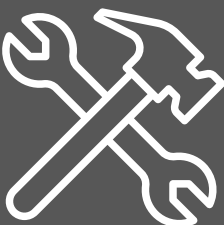


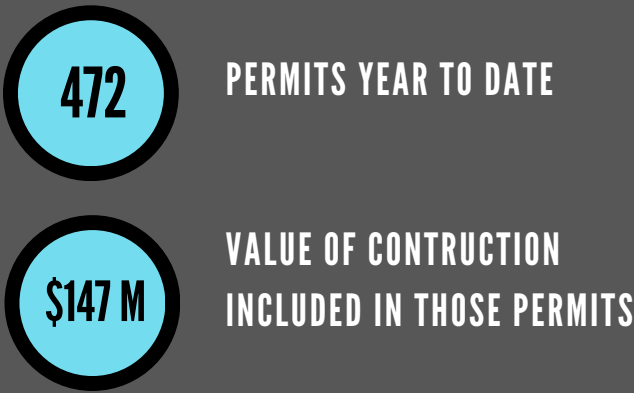
# COMMUNITY AND ECONOMIC DEVELOPMENT

## SEPTEMBER 2024

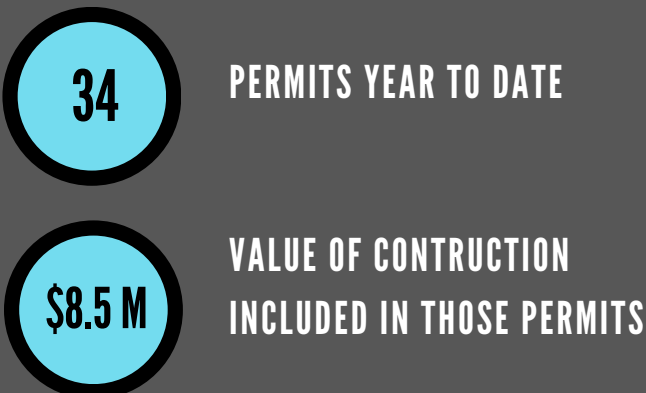


### PRIVATE INVESTMENT IN THE CITY

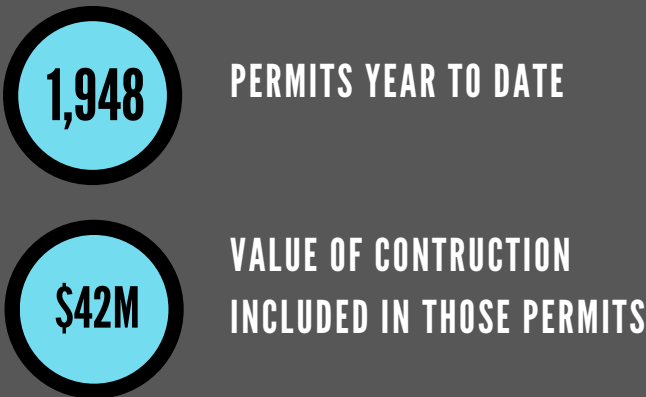
#### COMMERCIAL CONSTRUCTION



#### RESIDENTIAL NEW CONSTRUCTION

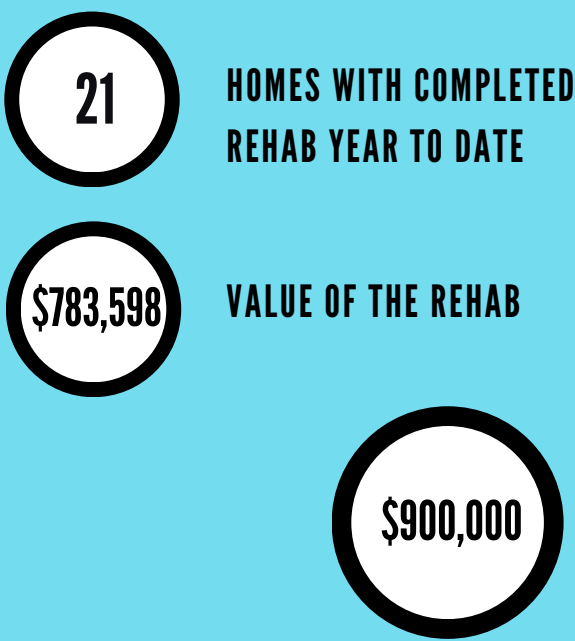


#### ALL RESIDENTIAL CONSTRUCTION

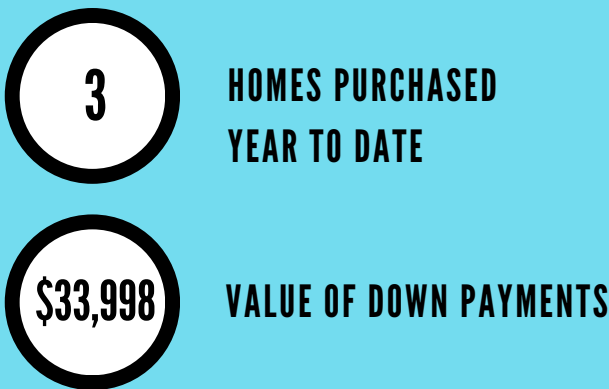


### NEIGHBORHOOD PROGRAMS RUN BY THE CITY

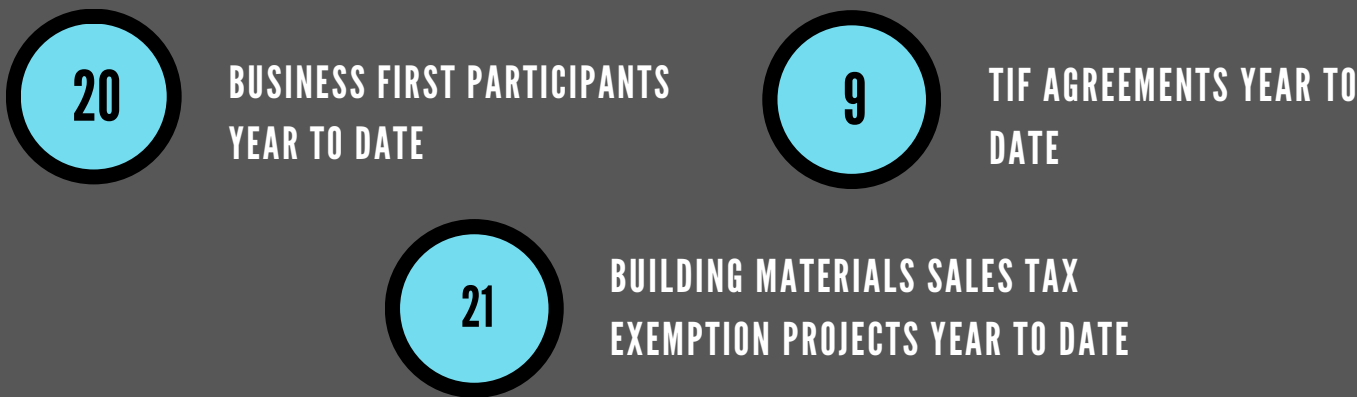
#### REHAB - COMPLETED INVESTMENT



#### HOMEBUYER DOWN PAYMENT



### BUSINESS DEVELOPMENT



### NEIGHBORHOOD STANDARDS



# PUBLIC WORKS

## SEPTEMBER 2024



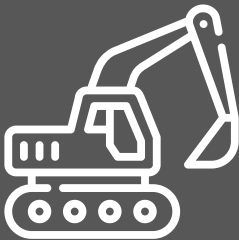
POTHOLES PATCHED



TREES PRUNED



LEAD SERVICE LINES  
REPLACED

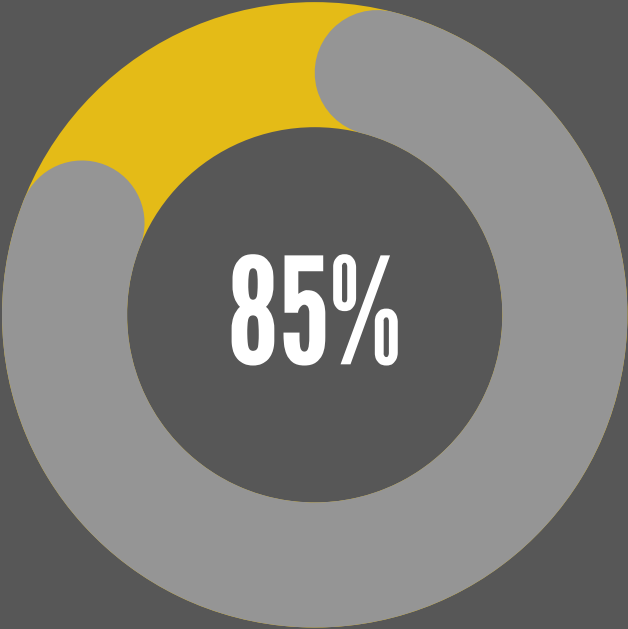
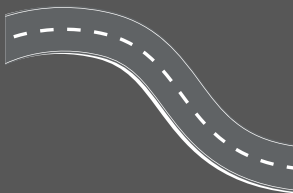


MILLION GALLONS OF  
WATER PUMPED



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



# HEALTH AND HUMAN SERVICES

## SEPTEMBER 2024



0

ENERGY ASSISTANCE  
REQUESTS FULFILLED



69

HOUSING ASSISTANCE  
REQUESTS FULFILLED



11

HOUSING STABILIZATION  
ASSISTANCE REQUESTS  
FULFILLED

### HEAD START



Early Head Start Students  
129



Head Start Students  
217



# FINANCE

SEPTEMBER 2024



3,175

INVOICES PAID

949

VENDOR  
PAYMENTS ISSUED

757

LOCAL SALES TAX  
RETURNS FILED

\$1.3M

GRANT DOLLARS  
SPENT

## BUDGET PERFORMANCE THROUGH JUNE

EXPENSE BUDGET

\$ 142,951,086

EXPENSE ACTUAL

\$ 132,507,871

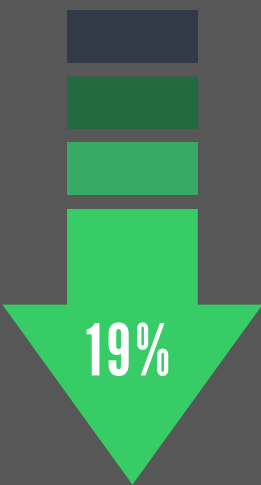
-7%

## CUSTOMER SERVICE CENTER - CALLS BY DEPARTMENT

Community & Economic Development	200
Finance	32
Human Resources	31
Health & Human Services	41
Legal	31
Mayor's Office	50
Police and Fire	9
Public Works	293
Water Bills	2,673
Other Calls	302
Rock River Disposal	68
Spanish Calls	82

# FIRE DEPARTMENT

## SEPTEMBER 2024



### FIRE CALLS

YTD 2023 483  
YTD 2024 391



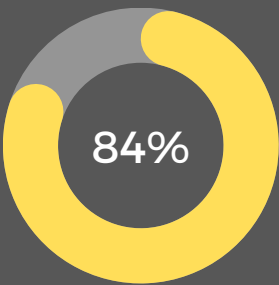
### EMS CALLS

YTD 2023 17,535  
YTD 2024 18,601

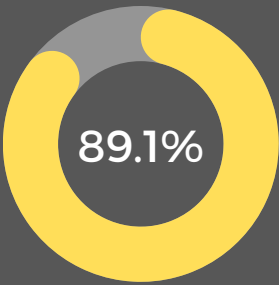


### ALL OTHER CALLS

YTD 2023 6,212  
YTD 2024 6,631

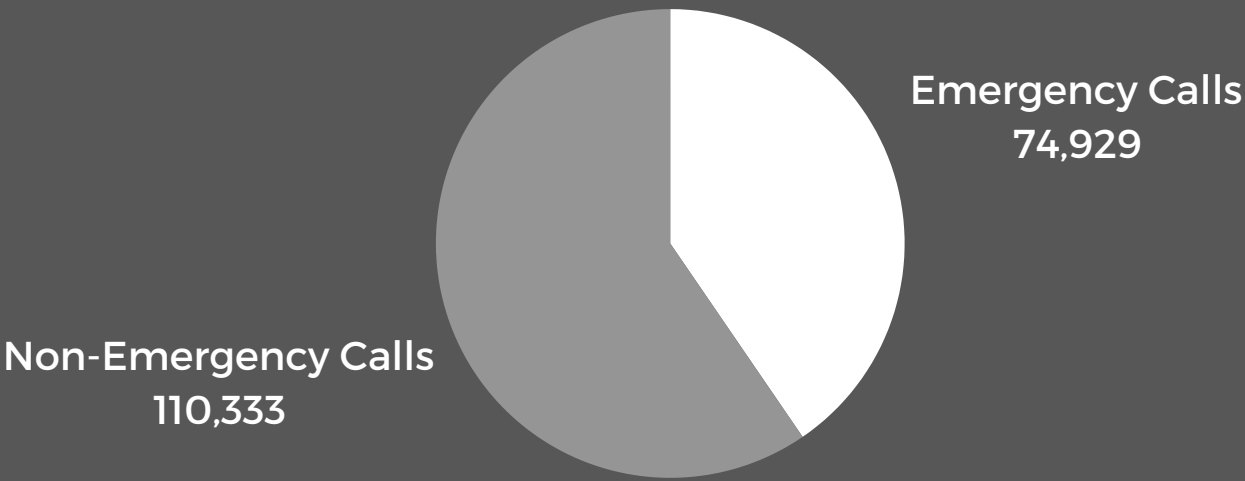


911 CALLS ANSWERED IN LESS THAN 10 SECONDS  
GOAL: 90%



PROPERTY VALUE SAVED FROM STRUCTURE FIRES  
GOAL: 90%

## 911 CENTER (JANUARY - SEPTEMBER)

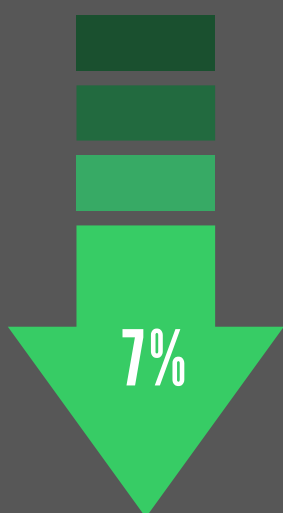


Calls Per Day	711
Calls Per Hour	30
Calls Per Call Taker Per Hour	6



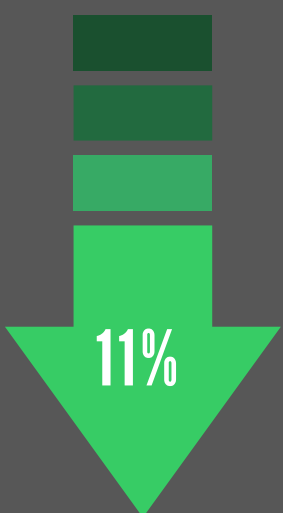
# POLICE DEPARTMENT

## SEPTEMBER 2024



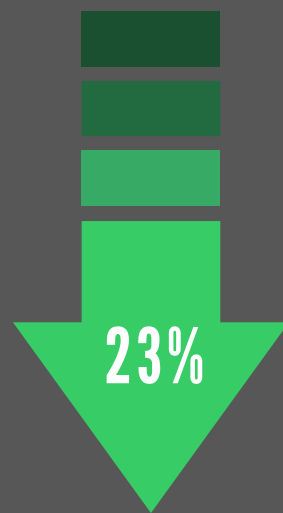
### VIOLENT CRIME

YTD 2023 1,306  
YTD 2024 1,216



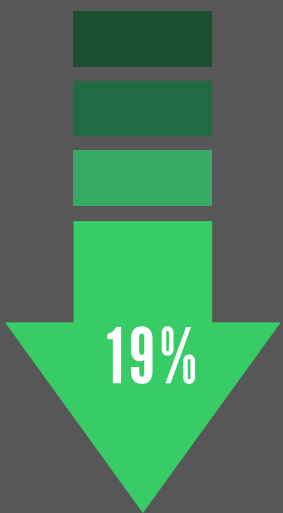
### PROPERTY CRIME

YTD 2023 3,057  
YTD 2024 2,722



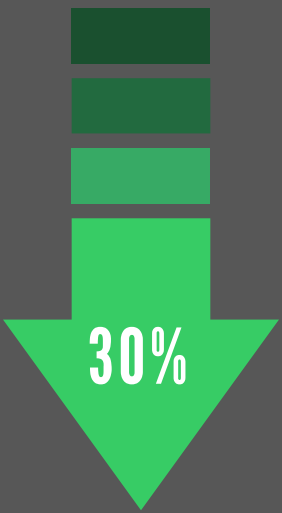
### ROBBERY

YTD 2023 176  
YTD 2024 135



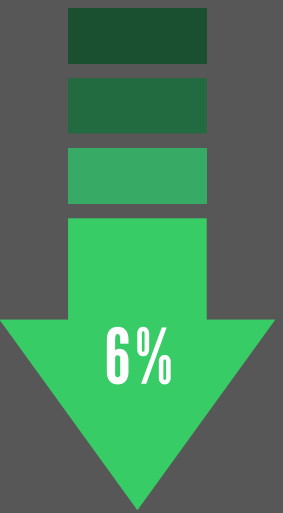
### AUTO THEFTS

YTD 2023 606  
YTD 2024 491



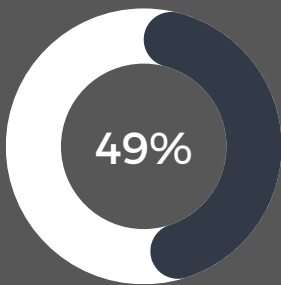
### SHOTS FIRED

YTD 2023 338  
YTD 2024 236



### AGGRAVATED ASSAULTS

YTD 2023 1,037  
YTD 2024 975



VIOLENT CRIME THAT IS DOMESTIC RELATED



# HUMAN RESOURCES

SEPTEMBER 2024



CITY OF ROCKFORD EMPLOYEES



OPEN POSITIONS

## UNION REPRESENTATION

Non-Represented	264
AFSCME	193
AFSCME - B	13
AFSCME - C	31
Fire Union	290
Police Union	260

Non-Represented Employees  
264



Represented Employees  
787



HELP DESK



HELP DESK TICKETS CREATED



HELP DESK TICKETS CLOSED

CYBER THREATS



CRITICAL THREATS



HIGH THREATS

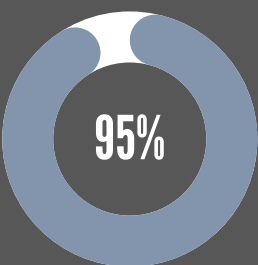


MEDIUM THREATS

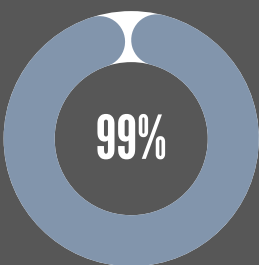


LOW THREATS

SYSTEM AVAILABILITY



NETWORK SYSTEM AVAILABILITY



SERVER AVAILABILITY



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# LEGAL

SEPTEMBER 2024

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372

NEW FREEDOM OF INFORMATION  
ACT (FOIA) REQUESTS

115

ACTIVE CASES IN STATE AND  
FEDERAL COURT

## CASES FILED IN ADMINISTRATIVE COURT

54

SANITATION AND ZONING CASES

267

GENERAL ORDINANCE CASES

7

BUILDING CODE CASES