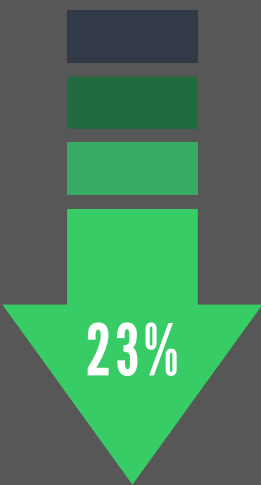


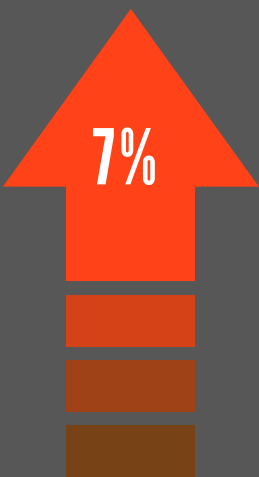
# FIRE DEPARTMENT

## AUGUST 2024



### FIRE CALLS

YTD 2023 431  
YTD 2024 333



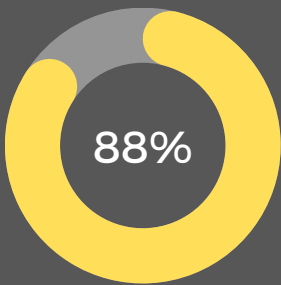
### EMS CALLS

YTD 2023 15,420  
YTD 2024 16,481

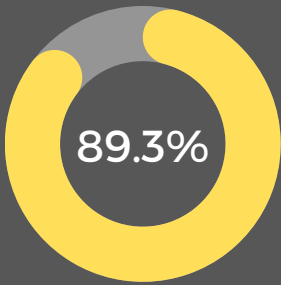


### ALL OTHER CALLS

YTD 2023 5,459  
YTD 2024 5,880

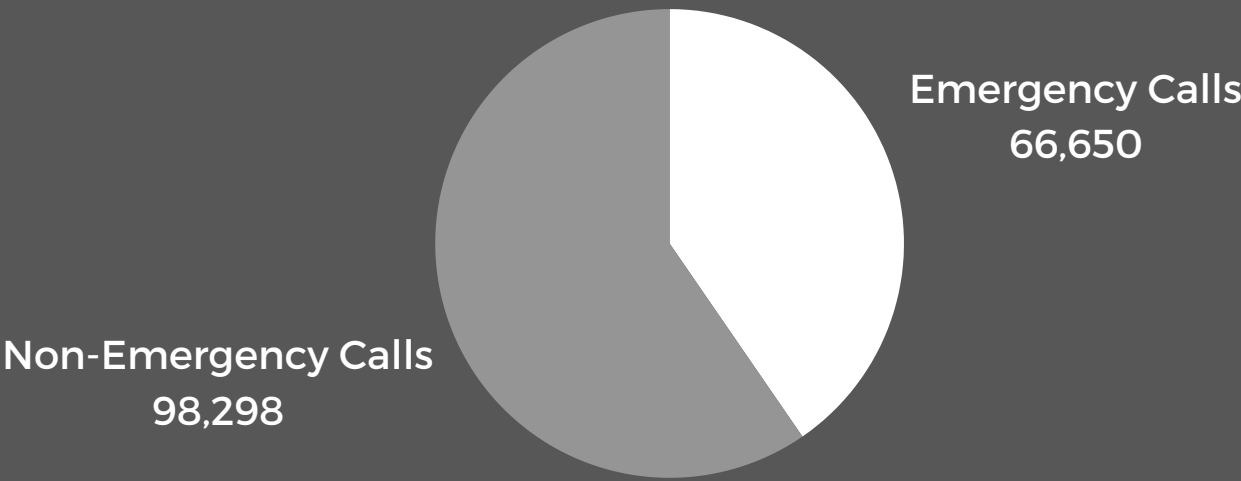


911 CALLS ANSWERED IN LESS THAN 10 SECONDS  
GOAL: 90%



PROPERTY VALUE SAVED FROM STRUCTURE FIRES  
GOAL: 90%

## 911 CENTER (JANUARY - AUGUST)



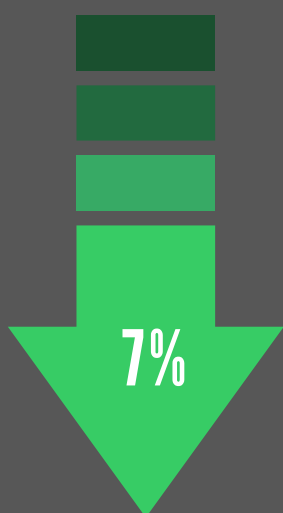
Calls Per Day	674
Calls Per Hour	28
Calls Per Call Taker Per Hour	7





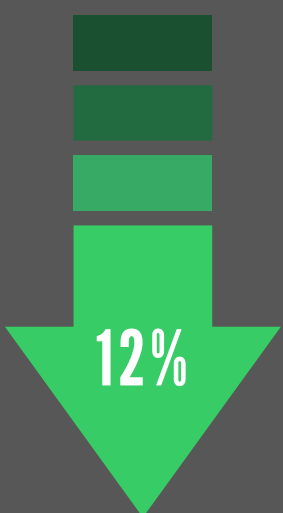
# POLICE DEPARTMENT

## AUGUST 2024



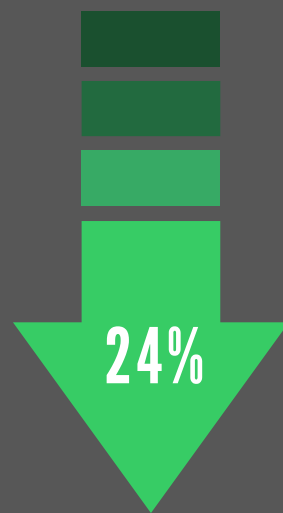
### VIOLENT CRIME

YTD 2023 1,165  
YTD 2024 1,087



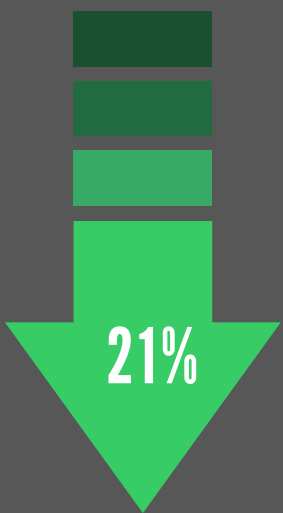
### PROPERTY CRIME

YTD 2023 2,708  
YTD 2024 2,381



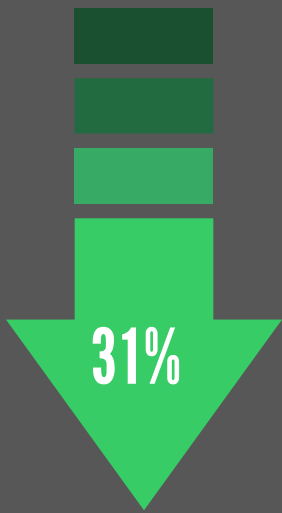
### ROBBERY

YTD 2023 153  
YTD 2024 116



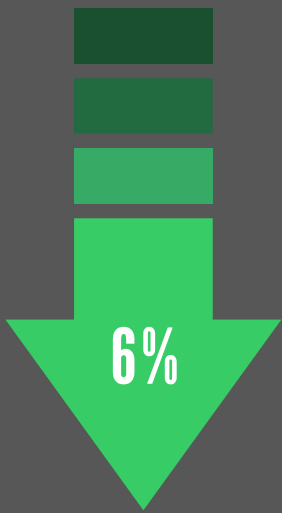
### AUTO THEFTS

YTD 2023 556  
YTD 2024 437



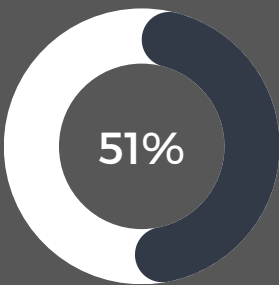
### SHOTS FIRED

YTD 2023 303  
YTD 2024 210



### AGGRAVATED ASSAULTS

YTD 2023 932  
YTD 2024 879



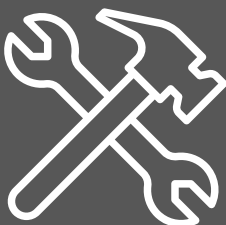
VIOLENT CRIME THAT IS DOMESTIC RELATED





# COMMUNITY AND ECONOMIC DEVELOPMENT

AUGUST 2024



## PRIVATE INVESTMENT IN THE CITY

### COMMERCIAL CONSTRUCTION

430

PERMITS YEAR TO DATE

\$142 M

VALUE OF CONTRUCTION  
INCLUDED IN THOSE PERMITS

### RESIDENTIAL NEW CONSTRUCTION

32

PERMITS YEAR TO DATE

\$8.5 M

VALUE OF CONTRUCTION  
INCLUDED IN THOSE PERMITS

### ALL RESIDENTIAL CONSTRUCTION

1,674

PERMITS YEAR TO DATE

\$37 M

VALUE OF CONTRUCTION  
INCLUDED IN THOSE PERMITS

## NEIGHBORHOOD PROGRAMS RUN BY THE CITY

### REHAB - COMPLETED INVESTMENT

19

HOMES WITH COMPLETED  
REHAB YEAR TO DATE

\$665,459

VALUE OF THE REHAB

### HOMEBUYER DOWN PAYMENT

3

HOMES PURCHASED  
YEAR TO DATE

\$33,998

VALUE OF DOWN PAYMENTS

\$900,000

INVESTED FUNDS INTO TWO  
AFFORDABLE HOUSING DEVELOPMENTS

## BUSINESS DEVELOPMENT

19

BUSINESS FIRST PARTICIPANTS  
YEAR TO DATE

9

TIF AGREEMENTS YEAR TO  
DATE

13

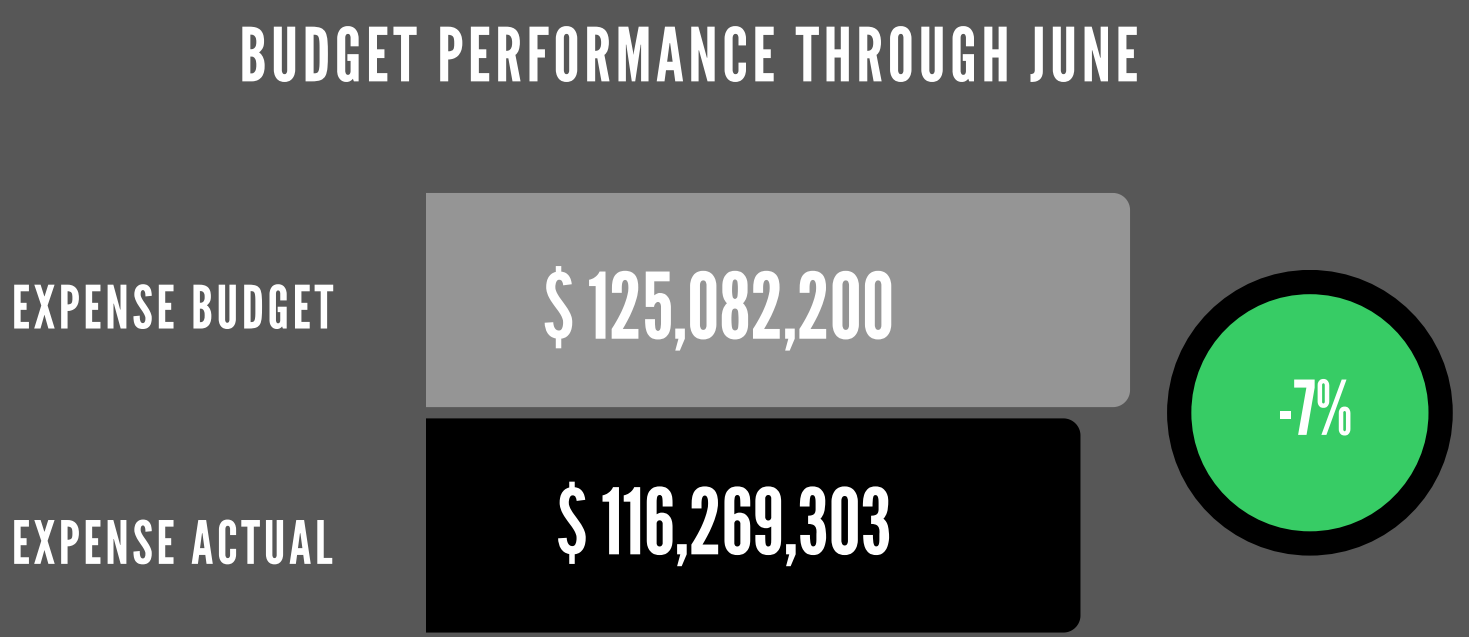
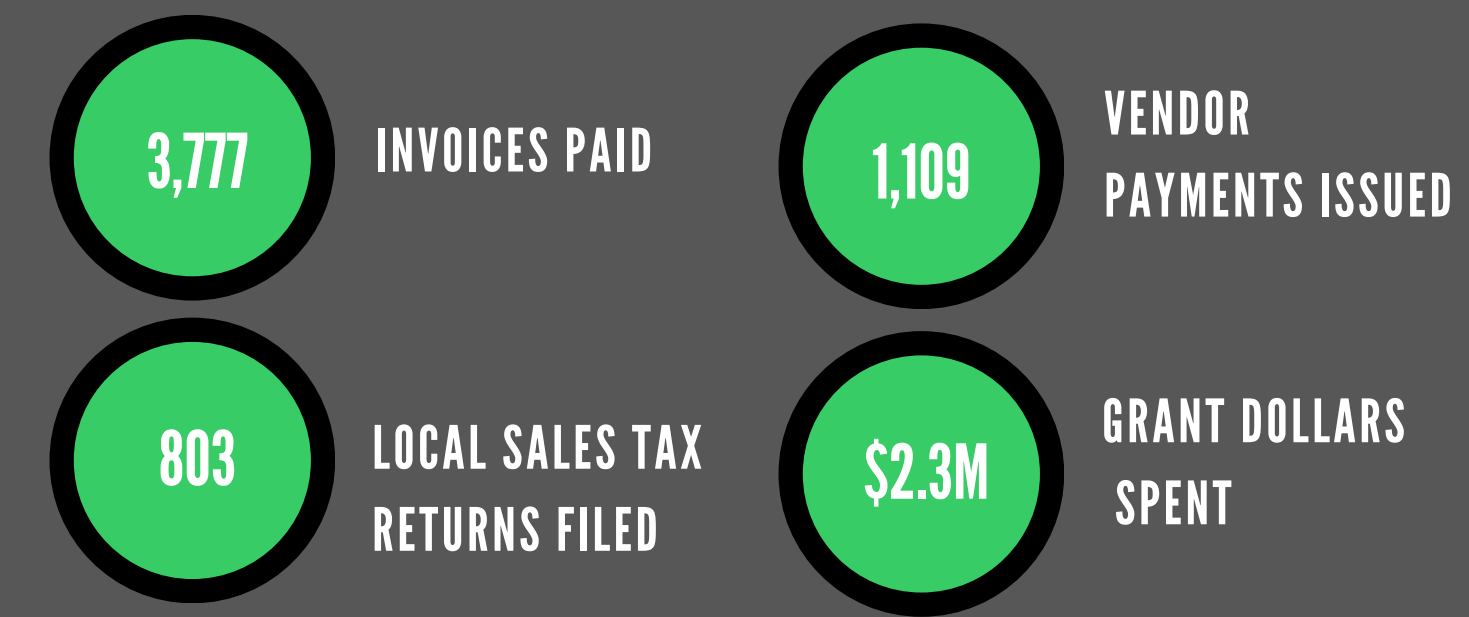
BUILDING MATERIALS SALES TAX  
EXEMPTION PROJECTS YEAR TO DATE

## NEIGHBORHOOD STANDARDS

6,871

CODE ENFORCEMENT CASES YEAR TO DATE





CUSTOMER SERVICE CENTER - CALLS BY DEPARTMENT	
Community & Economic Development	233
Finance	40
Human Resources	31
Health & Human Services	34
Legal	37
Mayor's Office	38
Police and Fire	10
Public Works	407
Water Bills	2,944
Other Calls	356
Rock River Disposal	92
Spanish Calls	48



# PUBLIC WORKS

## AUGUST 2024



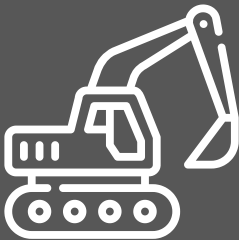
POTHOLES PATCHED



TREES PRUNED



LEAD SERVICE LINES  
REPLACED

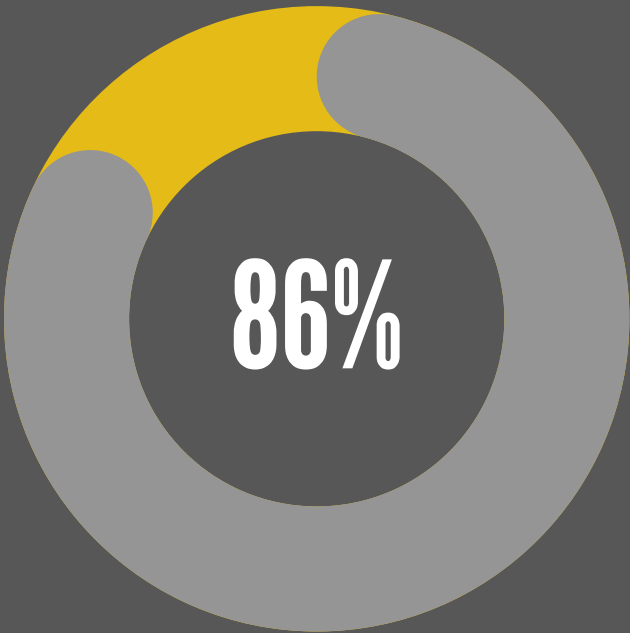
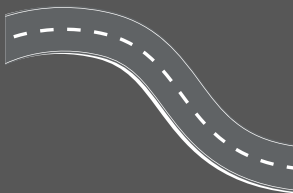


MILLION GALLONS OF  
WATER PUMPED



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





# HUMAN RESOURCES

## AUGUST 2024



CITY OF ROCKFORD EMPLOYEES



OPEN POSITIONS

### UNION REPRESENTATION

Non-Represented	272
AFSCME	192
AFSCME - B	13
AFSCME - C	32
Fire Union	291
Police Union	260

Non-Represented Employees  
272



Represented Employees  
788



# HEALTH AND HUMAN SERVICES

## AUGUST 2024



ENERGY ASSISTANCE  
REQUESTS FULFILLED



HOUSING ASSISTANCE  
REQUESTS FULFILLED



HOUSING STABILIZATION  
ASSISTANCE REQUESTS  
FULFILLED

### HEAD START



Early Head Start Students  
105



Head Start Students  
153







HELP DESK



HELP DESK TICKETS CREATED



HELP DESK TICKETS CLOSED

CYBER THREATS



CRITICAL THREATS



HIGH THREATS

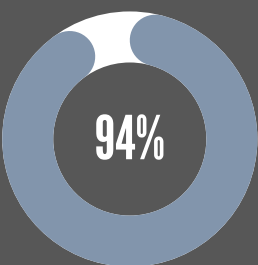


MEDIUM THREATS

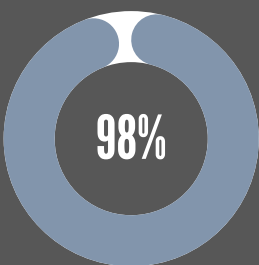


LOW THREATS

SYSTEM AVAILABILITY



NETWORK SYSTEM AVAILABILITY



SERVER AVAILABILITY



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# LEGAL

AUGUST 2024

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392

NEW FREEDOM OF INFORMATION  
ACT (FOIA) REQUESTS

115

ACTIVE CASES IN STATE AND  
FEDERAL COURT

## CASES FILED IN ADMINISTRATIVE COURT

75

SANITATION AND ZONING CASES

246

GENERAL ORDINANCE CASES

2

BUILDING CODE CASES