

# HUMAN RESOURCES

FEBRUARY 2024



CITY OF ROCKFORD EMPLOYEES



OPEN POSITIONS

## EMPLOYEES BY DEPARTMENT

Community & Economic Development	38
City Council	14
Family Peace Center and Mayor’s Office of Domestic & Community Violence Prevention	20
Finance (including the Customer Service Center)	36
Fire	330
Human Resources	6
Health & Human Services	77
Information Technology	6
Legal	16
Mayor’s Office	5
Police	325
Public Works	169



HELP DESK



HELP DESK TICKETS CREATED



HELP DESK TICKETS CLOSED

CYBER THREATS



CRITICAL THREATS



HIGH THREATS

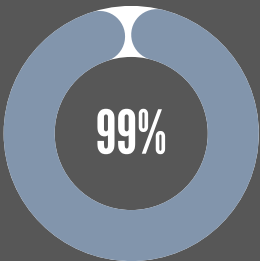


MEDIUM THREATS

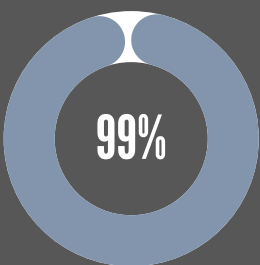


LOW THREATS

SYSTEM AVAILABILITY



NETWORK SYSTEM AVAILABILITY



SERVER AVAILABILITY

# FINANCE

FEBRUARY 2024



4,465

INVOICES PAID

1,926

VENDOR  
PAYMENTS ISSUED

752

LOCAL SALES TAX  
RETURNS FILED

\$2.8 M

GRANT DOLLARS  
SPENT

## BUDGET PERFORMANCE

EXPENSE BUDGET

\$ 17,847,692

EXPENSE ACTUAL

\$ 13,896,910

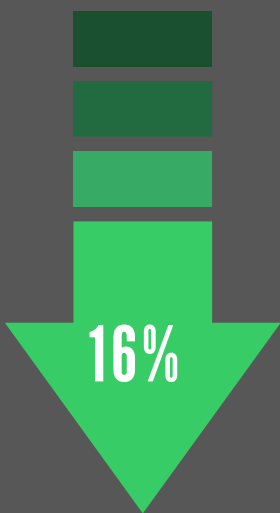
-22%

## CUSTOMER SERVICE CENTER - CALLS BY DEPARTMENT

Community & Economic Development	265
Finance	48
Human Resources	19
Health & Human Services	51
Legal	33
Mayor's Office	35
Police and Fire	11
Public Works	134
Water Bills	2,889
Other Calls	228
Rock River Disposal	107
Spanish Calls	33

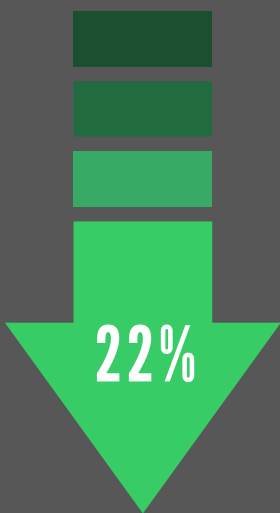
# POLICE DEPARTMENT

FEBRUARY 2024



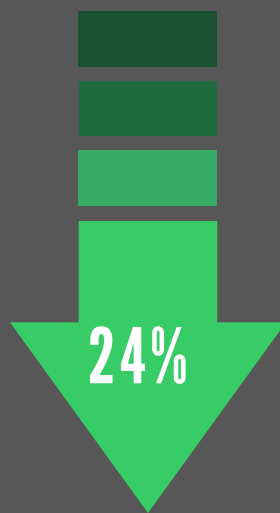
## VIOLENT CRIME

YTD 2023 272  
YTD 2024 229



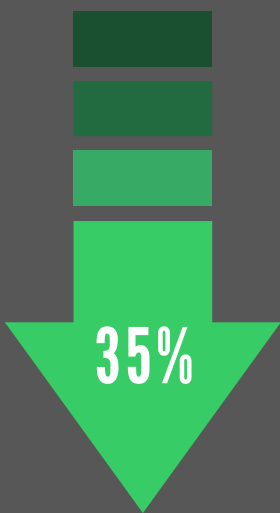
## PROPERTY CRIME

YTD 2023 587  
YTD 2024 456



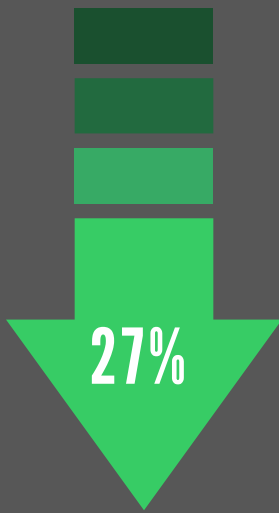
## ROBBERY

YTD 2023 38  
YTD 2024 29



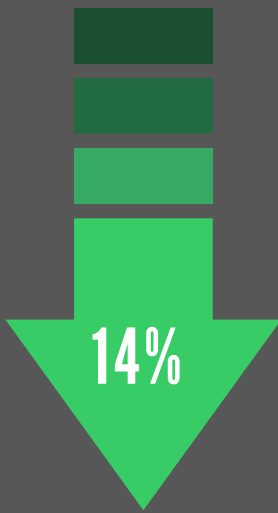
## AUTO THEFTS

YTD 2023 120  
YTD 2024 78



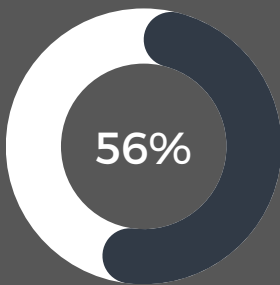
## SHOTS FIRED

YTD 2023 78  
YTD 2024 57



## AGGRAVATED ASSAULTS

YTD 2023 222  
YTD 2024 190

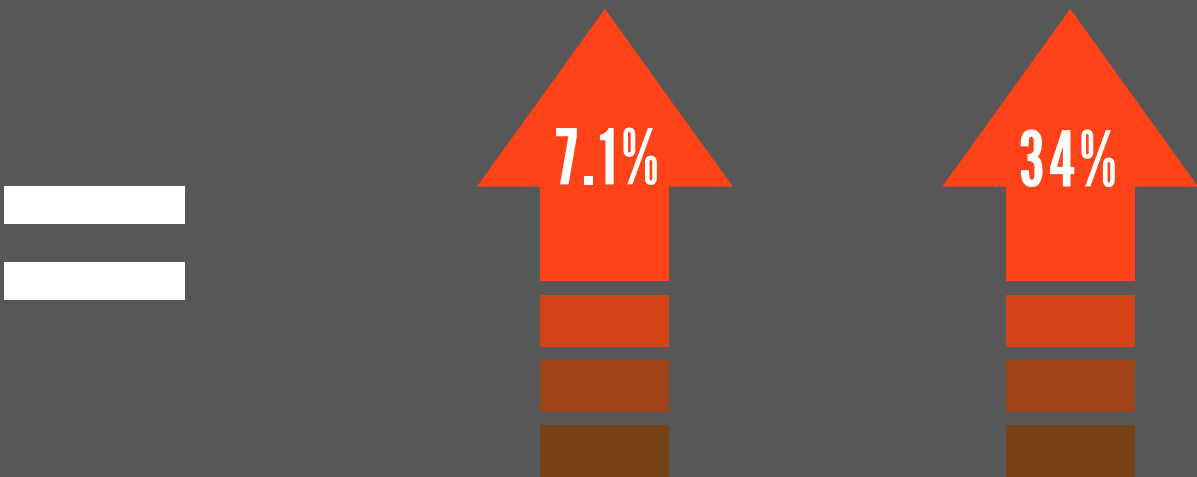


VIOLENT CRIME THAT IS DOMESTIC RELATED



# FIRE DEPARTMENT

FEBRUARY 2024



## FIRE CALLS

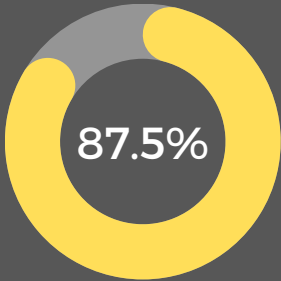
YTD 2023 68  
YTD 2024 68

## EMS CALLS

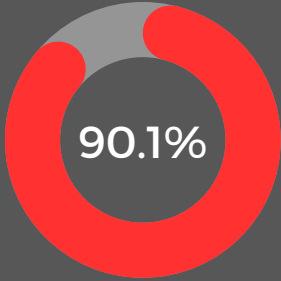
YTD 2023 3,701  
YTD 2024 3,963

## ALL OTHER CALLS

YTD 2023 1,249  
YTD 2024 1,403

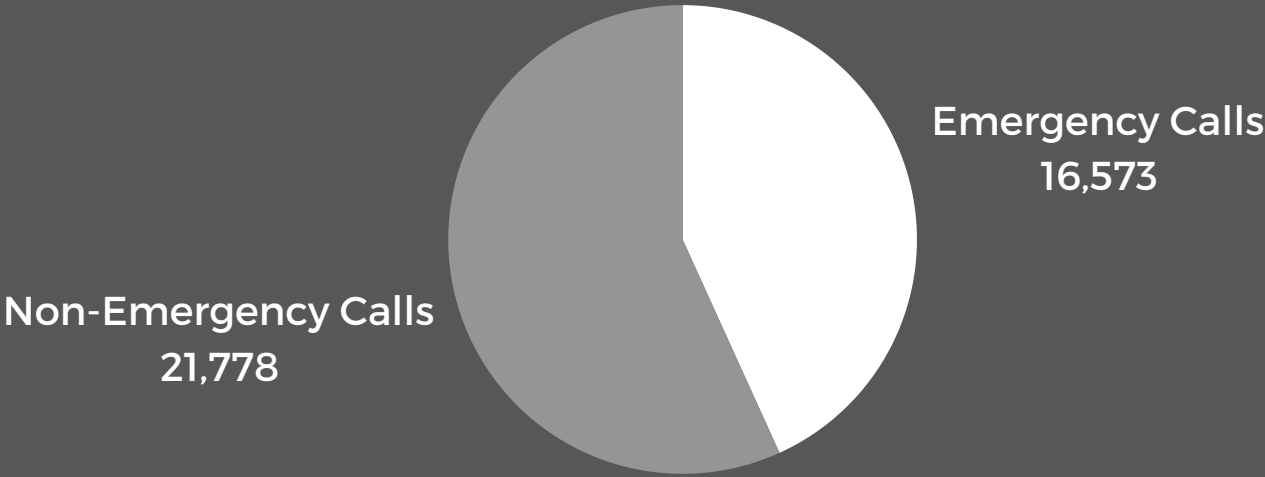


911 CALLS ANSWERED IN LESS THAN 10 SECONDS  
GOAL: 90%



PROPERTY VALUE SAVED FROM STRUCTURE FIRES  
GOAL: 90%

# 911 CENTER



Calls Per Day	639
Calls Per Hour	27
Calls Per Call Taker Per Hour	10



# PUBLIC WORKS

FEBRUARY 2024



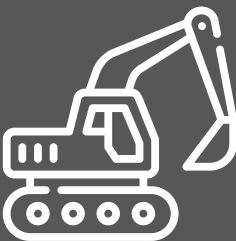
POTHOLES PATCHED



TREES PRUNED



LEAD SERVICE LINES  
REPLACED

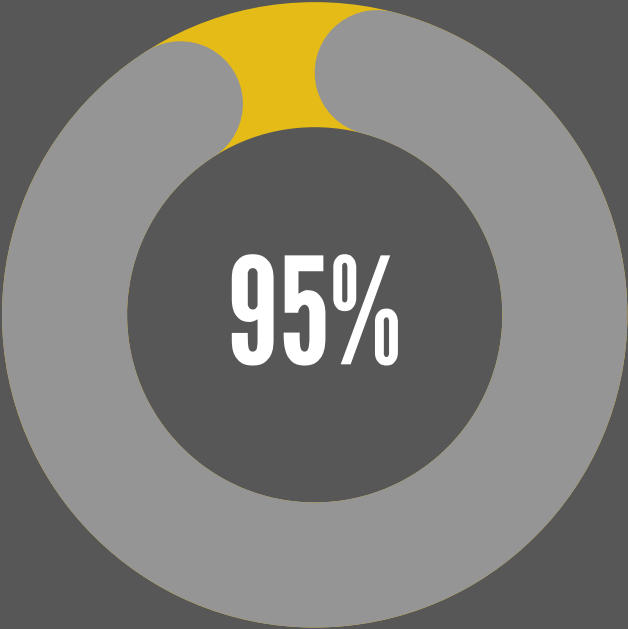
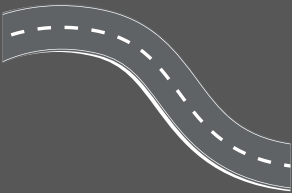


MILLION GALLONS OF  
WATER PUMPED



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



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# LEGAL

FEBRUARY 2024

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358

NEW FREEDOM OF INFORMATION  
ACT (FOIA) REQUESTS

53

ACTIVE CASES IN STATE AND  
FEDERAL COURT

## CASES FILED IN ADMINISTRATIVE COURT

100

SANITATION AND ZONING CASES

215

GENERAL ORDINANCE CASES

4

BUILDING CODE CASES

# HEALTH AND HUMAN SERVICES

## JANUARY 2024



ENERGY ASSISTANCE  
REQUESTS FULFILLED



HOUSING ASSISTANCE  
REQUESTS FULFILLED

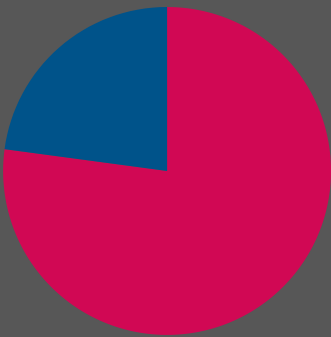


HOUSING STABILIZATION  
ASSISTANCE REQUESTS  
FULFILLED

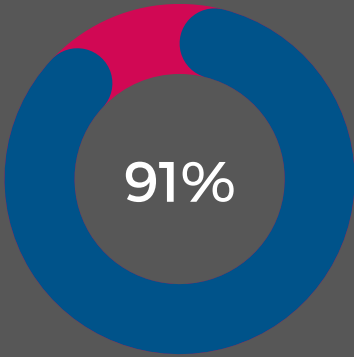
### HEAD START



Early Head Start Students  
148



Head Start Students  
499

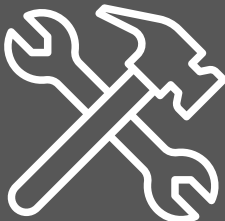


PERCENTAGE OF ENROLLMENT  
COMPARED TO FUNDING





COMMUNITY AND  
ECONOMIC DEVELOPMENT  
FEBRUARY 2024



COMMERCIAL CONSTRUCTION



PERMITS YEAR TO DATE



34% FROM 2023



VALUE OF CONTRUCTION  
INCLUDED IN THOSE PERMITS



4% FROM 2023

RESIDENTIAL NEW CONSTRUCTION



PERMITS YEAR TO DATE



12% FROM 2023



VALUE OF CONTRUCTION  
INCLUDED IN THOSE PERMITS



49% FROM 2023

ALL RESIDENTIAL CONSTRUCTION



PERMITS YEAR TO DATE



35% FROM 2023



VALUE OF CONTRUCTION  
INCLUDED IN THOSE PERMITS



6% FROM 2023

CODE ENFORCEMENT



CASES YEAR TO DATE



10% FROM 2023