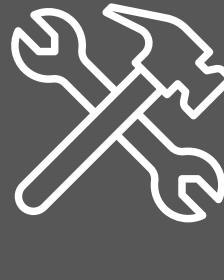


# COMMUNITY AND ECONOMIC DEVELOPMENT

SEPTEMBER 2024

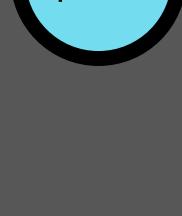


## PRIVATE INVESTMENT IN THE CITY

### 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



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



TIF AGREEMENTS YEAR TO  
DATE



BUILDING MATERIALS SALES TAX  
EXEMPTION PROJECTS YEAR TO DATE

## NEIGHBORHOOD STANDARDS



CODE ENFORCEMENT CASES YEAR TO DATE



# PUBLIC WORKS

SEPTEMBER 2024



POTHOLE PATCHED



TREES PRUNED



LEAD SERVICE LINES  
REPLACED



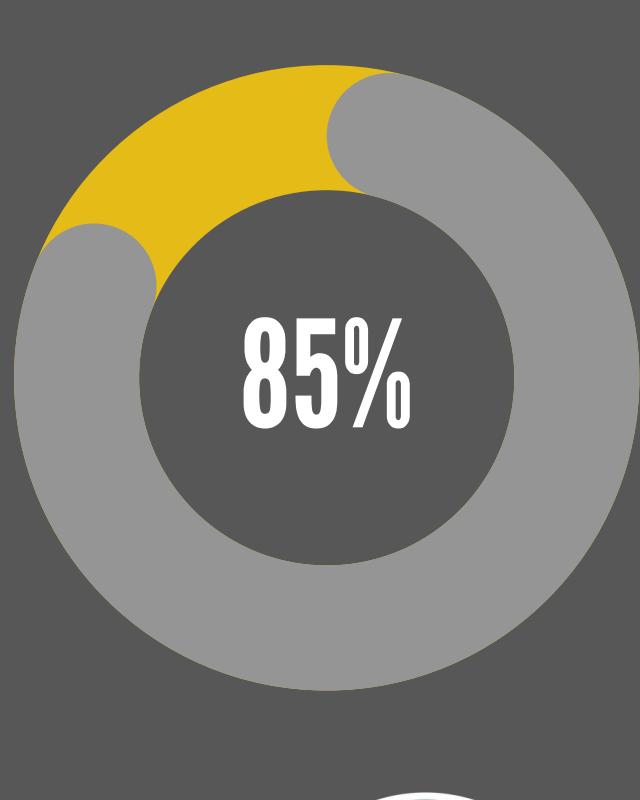
MILLION GALLONS OF  
WATER PUMPED



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



# HEALTH AND HUMAN SERVICES

SEPTEMBER 2024



0

ENERGY ASSISTANCE  
REQUESTS FULFILLED



69

HOUSING ASSISTANCE  
REQUESTS FULFILLED



11

HOUSING STABILIZATION  
ASSISTANCE REQUESTS  
FULFILLED

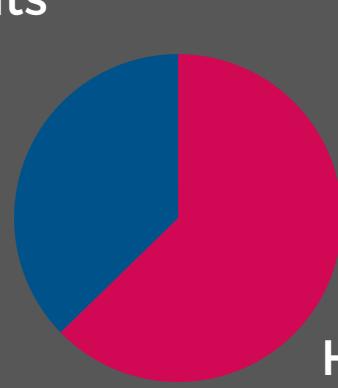


## HEAD START



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

-7%

EXPENSE ACTUAL

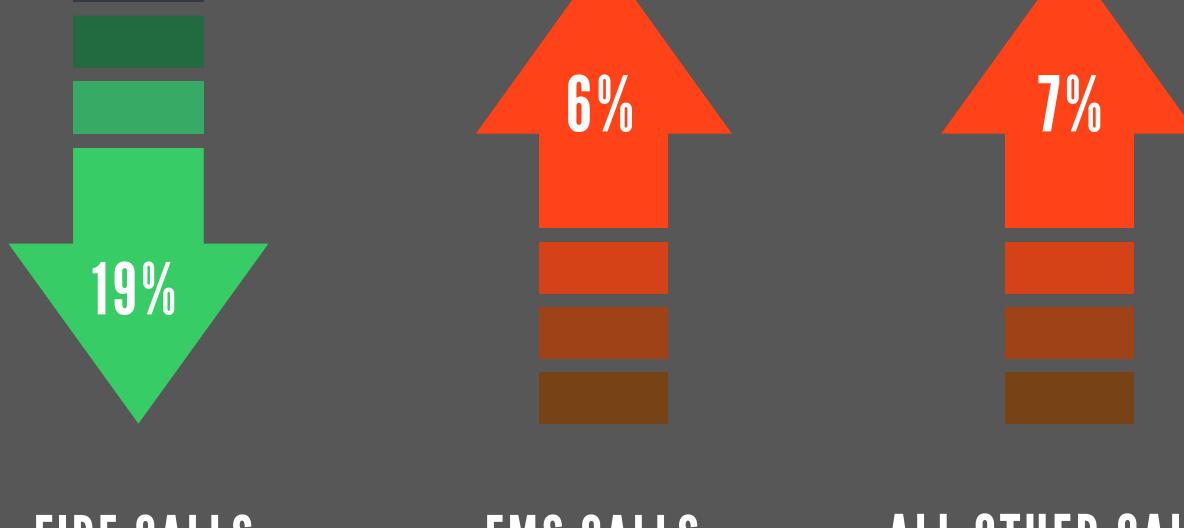
\$ 132,507,871

## 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

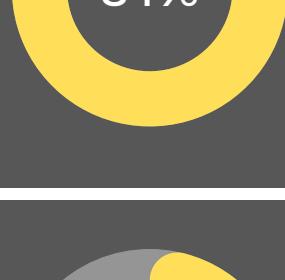
YTD 2023 483  
YTD 2024 391

## 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%

Non-Emergency Calls  
110,333

Emergency Calls  
74,929

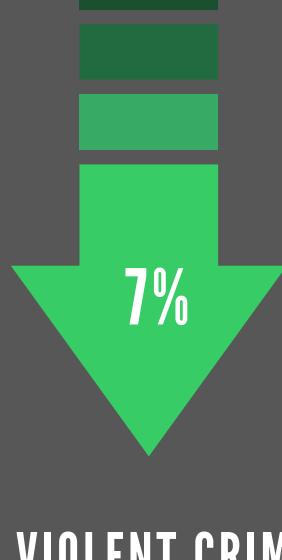


<b>Calls Per Day</b>	<b>711</b>
<b>Calls Per Hour</b>	<b>30</b>
<b>Calls Per Call Taker Per Hour</b>	<b>6</b>



# 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



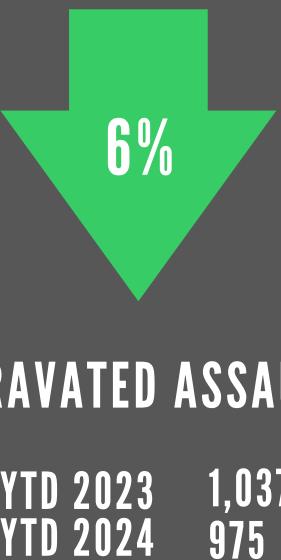
## AUTO THEFTS

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



1,051

CITY OF ROCKFORD EMPLOYEES

7

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



# INFORMATION TECHNOLOGY

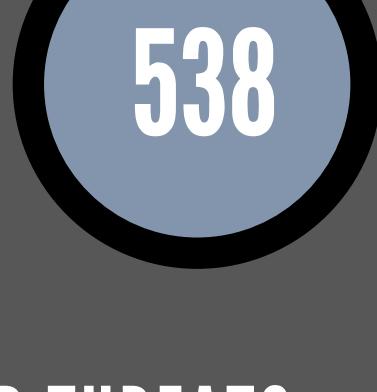
SEPTEMBER 2024



## HELP DESK



HELP DESK TICKETS CREATED

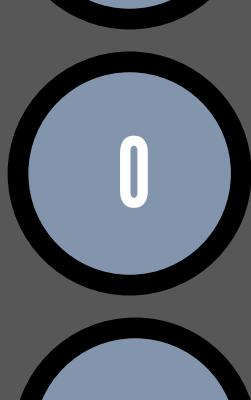


HELP DESK TICKETS CLOSED

## CYBER THREATS



CRITICAL THREATS



HIGH THREATS



MEDIUM THREATS

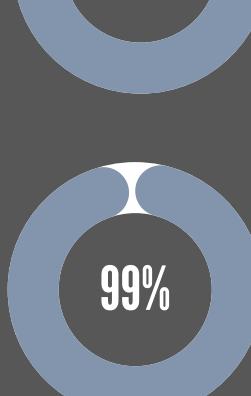


LOW THREATS

## SYSTEM AVAILABILITY



NETWORK SYSTEM AVAILABILITY



SERVER AVAILABILITY



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LEGAL  
SEPTEMBER 2024



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