

# HEALTH AND HUMAN SERVICES

JULY 2025



1,160

ENERGY ASSISTANCE  
REQUESTS FULFILLED

90

HOUSING ASSISTANCE  
REQUESTS FULFILLED

53

HOUSING STABILIZATION  
ASSISTANCE REQUESTS  
FULFILLED

7,312

CALLS TO HEALTH AND HUMAN  
SERVICES

35

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



# HUMAN RESOURCES

JULY 2025



**1,068**

CITY OF ROCKFORD EMPLOYEES

**9**

OPEN POSITIONS

## TENURE IN YEARS BY DEPARTMENT

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

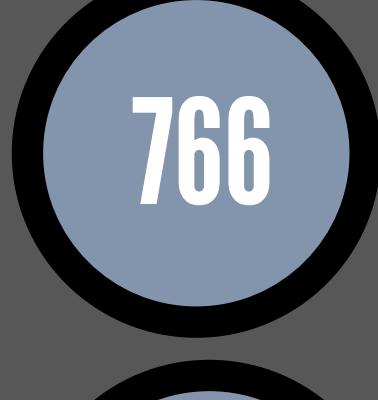


# INFORMATION TECHNOLOGY

JULY 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

THE CITY OF

ROCKFORD

ILLINOIS, USA

# FINANCE

JULY 2025



4,301

INVOICES PAID

1,118

VENDOR PAYMENTS ISSUED

790

LOCAL SALES TAX RETURNS FILED

\$1.6 MILLION

GRANT DOLLARS SPENT

## BUDGET PERFORMANCE THROUGH MAY

EXPENSE BUDGET

\$ 94,272,525

-7%

EXPENSE ACTUAL

\$ 87,624,489

## CUSTOMER SERVICE CENTER - CALLS BY DEPARTMENT

Community & Economic Development	257
Finance	47
Human Resources	28
Health & Human Services	37
Legal	33
Mayor's Office	62
Police and Fire	13
Public Works	248
Water Bills	3,389
Other Calls	373
Rock River Disposal	92
Spanish Calls	67



# PUBLIC WORKS

JULY 2025



POTHOLE PATCHED



TREES PRUNED



LEAD SERVICE LINES  
REPLACED



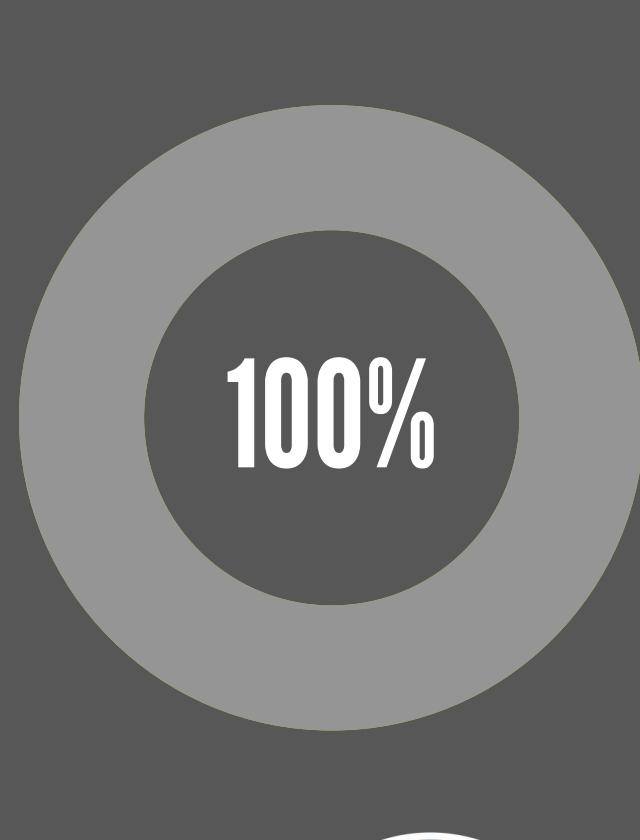
MILLION GALLONS OF  
WATER PUMPED



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)

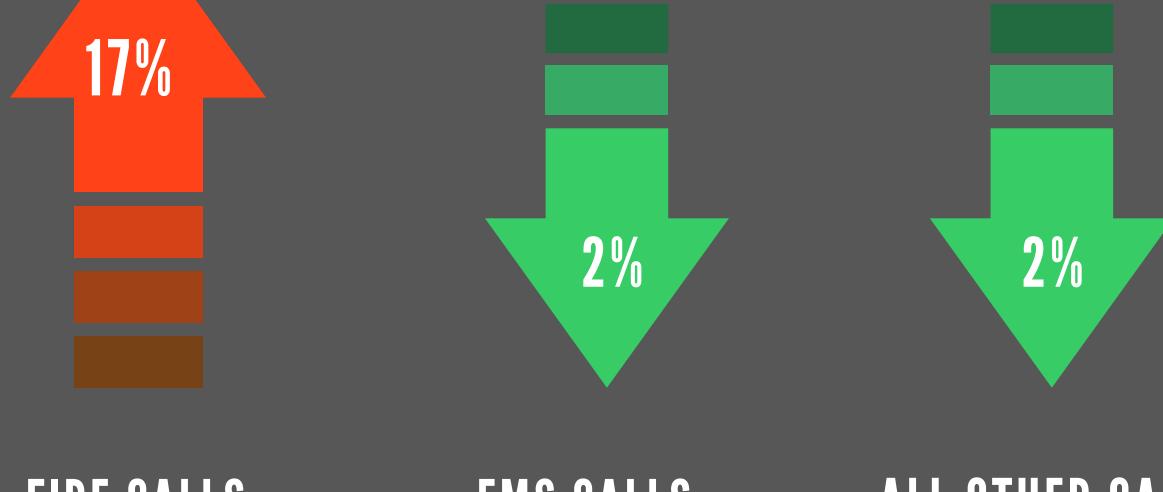


PROJECTS  
DELIVERED  
ON TIME



# FIRE DEPARTMENT

JULY 2025



## FIRE CALLS

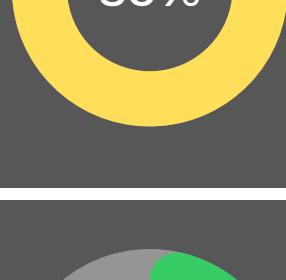
YTD 2024 279  
YTD 2025 325

## EMS CALLS

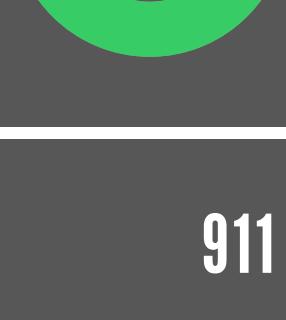
YTD 2024 14,319  
YTD 2025 14,093

## ALL OTHER CALLS

YTD 2024 5,087  
YTD 2025 4,990



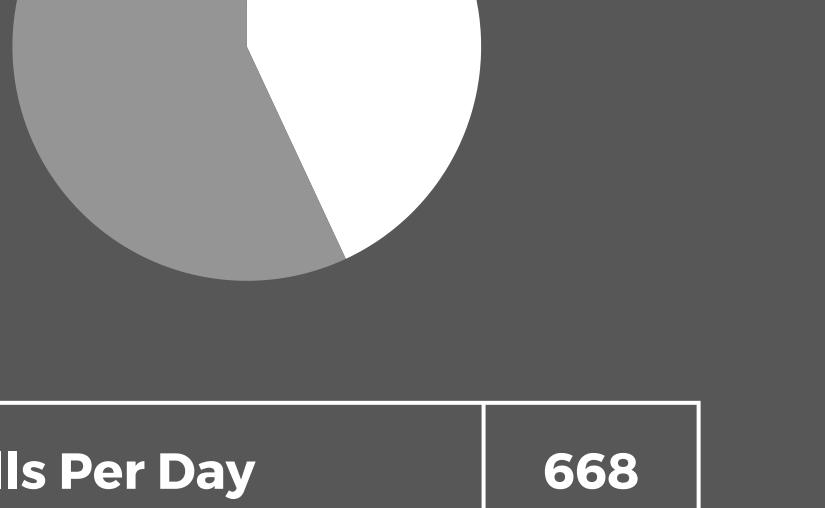
911 CALLS ANSWERED IN LESS THAN 10 SECONDS  
GOAL: 90%



PROPERTY VALUE SAVED FROM STRUCTURE FIRES  
GOAL: 90%

## 911 CENTER (JANUARY - JULY)

Non-Emergency Calls  
80,664

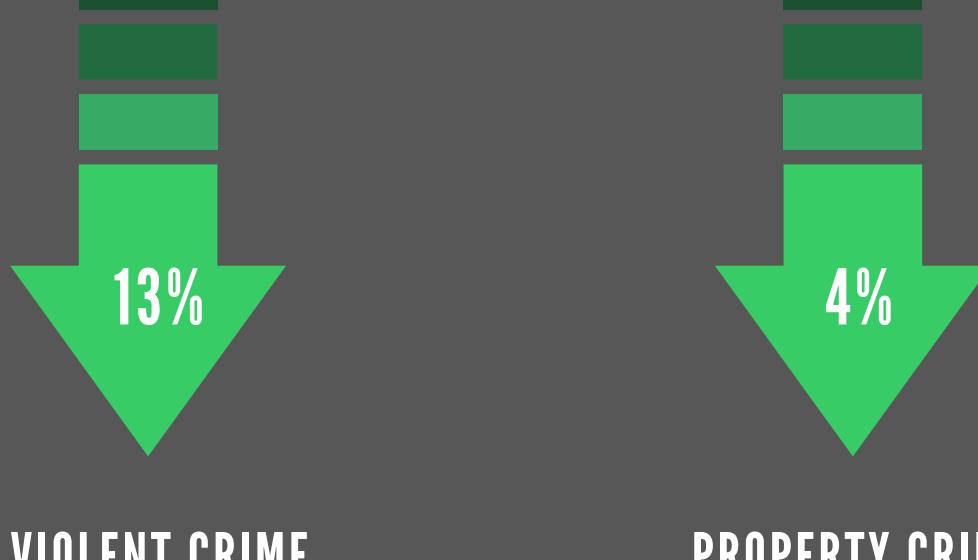


Calls Per Day	668
Calls Per Hour	28
Calls Per Call Taker Per Hour	7



# POLICE DEPARTMENT

JULY 2025



## VIOLENT CRIME

YTD 2024 941  
YTD 2025 820

## PROPERTY CRIME

YTD 2024 2,071  
YTD 2025 1,981



## ROBBERY

YTD 2024 104  
YTD 2025 101

## AUTO THEFTS

YTD 2024 370  
YTD 2025 428

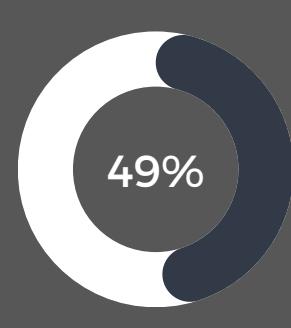


## SHOTS FIRED

YTD 2024 190  
YTD 2025 130

## AGGRAVATED ASSAULTS

YTD 2024 762  
YTD 2025 640



VIOLENT CRIME THAT WAS DOMESTIC RELATED



LEGAL  
JULY 2025



494

NEW FREEDOM OF INFORMATION  
ACT (FOIA) REQUESTS

90

ACTIVE CASES IN STATE AND  
FEDERAL COURT

104

SANITATION AND ZONING CASES

250

GENERAL ORDINANCE CASES

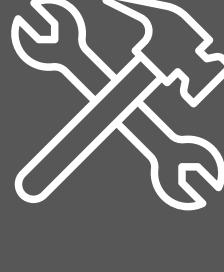
9

BUILDING CODE CASES



# COMMUNITY AND ECONOMIC DEVELOPMENT

JULY 2025

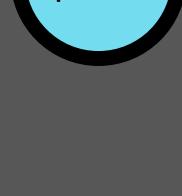


## PRIVATE INVESTMENT IN THE CITY

### 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

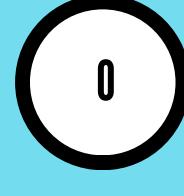


HOMES



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

