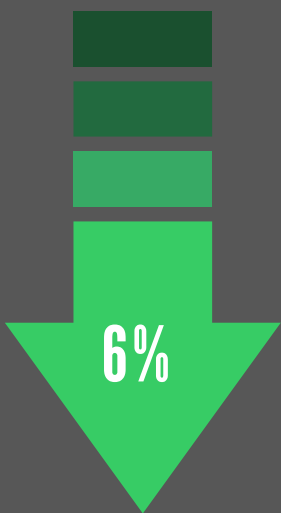


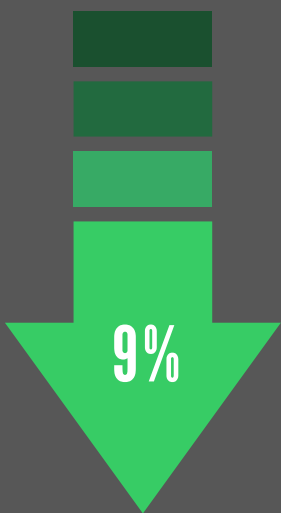
POLICE DEPARTMENT

DECEMBER 2024



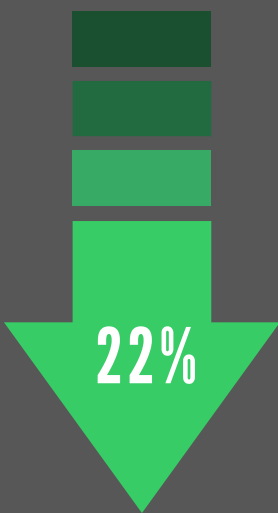
VIOLENT CRIME

YTD 2023 1,727
YTD 2024 1,626



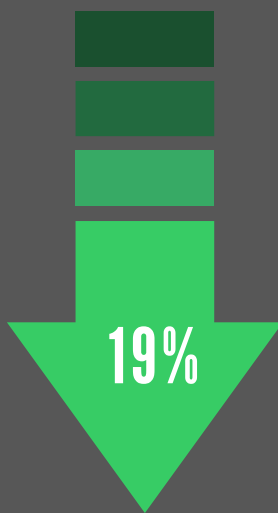
PROPERTY CRIME

YTD 2023 4,105
YTD 2024 3,725



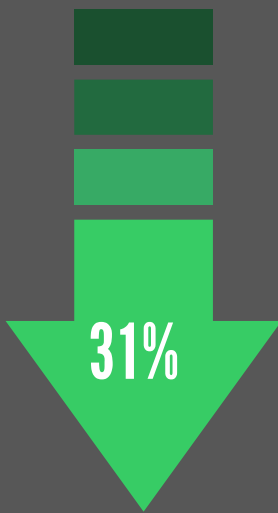
ROBBERY

YTD 2023 228
YTD 2024 179



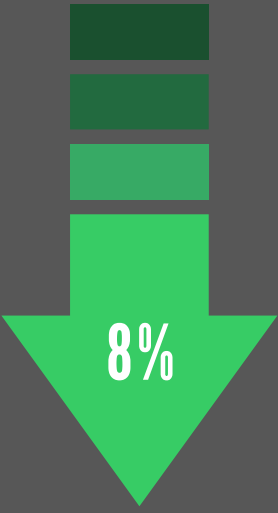
AUTO THEFTS

YTD 2023 795
YTD 2024 646



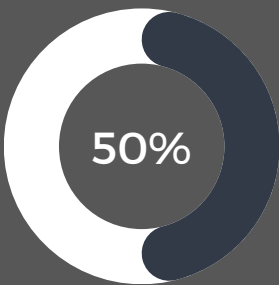
SHOTS FIRED

YTD 2023 437
YTD 2024 302



AGGRAVATED ASSAULTS

YTD 2023 1,396
YTD 2024 1,290



VIOLENT CRIME THAT IS DOMESTIC RELATED



LEGAL

DECEMBER 2024



360

NEW FREEDOM OF INFORMATION
ACT (FOIA) REQUESTS

56

ACTIVE CASES IN STATE AND
FEDERAL COURT

CASES FILED IN ADMINISTRATIVE COURT

96

SANITATION AND ZONING CASES

175

GENERAL ORDINANCE CASES

3

BUILDING CODE CASES

PUBLIC WORKS

DECEMBER 2024



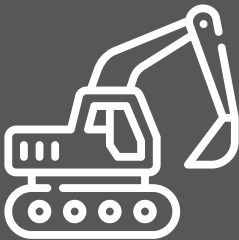
POTHOLES PATCHED



TREES PRUNED



LEAD SERVICE LINES
REPLACED

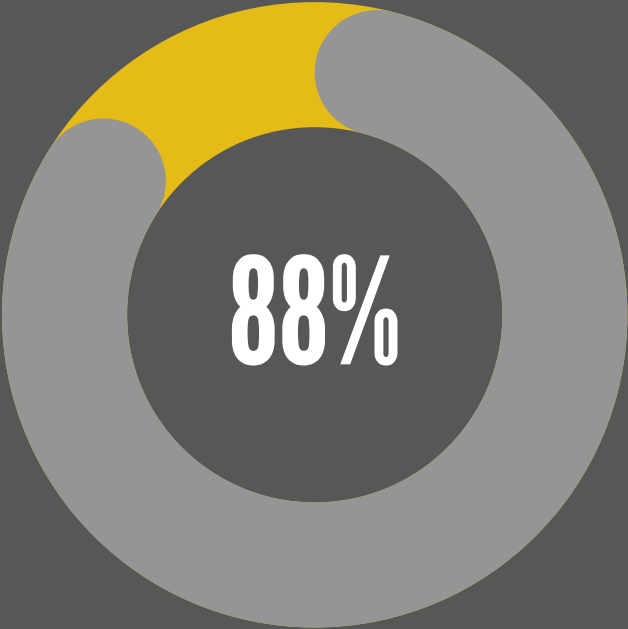
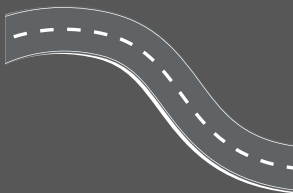


MILLION GALLONS OF
WATER PUMPED



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)

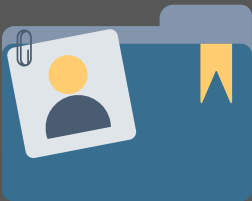


PROJECTS
DELIVERED
ON TIME



HUMAN RESOURCES

DECEMBER 2024



CITY OF ROCKFORD EMPLOYEES



OPEN POSITIONS

UNION REPRESENTATION

Non-Represented	258
AFSCME	191
AFSCME - B	12
AFSCME - C	31
Fire Union	289
Police Union	257

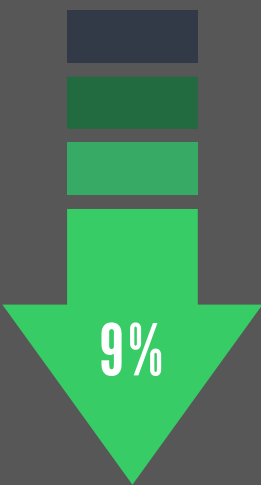
Non-Represented Employees
258



Represented Employees
780

FIRE DEPARTMENT

DECEMBER 2024



FIRE CALLS

YTD 2023	587
YTD 2024	536



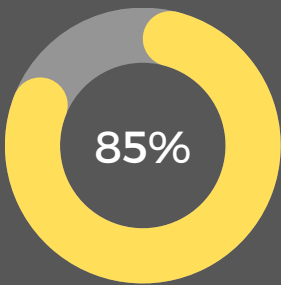
EMS CALLS

YTD 2023	23,719
YTD 2024	24,804

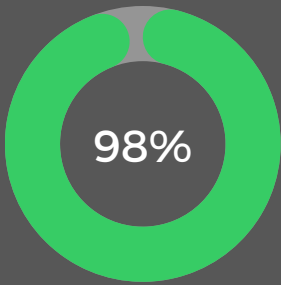


ALL OTHER CALLS

YTD 2023	8,327
YTD 2024	8,806

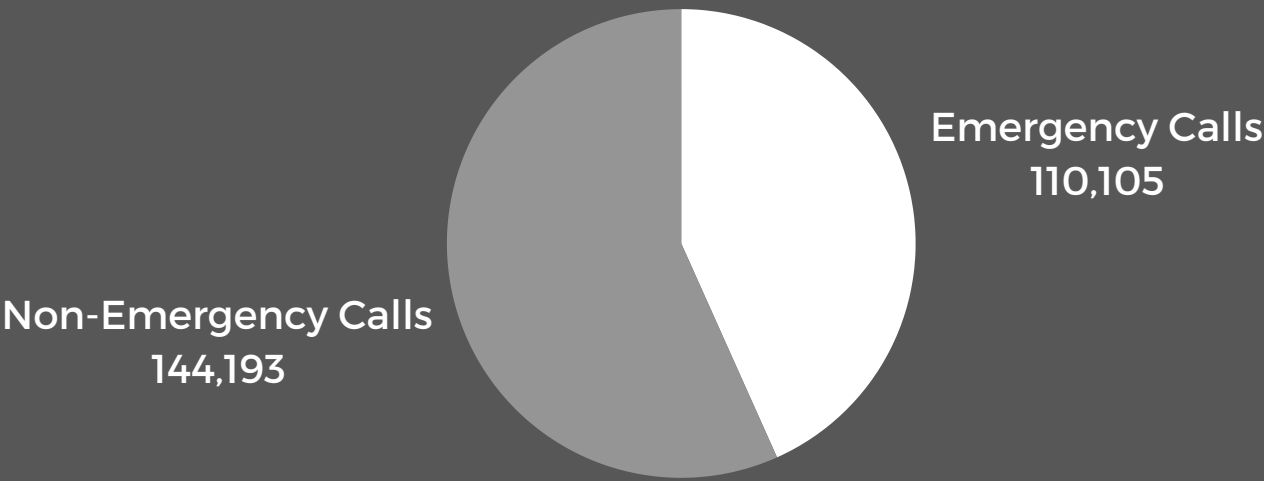


911 CALLS ANSWERED IN LESS THAN 10 SECONDS
GOAL: 90%



PROPERTY VALUE SAVED FROM STRUCTURE FIRES
GOAL: 90%

911 CENTER (JANUARY - DECEMBER)

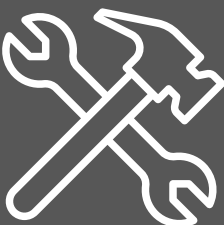


Calls Per Day	697
Calls Per Hour	29
Calls Per Call Taker Per Hour	7



COMMUNITY AND ECONOMIC DEVELOPMENT

DECEMBER 2024



PRIVATE INVESTMENT IN THE CITY

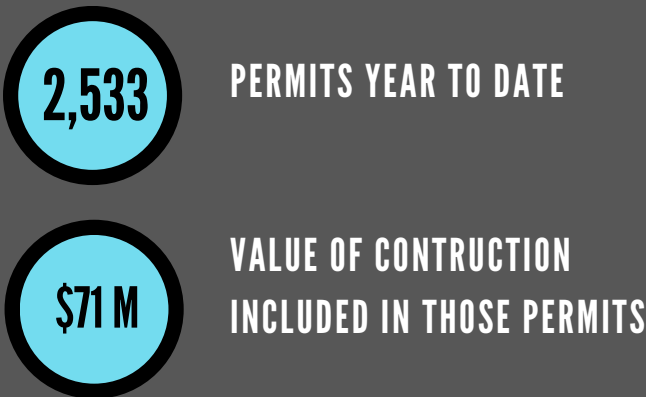
COMMERCIAL CONSTRUCTION



RESIDENTIAL NEW CONSTRUCTION

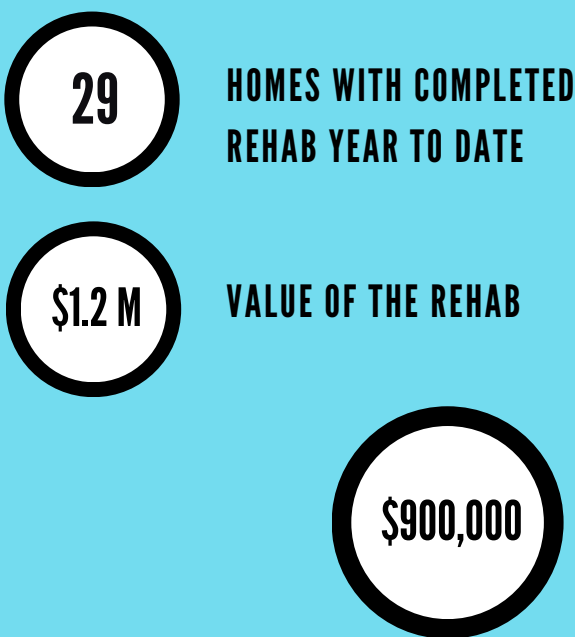


ALL RESIDENTIAL CONSTRUCTION

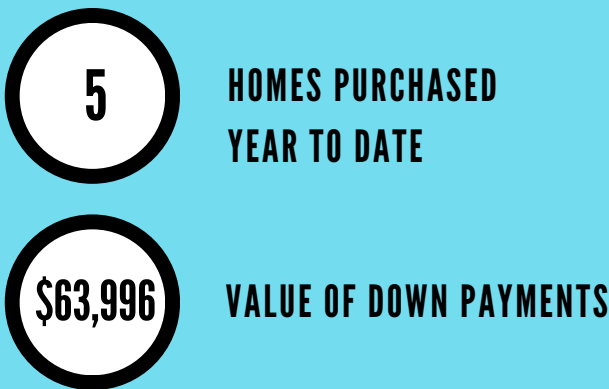


NEIGHBORHOOD PROGRAMS RUN BY THE CITY

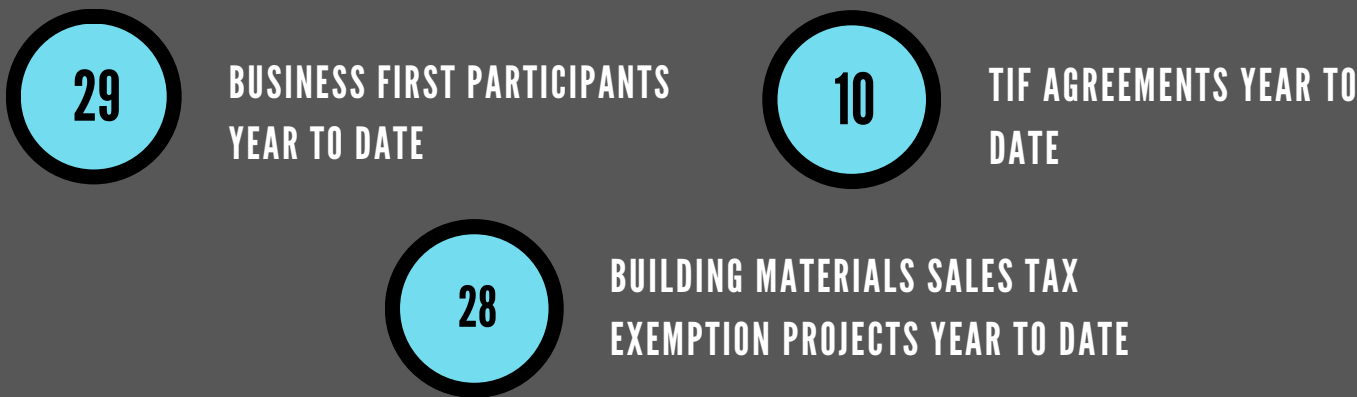
REHAB - COMPLETED INVESTMENT



HOMEBUYER DOWN PAYMENT



BUSINESS DEVELOPMENT



NEIGHBORHOOD STANDARDS



FINANCE

DECEMBER 2024



3,140

INVOICES PAID

990

VENDOR
PAYMENTS ISSUED

798

LOCAL SALES TAX
RETURNS FILED

\$2.7M

GRANT DOLLARS
SPENT

BUDGET PERFORMANCE THROUGH NOVEMBER

EXPENSE BUDGET

\$ 196,557,743

EXPENSE ACTUAL

\$ 191,709,566

-2%

CUSTOMER SERVICE CENTER - CALLS BY DEPARTMENT

Community & Economic Development	136
Finance	23
Human Resources	13
Health & Human Services	24
Legal	19
Mayor's Office	14
Police and Fire	8
Public Works	95
Water Bills	2,818
Other Calls	178
Rock River Disposal	100
Spanish Calls	45



HELP DESK



HELP DESK TICKETS CREATED



HELP DESK TICKETS CLOSED

CYBER THREATS



CRITICAL THREATS



HIGH THREATS

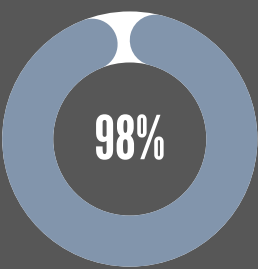


MEDIUM THREATS

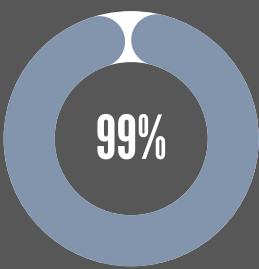


LOW THREATS

SYSTEM AVAILABILITY



NETWORK SYSTEM AVAILABILITY



SERVER AVAILABILITY

HEALTH AND HUMAN SERVICES

DECEMBER 2024



ENERGY ASSISTANCE
REQUESTS FULFILLED



HOUSING ASSISTANCE
REQUESTS FULFILLED



HOUSING STABILIZATION
ASSISTANCE REQUESTS
FULFILLED

SEASONAL PROGRAMS



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



EMERGENCY FURNACE ASSISTANCE



WEATHERIZATION ASSISTANCE

HEAD START



Early Head Start Students
124



Head Start Students
232

