

HEALTH AND HUMAN SERVICES

APRIL 2024



ENERGY ASSISTANCE
REQUESTS FULFILLED



HOUSING ASSISTANCE
REQUESTS FULFILLED

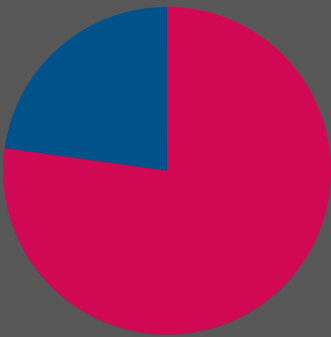


HOUSING STABILIZATION
ASSISTANCE REQUESTS
FULFILLED

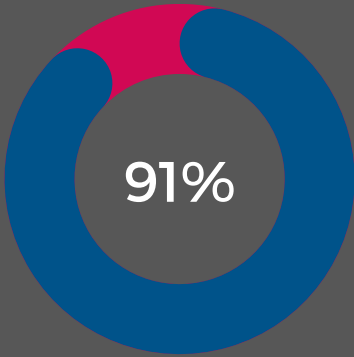
HEAD START



Early Head Start Students
148



Head Start Students
501



PERCENTAGE OF ENROLLMENT
COMPARED TO FUNDING



FINANCE

APRIL 2024



3,253

INVOICES PAID

924

VENDOR
PAYMENTS ISSUED

828

LOCAL SALES TAX
RETURNS FILED

\$1.7M

GRANT DOLLARS
SPENT

BUDGET PERFORMANCE

EXPENSE BUDGET

\$ 53,543,077

EXPENSE ACTUAL

\$ 46,807,054

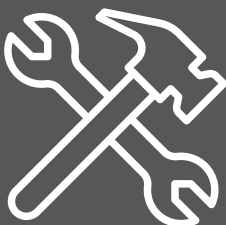
-13%

CUSTOMER SERVICE CENTER - CALLS BY DEPARTMENT

Community & Economic Development	280
Finance	35
Human Resources	27
Health & Human Services	57
Legal	58
Mayor's Office	43
Police and Fire	136
Public Works	122
Water Bills	3,057
Other Calls	190
Rock River Disposal	155
Spanish Calls	61

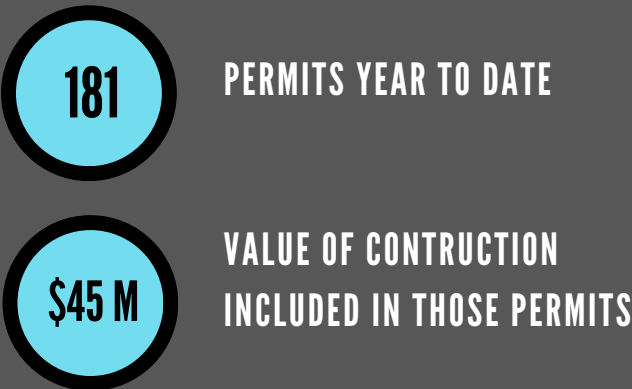
COMMUNITY AND ECONOMIC DEVELOPMENT

APRIL 2024

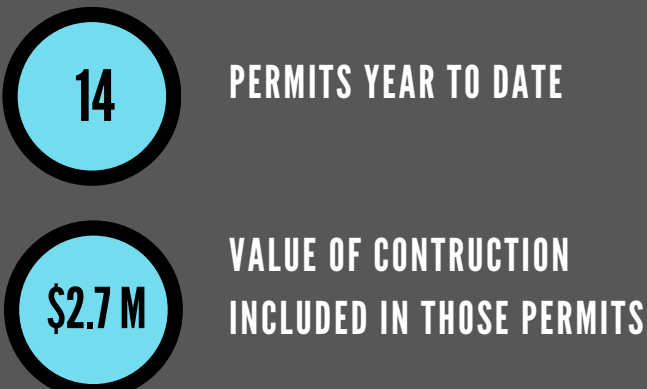


PRIVATE INVESTMENT IN THE CITY

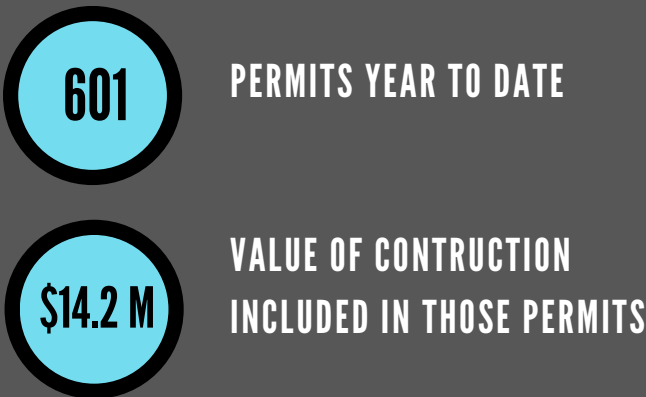
COMMERCIAL CONSTRUCTION



RESIDENTIAL NEW CONSTRUCTION

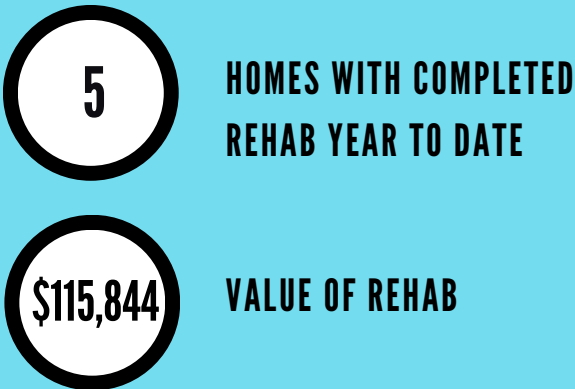


ALL RESIDENTIAL CONSTRUCTION



NEIGHBORHOOD PROGRAMS RUN BY THE CITY

REHAB - COMPLETED INVESTMENT



REHAB - PLEDGED INVESTMENT



HOMEBUYER DOWN PAYMENT



HOUSING DEVELOPMENT



NEIGHBORHOOD STANDARDS





HELP DESK



HELP DESK TICKETS CREATED



HELP DESK TICKETS CLOSED

CYBER THREATS



CRITICAL THREATS



HIGH THREATS

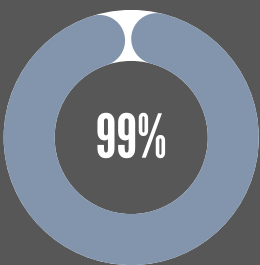


MEDIUM THREATS

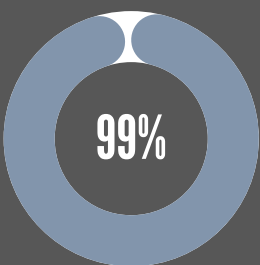


LOW THREATS

SYSTEM AVAILABILITY



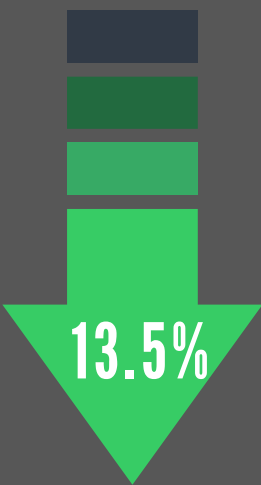
NETWORK SYSTEM AVAILABILITY



SERVER AVAILABILITY

FIRE DEPARTMENT

APRIL 2024



FIRE CALLS

YTD 2023 163
YTD 2024 141



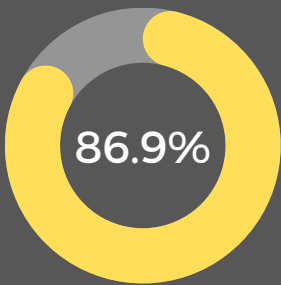
EMS CALLS

YTD 2023 7,415
YTD 2024 7,828

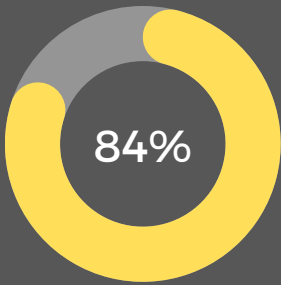


ALL OTHER CALLS

YTD 2023 2,566
YTD 2024 2,694

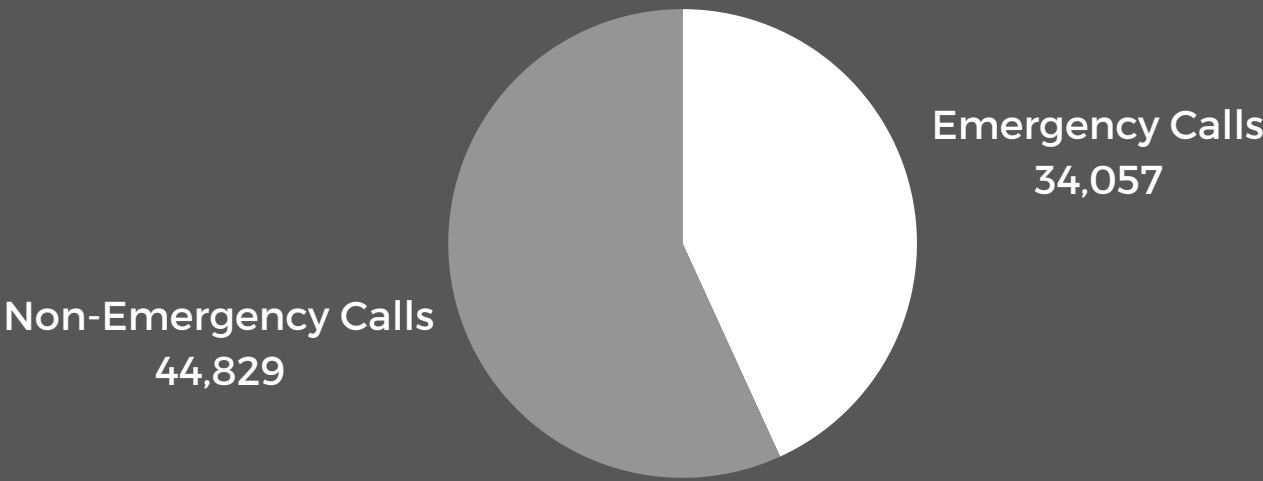


911 CALLS ANSWERED IN LESS THAN 10 SECONDS
GOAL: 90%



PROPERTY VALUE SAVED FROM STRUCTURE FIRES
GOAL: 90%

911 CENTER (JANUARY - APRIL)



Calls Per Day	652
Calls Per Hour	27
Calls Per Call Taker Per Hour	10



PUBLIC WORKS

APRIL 2024



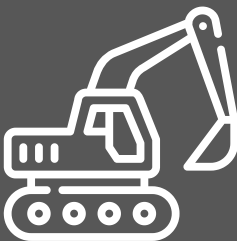
POTHOLES PATCHED



TREES PRUNED



LEAD SERVICE LINES
REPLACED

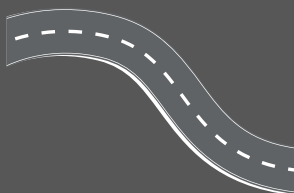


MILLION GALLONS OF
WATER PUMPED



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)

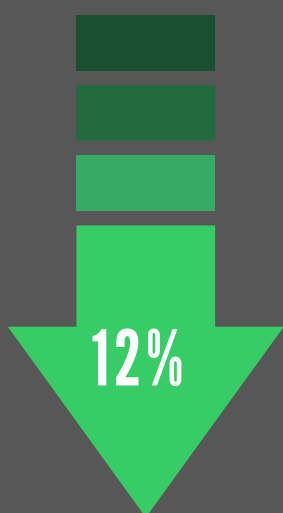


PROJECTS
DELIVERED
ON TIME



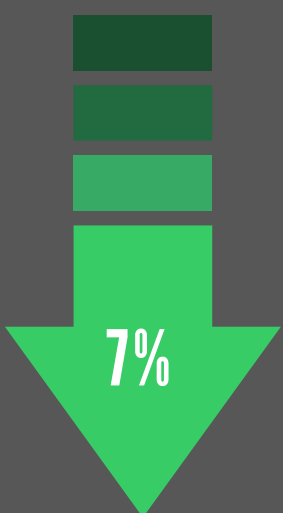
POLICE DEPARTMENT

MARCH 2024



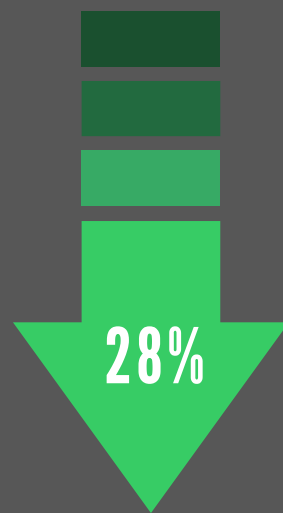
VIOLENT CRIME

YTD 2023 545
YTD 2024 477



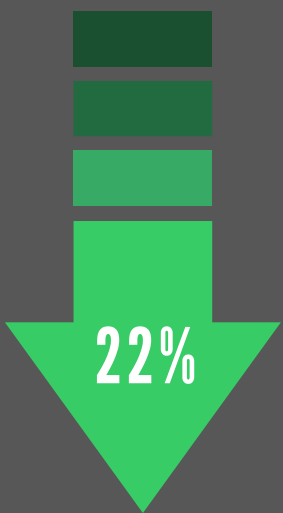
PROPERTY CRIME

YTD 2023 1,135
YTD 2024 1,055



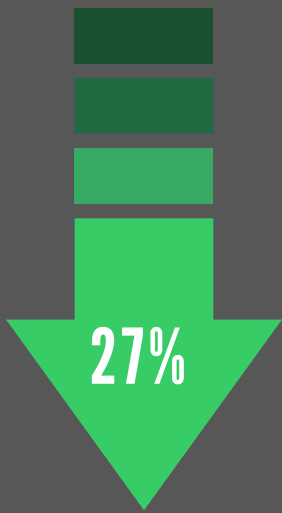
ROBBERY

YTD 2023 71
YTD 2024 51



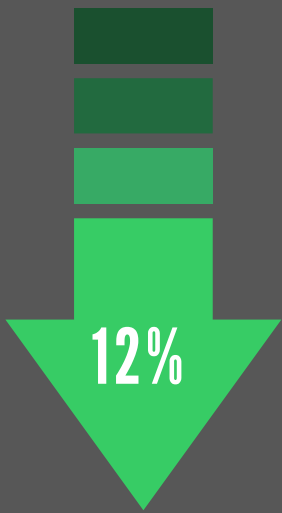
AUTO THEFTS

YTD 2023 212
YTD 2024 166



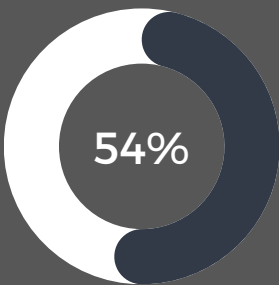
SHOTS FIRED

YTD 2023 154
YTD 2024 112



AGGRAVATED ASSAULTS

YTD 2023 443
YTD 2024 391

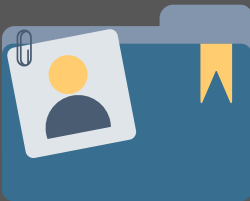


VIOLENT CRIME THAT IS DOMESTIC RELATED



HUMAN RESOURCES

APRIL 2024



CITY OF ROCKFORD EMPLOYEES



OPEN POSITIONS

UNION REPRESENTATION

Non-Represented	265
AFSCME	190
AFSCME - B	13
AFSCME - C	38
Fire Union	281
Police Union	265

Non-Represented Employees
265



Represented Employees
787

LEGAL

MARCH 2024



397

NEW FREEDOM OF INFORMATION
ACT (FOIA) REQUESTS

51

ACTIVE CASES IN STATE AND
FEDERAL COURT

CASES FILED IN ADMINISTRATIVE COURT

85

SANITATION AND ZONING CASES

235

GENERAL ORDINANCE CASES

13

BUILDING CODE CASES