



ROCK ISLAND
ILLINOIS

Monthly Operations Report

February 2023

EXECUTIVE SUMMARY

MONTHLY DEPARTMENT SUMMARY

This report has been cooperatively developed with the assistance of department directors and the Office of the City Manager and City Clerk. The document was developed with the intent to create an additional communications tool, which highlights ongoing and seasonal departmental activities.

The report is structured into two portions, one which outlines departmental activity and a second which depicts operations comparatively in graphic format. While the report may not answer every question, it is intended to give a snapshot of departmental operations on a monthly basis.

This report reflects the City's commitment to enhancing communication and the exceptional level of service provided by the City's dedicated and professional staff.

COMMUNITY AND ECONOMIC DEVELOPMENT DEPARTMENT

ECONOMIC DEVELOPMENT DIVISION

- Staff attended the grand opening celebration for the Positive Brothers United Outreach Center at 3704 9th Street, the ribbon cutting for the new entrance and commons area at Rock Island High School, an Illinois Maker award presentation at Boetje's Mustard.



- Staff submitted community information for the Comprehensive Economic Development Strategy document compiled by the Bi-State Regional Commission.
- ED Team members worked with a variety of businesses and entrepreneurs to investigate potential properties and assistance programs available in Rock Island.
- ED Team members attended a variety of meetings and site visits.
- Staff worked with a vendor to continue build out on the CivicServe Economic Development platform.
- Staff worked to complete a variety of agreements and policy recommendations.

COMMUNITY DEVELOPMENT DIVISION

- The Community Development team attended online training for HUD's HEROS implementation and use.
- The Community Development team also attended training for our new HRAP grant through Illinois Housing Development Authority.
- 2 Rehabilitation projects were completed with before and after pictures listed below.
 - NEDPL 20-2022 (844 25th Street - Robinson)

- Before:



- After:



- NEDPL 16-2022 (1812 9th Street - Gray)

- Before:



- After:



- Staff worked on data gathering for downtown rental housing
- Staff worked on developing annexation materials for the Riverstone properties
- Staff finalized MOA for Fire Station No. 5
- Staff met with a local property owner to discuss a new business and zoning requirements
- Staff met with the QC PastPort group to discuss the project rollout
- Staff met with a property owner to discuss potential for a new housing development
- Staff researched different housing plans & studies as examples for the City to consider

February 2023 Activities - Kathryn Douglass

- Sent LMI data from CEnsus Bureau and sent to Parks
- Made a location map of places Metronet fiber is not available for City Manager
- Put together two Section 106 letters to be sent to the SHPO
- Sent Hilltop Business Zoned parcel data to Economic Development manager
- Sent Rock Island municipal boundary shapefile to DoIT.illinois.gov for LTAP map for Finance Director
- Prepared and posted agenda and minutes for Arts Commission meeting, and two rescheduled meetings for commission recommendation of Arts Action Plan
- Geocoded abatement and rental locations for Inspections
- Updated the City's parcel information from the County of GIS geodatabase, S:/ drive, and ArcGIS Online
- Sent Citywide Business Zoned parcels, Industrial Zoned parcels, Enterprise Zone parcels, Historical Properties, Local Landmarks and National Register Properties and Districts, Industrial Parks and Business Corridors (10 Total Areas), New Market Tax Credit parcels, and Distressed and Severe Distressed Special Services Area parcels to CivicServ to include in the application
- Made maps and mailing lists for BZA2023-2,3,4,5
- Made maps and mailing lists for PC2023-1,3
- Generated maps and environmental documents as required by HUD for three City Housing Program locations
- Started a "Massive Open Online Course" through ESRI on the newest mapping app ArcPrpo

INSPECTIONS DIVISION

- Health Inspections
 - Initial Inspections - 16
 - Meet at site - 4
 - Complaint - 6
 - License/FB Tax - 11
 - Status - 9
 - Body Art - 3
- Building Inspections
 - Permits - 135

- Inspections - 328 - includes year end closeouts
- Courtesy Nuisances - 31
- Second Nuisance - 13
- Habitual Nuisance - 0
- Nuisance Follow Ups - 42
- Rental Inspections - 62 with a total of 71 units
- Housing complaints/inspections - 53
- Misc. Inspections - 48

HUMAN RESOURCES

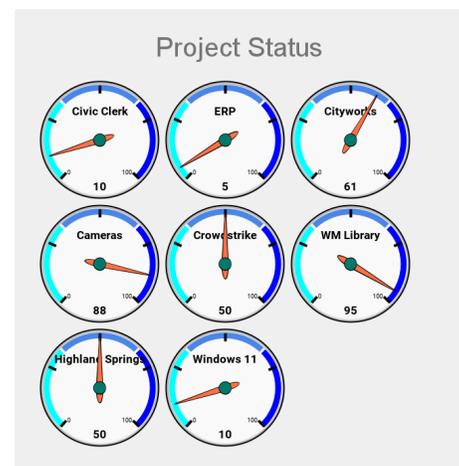
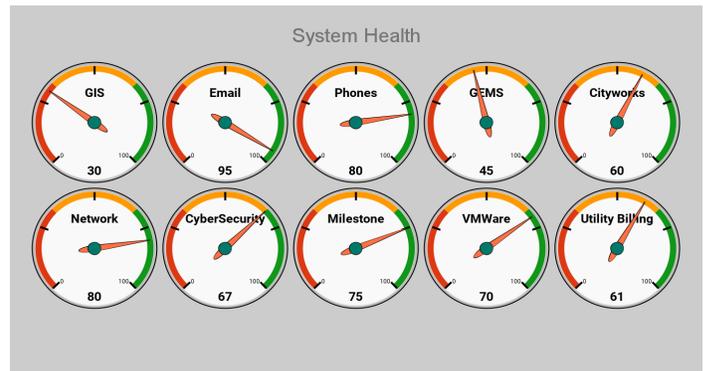
- Regular full-time new hires -3
 - Accountant
 - Fiscal Technician
 - Water Meter Reader
- Part-time new hires - 1
 - Fitness Instructor
- Critical open recruitment roles
 - Urban Planner III
 - Building and Property Inspector
 - RIFAC Front Office Manager
 - Police Officer
- Employee terminations - 1
 - 1 Full Time - Refuse Collector
- Grievance Activity - 3
 - IAFF - Payroll Grievance - Resolved
 - IAFF - Suspension - Arbitration Stage
 - FOP - Termination - Resolved
- Benefits Administration
 - Healthcare Planning Committee - Finished initial review of the Joint Administrative Agreement. Committee will not start negotiating the identified update required areas.
 - Continued support from the Health Clinic completing Wellness Incentive examinations
 - Provided required data to generate 1095-C Health Insurance Tax Forms
- Training
 - CDL ELDT Training
 - ELDT Theory required training being provided by an online training platform. This training has received good reviews from employees and is very cost effective.
 - ELDT Behind the Wheel and Range Training Partner identified. Training will be economical and completed in a condensed time period. First training participant utilizing this provider was satisfied.

FINANCE

- The preliminary audit fieldwork report was started in February with final fieldwork scheduled for the weeks of April 10 and April 17.
- Health insurance coverage forms 1095-C were processed and mailed out to employees.
- Interviews were conducted and two new employees hired for the accountant and fiscal technician positions. Both employees started February 27.
- 1897 rental licenses mailed out totaling \$122,033.67
- 97 hazmat bills were processed and mailed out totaling \$20,800.00.
- Four (4) liens were released totaling \$3,380.81. Eleven (11) were filed totaling \$6,403.75.
- Preliminary work has started for the 2024 budget such as updating the calendar and preparing guidelines to assist staff in the process.
- The Finance Director attended the Library Finance Committee meeting with the City Manager.
- Debt payments were made for IEPA Loan #L17-4900 (Mill St Wastewater Phase 3) in the amount of \$344,084.69 and #L17-5278 (Water Filtration Plant) in the amount of \$690,819.80.

INFORMATION TECHNOLOGY (IT)

- The IT Department responded to 252 help requests during February one of which was after hours or on the weekend.
- Training is underway for the new Civic Clerk software.
- The City Software Team had three meetings during February and a draft of the ERP project charter is available and near completion.
- IT met with representatives from Metronet to discuss Wi-fi options for the Marina and Internet options for the Complex.
- More than thirty (30) new security cameras were installed during February at locations such as Public Works, Police, Saukie, Highland Springs, and the 31st Ave dump site.
- The Cityworks software used by Public Works has reached maximum user capacity and solutions are being explored. GIS is also a concern.
- A number of Website (rigov.org) changes were addressed during February.
- IT met with Finance and American Bank to discuss cybersecurity practices.
- A variety of technologies have been connected at the Watts Midtown Library.



- A malfunctioning fiber link used by the Police Radio system (Racom) between RICOMM and Milan was rerouted and put back in operation.
- IT continues to review options for upgrade and backup of the City's core virtualized computer cloud.
- The CrowdStrike cybersecurity product successfully defended the City's network from an attack sustained on Monday February 13, 2023.

LIBRARY

Items of note:

- The "Ribbon-Joining" and soft-opening of the Watts-Midtown Branch was a great success!
- We had over 200,000 Facebook reach in February. The momentum continues to grow!
- The Mobile Library was out and about in February for some special Pop-Up programs at Augustana College and Singing Bird Lodge, and Rocky's "Winter Bash," meeting with hundreds of people about library services.

STRATEGIC PLAN

Goal 1 – Transformational

- Find a Technology sponsor to purchase laptops/tablets to circulate (Q2 – no later than April 2023)
- Determine if a laptop lending station is needed after a pilot-program of technology lending, or if we can handle lending via our circulation points (Q2 – no later than June 2023)

After a lengthy discussion with the management team and frontline staff, we have found there is not a need to circulate these items at this time. The number of public computers we currently offer is more than enough to meet demand. Tablets and laptops are also available to those enrolled in most local schools and universities. Staff will revisit this goal if there is interest by the public in the future.

- Within one year of opening the Watts-Midtown Branch, differentiate the library's FIVE locations (Downtown, Watts-Midtown, Southwest, Mobile, and Online) to clearly define how each can help transform lives in different ways. (Due February 2024)

Goal 2 – Relevant

- ADA Audit – Begin planning & implementation in 2023 (late Q3) Currently in the research phase. Information will be presented to the in-house staff IDEA Committee at an upcoming meeting.
- Combine 4 service points into 1 – ARPA funding not approved; look for grants and sponsorships. Timeline TBD. Recently discussed at the Board Buildings & Grounds meeting. Still searching for funding/sponsorships. Hoping to do an RFQ for architectural services in the future.

Goal 3 – Equitable

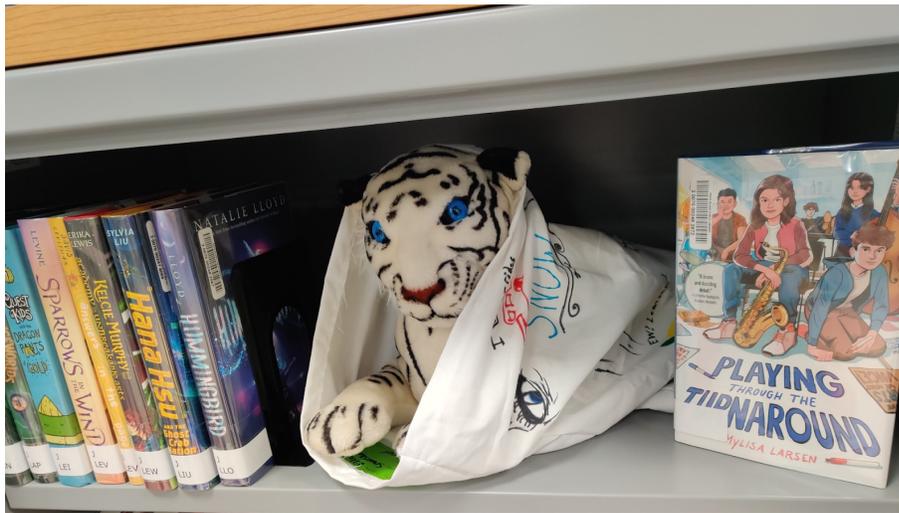
- Collection Audit for IDEA principles – late Q1 Currently working with our vendor on this project. Staff will be informed of the process at their April staff meeting.

- Review all policies and procedures for IDEA principles (Q4 – no later than December 2023)
The Board Policy Committee has a quarterly meeting in April to discuss a slate of policies. Managers have reviewed these policies, too, and the staff IDEA Committee has vetted them for IDEA principles.
- Evaluate the effectiveness of Fine Free Lending – Q4

Goal 4 – Engaged

- Implement the People Advocating for Library Services (PALS) volunteer and advocacy group in Q1. **(Complete)**
- Evaluate the effectiveness of PALS – Q4

Fun Photos - February Events



The “Stuffed Animal Sleepover” was a HUGE hit, with more than 60 plush campers in attendance. The kiddos created their own sleeping bags for their friends, filled out a permission slip for their stuffed animals to participate, and enjoyed numerous fun storytime activities with Miss Ranell. It was a great evening!



Patrons once again exceeded our Winter Reading Program goal of 150,000 minutes read between January and February. Great job!

Patrons were invited to make Valentine cards for local organizations. Here's a group at the MLK Center, enjoying handmade cards by our patrons. 😊



PARKS AND RECREATION

- **Equipment Leasing**

The Assistant Director and I met with the Finance Director to discuss the golf maintenance equipment leasing program. This financing program allows the Department to lease new golf course maintenance equipment over a 5-year period and turn them in or sell them to begin a new leasing period. Golf maintenance equipment has a long lead time so work is being done now to ensure we get equipment when we need it. A request for proposals was sent out in February for golf maintenance equipment financing. More to come.

- **Mowing Contract**

The Chief Horticulturist and I conducted a pre-bid mowing contractor meeting at RIFAC. There was a good turnout at the meeting and a lot of discussion was had. We will be opening the bids in March.

- **First Tee Board Meeting**

The Assistant Director and I hosted a First Tee of the Quad Cities board meeting in the new clubhouse at Highland Springs. The First Tee Board was extremely pleased with the new clubhouse and classroom space. We will be working on a donor wall to display in the clubhouse.

- **Architect Interviews**

The Assistant Director, Community Recreation & Facilities Manager and I conducted architect interviews for the RIFAC remodel project. We interviewed Streamline Architects, Studio 483 and Legit Architects.

- **Firehouse #5**

I met with city staff and elected officials to discuss Firehouse #5. It was decided to put out an RFP for a plan to renovate the firehouse, secured financing and a development agreement with the CED Department. This will be a last effort to see if there is a qualified person or group that is interested in developing the facility. Bids are due back to the CED Department at the end of March. If there is no qualified interest, the demolition process will resume.

- **Staff Evaluation**

The Assistant Director and I completed the Special Event & Fundraising Manager's evaluation.



ARPA Projects Update

- **Douglas Park**

Rock River Electric, Inc has ordered the electrical supplies, poles and lighting fixtures from

Musco Lighting. All of the material is scheduled to arrive April 11th, and work will begin soon after.

- **RIFAC**

The RFQ's for architectural services for the RIFAC remodel project have been received. The Department will be seeking City Council approval to proceed with Streamline Architects as they were the low bidder on the project.

- **Highland Springs Clubhouse**

Asphalt work will begin soon where the old clubhouse was located and various other locations for parking and pathway work. The stamped concrete patio work will begin in a few weeks and should take approximately a week to complete weather permitting. The pro-shop counter and exterior grilling station counter tops and grill will be installed toward the end of March.

- **Denkmann Park**

This project is scheduled to begin mid-March. New ADA sidewalks, interior paths and basketball courts will be installed. The shelter will also be ADA accessible with new concrete and a grill pad. The playground and shelter will be refurbished and painted. The Department will be mulching the playground area and refreshing all of the landscaping this spring.

- **Mel McKay**

The Department was successful in obtaining the State OSLAD Grant in the amount of \$347,500. This grant will be matched with ARPA funds to complete the project. Estimated start date is early to mid-May.

ADMINISTRATION

- FOIA requests (32% decrease over 01/2022)
- 10 licenses/permits
- 3 events processed
- 5 pending liquor license applications
- No new liquor license applications received
- The City Clerk met with legal and CED departments to finalize changes to the tobacco ordinance and zoning code regarding vaping and locations of vape shops
- The City Clerk's Office continued training on the new agenda management software system. Training for directors and assistants will be scheduled in March. A soft launch of the new software is tentatively scheduled for the first City Council May meeting.
- The City Clerk/ARPA Program Manager is working with Economic Growth Corporation on offering a potential free financial literacy program to residents.

COMMUNICATIONS

- February was filled with social media activity and press releases to media to promote the City, various events and local businesses including: The Water Department's 1st place win at the Illinois Section Water Works Association (ISAWWA) District 1 Water Tasting Competition; the Fire Department's promotions of Asst. Chief Terry Smith, Battalion Chief Nick Thompson, Capt. Jason Leemans and Lt. Darwin Burton; presentation of the Illinois

Made Award to Boetje's Mustard; the Quad-City Mayors' Young Adult Hiring Fair at the Bettendorf Waterfront Convention Center; partnership with Augustana College on the construction of a new tennis court complex at Lincoln Park; posted for new members to serve on the Arts Commission and Rock Island Downtown Alliance Board of Directors; and the posting of several City job openings.

- Wrote Update Rock Island for Mayor Thoms and posted links with text on the City's website for the Feb. 13 and Feb. 27 city council meetings.
- Sent out press releases and coordinated with media for interviews and stories to promote the City's events and actions taken during council meetings.
- Attended and promoted the ribbon cutting for Rock Island High School's new renovations and expansion Feb. 6.
- Attended and promoted the ribbon tying ceremony for the new Watts-Midtown Library branch Feb. 7.
- Attended and promoted the Quad-City Mayors' Breakfast Feb. 10 as part of the Quad Cities Chamber's 2023 Legislative Event Series.
- Presentation of award to Boetje's Mustard for being chosen by the Illinois Office of Tourism for the Illinois Made award on Feb. 10.
- Promoted the reaccreditation of the Police Department by the Illinois Law Enforcement Accreditation Program (ILEAP) during the Feb. 13 council meeting. This was presented by Moline Police Chief Darren Gault, who also serves as vice president for Region 2 of the Illinois Association of Chiefs of Police.
- Posted on social media several times celebrating Black History Month.
- Attended and promoted the presentation of the Community Partnership Award Feb. 21 in a ceremony at Rock Island Arsenal U.S. Army Sustainment Command Headquarters. The award was given for the Army's community partnership project with the City of Rock Island
- Mayor Mike Thoms and CED Director Miles Brainard were featured speakers Thursday morning at the Quad Cities Chamber of Commerce Leadership QC session Feb. 23.
- Spent the rest of the day Feb. 23 with U.S. Rep. Eric Sorensen as he visited the Watts-Midtown Library and the RIMSD Community Engagement Luncheon at Hauberg Estate.
- Coordinated media for Gov. J.B. Pritzker and Lt. Gov. Juliana Stratton's visit Feb. 22 to Skip-A-Long Daycare to promote the Smart Start Illinois early learning program. Followed up with social media posts, photos and video.
- Attended and promoted the office opening of newly-elected Illinois State Rep. Gregg Johnson Feb. 28
- The City had a total number of 93 (positive) media mentions for January, an increase of 20 mentions over January.
- Scheduled Police Chief Rich Landi, Mayor Mike Thoms and Lisa Lockheart, publicity and outreach liaison for the library, as guests on WHBF's Local 4 in the City's slot Wednesdays in February. Chief Landi appeared twice: On Feb. 1 he spoke about police recruitment and hiring bonuses and on Feb. 28, he talked about the new license plate reading cameras to be installed throughout the city. On Feb. 8, Lisa Lockheart promoted the grand opening of

the Watts-Midtown Library branch and on Feb. 21, Mayor Thoms talked about the Young Adult Hiring Fair.

- Promoted the Police Department's hiring bonuses and incentive program.
- The City's Facebook page picked up 37 new followers and the Twitter page picked up two new followers.

POLICE

- Chief Landi conducted media interviews discussing the Police Department's recruitment efforts, including the City Council's approval of hiring incentives.

- Lt. Ben Smith was recognized for his 22 years of service as a member of the Police Department's Emergency Response Team, serving as the Deputy Commander for the last 8 years before stepping down.



- During the February 13th City Council meeting, the Rock Island Police Department was honored to receive the Illinois Law Enforcement Accreditation Program (ILEAP) Tier II re-accreditation award presented by Moline Police Chief and ILACP Region 2 Vice President, Darren Gault. Chief Landi accepted the award along with Deputy Chief McCloud and Lt. Morris, who was the accreditation manager.



- The Fire and Police Commission conducted police applicant interviews on February 15th with two applicants making the eligibility list and being given conditional offers of employment.

- On February 17th, FTO Zack Calsyn was honored by the QC Storm Hockey Team and Blackhawk Electric as the "First Responder of the Game".

- The Technical Services Division conducted interviews with several applicants for the position of Community Service Officer. When background investigations are completed, the finalists will be placed on an eligibility list with conditional employment offers to follow.



- Detective Bertelsen resumed limited School Resource Officer duties at Rock Island High School for the remainder of the school year. Three officers will be attending SRO training with the goal of assigning one fulltime to Rocky starting in the fall.
- The Police Department's recruiters participated in the QC Mayor's Hiring Fair on February 27th at the Bettendorf Waterfront Convention Center. We also began working on a digital media advertising campaign targeting the Quad Cities and specific regions within Illinois and Iowa.
- On February 27th, the City Council approved a service agreement with Flock Safety to implement an Automated License Plate Reader system. Afterwards, Chief Landi conducted several media interviews talking about the ALPR system and how it will assist law enforcement with crime prevention efforts and criminal investigations.



FIRE

- Tabletop exercises for Augustana College's and Quad Cities International Airport's upcoming full scale exercises
- During the week of February 22, all personnel were recertified in Tactical Emergency Casualty Care (TECC)
- Hazardous Materials and Technical Rescue for MABAS 43 was conducting during the week of February 20
- Station generators were serviced the week of February 27
- Structure Fires
 - Augustana had a potential structure fire on February 3. It was a large broken steam pipe that was mistaken for smoke
 - Mutual aid fire to Moline on North Shore Drive on February 3
 - Additional mutual aid structure fire to Moline on 18th Avenue on February 3
 - Fire responded to a cooking fire at 1218 4th Avenue on February 15
 - Fire responded on February 18 for a mutual aid structure fire on 7th Street
 - February 22: Fire had a structure fire at 3229 10th Avenue
 - Mutual aid structure fire to Blackhawk Fire Protection District (Milan) on February 27 on 20th Avenue West

PUBLIC WORKS

- 94 Special Pickups were completed
- 23 Property Abatements enforced
- 3,708 Curbside Recycling Program customers
- 67.65 tons of Curbside Recycling collected
- 968.67 tons of Refuse collected
- 3.4 inches of rainfall and 3.5 inches of snowfall for the Wet Weather Treatment System and Wastewater Treatment System combined
- Utility crews responded to 10 water main repairs.
- 4,239 Sewer Lateral Repair Program customers with 5 repairs this month.
- 4,863 Water Service Repair Program customers with 0 repairs this month.
- Water/Sewer Repair Program: McClintock is working on the projects as needed (see above).
- Augustana College continues to collect data for the service line inventory.
- 28th Street Storm Sewer; 20th to 21st Avenues: The survey and design work on this project has resumed for construction in 2023.
- Schwiebert Park Dock (2777): The floating dock work has been completed. The 5th wheel hitch for the gangway is still in fabrication. They will install the gangway when the hitch is delivered.
- 37th Avenue & 46th Street Reconstruction (2606). Work is to be done in 2023 by 5-Cities Paving.
- 22nd Street & 35th Avenue Water Main and Reconstruction: The survey and design work on this project is on hold depending on if it is moved to 2024 to fund the 11th Street Water Main Project.
- 19th Street Alley Sanitary Sewer Replacement: The survey and design work on this project has resumed for construction in 2023.
- 27th Street from 18th to 21st Avenue Sanitary Sewer Replacement: The survey and design work on this project has resumed for construction in 2023.
- Augustana Slough Sanitary Sewer Relocation: Survey work has been completed. Engineering is finishing up the analysis of the sanitary system serviced by this main to correctly size the new line. We should have the evaluation and preliminary plans done and sent to the IEPA within 3 to 4 weeks. While IEPA is reviewing the plans, we will work on any new easements that will be required. Then we should be able to get this out to bid after IEPA issues a construction permit. EPA has 90 days to review the plans upon submission. Construction is planned in 2023.
- 36th Street from 12th to 14th Avenue Sanitary Sewer Replacement: The survey has been completed as well as a significant portion of the design work. We will resume work on this project as personnel completes other projects for construction in 2023.
- 9th Avenue from 12th Street East of 15th Street Sanitary Sewer Replacement: The survey has been completed as well as a significant portion of the design work. We will resume work on this project as personnel completes other projects for construction in 2023.

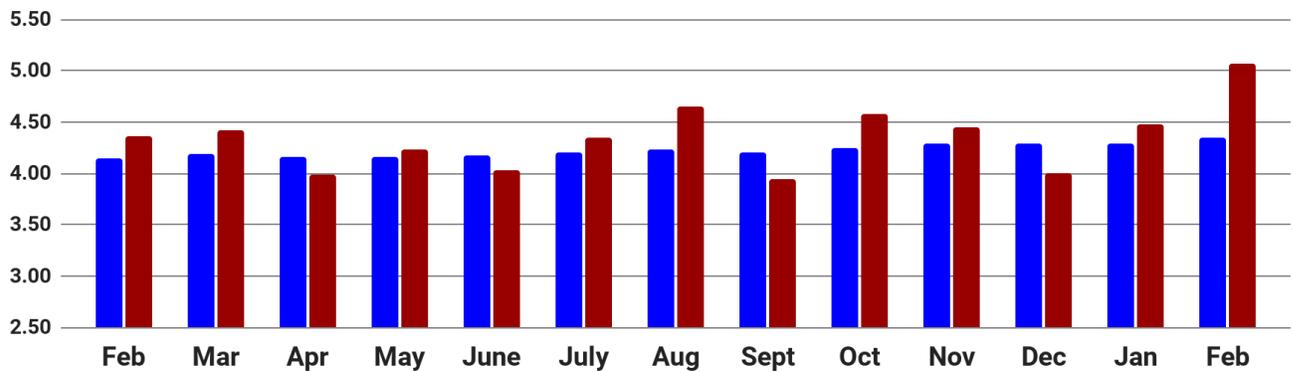
- 11th Street Water Main Replacement: Bids were opened and Langman is the low bidder. The contractor plans to start in March.



- Downtown Plaza Projects: We are working on concept drawings. In addition, we are potentially going to submit this project for a RAISE grant. If the work can be completed by the deadline of the end of February.
- 1st Avenue Reconfiguration and Road Diet, 15th Street to RIA Viaduct: IDOT has approved the Intersection Design Study (IDS). We were successful in obtaining \$2,250,000 in STBG funds for this project. We have received an engineering proposal from IMEG for the final design work (Phase 2) if approved by City Council.
- 31st Avenue Resurfacing, RI Parkway to 11th Street: IMEG was selected as the consultant to finish the design (Phase 2) of this project. IMEG has started with completing the design work.
- 30th Street Resurfacing/Reconstruction and Water Main Replacement, 5th to 18th Avenues: Hutchison was selected as the consultant to finish the design (Phase 2) of this project and design work is on-going as well as the necessary IDOT Paperwork.
- 2022 Utility/PCC/ACC/Brick Street Patching Program: The contractor will resume work on this when weather allows.
- 2022 Sod Replacement Program & 50/50 Tree Program: The contractor will resume work on this when weather allows.
- RI Parkway Highway Safety Program: Construction is wrapped up for the winter. The contractor has placed all driving pavement and will work on installing the signals as weather allows. Construction is at about 85%.
- Downtown Parking Ramp/Lot: The contractor has knocked down the existing structure and is working on removal of the debris.
- 40th Street Bridge Repairs. The Environmental Survey Report (ESR) is being reviewed by IDOT. Plans and Specifications have been completed and are awaiting IDOT review. Funding for the reconstruction project is REBUILD Illinois Grants which requires IDOT approval.

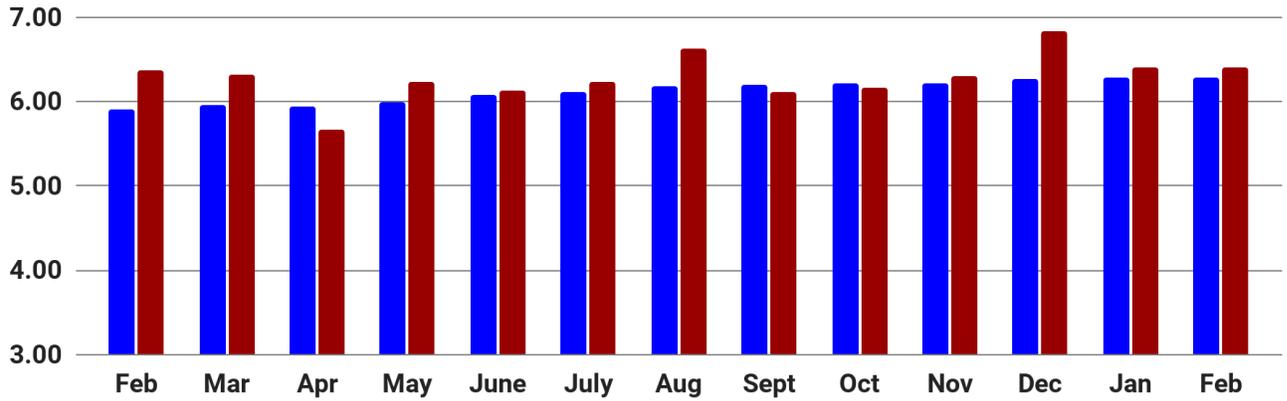
- Levee Gatewell Pump Station L – This project was awarded \$500,000 from Senator Durbin and the funding was included in the funding bill passed by congress. Evaluation of Outfall will begin in the next couple of weeks.
- Budget/CIP/Grants: Engineering is working on the following funding opportunities:
 - 1 Bi-State completed a submittal for the Safe Streets for All (SS4A). The submission was a joint application with the Illinois Quad-Cities to draft a Traffic plan which is necessary before applying for construction funds.
 2. ITEP Grant submittals for a multi-use path along 31st Avenue & the 45th Street/BH Road Intersection path.
 3. We have completed and submitted a RR Crossing Elimination grant application for the two crossings on 44th and 46th Streets, between 3rd and 4th Avenues.

EMS Average Response Time



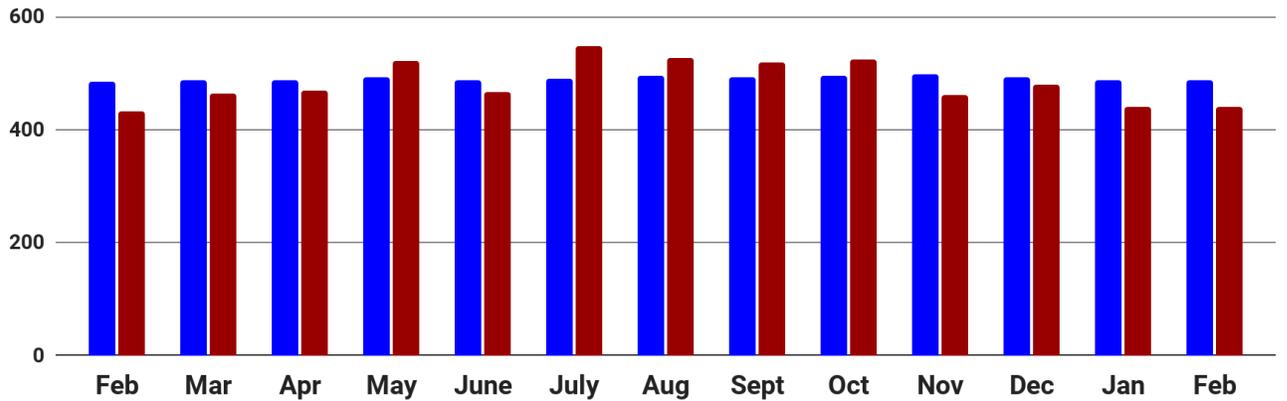
Average response time (minutes) for EMS related emergencies.
 The **blue** line represents the 12 month average based on historical data.

Fire Average Response Time



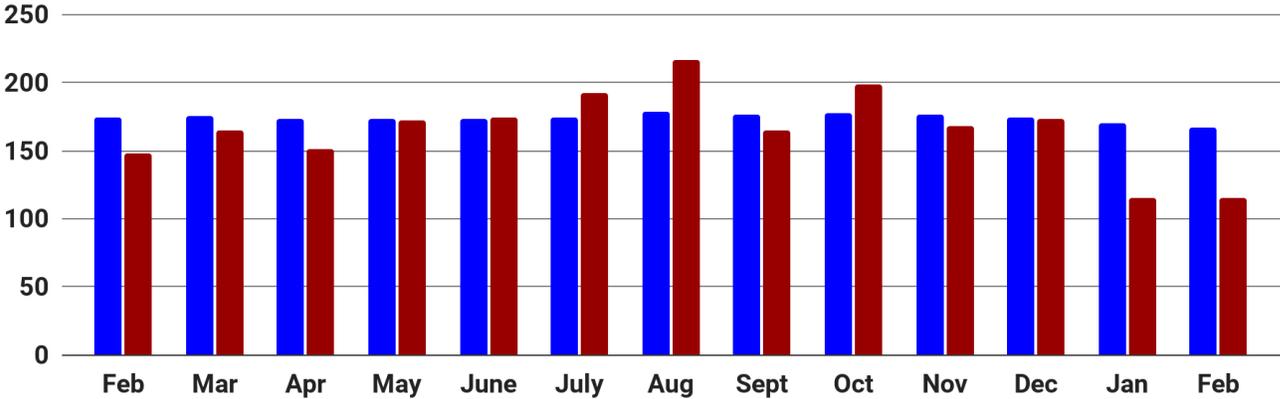
Average response time (minutes) for fire (non-EMS) related emergencies.
The blue line represents the 12 month average based on historical data.

EMS Service Calls



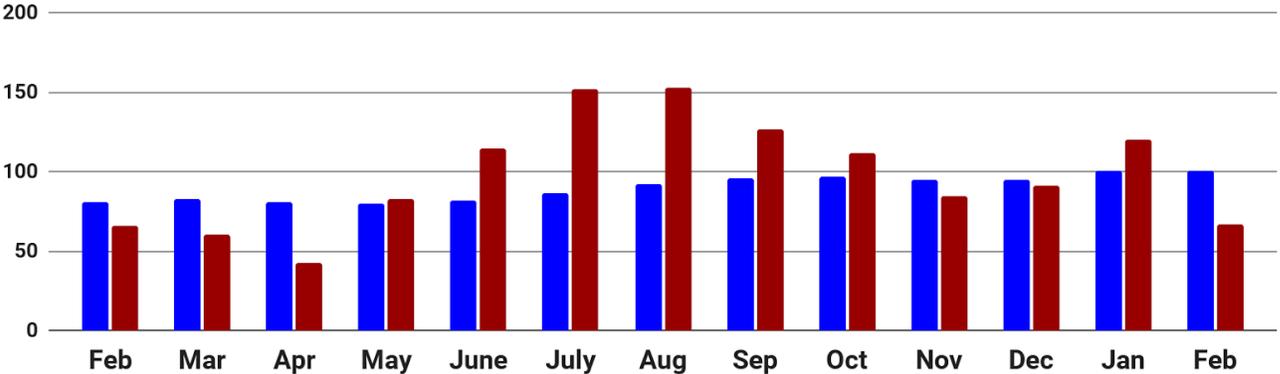
Calls for Emergency Medical Services (EMS)
The blue line represents the 12 month average based on historical data.

Fire Service Calls



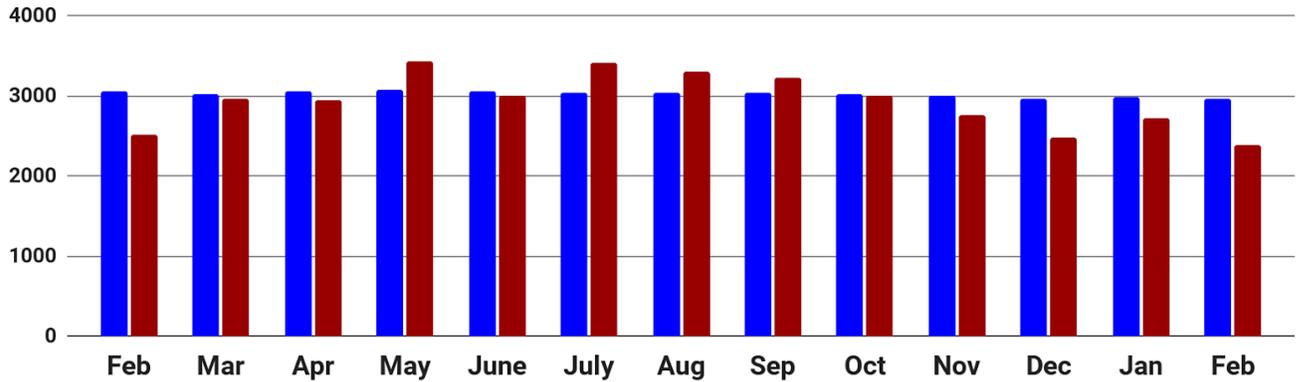
Service calls for Non-EMS related Emergency Services
 The blue line represents the 12 month average based on historical data.

Reported Crime Statistics



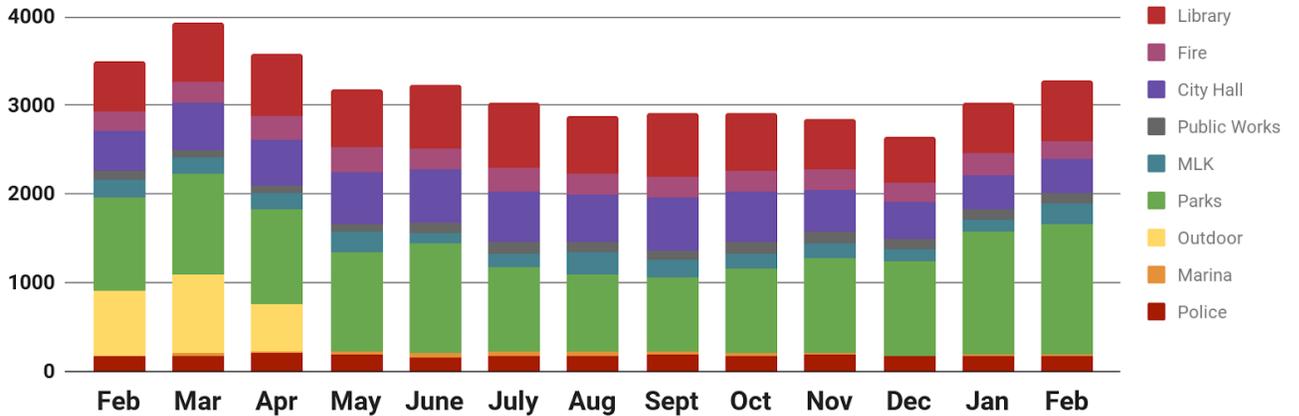
The Illinois Uniform Crime Reporting Program requires agencies to report the occurrence of offenses within the eight categories which are identified as Murder / Manslaughter, Criminal Sexual Assault, Robbery, Aggravated Assault, Burglary, Theft, Motor Vehicle Theft, and Arson.
 The blue line represents the 12 month average based on historical data.

Police Department Calls for Service



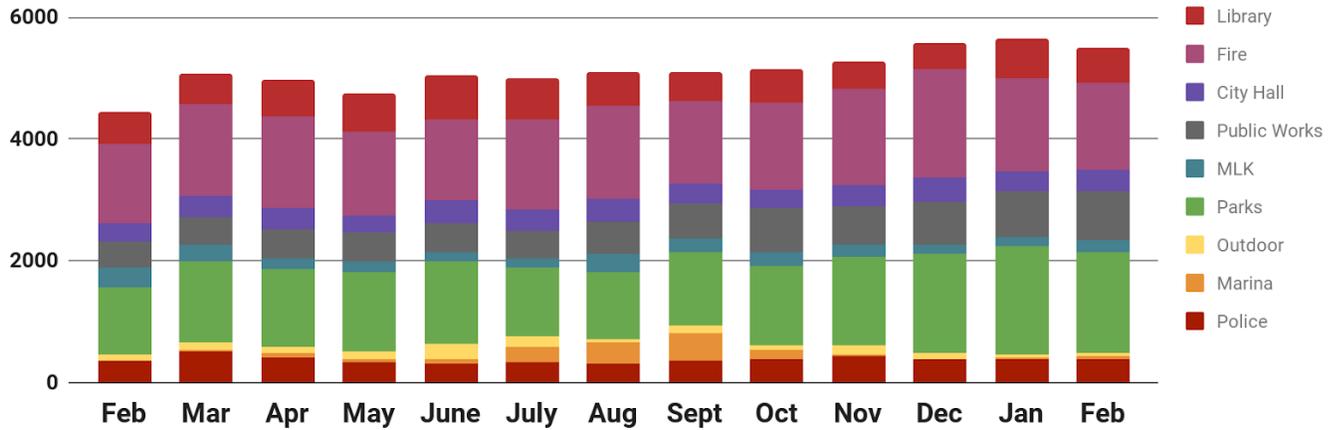
Calls for service include all received, dispatched, or self initiated police activities.
 The blue line represents the 12 month average based on historical data.

City Wireless Access & Connectivity - Number of Distinct Devices



This chart tracks unique wireless connections.

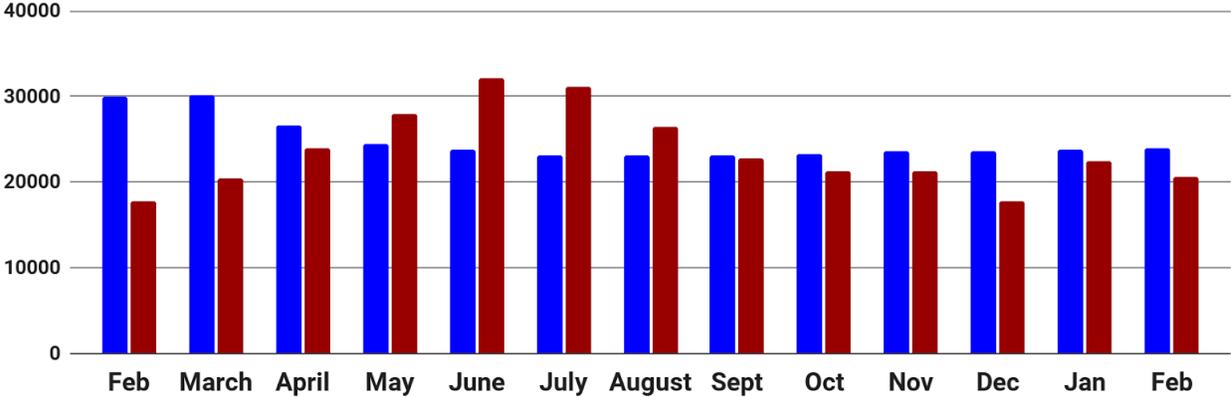
City Wireless Access & Connectivity - GB Transferred



This chart shows overall usage in GigaBytes transferred.

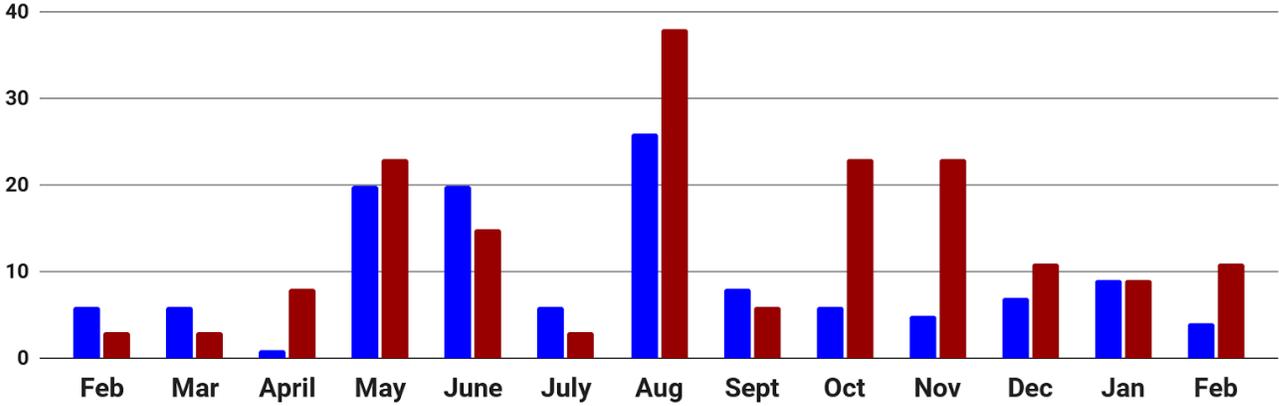
Top 5 Viewed City Web Pages - February 2023
1. Rock Island, IL – Index
2. Rock Island, IL – Fitness Center/RIFAC
3. Rock Island, IL – Job Search Online Application
4. Rock Island, IL - Refuse Collection Schedule
5. Rock Island, IL - Civic Alerts

City Website Visitors



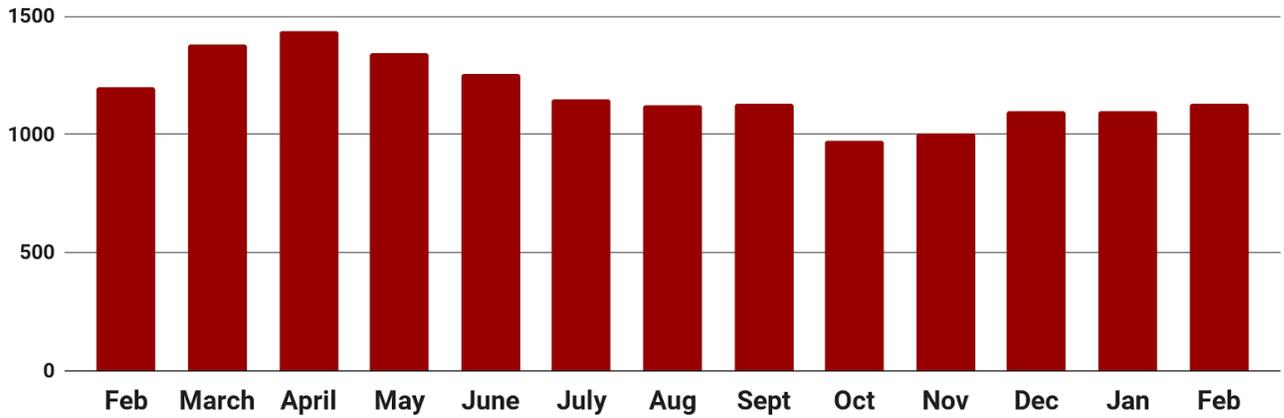
Unique website visitors, this does not reflect repeat visits or the pages viewed.
 The blue line represents the 12 month average based on historical data.

Liens Filed & Liens Released



The red column shows the number of liens filed. The blue column shows the number of liens released. The Finance Department is developing a bad debt recovery program and serves as an organization-wide resource actively managing and coordinating the lien process.

Recreation Program Enrollment



Monthly Parks and Recreation registrations and program enrollment.

RIFAC Attendance

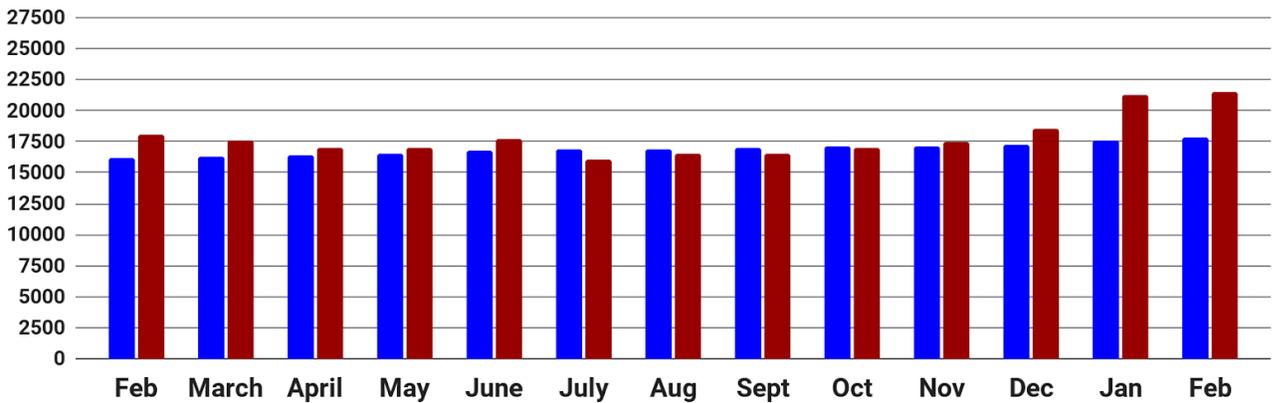
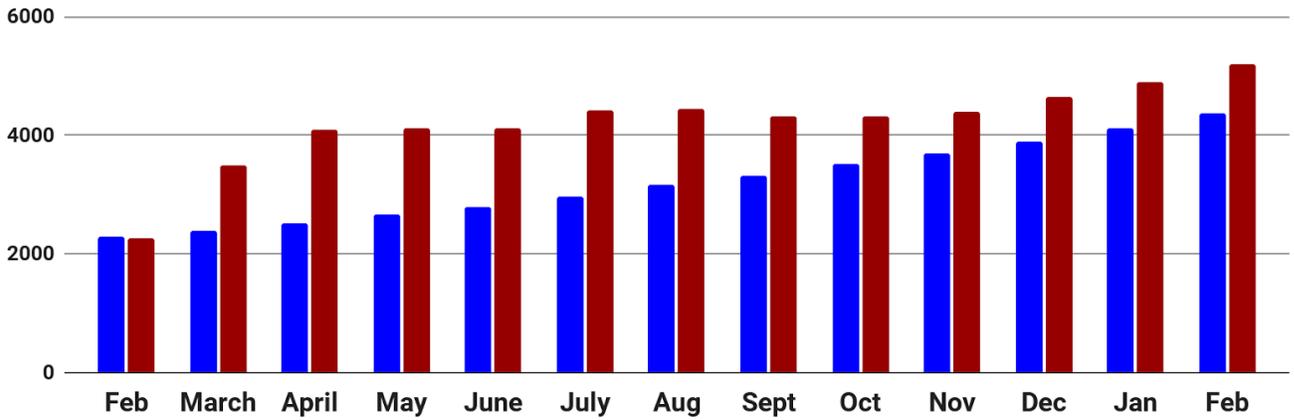


Chart illustrates RIFAC patronage not including program space outside of the fitness area.
 The blue line represents the 12 month average based on historical data.

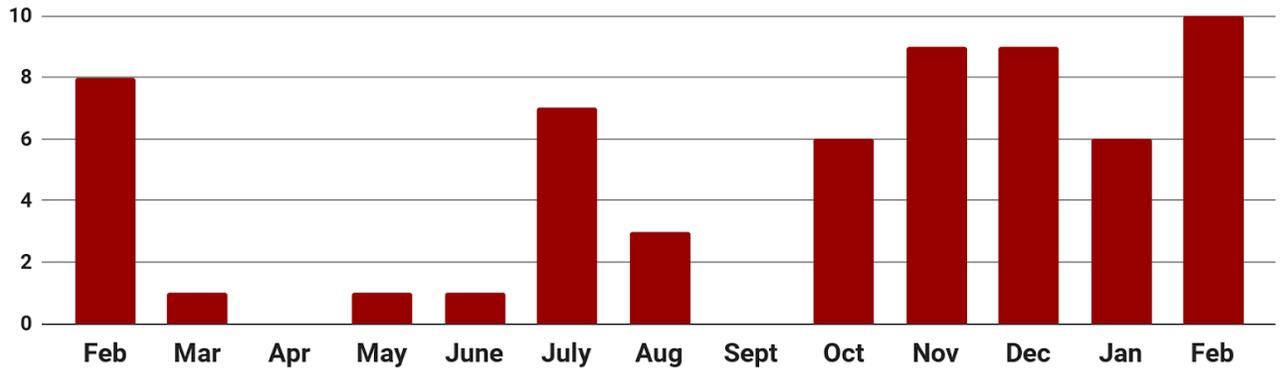
RIFAC Memberships



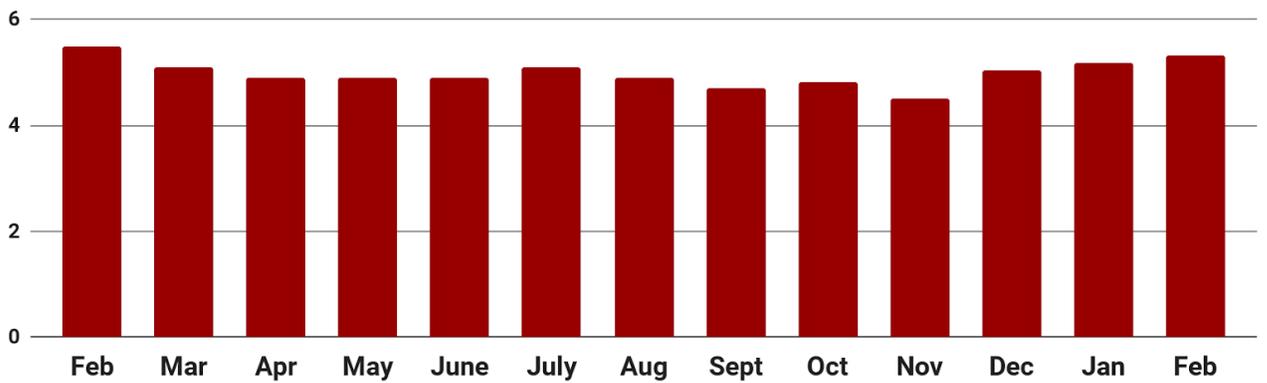
Active monthly RIFAC memberships.
The **blue** line represents the 12 month average based on historical data.

Top 5 Public Works Citizen Requests
1. Special Pickup
2. Refuse Miscellaneous
3. Garbage Miss
4. Water Leak - Outside House
5. New Lid Request

Water Main Breaks



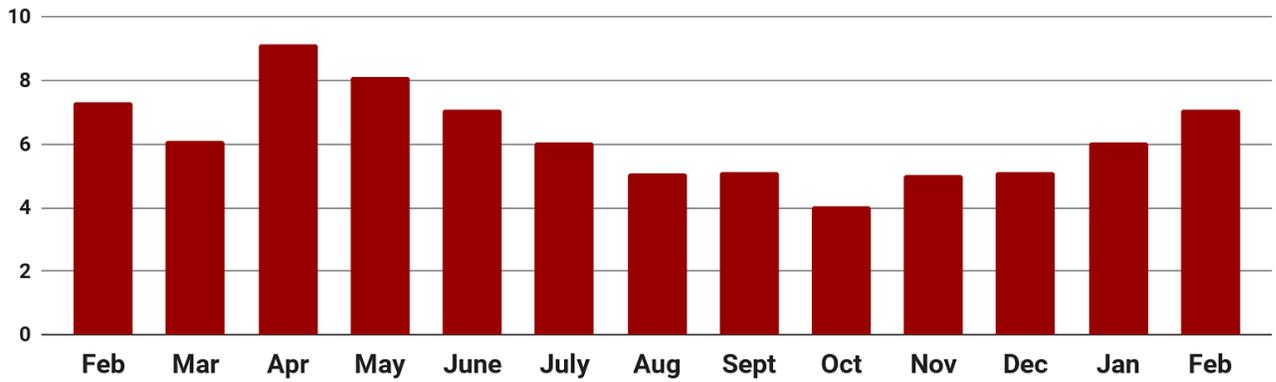
Drinking Water Treated (mgd)



This indicator measures the average daily production of drinking water at the Water Treatment Plant.

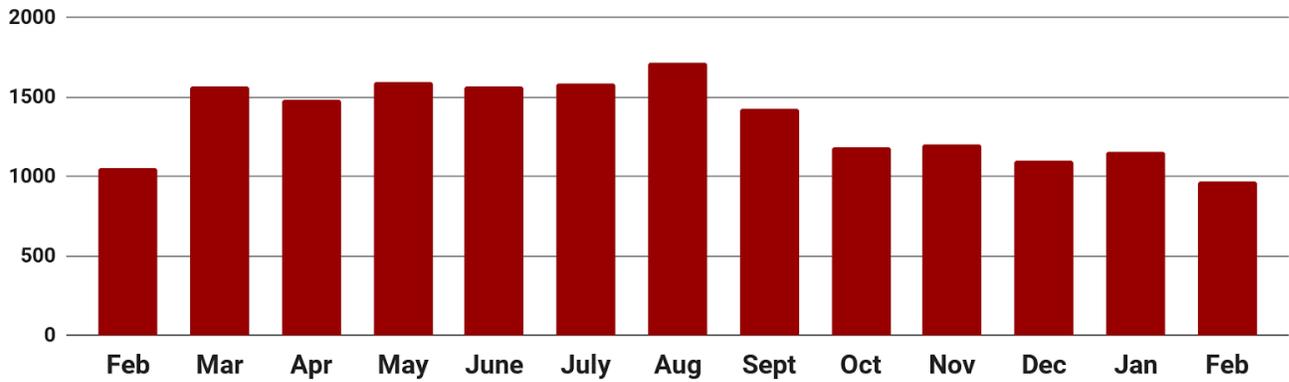
MGD=million gallons per day

Wastewater Treated (mgd)



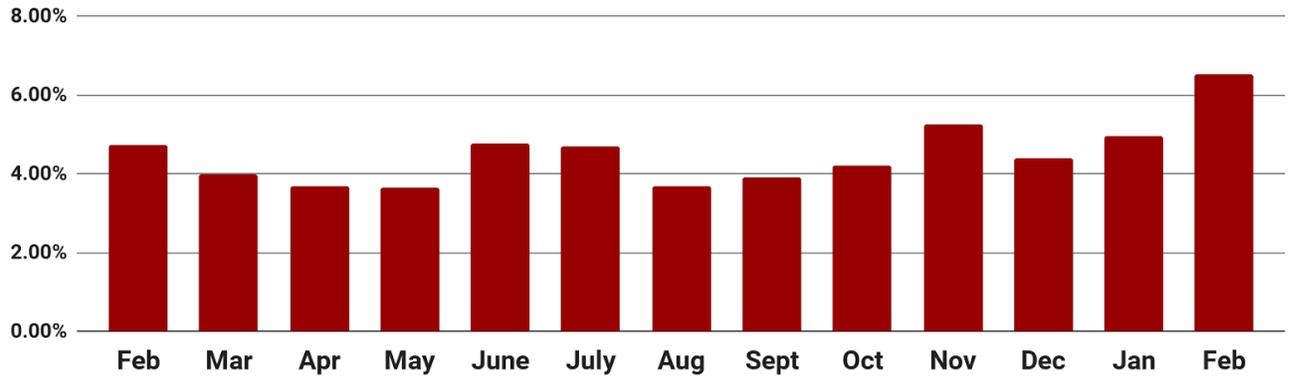
This indicator measures the combined average daily treatment of sewage at the Mill Street Wastewater Treatment Plant and the Southwest Wastewater Treatment Plant.
MGD=million gallons per day

Refuse Collected (Tons)



This indicator measures the tons of residential refuse collected by City crews.

% Waste Recycled



This indicator measures the tons of curbside recycling collected. Curbside recycling is collected by Midland-Davis.