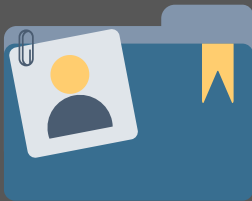


HUMAN RESOURCES

MAY 2025



CITY OF ROCKFORD EMPLOYEES



OPEN POSITIONS

UNION REPRESENTATION

Non-Represented	284
AFSCME	193
AFSCME - B	12
AFSCME - C	29
Fire Union	293
Police Union	257

Non-Represented Employees
284



Represented Employees
784

FIRE DEPARTMENT

MAY 2025



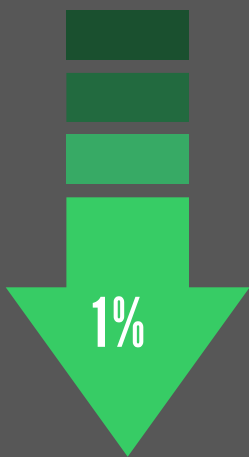
FIRE CALLS

YTD 2024 182
YTD 2025 233



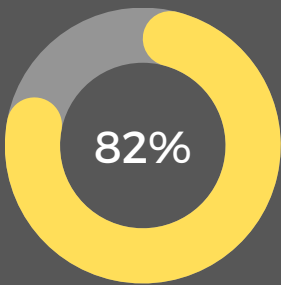
EMS CALLS

YTD 2024 9,950
YTD 2025 9,985

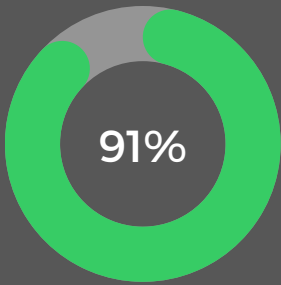


ALL OTHER CALLS

YTD 2024 3,441
YTD 2025 3,398

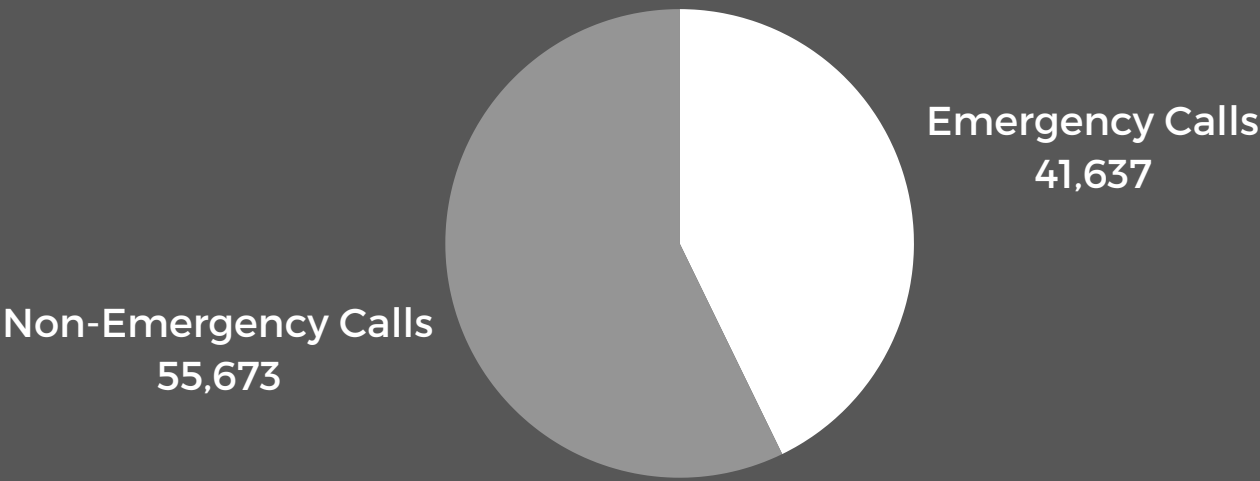


911 CALLS ANSWERED IN LESS THAN 10 SECONDS
GOAL: 90%



PROPERTY VALUE SAVED FROM STRUCTURE FIRES
GOAL: 90%

911 CENTER (JANUARY - APRIL)



Calls Per Day	644
Calls Per Hour	27
Calls Per Call Taker Per Hour	7



PUBLIC WORKS

MAY 2025



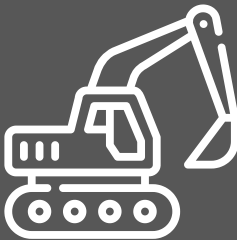
POTHOLES PATCHED



TREES PRUNED



LEAD SERVICE LINES
REPLACED

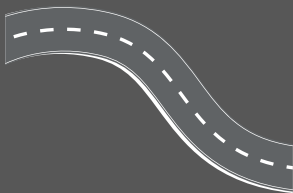


MILLION GALLONS OF
WATER PUMPED



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)

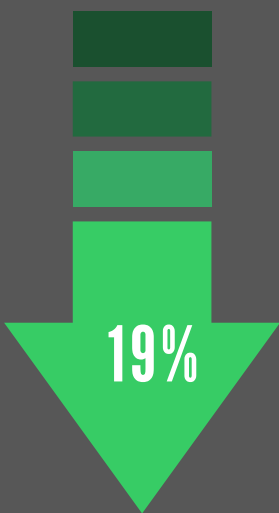


PROJECTS
DELIVERED
ON TIME



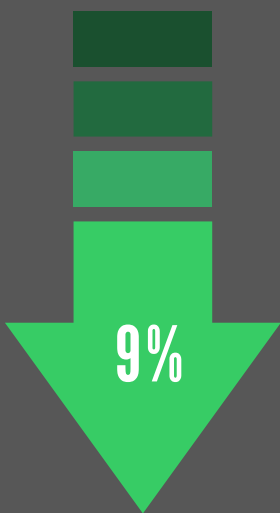
POLICE DEPARTMENT

MAY 2025



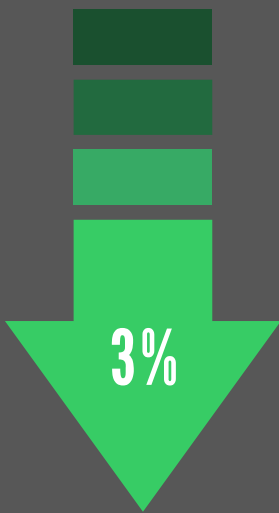
VIOLENT CRIME

YTD 2024 647
YTD 2025 525



PROPERTY CRIME

YTD 2024 1,388
YTD 2025 1,264



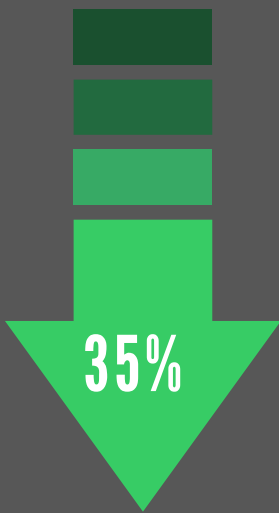
ROBBERY

YTD 2024 71
YTD 2025 69



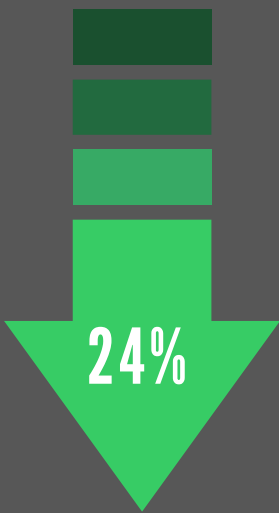
AUTO THEFTS

YTD 2024 247
YTD 2025 288



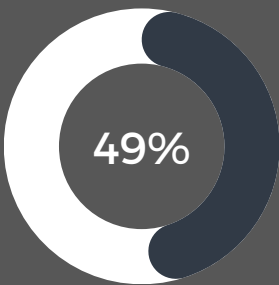
SHOTS FIRED

YTD 2024 136
YTD 2025 89



AGGRAVATED ASSAULTS

YTD 2024 526
YTD 2025 400



VIOLENT CRIME THAT WAS DOMESTIC RELATED





HELP DESK



HELP DESK TICKETS CREATED



HELP DESK TICKETS CLOSED

CYBER THREATS



CRITICAL THREATS



HIGH THREATS

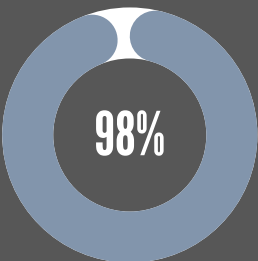


MEDIUM THREATS

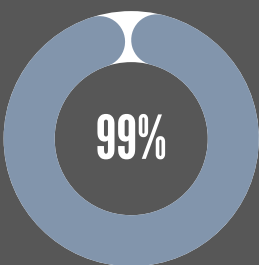


LOW THREATS

SYSTEM AVAILABILITY



NETWORK SYSTEM AVAILABILITY



SERVER AVAILABILITY

FINANCE

MAY 2025



INVOICES PAID



VENDOR
PAYMENTS ISSUED



LOCAL SALES TAX
RETURNS FILED



GRANT DOLLARS
SPENT

BUDGET PERFORMANCE THROUGH MARCH

EXPENSE BUDGET

\$ 75,418,020

EXPENSE ACTUAL

\$ 69,186,989

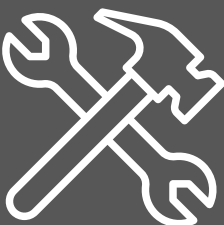


CUSTOMER SERVICE CENTER - CALLS BY DEPARTMENT

Community & Economic Development	293
Finance	35
Human Resources	33
Health & Human Services	36
Legal	43
Mayor’s Office	54
Police and Fire	16
Public Works	217
Water Bills	3,257
Other Calls	258
Rock River Disposal	81
Spanish Calls	63

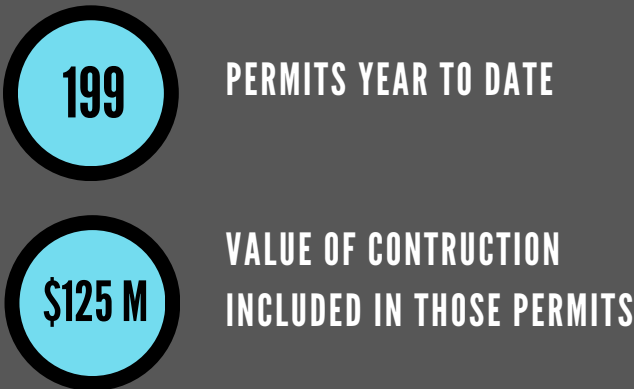
COMMUNITY AND ECONOMIC DEVELOPMENT

MAY 2025

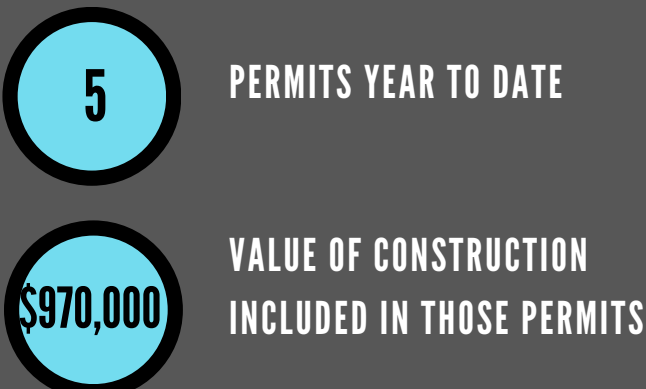


PRIVATE INVESTMENT IN THE CITY

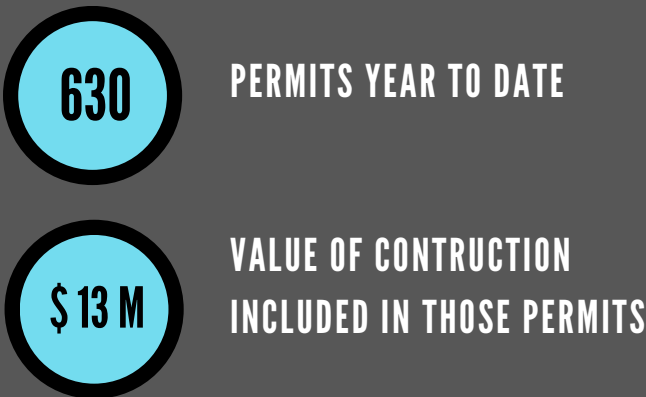
COMMERCIAL CONSTRUCTION



RESIDENTIAL NEW CONSTRUCTION

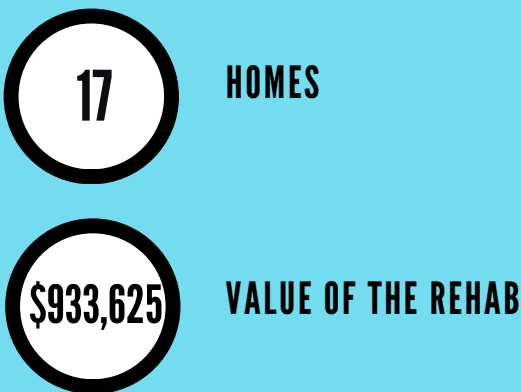


ALL RESIDENTIAL CONSTRUCTION



NEIGHBORHOOD PROGRAMS RUN BY THE CITY

REHAB INVESTMENT



HOMEBUYER DOWN PAYMENT



BUSINESS DEVELOPMENT



NEIGHBORHOOD STANDARDS



HEALTH AND HUMAN SERVICES

MAY 2025



ENERGY ASSISTANCE
REQUESTS FULFILLED



HOUSING ASSISTANCE
REQUESTS FULFILLED



HOUSING STABILIZATION
ASSISTANCE REQUESTS
FULFILLED



CALLS TO HEALTH AND HUMAN
SERVICES



ENERGY ASSISTANCE
REQUESTS FULFILLED

HEAD START



Early Head Start Students
129



Head Start Students
238



LEGAL

MAY 2025



431

NEW FREEDOM OF INFORMATION
ACT (FOIA) REQUESTS

48

ACTIVE CASES IN STATE AND
FEDERAL COURT

CASES FILED IN ADMINISTRATIVE COURT

128

SANITATION AND ZONING CASES

213

GENERAL ORDINANCE CASES

5

BUILDING CODE CASES