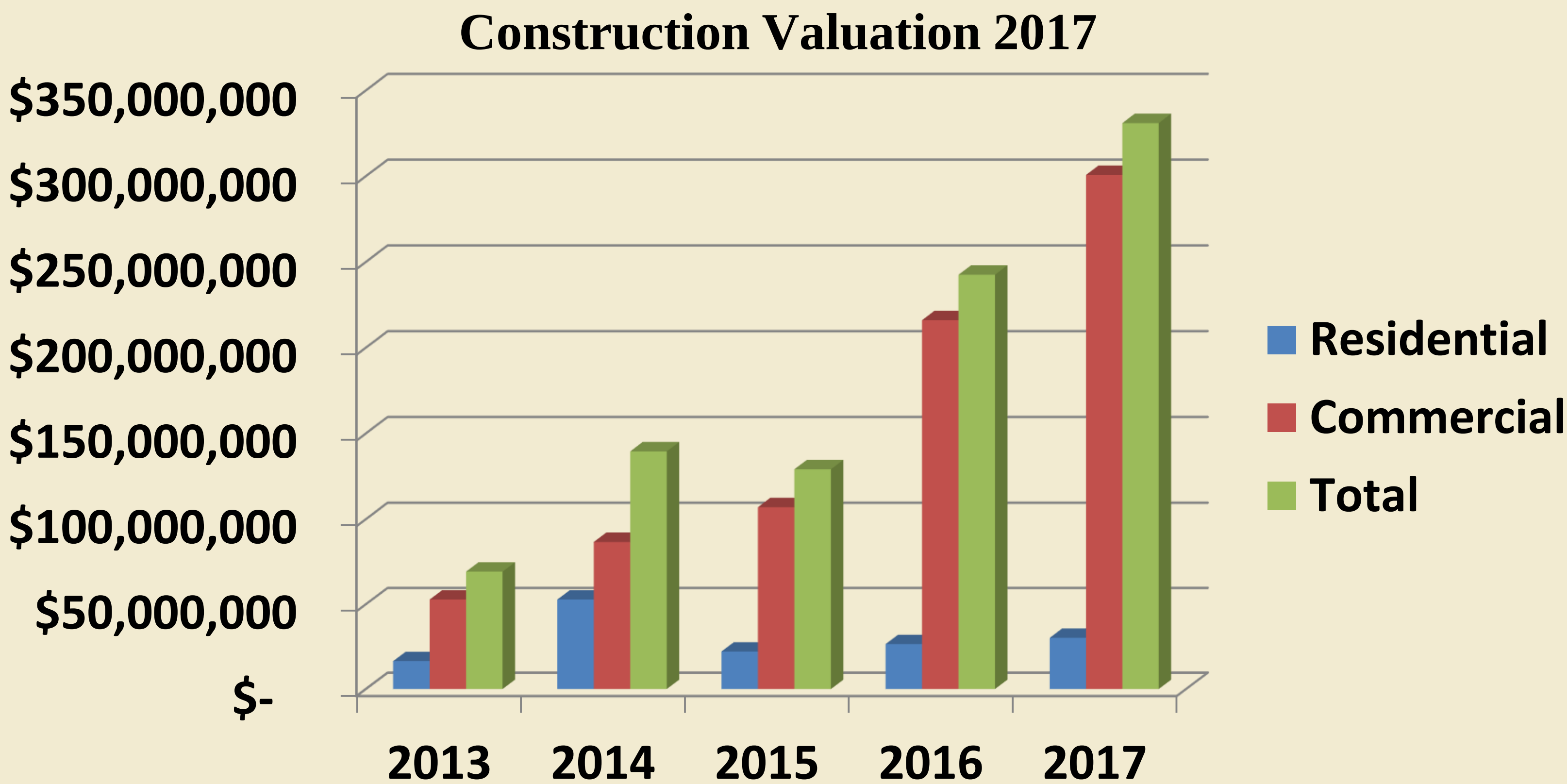
Community and Economic Development

PRESENTED BY:
Todd Cagnoni

- Code Enforcement Improvement
- Neighborhood and Housing Improvement
- Commercial Corridors
- Global Trade Park - Land Use & Marketing Plan
- Central Planning Area

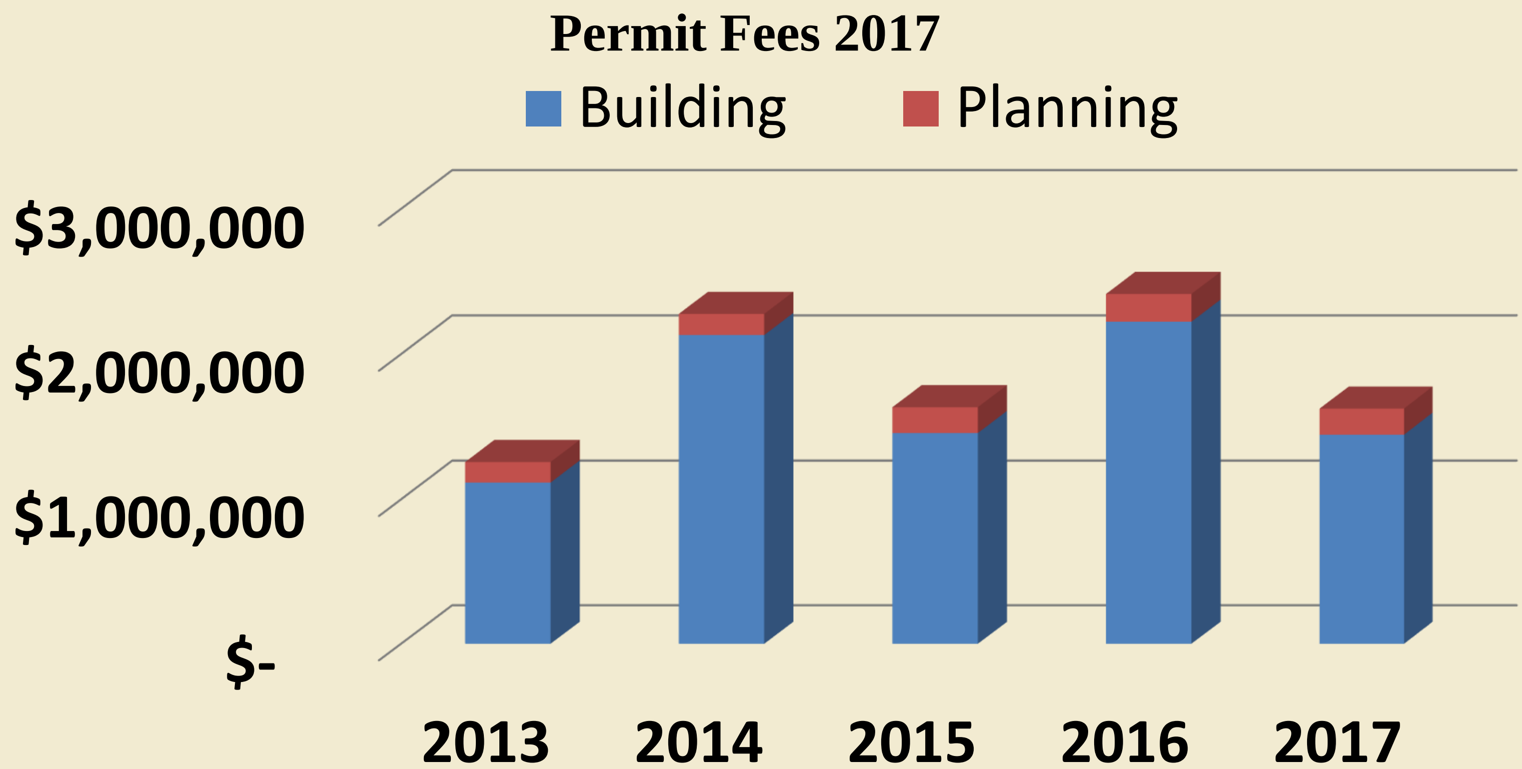
Community & Economic Development Department
Key Strategic Initiatives
2017

CEDD - Construction & Development Services



	2013	2014	2015	2016	2017	% Change
Residential	$ 16,478,272	$ 52,796,024	$ 22,098,220	$ 26,486,997	$ 30,205,802	**14.04%**
Commercial	$ 52,807,574	$ 86,746,135	$ 107,000,438	$216,061,659	$ 300,740,980	**39.19%**
Total	**$ 69,285,846**	**$139,542,159**	**$ 129,098,658**	**$242,548,656**	**$ 330,946,782**	**36.45%**

CEDD - Construction & Development Services



	2013	2014	2015	2016	2017	% CHANGE
Building	$1,115,762	$2,131,184	$ 1,456,553	$ 2,223,112	$ 1,444,900	**-35.01%**
Planning	$ 141,181	$ 145,296	$ 177,378	$ 190,635	$ 179,673	**-5.75%**
Total	**$1,256,943**	**$2,276,480**	**$ 1,633,931**	**$ 2,413,747**	**$ 1,624,573**	**-32.69%**

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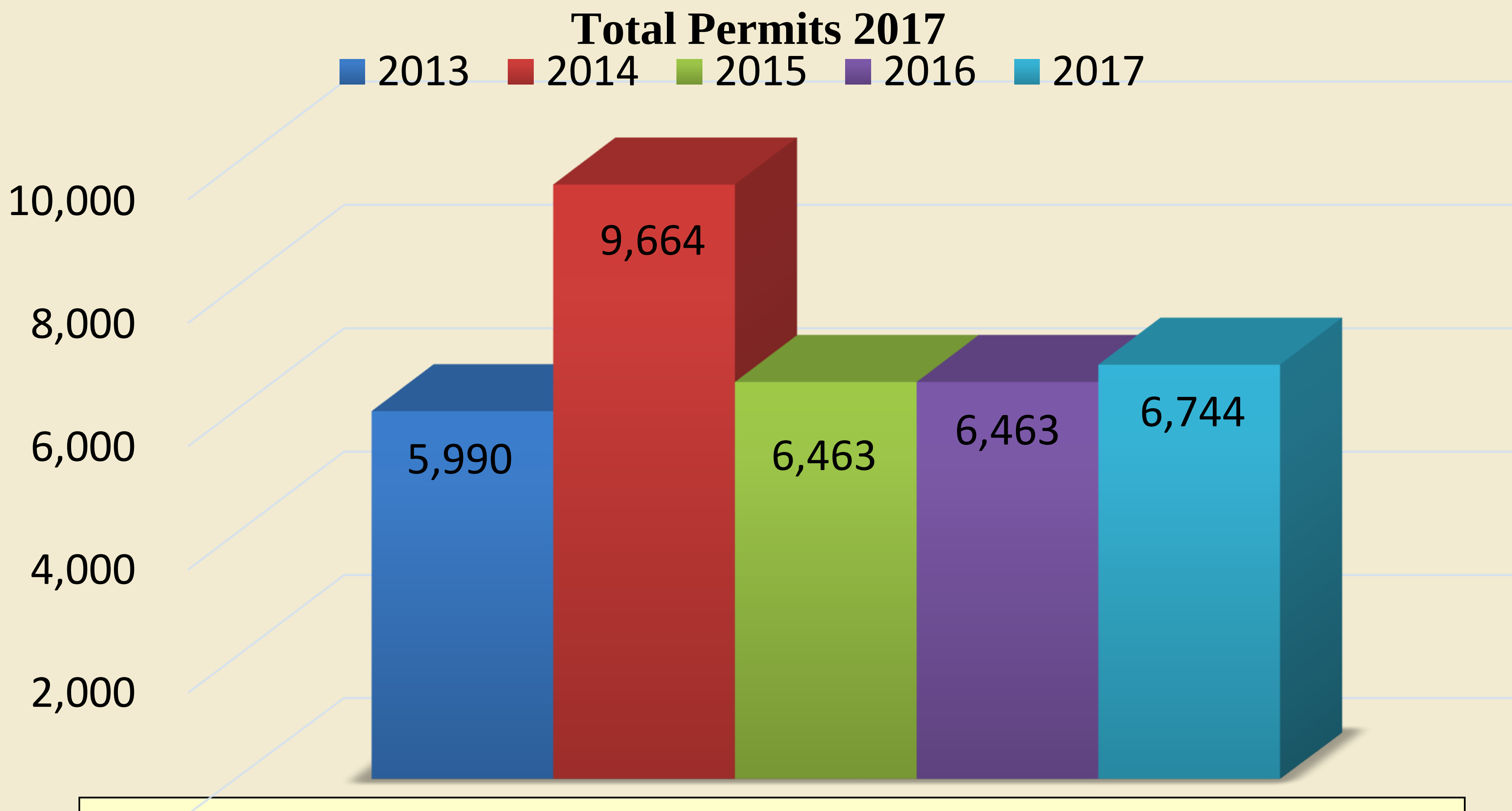
CEDD - Construction & Development Services



TOTAL PERMITS					
2013	**2014**	**2015**	**2016**	**2017**	**% CHANGE**
5,990	9,664	6,463	6,463	6,744	4%

CEDD - Construction & Development Services

Building Scorecard – 2017

Current Trends					Performance Measurement	
	2016 YTD	2016 AVG	2017 YTD	% Change vs. 2016	Goal 95%	2017 AVG
New 1&2 Fam	24	2	32	33%	3 Days	--
1+2 Acc. Det.	59	5	58	-2%	2 Days	91%
1/2 Add/Alt	448	40	397	-11%	2 Days	92%
Comm/MF Plans	149	13	228	53%	14 Days	98%
Plum/Mech Plans	88	8	151	72%	14 Days	94%
Elec Plans	138	12	175	27%	14 Days	95%
Counter Permits	26	2	46	77%	1 Day	98%
Demolition Permits	181	16	213	18%	2 Days	82%
Plumbing Permits	1315	116	1257	-4%	-	95%
Stand Alone Plum	875	78	977	12%	1 Day	
Mechanical Permits	1237	111	1207	-2%	-	95%
Stand Alone Mech	829	76	906	9%	1 Day	
Electrical Permits	870	73	813	-7%	-	96%
Stand Alone Elec	328	27	369	13%	1 Day	
# Roofing Permits	1126	94	1691	50%	1 Day	99%
# Siding Permits	170	14	150	-12%	1 Day	99%
Struct Insp Reported	3536	295	2333	-34%	-	
Struct Inspections	2967	247	1947	-34%	1 Day	97%
Plum Insp Reported	2031	169	2578	27%	-	
Plumbing Inspections	1837	153	2040	11%	1 Day	100%
# Mech Insp Reported	1538	128	2021	31%	-	
# Mechanical Insp	745	62	1515	103%	1 Day	99%
Elec Insp Reported	1886	157	1778	-6%	-	
# Electrical Inspections	1477	123	1462	-1%	1 Day	99%
# FOIA Requests	512	43	545	6%	On Time	

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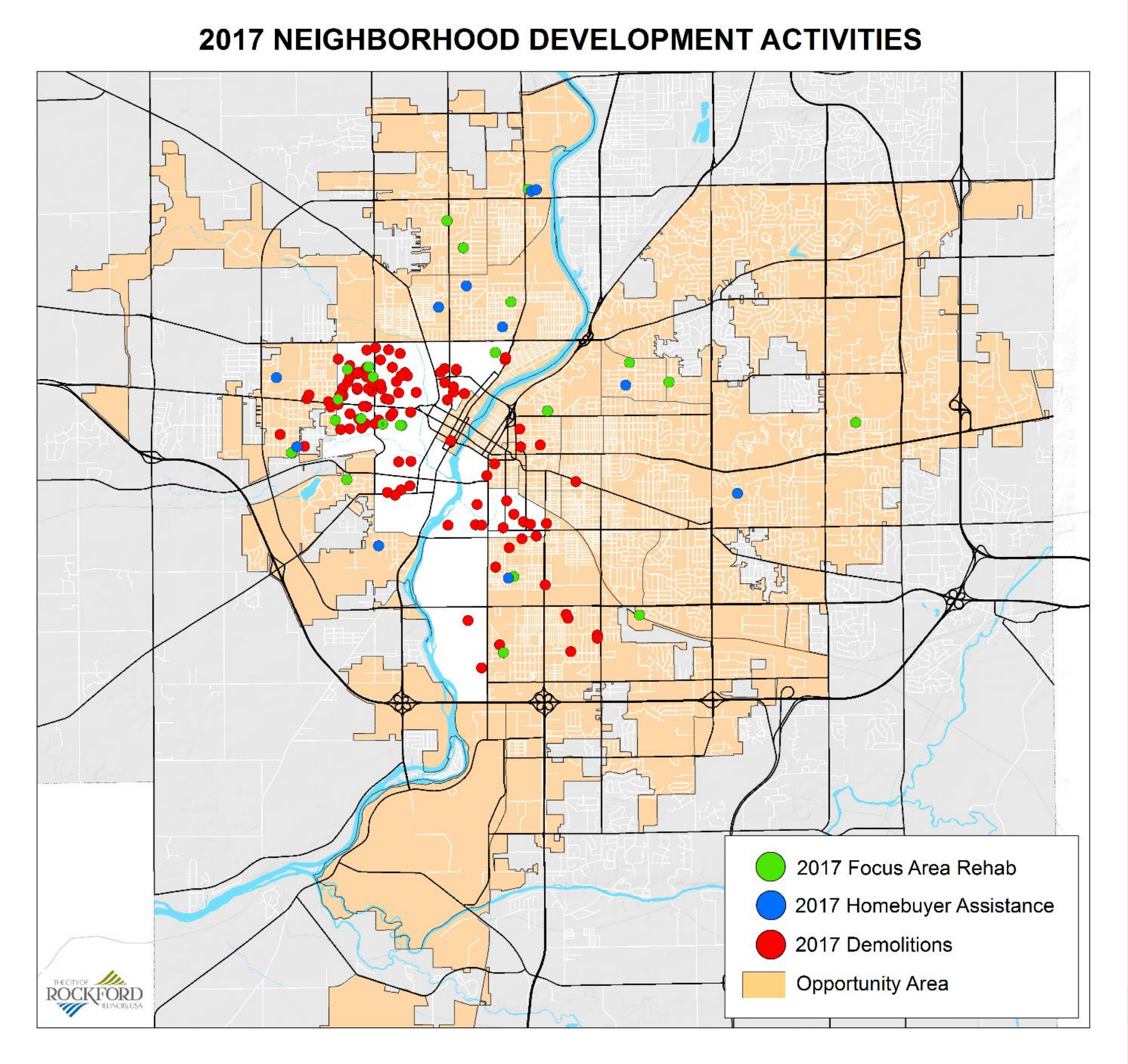
CEDD – Neighborhood Development

Scorecard

	Funding	Neighborhood Development Program	2017 Annual Target	2017 Actual	% of Target
Housing Activities	CDBG	Ramps	3	0	0%
	HOME	Homeowner Rehab	24	23	96%
	HOME / NSP / IHDA	Homebuyer Assistance	10	11	110%
	HOME	CHDO Homebuyer /Rental / Operating	5	0	0%
	HOME	Sub-recipient: Jeremiah Development	2	2	100%
	Madigan Grant	Roof Repair /Replacement	20	12	60%
	TOTAL HOUSING		64	48	75%
Public Service	CDBG	Discovery Center - After School Program	220	199	90%
	TOTAL PUBLIC SERVICE		220	199	90%
Property Improvements	CDBG, IHDA, Sanitation, RCI, Emergency	Demolitions	108	111	103%
	IHDA BRP	Blight Reduction Program – Acquisition	19	23	121%
	CDBG	Code Enforcement	5,000	5,915	118%
	TOTAL PROPERTY IMPROVEMENTS		5,127	6,049	118%

CEDD – Neighborhood Development



CEDD – Neighborhood Development

Achievements – Single Family Housing Rehabilitation

Before

After

“My failing house is <u>now</u> my castle!”

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CEDD - Economic Development

Scorecard

Economic Development Data Quarterly Performance		2017 Annual Target	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Year to Date	
			Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual
Commercial New and Retained Projects		20	5	**1**	5	**5**	5	**3**	5	**3**	20	**12**
Industrial New and Retained Projects		12	3	**3**	3	**1**	3	**2**	3	**3**	12	**9**
New and Retained Jobs		800	200	**37**	200	**171**	200	**1**	200	**136**	800	**345**
Total Investment	Private Investment	$ 125,000,000	$ 2,600,000		$ 77,052,827		$ 85,556,142		$ 2,264,649		**$ 167,473,618**	
	Public Investment		$ 40,500		$ 3,469,837		$ 4,423,587		$ 244,912		$ 10,198,573	
	Percentage, Public Investment		1.56%		4.50%		5.17%		10.81%		6.09%	

THE CITY OF ROCKFORD ILLINOIS, USA

CEDD - Economic Development

2017 Development Agreements

- Enterprise Zone Property Tax Abatement MOU – Chem Processing
- Napleton Auto Group Incentive Agreement
- Indoor City Market Development Agreement
- Gorman/Amerock Hotel Development Agreement Amendment
- 326 West Jefferson Development Agreement
- OSF Campus Development Agreement
- Ozinga Lease Agreement
- CDBG Projects
  - Warner Winnebago LLC (Façade Improvement)
  - Midtown Faust Corporation (Façade Improvement)
  - Crust & Crumbles (Rehab and Development Assistance)
  - Salon 4 Purpose (Rehab and Development Assistance)
  - Cliffbreakers (Section 108 Loan)

CEDD - Economic & Neighborhood

Brownfield Grants

- Awarded $2,216,435 from EDA for Infrastructure Colman Village Phase 1
- Awarded $700,000 for revolving loan fund in FY18
- Awarded $170,000 US EPA clean up grant for FY18

Neighborhood Grants

- Awarded $125,000 for residential demolition IHDA – APP #2
- Applied for $250,000 for residential demolition 12/1/2017 IHDA – APP #3
- Applied for $850,000 for land bank in conjunction with R1 Regional Planning

CEDD – Construction & Development Services

2017 Neighborhood Standards Code Enforcement Trends

	Year Total 2017	Year Total 2016	% Change
Total Complaints (Service Requests)	4764	4118	15.7%
Unfounded Complaints	1635	1469	11.3%
*Avg No. Days to Initial Inspection	1.4	2.8	-50.2%
Total Cases Started	9764	8095	20.6%
ProActive Cases Started	5849	4969	17.7%
CD ORD Cases (Rental, Zoning, Etc)	445	360	23.6%
Zoning/Non-Cont. Cases Started	2164	1362	58.9%
Nuisance Cases Started	7179	6373	12.6%

	Year Total 2017	Year Total 2016	% Change
% Rate of Voluntary Compliance	68.6%	48.7%	40.7%
Avg Days to Vol. Compliance	13.8	21.4	-35.6%
% Rate of Induced Compliance	2.9%	7.9%	-63.1%
Avg Days to Induced Compliance	26.4	44.4	-40.5%
% Rate of Forced Compliance	28.7%	44.0%	-34.9%
Avg Days to Forced Compliance	23.8	23.3	2.1%

Positive Trend

Negative Trend

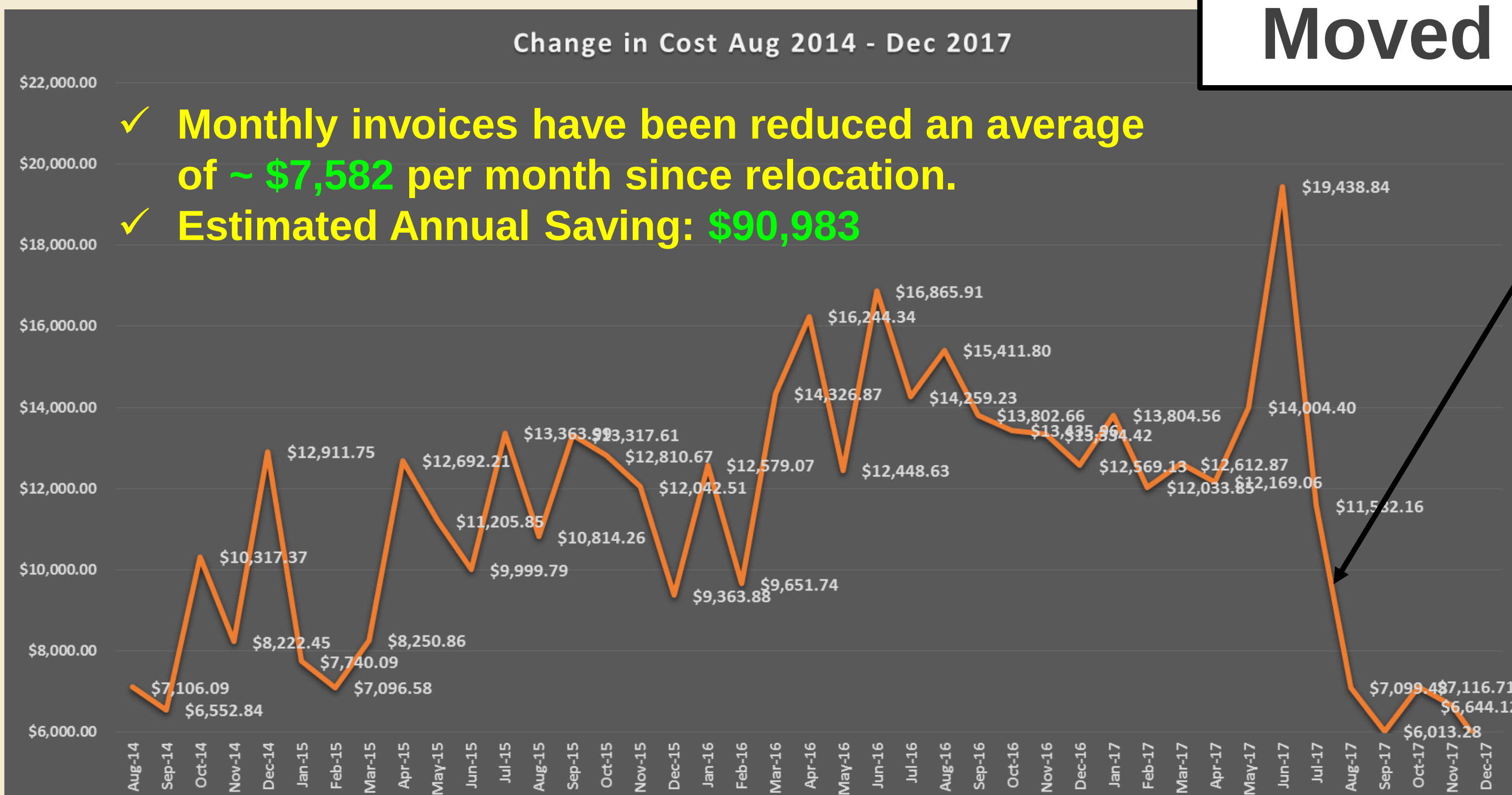
THE CITY OF ROCKFORD ILLINOIS, USA

CEDD – Construction & Development Services

2017 Electronic Waste Program

MONTH	LBS E-WASTE	LOCATION
JAN - JUL	1,041,888	2 KELLEY-WILLIAMSON STATIONS
JUL - DEC	422,455	KEEP NORTHERN ILLINOIS BEAUTIFUL
2017 TOTAL	1,464,343	
2016 TOTAL	1,900,108	

***July 5, 2017 Collection Bins Moved to KNIB**



THE CITY OF ROCKFORD ILLINOIS, USA

Community and Economic Development

Achievements

- Collaboration with Prairie State Legal for Fair Housing Video: 23,000 views on Facebook and 500 views on YouTube. Seen by 100 people in local training events.

- Successful marketing efforts – In 2017, all of the available and budgeted HOME funds were committed to projects. There are currently 31 applicants on a waiting list and 54 additional names on an "Interested Party" list for our housing programs. Housing needs far exceed our available HOME funds.

- Amount of leveraged funds on HOME projects increased 42% from 2016 to 2017, primarily due to the increase in homebuyer assistance projects.

- 31% increase in obligated HOME funds from 2016 to 2017, with a 55% increase in the number of assisted HOME projects.

- Rockford Community Partner supported projects; 2nd Annual "Rockford Day" on 8/15, Great Neighborhoods Initiative (Transform Rockford), Ethnic Festival (Midtown), "Our City Our Story" (RACVB), installation of public tables in Lot 5 (Forest City Beautiful).

THE CITY OF ROCKFORD ILLINOIS, USA

Community & Economic Development

Goals and Strategies for 2018

- CODE ENFORCEMENT – Advance recommendations of Community Progress report including alignment with Neighborhood Stabilization position in Legal Department to revise code enforcement procedures to promote and leverage investment.

- ECONOMIC DEVELOPMENT – Facilitate a Quick Start Building Project in conjunction with RAEDC, educate industry with EZ, RERZ, and TIF processes and procedure, prioritize Business Liaison responsibilities, implement "Doing Business in Rockford Task Force" recommendations and prioritize activity to expand business startups, MBE / WBE through Business First.

- NEIGHBORHOODS – Continue to demolish abandoned properties, create a pipeline of eligible Community Housing Development Organizations, advance regional housing policies, improve systems used to track relevant data for reports and timely use of funds and identify, evaluate, and apply for additional grants to compliment and leverage our limited dollars

THE CITY OF ROCKFORD ILLINOIS, USA

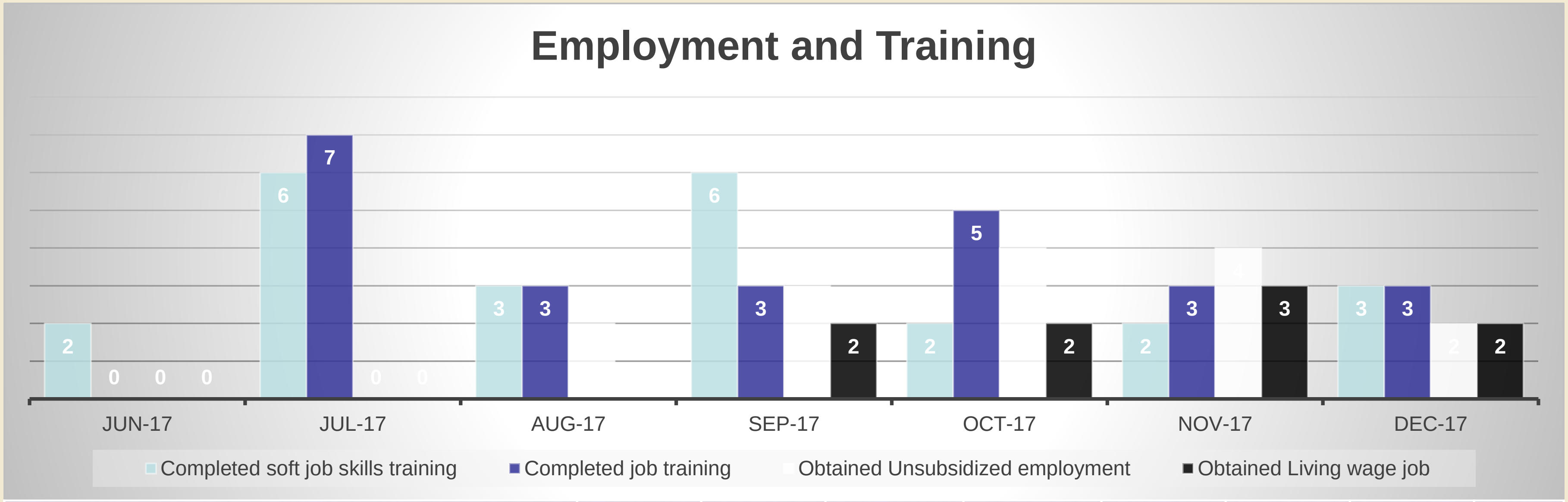
Community Services

PRESENTED BY:
Jennifer Jaeger
Director

- Training and Employment
- Education
- Healthy Homes/Energy Efficiency
- Emergency Assistance
- Housing/Homeless

Community Services Key Strategic Initiatives 2017

Human Services-Community Services



	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	YTD
Completed soft job skills training	2	6	3	6	2	2	3	24
Completed job training	0	7	3	3	5	3	3	24
Obtained Unsubsidized employment	0	0	2	3	4	4	2	10
Obtained Living wage job	0	0	0	2	2	3	2	9

We used employment and training funds for two projects in 2017, a sub grant to Zion West for training and subsidized employment for 10 individuals, who went on to obtain non-subsidized employment and a partnership with Rock Valley College to pay tuition for low-income individuals to obtain certificates in either CNC or cold forming. Overall, the project had a 79% employment rate.

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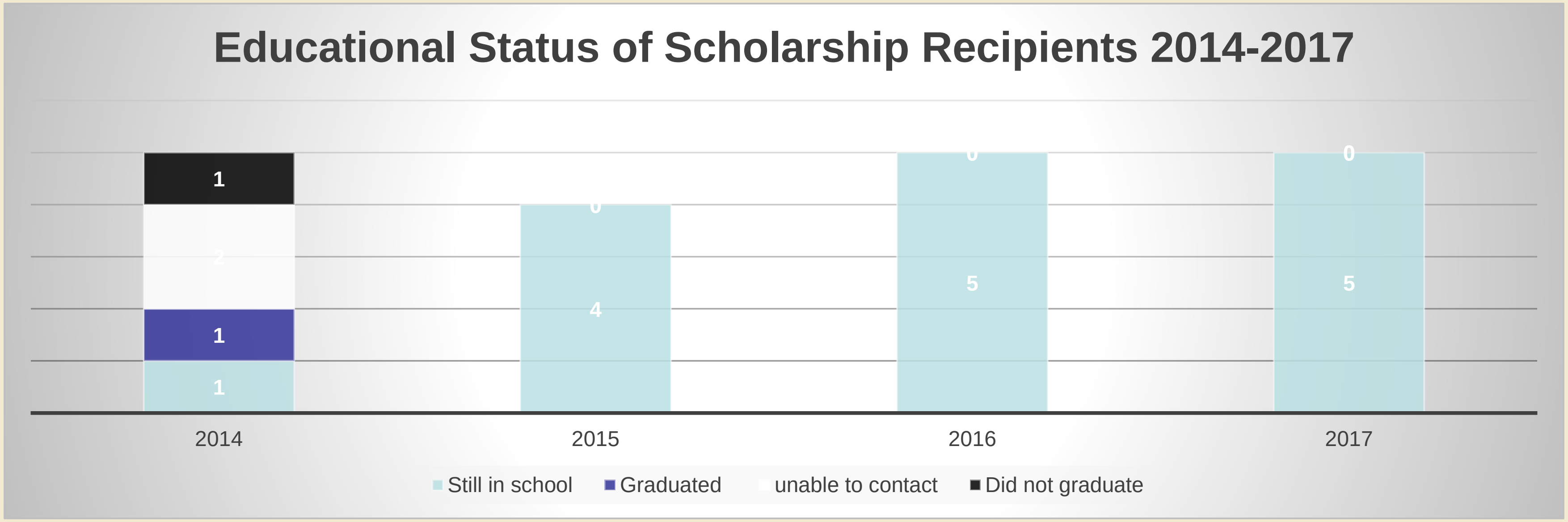
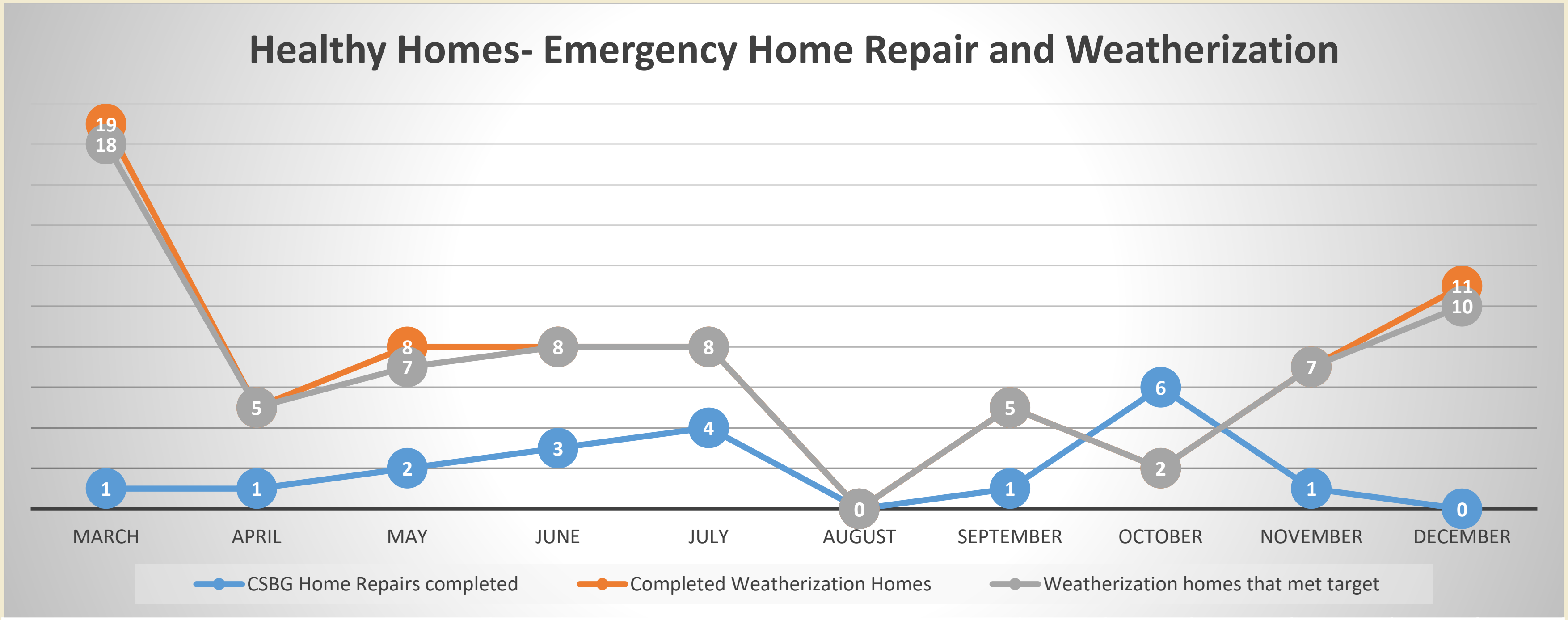
Human Services-Community Services



	2014	2015	2016	2017
Still in school	1	4	5	5
Graduated	1	0	0	0
unable to contact	2	0	0	0
Did not graduate	1	0	0	0

Community Action provides post secondary scholarships of at least $1,000 to at least 5 students annually with 80% staying in college and/or graduating. Our scholarship application is currently open, call 844-710-6919.

Human Services-Community Services

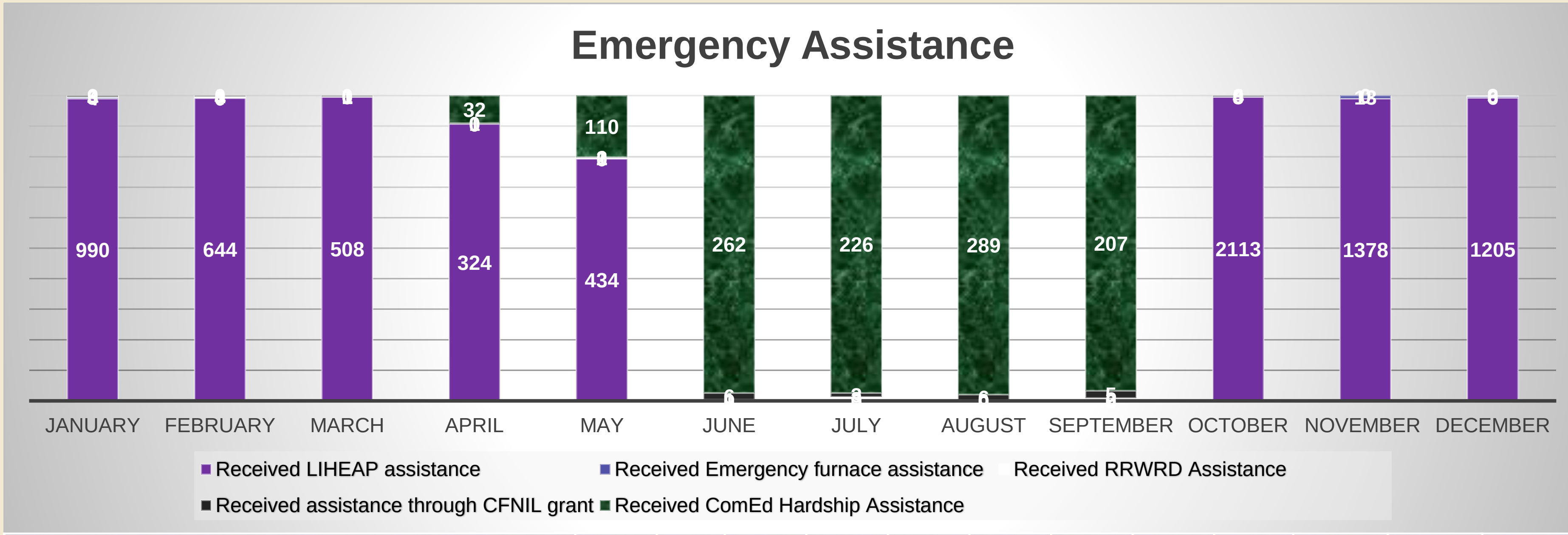


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
CSBG Home Repairs completed	1	0	1	1	2	3	4	0	1	6	1	0
Completed Weatherization Homes	1	3	19	5	8	8	8	0	5	2	7	11
Weatherization homes that met target	1	3	18	5	7	8	8	0	5	2	7	10

97 homes in our service area received either life/safety repairs or weatherization services, with the average investment per home being $11,000 in labor and material.

THE CITY OF ROCKFORD ILLINOIS, USA

Human Services-Community Services

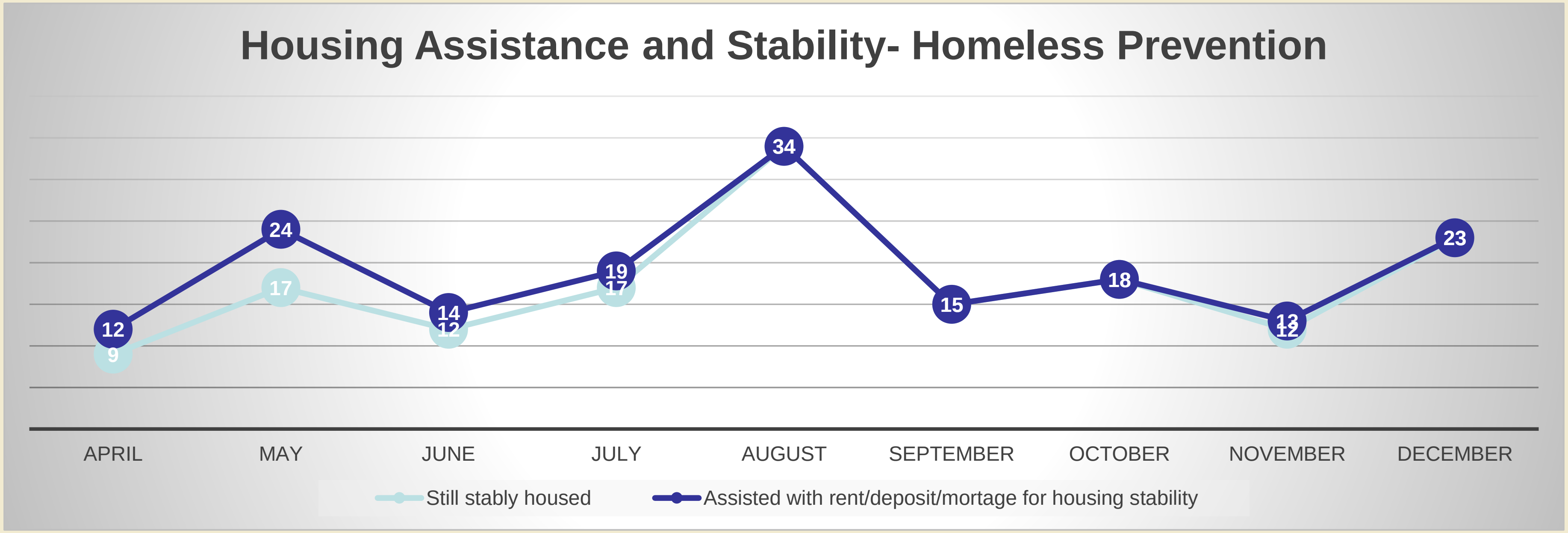


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Received Emergency Financial Assistance	11	5	6	8	6	11	2	7	1	3	10	7
Received LIHEAP assistance	990	644	508	324	434	0	0	0	0	2113	1378	1205
Received Emergency furnace assistance	4	0	0	0	0	0	0	0	0	5	13	6
Received RRWRD Assistance	3	4	1	0	2	1	3	0	2	0	0	3
Received assistance through CFNIL grant	3	1	1	1	1	6	3	6	5	4	0	0
Received ComEd Hardship Assistance	0	0	0	32	110	262	226	289	207	0	0	0

In 2017, 8,827 residents received emergency assistance of some type through our office with the majority being utility related.

THE CITY OF ROCKFORD ILLINOIS, USA

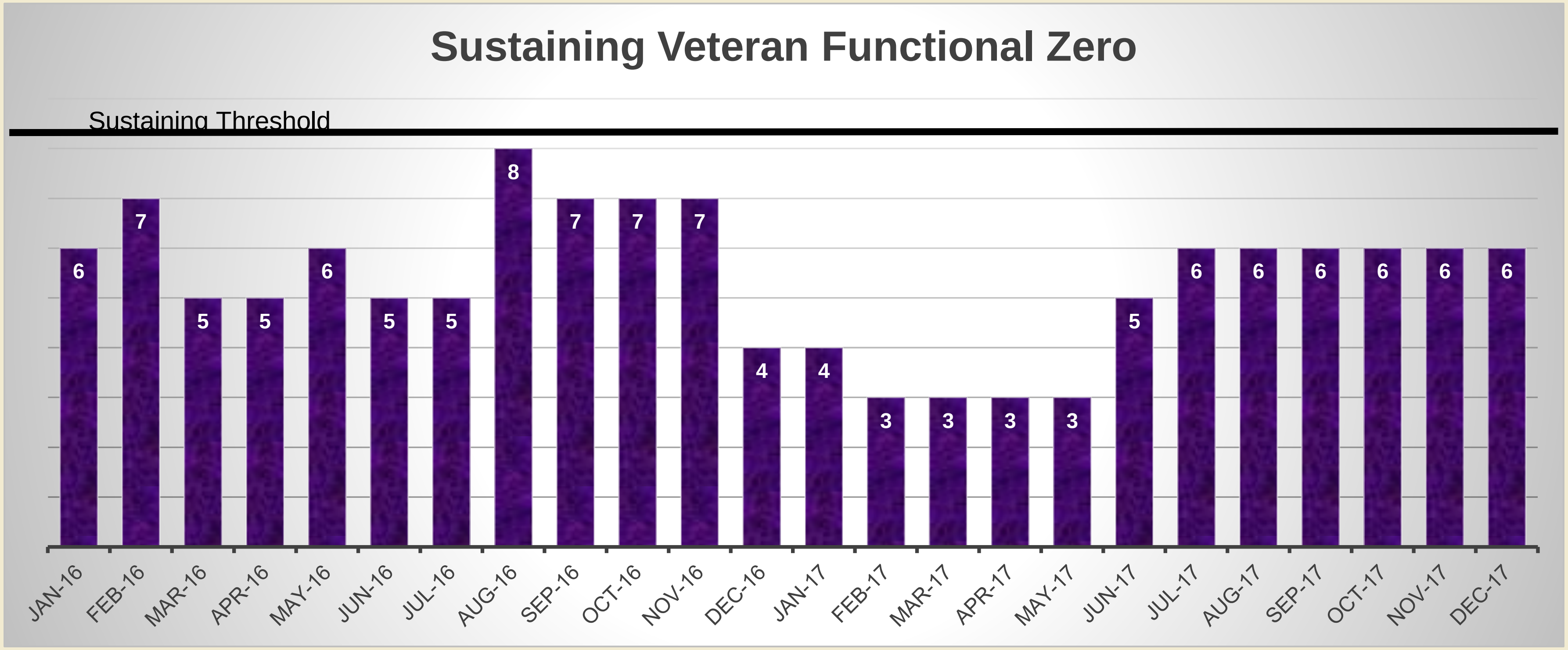
Human Services-Community Services



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Still stably housed	13	12	19	9	17	12	17	34	15	18	12	23
Assisted with rent/deposit/mortage for housing stability	19	15	24	12	24	14	19	34	15	18	13	23

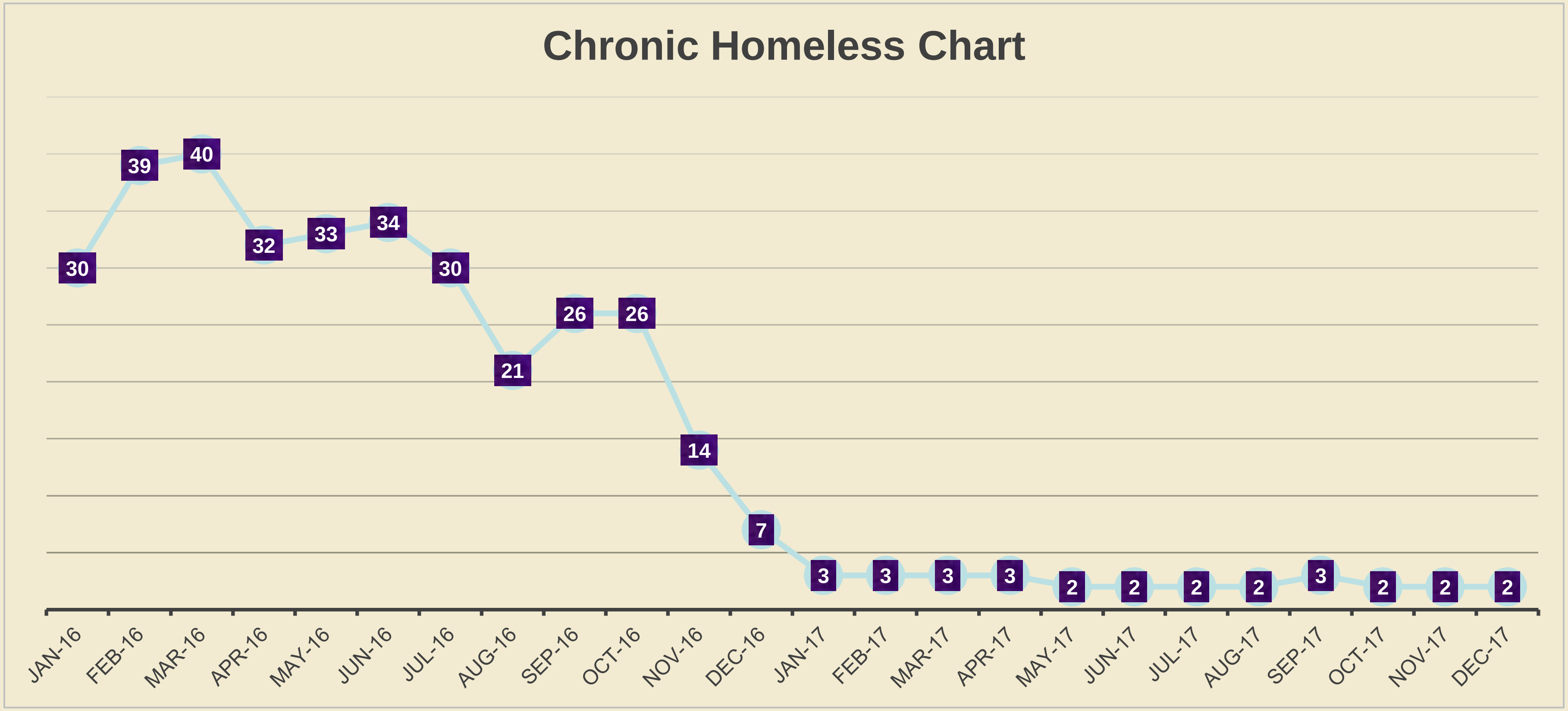
In addition to our work with the homeless we work to prevent homelessness and stabilize families. In 2017, we assisted 230 households to keep their housing. Over 80% of those we help remain stably housed.

Human Services-Community Services



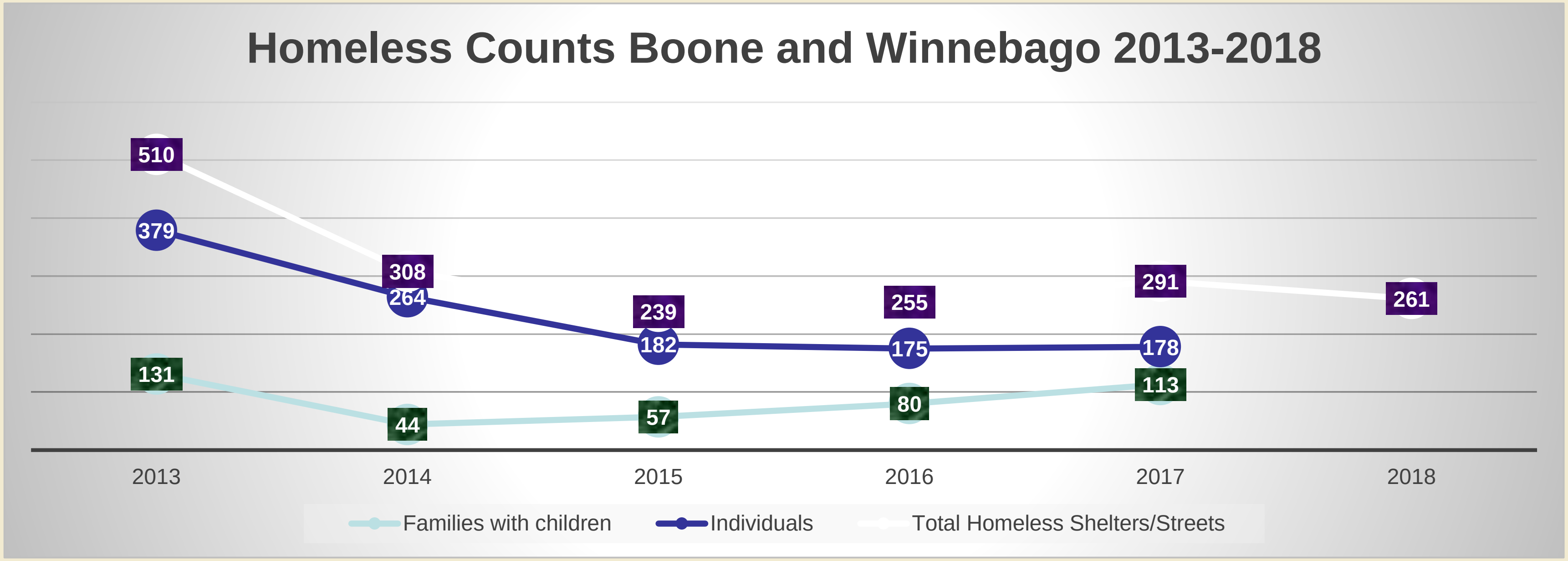
We have now sustained functional zero for veteran homelessness for 24 months, all new veterans entering homelessness are housed within 30 days. Our recent Point in Time count of the homeless has verified that our census of this Population is accurate.

Human Services-Community Services



We reached functional zero for the chronically homeless (a year plus literally homeless and a diagnosed disability)in January, 2017. Our recent Point in Time count of the homeless has verified that our census of this Population is accurate.

Human Services-Community Services



Our CoC area, Boone and Winnebago Counties, has seen a decrease in the number of persons who are homeless over the past five years. Our focus in 2015 was veterans and 2016 was chronic (both groups are primarily individuals) which is shown by the larger decrease in individuals above. Our focus in 2018 is unaccompanied youth who can be either parenting or single.

Human Services-Community Services

Achievements

In October, we received notice from the United States Interagency Council on Homelessness (USICH) and the Department of Housing and Urban Development (HUD) that they have verified that we achieved functional zero for chronic homelessness. We are one of only three communities in the nation to receive this certification and the only community to receive this certification for both veteran and chronic homelessness.

Since July, we have recertified 958 Percentage of Income Payment program participants and enrolled 320 new participants. This program helps consumers budget their utility bills and makes a small co-pay. If participants stay on budget for 12 months any arrearages are forgiven. We are using this program to help an older couple (one of them is on life support) to address a $59,499.19 ComEd bill. Their bill grew to this size due to the high electric needs of the life support equipment plus late fees and deposits ($39,011) combined with their very low income.

In 2017, we were notified that our agency had met all of the standards needed to meet Certification for the National Organizational Standards for Community Action Agencies. Agencies must meet a set of 58 rigorous standards to ensure they are in compliance with the federal regulations governing CSBG.

Human Services-Community Services

Areas of Improvement

We face a need to increase resources to continue to reduce homelessness. To date we have achieved progress primarily through the better utilization of grant funds. We will need to quickly develop additional; resources to continue to be successful.

We are seeking a new funding stream to support this effort, the HUD Youth Homelessness Demonstration Program, only ten are awarded each cycle.
This is cycle two.

We will be operating a new weatherization program in 2018 that is designed by the utility companies. Adapting to this new process will require changes in our approach to energy efficiency.

Head Start

PRESENTED BY:
George Davis
Executive Director

Head Start/Early Head Start/Early Head Start – Child Care 2016 – 2017 Demographics

837 Children received services

- 88 children had a diagnosed disability
- 37 children in foster care
- 30 children experienced homelessness during the program year

Of 770 families served

- 609 are single parent families
  - 257 single parent families are unemployed
- 161 two parent families
  - 37 two parent families, both parents are unemployed
- 239 families have less then a high school education
- 228 enrolled families have a primary language other than English

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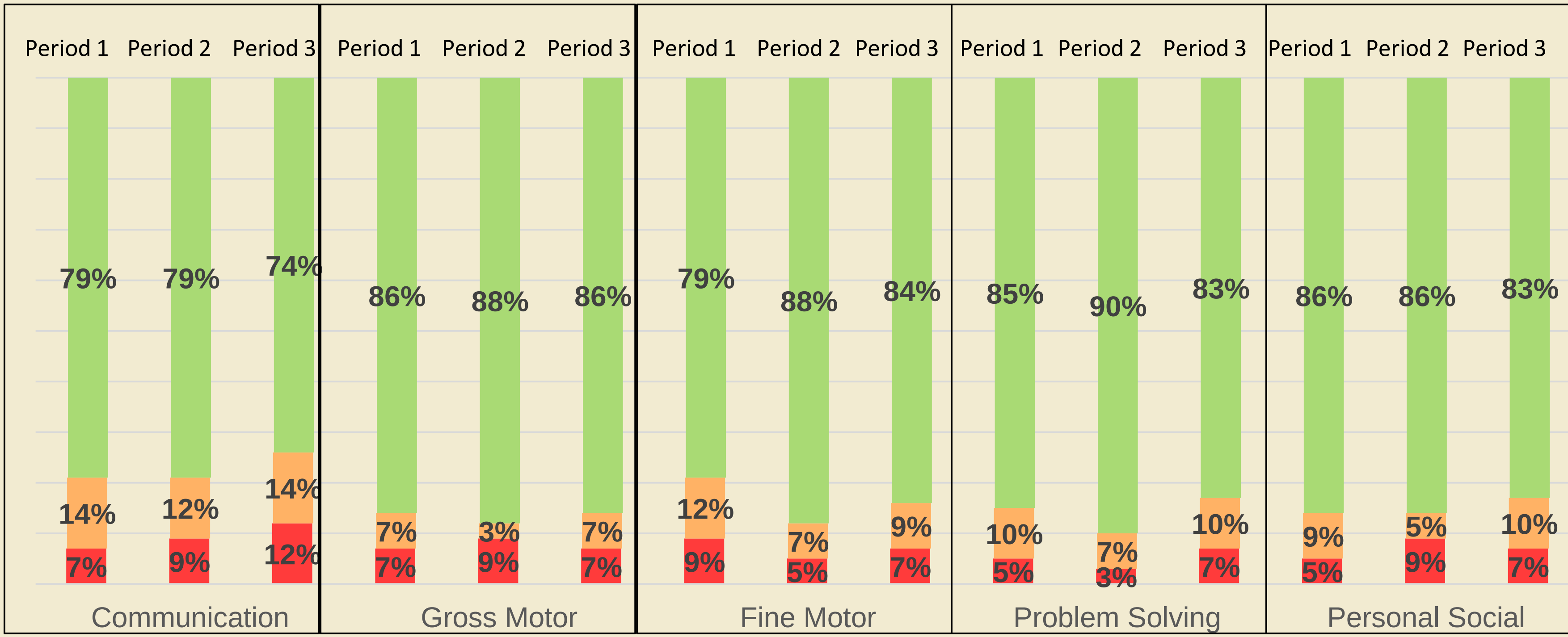
Early Head Start Screening Outcomes Ages Birth – 3

Percentage of children who met developmental milestones



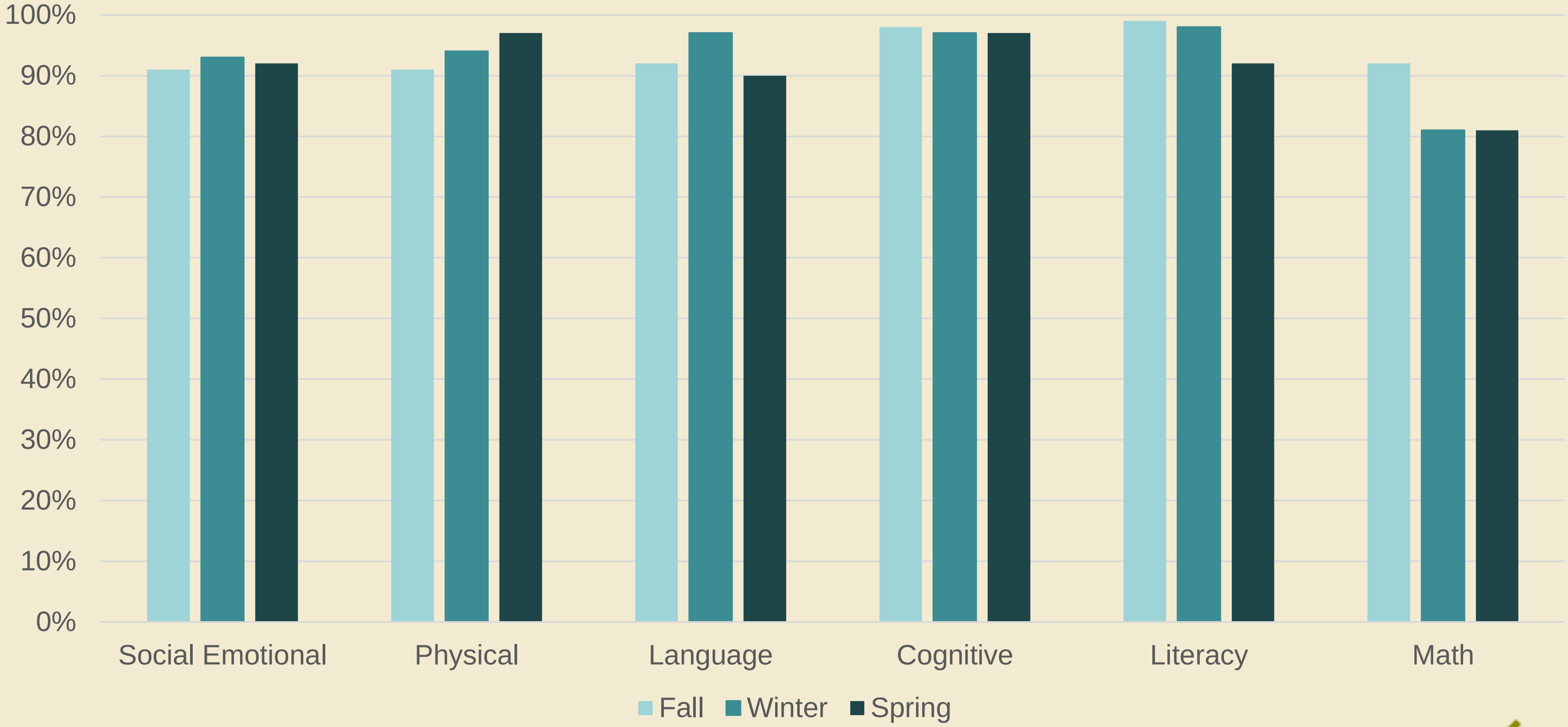
Percentages based on 58 children who completed program year out of the total enrollment of 117.

Early Head Start Screening Outcomes Ages Birth – 3

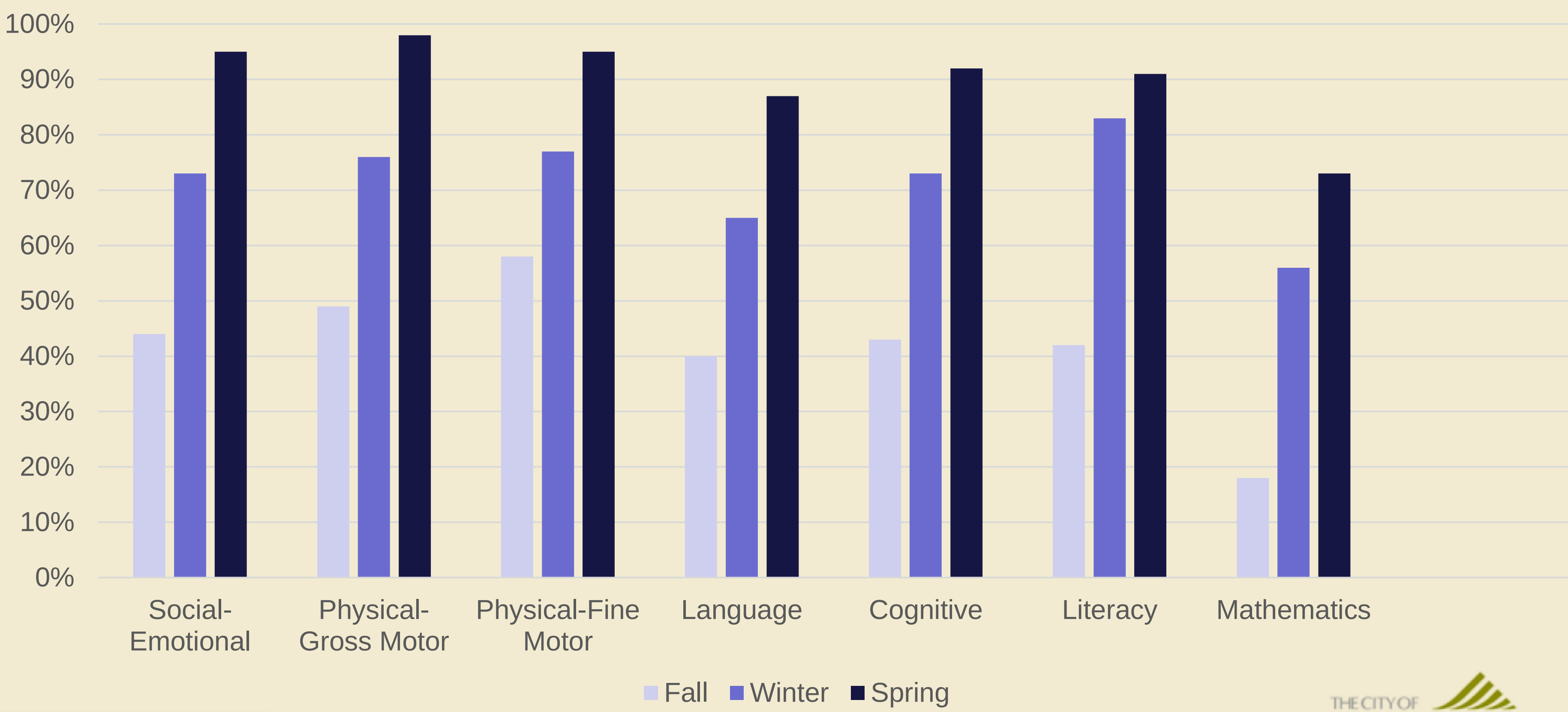
- 16 children identified as failing one or more learning areas during the year.
- 3 entered Early Head Start already receiving Early Intervention (EI) services.
- Remaining 13 were referred to Early Intervention services.
- 8 of the 13 (61%) were found eligible to receive additional services through Early Intervention.

Early Head Start Screening Outcomes
Ages Birth – 3

Percentage of children who met developmental milestones



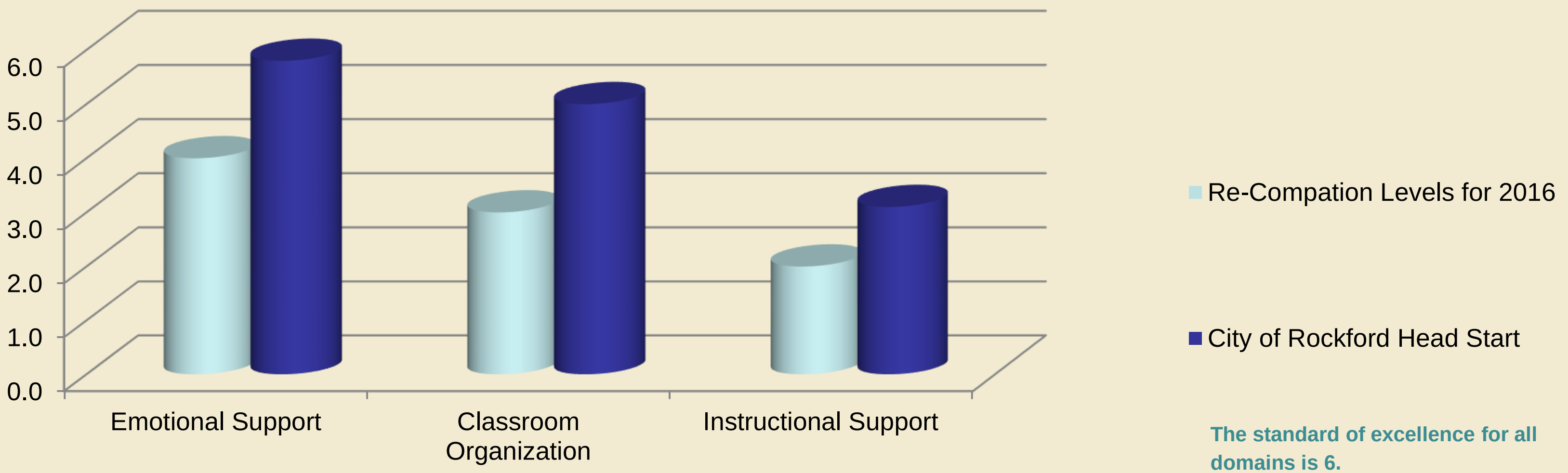
Head Start Child Outcomes
Ages 3-5 Years
Percentage of children who meet or exceed developmental objectives



School Readiness

Initiative: Increase CLASS scores to increase effectiveness of teacher/child interactions.

CLASS - The Classroom Assessment Scoring System (CLASS) is an observation Instrument developed to assess quality in 3 specific domains in early childhood classrooms.



The standard of excellence for all domains is 6.

Emotional Support
- Positive Climate
- Negative Climate
- Teacher Sensitivity
- Regard for Student Perspectives

Classroom Organization
- Behavior Management
- Productivity
- Instructional Learning Formats

Instructional Support
- Concept Development
- Quality of Feedback
- Language Modeling
- Literacy Focus

Health Outcomes

Head Start:

- 97% of children up-to-date on age-appropriate preventive and primary health care, according to the state EPSDT schedule for well child care
- 98% of children determined by a health care professional to be up-to-date on all immunizations appropriate for their age
- 98% of children with continuous, accessible dental care provided by a dentist
- 94% of children completed an oral health exam during the operating period

Early Head Start:

- 87% of children up-to-date on age-appropriate preventive and primary health care, according to the state EPSDT schedule for well child care
- 88% of children determined by a health care professional to be up-to-date on all immunizations appropriate for their age

Early Head Start – Child Care Partnership:

- 71% of children up-to-date on age-appropriate preventive and primary health care, according to the state EPSDT schedule for well child care
- 84% of children determined by a health care professional to be up-to-date on all immunizations appropriate for their age

THE CITY OF ROCKFORD ILLINOIS, USA

Social Services

Family Support Specialists and Home Visitor Teachers support families' goals and needs. Families make decisions, including the resources they choose to utilize and options they choose to exercise. In some cases, support is provided to families in crisis.

	Head Start	**Early Head Start**		**Head Start**	**Early Head Start**
Emergency/crisis intervention (addressing immediate need for food, clothing or shelter):	48	14	Adult Education such as GED programs and college selection	19	2
Mental health services	2	14	Domestic Violence Services	3	3
English as a Second Language (ESL) training	5	2	Health education	33	102
Child Abuse and Neglect services	0	0	Assistance to families of incarcerated individuals	0	0
Housing Assistance such as subsidies, utilities, repairs	21	8	Parenting education	76	102

THE CITY OF ROCKFORD ILLINOIS, USA

Head Start

Achievements

- Chamber of Commerce Confluence Award for great Partnerships/Collaborations with the Music Academy in Rockford.
- Full Enrollment in Early Head Start.
- New Partnership with YMCA Children's Learning Center to serve 15 children.

Areas for Improvement

- Maintain full enrollment in all program options/site locations.
- Participate in Single Point of Entry with Rockford Public Schools Early Childhood and other local early childhood agencies.
- Explore additional options for In-Kind in the community.
- Develop new polices and procedures to address the revised Head Start Performance Standards.
- Complete proposal for new 5 year Head Start/Early Head Start grant

Finance:
Customer Service Center

PRESENTED BY:
Gus Saros
Customer Service Supervisor

FINANCE – CUSTOMER SERVICE CENTER

Scorecard

Customer Service Center

Scorecard

Monthly Performance	2017 Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD 2017	YTD 2016
Total number of calls	6,750	6,334	5,572	6,086	5,716	6,239	6,230	6,373	6775	5933	6351	5397	5523	72,529	74,911
Average Time to Answer in sec.	30	38	17	15	13	14	12	13	12	14	19	16	17	17	24
% Calls Abandoned	8%	4.7	1.5	1.7	1.3	1.5	1	1.5	1	1.9	2	1.9	1.6	2	3

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

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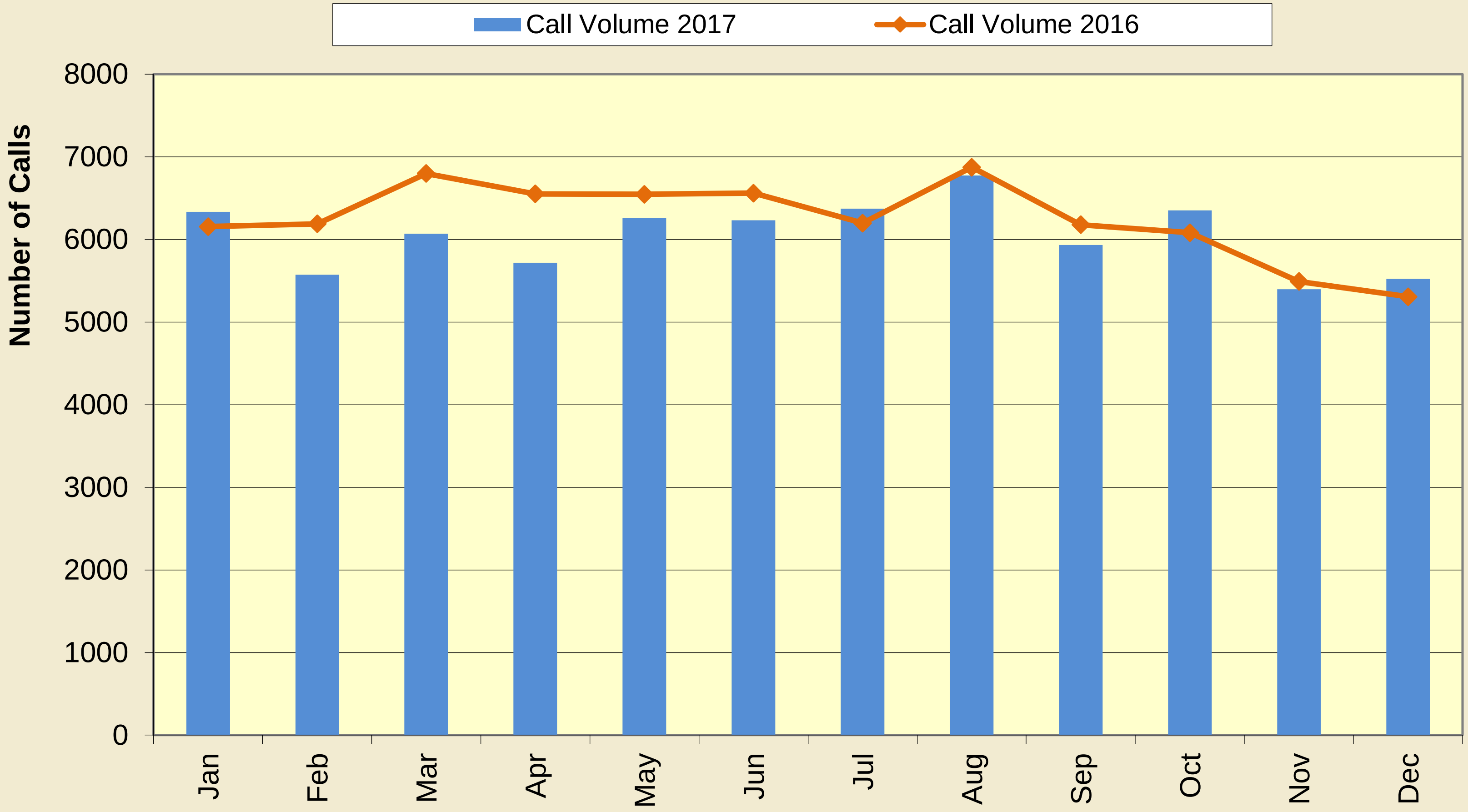
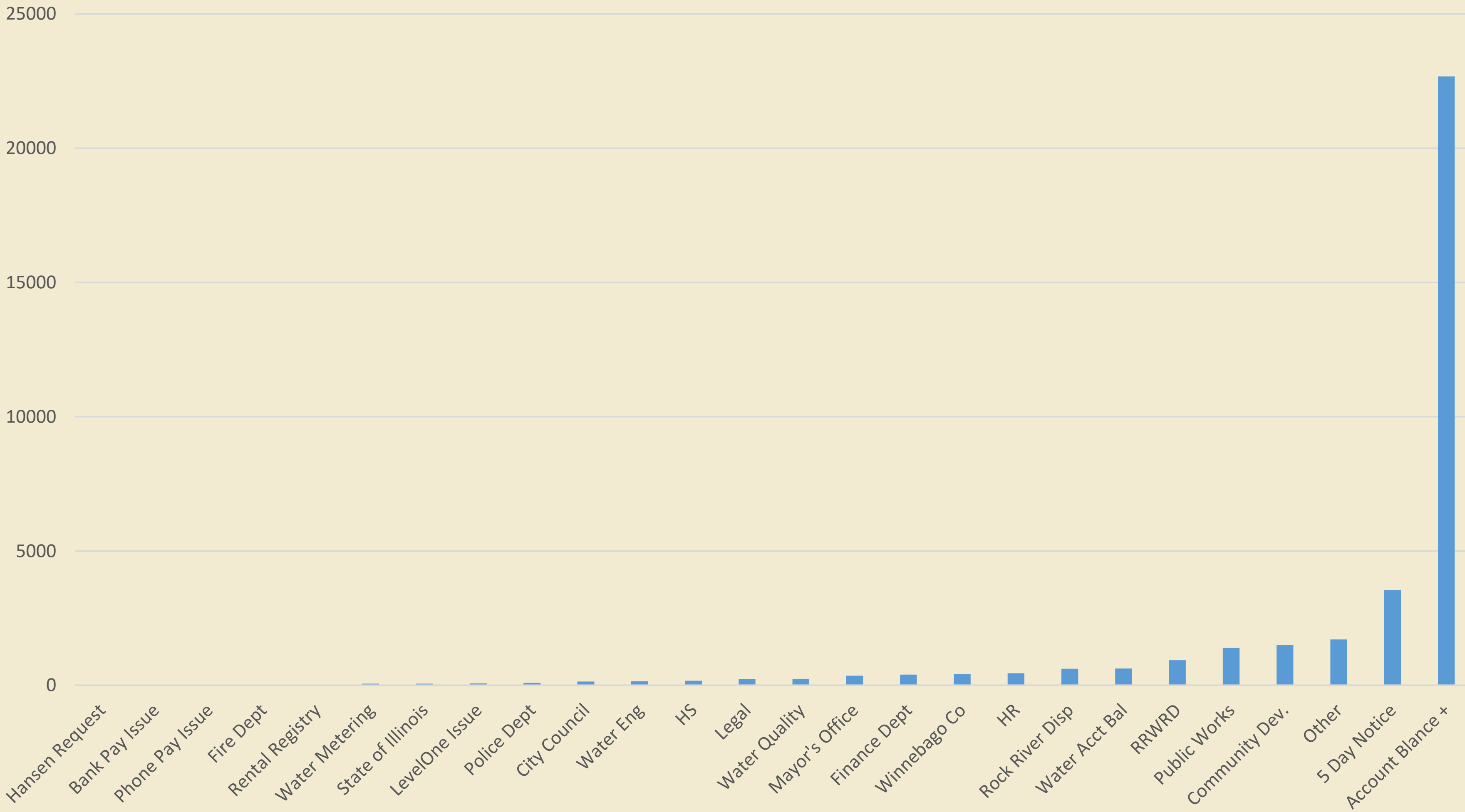
Finance-Customer Service Center

Call Volume

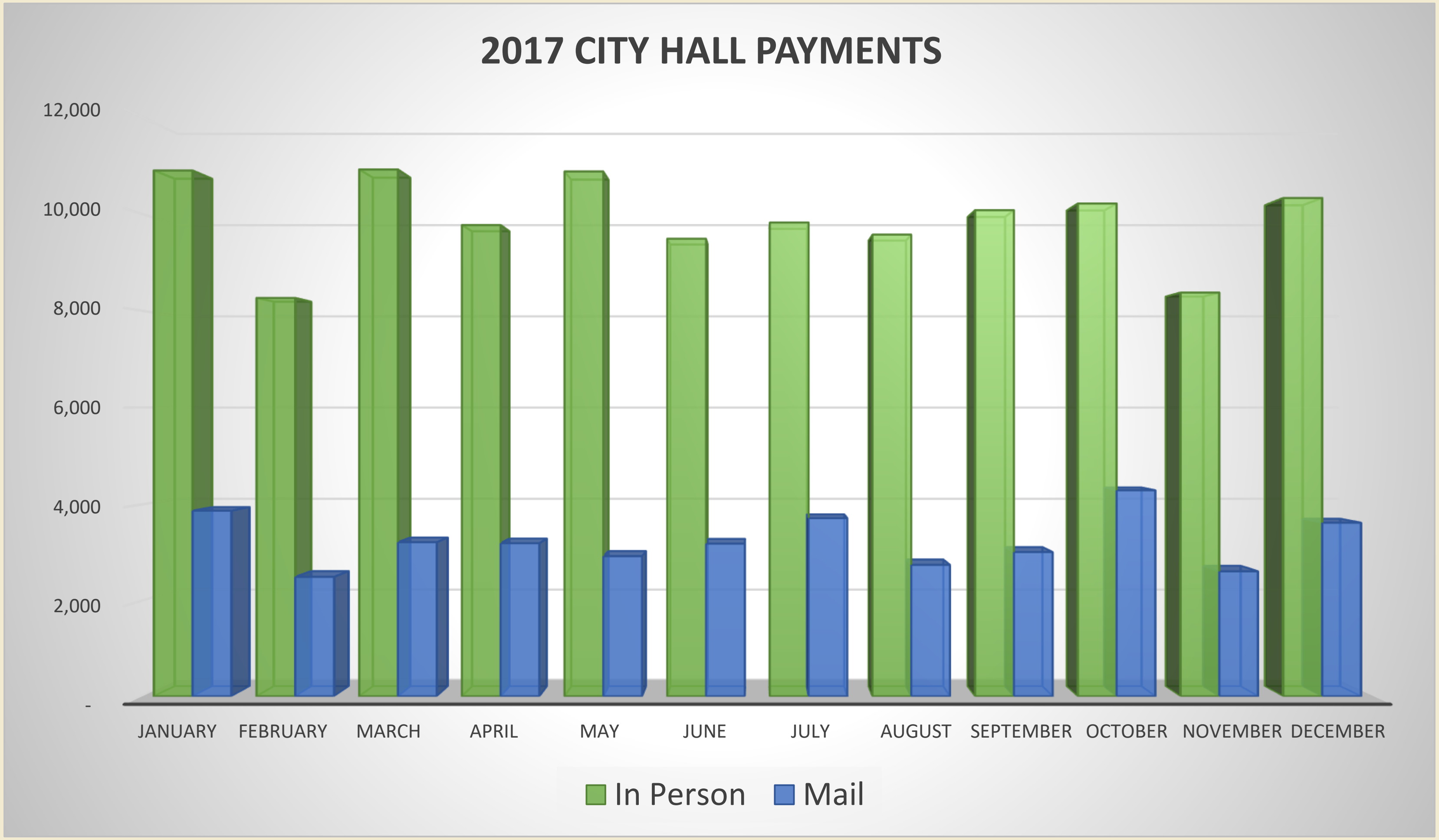


Finance-Customer Service Center

Wrap Up Code



Finance-Customer Service Center



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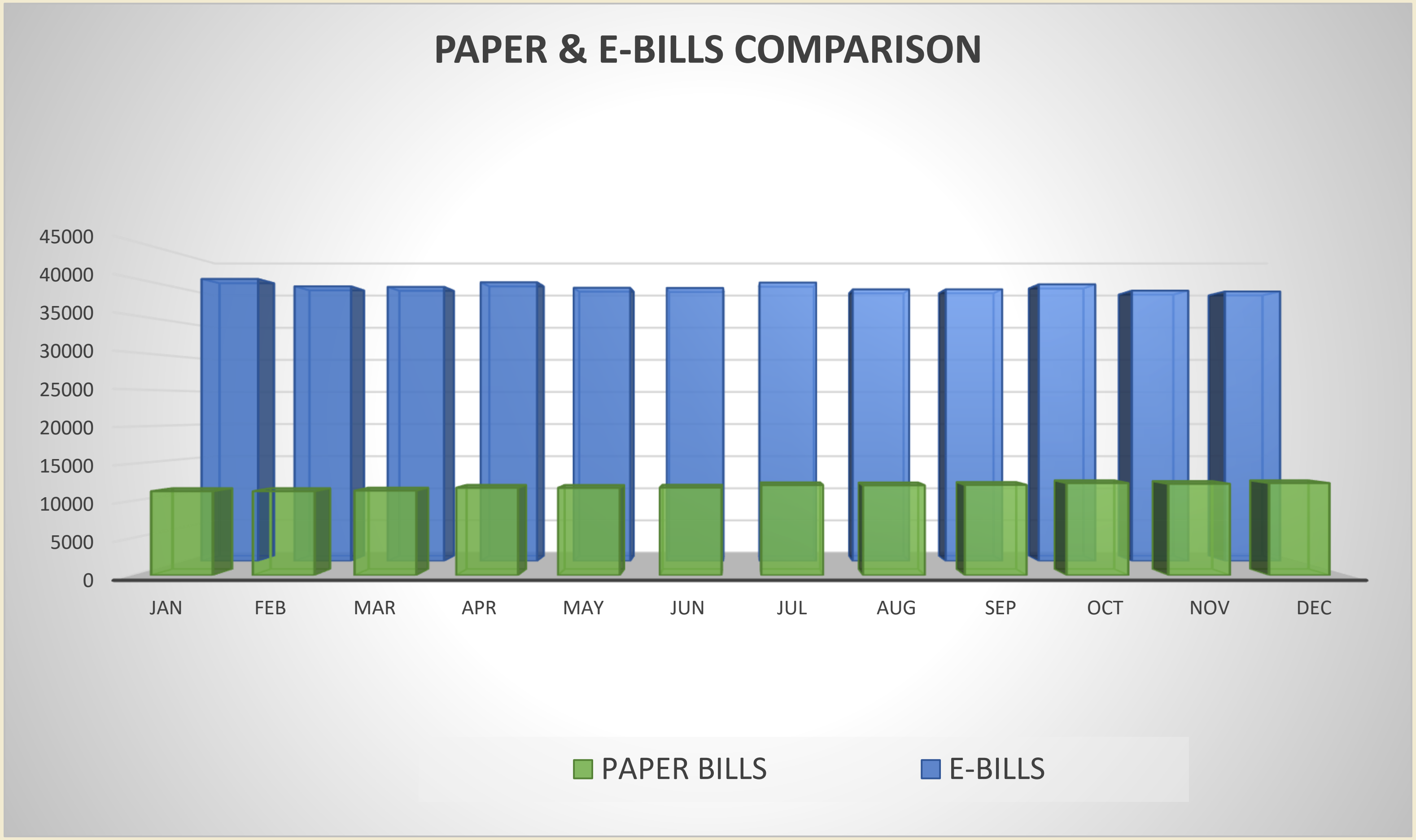
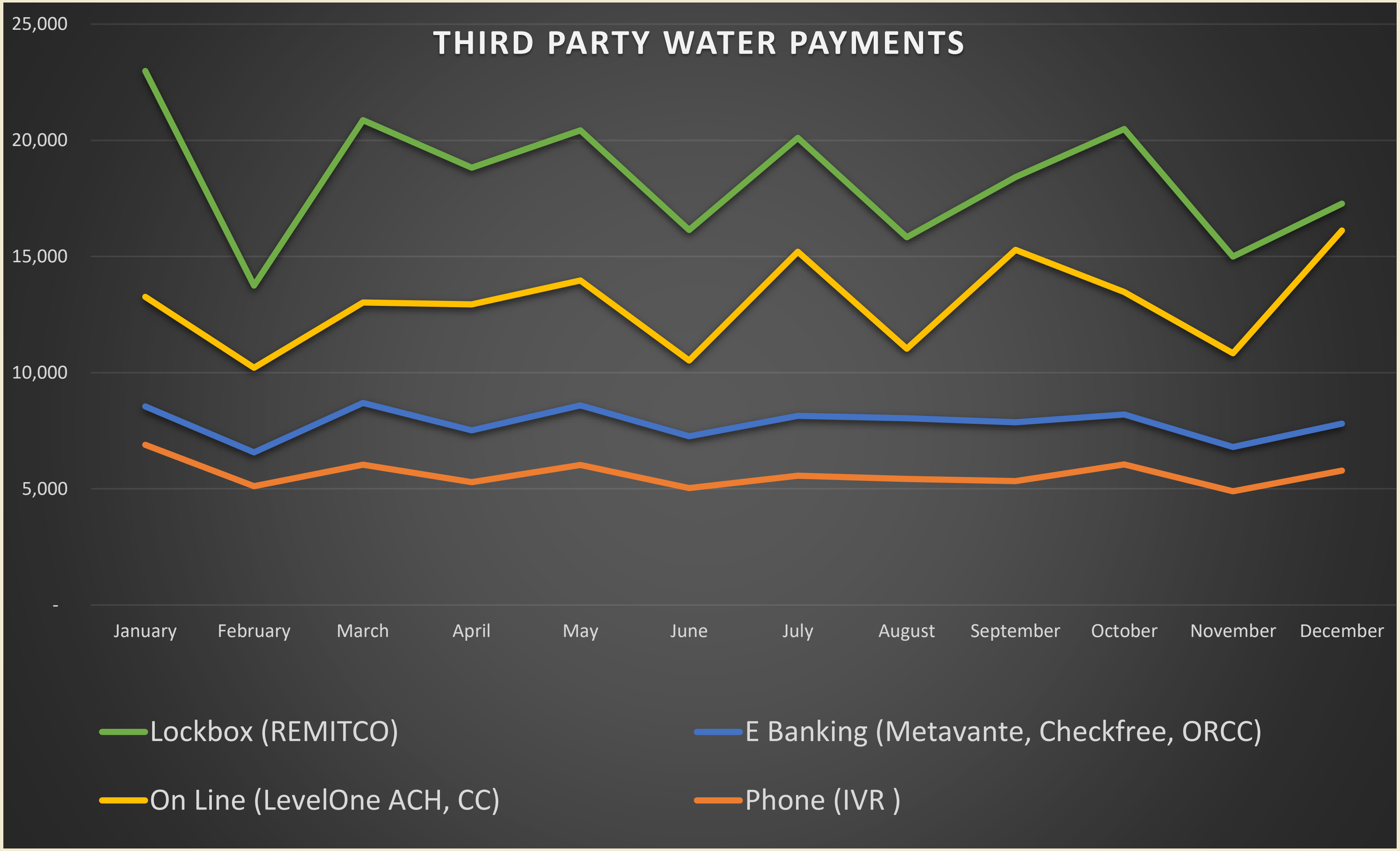
Finance-Customer Service Center



Finance-Customer Service Center



Customer Service Center

Accomplishments

- Helped a total of 1,054 customers at the side window
- Took a total of 6,555 COMED payments
- Trained new employees in different processes to improve our departmental operations and to provide excellent customer service
- Improved communication across City departments to help our billing process more effective
- Contributed to the implementation of the Tree Loan Program in collaboration with Forestry

Areas of Improvement

- Continue to communicate with other departments to find solutions on pending issues affecting our billing and setting up processes in place to increase efficiency.
- Work on a timeline to implement Citizen’s Self Service and revise forms/documents in preparation for upcoming changes
- Improve our internal operations and find ways to simplify work while achieving optimal results

Human Resources

PRESENTED BY:
Shurice Hunter
Director of Human Resources

HUMAN RESOURCES DEPARTMENT
Key Strategic Initiatives - 2017

1. Maintain a fair and equitable work environment

2. Continue to grow wellness program to better meet the needs of our employees and their families

3. Maintain the fiscal integrity of the health fund and risk management program

4. Develop and train our workforce to meet the needs of the city organization

5. Offer the best in customer service to our employees and our managers

Human Resources

Areas of Achievement

- Proactively managed benefit plan to result in flat rate increases for:
  - BCBS - Medical Third Party Administration
  - Express Scripts, Inc. Prescription Drug Benefit – New contract for 2017 with greater discounts and improved rebates
  - MetLife Employer and Voluntary Life Insurance
- Worked with City Departments to maintain staffing:
  - 84 permanent positions and 28 temporary positions filled and on-boarded
  - 30 positions reclassified.
- Maintained support for employees and departments with HR staffing at 60% for a portion of the year.
- Welcomed 2 new employees to the Human Resources Department:
  - Shurice Hunter – HR Director
  - Jen Klemm – HR Specialist

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Human Resources

Areas of Achievement - Continued

Biometrics and Flu Shots

- 604 Blood Draws and 428 HHRAs completed and 390 Flu Shots provided in 2017

Held 16 Wellness Events with over 900 total attendees

Drug & Alcohol Screening

- Police 38% (Goal is minimum of 25%), Fire 27% (Not to exceed 27%)
- CDL 87 tests were conducted (on quarterly basis)

Human Resources

Budget Performance Measurements

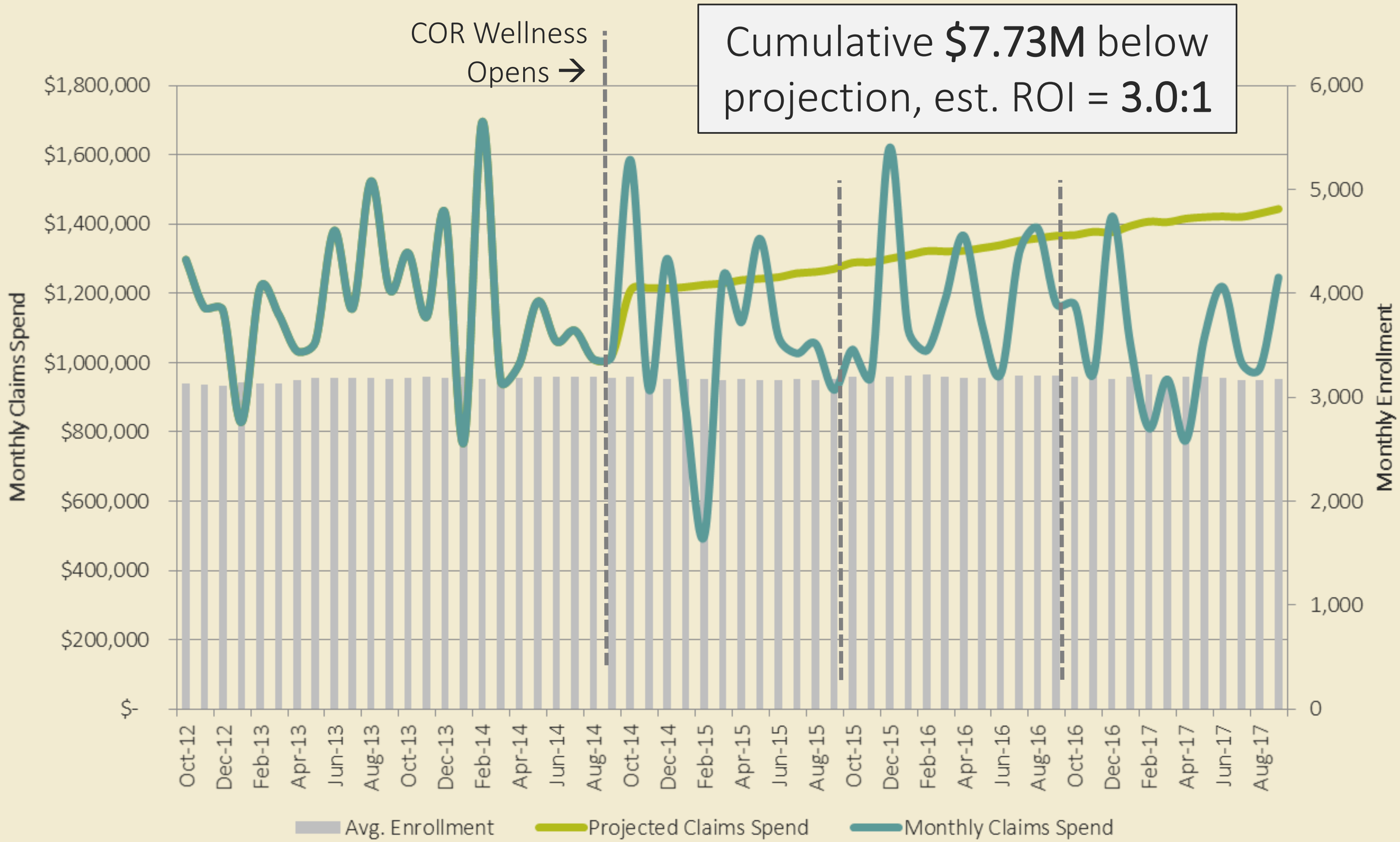
	2015	2016	2017
Applications	1,829	3,094	3,734
Vacancies Filled	62	80	84
Workers' Comp Claims	201	191	214
Workers' Comp Lost Days	951	336	602
Training Sessions	30	53	59
Health Insurance Participants	3,222	3,186	3,197
Flex Spending Participants	327	327	311

Wellness Center 2017

- Achieved a 3:1 cumulative ROI in overall health claims projections.
  - Actual claims paid are $7.7M below projection over the past three years.
- Exceeded employee engagement rates by 18 point at 78.3%.
- Engaged 64% and 47% of High & Chronic employees and dependents respectively (509 unique patients) in their health at COR Wellness.
- Increased baseline screening rates from 81% Year 2 to 84% in Year 3.
- 794 unique patients improved at least one risk factor (130 more than Year 2).
- Patient satisfaction in Year End Survey 90%.
- Continued occupational health services for multiple departments resulting in cost savings for the organization by eliminating the need for use of other occupational health centers.

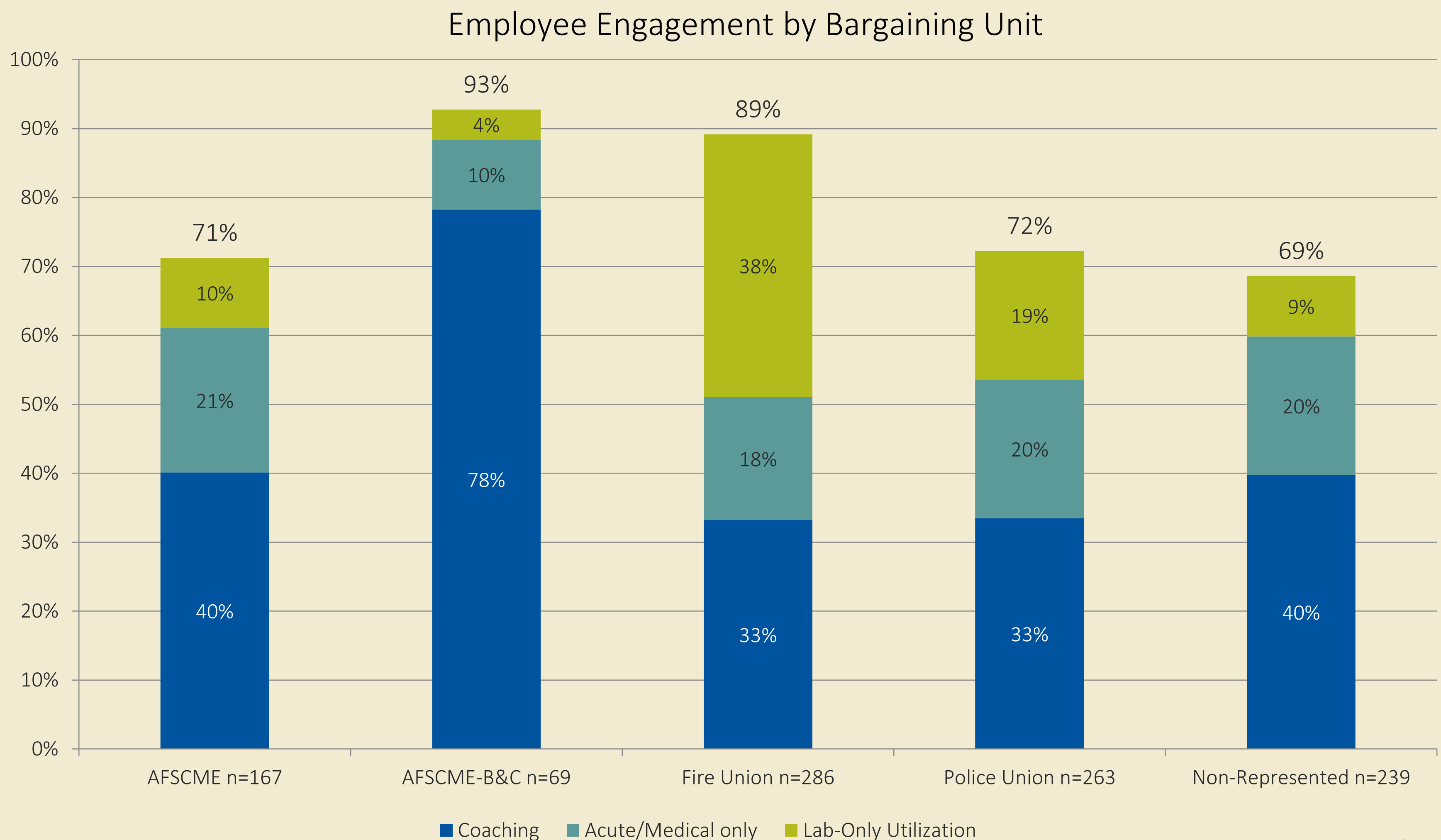
Claims Trend Analysis – Total Medical Paid

6.5% Projected Inflation (Per PwC Commercial Sector Benchmark)



Engagement by Bargaining Unit

How are different bargaining units using COR Wellness?



Health Plan by the Numbers

Plan Costs	2015	2016	2017	Change
Medical Only	$ 12,526,996.70	$ 13,414,705.81	$ 12,999,506.00	$ (415,199.81)
Total Plan Expenses	$ 18,062,532.88	$ 19,016,933.29	$ 18,013,685.73	$ (1,003,247.56)
Cost per Employee	**2015**	**2016**	**2017**	**Change**
No. of Employees/Retirees	1185	1221	1238	
Medical Only	$ 10,571.31	$ 10,986.66	$ 10,500.41	$ (486.25)
Total Plan Expenses	$ 15,242.64	$ 15,574.88	$ 14,550.63	$ (1,024.25)
Cost per Plan Participant	**2015**	**2016**	**2017**	**Change**
	3222	3186	3197	
Medical Only	$ 3,919.59	$ 4,210.52	$ 4,066.16	$ (144.36)
Total Plan Expense	$ 5,651.61	$ 5,968.91	$ 5,634.56	$ (334.35)

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Workers’ Comp by the Numbers

- Total claim frequency increased 8% with 197 claims in 2016 and 214 in 2017.
- Fire Department claims frequency decreased 10% from 60 in 2016 to 55 in 2017.
- Police Department had 91claims in 2016 and 98 in 2017.
- Public Works Department claims frequency was 24 in 2016 and 17 in 2017.
- In 2017, 87% of all claims reported within 3 days from the accident
- Lost Time Claims frequency rate decreased 11% from 2016 to 2017
- Medical Only Claims frequency rate decreased by 3% from 2016 to 2017

Workers' Comp by the Numbers

The leading departments in Frequency and Severity for 2017:

- Police Sworn: 98 claims with $1,240,907 incurred
- Fire Sworn: 55 claims with $244,286 incurred
- Public Works Water: 14 claims with $22,897 incurred
- Human Service – Clerical/Administrative: 14 claims with $16,271 incurred

2018 Human Resources Objectives

- Enhance the employee performance evaluation tool for non-represented employees.
- Enhance new employee on-boarding orientation process to include organizational and City principles and departmental orientation.
- Establish a strategic growth build out plan for CORWellness Center.
- Continue to partner with the Wellness Group to proactively plan 2018 wellness agenda.

Information Technology

PRESENTED BY:

Glenn Trommels
Information Technology Director

Information Technology
Key Strategic Initiatives
2018

- Implement FTF Initiatives
- Implement New CAD and RMS systems
- Support NG911 initiative
- Support Electronic Plan Review Project
- Implement Vendor Self-Serve, TCM, Utility Billing
- Support Upgrade to WinGIS Infrastructure

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Information Technology
Key Strategic Initiatives
2018

- Major Hansen Upgrade
- Major Munis Upgrade
- Data Center Core Switch Upgrade
- Finalize New FOIA System
- Continued Enhancement of Security Posture
- Fiber to Last Three City Buildings (Career Goal!)

Information Technology

Dashboard

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
WO Open	769	710	863	801	853	796	730	806	716	685	670	673	9072
WO Closed	672	704	810	763	883	757	743	767	775	952	670	665	9161
WO %	87.39%	99.15%	93.86%	95.26%	103.52%	95.10%	101.78%	95.16%	108.24%	138.98%	100.00%	98.81%	100.98%
Server Availability	99.99%	100.00%	99.99%	99.86%	100.00%	99.97%	100.00%	99.98%	100.00%	100.00%	100.00%	100.00%	99.98%
Servers Within SLA	79.20%	98.40%	80.00%	88.00%	93.44%	94.21%	95.87%	76.92%	97.44%	91.38%	92.24%	97.22%	90.36%
Network Availability	99.99%	99.99%	99.95%	100.00%	99.98%	99.98%	99.96%	99.97%	99.99%	100.00%	100.00%	99.99%	99.98%
Network Within SLA	88.16%	69.74%	92.11%	94.52%	83.56%	89.04%	87.67%	90.41%	90.41%	95.83%	98.61%	96.00%	89.67%

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

Information Technology

Server / Network Availability

Information Technology

Achievements

- PD Districts: planning / fiber / network / VoIP / wireless / cameras / moves
- Station #7 / Shop: planning / fiber / network / VoIP / wireless / cameras / moves
- Enterprise Storage Upgrade
- Fiber connection to St. Anthony
- Fiber connection to State and Main Deck
- 911 firewall upgrades
- Repaired 911 Positron server
- Memory upgrades on servers
- Moved more vendors to SecureLink remote access
- Implemented monitoring system for battery backup (more than 50 devices)
- Upgrade on RSA two factor authentication system
- Implemented enterprise job scheduling system
- Upgraded 911 UDT server and assumed administrative duties
- Asset management for storm water detention basins
- Assisted PW to build GIS water distribution network
- Collaborated with WinGIS to create custom fire map application
- Finalized Opportunity Space project for CD and Fire departments

Information Technology

Achievements

- Created interactive field editing web map for hydrant inspection contractors
- Automated the mapping of traffic accidents
- Supported PW with the implementation of the City’s first CCTV system
- Implemented City’s first video conferencing system at police districts
- Upgraded anti-virus infrastructure System
- Retired (almost all) Windows 2003 Servers (two remain!)
- Automated InTime data download for Munis payroll
- Substantially completed retool of FOIA system
- Automate creation of child permits in building module in Hansen
- Implemented fire service workflow in Hansen
- Rewrote planning workflow in Hansen for greater efficiency
- Updated service request report for Aldermen
- Implemented “responsive” website for online service requests
- Created Blight Reduction Program demolition workflow in Hansen
- Supported the launch of the City’s new website
- Acting Director for WinGIS for 2017
- Closed out over 9,100 service requests

Information Technology

Areas of Improvement

- Finalize New FOIA System
- Continued Enhancement of Security Posture
- Continued Effort Towards Disaster Recovery

Legal Department

PRESENTED BY:

Nicholas Meyer
Legal Director

Legal Department

Achievements

City Council -

- 301 Committee Reports
- 279 Resolutions
- 231 Ordinances

Highlights include:

- Amerock Hotel and Convention Center
  - Passage of ordinances for the creation of the new Amerock Hotel TIF and amendment to the Westside #2 TIF
- Indoor Market Agreements approved
- Barmore/Kingdom Authority case finalized
- 25 Development Agreements and Intergovernmental Agreements were approved
- Adoption of a Building and Sanitation Code Hearing Fine Reduction Policy

Legal Department
Achievements

Claims -

- Processed 152 claims. An increase of 10% from 2016

Collections/Ordinance Prosecution -

- 86% collection rate for damage to City-owned property/contract enforcement (small claims cases): $2,300
- Total of $80,576 in fines paid to the City through prosecution of general ordinance violations
  - A total of 817 ordinance cases were prosecuted

Demolitions -

- Assisted in the fast-track demolition of 116 properties

Legal Department

Achievements

Diversity Procurement -

- Airport Drive Landscaping and Signage – awarded with federal funds from EDA Grant - trained and worked with Minority Prime Contractor
- Cliffbreakers renovation completed in accordance under HUD 108 loan
- Demolition and Façade projects
- Continued networking and outreach efforts (participation in events, expos and meetings including):
  - Northwestern Illinois Building Trades
  - Doing Business in Rockford Task Force & Forum
  - RAMM (Rockford Association for Minority Management)
  - SWIFTT (South West Ideas for Today and Tomorrow)
  - Illinois Tollway Technical Assistance
  - Prairie Stat College Construction Business Development Center
  - William Charles Sponsored DBE/MBE/WBE Event
  - SBDC (Illinois Small Business Development Center)
  - ADME (Advancing the Development of Minority Entrepreneurship)
- Management Trainings
  - One formal training
  - Numerous informal trainings throughout the year regarding compliance with Davis Bacon, Prevailing wage and LCPTracker

Legal Department

Achievements

FOIA -

- Processed 2901 requests, which represents a 10% decrease from 2016
- Amicably resolved all cases on appeal to AG's office and won all court actions

Impounds -

- Impounded 2,182 vehicles (1,259 released to owner/923 auctioned)
- Total amount collected: $685,034.30
  - $477,205 from released vehicles
  - $20,850 of Fees/Fines
  - $186,979.30 from auctioned vehicles

THE CITY OF ROCKFORD ILLINOIS, USA

Legal Department

Achievements

Land Acquisition -

- 17 properties for CD
- 5 properties for Public Works (Gregory Heights Drainage project)
- 24 properties for BRP
- 20 permanent easements for Miracle Mile Lighting project
- 14 properties for the West State Street expansion project

City-Owned Properties Sold:

- 6 properties for a total of $1,185,604

Liquor and Tobacco Licenses -

- Issued 18 Liquor and 14 Tobacco Licenses
- The 18 Liquor Licenses consisted of:
  - 12 Consumption Licenses
  - 5 Packaged Liquor Sales Licenses
  - 1 Consumption and Packaged Liquor Sales License
- Currently there are a total of 514 licenses which include 358 Liquor Licenses and 156 Tobacco Licenses
- There are currently 9 Liquor Licenses that were approved but have not yet met conditions for issuance of license

Legal Department

Achievements

Litigation -

- **Won 10 cases (77%):**

  Warren v. Armendariz (Excessive Force)
  Parham v. City of Rockford (Sidewalk Fall)
  Fleming v. City of Rockford (Excessive Force)
  Schwab v. City of Rockford (Negligence Maintenance of Roadway)
  Brandies v. City of Rockford (Negligence Maintenance of Roadway)
  Chavez v. City of Rockford (Malicious Prosecution)
  Mangrum v. City of Rockford (Negligent Pursuit)
  Acuity v. City of Rockford (Negligent Traffic Light Maintenance)
  Terra Creek v. City of Rockford (Zoning and special use permit)
  City of Rockford v. Chicago Title Land Trust Company et al. (Eminent Domain)

- **Settled 3 cases (23%):**

  Rockford Renaissance v. City of Rockford (Breach of Contract- $2,108,204.61)
  Damon v. City of Rockford (Motor Vehicle Accident - $205,000.00)
  Ponkuski v. City of Rockford (Negligent Elevator Maintenance - $10,000.00)

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