

HUMAN RESOURCES

OCTOBER 2024



1,044

CITY OF ROCKFORD EMPLOYEES

10

OPEN POSITIONS

UNION REPRESENTATION

Non-Represented	261
AFSCME	193
AFSCME - B	12
AFSCME - C	31
Fire Union	289
Police Union	258

Non-Represented Employees

261



Represented Employees

783



LEGAL
OCTOBER 2024



476

NEW FREEDOM OF INFORMATION
ACT (FOIA) REQUESTS

108

ACTIVE CASES IN STATE AND
FEDERAL COURT

CASES FILED IN ADMINISTRATIVE COURT

72

SANITATION AND ZONING CASES

216

GENERAL ORDINANCE CASES

7

BUILDING CODE CASES

POLICE DEPARTMENT

OCTOBER 2024



VIOLENT CRIME

YTD 2023	1,481
YTD 2024	1,358



PROPERTY CRIME

YTD 2023	3,408
YTD 2024	3,107



ROBBERY

YTD 2023	195
YTD 2024	151



AUTO THEFTS

YTD 2023	667
YTD 2024	564



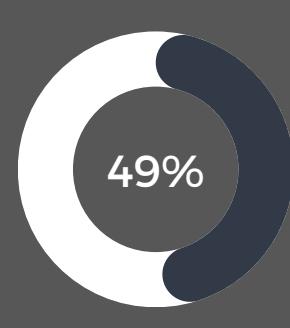
SHOTS FIRED

YTD 2023	376
YTD 2024	262



AGGRAVATED ASSAULTS

YTD 2023	1,181
YTD 2024	1,085



VIOLENT CRIME THAT IS DOMESTIC RELATED



INFORMATION TECHNOLOGY

OCTOBER 2024



HELP DESK



HELP DESK TICKETS CREATED

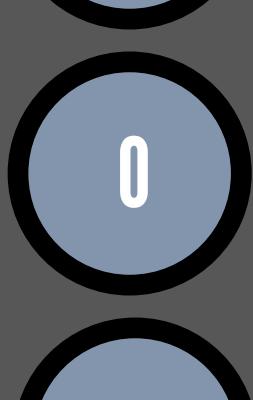


HELP DESK TICKETS CLOSED

CYBER THREATS



CRITICAL THREATS



HIGH THREATS



MEDIUM THREATS



LOW THREATS

SYSTEM AVAILABILITY



NETWORK SYSTEM AVAILABILITY



SERVER AVAILABILITY



FIRE DEPARTMENT

OCTOBER 2024



FIRE CALLS

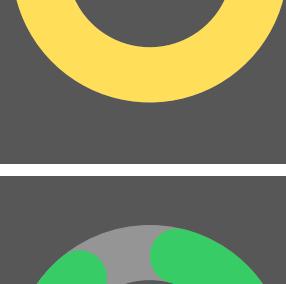
YTD 2023 521
YTD 2024 472

EMS CALLS

YTD 2023 19,493
YTD 2024 20,661

ALL OTHER CALLS

YTD 2023 6,936
YTD 2024 7,383

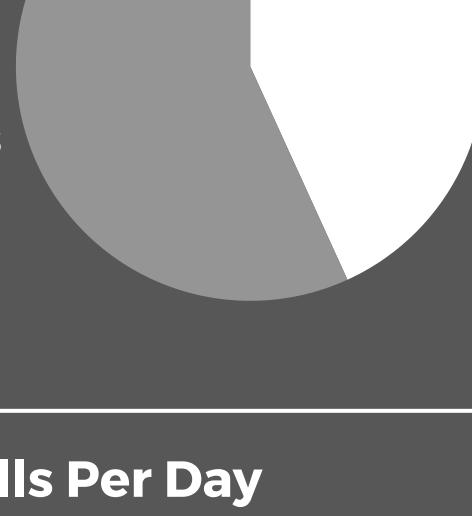


911 CALLS ANSWERED IN LESS THAN 10 SECONDS
GOAL: 90%



PROPERTY VALUE SAVED FROM STRUCTURE FIRES
GOAL: 90%

911 CENTER (JANUARY - OCTOBER)



Calls Per Day	708
Calls Per Hour	30
Calls Per Call Taker Per Hour	7



PUBLIC WORKS

OCTOBER 2024



POTHOLE PATCHED



TREES PRUNED



LEAD SERVICE LINES
REPLACED



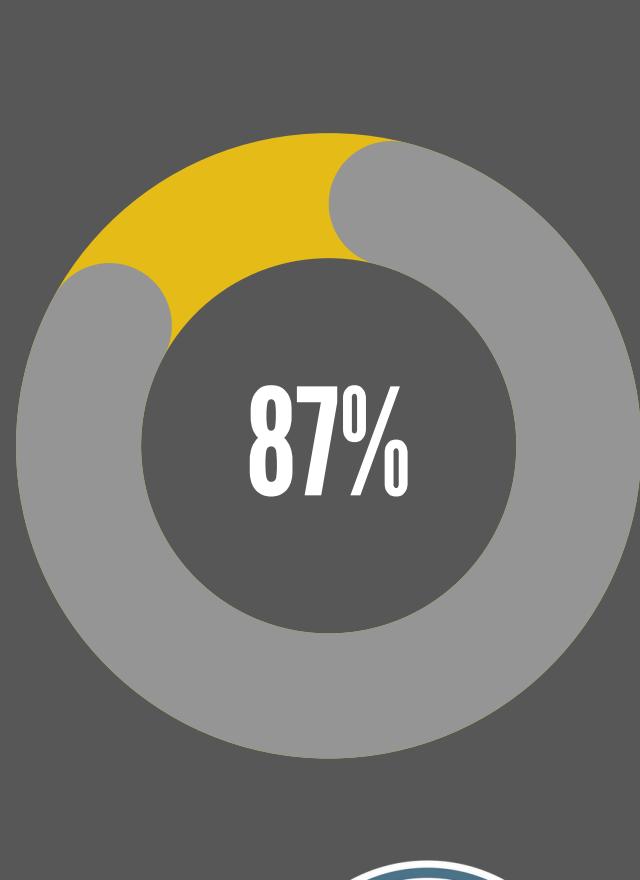
MILLION GALLONS OF
WATER PUMPED



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)

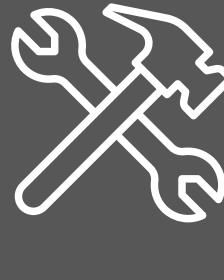


PROJECTS
DELIVERED
ON TIME



COMMUNITY AND ECONOMIC DEVELOPMENT

OCTOBER 2024

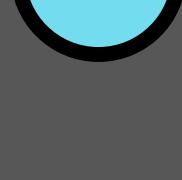


PRIVATE INVESTMENT IN THE CITY

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

HOMEBUYER DOWN PAYMENT



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



HEALTH AND HUMAN SERVICES

OCTOBER 2024



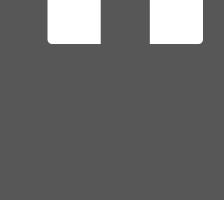
2,961

ENERGY ASSISTANCE
REQUESTS FULFILLED



63

HOUSING ASSISTANCE
REQUESTS FULFILLED



5

HOUSING STABILIZATION
ASSISTANCE REQUESTS
FULFILLED

SEASONAL PROGRAMS

2,946

LOW INCOME HOME ENERGY
ASSISTANCE PROGRAM (LIHEAP)/
PERCENT OF INCOME PAYMENT PLAN
(PIPP)

15

EMERGENCY FURNACE ASSISTANCE

0

WEATHERIZATION ASSISTANCE

HEAD START



Early Head Start Students

132



Head Start Students

227



FINANCE

OCTOBER 2024



3,822

INVOICES PAID

1,121

VENDOR PAYMENTS ISSUED

831

LOCAL SALES TAX RETURNS FILED

\$1.5M

GRANT DOLLARS SPENT

BUDGET PERFORMANCE THROUGH JUNE

EXPENSE BUDGET

\$ 160,819,972

-6%

EXPENSE ACTUAL

\$ 150,423,941

CUSTOMER SERVICE CENTER - CALLS BY DEPARTMENT

Community & Economic Development	222
Finance	31
Human Resources	17
Health & Human Services	51
Legal	51
Mayor's Office	39
Police and Fire	9
Public Works	203
Water Bills	3,050
Other Calls	194
Rock River Disposal	85
Spanish Calls	60