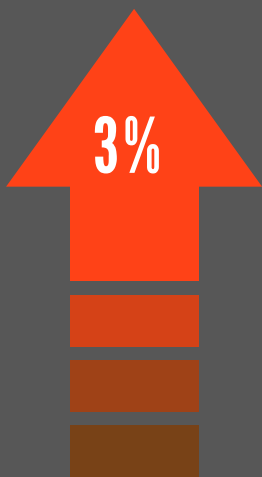


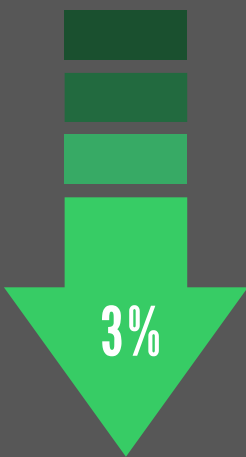
FIRE DEPARTMENT

NOVEMBER 2025



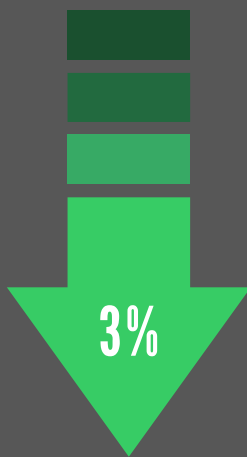
FIRE CALLS

YTD 2024 501
YTD 2025 517



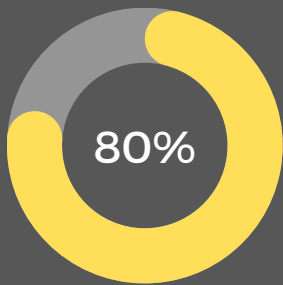
EMS CALLS

YTD 2024 22,676
YTD 2025 22,028

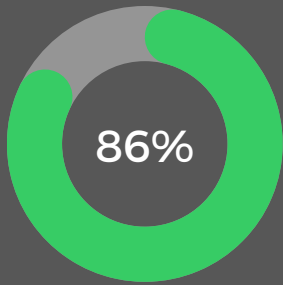


ALL OTHER CALLS

YTD 2024 7,398
YTD 2025 7,146

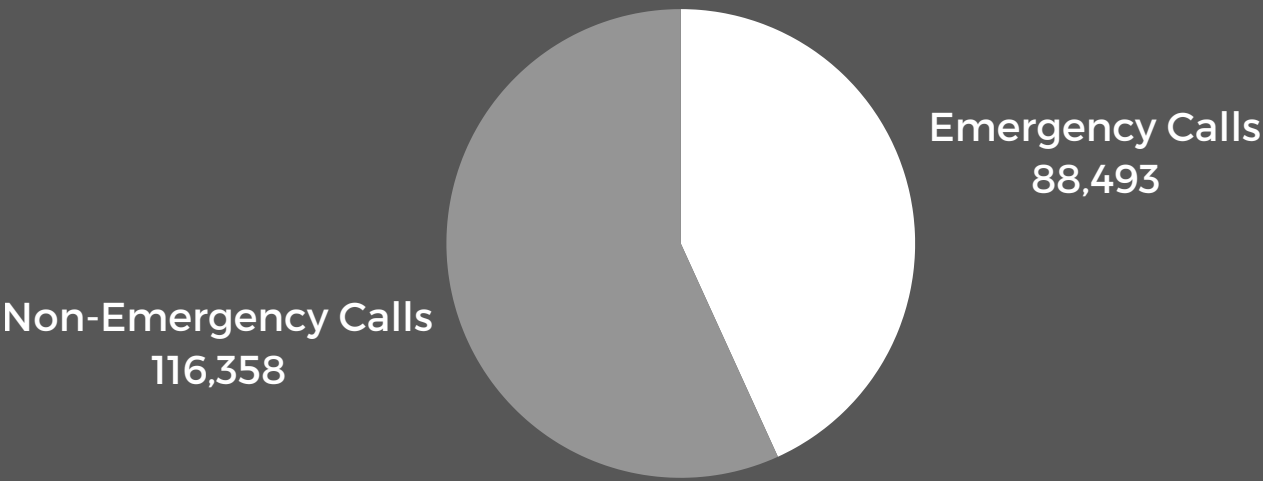


911 CALLS ANSWERED IN LESS THAN 10 SECONDS
GOAL: 90%



PROPERTY VALUE SAVED FROM STRUCTURE FIRES
GOAL: 90%

911 CENTER (JANUARY - NOVEMBER)



Calls Per Day	669
Calls Per Hour	28
Calls Per Call Taker Per Hour	7



PUBLIC WORKS

NOVEMBER 2025

3,137

POTHOLES PATCHED



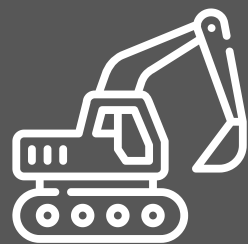
299

TREES PRUNED



56

LEAD SERVICE LINES
REPLACED



421

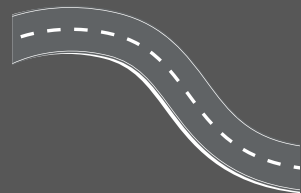
MILLION GALLONS OF
WATER PUMPED



217

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)



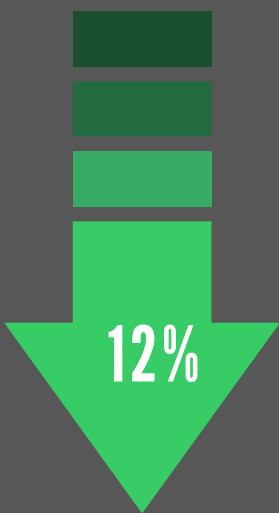
100%

PROJECTS
DELIVERED
ON TIME



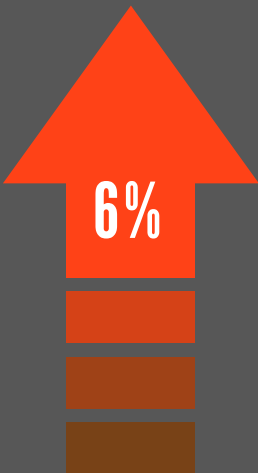
POLICE DEPARTMENT

NOVEMBER 2025



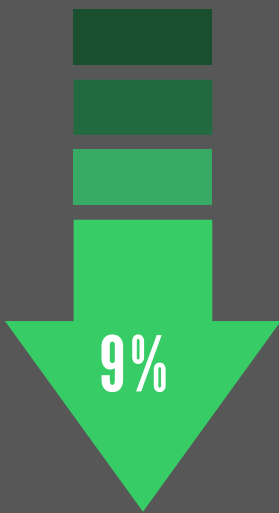
VIOLENT CRIME

YTD 2024 1,483
YTD 2025 1,299



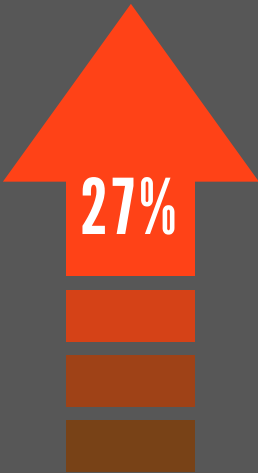
PROPERTY CRIME

YTD 2024 3,391
YTD 2025 3,600



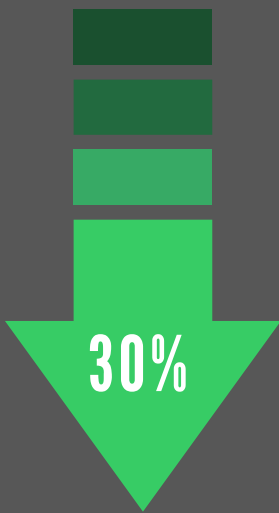
ROBBERY

YTD 2024 166
YTD 2025 151



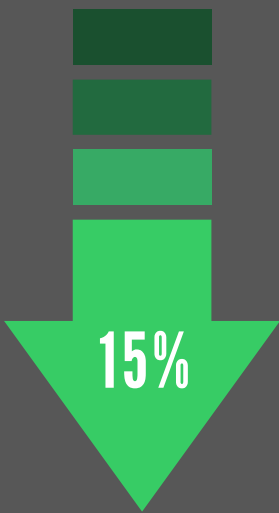
AUTO THEFTS

YTD 2024 614
YTD 2025 777



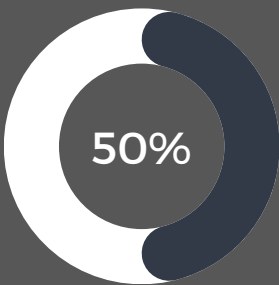
SHOTS FIRED

YTD 2024 275
YTD 2025 193



AGGRAVATED ASSAULTS

YTD 2024 1,178
YTD 2025 1,007



VIOLENT CRIME THAT WAS DOMESTIC RELATED



HUMAN RESOURCES

NOVEMBER 2025



1,060

CITY OF ROCKFORD EMPLOYEES

2

OPEN POSITIONS

TENURE IN YEARS BY DEPARTMENT

Community and Economic Development	7
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	10
Public Works	9



HELP DESK



HELP DESK TICKETS CREATED



HELP DESK TICKETS CLOSED

CYBER THREATS



CRITICAL THREATS



HIGH THREATS

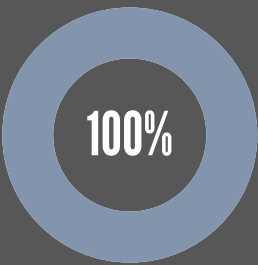


MEDIUM THREATS

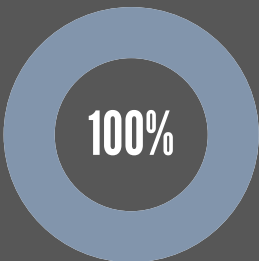


LOW THREATS

SYSTEM AVAILABILITY



NETWORK SYSTEM AVAILABILITY



SERVER AVAILABILITY

HEALTH AND HUMAN SERVICES

NOVEMBER 2025



2,858

ENERGY ASSISTANCE
REQUESTS FULFILLED

79

HOUSING ASSISTANCE
REQUESTS FULFILLED

45

HOUSING STABILIZATION
ASSISTANCE REQUESTS
FULFILLED

7,954

CALLS TO HEALTH AND HUMAN
SERVICES

25

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



FINANCE

NOVEMBER 2025



2,804

INVOICES PAID

815

VENDOR
PAYMENTS ISSUED

679

LOCAL SALES TAX
RETURNS FILED

\$1.3 M

GRANT DOLLARS
SPENT

BUDGET PERFORMANCE THROUGH OCTOBER

EXPENSE BUDGET

\$ 188,545,050

EXPENSE ACTUAL

\$ 177,309,448

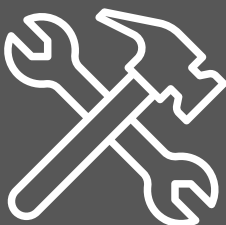
-6%

CUSTOMER SERVICE CENTER - CALLS BY DEPARTMENT

Community & Economic Development	179
Finance	30
Human Resources	24
Health & Human Services	48
Legal	47
Mayor’s Office	25
Police and Fire	9
Public Works	316
Water Bills	2,687
Other Calls	176
Rock River Disposal	145
Spanish Calls	34

COMMUNITY AND ECONOMIC DEVELOPMENT

NOVEMBER 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 (YTD)



HOMES

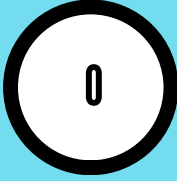


VALUE OF THE REHAB

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

LEGAL

NOVEMBER 2025



471

NEW FREEDOM OF INFORMATION
ACT (FOIA) REQUESTS

72

ACTIVE CASES IN STATE AND
FEDERAL COURT

CASES FILED IN ADMINISTRATIVE COURT

101

SANITATION AND ZONING CASES

16

GENERAL ORDINANCE CASES

26

BUILDING CODE CASES