



CITY MANAGER'S MONTHLY REPORT

MEASURING PERFORMANCE, TARGETING RESULTS

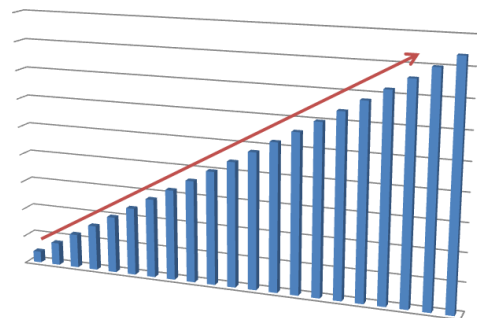


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Upcoming Events

| | | |
|--------------------------------|-----------------|----------------------|
| Liquor Commission Meeting | May 10, 4 pm | City Hall (Chambers) |
| Planning Commission Meeting | May 11, 4 pm | City Hall (Chambers) |
| City Council Meeting | May 9, 7 pm | City Hall (Chambers) |
| Committee of the Whole Meeting | May 16, 5:30 pm | City Hall (Chambers) |
| City Council Meeting | May 23, 7 pm | City Hall (Chambers) |

Executive Summary

Police

- The Fire Priority Dispatch system went live. – Page 5

Parks

- The Den opening on March 18th and Highland Park opening on March 25th. If this trend of positive weather continues through April, the courses should see a significant improvement in rounds played over Fiscal Year 2015. – Page 20
- Zoo revenue from admissions was up 21.8% for the current fiscal year. This represents the fourth consecutive year the all-time attendance revenue record was broken. – Page 20
- The City and forestry division was honored again for the 29th year as a Tree City USA recipient. – Page 23

Finance

- Baker Tilly Virchow Krause, LLP was awarded the audit contract and should begin field work for the City in June. – Page 25
- On March 28th, the City Council approved a 90 day transitional contract with VenuWorks, an Iowa based venue management company, to operate the U.S. Cellular Coliseum. – Page 26

Water

- Daily pumpage for March, 2016 was 8.5 million gallons per day, compared to an average of 9.1 mgd in March of 2015. – Page 36

Human Resources

- We have completed the testing for the Police Department Entry Level Police officers for the month of March. A total of 256 applicants tested, 42 of them being Females. – Page 40



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 twelve cases and the Domestic Violence detectives (2) assigned 32 cases. The two detectives assigned to sex crimes and sex crimes involving children are investigating 31 cases.

CID assigned 68 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 107 were administratively closed, exceptionally cleared or were unfounded. One hundred thirty-four incidents of domestic violence were reviewed in March.

Cyber Crimes

The Cyber Crime unit (2 detectives) continued to operate in cooperation with the US Secret Service (USSS) and the Federal Bureau of Investigations (FBI). A number of cases the Cyber Crime unit investigates are charged at the federal level with the assistance of the USSS and FBI. Prosecution at the federal level allows for enhanced penalties not available at the state level.

The Unit has ten open/active cases which include open/active joint investigations with the USSS and FBI. The unit investigates crimes involving but not limited to child pornography, network intrusion and online scams. The unit also assists with other investigations where technology is involved in the commission of the crime or of evidentiary value.

United States Marshal Task Force

The Bloomington office opened 21 felony cases and closed 17 of them. Arrests included twelve hands-on arrests and three self-surrender.

Major cases include a subject wanted out of McLean County NPD for aggravated criminal sexual assault/force and subject wanted out of Knox County for armed robbery.

TFO Rena assisted Immigration and Customs Enforcement on several occasions looking for known deported felons re-entering the US and assisted IL Department of Corrections on four occasions looking for paroled inmates that were wanted.

VICE Unit

The Vice unit has four detectives with 3.47 officers working each day. There were eight individual training days completed. Fourteen new cases were opened, seven cases were closed, and one search warrant was served. The unit purchased 6.7 grams of crack cocaine, 11 grams of cannabis, 3 grams of heroin, and 18 dosage units of morphine. They seized 57.5 grams of crack cocaine, 15.5 grams of powder cocaine, 4.5 grams of cannabis, 2.5 grams of heroin, and 10 dosage units of hydrocodone. Property seized included 1 residence, 1 gun, 1 vehicle and \$11,930.06.

Street Crimes Unit

Six officers and two supervisors are assigned to Street Crimes with an average of 4.78 working per day. Officers completed 30 days of training. Street Crimes made nine probable cause arrests, five warrant arrests, towed two vehicles and issued two ordinance violations. The unit seized 223 grams of cannabis, 4.2 grams of crack cocaine, 2.5 grams of cannabis, 206 grams of methamphetamine, and \$3,388.

Criminal Intelligence and Analysis Unit (CIAU)

CIAU staff took part in several no cost webinars focusing on electronic surveillance tools and social media monitoring. CIAU also facilitated an operational meeting between Bloomington Police Department and Normal Police Department regarding future joint problem oriented policing projects.

CIAU staff also worked with Information Services on the redesign and streamlining of several department forms and processes. At the request of ISU Criminal Justice Department one CIAU staff member presented instruction to a class on drug trafficking, drug use and trends in alcohol abuse. CIAU staff also provided tactical support to area agencies on three local shooting cases, a burglary series and two missing person cases.

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 | 1951 | 38 | 0 | 0 | 0 | 0 | 0 |
| % | 98% | 100% | 100% | 100% | 100% | 100% | 100% |

Communications Center manager completed entry of BFD Fire Run Cards. The Fire Priority Dispatch system went live. He attended the Illinois Telecommunicator Emergency Response Team meeting and AED Operation Revive committee meeting. He conducted NARCAN training with Police Department staff and completed Criminal Justice Information Audit for the IL State Police. He attended Mental Health First Aid training.

\$1,400 in alarm ordinance violations have been issued to date.

| | |
|---|---------------|
| 911 Emergency Calls (wireline & wireless) total | 1,989 |
| 911 Calls - Wireline | 302 |
| 911 Calls - Wireless | 1,496 |
| 911 VoIP | 191 |
| 911 Unknown | 0 |
| Non-Emergency Calls | 6650 |
| Total Incoming Calls | 8,639 |
| Total Outgoing Calls | 2,055 |
| Total ALL Calls | 10,694 |

Dispatched Calls

| | |
|------------------------|--------------|
| Police | 5,360 |
| Fire and EMS | 787 |
| Total Dispatched Calls | 6,147 |

Daily Call Averages

| | |
|-------------------------|------------|
| 911 Emergency Calls | |
| Non-Emergency Calls | |
| Outbound Calls | |
| All Phone Calls | |
| Police Dispatches | 173 |
| Fire and EMS Dispatches | 25 |
| All Dispatches | 198 |

First Shift 7 a.m. – 3 p.m.

First shift has 17 officers assigned with an average of 8.97 working per day. Day shift spent considerable time in training including CIT, Police Ethics, PPCT, Building Search class and Interview/Interrogations. Four officers were in Field Training. Day shift assisted with traffic details at the St. Patty's 5K, Penguin in the Park 5K, SOAR Respect 5K and Run for Hope 10K, 5K, and kids run. There were twelve STEP details assigned. All first shift officers toured the Bloomington Junior High with SRO Hirsch.

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 traffic stop with four people in the car with one arrested for having a loaded gun.

Third Shift 11 p.m. – 7 a.m.

There are 17 officers assigned to third shift with 8.8 working per night. A total of 16 arrests were made by 3rd shift officers for Driving Under the Influence.

A notable call for service included the location and recovery of a stolen vehicle from Elk Grove Village. The recovery led to the arrest of a subject by Elk Grove Village PD for the vehicle theft and also led to the arrest of several gang members involved in a burglary ring in their community.

Administration

SRO Day spoke to several students and parents regarding bullying issues, mediated between six different groups of kids wanting to fight, talked to students about inappropriate Snapchats, recovered stolen cell phone, spoke to four gang affiliated juveniles from Chicago area who attempted to find several students, helped with eight medical transports, 15 school suspensions, and 12 disorderly conduct issues.

SRO Evans dealt with eight theft issues, five order of protection checks, 20 disorderly conduct issues, six child custody issues, ten truancy issues, 12 fights, attended four crisis drill meetings, completed 60 school visits, held three lock down drills and five evacuation drills.

SRO Hirsch spoke to 60 eighth grade students regarding law enforcement as a career, removed eight students from class due to poor behavior, investigated four fights, spoke to five parents regarding behavioral issues in school, battery, theft, and gang activity.

SRO Wagehoft attended Youth Impact meeting, spoke to 75 kindergartners on being a community helper, dealt with two battery issues, two domestic disputes, ten disorderly conduct issues, four thefts, two truancy, one dog bite and two fights.

Public Affairs Officer Mayer completed several media releases and posted on social media, attended Recovery Court and Explorers meeting, participated in Read Across McLean County at Grove Elementary, attended Coffee with a Cop, Narcan training, and toured and presented to the Cub Scouts.

Downtown

During the month there were 13 days of Downtown Hireback. A total of 30 pairs of officers, including nine pairs assigned from 3rd shift patrol, worked during the month.

The following were notable incidences: On March 19, three underage females were removed from inside a bar in the 100 block of W. Washington. All three subjects used fraudulent identification to enter the bar. On March 24, two underage females were removed from a bar in the 100 block of W. Washington. Both subjects were in possession of fraudulent identification.

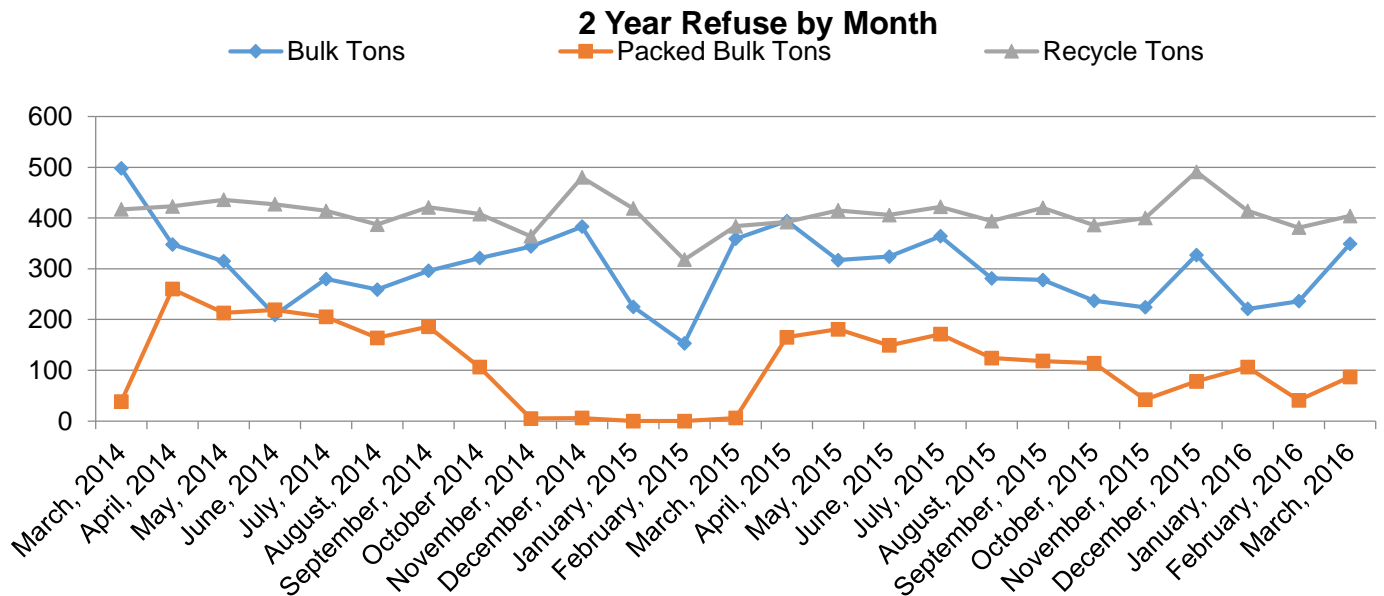
Totals for the month include: 163 overtime hours, 185 bar checks, two DUIs, 42 ordinance violations, 14 parking citations, one traffic citation, 27 fights, 24 calls for service and ten vehicles towed. Ordinance violations issued include: two challenge to fight, 19 public urination, seven illegal consumption, nine open alcohol, four fraudulent identification, and eight minors in tavern.

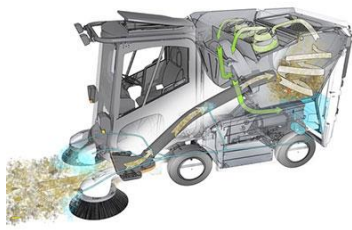


Public Works Department Director Jim Karch

Solid Waste Division

Approximately 24,500 residences are serviced weekly and an average of 26.81 pounds of household garbage were picked up each week at these locations during March 2016.





704 miles were swept during the month of March 2016

Public Works Front Office

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

| Engineering Permits | |
|---|-------------------------------|
| Overweight Loads | 19 issued permits for \$1,405 |
| Dumpster/Traffic Control/Excavation/Erosion | 23 issued permit for \$2,214 |
| Erosion Control/Complaints Report | |
| New/Maintenance Erosion Control Inspections | 128 |
| New Erosion/Storm Water Complaints | 2 |

**Inspection & Complaint
Files Closed**

5



The office staff handled
1,215 calls during the month
of March 2016

Streets & Sewers

| | |
|---------------------------|------------|
| POTHLES | 127 |
| WATER DITCHES | 12 |
| PAVEMENT REPAIRS | 1 |
| CAVE-INS | 2 |
| MAILBOXES | 47 |
| CONTRACTOR DITCHES | 2 |

In addition to fixing all reported potholes, our Streets Crews are running different sections of town and fixing potholes as they go through. Our Streets workers have been very busy working on Chestnut Street as well. Great job!!!



Fleet Division

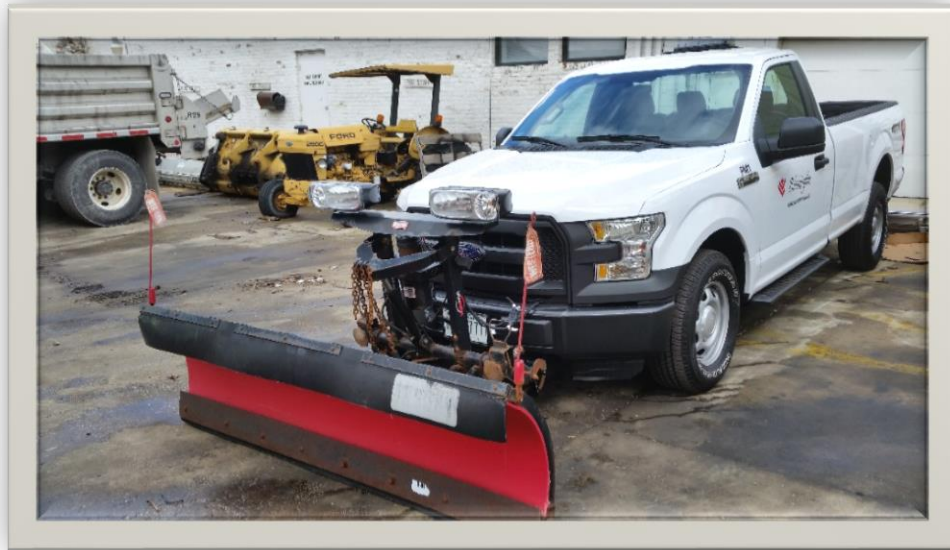
| | <i>March 2015</i> | <i>March 2016</i> |
|-----------------------------------|-------------------|-------------------|
| Work Orders | 475 | 504 |
| Total Repair Orders Closed | 422 | 443 |
| Preventative Maintenance | 50 | 61 |

| | <i>March 2015</i> | <i>March 2016</i> |
|------------------------------|-------------------|-------------------|
| Total No Lead Gallons | 16,453 | 15,869 |
| Total Cost | \$34,361 | \$27,339 |
| Avg Price per Gallon | \$2.09 | \$1.72 |

| | <i>March 2015</i> | <i>March 2016</i> |
|-----------------------------|-------------------|-------------------|
| Total Diesel Gallons | 16,964 | 14,079 |
| Total Cost | \$40,920 | \$24,951 |
| Avg Price per Gallon | \$2.25 | \$1.75 |

| | <i>MONTH</i> | <i>YTD</i> | <i>Budgeted</i> | <i>FY %</i> |
|------------------------|--------------|------------|-----------------|-------------|
| Parts | \$62,033 | \$498,972 | \$569,014 | 87.69% |
| Outside Repairs | \$32,049 | \$274,548 | \$403,672 | 68.01% |
| Fuel | \$52,168 | \$737,622 | \$1,495,202 | 49.33% |

This Month Fleet Put into Service:



A Replacement Unit for the Parking Division



Two Replacement Pickup Trucks and.....

One Truck with a Service Body for the Water Department



FLEET RECEIVED 1,436 PHONE
CALLS DURING THE MONTH OF
MARCH 2016

PUBLIC WORKS EMPLOYEES DO CARE.....



Andre Hursey volunteered at Cedar Ridge School to show the kids how important it is to recycle and how in doing so, we help our beautiful planet.





Delvar Dopson made Brooklyn's day by stopping to say hello.



Parks, Recreation & Cultural Arts Department

Director Jay Tetzloff

Bloomington Center for the Performing Arts

The BCPA presented seven entertaining events in March ranging from Dennis DeYoung and the Music of Styx (photo right) to *The Sound of Music* Sing-Along. Arts Partners were treated to a meet and greet with Dennis DeYoung at the conclusion of his show. The Sing-Along was hosted by local personality and drag queen, Sharon ShareAlike and augmented by participatory fun bags (photo left) and an audience costume parade.



The BCPA celebrated Saint Patrick's Day with the music of Switchback and Friends. The performance included Irish Dancers from the McNeill Dance School and Flynn Dance Company. Preshow activities included the sale of Irish fare including Irish stew, soda bread, corned beef sandwiches, shortbread, and Guinness stout. The month was capped off with "Mentalist" Joshua Kane's interactive *Borders of the Mind: A Psychic Show for the Whole Family*.



The Student Spotlight Series captivated young audiences with performances of *Junie B's Essential Survival Guide to School* (photo right) and *Alexander, Who Is Not, Not, Not, Not, Not Going to Move* for elementary school-aged audiences, as well as *Edgar Allan Poe's Tales of Terror* for Junior High and High School students. The performance of *Tales of Terror* included a lively post-show discussion with actor, Joshua Kane. A backstage tour was provided for the Heyworth school groups following the performances of *Junie B...* and *Tales of Terror*.



Community productions included four performances of *The American Passion Play*, which celebrated its 93rd season on the stage of the BCPA (photo left). The Illinois Symphony performed a concert of British classics.

Due to the popularity of the classroom space at the Creativity Center and the BCPA, those spaces continued to serve as the home for a new session of recreation classes including gymnastics, dance and Bocce that were formerly held at the Lincoln Leisure Center. The Walk-In/Bike-Out program continues to rehabilitate bicycles in the Creativity Center in anticipation of their April 23 community bicycle give away.

Reporting Measures

| |
|--|
| Attendance: 9,513 at events and classes |
| Facility Usage: 19 Auditorium events; 10 public Ballroom Events; and 54 non-public Ballroom events, including classes. |
| Community: 11 radio spots and 4 speaking engagements. |

Golf Courses

The month of March included weather that did not seem as nice as what we experienced in February, but still provided the courses with another positive month in terms of rounds played. Rounds were up 37% over last March. This is significant when factoring in that March 2015 saw +154% more play than 2014. This marks the 8th straight month of positive rounds played over last year. These early springs are also great to grow some enthusiasm early in the year for the golfers. With the good weather,

staff was able to open all three golf courses at various points throughout the month with The Den opening on March 18th and Highland Park opening on March 25th. If this trend of positive weather continues through April, the courses should see a significant improvement in rounds played over Fiscal Year 2015. That is great news!! The periods of warm weather throughout the last couple of months has also accelerated staff's ability to get out onto the course to begin rolling greens, raking sand traps and performing other necessary duties. With these duties completed, our golfers are telling us the courses are already playing in very good condition.

As we head into April, we will continue to promote our many season pass offerings and hope to capitalize on the excitement created by the Masters Tournament with our 2nd Annual Green Jacket Open on Saturday, April 9th at The Den. We hope to use this event to create some additional excitement for the golfers at the beginning of the season.

Reporting Measures

| |
|---------------------------|
| Total Rounds Played: 1869 |
| Outing Rounds: 0 |
| Junior Rounds: 0 |

Miller Park Zoo

Revenue from admissions was up 21.8% 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 7.6% for the current fiscal year compared to last year's attendance. Revenue from Education Program Fees and Rentals was down 4.2% for the current fiscal year.



Revenue from Concessions, Carousel, and Animal Food Sales was up 1% for the current fiscal year compared to last year's numbers. The zootique was up 7.8% for the current fiscal year.

Acquisition:

- 3 male and 12 female Eurasian Harvest Mice
- 6 San Clemente Island Goat
- 5 African Hedgehog

- 1 Acan Coral

Disposition:

- 2 male Tammar Wallaby
- 4 San Clemente Island Goat
- 1 male Axolotl
- 3 African Hedgehog
- 1 Peruvian Green and Gold Millipede
- 1 female Short-Tailed Opossum
- 1 Turquoise Tanager
- 1 male Vietnamese Pot-Bellied Pig

Other:

- Hosted our first Parent’s Night Out
- Hosted special event, Bunny’s Birthday with over 1,200 guests.
- Had two full sessions of Spring Break Safari Camp
- Hosted our first ever Miller Park Zoological Society Advisory Board Meeting



| | |
|-------------------|--------|
| Attendance | |
| March 2015: 7,023 | Up 19% |
| March 2016: 8,329 | |

Recreation

The Summer 2016 Program Guide is out. (photo right) Hundreds of programs for all ages will be offered including old favorites and new alike! Check out this guide at our office or online. There are now two summer days camps to choose from and a new rental facility, Hike Haven.



March is the traditional Spring Break time and those who did not go away, went outside to play! (photo left)

Bloomington Parks & Recreation & Cultural Arts created a Park Hop to 9 different parks and everyone had a ball. Movie Day and the Monkey Joe’s trip were a hit as well.



Additional recreation division programming included Cupcake Wars, dance, gymnastics, afterschool sports, adult trips, and more...

Pepsi Ice Center



The Pepsi Ice Center hosted over 300 skaters in March with groups including: Crossroads school, a corporate group from Caterpillar to play broomball, Evans Jr. High, Normal Park District, our sister city of Asahikawa, Japan and Parkside Jr. High.

Themed March skates included the Easter Bunny and the Inaugural American Girl Skate. The American Girl Skate was a success with over 50 skaters participating in the event. There has been

an increase in Freestyle participation



Several of our customers have recommended the Pepsi Ice Center and the City of Bloomington to be a Kraft Hockeyville. Kraft Hockeyville is a promotion by the Kraft Company to find communities passionate for the sport of Ice Hockey. Below is a sample from the Rink Nominations:

“Every year our youth hockey program in Bloomington-Normal grows bigger and bigger, perhaps bigger than was ever expected when our local hockey rink was originally built. Our youth hockey program is so strong thanks to the tireless efforts of dedicated hockey program directors and hockey coaches who volunteer countless hours to help kids enjoy the game we all love.” – Aaron.

Ice Rental payments showed a decrease from last year. This is a direct effect from the reduced amount of ice made available at the Coliseum through CIAM. The transition to VenuWorks should help going forward.

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



The RESPECT RUN had approximately 120 participants and raised over \$1,500 for SOAR. Runners had a blast and supported a great program. (photo right)

The SOAR Scorpions took 2nd place at the Special Olympics State Basketball Tournament and had a great following of spectators.

The Special Olympics Soccer Team, now known as the Timberwolves, played 4 games vs Pekin Park District and Springfield Park District, winning 3 out of 4 matches. They are a bit stronger than they have been the past couple of years.

A LOT of public interaction occurred while playing bocce out on the front lawn of the BCPA, especially on the night of the Sound of Music Sing-Along! The BCPA front lawn was the alternate site for the Lincoln Leisure Center.

Parks Maintenance

Horticulture

Horticulture was able to get into the parks and right of way areas to start the spring cleanup process. All the parks were cleaned up of any trash, debris or limbs from over the winter. In cooperation with Audubon Society, horticulture staff seeded 1 acre of prairie at Ewing III Park along the west side of Jersey Hill. This will be a nice native prairie area and will not affect the winter sledding on Jersey Hill.



Progress continued at the new parking lot at Miller Park. Millings were installed and the lot was professionally rolled. In April, the lot will be sealed and opened to the public. Staff began applying spring fertilizer with weed control and pre-emergent weed control to plant beds. Ornamental grasses and any remaining perennials in the park system were cut back to 4”.

Forestry

Forestry division continued to remove ash trees and respond to citizen requests for tree trimming. Forestry division responds to any downed limbs, hazards or other tree issues on City property 24 hours a day 7 days a week. The division continues to remove ash trees infected with Emerald Ash Borer (EAB). 53 trees were removed in February, and 43 of these were ash trees. Foresters continued to do routine circuit trimming in section B4, which is the southwest corner of Bloomington. The City and forestry division was honored again for the 29th year as a Tree City USA recipient. In summary this recognizes the City’s ongoing and substantial commitment to proper management of the urban forest in Bloomington.

Prescribed burning is a tool used in prairie management to perpetuate prairie plants and control noxious weeds and woody plants within a prairie. Successful prescribed burning was performed by forestry staff under the appropriate approvals from the Fire

Department and State of Illinois EPA. Approximately 65 acres of prairie were successfully burned at The Grove, The Den Golf Course, White Oak Park, Tipton Park, and Stonebridge Prairie. It is important to note the citizen support of this program. Adjacent property owners have noted the success of prairie burning and the professionalism in which it is carried out.

Utility

The big project the Utility staff worked on in March was the design and construction of the Bat exhibit in Miller Park Zoo. All four Utility men had some part in the construction of the exhibit. The old exhibit was demolished and a new exhibit was built with improved lighting, air temperature controlled and the interior has spray on concrete to resemble a cave.



Other Utility projects in March 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
- Remodel of the old Girl Scout cabin in Forrest Park
- Installed new kiosk for Forrest and PJ Irvin Frisbee golf
- Worked with Midland Davis to grind existing logs into mulch. Approximately 2500 cubic yards of mulch was made which will be used in plant beds, tree rings and walkways.

MARCH REVENUES

| Revenues Earned | Annual Budget | FY2016 YTD | FY2015 YTD | Variance | % Variance |
|-----------------------------------|---------------|---------------|---------------|------------|------------|
| Home Rule Sales Tax ⁹ | \$ 14,427,441 | \$ 10,960,710 | \$ 10,816,455 | \$ 144,255 | 1.33% |
| State Sales Tax ⁹ | \$ 13,399,257 | \$ 10,576,084 | \$ 10,261,217 | \$ 314,867 | 3.07% |
| Income Tax ⁹ | \$ 7,584,390 | \$ 6,116,389 | \$ 5,335,386 | \$ 781,003 | 14.64% |
| Utility Tax ¹⁰ | \$ 7,063,164 | \$ 5,543,614 | \$ 4,995,598 | \$ 548,016 | 10.97% |
| Ambulance Fee ¹⁰ | \$ 4,694,812 | \$ 4,090,680 | \$ 3,545,454 | \$ 545,226 | 15.38% |
| Food & Beverage Tax ¹⁰ | \$ 4,328,539 | \$ 3,626,853 | \$ 3,545,655 | \$ 81,198 | 2.29% |
| Local Motor Fuel ^{**10} | \$ 2,400,000 | \$ 2,097,330 | \$ 1,379,925 | \$ 717,405 | 51.99% |
| Franchise Tax ¹⁰ | \$ 2,190,810 | \$ 1,795,784 | \$ 1,785,617 | \$ 10,167 | 0.57% |
| Replacement Tax ¹¹ | \$ 1,807,649 | \$ 1,571,832 | \$ 1,435,362 | \$ 136,470 | 9.51% |
| Hotel & Motel Tax ¹⁰ | \$ 1,649,946 | \$ 1,525,109 | \$ 1,397,162 | \$ 127,947 | 9.16% |
| Local Use Tax ¹¹ | \$ 1,486,234 | \$ 1,633,878 | \$ 1,405,207 | \$ 228,671 | 16.27% |
| Packaged Liquor ¹⁰ | \$ 1,035,840 | \$ 968,981 | \$ 892,029 | \$ 76,952 | 8.63% |
| Vehicle Use Tax ¹⁰ | \$ 978,410 | \$ 990,653 | \$ 946,809 | \$ 43,844 | 4.63% |
| Building Permits ¹¹ | \$ 754,000 | \$ 740,700 | \$ 635,752 | \$ 104,947 | 16.51% |
| Amusement Tax ^{**10} | \$ 699,996 | \$ 967,626 | \$ 553,336 | \$ 414,290 | 74.87% |
| Video Gaming ^{**9} | \$ 504,901 | \$ 528,859 | \$ 450,948 | \$ 77,911 | 17.28% |
| Auto Rental ⁹ | \$ 88,900 | \$ 66,124 | \$ 65,871 | \$ 253 | 0.38% |

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.

DIRECTOR'S
CORNER

On March 28th, the City Council approved a 90 day transitional contract with VenuWorks, an Iowa based venue management company, to operate the U.S. Cellular Coliseum. VenuWorks has hit the ground running and has worked hand in hand with finance, legal and administrative staff to facilitate the quick transition.

PROCUREMENTS – MARCH 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 | Awarded | Lake |
| 2016-30 | Capital Equipment Financing | On Hold | Finance |
| 2016-34 | Economic Development Consult. Services | Developing | Econ Dev |
| 2016-35 | Audit Services | Awarded | Finance |
| 2016-37 | Spring Street Trees | Awarded | Parks |
| <u>RFI&Q</u> | | | |
| 2016-04 | General A&E and Land Surveying Services | Awarded | Facilities |
| 2016-33 | Space Needs Study | On Hold | Public Services |
| 2016-36 | Lift Station & Force Main Evaluation/Design | Released | Eng |
| <u>BID #</u> | | | |
| 2016-21 | Lake Blm Ranger Station Improvements | Developing | Facilities |
| 2016-38 | 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 |
| 2016-44 | HoJo and Wittenberg Sewer Improvements | Released | Eng |
| 2016-45 | Butler Lot Resurfacing | Canceled | Facilities |



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.

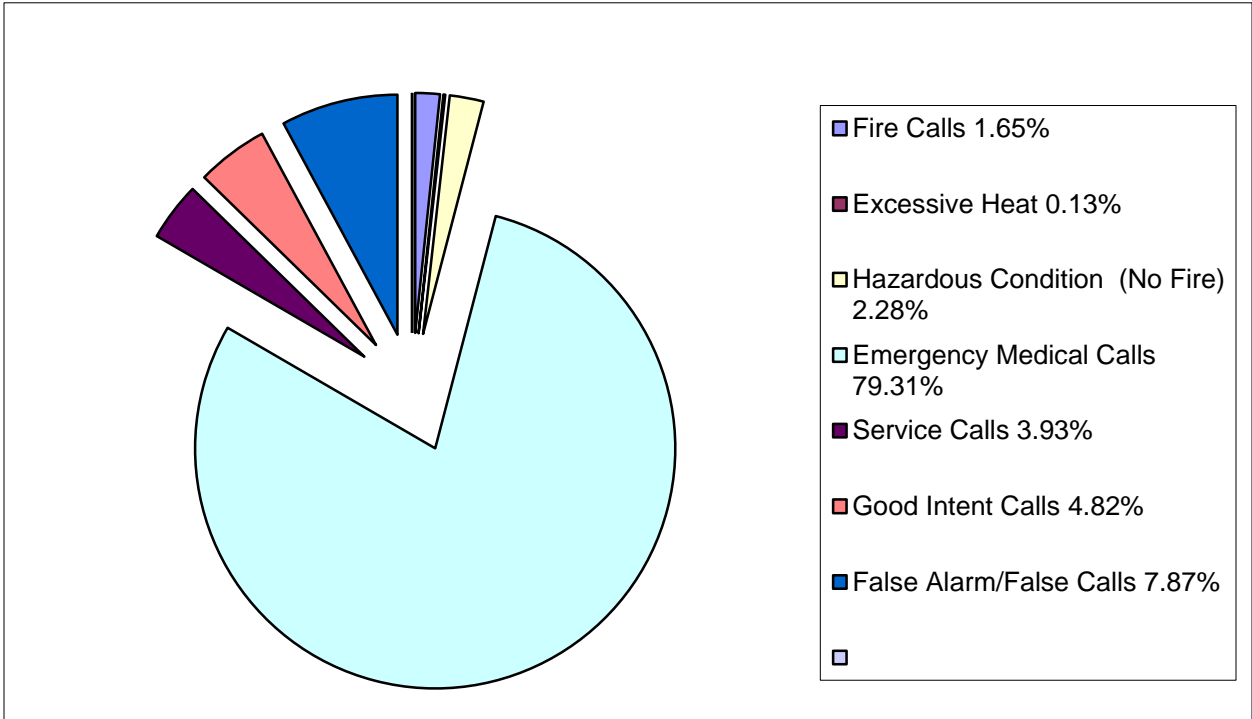
This recordkeeping role also includes service as the City's Freedom of Information Act (FOIA) officer and Opening Meetings Act (OMA) compliance officer.

Monthly Highlight

| Liquor | Other Licenses | Meeting Activity | FOIA | Other Activities |
|--------------------------------------|-------------------------|------------------------------|-------------------|-----------------------------------|
| Clubs 8 | Amusements 108 | Minutes Completed | Staff Time 148 | Special Event Permits Issued 6 |
| Convenience 28 | Miscellaneous 170 | Liquor 1 | Requests 138 | |
| Package 28 | Lake Leases 220 | TIF | | |
| Restaurant 94 | | COW 1 | | |
| Tavern 29 | | WS 10 | | |
| Catering 27 | | Regular 2 | | |
| Entertainment 13 | | Retreat 11 | | |
| | | Executive Session | | |
| Invoiced: | Collected: | | | |
| Liquor \$33,080 | Liquor \$32,250 | Special | | |
| Amusement \$3,520.25 | Amusement \$3,272.75 | | | |
| Miscellaneous \$525 | Miscellaneous \$525 | Township 1 | | |
| Lake Leases Invoiced \$120,556.45 | Lake Leases | Meetings Attended 10 | | |
| | | | | |
| | | | | |
| | | Number of Agenda Items 72 | | |



Fire Department Chief Brian Mohr



The Bloomington Fire Department ran 788 calls for service for the month of March. This was a small decrease from the month of February. Our fire loss for the month was \$553,675, with \$550,000 of this loss from the fire at 505 S. McClun St., Miller-Whiteside

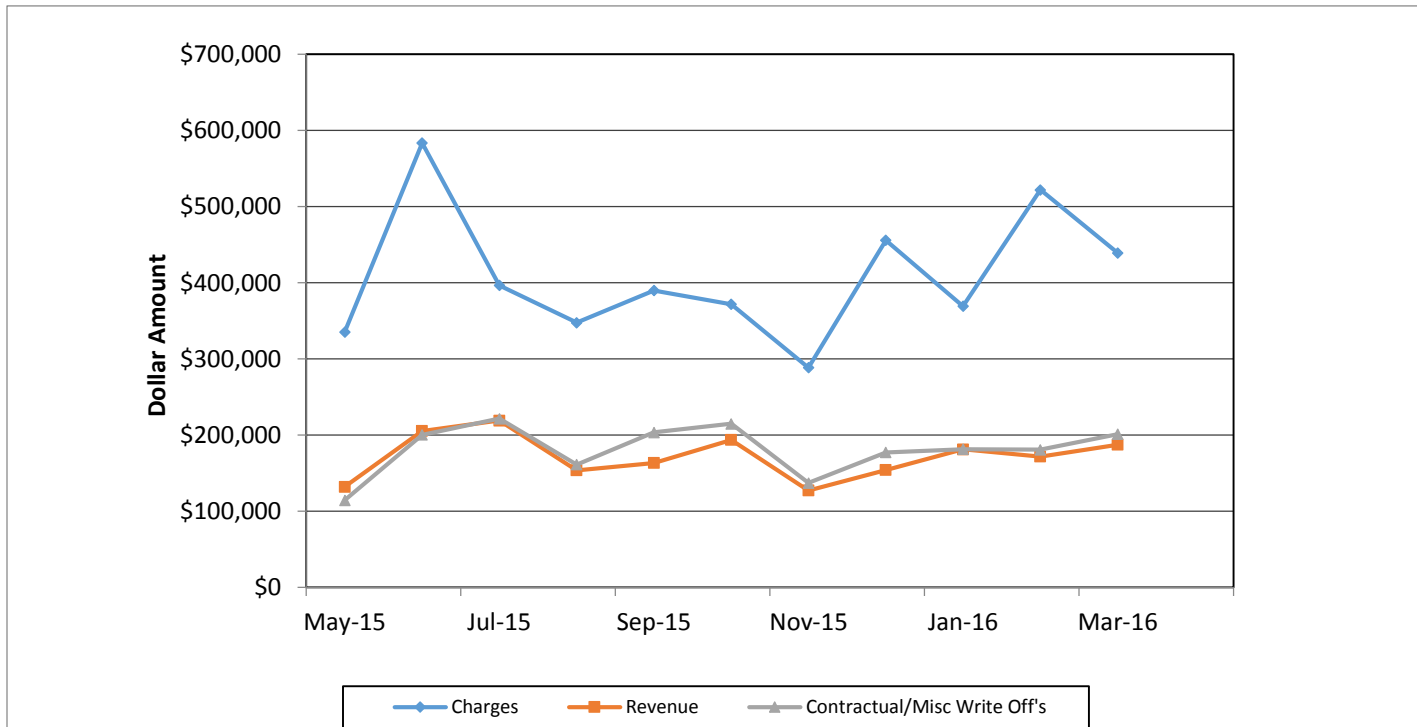
Woodworking. The cause of the fire has been labeled undetermined by the department fire investigator's. Bloomington Police Detectives are still conducting their investigation at this time.

The department responded to 21 less EMS incidents then last month at 625 incidents. These accounted for 79% of the incidents for the month.

Our EMS personnel provided 108 hours of preceptor time to EMS and BACC students. The BACC students accounted for 20 of the hours, and EMS students accounted for 88 hours.

Bloomington Fire Dept EMS Billing

Fiscal Year 2015/2016



- Charges represent billings for emergency transports, intercepts, and ambulance standby's.
- Revenue represents the amount of revenue collected for emergency transports, intercepts, and ambulance stand by's.
- Contractual/Miscellaneous Write Off's- are the combination of contractual allowances and miscellaneous write off's. Contractuals are the amounts above what federal and state mandated carriers allow for EMS services. Miscellaneous write off's include Financial Hardships, Bankruptcies, Small Balances, Workman's Compensation, and Incarcerated Patients.
- Bad Debt-Write off's on the accounts forwarded to a third party collection agency for further collection processing \$33,924.87.

Totals

Breakdown

Charge total-\$439,293.60

Revenue-\$187,410.55

Contractuals/Miscellaneous Write Offs \$201,170.60

PUBLIC EDUCATION OFFICE

The following represents the Public Education Officer Activities for the month of March, 2016

Fire Drills

- Fire Drill/Shelter in place drill conducted with the Boys & Girls Club

Future Planning/Classes in April

- Instructor II –cancelled by IFSI
- Tactics II – Cancelled by IFSI
- Public Educator/Life Safety Conference

Training provided to community

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

Social Media

- Increased 252 followers on the Department's FB page
- Post that worked...
- Portable CO monitor saves lives
- 2nd alarm fire at Miller-Whiteside
- Firefighters at the cemetery cleaning up

Classes Taken

- Completed Public Life and Safety Educator
- Fire prevention Principles
- Incident Safety Officer
- Social Media Marketing (2 day in BLM)
- Hazardous Material Technician A

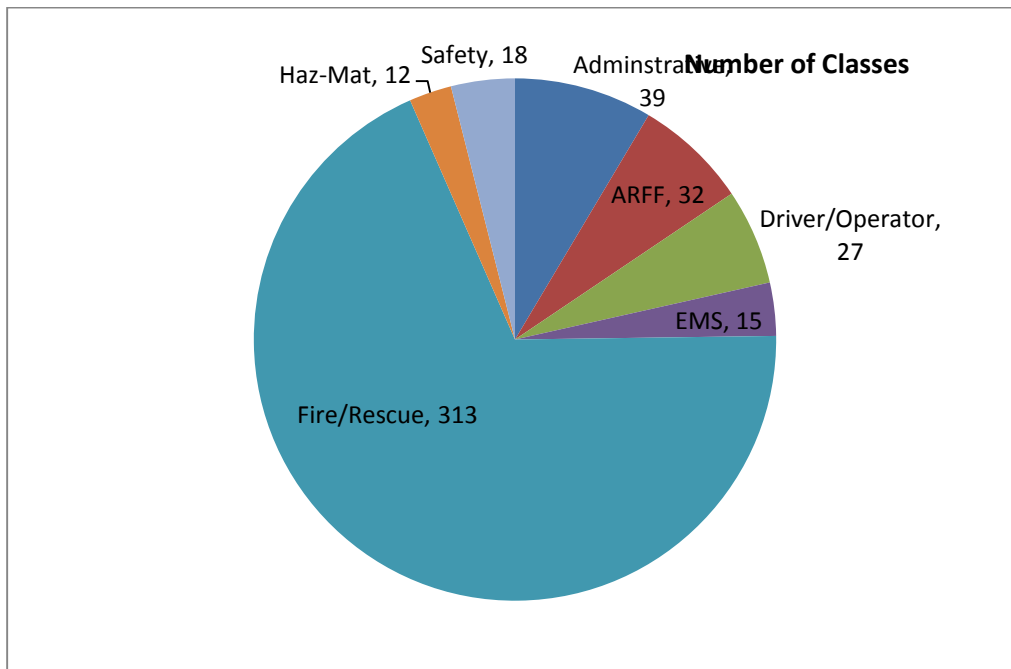
Community Events

- Read to 1st grade class at Sheridan School (3/2)
- 2 morning / 2 afternoon Pre-K classes at Brigham School (100 students)

- Working with IWU students for File of Life day at several locations

Fire Department Training Report for March, 2016

For the month of March 2016 the fire department held 456 training classes which totaled 2858.02 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 March.



Major training subjects during this month included:

- Driver/Operator**
 - 1st Quarter requirements from S.O.P. 200.02
 - Safety Procedures and Road Course Driving (1 Day, 1 Night)
- Fire/Rescue**
 - Rapid Intervention Training (RIT)
- Hazardous Materials**
 - Hazmat IQ Science
- EMS**
 - Protocol/Policy Q & A (McLean County EMS)
 - 12 Lead (BFD)

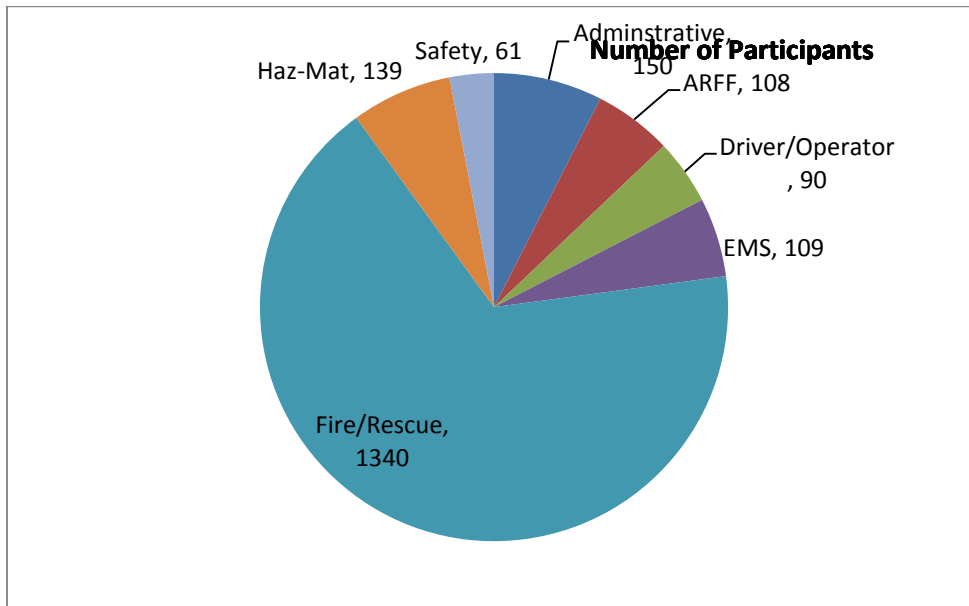
- **ARFF**
 - Emergency Aircraft Evacuation Assistance
 - Fire Hoses, Nozzles, Turrets, and Other Appliances
 - HRET/PAST Evolution

- **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 #4 Empowerment

Fire Department Training Report for March, 2016

The 456 training classes included 1997 participants resulting in a total of 2858.02 Hours of training during March. This chart represents the total man hours of training in the seven categories.





Water Department Director Bob Yehl

Reservoirs & Water Quality

Daily pumpage for March, 2016 was 8.5 million gallons per day, compared to an average of 9.1 mgd in March of 2015. This reflects the trend of lower amounts of water pumped from the water treatment plant that has been seen over the last years.

March, 2016 was warmer than usual, with an average temperature of 47 degrees (the average temperature for March is 40 degrees). The monthly total precipitation was close to usual amounts at 2.7 inches (normal is 2.09”). Both Evergreen Lake and Lake Bloomington remained slightly above the spillway elevation.

The nitrate levels in the both the Lake Bloomington Reservoir and the Evergreen Lake Reservoir began to drop in March. Neither reservoir exceeded the standard of 10 mg/l this winter. Staff expects the nitrate levels will continue to drop, and are continuing to monitor this closely.

We continued to pump from Evergreen Lake in March. We switched pumping from Lake Bloomington to Evergreen Lake on December 19, 2015, because of better water quality. Staff will continue to evaluate both reservoirs to determine which source is the most appropriate.

Distribution

During the month, the City experienced 2 water main breaks/water main leaks. The calendar year 2016 total through March 2016 resulted in 27 main breaks, as compared to an average of 25 main breaks for the last nine years in January through March.

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 March the department located/cleared 1660 JULIES. The department itself issued 66 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. Repairs to two motors (Division pump station and Enterprise pump station) are in progress.

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

Bearings to the two motors in Division Pump Station was replaced. Purchase Order for two sludge pit pumps (Water Plant) has been approved.

Meter Services

The Department installed 226 Radio Frequency (RF) meters during the month of March. Our goal for the Fiscal Year (FY16) is the installation of 3,000 units. With the 226 meters installed for the month, and 2,334 meter conversions performed so far this fiscal year, the Department has achieved approximately 78% of our goal for the year and have converted 93.9% of the total meter inventory.

The water meter inventory includes approximately 1,040 commercial / industrial meters and approximately 31,658 residential meters. Staff changed 3 turbine meters to compound meters during March. 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

The council awarded the Ryan Drive 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 April 25, 2016. The City has scheduled a public meeting on April 14, 2016 at 5:00 pm in the City Council Chambers.

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 159 shutoffs in March 2016 which is down 2 shutoffs from the same period last year. During the month of March 2016 shutoffs totaled approximately \$47,567, compared to the shutoffs in March 2015 of \$65,582, which are down \$18,015 respectively. Of the 159 shutoffs that occurred in March 2016, 29 are still off as of today, which totals approximately \$11,879 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 March this unit sold \$412.42 worth of water with a total of 120 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

We have completed the testing for the Police Department Entry Level Police officers for the month of March. A total of 256 applicants tested, 42 of them being Females. Also, we are currently working with BPD to complete the background investigations on our Firefighter/Paramedic candidates that tested in January. The following are list of current job vacancies or recent vacancies that have been filled.

| Vacancies | Position Status |
|-------------------------------|---------------------------------|
| Support Staff V - Finance | Actively Recruiting |
| Support Staff IV – Fire Dept. | Actively Recruiting |
| Assistant to The City Manager | Pending Interviews |
| Labor Custodian - Police | External Hire – Roland Crews |
| Civil Engineer II - PW | Pending Interviews |
| Civil Engineer II – Water | Actively Recruiting |
| Zoo Curator | External Hire – Peter Burvenich |

| | |
|---------------------|--------------------------------|
| Junior Accountant | Internal Hire – Kristen Cramer |
| 5 Patrol Officers | Filled |
| Junior Accountant | Internal Hire – Kristen Cramer |
| Rental Inspector II | Pending Interviews |

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

- **Strategic Planning for Benefits** – Staff continues to meet with A.J. Gallagher consultants to plan for 2017 benefit offerings. Staff will refine the planning and present these to City Council at an upcoming session.

- **Ongoing projects**
 - Time and Attendance system vendor RFP preparation – on hold

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 35 wellness and benefits vendors, eat breakfast, and obtain free health screenings.
- Taught three CPR, AED, and First Aid classes. Twenty employees received certifications from the American Heart Association.
- Employees are in the final month of the Live Healthy America 10-week challenge. One-hundred and twenty-seven employees are tracking weight and exercise minutes.
- The Wellness Committee held its monthly meeting. The City's EAP Account Representative, Kim Schiller, reviewed EAP services and our Annual Utilization Report.
- Staff met with the Account Representative from Bensinger, DuPont, & Associates (BDA), the City's Employee Assistance Program provider. Our Annual EAP Utilization Report showed an increase in intake utilization compared to last year. The top four presenting issues based upon requests for assistance from employees and family members calling for support include relationship issues, anxiety, work relationship, and legal. The report shows a 6.1% intake utilization. The largest presenting problem was Marital and Couples (27%). Fifty-six percent of employees reported that their job performance was impacted by their personal problem.
- Offered three exercise classes: Gentle Yoga, Workplace Workout, and Total Body Workout. The City collaborates with the Health Department to offer classes at the lunch hour and after work.

Training and Development

- Offered one Lunch and Learn: 8 Steps to Making Permanent, Positive Change.
- Encouraged employees to take advantage of the free webinar offerings from our Employee Assistance Program with Bensinger, DuPont and Associates (BDA). Monthly webinars included The Impact of Helicopter Parenting, How it Works-Neurotransmitters, and The Breadwinner-How Roles Have Changed.
- Reminded employees of LRS Computer Training Courses.
- Supervisory Staff City-wide participated in a 6 session ICMA Effective Supervisory Training course offered via webinar. Sessions began in January and will wrap up the last week in April.

Employee Safety

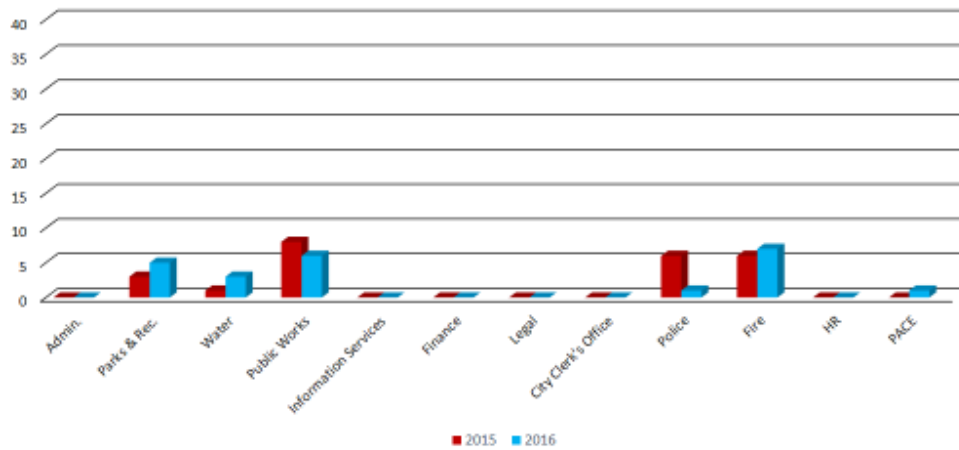
**YOUR SAFETY AFFECTS
MORE THAN JUST YOU**



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 Mar 15' vs. Jan 16' to Mar 16'





City Wide OSHA Recordable Injuries Dashboard Jan 15' to Mar 15' vs. Jan 16' to Mar 16'

