

# HEALTH AND HUMAN SERVICES

SEPTEMBER 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



# HUMAN RESOURCES

SEPTEMBER 2025



CITY OF ROCKFORD EMPLOYEES



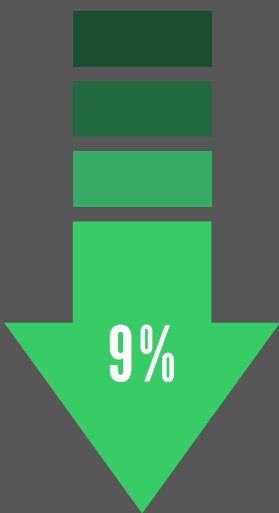
OPEN POSITIONS

## 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

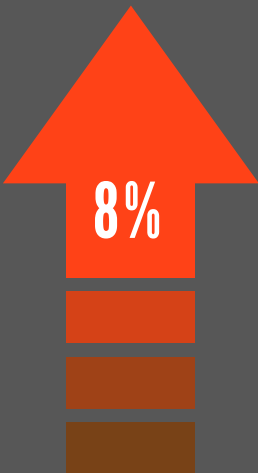
# POLICE DEPARTMENT

## SEPTEMBER 2025



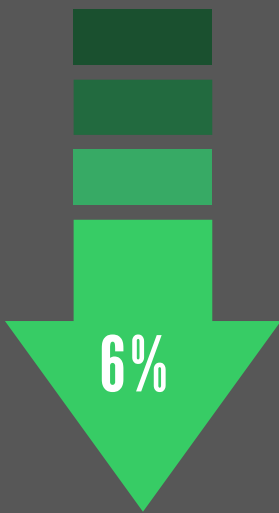
VIOLENT CRIME

YTD 2024	1,216
YTD 2025	1,103



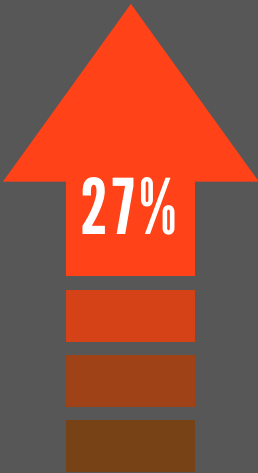
PROPERTY CRIME

YTD 2024	2,722
YTD 2025	2,936



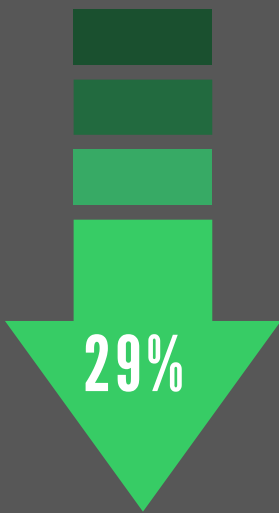
ROBBERY

YTD 2024	135
YTD 2025	127



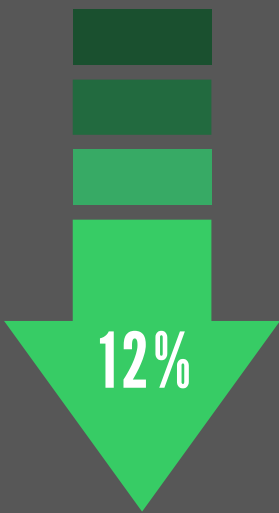
AUTO THEFTS

YTD 2024	491
YTD 2025	623



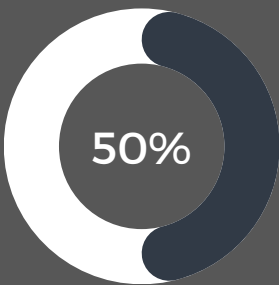
SHOTS FIRED

YTD 2024	236
YTD 2025	168



AGGRAVATED ASSAULTS

YTD 2024	975
YTD 2025	861



VIOLENT CRIME THAT WAS DOMESTIC RELATED



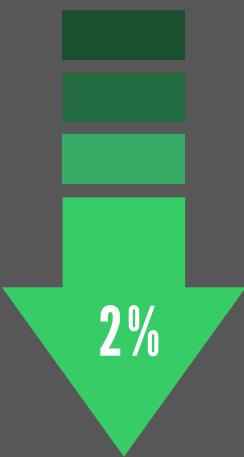
# FIRE DEPARTMENT

## SEPTEMBER 2025



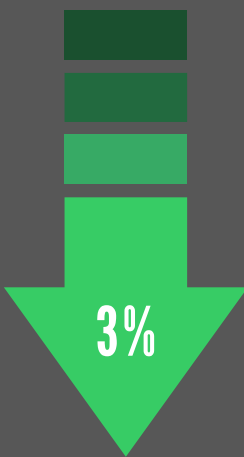
### FIRE CALLS

YTD 2024 380  
YTD 2025 421



### EMS CALLS

YTD 2024 18,614  
YTD 2025 18,167

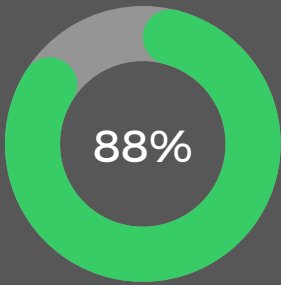


### ALL OTHER CALLS

YTD 2024 6,636  
YTD 2025 6,438

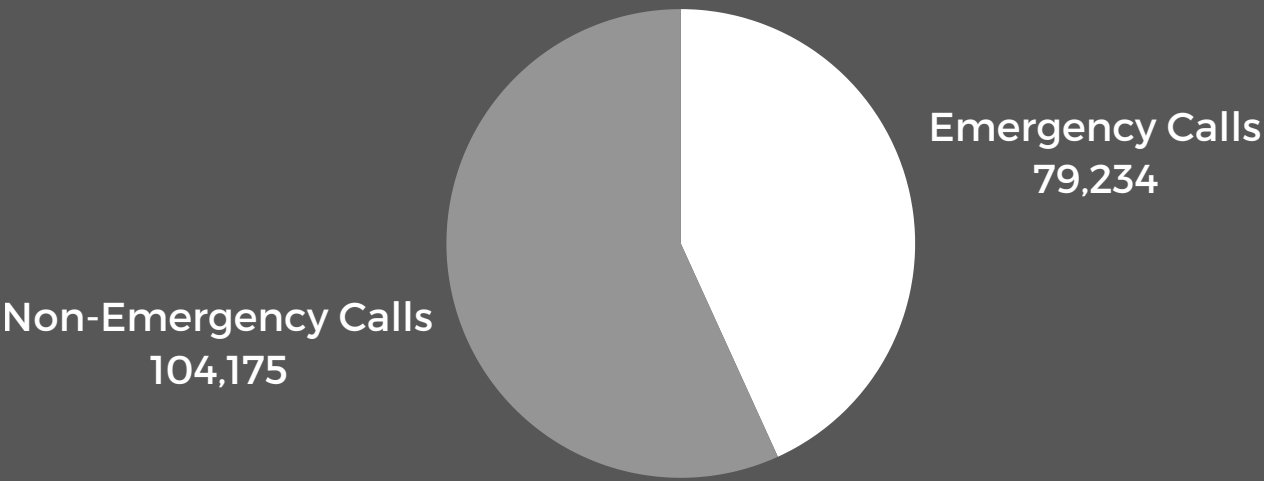


911 CALLS ANSWERED IN LESS THAN 10 SECONDS  
GOAL: 90%



PROPERTY VALUE SAVED FROM STRUCTURE FIRES  
GOAL: 90%

## 911 CENTER (JANUARY - SEPTEMBER)



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

EXPENSE ACTUAL

\$ 138,875,414

-8%

### 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



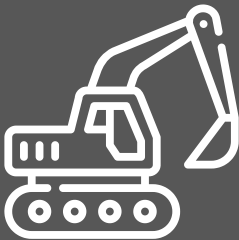
POTHOLES PATCHED



TREES PRUNED



LEAD SERVICE LINES  
REPLACED

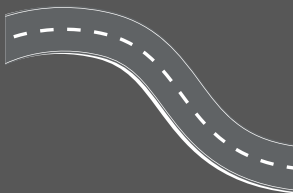


MILLION GALLONS OF  
WATER PUMPED



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

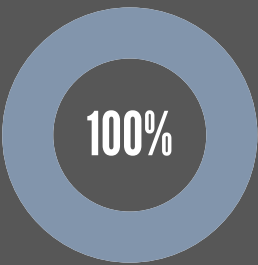


MEDIUM THREATS

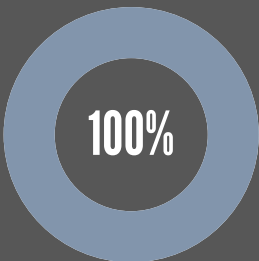


LOW THREATS

## SYSTEM AVAILABILITY



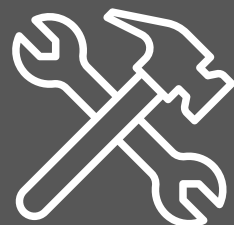
NETWORK SYSTEM AVAILABILITY



SERVER AVAILABILITY

# COMMUNITY AND ECONOMIC DEVELOPMENT

SEPTEMBER 2025



## PRIVATE INVESTMENT IN THE CITY

### COMMERCIAL CONSTRUCTION



PERMITS YEAR TO DATE



VALUE OF CONTRUCTION  
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 CONTRUCTION  
INCLUDED IN THOSE PERMITS

## NEIGHBORHOOD PROGRAMS RUN BY THE CITY

### REHAB INVESTMENT

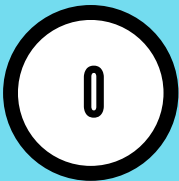


HOMES

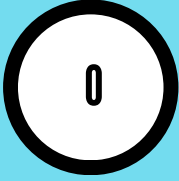


VALUE OF THE REHAB

### 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