



CITY MANAGER'S REPORT

MEASURING PERFORMANCE, TARGETING RESULTS

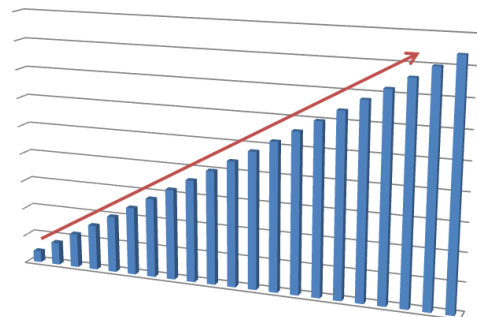


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Upcoming Events

Planning Commission Meeting	June 8, 4 pm	City Hall (Chambers)
City Council Meeting	June 13, 7 pm	City Hall (Chambers)
Liquor Commission Meeting	June 14, 4 pm	City Hall (Chambers)
Committee of the Whole Meeting	June 20, 5:30 pm	City Hall (Chambers)
City Council Meeting	June 28, 7 pm	City Hall (Chambers)

Executive Summary

Police

- CIAU staff guest instructed for three classes focusing on drug trafficking and street gangs at the request of the Criminal Justice and Sociology departments at Illinois State University. Staff also provided tactical investigative support for three local shooting cases and several drug cases. – Page 4

Parks

- The golf season is officially upon us as the month of April arrives. All three courses are open for play and saw just under 5,000 rounds played for the month. – Page 9
- The revenue from admissions broke the all-time record for the Zoo in a fiscal year. This represents the fifth consecutive year the all-time attendance revenue record was broken. – Page 10
- At the end of April, the Pepsi Ice Center celebrated the highest revenue of any fiscal year in its 10 year history. – Page 13

Fire

- The department ran 869 calls for service for the month which was an increase of 81 calls compared to the month of March. – Page 16
- We had an increase in EMS calls for the month of April responding to 664 incidents compared to 625 incidents in March. EMS still was our leading call type at 76.4% of all calls for the month of April. – Page 17

Water

- Daily pumpage for April 2016 was 8.8 million gallons per day, compared to an average of 8.9 million gallons per day in April of 2015. The multi-year trend of lower amounts of water pumped from the water treatment plant continues. – Page 20



Police Department Chief Brendan Heffner

Crime Investigations Division (CID)

On average there were four general detectives working per day with each general detective assigned approximately ten cases and the Domestic Violence detectives (2) assigned 43 cases. The two detectives assigned to sex crimes and sex crimes involving children are investigating 35 cases.

CID assigned 76 new cases for investigation. The case load carried by CID had the following dispositions: 30 cases were cleared by arrest, 3 cases were cleared with juvenile arrest, and 72 were administratively closed, exceptionally cleared or were unfounded. One hundred thirty-four incidents of domestic violence were reviewed in April.

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 13 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 16 felony cases and closed 11 of them. Arrests included nine hands-on arrests and one self-surrender.

Major cases include a subject wanted out McLean County on three active felony warrants for delivery of controlled substance and a subject wanted for manufacture/delivery of cannabis.

TFO Rena assisted ISP on four warrants that are in Bloomington and Peoria areas. Rena also assisted Champaign PD with a shooting where suspect was moving around from Indiana, Bloomington to Champaign. He also assisted in looking for four subjects who cut up a female and dumped her body in Clinton Lake.

VICE Unit

The Vice unit has 3.23 detectives working per day. Four days of training were completed. The Unit opened nine cases and closed ten and served one search warrant. The Unit purchased 04.9 grams of crack cocaine, 28.9 grams of powder cocaine, 582.2 grams of cannabis, 6 dosage units of LSD, and 27 dosage units of ecstasy. They seized .8 grams of crack cocaine, .5 grams of powder cocaine, 151.1 grams of cannabis, \$10,000 in property, and \$13,673.

Street Crimes Unit

Six officers and two supervisors are assigned to Street Crimes with an average of 5.61 working per day. Officers completed 20 days of training. Street Crimes made 25 probable cause arrests, 15 warrant arrests, towed 13 vehicles, and seized 57 grams of cannabis.

Criminal Intelligence and Analysis Unit (CIAU)

CIAU staff guest instructed for three classes focusing on drug trafficking and street gangs at the request of the Criminal Justice and Sociology departments at Illinois State University. Staff also provided tactical investigative support for three local shooting cases and several drug cases. In early April, CIAU launched a local Camera Registration Project designed to allow Bloomington citizens to partner with the department in crime detection efforts by electronically registering their external surveillance cameras. This project is expected to take up to 12 months to gather data before becoming fully functional within the department. CIAU staff and CID command worked with Information Services to build and deploy two new wireless public safety cameras. These cameras were put to immediate use in the generation of leads in a shooting case, multiple burglaries and a mob action case.

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
%	99%	100%	100%	100%	100%	100%	100%

Communications Center manager attended Illinois Heart and Lung Foundation, Women's Health Night at ISU to promote 911 awareness. He was also interviewed on WJBC in regards to 911 Education Month and National Public Safety Telecommunicator Week. The manager also trained the Water Department staff on the use of the new Starcom radios, attended EMS Quality Council and attended McLean County Disaster Council.

\$1,500 in alarm ordinance violations have been issued to date.

911 Emergency Calls (wireline & wireless) total	2,163
911 Calls - Wireline	297
911 Calls - Wireless	1,676
911 VoIP	190
911 Unknown	0
Non-Emergency Calls	6,883
Total Incoming Calls	9,046
Total Outgoing Calls	2,056
Total ALL Calls	11,102
<u>Dispatched Calls</u>	
Police	5,751
Fire and EMS	869
Total Dispatched Calls	6,620
<u>Daily Call Averages</u>	
911 Emergency Calls	72
Non-Emergency Calls	229
Outbound Calls	69
All Phone Calls	370
Police Dispatches	192
Fire and EMS Dispatches	29
All Dispatches	221

First Shift 7 a.m. – 3 p.m.

First shift has 17 officers assigned with an average of 9.33 working per day. Considerable time was spent on training such as PPCT, Rifle Armorer, Building Searches, Women in Justice, Constitutional Law, De-escalation Techniques, Rifle Instruction, CNU, PTSD, Dedication Stress, Rifle Certification, and Interview/Interrogations. Day shift participated in National Distraction Month by performing four distraction details.

First shift also participated in MPN 7th annual spring clean-up, YMCA Strong Kids Campaign, DEA National take back (a total of 163 pounds of prescription drugs were collected), and Calvary Christian Academy day at the Police Department.

Second Shift 3 p.m. – 11 p.m.

Second shift has 20 officers with an average of 11.2 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 issues. Another call involved five juveniles who beat up an adult male. All five were arrested and taken to the Juvenile Detention Center.

Third Shift 11 p.m. – 7 a.m.

There are 17 officers assigned to third shift with 9.6 working per night. A total of 23 arrests were made by 3rd shift officers for Driving Under the Influence.

Officers had contact with two individuals who were found in possession of cannabis, prescription pills, fraudulent gift cards, and several thousand dollars in property. CID was contacted and advised these subjects are linked to similar activity in the Bloomington-Normal area.

As a result of a traffic stop on April 25, officers arrested two subjects for possession of cannabis and traffic offenses. Both were found to be in possession of more than 20 fraudulent Visa debit cards.

Administration

SRO Day spoke to several classrooms about driver safety, talked to a class about understanding police contact and interaction, mediated several times between students who were talking about a physical altercation, translated Spanish several times for students, parents and school administration, and talked to several students about inappropriate posts on Snapchat and Twitter.

SRO Hirsch spoke to 60 eighth grade students regarding law enforcement as a career, removed 12 students from class due to poor behavior, investigated eight fights, transported nine students home after they were suspended for poor behavior and fighting.

SRO Wagehoff completed one home visit, investigated one cyberbullying, 11 disorderly conduct incidents, two fights, reviewed five orders of protection, checked on two trancies, and presented at sixth grade orientation night.

Public Affairs Officer Mayer completed several media releases and posted on social media, attended FISA meeting, Law Enforcement Education Summit meeting, Explorers meeting, Chestnut Health Systems, PIO meeting, attended Recovery Court, Law Enforcement Education Summit, Citizens' Academy, Coffee with a Cop, Bank Robbery training, helped with agility testing, gave presentations at Pepper Ridge School 5th Grade and ISU, and Cub Scouts.

Downtown

During the month of April there were 14 days of Downtown Hireback. A total of 36 pairs of officers, including 13 pairs assigned from 3rd shift patrol, worked the month.

On April 8, officers had contact with a vehicle driving the wrong way in the 500 block of Main Street which resulted in the driver being taken into custody for DUI. On April 9, a directed enforcement detail checked for underage patrons at Drifter's and Pub America. One subject was cited in Drifter's while two were located inside Pub America. Several subjects were observed quickly exiting Pub America's rear door as officers were making initial entry. On April 15, two subjects located inside Elroy's were found to be under the age of 21. Both had fake IDs.

On April 21, a detail checking for underage patrons was conducted at Chasers. A total of 36 subjects were identified as being under the age of 21 and issued ordinance violations for minor in a tavern. On April 29, two females were determined to be under 20 years old inside Mulligans. One fraudulent ID was confiscated.

Totals for the month include 175.75 hours of overtime, 184 bar checks, two DUIs, 65 ordinance violations, 15 parking citations, two traffic citations, six fights, 15 calls for service, four arrests, and 13 vehicles towed. The following ordinance violations were issued: two challenge to fight, eight public urination, two illegal consumption, five open alcohol, five fraudulent identification, and 44 minor in tavern.



Parks, Recreation & Cultural Arts Department

Director Jay Tetzloff

Bloomington Center for the Performing Arts

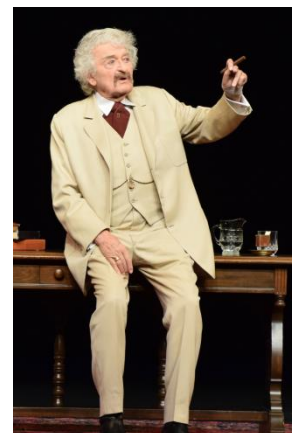


The BCPA began the month with the splendid jazz voice and witty repartee of actress, comedian and chanteuse, Lea DeLaria (photo left).

The sold out performance of Broadway jukebox musical *Million Dollar Quartet* elated the audience with the legendary music of Elvis, Johnny Cash, Jerry Lee Lewis and Carl Perkins (photo right).

Comedian Ralphie May regaled the audience with a hilarious comedy routine including bonus material that provided a three hour show.

The renowned actor, Hal Holbrook, charmed patrons with his iconic one-man performance of *Mark Twain Tonight!* (photo right). He delighted Arts Partners with a brief meet and greet in the theater wings following the show. The month wrapped up with a screening of the Harold Lloyd silent film classic, *Safety Last* accompanied by a live organ performance by Dennis Scott.



The *American Passion Play* concluded this season's performances at the BCPA. The Illinois Symphony Orchestra presented two

concerts as well as two performances of their educational offering of *Peter and the Wolf* (photo below).

Other activities at the BCPA and Creativity Center included dance and improv classes. Breaking Chains & Advancing Increase (BCAI) School of Arts, conducted a fundraising event for its studio. The Walk In/Bike Out program culminated on April 23 giving away over 300 bicycles within an hour. The Diversity Project began a workshop with Artist/Mentor Vince Bobrosky, who is working with area teens on a collaborative mural encompassing the theme *Not in Our Town* - once completed the mural will be installed near the Bloomington Public Library.

A performance by up and coming Country singer, Maggie Rose was announced for May 27. Plans for the 10th Anniversary season are being finalized and will be announced to Arts Partners and other Inner Circle supporters at a Sneak Peek reception on Wednesday, May 18. A Public Announcement event will be held on Wednesday, May 25.



Attendance: 13,720
Facility Usage: 78 public and private events in the Auditorium and Ballroom
Community: 7 radio spots and 2 speaking engagements

Golf Courses

The golf season is officially upon us as the month of April arrives. All three courses are open for play and saw just under 5,000 rounds played for the month. April also bring us the first major golf tournament of the year, The Masters, in Augusta, Georgia. This tournament brings an excitement to our golfers and to the golf industry in general.

Seeking to capitalize on the excitement of The Masters, the golf courses hosted our 2nd Annual Green Jacket Open on the Saturday of the Masters. With a unique format that combined our golfer’s scores with a player’s score from the Masters, we were able to see a field of 29 teams, despite high temperatures that day of only 42 degrees. This tournament is quickly being considered one of the more fun and popular events we host with players now coming to play from: Decatur, Peoria and Champaign.

In addition to the Green Jacket Open, we were pleased to also host the Illinois Prep Junior Golf Tour at The Den at Fox Creek. This multi-day event brought 80 junior golfers from all across the state to the course and the community. Many who played in the event came the day before to play a practice round at the course.

Golf course maintenance did an excellent job preparing the courses for the season despite being short a rough mower to open the season. With the flush of new growth that we receive in April, it is a challenge to keep up with the rough even with a full, well-functioning fleet of mowers. Fortunately, we received a new rough mower this month that will significantly improve our efforts to maintain the rough at a height our customers expect.

As we look forward to May, we will see our corporate leagues start back up along with several of our large outings return for their annual events.

Reporting Measures

Total Rounds Played: 4822
Outing Rounds: 247
Junior Rounds: 197

Miller Park Zoo

Revenue from admissions was up 22.2% for the current fiscal year. The revenue from admissions broke the all-time record for the Zoo in a fiscal year. This represents the fifth consecutive year the all-time attendance revenue record was broken. Attendance was up 8.8% for the current fiscal year compared to last year’s attendance. Revenue from Education Program Fees and Rentals was up 0.8% 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 8.9% for the current fiscal year.

Acquisition:

- 1 female San Clemente Island Goat
- 2 Australian Walking Stick
- 2 New Guinea Walking Stick
- 2 Tiger Salamander
- 1 female Guinea Pig



Disposition:

- 3 male and 12 female Eurasian Harvest Mice
- 1 male Seba's Short-Tailed Bat
- 1 male Budgerigar
- 1 male Common Wallaroo

Other:

- Welcomed Peter Burvenich as our General Curator
- Broke the all-time attendance record with 114,311. The old record from 2005 was 113,641
- Hosted Party for the Planet with over 1400 guests.
- Hosted Bloomington 101, the citizen class to learn more about the City of Bloomington operations.
- Hosted lunch for volunteers to show recognition and appreciation.



Attendance
April 2015: 9,344 Up 26.1%
April 2016: 11,354

Recreation



The Constitution Trail was celebrated in April with a video discussing this great asset to both Bloomington and Normal. Over 50 miles of trail have been developed for recreation, transportation, health, and more... With great partners like Friends of the Constitution Trail and backing of government and donors, the trail will continue to grow and meet the demand of Bloomington residents now and in the future.



The inaugural, Afterschool Kickball League, took the field for the first time. It was great day when the Washington Wolves took on the Sheridan Sharks. In this day of technology at your fingertips, a great game of kickball can improve your health, mind and spirit!

Additional April recreation division programming included Teenage Mutant Ninja Turtle party, Community Artist Showcase, A Day in the Country, 3 Tenors trip, Ballroom Dance, Gymnastics, afterschool sports, and more...



Hundreds more programs for all ages are being offered for Summer 2016! Check out the Bloomington Parks Recreation and Cultural Arts program guide at our office or online. We offer sports, fitness, arts, seniors, SOAR, ice, golf, zoo, swimming, music and theatrical performances at the BCPA and in our parks. Some are free and some have a nominal fee, so get out and participate.

Pepsi Ice Center



At the end of April, the Pepsi Ice Center celebrated the highest revenue of any fiscal year in its 10 year history. This can be attributed to great professional staff, program growth, maximizing ice time by placing more than one activity on the ice simultaneously, working with community partners and hockey and figure skating league boards.

With all of this activity going on, we attract interest beyond the borders of the United States. Members of the Institute of Physical Culture and Sport at Vladimir State University in Vladimir, Russia were given a tour of the Pepsi Ice Center. Vladimir is one of Bloomington-Normal's Sister Cities.

Registration numbers for youth hockey were down in April but Open Skate numbers were up compared to last year. Freestyles, Stick & Puck and Pick up hockey were all higher. This suggests our regular customers are taking advantage of extra practice ice.

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

The SOAR Music Jam program held at ISU, had an exciting concert on their last night. Portions of the concert were video-taped and since released, several parents have asked about volunteering with the program in the future.

SOAR held its Earth Day Celebration at Hike Haven in Forrest Park and it was a huge success. Parents were invited to check Hike Haven out when they were dropping off their participants. Nostalgic memories of this former Girls Scout retreat may spark a new family event in the fall.

In April, SOAR hosted 69 different programs and events with an overall attendance of 898. 556 volunteer hours were accumulated with 1944 service hours.



Special Olympics teams have now had their district competitions. Advancing to Summer Games are 8 swimmers, 16 track athletes, 23 bocce athletes (5 traditional, 9 unified



athletes and 9 unified partners) and our Soccer Team. That means 56 total athletes going to Summer

Games. This is a huge improvement from our 35 athletes last year. Congratulations to all!

Parks Maintenance

Horticulture

The horticulture division was extremely busy in April as mowing operations started in both the parks and right of way areas. The City parks are mowed and maintained on a 7 day cycle and the right of way areas on a 14 day cycle. The park maintenance division manages a total of 1054 acres of public land at different levels of maintenance. Athletic fields are mowed on a 4 day cycle during the spring. All athletic fields saw heavy use in April for baseball, softball, soccer, and lacrosse. Staff fertilized and applied pre-emergent weed control to athletic fields and focal areas, including city hall. Aquatic weed control applications were applied to Golden Eagle Basin, Eagle Creek Basin and Tipton Lake and Holiday Lake. Fountains were turned on including the front of City Hall. Looked very nice with the tulips blooming this month. Horticulture staff takes great pride in making the front of City Hall beautiful for our staff and citizens to enjoy. Horticulture staff planted perennials and shrubs along veteran's parkway and at Fell Park.

Administration and Management in Park Maintenance applied for a grant through the National Fish and Wildlife Foundation for Monarch Butterfly Habitat Restoration. This grant if received will allow the department to convert 60.32 acres of turf grass into monarch butterfly habitat. This will help increase monarch populations and reduce mowing and maintenance costs of these areas. Grant awards are to be announced in August.

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. A year plus accumulation of logs was processed and ground into mulch in April on a contract with Midland-Davis Corporation. The mulch is used throughout the year for plant beds, tree rings and tree planting. Tree planting operations began mid-April. 325 trees will be planted this spring, mostly replacing ash trees removed due to EAB. 5 memorial trees were planted in April. The PRCA Departments Memorial Tree Program is a nice cost effective way to honor a special person.

Utility

April was a very busy month for the Utility division. Staff was busy opening up all Park public bathrooms and drinking fountains. Park staff has to re-assemble all bathroom fixtures and re- installs all the water meters. The Utility staff also began the preparation for the opening of the spray Parks in mid-May and the opening of the swimming pools at the end of May. The Utility staff completed the annual Boiler maintenance at both Holiday and O'Neil swimming pools.

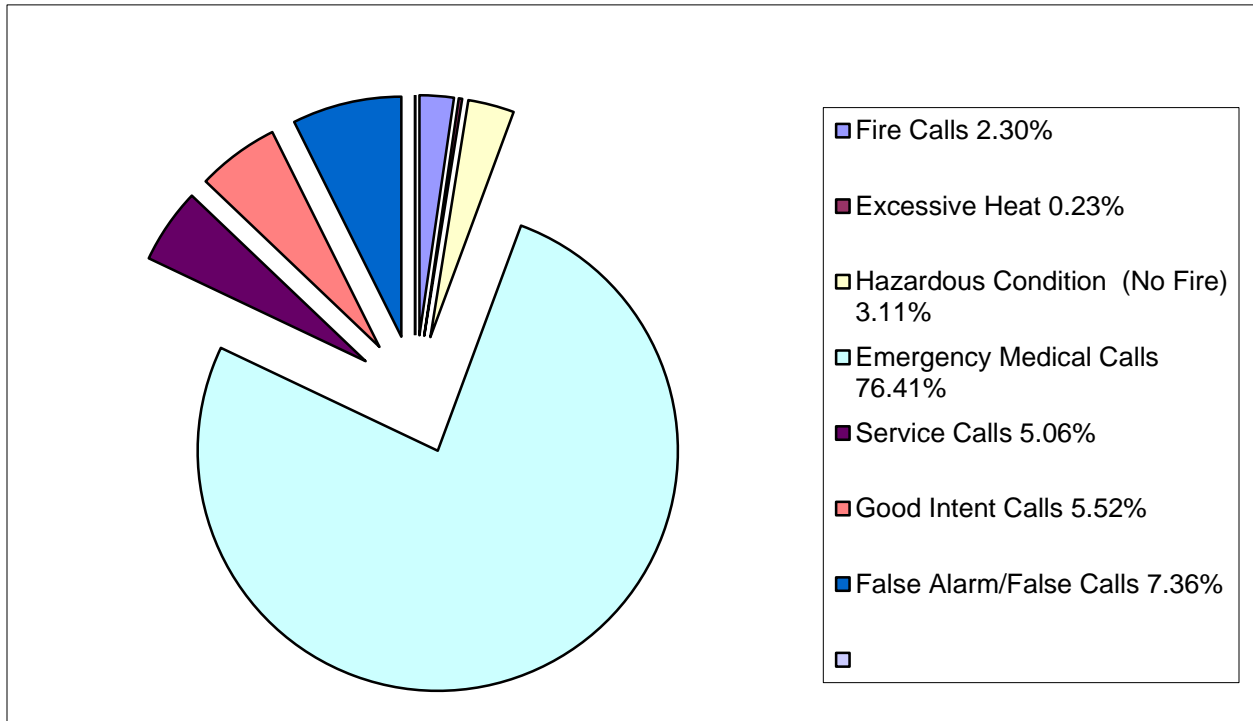
The Park Maintenance Division partnered with the Bloomington Normal Disc Golf Association for the Re-design and construction of PJ Irvin disc golf course. All 18 holes were re-designed to help improve playability and further challenge the disc golfers. The disc golf association put countless man hours in helping with the work needed. The course turned out great and is something we should be proud of. Park Maintenance thanks the Disc Golf association for all their hard work in improving PJ Irvin Park

Other Utility projects included are:

- Monthly light inspection and repair at all Parks and Facilities
- Monthly HVAC inspection and repairs at Parks and Facilities
- Monthly HVAC inspections and repairs at the Coliseum and the BCPA



Fire Department Chief Brian Mohr



The Bloomington Fire Department had a busier month in April. The department ran 869 calls for service for the month which was an increase of 81 calls compared to the month of March. Fire loss for the month of April was \$6,340, which was down dramatically from

the month before. Fortunately we had no structure fires during the month. We did respond to assist the Mt. Hope Township Fire Protection District (McLean Fire) at a house fire in the Village of McLean.

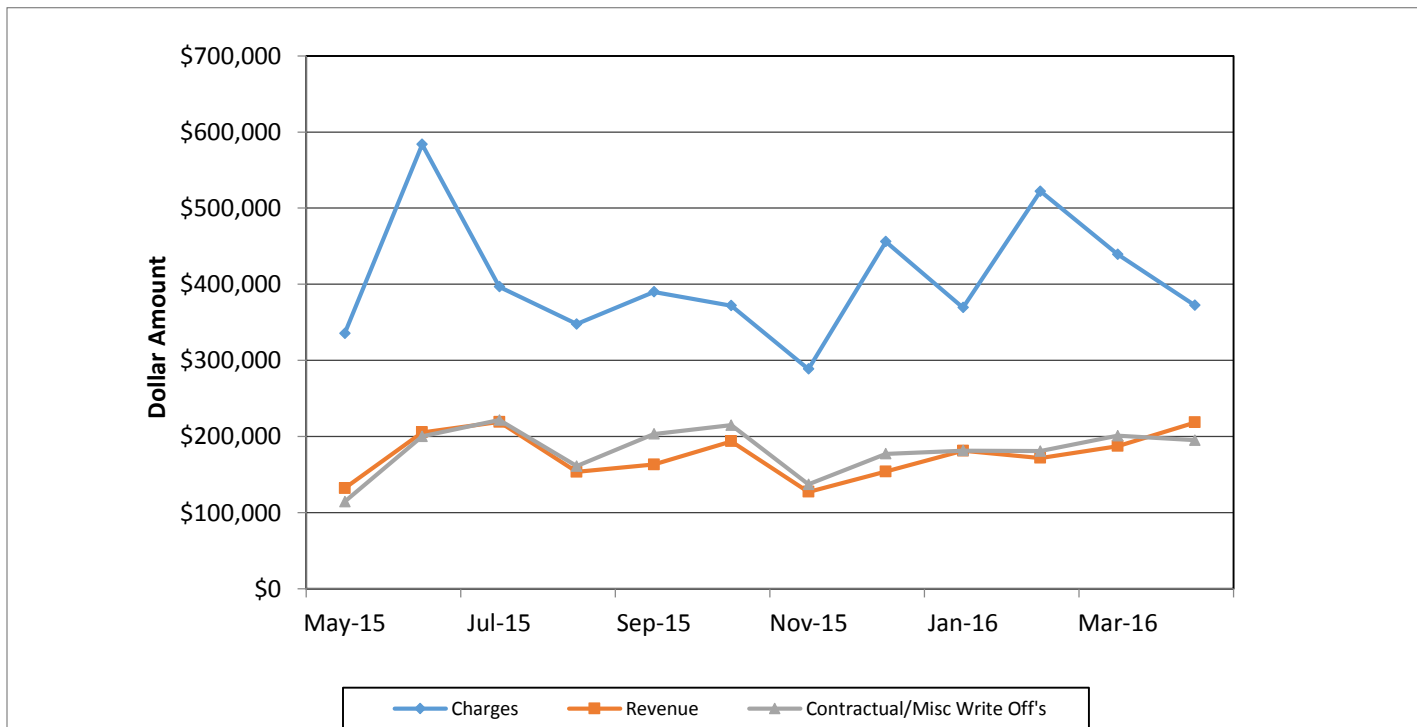
We had an increase in EMS calls for the month of April responding to 664 incidents compared to 625 incidents in March. EMS still was our leading call type at 76.4% of all calls for the month of April.

We provided mutual aid 27 times during the month and received mutual aid 1 time during the month

Our EMS personnel provided 124 hours of preceptor time to EMS and BACC students. The BACC students accounted for 101 of the hours and EMS students accounted for 23 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 \$22,284.31

Totals

Breakdown

Charge total-\$372,439.70

Revenue-\$218,460.68

Contractuals/Miscellaneous Write Offs \$195,187.37

PUBLIC EDUCATION OFFICE

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

Fire Drills

- St. Mary's fire drill. Obtained information on shelter in place and evacuation procedures.
- Evans Junior High Fire drill observed
- Sarah E. Raymond visit to identify hazards in the school and shelter in place procedure

Future Planning/Classes in May

- Management II
- Juvenile Fire Setters

Training provided to community

- Fire Extinguisher Training for BACC Students (6 students)
- Extinguisher training for Bloomington Eye Institute (30 adults)

Social Media

- Post on tornado preparedness and supplies
- Post on City's open fire ordinance

Classes Taken

- Two classes cancelled by IFSI this month
- Attended public Educators conference

Community Events

- Multiple tours for girl scouts
- Fire safety presentation to Kindergarten class at Cedar Ridge
- Car seat installation day at HQ
- Fire safety presentation at Kids Club East
- Worked with BPD to help with Project with a Cop at friendship park
- Attended Red Cross Smoke Alarm campaign on 4/2
- Hosted a Chase for champions site on 4/16
- Fire Safety presentation at Scribbles Day Care
- File of Life day at OSF and Woodhill Towers
 - Event at Woodhill was very successful with over 35 residents coming down to update or fill out a new medical information form
- Tug of War competition at the Bloomington Edge game
 - Worked with American cancer society to help raise awareness of childhood cancer



Water Department Director Bob Yehl

Reservoirs & Water Quality

Daily pumpage for April 2016 was 8.8 million gallons per day, compared to an average of 8.9 million gallons per day in April of 2015. The multi-year trend of lower amounts of water pumped from the water treatment plant continues.

April 2016 temperatures were close to average (52 F observed, 53 F normal). The monthly total precipitation was lower than average, with 3.05” observed versus 3.72” normal precipitation. Despite the lower rain amounts, 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 continued the decreasing trends that began 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 April. 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 3 water main breaks/water main leaks. The calendar year 2016 total through March 2016 resulted in 30 main breaks, as compared to an average of 25 main breaks for the last nine years in January through April.

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 discovered during field operations. 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 April the department located/cleared 2,214 JULIES. The department itself issued 37 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.

Maintenance continues throughout the Department's systems. Recently focus has been on replacing pumps and motors in the pump stations and at the water treatment plant. This portion of the system is reaching an age where these components need to be repaired or replaced. In addition yearly maintenance of the emergency standby generators have been completed.

Meter Services

The Department installed 136 Radio Frequency (RF) meters during the month of April. Our goal for the Fiscal Year (FY16) is the installation of 3,000 units. With the 136 meters installed for the month, and 2470 meter conversions performed so far this fiscal year, the Department has achieved approximately 82% of our goal for the year and have converted 94.2% of the total meter inventory.

The water meter inventory includes approximately 1,040 commercial / industrial meters and approximately 31,675 residential meters. Staff changed 4 turbine meters to compound meters and two 6-inch compound meters to 6-inch Fire Protectus compound meters during April. 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 started April 25, 2016. The City held a public meeting on April 14, 2016 at 5:00 pm in the City Council Chambers. The attendees included seven residents, Alderman Buragas, City Manager Hales and Assistant City Manager Rasmussen. As of May 1st the project is 2% of completion. The contractor has 90 days to complete the project from April 25, 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 146 shutoffs in April 2016 which is down 23 shutoffs from the same period last year. During the month of April 2016 shutoffs totaled approximately \$41,332, compared to the shutoffs in April 2015 of \$51,032, which are down \$9,700 respectively. Of the 146 shutoffs that occurred in April 2016, 23 are still off as of today, which totals approximately \$8,630 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 April this unit sold \$580.04 worth of water through a total of 135 transactions.

Outreach and Presentations



Rick Twait, Superintendent of Water Purification, gave a presentation to University of Illinois Extension area captains at their planning meeting in Normal on April 26, 2016. The 2016 theme for the statewide 4H program deals with water and rivers. Rick described how we use measurements of water flow and quantities in streams, reservoirs and use off channel pumping stations (like our Mackinaw River pumping pool) to manage our water supply. He also discussed how stream discharge records and lake capacity measurements are

used to determine the adequacy of our supply during drought conditions, as compared to current and predicted water consumption.



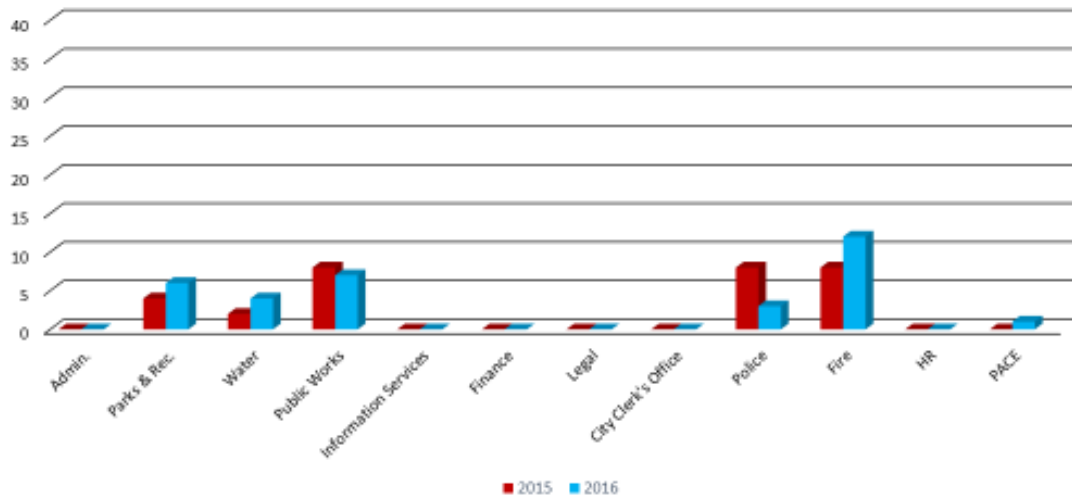
Human Resources Department

Director Nicole Albertson

Employee Safety



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





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

