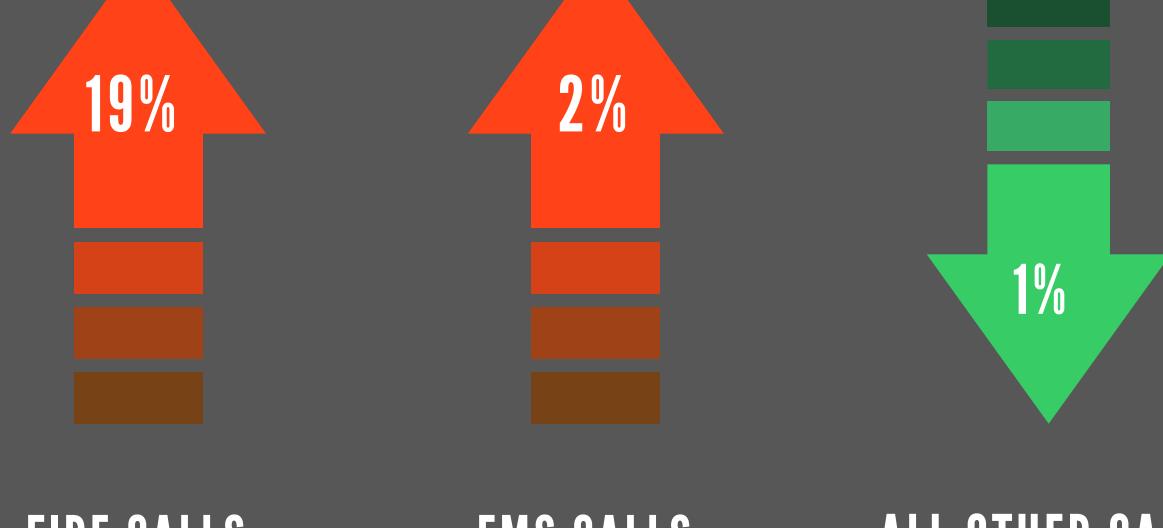


FIRE DEPARTMENT

MARCH 2025



FIRE CALLS

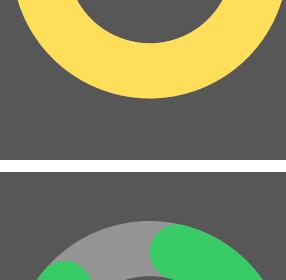
YTD 2024 100
YTD 2025 119

EMS CALLS

YTD 2024 5,904
YTD 2025 6,002

ALL OTHER CALLS

YTD 2024 2,039
YTD 2025 2,011

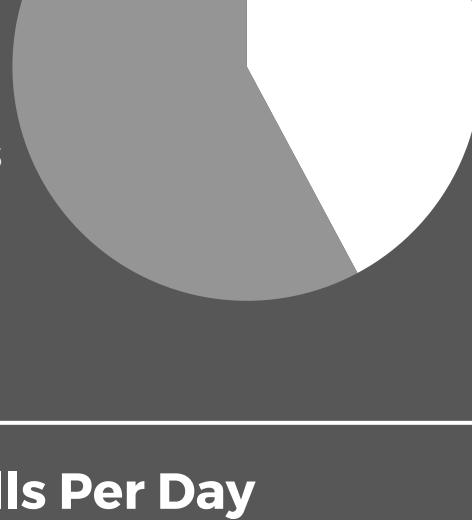


911 CALLS ANSWERED IN LESS THAN 10 SECONDS
GOAL: 90%



PROPERTY VALUE SAVED FROM STRUCTURE FIRES
GOAL: 90%

911 CENTER (JANUARY - MARCH)



Non-Emergency Calls
32,221

Emergency Calls
23,493

Calls Per Day	619
Calls Per Hour	26
Calls Per Call Taker Per Hour	6



PUBLIC WORKS

MARCH 2025



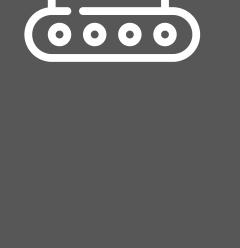
POTHOLE PATCHED



TREES PRUNED



LEAD SERVICE LINES
REPLACED



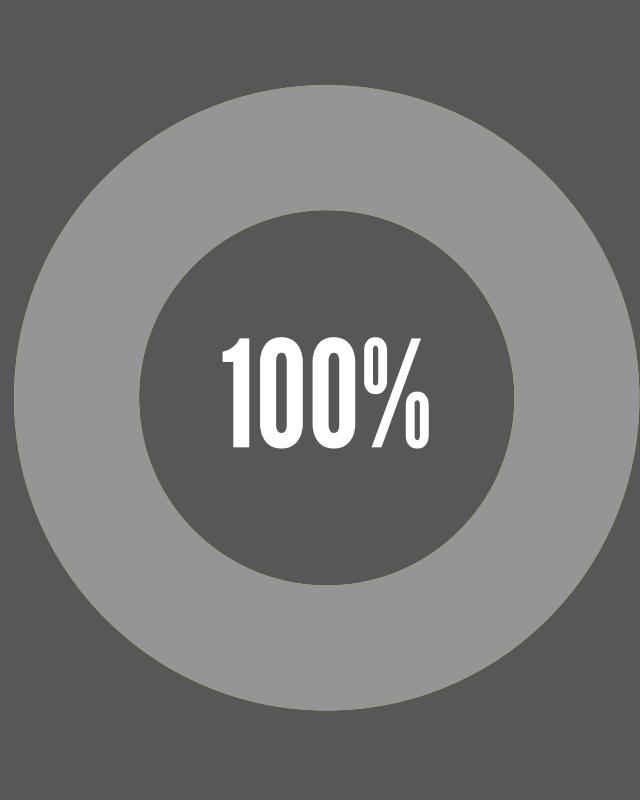
MILLION GALLONS OF
WATER PUMPED



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



INFORMATION TECHNOLOGY

MARCH 2025



HELP DESK



HELP DESK TICKETS CREATED

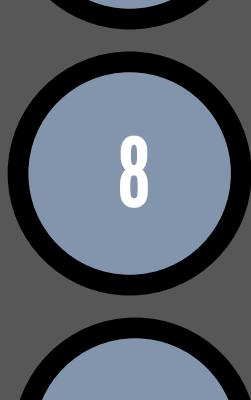


HELP DESK TICKETS CLOSED

CYBER THREATS



CRITICAL THREATS



HIGH THREATS



MEDIUM THREATS



LOW THREATS

SYSTEM AVAILABILITY



NETWORK SYSTEM AVAILABILITY



SERVER AVAILABILITY



FINANCE

MARCH 2025



3,468

INVOICES PAID

1,142

VENDOR PAYMENTS ISSUED

811

LOCAL SALES TAX RETURNS FILED

\$717,100

GRANT DOLLARS SPENT

EXPENSE BUDGET

\$ 37,709,010

EXPENSE ACTUAL

\$ 31,897,047

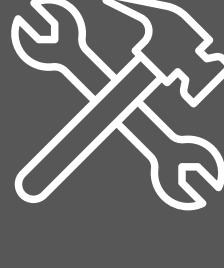
-15%

CUSTOMER SERVICE CENTER - CALLS BY DEPARTMENT

Community & Economic Development	271
Finance	39
Human Resources	30
Health & Human Services	24
Legal	37
Mayor's Office	66
Police and Fire	8
Public Works	158
Water Bills	3,641
Other Calls	270
Rock River Disposal	87
Spanish Calls	72

COMMUNITY AND ECONOMIC DEVELOPMENT

MARCH 2025

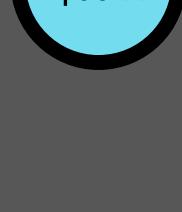


PRIVATE INVESTMENT IN THE CITY

COMMERCIAL CONSTRUCTION

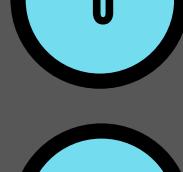


PERMITS YEAR TO DATE



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 INVESTMENT

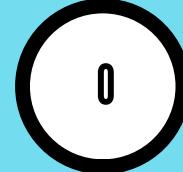


HOMES



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 YEAR TO DATE

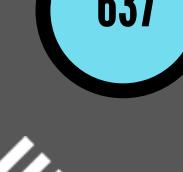


APPLICANTS PRE-APPROVED
FOR THE TIF COMMERCIAL
AND INDUSTRIAL
REHABILITATION PROGRAM
YEAR TO DATE

NEIGHBORHOOD STANDARDS



CODE ENFORCEMENT CASES
YEAR TO DATE



KNOCK AND TALK CASES
YEAR TO DATE



POLICE DEPARTMENT

MARCH 2025



VIOLENT CRIME

YTD 2024	324
YTD 2025	301



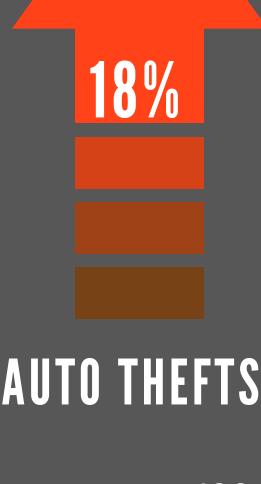
PROPERTY CRIME

YTD 2024	757
YTD 2025	685



ROBBERY

YTD 2024	37
YTD 2025	39



AUTO THEFTS

YTD 2024	120
YTD 2025	142



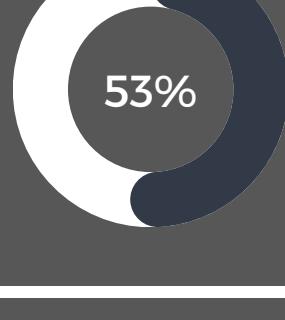
SHOTS FIRED

YTD 2024	79
YTD 2025	51



AGGRAVATED ASSAULTS

YTD 2024	266
YTD 2025	230



VIOLENT CRIME THAT IS DOMESTIC RELATED



HEALTH AND HUMAN SERVICES

MARCH 2025



1,572

ENERGY ASSISTANCE
REQUESTS FULFILLED



89

HOUSING ASSISTANCE
REQUESTS FULFILLED



8

HOUSING STABILIZATION
ASSISTANCE REQUESTS
FULFILLED

1,567

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

4

EMERGENCY FURNACE ASSISTANCE

1

WEATHERIZATION ASSISTANCE

HEAD START



Early Head Start Students

125



Head Start Students
239



HUMAN RESOURCES

MARCH 2025



1,063

CITY OF ROCKFORD EMPLOYEES

17

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



LEGAL
MARCH 2025



412

NEW FREEDOM OF INFORMATION
ACT (FOIA) REQUESTS

54

ACTIVE CASES IN STATE AND
FEDERAL COURT

125

SANITATION AND ZONING CASES

243

GENERAL ORDINANCE CASES

4

BUILDING CODE CASES

