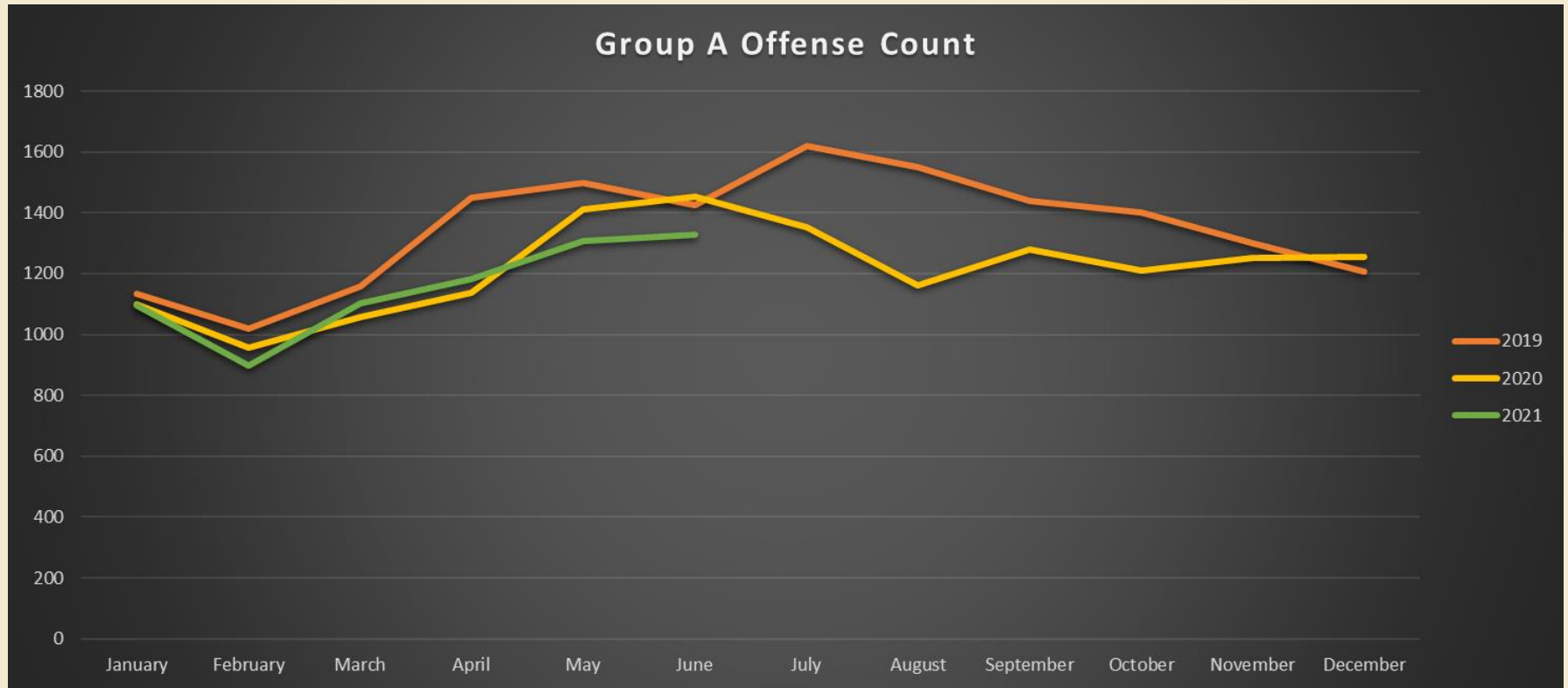


Rockford Police Department



Rockford Police Department

NIBRS Group A Offense Count 2019 - 2021



Group A Offenses	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
2019	1135	1020	1159	1451	1499	1425	1,619	1,550	1,440	1,401	1,300	1,206	16,205
2020	1,100	956	1,057	1,137	1,413	1,452	1,353	1,160	1,278	1,211	1,252	1,255	14,624
2021	1,094	899	1,103	1,183	1,307	1,328							6,914

Rockford Police Department

Group A Comparison

Violent Crimes / Property Crimes

	Current Year		
	Jan - Jun 2020	Jan - Jun 2021	% Difference
Violent Crime	937	1,041	11.1%
Property Crime	2,005	1,764	-12.0%

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

Property Crimes: Burglary, Theft, Motor Vehicle Theft

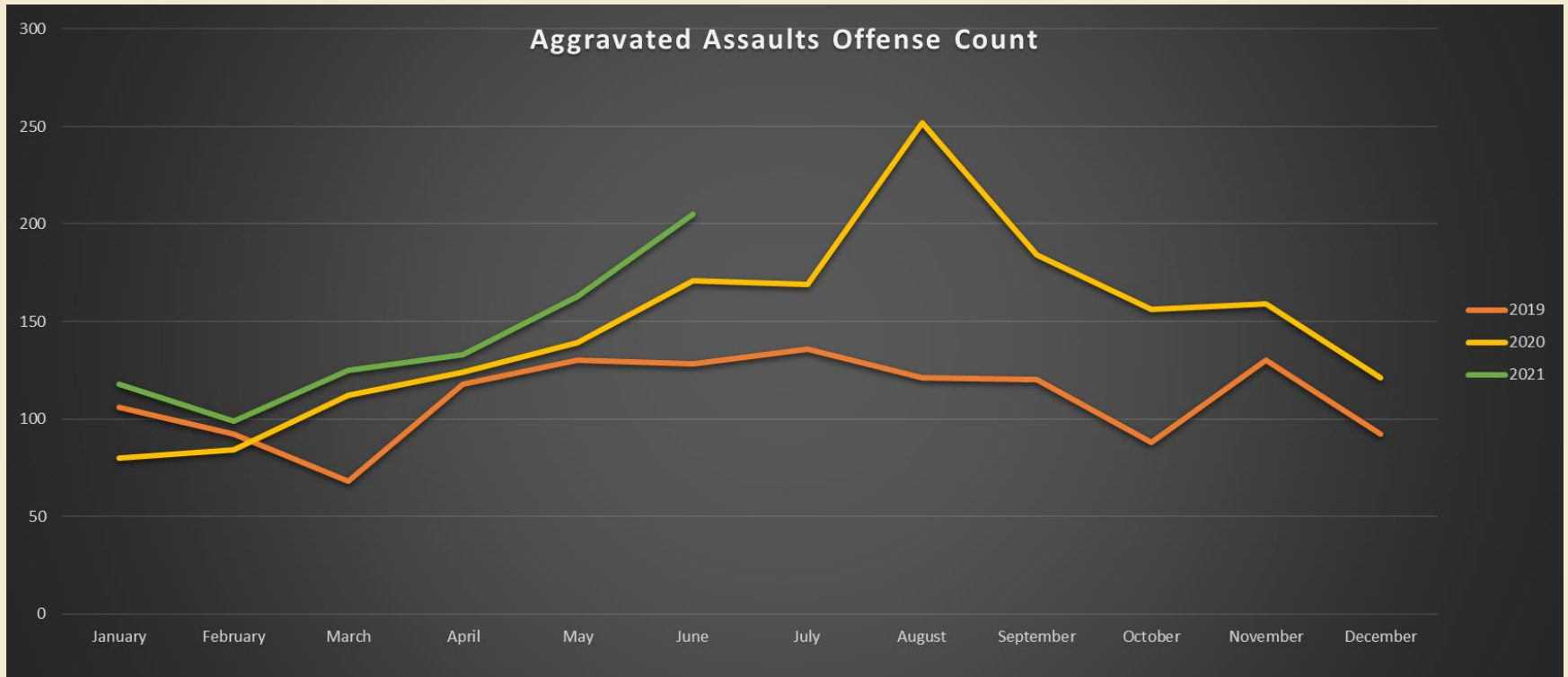
Rockford Police Department

Aggravated Battery / Shots Fired 2019 - 2021

CITY OF ROCKFORD GUNFIRE - JUNE 2021					
GUNFIRE	2019	2020	2020 YTD	2021 YTD	% Change
Shot Spotter Calls for Service for Gunfire (8100)	776	1009	452	573	26.77%
Calls for Service for Gunfire (1410)	2,214	3078	1,371	1,368	-0.22%
Calls for Service for Gunfire Total	2,990	4087	1,823	1,941	6.47%
Shots Fired Incidents Including Homicide	442	679	254	311	22.44%
Victims Struck by Gunfire Including Homicide	82	171	55	70	27.27%
Guns Recovered	163	281	132	213	61.36%

Rockford Police Department

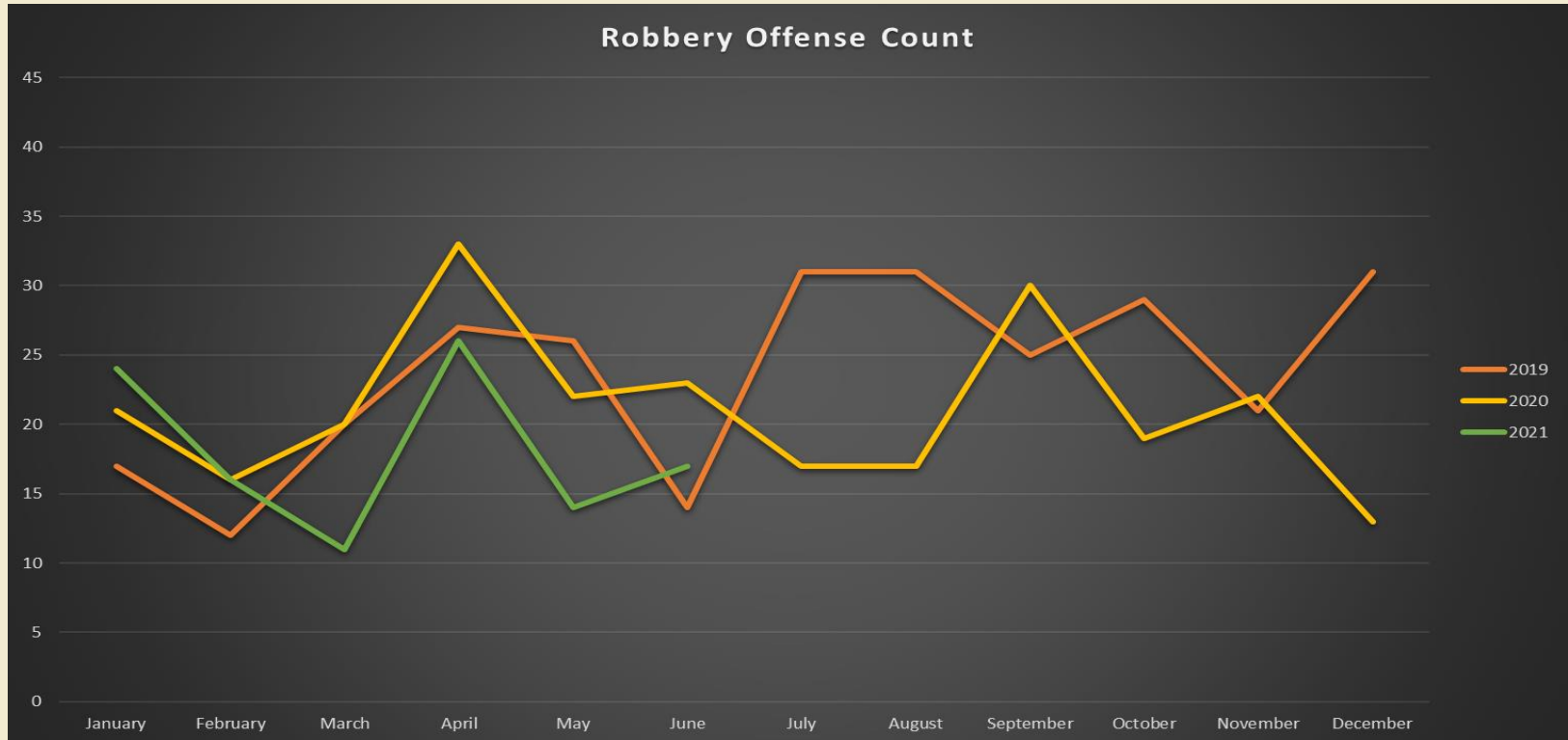
Aggravated Assault 2019 - 2021



	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
2019	106	92	68	118	130	128	136	121	120	88	130	92	1329
2020	80	84	112	124	139	171	169	252	184	156	159	121	1751
2021	118	99	125	133	163	205							843

Rockford Police Department

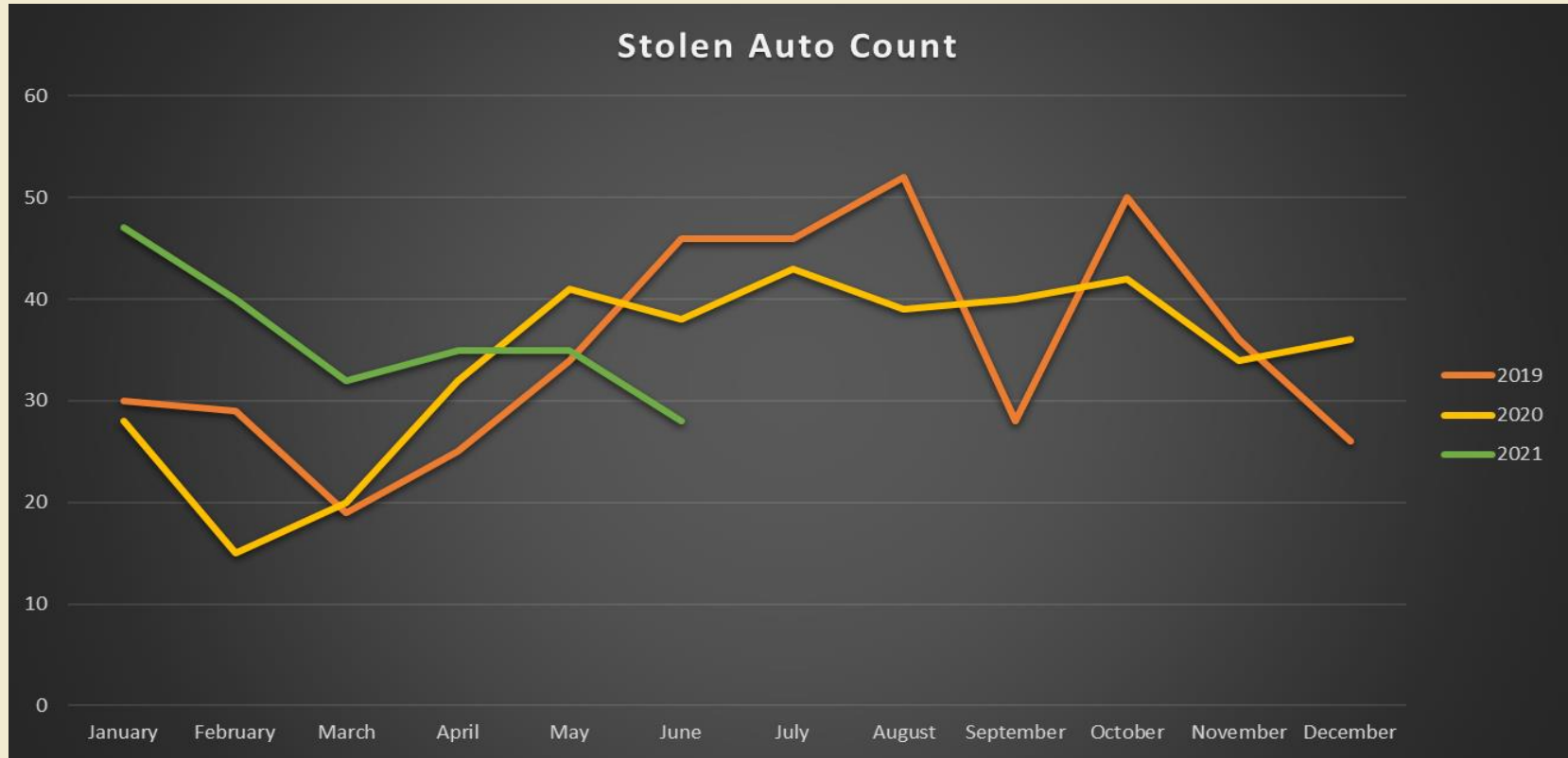
Robbery 2019 - 2021



	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
2019	17	12	20	27	26	14	31	31	25	29	21	31	284
2020	21	16	20	33	22	23	17	17	30	19	22	13	253
2021	24	16	11	26	14	17							108

Rockford Police Department

Auto Thefts 2019 - 2021



	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
2019	30	29	19	25	34	46	46	52	28	50	36	26	421
2020	28	15	20	32	41	38	43	39	40	42	34	36	408
2021	47	40	32	35	35	28							217

Rockford Police Department

Accomplishments

- Crisis Co-Response Team was put into daily use starting in January. Two Rosecrance mental health clinicians, two Rockford police detectives and a deputy with the Winnebago County Sheriff's Office make up a Crisis Co-response team. The goal of CCRT is to identify individuals struggling through a mental health crisis and get help before they enter the jail system. In the crisis co-response team program's first 60-days, nearly 320 people received mental health services with more than 125 referred to Rosecrance. The program has been hugely successful and will grow in the next year.
- New ROCK House Officer, Cory Magnuson, moved in to 1233 Revell Avenue in May.
- Officers Seale and Turner created and continue to facilitate ROCK House Soccer this summer. This program meets every Tuesday, Wednesday, and Thursday, and allows area youth to sharpen their soccer skills, while having positive interactions law-enforcement, and learning life skills such as respect and healthy living.
- Officer Turner continues "Fresh For Learning" at Five Alarm Laundromat on E. Riverside. RPS205 students and families can do their laundry for FREE every Wednesday evening, courtesy of Molina Healthcare.
- Officers joined with T & C Cooking Creations for a youth Cooking Class last March. The kids were taught how to make a healthy delicious meal for their family.

Rockford Police Department

K-9 Information (Jan-June)

- K-9 Officer Fisher received a new K9 equipped squad car (*provided by Friends of Rockford Police K-9 Foundation*)

STATS:

- Tracked 60 fleeing/hidden suspects
- Apprehended 40 fleeing/hidden suspects
- Performed 55 evidence searches and recovered 80 items
- Seized 11 guns
- Seized \$5,169 in US Currency
- Seized approximately 663 grams of drugs and 71 narcotics pills
- Conducted 11 public K-9 demonstrations and 10 demonstrations for the schools

Rockford Fire Department

PRESENTED BY: Interim Chief Todd Stockburger

- 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
2021

Rockford Fire Department

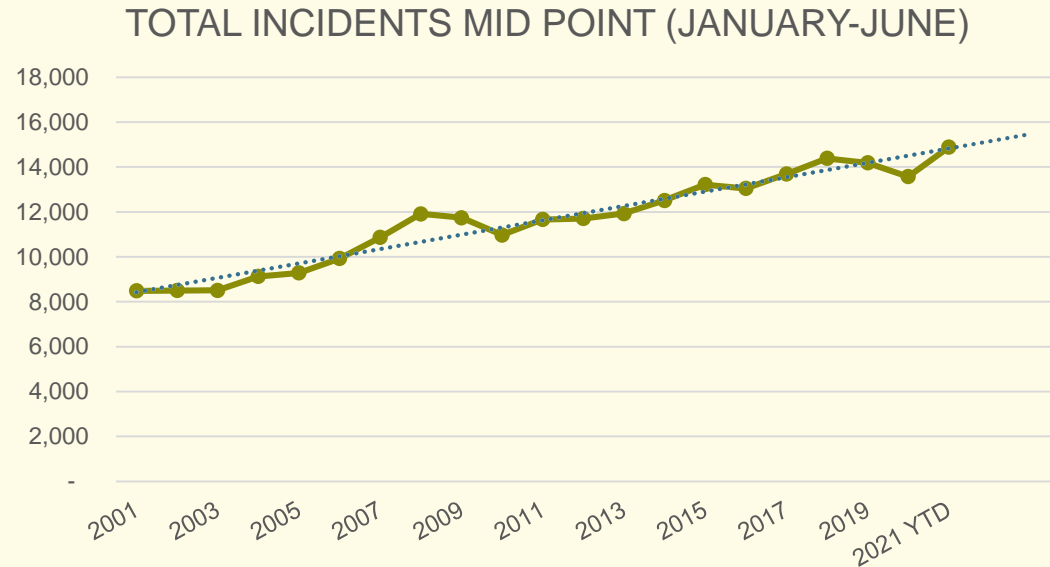
Scorecard

Area of Focus	Metric/Program	Definition	Standard/Goal	Current Performance
Response Times	Call Answer Time	911 Calls Answered in 10 Seconds or Less	90%	84.26%
	Total Response Time	911 Call Received to first unit on Scene in 8:12 or less	90%	90.40%
EMS	EMS Customer Service	Overall Customer Experience Rating	95%	92.66%
	Utstein Rating	Bystander Intervention Survival Rate (CPR)	24.70%	11.10%
Fire/Fire Prevention	Fire Dollar Save Ratio	Percentage of Property Value Saved from Structure Fires	90%	85.29%
	Arson Clearance Rate	Percentage of Arson Incidents Cleared by Arrest/NTA/Intervention	15%	20%
	Inspections	General Inspections Performed with in the last 4 Years	95%	75%
	Smoke Alarm/Battery Program	Average Number of Homes visited with Battery Replacement or Installed Smoke alarms	30	17

Rockford Fire Department

Incidents

YEAR	TOTAL INCIDENTS MID POINT	% CHANGE
2001	8,486	
2002	8,503	0.20%
2003	8,511	0.09%
2004	9,131	7.28%
2005	9,285	1.69%
2006	9,925	6.89%
2007	10,866	9.48%
2008	11,914	9.64%
2009	11,745	-1.42%
2010	10,973	-6.57%
2011	11,665	6.31%
2012	11,709	0.38%
2013	11,929	1.88%
2014	12,512	4.89%
2015	13,218	5.64%
2016	13,047	-1.29%
2017	13,692	4.94%
2018	14,386	5.07%
2019	14,185	-1.40%
2020	13,573	-4.31%
2021 YTD	14,885	9.67%
AVERAGE INCREASE		2.95%

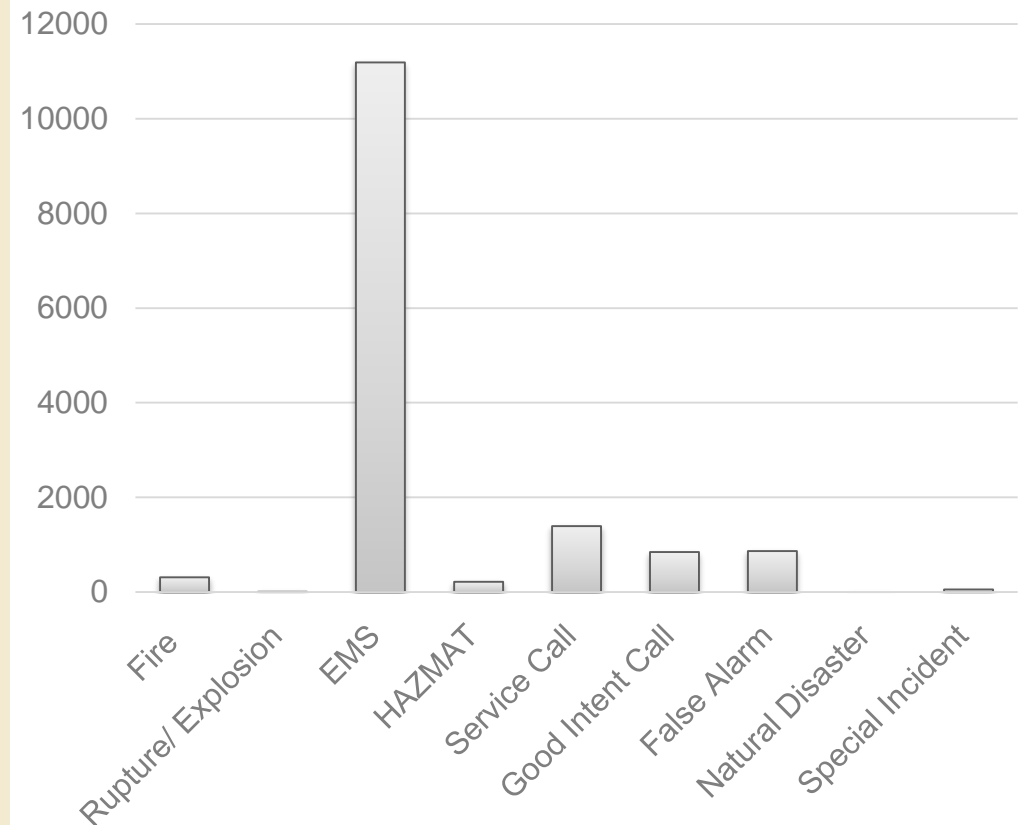


Rockford Fire Department

Incidents

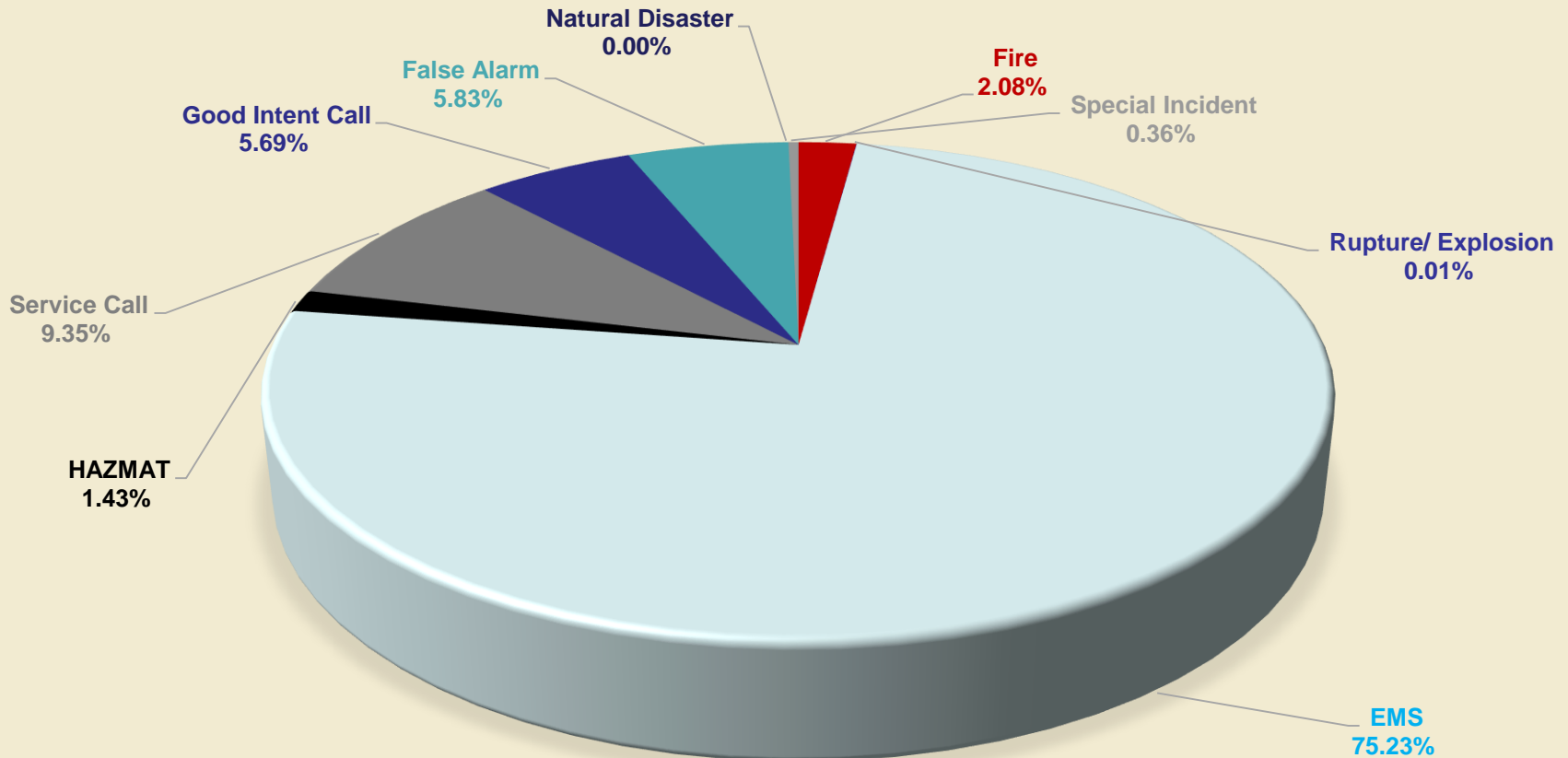
2021 YTD INCIDENTS BY TYPE

Fire	310
Rupture/ Explosion	2
EMS	11,189
HAZMAT	213
Service Call	1,391
Good Intent Call	847
False Alarm	867
Natural Disaster	0
Special Incident	54
Year To Date Total	14,885



Rockford Fire Department

2021 Incidents



Rockford Fire Department

Vacant Building Fires

Structure Type	2016	2017	2018	2019	2020	2021 YTD
Commercial	2	11	7	11	7	1
Residential	32	23	23	13	16	6
TOTAL	34	34	30	24	23	7

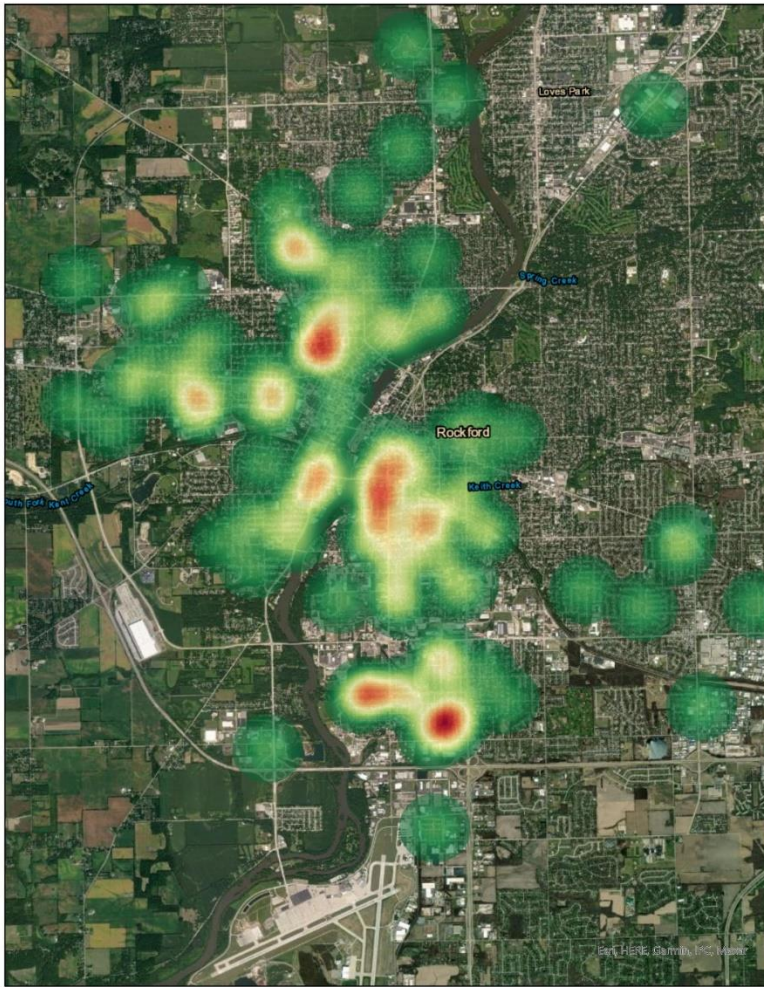
Building Status	2016	2017	2018	2019	2020	2021 YTD
Vacant and unsecured	14	14	7	11	9	1
Vacant and secured	20	20	22	13	14	6
TOTAL	34	30	34	24	23	7

An estimated \$129,000 loss in Vacant Building Fires in Rockford so far in 2021

An estimated \$3,823,551 total in losses since 2016

Rockford Fire Department

Vacant Building Fires



0 0.5 1 2 Miles

Vacant Building Fires 2016-2021



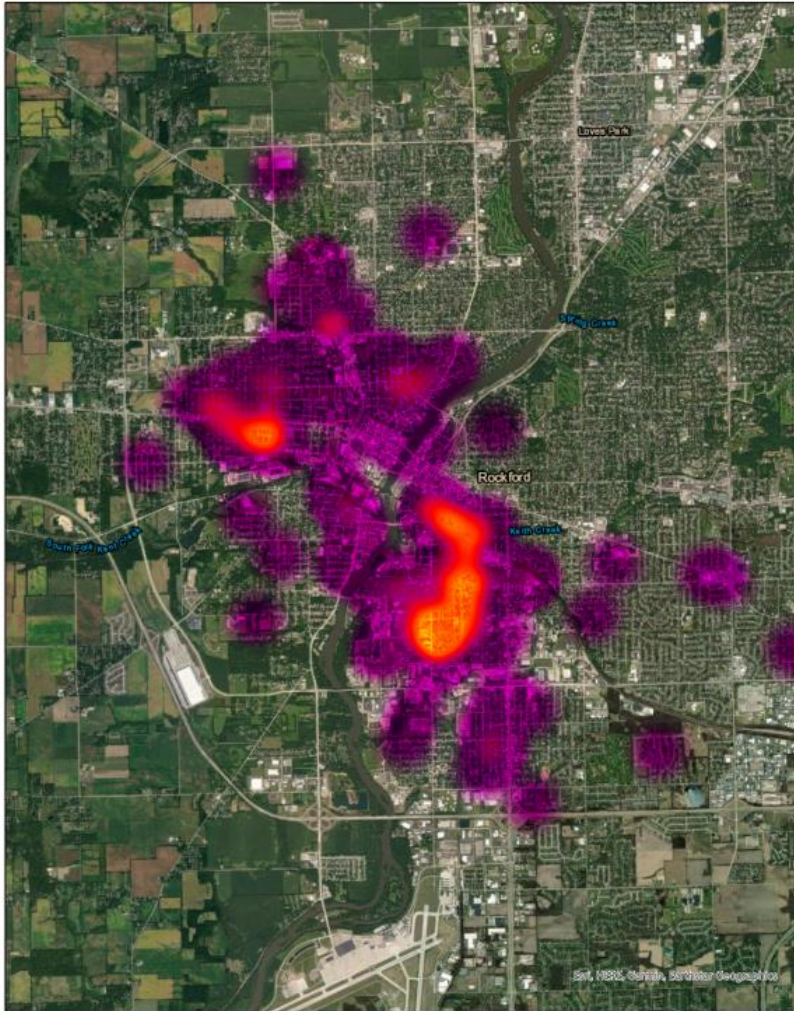
Hot Spot Map

- Total vacant building fires 2016-2021

Rockford Fire Department

Red X Properties

- 132 total properties with Red X Signage



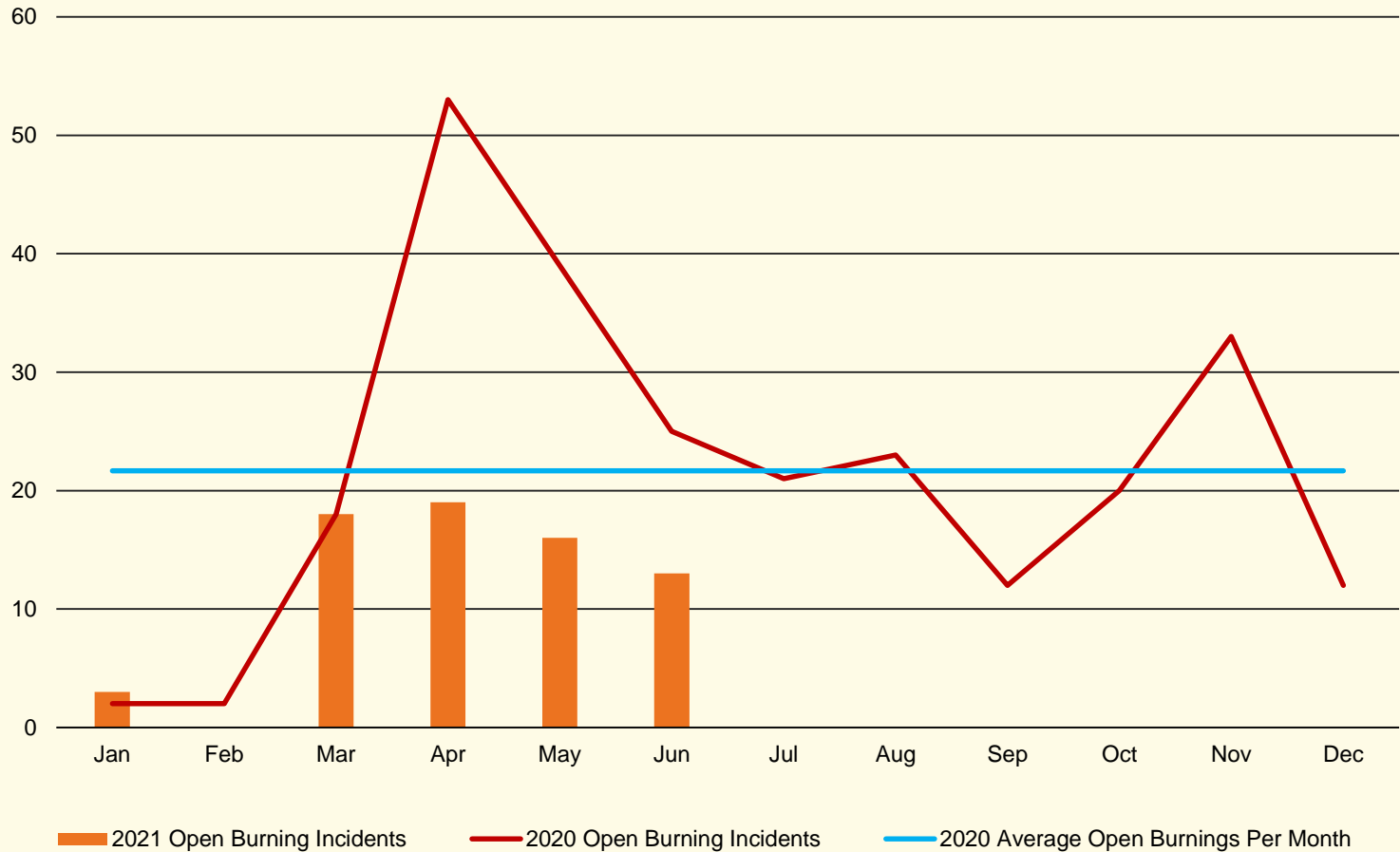
0 0.5 1 2 Miles

RED X Properties



Rockford Fire Department

Open Burning Incidents

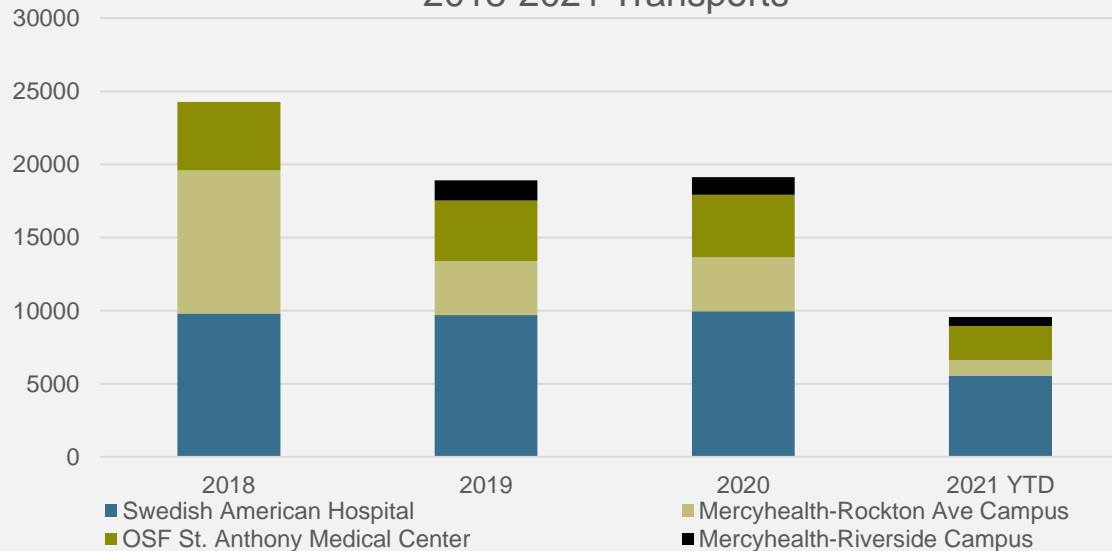


Rockford Fire Department

Ambulance Transports

Hospital	2018	2019	2020	2021 YTD
Swedish American Hospital	9,808	9,701	9,962	5,566
Mercy Health-Rockton Ave Campus	9,787	3,692	3,691	1,060
OSF St. Anthony Medical Center	4,673	4,136	4,266	2,331
Mercy Health-Riverside Campus	-	1,393	1,216	622
Total	24,268	18,922	19,135	9,579

2018-2021 Transports



Rockford Fire Department

EMS Customer Service Surveys

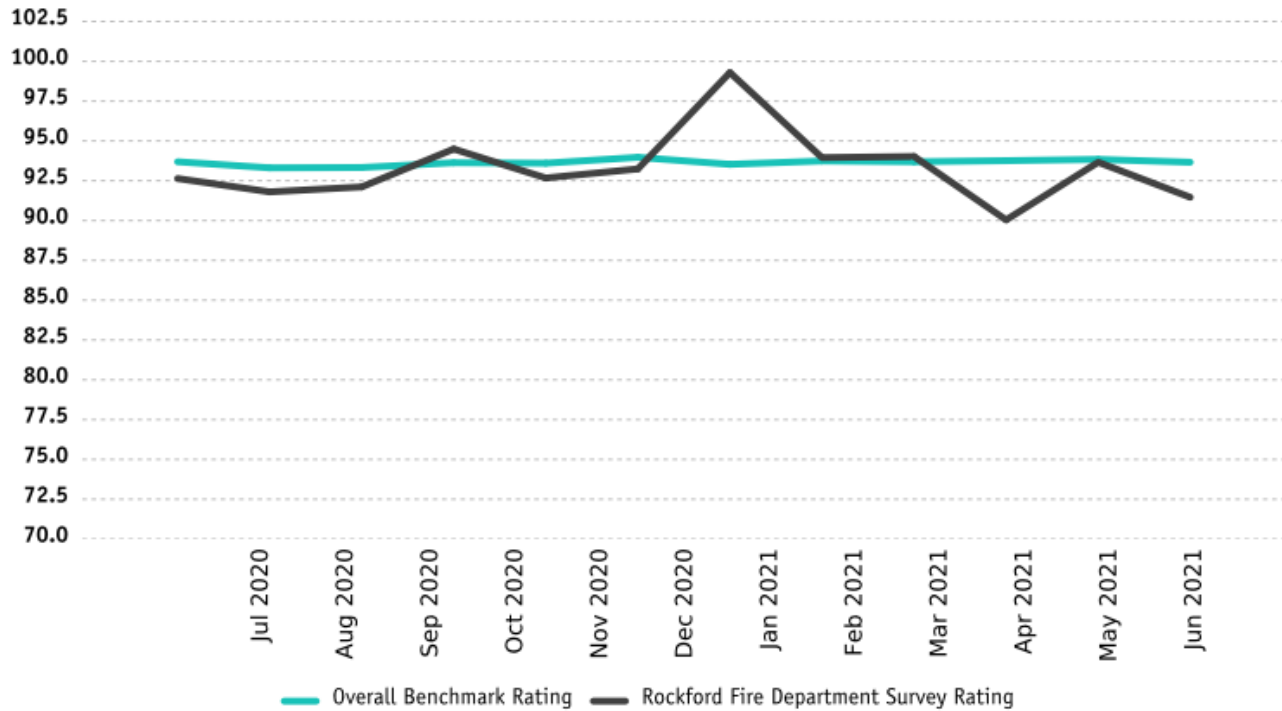
2021 Midpoint Summary

- **368** patients returned a questionnaire between 1/1/2021 and 6/30/2021
- Overall mean score was **92.66**, **-.85** points lower from the overall database score of **93.51**. (173 departments/companies & 38,920 Patients in database)
- Ranked **13th** for comparably sized departments in the system
- **76.80%** of responses were marked Very Good, the highest rating. **98.83%** of all responses were positive.

Rockford Fire Department

EMS Customer Service Surveys

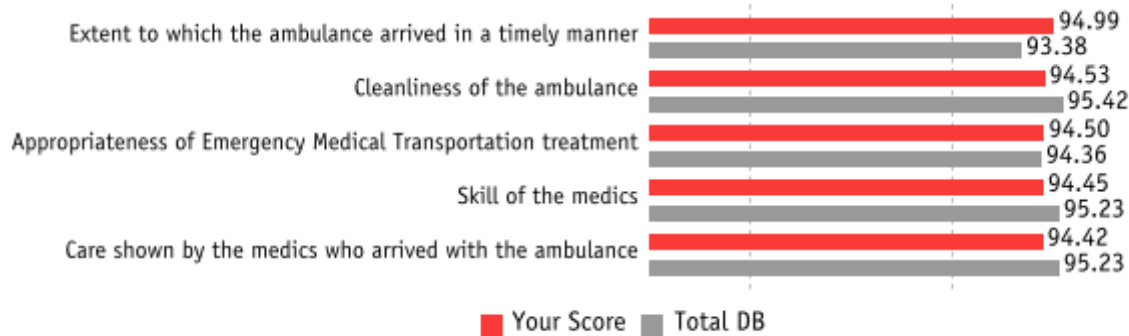
Monthly tracking of Overall Survey Score



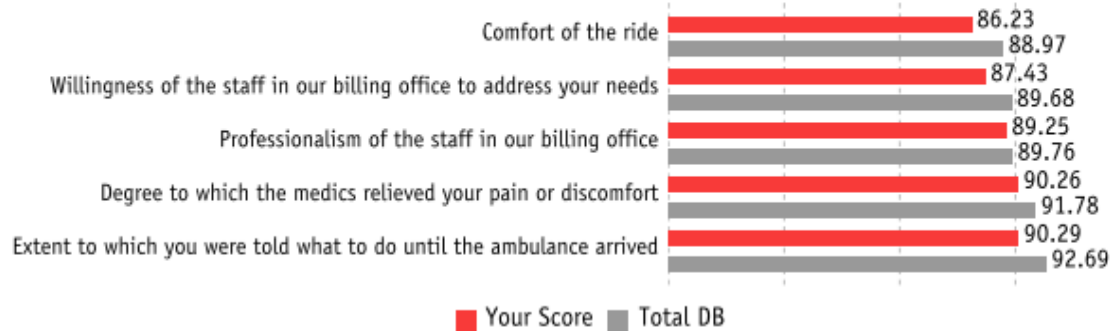
Rockford Fire Department

EMS Customer Service Surveys

5 Highest Scores



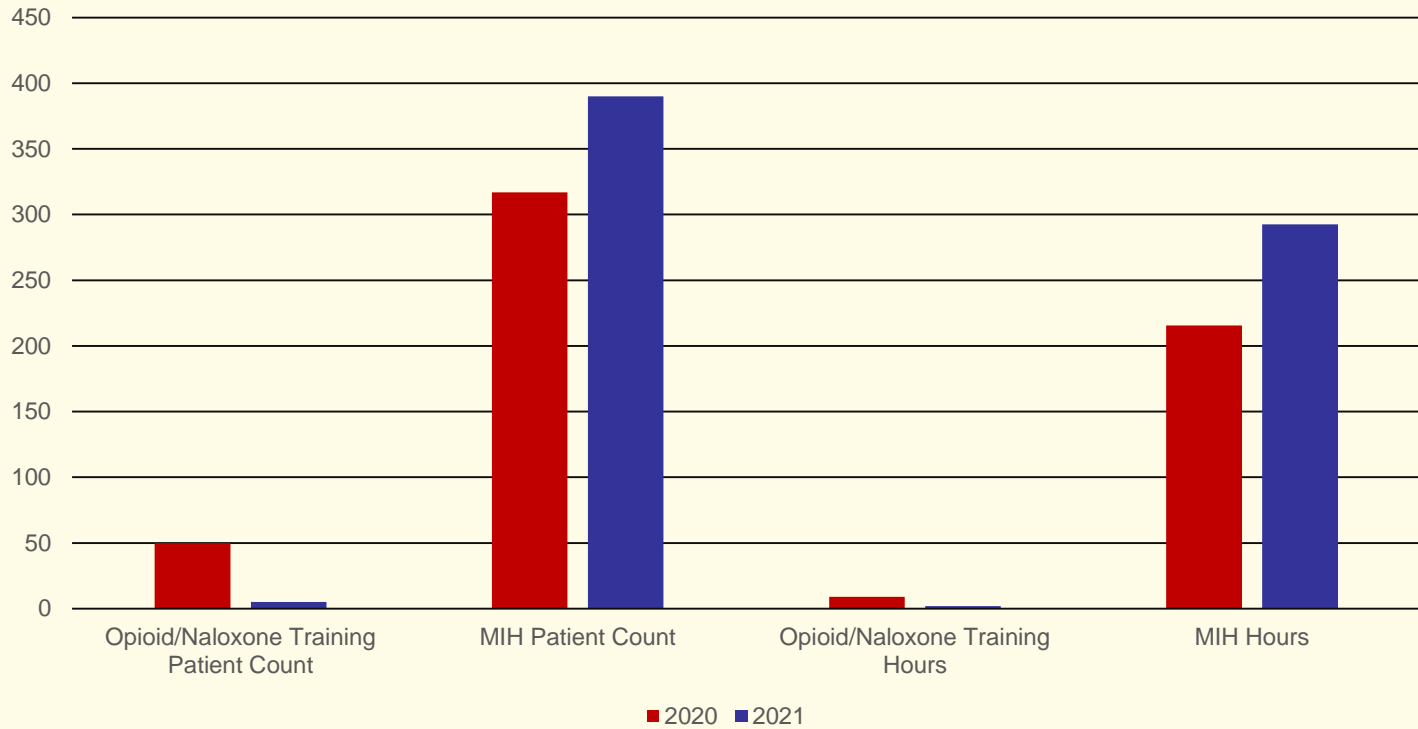
5 Lowest Scores



Rockford Fire Department

Mobile Integrated Health Visits

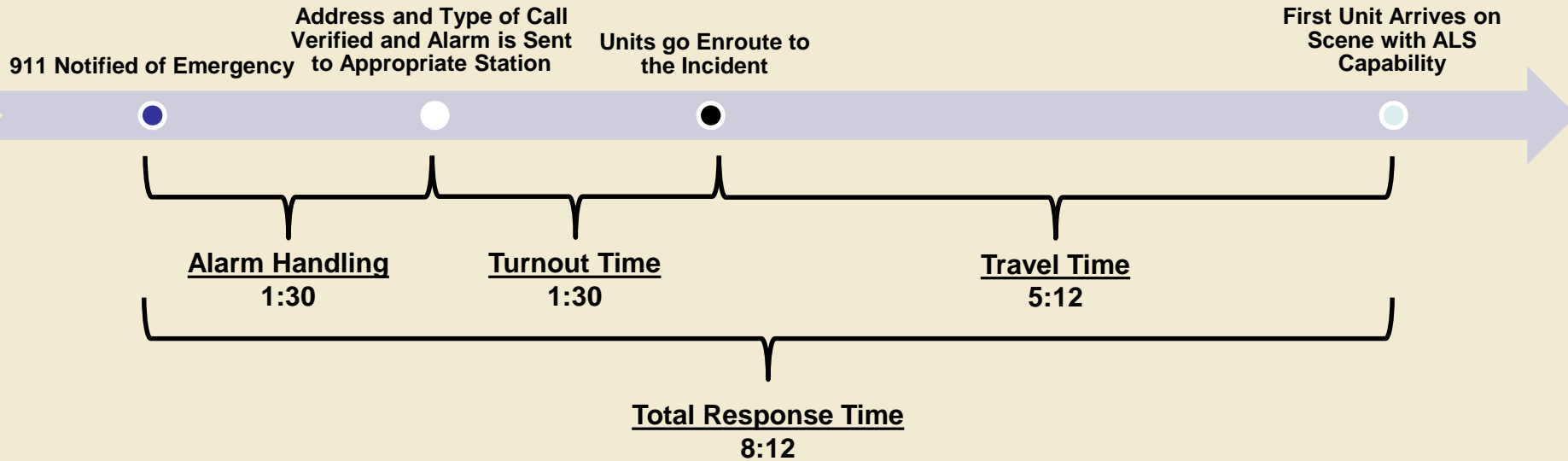
2021 YTD MIH Patients and Hours vs 2020 YTD



2021 Mobile Integrated Health	Number of Patients	Staff Hours
Opioid/Naloxone Training	5	02:00:00
MIH	390	292:31:00
2021 YTD TOTAL	395	294:31:00

Rockford Fire Department

Response Times



90 th Percentile Total Response Time	CPSE 90 th Percentile Standard	2021 Performance
	8:12	8:08

Rockford Fire Department

2021 Achievements

- Recommended for Accreditation by Peer Team from the Center for Public Safety Excellence.
- Conducted numerous car seat safety checks in partnership with Winnebago Safe Kids Coalition
- Developed a series of videos to provide virtual education during various community risk reduction events
- Conducted recruiting efforts and testing to establish a new firefighter eligibility list
- Rolled out PulsePoint App to provide early notification to community members of emergencies
- Recommended for Non-Mandated Accreditation of Emergency Management from Illinois Emergency Management Agency
- Supported the County Emergency Operations for the Rockton, IL ChemTool Fire
- Directed County-wide operations for COVID-19 response and vaccination distribution

Rockford Fire Department

2021 Areas of Improvement

- Continue to work on capital improvement plans for stations and apparatus
- Continue ongoing recruitment and firefighter testing efforts
- Reinstitute outreach and risk reduction efforts that were suspended due to COVID-19
- Complete recommendations developed through the Accreditation process



2021 MID-YEAR OPERATIONS REPORT

July 27, 2021



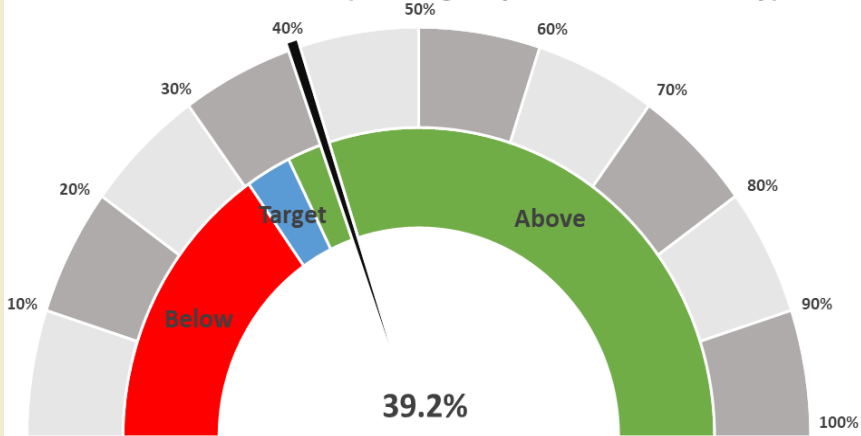
PW BUSINESS

PRESENTED BY:
Anne Wilkerson
PW Business Manager

FUND REVENUES

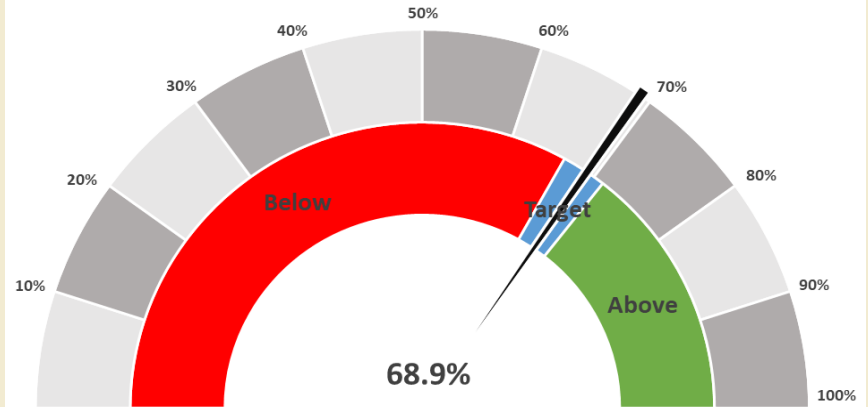


SALES TAX REVENUE (Through April received in July)



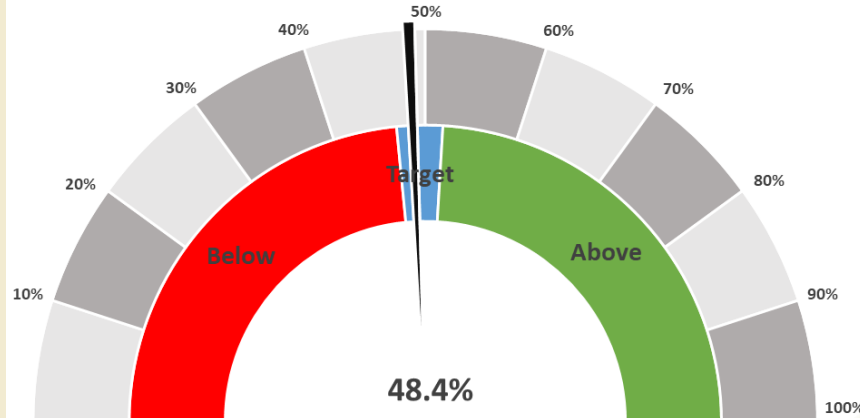
Target \$4,669,244
Actual \$5,996,969

MOTOR FUEL TAX REVENUE



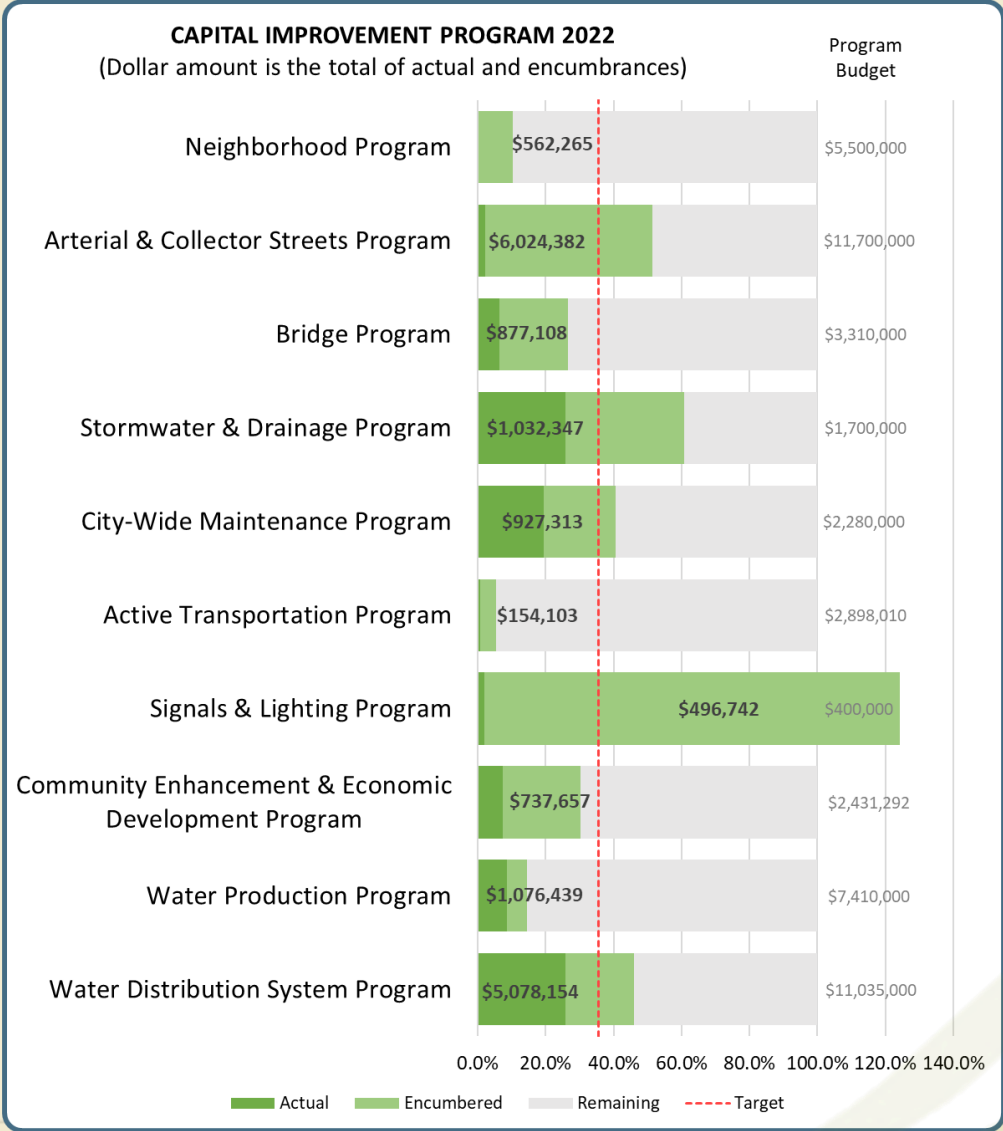
Target \$5,921,855
Actual \$6,167,423
(includes MFT Rebuild)

WATER REVENUE



Target \$14,702,549
Actual \$15,190,927

PROGRAM EXPENDITURES



ACHIEVEMENTS & IMPROVEMENTS



ACHIEVEMENTS

- Provided \$73,000+ in Water Bill Assistance
- Secured DCEO Opportunity Zone Grant award of \$1,905,000 for Seminary Street Bridge and Water Main projects
- Prepared and submitted multiple applications for grant and congressional funding totaling more than \$20M in funding requests

AREAS FOR IMPROVEMENT

- Select consultant for the Water Cost of Service Rate Study
- Prepare 2022 departmental budget
- Begin monthly financial reporting & discussions



WATER DIVISION

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

DASHBOARD



Monthly Performance		2021 Monthly Target	Jan	Feb	Mar	Apr	May	Jun	2021 YTD Average	2020 YTD Average	
Water Operations	Distribution	Emergency Repair Time (hours)	3.5	3.0	3.0	3.0	3.8	3.0	4.3	3.3	2.7
		% of Total Repairs That Are Planned	70%	67%	41%	88%	93%	97%	93%	80%	76%
		Total Work Orders	70	56	41	79	62	60	66	61	57
		Backlog of Non-Emerg Repairs	40	11	7	7	11	10	8	9	6
		# of Winter Backlog Jobs	60	12	7	7	11	8	8	9	23
		Water Main Flushed (mi)	40				9	52	15	Date Based Metric	Date Based Metric
	Field Services	Total Work Orders	1700	1318	1084	1798	1548	1468	1729	1491	1109
		Days Priority S/O Outstanding	30	8	10	16	12	17	13	13	9
		Backlog of Priority S/O	50	12	57	9	46	11	22	26	63
	Production	Service Pressure Excursions	45	21	28	28	13	23	23	23	24
		# of Water Quality Complaints	3	1	3	1	1	0	2	1	2
		MG Pumped	500	478	465	522	506	549	674	532	485
		% Design Demand	100%	86%	88%	87%	86%	89%	78%	86%	87%
	Financial	Total Amt Past 30 Days Due as % of Revenue	2.5%	3.4%	3.0%	2.6%	2.4%	2.6%	2.4%	2.7%	3.1%
		Operating Revenue, % of Plan	95%	108%	103%	102%	102%	104%	103%	104%	100%
		Number of New Water Accounts	5	0	5	9	9	9	5	6	8

ACHIEVEMENTS



- 💧 \$73,000+ Water Bill Assistance provided
- 💧 United Way Summer Program
- 💧 221 Lead Service Lines Replaced
- 💧 IEPA SRF Lead Service Line Replacement Program
- 💧 \$3.8MM+ Invested in Water CIP
- 💧 Well 39 Treatment Facility (Design)
- 💧 Edgebrook Phase 1 and 2 Water Main Replacement (Construction)
- 💧 East State Street Water Main Relocation (Construction)
- 💧 West State Street Water Main Relocation (Design)
- 💧 5th Street Water Main Replacement (Construction)
- 💧 Well 13 and Well 31 HMO Room Buildout (Construction)
- 💧 Well 45 Filter Vessel Repairs (Construction)
- 💧 3 Wells Rehabilitated (13, 18, 22)
- 💧 Water Treatment Room Modernization at Well 34 and 36
- 💧 Reservoirs at Well 22, 23, and 45 Inspected & Cleaned



AREAS FOR IMPROVEMENT



- Well 39 Treatment Facility (Construction)
- Well 34 Treatment Facility (Design)
- Edgebrook Phase 3 Water Main Replacement (Construction)
- Edgebrook Phase 4 Water Main Replacement (Design)
- Welty Avenue Water Main Replacement (Construction)
- 22nd Ave & 10th Street Water Main Replacement (Construction)
- West State Street Water Main Relocation (Construction)
- Auburn Street CCDD Facility Closure (Construction)
- Well 29 Filter Vessel Repairs (Construction)
- Well 22 Reservoir Repairs
- Well 39 and Well 43 Well Rehabilitation
- Well 31 VFD Repairs
- Cost of Service Rate Study
- Implementation of Data Management Software
- IEPA SRF Lead Service Line Replacement Program

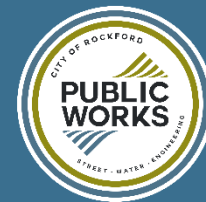




STREET DIVISION

PRESENTED BY:
Mitch Leatherby
Street Superintendent

DASHBOARD



		2021 Avg Monthly Target	Jan	Feb	Mar	Apr	May	Jun	YTD AVE.
Street Operations	Potholes Patched	5000	4056	3468	15059	7919	5624	4384	6752
	Arterial Pothole Req. - % Completed <= 10 Days	90%	100%	100%	100%	100%	100%	95%	99%
	Res. Pothole Req. - % Completed <= 30 Days	90%	93%	100%	98%	100%	100%	100%	99%
	# Trees Trimmed	200	144	63	177	124	151	100	127
	# Trees Removed	50	42	1	85	27	53	13	37
	# Trees Planted	70				0	310	0	103
	Forestry Requests	100	6	7	57	100	126	170	78
	Sweeping (mi)	200			113	343	383	123	240
	Inlet & Storm Line Cleaning	30				40	28	21	30
	Total Requests	500	64	135	452	312	310	281	259
Traffic Operations	% Signals Repaired Compared to Reported	95%	97%	97%	99%	100%	98%	99%	98%
	% Signals Replaced Compared to Reported	95%	50%	66%	75%	100%	80%	100%	79%
	% of Signal Bulb Outages Responded in ≤ 24 hrs	95%	100%	100%	100%	100%	100%	83%	97%
	% of City Street Light Outages Responded in ≤ 5 days	95%	100%	-	100%	100%	100%	100%	100%
	% Sign Repaired/Replace to Reported	95%	100%	100%	100%	100%	100%	100%	100%
	% Signs Repair/Replace Responded in ≤ 5 days	95%	100%	100%	100%	100%	100%	100%	100%

ACHIEVEMENTS



- 300+ Parkway Tree Planted YTD
- Arbor Day Community-Wide Tree Giveaway – 180 Trees Provided
- Veterans Memorial Circle (N. Main St./Auburn St. Roundabout) Continued Support
- Pothole Patching Response Time Improvement
 - Arterial and Residential roadway response time monthly goals met YTD
 - YTD 2021 – 40,510 potholes patched using 641 Tons of patching material
- City Hall South Sidewalk Improvements
- Snow and Ice
 - 20 Snow/Ice Events During January – February Requiring City Deployment
 - 9,799 Tons of Salt Applied
 - 5 Contracted Plowing Events in Residential Neighborhoods
 - 1 Hauling Operation in the Downtown Central Business District
- 120+ Roadway Storm Water Structures Rebuilt/Repaired YTD
- 4th of July Downtown Overnight Cleanup Operations Completed
- Traffic Signal & Sign Repair Response Time Goals Exceeded



AREAS FOR IMPROVEMENT



- Decorative Streetlight Base Shroud Restoration Program To Begin Soon Along West State St. and Kishwaukee St.
- Continue To Stay On Pace With Citizen Requests To Patch Potholes And Address Forestry Requests In A Timely Manner
- Improve Service Capabilities By Continued Modernization Of City Facilities, Vehicles and Equipment
- Continue To Identify Joint Purchasing Collaboration With Nearby Municipalities
- Invest And Integrate Web-based Databases And Additional Portable Tablets Into Field Operations



ENGINEERING DIVISION

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

DASHBOARD



Monthly Performance		2021 Monthly Target	Jan	Feb	Mar	Apr	May	June	YTD
ROW/Development/Stormwater	# of Site Plans Reviewed	7	2	3	11	21	29	21	87
	% of Site Plans Reviewed in less than 14 days	95%	100%	100%	100%	100%	100%	100%	
	# of Development Plans Reviewed	1	1	0	2	0	1	0	3
	% of Develop. Plans Reviewed in less than 21 days	95%	100%	100%	100%	100%	100%	100%	100%
	# of ROW/DWY Permits Issued	100	91	90	127	194	296	196	994
	% of ROW/DWY Permits Issued in 1 day	95%	100%	100%	100%	100%	100%	100%	100%
	ROW/DWY Permits Closed	100	0	1	0	213	260	193	667
	ROW/DWY Permits Still Open	700							1458
	Detention Basins Inspected (odd years)	60				21	38	45	104
	Detention Basins Requiring Follow-up (odd years)	9				NA	NA	NA	0
	Industrial High Risk Inspections On-Site	9	4	5	5	5	6	15	40
	Erosion Control Inspections On-Site (5 Winter; 25-S/S/F)	0	9	7	17	19	34	20	106
	New Illicit Discharge (IDDE) Investigations	1	1	0	1	1	0	1	4
	IDDE Investigations w/in 72 hrs	8	100%	100%	100%	100%	100%	100%	100%
	IDDE Investigations Unresolved	NA	8	8	8	8	9	9	
	Stormwater Samples Taken (15-Sp; 15-F; 40 Trib)	3		10	13	2	10	0	35
	SWPPP Reviews	20	7	0	12	21	29	16	85
	Stormwater Service Requests	50%	5	9	17	22	21	14	88
	SW Requests Generated Proactively (>50% of Total)	50%	1	0	3	1	4	8	17
	SW Requests Generated Reactively (<50% of Total)	100%	4	9	14	21	17	6	71
	Clogged/Sunken Inlets Invest. w/in 24 hrs of Request	100%	100%	100%	100%	100%	100%	100%	100%
	Other Stormwater Requests Invest. w/in 1 week of Request	1.00	100%	100%	100%	100%	100%	100%	100%
	Street Sweeping (mi)		0	0	112.8	342.9	382.7	122.7	961.1

DASHBOARD



GIS Asset Management Section Statistics	2021							2020							Change
	Jan	Feb	March	April	May	June	Total	Jan	Feb	March	April	May	June	Total	
Water Applications	0	4	9	9	9	5	36	3	11	7	13	7	11	52	-31%
Additional Water Service Quotes (non hook-ups)	6	10	11	7	9	7	50	4	5	4	5	4	6	28	79%
Street Signs Received	89	2	156	138	93	97	575	97	116	152	55	72	115	607	-5%
Watermain Projects							0							0	
Engineering Service Requests	12	9	20	28	23	25	117	30	24	12	7	12	14	99	18%
Private Service Materials Updated (Field Services)	48	56	74	101	102	160	541	67	126	57	15	26	78	369	47%
Public and Private Service Materials Updated (Distribution)	26	25	42	56	46	32	227	31	21	21	10	24	40	147	54%
Private and Public Service Materials Updated (Plumbing Permits)	201	1	6	21	60	22	311	14	24	5	7	28	21	99	214%
Fire Flow Data Requests	3	10	14	18	8	8	61	1	4	5	4	10	6	30	103%
Hydrant Permits	9	0	28	17	5	6	65	4	18	5	7	17	11	62	5%
Annexations	0	0	0	0	0	0	0	0	0	0	0	2	3	5	-100%
Water Edits															
Casings edited	56	13	0	0	0	0	69	46	13	0	0	1	0	60	15%
Watermain Segments edited	231	7	3	3	8	118	370	199	94	189	133	164	147	926	-60%
Service Lines edited	705	541	540	251	497	659	3193	490	1325	421	465	556	545	3802	-16%
COB edited	331	119	95	10	662	820	2037	952	573	967	650	124	86	3352	-39%
Fittings edited	345	118	110	12	114	29292	29991	250	84	23,897	204	170	117	24722	21%
Water System Valves	55	4	1	0	2	18	80	45	9	8	6	27	5	100	-20%
Hydrants edited	32	3	10	2	5	13	65	24	48	5	17	25	37	156	-58%
Storm Edits															
Outfalls edited	1	1257	0	0	0	0	1258	2	0	1	0	0	0	3	41833%
SW Fittings edited	0	0	0	0	0	1	1	2	4	1	1	0	2	10	-90%
SWS Special Features (Flared End, Headwall, etc)	11	0	0	0	0	0	11	9	12	9	0	0	3	33	-67%
Storm Inlets edited	106	0	0	0	0	0	106	113	15	0	2	0	17	147	-28%
Storm Manholes edited	23	0	0	0	0	0	23	81	14	0	2	0	5	102	-77%
Storm Culvert edited	0	0	0	0	0	0	0	0	1	1	0	0	0	2	-100%
Rockford Channels segments edited	0	0	0	0	0	0	0	1	6	6	0	0	0	13	-100%
Storm Pipe segments edited	122	0	0	0	0	5	127	94	34	7	4	0	32	171	-26%
Asset Collection															
GPS Collection of Assets (Storm, Water,SL,etc)	0	0	0	0	17	617	634	0	0	0	0	0	0	0	100%
Transportation Edits															
Street Lights edited	0	0	0	0	1	0	1	14	268	268	268	0	0	818	-100%

New 2021 features

- Survey 123 App: This app is being utilized for Digital Inspections of an asset. Storm is using this app for Outfall and Basin Inspections
- FieldMaps for ArcGIS App: This app is being utilized to collect street lights, outfall inspections, Basin Inspections and sidewalk inspection information. This app can work in collaboration with survey 123
- FieldMaps for ArcGIS App (Cont.): This app allows users to view maps in field from cell phone/ Tablet and is replacing the GeoExplorer app
- Operation Dashboards: This dashboard is a real-time mapping and data application to view progress of a project. This is being used for Outfall Inspections, Basin Inspections, Sidewalk Inspections, and H

Baxter and Woodman Hydraulic Model Implementation



ACHIEVEMENTS



Stormwater:

- Annual Report Completed & Submitted
- Phase 1 of Gregory Heights Drainage Improvements completed & Phase 2 going out for bid soon
- Phase 1 of Alpine Dam nearing Completion

Capital Improvement Program:

- Completed unforeseen repairs on the Cedar Street over Kent Creek bridge which allowed the weight restriction to be lifted and open once again to legal loads.
- Completed the reconstruction of Christina Street between 15th Avenue and 18th Avenue.
- Completed the Shepherd Trail Evidence Facility

ACHIEVEMENTS (cont.)



Traffic Engineering:

- Completed design and bid out \$2M of construction plans in house.
- Completed 34 speed studies
- Received and addressed 100 calls from concerned citizens

Permits and Special Events:

- Issued almost 1,000 ROW/Driveway Permits in the first 6 months
- Proactively identified permit violators and facilitated corrective action
- Reviewed 42 special event applications, issued 38 permits as of June 30th
- Assisted with City Market and River District on closures for Market Season
- Coordinated COVID policy outdoor dining applications, with 20 renewals for year 2021

AREAS FOR IMPROVEMENT



Stormwater:

- Finishing Community Rating System Submittal
- Several small drainage improvements projects being scheduled
- Have only completed 36.25% of basin inspections to date (currently identifying operational adjustments)

Traffic Engineering:

- Implementing 1st year of new 10-year bike plan.
- Implementing new bike detection
- Working with 8th Ward Alderman for comprehensive traffic calming strategy for Rolling Green Neighborhood

Permits and Special Events:

- Continue to inspect and close out open driveway/right-of-way permits
- Continue to coordinate with RACVB on Forest City Beautiful initiatives as well at their public art initiatives



**PUBLIC
WORKS**

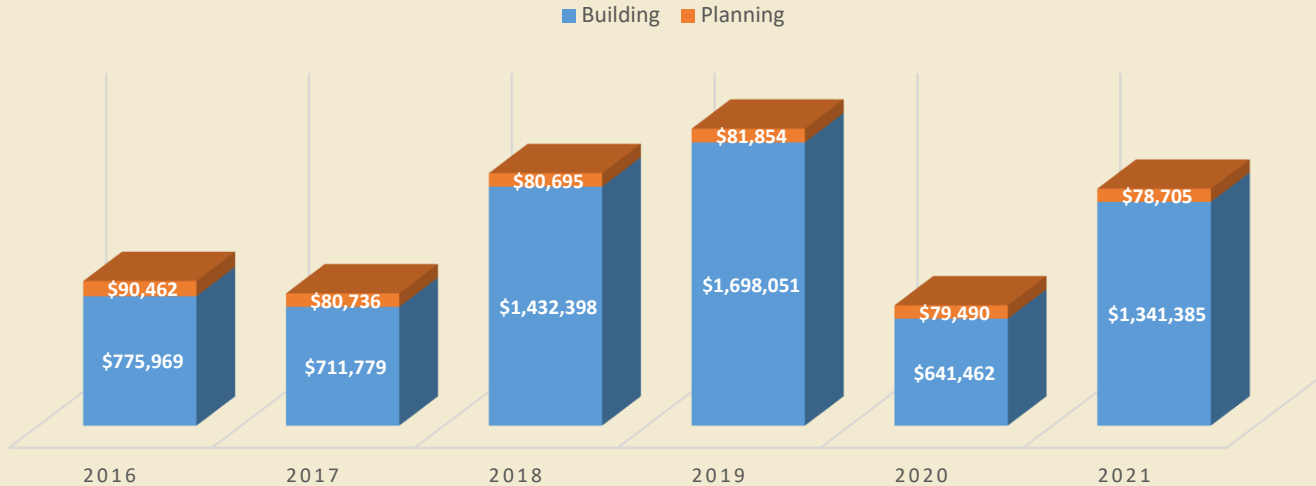
QUESTIONS?

Community & Economic Development Department

CEDD - Construction & Development Services

Permit Fees(Revenue for Building & Planning)

QUARTER 2, YEARS 2016-2021



TOTAL PERMIT FEES (Revenue) for Quarter 2, Years 2016 - 2021

	2016	2017	2018	2019	2020	2021	% Change reflects the time period of Quarter 2 for Years 2016 - 2021
Building	\$775,969	\$711,779	\$1,432,398	\$1,698,051	\$641,462	\$1,341,385	109.11%
Planning	\$90,462	\$80,736	\$80,695	\$81,854	\$79,490	\$78,705	-0.99%
Total	\$866,431	\$792,515	\$1,513,093	\$1,779,905	\$720,951	\$1,420,089	96.97%

CEDD - Construction & Development Services

Total Inspections

(Building, Mechanical, Plumbing, Electrical & Property Standards)

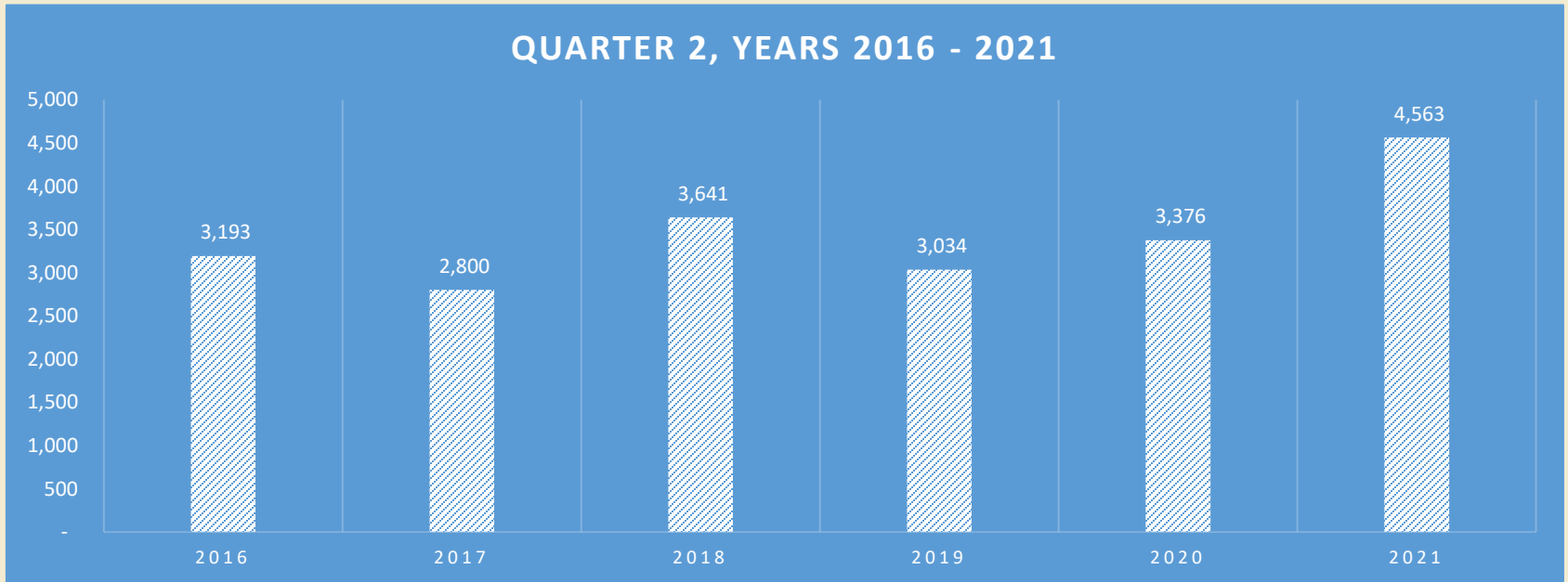


Total Inspections for Quarter 2, Years 2016-2021

2016	2017	2018	2019	2020	2021	% Change reflects the time period of Quarter 2, Years 2016-2021
5,830	6,142	5,197	6,156	6,045	5,585	-7.61%

CEDD - Construction & Development Services

Total Permits Issued(Building)



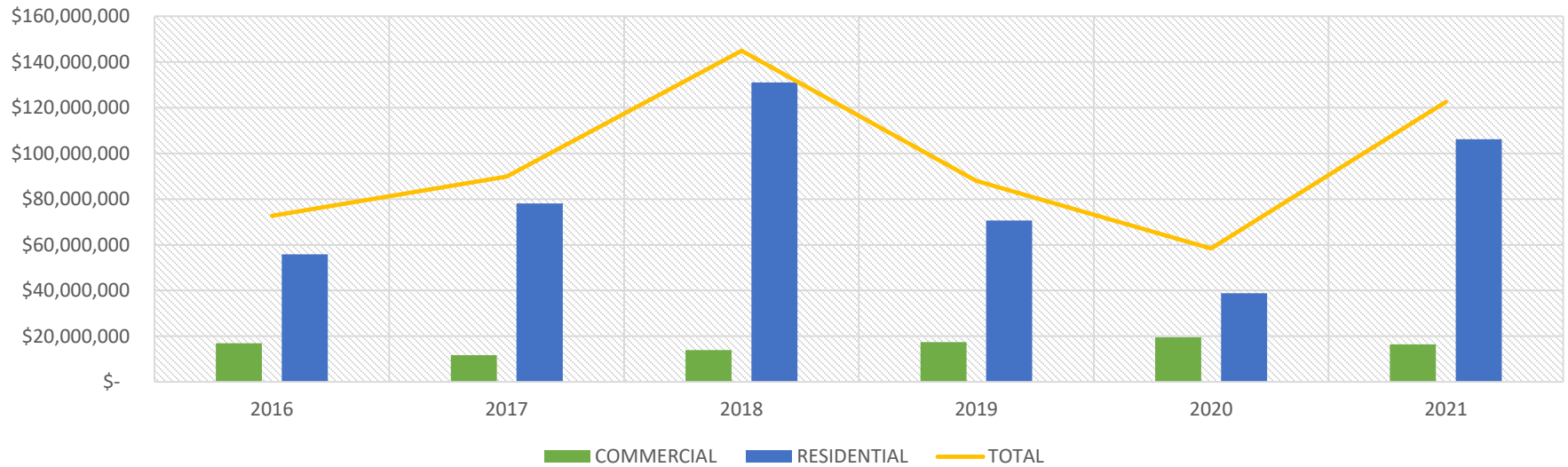
2016	2017	2018	2019	2020	2021	% Change reflects the time period of Quarter 2 for Years 2016 - 2021
3,193	2,800	3,641	3,034	3,376	4,563	35.16%

* 2021 total includes 800+ permits for Concord Commons remodel

CEDD - Construction & Development Services

Construction Valuations(Residential & Commercial)

Construction Valuations for Quarter 2, Years 2016 - 2021



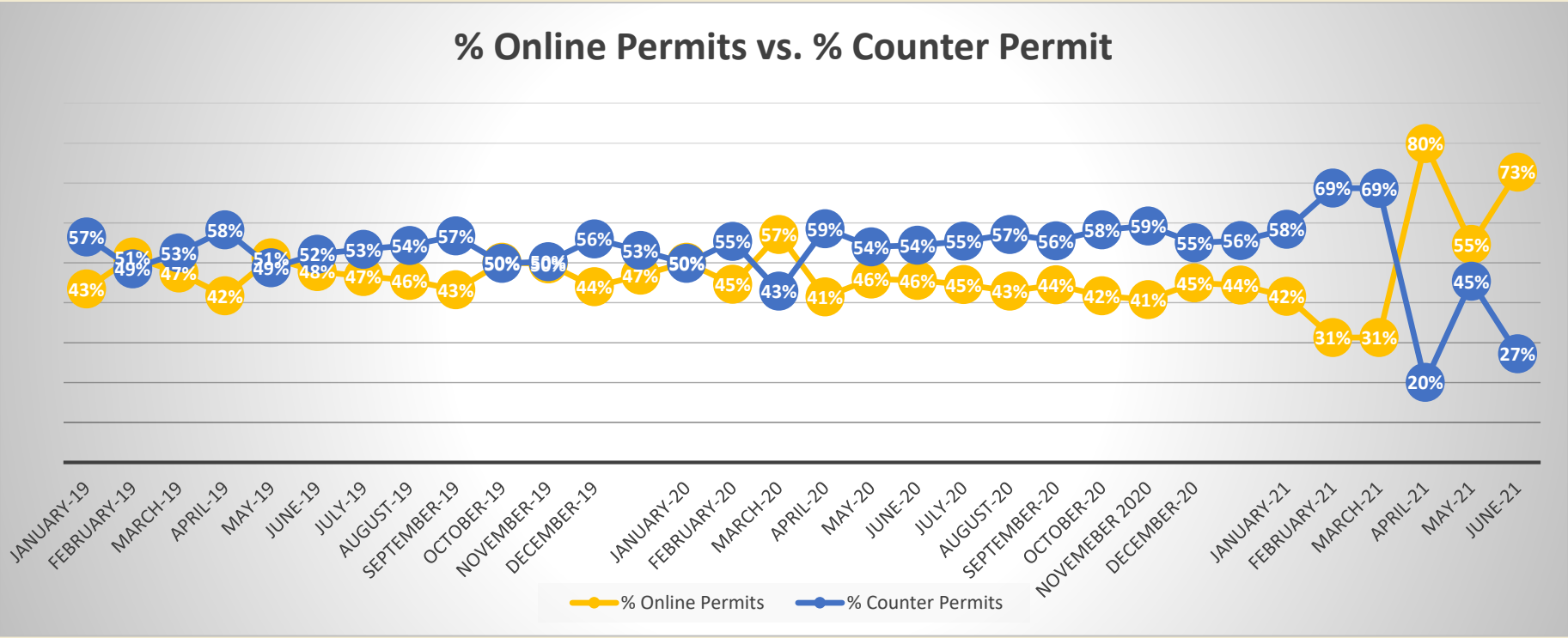
Construction Valuations for Quarter 2, Years 2016 - 2021

	2016	2017	2018	2019	2020	2021	% Change reflects the time period of Quarter 2 for Years 2016 - 2021
Residential	\$ 16,863,587	\$ 11,734,566	\$ 13,876,706	\$ 17,412,703	\$ 19,502,911	\$ 16,389,445	-15.96%
Commercial	\$ 55,867,364	\$ 78,066,225	\$ 131,041,634	\$ 70,621,514	\$ 38,845,147	\$ 106,208,540	173.42%
Total	\$ 72,730,951	\$ 89,800,791	\$ 144,918,340	\$ 88,034,217	\$ 58,348,058	\$ 122,597,985	110.11%

CEDD - Construction & Development Services

Construction Online Permits vs. Counter(Fax, Email or Drop-off) Permits

% Online Permits vs. % Counter Permit



CEDD – Neighborhood Development

2021 HUD Program Goals

2020-2024 Consolidated Plan Strategy and Programs	Year 2 – 2021 Goals	
	CDBG Funds	HOME Funds
Housing Strategy		
Housing Rehabilitation	41	24
Homeownership		5
Housing Development		2
Community Development Strategy		
Clearance / Demolition	45	

The City received its 2020 HUD grant funds in August 2020.

The City has not received its 2021 HUD grant funds and is still utilizing prior year grant funds for housing and community development programs.

CEDD – Neighborhood Development

Achievements – Grants

2021 YTD Achievements

- * Residential demos: 36 (32 CDBG + 4 General Fund)
- * 5 housing rehab projects (4 projects leverage both CDBG and IHDA grants)
- * 1 homeownership assistance
- * 2020 CAPER and 2021 Annual Action Plan submitted to HUD

IHDA Single Family Rehab - Roof Grant Program

- * Q1: Application period opened; pre-applications selected through lottery process.
- * Q3: 4 agreements signed, 15 in process.

IHDA Strong Communities Program (SCP) Grant

- * March: Signed SCP grant agreement for demolition program.
- * July: 10 SCP demos currently in process. Anticipate total of 20 houses to be demolished.

IHDA Abandoned Properties Program (APP) Grant

- * February: Applied for Round 5 of APP grant.
- * May: City is notified of \$75k award to support residential demo program.
- * July: Grant agreements are in process.

CEDD – Neighborhood Development

Achievements – Neighborhood Engagement

Neighborhood Specialist Activities

Connect Rockford

- * Launched program in April to build social capital and connect residents with resources/support.
- * 15 residents participate in program orientation to be block captains and ward leaders.

Support to City Projects

- * Direct outreach to residents impacted by Public Works projects, such as 11th Street corridor, Charles Street and Welty Ave.
- * Participated with PW on flower planting at Veterans Memorial Circle.
- * Met one-on-one with new City Council members.

Community Outreach:

- * Ellis Heights – weekly outreach to Ellis School families and engagement in neighborhood to meet residents
- * Provide support to three residents to develop neighborhood organizations in their neighborhood

Community Outreach:

- * Met with neighborhood leaders/residents in 12 neighborhoods to discuss re-engagement plans.
- * Assisted 6 neighborhoods with direct outreach to neighborhood residents.

CEDD - Economic Development

2020 Investment Scorecard

Economic Development Data Quarterly Performance		2021 Annual Target	First Quarter		Second Quarter		Third Quarter (Sept 10th)		Fourth Quarter		Year to Date	
			Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual
New and Retained Industrial/Commercial Projects		36	9	2	9	9	9	NA	9	NA	36	10
New and Retained Jobs		800	200	0	200	285	200	NA	200	NA	800	285
COVID-19 Relief Programs		NA	85* (DCEO Hospitality Grant)									
Total Investment	Private Investment	\$ 145,000,000	\$ 24,266,855		\$ 43,740,400		NA		NA		\$ 68,007,255	
	Public Investment		\$ 3,962,229		\$ 3,435,823		NA		NA		\$ 7,398,052	
	Percentage, Public Investment		16.33%		7.86%		NA		NA		10.88%	

CEDD - Economic Development

January – June 2021 Achievements

Brownfields Redevelopment

- Completed Southwest Rockford Neighborhood Brownfields Revitalization Framework Plan and supplemental Rapid Health Impact Assessment for Southwest Rockford.
- Bid and completed full interior asbestos abatement of Historic Rockford Watch Factory using US EPA Brownfields Cleanup Grant.
- Actively cleaning up former Lloyd's Hearing site using US EPA Brownfields Assessment and Cleanup Grants.
- Obtained No Further Remediation Letter from Illinois EPA for new Police Evidence Facility at 4801 Shepherd Trail.
- Removed orphan underground storage tanks from former First Congregational Church and Greenmount Rear Street properties.

CEDD – Economic Development

January – June 2021 Sanitation Statistics

HOUSEHOLD WASTE		
2020	2021	Change In Tonnage
Tonnage	Tonnage	
25,969	26,806	3.2%

YARDWASTE		
2020	2021	Change In Tonnage
Tonnage	Tonnage	
5,654	3,018	-46.6%



RECYCLING		
2020	2021	Change In Tonnage
Tonnage	Tonnage	
4,026	4,138	2.8%

DEMOLITION DEBRIS		
2020	2021	Change In Tonnage
Tonnage	Tonnage	
3,393	1,180	-65.2%



CEDD – Economic Development

January – June 2021 Sanitation Customer Service Statistics

MISSED PICK-UPS		
2020	2021	% Change
411	845	105.6%

CUSTOMER SERVICE CALLS		
2020	2021	% Change
5,424	4,458	-17.8%



SERVICE COMPLAINTS		
2020	2021	% Change
44	38	-13.6%

AVERAGE CALL-IN HOLD TIME (SEC)		
2020	2021	% Change
59	158	169.0%

Finance

Customer Service Center

Presented by Wendy Lara
Customer Service Manager

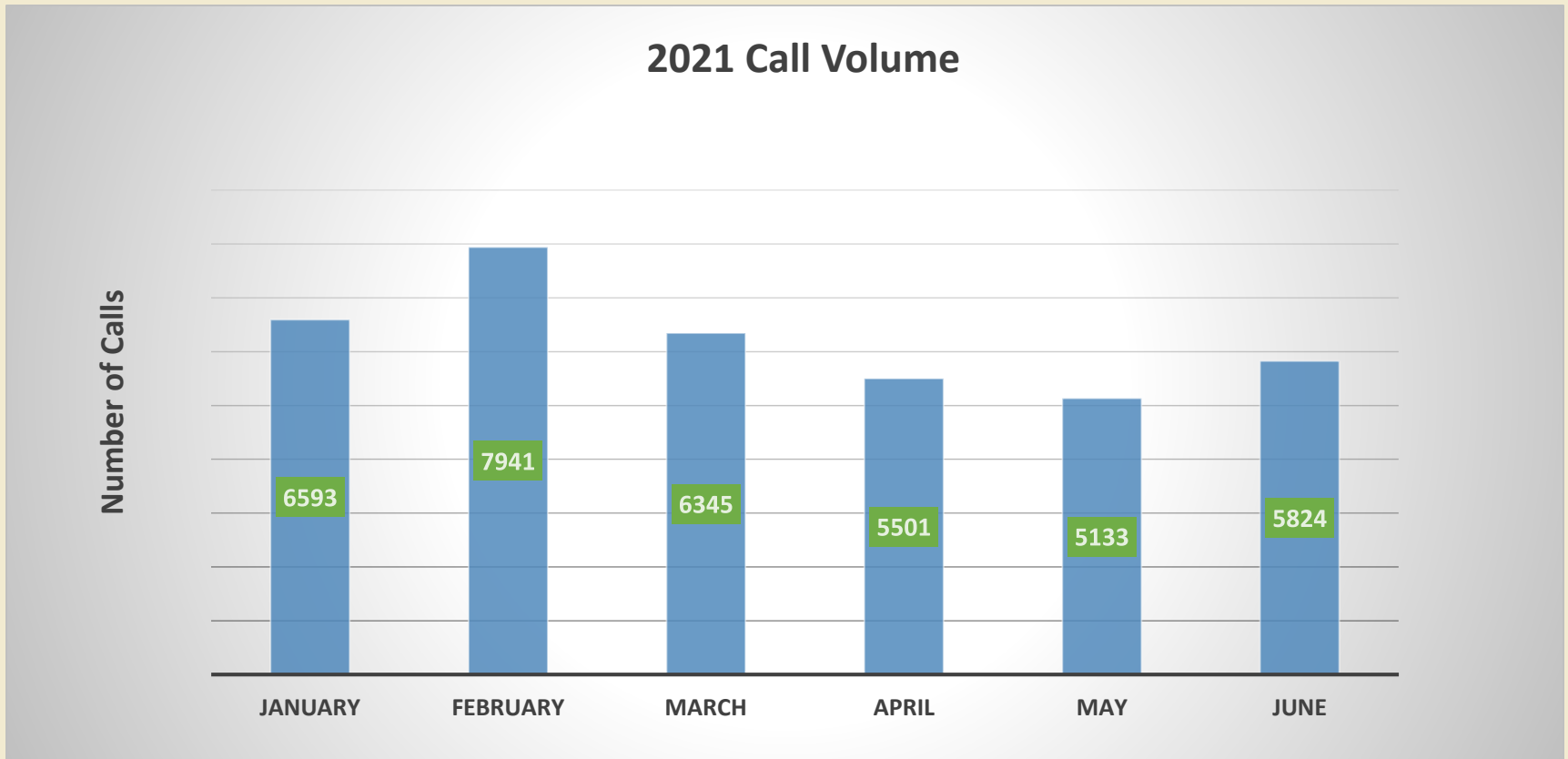
Finance-Customer Service Center

2021 CSC SCORECARD

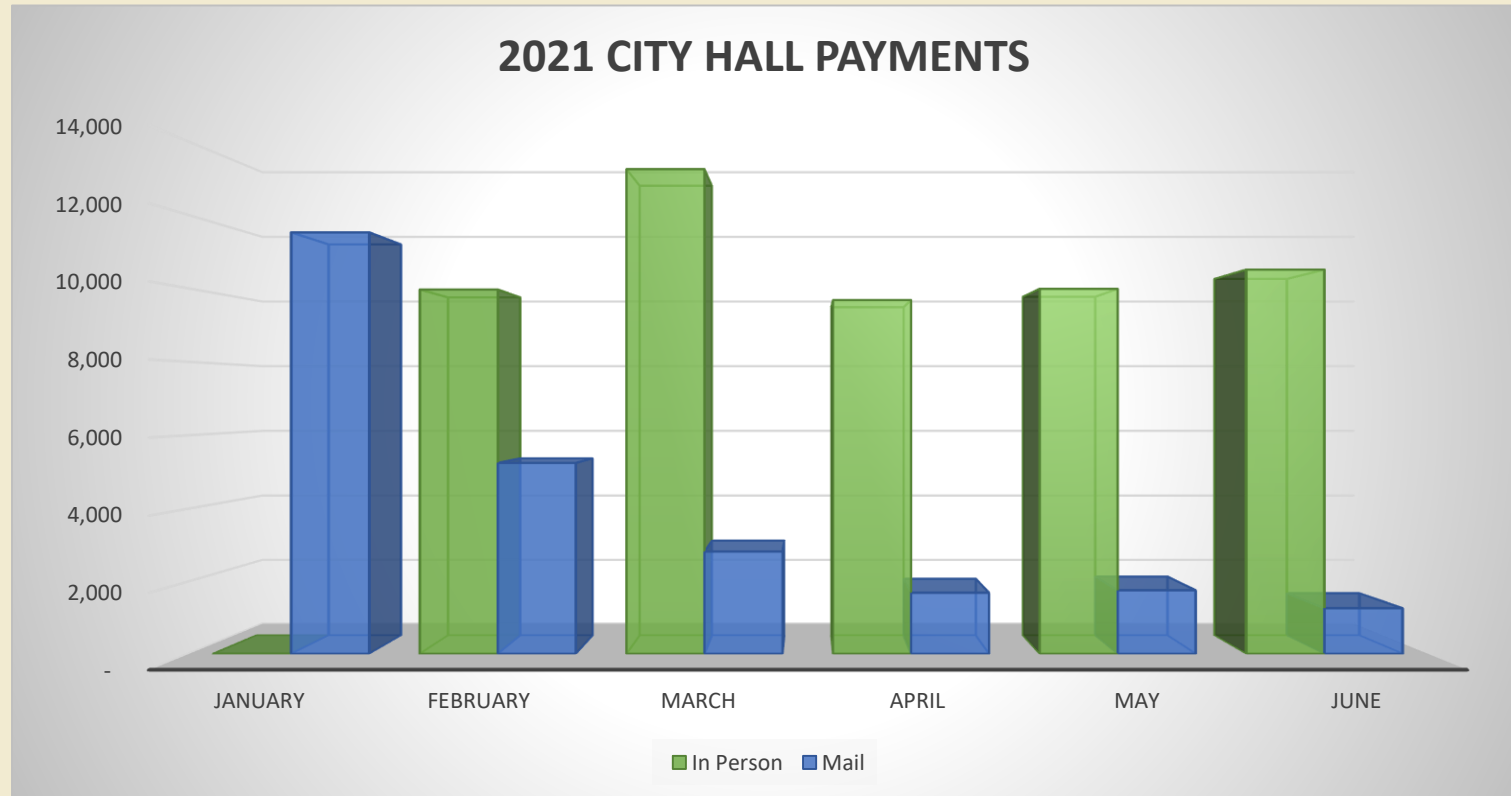
Monthly Performance	2021 Target	Jan	Feb	Mar	Apr	May	Jun	YTD AVG 2021
Total number of calls	6,750	6593	7941	6345	5501	5133	5824	6,223
Average Time to Answer in sec.	30	37	86	17	25	15	27	35
% Calls Abandoned	8%	4.29	7.28	2.38	3.09	1.69	3.45	3.70

Targets based on AWWA Benchmarking Water Utility Customer Relations Best Practices

Finance-Customer Service Center

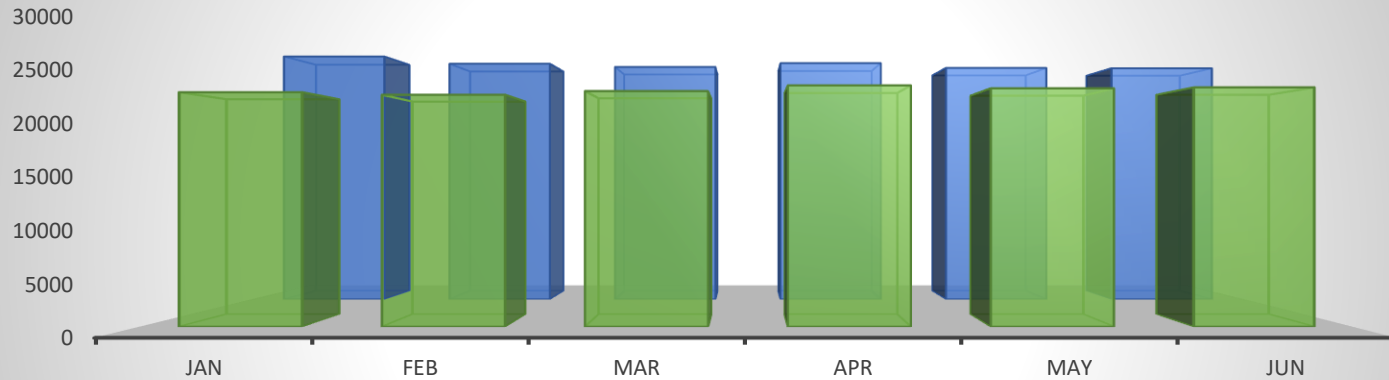


Finance-Customer Service Center



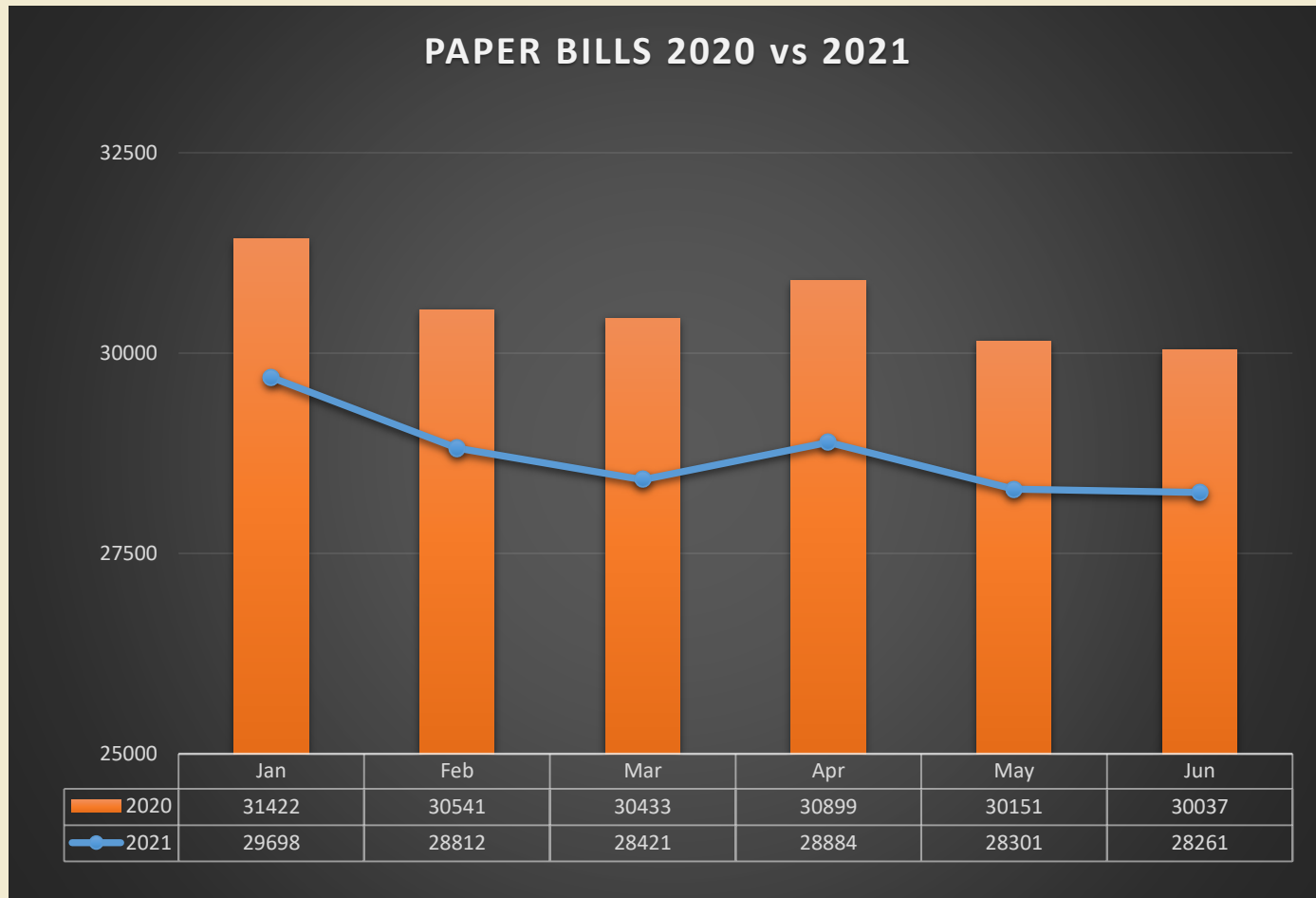
Finance-Customer Service Center

2021 PAPER & E-BILLS COMPARISON

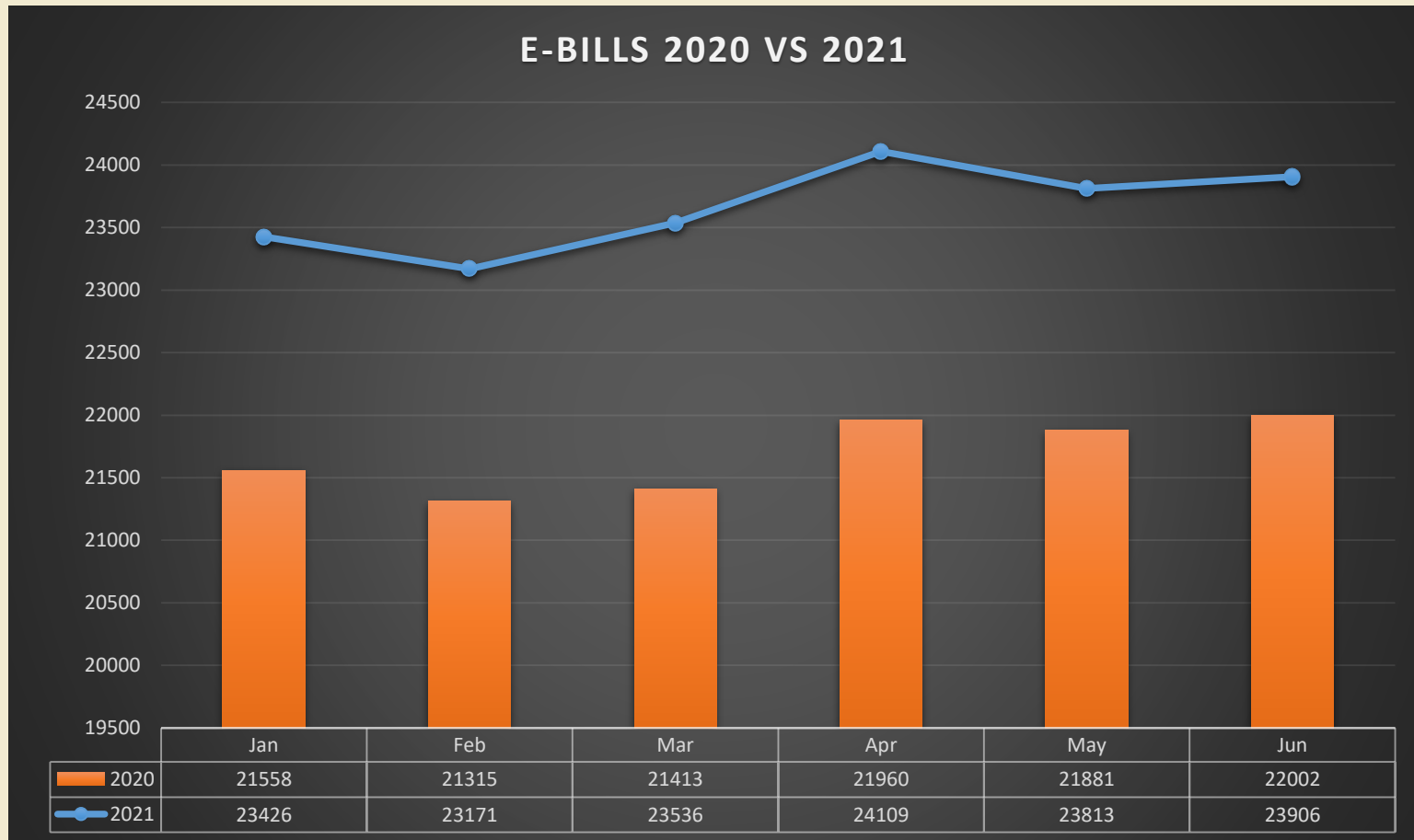


	Jan	Feb	Mar	Apr	May	Jun
■ E BILLS	23426	23171	23536	24109	23813	23906
■ PAPER BILLS	29698	28812	28421	28884	28301	28261

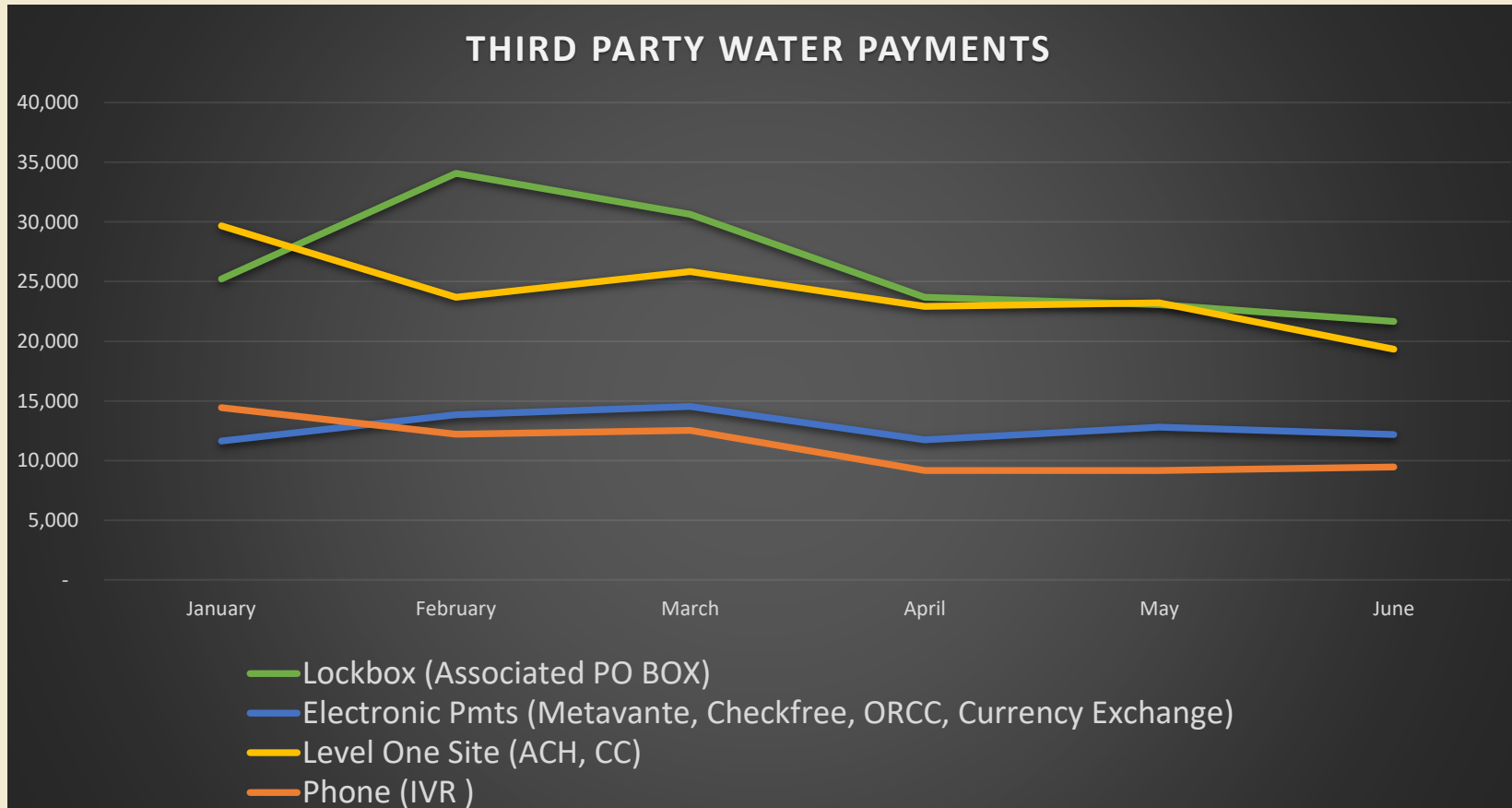
Finance-Customer Service Center



Finance-Customer Service Center



Finance-Customer Service Center



Finance-Customer Service Center

2021 January-June Summary

- Call volume during February was significantly higher than previous months due to USPS delays mailing out water bills.
- Reviewed payment processing for building invoices with collaboration from IT, Accounting and Building in order to reduce time and improve reporting capabilities.
- Implemented new payment options for Water billing; including Walmart locations.
- Successfully moved from paper to electronic transactions on currency exchange payments.
- Started clean-up of old balances on water and rubbish accounts

Human Resources

2021 Mid-Year Review

PRESENTED BY:

Shurice Hunter

Director of Human Resources



HUMAN RESOURCES DEPARTMENT T 2021 Objectives

Develop and implement a management-training program (Dare to Lead, Managing a Blended Workforce, Respect and Civility in the Workplace, etc.)

Established City wide employee Diversity, Equity and Inclusion training (Implicit Bias, Macroaggression, Privileged) .

Utilize annual evaluations, and surveys, to identify technical, management skill gaps for leadership

Conduct an skills gap analysis to determine workforce training needs.

Monitor and expand the COR Wellness Center population engagement and dependent participation.

Conduct quarterly customer service and annual employee feedback surveys to better gauge the needs of the organization.

Human Resources *Areas of Achievement* *t*

Health Plan Compliance Review:

- Reviewed and updated health plan booklets for each group. Reviewed and revised model notices and revised timing of distribution to employees to maintain compliance.

Request for Proposal for Flexible Spending Health Savings Accounts:

- Met with five (5) vendors. Selected Ameriflex. Ameriflex will provide improved customer service to employees and plan enhancements including lifetime identity theft protection through MasterCard and will provide cost savings as compared to our current vendor of 38% per employee per month for FSA services and 65% per employee per month for HSA services.

COVID Vaccination Efforts:

- Facilitated coordination between Winnebago County Health Department and the Wellness Center to provide COVID-19 vaccine to employees, spouses and children over 18 years of age. Continue to offer COVID-19 testing.

Human Resources

Areas of Achievement – Continued

Random Drug Testing Program as of June 30, 2021:

- Fire testing accomplished 13.15 of population with a maximum of 27% allowed.
- Police testing accomplished 12.92% with a minimum testing requirement of 25%.
- CDL License Holders testing completed 33 year-to-date. Goal 25% annually.

Employee/Supervisor Training:

As part of the City's ongoing commitment to foster, cultivate and preserve a culture of diversity, equity and inclusion, the following training opportunities were provided:

- Resumed in-person training with supervisors, a six-part series focusing on “Community Conversations about Race”.
- A virtual training was available to all employees which focused on “Microaggressions, Implicit Bias & Privilege: A Deeper Dive”.

Human Resources

Areas of Achievement – Continued

Wellness Activities as of June 30, 2021:

- **Ready, Set, Go Challenge (January)**
 - 37,516 minutes/625 hours of exercise logged
 - 50 participants signed up
- **Wellness Center – COVID-19 Webinar live and recorded (April)**
 - 38 attendees live session
 - 394 watched recorded version
- **Goodwill Donation Drive (April)**
 - 2,803 lbs. collected
 - 454 hours of mission services
- **National Employee Health and Fitness Day (May)**
 - Joint walking venture with Winnebago County and Rockford Park District
 - Daytime walk throughout City
- **Peanut Butter and Jelly Rally to Benefit Rock River Valley Pantry (May/June)**
 - \$20 cash
 - 792 lbs. of peanut butter/jelly

Human Resources

Areas of Achievement – Continued

Wellness Activities as of June 30, 2021:

- Step into Spring Challenge (May/June)
 - 26 participants signed up and 54% achieved a goal of 169,000 steps
 - 4.7 million steps total (2,382 miles)
- Free Sports/School physicals at Wellness Center (June)
- Battle of the Badges (July)
 - 281 pints of blood donated
 - 843 lives potentially saved
- **Other Community and Volunteer Partnerships:**
 - Monthly EAP information sent out on topics such as:
 - Stress, mental health, devastating world events, addiction
 - Rockford University Informational Sessions (April)

Human Resources

Areas of Achievement – Continued

- **Other Community and Volunteer Partnerships:**
 - Nationwide Retirement Plan Meetings for Employees (May)
 - 71 employee meetings
 - 12 new enrollees into the plan
 - Several increases to deferrals and rollovers from other accounts
 - Northern Illinois Hospice (June)
 - Mental Health Impact of COVID-19 webinar offered to employees
 - Employee Resource Groups launched:
 - Allies for African Americans
 - Latinx Resource Group
 - LGBTQ+ Resource Group
 - Women's Resource Group
 - Informational articles produced regarding Pride Month and Juneteenth
 - Formed partnership between Public Works and United Way
 - Hired summer interns/mentorship program
 - Painting and fixing fire hydrants around City
 - 1 mentor, 2 crew leaders, 8 interns

Human Resources Budget Performance Measurements

	2019	2020	Mid Year 2021
Applications	4969	2866	1229
Vacancies Filled	144	127	96
Workers' Comp Claims	215	514	148
Workers' Comp Lost Days	940	1187	416
Training Sessions	44	85	12
Health Insurance Participants	3308	3205	3243
Flex Spending Participants	295	274	307

Information Technology

PRESENTED BY:

Todd Hughes

Information Technology Director

Information Technology Key Strategic Initiatives 2021

- Enhanced new CAD / Mobile / RMS systems
- Continue to Enhance Network Security Posture
- Redefine IT Purpose and Mission
- Alignment of IT Support with stakeholder's mission / needs
- Support SCADA System upgrade
- Implement Body Worn Camera System for Police Department
- Modernize 911 / Fire Systems:
 - IP base phone and recording system

Information Technology

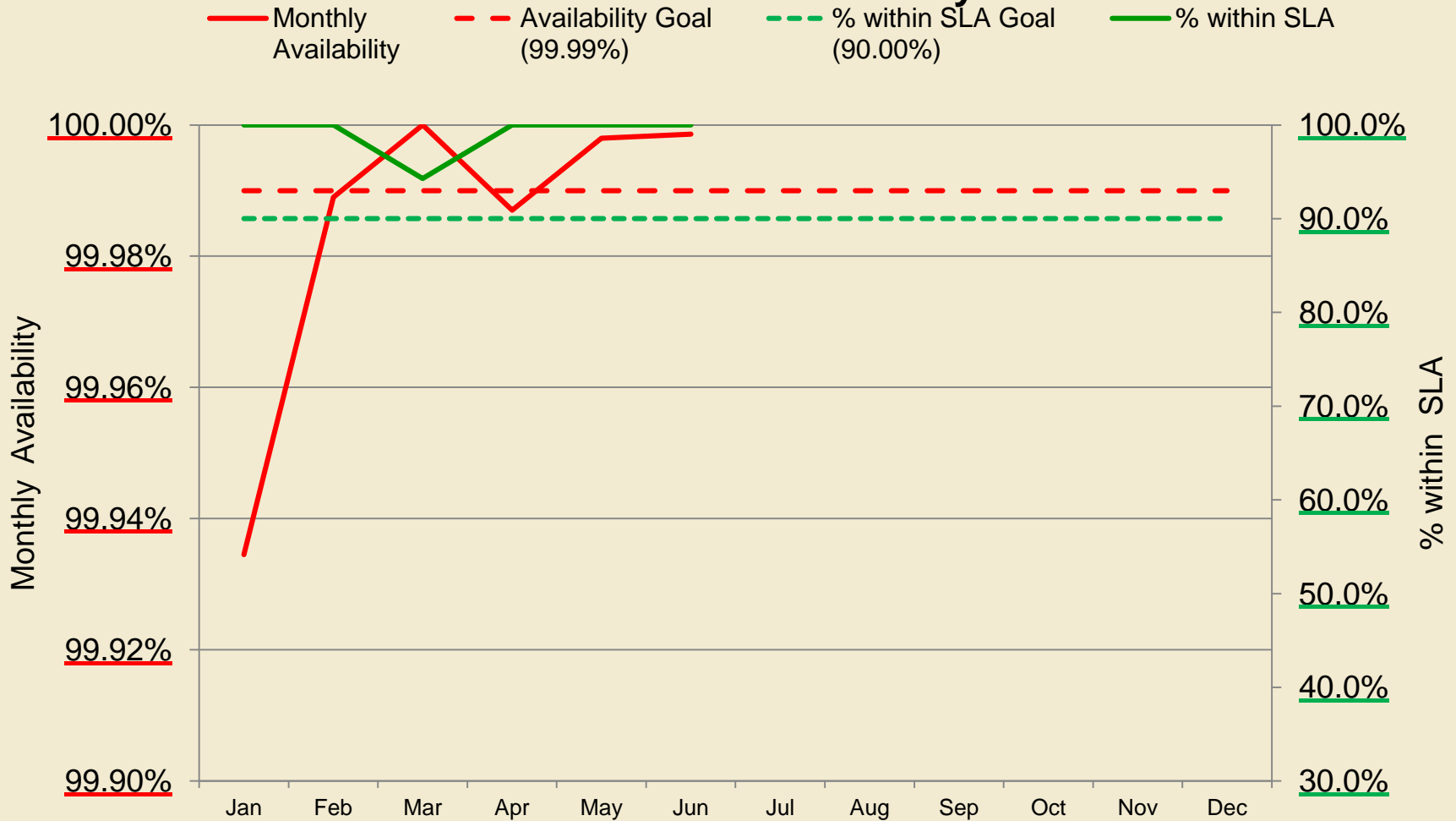
2021 Dashboard

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
WO Open	539	547	560	494	542	519							3201
WO Closed	529	541	538	477	516	487							3088
WO %	98.14%	98.90%	96.07%	96.56%	95.20%	93.83%							96.47%
Server Availability	99.93%	97.14%	94.29%	100.00%	100.00%	100.00%							99.04%
Servers Within SLA	97.14%	97.14%	94.29%	100.00%	100.00%	100.00%							98.10%
Network Availability	99.93%	100.00%	99.95%	99.89%	99.78%	99.94%							99.92%
Network Within SLA	94.52%	100.00%	98.63%	100.00%	91.78%	90.41%							95.89%
Goal	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%							

% 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

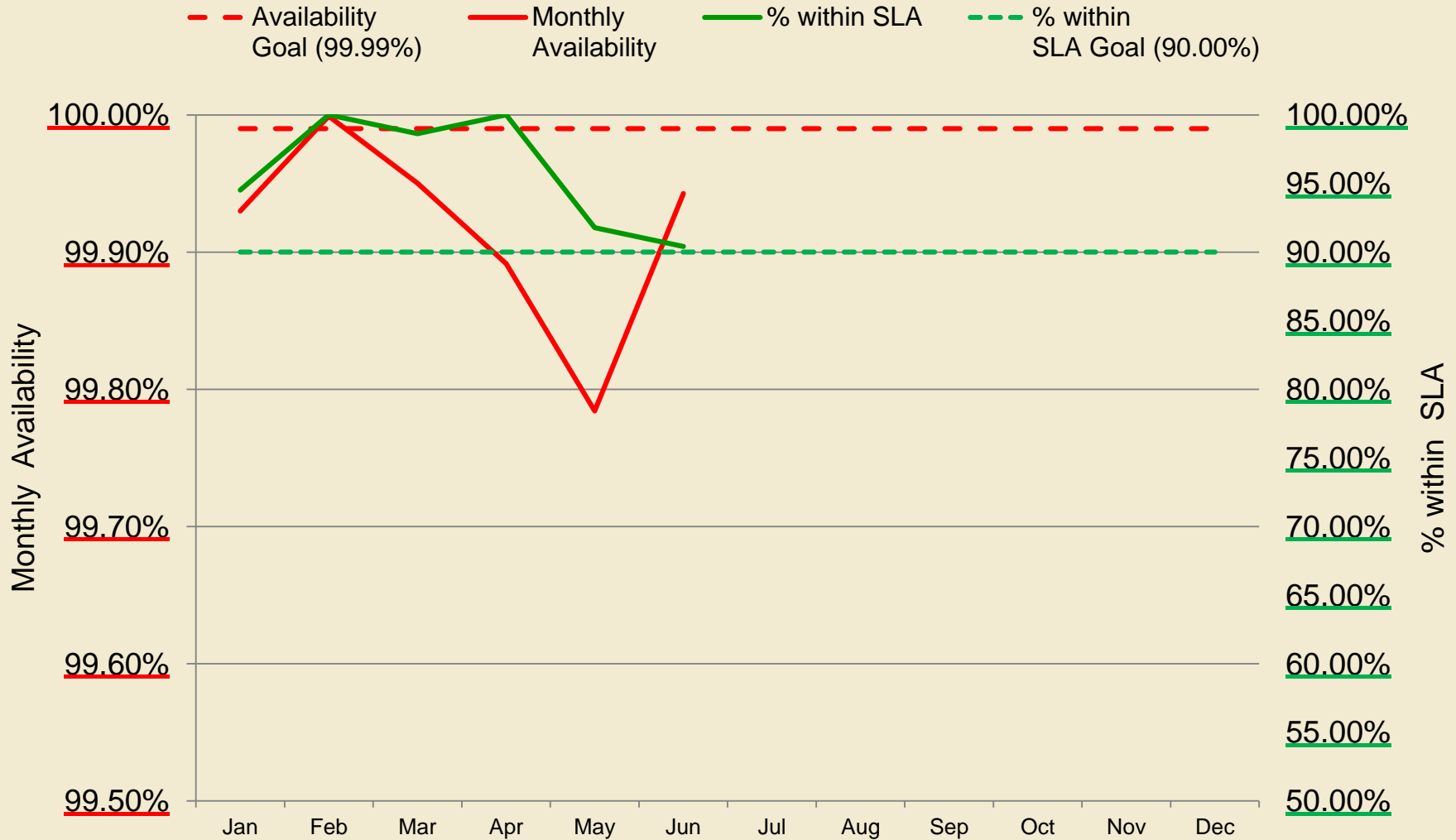
Information Technology

Server Availability



Information Technology

Network Availability



Information Technology

2021

Achievements

- Replaced Aldermen iPads with new iPads
- Transitioned 4 new Aldermen to City Council
- Updated Council Chamber with new monitors for more crisp presentations
- Enabled Closed Captioning to improve ADA compliance of Council meeting broadcast
- Increased internet bandwidth to provide adequate speed for Body Worn Camera uploads (200Mbps to 500Mbps)
- Enabled GIS replication with WinGIS to provide expedient retrieval of local GIS Info therefore increasing City GIS professionals efficiency.

Information Technology

2021 Achievements

- Managed CAD/Mobile/RMS Project Implementation
 - Continued Training of all Law Enforcement Agencies
 - Continued working on all interface to third party systems
 - Continue to build standard reports
 - Established a Governance Board and scheduled first meeting in September
- Continued to enhance our network security posture
 - SPF/DKIM/DMARC Reporting
 - Implemented a phishing alert button in Outlook
 - Server hardening by making administrator logins authenticate using RSA token
 - Performed ongoing phishing campaigns / end user awareness
 - Implemented a password manager for Finance and pushing to other departments
 - Initiated a 15 minute inactivity timeout on workstation.
 - Renewed Cybersecurity Insurance through Cowbell.
- Supported the Family Peace Center
 - Built out wired and wireless network infrastructure
 - Built client intake application
 - Provisioned phones for new site

Information Technology

2021 Achievements

- Provided remote connectivity to Alpine Dam cameras and controls for Public Works
- Implemented Active Directory Self-Serve functionality to allow users to change their own passwords
- Upgraded Tyler Content Management within Munis
- Performed Citrix server upgrade and testing
- Supported the new Station Alerting System
- Increased head count by 3 contract positions to build more efficacious customer response to trouble tickets and requests

Legal Department

Achievements from January 1, 2021 through June 30, 2021

City Council –

- 144 Committee Reports
- 142 Resolutions
- 131 Ordinances

Highlights include:

- Re-entry Focused Deterrent Program with Winnebago County
- Rockford REGROW Grant Program

Legal Department

Achievements from January 1, 2021 through June 30, 2021

Claims –

- 87 claims for reimbursement. 6 claims were approved for payment totaling \$9,050.60.

Ordinance Prosecution –

- 453 ORD cases for 2021
- 964 CENC cases for 2021
- 250 PST cases for 2021

Demolitions –

- 36 completed residential demolitions and 2 completed commercial structures.

Legal Department

Achievements from January 1, 2021 through June 30, 2021

Contract and Grant Compliance –

- Maintained \$35M+ grant portfolio
- Performing review and update of Section 3 requirements for public works contracts.
- Navigating changeover State mandated prevailing wage tracking.
- Managed grant platform consolidation and changeover to JustGrants system.
- Applied for and was awarded \$2 million mental health board grant for Crisis Co-Response Team
- Performed audit for MWBE contractor list for expired registrations and assisted in the renewal of expired registrations.

Legal Department

Achievements from January 1, 2021 through June 30, 2021

FOIA –

- 1,493 requests were processed

Impounds –

- Total impounds from January through June 30, 2021: 917
- City Impound Fees Collected: \$ 298,788.00
- Solicitation: \$1,000.00

Legal Department

Achievements from January 1, 2021 through June 30, 2021

Land Acquisition –

Properties the City has acquired:

9 Properties have been acquired including:

- 1216 Preston St. Water Department expansion - \$30,000.00
- 1228 Preston St. Water Department expansion - \$38,000.00
- 508 Tay St. Water Department expansion - \$44,000.00
- 2323 West State Street, West State expansion - \$0
- 2008-2010 West State Street, West State expansion - \$90,000.00
- 1218 Fieldcrest Avenue, Gregory Heights Phase 2 - \$127,000.00
- 1214 Fieldcrest Avenue, Gregory Heights Phase 2 - \$114,000.00

Properties the City has disposed of:

1. 1210 6th Street - \$1,000 CD Redevelopment
2. 410 4th Street - \$1,000 CD Redevelopment
3. 17xx Blackhawk Road \$13,365. Rail access improvement for Meiborg

Properties that are pending sale:

- | | | | |
|-------------------------------|------------------------------|--------------|--------------|
| 1. 1820 West State – Buyer | (w. State Street expansion) | \$ 75,000.00 | |
| 2. 606 Whitman – Buyer | Whitman Street remediation | \$ 90,000.00 | |
| 3. 604 Whitman – Buyer | Whitman Street remediation | \$ 545.00 | |
| 4. 39xx Dawes Road – Buyer | Well 39 Improvements (Water) | \$ 38,000.00 | |
| 5. 68xx Rote Road – Seller | | | \$202,000.00 |
| 6. 1020 North Avenue – Seller | | \$ 1,000.00 | |

Properties being actively marketed:

- | | |
|--|--------------|
| 1. 134 N. Main Street | \$ 75,000.00 |
| 2. 16xx Lyford Road | \$495,000.00 |
| 3. Springfield Corners (State and Springfield) RFP | |
| 4. 211 S. Main \$9 per SQ. FT. lease price | |

Legal Department

Achievements from January 1, 2021 through June 30, 2021

Liquor and Tobacco Licenses –

- Approved 12 Liquor and 12 Tobacco Licenses
- Number of Establishments Approved for 6th Video Gaming Terminal (VGT): 0
- The 12 Liquor Licenses consisted of:
 - 4 Consumption/Liquor by the drink (only) Licenses
 - 6 Packaged Liquor (only) Licenses
 - 2 Consumption and Packaged Liquor Sales License
- 2 out of 12 Liquor Licenses approved for new businesses
- Remaining 10 Liquor Licenses were issued based on one of four reasons:
 - modification to existing liquor license to change hours, add beer garden and/or change in ownership
 - modification to an existing liquor license to add video gaming
 - new business at an existing location that held a liquor license

Legal Department

Achievements from January 1, 2021 through June 30, 2021

Litigation –

- **Defense**

There are 35 lawsuits currently pending in court. 16 of those cases are in Federal Court with the remaining 19 in the State Courts. Of the 19 State Court cases, 7 cases are major litigation and 2 are arbitration cases.

- **Employment Law**

There are 3 matters pending in Federal and/or Administrative Proceedings
Summary judgment granted in favor of City in one case (settled post judgement for \$4,000)

- **Collections**

There are 2 small claims cases pending in State Court.

Legal Department

Achievements from January 1, 2021 through June 30, 2021

Building and Land Use Litigation

- There are 33 cases currently pending. 1 case is for property damage. 13 cases are seeking demolition of the property. 19 cases are objections filed by owners to demolitions.
- 1 case has been closed in 2021. 1 demolition objection was won by the City.

Legal Department

Achievements from January 1, 2021 through June 30, 2021

Labor Negotiations

AFSCME Big Group

- Status: Collective Bargaining Agreement in effect through December 31, 2021.

AFSCME B Group

- Status: Collective Bargaining Agreement in effect through December 31, 2021.

AFSCME C Group

- Status: Collective Bargaining Agreement in effect through December 31, 2023.

IAFF

- Status: Collective Bargaining Agreement in effect through December 31, 2026, with reopener for all provisions except insurance beginning on January 1, 2022.

PBPA

- Status: The contract expired on December 31, 2018. Parties completed interest arbitration and an award was issued on July 9, 2021, pending clarification. The duration of the successor CBA is through December 31, 2022