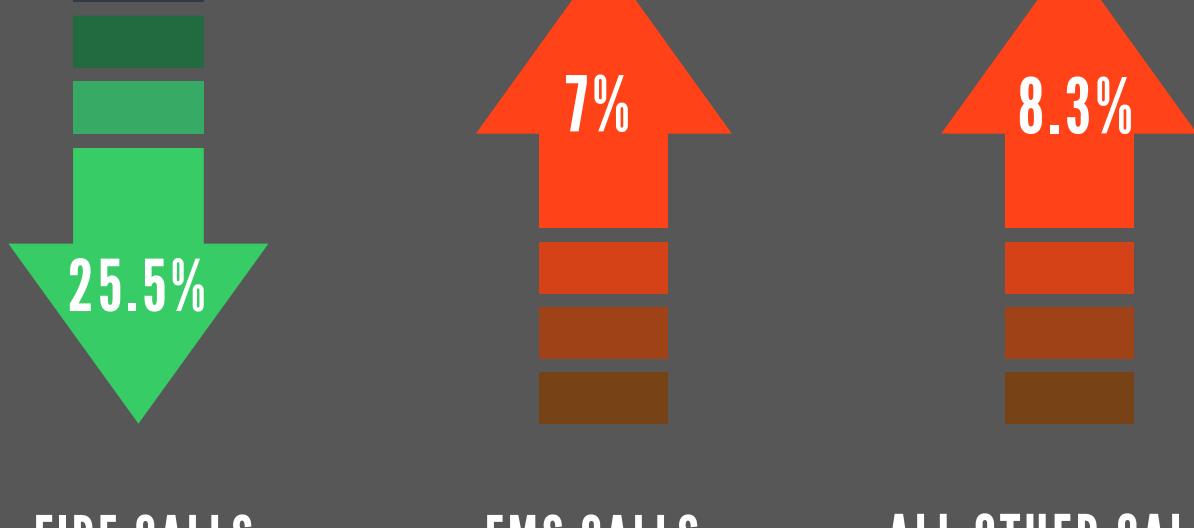


FIRE DEPARTMENT

JULY 2024



FIRE CALLS

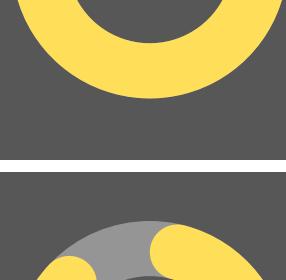
YTD 2023 385
YTD 2024 287

EMS CALLS

YTD 2023 13,396
YTD 2024 14,329

ALL OTHER CALLS

YTD 2023 4,674
YTD 2024 5,045

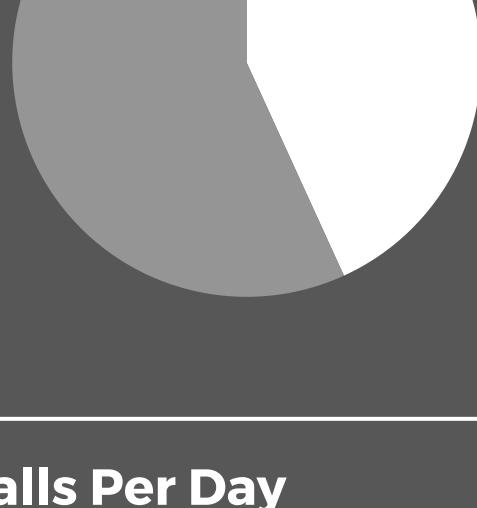


911 CALLS ANSWERED IN LESS THAN 10 SECONDS
GOAL: 90%



PROPERTY VALUE SAVED FROM STRUCTURE FIRES
GOAL: 90%

911 CENTER (JANUARY - JULY)



Calls Per Day	702
Calls Per Hour	29
Calls Per Call Taker Per Hour	7



HEALTH AND HUMAN SERVICES

JULY 2024



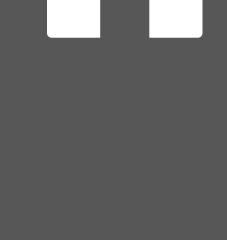
245

ENERGY ASSISTANCE
REQUESTS FULFILLED



24

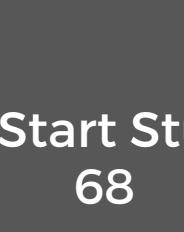
HOUSING ASSISTANCE
REQUESTS FULFILLED



9

HOUSING STABILIZATION
ASSISTANCE REQUESTS
FULFILLED

HEAD START



Head Start Students
68

Early Head Start Students

143

PERCENTAGE OF ENROLLMENT
COMPARED TO FUNDING



PUBLIC WORKS

JULY 2024



POTHOLE PATCHED



TREES PRUNED



LEAD SERVICE LINES
REPLACED



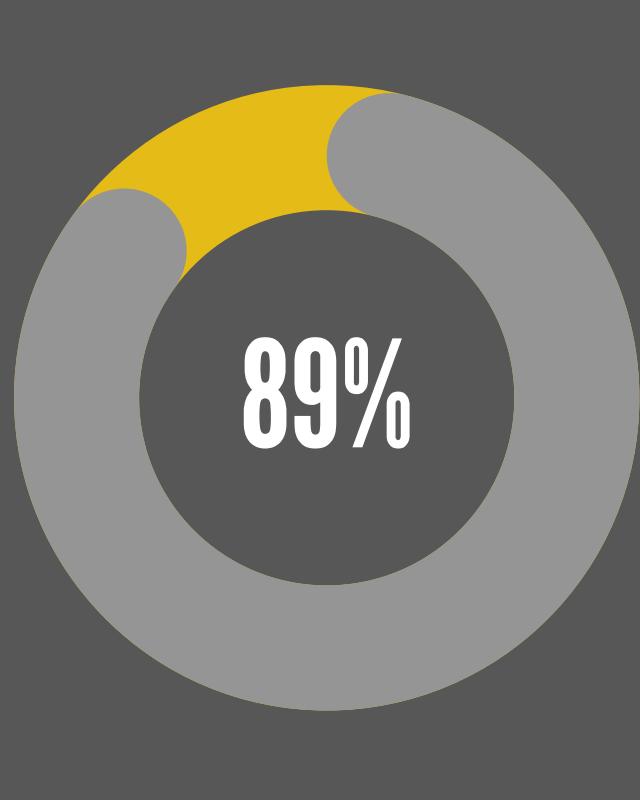
MILLION GALLONS OF
WATER PUMPED



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

JULY 2024



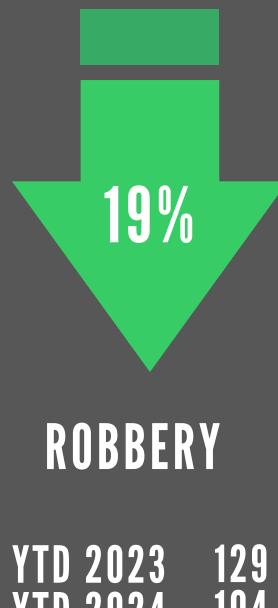
VIOLENT CRIME

YTD 2023	987
YTD 2024	941



PROPERTY CRIME

YTD 2023	2,222
YTD 2024	2,071



ROBBERY

YTD 2023	129
YTD 2024	104



AUTO THEFTS

YTD 2023	455
YTD 2024	370



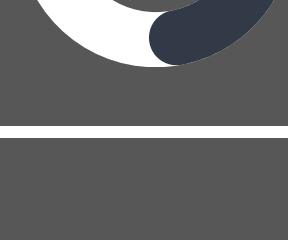
SHOTS FIRED

YTD 2023	273
YTD 2024	190



AGGRAVATED ASSAULTS

YTD 2023	789
YTD 2024	762



VIOLENT CRIME THAT IS DOMESTIC RELATED



FINANCE

JULY 2024



3,942

INVOICES PAID

1,022

VENDOR PAYMENTS ISSUED

773

LOCAL SALES TAX RETURNS FILED

\$2.1M

GRANT DOLLARS SPENT

BUDGET PERFORMANCE THROUGH JUNE

EXPENSE BUDGET

\$ 107,213,315

-9%

EXPENSE ACTUAL

\$ 97,107,087

CUSTOMER SERVICE CENTER - CALLS BY DEPARTMENT

Community & Economic Development	245
Finance	37
Human Resources	31
Health & Human Services	48
Legal	41
Mayor's Office	57
Police and Fire	12
Public Works	246
Water Bills	3,075
Other Calls	472
Rock River Disposal	136
Spanish Calls	73

LEGAL

JULY 2024



378

NEW FREEDOM OF INFORMATION
ACT (FOIA) REQUESTS

57

ACTIVE CASES IN STATE AND
FEDERAL COURT

109

SANITATION AND ZONING CASES

240

GENERAL ORDINANCE CASES

2

BUILDING CODE CASES

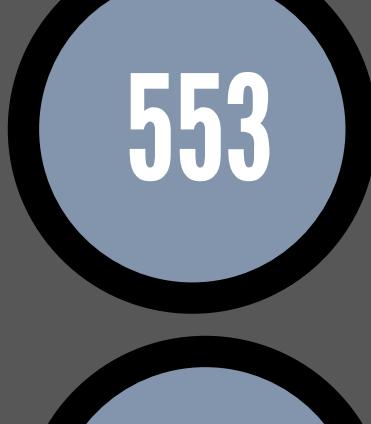


INFORMATION TECHNOLOGY

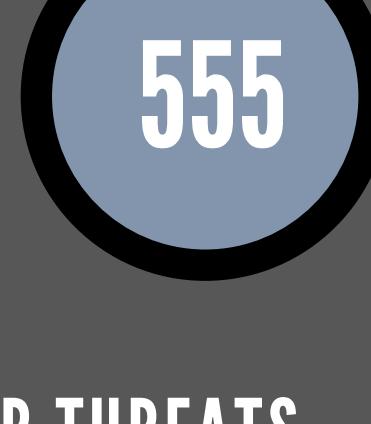
JULY 2024



HELP DESK



HELP DESK TICKETS CREATED



HELP DESK TICKETS CLOSED

CYBER THREATS

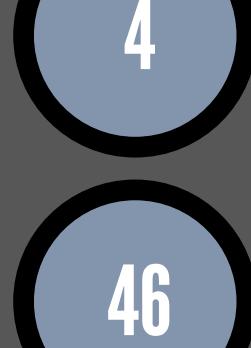


CRITICAL THREATS



HIGH THREATS

(FALSE POSITIVES DUE TO NATIONWIDE SECURITY UPDATE ON JULY 18)

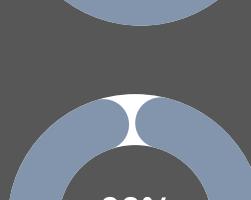


MEDIUM THREATS

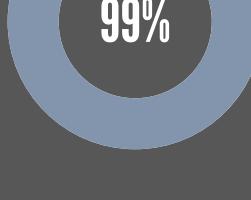


LOW THREATS

SYSTEM AVAILABILITY



NETWORK SYSTEM AVAILABILITY



SERVER AVAILABILITY



HUMAN RESOURCES

JULY 2024



1,050

CITY OF ROCKFORD EMPLOYEES

6

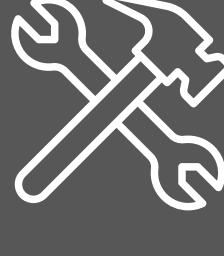
OPEN POSITIONS

AVERAGE TENURE BY DEPARTMENT

Community and Economic Development	7 years
Finance Department	9 years
Fire Department	12 years
Human Resources	8 years
Health and Human Services	7 years
IT Department	5 years
Legal Department	5 years
Mayor's Office	4 years
Police Department	12 years
Public Works Department	10 years

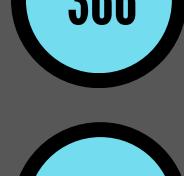
COMMUNITY AND ECONOMIC DEVELOPMENT

JULY 2024

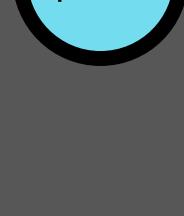


PRIVATE INVESTMENT IN THE CITY

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 THE REHAB



HOMES PURCHASED
YEAR TO DATE



VALUE OF DOWN PAYMENTS



INVESTED FUNDS INTO TWO
AFFORDABLE HOUSING DEVELOPMENTS



TIF AGREEMENTS YEAR TO
DATE



BUSINESS FIRST PARTICIPANTS
YEAR TO DATE



BUILDING MATERIALS SALES TAX
EXEMPTION PROJECTS YEAR TO DATE

NEIGHBORHOOD STANDARDS



CODE ENFORCEMENT CASES YEAR TO DATE

