

HUMAN RESOURCES

MAY 2025



1,068

CITY OF ROCKFORD EMPLOYEES

4

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



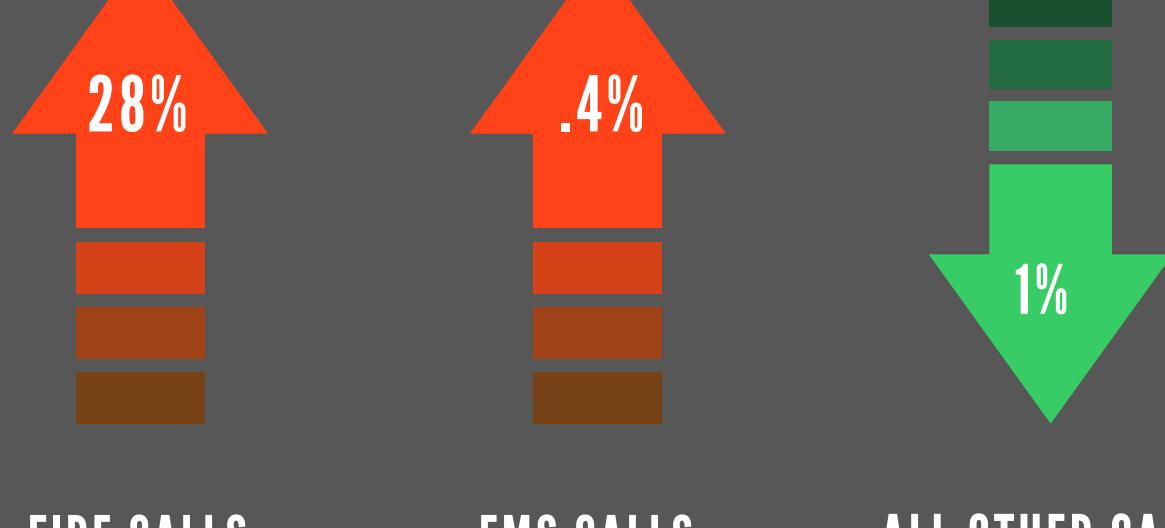
Represented Employees

784



FIRE DEPARTMENT

MAY 2025



FIRE CALLS

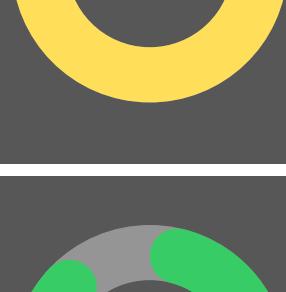
YTD 2024 182
YTD 2025 233

EMS CALLS

YTD 2024 9,950
YTD 2025 9,985

ALL OTHER CALLS

YTD 2024 3,441
YTD 2025 3,398

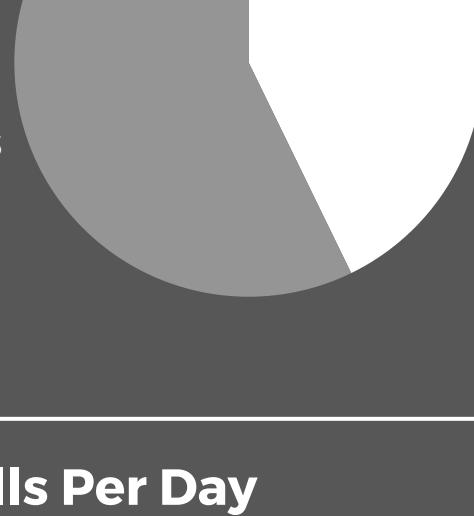


911 CALLS ANSWERED IN LESS THAN 10 SECONDS
GOAL: 90%



PROPERTY VALUE SAVED FROM STRUCTURE FIRES
GOAL: 90%

911 CENTER (JANUARY - APRIL)



Non-Emergency Calls
55,673

Emergency Calls
41,637

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



PUBLIC WORKS

MAY 2025



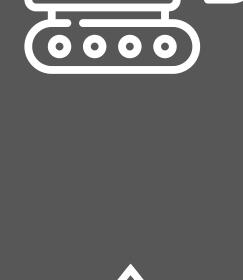
POTHOLE PATCHED



TREES PRUNED



LEAD SERVICE LINES
REPLACED



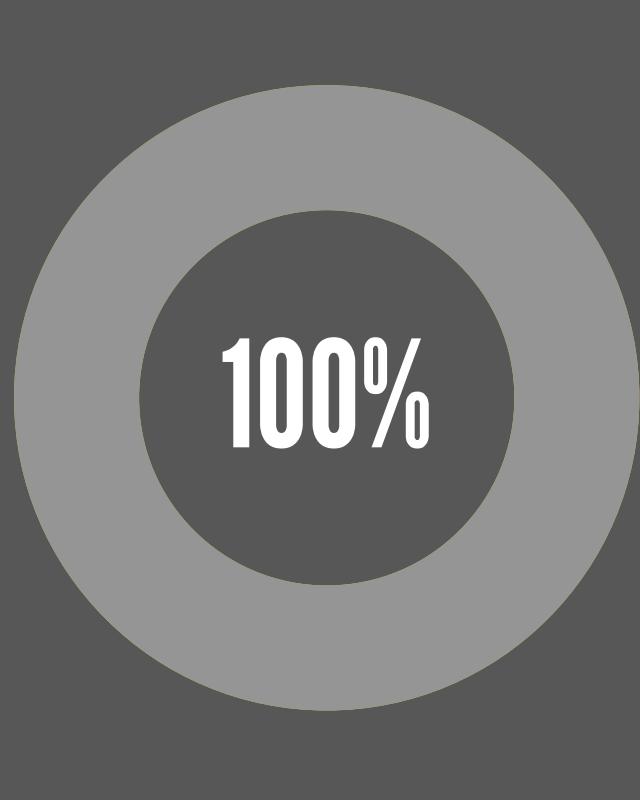
MILLION GALLONS OF
WATER PUMPED



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)

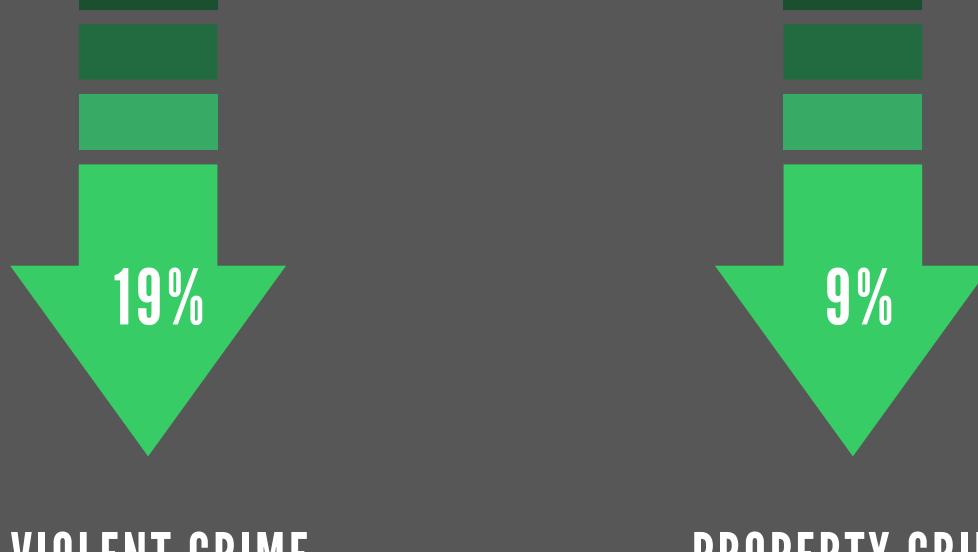


PROJECTS
DELIVERED
ON TIME



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

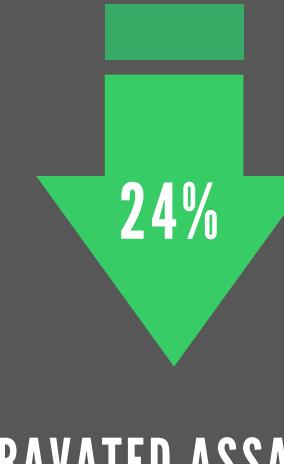
AUTO THEFTS

YTD 2024	247
YTD 2025	288



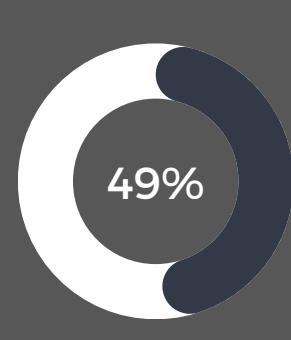
SHOTS FIRED

YTD 2024	136
YTD 2025	89



AGGRAVATED ASSAULTS

YTD 2024	526
YTD 2025	400



VIOLENT CRIME THAT WAS DOMESTIC RELATED



INFORMATION TECHNOLOGY

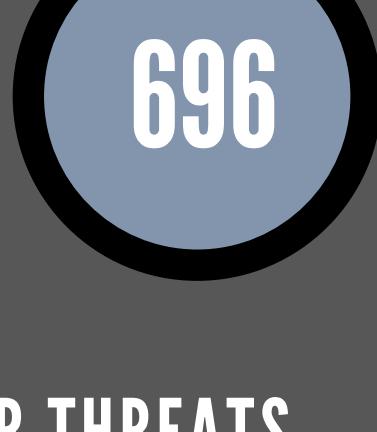
MAY 2025



HELP DESK



HELP DESK TICKETS CREATED

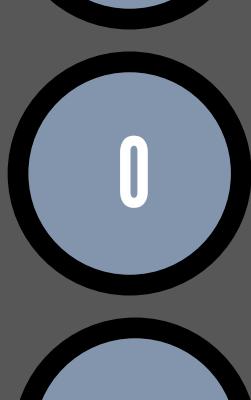


HELP DESK TICKETS CLOSED

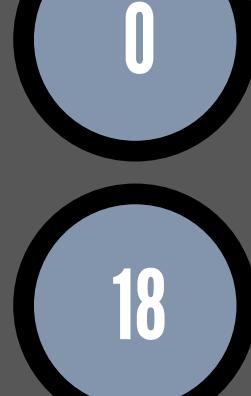
CYBER THREATS



CRITICAL THREATS



HIGH THREATS



MEDIUM THREATS



LOW THREATS

SYSTEM AVAILABILITY



NETWORK SYSTEM AVAILABILITY



SERVER AVAILABILITY



FINANCE

MAY 2025



3,319

INVOICES PAID

984

VENDOR PAYMENTS ISSUED

809

LOCAL SALES TAX RETURNS FILED

\$573,059

GRANT DOLLARS SPENT

BUDGET PERFORMANCE THROUGH MARCH

EXPENSE BUDGET

\$ 75,418,020

-8%

EXPENSE ACTUAL

\$ 69,186,989

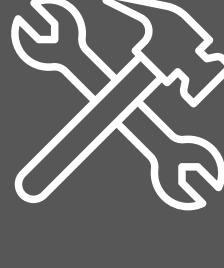
CUSTOMER SERVICE CENTER - CALLS BY DEPARTMENT

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

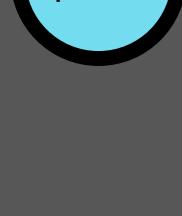


PRIVATE INVESTMENT IN THE CITY

COMMERCIAL CONSTRUCTION

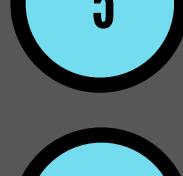


PERMITS YEAR TO DATE



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

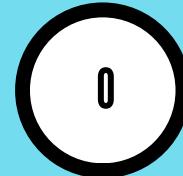


HOMES

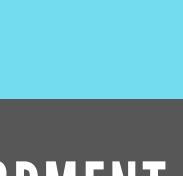


VALUE OF THE REHAB

HOMEBUYER DOWN PAYMENT



HOMES PURCHASED
YEAR TO DATE

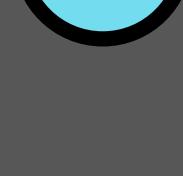


VALUE OF DOWN PAYMENTS

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



HEALTH AND HUMAN SERVICES

MAY 2025



1,542

ENERGY ASSISTANCE
REQUESTS FULFILLED

64

HOUSING ASSISTANCE
REQUESTS FULFILLED

57

HOUSING STABILIZATION
ASSISTANCE REQUESTS
FULFILLED

12,670

CALLS TO HEALTH AND HUMAN
SERVICES

1,542

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

