

# HUMAN RESOURCES

JANUARY 2024

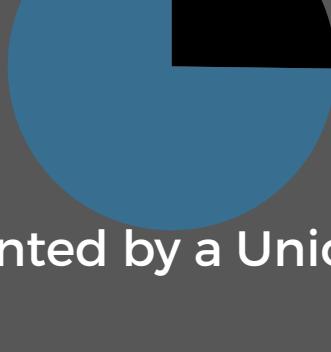


**1039**

**CITY OF ROCKFORD EMPLOYEES**

**Non-Represented Employees**

**262**



**Employees Represented by a Union**

**777**

## AVERAGE TENURE IN YEARS

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

# PUBLIC WORKS

JANUARY 2024

3,120

POTHOLE PATCHED



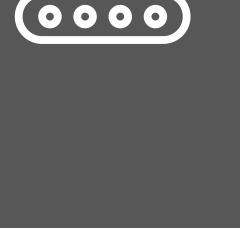
110

TREES PRUNED



21

LEAD SERVICE LINES  
REPLACED



499.6

MILLION GALLONS OF  
WATER PUMPED



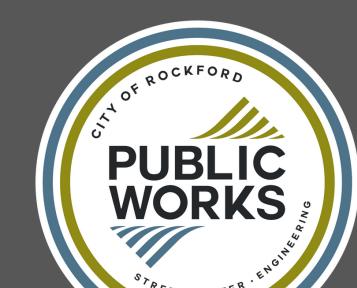
1

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 ISSUED

724

LOCAL SALES TAX  
RETURNS FILED

\$957,238

GRANT DOLLARS  
SPENT

## BUDGET PERFORMANCE

EXPENSE BUDGET

\$ 17,847,692

-22%

EXPENSE ACTUAL

\$ 13,896,910

## 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

---

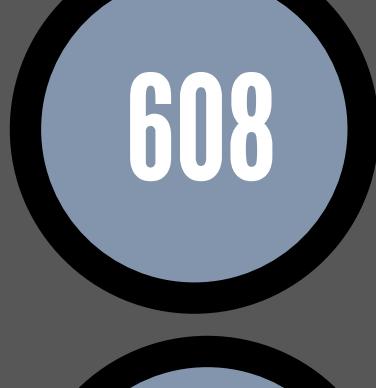
# INFORMATION TECHNOLOGY

## JANUARY 2024

---



### HELP DESK

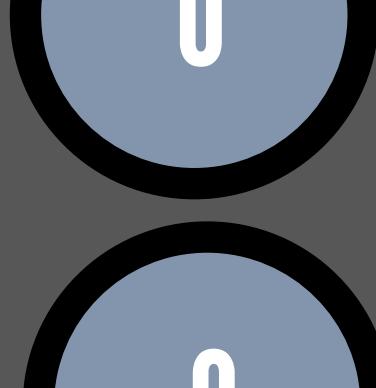


HELP DESK TICKETS CREATED

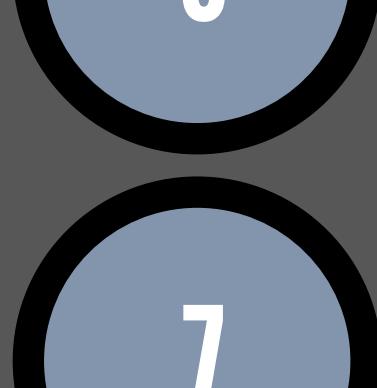


HELP DESK TICKETS CLOSED

### CYBER THREATS



CRITICAL THREATS

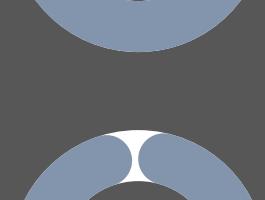


MEDIUM THREATS

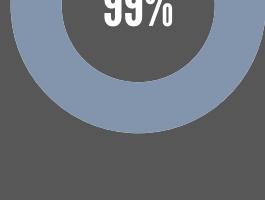


LOW THREATS

### SYSTEM AVAILABILITY



NETWORK SYSTEM AVAILABILITY



SERVER AVAILABILITY



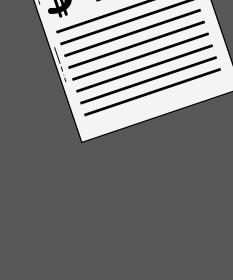
# HEALTH AND HUMAN SERVICES

JANUARY 2024



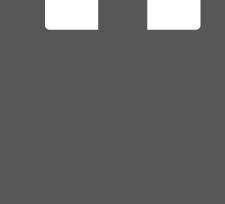
1085

ENERGY ASSISTANCE  
REQUESTS FULFILLED



68

HOUSING ASSISTANCE  
REQUESTS FULFILLED



12

HOUSING STABILIZATION  
ASSISTANCE REQUESTS  
FULFILLED

## HEAD START



Early Head Start Students

158

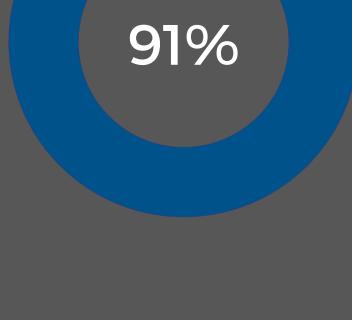


Head Start Students

496

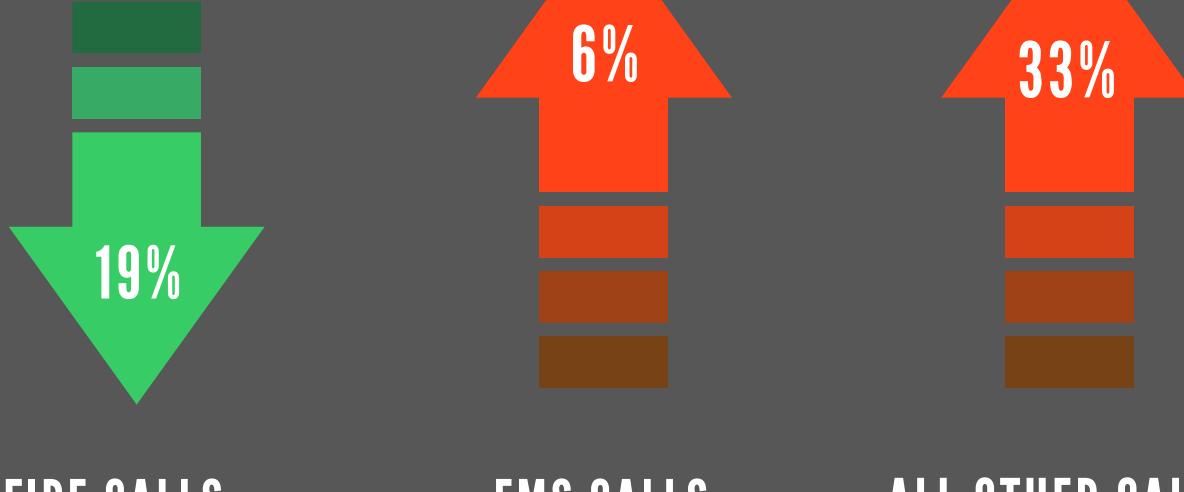
91%

PERCENTAGE OF ENROLLMENT  
COMPARED TO FUNDING



# FIRE DEPARTMENT

JANUARY 2024



## FIRE CALLS

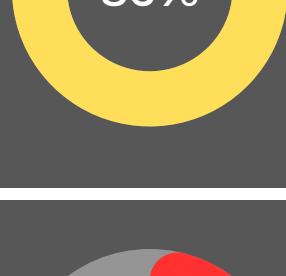
YTD 2023 37  
YTD 2024 30

## EMS CALLS

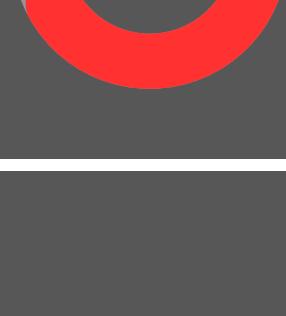
YTD 2023 1,974  
YTD 2024 2,084

## ALL OTHER CALLS

YTD 2023 583  
YTD 2024 777

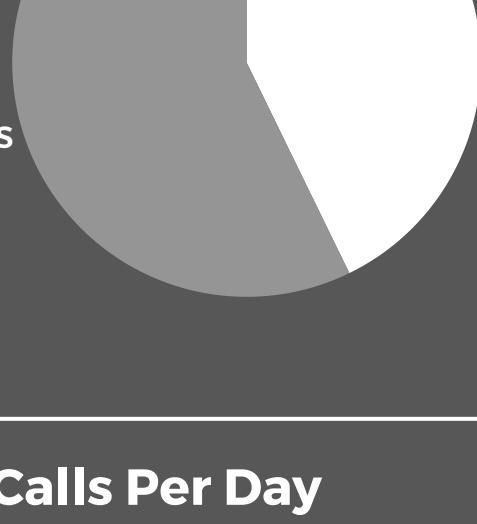


911 CALLS ANSWERED IN LESS THAN 10 SECONDS  
GOAL: 90%



PROPERTY VALUE SAVED FROM STRUCTURE FIRES  
GOAL: 90%

## 911 CENTER

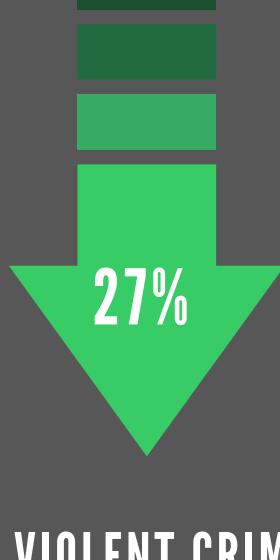


Calls Per Day	648
Calls Per Hour	27
Calls Per Call Taker Per Hour	10



# POLICE DEPARTMENT

JANUARY 2024



## VIOLENT CRIME

YTD 2023	134
YTD 2024	98



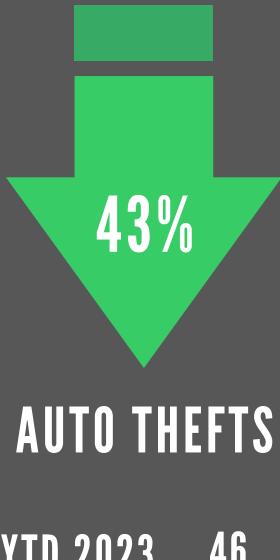
## PROPERTY CRIME

YTD 2023	269
YTD 2024	199



## ROBBERY

YTD 2023	19
YTD 2024	14



## AUTO THEFTS

YTD 2023	46
YTD 2024	26



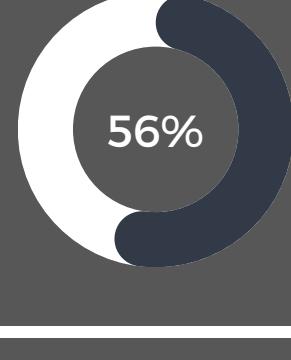
## SHOTS FIRED

YTD 2023	47
YTD 2024	26



## AGGRAVATED ASSAULTS

YTD 2023	110
YTD 2024	79



VIOLENT CRIME THAT IS DOMESTIC RELATED

