

HEALTH AND HUMAN SERVICES

SEPTEMBER 2025



1,036

ENERGY ASSISTANCE
REQUESTS FULFILLED

102

HOUSING ASSISTANCE
REQUESTS FULFILLED

58

HOUSING STABILIZATION
ASSISTANCE REQUESTS
FULFILLED

6,085

CALLS TO HEALTH AND HUMAN
SERVICES

29

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



HUMAN RESOURCES

SEPTEMBER 2025



1,083

CITY OF ROCKFORD EMPLOYEES

11

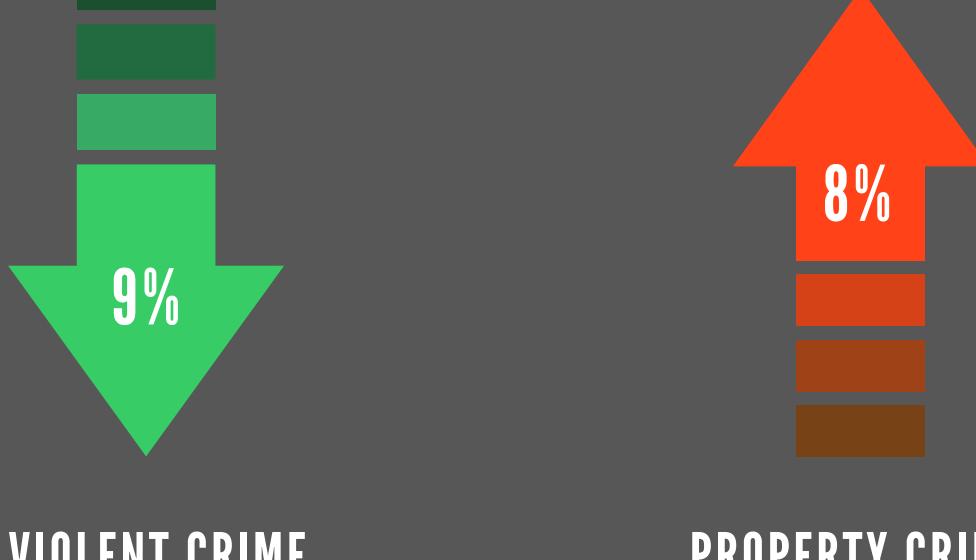
OPEN POSITIONS

TENURE IN YEARS BY DEPARTMENT

Community and Economic Development	8
City Council	8
Finance	9
Fire	11
Human Resources	9
Health and Human Services	7
Information Technology	1
Legal	6
Mayor's Office	4
Police	11
Public Works	10

POLICE DEPARTMENT

SEPTEMBER 2025



VIOLENT CRIME

YTD 2024 1,216
YTD 2025 1,103

PROPERTY CRIME

YTD 2024 2,722
YTD 2025 2,936



ROBBERY

YTD 2024 135
YTD 2025 127

AUTO THEFTS

YTD 2024 491
YTD 2025 623



SHOTS FIRED

YTD 2024 236
YTD 2025 168

AGGRAVATED ASSAULTS

YTD 2024 975
YTD 2025 861

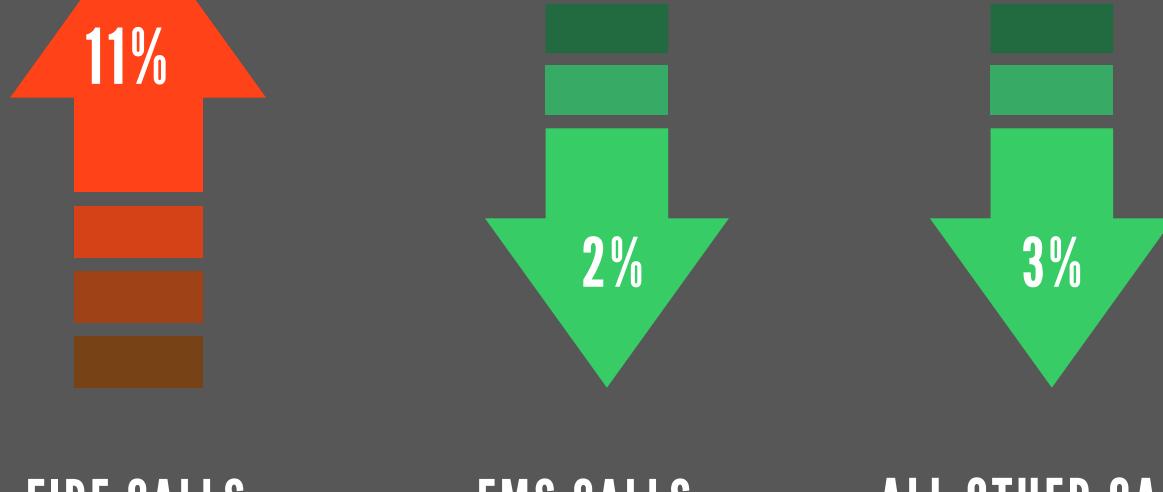


VIOLENT CRIME THAT WAS DOMESTIC RELATED



FIRE DEPARTMENT

SEPTEMBER 2025



FIRE CALLS

YTD 2024 380
YTD 2025 421

EMS CALLS

YTD 2024 18,614
YTD 2025 18,167

ALL OTHER CALLS

YTD 2024 6,636
YTD 2025 6,438



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

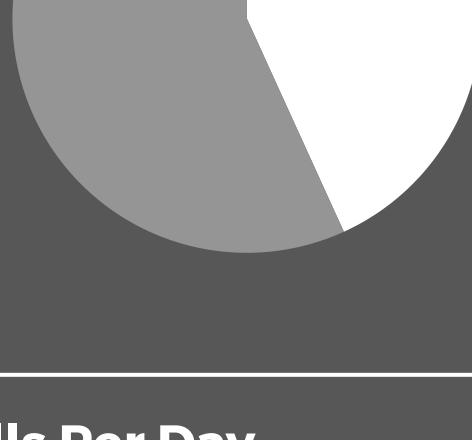


PROPERTY VALUE SAVED FROM STRUCTURE FIRES
GOAL: 90%

911 CENTER (JANUARY - SEPTEMBER)

Non-Emergency Calls
104,175

Emergency Calls
79,234



Calls Per Day	672
Calls Per Hour	28
Calls Per Call Taker Per Hour	7



FINANCE

SEPTEMBER 2025



2,849

INVOICES PAID

874

VENDOR PAYMENTS ISSUED

770

LOCAL SALES TAX RETURNS FILED

\$924,795

GRANT DOLLARS SPENT

BUDGET PERFORMANCE THROUGH AUGUST

EXPENSE BUDGET

\$ 150,836,040

-8%

EXPENSE ACTUAL

\$ 138,875,414

CUSTOMER SERVICE CENTER - CALLS BY DEPARTMENT

Community & Economic Development	208
Finance	34
Human Resources	57
Health & Human Services	50
Legal	40
Mayor's Office	64
Police and Fire	17
Public Works	187
Water Bills	3,543
Other Calls	240
Rock River Disposal	58
Spanish Calls	69



PUBLIC WORKS

SEPTEMBER 2025



POTHOLE PATCHED



TREES PRUNED



LEAD SERVICE LINES
REPLACED



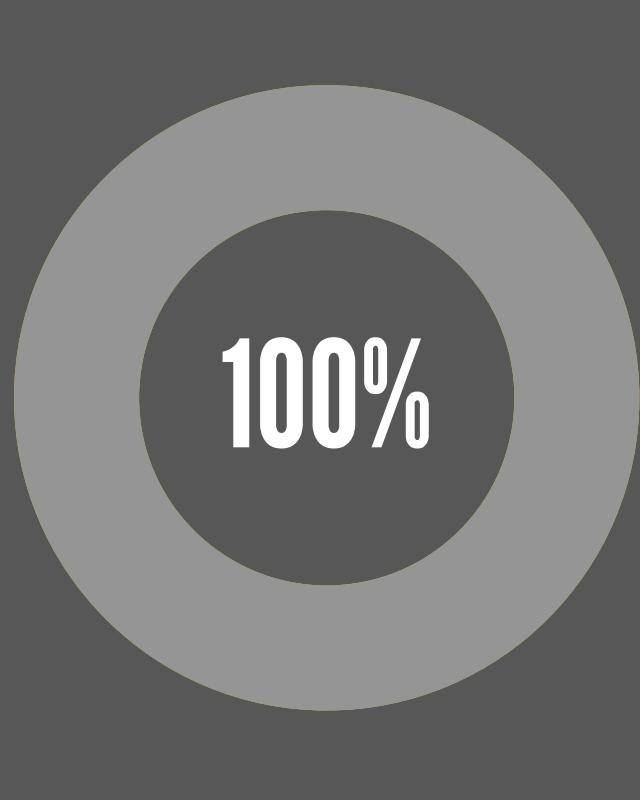
MILLION GALLONS OF
WATER PUMPED



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



INFORMATION TECHNOLOGY

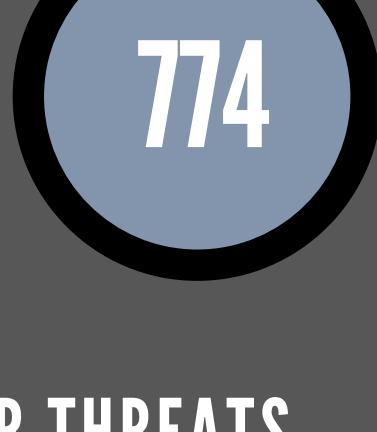
SEPTEMBER 2025



HELP DESK



HELP DESK TICKETS CREATED



HELP DESK TICKETS CLOSED

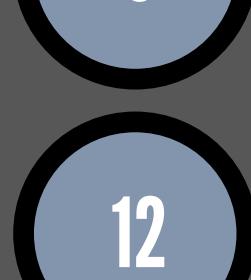
CYBER THREATS



CRITICAL THREATS



HIGH THREATS



MEDIUM THREATS

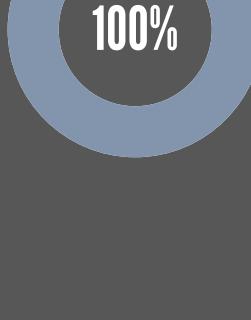


LOW THREATS

SYSTEM AVAILABILITY



NETWORK SYSTEM AVAILABILITY

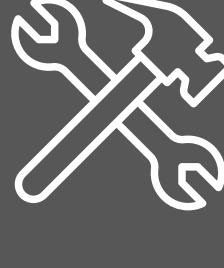


SERVER AVAILABILITY



COMMUNITY AND ECONOMIC DEVELOPMENT

SEPTEMBER 2025

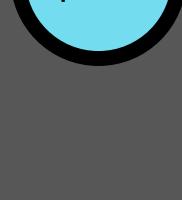


PRIVATE INVESTMENT IN THE CITY

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

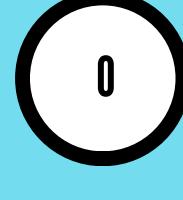


HOMES



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

