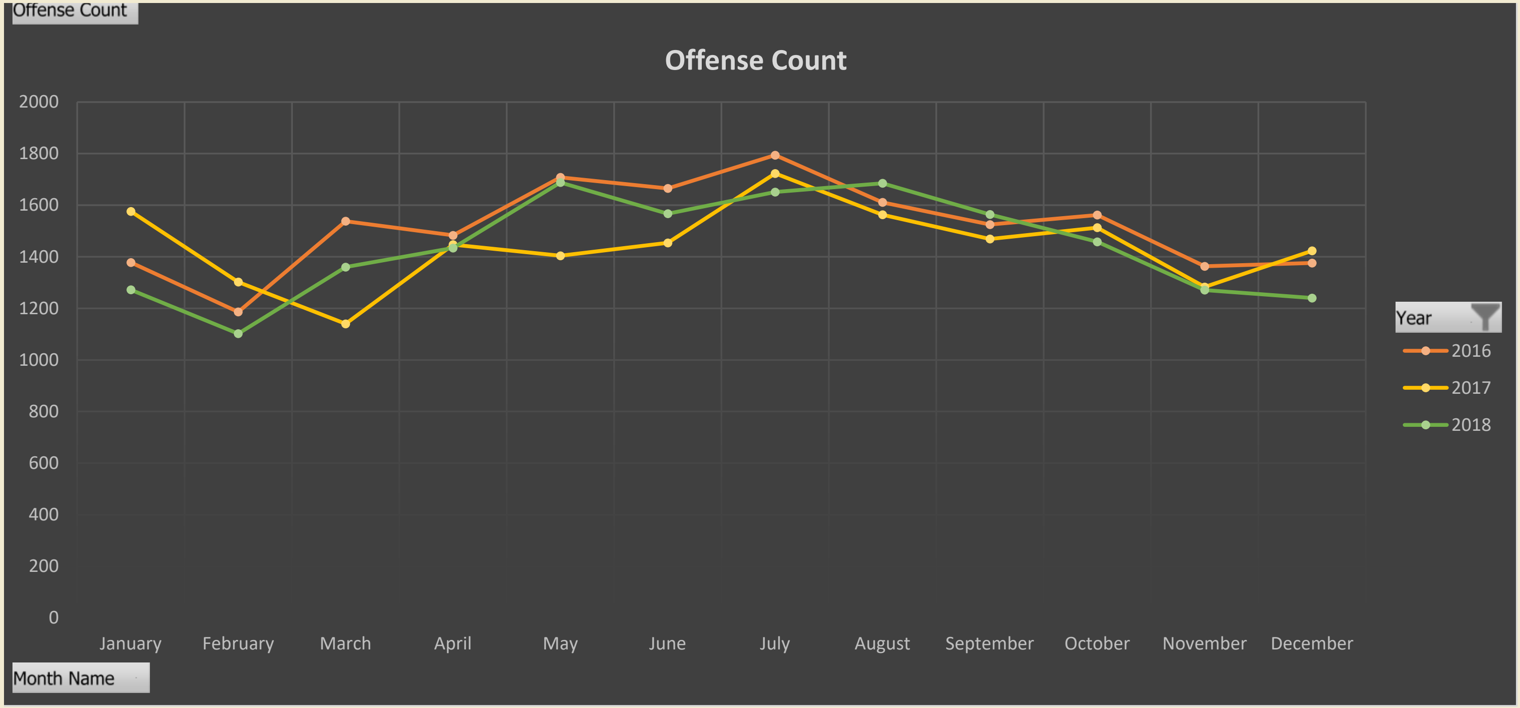
Rockford Police Department

THE CITY OF ROCKFORD ILLINOIS, USA

Rockford Police Department

NIBRS Group A Offense Count 2016-2018



Offense Count	Column Labels												
Row Labels	**January**	**February**	**March**	**April**	**May**	**June**	**July**	**August**	**September**	**October**	**November**	**December**	**Grand Total**
2016	1378	1186	1538	1483	1708	1665	1794	1611	1525	1562	1363	1376	18189
2017	1576	1302	1140	1447	1404	1454	1723	1563	1469	1513	1283	1423	17297
2018	1272	1102	1360	1434	1688	1567	1651	1685	1564	1458	1271	1240	17292
District 1	458	397	558	630	743	609	615	693	658	604	531	520	7016
District 2	425	375	479	510	622	558	629	574	613	541	429	410	6165
District 3	386	330	321	291	322	390	403	407	292	313	307	310	4072
Unknown	3		2	3	1	10	4	11	1		4		39
Grand Total	4226	3590	4038	4364	4800	4686	5168	4859	4558	4533	3917	4039	52778

Rockford Police Department

Group A Comparison

Violent Crimes / Property Crimes

	Last 2 Weeks			Last 28 Days			Current Year		
	Dec 18, 2018 - Dec 24, 2018	Dec 25, 2018 - Dec 31, 2018	% Change	Dec 04, 2017 - Dec 31, 2017	Dec 04, 2018 - Dec 31, 2018	% Change	Jan 01, 2017 - Dec 31, 2017	Jan 01, 2018 - Dec 31, 2018	% Change
Violent Crimes (09A-B, 11A-D, 13A, 120)	30	22	-27%	165	150	-9%	2418	2154	-11%
Property Crimes (220, 23A-H, 240)	70	86	23%	431	336	-22%	5372	5497	2%

Violent Crimes: Murder / Manslaughter, Sex Crimes, Aggravated Assault, Robbery

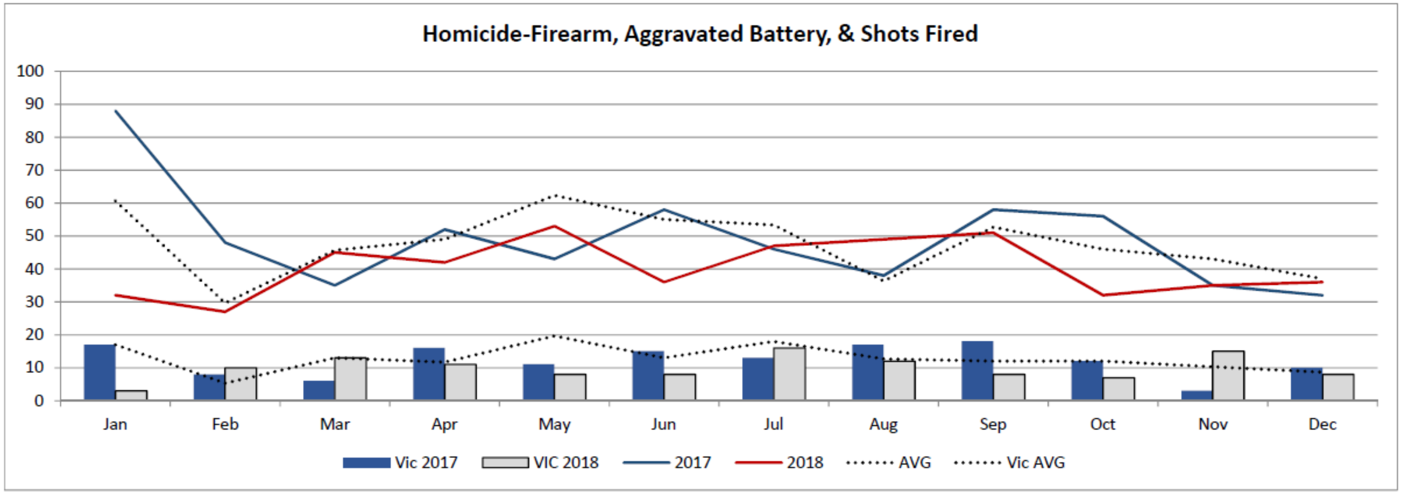
Property Crimes: Burglary, Theft, Motor Vehicle Theft

THE CITY OF ROCKFORD ILLINOIS, USA

Rockford Police Department

Aggravated Battery / Shots Fired 2015-2018

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
2015	51	17	48	46	70	59	58	40	58	31	59	31
2016	43	24	54	49	74	48	56	31	42	51	35	48
2017	88	48	35	52	43	58	46	38	58	56	35	32
2018	**32**	**27**	**45**	**42**	**53**	**36**	**47**	**49**	**51**	**32**	**35**	**36**
15-'17 Avg	**61**	**30**	**46**	**49**	**62**	**55**	**53**	**36**	**53**	**46**	**43**	**37**

Count of Victims Struck by Gunfire

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	23	2	11	7	23	11	23	12	10	9	15	6
2016	11	6	22	12	25	13	18	9	8	15	13	10
2017	17	8	6	16	11	15	13	17	18	12	3	10
2018	**3**	**10**	**13**	**11**	**8**	**8**	**16**	**12**	**8**	**7**	**15**	**8**
15-'17 Avg	**17**	**5**	**13**	**12**	**20**	**13**	**18**	**13**	**12**	**12**	**10**	**9**

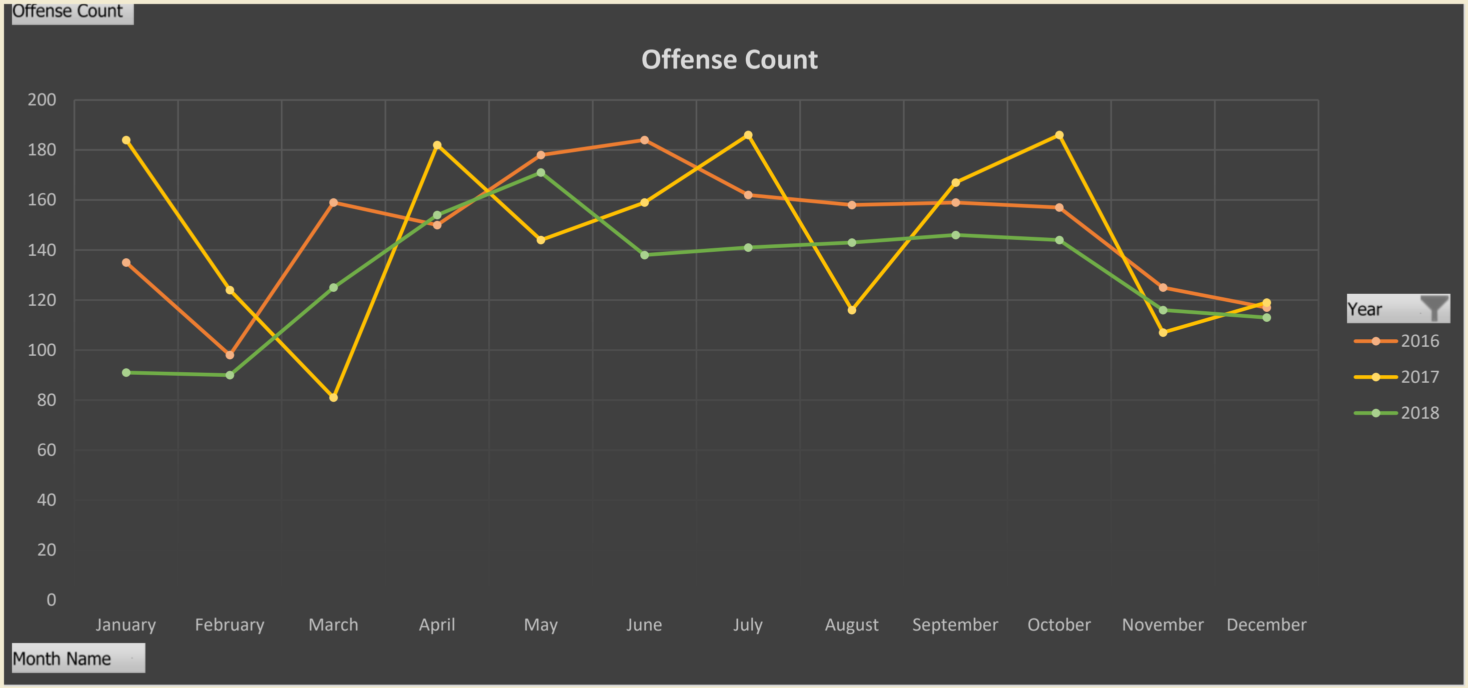
**Most counts are of incidents. Information may change as reports are written. Data obtained from Crime Analysis Master File. Produced 1/4/19.

**"Shots Fired" is not an official offense code category. Incidents may be coded as a variety of UCR or NIBRS offense types & include but not limited to any Homicide by Firearm, Aggravated Battery w/Firearm, Aggravated Discharge of a Firearm, Reckless Discharge of a Firearm, Unlawful Use of Weapon(firearm), &/or any other offense where a gun was discharged.

THE CITY OF ROCKFORD ILLINOIS, USA

Rockford Police Department

Aggravated Assault 2016 - 2018

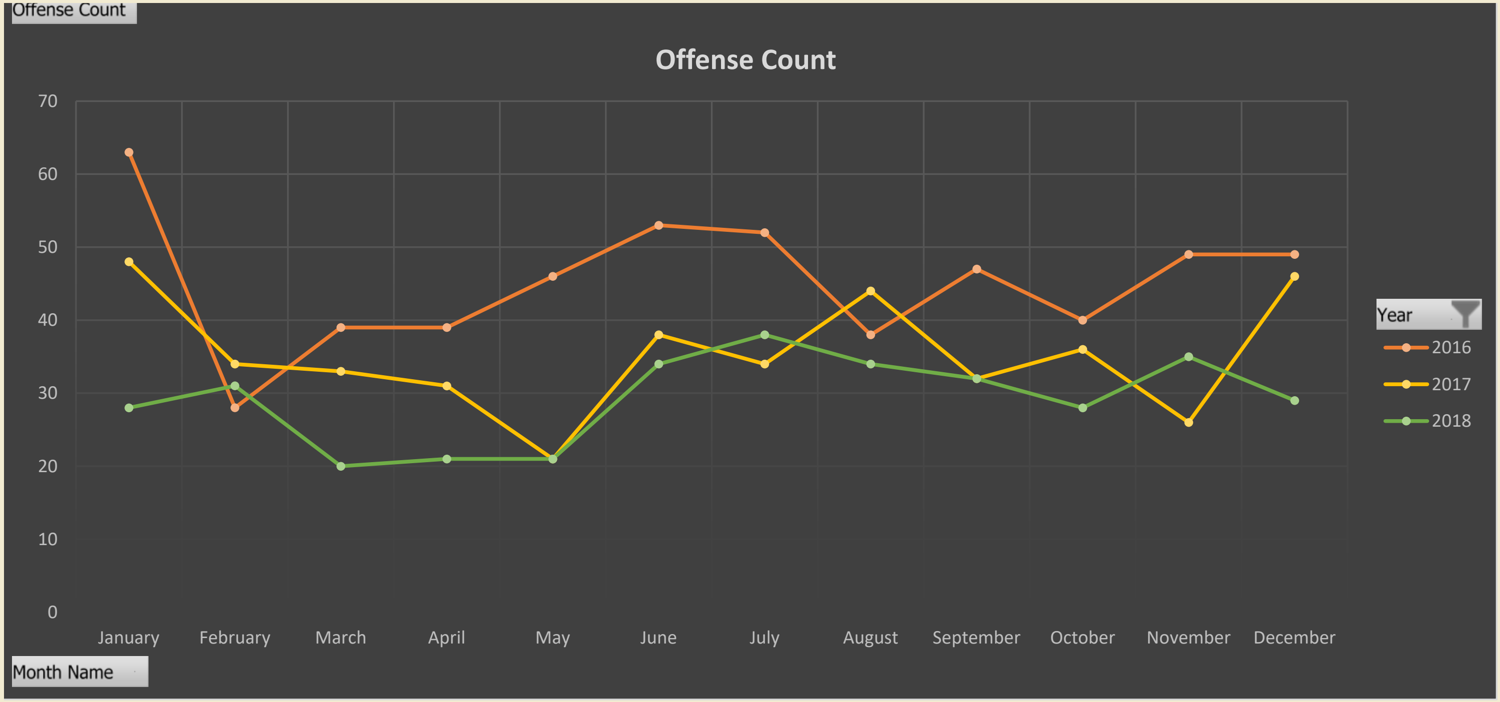


Offense Count	Column Labels												
Row Labels	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
2016	135	98	159	150	178	184	162	158	159	157	125	117	1782
2017	184	124	81	182	144	159	186	116	167	186	107	119	1755
2018	91	90	125	154	171	138	141	143	146	144	116	113	1572
District 1	44	41	55	79	89	76	69	70	74	64	61	62	784
District 2	32	41	49	59	64	50	59	54	48	65	49	32	602
District 3	15	8	21	15	18	10	12	19	24	15	6	19	182
Unknown				1		2	1						4
Grand Total	410	312	365	486	493	481	489	417	472	487	348	349	5109

THE CITY OF ROCKFORD ILLINOIS, USA

Rockford Police Department

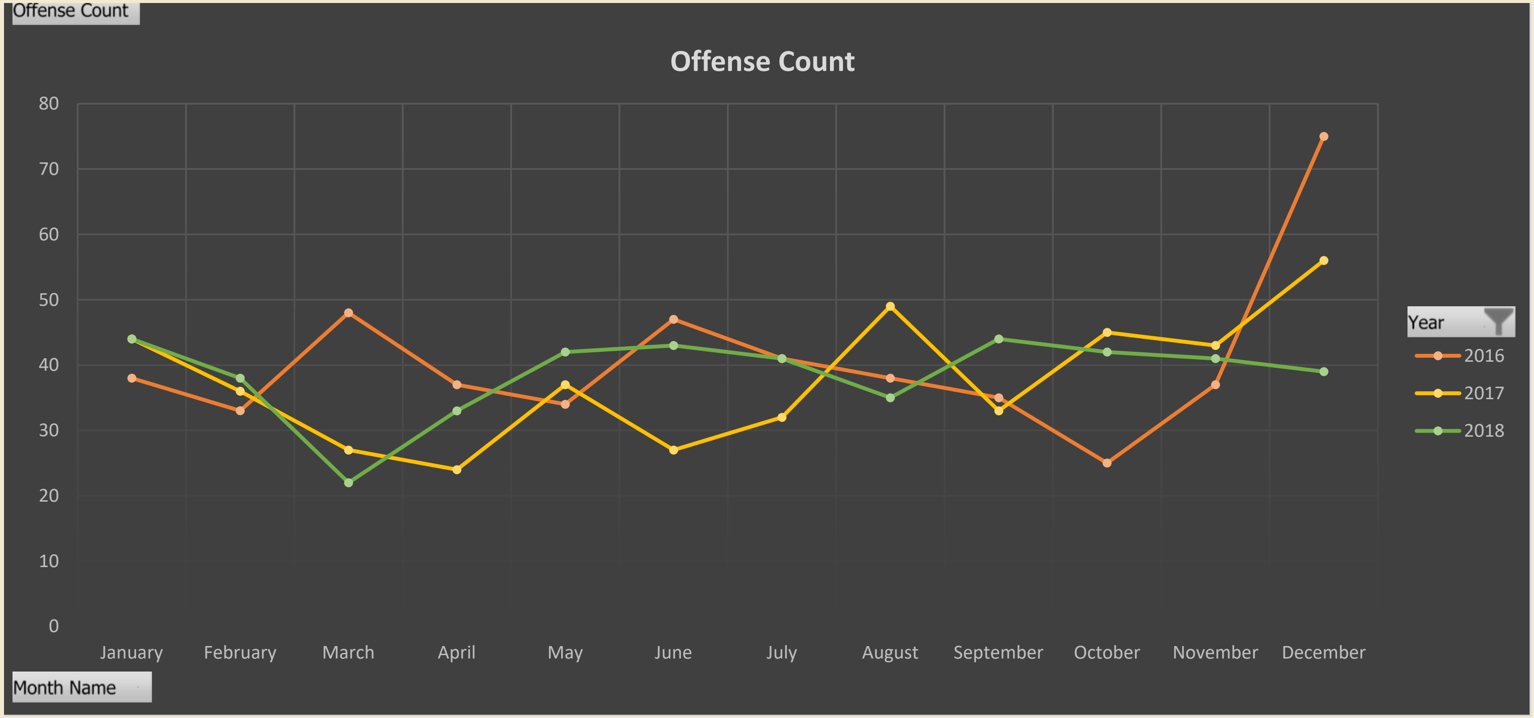
Robbery 2016 - 2018



Offense Count	Column Labels												
Row Labels	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
2016	63	28	39	39	46	53	52	38	47	40	49	49	543
2017	48	34	33	31	21	38	34	44	32	36	26	46	423
2018	28	31	20	21	21	34	38	34	32	28	35	29	351
District 1	8	9	8	10	7	15	12	14	15	11	17	12	138
District 2	11	12	11	9	10	13	9	16	11	14	7	16	139
District 3	9	10	1	2	4	5	17	4	6	3	11	1	73
Unknown						1							1
Grand Total	139	93	92	91	88	125	124	116	111	104	110	124	1317

Rockford Police Department

Auto Thefts 2016 - 2018



Offense Count	Column Labels												
Row Labels	**January**	**February**	**March**	**April**	**May**	**June**	**July**	**August**	**September**	**October**	**November**	**December**	**Grand Total**
2016	38	33	48	37	34	47	41	38	35	25	37	75	488
2017	44	36	27	24	37	27	32	49	33	45	43	56	453
2018	44	38	22	33	42	43	41	35	44	42	41	39	464
District 1	14	17	14	11	22	21	17	13	18	18	17	16	198
District 2	14	14	6	18	9	15	16	16	20	8	11	9	156
District 3	16	7	2	4	11	6	8	6	6	16	13	14	109
Unknown						1							1
Grand Total	126	107	97	94	113	117	114	122	112	112	121	170	1405

THE CITY OF ROCKFORD ILLINOIS, USA

Rockford Police Department

Accomplishments

- \- Holiday With Heroes Cooperative Event with Meijer and G-Gi's Playhouse
- \- Annual Presents With The PB&PA Shopping Event
- \- Battle Of The Bells Salvation Army Fundraising Event In Cooperation With Wal-Mart
- \- Fatherhood Project Christmas Party
- \- Winter Break Movie Matinee Day
- \- Transform Rockford And RPS 205 Book Giveaway Program
- \- Breakfast With Santa In Partnership With GreenFire Restaurant Bar & Bakery
- \- U.S. Marine Corps Toys For Tots Santa Flight At Rockford International Airport
- \- Morning Coffee With The Community Meetings

THE CITY OF ROCKFORD ILLINOIS, USA

Rockford Fire Department

PRESENTED BY:
Derek Bergsten-Fire Chief

THE CITY OF ROCKFORD ILLINOIS, USA

- 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

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%	82.22%
	Total Response Time	911 call received to first unit on scene in 8:12 or less	90%	91.69%
EMS	**Utstein Rating**	Cardiac Survival Rate	28.1%	27.60%
	EMS Customer Service	Overall customer experience rating	95%	93.67%
	Mobile Integrated	Reduction of hospital admissions	25%	22%
Fire/Fire Prevention	**Fire Dollar Save Ratio**	Percentage of property value saved from structure fires	90%	89.82%
	Arson Clearance Rate	Percentage of arson incidents cleared by arrest/NTA/intervention	15%	26.39%
	Inspections	General inspection performed within the last four years	95%	82.93%
	Smoke Alarm/Battery Program	Average number of homes visited monthly with Smoke Alarms installed or batteries replaced	30	22

THE CITY OF ROCKFORD ILLINOIS, USA

Rockford Fire Department

Incidents

Incident Type	2017	2018	% Change	Diff
Fire	752	716	-4.79%	-36
EMS & Search and Rescue	22,386	22,892	2.26%	506
Hazardous Condition	573	550	-4.01%	-23
Service/Good Intent Call	3,059	3,323	8.63%	264
False Alarm & False Call	1,544	1,675	8.48%	131
Other Incident Type	64	61	-4.69%	-3
Total	**28,378**	**29,217**	**2.96%**	**839**
Average per Day	**77.75**	**80.05**	**2.96%**	**2.30**

Incident Type	5 yr Avg	2018
Fire	703	716
EMS & Search and Rescue	21,277	22,892
Hazardous Condition	552	550
Service/Good Intent Call	2,582	3,323
False Alarm & False Call	1,559	1,675
Other Incident Type	81	61
Total	**26,754**	**29,217**

THE CITY OF ROCKFORD ILLINOIS, USA

Rockford Fire Department

EMS Customer Service Surveys

2018 Executive Summary

Survey data from **634 Rockford Fire Department** patients who received services between **01/01/2018** and **12/31/2018**.

The overall mean score for the standard questions was **93.67**; this is a difference of **0.74** points from the overall EMS database score of **92.93**.

This was the **35th** highest overall score out of **151 departments** in the database.

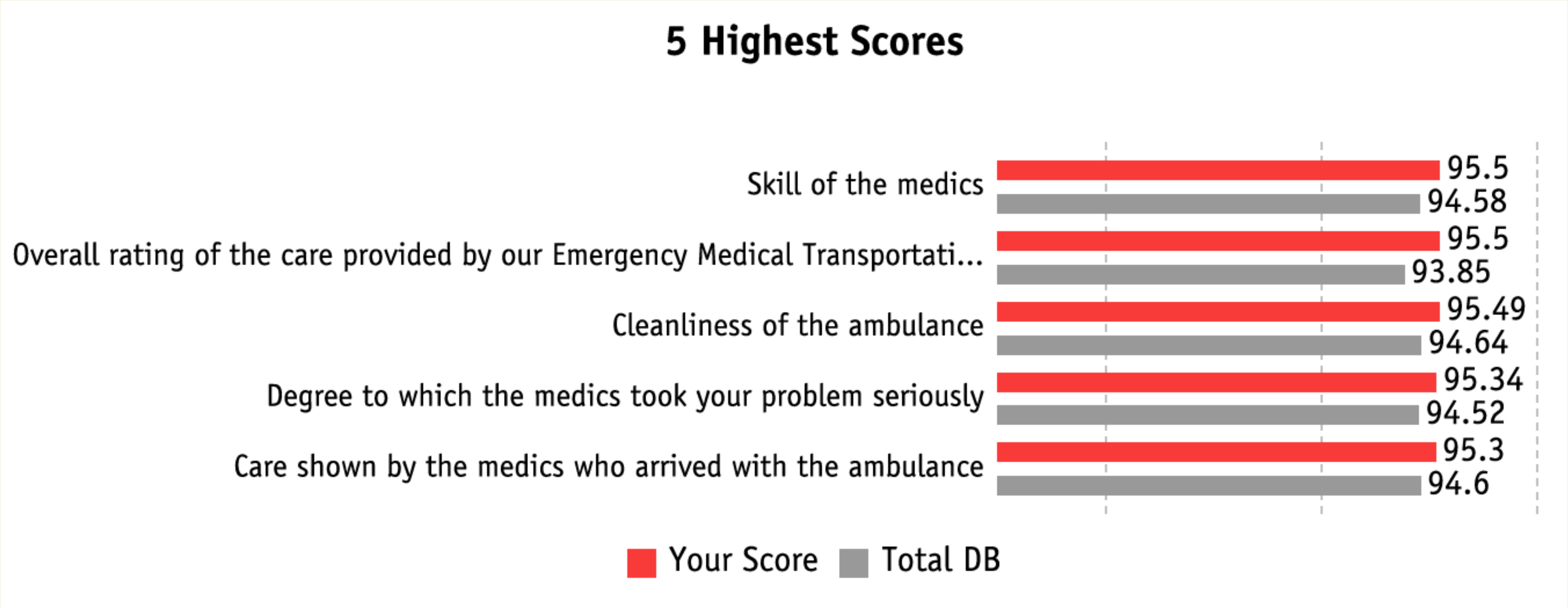
Ranked **10th** out of **45 comparably sized departments** in the system.

79.93% of responses to standard questions had a rating of Very Good, the highest rating. **98.76%** of all responses were positive.

THE CITY OF ROCKFORD ILLINOIS, USA

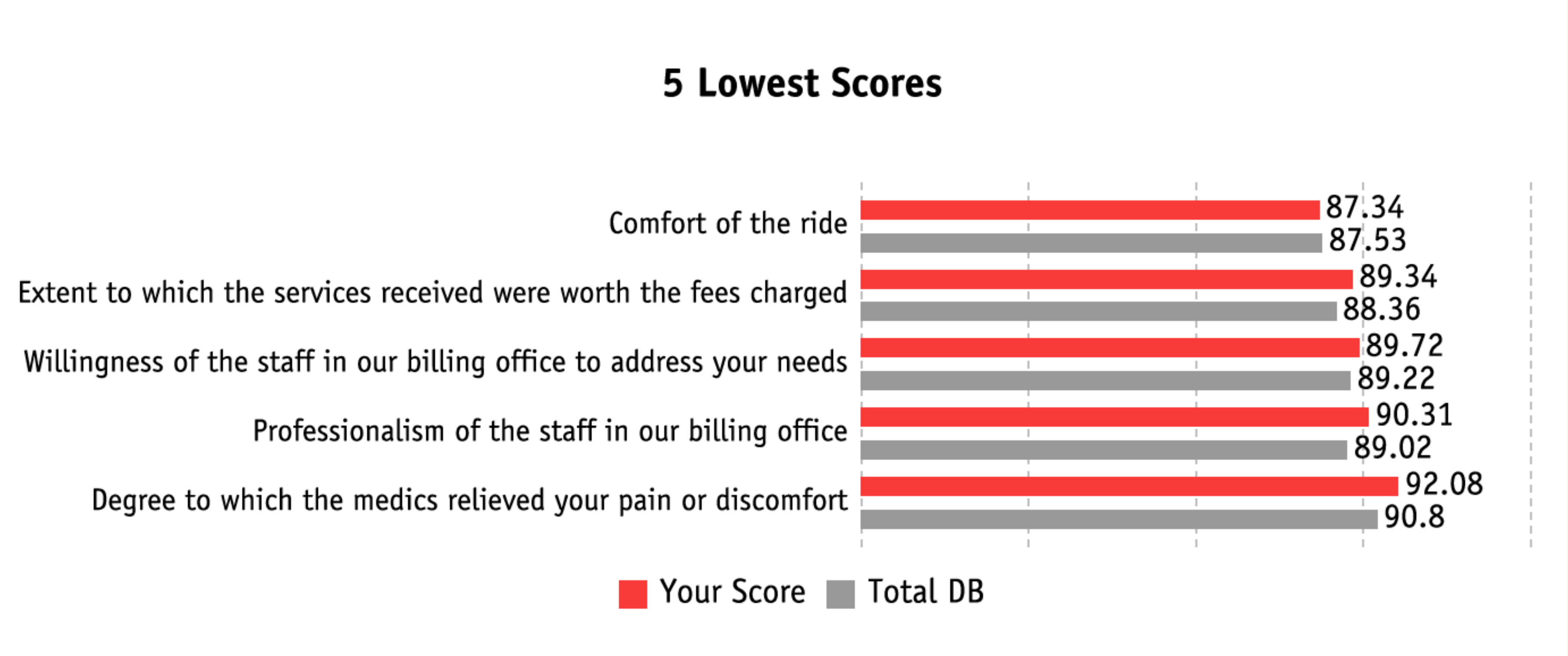
Rockford Fire Department

EMS Customer Service Surveys



Rockford Fire Department

EMS Customer Service Surveys



Rockford Fire Department

Achievements-2018

- Added MIH position to cover the partnership with Humana
- Expanded MIH to include outreach, education, and critical medications for opioid users
- Re-accredited through the Center for Public Safety Excellence (CPSE)
- Re-accredited through the Commission on Accreditation of Ambulance Services (CAAS)
- Re-accredited by the state as a non-mandated Emergency Services Disaster Agency
- City Mobile Incident Command Vehicle through the Assistance to Firefighters Grant

THE CITY OF ROCKFORD ILLINOIS, USA

Rockford Fire Department

Areas of Improvement-2019

- 911 CAD implementation
- 911 Consolidation
- Next Generation 911
- Fire Station Alerting System
- Regional Training Facility
- Emergency and Non Emergency Response: Alternate Transport Destinations/Tiered Response/Priority Dispatching
- Impact of new Mercyhealth-Riverside hospital
- NRN Reccomendations

Public Works

Mark Stockman
Director

Public Works Department

Key Strategic Initiatives

2019

- 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

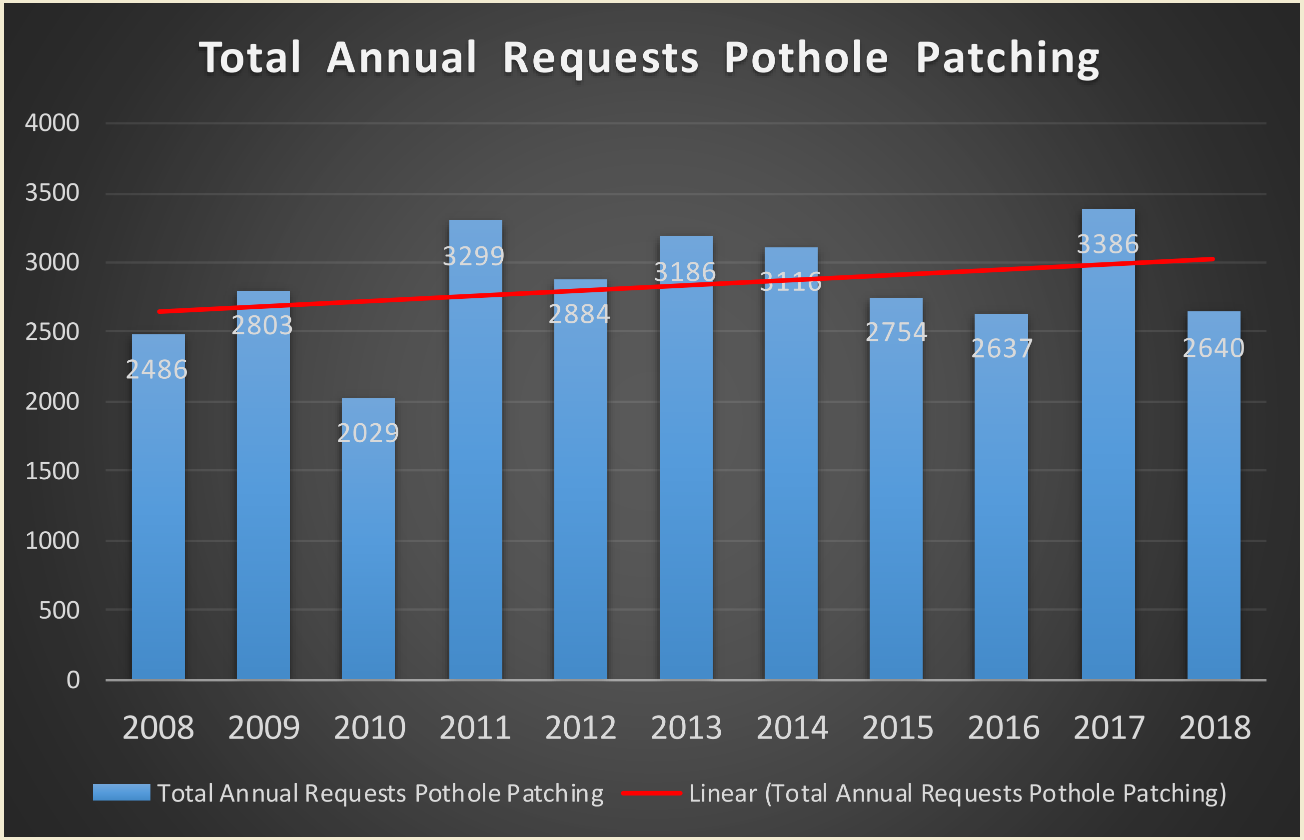
Street & Transportation

Dashboard

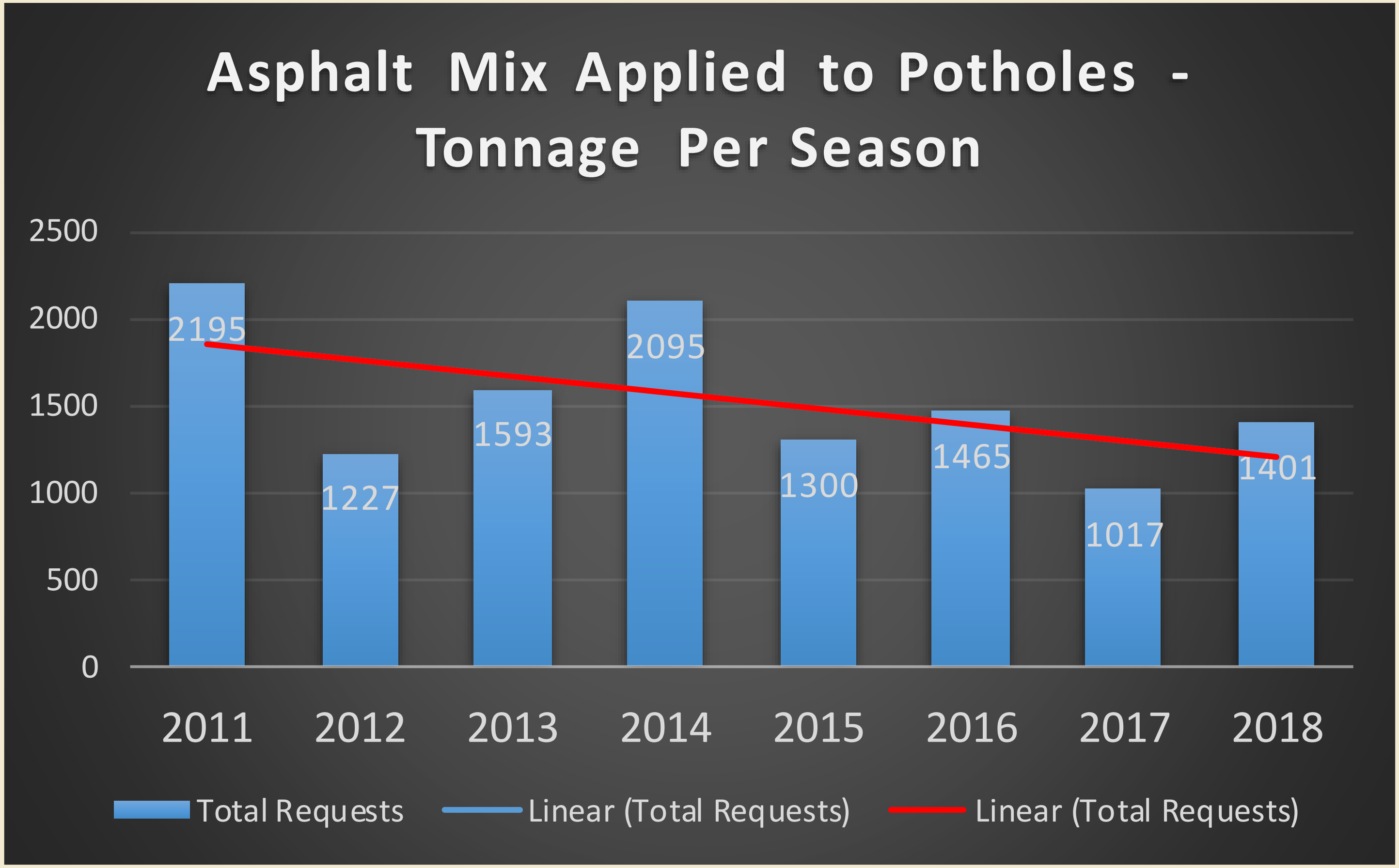
		2018 Monthly Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD AVE.
Street Operations	Unresolved Pothole Requests	100	18	59	24	24	60	57	53	13	21	7	9	3	29
	Potholes Patched	8500	7978	9651	14296	12269	7190	4039	5098	5752	3492	6333	3900	6111	7176
	Arterial Pothole Req. - % Completed <= 10 Days	90%	91%	96%	100%	99%	97%	92%	81%	100%	100%	100%	100%	100%	96%
	Res. Pothole Req. - % Completed <= 30 Days	90%	99%	94%	92%	100%	95%	100%	62%	99%	100%	99%	100%	100%	95%
	# Trees Trimmed	200	189	201	262	288	208	79	88	111	114	72	227	298	178
	# Trees Removed	50	62	70	52	33	32	28	23	54	35	22	73	97	48
	# Trees Planted	70				25	35	35			30	49			174
	Unresolved Forestry Prune or Removal Requests	150	43	32	22	26	36	66	50	91	123	44	23	28	49
	Total Requests	600	255	338	394	287	351	424	377	388	409	387	359	235	350
	Total Unresolved Requests	250	67	101	51	57	107	136	136	144	177	83	121	123	109
Traffic Operations	% of Graffiti Requests removed in ≤ 5 days	95%	N/A	N/A	N/A	25%	91%	100%	100%	100%	100%	100%	N/A	N/A	88%
	% Signals Repaired Compared to Reported	95%	99%	98%	99%	99%	100%	99%	99%	100%	100%	100%	99%	99%	99%
	% Signals Replaced Compared to Reported	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	66%	97%
	% of Signal Bulb Outages Responded in ≤ 24 hrs	95%	100%	100%	100%	100%	92%	92%	98%	100%	100%	100%	93%	100%	98%
	% of City Street Light Outages Responded in ≤ 5 days	95%	100%	89%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%
	% Sign Repaired/Replace to Reported	95%	89%	90%	98%	100%	100%	100%	100%	100%	99%	100%	99%	99%	98%
	% Signs Repair/Replace Responded in ≤ 5 days	95%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%

THE CITY OF ROCKFORD ILLINOIS, USA

Street & Transportation



Street & Transportation



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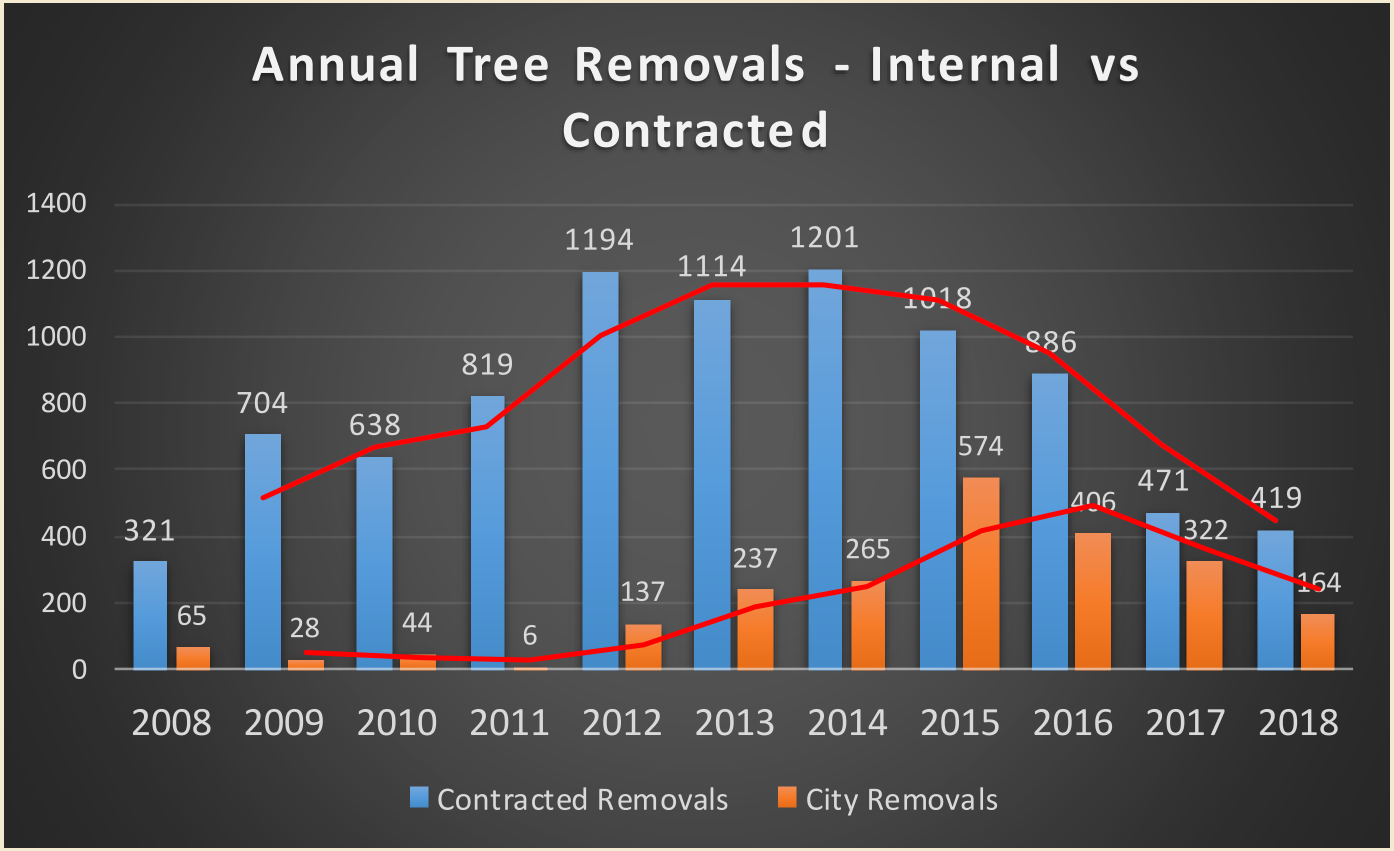
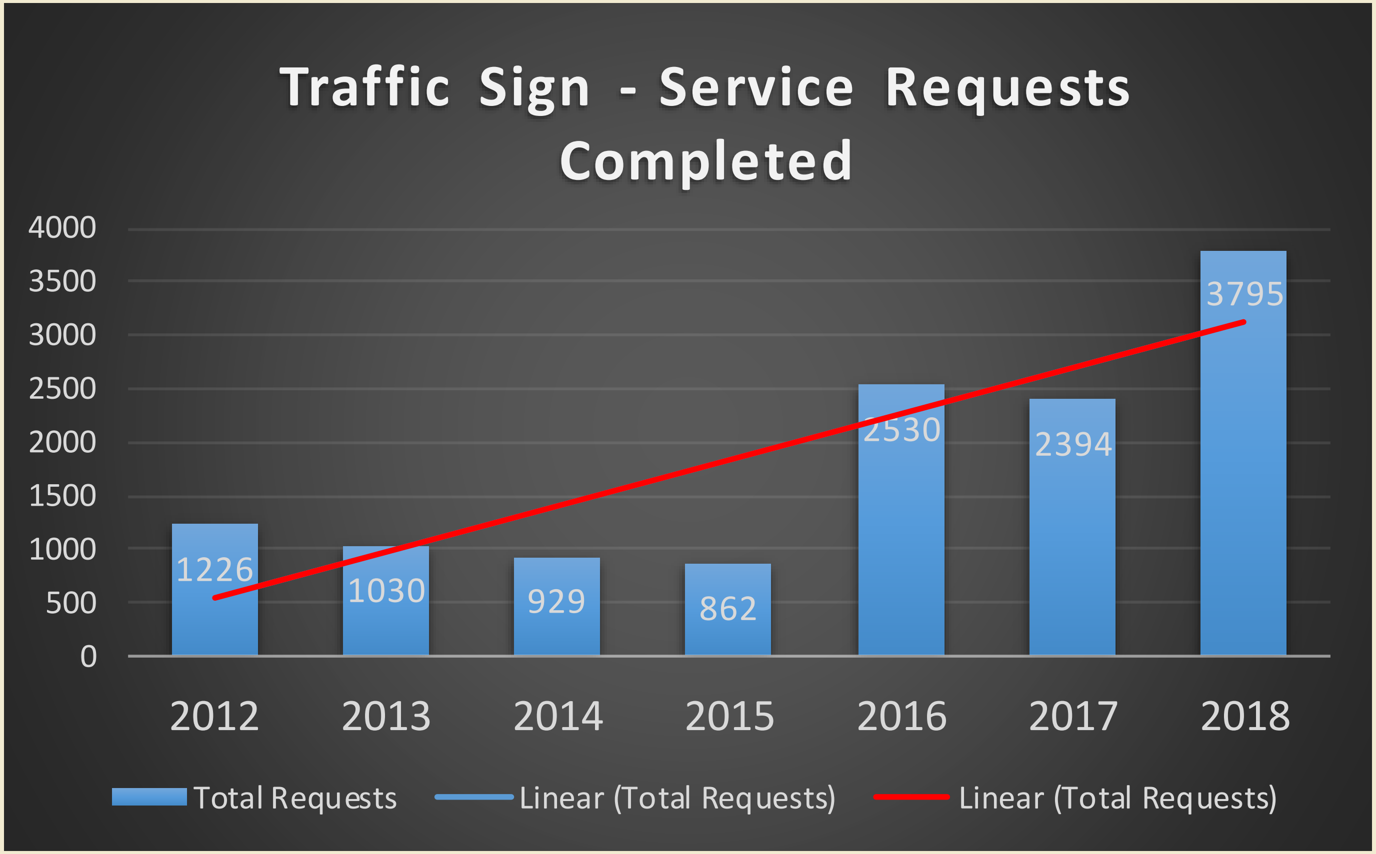


Street & Transportation



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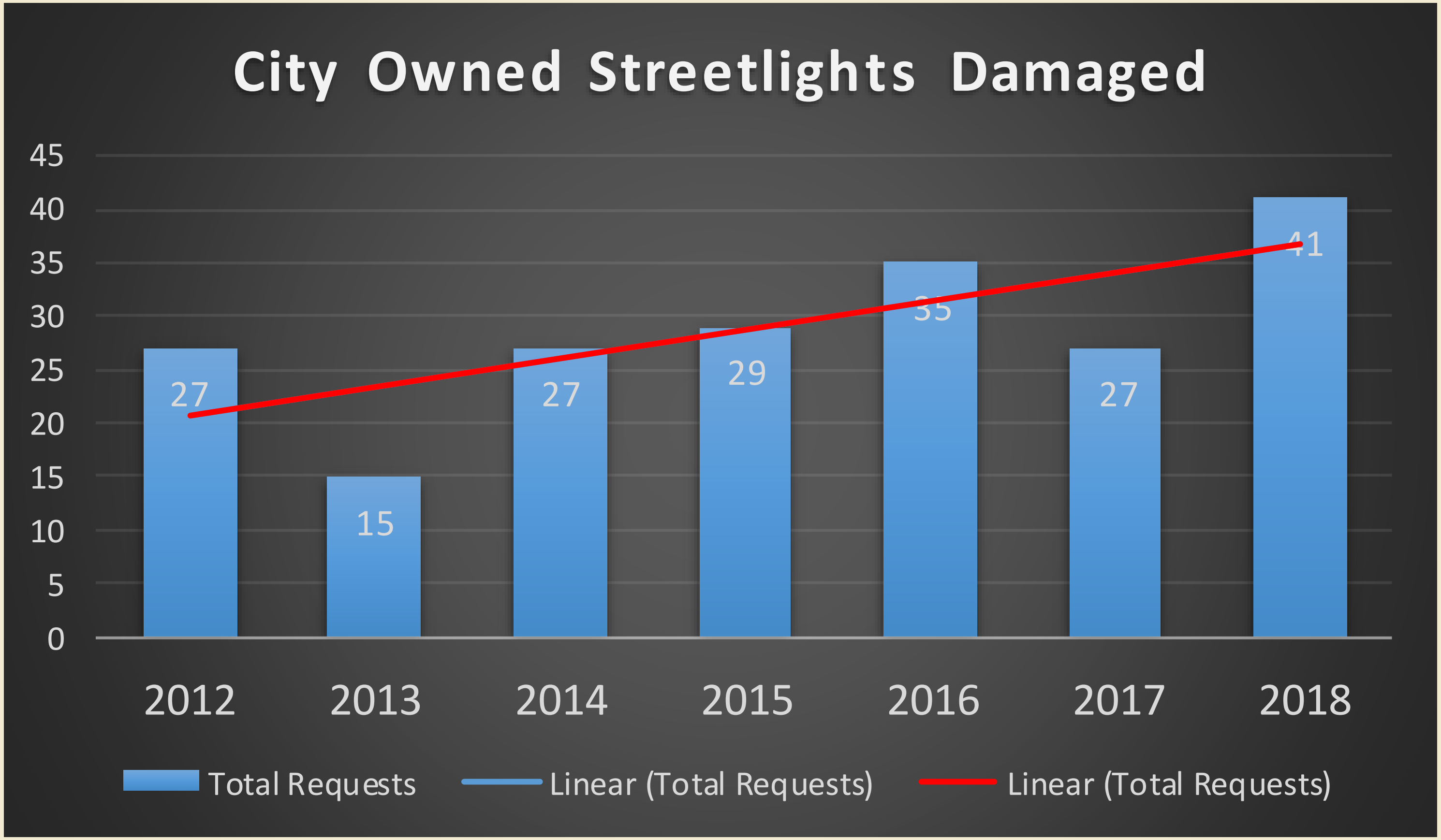

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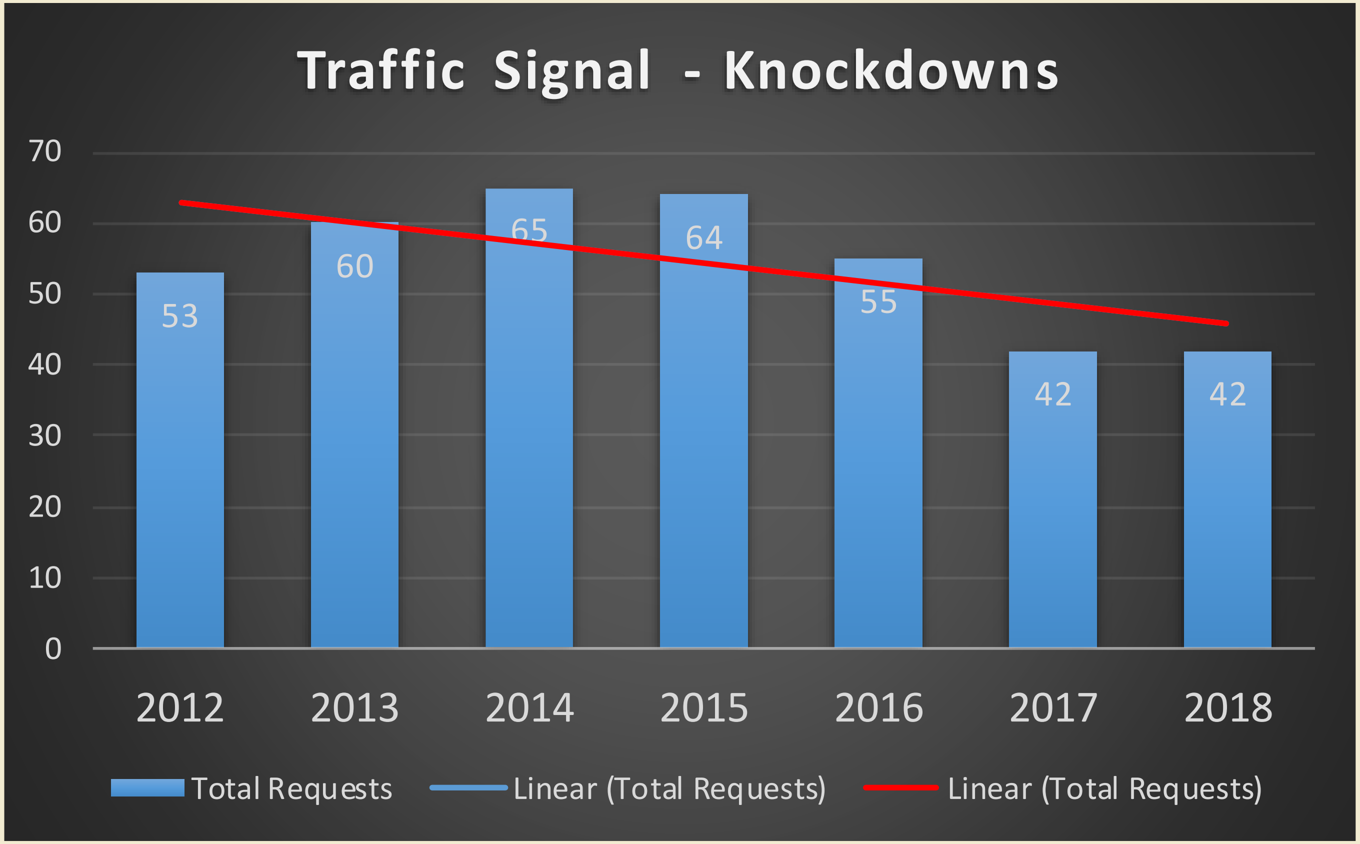


Street & Transportation

2018 Accomplishments & Areas for Future Improvement

Accomplishments

- Parking Lot #5 (W. State & Church St.) landscape beautification project completed
- Street Department staff patched 86,109 potholes
- Forestry Department continues to balance service request types between internal staff and contracted labor
- Traffic / Sign Department completed the Citywide ADA sign inventory
- Nearly 100% monthly completion of Traffic Signal/Sign Service requests

Areas for Improvement

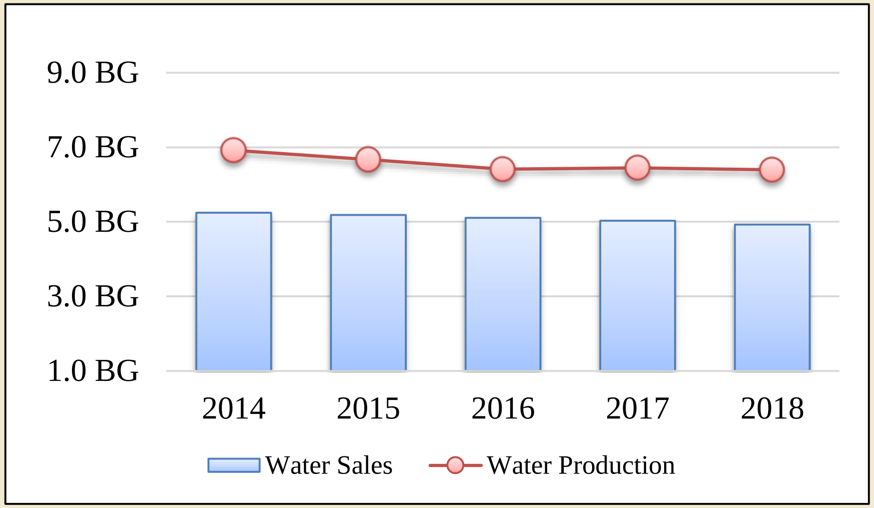
- Continue milling pavement heaves on arterial streets where needed
- Continue to modernize City vehicle and equipment fleet
- Continue to identify joint purchasing strategies with nearby municipalities

Water Division

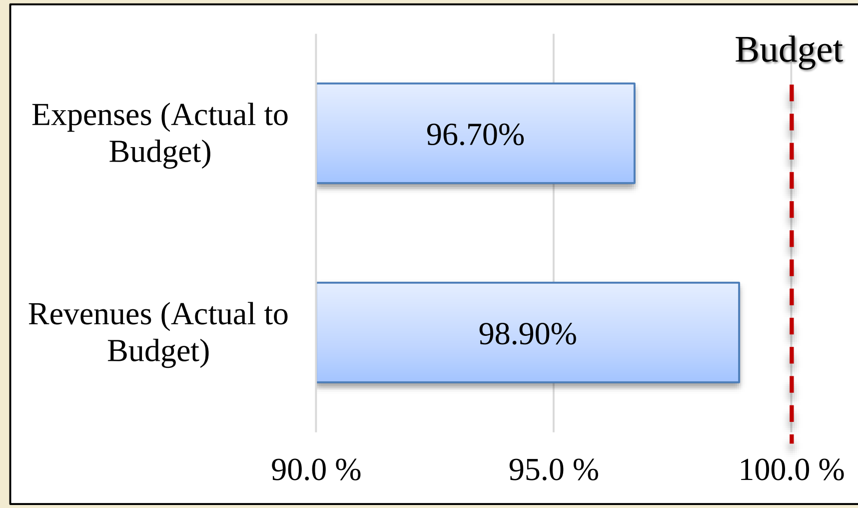
Kyle Saunders- Water Superintendent

PUBLIC WORKS / WATER DIVISION

Water Production/Consumption



Financial Performance – Budget to Actual



Scorecard

		Monthly Performance	2018 Monthly Target	2018 YTD Average	2017 YTD Average	Indicator
Water Operations	Distribution	Emergency Repair Time (hours)	2	3.0	0.9	2.1
		% of Total Repairs That Are Planned	70%	75%	82%	-7%
		Backlog of Non-Emerg Repairs (Weekly Avg)	25	45	27	18
		# of Winter Backlog Jobs	130	Date Based Metric		
		Water Main Flushed (mi)	40	Date Based Metric		
	Field Services	Total Work Orders	2465	1869	2505	-637
		Days Priority S /O Outstanding	30	8	7	1
		Backlog of Priority S /O	50	19	9	10
	Production	Maintenance Work Orders	200	134	199	-65
		Service Pressure Excursions	45	22	24	-2
		% Preventative Maintenance	60%	46%	58%	-12%
		# of Water Quality Complaints	3	1	2	-1
		% Design Demand	100%	118%	123%	-5%
	Financial	Total Amt Past 30 Days Due as % of Revenue	5%	2.2%	2.0%	0.2%
		Operating Revenue, % of Plan	95%	101%	100%	1%
		Number of New Water Connections	5	11	10	1

Highlights – FY 2018

- 1.2%* Increase in Revenue
- 3.3% Below Expense Budget
- 12X Increase in Lab Analyticals
- 0.9% Decrease in Water Production
- 3X Increase in Distribution PMs
- $7.0MM+ Investment in Water CIP

THE CITY OF ROCKFORD ILLINOIS, USA

PUBLIC WORKS / WATER DIVISION

Rockford Water – In Action

THE CITY OF ROCKFORD ILLINOIS, USA

PUBLIC WORKS / WATER DIVISION

Rockford Water – In Action

PUBLIC WORKS / WATER DIVISION

Rockford Water – In Action

PUBLIC WORKS / WATER DIVISION

Achievements

- 250 Miles of Acoustic Leak Detection in SE Rockford
- “Apparent” Water Loss Control
- 2.6+ Miles of Water Main Replaced/Installed City-Wide
- 3 Well Rehabilitations
- Stanley St Radium Treatment Plant
- Fireflow Testing & Hydrant PMs
- Large-Scale Meter Replacement RFP
- Lab Consolidation
- ACEC Engineering Excellence
- Water Leadership Program
- Lead and Drinking Water Program

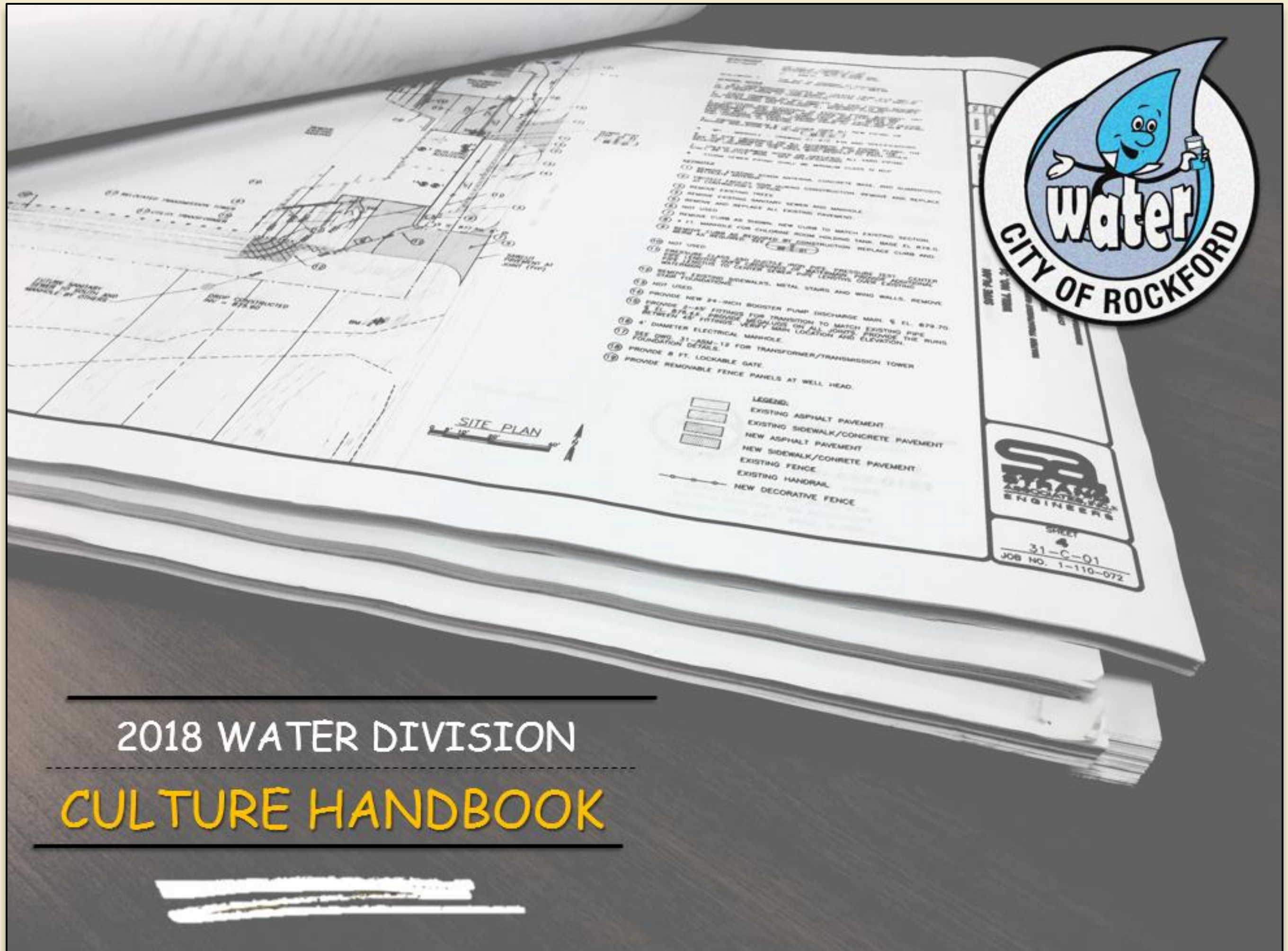
Areas of Improvement

- Large Valve Assessment & Replacement Pilot Program
- River Crossing(s) Pipe Assessment
- Cost-of-Service Analysis
- Brand Identity/Awareness
- Long-Range Financial Model (Rate Setting)
- More Robust CIP Program
- IEPA SRF Project Plan (U45 Reservoir, U39 Radium Treatment, LSLR, EHZ Elevated Storage)
- Water System Modeling
- Lead and Drinking Water Program
- WUMP

THE CITY OF ROCKFORD ILLINOIS, USA

PUBLIC WORKS / WATER DIVISION

Rockford Water Leadership Program

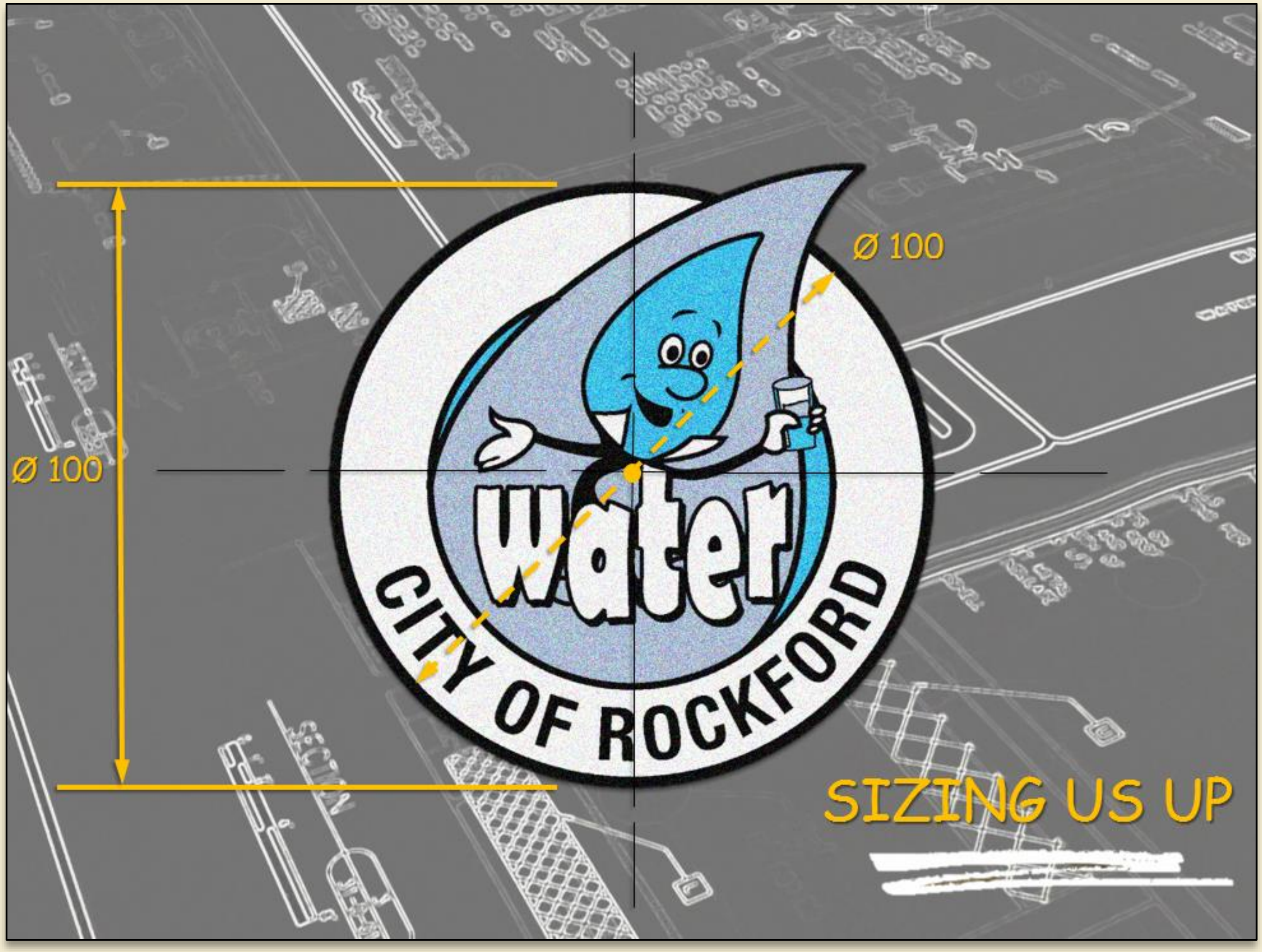


PUBLIC WORKS / WATER DIVISION

Rockford Water Leadership Program

PUBLIC WORKS / WATER DIVISION

Rockford Water Leadership Program



THE CITY OF ROCKFORD ILLINOIS, USA

PUBLIC WORKS / WATER DIVISION

Rockford Water Leadership Program

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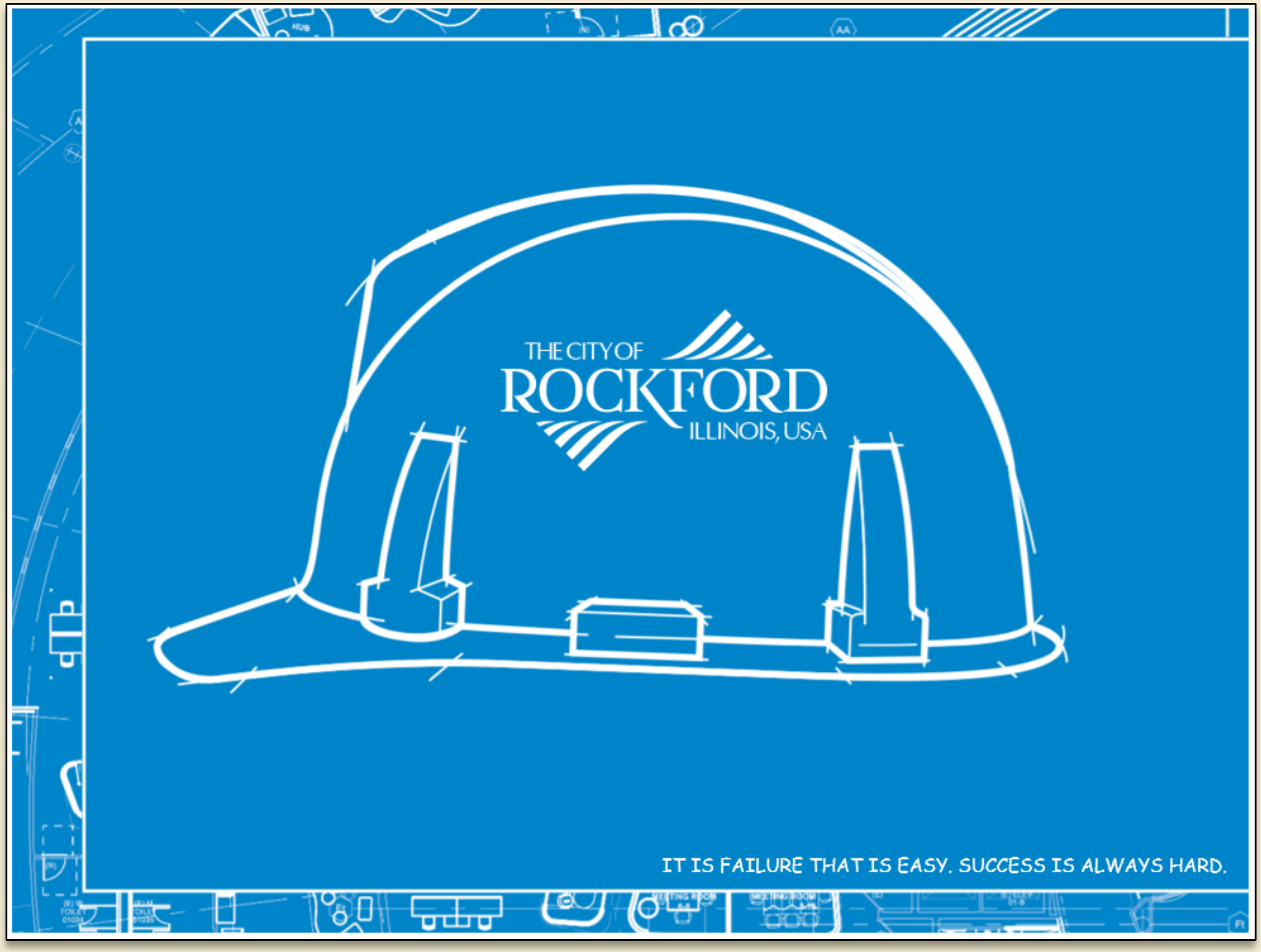
PUBLIC WORKS / WATER DIVISION

Rockford Water Leadership Program



PUBLIC WORKS / WATER DIVISION

Rockford Water Leadership Program

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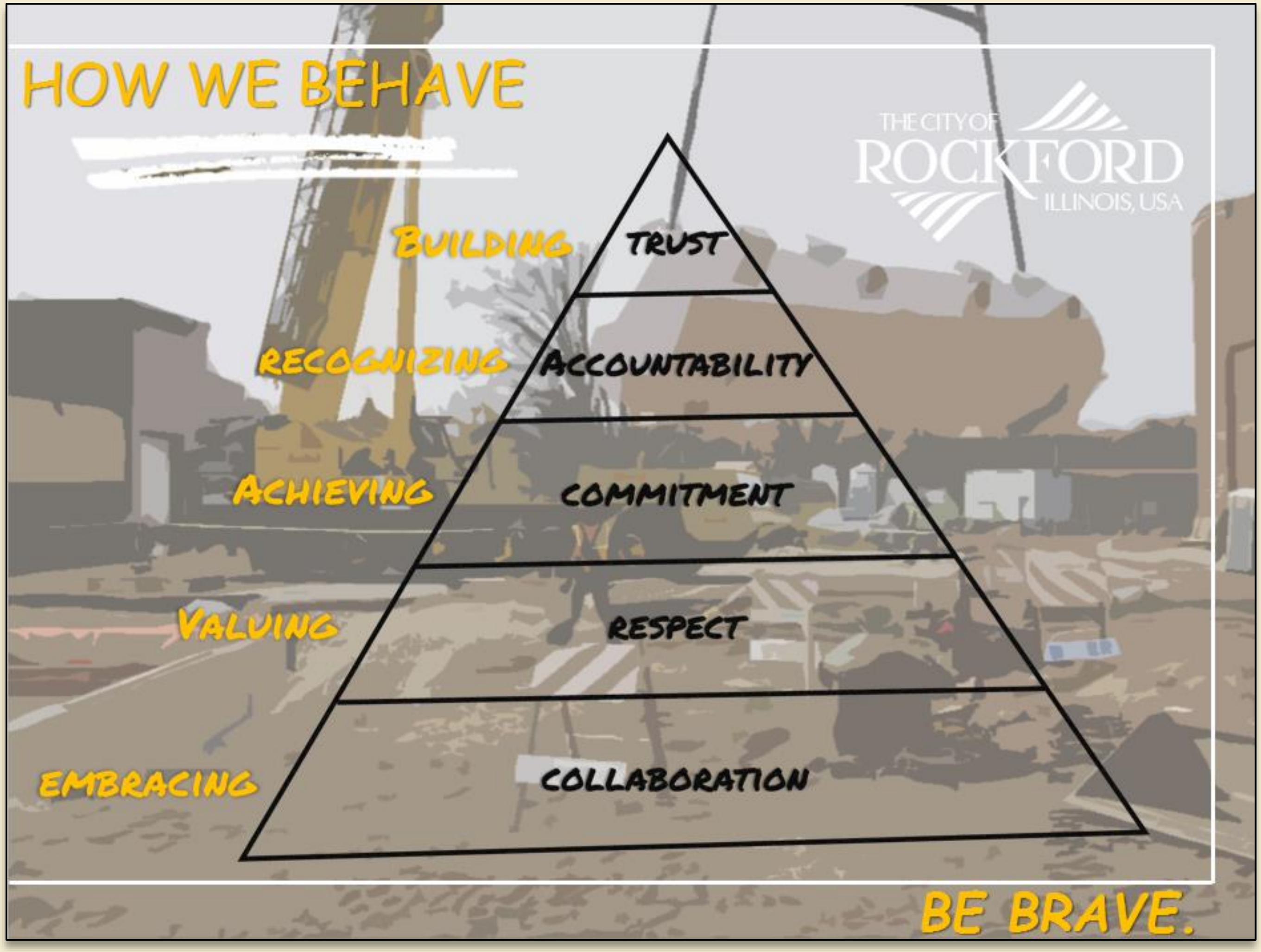

PUBLIC WORKS / WATER DIVISION

Rockford Water Leadership Program

PUBLIC WORKS / WATER DIVISION

Rockford Water Leadership Program

PUBLIC WORKS / WATER DIVISION

Rockford Water Leadership Program

ORGANIZATIONAL CLARITY

1 WHY DO WE EXIST?

Through dedication, integrity, and innovation, we exist to provide our community a better tomorrow.

2 HOW DO WE BEHAVE?

- Commitment
- Collaboration
- Respect
- Accountability
- Trust

3 WHAT DO WE DO?

We provide safe, plentiful, and desirable drinking water to our community.

4 HOW WILL WE SUCCEED?

- Data-Driven Asset Management
- Employee Development
- Stakeholder Support and Understanding

5 WHAT IS MOST IMPORTANT RIGHT NOW?

OUR THEMATIC GOAL

Focus on improving organizational health

OUR DEFINING OBJECTIVES:

- Infuse accountability (P2P)
- Mine for healthy conflict
- Be vulnerable (trust)
- Catch people doing the right thing
- Get engaged (4 markers)

PUBLIC WORKS / WATER DIVISION

2019 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 (i.e., Large-Scale Meter Replacement)
- Model both short and long-term financial projections (rate setting) through use of improved financial forecasting/planning software
- Advance site communications through the integration of next-gen protocols
- 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

Engineering Division

Timothy Hinkens, P.E.- City Engineer

THE CITY OF ROCKFORD ILLINOIS, USA

Engineering Division

Dashboard

	Monthly Performance	2018 Monthly Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total
ROW/Development/Stormwater	# of Site Plans Reviewed	7	3	2	7	8	11	18	24	17	14	16	7	1	128
	% of Site Plans Reviewed in less than 14 days	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	# of Development Plans Reviewed	1	1	0	0	0	0	0	0	0	1	0	0	0	2
	% of Develop. Plans Reviewed in less than 21 days	95%	100%	NA	NA	100%	NA	NA	NA	NA	100%	NA	NA	NA	NA
	# of ROW/DWY Permits Issued	100	91	74	135	149	245	198	218	227	111	110	126	88	1772
	% of ROW/DWY Permits Issued in 1 day	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	ROW/DWY Permits Closed	100	19	27	31	26	329	153	202	312	167	314	108	44	1732
	ROW/DWY Permits Still Open	700	728	798	902	1011	992	1026	1039	934	998	756	850	869	
	Creeks Inspected (mi) even years Goal 68.1mi		NA	NA	4.20	7.90	7.70	7.75	11.98	8.64	3.91	3.47	1.60	10.95	68.10
	Detention Basins Requiring Follow-up (odd years)					5	15	3	6	4	4	5	2	4	48
	Stormwater Outfalls Inspected (even years)	120			78	103	107	125	226	168	161	84	18	142	1212
	Industrial High Risk Inspections On-Site	9	9	12	14	12	4**	6**	4**	8	7	10	9	9	105
	Erosion Control Inspections On-Site (5 Winter; 25-S /S /F)	25	4	4	15	32	35	34	27	34	31	28	24	10	290
	New Illicit Discharge (IDDE) Investigations	1	2	0	2	4	2	1	3	1	4	5	1	0	26
	IDDE Investigations w/in 72 hrs	100%	100%	NA	NA	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	IDDE Investigations Unresolved	8	13	11	13	11	13	7	10	11	7	6	8	6	na
	Stormwater Samples Taken (15-Sp; 15-F; 40 Trib)	NA	0	0	14	1	11	10	0	20	0	7	10	8	81
	SWPPP Reviews	3	2	0	6	9	6	4	5	4	9	6	4	8	58
	Stormwater Service Requests	20	7	23	10	8	46	99	23	27	41	22	15	13	336
	SW Requests Generated Proactively (>50% of Total)	50%	1	1	1	2	8	14	2	6	13	3	8	0	66
	SW Requests Generated Reactively (<50% of Total)	50%	6	22	9	6	48	85	21	21	28	19	7	0	280
	Clogged/Sunken Inlets Invest. w/in 24 hrs of Request	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Other Stormwater Requests Invest. w/in 1 week of Request	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Street Sweeping (mi)	Varies			14	275	246	282.70	121.00	51.50	278.00	281.50	176.60	0.00	1726.75

Engineering Division – Permits and Development 2018 Accomplishments 2019 Goals

Accomplishments:

- Small Cell Wireless ordinance enacted to accommodate Federal Mandate
- Reviewed and adjusted fee schedule based on "Doing Business Task Force" initiatives for work in the right-of-way
- Reviewed 74 special events and permitted 72
- Coordinated with community partners on City Market, Stroll on State and July 4th celebrations
- Continued to coordinate inter-departmental improvements to the development review process

2019 Goals:

- Continue to work with IT on increasing on-line permitting
- Implement
- Administer all permits within designated timelines
- Create a customer kiosk at the permits desk so citizens can become familiar with on-line permitting

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Parking Operations / Traffic Engineering

Accomplishments

- No increase in permit fees in 2018. Continued to offer discount parking permits for $21/month in underutilized lots.
- Went through RFP process and council approval to secure a second contract for parking management
- Facilitated 11 traffic commission meetings that reviewed 72 requests from aldermen and citizens
- 25 intersections / turning movement studies conducted.
- Completed removal of traffic signal at State and Court Street
- Preformed Traffic Calming Pilot Program at Chelsea Avenue and Brendenwood Road
- Award TAP Grant for Sidewalk infill projects on East and West State Street
- Striped the equivalent 6.0 miles of thermoplastic and epoxy

Public Works – Engineering Division

2018 Achievements

CIP Accomplishments

- Resurfaced nearly 17 miles of residential street and rehabilitated 29 alleys
- Improved 3 miles of arterial/collector streets including Elmwood Road, Kishwaukee Street, McFarland Road and Rote Road
- Completed construction of the $23M Harrison Avenue Reconstruction project
- North Main Street $33M reconstruction project nearing completion
- Collaborated with Water Department on multiple projects, including Heath Street and Montague Street
- Completed $1M repairs to the Charles Street Box Culvert underneath Charles Street and 20th Street
- Over 1 mile of sidewalk repairs completed in City-Wide Sidewalk Program
- Completed $10M Mercy Way and Lyford Road projects
- Completed Phase 10 of Harmon Park Drainage Improvements
- Installed bike lanes along Madison Street
- Published multiple design guides and policies including: Engineering Design Criteria, Qualified Based Selection Procedure, Complete Street Policy and ADA Transition Plan

Public Works – Engineering Division

2019 CIP Projects/Goals

<u>IDOT Projects</u>

- Complete North Main Street corridor reconstruction
- Complete land acquisition and utility relocations in advance of West State Street Phase 2 project
- Begin reconstruction of the IL-2/US-Bypass-20 Interchange

<u>CIP Goals</u>

- Continue to implement the Neighborhood Priority Allocation program
- Arterial/Collector Roadway Projects: Lyford Road, Pierpont Avenue and Sandy Hollow Road
- Begin design on 3 major bridge replacements
- Stabilize the eroding banks of Keith Creek between 5^{th} Street and 8^{th} Street
- Install sidewalks along East State Street and West State Street to accommodate high pedestrian levels
- Extend Strathmoor Drive from Roxbury Street to Mulford Road
- Begin design on Colman Village redevelopment

<u>Other Goals</u>

- Create interactive web-map displaying past, present and future CIP projects throughout the City
- Continue to maintain long-range plans identifying and prioritizing arterial and bridge projects

Community and Economic Development Department

Karl F. Franzen
Director

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Construction & Development Services

Nelson Sjostrom, Building Code Official, CDS Manager

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Community & Economic Development Department

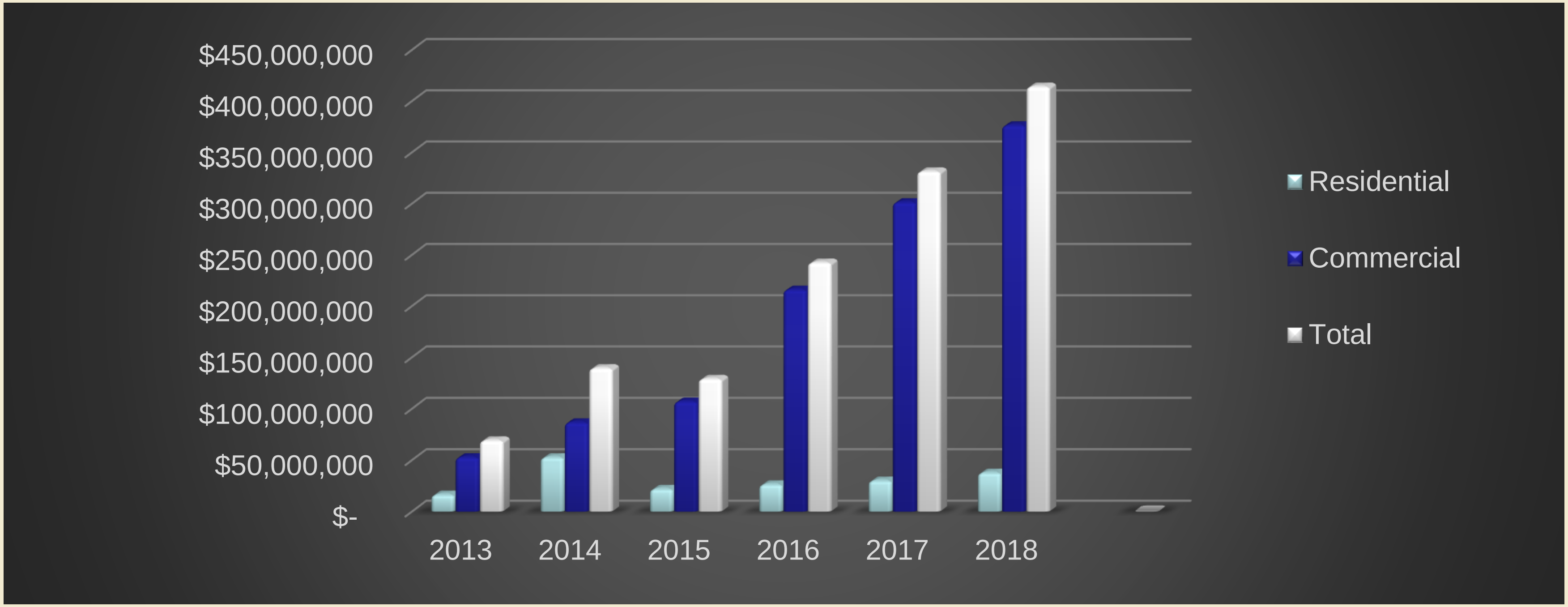
Key Strategic Initiatives

2018

- BUSINESSFirst
- Doing Business in Rockford Task Force
- SolSmart Program – Review of solar permitting
- Online Permitting Processes
- Digital Plan Submission and Digital Plan Review
- Residential Demolition

CEDD - Construction & Development Services

Construction Valuations - January 2013 thru December 2018



Construction Valuations – January 2013 thru December 2018

	2013	2014	2015	2016	2017	2018	% Change
Residential	$ 16,478,272	$ 52,796,024	$ 22,098,220	$ 26,486,997	$ 30,205,802	$ 37,842,914	**25.28%**
Commercial	$ 52,807,574	$ 86,746,135	$ 107,000,438	$ 216,061,659	$ 301,340,980	$ 376,412,421	**24.91%**
Total	**$ 69,285,846**	**$ 139,542,159**	**$ 129,098,658**	**$ 242,548,656**	**$ 331,546,782**	**$ 414,255,335**	**24.95%**

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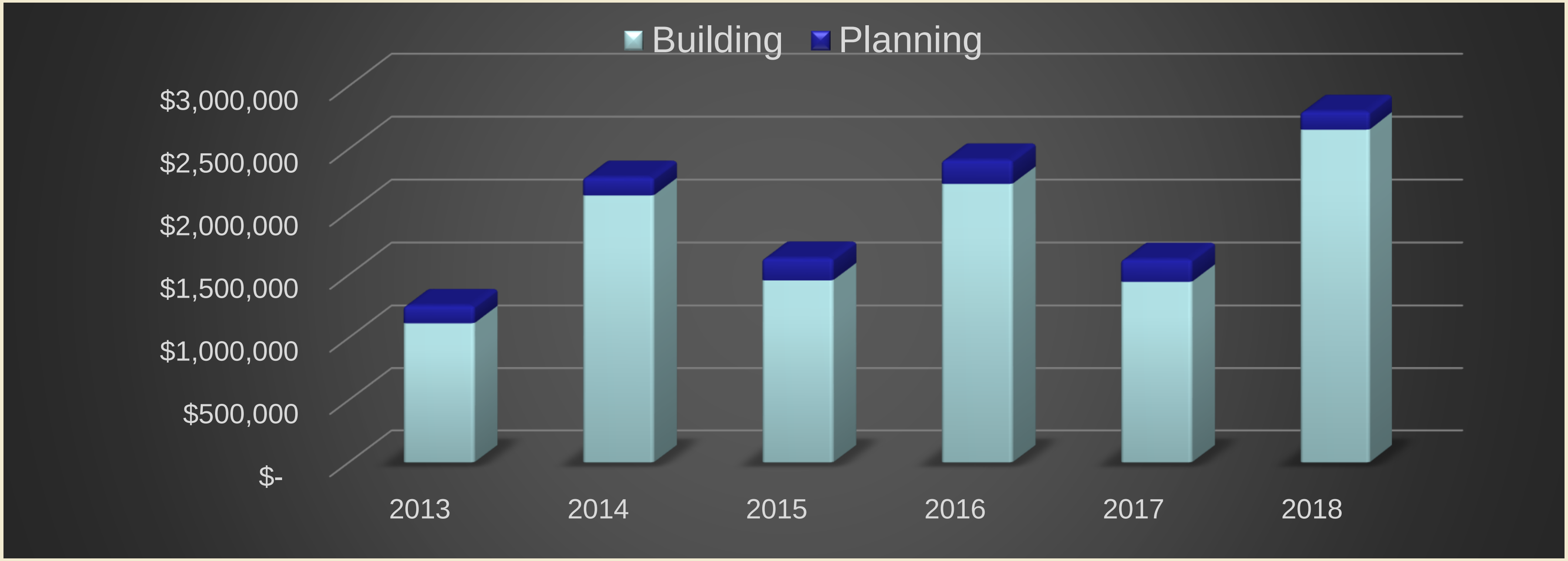
CEDD - Construction & Development Services

Permit Fees - January 2013 thru December 2018



TOTAL PERMIT FEES (Revenue) - January 2013 thru December 2018

	2013	2014	2015	2016	2017	2018	% CHANGE
Building	$1,115,762	$ 2,131,184	$ 1,456,553	$ 2,223,112	$ 1,444,896	$ 2,654,220	**83.70%**
Planning	$ 141,181	$ 145,296	$ 177,378	$ 190,635	$ 179,674	$ 145,647	**-18.94%**
Total	**$1,256,943**	**$ 2,276,480**	**$ 1,633,931**	**$ 2,413,747**	**$ 1,624,570**	**$ 2,799,867**	**72.35%**

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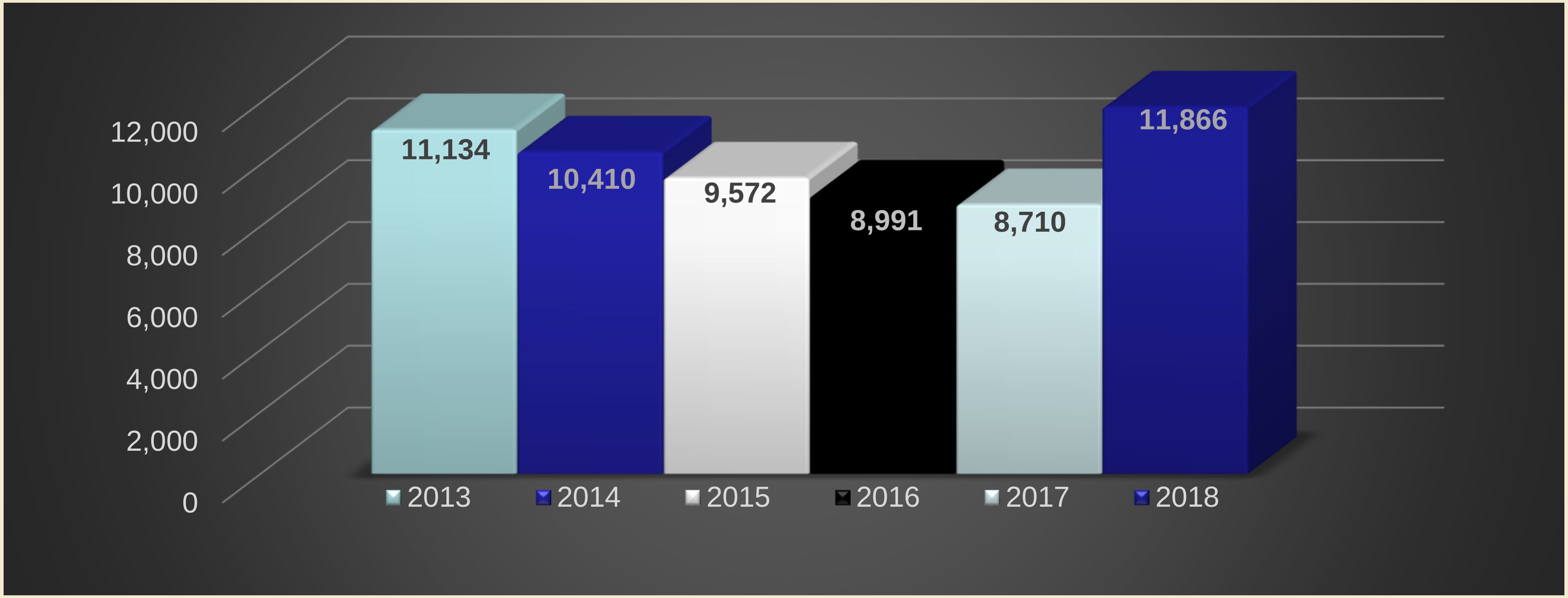
CEDD - Construction & Development Services

Total Inspections January 2013 thru December 2018



INSPECTIONS 2013 - 2018							
2013	**2014**	**2015**	**2016**	**2017**	**2018**		**% CHANGE**
11,134	10,410	9,572	8,991	8,710	11,866		**36.23%**

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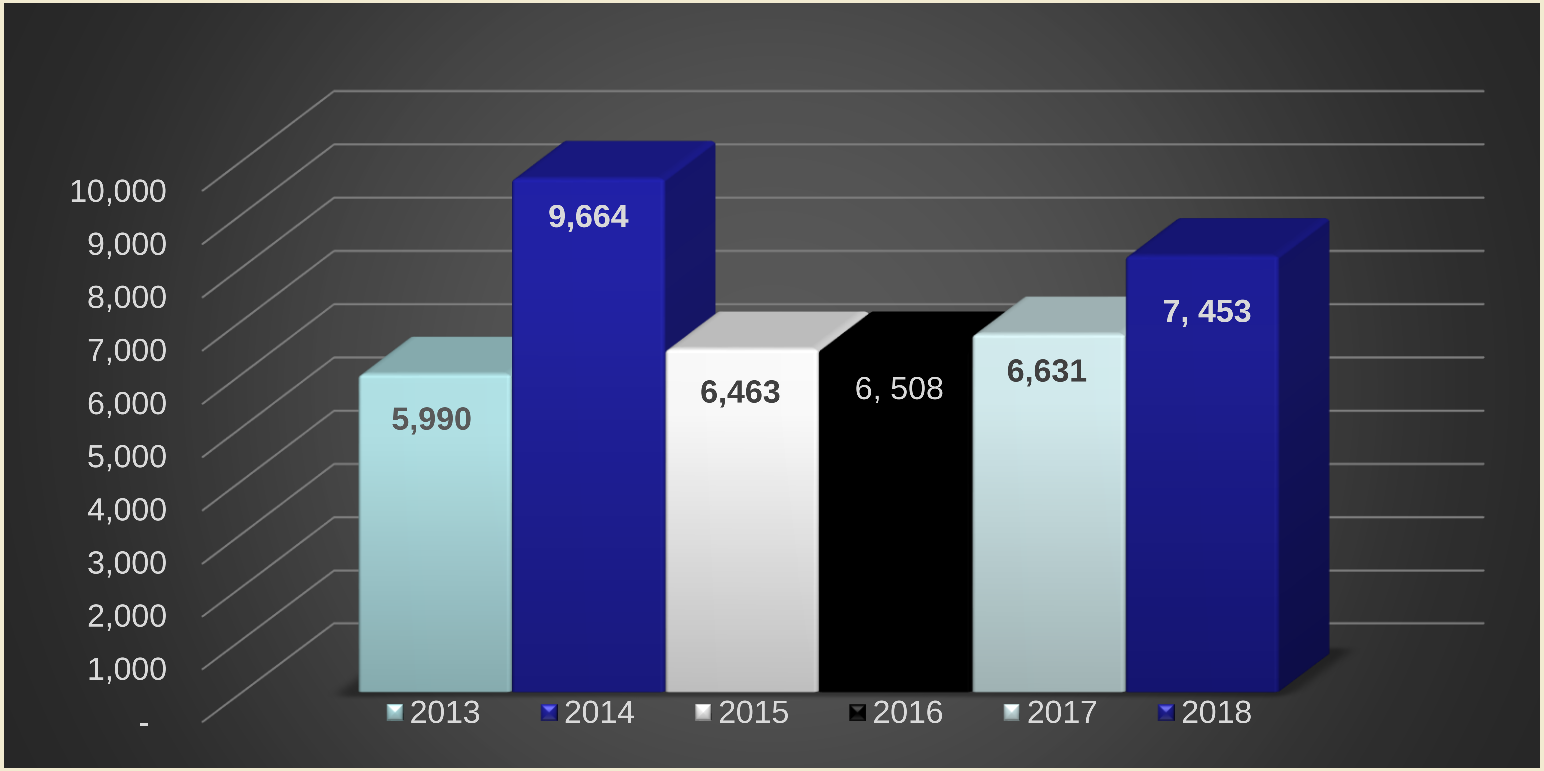
CEDD - Construction & Development Services

Total Permits January 2013 thru December 2018

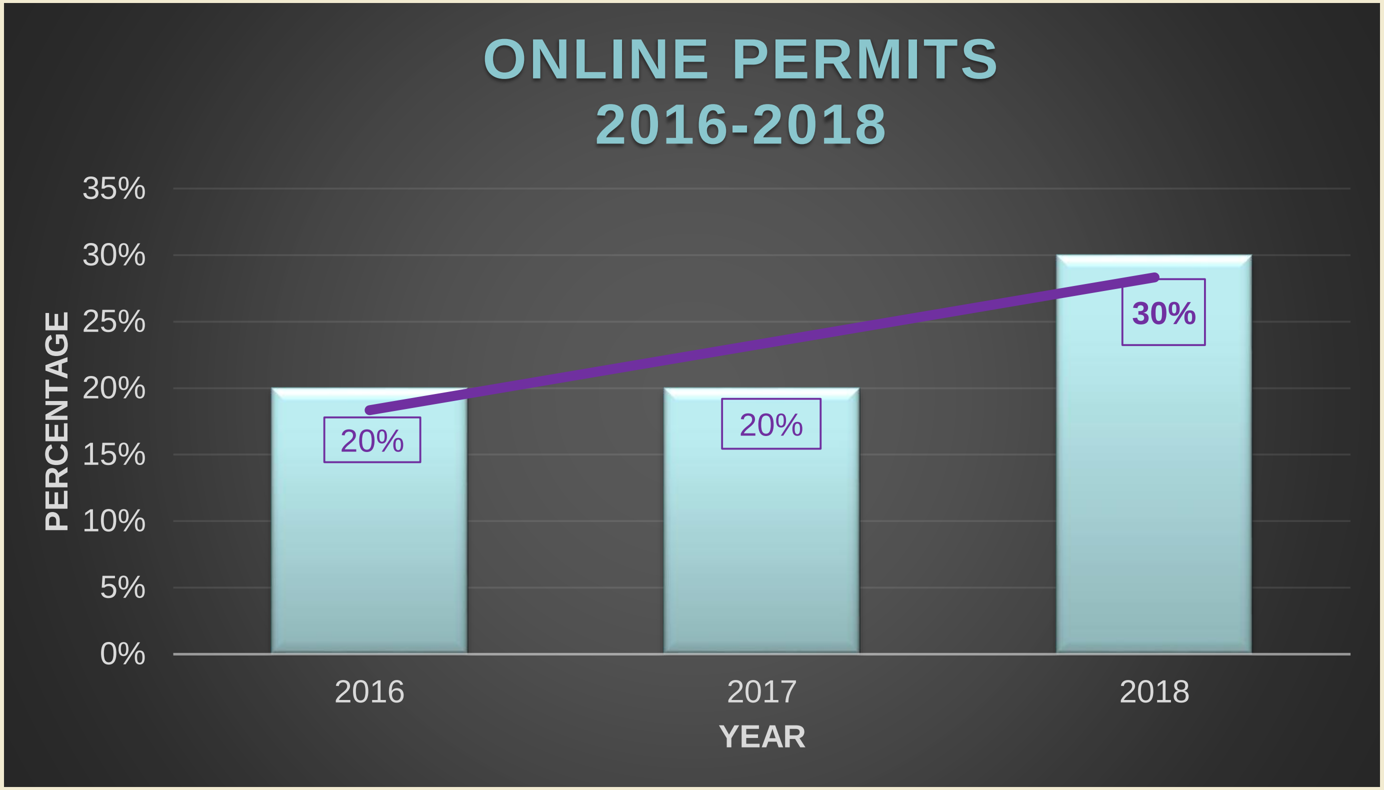


2013	2014	2015	2016	2017	2018	% CHANGE
5,990	9,664	6,463	6,508	6,631	7,453	12%

CEDD - Construction & Development Services

Online Permits Percentage

2016 -2018



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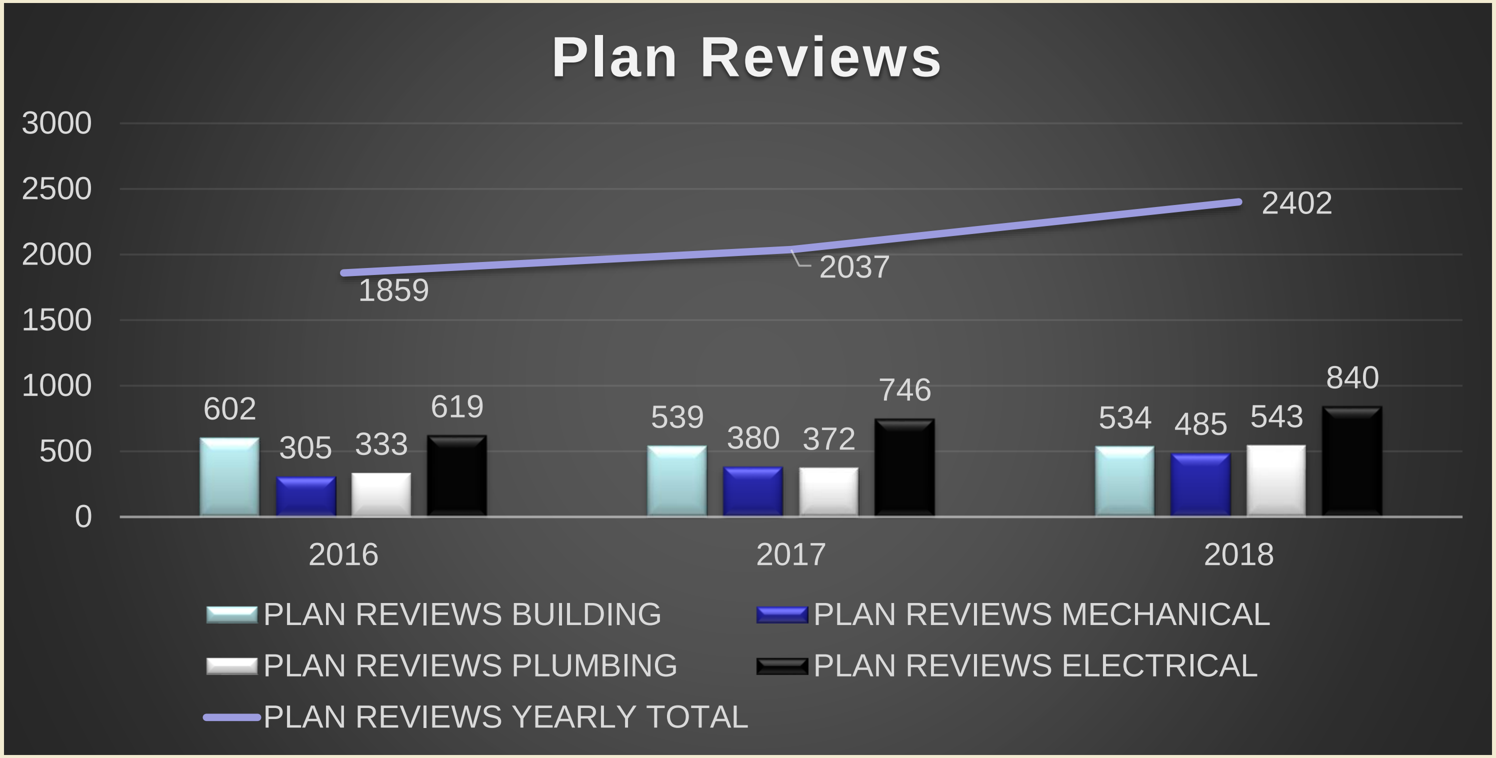
CEDD - Construction & Development Services

Plan Reviews January 2016 thru December 2018



CEDD - Construction & Development Services

Achievements

- 25% increase of Plan Reviews, Permits and Inspections
- Implemented policy that payment is required prior to permit issuance
- Significant increase in online permitting
- Facilitated Decorative Board Up Pilot projects with neighborhood and community partners
- Coordinated local trainings for Regional Building Departments, Contractors and Design Professionals
- Significant Development Projects: Mercy Hospital, Rockford Airport Terminal & Cargo Redevelopment, multiple Swedish American Hospital Projects

CEDD - Construction & Development Services

Areas of Opportunity

- Continue implementation of recommendations from the “Doing Business in Rockford Committee”, including digital plan review
- Work with “Existing Building Task Force”
- Better use of software applications for evaluating Property cases
- Implement a better tracking system for the Online Permitting Portal
- Leverage digital efficiencies to maximize work loads for existing staff

CEDD – Construction & Development Services

2018 Neighborhood Standards Code Enforcement Trends

	Year Total 2018	Year Total 2017	Change
Total Complaints (Service Requests)	5,038	4,764	5.8%
Unfounded Complaints	1,614	1,635	-1.3%
Knock and Talks	134	NA	-
*Avg No. Days to Initial Inspection	-	-	0%
Total Cases Started	9,833	9,764	0.7%
ProActive Cases Started	6,987	5,849	19.5%
CD ORD Cases (Rental, Zoning, Etc)	238	445	-46.5%*
Zoning/Non-Cont. Cases Started	1,714	2,164	-20.8%*
Nuisance Cases Started	6,541	7,179	-8.9%*
Parking/Zoning Tickets Issued	879	106	729.3%*

	Year Total 2018	Year Total 2017	
% Rate of Voluntary Compliance	63.2%	68.6%	-7.8%
Avg Days to Vol. Compliance	13.7	13.8	-0.5%
% Rate of Induced Compliance	4.4%	2.9%	50.3%
Avg Days to Induced Compliance	37.7	26.4	42.9%
% Rate of Forced Compliance	34.3%	28.7%	19.7%
Avg Days to Forced Compliance	26.3	23.8	10.8%

Positive Trend

Negative Trend

*Reduction in Zoning and Nuisance Cases a result of commencement of new Parking/Zoning Ticketing Program.

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CEDD – Construction & Development Services

2018 Weeds Abatement Program

- New annual notice sent for all initial violations to property owners.
- 5/3/2018 - First confirmed weeds complaint received (3/28 in 2017)
- 1,995 total Service Requests for weeds resulted in 1,189 cases (1,726/1,072 in 2017)
- 5,043 total weeds cases started (5,685 in 2017)
- 5/14/2018 – Began initial cut cycle of 522 Winnebago County Tax Trustee lots.
- Trustee Lots typically cut every 3 – 4 weeks or when over 8 inches by Zion West and City Contractors.
- 2,207 total cuts completed on Trustee lots in 2018 at a cost of $71,109

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CEDD – Construction & Development Services

2018 Sanitation Statistics

HOUSEHOLD		
2017 Tonnage	2018 Tonnage	Change In Tonnage
51,109.56	49,984.80	-2.2%

YARDWASTE		
2017 Tonnage	2018 Tonnage	Change In Tonnage
11,626.79	12,719.07	9.4%

RECYCLING		
2017 Tonnage	2018 Tonnage	Change In Tonnage
6,969.16	7,638.15	9.6%

DEMO		
2017 Tonnage	2018 Tonnage	Change In Tonnage
3,904.31	5,793.91	48.4%

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CEDD – Construction & Development Services

2018 Electronic Waste Program

ITEM	2018 KNIB	2017 KW + KNIB
TV's Cathode Ray Tube (Complete)	580,265	1,034,160
TV/DVD/VCR Combo	589	0
TV's (Incomplete)	10,878	68,324
TV's (Console)	35,344	104,863
TV's (Flat screen)	95,925	114,375
TV's (Plasma)	654	460
TV's (Projection)	91,666	142,161
Monitors (Complete)	2,117	0
Total Volume (lbs)	**817,438**	**1,464,343**
Container Pulls	**183**	**255**
Invoiced Total	**$87,067.90**	**$128,004.01**

- Program was moved from Kelley Williamson to KNIB in July 2017
- Decrease of 44% in volume and 32% in cost with KNIB as host site

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CEDD - Construction & Development Services

2018 Final Household Hazardous Waste Statistics

MATERIAL	Total Drums	Weight
Acids	23	4,180
Adhesives	373	67,830
Alkaline Batteries	7	1,290
Antifreeze	29	12,684
Asbestos	5	700
Bases	34	6,145
Bulked Solvents	47	20,551
Lab Packs	14	579
Lithium Batteries	7	420
Mercury Debris	2	90
Mixed Bulbs	10	980
Nickel-Cadmium Batteries	6	360
Non-Processable Aerosols	55	8,165
Oil Based Paints	45	24,590
PCB Ballasts	1	78
Pesticides Solids	68	13,110
Pesticides Liquid	148	25,850
Processable Aerosols	43	6,270
Straight Lamps	35	1,770
Used Oil	96	43,440
Final 2018 Total	**1,048**	**239,082**
Final 2017 Total	**1,149**	**261,126**
Percent Change	***-10%***	***-9%***

- 5,757 Total Cars (5,752 in 2017)
- 73% Rockford Residents (74% in 2017)
- 86% Winn. County Residents (87% in 2017)
- 11,671 Tires Collected (10,623 in 2017)

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CEDD – Construction & Development Services

2018 Achievements/Improvements

- **Achievements**
  - Represented at Trunk or Treat, National Night Out, and many other community engagement events
  - Provided sanitation/disposal assistance for Project 1013, Stroll on State, and Fatherhood Encouragement Project
  - 32% Cost Reduction in first full year of E-Waste program at KNIB
  - Implementation of new zoning ticketing program
  - Commencement of stronger and streamlined code hearing process

- **Future Areas of Improvement**
  - Improve CDBG program effectiveness using targeted code enforcement areas
  - Work with legal on improve cost recovery

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Economic Development Division

Mark Williams
Economic Development Manager

CEDD - Economic Development

Scorecard

Economic Development Data Quarterly Performance		2018 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	3	5	**8**	5	**10**	5	**7**	20	**28**
Industrial New and Retained Projects		12	3	**4**	3	**7**	3	**4**	3	**5**	12	**20**
New and Retained Jobs		800	200	**284**	200	100	200	**231**	200	**322**	800	**937**
Total Investment	Private Investment	$ 145,000,000	$ 15,128,893		$ 38,807,256		$ 20,191,140		$ 231,839,400		$ 305,966,690	
	Public Investment		$ 395,820		$ 8,239,708		$ 306,240		$ 398,149		$ 9,339,917	
	Percentage, Public Investment		2.62%		21.23%		1.52%		0.17%		3.05%	

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CEDD - Economic Development

Achievements

- Enterprise Zone – River Edge Redevelopment Zone and TIF Projects
  - Advanced Machine Engineering – Hennig Inc., Expansion
  - Rockford Ball Screw Expansion
  - Specialty Screw Expansion
  - Porter Pipe New Business Attraction
  - Rockford Systems
- Solar Farm Projects
  - Trajectory Energy Solar Farm Lease
  - Wanxiang Energy Solar Farm Expansion
- Development Agreements
  - 301 S Main Street (former Hanley Bldg)
  - 327 W Jefferson
  - 321 W State Street (Talcott Bldg)
  - Colman Village Development Agreement
  - Kaney Aerospace Expansion
  - SwedishAmerican Hospital
- CDBG Projects
  - Bergstrom Expansion

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CEDD - Economic Development

Achievements Continued

- Economic Development and Diversity Procurement Coordinator position filled
- North Main Business District engaged and visioning sessions begun
- Coleman Village – Phase I Development Agreement Approved
- Completed IEPA Pre-application and Draft Agreement for IEPA RLF for $800,000.
- Received $500,000 USEPA Award for Brownfield Remediation
- With Public Works - completed the bid specs for the temporary structure repairs for buildings 4,9,17 & 18 of Barber Colman Campus
- With Public Works – asbestos removal at 134 N Main building completed

CEDD - Economic Development

Achievements Continued

55 BUSINESSFirst Meetings Held in 2018

The following businesses advanced to opening in new location:

- Stockyard Rock Burger Bar
- 29 Palms Antique Store
- Kikifer's Obsidian Beauty Supply Store (not open yet, but soon)
- Van Laar Fresh Market
- Fire Dept. Coffee
- Grace Funeral Home

CEDD – Economic Development

Continuing Priorities

Operations

- Integrate Hansen System to improve utilization of programs
- Complete Economic Development Division strategic plan with metrics

Programs, Tools and Policies

- Complete amendment of South Rockford TIF for Colman Village
- Amend Boundaries and property tax abatement policies of Enterprise Zones
- Hold informational meeting with building and contractors association on Enterprise Zone and River Edge application process
- Identify and market projects for New Market Tax Credits and Opportunity Zones

CEDD – Economic Development

Continuing Priorities

Planning & Strategic Initiatives

- Corridor improvement strategies
- Phase in development of Colman Village
- Continue progress with the clean-up of both the site and buildings for Phase 1 Colman Village
- Assist with Existing Buildings Task Force

Marketing

- Develop strategic marketing plan for commercial retail development
- Continue efforts to market for growth of Women and Minority Business Enterprises
- Complete inventory of vacant retail space
- Advance Rockford sites through Qualified Sites Program
- Work with RAEDC to advance a Quick Start Building Project
- Continue participation and outreach with ICSC and Industrial and Brokerage Networks
- Continue Engagement with Business Development Districts and Associations

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Neighborhood Development Division

Deb Dorsey
Housing and Program Manager

CEDD – Neighborhood Development

Scorecard

	Funding	Neighborhood Development Program	2015 – 2018 Target	2015 – 2018 Actual	2015 – 2018 % of Target	2018 Actual
Housing Activities	CDBG	Ramps	10	9	90%	3
	HOME	Homeowner Rehab	88	65	74%	5
	HOME / IHDA	Homebuyer Assistance	48	38	79%	9
		TOTAL HOUSING	146	112	77%	17
Public Service	CDBG	Discovery Center - After School Program	875	923	105%	175
		TOTAL PUBLIC SERVICE	875	923	105%	175
Property Improvements	CDBG, IHDA, NSP, GF, Sanitation, Charity	Demos	390	407	104%	81
	IHDA BRP	Blight Reduction Program – Acquisition	33	46	139%	4
	CDBG	Code Enforcement	20,000	22,487	112%	5,320
		TOTAL PROPERTY IMPROVEMENTS	20,423	22,936	112%	5,405

Note: 2018 funding was not received until August 2018.

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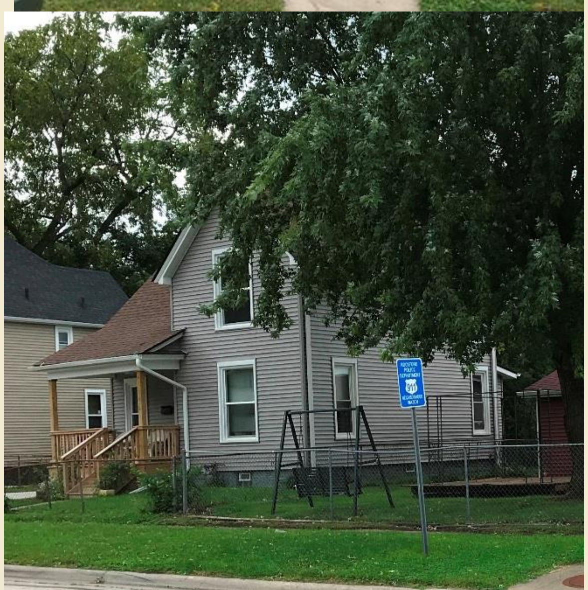
CEDD – Neighborhood Development

Achievements

1. **Applied for and Obtained Additional Program Funds**
   - IHDA $225,000 Land Bank Technical Assistance grant (a collaboration with R1PC and other regional partners)
   - IHDA $125,000 Abandoned Properties Program (APP) Round 3 grant.
   - Applied for IHDA $75,000 APP Round 4 grant (12/18)
2. **Community Partnerships and Collaboration**
   - Mayor's Luncheon for Housing Professionals (HomeStart, Prairie State Legal Services, Winnebago County Health Department)
   - Elementary Students Fair Housing Art Contest (HomeStart, Prairie State Legal Services)
3. **Programs**
   - Evaluated and restructured workflow processes related to contractor capacity and available resources. Recruited 2 new contractors.
   - Designed and implemented a pilot housing program for houses built after 1978.

CEDD – Neighborhood Development

Achievements – Housing Rehab Projects



Collaboration with HomeStart on rehabilitating three neighboring houses

CEDD – Neighborhood Development

Areas of Improvement

- Increase the number of lead-licensed rehabilitation contractors.
- Create a pipeline of eligible Community Housing Development Organizations with ongoing, quality development projects.
- Identify, evaluate and apply for additional grants to complement and leverage our limited federal funding dollars.

Head Start / Early Head Start

2017-2018 Program Services Report

Head Start/Early Head Start/Early Head Start – Child Care 2017 – 2018 Child Demographics

858 Children received services

- 656 Head Start (ages 3-5)
- 142 Early Head Start (pregnant women and children up to age 3)
- 60 Early Head Start – Child Care Partnership (children 6-weeks to age 3)

97 Children with a Disability

- 75 in Head Start
- 18 in Early Head Start
- 4 in Early Head Start – Child Care

34 Children in Foster Care

- 21 in Head Start
- 8 in Early Head Start
- 5 in Early Head Start – Child Care

45 Children Homeless

- 35 in Head Start
- 10 in Early Head Start
- 0 in Early Head Start Child Care

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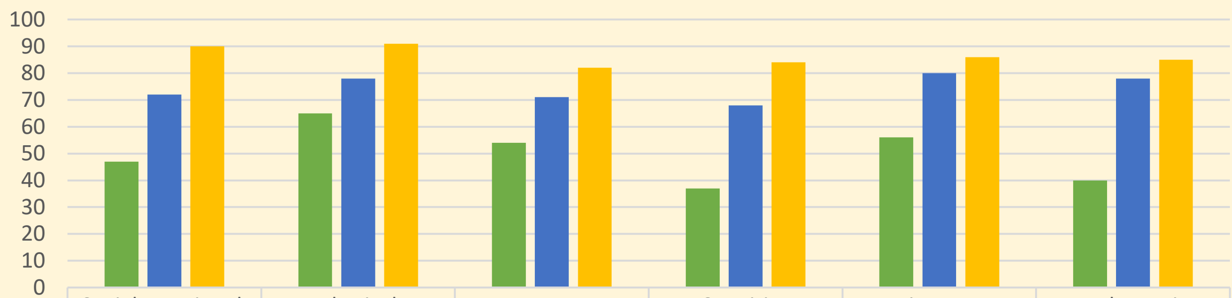
Head Start
2017- 2018 Child Outcomes
Percentage of children Meeting/Exceeding Expectations



	Social Emotional	Physical	Language	Cognitive	Literacy	Mathematics
Fall	47	65	54	37	56	40
Winter	72	78	71	68	80	78
Spring	90	91	82	84	86	85

Fall Winter Spring

Using the baseline data (Fall) to provide individualized and group activities, along with parent input and early childhood services provided by Head Start and RPS #205, child outcomes improved in all domains for the 17-18 school year with most children exhibiting school readiness.

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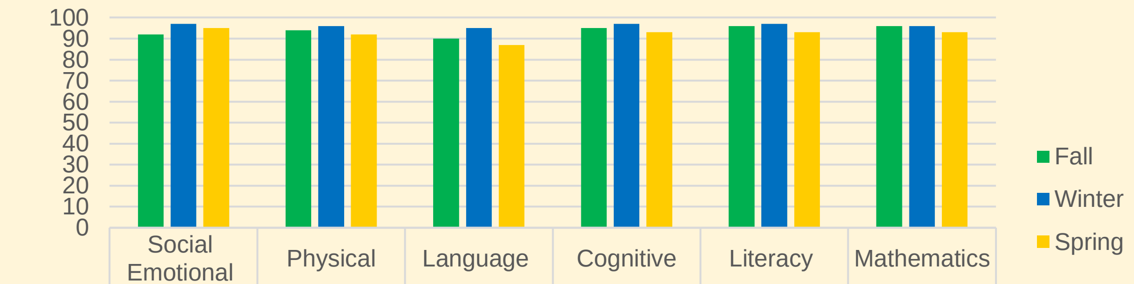
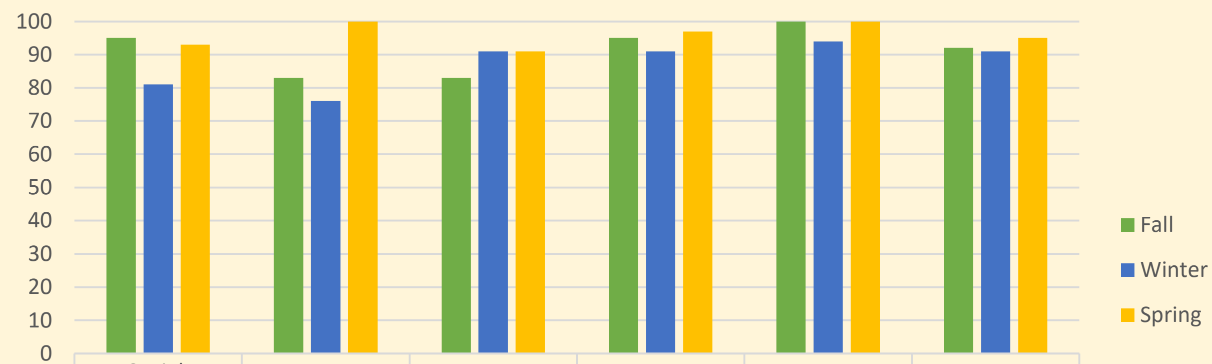
Early Head Start – Home Base
2017-2018 Child Outcomes
Percentage of children Meeting/Exceeding Expectations



	Social Emotional	Physical	Language	Cognitive	Literacy	Mathematics
Fall	92	94	90	95	96	96
Winter	97	96	95	97	97	96
Spring	95	92	87	93	93	93

- Children enter and exit the program throughout the program year.
  - Many children did not receive the benefit of a full year of programming due to early exits
  - 41 children were in the program from the start of the year until its completion
- Children made gains in most domains from the Fall to Winter period.
- Slight decrease in all domains from the Winter to Spring period. Decrease varied from 3% to 8%.
  - 3% decrease represents only 4 children.
- Greatest decrease was in the Language domain.
  - Contributing factors:
    a. 28 Children have a home language other than English
    b. 11 Children have an identified developmental delay and receive Early Intervention Services
    c. Greatest decrease occurred in children 24m – 36 m+ of age. During this period of development, expressive language is emerging. Slower skill attainment is expected for dual language learners and children with identified special needs

Early Head Start – Child Care Partnerships
2017-2018 Child Outcomes
Percentage of children Meeting/Exceeding Expectations



	Social Emotional	Physical	Language	Cognitive	Literacy	Mathematics
Fall	95	83	83	95	100	92
Winter	81	76	91	91	94	91
Spring	93	100	91	97	100	95

Overall, the Early Head Start-Child Care Partnership classrooms show an increase in child outcomes from the beginning to the end of the 17-18 program year in all domains. The data indicates that classrooms are providing an environment conducive to early learning and stable teacher-child relationships, the first steps toward school readiness.

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Head Start/Early Head Start/Early Head Start – Child Care 2017 – 2018 Family Demographics

780 Families served

- 610 in Head Start
  - 484 Single parents, of those parents 217 are unemployed
  - 126 Two parent families, of those families 34 both unemployed
  - 173 Families less that an High School education
  - 166 Families have a primary language other than English

- 123 in Early Head Start
  - 90 Single parents, of those parents 58 are unemployed
  - 33 Two parent families, of those families 8 both unemployed
  - 45 Families less that an High School education
  - 34 Families have a primary language other than English

- 47 in Early Head Start-Child Care Partnership
  - 46 Single parents, of those parents 3 are unemployed
  - 1 Two parent family
  - 15 Families less that an High School education
  - 14 Families have a primary language other than English

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Head Start
2017-2018 Family Services Outcomes

- Close to 50% of Head Start families received at least one service.
- The service area that had the highest number was parenting education. While only 19 families identified this as a need/interest, 180 families participated in parenting workshops.
- Housing assistance was the highest identified interest/need. Services were provided to over 50% of those families.

Types of Family Services	# of families with a expressed interest or identified need during the program year	% of families with an expressed interest or identified need during the program year	# of families that received the following services during the program year	% of families that received the following services during the program year
Emergency/crisis intervention such as meeting immediate needs for food, clothing or shelter	73	12%	71	12%
Housing assistance such as subsidies, utilities, repairs, etc.	106	17%	67	11%
Mental health services	48	8%	10	2%
English as a Second Language (ESL) training	15	2%	11	2%
Adult education such as GED programs and college selection	31	5%	18	3%
Job Training	1	0%	1	0%
Substance abuse prevention	0	0%	0	0%
Substance abuse treatment	1	0%	0	0%
Child abuse and neglect services	4	1%	3	0%
Domestic violence services	4	1%	4	1%
Child Support Assistance	0	0%	0	0%
Health Education	20	3%	46	8%
Assistance to families of incarcerated individuals	2	0%	1	0%
Parenting education	19	3%	180	30%
Relationship/Marriage education	0	0%	0	0%
Asset building services (such as financial education, opening savings and checking accounts, debt counseling, etc)	10	2%	15	2%
Number of families who were counted in at least one services	234	38%	296	49%

Early Head Start – Home Based
2017-2018 Family Services Outcomes

- 96% of families received at least one service.
- Health education and parenting education were the highest expressed interest or identified need.
- 90% of families received health education.
- 96% of families received parenting education.

Types of Family Services	# of families with a expressed interest or identified need during the program year	% of families with an expressed interest or identified need during the program year	# of families that received the following services during the program year	% of families that received the following services during the program year
Emergency/crisis intervention such as meeting immediate needs for food, clothing or shelter	12	10%	10	8%
Housing assistance such as subsidies, utilities, repairs, etc.	40	33%	24	20%
Mental health services	10	8%	2	2%
English as a Second Language (ESL) training	1	1%	1	1%
Adult education such as GED programs and college selection	11	9%	2	2%
Job Training	1	1%	0	0%
Substance abuse prevention	0	0%	0	0%
Substance abuse treatment	0	0%	0	0%
Child abuse and neglect services	2	2%	1	1%
Domestic violence services	4	3%	3	2%
Child Support Assistance	0	0%	0	0%
Health Education	111	90%	111	90%
Assistance to families of incarcerated individuals	0	0%	0	0%
Parenting education	111	90%	118	96%
Relationship/Marriage education	1	1%	0	0%
Asset building services (such as financial education, opening savings and checking accounts, debt counseling, etc)	1	1%	1	1%
Number of families who were counted in at least 1 service	113	92%	118	96%

Early Head Start – Child Care Partnership 2017-2018 Family Services Outcomes

- 91% of families received parent education even though they did not express an interest or need.
- 44% of families received asset building training.
- 63% of families received health education training.

Types of Family Services	# of families with a expressed interest or identified need during the program year	% of families with an expressed interest or identified need during the program year	# of families that received the following services during the program year	% of families that received the following services during the program year
Emergency/crisis intervention such as meeting immediate needs for food, clothing or shelter	0	0%	0	0%
Housing assistance such as subsidies, utilities, repairs, etc.	3	6.4%	2	4.3%
Mental health services	2	4.3%	0	0%
English as a Second Language (ESL) training	0	0%	0	0%
Adult education such as GED programs and college selection	3	6.4%	2	4.3%
Job Training	1	2.1%	1	2.1%
Substance abuse prevention	0	0%	0	0%
Substance abuse treatment	0	0%	0	0%
Child abuse and neglect services	0	0%	0	0%
Domestic violence services	0	0%	0	0%
Child Support Assistance	0	0%	0	0%
Health Education	0	0%	30	63.8%
Assistance to families of incarcerated individuals	0	0%	0	0%
Parenting education	0	0%	43	91.5%
Relationship/Marriage education	0	0%	0	0%
Asset building services (such as financial education, opening savings and checking accounts, debt counseling, etc)	10	21.3%	21	44.7%

Head Start / Early Head Start Health Outcomes 2017-2018 Program Year

Head Start

- Children and families received health education in the classroom, parent meetings and family fun nights. Some of the topics included: handwashing, flu shots, nutrition, dental education, lead poisoning prevention, anemia, and exercise.
- Just under half of the children who completed a dental exam, needed dental treatment. More than half of those children started dental treatment, and many of the rest had upcoming dental treatment appointments.
- 9 children needed Oral Surgery to complete the extensive dental treatment needs. Head Start assisted these families with preparing for surgery and payment as needed.

Early Head Start – Home Base

- 11 pregnant mothers and 131 children were enrolled in Early Head Start. All of the pregnant mothers had insurance and received prenatal care. 99% of the children had health insurance and a medical home.
- During the 17-18 program year 85 % of the families enrolled in Early Head Start received health education. Staff worked with families by encouraging them to receive age appropriate well child checks, immunizations, hemoglobin and lead screens, TB assessments. Staff also provided information to families on the importance of receiving a dental exam every 6 months starting at 1 year of age.
- The percentage of children who were up to date with Well Child Checks and recommended preventive care (labs, tb assessment) increased from the beginning to the end of the 17-18 program year by 21%, (see table).

Early Head Start – Child Care Partnership Health Outcomes 2017-2018 Program Year

Early Head Start – Child Care Partnership

- 100% of the children enrolled in Early Head Start – Child Care Partnership had health insurance and a medical home
- The percentage of children who were up to date with Well Child Checks and recommended preventive care (labs, tb assessment) decreased from the beginning to the end of the 17-18 program year by 11% (see table). Children enrolled in this program have parents that are working or are in school.
- 50% of the families enrolled in EHS-CC received health education.

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Health Outcomes
2017-2018 Program Year

Program	EHS-CC		EHS		HS	
Number of children enrolled	60		142		656	
Percentage of Children who have health insurance	100%		99%		99%	
Percentage of children who have a medical home	100%		99%		99%	
Percentage of children who are up to date with Well Child Checks and recommended preventive care (labs, tb assessment).	Beginning 53%	End 42%	Beginning 57%	End 78%	Beginning 89%	End 93%
Percentage of children up-to-date for immunizations or are exempt	95%		93%		99%	

Dental Data	656 children
Percentage of children who received a dental exam	86%
Percentage of children who needed dental treatment	41%
Percentage of children who started dental treatment	56%

Head Start

Achievements

Awarded new 5-year Head Start/Early Head Start Grant to include:

- Expansion of collaboration sites with Rockford Public Schools from 204 slots to 460, including sites at Dennis, Beyer and Summerdale
- Expansion of collaboration with the YMCA Children's Learning Center from 15 preschool slots to 40
- Expansion of Early Head Start Home visiting slots from 84 to 114
- A new Parent and Child Education Center (PACE) at Fairgrounds to serve 24 infants and toddlers and their families was funded

Full enrollment in Head Start and Early Head Start

Launched a Single Point of Entry with RPS #205 to better support recruitment, enrollment and placement of children eligible for Head Start and other preschool services provided by RPS #205

Head Start

Areas for Improvement

Full Staffing of Positions to ensure that programs can be fully enrolled and children and families receive high quality services in all program options. Current openings include:

Head Start

Bilingual Family Support Specialist, Program Support Assistant, Head Start Teacher, 2 Office Assistants and Coach/Mentor

Early Head Start

7 PACE Teachers, 5 Home Visitor Teachers, PACE Team Coordinator and Coach/Mentor

Opening of the PACE Center at Fairgrounds to provide Early Head Start Services to 24 children and high quality, intensive support to families to assist them in their journeys to self-sufficiency.

Complete the EHS start-up plan for the PACE Center including hiring staff, facility renovations and enrollment of families.

Head Start

Areas for Improvement

Improve the completion rate of Well Child Checks by working with families to identify and alleviate barriers.

- Early Head Start – Increase the percentage of children who are up to date with well child checks at the end of the program year to 85%
- Early Head Start–Child Care Partnership - Increase the percentage of children who are up to date with well child checks at the end of the program year to 75%

Increase math scores for children in Head Start

Head Start – 90% of enrolled children in the 18-19 program year will meet or exceed expectations in the domain of Mathematics in the spring assessment period.

Children will demonstrate receptive and expressive language skills in their home language (may be English or other languages). Early Head Start and Early Head Start-Child Care Partnership.

Maintain or improve gains in language across three assessment periods. Ensure that children have language opportunities in their home language.

Head Start

Areas for Improvement

Ensure full funded enrollment in all program options

Head Start

460 – RPS #205 Collaboration

34 – Hand-N-Hand Collaboration

40- YMCA Children’s Learning Center

Early Head Start

114- Home Based

8 – Hand-N-Hand Collaboration

24- PACE Center at Fairgrounds

Early Head Start- Child Care Partnership

16- Trinity Day Care

24- Rockford Day Nursery

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Head Start

Areas for Improvement

Develop a public awareness plan to help us achieve our goals for recruitment and enrollment of children and staff including:

- Social media
- Written materials
- Outreach to community organizations

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Information Technology

PRESENTED BY:

Glenn Trommels
Information Technology Director

Information Technology
Key Strategic Initiatives
2019

- Implement new CAD and RMS systems
- Support NG911 initiative
- Support Electronic Plan Review Project
- Implement Munis Vendor Self-Serve
- Implement Munis Content Management System (TCM)
- Implement Munis Timekeeping System

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Information Technology
Key Strategic Initiatives
2019

- Support Ordinance Violation Ticketing and Adjudication System
- Finalize New FOIA System
- Upgrades to Enterprise Storage System
- Server Upgrades
- Upgrade to Tape Library Backup System
- Implement City's first Disaster Recovery Site (Career Goal!)

Information Technology

2018 Dashboard

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
WO Open	797	674	788	763	1007	908	737	904	719	698	678	557	9230
WO Closed	749	669	759	794	1062	845	743	1031	741	662	707	547	9309
WO %	93.98%	99.26%	96.32%	104.06%	105.46%	93.06%	100.81%	114.05%	103.06%	94.84%	104.28%	98.20%	100.86%
Server Availability	100.000%	99.998%	99.999%	99.995%	99.998%	99.998%	99.995%	99.998%	99.998%	99.997%	99.998%	99.997%	99.998%
Servers Within SLA	100.000%	96.250%	98.765%	82.716%	91.358%	95.062%	82.716%	95.062%	93.827%	91.358%	95.062%	95.000%	93.098%
Network Availability	99.999%	99.986%	99.991%	99.991%	99.989%	99.996%	99.996%	99.985%	99.992%	99.993%	99.995%	99.990%	99.992%
Network Within SLA	95.775%	92.958%	91.667%	84.722%	86.111%	93.056%	94.444%	95.890%	95.890%	94.595%	93.243%	94.737%	92.757%

% 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

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Information Technology

Server / Network Availability

Information Technology

2018 Achievements

- Assumed responsibility for IT staffing at the PD
- Assumed responsibility for IT staffing and operations at Rockford 911
- Fiber connection to Station #3
- Fiber connection to Station #2, network upgrades, move to City VoIP system
- Fiber connection to Station #8, network upgrades, move to City VoIP system
- Enterprise Storage Upgrade
- Upgraded and virtualized 911 OpenQuery Server
- Completed 911 datacenter cleanup – retired a number of outdated servers
- Converted from DVD to electronic process for 911 voice recordings for SA's Office
- Replaced voice recording system with newer system
- Implemented backup procedure for voice recordings
- Lowered cost of CAD system service agreements at 911
- Re-bid and project managed video wall for PD
- Finalized LPR project for bridges

Information Technology

2018 Achievements

- Implemented 32 new Dash Cams
- Upgraded Dash Cam Server
- Converted from DVD to electronic process for Dash Cam recordings for SA’s Office
- Implemented computers in 28 new squads
- Created and implemented new Crime mapping application for PD
- Upgraded IA Pro application at PD
- Upgraded Collective Data Application at PD
- CAD/RMS Project:
  - Managed vendor demonstration / selection process
  - Negotiated Vendor Contract
  - Built coalition of municipalities for new RMS system
- Managed video surveillance project for setting up new cameras
- Implemented a number of new reports for CD
- Implemented online 72 hour report for Winnebago County Sheriff
- Consolidated a number of SQL server to save capital and operational costs

Information Technology

2018 Achievements

- Replaced Data Center Core Switch
- Upgraded City Hall 4th floor network closet
- Facilitated HS move from Church St to City Hall
- Facilitated HS move from 555 N Court to Church St building
- Upgraded ArcGIS application to 10.4.1
- Created a Water Service Order Map
- Completed the 2018 Boundary and Annexation Survey
- Completed updates to Census Bureau for 2020 updates
- Updated address data in preparation for NG-911
- Completed a number of customer initiated improvements to Hansen system
- Changed web hosting providers
- Upgraded Exchange email system
- Began upgrade to Office 2016
- Upgraded VMware Virtual Infrastructure

Information Technology

Areas of Improvement

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

Legal Department

Achievements

City Council -

- 335 Committee Reports
- 264 Resolutions
- 283 Ordinances

Highlights include:

- Adoption of City of Rockford Domestic Violence Policy
- Approval of Amendments to Chapter 11- Human Rights ordinance
- Approval of Colman Village Development Agreement with RVC and RLDC
- Contract with the WCHD for tobacco compliance checks from 2018-2019
- Approval of Revisions to Chapter 19 of the Code of Ordinances to include prosecuting lower level offenses administratively
- Approval of Amendments to the City's Liquor Code as a result of the Doing Business in Rockford Task Force

Legal Department

Achievements

Claims -

- Processed 262 claims. An increase of 75% from 2017

Collections/Ordinance Prosecution –

- $125,765 in collected fine amounts for general ordinance violations.
- Engaged new processes for code hearings to reduce costs and staff time commitment

Demolitions –

- 81 completed residential demolitions, significant work also performed on commercial structures

Legal Department

Achievements

Diversity Procurement -

- Comprehensive update of Minority Business and Woman Business Enterprises list of certified businesses
- Kicked off planning for Spring 2019 Government Purchasing Event (in partnership with RVC, Construction Business Development Center, and Winnebago County Purchasing Dept.)

Legal Department

Achievements

FOIA –

- Processed 3049 requests, which represents a 5% increase from 2017
- Amicably resolved all cases on appeal to AG's office and won all court actions

Impounds –

- 1,679 vehicles released
  - $602,376.00 in fees generated
- 940 vehicles auctioned
  - $298,494.75 generated
- Total revenue generated $931,870.75
- Successful defense of procedures on appeal to the 2nd District Court

Legal Department

Achievements

Land Acquisition -

City-Owned Properties Sold:

1.	836 2nd Street	$10,000
2.	426 3rd Street	$5,000
3.	3012 Kishwaukee	$5,000
4.	4550 Harrison	$15,000
5.	1006 Kishwaukee	$3,000
6.	1326 Chestnut	$1,000
7.	715 Bluefield	$1,000
8.	1131 Andrews	$1,000
9.	2648 11th Street	$7,050
10.	107 Avon Street	$2,000 (Cumulative sales price, items 10-16)
11.	109 Avon Street	
12.	113 Avon Street	
13.	Elm Street	
14.	1116 W. State Street	
15.	1112 W. State Street	
16.	1106 W. State Street	
17.	5085 Browns Beach	$26,000
	TOTAL	$76,050

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Legal Department

Achievements

Liquor and Tobacco Licenses -

- Approved 39 Liquor and 14 Tobacco Licenses

- 3 Tobacco Licenses were vaping businesses, required to be licensed under recent amendments to the City's Tobacco Code

- The 39 Liquor Licenses consisted of:
  - 24 Consumption/Liquor by the drink (only) Licenses
  - 8 Packaged Liquor Sales Licenses
  - 7 Consumption <u>and</u> Packaged Liquor Sales Licenses

- 18/39 Liquor Licenses approved for new businesses
- Remaining 21 Liquor Licenses were due to one of three reasons:
  - change in ownership
  - modification to an existing liquor license
  - new business at an existing location that held a liquor license

- There are currently 13 of the 39 Liquor Licenses that were approved but have not yet met conditions for issuance of the license

Legal Department

Achievements

Litigation -

- **Won 6 cases (60%):**

  Li v. Helmy, 17 CV 02498, False Arrest
  Stevenson v. Hedges, 15 L 127, Car Accident
  Urban v. Altamirano, 15 CV 50301, Malicious Prosecution, Appealed
  Holliman v. Geiken, 17 CV 50012, Excessive Force
  Johnson, et al. v. City of Rockford, 15 CV 50064, False Imprisonment, Appealed
  Bates v. Winnebago County, et al, 18 CV 50006, Excessive Force

- **Settled 4 cases (40%):**

  Turner v. City of Rockford, 16 CV 50279, Excessive Force, $110,000.00
  Lee v. Rohde, 15 CV 50211, Excessive Force, $6,665.28
  Breedlove v. Vargas, 16 CV 50238, Excessive Force, $625.00
  Jones v. City of Rockford, 15 L 183, Slip and Fall, $15,000.00

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