

HUMAN RESOURCES

DECEMBER 2025



1,060

CITY OF ROCKFORD EMPLOYEES

7

OPEN POSITIONS

TENURE IN YEARS BY DEPARTMENT

Community and Economic Development	9
City Council	8
Finance	9
Fire	12
Human Resources	10
Health and Human Services	8
Information Technology	2
Legal	6
Mayor's Office	5
Police	11
Public Works	11

PUBLIC WORKS

DECEMBER 2025



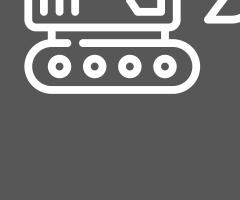
POTHOLE PATCHED



TREES PRUNED



LEAD SERVICE LINES
REPLACED



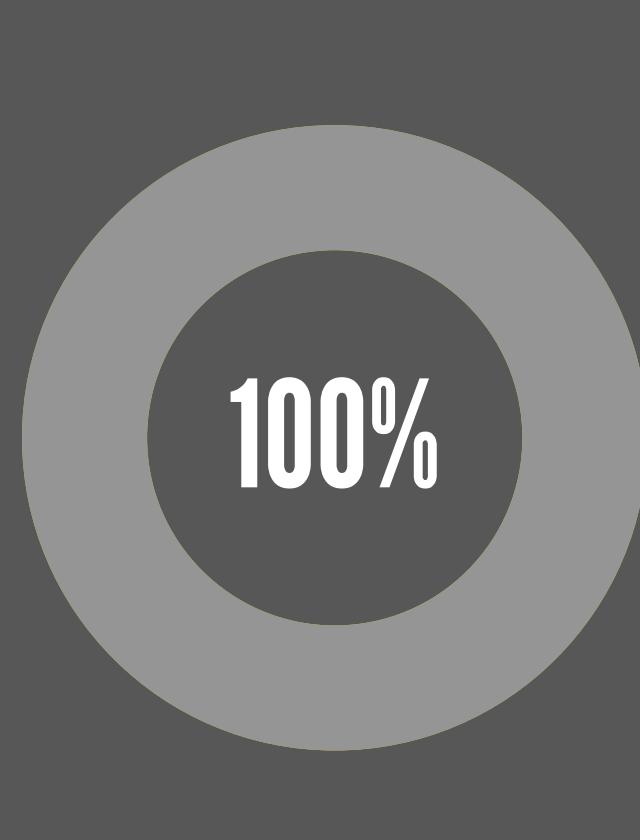
MILLION GALLONS OF
WATER PUMPED



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)

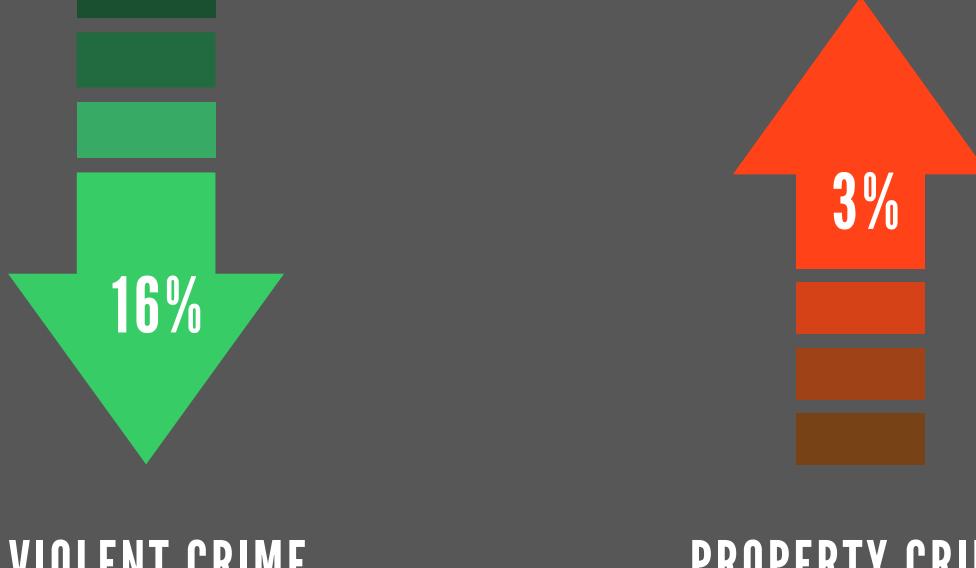


PROJECTS
DELIVERED
ON TIME



POLICE DEPARTMENT

DECEMBER 2025



VIOLENT CRIME

YTD 2024 1,626
YTD 2025 1,367

PROPERTY CRIME

YTD 2024 3,725
YTD 2025 3,836



ROBBERY

YTD 2024 179
YTD 2025 159

AUTO THEFTS

YTD 2024 646
YTD 2025 809

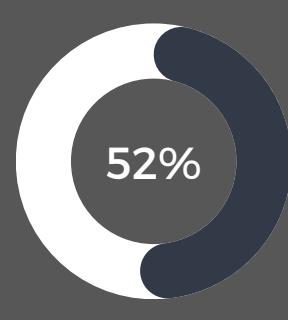


SHOTS FIRED

YTD 2024 302
YTD 2025 209

AGGRAVATED ASSAULTS

YTD 2024 1,290
YTD 2025 1,057

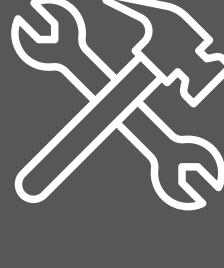


VIOLENT CRIME THAT WAS DOMESTIC RELATED



COMMUNITY AND ECONOMIC DEVELOPMENT

DECEMBER 2025

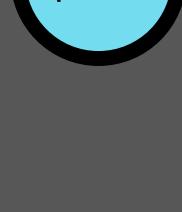


PRIVATE INVESTMENT IN THE CITY

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

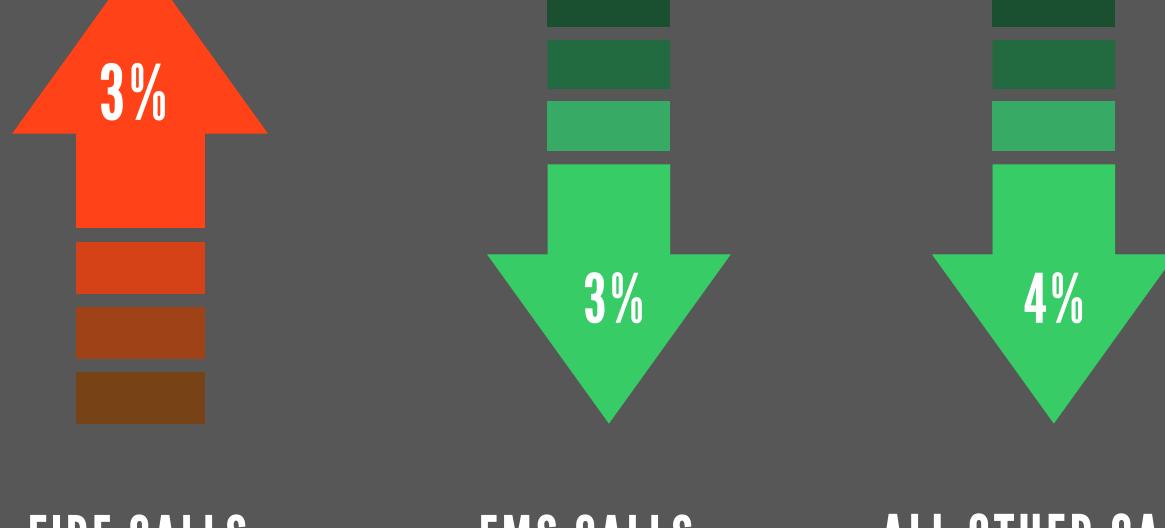


KNOCK AND TALK CASES
YEAR TO DATE



FIRE DEPARTMENT

DECEMBER 2025



FIRE CALLS

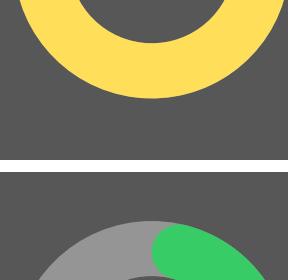
YTD 2024 535
YTD 2025 553

EMS CALLS

YTD 2024 24,813
YTD 2025 24,109

ALL OTHER CALLS

YTD 2024 8,818
YTD 2025 8,506

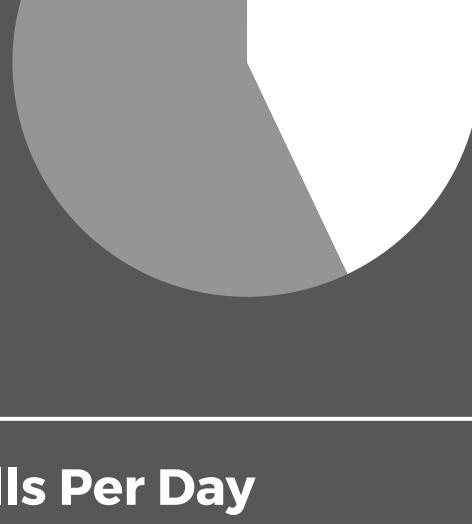


911 CALLS ANSWERED IN LESS THAN 10 SECONDS
GOAL: 90%



PROPERTY VALUE SAVED FROM STRUCTURE FIRES
GOAL: 90%

911 CENTER (JANUARY - DECEMBER)



Non-Emergency Calls
139,355

Emergency Calls
104,879

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



INFORMATION TECHNOLOGY

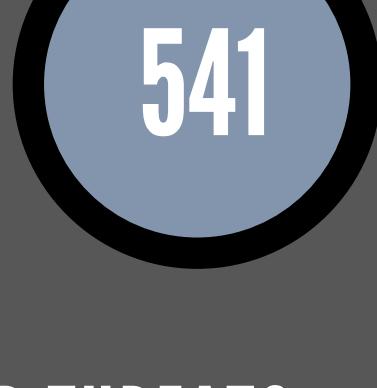
DECEMBER 2025



HELP DESK



HELP DESK TICKETS CREATED



HELP DESK TICKETS CLOSED

CYBER THREATS



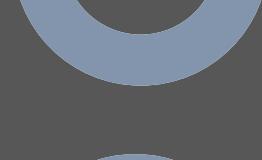
CRITICAL THREATS

HIGH THREATS

MEDIUM THREATS

LOW THREATS

SYSTEM AVAILABILITY



NETWORK SYSTEM AVAILABILITY



SERVER AVAILABILITY



HEALTH AND HUMAN SERVICES

DECEMBER 2025



1,874

ENERGY ASSISTANCE
REQUESTS FULFILLED

71

HOUSING ASSISTANCE
REQUESTS FULFILLED

9

HOUSING STABILIZATION
ASSISTANCE REQUESTS
FULFILLED

6,189

CALLS TO HEALTH AND HUMAN
SERVICES

24

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



FINANCE

DECEMBER 2025



4,342

INVOICES PAID

1,153

VENDOR PAYMENTS ISSUED

1,003

LOCAL SALES TAX RETURNS FILED

\$2.3 M

GRANT DOLLARS SPENT

BUDGET PERFORMANCE THROUGH OCTOBER

EXPENSE BUDGET

\$ 188,545,050

-6%

EXPENSE ACTUAL

\$ 177,309,448

CUSTOMER SERVICE CENTER - CALLS BY DEPARTMENT

Community & Economic Development	173
Finance	40
Human Resources	17
Health & Human Services	44
Legal	30
Mayor's Office	31
Police and Fire	12
Public Works	277
Water Bills	2,937
Other Calls	200
Rock River Disposal	111
Spanish Calls	58



LEGAL
DECEMBER 2025



464

NEW FREEDOM OF INFORMATION
ACT (FOIA) REQUESTS

64

ACTIVE CASES IN STATE AND
FEDERAL COURT

58

SANITATION AND ZONING CASES

2

GENERAL ORDINANCE CASES

33

BUILDING CODE CASES