

FIRE DEPARTMENT

MARCH 2025



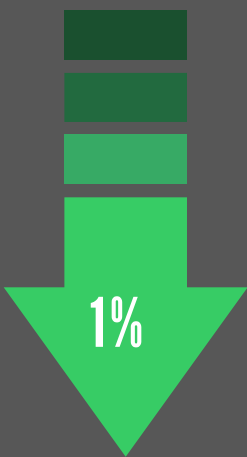
FIRE CALLS

YTD 2024	100
YTD 2025	119



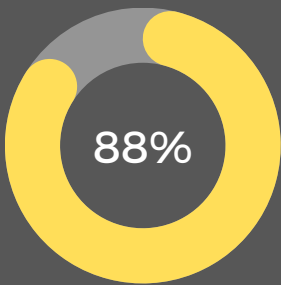
EMS CALLS

YTD 2024	5,904
YTD 2025	6,002

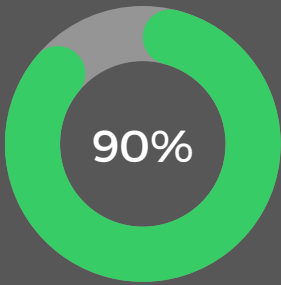


ALL OTHER CALLS

YTD 2024	2,039
YTD 2025	2,011

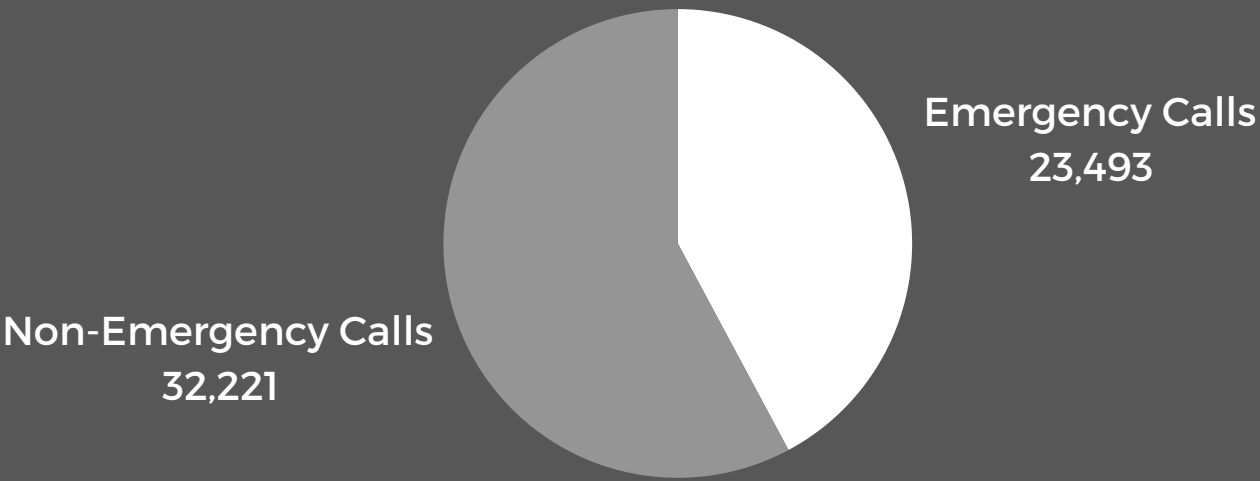


911 CALLS ANSWERED IN LESS THAN 10 SECONDS
GOAL: 90%



PROPERTY VALUE SAVED FROM STRUCTURE FIRES
GOAL: 90%

911 CENTER (JANUARY - MARCH)



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



PUBLIC WORKS

MARCH 2025



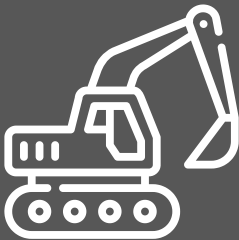
POTHOLES PATCHED



TREES PRUNED



LEAD SERVICE LINES
REPLACED

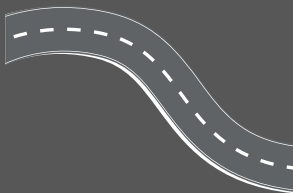


MILLION GALLONS OF
WATER PUMPED



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





HELP DESK



HELP DESK TICKETS CREATED



HELP DESK TICKETS CLOSED

CYBER THREATS



CRITICAL THREATS



HIGH THREATS

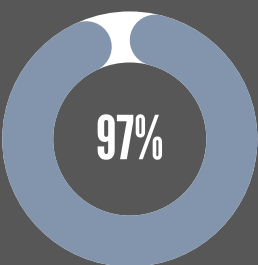


MEDIUM THREATS

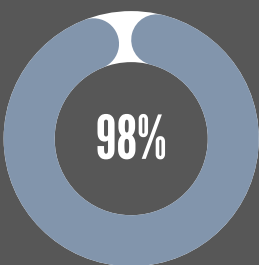


LOW THREATS

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

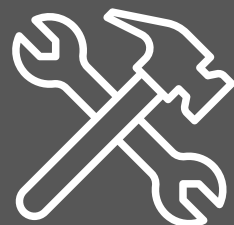
-15%

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 CONTRUCTION 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 CONTRUCTION INCLUDED IN THOSE PERMITS

NEIGHBORHOOD PROGRAMS RUN BY THE CITY

REHAB INVESTMENT



HOMES

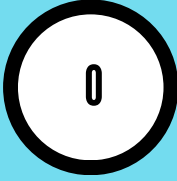


VALUE OF THE REHAB

HOMEBUYER DOWN PAYMENT



HOMES PURCHASED YEAR TO DATE



VALUE OF DOWN PAYMENTS

BUSINESS DEVELOPMENT



APPLICANTS PRE-APPROVED FOR THE COMMERICAL CORRIDOR PROPERTY REVITALIZATION PROGRAM YEAR TO DATE



APPLICANTS PRE-APPROVED FOR THE TIF COMMERICAL AND INUSTRIAL REHABILITATION PROGRAM YEAR TO DATE

NEIGHBORHOOD STANDARDS



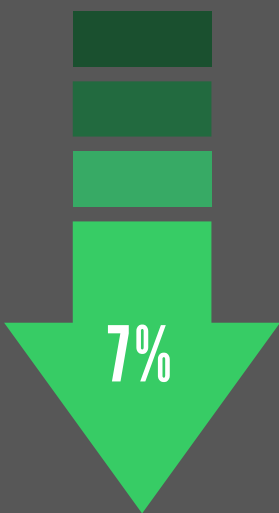
CODE ENFORCEMENT CASES YEAR TO DATE



KNOCK AND TALK CASES YEAR TO DATE

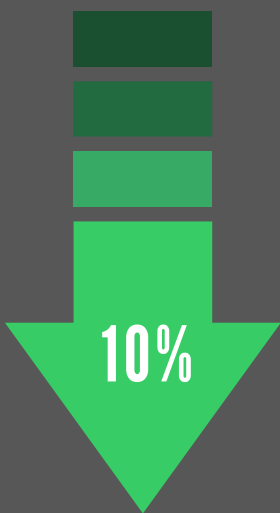
POLICE DEPARTMENT

MARCH 2025



VIOLENT CRIME

YTD 2024 324
YTD 2025 301



PROPERTY CRIME

YTD 2024 757
YTD 2025 685



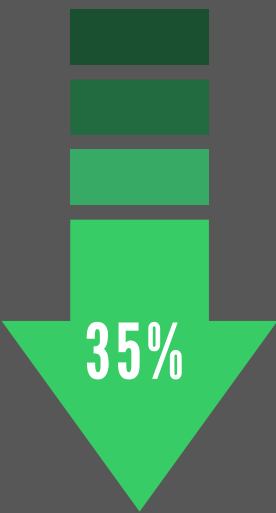
ROBBERY

YTD 2024 37
YTD 2025 39



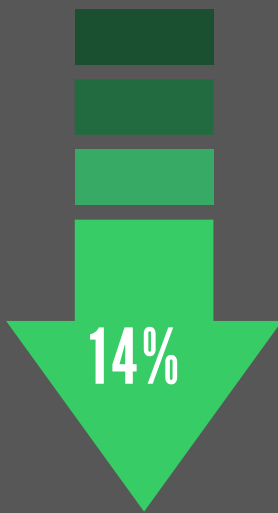
AUTO THEFTS

YTD 2024 120
YTD 2025 142



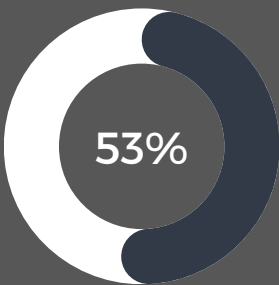
SHOTS FIRED

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



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
125



Head Start Students
239



HUMAN RESOURCES

MARCH 2025



CITY OF ROCKFORD EMPLOYEES



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**

CASES FILED IN ADMINISTRATIVE COURT

125

SANITATION AND ZONING CASES

243

GENERAL ORDINANCE CASES

4

BUILDING CODE CASES