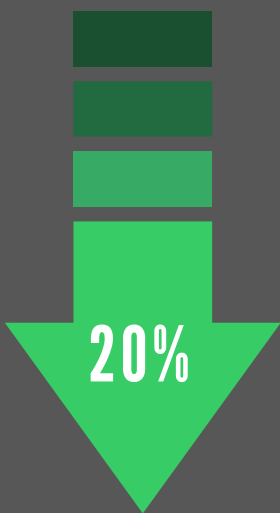


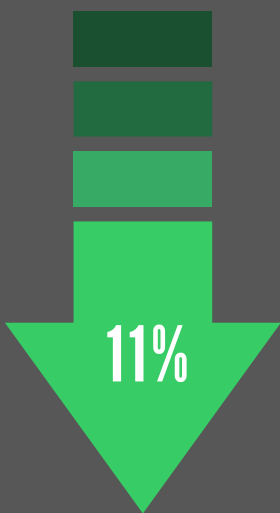
POLICE DEPARTMENT

MARCH 2024



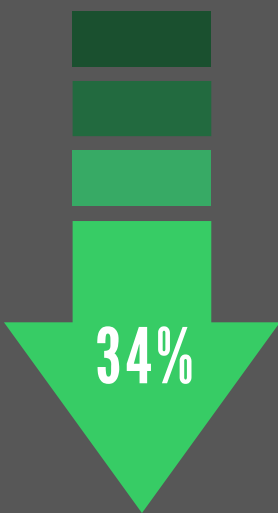
VIOLENT CRIME

YTD 2023	404
YTD 2024	324



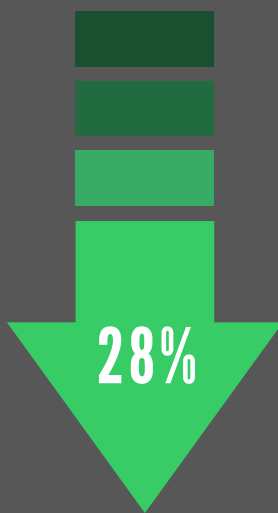
PROPERTY CRIME

YTD 2023	850
YTD 2024	757



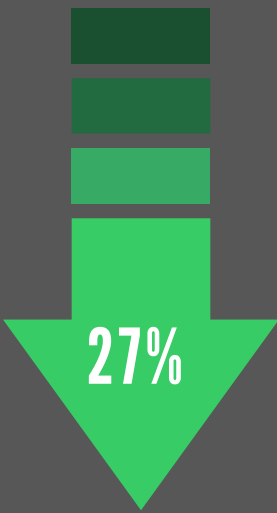
ROBBERY

YTD 2023	56
YTD 2024	37



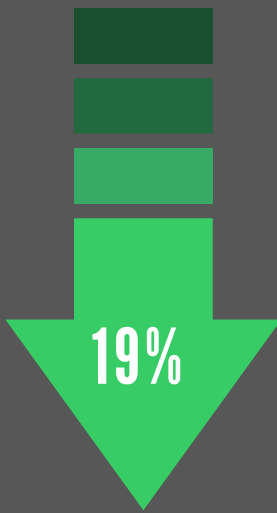
AUTO THEFTS

YTD 2023	167
YTD 2024	120



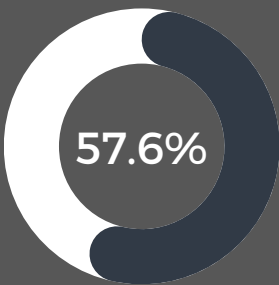
SHOTS FIRED

YTD 2023	108
YTD 2024	79



AGGRAVATED ASSAULTS

YTD 2023	328
YTD 2024	266

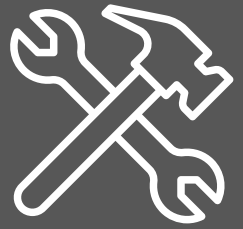


VIOLENT CRIME THAT IS DOMESTIC RELATED



COMMUNITY AND ECONOMIC DEVELOPMENT

MARCH 2024



COMMERCIAL CONSTRUCTION

121

PERMITS YEAR TO DATE

\$39.5 M

VALUE OF CONSTRUCTION
INCLUDED IN THOSE PERMITS

RESIDENTIAL NEW CONSTRUCTION

12

PERMITS YEAR TO DATE

\$2.3 M

VALUE OF CONSTRUCTION
INCLUDED IN THOSE PERMITS

ALL RESIDENTIAL CONSTRUCTION

342

PERMITS YEAR TO DATE

\$6.8 M

VALUE OF CONSTRUCTION
INCLUDED IN THOSE PERMITS

CODE ENFORCEMENT

2037

CASES YEAR TO DATE

FINANCE

MARCH 2024



3,163

INVOICES PAID

1,471

VENDOR
PAYMENTS ISSUED

766

LOCAL SALES TAX
RETURNS FILED

\$2.3 M

GRANT DOLLARS
SPENT

BUDGET PERFORMANCE

EXPENSE BUDGET

\$ 35,695,385

EXPENSE ACTUAL

\$ 29,179,517

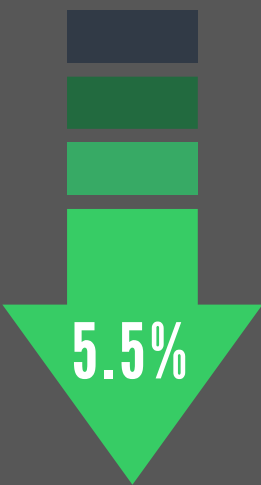
-18%

CUSTOMER SERVICE CENTER - CALLS BY DEPARTMENT

Community & Economic Development	238
Finance	36
Human Resources	30
Health & Human Services	32
Legal	52
Mayor's Office	47
Police and Fire	9
Public Works	122
Water Bills	2,828
Other Calls	155
Rock River Disposal	231
Spanish Calls	60

FIRE DEPARTMENT

MARCH 2024



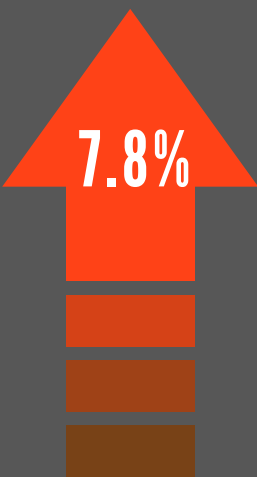
FIRE CALLS

YTD 2023	110
YTD 2024	104



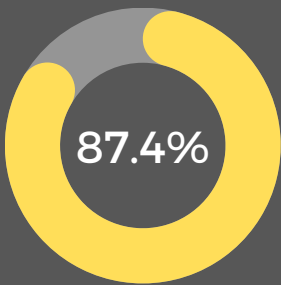
EMS CALLS

YTD 2023	5,552
YTD 2024	5,901

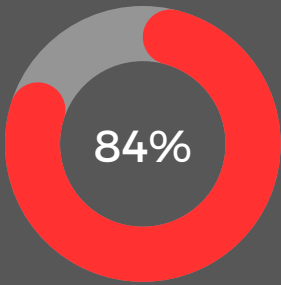


ALL OTHER CALLS

YTD 2023	1,886
YTD 2024	2,033

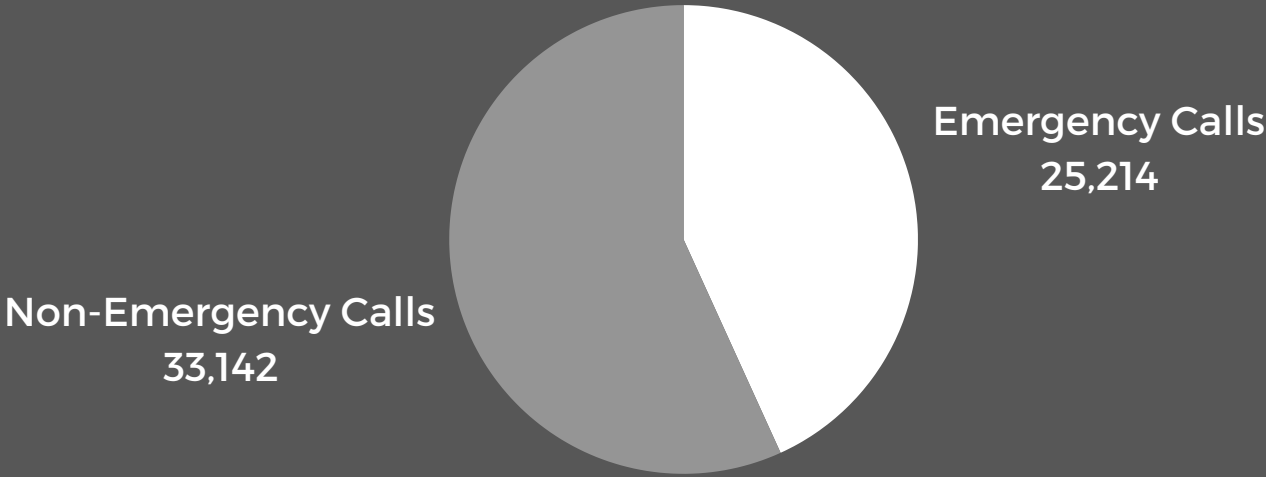


911 CALLS ANSWERED IN LESS THAN 10 SECONDS
GOAL: 90%



PROPERTY VALUE SAVED FROM STRUCTURE FIRES
GOAL: 90%

911 CENTER



Calls Per Day	641
Calls Per Hour	27
Calls Per Call Taker Per Hour	10



HUMAN RESOURCES

MARCH 2024



CITY OF ROCKFORD EMPLOYEES



OPEN POSITIONS

UNION REPRESENTATION

Non-Represented	262
AFSCME	188
AFSCME - B	13
AFSCME - C	38
Fire Union	285
Police Union	262

Non-Represented Employees
262



Represented Employees
786



HELP DESK



HELP DESK TICKETS CREATED



HELP DESK TICKETS CLOSED

CYBER THREATS



CRITICAL THREATS



HIGH THREATS

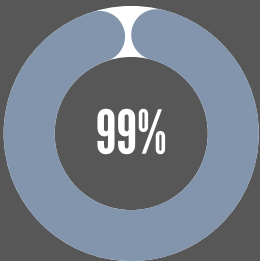


MEDIUM THREATS

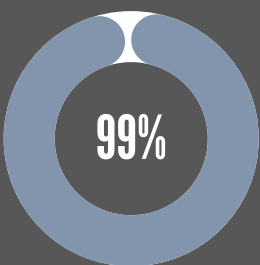


LOW THREATS

SYSTEM AVAILABILITY



NETWORK SYSTEM AVAILABILITY



SERVER AVAILABILITY

PUBLIC WORKS

MARCH 2024



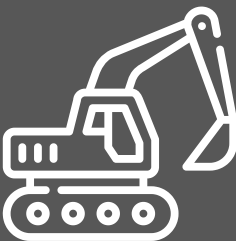
POTHOLES PATCHED



TREES PRUNED



LEAD SERVICE LINES
REPLACED

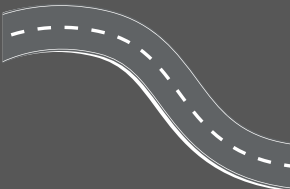


MILLION GALLONS OF
WATER PUMPED



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



HEALTH AND HUMAN SERVICES

MARCH 2024



ENERGY ASSISTANCE
REQUESTS FULFILLED



HOUSING ASSISTANCE
REQUESTS FULFILLED

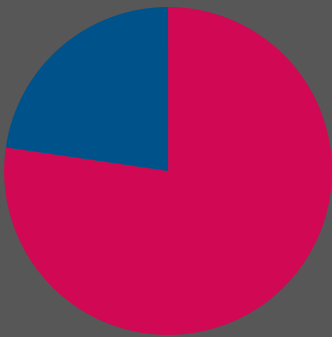


HOUSING STABILIZATION
ASSISTANCE REQUESTS
FULFILLED

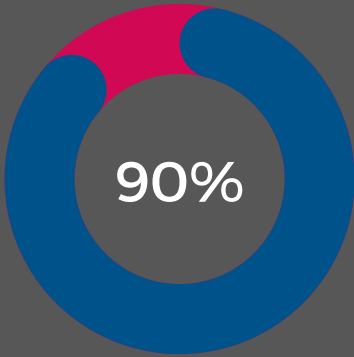
HEAD START



Early Head Start Students
146



Head Start Students
497



PERCENTAGE OF ENROLLMENT
COMPARED TO FUNDING



LEGAL

MARCH 2024



327

NEW FREEDOM OF INFORMATION
ACT (FOIA) REQUESTS

56

ACTIVE CASES IN STATE AND
FEDERAL COURT

CASES FILED IN ADMINISTRATIVE COURT

54

SANITATION AND ZONING CASES

209

GENERAL ORDINANCE CASES

5

BUILDING CODE CASES