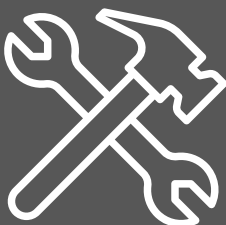


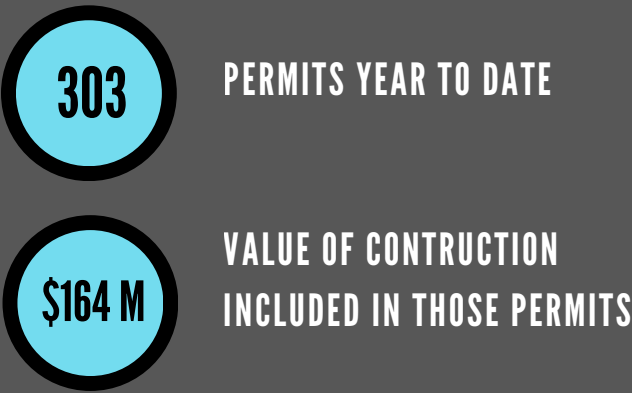
COMMUNITY AND ECONOMIC DEVELOPMENT

AUGUST 2025

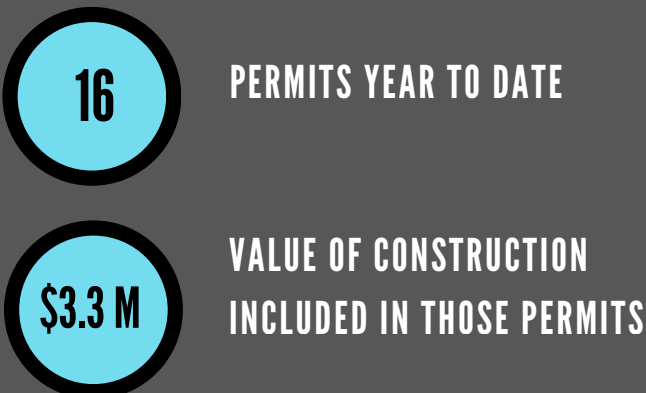


PRIVATE INVESTMENT IN THE CITY

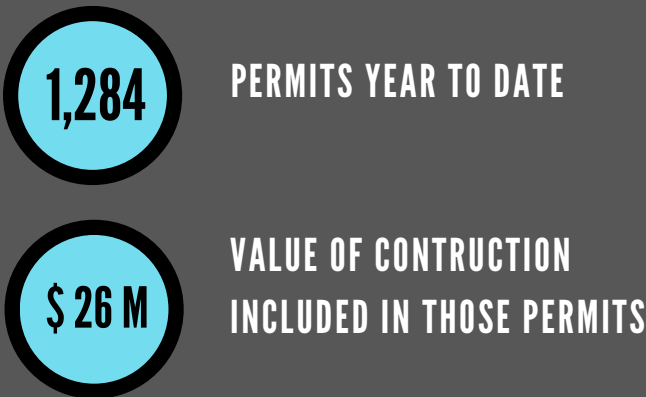
COMMERCIAL CONSTRUCTION



RESIDENTIAL NEW CONSTRUCTION

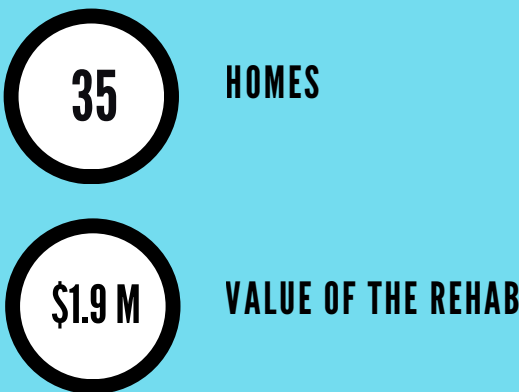


ALL RESIDENTIAL CONSTRUCTION



NEIGHBORHOOD PROGRAMS RUN BY THE CITY

REHAB INVESTMENT



HOMEBUYER DOWN PAYMENT



BUSINESS DEVELOPMENT



NEIGHBORHOOD STANDARDS



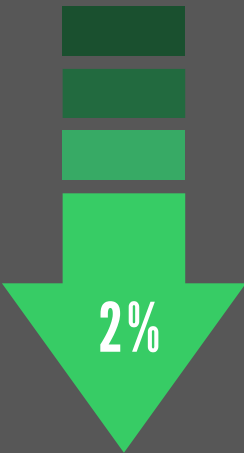
FIRE DEPARTMENT

AUGUST 2025



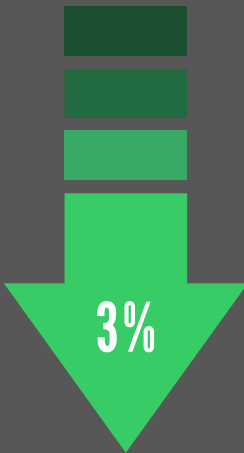
FIRE CALLS

YTD 2024 322
YTD 2025 374



EMS CALLS

YTD 2024 16,480
YTD 2025 16,138

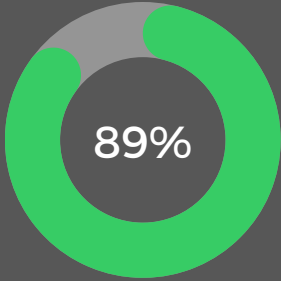


ALL OTHER CALLS

YTD 2024 5,909
YTD 2025 5,749

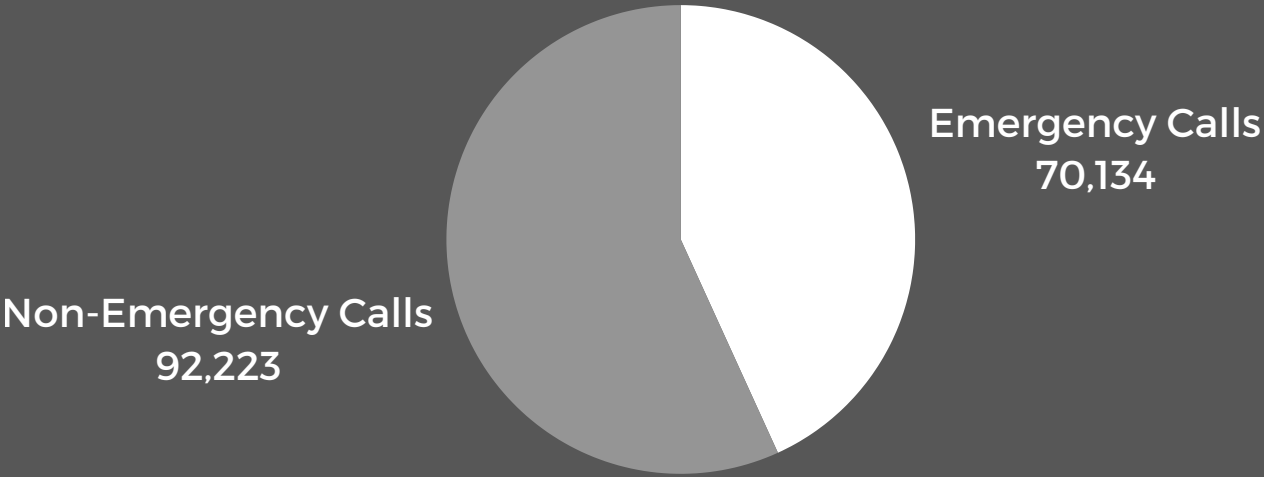


911 CALLS ANSWERED IN LESS THAN 10 SECONDS
GOAL: 90%



PROPERTY VALUE SAVED FROM STRUCTURE FIRES
GOAL: 90%

911 CENTER (JANUARY - AUGUST)



Calls Per Day	766
Calls Per Hour	32
Calls Per Call Taker Per Hour	8



PUBLIC WORKS

AUGUST 2025



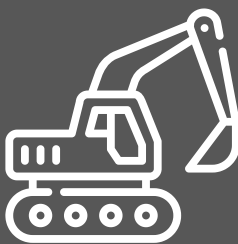
POTHOLES PATCHED



TREES PRUNED



LEAD SERVICE LINES
REPLACED

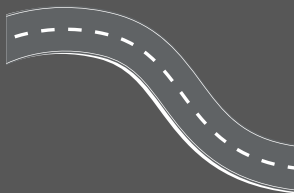


MILLION GALLONS OF
WATER PUMPED



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



HUMAN RESOURCES

AUGUST 2025



CITY OF ROCKFORD EMPLOYEES



OPEN POSITIONS

TENURE IN YEARS BY DEPARTMENT

Community and Economic Development	8
City Council	8
Finance	9
Fire	10
Human Resources	9
Health and Human Services	8
Information Technology	1
Legal	6
Mayor’s Office	4
Police	10
Public Works	9



HELP DESK



HELP DESK TICKETS CREATED



HELP DESK TICKETS CLOSED

CYBER THREATS



CRITICAL THREATS



HIGH THREATS

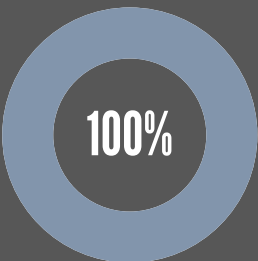


MEDIUM THREATS

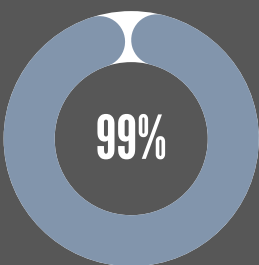


LOW THREATS

SYSTEM AVAILABILITY



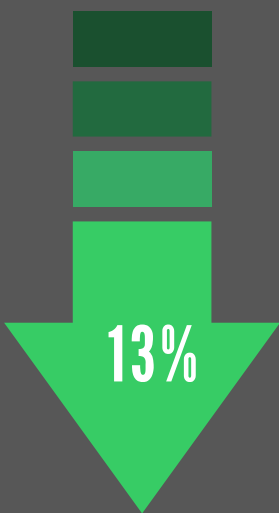
NETWORK SYSTEM AVAILABILITY



SERVER AVAILABILITY

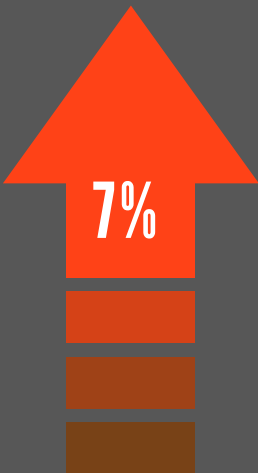
POLICE DEPARTMENT

AUGUST 2025



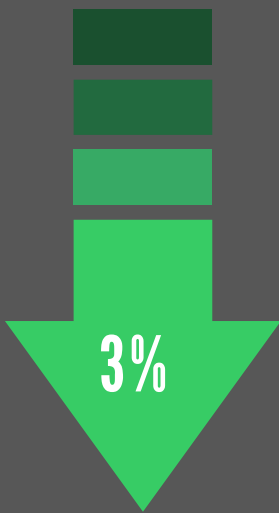
VIOLENT CRIME

YTD 2024 1,087
YTD 2025 949



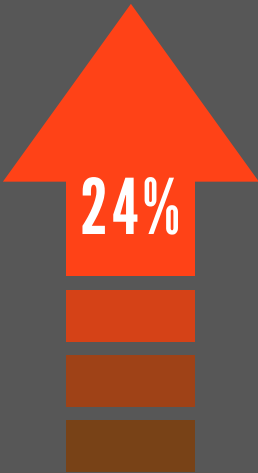
PROPERTY CRIME

YTD 2024 2,381
YTD 2025 2,540



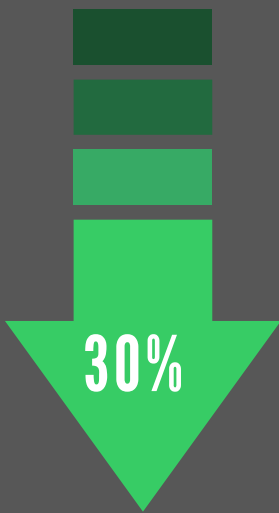
ROBBERY

YTD 2024 116
YTD 2025 111



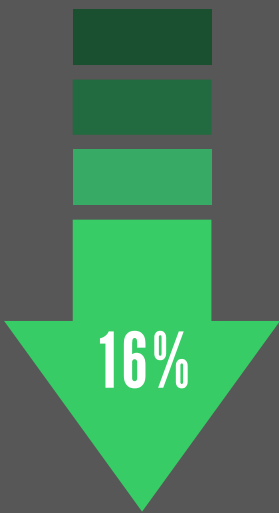
AUTO THEFTS

YTD 2024 437
YTD 2025 543



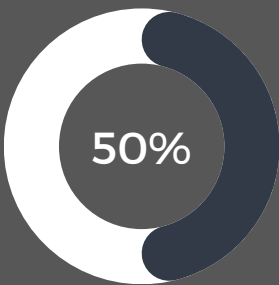
SHOTS FIRED

YTD 2024 210
YTD 2025 148



AGGRAVATED ASSAULTS

YTD 2024 879
YTD 2025 741



VIOLENT CRIME THAT WAS DOMESTIC RELATED



HEALTH AND HUMAN SERVICES

AUGST 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

AUGUST 2025



3,408

INVOICES PAID

968

VENDOR
PAYMENTS ISSUED

794

LOCAL SALES TAX
RETURNS FILED

\$573,044

GRANT DOLLARS
SPENT

BUDGET PERFORMANCE THROUGH JULY

EXPENSE BUDGET

\$ 131,981,535

EXPENSE ACTUAL

\$ 122,443,546

-7%

CUSTOMER SERVICE CENTER - CALLS BY DEPARTMENT

Community & Economic Development	292
Finance	47
Human Resources	42
Health & Human Services	40
Legal	30
Mayor's Office	46
Police and Fire	18
Public Works	227
Water Bills	3,368
Other Calls	294
Rock River Disposal	86
Spanish Calls	90

LEGAL

JULY 2025



420

NEW FREEDOM OF INFORMATION
ACT (FOIA) REQUESTS

87

ACTIVE CASES IN STATE AND
FEDERAL COURT

CASES FILED IN ADMINISTRATIVE COURT

50

SANITATION AND ZONING CASES

232

GENERAL ORDINANCE CASES

9

BUILDING CODE CASES