

HUMAN RESOURCES

FEBRUARY 2024



1042

CITY OF ROCKFORD EMPLOYEES

8

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

INFORMATION TECHNOLOGY

FEBRUARY 2024



HELP DESK



HELP DESK TICKETS CREATED

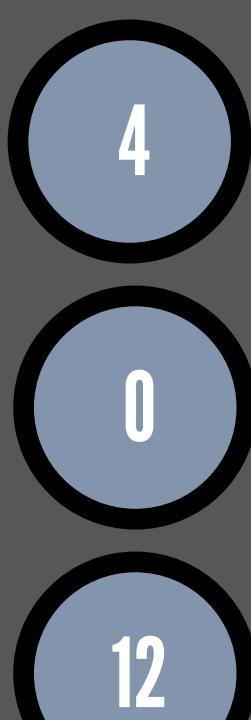


HELP DESK TICKETS CLOSED

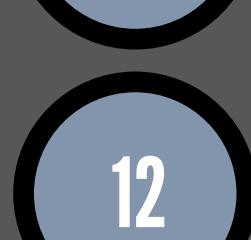
CYBER THREATS



CRITICAL THREATS



HIGH THREATS

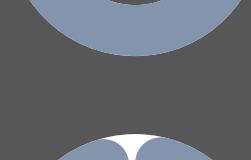


MEDIUM THREATS

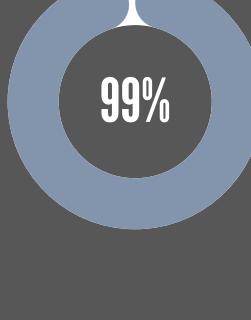


LOW THREATS

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

-22%

EXPENSE ACTUAL

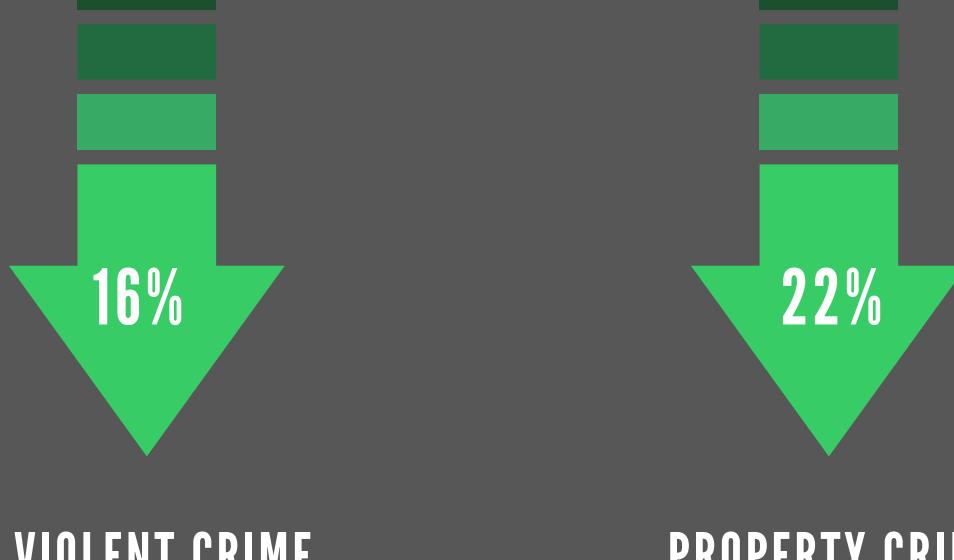
\$ 13,896,910

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

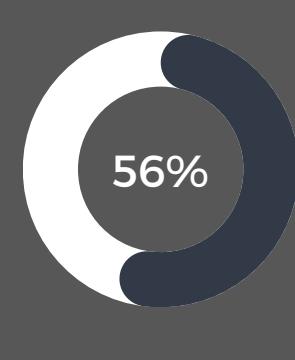


SHOTS FIRED

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

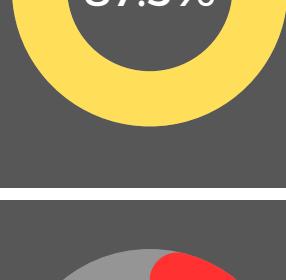
YTD 2023 68
YTD 2024 68

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

Non-Emergency Calls
21,778



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



PUBLIC WORKS

FEBRUARY 2024

5,871

POTHOLE PATCHED



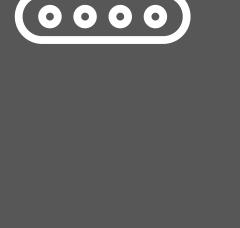
157

TREES PRUNED



21

LEAD SERVICE LINES
REPLACED



461

MILLION GALLONS OF
WATER PUMPED



247

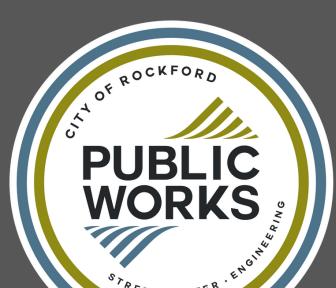
RIGHT OF WAY PERMITS
CLOSED



(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)

95%

PROJECTS
DELIVERED
ON TIME



LEGAL
FEBRUARY 2024



358

NEW FREEDOM OF INFORMATION
ACT (FOIA) REQUESTS

53

ACTIVE CASES IN STATE AND
FEDERAL COURT

100

SANITATION AND ZONING CASES

215

GENERAL ORDINANCE CASES

4

BUILDING CODE CASES

HEALTH AND HUMAN SERVICES

JANUARY 2024



1,703

ENERGY ASSISTANCE
REQUESTS FULFILLED



114

HOUSING ASSISTANCE
REQUESTS FULFILLED



5

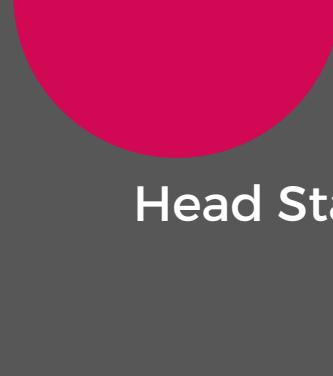
HOUSING STABILIZATION
ASSISTANCE REQUESTS
FULFILLED

HEAD START



Early Head Start Students

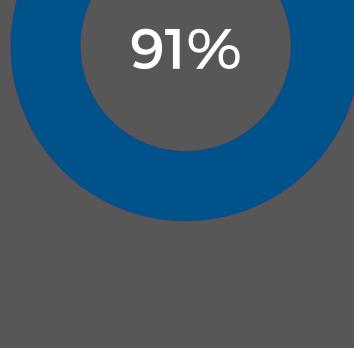
148



Head Start Students
499

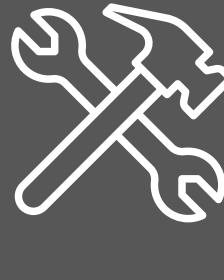
91%

PERCENTAGE OF ENROLLMENT
COMPARED TO FUNDING



COMMUNITY AND ECONOMIC DEVELOPMENT

FEBRUARY 2024



COMMERCIAL CONSTRUCTION

75

PERMITS YEAR TO DATE



34% FROM 2023

\$35.2 M

VALUE OF CONSTRUCTION
INCLUDED IN THOSE PERMITS



4% FROM 2023

RESIDENTIAL NEW CONSTRUCTION

9

PERMITS YEAR TO DATE



12% FROM 2023

\$1.2 M

VALUE OF CONSTRUCTION
INCLUDED IN THOSE PERMITS



49% FROM 2023

ALL RESIDENTIAL CONSTRUCTION

186

PERMITS YEAR TO DATE



35% FROM 2023

\$4.2 M

VALUE OF CONSTRUCTION
INCLUDED IN THOSE PERMITS



6% FROM 2023

CODE ENFORCEMENT

1035

CASES YEAR TO DATE



10% FROM 2023