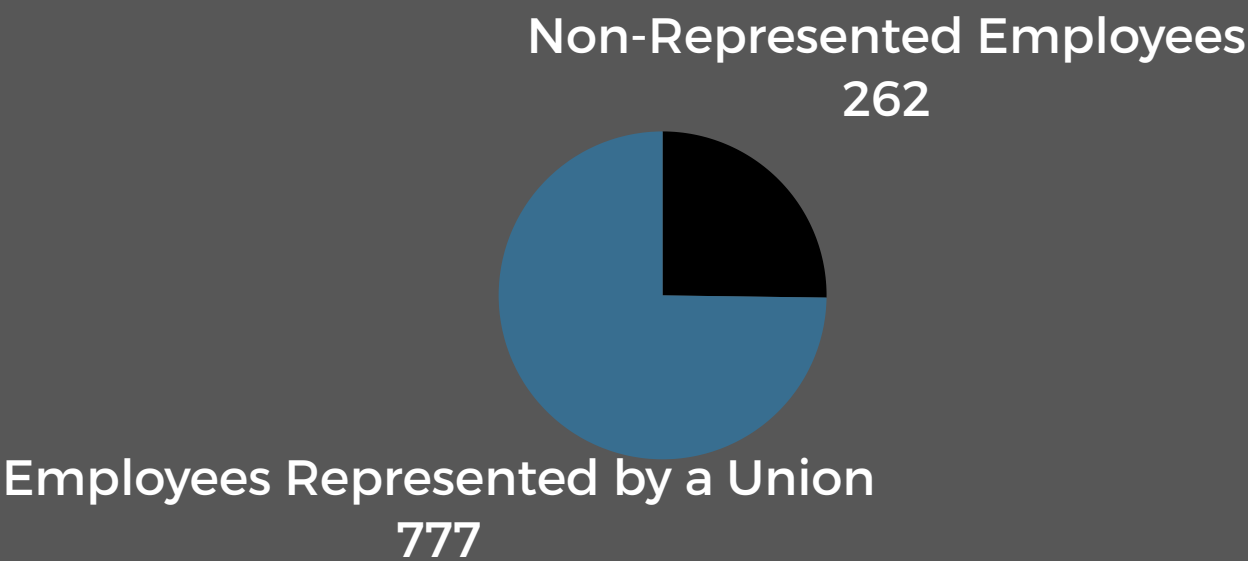


HUMAN RESOURCES

JANUARY 2024



CITY OF ROCKFORD EMPLOYEES



AVERAGE TENURE IN YEARS

Community & Economic Development	7.36
City Council	7.63
Finance	9.46
Fire	12.40
Human Resources	8.29
Health & Human Services	6.31
Information Technology	5.72
Legal	6.27
Mayor’s Office	3.85
Police Department	11.68
Public Works	10.98

PUBLIC WORKS

JANUARY 2024



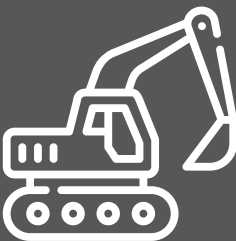
POTHOLES PATCHED



TREES PRUNED



LEAD SERVICE LINES
REPLACED

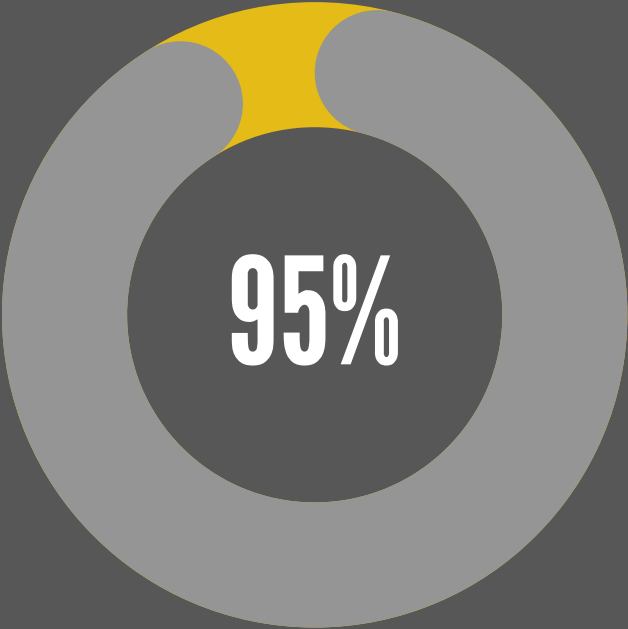
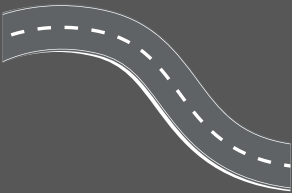


MILLION GALLONS OF
WATER PUMPED



RIGHT OF WAY PERMITS
CLOSED

(THIS MEANS THAT THE
CONTRACTOR WHO DISTURBED
PAVEMENT/LANDSCAPING IN
THE RIGHT-OF-WAY HAS FULLY
RESTORED THE IMPACTED AREA;
THEREFORE, THE PERMIT IS
CLOSED)



PROJECTS
DELIVERED
ON TIME



LEGAL

JANUARY 2024



331

NEW FREEDOM OF INFORMATION
ACT (FOIA) REQUESTS

53

ACTIVE CASES IN STATE AND
FEDERAL COURT

CASES FILED IN ADMINISTRATIVE COURT

101

SANITATION AND ZONING CASES

35

GENERAL ORDINANCE CASES

9

BUILDING CODE CASES

FINANCE

JANUARY 2024



2,787

INVOICES PAID

1,227

VENDOR
PAYMENTS ISSUES

724

LOCAL SALES TAX
RETURNS FILED

\$957,238

GRANT DOLLARS
SPENT

BUDGET PERFORMANCE

EXPENSE BUDGET

\$ 17,847,692

EXPENSE ACTUAL

\$ 13,896,910

-22%

CUSTOMER SERVICE CENTER - CALLS BY DEPARTMENT

Community & Economic Development	164
Finance	37
Human Resources	23
Health & Human Services	64
Legal	46
Mayor's Office	40
Police and Fire	13
Public Works	180
Water Bills	3,100
Other Calls	246
Rock River Disposal	92
Spanish Calls	59



HELP DESK



HELP DESK TICKETS CREATED



HELP DESK TICKETS CLOSED

CYBER THREATS



CRITICAL THREATS

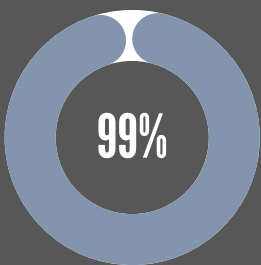


MEDIUM THREATS

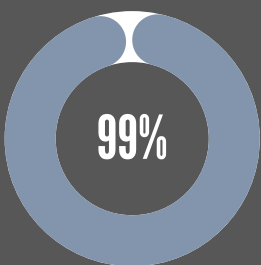


LOW THREATS

SYSTEM AVAILABILITY



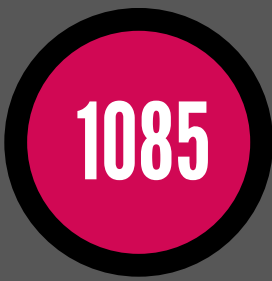
NETWORK SYSTEM AVAILABILITY



SERVER AVAILABILITY

HEALTH AND HUMAN SERVICES

JANUARY 2024



ENERGY ASSISTANCE
REQUESTS FULFILLED



HOUSING ASSISTANCE
REQUESTS FULFILLED

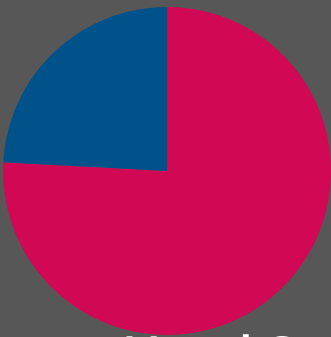


HOUSING STABLIZATION
ASSISTANCE REQUESTS
FULFILLED

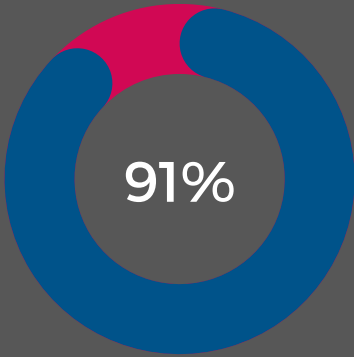
HEAD START



Early Head Start Students
158



Head Start Students
496

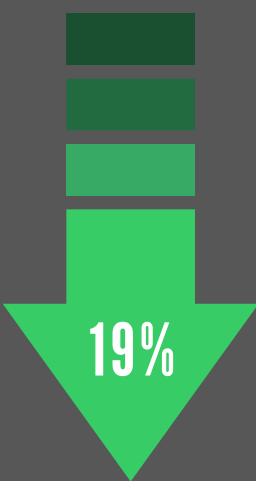


PERCENTAGE OF ENROLLMENT
COMPARED TO FUNDING



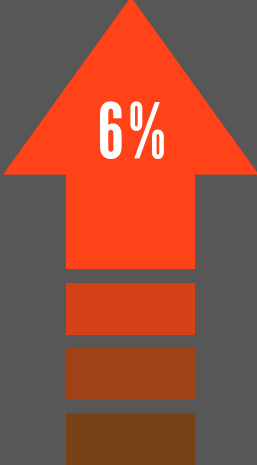
FIRE DEPARTMENT

JANUARY 2024



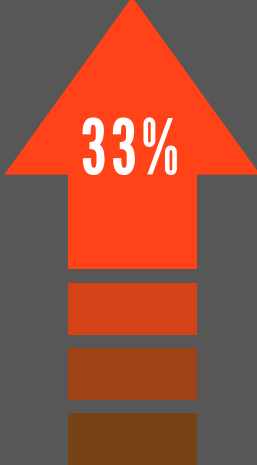
FIRE CALLS

YTD 2023 37
YTD 2024 30



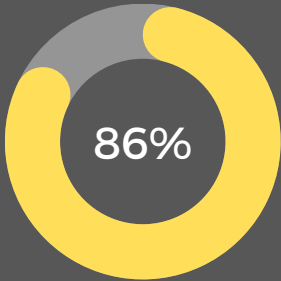
EMS CALLS

YTD 2023 1,974
YTD 2024 2,084

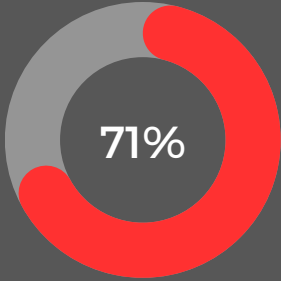


ALL OTHER CALLS

YTD 2023 583
YTD 2024 777

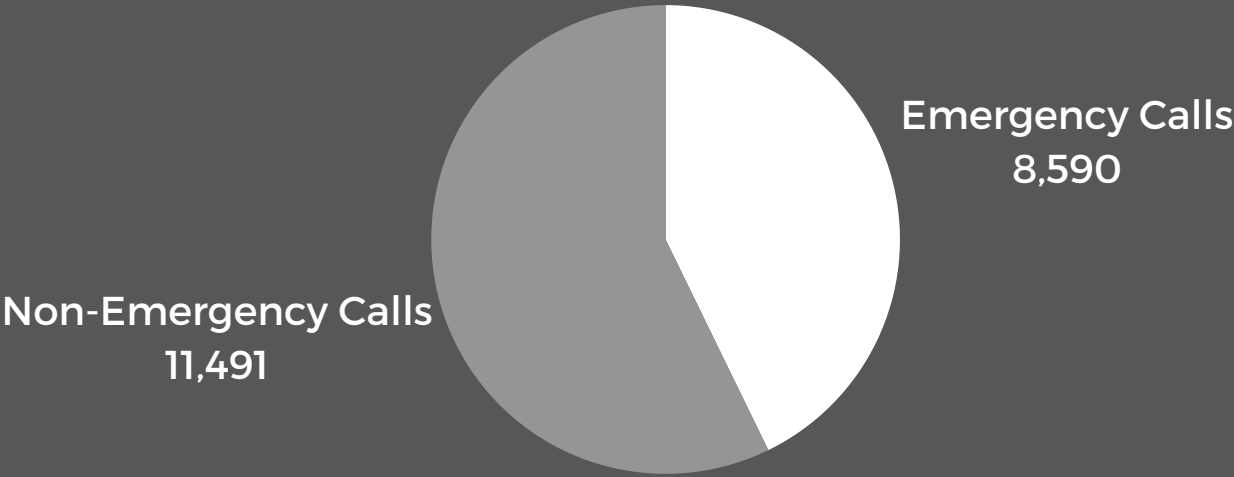


911 CALLS ANSWERED IN LESS THAN 10 SECONDS
GOAL: 90%



PROPERTY VALUE SAVED FROM STRUCTURE FIRES
GOAL: 90%

911 CENTER

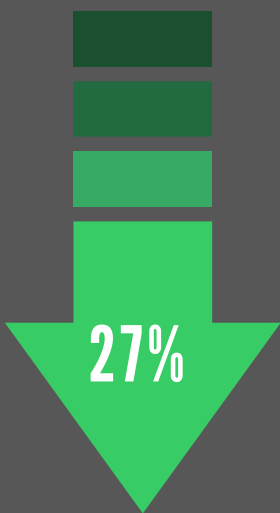


Calls Per Day	648
Calls Per Hour	27
Calls Per Call Taker Per Hour	10



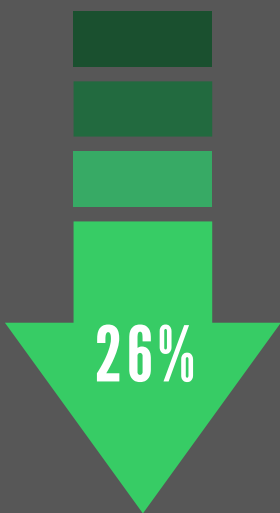
POLICE DEPARTMENT

JANUARY 2024



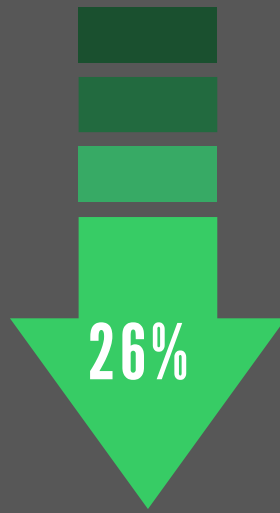
VIOLENT CRIME

YTD 2023 134
YTD 2024 98



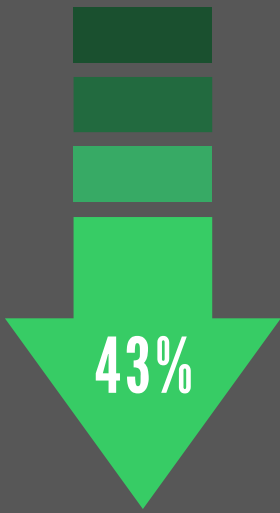
PROPERTY CRIME

YTD 2023 269
YTD 2024 199



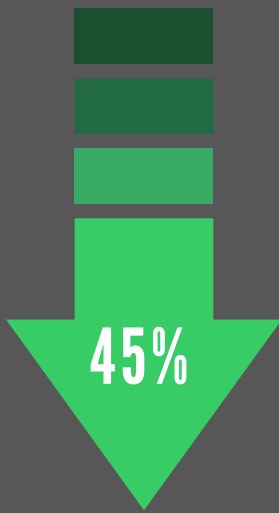
ROBBERY

YTD 2023 19
YTD 2024 14



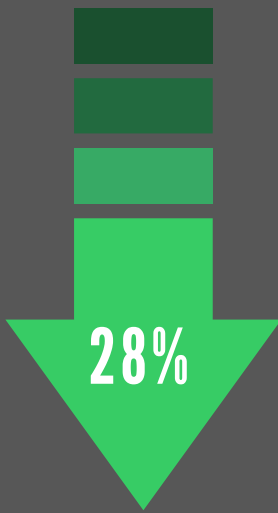
AUTO THEFTS

YTD 2023 46
YTD 2024 26



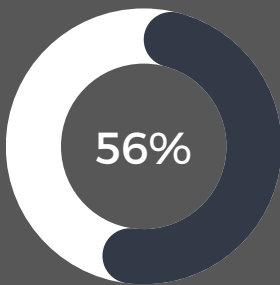
SHOTS FIRED

YTD 2023 47
YTD 2024 26



AGGRAVATED ASSAULTS

YTD 2023 110
YTD 2024 79



VIOLENT CRIME THAT IS DOMESTIC RELATED

