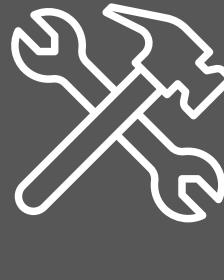


COMMUNITY AND ECONOMIC DEVELOPMENT

NOVEMBER 2024



PRIVATE INVESTMENT IN THE CITY

COMMERCIAL CONSTRUCTION

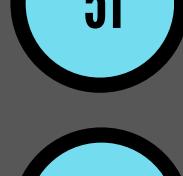


PERMITS YEAR TO DATE



VALUE OF CONTRUCTION
INCLUDED IN THOSE PERMITS

RESIDENTIAL NEW CONSTRUCTION



PERMITS YEAR TO DATE



VALUE OF CONTRUCTION
INCLUDED IN THOSE PERMITS

ALL RESIDENTIAL CONSTRUCTION



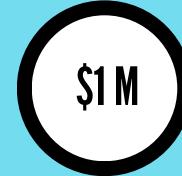
PERMITS YEAR TO DATE



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

HOMEBUYER DOWN PAYMENT



HOMES PURCHASED
YEAR TO DATE



VALUE OF DOWN PAYMENTS

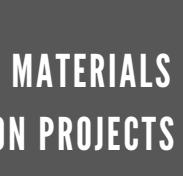


INVESTED FUNDS INTO TWO
AFFORDABLE HOUSING DEVELOPMENTS

BUSINESS DEVELOPMENT



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

NOVEMBER 2024



POTHOLE PATCHED



TREES PRUNED



LEAD SERVICE LINES
REPLACED



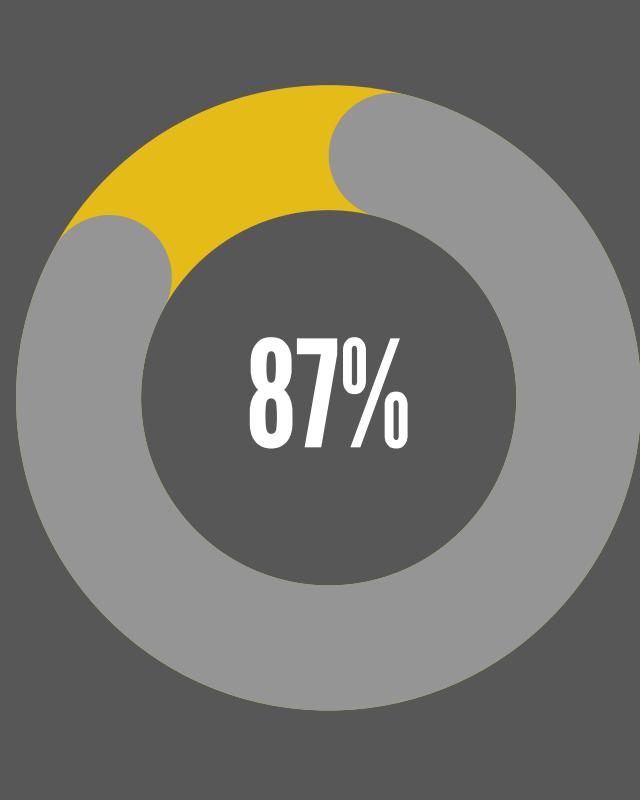
MILLION GALLONS OF
WATER PUMPED



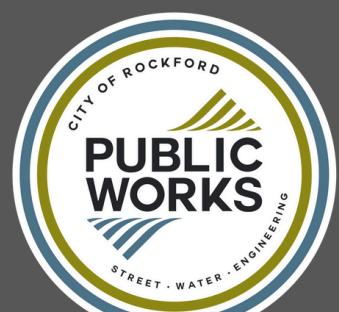
RIGHT OF WAY PERMITS
CLOSED



(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



INFORMATION TECHNOLOGY

NOVEMBER 2024



HELP DESK



HELP DESK TICKETS CREATED

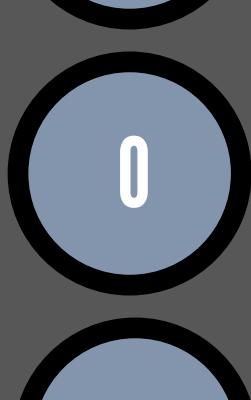


HELP DESK TICKETS CLOSED

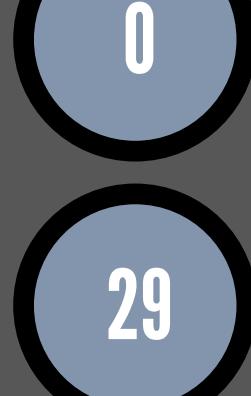
CYBER THREATS



CRITICAL THREATS



HIGH THREATS



MEDIUM THREATS

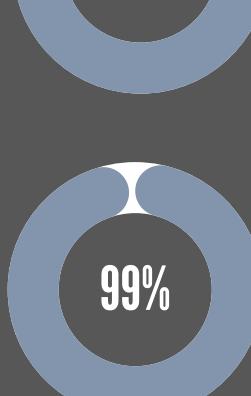


LOW THREATS

SYSTEM AVAILABILITY



NETWORK SYSTEM AVAILABILITY



SERVER AVAILABILITY



HUMAN RESOURCES

NOVEMBER 2024



1,033

CITY OF ROCKFORD EMPLOYEES

8

OPEN POSITIONS

UNION REPRESENTATION

Non-Represented	251
AFSCME	193
AFSCME - B	12
AFSCME - C	31
Fire Union	288
Police Union	258

Non-Represented Employees

251



Represented Employees

782



POLICE DEPARTMENT

NOVEMBER 2024



VIOLENT CRIME

YTD 2023 1,611
YTD 2024 1,483



PROPERTY CRIME

YTD 2023 3,815
YTD 2024 3,391



ROBBERY

YTD 2023 212
YTD 2024 166



AUTO THEFTS

YTD 2023 744
YTD 2024 614



SHOTS FIRED

YTD 2023 406
YTD 2024 275



AGGRAVATED ASSAULTS

YTD 2023 1,285
YTD 2024 1,178



VIOLENT CRIME THAT IS DOMESTIC RELATED



FINANCE

NOVEMBER 2024



3,444

INVOICES PAID

971

VENDOR PAYMENTS ISSUED

714

LOCAL SALES TAX RETURNS FILED

\$1.8M

GRANT DOLLARS SPENT

BUDGET PERFORMANCE THROUGH JUNE

EXPENSE BUDGET

\$ 178,688,858

-6%

EXPENSE ACTUAL

\$ 168,173,418

CUSTOMER SERVICE CENTER - CALLS BY DEPARTMENT

Community & Economic Development	151
Finance	26
Human Resources	28
Health & Human Services	54
Legal	26
Mayor's Office	17
Police and Fire	6
Public Works	124
Water Bills	2,601
Other Calls	195
Rock River Disposal	103
Spanish Calls	39

LEGAL
NOVEMBER 2024



325

NEW FREEDOM OF INFORMATION
ACT (FOIA) REQUESTS

107

ACTIVE CASES IN STATE AND
FEDERAL COURT

CASES FILED IN ADMINISTRATIVE COURT

76

SANITATION AND ZONING CASES

246

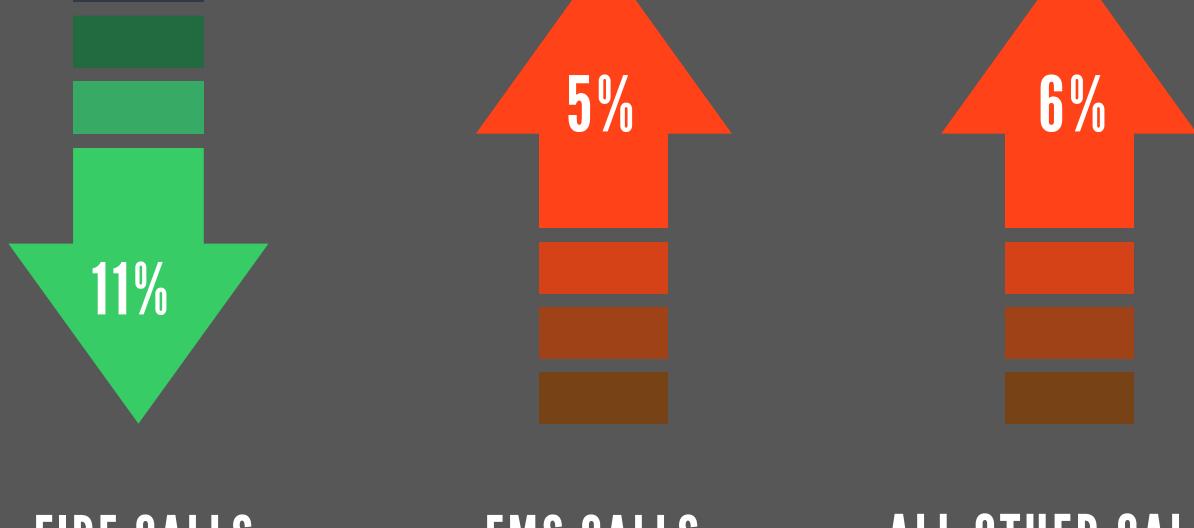
GENERAL ORDINANCE CASES

5

BUILDING CODE CASES

FIRE DEPARTMENT

NOVEMBER 2024



FIRE CALLS

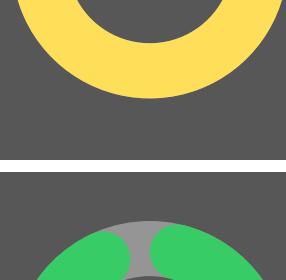
YTD 2023 546
YTD 2024 501

EMS CALLS

YTD 2023 21,560
YTD 2024 22,654

ALL OTHER CALLS

YTD 2023 7,630
YTD 2024 8,056

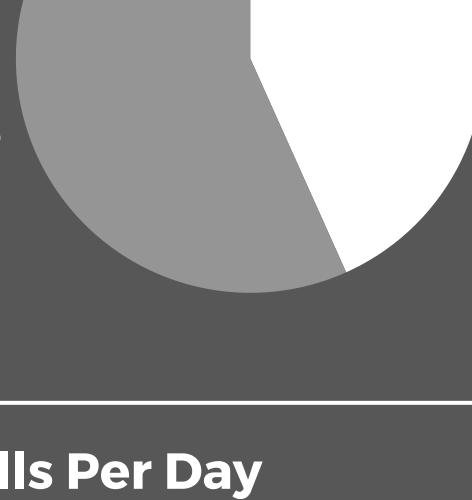


911 CALLS ANSWERED IN LESS THAN 10 SECONDS
GOAL: 90%



PROPERTY VALUE SAVED FROM STRUCTURE FIRES
GOAL: 90%

911 CENTER (JANUARY - NOVEMBER)



Non-Emergency Calls
133,098

Emergency Calls
101,597

Calls Per Day	700
Calls Per Hour	29
Calls Per Call Taker Per Hour	6



HEALTH AND HUMAN SERVICES

NOVEMBER 2024



2,483

ENERGY ASSISTANCE
REQUESTS FULFILLED



73

HOUSING ASSISTANCE
REQUESTS FULFILLED



42

HOUSING STABILIZATION
ASSISTANCE REQUESTS
FULFILLED

SEASONAL PROGRAMS

2,420

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

18

EMERGENCY FURNACE ASSISTANCE

0

WEATHERIZATION ASSISTANCE

HEAD START



Early Head Start Students

132



Head Start Students

227

