

# PUBLIC WORKS

MAY 2024

6,335

POTHOLE PATCHED



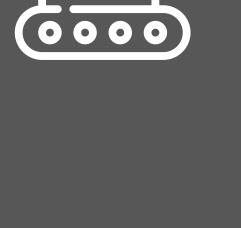
137

TREES PRUNED



15

LEAD SERVICE LINES  
REPLACED



494.5

MILLION GALLONS OF  
WATER PUMPED



253

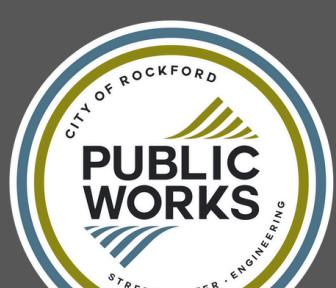
RIGHT OF WAY PERMITS  
CLOSED

(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)



89%

PROJECTS  
DELIVERED  
ON TIME



LEGAL

MAY 2024



348

NEW FREEDOM OF INFORMATION  
ACT (FOIA) REQUESTS

61

ACTIVE CASES IN STATE AND  
FEDERAL COURT

64

SANITATION AND ZONING CASES

177

GENERAL ORDINANCE CASES

7

BUILDING CODE CASES



# HUMAN RESOURCES

MAY 2024



1058

CITY OF ROCKFORD EMPLOYEES

9

OPEN POSITIONS

## TENURE IN YEARS BY DEPARTMENT

Community and Economic Development	6.55
City Council	7.96
Finance	9.17
Fire	12.01
Human Resources	8.63
Health and Human Services	6.68
Information Technology	5.19
Legal	5.87
Mayor's Office	4.31
Police	11.82
Public Works	9.83



# POLICE DEPARTMENT

MAY 2024



## VIOLENT CRIME

YTD 2023	691
YTD 2024	647



## PROPERTY CRIME

YTD 2023	1,510
YTD 2024	1,388



## ROBBERY

YTD 2023	87
YTD 2024	71



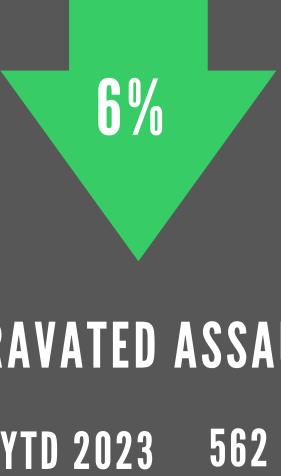
## AUTO THEFTS

YTD 2023	287
YTD 2024	247



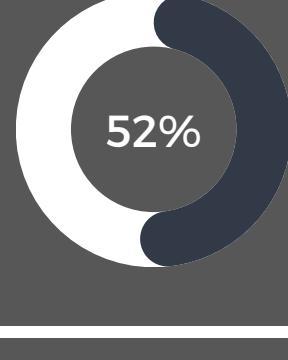
## SHOTS FIRED

YTD 2023	190
YTD 2024	136



## AGGRAVATED ASSAULTS

YTD 2023	562
YTD 2024	526



VIOLENT CRIME THAT IS DOMESTIC RELATED



# INFORMATION TECHNOLOGY

MAY 2024



## HELP DESK



HELP DESK TICKETS CREATED



HELP DESK TICKETS CLOSED

## CYBER THREATS



CRITICAL THREATS



HIGH THREATS

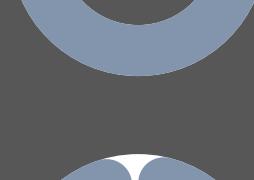


MEDIUM THREATS

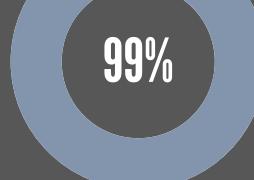


LOW THREATS

## SYSTEM AVAILABILITY



NETWORK SYSTEM AVAILABILITY

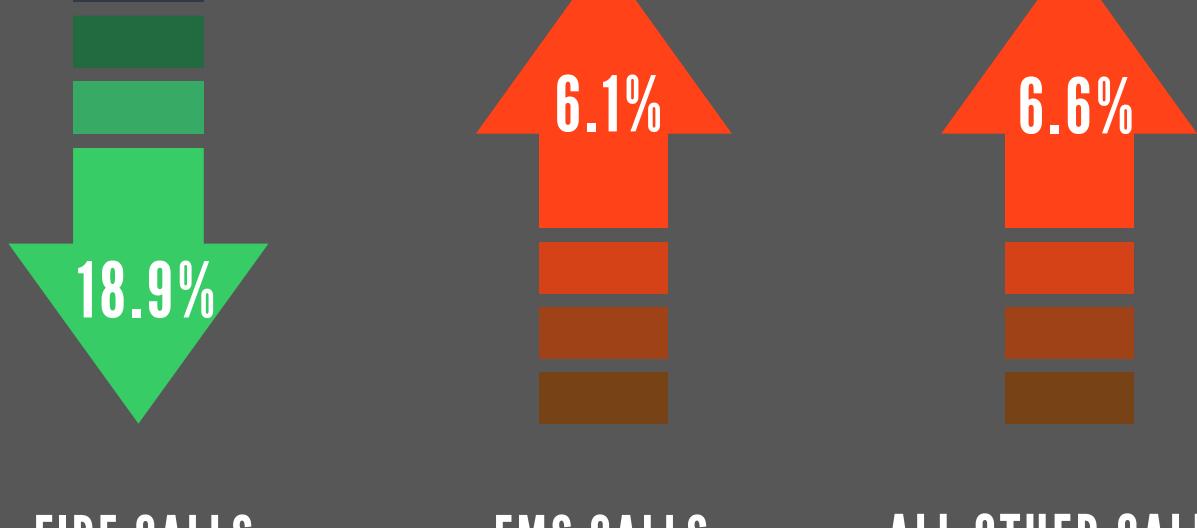


SERVER AVAILABILITY



# FIRE DEPARTMENT

MAY 2024



## FIRE CALLS

YTD 2023 233  
YTD 2024 189

## EMS CALLS

YTD 2023 9,384  
YTD 2024 9,952

## ALL OTHER CALLS

YTD 2023 3,212  
YTD 2024 3,421

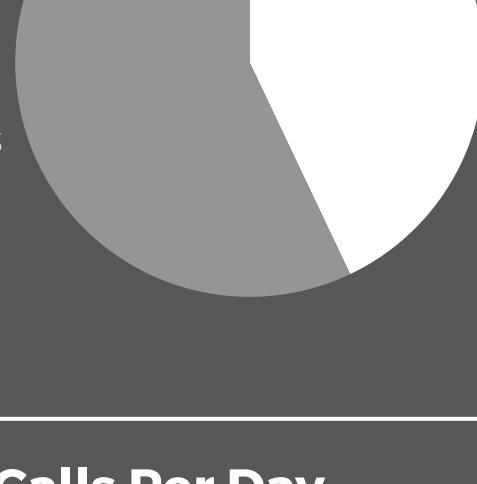


911 CALLS ANSWERED IN LESS THAN 10 SECONDS  
GOAL: 90%



PROPERTY VALUE SAVED FROM STRUCTURE FIRES  
GOAL: 90%

## 911 CENTER (JANUARY - APRIL)



Non-Emergency Calls  
57,888

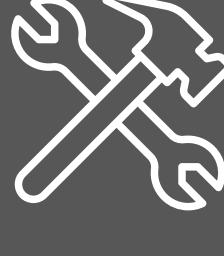
Emergency Calls  
43,567

Calls Per Day	667
Calls Per Hour	28
Calls Per Call Taker Per Hour	10



# COMMUNITY AND ECONOMIC DEVELOPMENT

MAY 2024



## PRIVATE INVESTMENT IN THE CITY

### COMMERCIAL CONSTRUCTION

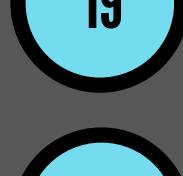


PERMITS YEAR TO DATE



VALUE OF CONSTRUCTION  
INCLUDED IN THOSE PERMITS

### RESIDENTIAL NEW CONSTRUCTION



PERMITS YEAR TO DATE



VALUE OF CONSTRUCTION  
INCLUDED IN THOSE PERMITS

### ALL RESIDENTIAL CONSTRUCTION



PERMITS YEAR TO DATE



VALUE OF CONSTRUCTION  
INCLUDED IN THOSE PERMITS

## NEIGHBORHOOD PROGRAMS RUN BY THE CITY

### REHAB - COMPLETED INVESTMENT



HOMES WITH COMPLETED  
REHAB YEAR TO DATE



VALUE OF REHAB



HOMES PURCHASED



VALUE OF DOWN PAYMENTS



INVESTED FUNDS INTO TWO  
AFFORDABLE HOUSING  
DEVELOPMENTS



TIF AGREEMENTS YEAR TO  
DATE



BUILDING MATERIALS SALES  
TAX EXEMPTION PROJECTS

## NEIGHBORHOOD STANDARDS



CODE ENFORCEMENT CASES YEAR TO DATE

# HEALTH AND HUMAN SERVICES

MAY 2024



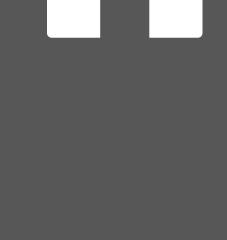
1,425

ENERGY ASSISTANCE  
REQUESTS FULFILLED



12

HOUSING ASSISTANCE  
REQUESTS FULFILLED



9

HOUSING STABILIZATION  
ASSISTANCE REQUESTS  
FULFILLED

## HEAD START



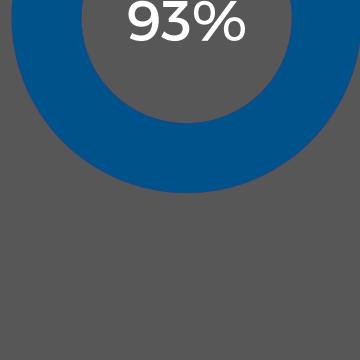
Early Head Start Students

158



Head Start Students

506



PERCENTAGE OF ENROLLMENT  
COMPARED TO FUNDING



# FINANCE

MAY 2024



4,301

INVOICES PAID

1,191

VENDOR PAYMENTS ISSUED

748

LOCAL SALES TAX RETURNS FILED

\$3.7M

GRANT DOLLARS SPENT

## BUDGET PERFORMANCE

EXPENSE BUDGET

\$ 71,475,543

-9%

EXPENSE ACTUAL

\$ 64,740,595

## CUSTOMER SERVICE CENTER - CALLS BY DEPARTMENT

Community & Economic Development	277
Finance	50
Human Resources	22
Health & Human Services	40
Legal	47
Mayor's Office	49
Police and Fire	8
Public Works	220
Water Bills	2,961
Other Calls	187
Rock River Disposal	120
Spanish Calls	70