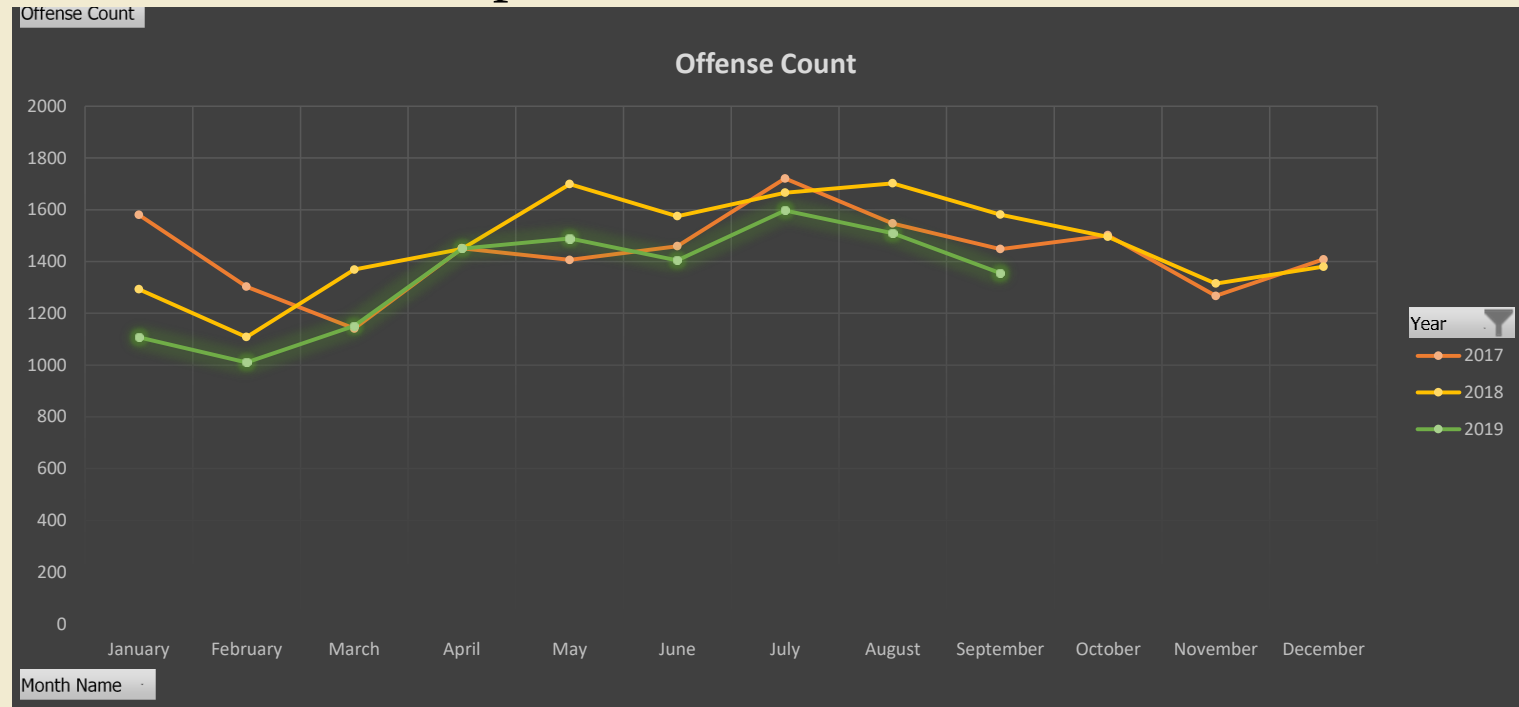


Rockford Police Department

Rockford Police Department

NIBRS Group A Offense Count 2017-2019



Offense Count	Column Labels												
Row Labels	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
2017	1580	1303	1141	1451	1406	1459	1721	1547	1448	1501	1267	1408	17232
2018	1293	1108	1369	1449	1699	1575	1666	1702	1581	1495	1315	1380	17632
2019	1107	1010	1151	1450	1489	1404	1597	1509	1355				12072
District 1	464	414	490	545	691	595	725	625	617				5166
District 2	382	320	386	525	462	454	489	522	443				3983
District 3	261	274	271	378	334	351	383	360	286				2898
Unknown		2	4	2	2	4		2	9				25
Grand Total	3980	3421	3661	4350	4594	4438	4984	4758	4384	2996	2582	2788	46936

Rockford Police Department

Group A Comparison

Violent Crimes / Property Crimes

	Last 2 Weeks			Last 28 Days			Current Year		
	Sep 17, 2019 - Sep 23, 2019	Sep 24, 2019 - Sep 30, 2019	% Change	Sep 03, 2018 - Sep 30, 2018	Sep 03, 2019 - Sep 30, 2019	% Change	Jan 01, 2018 - Sep 30, 2018	Jan 01, 2019 - Sep 30, 2019	% Change
Violent Crimes (09A-B, 11A-D, 13A, 120)	31	40	29%	173	146	-16%	1647	1386	-16%
Property Crimes (220, 23A-H, 240)	96	67	-30%	444	358	-19%	4325	3754	-13%

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

Property Crimes: Burglary, Theft, Motor Vehicle Theft

Rockford Police Department

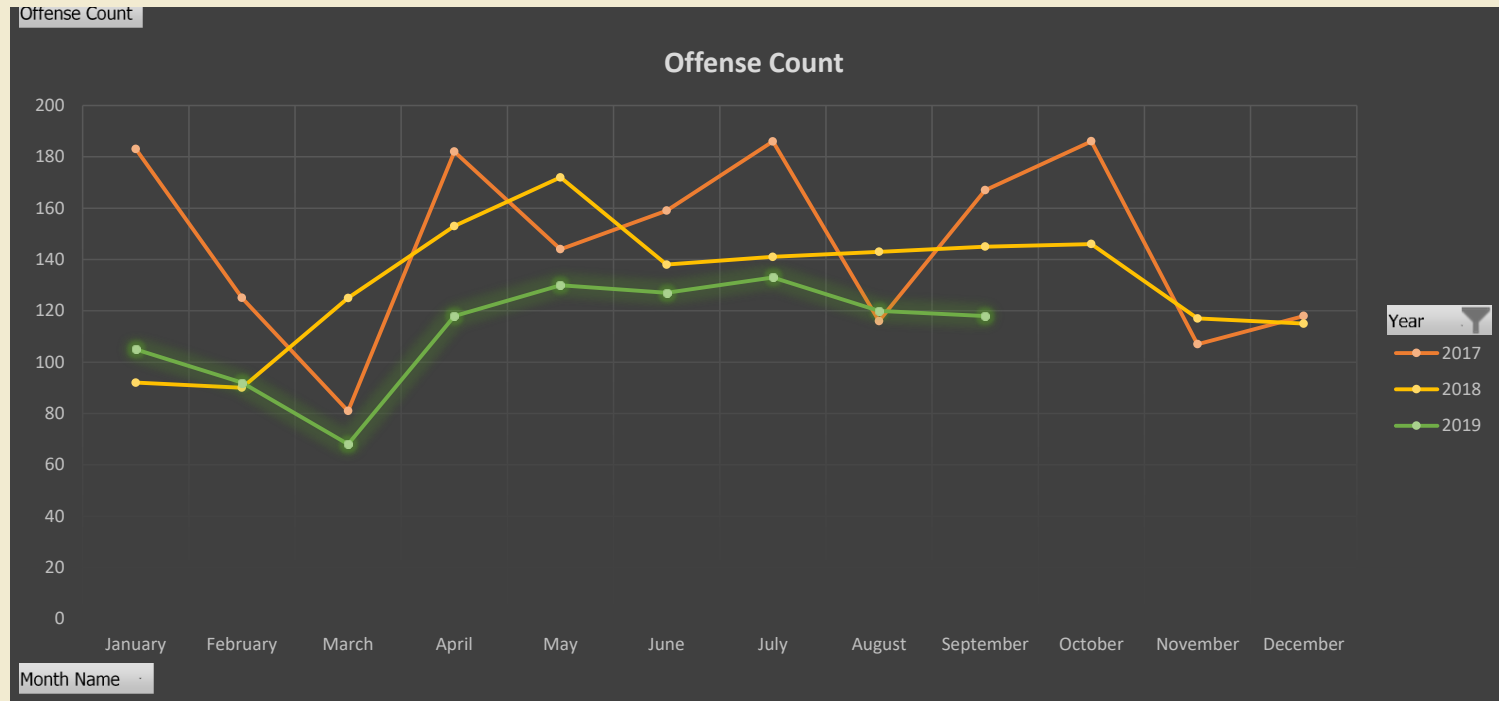
Aggravated Battery / Shots Fired 2017-2019

CITY OF ROCKFORD GUNFIRE					
GUNFIRE	2017	2018	2018 YTD	2019 YTD	% Change
Shot Spotter Calls for Service for Gunfire (8100)	x	624	438	593	35.39%
Calls for Service for Gunfire (1410)	3,918	2,682	2,148	1,649	-23.23%
Calls for Service for Gunfire Total	3,918	3,306	2,586	2,242	-13.30%
Shots Fired Incidents Including Homicide	592	497	390	326	-16.41%
Victims Struck by Gunfire Including Homicide	150	125	92	67	-27.17%
Guns Recovered	242	223	163	123	-24.54%

Please note the Shot spotter % Change is grayed out because of the unfair comparison. We didn't really fully start until April last year.

Rockford Police Department

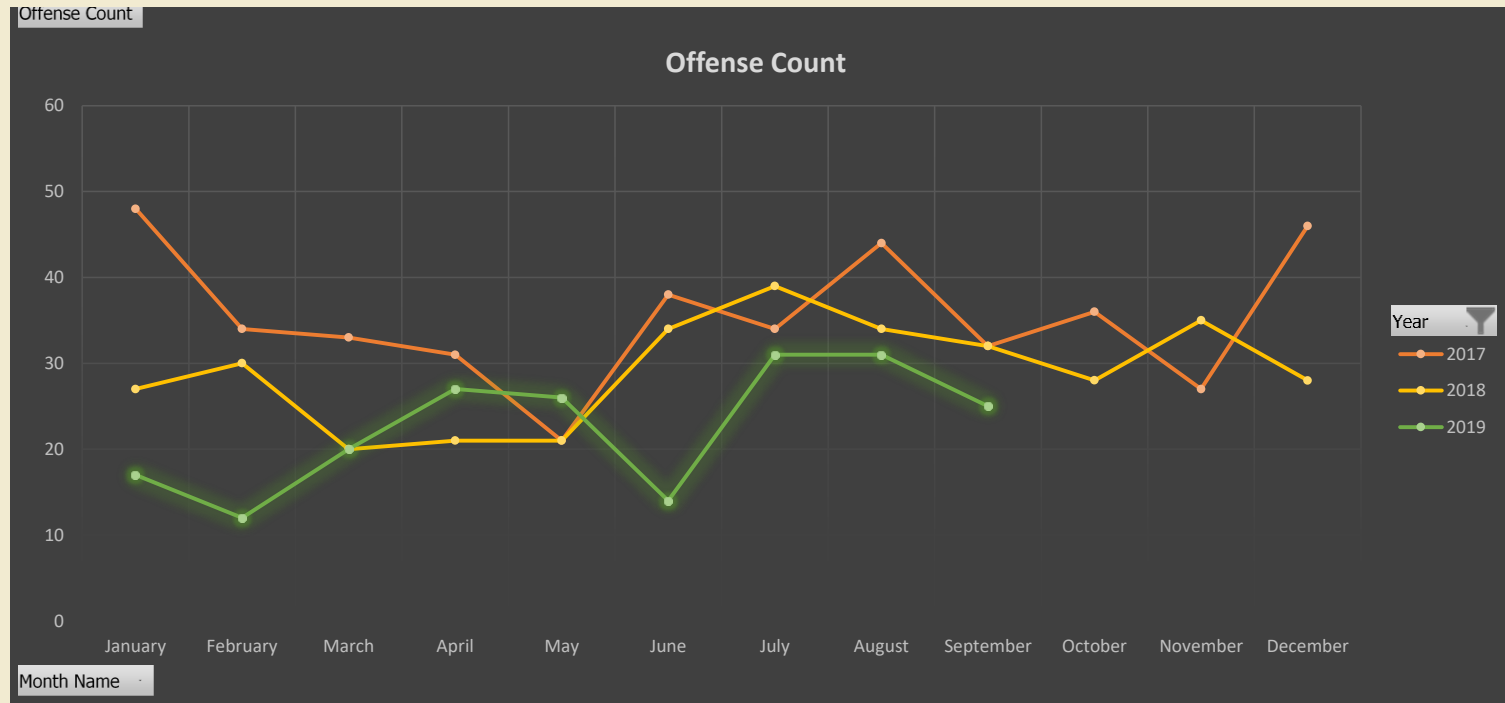
Aggravated Assault 2017 - 2019



Offense Count	Column Labels												
Row Labels	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
2017	183	125	81	182	144	159	186	116	167	186	107	118	1754
2018	92	90	125	153	172	138	141	143	145	146	117	115	1577
2019	105	92	68	118	130	127	133	120	118				1011
District 1	62	43	29	63	69	71	66	57	72				532
District 2	36	34	30	42	43	35	40	47	31				338
District 3	7	15	9	13	18	21	27	16	15				141
Grand Total	380	307	274	453	446	424	460	379	430	332	224	233	4342

Rockford Police Department

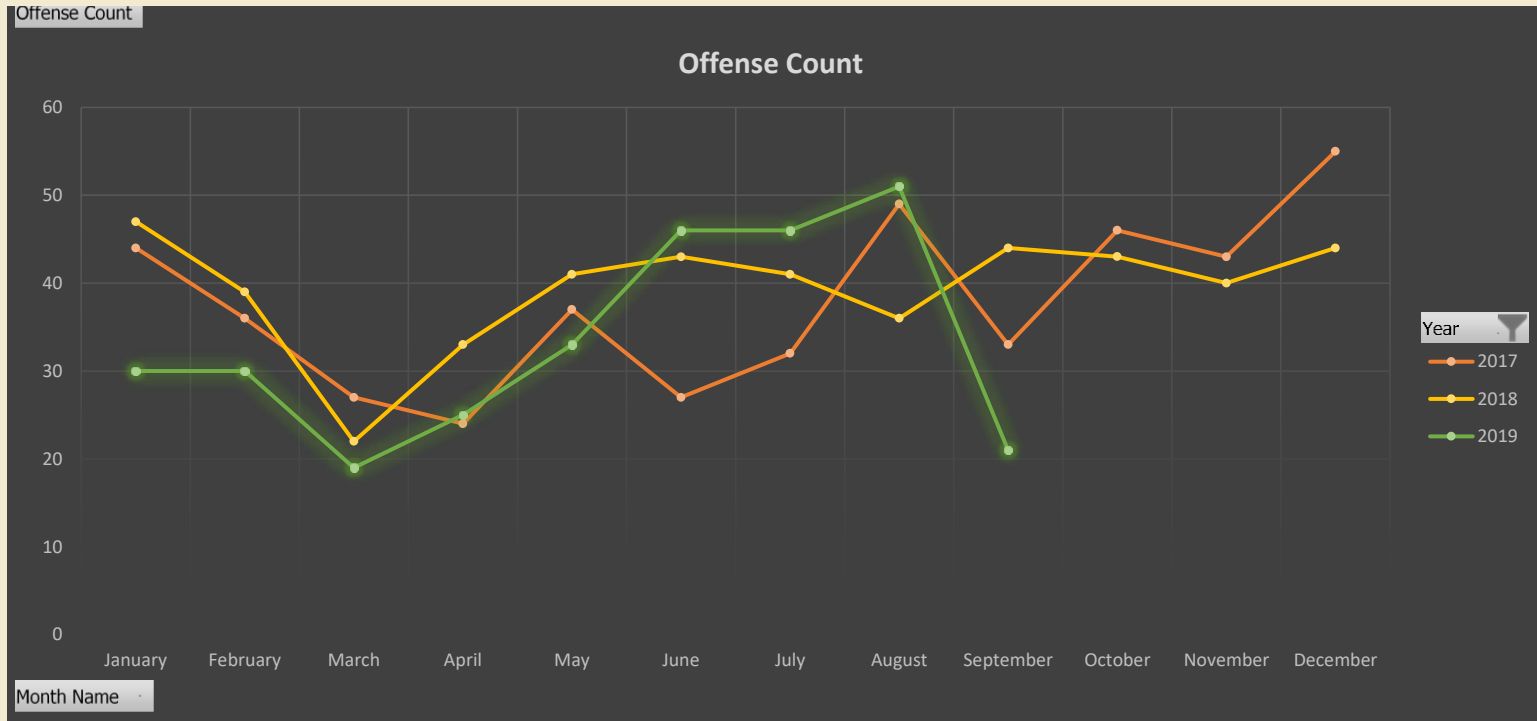
Robbery 2017 - 2019



Offense Count	Column Labels												
Row Labels	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
2017	48	34	33	31	21	38	34	44	32	36	27	46	424
2018	27	30	20	21	21	34	39	34	32	28	35	28	349
2019	17	12	20	27	26	14	31	31	25				203
District 1	6	3	10	11	14	9	15	13	11				92
District 2	7	6	9	9	6	4	12	12	9				74
District 3	4	3	1	7	6	1	4	6	5				37
Grand Total	92	76	73	79	68	86	104	109	89	64	62	74	976

Rockford Police Department

Auto Thefts 2017 - 2019



Offense Count	Column Labels												
Row Labels	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
2017	44	36	27	24	37	27	32	49	33	46	43	55	453
2018	47	39	22	33	41	43	41	36	44	43	40	44	473
2019	30	30	19	25	33	46	46	51	21				301
District 1	14	7	5	5	10	16	22	19	9				107
District 2	8	10	6	10	17	17	13	23	6				110
District 3	8	13	8	10	6	13	11	9	6				84
Grand Total	121	105	68	82	111	116	119	136	98	89	83	99	1227

Rockford Police Department

Accomplishments

- September 11 Memorial Events
- Special Olympics Golf Experience at Aldeen Gold Course
- Community Youth Violence Intervention Program Graduation
- United Way 2020 Kick-off Campaign
- Rock House Kids Streets and Sweets Event
- Cookie With a Cop
- Sablewood Neighborhood Community Events
- Senior Bingo
- West Side Church of God School Supply Drive
- Read With Rock House
- Bear McDonald's McTeacher Night

Rockford Fire Department

PRESENTED BY:
Derek Bergsten-Fire Chief

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

Rockford Fire Department
Key Strategic Initiatives
2019

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%	82.41%
	Total Response Time	911 call received to first unit on scene in 8:12 or less	90%	91.36%
EMS	Utstein Rating	Cardiac Survival Rate	31.8%	37.50%
	EMS Customer Service	Overall customer experience rating	95%	93.99%
	Mobile Integrated	Reduction of hospital admissions	25%	22%
Fire/Fire Prevention	Fire Dollar Save Ratio	Percentage of property value saved from structure fires	90%	93.01%
	Arson Clearance Rate	Percentage of arson incidents cleared by arrest/NTA/intervention	15%	22.00%
	Inspections	General inspection performed within the last four years	95%	67.34%
	Smoke Alarm/Battery Program	Average number of homes visited monthly with Smoke Alarms installed or batteries replaced	30	22

Rockford Fire Department

Incidents

Incident Type	2018	2019	% Change	Diff
Fire	569	538	-5.45%	-31
EMS & Search and Rescue	17,526	17,216	-1.77%	-310
Hazardous Condition	403	485	20.35%	82
Service/Good Intent Call	2,493	2,644	6.06%	151
False Alarm & False Call	1,248	1,316	5.45%	68
Other Incident Type	50	50	0.00%	0
Total	22,289	22,249	-0.18%	-40
Average per Day	81.64	81.50	-0.18%	-0.15

Incident Type	5 yr Avg	2019
Fire	528	538
EMS & Search and Rescue	16,580	17,216
Hazardous Condition	405	485
Service/Good Intent Call	2,130	2,644
False Alarm & False Call	1,199	1,316
Other Incident Type	63	50
Total	20,905	22,249

Rockford Fire Department

Achievements

- Assistance to Firefighters Grant Award for Annual Physicals
- DCEO Grant for Station Improvements
- Fire Prevention Week Activities
- Completed interviews to establish firefighter eligibility list
- Participated in Tech to Protect Program with NIST and Motorola for development of computer programming to assist first responders
- YTD Utstein Survival Rate (Cardiac Arrest) = 37.5%, 50% with bystander CPR
- Suspected overdoses YTD decrease of 15%

Rockford Fire Department

Areas of Improvement

- In RFP process for Fire Station Alerting system: demos from 3 vendors scheduled
- 911 CAD implementation: currently in training and configuration stage
- Upgrade and replace mobile computers in preparation for new CAD system
- Revising Standard Operating Procedures
- MABAS Staff Assistance Visit

Public Works

PRESENTED BY:
Kyle Saunders
Director

- **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**

Public Works Department
Key Strategic Initiatives
2019

Street & Transportation

Mitch Leatherby
Street & Transportation Superintendent

Street Division

Dashboard

		2019 Avg Monthly Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD AVE
Street Operations	Unresolved Pothole Requests	100	49	147	529	291	371	168	64	31	8	184
	Potholes Patched	6250	5683	7144	18939	16776	9666	8355	6075	5169	5683	9277
	Arterial Pothole Req. - % Completed <= 10 Days	90%	100%	97%	79%	30%	59%	41%	41%	91%	100%	71%
	Res. Pothole Req. - % Completed <= 30 Days	90%	100%	97%	56%	23%	41%	37%	33%	94%	97%	64%
	# Trees Trimmed	200	129	84	319	204	200	210	90	123	130	165
	# Trees Removed	50	7	7	50	46	43	37	79	78	57	45
	# Trees Planted	70				0	0	71			0	71
	Unresolved Forestry Prune or Removal Requests	150	51	53	72	126	64	165	197	44	71	94
	Total Requests	600	224	638	1368	635	671	595	573	389	307	600
	Total Unresolved Requests	250	39	233	592	457	519	286	313	208	121	308
Traffic Operations	% of Graffiti Requests removed in ≤ 5 days	95%	N/A	N/A	N/A	88%	100%	100%	100%	100%	100%	98%
	% Signals Repaired Compared to Reported	95%	100%	100%	99%	99%	99%	99%	98%	99%	100%	99%
	% Signals Replaced Compared to Reported	95%	100%	100%	83%	100%	75%	100%	50%	60%	100%	85%
	% of Signal Bulb Outages Responded in ≤ 24 hrs	95%	100%	100%	100%	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%
	% Sign Repaired/Replace to Reported	95%	80%	100%	100%	100%	100%	100%	100%	100%	100%	98%
	% Signs Repair/Replace Responded in ≤ 5 days	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Street Division

Achievements

- All monthly goals met in the Traffic & Signs division.
- Completed Traffic Signal removal project at the intersection of 9th St. and Sandy Hollow.
- Lighting fixtures replaced within stairwells of the Concourse parking deck.
- 4th Ave. signage project completed.
- Street Department completed 100% of patch requests on arterial streets in 10 days or less during the month. 97% of residential street requests were completed in less than 30 days.

Street Division

Achievements Cont'd

- **Street Department** continues to address pothole patching city-wide taking requests from the public as well as proactively addressing problem areas in residential neighborhoods as well as alleyways. A total of 5,683 potholes were patched with 121 tons of hot patch material applied during the month.

Open pothole requests

- March 529
- April 291
- May 371
- June 168
- July 64
- August 31
- September 8



Street Division

Work in progress

- Central Garage preparing Snow & Ice fleet for upcoming winter operations.
- Pothole patch crews will continue to actively target specific areas that require patching while responding to service requests from the public.
- Pioneer parking deck elevator modernization project currently underway.
- Continue debris/silt removal throughout drainage channels city-wide.
- Fall tree planting program underway.

Water Division

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

Water Division

Dashboard

		Monthly Performance	2019 Monthly Target	Apr	May	Jun	Jul	Aug	Sep	2019 YTD Average	2018 YTD Average
Water Operations	Distribution	Emergency Repair Time (hours)	2	5.0	4.0	4.0	4.0	3.0	4.0	4.0	3.4
		% of Total Repairs That Are Planned	70%	93%	82%	87%	83%	84%	82%	85%	83%
		Backlog of Non-Emerg Repairs (Weekly Avg)	25	10	10	9	13	16	17	13	17
		# of Winter Backlog Jobs	130	62	11					24	19
		Water Main Flushed (mi)	40		74	80	81	91	76	Date Based Metric	Date Based Metric
	Field Services	Total Work Orders	1800	1928	1907	1935	1468	1806	1772	1803	1783
		Days Priority S/O Outstanding	30	4	5	12	15	21	15	12	9
		Backlog of Priority S/O	50	7	21	16	5	11	7	11	13
	Production	Maintenance Work Orders	200	134	166	108	85	90	86	112	133
		Service Pressure Excursions	45	14	23	25	44	28	4	23	22
		% Preventative Maintenance	60%	42%	57%	55%	30%	34%	50%	45%	45%
		# of Water Quality Complaints	3	0	0	0	0	0	0	0	2
		% Design Demand	100%	137%	88%	88%	92%	96%	81%	97%	97%
	Financial	Total Amt Past 30 Days Due as % of Revenue	5%	2.3%	2.9%	2.5%	2.4%	2.5%	2.5%	2.5%	2.2%
		Operating Revenue, % of Plan	95%	102%	100%	100%	98%	97%	98%	99%	101%
		Number of New Water Accounts	5	8	16	71	39	9	5	25	13

Water Division

#WATERNERDS at Work



ICYMI: #rkfdwater
Wentworth Ave water
tower getting a fresh
look!



Water Division

Accomplishments:

- Excellent Quality, Stable Pressure and Sufficient Supply
- IEPA SRF Lead Service Line Replacement Program
- 2019 Neighborhood Water Main Replacement
- Annual Well Preventative Maintenance Program
- 22nd Ave and 7th Street Water Main Replacement
- Illinois Ave, Indiana Ave, Michigan Ave and West Street Water Main Replacement

Areas of Improvement:

- Cedar Street Masonry Repairs
- U39 Radium Treatment Design
- U13 and U31 HMO Room Improvements
- Wentworth Tower Rehab
- U42 Well Rehabilitation
- U26 Well Rehabilitation & Booster Repair

Engineering Division

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

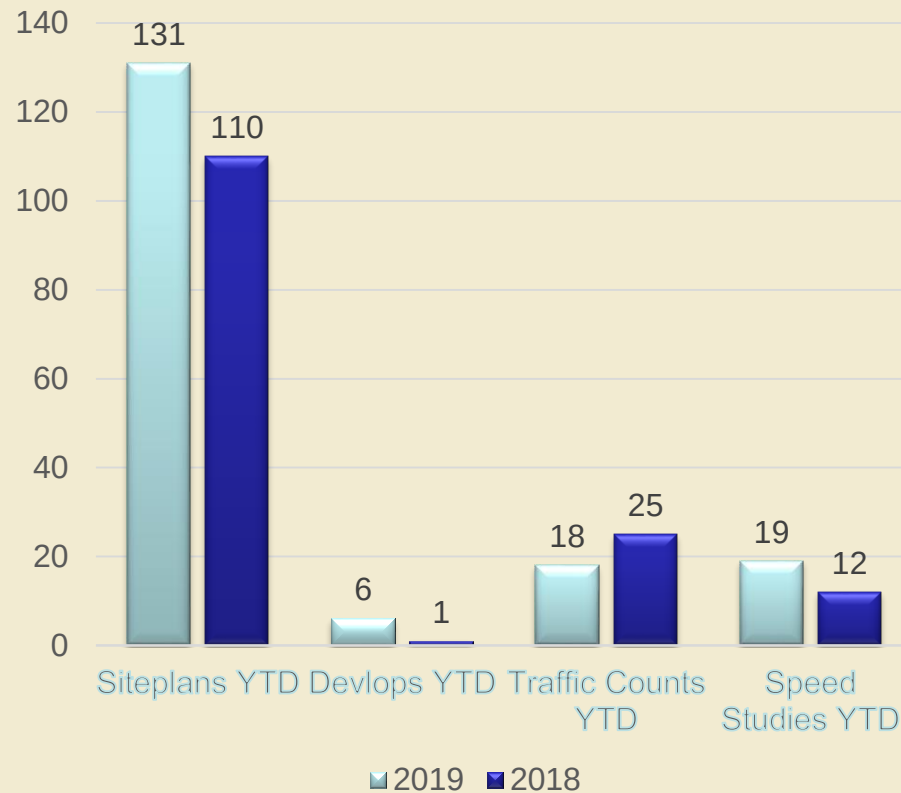
Engineering Division

Dashboard

Monthly Performance		2019 Monthly Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
ROW/Development/Stormwater	# of Site Plans Reviewed	7	1	1	7	14	15	20	28	31	16
	% of Site Plans Reviewed in less than 14 days	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	# of Development Plans Reviewed	1	2	0	0	1	0	0	0	2	0
	% of Develop. Plans Reviewed in less than 21 days	95%	100%	NA	NA	100%	NA	NA	NA	100%	NA
	# of ROW/DWY Permits Issued	100	90	51	94	280	178	166	160	180	198
	% of ROW/DWY Permits Issued in 1 day	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	ROW/DWY Permits Closed	100	0	0	79	154	79	115	244	159	171
	ROW/DWY Permits Still Open	700	869	1028	1044	1168	1256	1285	1237	1284	1266
	Detention Basins Inspected (odd years)	60	0	0	0	57	37	58	81	75	40
	Detention Basins Requiring Follow-up (odd years)				NA	NA	NA	1	5	10	5
	Industrial High Risk Inspections On-Site	9	9	14	8	9	9	10	11	6	11
	Erosion Control Inspections On-Site (5 Winter; 25- S/S /F)	25	6	6	13	21	26	15	20	26	28
	New Illicit Discharge (IDDE) Investigations	1	2	2	1	0	3	4	2	2	1
	IDDE Investigations w/in 72 hrs	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	IDDE Investigations Unresolved	8	6	6	7	6	6	7	8	8	9
	Stormwater Samples Taken (15-Sp; 15-F; 40 Trib)	NA		10	0	4	21	0	0	0	1
	SWPPP Reviews	3	1	0	2	1	2	19	19	32	18
	Stormwater Service Requests	20	10	14	25	20	47	53	55	24	40
	SW Requests Generated Proactively (>50% of Total)	50%	3	2	4	2	12	38	18	8	22
	SW Requests Generated Reactively (<50% of Total)	50%	7	12	21	18	35	15	37	16	18
	Clogged/Sunken Inlets Invest. w/in 24 hrs of Request	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%
	Street Sweeping (mi)	Varies			10	243	277.7	317.70	111.00	48.00	245.20

Traffic and Development Comparables

2019 VS 2018



Capital Improvement Program

Accomplishments

- IDOT Projects
 - North Main Street Corridor – Significantly complete; final restoration nearing completion
 - West State Street Phase 2 – Land Acquisition to be completed by Spring 2020; Utility relocation to follow; Roadway Construction in 2020
 - IL-2 & US-Bypass-20 Interchange Reconstruction – Construction is underway; 3 year project total
 - East State Street Resurfacing (Mill Road to Bell School Road) - IDOT pushed Letting back to 2020
- Neighborhood Program
 - 14 of 14 Ward Plans completed- construction underway
 - Neighborhood priority allocation projects-Bradley Rd. and Highcrest Rd. resurfacing construction this fall

Capital Improvement Program

Updates Continued

- Capital Roadway Projects
 - Arterial & Collector Street Program: School Street, Pierpont Avenue, Sandy Hollow all under design;
 - Commercial & industrial Street Program; Christina St. (Phase I) currently under design, construction 2020
- Highway Bridge & Structure Repair
 - Seminary Street Bridge over Keith Creek – currently under design, construction in 2020
 - Jefferson St. Bridge over Kent Creek- construction substantially complete
 - 15th Avenue Bridge over Rock River Repairs – RFP for design is being advertised
 - 1st Street & 2nd Street Bridges over the UP Railroad – currently petitioning the ICC to have UP replace
 - 3rd Street Bridge over 6th Street Deck repairs– construction underway
- Stormwater & Drainage
 - Gregory Heights Drainage Improvements – Currently under land acquisition phase
 - Keith Creek Bank Stabilization – Phase 1 substantially complete; Phase 2 construction substantially complete
 - Alpine Dam improvements- Design nearing completion, construction in 2020
- Sidewalk & Active Transportation
 - East & West State Street Sidewalk TAP Project – Currently under design; construction in Fall 2019
 - City-Wide sidewalk improvements; construction underway

Capital Improvement Program

Updates Continued

- Capital Lighting & Traffic Signals Program
 - New Towne Pedestrian Signals – under design; Construction in Fall
 - Charles Street & 10th Street Traffic Signals – under planning phase
- Community Enhancement & Economic Development
 - Mercy Way and Lyford Road – Construction complete
 - Strathmoor Drive Extension – Currently under design; out to bid this Fall; Construction in 2019 & 2020
 - Roxbury Road Lighting- Construction to begin October 2019
 - Mulford Rd./Strathmoor Dr. Intersection Improvements- Construction to begin October 2019
 - Chestnut Street Bridge Multi-Use Path– Currently under design; out to bid in Fall 2019

Construction & Development Services

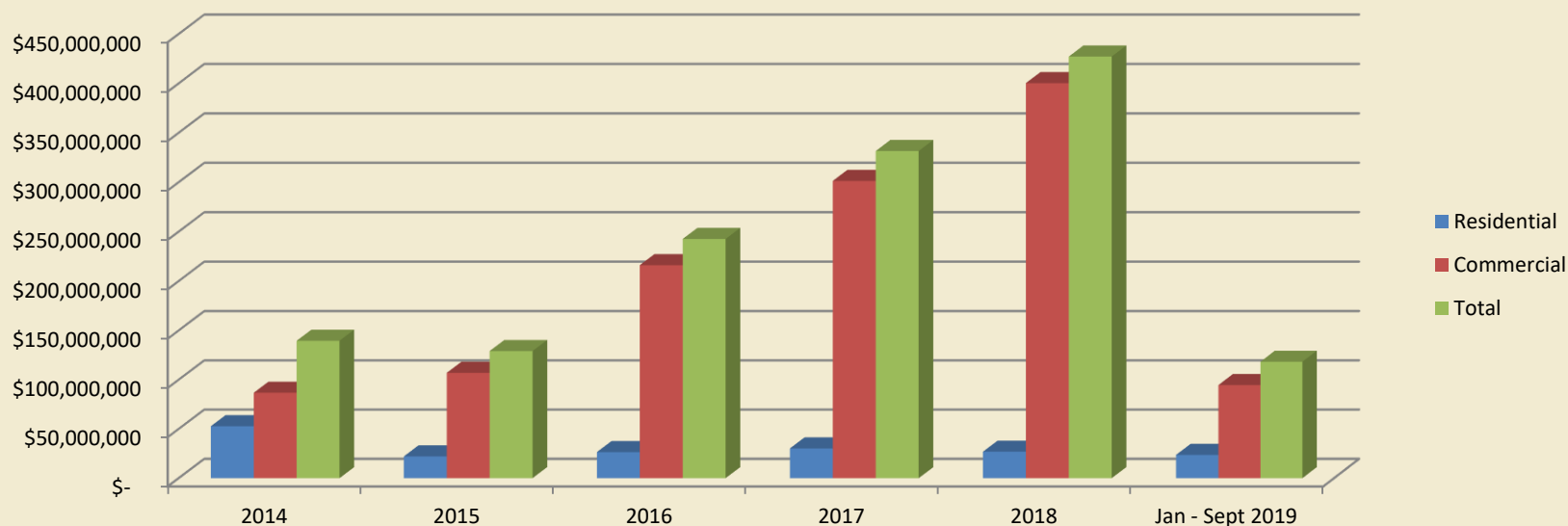
PRESENTED BY:

Nelson Sjostrom, Building Code Official, CDS Manager

CEDD - Construction & Development Services

Construction Valuations(Residential & Commercial)

Residential & Commercial Project Valuations
from January 2014 thru Sept 2019

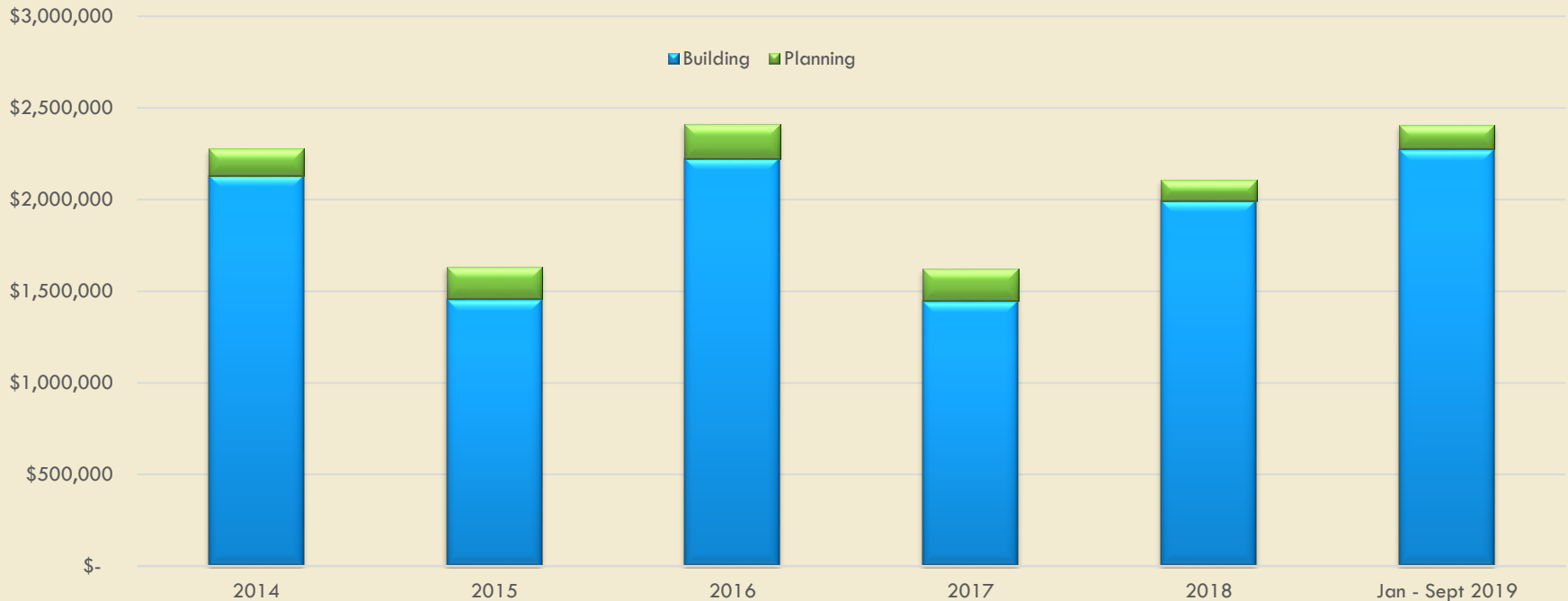


Construction Valuations from January 2014 thru Sept 2019

	2014	2015	2016	2017	2018	Jan - Sept 2019	% Change reflects the time period of January - Sept 2018 compared to January - Sept 2019
Residential	\$ 52,796,024	\$ 22,098,220	\$ 26,486,997	\$ 30,205,802	\$ 26,860,436	\$ 23,664,649	-11.90%
Commercial	\$ 86,746,135	\$ 107,000,438	\$ 216,061,659	\$ 301,340,980	\$ 400,266,144	\$ 94,549,057	-76.38%
Total	\$ 139,542,159	\$ 129,098,658	\$ 242,548,656	\$ 331,546,782	\$ 427,126,580	\$ 118,213,706	-72.32%

CEDD - Construction & Development Services

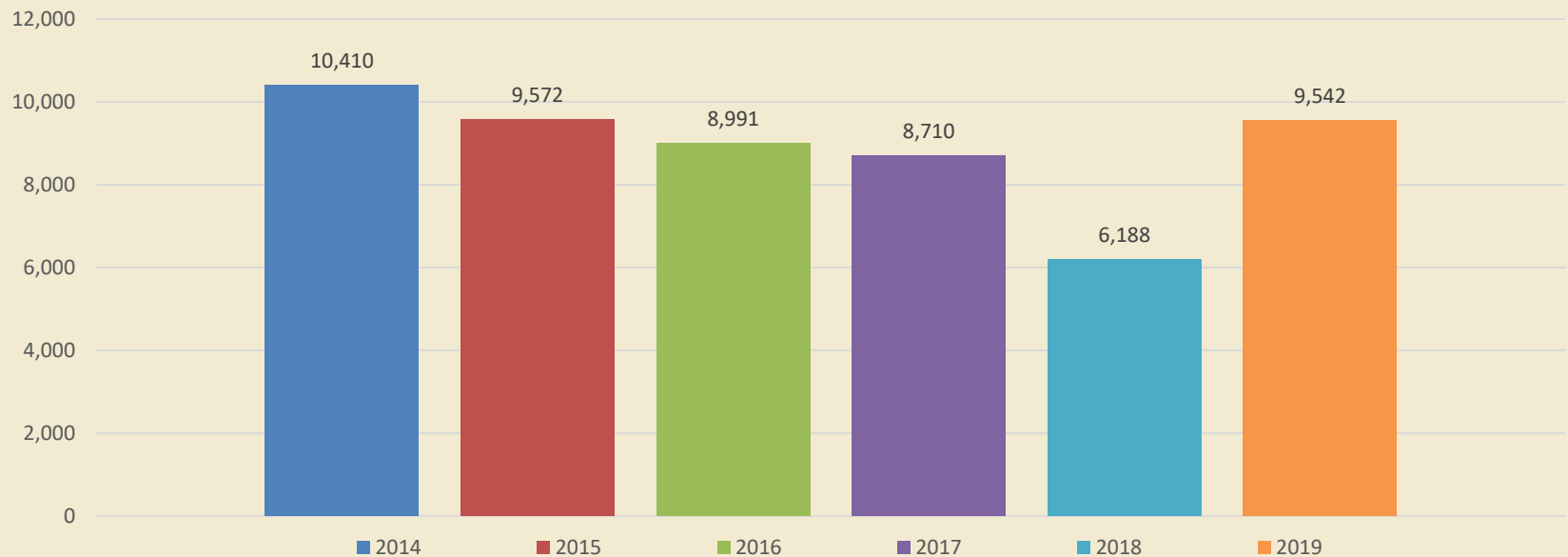
Permit Fees(Revenue) from January 2014 thru September 2019



TOTAL PERMIT FEES (Revenue)							
	2014	2015	2016	2017	2018	Jan - Sept 2019	% Change reflects the time period of January - Sept 2018 compared to January - Sept 2019
Building	\$ 2,131,184	\$ 1,456,553	\$ 2,223,112	\$ 1,444,896	\$ 1,992,284	\$ 2,274,191	14.15%
Planning	\$ 145,296	\$ 177,378	\$ 190,635	\$ 179,674	\$ 115,333	\$ 133,548	15.79%
Total	\$ 2,276,480	\$ 1,633,931	\$ 2,413,747	\$ 1,624,570	\$ 2,107,616	\$ 2,407,739	14.24%

CEDD - Construction & Development Services

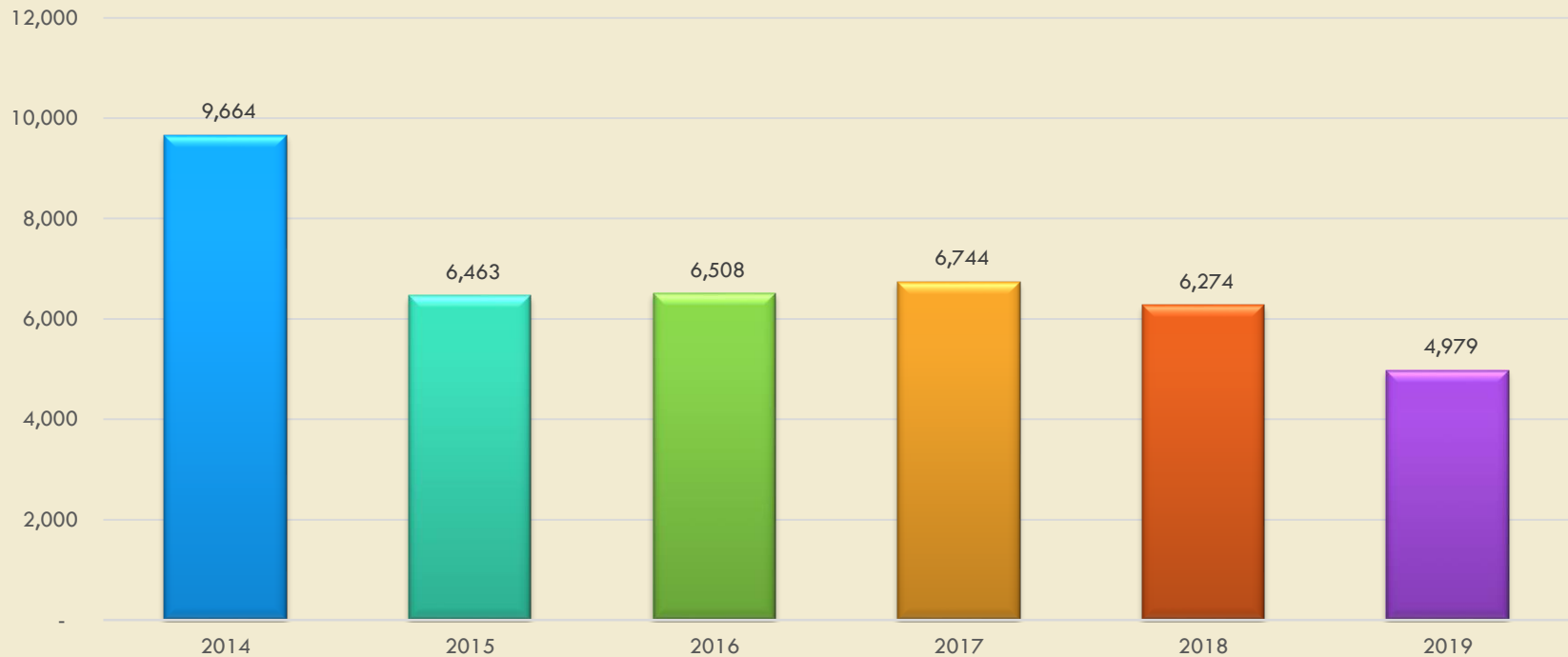
Total Inspections from January 2014 thru September 2019



Total Inspections January 2014 thru September 2019						
2014	2015	2016	2017	2018	2019	% Change reflects the time period of January - Sept 2018 compared to January - Sept 2019
10,410	9,572	8,991	8,710	6,188	9,542	54.20%

CEDD - Construction & Development Services

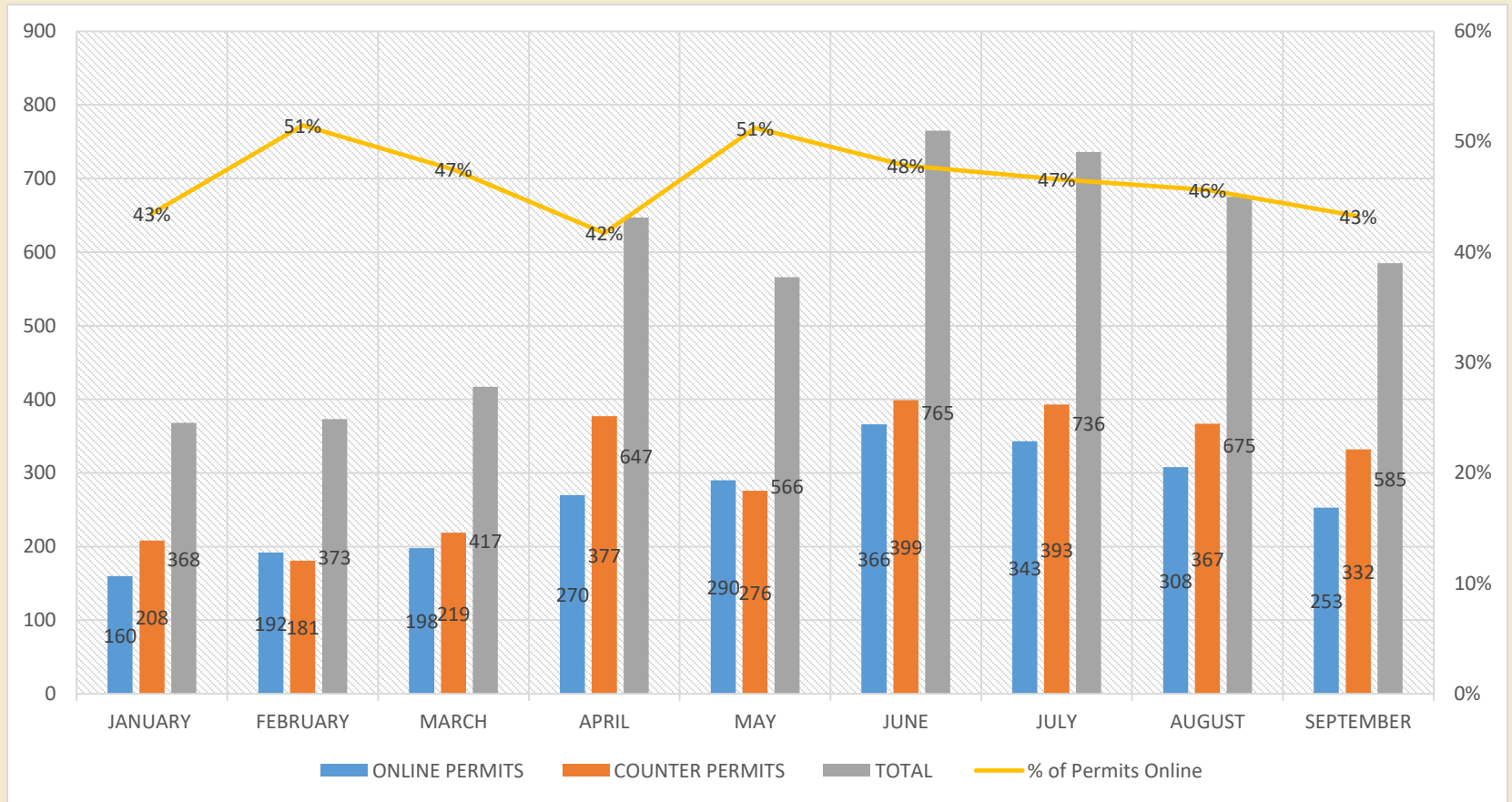
Total Permits Issued from January 2014 thru September 2019



Total Permits						
2014	2015	2016	2017	2018	2019	% Change reflects the time period of January - Sept 2018 compared to January - Sept 2019
9,664	6,463	6,508	6,744	6,274	4,979	-20.64%

CEDD - Construction & Development Services

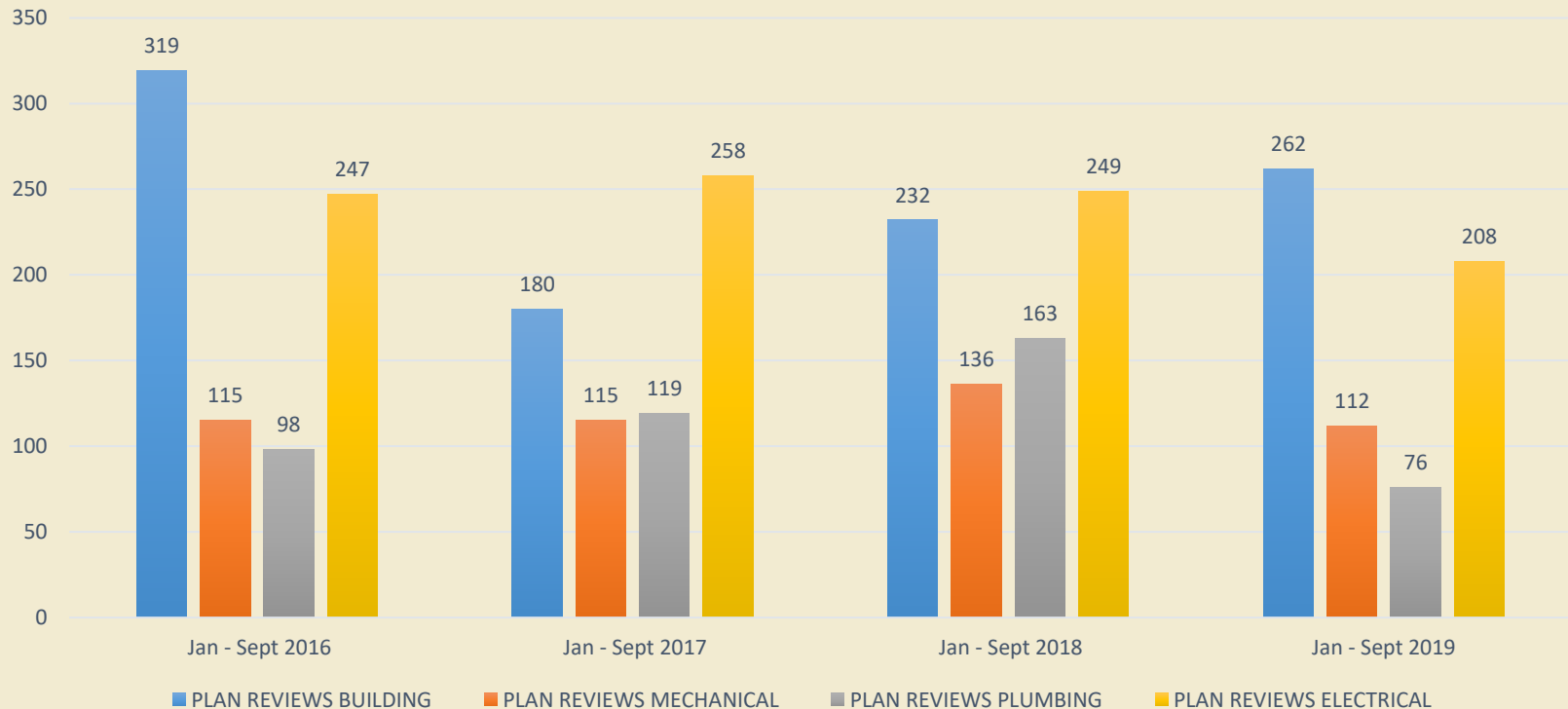
Online Permits Percentage **January 2019 thru September 2019**



CEDD - Construction & Development Services

Commercial Plan Reviews

January thru September for years 2016, 2017, 2018 & 2019



Community and Economic Development Department

PRESENTED BY:

Mark Williams

Economic Development Manager

CEDD - Economic Development

Scorecard

Economic Development Data Quarterly Performance		2019 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	2	5	8	5	8	5	0	20	18
Industrial New and Retained Projects		12	3	3	3	3	3	4	3	0	12	10
New and Retained Jobs		800	200	103	200	458	200	258	200	0	800	654
Total Investment	Private Investment	\$ 145,000,000	\$ 2,518,669		\$ 61,177,284		\$ 5,132,870		\$ -		\$ 68,828,823	
	Public Investment		\$ 42,204		\$ 120,799		\$ 418,788		\$ -		\$ 581,791	
	Percentage, Public Investment		1.68%		0.20%		8.16%				0.85%	

CEDD - Economic Development

3rd Quarter 2019 Achievements

- Small Business and Entrepreneur Development
 - Facilitated the introduction and networking of “The Garage” into the Rockford Entrepreneur/Innovation Ecosystem
 - Participated with Alignment Rockford’s “IncubatorEDU” steering committee to support business participation in high schools
 - Participated in small business clinic at RVC Stenstrom Center, speaking on COR small business program, doing business with COR, community resources
- Marketing and Outreach
 - Attended monthly meetings/luncheons with Chicago Regional Commercial and Industrial Brokers and Site Selectors
 - Prepared new marketing/display material for ICSC Chicago Deal Making Event
- Programs, Tools and Policies
 - City Council approved property tax abatement policy within the Enterprise Zone #1, I-90 Enterprise Zone and the River Edge Redevelopment Zone Completed and submitted TIF Annual Report

CEDD - Economic Development

3rd Quarter 2019 Achievements

- Brownfields Redevelopment
 - Robert Wilhelmi appointed as Brownfields Redevelopment Specialist in the Economic Development Division
 - City awarded \$300,000 from USEPA for Assessment targeting South Main Corridor
 - City was awarded \$450,000 from USEPA Revolving Loan Funds to be used for Barber Colman – Phase I
 - Commencement of asbestos abatement/roof replacement at 134 N Main
 - Department of Defense Innovative Readiness Training Grant submitted for demolition of 128 Kishwaukee Street (Former Lloyd's Hearing Aid Building).
 - Illinois EPA OSE completes groundwater sampling at 725 and 801 S Main Street property.
 - Approval of Phase II Site Assessment for 4801 Shepherd Trail
 - Presented at Haight Village Neighborhood Association Meeting
- Community Impact Funds
 - Impact Funds granted to grants to Zion West Enterprises, Beautiful Beginnings and New Genres Art Space

CEDD - Economic Development

3rd Quarter 2019 Achievements

- Doing Business in Rockford
 - 18 Business First appointments held
 - DCEO minority small business funding event held to present info on \$15M grant opportunity - 200 attendees
 - Facilitated a full day tour/meetings with DCEO Director Erin Guthrie
 - Assisted in Think Big Entrepreneur Fest & Expo - 500+ attendees, 100 vendors and 26 speakers
 - Participated with the Muslim Association of Greater Rockford to host presentation with Arabic speaking entrepreneurs/business, 30+ attendees
 - Hosted a Small business forum on the topic of Cannabis and Hemp - 200+ attendees. Rep. Maurice West presented on new cannabis legislation and Stacy Mcaskill presented on hemp
 - Worked with business associations to create shopping and dining events across the community, included “Food Truck Thursday” in the River District and the “Rockford Day Selfie Tour” with Miracle Mile

CEDD – Economic Development

January – September Sanitation Statistics

HOUSEHOLD WASTE		
2018	2019	Change In Tonnage
Tonnage	Tonnage	
37,707.08	37,979.12	0.7%

RECYCLING		
2018	2019	Change In Tonnage
Tonnage	Tonnage	
5,680.10	5,685.12	0.1%

YARDWASTE		
2018	2019	Change In Tonnage
Tonnage	Tonnage	
8,983.99	9,092.87	1.2%

DEMOLITION DEBRIS		
2018	2019	Change In Tonnage
Tonnage	Tonnage	
4,325.40	943.26	-78.2%



CEDD – Economic Development

January – September Sanitation Customer Service Statistics

MISSED PICK-UPS (YTD)

2018	2019	Month Avg
239	116	-51.7%

SERVICE COMPLAINTS (YTD)

2018	2019	Month Avg
11	9	-16.8%

CUSTOMER SERVICE CALLS (YTD)

2018	2019	Month Avg
4,931	5,190	5.3%

AVERAGE CALL-IN HOLD TIME (SEC)

2018	2019	Month Avg
Not Tracked	70	NA

