



CITY MANAGER'S REPORT

MEASURING PERFORMANCE, TARGETING RESULTS

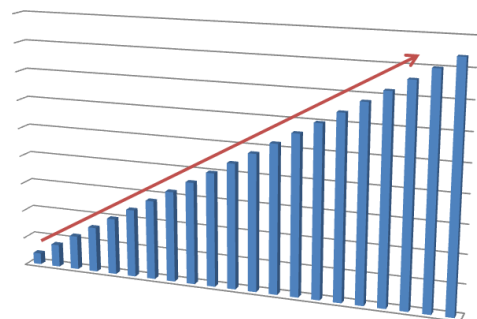


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Upcoming Events

Liquor Commission Meeting	April 12, 4 pm	City Hall (Chambers)
Planning Commission Meeting	April 13, 4 pm	City Hall (Chambers)
City Council Meeting	April 11, 7 pm	City Hall (Chambers)
Committee of the Whole Meeting	April 18, 5:30 pm	City Hall (Chambers)
City Council Meeting	April 25, 7 pm	City Hall (Chambers)



Police Department Chief Brendan Heffner

Crime Investigations Division (CID)

On average there were six general detectives working per day with each general detective assigned approximately ten cases and the Domestic Violence detectives (2) assigned 29 cases. The two detectives assigned to sex crimes and sex crimes involving children are investigating 30 cases.

CID assigned 50 new cases for investigation. The case load carried by CID had the following dispositions: 21 cases were cleared by arrest, 2 cases were cleared with juvenile arrest, and 65 were administratively closed, exceptionally cleared or were unfounded. One hundred twenty-two incidents of domestic violence were reviewed in January.

Cyber Crimes

The two Cyber Crime detectives have twelve open cases which include open/active joint investigations with the US Secret Service and FBI.

United States Marshal Task Force

The Bloomington office opened 15 felony cases and closed 10 of them. Arrests included nine hands-on arrests and one self-surrender.

Major cases included arresting a fugitive wanted on two McLean county warrants. He had been a fugitive since October of 2015.

VICE Unit

The Vice unit has four detectives with 3.52 officers working each day. Eight new cases were opened, ten cases were closed, and five search warrants were served. The unit purchased 37.8 grams of crack cocaine, 6.3 grams of powder cocaine, ten dosage units of ecstasy, and 0.2 grams of heroin. They seized 66.2 grams of crack cocaine, 4.3 grams of powder cocaine, 37.2 grams of cannabis, 2 dosage units of ecstasy, two vehicles, and \$6,696.

Street Crimes Unit

Six officers and two supervisors are assigned to Street Crimes with an average of 6.71 working per day. Officers completed 18 days of training. Street Crimes made 14 probable cause arrests and 22 warrant arrests. They seized 8.2 grams of cannabis, 0.1 gram of heroin, and \$1,650.

Criminal Intelligence and Analysis Unit (CIAU)

CIAU staff conducted cold case research to support the closure of a Bloomington homicide case from 1984. They also provided tactical investigative support in three robberies, a drug related shooting, and an armed subject call. Staff met with a representative of Illinois State University's Criminal Justice Science program and provided street gang offense data in support of a long term college research project. One staff member attended a no-cost online course on Social Media and Critical Events.

Communications

Ring Time Ranges (9-1-1 Incoming) – State mandate is 90% answered within 10 seconds							
Range (sec)	0-10	11 to 20	21 to 30	31 to 40	41 to 50	51 to 60	>=61 0
Calls	2152	24	1	0	0	0	0
%	99%	100%	100%	100%	100%	100%	100%

Ring Time Ranges (911 Incoming) - State Mandate is 90% answered within 10 seconds.

Communications Center manager continued BFD run card entry, attended incident debrief for Hazmat incident at OSF, attended AED Committee meeting at Illinois Heart and Lung Foundation, conducted systems assurance with Word Systems on the 911 recording system, attended Starcom 21 Advisory Subcommittee meeting at which the Water Department's application to Starcom was approved. The manager also met with the Water Department and Clear Talk to discuss Water

Department Radio project, attended train the trainer program on NARCAN administration, and attended Mutual Aid Box Alarm System (MABAS) annual training summit in Uptown Normal.

\$1,300 in alarm ordinance violations have been issued to date.

<u>Incoming Phone Calls</u>	
911 Emergency Calls (wireline & wireless) total	1,766
911 Calls - Wireline	360
911 Calls - Wireless	1,269
911 VoIP	134
911 Unknown	3
Non-Emergency Calls	5,941
Total Incoming Calls	7,707
Total Outgoing Calls	1,940
Total ALL Calls	9,647
<u>Dispatched Calls</u>	
Police	5,070
Fire and EMS	829
Total Dispatched Calls	5,899
<u>Daily Call Averages</u>	
911 Emergency Calls	61
Non-Emergency Calls	205
Outbound Calls	67
All Phone Calls	333
Police Dispatches	175
Fire and EMS Dispatches	29
All Dispatches	203

First Shift 7 a.m. – 3 p.m.

First shift has 17 officers assigned with an average of 9.5 working per day. Day shift spent considerable time in training including DUI update, tactics class, weapons class, Building Search class, Cultural Diversity, Leadership training, Legal tips, and PPCT. There were five officers in field training. One winter weather event with high winds knocking down power lines, trees, and alarms being set off was handled during February. One significant call for service included a man being threatened by someone using an AK-47 style rifle. The SWAT team and CRU were activated and a search warrant served at the suspect's home. The weapon was recovered. The weapons serial

numbers had been defaced. The suspect was a convicted felon and is now in county jail facing numerous felony charges.

Second Shift 3 p.m. – 11 p.m.

Second shift has 20 officers with an average of 10.6 officers working each day. Officers worked several STEP details around town in response to speed complaints and patrolled the downtown area in response to homeless complaints. A significant call for service included a subject who tried to steal a township ambulance out of the bay.

Third Shift 11 p.m. – 7 a.m.

There are 17 officers assigned to third shift with 9.1 working per night. A total of 28 arrests were made by 3rd shift officers for Driving Under the Influence.

A notable call for service included an accident involving a train and a pedestrian. On February 14, Normal PD responded to a shooting call in their town. Later, Bloomington officers were dispatched to a suspicious vehicle on East Monroe. The caller stated a passenger in the car may have disposed of a gun near a drain. The description of the suspicious vehicle was similar to the vehicle involved in the shooting in Normal. One officer recovered a handgun. A second officer located a possible suspect vehicle and made a stop. The driver was arrested for DUI. He and the passengers were questioned regarding the recovered handgun and the shooting in Normal. The investigation continues.

Administration

SRO Day spoke to several students and parents regarding bullying issues, facilitated five mediation meetings with students who were in verbal altercations, translated Spanish for the front desk, front officers and administration, and talked to several students regarding inappropriate social network postings. Day also broke up several fights, removed unruly students from classrooms, and talked to behavior classrooms about law enforcement and our role.

SRO Evans dealt with 25 theft issues, 27 disorderly conduct issues, four child custody issues, 27 truancy issues, 12 fights, eight crisis drill meetings, completed 60 school visits, six lock down drills, and two evacuation drills.

SRO Hirsch spoke to 60 eighth grade students regarding law enforcement as a career, removed four students from class due to poor behavior, investigated two fights, and investigated illegal consumption of alcohol by a minor.

SRO Wagehoft handled one DCFS incident, 11 disorderly conduct issues, two battery cases, one sex offender violation and two thefts.

Public Affairs Officer Mayer completed several media releases and posted on social media, attended Recovery Court and Chestnut Crisis Team, attended Muslim Community Open House, attended Explorers meeting, completed a Cub Scout presentation and tour, attended STAC meeting, interviewed at WJBC, and attended Crime Detection Network meeting.

Downtown

During the month there were 12 days of downtown hireback with a total of 31 pairs of officers working.

The following incidents occurred: A subject taken into custody for possession of MDMA after officers were alerted to the subject by bar staff; three females were found inside a bar on Washington Street who were under the age of 21; a female was cited for possessing a fraudulent ID; another underage female located inside a bar on Washington Street; and an intoxicated subject was taken into custody for battery after he snuck into the rear entrance of a bar and assaulted the manager.

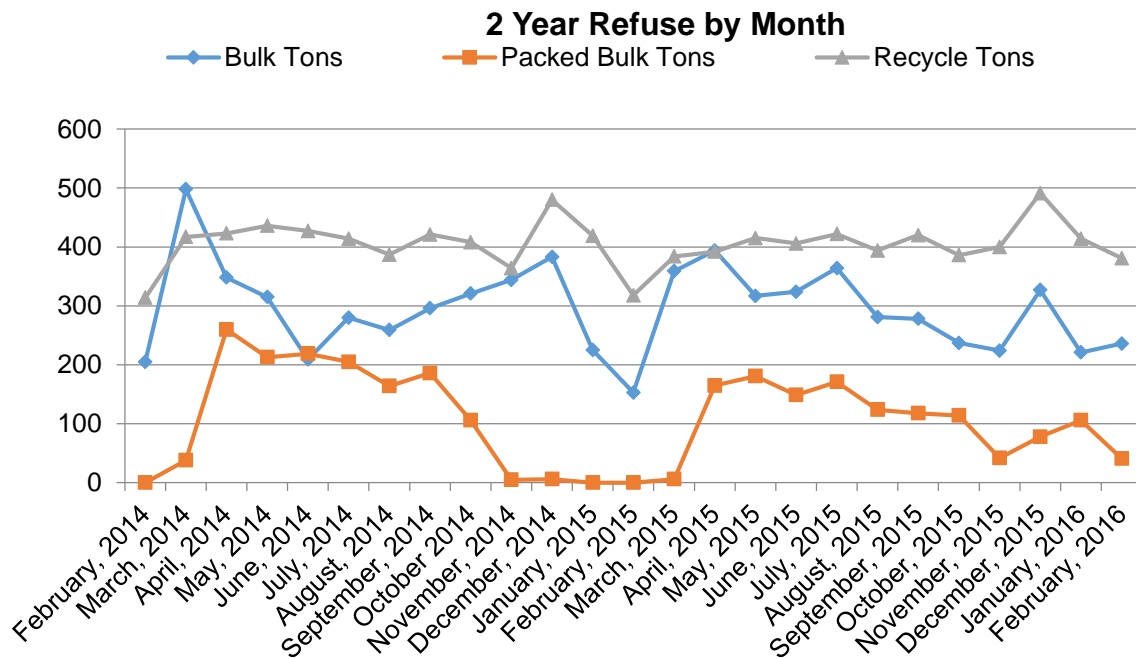
Total for the month include 153 hours of overtime, 221 bar checks, 49 ordinance violations written, 12 parking citations written, 21 fights, 25 calls for service, seven arrests, and nine vehicles towed. Ordinance violations were written for challenge to fight (2), public urination (28), illegal consumption (5), open alcohol (6), fraudulent identification (3), and minor in tavern (6).



Public Works Department Director Jim Karch

Solid Waste Division

Approximately 24,500 residences are serviced weekly and an average of 23.25 pounds of household garbage were picked up each week at these locations during February 2016.



146 miles were swept during the month of February 2016

Public Works Front Office

The front office staff has processed the following permits during February 2016

Engineering Permits	
Overweight Loads	21 issued permits for \$2195
Dumpster/Traffic Control/Excavation/Erosion	10 issued permit for \$300
Erosion Control/Complaints Report	
New/Maintenance Erosion Control Inspections	118
New Erosion/Storm Water Complaints	1
Inspection & Complaint Files Closed	5



The office staff handled
1,057 calls during the month
of February 2016

Streets & Sewers

POTHOLES	70
WATER DITCHES	16
MANHOLE REPLACEMENT	1
CAVE-INS	8
MAILBOXES	45
INLETS	1

In addition to fixing all reported potholes, our Streets Crews are running different sections of town and fixing potholes as they go through.

Fleet Division

	<i>February 2015</i>	<i>February 2016</i>
Work Orders	336	327
Total Repair Orders Closed	304	289
Preventative Maintenance	32	38

	<i>February 2015</i>	<i>February 2016</i>
Total No Lead Gallons	15,282	15,166
Total Cost	\$29,555	\$23,943
Avg Price per Gallon	\$1.93	\$1.58

	<i>February 2015</i>	<i>February 2016</i>
Total Diesel Gallons	18,701	15,147
Total Cost	\$45,438	\$27,115
Avg Price per Gallon	\$2.43	\$1.79

	<i>MONTH</i>	<i>YTD</i>	<i>Budgeted</i>	<i>FY %</i>
Parts	\$44,492	\$437,258	\$569,014	76.84%
Outside Repairs	\$22,136	\$242,871	\$403,672	60.16%
Fuel	\$121,859	\$676,931	\$1,495,202	46.39%



FLEET RECEIVED 1,517 PHONE CALLS DURING THE MONTH OF FEBRUARY 2016



Parks, Recreation & Cultural Arts Department

Director Jay Tetzloff

Bloomington Center for the Performing Arts

The Bloomington Center for the Performing Arts (BCPA) presented three shows in February including the tour of an epic in American musical theatre, *Ragtime*; the talents of singer, bassist and arts education advocate Nik West (photo right); and The Wellington International Ukulele Orchestra (WIUO). During the performance of *Ragtime*, a child from Bloomington, Mamush Rogal, was thrilled to perform the walk-on role of Young Colehouse in a heartwarming scene at the end of the play.

Monthly community activities in the BCPA and Creativity Center include Improvisation classes, Piano lessons, String lessons, Irish Dancing, as well



as a Dress Rehearsal for the SOARing Ukes. Born from a collaboration between the BCPA and PRCA's S.O.A.R. program to teach ukulele, The SOARing Ukes is the name chosen by the group of students and teachers when it was learned they'd been asked to perform on stage with the WIUO during the second set of their performance. February also saw the preparations for the annual presentation of *The*



American Passion Play.

The BCPA and the Creativity Center continued to host several PRCA recreation and artistic programs due to the temporary suspension of activities at the Lincoln Leisure Center (LLC). Highlights include Bocce in the Ballroom, Gymnastics and Disc Golf. In the Creativity Center, the Walk-In/Bike-Out program is busy refurbishing bicycles as part of their annual community event. The distribution of those bikes will also be held at the Creativity Center in late April.



Outreach activities included appearances by Nik West at the Regional Alternative School (RAS) and the Western Avenue Community Center and a short ukulele class at the RAS held in conjunction with the WIUO.

Pre-show activities presented prior to the WIUO event included a Ukulele Petting Zoo, a pre-show performance by the SOARing Ukes and a Q&A about learning to play the ukulele with members of the SOARing Ukes.



An appearance by Ralphie May, scheduled for April 17, was also announced in February.

Attendance: 10,380 for February on-site events, activities, meetings, etc.

Facility Usage: 78 on-site functions in February

Community: 9 radio spots; classes and lessons including the relocation of some of the classes normally held at the Lincoln Leisure Center; and the Walk-In/Bike-Out work sessions.

Golf Courses

Mother Nature can be a friend or foe. Without a doubt, she was a friend in February. With near record temperatures and very little snowfall, we were able to see a record 549 rounds played. To gain some perspective, last February there were a total of three rounds played. This play has given the courses a jump start to the season and hopefully the favorable weather continues. With the amount of rounds played, staff stayed busy taking care of customers both on the course and on the new indoor golf simulator. The simulator has proved itself early as being capable of generating traffic and revenue. Staff hopes to expand the simulator next winter to allow leagues to form and add other opportunities for customers to keep their games sharp in the winter. In addition to the record number of rounds, clubhouse staff was busy finalizing plans for the year to include seasonal staffing plans, marketing programs, re-finishing clubhouse benches, touching up walls in the clubhouses and sending out contracts for this seasons golf leagues. The maintenance crews continued a busy winter working on equipment repairs, as well as achieving certification for spraying chemicals.

As March arrives, all three courses will be back open again as the weather and play dictate. With the relatively mild winter, the courses have all endured the winter quite well.

Reporting Measures

Total Rounds Played: 549
Outing Rounds: 0
Junior Rounds: 0

Miller Park Zoo



Revenue from admissions was up 23.5% for the current fiscal year. Last year, the revenue from admissions broke the all-time record for the Zoo in a fiscal year. This represents the fourth consecutive year the all-time attendance revenue record was broken. Attendance was up 6.7% for the current fiscal year compared to last year’s attendance. Revenue from Education Program Fees and Rentals was down 1.4% for the current fiscal year.



Revenue from Concessions, Carousel, and Animal Food Sales was up 0.3% for the current fiscal year compared to last year’s numbers. The Zootique was up 6.5% for the current fiscal year.

Disposition:

- 6 Eastern Box Turtle
- 4 Blue-Legged Mantella
- Male Seba’s Short-Tailed Bat
- 1 Kaiser Newt
- Female Tammar Wallaby

Other:

- Broke the all-time record for attendance in February with 5,925 admissions. Previous record was 3,547 in 1999, a 67% increase from the old record.
- We hosted Free Fridays in February and a free Leap Day.
- Curator interviews were completed.
- Started demolition of bat exhibit.
- Hosted Winter Enrichment Day.
- Hosted staff members from the Champaign Park District.

Attendance	
February 2015: 1,258	Up 37%
February 2016: 5,925	

Recreation

Dads and daughters created lasting memories at the annual Daddy-Daughter Dance. This February special event, filled the Miller Park Pavilion with laughing, dancing, photos, snacks and smiles. Almost 100 pairs of dads and daughters participated this year!



Additional athletic and creative February programs included: a Pickleball Clinic, Parent/Child Sculpture Workshop, Introduction to Cricket, Chopped, Date Night Drop Off – Valentine Party, Disc Golf Putting League which was moved to inside the BCPA ballroom, and Beginner Lacrosse for Girls. Beginner Lacrosse for Girls taught participants how to handle, cradle, pass and shoot, and will develop these skills over the course of the program.



Boomington Parks, Rec and Cultural Arts hosted an educational session with Champaign Park District staff and held tours with program and facility managers at Pepsi Ice, BCPA, and the Miller Park Zoo. These training sessions educated on operations and efficiencies to better serve constituents in both

respective cities. Shared experiences, contacts, and brainstorming will improve future programming.

The Lincoln Leisure Center also re-opened it's door to the public after asbestos removal. Programs that had to be moved off-site while the building was closed for repairs, have started returning and will continue throughout March as they finish at their temporary locations.

Pepsi Ice Center

The Pepsi Ice Center continues to show exceptional revenue numbers with its second highest generating February in facility history. Themed skates included the Sweetheart Skate for Valentine's Day and An American Doll skate with just over fifty young skaters and their American Dolls. Group outings included: The Heart of Illinois Special Recreation Department, Prairie Central School, Illinois State Speech Department and Tri-Delta Sorority from ISU.

The local Bloomington Youth Hockey Association won two Northern Illinois Hockey League Championships and the annual end of the year hockey banquet had a record 500 plus in attendance.



Notes from the community: Tracy Mainieri – Assistant Professor of the Recreation and Park Administration School of Kinesiology and Recreation. “Thank you for taking time to visit my class. Every student took something away from their discussion with you.”

Special Opportunities in Recreation (S.O.A.R.)



February highlights included a partnership with S.O.A.R. and the BPCA. The S.O.A.R. Learn to Play Ukulele program, performed on-stage at the BCPA with the Wellington International Ukulele Orchestra after 8 weeks of instruction and practice. In addition, the group participated in a pre-show event and answered questions from patrons in the audience. What a reward to learn a new instrument and then jam with international touring artists.

Programming in February included a S.O.A.R. Special Olympics basketball team advancing to the State Basketball tournament. 670 S.O.A.R. participants registered for 79 different February sessions including: Cardio Fitness, Martial Arts, Valentine’s Dance, Easter Egg Crafts, Music Jam, ISU Men’s Basketball game, Cooking Breakfast with Bob, Recreational Bowling and more...

In the community, S.O.A.R. hosted a table at the Transitional Planning Committee (TPC) Expo at Heartland Community College. S.O.A.R. staff provided information to students ready to transition out of high school that would qualify for S.O.A.R. programs.



The Special Olympics Polar Plunge took place at Miller Park Lake on February 27. S.O.A.R. staff, volunteers, parents and participants joined a S.O.A.R. team and plunged together.

Parks Maintenance

Horticulture



February 2016 saw multiple snow events that the horticulture and park staff responded to. Staff completes the snow removal on approximately 13 miles of trail in the parks and Constitution Trail for our residents. This includes parks, sidewalks, the City Hall entrance area, and in snow events over 2" the US Cellular Coliseum and City sidewalks on routes to local schools. Staff spent total of 75 man hours on

snow removal in February. Staff removed Christmas decorations and spent 85.30 hours on this task. Staff continued to work on the new parking lot at Miller Park as weather permitted. One horticulturist is assigned to equipment maintenance and 145 man hours were spent on this in February. All mowers and riding equipment have been serviced in house and are ready for mowing season. Doing this work in house provides substantial savings to the City. Horticulturist installed three park signs in February. Two at Gaelic Park and one at Eagle View Park. This professional stone work was completed by City horticulture staff.

Forestry

Forestry division continued removing dead, dying or hazardous trees and responding to citizen requests for tree trimming. Storm damage and hazardous tree situations are handled 24 hours a day 7 days a week. In February, 52 total trees were removed. 20 of these were ash trees due to emerald ash borer. Foresters performed 46 consults. 55 preventative maintenance jobs were performed as part of our street circuit trimming process. 11 trees were worked on in the parks. Staff responded to 8 storm damage events. 47 Stumps were removed. Staff performed 12 maintenance trims and 5 safety trims.



Bids were published for spring street trees. Bids will be returned to the City by March 4th, and will be reviewed by Parks and Procurement staff. Forestry has been budgeted to plant 300 trees this spring.

Utility

One of the main projects for the Utility division during February was the remodel of Hike Haven (Girl Scout Cabin). This cabin is located in Forrest Park near the entrance to the wood utilization

area. This particular building was owned and used by the Girl Scouts for summer camps. When the girl Scouts decided to downsize they felt this building was not needed and donated it to the City. PRCA has owned the building for approximately 4 years. The Recreation staff is planning to use the building for programming this summer. The Utility staff has been remodeling the cabin to bring it up to code.

Things that have been added or fixed:

- New ADA accessible front door
- New ADA compliant restroom stalls and fixtures
- Updated electrical panel and the addition of GFI circuits
- New paint in the bathroom, kitchen and floor.
- New emergency and exterior lights

There are numerous other projects that will be completed in the spring to Hike Haven.

Other Utility projects in February are:

- Monthly HVAC inspection and repairs at Parks and Facilities
- Monthly HVAC inspections and repairs at the Coliseum and the BCPA
- Completed monthly Park inspections at all City Parks
- Completed construction of dirt bin located at our maintenance facility
- Started construction of new Bat cage at Miller Park Zoo
- Partnered with B&B bedding to remove all wood chips from the wood utilization area
- Replaced boiler pump at US Cellular coliseum



Finance Department Director Patti-Lynn Silva

The Finance Department provides a wide range of comprehensive support services which include: accounting, financial administration and reporting, budgeting, audit, treasury management, payroll, billing, accounts receivable, accounts payable, debt management, procurement, local tax collection, audit, and compliance. The Finance Department is comprised of twelve full time employees and one seasonal employee.

FEBRUARY HIGHLIGHTS

Staff continued to work hard to get the FY2017 proposed budget finalized which was presented to the City Council on February 22nd. With holding the line on expenditures and the recent sales tax increase, the structural deficit has been resolved for the next three years. The city-wide Cost Allocation & User Fee Study was also finalized in February. Members of finance Management also met for a Sick Leave Buy-Back Legislative meeting. A request for proposal of audit services was released to the public to review audit services being provided.



FEBRUARY REVENUES

Revenues Earned	Annual Budget	FY2016 YTD	FY2015 YTD	Variance	% Variance
Home Rule Sales Tax ⁸	\$ 14,427,441	\$ 9,493,865	\$ 9,392,297	\$ 101,568	1.08%
State Sales Tax ⁸	\$ 13,399,257	\$ 9,211,985	\$ 8,931,411	\$ 280,574	3.14%
Income Tax ⁸	\$ 7,584,390	\$ 5,360,098	\$ 4,711,317	\$ 648,781	13.77%
Utility Tax ⁹	\$ 7,063,164	\$ 5,170,395	\$ 4,334,688	\$ 835,707	19.28%
Ambulance Fee ⁸	\$ 4,694,812	\$ 3,171,607	\$ 2,889,785	\$ 281,822	9.75%
Food & Beverage Tax ⁹	\$ 4,328,539	\$ 3,276,536	\$ 3,181,427	\$ 95,109	2.99%
Local Motor Fuel ^{**9}	\$ 2,400,000	\$ 1,907,949	\$ 1,199,306	\$ 708,643	59.09%
Franchise Tax ⁹	\$ 2,190,810	\$ 1,666,019	\$ 1,657,415	\$ 8,604	0.52%
Replacement Tax ⁹	\$ 1,807,649	\$ 1,464,996	\$ 1,355,027	\$ 109,969	8.12%
Hotel & Motel Tax ⁹	\$ 1,649,946	\$ 1,403,576	\$ 1,266,328	\$ 137,248	10.84%
Local Use Tax ¹⁰	\$ 1,486,234	\$ 1,423,635	\$ 1,207,144	\$ 216,491	17.93%
Packaged Liquor ⁹	\$ 1,035,840	\$ 886,638	\$ 819,272	\$ 67,366	8.22%
Vehicle Use Tax ⁹	\$ 978,410	\$ 901,803	\$ 862,921	\$ 38,882	4.51%
Building Permits ¹⁰	\$ 754,000	\$ 686,347	\$ 581,115	\$ 105,232	18.11%
Amusement Tax ^{**9}	\$ 699,996	\$ 876,352	\$ 463,777	\$ 412,575	88.96%
Video Gaming ^{**8}	\$ 504,901	\$ 470,073	\$ 396,695	\$ 73,379	18.50%
Auto Rental ⁸	\$ 88,900	\$ 59,700	\$ 57,333	\$ 2,368	4.13%

NOTE: Revenue payments are received at various times throughout the year; the superscripts 1-12 represent the number of payments received to-date to provide clarification on earnings. Taxes collected through the state will be received up to three months after consumer spending. Taxes collected locally are filed the month following consumer spending. Revenues with a * after them had a rate increase in FY2015 and in addition, revenues with ** after them are new revenues that were adopted in FY2015 and FY2016 represents the first full year of collection.

PROCUREMENTS – FEBRUARY 2016

<u>TYPE</u>	<u>TITLE</u>	<u>STATUS</u>	<u>DEPARTMENT</u>
<u>RFP #</u>			
2015-57	Point of Sale System at US Cellular Coliseum	Reviewing	IS
2016-06	Time, Attendance, Accruals and Public Safety Scheduling	Pending Award	IS
2016-13	Total Organic Carbon Analyzer	Pending Award	Lake
2016-30	Capital Equipment Financing	Developing	Finance
2016-34	Economic Development Consult. Services	Developing	Econ Dev
2016-35	Audit Services	Released	Finance
2016-37	Spring Street Trees	Released	Parks
<u>RFI&Q</u>			
2016-04	General A&E and Land Surveying Services	Pending Award	Facilities
2016-27	Professional Engineering Services	Awarded	Water
2016-33	Space Needs Study	Developing	Public Services
2016-36	Lift Station & Force Main Evaluation/Design	Released	Eng
<u>BID #</u>			
2016-21	Lake Blm Ranger Station Improvements	Developing	Facilities
2016-32	FY 2016 Sewer Rehabilitation	Awarded	Eng
2016-38	Sidewalk & Handicap Ramp Replacement FY17	Developing	Eng
2016-39	FY17 General Resurfacing	Developing	Eng
2016-40	FY17 Street and Alley Repair	Developing	Eng
2016-41	Lake Blm Water Main Replacement	Developing	Water
2016-42	Oak Street and Stewart St Water Main Replacement	Developing	Water
2016-43	Peirce Ave Water Main Replacement – Parmon Phase II	Developing	Water



City Clerk's Office

City Clerk Cherry L. Lawson

Mission Statement:

It is the Mission of the Office of the City Clerk to enable the public to fully participate in the governmental process, by providing accurate information and services in a professional manner, enabling the public to make informed decisions affecting the quality of their lives.

Main Office Responsibilities:

The City Clerk's Office provides a professional link between citizens, local governing boards and agencies of government at all levels. The Clerk's Office must remain neutral and impartial rendering equal service to all. The office strives to serve citizens and support the City with accuracy and fairness.

A lot of work of the City Clerk's Office is completed behind the scenes. People often do not realize the support provided to the Council, other City departments and the citizenry. As the first point of contact, the City Clerk's Office is the face of the City. The Clerk's Office is important due to its impact upon public perception which can be critical to the City's growth and development.

Finally, per statute the City Clerk is the "keeper of the records." Recordkeeping is a critical function. The City Clerk's Office knows the history of issues/items. The Clerk's Office knows what has been done/tried in the past.

This recordkeeping role also includes service as the City's Freedom of Information Act (FOIA) officer and Opening Meetings Act (OMA) compliance officer.

Monthly Highlight:

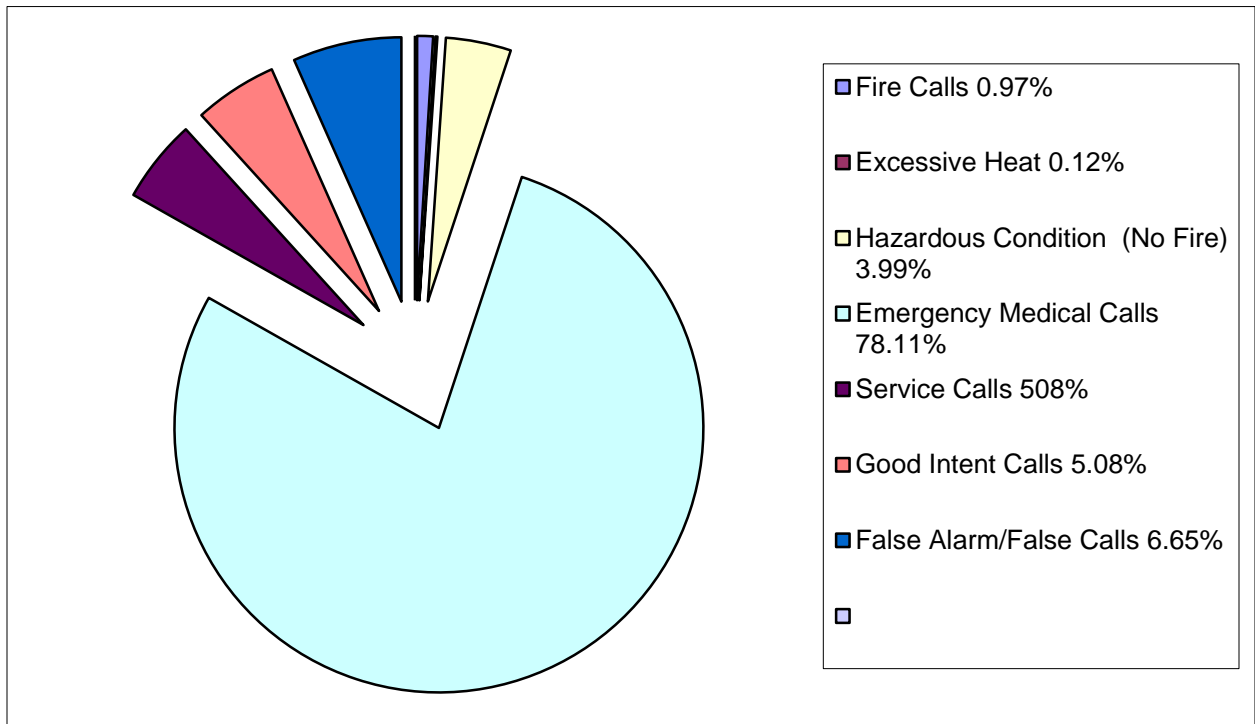
The Clerk’s Office is one of the most active departments for processing council related materials, handling records request, processing mail, assisting the community through telephone assistance and/or walk-in assistance. During the month of February, the Clerk’s Office processed 156 FOIA requests which equates to a total of 160 minutes shared across City Departments in processing those requests, completed and assembled ten (10) packets for City Council, Special Session, Work Session, Committee of the Whole Council Retreat and Liquor Commission scheduled meetings. Clerk’s Office staff continue working to process a backload of minutes, not previously prepared. This office also processed liquor license requests and renewals, taxi cab renewal licenses and processed new taxi cab driver applications and licenses, as well as solicitor permits.

The below table provides a snapshot of most day-to-day activities performed by City Clerk’s Office staff and is not a complete picture of those activities as each day presents an opportunity to assist the public and/or provide administrative support to other departments as needed. The Office works in conjunction with the each City Department, and partners to ensure that community activities planned have been communicated across the organization as well as to the community to whom may be impacted.

Liquor License		Other License		Meeting Activity		FOIA		Other Activities	
Club	8	Amusement	108	Minutes Completed	14	Police Reports	92	Special Event Permits	0
Convenience	28	Miscellaneous	147	Liquor Commission	1	Other Type	39	Solicitor Permits	30
Package	28	Lake Leases	220	TIF Meeting	0			Taxi Driver Applications	3
Restaurant	94	Taxi Company License	4	C.O.W.	1			Archival of Records – Storage Files (cubic ft.)	150
Tavern	29	Downtown Shuttle License	8	Work Session	1			Procurement Memo & Contracts	14
Catering	27			Regular Mtg.	2			Notary Acknowledgement	
Entertainment	13			Retreat Mtg.	0			Land Management	3
				Special Session	3				
				Executive Session	2				
				Township	1				
				Agenda Items total	60				



Fire Department Chief Brian Mohr



The Bloomington Fire Department ran 827 calls for service for the month this was a small decrease from the month of January. This included one apartment fire at 311 Riley Dr. This fire caused extensive damage to the apartment’s kitchen, with smoke and heat damage to the rest of

the apartment. There was some minor smoke and heat damage to the 3rd floor hallway. Damage was estimated at \$30,000. Total property damage for the month was \$37,050.

The department responded to 646 EMS calls for the month. This was down just over 40 runs from the month of January. As we are aware EMS incidents continue to be the majority of our calls for service, they accounted for 78% of calls for service for this month.

We did have one Hazardous Materials response to St. Joseph Hospital. The response was for a patient that may have been contaminated by an unknown chemical. Our hazmat trained personnel conducted an investigation which included monitoring for chemicals, all monitoring came back negative.

Our EMS personnel provided 267 hours of preceptor time to EMS and BACC students. The BACC students accounted for 76 of the hours, and EMS students accounted for 191 hours.

PUBLIC EDUCATION OFFICE

The following represents the Public Education Officer Activities for the month of

February, 2016

Fire Drills

- No fire drills for the month of February

Future Planning/Classes in March

- BACC involvement after the students graduate
- Fire Prevention Principles
- Incident Safety Officer
- Two day Social Media Training/marketing
- Hazardous Materials Technician - A
- Working with Red Cross for an April 2nd date of providing smoke detectors

Training provided to community

- Fire Extinguisher Training for Ireland Grove Center for Surgery (15 adults)

Social Media

- Increased 261 followers on the Department's FB page
- Best reach for a post at over 50K people
 - Visited a patient in the hospital and recognized coworker for CPR
- Worked with BPD to learn how to "boost" a post for future planning with goals towards recruiting targeted demographics
- Created Ice water rescue video and post to YouTube Channel as our first video

Classes Taken

- Tactics and Strategy I
- Public Education Officer
 - Fire and Life Safety Educator
 - Moving forward, working on lesson plans/curriculum for P.E.

Community Events

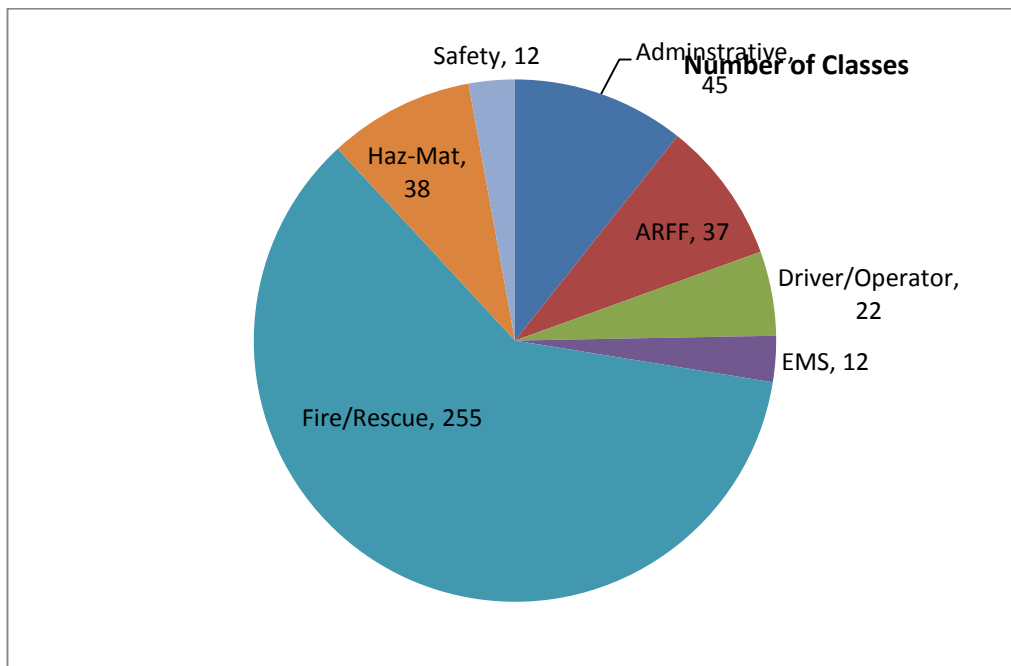
- Guns and Hoses event
- Car Seat installations – 14 appointment/ 22 installs

Public Information Officer

- Served as PIO of Hazardous Materials call at SJMC
- Created icons for social Media as a possible “Happening Now” alert for the public

Fire Department Training Report for February, 2016

For the month of February 2016 the fire department held 421 training classes which totaled 2431.58 class hours. The class topics have been grouped into seven categories. They are Administrative, ARFF, Driver/Operator, EMS, Fire/Rescue, Hazmat, and Safety. The chart below represents the proportion of classes held in these seven categories for the month of February.



Major training subjects during this month included:

- **Driver/Operator**
 - 1st Quarter requirements from S.O.P. 200.02

- **Fire/Rescue**
 - Fire Behavior
 - SCBA Mask Fit

- **Hazardous Materials**
 - Equipment Familiarization/HM1

- **EMS**
 - Pediatric Patients (McLean County EMS)
 - 12 Lead (BFD)

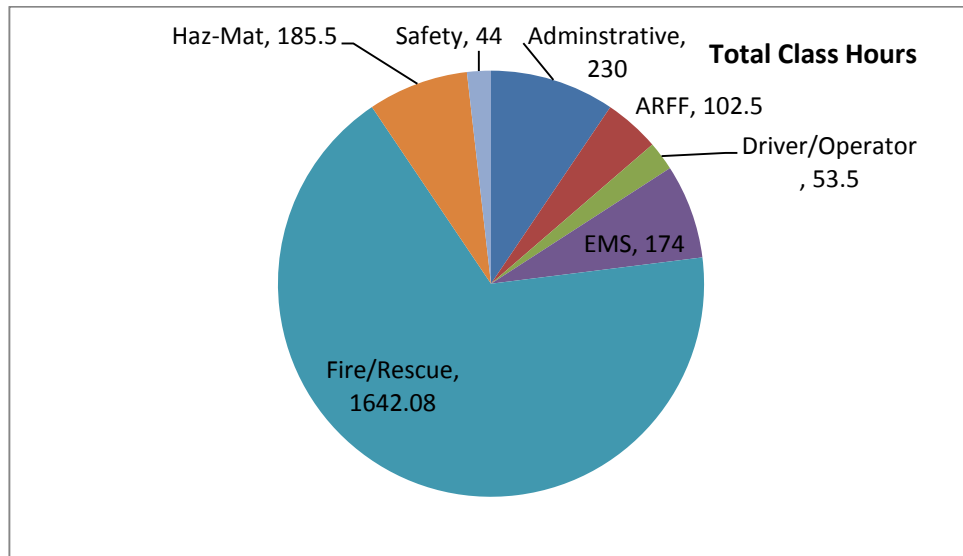
- **ARFF**
 - Aircraft Cargo Hazards
 - Dangerous Goods
 - Adapting/Using Structural Equipment for ARFF.

- **Administrative**
 - Officer Development = Blue card CE Modules/Continue to practice with your CE training and involve all station personnel.
 - Blue Card – Commercial Size-up Terminology.

- **Safety**
 - Life Safety Initiative #3 Risk Management

Fire Department Training Report for February, 2016

The 421 training classes included 1947 participants resulting in a total of 2431.58 Hours of training during February. This chart represents the total man hours of training in the seven categories.





Water Department Director Bob Yehl

Reservoirs & Water Quality

The City of Bloomington maintained perfect compliance in 2015 in accordance with the Illinois Public Water Supply Regulation Act, an achievement recently recognized by the Illinois Department of Public Health. “Maximum oral health benefits are provided to the public when the levels of fluoride are maintained within the optimal range,” Conny Moody, the Acting Chief of the IDPH’s Division of Oral Health, writes in a letter to the City. “Water operators who maintain the correct level of fluoride in the drinking water contribute more towards preventive oral health measure of communities than the combined efforts of all oral health professionals.”

February was drier and slightly warmer than average, with a total precipitation of (1.17 inches (Accuweather records for Hudson) and an average temperature of 41 degrees. The monthly average precipitation for December is approximately 2 inches, with an average temperature of 38 degrees. Despite the lower precipitation, both Evergreen Lake and Lake Bloomington are slightly above the spillway elevation.

The nitrate levels in the both the Lake Bloomington Reservoir and the Evergreen Lake Reservoir have risen, but both are below the standard of 10 mg/l. At this time, staff does not expect the nitrate levels to approach the 10 mg/l regulatory limit for drinking water, but staff are continuing to monitor this closely.

We switched pumping from Lake Bloomington to Evergreen Lake on December 19, 2015. Evergreen Lake water quality was better than that of Lake Bloomington, which results in higher finished water quality.

Distribution

During the month, the City experienced 7 water main breaks/water main leaks. The calendar year 2016 total through February 2016 resulted in 25 main breaks, as compared to an average of 25 main breaks for the last nine years in January through February.

Staff continued to replace and repaired water service lines and curb stops. Several of these were very old lead (the metal) service lines. The City removes lead from our water system whenever possible. Removal of lead from the system helps the City maintain safe water quality and is in accordance with lead water standards.

Our leak detection program continues to identify leaks in the distribution system. During the month, both inside leaks (meaning they are on the customer's side of the curb stop and thus the customer's responsibility) and leaks that are the City's responsibility (from the water main to the curb stop) were identified.

JULIES

The water department either completes the JULIE locates the water, electric, sewer systems and the water reclamation district. During the month of February the department located/cleared 667 JULIES. The department itself issued 48 JULIES for the month.

Mechanical Maintenance

As part of preventative maintenance, vibration testing was conducted at the Lake Bloomington Water Treatment Plant and the Lake Evergreen Pump Station. Vibration testing provides early detection of developing failures in rotating equipment. The results allow repairs to be planned and conducted. One failure of a critical motor or pump can result in a chain reaction causing severely damaged equipment, a decreased water capacity, and water quality issues. We are still awaiting results and written reports from the consultant who conducted the test. The accompanying physical inspection of the most critical pumps and motors at these locations did not indicate signs of major issues. Vibration test of other pump stations are scheduled to be performed in the future.

A replacement pump for the Enterprise Pump station has been delivered. In addition, a rebuilt motor for the Enterprise Pump station was also delivered. Enterprise Station pump #3 was installed at the station. Repair to two motors (Division pump station and Enterprise pump station) are in progress. Two Wemco pumps from the sludge pit at the Water Treatment Plant were removed December 30th and sent for repair evaluation.

Standby Emergency Generator Yearly preventive maintenance for pump stations and the Water Plant is scheduled to be done in spring or early summer.

Meter Services

The Department installed 334 Radio Frequency (RF) meters during the month of February. Our goal for the Fiscal Year (FY16) is the installation of 3,000 units. With the 334 meters installed for the month, and 2,108 meter conversions performed so far this fiscal year, the Department has achieved approximately 70% of our goal for the year.

The water meter inventory includes approximately 1,040 commercial / industrial meters and approximately 31,640 residential meters. Staff changed 5 turbine meters to compound meters during February. Turbine meters are an excellent choice for installations where there will be a high volume of flow on a consistent basis. When the flow volumes vary at locations such as apartment complex where numerous residents will use water at the same time (such as the start of a work day) and also where smaller amounts are used at other times (such as throughout the day), then a compound meter is a much better choice because the meter can register both the very low flows and the higher flows as well.

Infrastructure Highlights

Water department staff has been working with outside engineer consultant on the design of four distribution water main projects for the spring of 2016. The projects include Ryan Street, Peirce Avenue, Stewart Street, and Lake Bloomington.

The council awarded the Ryan Street water main replacement project to George Gildner Inc. The Ryan Street project includes resurfacing of the street after the water main is installed. Construction will start in early spring 2016.

Billing and Collections

Water Department staff continues to track the City's delinquent customers closely and uses the last resort of a shutting off a customer's water. Shutting off water service occurs when a customer does not respond to delinquent notifications or does not enter into a payment plan. The Department is on pace for another year where the number of shut-offs due to delinquency has declined compared to the previous year. There were 162 shutoffs in February 2016 which is down 3 shutoffs from the same period last year. During the month of February 2016 shutoffs totaled approximately \$46,876, compared to the shutoffs in February 2015 of \$54,688, which are down \$7,812 respectively. Of the 162 shutoffs that occurred in February 2016, 39 are still off as of today, which totals approximately \$13,321 in funds not yet recovered.

The bulk water dispensing station was installed and tested at the Division Street office in 2013. The new system is much less time intensive on the part of the City. The unit is primarily used by citizens who live in the surrounding area who do not have city water service, but have utilize water cisterns and wells that need to be regularly filled. The station also is used as a resource for the agriculture community for watering livestock and fertilization. In addition contractors regularly use the station for boring projects. In February this unit sold \$359.86 worth of water with a total of 124 transactions.

Outreach and Presentations



Bob Yehl, Water Director, participated in Engineers Week by sharing highlights of the engineering profession and his career with students at Kingsley Junior High. Engineers Week organizers' mission is to sustain and grow a dynamic engineering profession through outreach, education, celebration, and volunteerism. Bob enjoyed the interaction, as well as the opportunity to encourage the students to pursue a career that provides solutions to fulfill society's needs.



Human Resources Department Director Nicole Albertson

The Human Resources department partners with every department of the City on their human capital needs and interacts and serves all employees throughout their careers, as well as prospective employees. The staff includes ten (10) full-time employees who focus on six primary areas: Employee Recruitment and Hiring; Employee and Labor Relations; Compensation and Benefits; Training and Development, Employee Wellness and Safety, and Community Relations.

Employee Recruitment and Hiring

Staff has been busy with Recruitment for Police and Fire. Fire testing and interviews were completed on February 26, 2016. There were a total of 96 Firefighter/Paramedics applicants that tested and 44 moved on to the interview process. Police will start its testing process in March for Entry Level Police Officers.

Vacancies	Position Status
Support Staff IV- Water (2)	On Hold
Support Staff IV – Parks Dept.	Filled Externally - Vanessa Campos
Assistant to The City Manager	Actively Recruiting
Labor Custodian - Police	Pending Interviews
Labor Custodian - Facilities	Filled Internally – Jeff Papacek
Civil Engineer II – Water	Actively Recruiting
Civil Engineer II - PW	Pending Interviews
Zoo Curator	Pending Interviews
Junior Accountant	Actively Recruiting

Employee and Labor Relations

The City and Local 49 continue to negotiate for a new contract. The Lodge 1000 and Telecommunicator contracts will expire on April 30, 2016. Executive Sessions have been scheduled with Council to discuss direction on these three contracts. Staff has been meeting with Lodge 1000 and the Telecommunicators to negotiate a new agreement.

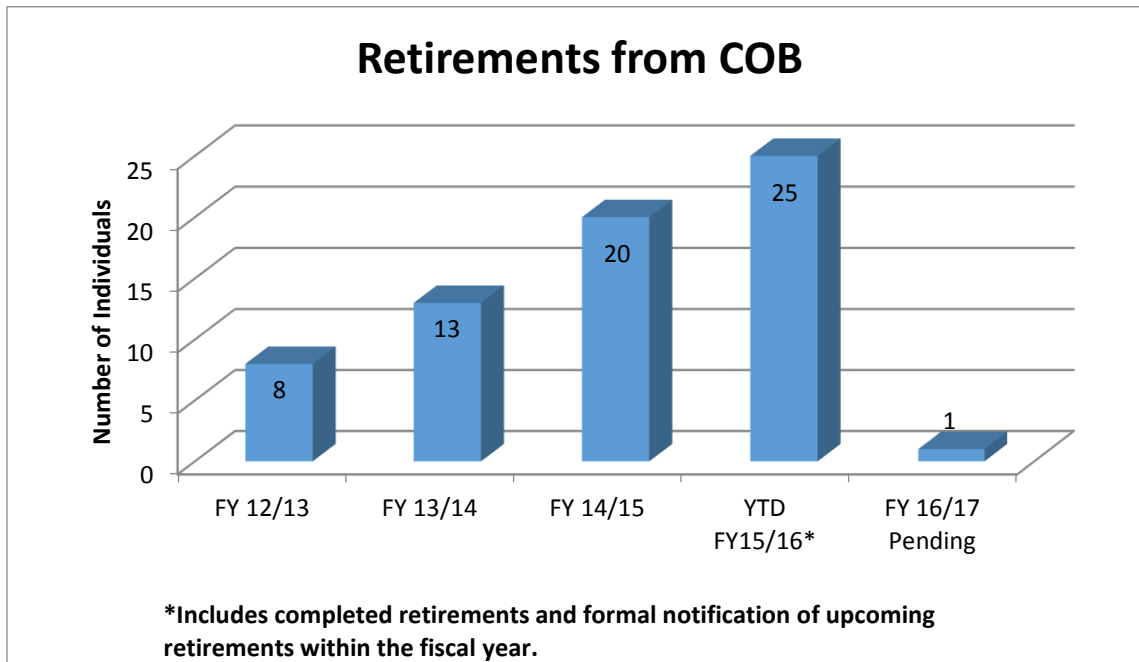
Non-Sworn Bargaining Units	Contract Expiration	Full-time Position in FY 15	Status
Local 362 Support Staff	4/30/2015	30	Settled
TCM Group	4/30/2017	16	Currently Negotiating
Lodge 1000	4/30/2016	38	Currently Negotiating
Local 699 Library	4/30/2017	38	Settled
Local 699 PW/Pks	4/30/2017	108	Settled
Local 362 Parking	4/30/2015	4	Settled
Local 362 Inspectors	4/30/2015	15	Settled
IATSE	4/30/2017	0	Settled
Sworn Bargaining Units			
Fire Local 49	4/30/2015	106	Currently Negotiating
Unit 21 (Police)	4/30/2014	103	Settled
Sgts and Lts	4/30/2014	21	Pending Negotiations

Compensation and Benefits

- **Affordable Care Act 1095 Reporting and Shared Responsibility Requirements** - In conjunction with Sikich consulting the employee forms were prepared and mailed to

employee homes at the end of January. Reporting to the IRS is due by June and will also be handled with Sikich.

- **Strategic Planning for Benefits** – Staff met in January with A.J. Gallagher consultants to plan for 2017 benefit offerings. Staff met with City Council in Executive Session to receive feedback and is working to refine plan change details.
- **Retirements** - The following graph updates the numbers of retirements from the last report. Each retiring employee meets with City staff at least once to be guided through the retirement process and learn about insurance continuation privileges. Several employees in addition to those counted on the graph have met with HR staff concerning retirement options. FY 15/16 retirements and formal notifications have already exceeded the number for all of last fiscal year.



- **Ongoing projects**
 - Time and attendance and scheduling system demonstrations and reference checks with other users
 - Affordable Care Act reporting required by the IRS to be fully completed before the June deadline

- Total Compensation reporting required under the IL Open Meetings Act. Required to be published online when the City's budget is adopted.

Employee Wellness

- Prepared for the City's Annual Wellness Fair, which will be on Friday, April 22 at the US Cellular Coliseum from 7 a.m. – 12:00 p.m. Employees will have the opportunity to meet with over 30 wellness and benefits vendors, eat breakfast, and obtain free health screenings.
- The Wellness Committee held its monthly meeting and discussed the results of the Employee Satisfaction Survey, the upcoming wellness fair, the Live Healthy 10- week challenge, deadlines for the online health risk assessment, and the upcoming retirement planning workshop.
- Employees continue to log activity minutes and weight loss for the Live Healthy Central Illinois 10-Week Wellness Challenge, which ends April 1. The team-based challenge focuses on increasing physical activity and weight loss. One hundred and twenty-seven employees and 19 teams are competing in the program.
- Attended meetings and helped plan for Club 66, a new downtown walking program created by the McLean County Health Department, the Downtown Bloomington Association, the City of Bloomington, and the McLean County Wellness Coalition. The Downtown Walk Around is a kickoff event for Club 66, and is held during National Public Health Week. The event is on Friday, April 8 from 11 a.m. to 1 p.m. at the Mclean County Museum of History square. Participants will have an opportunity to visit with community vendors, try one of the walking paths, and receive a discounted Subway lunch.
- Conducted a CPR/AED and First Aid class for Miller Park Zoo employees. Seven employees were certified by the American Heart Association.
- Completed the 2015 CPR, AED, and First Aid Guidelines Update Courses for American Heart Association Instructors.

Training and Development

- Created and disseminated bi-monthly employee newsletter, Inside the City. The newsletter included articles on upcoming programs and events, benefits news, health and safety, the employee assistance program, new employee hires, and employee birthdays and anniversaries.
- Offered 2 Lunch and Learn classes: New Year, New You, and 10 Steps to Financial Freedom.
- Distributed Monthly EAP newsletter, which featured Employee Handouts on *the Top Five Things you Need to Build Healthy Relationships in a Digital Age* and *The Dos and Don'ts of an Office Romance*. Supervisor Handouts included *Communication with the*

Digital Generation and Managing with Emotional Intelligence. The email also included a reminder for Upcoming Webinars.

- EAP Webinars: Encouraged employees to take advantage of the free webinar offerings from our Employee Assistance Program with Bensinger, DuPont and Associates (BDA). Monthly webinars included *How to Make Your Relationship Stronger, Finding Your Hot Spot-Technology & The Workplace,* and *The Impact of Helicopter Parenting.*
- Reminded employees of LRS Computer Training Courses.

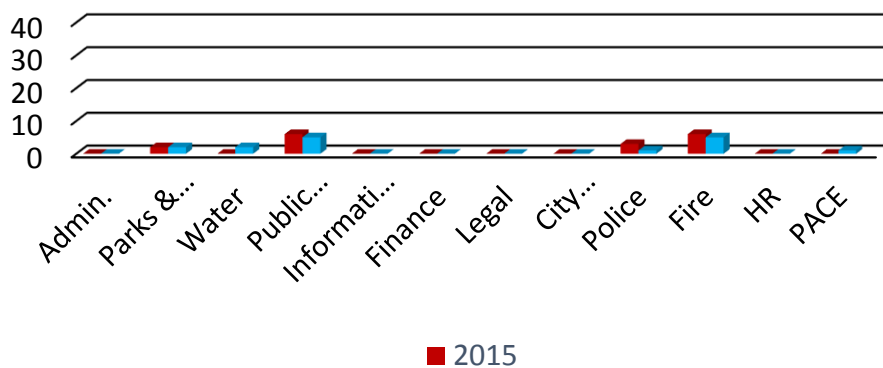
Employee Safety

**YOUR SAFETY AFFECTS
MORE THAN JUST YOU**



Employee Safety is the top priority in everything we do, as our employees are our greatest asset. Without them, we cannot not serve the members of the community with the highest level of quality that they deserve. We strive to continuously improve our safety culture and performance. Together, we CAN achieve Zero injuries!

OSHA Recordable Injuries by Dept. *Jan 15' to Feb 15' vs. Jan 16' to Feb 16'*



City Wide OSHA Recordable Injuries Dashboard

Jan 15' to Feb 15' vs. Jan 16' to Feb 16'

