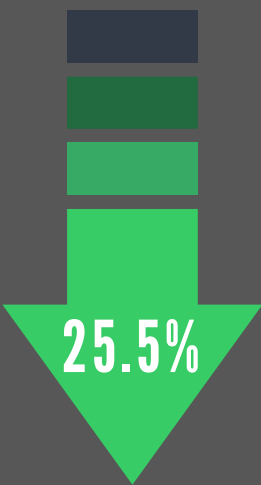


# FIRE DEPARTMENT

## JULY 2024



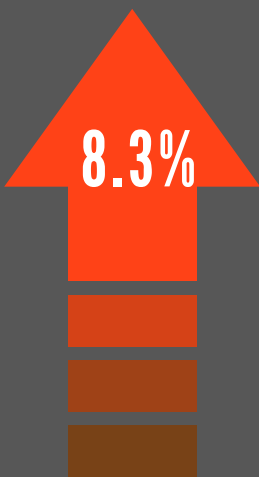
### FIRE CALLS

YTD 2023	385
YTD 2024	287



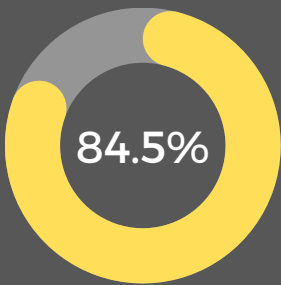
### EMS CALLS

YTD 2023	13,396
YTD 2024	14,329

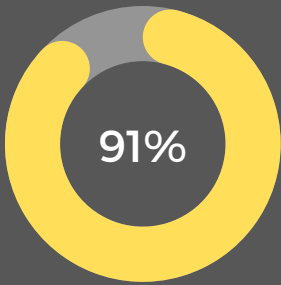


### ALL OTHER CALLS

YTD 2023	4,674
YTD 2024	5,045

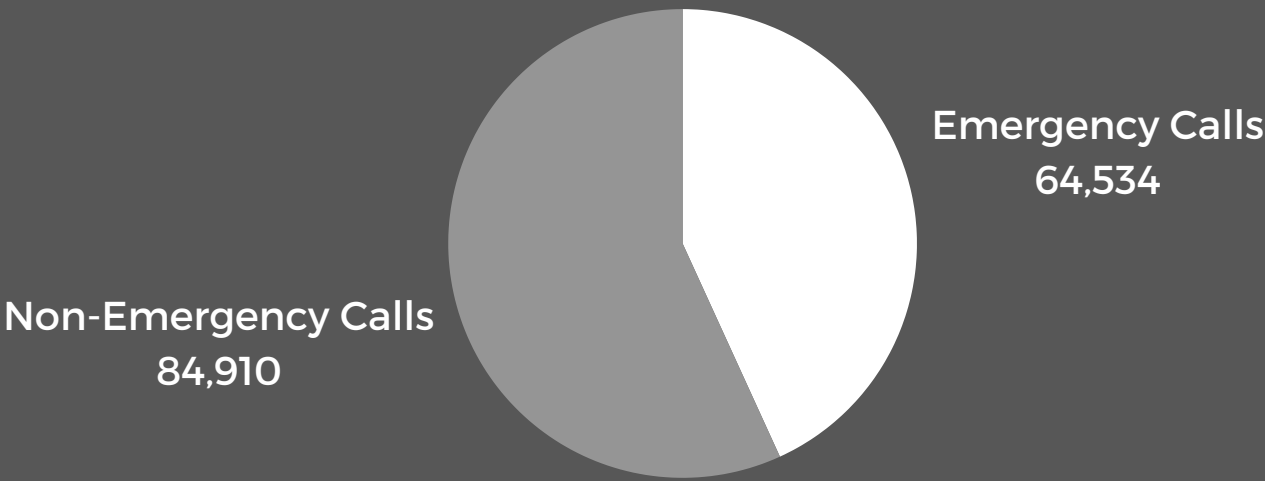


911 CALLS ANSWERED IN LESS THAN 10 SECONDS  
GOAL: 90%



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



ENERGY ASSISTANCE  
REQUESTS FULFILLED



HOUSING ASSISTANCE  
REQUESTS FULFILLED



HOUSING STABILIZATION  
ASSISTANCE REQUESTS  
FULFILLED

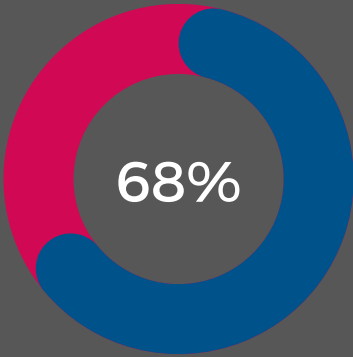
## HEAD START



Head Start Students  
68



Early Head Start Students  
143



PERCENTAGE OF ENROLLMENT  
COMPARED TO FUNDING



# PUBLIC WORKS

JULY 2024



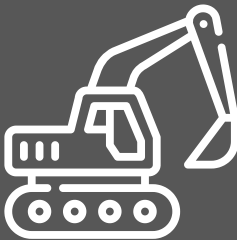
POTHOLES PATCHED



TREES PRUNED



LEAD SERVICE LINES  
REPLACED

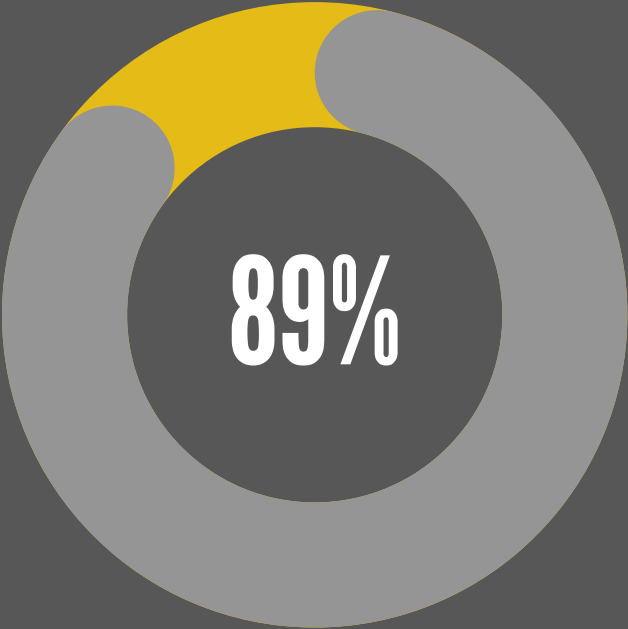
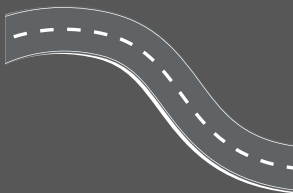


MILLION GALLONS OF  
WATER PUMPED



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)

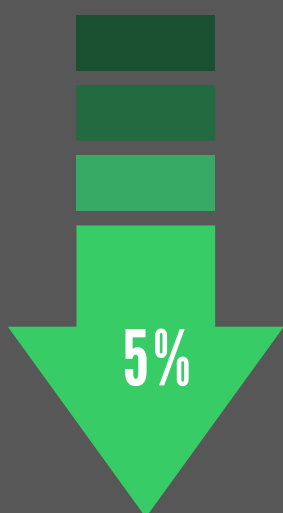


PROJECTS  
DELIVERED  
ON TIME



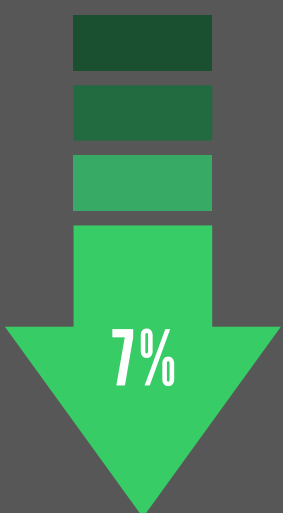
# POLICE DEPARTMENT

## JULY 2024



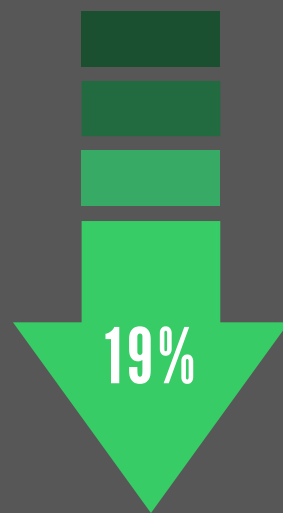
VIOLENT CRIME

YTD 2023	987
YTD 2024	941



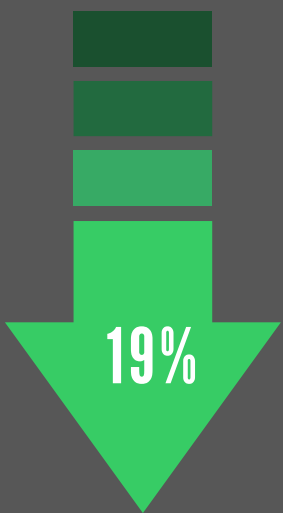
PROPERTY CRIME

YTD 2023	2,222
YTD 2024	2,071



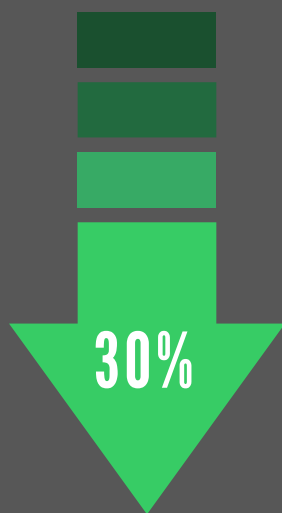
ROBBERY

YTD 2023	129
YTD 2024	104



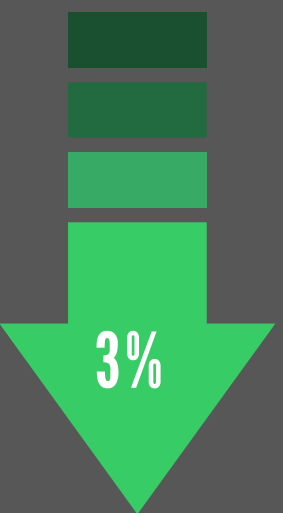
AUTO THEFTS

YTD 2023	455
YTD 2024	370



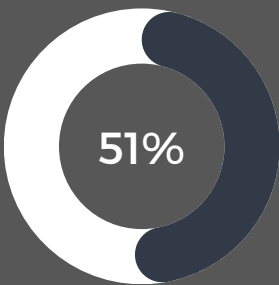
SHOTS FIRED

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

EXPENSE ACTUAL

\$ 97,107,087

-9%

## 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

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# LEGAL

JULY 2024

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378

NEW FREEDOM OF INFORMATION  
ACT (FOIA) REQUESTS

57

ACTIVE CASES IN STATE AND  
FEDERAL COURT

## CASES FILED IN ADMINISTRATIVE COURT

109

SANITATION AND ZONING CASES

240

GENERAL ORDINANCE CASES

2

BUILDING CODE CASES



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)

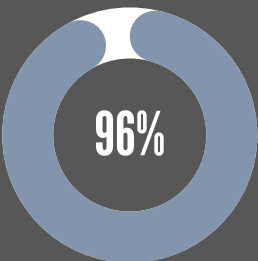


MEDIUM THREATS

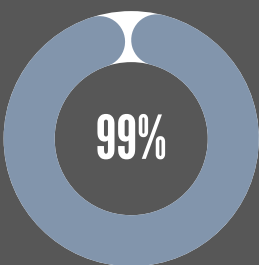


LOW THREATS

SYSTEM AVAILABILITY



NETWORK SYSTEM AVAILABILITY



SERVER AVAILABILITY

# HUMAN RESOURCES

JULY 2024



CITY OF ROCKFORD EMPLOYEES



OPEN POSITIONS

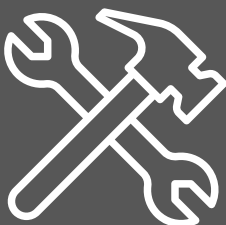
## AVERAGE TENURE BY DEPARTMENT

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 CONTRUCTION INCLUDED IN THOSE PERMITS

### RESIDENTIAL NEW CONSTRUCTION



PERMITS YEAR TO DATE



VALUE OF CONTRUCTION INCLUDED IN THOSE PERMITS

### ALL RESIDENTIAL CONSTRUCTION



PERMITS YEAR TO DATE



VALUE OF CONTRUCTION INCLUDED IN THOSE PERMITS

## NEIGHBORHOOD PROGRAMS RUN BY THE CITY

### REHAB - COMPLETED INVESTMENT



HOMES WITH COMPLETED REHAB YEAR TO DATE



VALUE OF THE REHAB

### HOMEBUYER DOWN PAYMENT



HOMES PURCHASED YEAR TO DATE



VALUE OF DOWN PAYMENTS



INVESTED FUNDS INTO TWO AFFORDABLE HOUSING DEVELOPMENTS

## BUSINESS DEVELOPMENT



BUSINESS FIRST PARTICIPANTS YEAR TO DATE



TIF AGREEMENTS YEAR TO DATE



BUILDING MATERIALS SALES TAX EXEMPTION PROJECTS YEAR TO DATE

## NEIGHBORHOOD STANDARDS



CODE ENFORCEMENT CASES YEAR TO DATE