

# HUMAN RESOURCES

DECEMBER 2025



CITY OF ROCKFORD EMPLOYEES



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



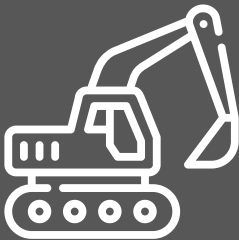
POTHOLES PATCHED



TREES PRUNED



LEAD SERVICE LINES  
REPLACED

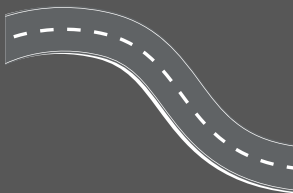


MILLION GALLONS OF  
WATER PUMPED



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)

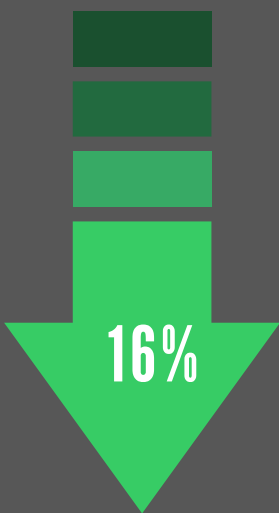


PROJECTS  
DELIVERED  
ON TIME



# POLICE DEPARTMENT

## DECEMBER 2025



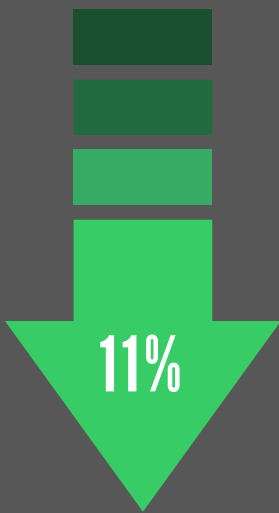
### VIOLENT CRIME

YTD 2024 1,626  
YTD 2025 1,367



### PROPERTY CRIME

YTD 2024 3,725  
YTD 2025 3,836



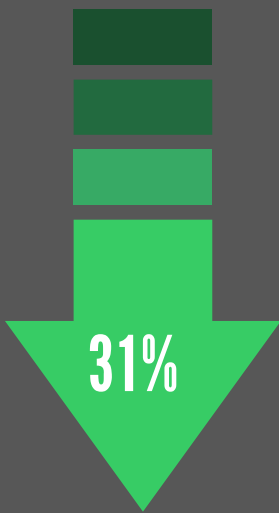
### ROBBERY

YTD 2024 179  
YTD 2025 159



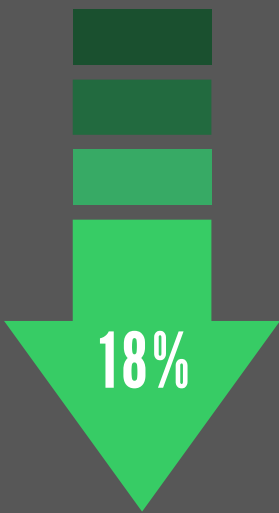
### AUTO THEFTS

YTD 2024 646  
YTD 2025 809



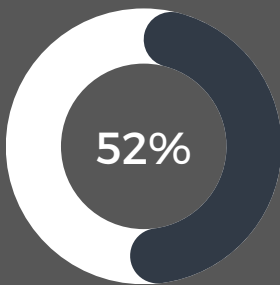
### SHOTS FIRED

YTD 2024 302  
YTD 2025 209



### AGGRAVATED ASSAULTS

YTD 2024 1,290  
YTD 2025 1,057



VIOLENT CRIME THAT WAS DOMESTIC RELATED



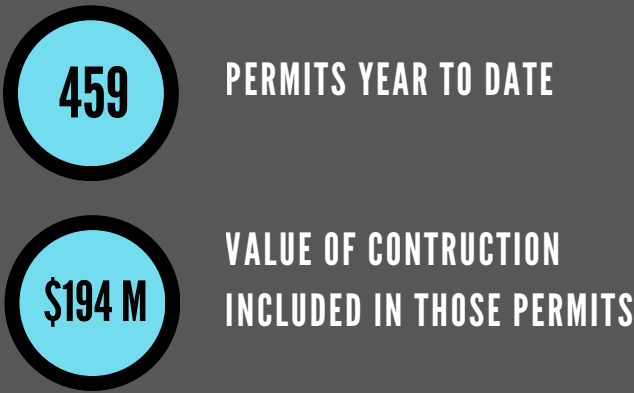
# COMMUNITY AND ECONOMIC DEVELOPMENT

DECEMBER 2025

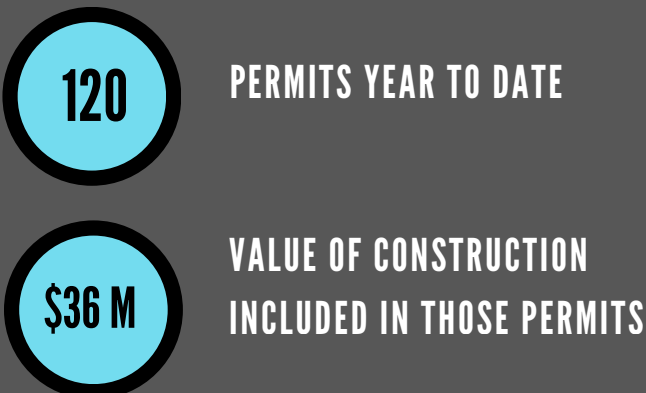


## PRIVATE INVESTMENT IN THE CITY

### COMMERCIAL CONSTRUCTION



### RESIDENTIAL NEW CONSTRUCTION

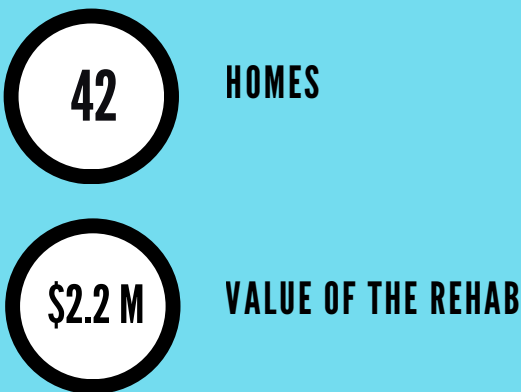


### ALL RESIDENTIAL CONSTRUCTION



## NEIGHBORHOOD PROGRAMS RUN BY THE CITY

### REHAB INVESTMENT (YTD)



### HOMEBUYER DOWN PAYMENT (YTD)



## BUSINESS DEVELOPMENT



## NEIGHBORHOOD STANDARDS



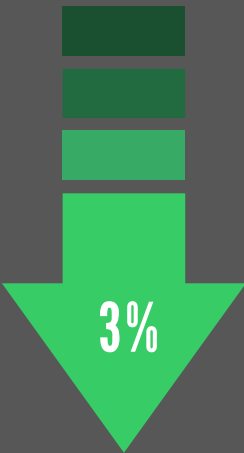
# FIRE DEPARTMENT

## DECEMBER 2025



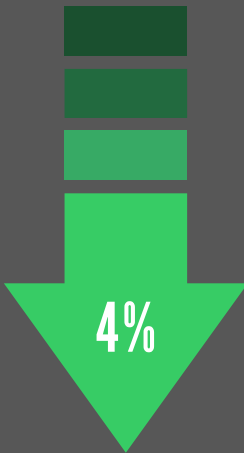
### FIRE CALLS

YTD 2024 535  
YTD 2025 553



### EMS CALLS

YTD 2024 24,813  
YTD 2025 24,109

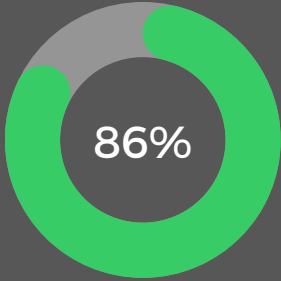


### ALL OTHER CALLS

YTD 2024 8,818  
YTD 2025 8,506

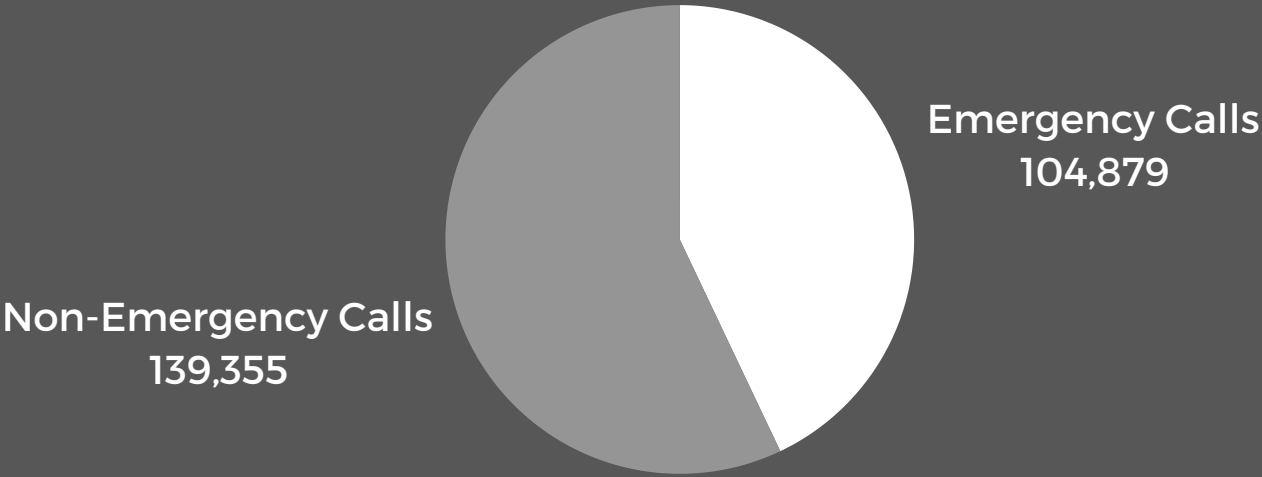


911 CALLS ANSWERED IN LESS THAN 10 SECONDS  
GOAL: 90%



PROPERTY VALUE SAVED FROM STRUCTURE FIRES  
GOAL: 90%

## 911 CENTER (JANUARY - DECEMBER)



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





HELP DESK



HELP DESK TICKETS CREATED



HELP DESK TICKETS CLOSED

CYBER THREATS



CRITICAL THREATS



HIGH THREATS

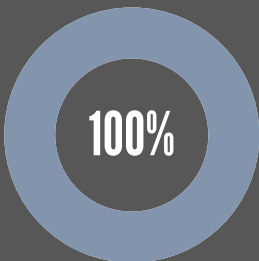


MEDIUM THREATS

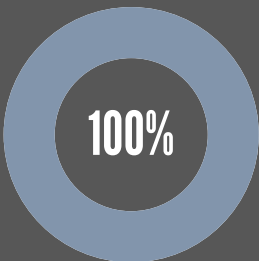


LOW THREATS

SYSTEM AVAILABILITY



NETWORK SYSTEM AVAILABILITY



SERVER AVAILABILITY

# HEALTH AND HUMAN SERVICES

DECEMBER 2025



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



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

EXPENSE ACTUAL

\$ 177,309,448

-6%

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



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# LEGAL

DECEMBER 2025

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464

NEW FREEDOM OF INFORMATION  
ACT (FOIA) REQUESTS

64

ACTIVE CASES IN STATE AND  
FEDERAL COURT

## CASES FILED IN ADMINISTRATIVE COURT

58

SANITATION AND ZONING CASES

2

GENERAL ORDINANCE CASES

33

BUILDING CODE CASES