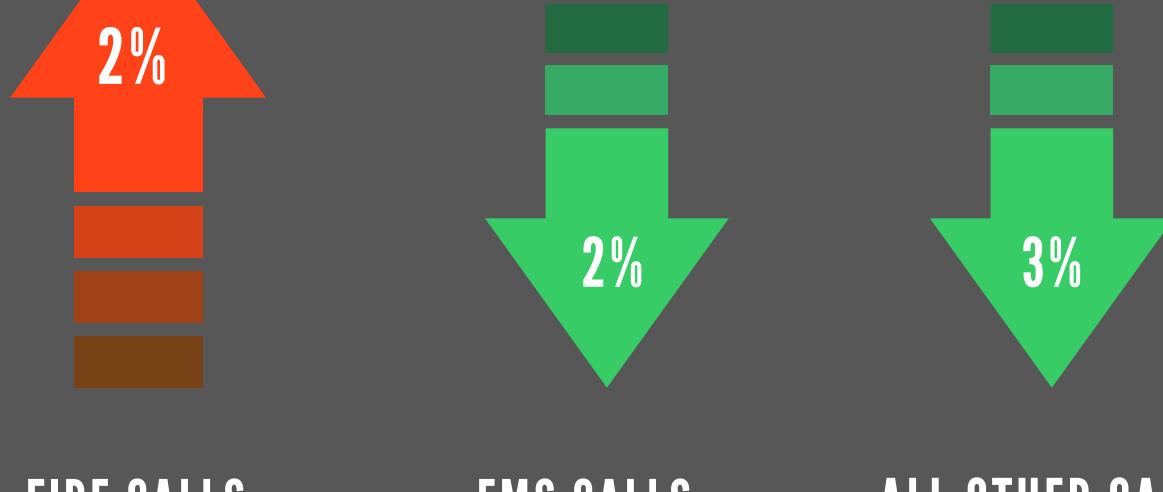


FIRE DEPARTMENT

OCTOBER 2025



FIRE CALLS

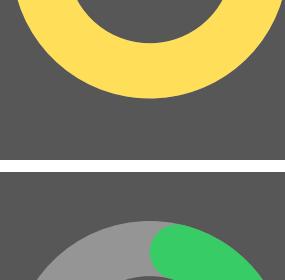
YTD 2024 462
YTD 2025 471

EMS CALLS

YTD 2024 20,682
YTD 2025 20,220

ALL OTHER CALLS

YTD 2024 7,398
YTD 2025 7,146



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



PROPERTY VALUE SAVED FROM STRUCTURE FIRES
GOAL: 90%

911 CENTER (JANUARY - OCTOBER)

Non-Emergency Calls
116,358

Emergency Calls
88,493



Calls Per Day	674
Calls Per Hour	28
Calls Per Call Taker Per Hour	7



PUBLIC WORKS

OCTOBER 2025



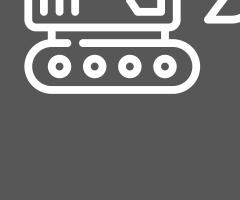
POTHOLE PATCHED



TREES PRUNED



LEAD SERVICE LINES
REPLACED



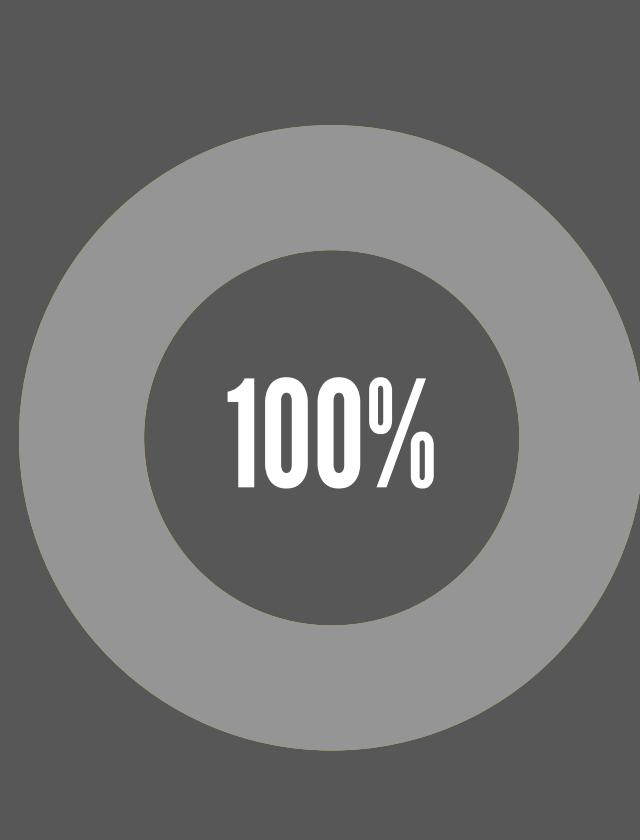
MILLION GALLONS OF
WATER PUMPED



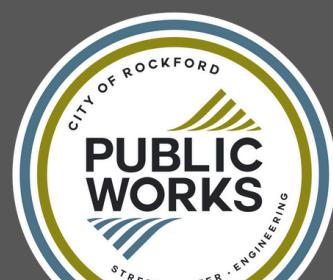
RIGHT OF WAY PERMITS
CLOSED



(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)

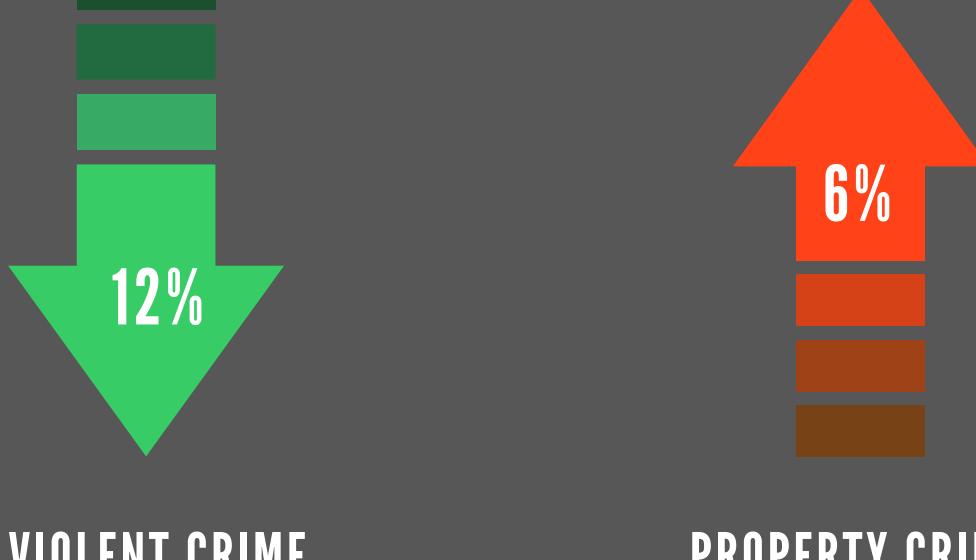


PROJECTS
DELIVERED
ON TIME



POLICE DEPARTMENT

OCTOBER 2025



VIOLENT CRIME

YTD 2024 1,358
YTD 2025 1,196

PROPERTY CRIME

YTD 2024 3,107
YTD 2025 3,288



ROBBERY

YTD 2024 151
YTD 2025 137

AUTO THEFTS

YTD 2024 564
YTD 2025 704



SHOTS FIRED

YTD 2024 262
YTD 2025 178

AGGRAVATED ASSAULTS

YTD 2024 1,085
YTD 2025 936



VIOLENT CRIME THAT WAS DOMESTIC RELATED



HUMAN RESOURCES

OCTOBER 2025



1,059

CITY OF ROCKFORD EMPLOYEES

5

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	5
Police	10
Public Works	9

FINANCE

OCTOBER 2025



4,144

INVOICES PAID

1,193

VENDOR PAYMENTS ISSUED

813

LOCAL SALES TAX RETURNS FILED

\$1.2 M

GRANT DOLLARS SPENT

BUDGET PERFORMANCE THROUGH SEPTEMBER

EXPENSE BUDGET

\$ 169,690,545

-7%

EXPENSE ACTUAL

\$ 158,098,967

CUSTOMER SERVICE CENTER - CALLS BY DEPARTMENT

Community & Economic Development	221
Finance	48
Human Resources	47
Health & Human Services	61
Legal	39
Mayor's Office	43
Police and Fire	14
Public Works	169
Water Bills	3,661
Other Calls	210
Rock River Disposal	84
Spanish Calls	98

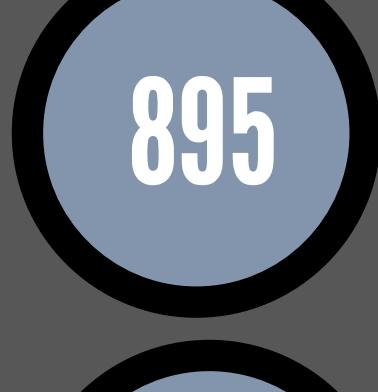


INFORMATION TECHNOLOGY

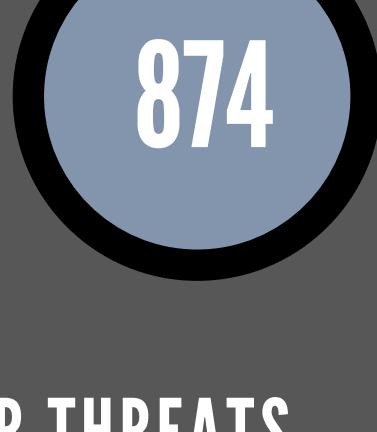
OCTOBER 2025



HELP DESK



HELP DESK TICKETS CREATED

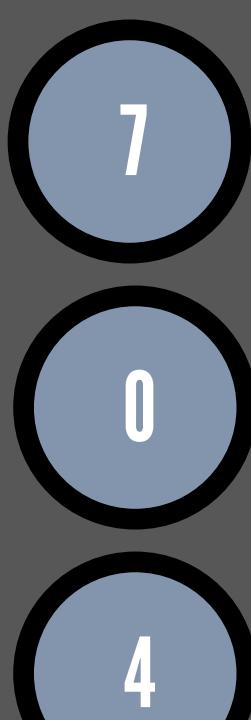


HELP DESK TICKETS CLOSED

CYBER THREATS



CRITICAL THREATS



HIGH THREATS



MEDIUM THREATS

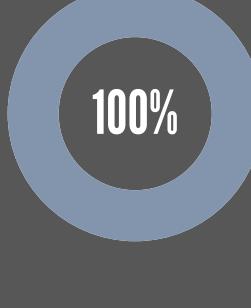


LOW THREATS

SYSTEM AVAILABILITY



NETWORK SYSTEM AVAILABILITY



SERVER AVAILABILITY



HEALTH AND HUMAN SERVICES

OCTOBER 2025



2,858

ENERGY ASSISTANCE
REQUESTS FULFILLED

108

HOUSING ASSISTANCE
REQUESTS FULFILLED

61

HOUSING STABILIZATION
ASSISTANCE REQUESTS
FULFILLED

15,116

CALLS TO HEALTH AND HUMAN
SERVICES

26

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



LEGAL
OCTOBER 2025



547

NEW FREEDOM OF INFORMATION
ACT (FOIA) REQUESTS

71

ACTIVE CASES IN STATE AND
FEDERAL COURT

CASES FILED IN ADMINISTRATIVE COURT

131

SANITATION AND ZONING CASES

3

GENERAL ORDINANCE CASES

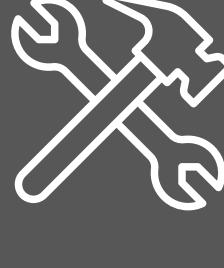
29

BUILDING CODE CASES



COMMUNITY AND ECONOMIC DEVELOPMENT

OCTOBER 2025

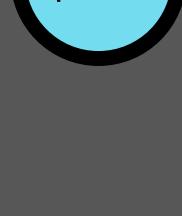


PRIVATE INVESTMENT IN THE CITY

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



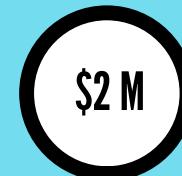
PERMITS YEAR TO DATE



VALUE OF CONSTRUCTION
INCLUDED IN THOSE PERMITS

NEIGHBORHOOD PROGRAMS RUN BY THE CITY

REHAB INVESTMENT (YTD)

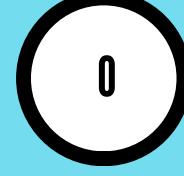


HOMES



VALUE OF THE REHAB

HOMEBUYER DOWN PAYMENT (YTD)



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

