

PUBLIC WORKS

JUNE 2025



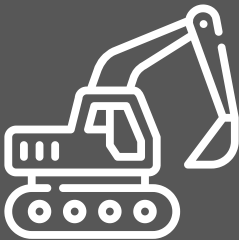
POTHOLES PATCHED



TREES PRUNED



LEAD SERVICE LINES
REPLACED

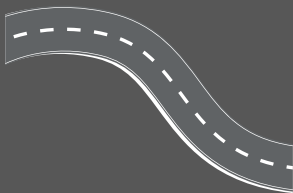


MILLION GALLONS OF
WATER PUMPED



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

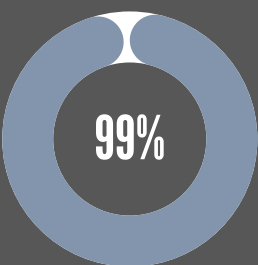


MEDIUM THREATS

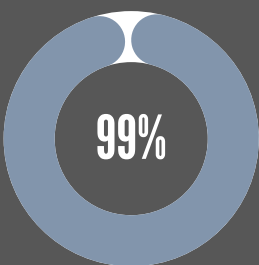


LOW THREATS

SYSTEM AVAILABILITY



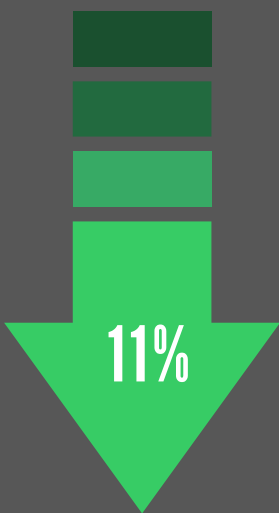
NETWORK SYSTEM AVAILABILITY



SERVER AVAILABILITY

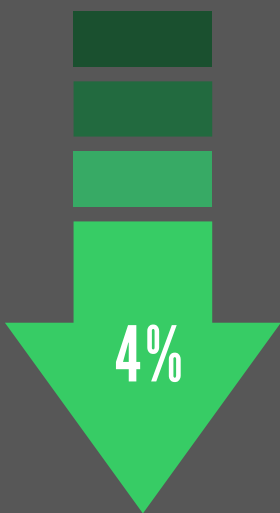
POLICE DEPARTMENT

JUNE 2025



VIOLENT CRIME

YTD 2024 781
YTD 2025 693



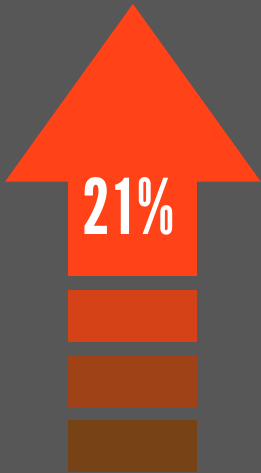
PROPERTY CRIME

YTD 2024 1,682
YTD 2025 1,611



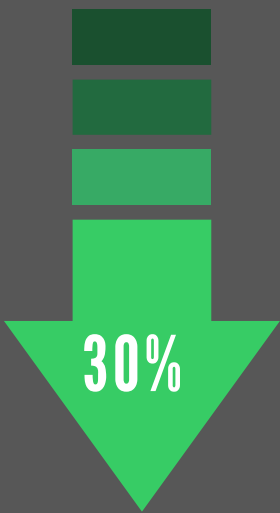
ROBBERY

YTD 2024 85
YTD 2025 86



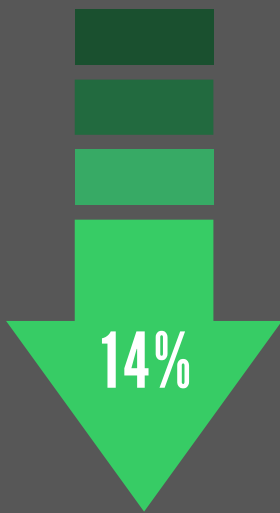
AUTO THEFTS

YTD 2024 301
YTD 2025 365



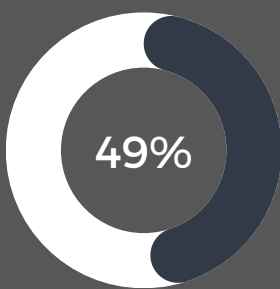
SHOTS FIRED

YTD 2024 156
YTD 2025 109



AGGRAVATED ASSAULTS

YTD 2024 632
YTD 2025 541

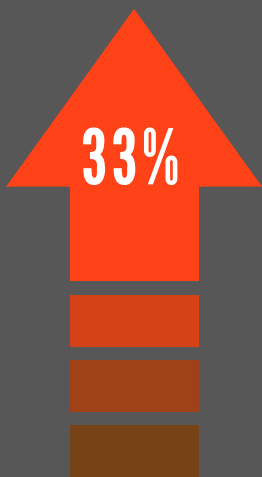


VIOLENT CRIME THAT WAS DOMESTIC RELATED



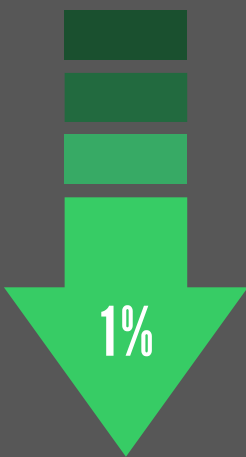
FIRE DEPARTMENT

JUNE 2025



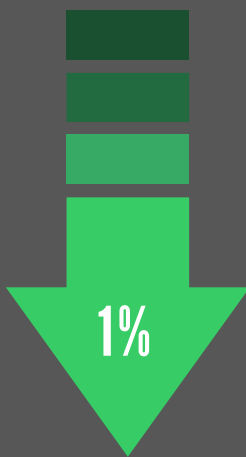
FIRE CALLS

YTD 2024 213
YTD 2025 283



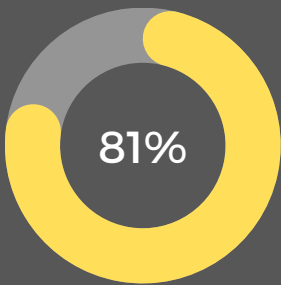
EMS CALLS

YTD 2024 12,084
YTD 2025 11,947

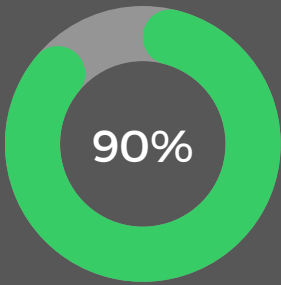


ALL OTHER CALLS

YTD 2024 4,177
YTD 2025 4,156

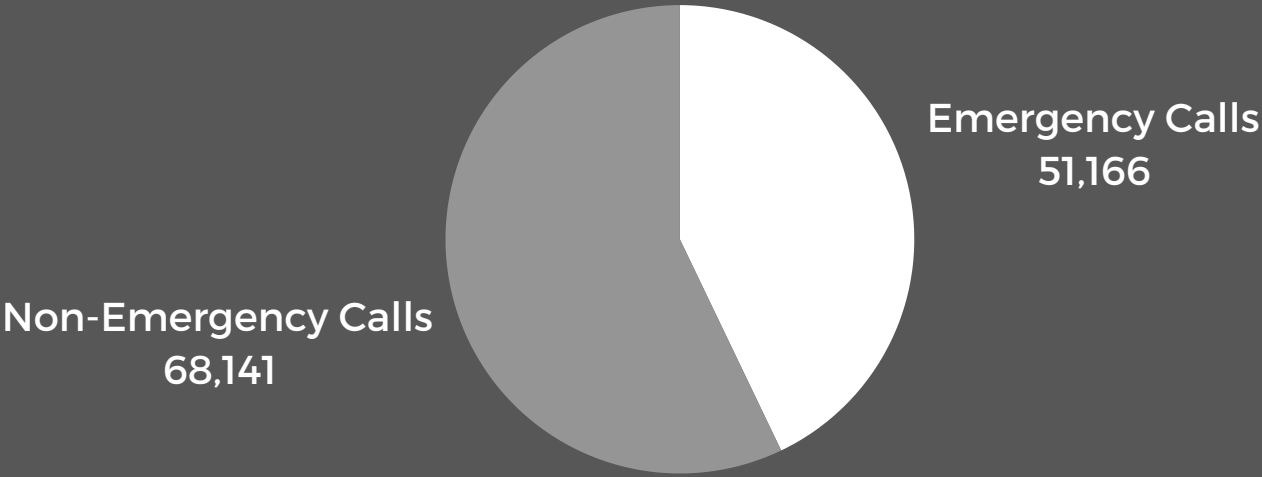


911 CALLS ANSWERED IN LESS THAN 10 SECONDS
GOAL: 90%



PROPERTY VALUE SAVED FROM STRUCTURE FIRES
GOAL: 90%

911 CENTER (JANUARY - APRIL)



Calls Per Day	659
Calls Per Hour	27
Calls Per Call Taker Per Hour	7



HEALTH AND HUMAN SERVICES

JUNE 2025



ENERGY ASSISTANCE
REQUESTS FULFILLED



HOUSING ASSISTANCE
REQUESTS FULFILLED



HOUSING STABILIZATION
ASSISTANCE REQUESTS
FULFILLED



CALLS TO HEALTH AND HUMAN
SERVICES



WINNEBAGO COUNTY COMMUNITY
MENTAL HEALTH BOARD
ACTIVE/ENGAGED WITH HOMELESS
NAVIGATOR



FINANCE

JUNE 2025



INVOICES PAID



VENDOR
PAYMENTS ISSUED



LOCAL SALES TAX
RETURNS FILED



GRANT DOLLARS
SPENT

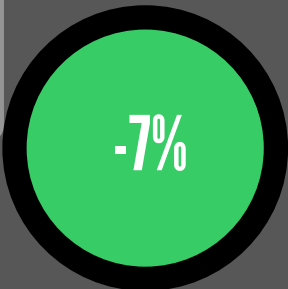
BUDGET PERFORMANCE THROUGH MARCH

EXPENSE BUDGET

\$ 94,272,525

EXPENSE ACTUAL

\$ 87,624,489

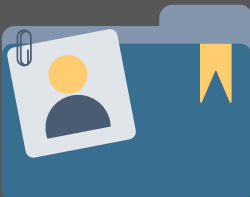


CUSTOMER SERVICE CENTER - CALLS BY DEPARTMENT

Community & Economic Development	242
Finance	30
Human Resources	34
Health & Human Services	34
Legal	54
Mayor’s Office	45
Police and Fire	7
Public Works	239
Water Bills	3,222
Other Calls	259
Rock River Disposal	72
Spanish Calls	70

HUMAN RESOURCES

JUNE 2025



CITY OF ROCKFORD EMPLOYEES



OPEN POSITIONS

TENURE IN YEARS BY DEPARTMENT

Community and Economic Development	7
City Council	8
Finance	8
Fire	11
Human Resources	8
Health and Human Services	7
Information Technology	1
Legal	6
Mayor’s Office	4
Police	11
Public Works	9

LEGAL

JUNE 2025



410

NEW FREEDOM OF INFORMATION
ACT (FOIA) REQUESTS

50

ACTIVE CASES IN STATE AND
FEDERAL COURT

CASES FILED IN ADMINISTRATIVE COURT

103

SANITATION AND ZONING CASES

181

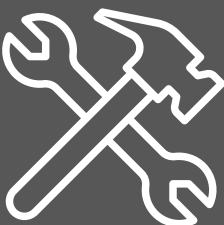
GENERAL ORDINANCE CASES

6

BUILDING CODE CASES

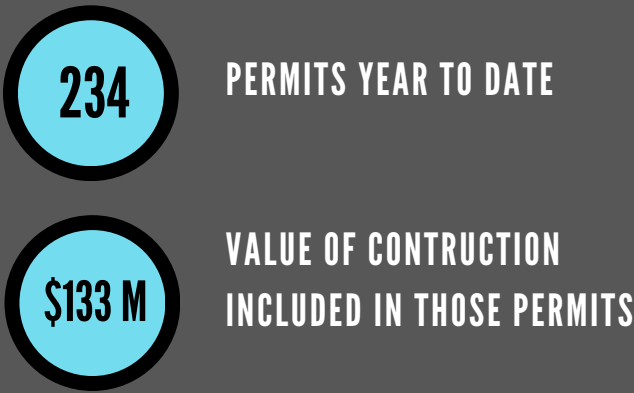
COMMUNITY AND ECONOMIC DEVELOPMENT

MAY 2025

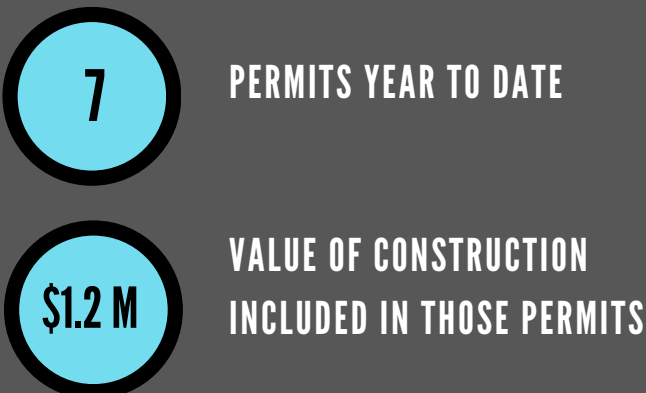


PRIVATE INVESTMENT IN THE CITY

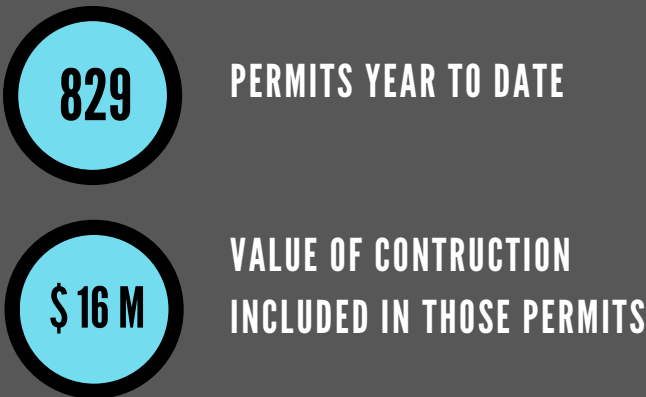
COMMERCIAL CONSTRUCTION



RESIDENTIAL NEW CONSTRUCTION

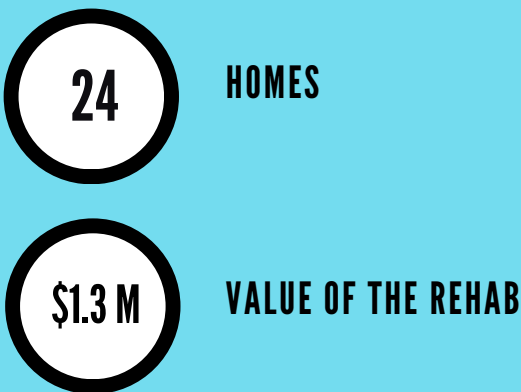


ALL RESIDENTIAL CONSTRUCTION



NEIGHBORHOOD PROGRAMS RUN BY THE CITY

REHAB INVESTMENT



HOMEBUYER DOWN PAYMENT



BUSINESS DEVELOPMENT



NEIGHBORHOOD STANDARDS

