

POLICE DEPARTMENT

FEBRUARY 2025



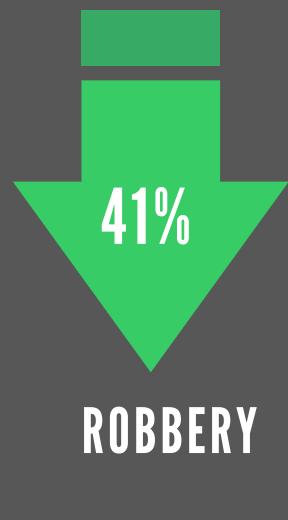
VIOLENT CRIME

YTD 2024 229
YTD 2025 188



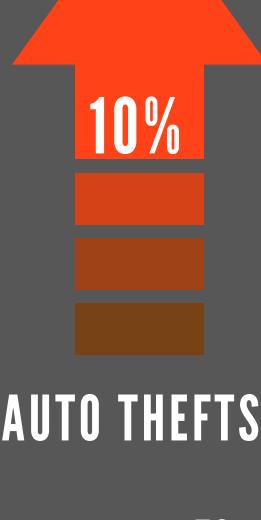
PROPERTY CRIME

YTD 2024 456
YTD 2025 372



ROBBERY

YTD 2024 29
YTD 2025 17



AUTO THEFTS

YTD 2024 78
YTD 2025 86



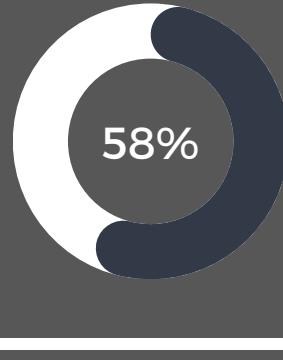
SHOTS FIRED

YTD 2024 57
YTD 2025 35



AGGRAVATED ASSAULTS

YTD 2024 190
YTD 2025 148



VIOLENT CRIME THAT IS DOMESTIC RELATED

INFORMATION TECHNOLOGY

FEBRUARY 2025



HELP DESK



HELP DESK TICKETS CREATED



HELP DESK TICKETS CLOSED

CYBER THREATS



CRITICAL THREATS



HIGH THREATS

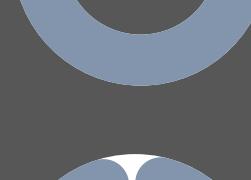


MEDIUM THREATS



LOW THREATS

SYSTEM AVAILABILITY



NETWORK SYSTEM AVAILABILITY

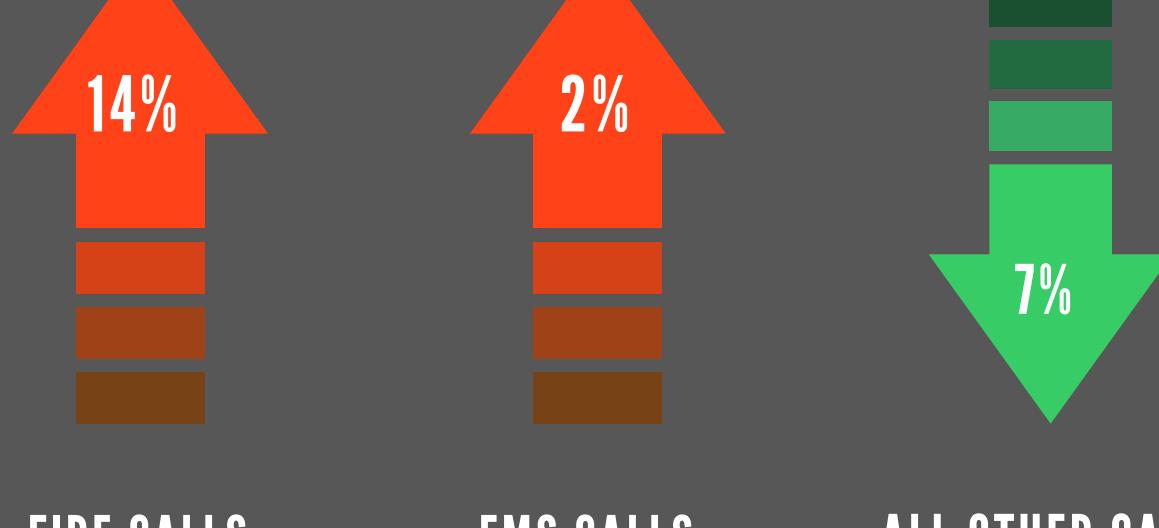


SERVER AVAILABILITY



FIRE DEPARTMENT

FEBRUARY 2025



FIRE CALLS

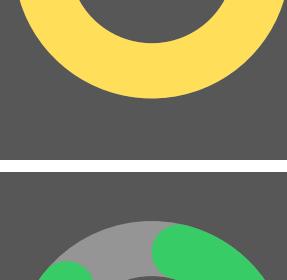
YTD 2024 63
YTD 2025 72

EMS CALLS

YTD 2024 3,958
YTD 2025 4,022

ALL OTHER CALLS

YTD 2024 1,411
YTD 2025 1,310



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



PROPERTY VALUE SAVED FROM STRUCTURE FIRES
GOAL: 90%

Non-Emergency Calls
58.1%



Emergency Calls
41.9%

Calls Per Day	610
Calls Per Hour	25
Calls Per Call Taker Per Hour	6



FINANCE

FEBRUARY 2025



3,418

INVOICES PAID

1,044

VENDOR PAYMENTS ISSUED

731

LOCAL SALES TAX RETURNS FILED

\$390,454

GRANT DOLLARS SPENT

CUSTOMER SERVICE CENTER - CALLS BY DEPARTMENT

Community & Economic Development	133
Finance	31
Human Resources	21
Health & Human Services	21
Legal	24
Mayor's Office	31
Police and Fire	12
Public Works	84
Water Bills	2,879
Other Calls	164
Rock River Disposal	33
Spanish Calls	48

HUMAN RESOURCES

FEBRUARY 2025



1,059

CITY OF ROCKFORD EMPLOYEES

8

OPEN POSITIONS

TENURE IN YEARS BY DEPARTMENT

Community and Economic Development	8
City Council	9
Finance	9
Fire	11
Human Resources	9
Health and Human Services	8
Information Technology	1
Legal	6
Mayor's Office	4
Police	12
Public Works	10



PUBLIC WORKS

FEBRUARY 2025



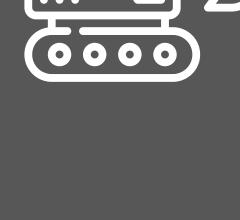
POTHOLE PATCHED



TREES PRUNED



LEAD SERVICE LINES
REPLACED



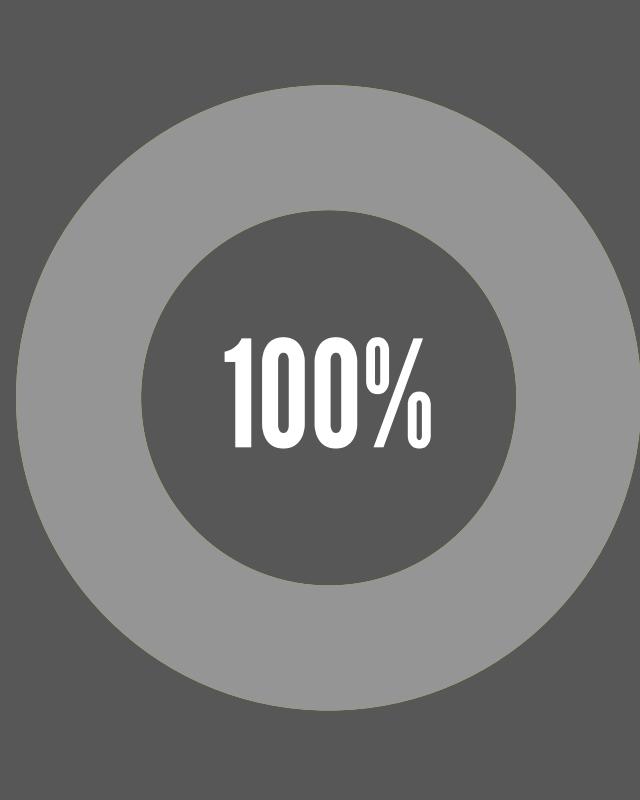
MILLION GALLONS OF
WATER PUMPED



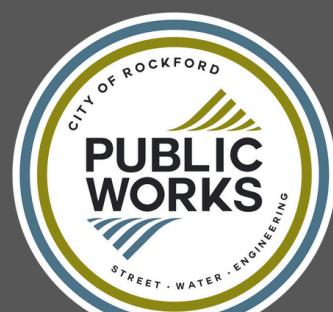
RIGHT OF WAY PERMITS
CLOSED



(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



LEGAL
JANUARY 2025



334

NEW FREEDOM OF INFORMATION
ACT (FOIA) REQUESTS

49

ACTIVE CASES IN STATE AND
FEDERAL COURT

CASES FILED IN ADMINISTRATIVE COURT

93

SANITATION AND ZONING CASES

179

GENERAL ORDINANCE CASES

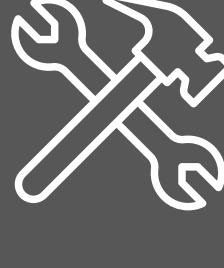
5

BUILDING CODE CASES



COMMUNITY AND ECONOMIC DEVELOPMENT

FEBRUARY 2025

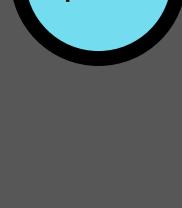


PRIVATE INVESTMENT IN THE CITY

COMMERCIAL CONSTRUCTION

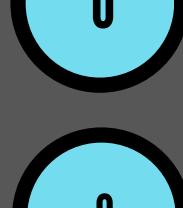


PERMITS YEAR TO DATE



VALUE OF CONSTRUCTION
INCLUDED IN THOSE PERMITS

RESIDENTIAL NEW CONSTRUCTION



PERMITS YEAR TO DATE



VALUE OF CONSTRUCTION
INCLUDED IN THOSE PERMITS

ALL RESIDENTIAL CONSTRUCTION



PERMITS YEAR TO DATE



VALUE OF CONSTRUCTION
INCLUDED IN THOSE PERMITS

NEIGHBORHOOD PROGRAMS RUN BY THE CITY

REHAB - COMPLETED INVESTMENT

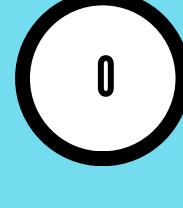


HOMES WITH COMPLETED
REHAB YEAR TO DATE



VALUE OF THE REHAB

HOMEBUYER DOWN PAYMENT



HOMES PURCHASED
YEAR TO DATE



VALUE OF DOWN PAYMENTS

BUSINESS DEVELOPMENT



APPLICANTS PRE-APPROVED
FOR THE COMMERCIAL CORRIDOR
PROPERTY REVITALIZATION
PROGRAM



APPLICANTS PRE-APPROVED
FOR THE TIF COMMERCIAL
AND INDUSTRIAL
REHABILITATION PROGRAM

NEIGHBORHOOD STANDARDS



CODE ENFORCEMENT CASES
YEAR TO DATE



KNOCK AND TALK CASES
YEAR TO DATE



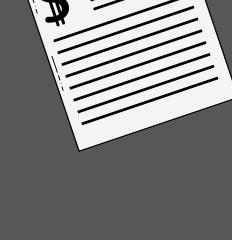
HEALTH AND HUMAN SERVICES

FEBRUARY 2025



1,859

ENERGY ASSISTANCE
REQUESTS FULFILLED



103

HOUSING ASSISTANCE
REQUESTS FULFILLED



46

HOUSING STABILIZATION
ASSISTANCE REQUESTS
FULFILLED

1,851

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

8

EMERGENCY FURNACE ASSISTANCE

0

WEATHERIZATION ASSISTANCE

HEAD START



Early Head Start Students

132



Head Start Students
240

