

# 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%

Non-Emergency Calls  
98,298



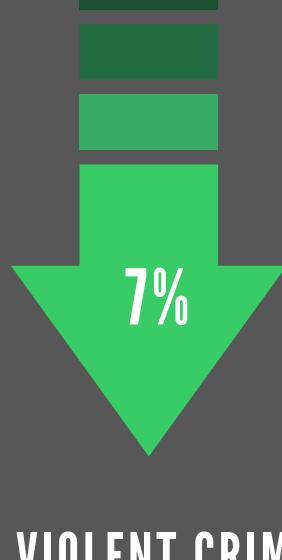
Emergency Calls  
66,650

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



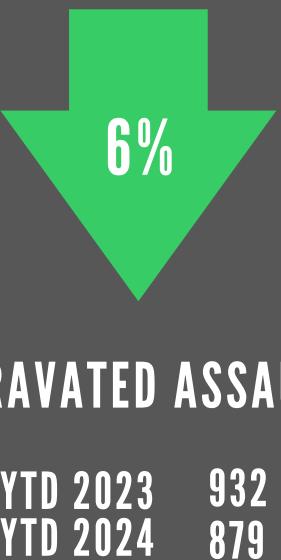
## AUTO THEFTS

YTD 2023	556
YTD 2024	437



## SHOTS FIRED

YTD 2023	303
YTD 2024	210



## AGGRAVATED ASSAULTS

YTD 2023	932
YTD 2024	879

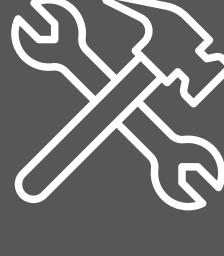


VIOLENT CRIME THAT IS DOMESTIC RELATED



# COMMUNITY AND ECONOMIC DEVELOPMENT

AUGUST 2024

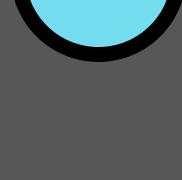


## PRIVATE INVESTMENT IN THE CITY

### COMMERCIAL CONSTRUCTION



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

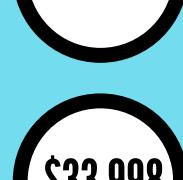
### REHAB - COMPLETED INVESTMENT



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



HOMES PURCHASED  
YEAR TO DATE



VALUE OF DOWN PAYMENTS



INVESTED FUNDS INTO TWO  
AFFORDABLE HOUSING DEVELOPMENTS



BUILDING MATERIALS SALES TAX  
EXEMPTION PROJECTS YEAR TO DATE



BUILDING MATERIALS SALES TAX  
EXEMPTION PROJECTS YEAR TO DATE

## NEIGHBORHOOD STANDARDS



CODE ENFORCEMENT CASES YEAR TO DATE



# FINANCE

AUGUST 2024



3,777

INVOICES PAID

1,109

VENDOR PAYMENTS ISSUED

803

LOCAL SALES TAX RETURNS FILED

\$2.3M

GRANT DOLLARS SPENT

## BUDGET PERFORMANCE THROUGH JUNE

EXPENSE BUDGET

\$ 125,082,200

-7%

EXPENSE ACTUAL

\$ 116,269,303

## 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



POTHOLE PATCHED



TREES PRUNED



LEAD SERVICE LINES  
REPLACED



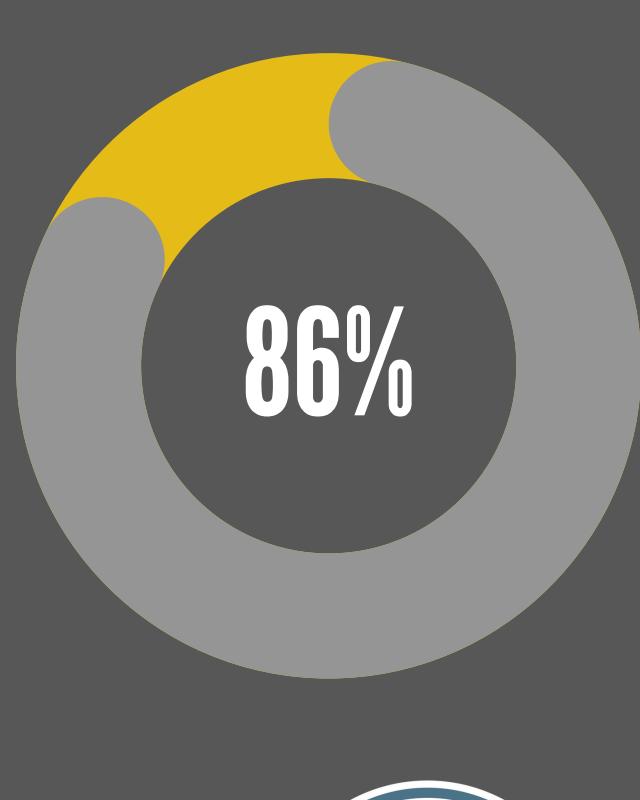
MILLION GALLONS OF  
WATER PUMPED



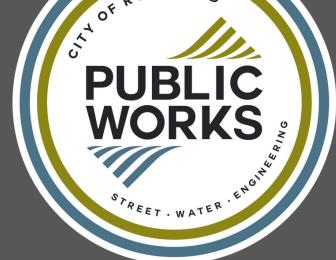
RIGHT OF WAY PERMITS  
CLOSED



(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



# HUMAN RESOURCES

AUGUST 2024



**1,060**

CITY OF ROCKFORD EMPLOYEES

**4**

OPEN POSITIONS

## UNION REPRESENTATION

<b>Non-Represented</b>	<b>272</b>
<b>AFSCME</b>	<b>192</b>
<b>AFSCME - B</b>	<b>13</b>
<b>AFSCME - C</b>	<b>32</b>
<b>Fire Union</b>	<b>291</b>
<b>Police Union</b>	<b>260</b>

Non-Represented Employees

272

Represented Employees

788



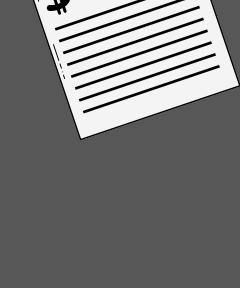
# HEALTH AND HUMAN SERVICES

AUGUST 2024



0

ENERGY ASSISTANCE  
REQUESTS FULFILLED



60

HOUSING ASSISTANCE  
REQUESTS FULFILLED



6

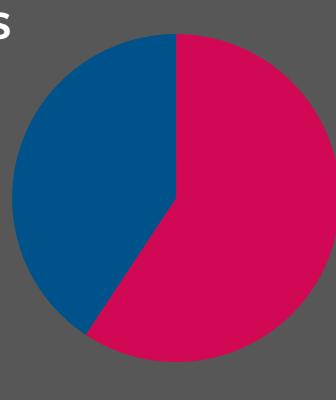
HOUSING STABILIZATION  
ASSISTANCE REQUESTS  
FULFILLED

## HEAD START



Early Head Start Students

105



Head Start Students

153



# INFORMATION TECHNOLOGY

AUGUST 2024



## HELP DESK



HELP DESK TICKETS CREATED



HELP DESK TICKETS CLOSED

## CYBER THREATS



CRITICAL THREATS



HIGH THREATS



MEDIUM THREATS

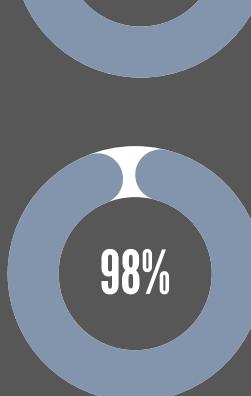


LOW THREATS

## SYSTEM AVAILABILITY



NETWORK SYSTEM AVAILABILITY



SERVER AVAILABILITY



LEGAL  
AUGUST 2024



392

NEW FREEDOM OF INFORMATION  
ACT (FOIA) REQUESTS

115

ACTIVE CASES IN STATE AND  
FEDERAL COURT

75

SANITATION AND ZONING CASES

246

GENERAL ORDINANCE CASES

2

BUILDING CODE CASES

