

City of Bloomington City Manager's Monthly Report



Cornice molding on the BCPA building

The Mission of the City of Bloomington is to be financially responsible providing quality basic municipal services at the best value. The City engages residents and partners with others for community benefit.

Upcoming Community Events:

- Celtic Tenors, BCPA, March 11
- Mother/Son Fun Day, Lincoln Leisure Center, March 11
- Bunny's Pizza Dinner & Egg Hunt, Miller Park Pavilion, March 23
- American Girl Place – Chicago Trip, Lincoln Leisure Center, March 26
- Joshua Redman/Brad Mehldau Duo, BCPA, April 12

Inside This Issue

City of Bloomington Elected Officials	2
City of Bloomington Administration	2
Welcome from the City Manager	3
Spotlight Community: Quality of Life	4
Executive Summary	5
Police Department	8
Fire Department	12
Public Works Department	16
Water Department	20
Parks, Recreation and Cultural Arts Department	24
Planning & Code Enforcement Department	29
Human Resources Department	35
City Clerk	37
Information Services Department	40
Library	43
Compliments to the City	46
Appendix	53

Spotlight Community: Quality of Life



Bloomington Receives Recognition from Kiplinger as being the Second Best City for Singles.

See page 4 for details

City of Bloomington Elected Officials

Mayor: Steve Stockton

Ward 1 Alderman: Bernard Anderson
Ward 2 Alderman: David Sage
Ward 3 Alderman: Mboka Mwilambwe
Ward 4 Alderman: Judith Stearns
Ward 5 Alderman: Jennifer McDade
Ward 6 Alderman: Karen Schmidt
Ward 7 Alderman: Steven Purcell
Ward 8 Alderman: Robert Fazzini
Ward 9 Alderman: Jim Fruin

City of Bloomington Administration

City Manager: David A. Hales
Deputy City Manager: Barb Adkins

City Clerk: Tracey Covert
Corporate Counsel: Todd Greenburg
Interim Director of Finance: Douglas R. Ellsworth
Director of Human Resources: Emily Bell
Director of Information Services: Scott Sprouls
Director of Parks, Recreation and Cultural: John Kennedy
Director of Planning & Code Enforcement: Mark Huber
Director of Public Works: Jim Karch
Director of Water: Craig Cummings
Police Chief: Randall McKinley
Fire Chief: Mike Kimmerling
Library Director: Georgia Bouda

Welcome from the City Manager



The City of Bloomington began the practice of producing the City Manager's Monthly Report in 2009 to provide performance information to the Mayor, City Council and the public on City services and programs. The City utilizes performance data to identify efficiencies and potential inefficiencies for the purpose of improving services, responsible budgeting and enhancing transparency in local government. In efforts to best guide City resources toward the betterment of the community, the Bloomington City Council adopted a strategic plan which identifies goals that focus on outcome-based objectives and potential actions for the projected course of five years. The City Manager's Monthly Report reflects the City's progress toward the accomplishment of these goals and current service levels. The Performance data in this report is compiled internally by each department/division that comprise City Services. The information is then analyzed and organized for presentation by myself and the Assistant to the City Manager.

I am proud of the City's efforts toward becoming more performance driven and the direction in which our community is headed. City staff and I will continue to work diligently to increase efficiencies in City services and achieve the goals established by Council as we proudly serve the citizens of Bloomington.

I am pleased to present to you the January 2012 City Manager's Monthly Report. I hope that you continue to stay informed on City issues and progress.

Please feel free to provide me with any comments, questions or suggestions regarding this report.

Sincerely,

A handwritten signature in black ink, appearing to read "David A. Hales". The signature is fluid and cursive, written over a light-colored background.

David A. Hales
Bloomington City Manager
109 E. Olive Street
Bloomington, IL 61701
Dhales@cityblm.org

The Bloomington
City Council meets
every 2nd and 4th
Monday of each
month at 7:00 p.m.
for regular Council
Meetings

Bloomington City Hall
109 East Olive Street
Bloomington, Illinois
61701

Spotlight Community: Quality of Life



Kiplinger, a Washington, D.C. based publisher of business forecasts and personal finance advice, named the City of Bloomington as being the second best city in the country for singles. The search for the best cities went beyond just identifying places with the most bachelors and bachelorettes. Kiplinger also took into account income and living costs.

The cities that fit the income criteria had household income levels well above the Census Bureau average of \$49,536. The cost of living information was generated from the Council for Community and Economic

Research which analyzed essential costs such as rent. Communities with high costs for living were not automatically disqualified from the list as long as it had attractive incomes and strong dating pools to offset these costs. The final test the study conducted was the “date night tab” where they analyzed the average cost of two movie tickets plus a bottle of wine.

Kiplinger cited Bloomington’s singles population as being “well educated, well paid, and exceptionally nice”. Kiplinger contributed Bloomington’s high rank and quality of life for singles to employers such as State Farm, Illinois State University and Country Financial. The number of cafes, bars, and boutiques in the Bloomington downtown business district also played a factor in receiving the number two honor.



For more information on this acknowledgment and to view the Kiplinger 10 Best Cities for Singles visit: <http://www.kiplinger.com/slideshow/best-cities-for-singles/1.html>

Executive Summary

Office of the City Manager

- The City welcomes Justine Robinson as the new Economic Development Coordinator. Before coming to the City, Mrs. Robinson served as the Eastland Mall's Assistant General Manager from 2008 to 2012, where she worked to lease space and increase the property's sales through strategic marketing initiatives. Mrs. Robinson is a 2006 graduate from Illinois Wesleyan University where she earned a bachelor's degree in business administration and is married to Jon Robinson, a Graphic Designer at Illinois State University. In her spare time, Robinson volunteers for various community organizations, including the McLean County Chamber of Commerce neXt Professionals, where she was recently named the 2011 neXt Professional of the Year. In her new role, Robinson looks forward to assisting business owners and developers as they work to bring positive change to the Bloomington community. The Economic Development Coordinator position is designed to help the City develop and establish economic development programs and practices that lead to private sector projects in the City of Bloomington resulting in capital investment, job creation, expanded tax base, creative and niche development, recreation and entertainment venues and other quality developments. The position works cooperatively with the Economic Development Council (EDC) for the Bloomington Normal Area, and coordinates efforts between diverse individuals and groups including elected officials, City staff, the business community, brokers, organizations dedicated to local economic development, citizens and citizen groups, utilities and other governmental bodies to facilitate economic development in the City of Bloomington. The Coordinator is responsible for developing and implementing marketing strategies utilizing a wide variety of media and appropriate methods.
- In January, the City strengthened its commitment to performance management practices through the creation of a central database for the retention of city-wide performance information. The database will provide quick and easy access to current and previous performance data for the City Manager and Department Heads. Previously, each department tracked their own performance data and stored the information in directories only accessible to that department. The creation of a central database for performance information enhances the City leaders' ability to analyze performance information citywide and enables them to thoroughly analyze performance trends. Both the International City/County Management Association (ICMA) and the Government Finance Officers Association (GFOA) recommend a central database for performance information as a best practice.

Police Department

- On January 8th, a suspect displayed a gun outside of a bar. He was stopped on a traffic stop and arrested. A stabbing occurred on the 10th of the month. On the 26th, a drug interdiction detail produced 18.29 pounds of cannabis in three five-gallon buckets in the trunk of the car. Approximately 300 traffic stops were initiated by third shift officers. Another 100 traffic stops were made by 4th shift and probationary officers who work during third shift hours. In comparison, 56 traffic stops were made by third shift officers in January 2011. Approximately 12 DUI arrests were made in comparison to two in January 2011.
- The following activity was generated: \$2,570 in tow fees generated; \$3,578 in currency seized; \$750 in ordinance violations issued; 3 warrant arrests were made; 17 non-warrant arrests were made. Drugs seized included 26.39 grams of cannabis; 5.5 grams of heroin, and several items

of drug paraphernalia. Street Crimes Unit (SCU) was actively involved in 354 calls for service, both self-initiated and dispatched calls.

- The Department experienced 140 property crime reports and 25 violent crime reports, which is down from December with 143 property crime reports and equal to the December violent crime with 25 reports. Of the 25 violent crimes reported, 18 were aggravated assault, 1 robbery and 6 forcible rape.

Fire Department

- On Wednesday, January 25, 2012 three off duty Bloomington firefighters: Chris Brown, Frank Radek and Jason Greer were in the right place at the right time. The three firemen were traveling in Normal heading back to Bloomington, returning from a funeral, when they smelled smoke they presumed to be suspicious and took it upon themselves to search for the source of the smoke. Going out of their way, they located the source at 1 Crestwood Court, Normal, IL where their suspicions of the smoke being more than just chimney smoke was proven to be accurate. The firemen quickly called in the fire and entered the home and woke the residents and aided in their safe evacuation of the house. Their quick and selfless acts saved the lives of the woman and her two small children. Also saved were 4 cats and a dog.
- During January, the Department responded to 162 calls of which 8 were confirmed structure fires. The 162 calls comprised 19.45% of the volume for the month. These structure fire incidents resulted in a dollar loss estimated at \$352,500. Average response time from time of call to arrival for Fire Suppression emergency calls was within the 6 minute benchmark at 5:39 during January. EMS responses for January totaled 692. EMS emergency calls was above the 6 minute benchmark at 6:03 during January. Staff will monitor some factors to see if this trend continues, but does not have the available resources to determine the reason for this issue at present. Factors could include weather, call volume, data issues, and/or resource availability. From these responses the Department provided aid to 931 patients. The three leading EMS response types during January were Sick Person, Traffic Accident and Breathing Problems.

Public Works

- The Union Pacific Railroad has let the City of Bloomington know that it is projecting to have the Market Street Bridge completed in the fourth quarter of 2013. The design of this bridge has not begun so it is difficult to determine the full extent of the construction impact. Because of a deficient vertical clearance, it is assumed that the abutments and piers might also be impacted. The structure of the bridge deck must be replaced.

Water

- From a water supply standpoint at this time of year, our position is excellent. The Water Department is pumping from the Evergreen Lake reservoir since the switch from the Lake Bloomington reservoir in late January. From a supply strategy standpoint, staff will typically make this change because the Lake Bloomington reservoir is small in volume but much larger in watershed so when precipitation does occur, the Lake Bloomington reservoir will fill up much quicker per given volume of precipitation than the Evergreen Lake reservoir with its much larger volume but smaller watershed.
- Staff pumped an average of around 10.0 million gallons per day (MGD) in January with a peak day of 10.8 MGD on January 21, 2012. The January average for 2012 can be compared to the average daily pumpage during January 2011 of 10.1 MGD, 10.1 MGD in 2010 and 11.0 MGD in 2008.

Parks, Recreation & Cultural Arts

- The BCPA was awarded \$1,300.00 through the McLean County Arts Center re-grant program for the 2012 Miller Park Summer Theatre 2012.
- The month of January is typically one of the quieter months for golf operations. However, this January proved to be quite a bit different. Record-setting daytime temperatures allowed the City to have golfers throughout much of the month. As a result, there were 502 rounds of golf played. This is a 796% increase in play over last January.
- Two televisions were delivered and installed at the BCPA in January. The televisions will be used to highlight upcoming BCPA programming at BCPA events. The televisions were acquired through a trade with Altman's Billiards.

Planning & Code Enforcement

- January 2012, was off to a huge start over January of last year. All of our construction indicators were from 38 – 80% higher than last year. Construction value was up 73% with fees brought in to the department up by 49%. Granted, the warmer than normal winter may have played a role in this activity but we hope it is the beginning of a better year for the local construction industry.

Month to Month	Year to Date
New home starts – up 80%	N/A
Building permits – up 42%	N/A
All construction permits – up 38%	N/A
Fees collected – up 49%	N/A

- Work on the Main Street Transportation Improvement Feasibility Study is nearing its end and should be presented to the Council in the spring. Funded by the Illinois Department of Transportation (IDOT), this study is looking into building on previous planning efforts to improve safety and revitalize businesses on Main Street. It also will serve as a basis for a possible Phase I study of the roadway.

Notable Plan Reviews Received

**Review status still pending

Building/Project Description	Address	Value
Moes Restaurant	2401 E. Empire St.	\$130,000
Smashburger	1401 N. Veterans Pkwy	\$228,000

Information Services

- Staff began the process of upgrading the Class Software system that the Parks and Recreation department uses to schedule, maintain and register participants for its recreation classes. The Class system consists of four (4) different servers, including a database server, an Interactive Voice Response server (IVR, used to allow citizens to register via telephone), a credit card server and a web server that allows Internet registration. The Class software is being upgraded to the latest version which will bring new features, provide full PCI (Payment Card Industry) compliancy and will provide the cleanest version for integration into our new Munis enterprise system. Two (2) of the four (4) servers will also be moved from physical servers into our virtual server environment.

Police Department

Administration

Public Affairs Officer White attended several Explorer Scout meetings. He fingerprinted agents for State Farm, completed two Bloomington High School tours and attended several meetings on behalf of the Police Department. School Resource Officer (SRO) Arnold issued an ordinance violation for truancy, completed one home visit, transported three students, completed a school zone traffic stop, located a runaway, completed two reports, recovered stolen money/purse, and visited Stevenson Elementary School. SRO Evans dealt with 27 theft issues; six order of protection checks; fourteen suspicious vehicles, 30 disorderly conduct issues; eight child custody issues; 18 truancy issues; 29 fights, held five crisis drills; completed 50 school visits; investigated three child abuse and five domestic cases. SRO Hirsch spoke with 15 parents concerning various issues with students; assisted school administration with student issues; broke up three fights; removed a subject from a bus for poor behavior; assisted school administration with a home visit for truancy; spoke to 60 eighth graders for career day; presentation on evidence gathering to 8th grade class; presentation to 30 either grade learning disabled and behavior problem students on law enforcement; investigated three thefts and returned all items; wrote two ordinance violations for drinking alcohol in school. SRO Wagehoft attended Youth Impact meeting; talked to eight grade class regarding police careers; talked to students about the Explorers program; conducted training with Normal PD regarding Unit 5 buildings; completed a runaway report; issues ordinance violations for fighting, curfew, and truancy; and assisted school officials with the following situations: 5 fights, 4 thefts, 14 disorderly conduct, 5 traffic offenses, 1 medical assist, 1 DCFS, 1 bullying, 1 suicide threat, 1 battery, 2 gang related issues, 1 criminal trespass, 16 parent contacts, and 41 student contacts.

Cyber Crimes

The three members of the Cyber Crime unit continued to operate under the United States Secret Service in January. The Unit worked one child pornography case, conducted five cell phone examinations.

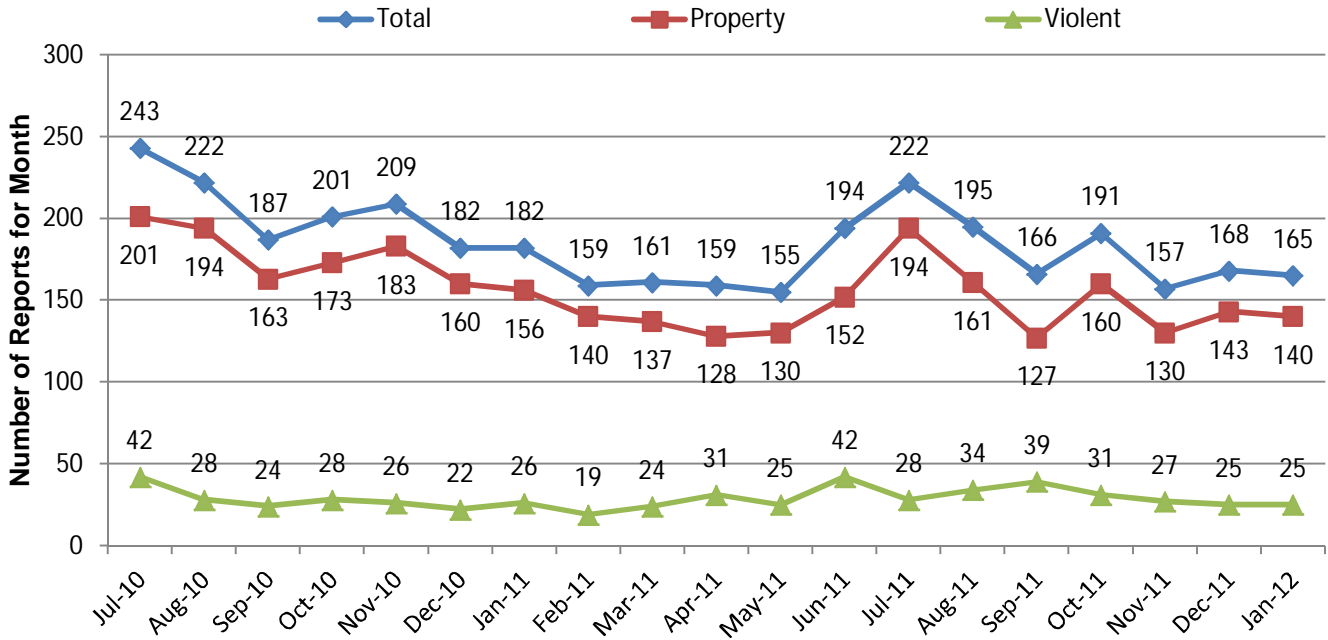
STREET CRIMES UNIT (SCU)

The following activity was generated: \$2,570 in tow fees generated; \$3,578 in currency seized; \$750 in ordinance violations issued; 3 warrant arrests were made; 17 non-warrant arrests were made. Drugs seized included 26.39 grams of cannabis; 5.5 grams of heroin, and several items of drug paraphernalia. SCU was actively involved in 354 calls for service, both self-initiated and dispatched calls.

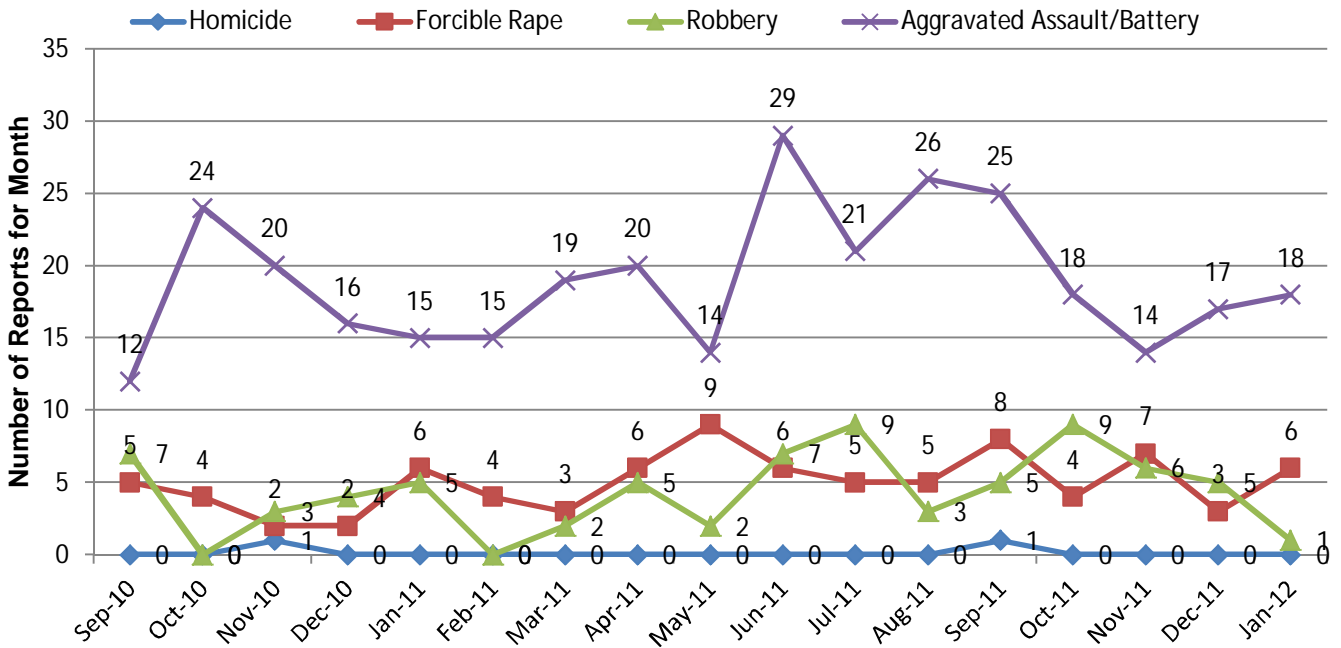
VICE

Twelve cases were opened; seven cases were closed; three search warrants were executed; \$52,406 was seized; \$25,000 in property was seized; three guns were seized; and one vehicle was seized pending forfeiture proceedings. Drugs seized/purchased include: 2540 grams of cannabis seized; 1362 grams of cannabis purchased; .1 gram of crack cocaine purchased; 15 grams of synthetic cannabinoids seized; and 23 dosage units of scheduled prescription pills seized.

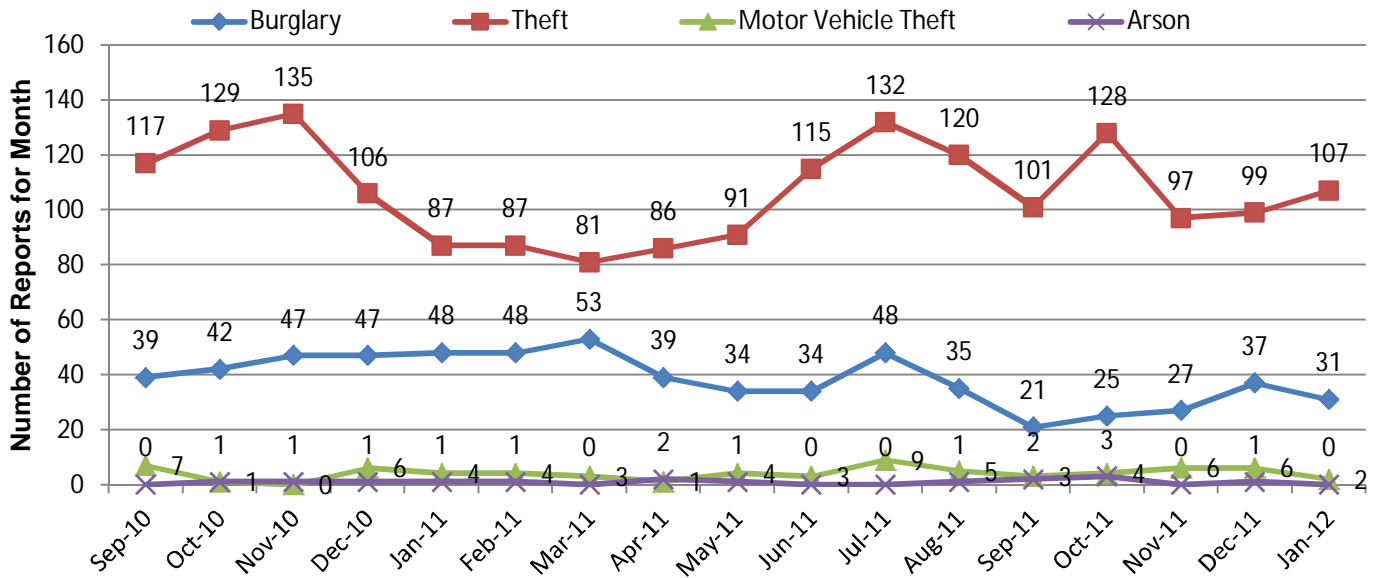
Property and Violent Uniform Crime Reports by Month Since July 2010



Violent Crime by Categories Since September 2010



Violent Crime by Categories Since September 2010



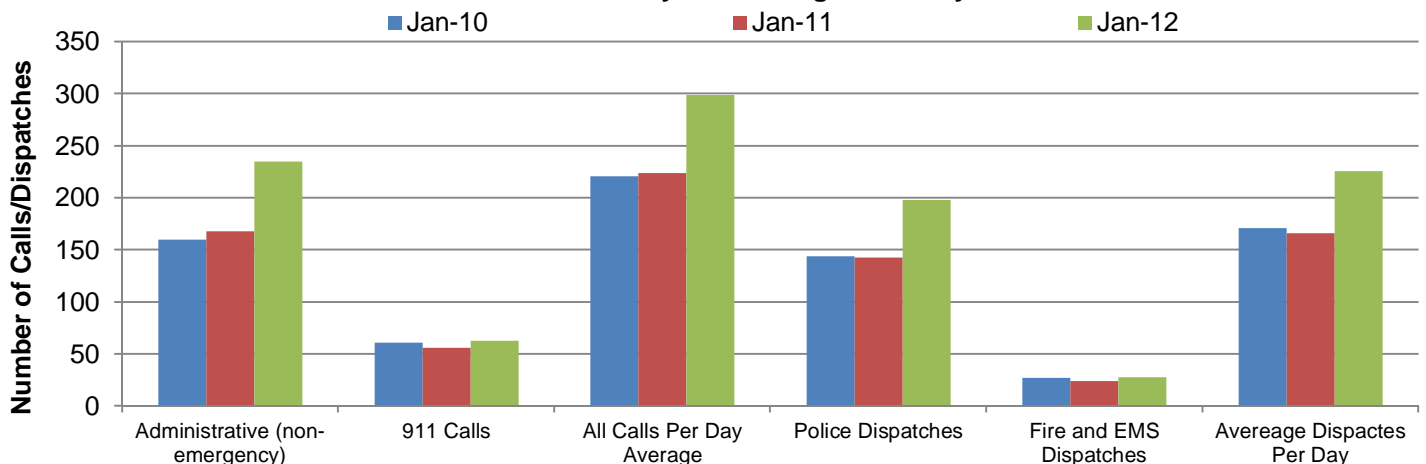
Communications

Ring Time Ranges (9-1-1 Incoming) – State mandate is 90% answered within 10 seconds

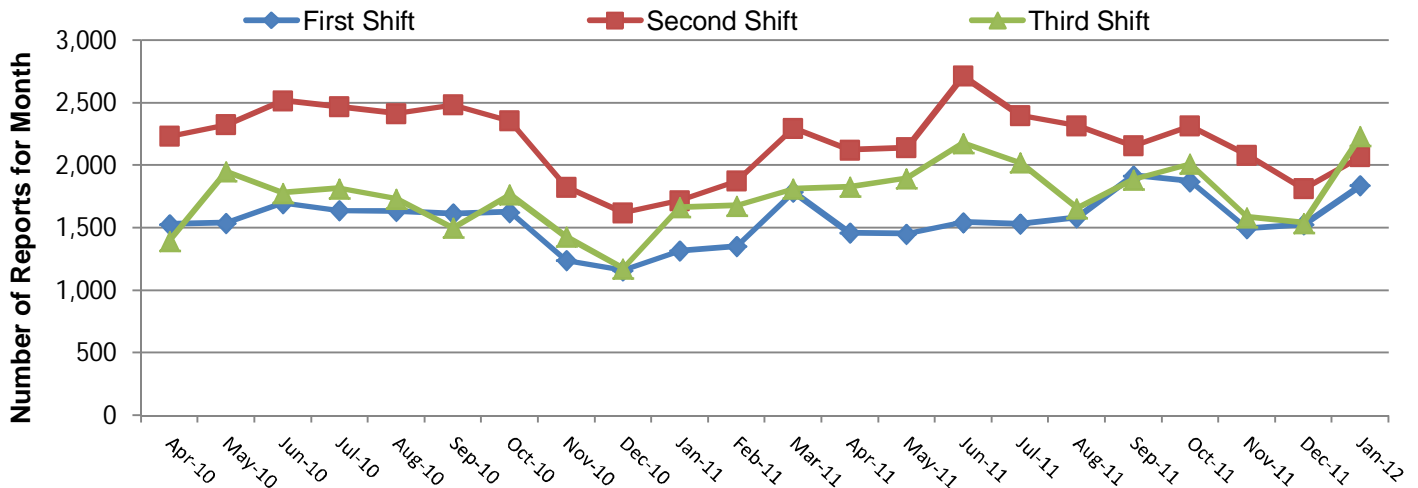
0 to 3 Seconds	4 to 6 Seconds	7 to 9 Seconds	10 to 12 seconds	% of total calls answered within 10 Seconds
76.70%	20.70%	1.80%	0.50%	99.20%

The Communications Center issues ordinance violations pursuant to the City Code for False Alarms. In a calendar year, a business or residence gets 4 "free" responses to alarms. After the fourth false alarm, they are issued a \$100 ordinance violation. The Communications Center issued \$21,900 in calendar year 2011 in ordinance violations. There were no major equipment issues in January. Telecommunicators in training are progressing as expected. One will complete training the first week of February and the other should complete approximately two weeks later. Software was updated on New World Systems Computer Aided Dispatch system server and New World Systems Mobile Management server. After updates were completed, the entire police and fire mobile computer fleet was manually updated.

Communication Center Daily Call Averages January 2010 - 2012



Police Department Calls for Service by Shift and Month Since April 2010



First Shift (7 A.M. – 3 P.M.)

During January, substantial amounts of time were spent in various school zones running radar, enforcing traffic and covering for absent crossing guards. The Neighborhood Focus Team (NFT) and several other patrol officers conducted numerous traffic enforcement details on Veterans Parkway and Main Street resulting in 127 citations issued. NFT unit also prepared for a sex offender verification check. All day shift officers were qualified with their pistols and their yearly Hazardous Material training. About half of the officers have been recertified with pepper spray.

Second Shift (3 P.M. – 11 P.M.)

Officer Ashbeck began as a solo police officer. Officer Bierbaum completed his training and was assigned to second shift. All the POP projects (Problem Oriented Policing) were reworked. Many of these projects will require officers to work with other divisions in the department as well as city departments. When staffing allows, two officers operate as an independent unit assigned to a specific traffic concern. Typically this is an area that has had a significant number of traffic complaints or an area that has a high number of violations.

Third Shift (11 P.M. – 7 A.M.)

On January 8th, a suspect displayed a gun outside of a bar. He was stopped on a traffic stop and arrested. A stabbing occurred on the 10th of the month. On the 26th, a drug interdiction detail produced 18.29 pounds of cannabis in three five-gallon buckets in the trunk of the car. Approximately 300 traffic stops were initiated by third shift officers. Another 100 traffic stops were made by 4th shift and probationary officers who work during third shift hours. In comparison, 56 traffic stops were made by third shift officers in January 2011. Approximately 12 DUI arrests were made in comparison to two in January 2011.

*****Police Department Appendix Continues on Page 53.***

Fire Department

Fire Suppression

Top 5 Fire Response Types for January 2012

Rank	Response Type
1.)	424: Carbon Monoxide Incident
2.)	611: Dispatched & cancelled en route
3.)	743: Smoke detector activation, no fire - unintentional
4.)	745: Alarm system activation, no fire - unintentional
5.)	444: Power line down

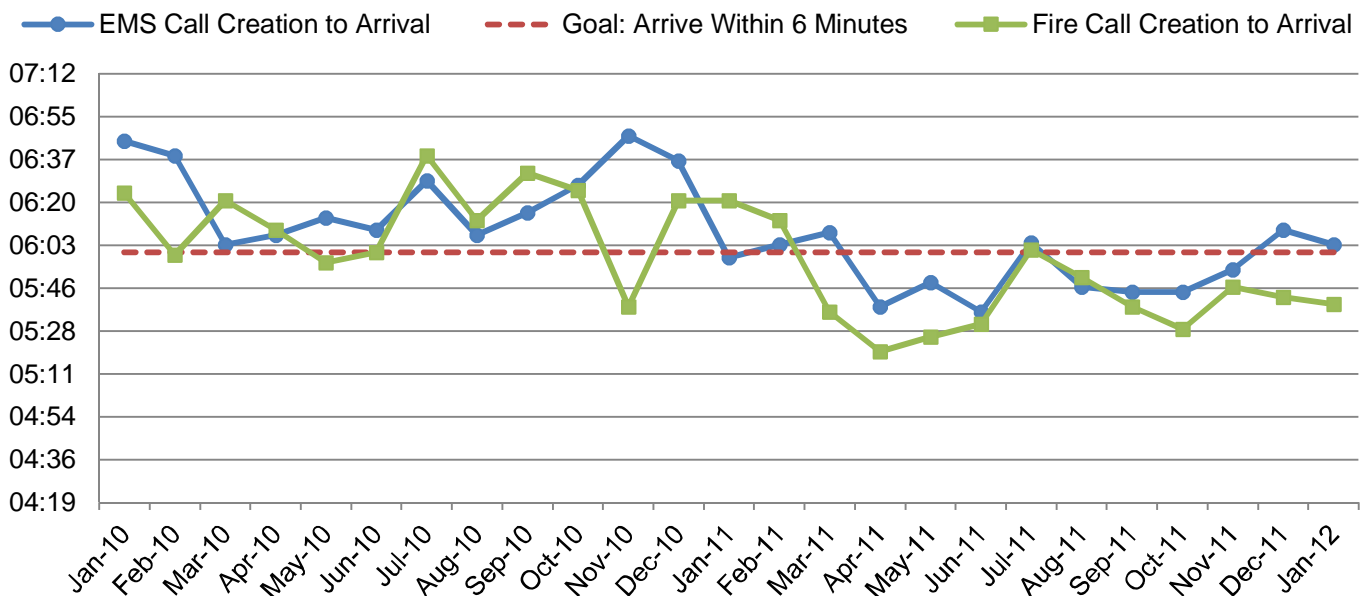
Fire Response Data: January 2012

Fire Response Type	Previous 12 Month Average	January of 2012
Fire Reponses	157	162
Structural Fires	8	8
Estimated Dollar Losses (Property & Contents)	\$395,560	\$352,500

During January, the Department responded to 162 calls of which 8 were confirmed structure fires. The 162 calls comprised 19.4% of the volume for the month. These structure fire incidents resulted in a dollar loss estimated at \$352,500.

Average response time from time of call to arrival for Fire Suppression emergency calls was within the 6 minute benchmark at 5:39 during January.

Fire & EMS Call Response 2 Year Analysis



Training Summary

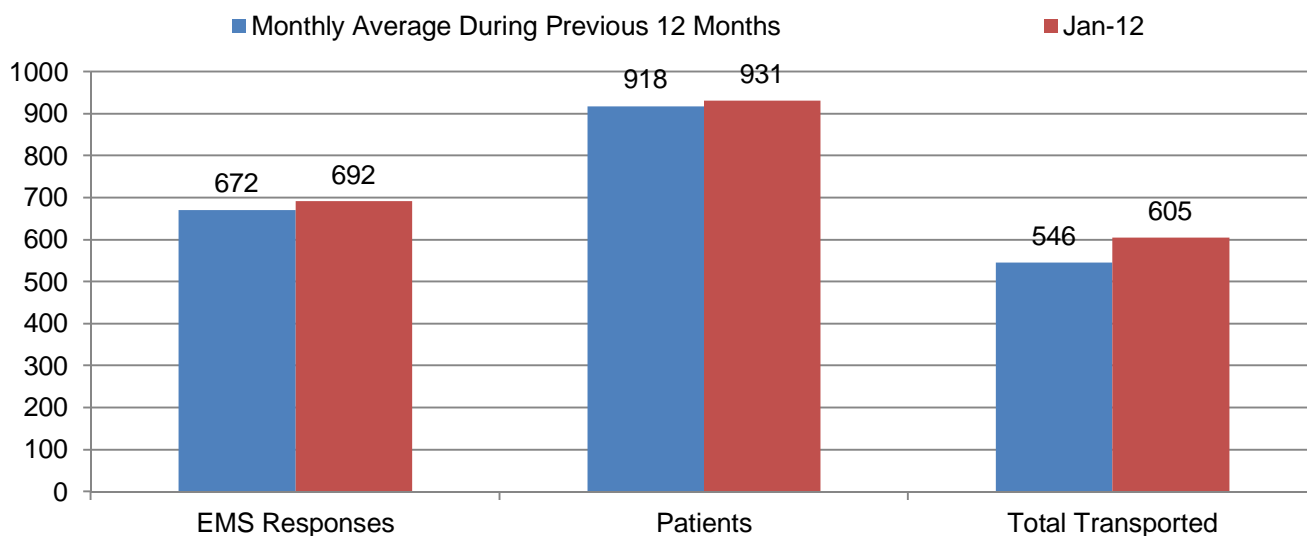
Fire Ground Command and Safety were the formal monthly training programs for January.

Emergency Medical Services (EMS)

Activity Summary

EMS responses for January totaled 692. This represents 80.6% of the monthly call volume. From these responses the Department provided aid to 931 patients. The three leading EMS response types during January were Sick Person, Traffic Accident and Breathing problems.

EMS Responses: January 2012 and Previous 12 Month Average



Average response time from time of call to arrival for EMS emergency calls was above the 6 minute benchmark at 6:03 during January. Staff will monitor some factors to see if this trend continues, but does not have the available resources to determine the reason for this issue at present. Factors could include weather, call volume, data issues, and/or resource availability.

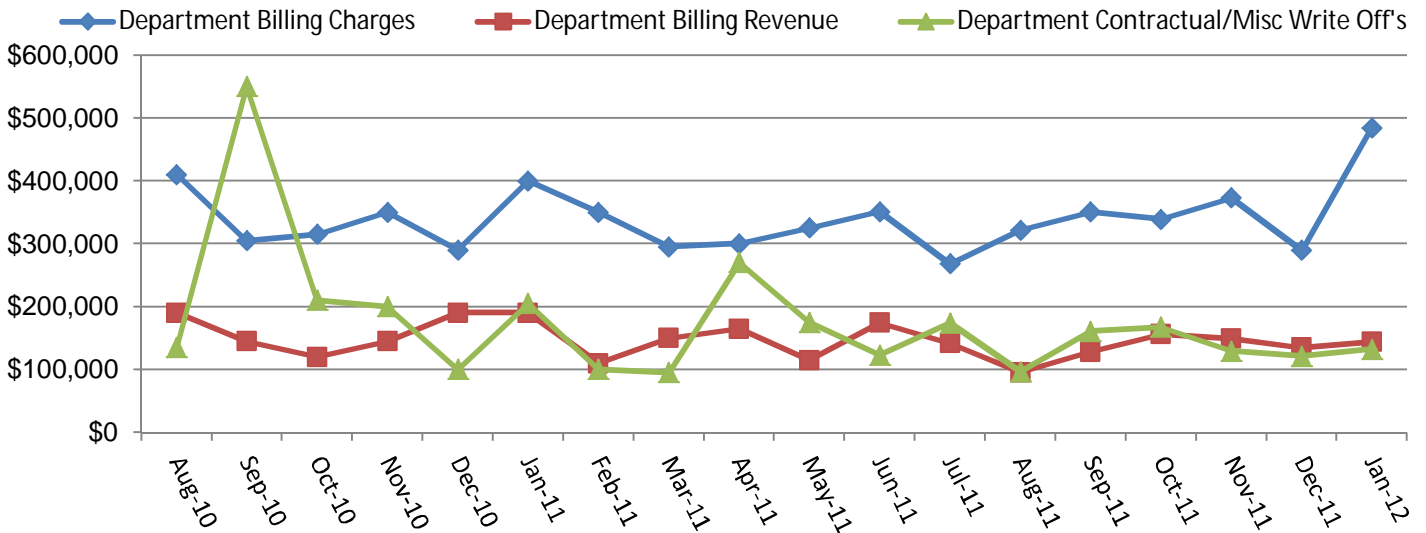
Training Summary

The formal training programs for January in EMS were Geriatric Emergencies and 12-Lead ECG Acquisition training.

Billing Revenue Summary

Ambulance billing contains three areas, Revenue, Charges, and Contractual-Write offs. Revenue is the actual amount received by the City for the month. Charges are the total amount billed for the month. Contractual-Write offs consist of the portion of the charges not received as a result of either Federal or State carriers (Medicare and Medicaid) not allowing for EMS services, or write offs for financial hardship, bad debt accounts not collected (these are passed to a third party debt collection agency), bankruptcies, etc. The January total for revenue was \$143,992. The total January billing charges were \$484,351. The Contractual-Write offs total for January was \$132,291. Bad Debt transferred to third party collections was \$107,121.

Fire Department EMS Billing Since August 2010



Fire Department Public Education Office

Fire & Life Safety Events were held at the following locations:

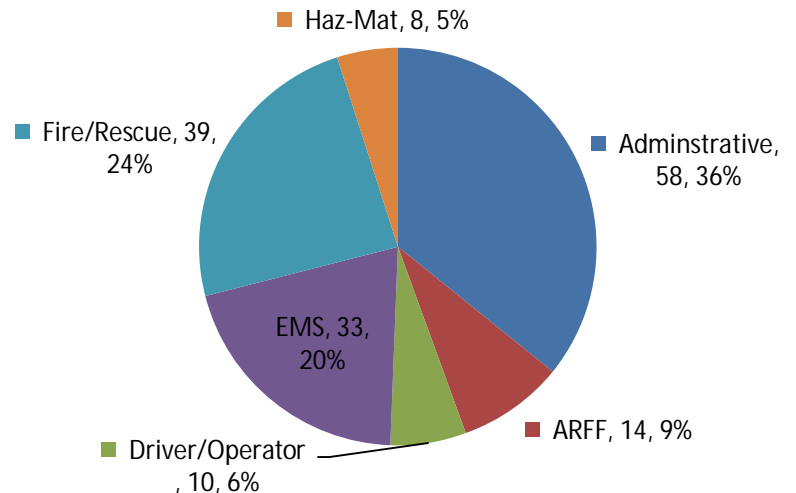
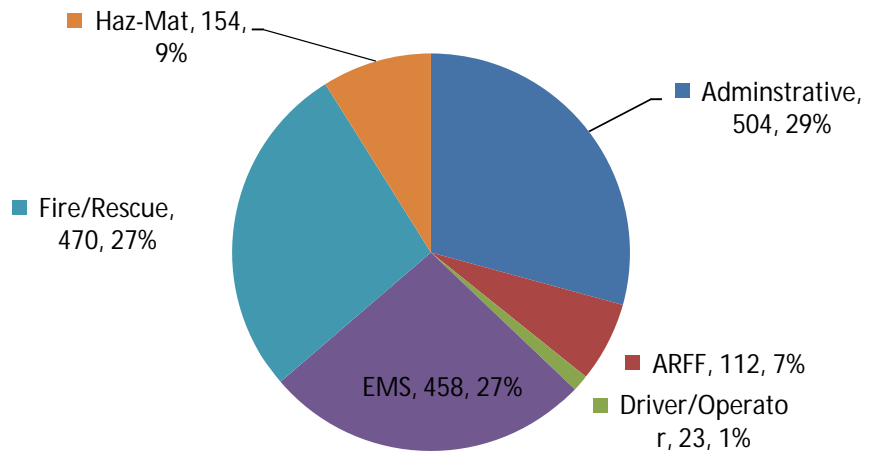
- Oakland Elementary x 2 events
- Cornerstone Christian Academy
- Cedar Ridge Elementary
- Station 6 – CPR training for CIRA personnel

Participants

- Fire Safety & Life Safety (Oakland Elementary, Cornerstone, Cedar Ridge)
 - 45 adults
 - 184 children
- CPR/AED Training (Oakland Elementary, CIRA)
 - 11 adults

Time was also spent on development of new power-point fire safety presentations/new fire safety presentation for use with the newest puppet/revision of Juvenile Fire Setter Intervention Materials/presentation for the Fire & Life Safety Conference in Galena in April.

Total # of Hours by Category



Fire Department Training Reports for January

For the month of January, 2012 the fire department held 162 training classes which totaled 955 class hours. The class topics have been grouped into six categories. They are Administrative, ARFF, Driver/Operator, EMS, Fire/Rescue, and Hazmat. The chart below represents the proportion of classes held in these six categories for the month of January.

The 162 training classes included 955 participants resulting in a total of 1,720.25 hours of training during January. This chart represents the total man hours of training in the six categories.

Aircraft Rescue and Firefighting (ARFF)

Activity Summary

No responses for January

Training Summary

The ARFF Training subject for January was Firefighter Duties under the Airport Emergency Plan.

Hazardous Materials

Activity Summary

No responses for January

Training Summary

The formal training program for January was Haz-Mat Personal Protective Equipment

Department Activities for January

Commercial Occupancy fire pre-plan program continued in the month of January. Public Education was conducted on fire & life safety and extinguisher training. A total of 184 children and 56 adults participated in these events during January.

*****Fire Department Appendix Continues on Page 54***

Public Works Department

Engineering Division

City of Bloomington Projects	Status
Street & Alley Repair, 2011-12	Completed
General Resurfacing, 2011-12	Completed
Tanner St Reconstruction	In Construction (95% Complete)
Morris Ave Reconstruction, Fox Hill to Fire Station	In Design (60% Complete)
2011 Maintenance Contracts (Street, Utility, Grading, Traffic Signals)	In Construction (75% Complete)
Regency Pump Station Improvement	In Design (99% Complete)
Eagle Crest East Pump Station Improvements	In Design (10% Complete)
Locust Colton CSO Elimination, Phase 1	In Construction (10% Complete)
Lafayette St Reconstruction, Maple to Morrissey	In Design (95% Complete)
Sump Pump Drain Line 2010-11	Completed
Hamilton Rd Reconstruction, Timberlake to Main	Punch List Items
Constitution Trail - Grove to Croxton	Punch List Items
50/50 Sidewalks & Handicap Ramps 2011-12	In Construction (79% Complete)
2011 Detention Basin Improvements	In Design (15% Complete)
Hershey Road: Hamilton Road to 750' South	In Design (10% Complete)

Private Development Projects	Status
Commercial Site Plans	8 Plan Sets Reviewed
Grove Subdivision, 3 rd Addition	Punch List Items
Grove Subdivision, 2 nd Addition	Punch List Items
Cedar Ridge Elementary School	Completed
George Evans Middle School	Completed
Cedar Ridge Subdivision, 1 st Addition	Punch List Items
Wingover Apartments	In Construction (99% Complete)
Morrissey Drive Trunk Sewer (Unit 5 Schools)	Punch List Items
Harvest Pointe – Phase II	Punch List Items
Links at Ireland Grove	Punch List Items
Loeseke Sanitary Sewer	Punch List Items
Morrissey Dr (US 150) at Evans Jr High School Signal	Punch List Items
Kickapoo Creek Stream Restoration, Phase III	Punch List Items
Hamilton Road: Brookridge Apts Entrance to 1200' East	In Construction (0% Complete)
Commercial Site Plans	8 Plan Sets Reviewed

Village of Downs Projects	Status
Kickapoo Trunk Sewer, Pump Station & Force Main	In Construction (99% Complete)

IL Department of Transportation Projects	Status
Veterans Pkwy/Morris Ave/Six Points Rd/Greenwood Ave	In Construction (40% Complete)

Street & Alley Repair

This annual project involves minor repairs to City streets and provides for milling/resurfacing of City alleys.

General Resurfacing

This annual project includes the milling and resurfacing of existing City streets.

Locust Colton CSO Elimination – Phase 1

This is the start of a multi-year and multi-phase project to separate combined sewers leading to the CSO - Combined Sewer Overflow at Locust Street and at Colton Avenue.

Lafayette St. Reconstruction from Maple to Morrissey

Lafayette Street will be reconstructed as a 3 lane city street with a center two way left turn lane and sidewalk on the north side.

Engineering Department Tasks Completed: January 2012

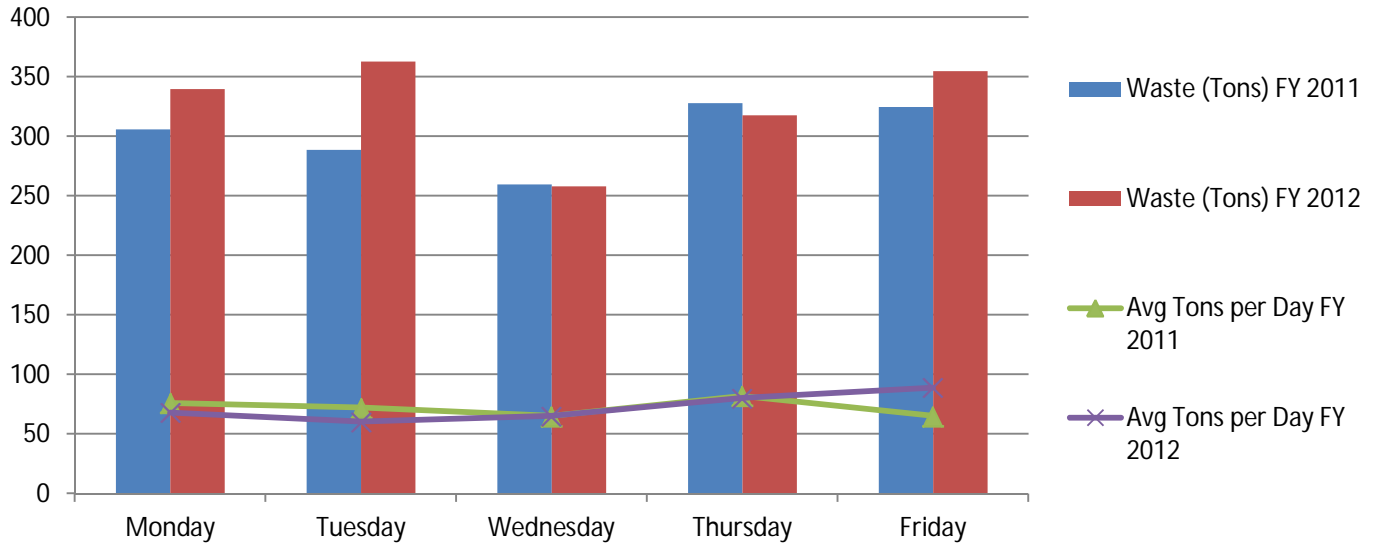
Permits	
January 2012 Curb Cuts	13 Permits Issued (Value \$385)
January 2012 Erosion Control	12 Permits Issued (Value \$385)
January 2012 Excavation Permits	35 Permits Issued (Value \$8129)
January 2012 Water Meter Fees	Value = \$6049
January 2012 Street Cut Deposits	Value = \$600
January 2012 Water & Sewer Side Taps	Value = \$1473.76
January 2012 Dumpsters & Traffic Control	1 Permits Issued (Value \$25)
January 2012 Overweight Loads	7 Permits Issued (Value \$1125)
Customer Service Calls	
January 2012 Call Center	817 inbound calls
January 2012 Public Works Office	54 in-person assistance contacts
Erosion Control/Complaints Inspection Report	
New/Maintenance Erosion/Storm Water Management	
Inspections	155
Erosion/Storm Water Management Complaints	0
Inspection & Complaint Files Closed	21

The Union Pacific Railroad has let the City of Bloomington know that it is projecting to have the Market Street Bridge completed in the fourth quarter of 2013. The design of this bridge has not begun so it is difficult to determine the full extent of the construction impact. Because of a deficient vertical clearance, it is assumed that the abutments and piers might also be impacted. The structure of the bridge deck must be replaced.

Waste Management

Approximately 25,500 residences are serviced weekly and an average of 27.61 pounds of household garbage was picked up each week at these locations. A total of 1,475 tons or approximately 2.95 million pounds of household waste was collected in January as well as 796,000 pounds of bulk and 238 truckloads of brush. From October 11th to October 31st we picked up 1700 yards of leaves Citywide.

Residential Household Waste January 2012



Working both day and night shifts, 256 miles of streets were swept. The division also performed maintenance for 1 alley in the City.

Streets & Sewers

Work Type	Jobs Completed
Cold Mix	30
Mailbox	15
	45

Work Type	Average Age	Average Completion	Avg Hours Worked
Cave In	58.25	0.33	25.88
Cold Mix	45.00	0.00	6.00
Contractor	23.85	13.09	15.23
Drainage	6.00	0.00	10.00
Hot Asphalt	3.60	5.00	92.50
Inlet Lead Repair	519.00		27.00
Inlet Repair	116.50	6.00	106.91
Lower Manhole	218.50	94.00	42.00
Mailbox	73.79	43.90	1.46
Main Repair	324.40	96.40	48.90
Manhole Repair	132.33	0.00	42.67
Pavement Repair	2.00		22.25
Perm Patch	24.89	31.14	119.44
Service Repair	268.83	107.50	46.00
Sidewalks	380.88	205.25	14.97
Water	42.20	11.58	17.82

Work Type	Jobs Remaining
Backfill	2
Cave In	1
Cold Mix	1
Contractor	2
Culvert	3
Curb	50
Drain Tile	1
Hot Asphalt	1
Inflow/Infiltration	2
Inlet Repair	19
Mailbox	7
Main Repair	3
Manhole Repair	2
Misc	2
Pavement Repair	17
Perm Patch	17
Service Repair	2
Shoulders	4
Sidewalks	2
Snow Plow	1
Sump Line Repair	6
TV	1
Water	12
	158

Water Department

Reservoir Conditions

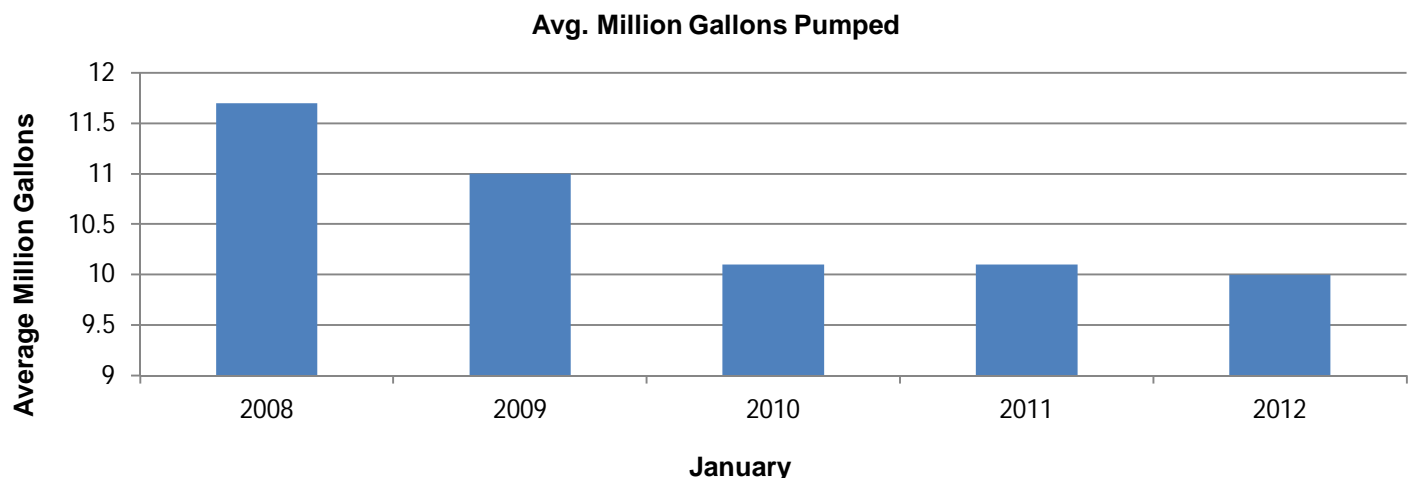
With the month of January having little precipitation and the lower demand at this time of year, the Lake Bloomington and Evergreen Lake reservoirs did not change much in volume. In a typical year, little inflow is the norm as the streams feeding the reservoirs are usually frozen at this time of year. The Lake Bloomington reservoir is about two and a half feet below the spillway and the Evergreen Lake reservoir is full. From a water supply standpoint at this time of year, our position is excellent.

The Water Department is pumping from the Evergreen Lake reservoir since the switch from the Lake Bloomington reservoir in late January. From a supply strategy standpoint, staff will typically make this change because the Lake Bloomington reservoir is small in volume but much larger in watershed so when precipitation does occur, the Lake Bloomington reservoir will fill up much quicker per given volume of precipitation than the Evergreen Lake reservoir with its much larger volume but smaller watershed. In a regional view on water supplies, the City of Decatur discontinued mandatory water restrictions. They had been running their Mahomet Aquifer supply wells for a couple of months. The wells are used to supplement Lake Decatur in times of water shortages.

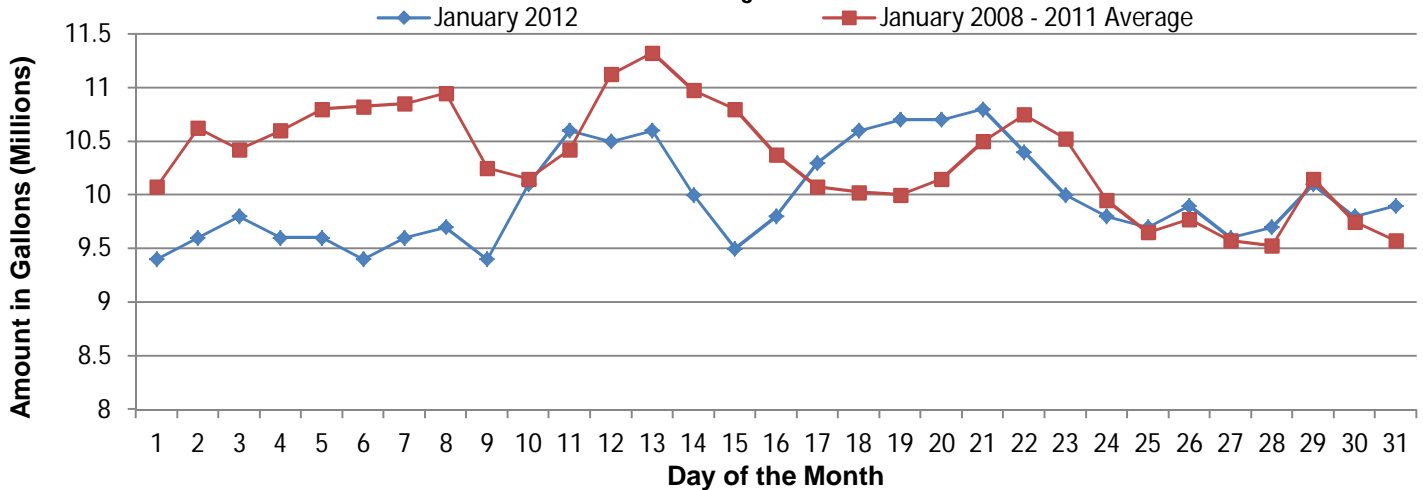
This is the time of year that the nitrate content of the raw water supply in the reservoirs generally remains low because we are normally experiencing frozen streams coming into the reservoir. However, this year is different in that it has been a mild winter and the precipitation has uncharacteristically been in the form of rain. There has not been much precipitation overall. As of the end of the month, the nitrate levels were around 1.0 mg/l from the Evergreen Lake and Lake Bloomington Reservoirs. This is a very good indicator that it will take a significant storm event to possibly elevate the nitrate levels to those of concern.

Pumpage

Staff pumped an average of around 10.0 million gallons per day (MGD) in January with a peak day of 10.8 MGD on January 21, 2012. The January average for 2012 can be compared to the average daily pumpage during January 2011 of 10.1 MGD, 10.1 MGD in 2010 and 11.0 MGD in 2008.



Water Delivered to Customers (in Millions of Gallons): January 2012 and January 2008-2011 Four Year Average

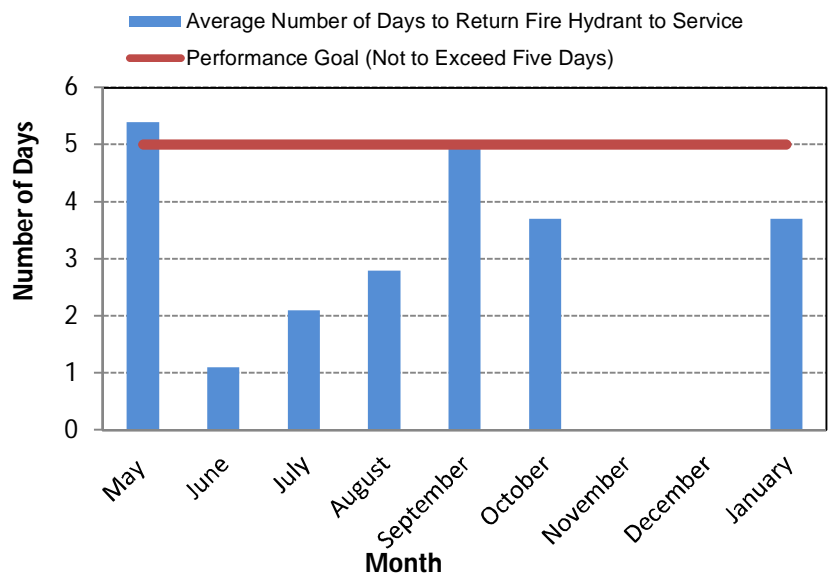


Infrastructure

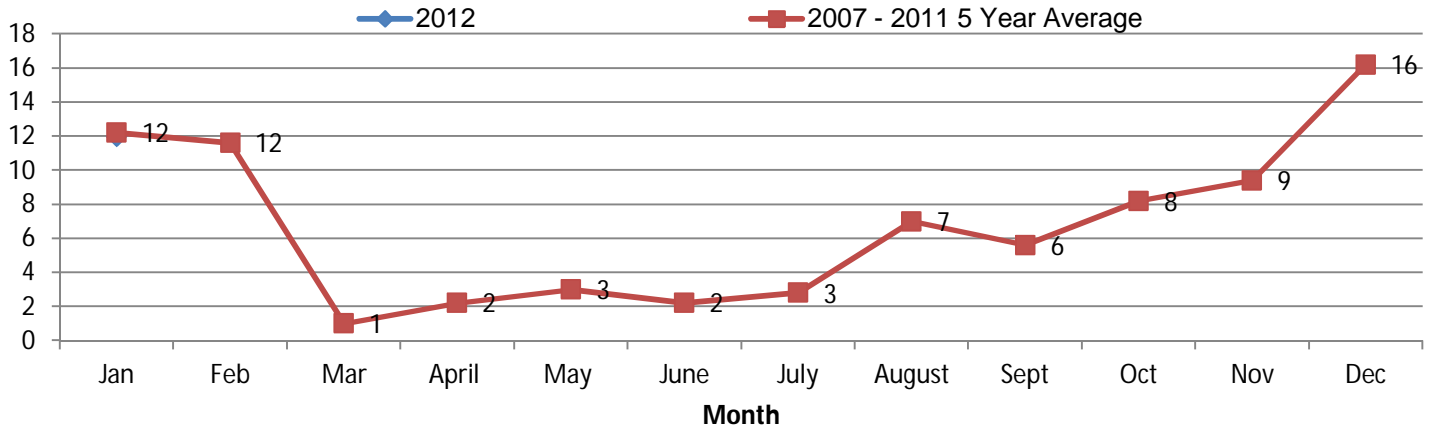
The Morris Avenue/Veterans Parkway reconstruction project was started in March of this year with some electric and gas utility relocations. The Water Department had budgeted \$750,000 total for this project. The portion that the Water Department must fund is about \$603,000. During the month, Stark Excavating installed the water main on South Morris Avenue from Greenwood Avenue south to Lake Fork Road. This part of the project involved about 1,000 feet of pipe and three replacement fire hydrants. The next portion of the project, from Veterans Parkway north to Goose Creek Road, was started at the end of December and should be installed by mid-January, if the weather holds. This will involve the installation of about 1,500 feet of 12 inch water main.

The Morris Avenue/Veterans Parkway reconstruction project that was started in March of 2011 has continued through the winter. The Water Department had budgeted \$750,000 total for this project. The portion that the Water Department must fund is about \$603,000. This project will replace some very poorly performing infrastructure, the site of numerous water main breaks over the last five years. Although not much else was going on with this project during the month, Stark Excavating installed the water main on South Morris Avenue from Veteran’s Parkway northward to Goose Creek Road. This part of the project involved about 1,500 feet of 12” water main and three replacement fire hydrants. The only part that is left for the water main replacement portion of this project is the water main under Veterans Parkway which will be directionally drilled into place and the connection on Morris Avenue near the SE corner will be made. That part of the project should start in late February.

Average Number of Days to Return Fire Hydrants to Service by Month

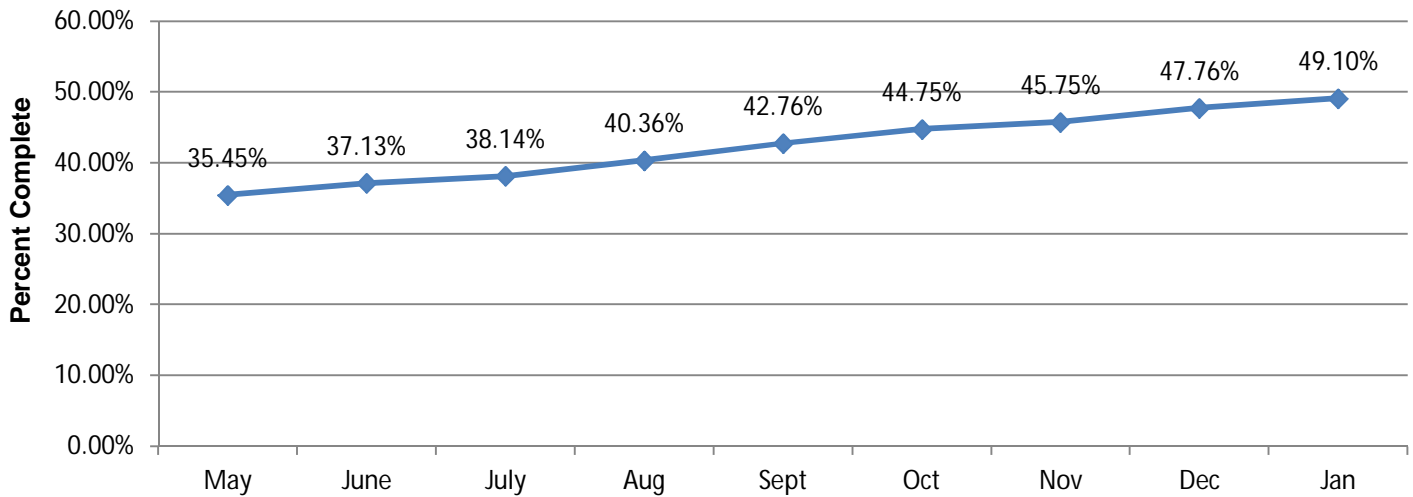


Water Main Breaks by Month

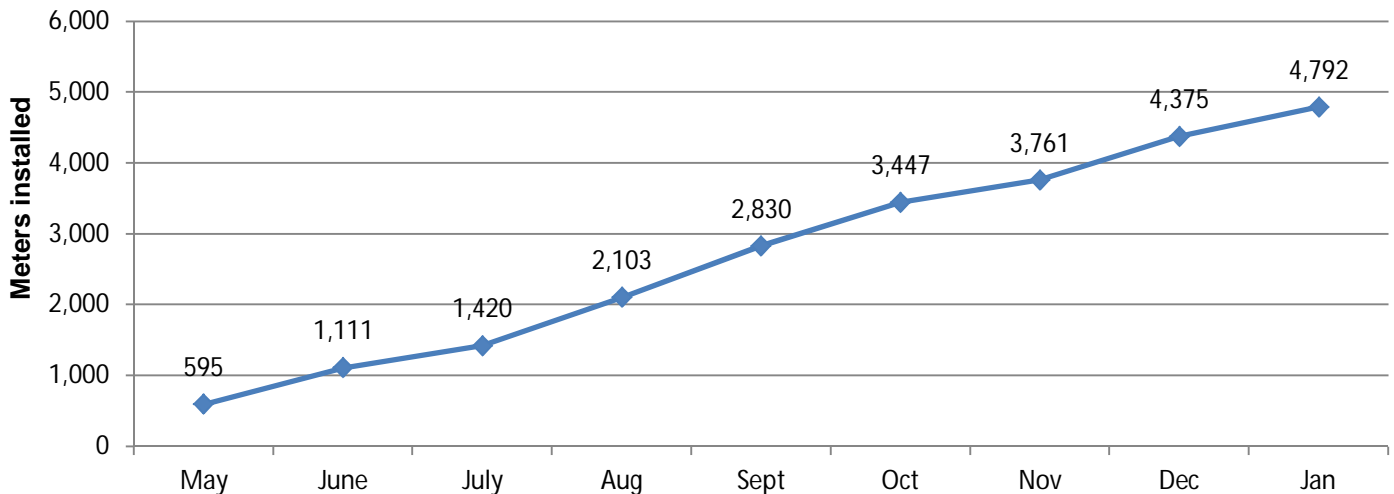


Of the water main breaks during the month, we experienced three within a two block stretch on West Oakland Avenue. This is not an area that had a history of water main breaks in the past but it will be added to our list of locations where specific segments of water main need to be included in the capital planning process.

Radio Frequency Meters Installed as % of Total Meters



Overall Total for FY 2012 Installs



We installed another 417 Radio Frequency (RF) meters during the month. Our goal for this Fiscal Year (FY12) is the installation of 6,000 units. Currently we have installed 4,792 meters this fiscal year and this puts us about 80% toward our goal. When completed, the meter change-out program will eliminate the need for Meter Readers. Since this is a multi-year project, those positions (currently the Department has two Meter Readers) will be eliminated within 3-4 years. (Relates to: Strategic Plan Goal #1 – Financially Sound City Providing Quality Basic Services, Objective #4- City services delivered in the most cost effective, efficient manner.)

Hydrant Repairs/Replacements					
	FY 12	FY 11	FY 10	FY 09	FY 08
Number of hydrants overall	4222	4213	4000 +/-	3900 +/-	3800 +/-
Number out of service	0	0	13	100+	600 +
Number serviced	284	261	185	381	543
Number replaced	69	72	59	75	23
Percent in service	100	100	99.7	97.4	84.8

In January, staff continued working on fire hydrants with problems. Unfortunately, the employee handling hydrant repairs is also completing the inspection on the Morris Avenue water main project and that project was in full swing during January. That left little time for hydrant work. For the month, we serviced 6 hydrants. The department also replaced 1 hydrant during the month. This brings the fiscal year total to 284 hydrants serviced and 69 hydrants that have been replaced. As of the end of January, we have no hydrants out of service as a result of our annual hydrant testing that we are working to repair/replace. (Relates to: Strategic Plan Goal #2 – Upgrade City Infrastructure and Facilities, Objective #5- Investing in the City’s future through a realistic, funded capital improvement program.)

Of the 69 hydrants replaced this fiscal year, 59 were replacement hydrants have been funded through our Operations and Maintenance account. With the hydrants funded by the O & M account, the department has spent approximately \$207,000 on installation at approximately \$3,500 per hydrant. The budget line item for hydrants is \$75,000 in the FY12 budget. Staff has made adjustments in other accounts to cover the hydrant account.

There are three hydrants scheduled to be brought into service in early January as part of the South Morris Avenue water main projects. All three hydrants were replacement hydrants. All were paid for as part of the respective capital projects.

Parks, Recreation and Cultural Arts Department

Gaelic Park

With the pleasant weather in January the Park Maintenance Staff has begun the installation of the new playgrounds at Gaelic Park. Staff has currently completed the toddler playground (for ages 2-5) and expects to be completed with 5-12 year old playground in the middle of February. There are numerous other projects at Gaelic Park, trail extension, landscaping and seeding that will be completed this spring. Many of the punch list items have been addressed by Stark Excavating leaving only weather-dependent items left for Spring work to complete the park. Administrative staff has begun the process of formally requesting the payment of the \$400,000 grant funds from the Illinois Department of Natural Resources.

Park Maintenance personnel used the newly purchased snow blower attachment to remove snow from Constitution Trail for the first time since the City Council adopted the new Constitution Trail Snow Removal Policy. The snow blower attachment cost just over \$8,000 and was paid for entirely by the Friends of Constitution Trail.



Playground installation at Gaelic Park



Kubota snow blower attachment as installed.

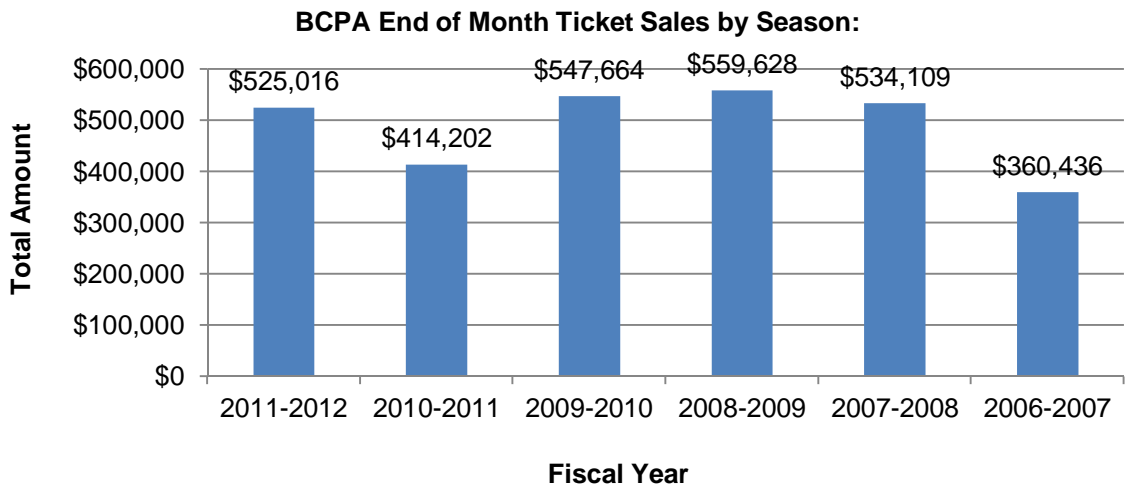
Bloomington Center for the Performing Arts

2011-2012 Season

The BCPA welcomed 3,616 people to 20 different events and activities in January.

Grants

The BCPA was awarded \$1,300.00 through the McLean County Arts Center re-grant program for the 2012 Miller Park Summer Theatre 2012.

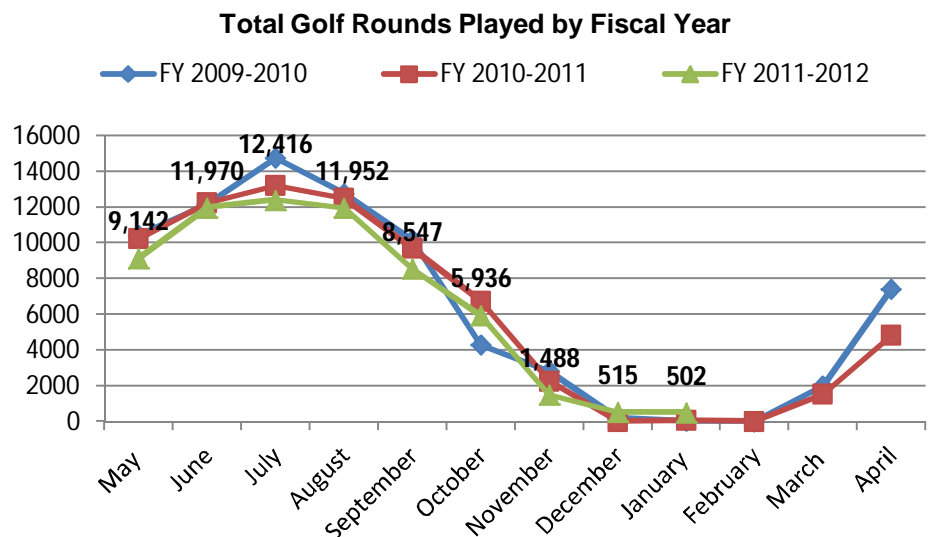


Accomplishments/Activities

Two televisions were delivered and installed at the BCPA in January. The televisions will be used to highlight upcoming BCPA programming at BCPA events. The televisions were acquired through a trade with Altman's Billiards.

Golf Division

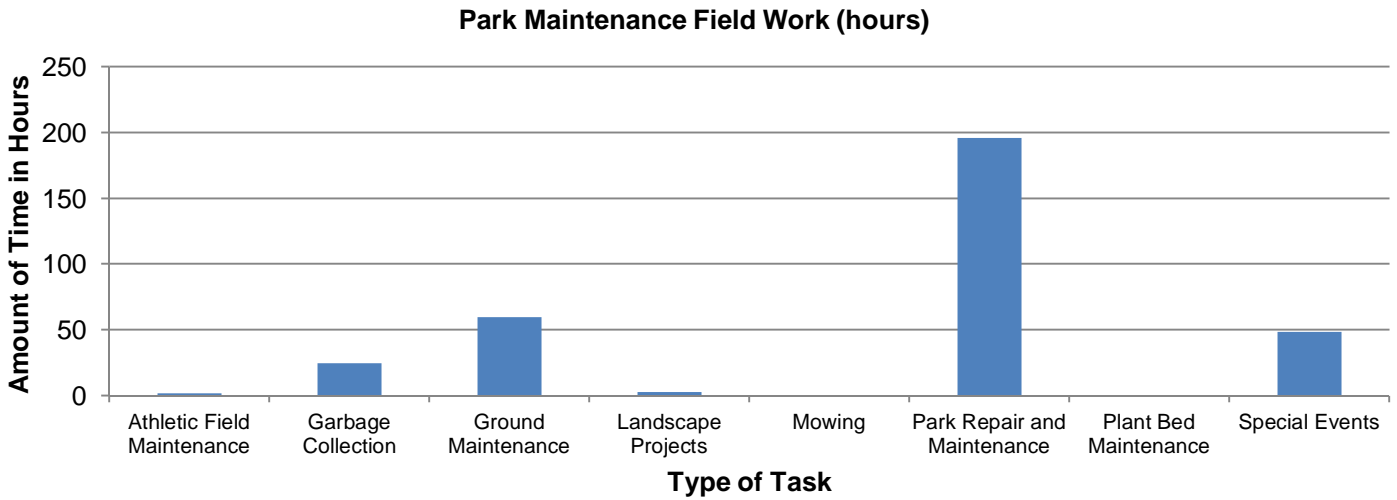
The month of January is typically one of the quieter months for golf operations. However, this January proved to be quite a bit different. Record-setting daytime temperatures allowed us to have golfers throughout much of the month. As a result, we were able to see 502 rounds of golf played. This is a 796% increase in play over last January.



While keeping up with these rounds of golf, staff is busy putting together new programs to increase customer participation and satisfaction at the courses. Staff is also busy finalizing the 2012 marketing plan. The goal is to become more actively involved in the different types of social media for the coming year, while also maintaining a presence in other primary media outlets.

On January 1st, Highland Park had its 39th Annual Snowbird Open. With wind gusts of up to 35 mph on the day, staff was glad to see 58 golfers endure the conditions to start of their new year on the golf course.

Park Maintenance Division



The weather in the month of January has been very mild and maintenance staff has taken advantage of the favorable conditions.

Forestry

The forestry division has almost completed section E-10 of their circuit trimming. This section is bound by Route 9 and GE roads and east of Veterans Parkway. Staff will be completed with this section sometime in February.

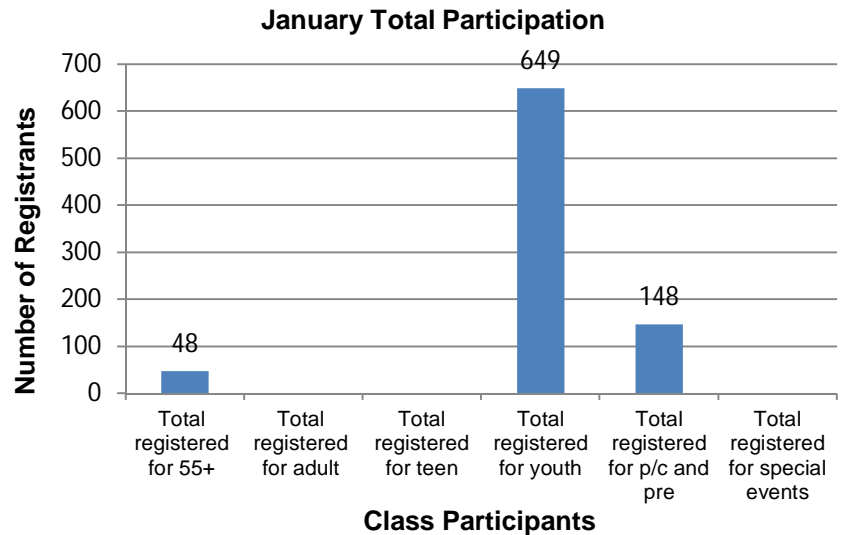
Staff continued to remove Honeysuckle in the Ewing Park system. Honeysuckle is an invasive plant that if left uncontrolled will completely overtake a wood land. Removing the honeysuckle will continue to allow native plants to dominate the area. Staff figures to be done removing honeysuckle by the end of February.

Recreation Division

Recreation

Registration for Winter/Spring Programs began January 4 for City of Bloomington residents and January 11 for non-residents. This is always a smaller registration than summer and fall since the weather causes more issues with programs and people have just spent a lot of their discretionary income in December.

The number of programs offered is about the same as in 2011. The number registered and amount of revenue is



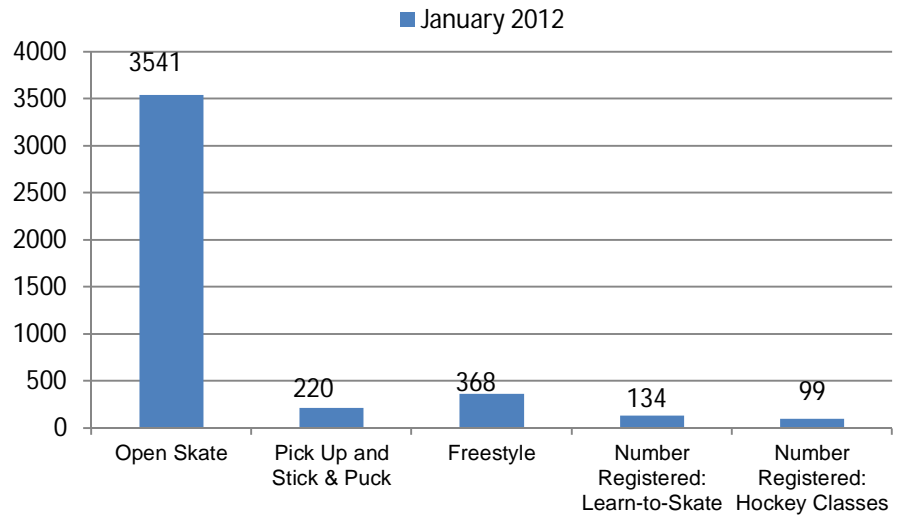
higher in 2012 as compared to January 2011.

Programs started with dance classes beginning the 3rd week of the month and the majority of the rest of the January programs starting the last week of the month. After school basketball, gymnastics, preschool special interest, and youth art were some of the programs were in the later group. There are 845 participants in the various fitness and sports programs that started in January plus 290 in the co-rec adult volleyball leagues. One special event, Princess Tea Party, was scheduled for January but was cancelled due to low registration.

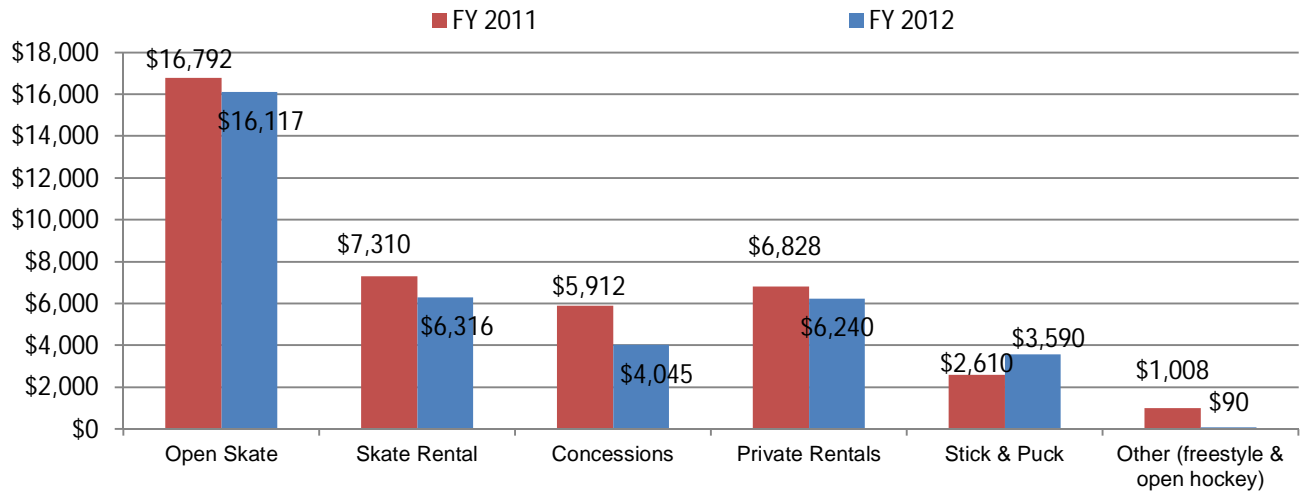
Pepsi Ice Center

The Christmas holiday break for schools continued through January 4th. A chart showing the Holiday Comparison is below. Stick & Pucks had great attendance for FY12. One was offered each day and two were offered on a few days. All other areas had a decrease from FY11. There were requests for additional private rentals, but the ice was booked. Next year the rink might consider two open skate sessions per day instead of three to allow more private ice rentals.

Pepsi Ice Center Attendance



Pepsi Ice Center Programs



Pepsi Ice is in year 3 of the Olympic cycle which is the lowest interest for ice sports. Next year when the “hype” for the Olympics starts, interest in ice sports will increase. Open skate numbers in January decreased by 8% over 2011 and open hockey (stick & puck and open hockey sessions) numbers decreased by 5%. The main reason for the open hockey decrease was there were not any stick & puck sessions offered in January due to lack of ice time. Open skate was down which then caused skate rental to be down.

New Learn-to-Skate (LTS) and Learn to Play Hockey (LTP) classes started the second week of January. LTS was down by 23%. Part of this may have been due to the fact that a new format for learn to skate was started in January. The rink switched to the United States Figure Skating Program basic program since it serves the needs of both the recreational and competitive skater. The old program was only for the recreational skater. There was not a way for skaters to advance. Hopefully this program will keep skaters interested after they learn to skate, rather than learning and then quitting the classes.

Total January revenue was up from last year. Most of this was due to adult league registration coming in in January 2012 where last year most of it came in in December. Total revenue for April – January is down compared to last year (\$706,301 for FY11 compared to \$675,841 for FY12).

Special Opportunities Available in Recreation

January programs for S.O.A.R. are advertised in their Fall Program Guide. Their Winter/Spring session does not start until February.

The program received a \$750 donation in January from the Normal Knights of Columbus Tootsie Roll Drive.

Special Olympics

Four of the five S.O.A.R. basketball teams participated in the Illinois Special Olympics District Basketball Tournament. None of the teams placed first in their division so they will not advance to state. Only the girls team will advance to state due to an automatic place since there was not another girls team for them to play at district.

Special Events

A trip to Upper Limits and Dinner & a Movie were the two special events.

Weekly Programs

Six programs were offered in January for 4 weeks each: Snowman Crafts, Cardio Fitness, Fleece Crafts, TGIF, and Strength & Flexibility Fitness.

Staff Hours

(Pepsi Ice, Recreation, and S.O.A.R.) Hours for staff in January 2012 decreased by about 500 compared to hours for staff in January 2011. This includes all of the Recreation Division (S.O.A.R., Pepsi Ice, Recreation, and Aquatics). Some of the areas with increases.

*****Parks, Recreation and Cultural Arts Department Appendix Continues on Page 59.***

Planning & Code Enforcement Department

Building Safety Division

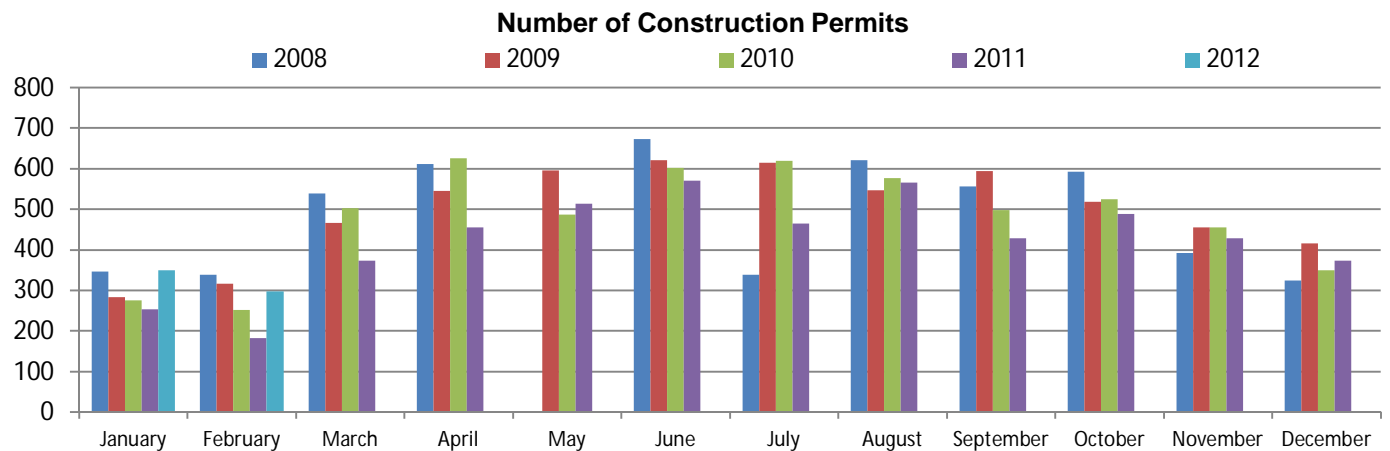
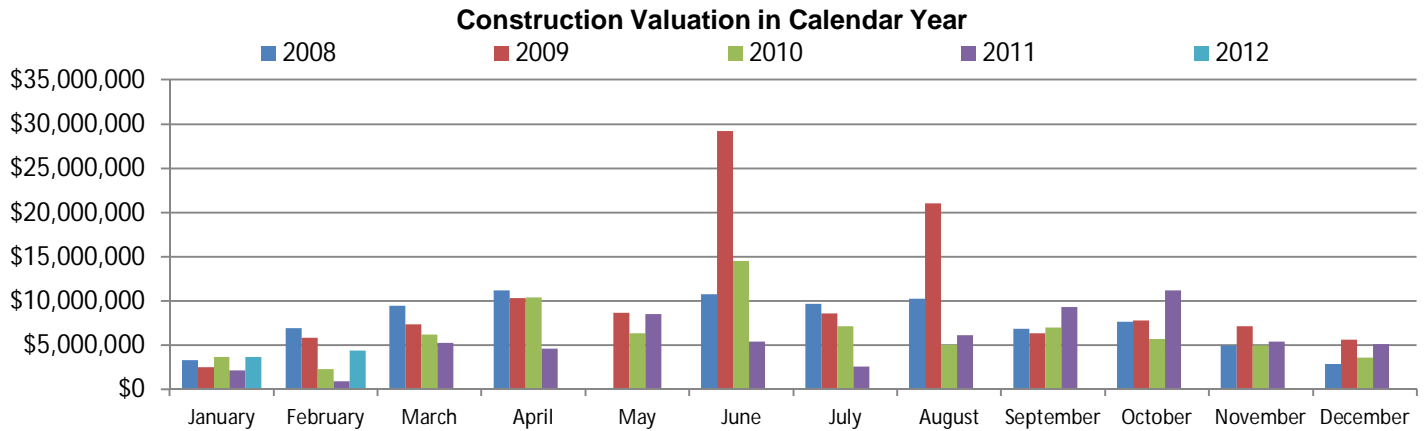
January 2012, was off to a huge start over January of last year. All of our construction indicators were from 38 – 80% higher than last year. Construction value was up 42% with fees brought in to the department up by 49%. Granted, the warmer than normal winter may have played a role in this activity but we hope it is the beginning of a better year for the local construction industry.

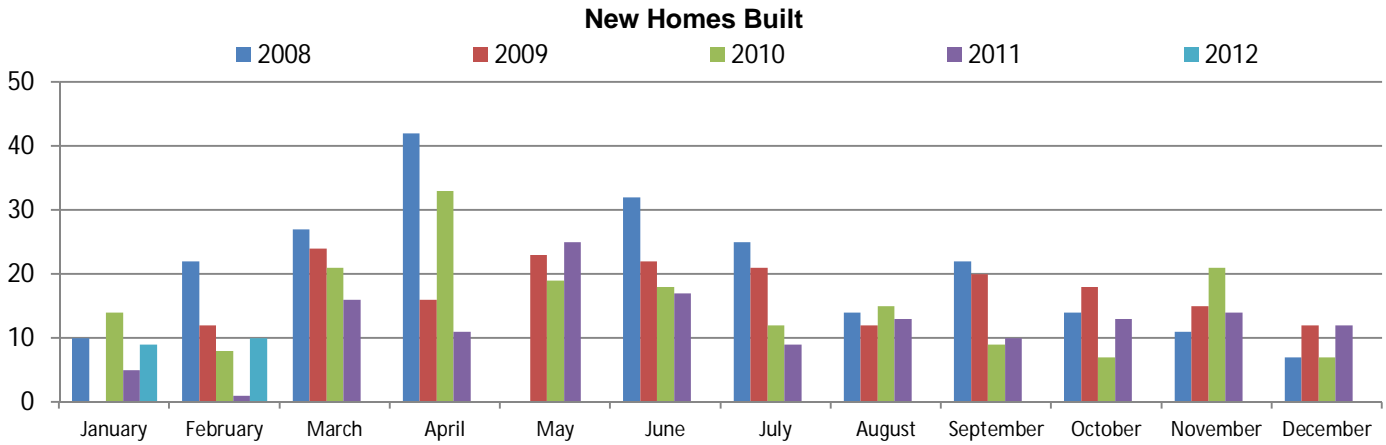
January 2011 compared to January 2012

- New home starts – up 80%
- Building permits – up 42%
- All construction permits – up 38%
- Fees collected – up 49%

Year to date

N/A





Notable Plan Reviews Received

**Review status still pending

Building/Project Description	Address	Value
Moes Restaurant	2401 E. Empire St.	\$130,000
Smashburger Restaurant	1401 N. Veterans Pkwy	\$228,000

Items/Activities of Note:

- Work on the Main Street Transportation Improvement Feasibility Study is nearing its end and should be presented to the Council in the spring. Funded by the Illinois Department of Transportation (IDOT), this study is looking into building on previous planning efforts to improve safety and revitalize businesses on Main Street. It also will serve as a basis for a possible Phase I study of the roadway.
- The City is still in need of board members for the Planning Commission, Zoning Board of Appeals, and the Property Maintenance Review Board. Please direct citizens to the statement of interest form available on the City's web site.
- Negotiations for a new contract with Laborers 362, Inspectors continues.
- Information related to the proposed changes to the rental inspection program was placed on the City's web site for several weeks, soliciting responses and comments. Additionally, notices were mailed to building owners and managers informing them of the opportunity. Of the nearly 1100 notices we received response from 19 individuals. The responses did not provide any clear direction or unified problem with the proposals.

The Property Maintenance Review Board took up these issues on January 26. While they expressed their reservations to exclude newer rental property from the rental program, they did recommend unanimously that:

The grading system currently in place is dropped in favor of a regular rotation of inspections. The practice of separate billing for inspections is replaced with an annual registration/inspection bill. The fee was to be left to the City Council.

- Phase 3 of the MUNIS program has started. The PACE department as well as Public Works and the Clerk's office are all involved. Permitting and land processes are all involved.
- Work has begun on the updated comprehensive plan for the City. This is anticipated to be an 18-24 month process.

****Planning & Code Enforcement Department Appendix Continues on Page 64.**

Legal Department

Collections

Small Claims:

- 15 cases were set on January 12, 2012
- 8 cases for use tax were paid prior to the court date – Total collected \$1,432.20
- 2 cases had default judgments entered – Total due \$484.35
- 20 cases were filed for use tax collection – court date 2-24-12

Collection letters sent:

- 48 letters sent for use tax – total collected \$3,010.46 – FYTD \$32,920.92
- 1 letter sent for NSF –Total collected \$50.00

Nuisance Parking:

- 3 letters sent
- 2 Tow Notices have been given to the process server
- 3 Vehicles Towed
- Monthly Parking Ticket Payment Agreements – total collected \$1,435.00

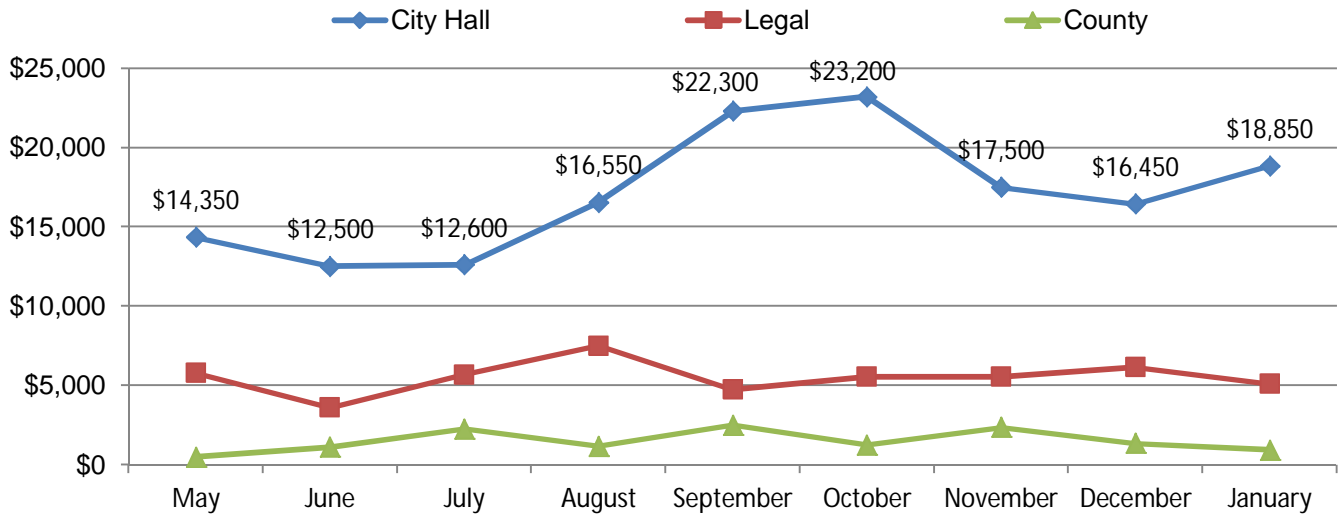
Freedom of Information Act Requests

- FOIA: 51 FOIA requests were processed through the Legal Department
- Total time spent 27 hours
- Extensive review/analysis of the Freedom of Information Act (applicable exemptions and various other provisions)

Ordinance Violation Activity

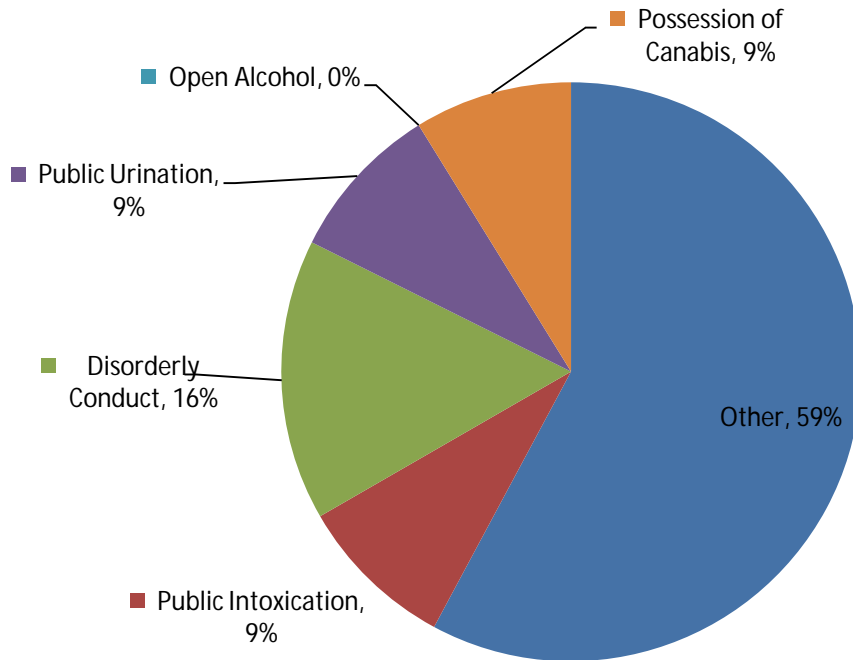
- Fines received at City Hall before filing: \$18,850.00/\$154,300.00 Fiscal Year to Date (FYTD)
- Fines paid at City Hall after filing: \$5,100.00/\$56,975.00 FYTD
- Post judgment fines received: \$925.00/\$ \$13,355.26 FYTD
- Total: \$24,875.00/\$224,630.25 FYTD

Ordinance Violation Collections FYTD 2011-2012



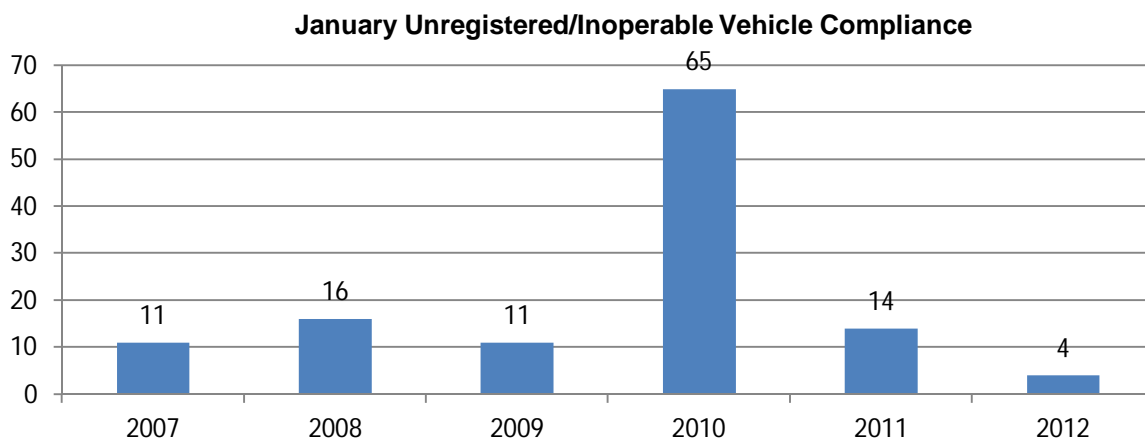
- Ordinance Violations Paid at City Hall – 131
- Ordinance Violation Cases filed: Housing/PACE: 5
- Summons prepared: 104
- Total cases scheduled for court: 257
- Trials scheduled: 19
- Post Judgment cases scheduled: 10

January 2012 Violations Filed in Court by Percentage of Overall Cases



Unregistered/Inoperable Vehicle Compliance

- Vehicle Compliance Tickets sent this month: 4



Ordinances Drafted

- Drafted Staff Memo and Ordinance revising boundaries of Enterprise Zone
- Drafted resolution for electricity aggregation referendum
- Drafted ordinance amending various provisions of Chapter 2 of the Code concerning Rules of Procedure for the City Council
- Drafted ordinance requiring mandatory for offer for automatic sprinkler systems.
- 6 new ordinances were prepared for publication both in a hardcopy and on the internet
- 2011-056--Adoption of the 2011 edition of the National Electrical Code
- 2011-057--Adoption of the International Property Maintenance Code 2009
- 2011-058--Adoption of the International Building Code 2009
- 2011-063--changing the regular meeting time of the City Council from 7:30 p.m. to 7:00 p.m.
- 2011-064--Adopting the amendments, revision, additions and modifications to the International Property Maintenance Code 2009
- 2012-005--adding automatic fire sprinkler systems; mandatory offer required

Contracts/Agreements

- Reviewed Personal Service Contracts for BCPA
- Reviewed Contract (Fire HQ project)
- Reviewed and revised Airport Incentive Agreement between the City and the McLean County Chamber of Commerce

Personnel/Human Resources

- Meetings with HR and outside counsel re Collective Bargaining

Litigation

- Negotiated settlements with property owners regarding property maintenance cases
- Drafted Order providing for permanent injunction for clean up of illegal junk yard and fines
- Filed Motion to Reconsider in Johnson case
- Numerous Conversations and e-mails with Opposing Counsel in Devyn Corporation Downtown TIF lawsuit
- Prepared Settlement Request memo to City Council in Workers Compensation Cases

- Corresponded with opposing counsel regarding discovery documents in downtown TIF litigation (Devyn Case)
- Tendered list of acceptable arbitrators to American Arbitration Association in Rowe Construction dispute (Mitsubishi Motorway)
- Drafted letter to opposing counsel regarding attorney's fees in ULP case
- Sent letters to witnesses in police arbitration case
- Filed and prosecuted Repair-Demolition cases

Monthly Meeting Participation

- Attended City Council meetings and work sessions
- Participated in nuisance abatement discussions
- Attended Board of Fire and Police Commissioners meeting
- Attended Special Use and Land Development Committee meetings
- Attended PACE/Police/Legal meeting
- Attended Department Head Staff Meetings
- Prepared Council Memo for Enterprise Zone Amendment

Research

- Researched law on temporary detentions
- Researched issues concerning Enterprise Zone
- Researched vehicle impoundment/towing issue
- Worked with intern on research regarding implementation of housing court

Miscellaneous/Other

- Numerous responses to City Departments on Miscellaneous Legal Questions
- The Legal Department received 535 inbound calls that exceeded 16.5 hours of time. Calls typically involve but are not limited to citizen's questions, concerns, complaints, payments over the phone, as well as answering legal questions from other City Departments.
- Researched mailing addresses for liquor hearing notices.
- Drafted revised ordinance violation citations for Police Dept. complying with new Illinois Supreme Court rules
- Drafted new housing code citations to comply with new Illinois Supreme Court rules
- Monitored hydrant testing at mobile home park
- Negotiated with prospective purchasers of distressed properties
- Attended Small Claims hearing
- Continued to move forward demolition permits and activities for old Howard Johnsons site
- Researched addresses for notices to be sent prior to hearing on new liquor license applications
- Drafted Repair/Demolition Orders
- Drafted Memo on Council Procedures in Administrative Appeals
- Prepared memo regarding Illinois Attorney General Opinion in Champaign FOIA case
- Reviewed and revised draft of revision to Bloomington- Normal Public Transportation System rules of procedure
- Telephone conversation with local attorney regarding policy in landlord-tenant disputes
- Answered question regarding City rebate in Development Agreement (Interchange City West)
- Drafted Order requiring removal of dangerous tree
- Participated in municipal prosecutors group legal update teleconference

Human Resources Department

The following is a report with information taken from the U.S. Department of Labor Occupational Safety and Health Administration’s (OSHA) Form 300A Report for the City of Bloomington’s 2011 injury history.

	PR & CA	Public Works	IS	Finance	Legal	Clerk	Police	Fire	HR	PACE	Water	Office of the City Manager	Total
Number of Cases													
Total Number of Cases	15	27	0	0	0	0	39	20	0	3	10	0	114
Total Number of deaths	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Number of Cases with Days Away from Work	6	19	0	0	0	0	15	11	0	2	3	0	56
Total Number of Cases with a Job Transfer or Restriction	0	0	0	0	0	0	4	0	0	0	0	0	4
Total Number of Other Recordable Cases	9	8	0	0	0	0	20	9	0	1	7	0	54
Number of Days													
Total Number of Days Away from Work	16	438	0	0	0	0	451	525	0	50	72	0	1552
Total Number of Days of Job Transfer or Restriction	0	205	0	0	0	0	175	1	0	0	0	0	381
Injury and Illness Types													0

	PR & CA	Public Works	IS	Finance	Legal	Clerk	Police	Fire	HR	PACE	Water	Office of the City Manager	Total
Total number of:	0	0	0	0	0	0	0	0	0	0	0	0	0
Injury	15	27	0	0	0	0	39	20	0	3	10	0	114
Skin Disorder	0	0	0	0	0	0	0	0	0	0	0	0	0
Respiratory Condition	0	0	0	0	0	0	0	0	0	0	0	0	0
Poisoning	0	0	0	0	0	0	0	0	0	0	0	0	0
Hearing loss	0	0	0	0	0	0	0	0	0	0	0	0	0
All other Illnesses	0	0	0	0	0	0	0	0	0	0	0	0	0

Department **Average Number of Cases with Days Away from Work / Number of Days Away from Work**

PR&CA	2.67
Public Works	23.05
Information Services (IS)	0
Finance	0
Legal	0
Clerk	0
Police	30.07
Fire	47.73
Human Resources (HR)	0
PACE	25.00
Water	24.00
Office of the City Manager	0

Department **Dollars Lost Due to Work Days Lost (Estimate based on \$60,000 Salary)**

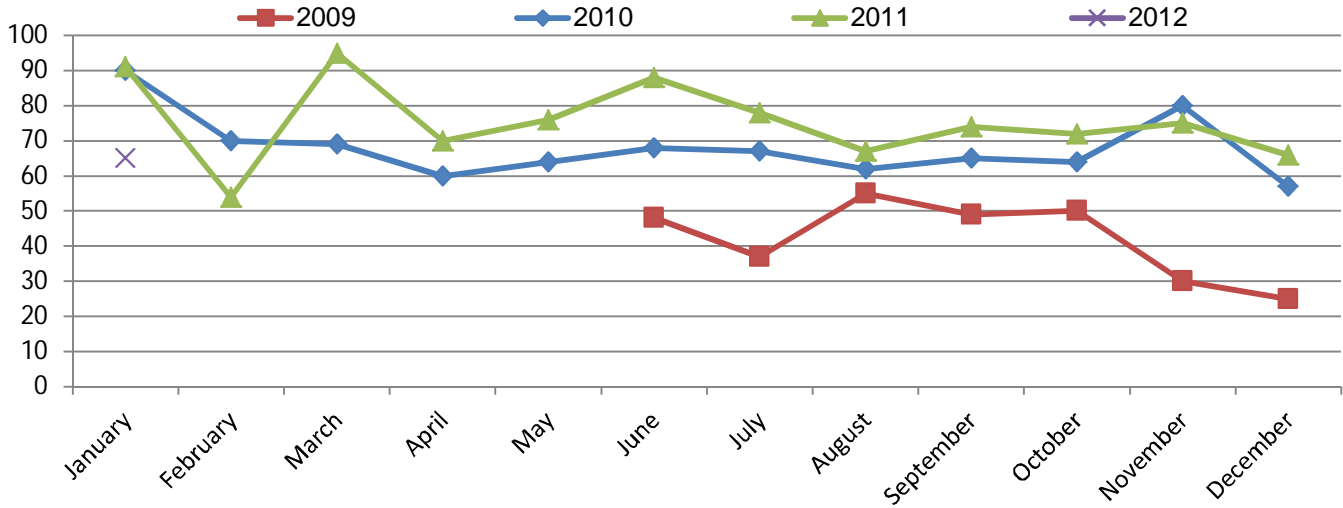
PR&CA	\$615.47
Public Works	\$5,320.55
Information Services (IS)	\$0.00
Finance	\$0.00
Legal	\$0.00
Clerk	\$0.00
Police	\$6,939.39
Fire	\$11,015.45
Human Resources (HR)	\$0.00
PACE	\$5,770.00
Water	\$5,539.20
Office of the City Manager	\$0.00

City Clerk

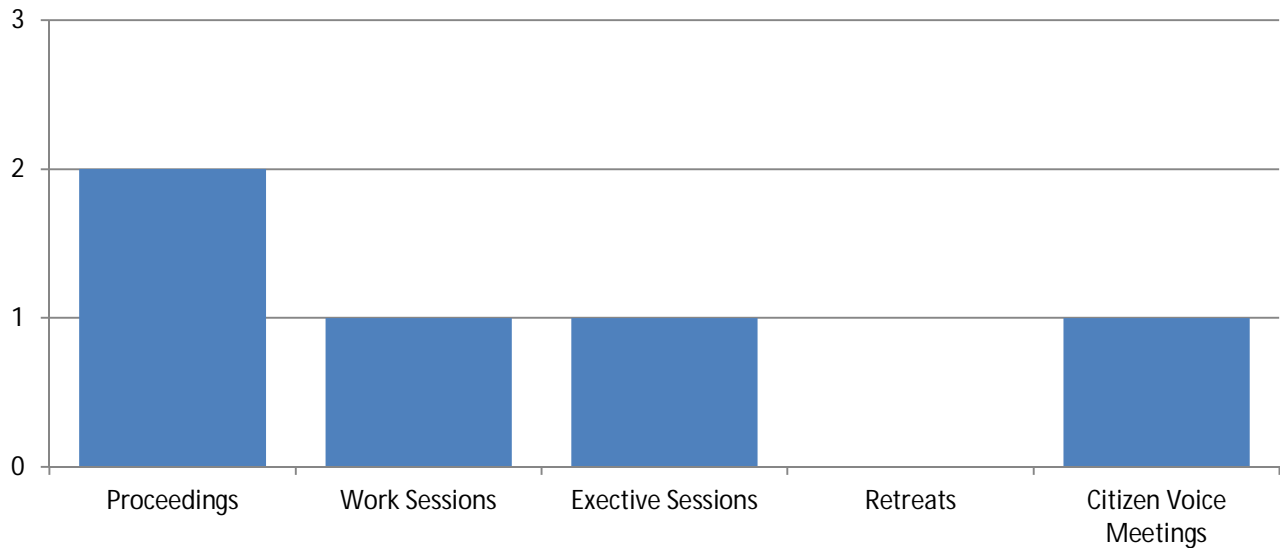
Other Minutes Completed

- Executive Session – 1
- Special Council Meeting – 0
- Citizens Voice Meeting - 1

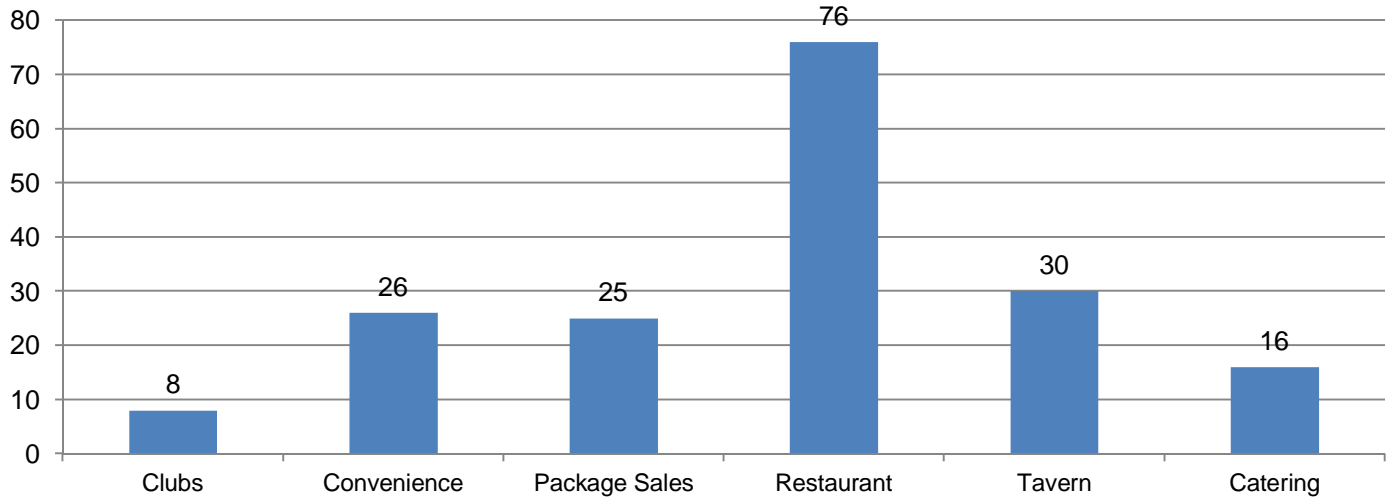
F.O.I.A. Request by Month Since June 2009



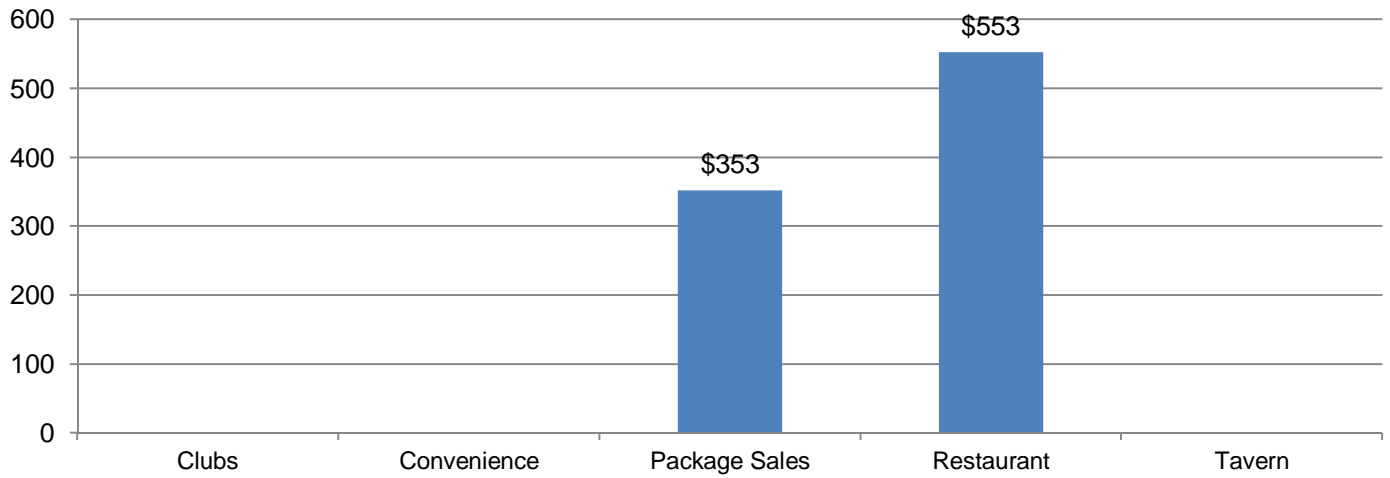
January Council Activity Total



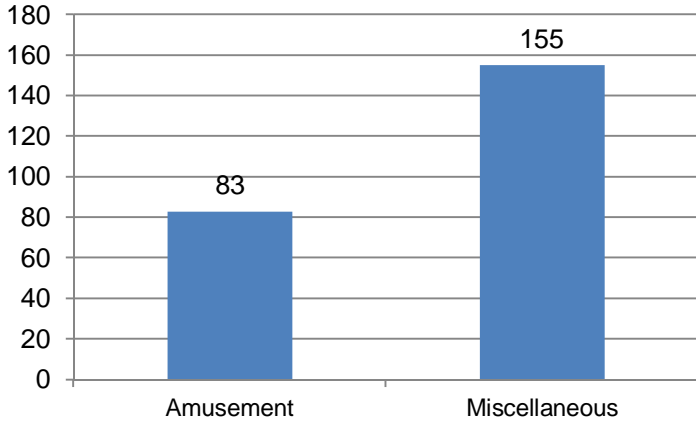
Number of Liquor Vendors January 2012



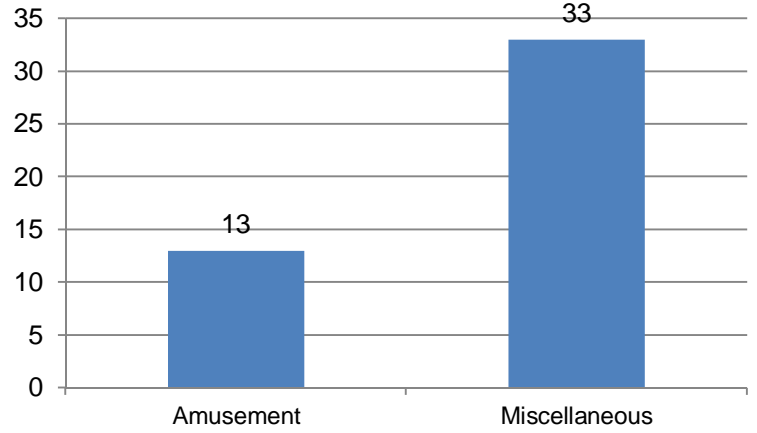
Liquor License Fees Invoiced January 2012



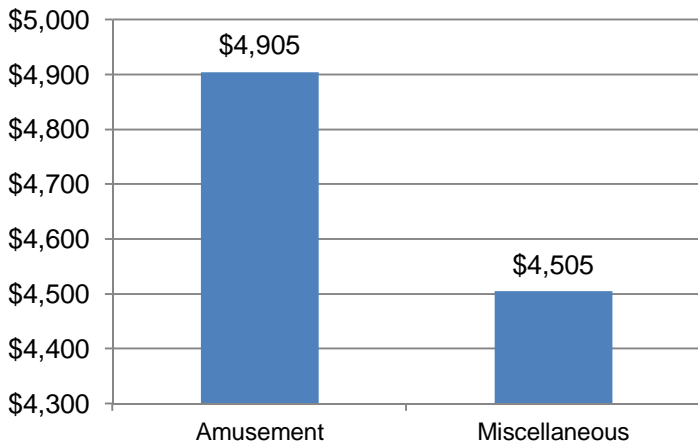
**Amusement and Miscellaneous Vendors
January 2012**



**Amusement and Miscellaneous Licenses
January 2012**



**Amusement and Miscellaneous Vendors
Revenue January 2012**



Information Services Department

Enterprise Resource Planning (ERP) Project - Munis

Financials – Phase 1

- Proofed & Loaded AP 1099 Data
- Produced Year 2011 1099 Forms
- Proofed FY 2010 & FY 2011 conversion and resubmitted new files for another pass
- Decentralized GL Journal Entry for BCPA, Library and PACE
- Help Desk calls for Financial modules are basically non-existent. Transitioning module help calls to the designated functional leads.

HR/Payroll – Phase 2

- Completed Payroll Parallel Tests #2 and #3
- Developed Parks & Public Works Time Keeping Interface
- Proofed 1st Pass of Accumulators, Earnings, Deductions & Check History Conversions

Fixed Assets – Phase 3

- Received Implementation Plan
- Scheduled Analysis Sessions

Parks and Recreation Class Management System Upgrade

Staff began the process of upgrading the Class Software system that the Parks and Recreation department uses to schedule, maintain and register participants for its recreation classes. The Class system consists of four (4) different servers, including a database server, an Interactive Voice Response server (IVR, used to allow citizens to register via telephone), a credit card server and a web server that allows Internet registration.

The Class software is being upgraded to the latest version which will bring new features, provide full PCI (Payment Card Industry) compliancy and will provide the cleanest version for integration into our new Munis enterprise system. Two (2) of the four (4) servers will also be moved from physical servers into our virtual server environment.

Migration of Police Data to SharePoint 2010

All police data from the SharePoint 2007 environment has been successfully migrated to the new SharePoint 2010 environment and virtual server infrastructure. This migration was needed to begin the process of replacing the SharePoint 2007 environment and the old physical servers it currently runs on. All lists needed to have the Infopath forms updated to the latest version. This update also improved performance for the officers submitting data. The latest version of Infopath Form Services also adds additional functionality in validating the data upon submission, thereby decreasing the chance of incorrect data being submitted. There are now three critical lists live on SharePoint 2010: Intelligence Form, Field Contact Cards and Traffic Stop/Racial Profiling.

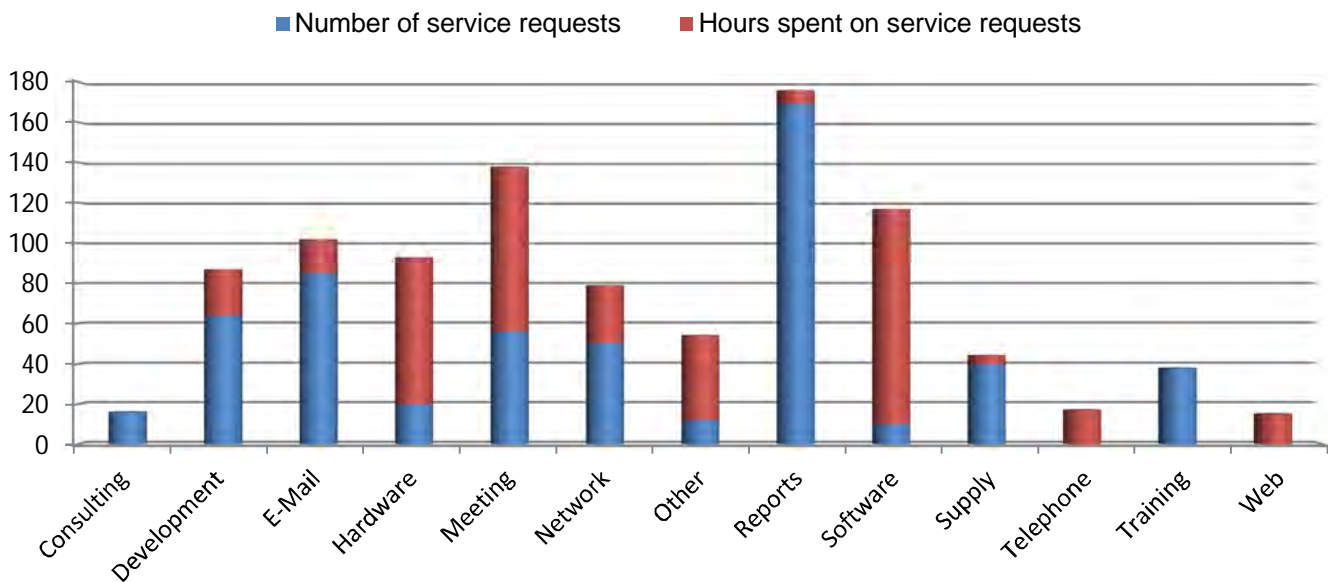
Migration of Police CIAU Vault Site to SharePoint 2010

With SharePoint 2010 now in production, CIAU and IS are beginning to layout the migration strategy of the Vault site. The Vault is currently managed with Adobe Contribute and is housed on a stand-alone server. The goal is to transition the Vault into the SharePoint 2010 environment. This will free up an existing physical server license, centralize the management of data onto one site and give CIAU more control over visibility of the data.

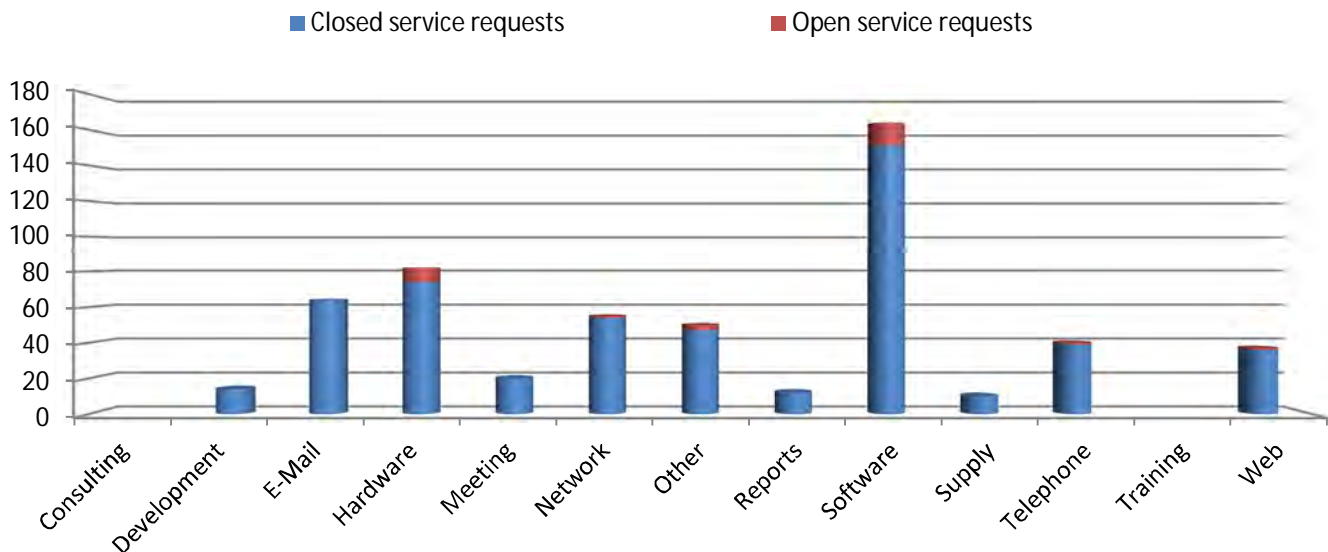
Service Requests for January 2012

Information Services staff has logged the following number/types of service requests during the month of November.

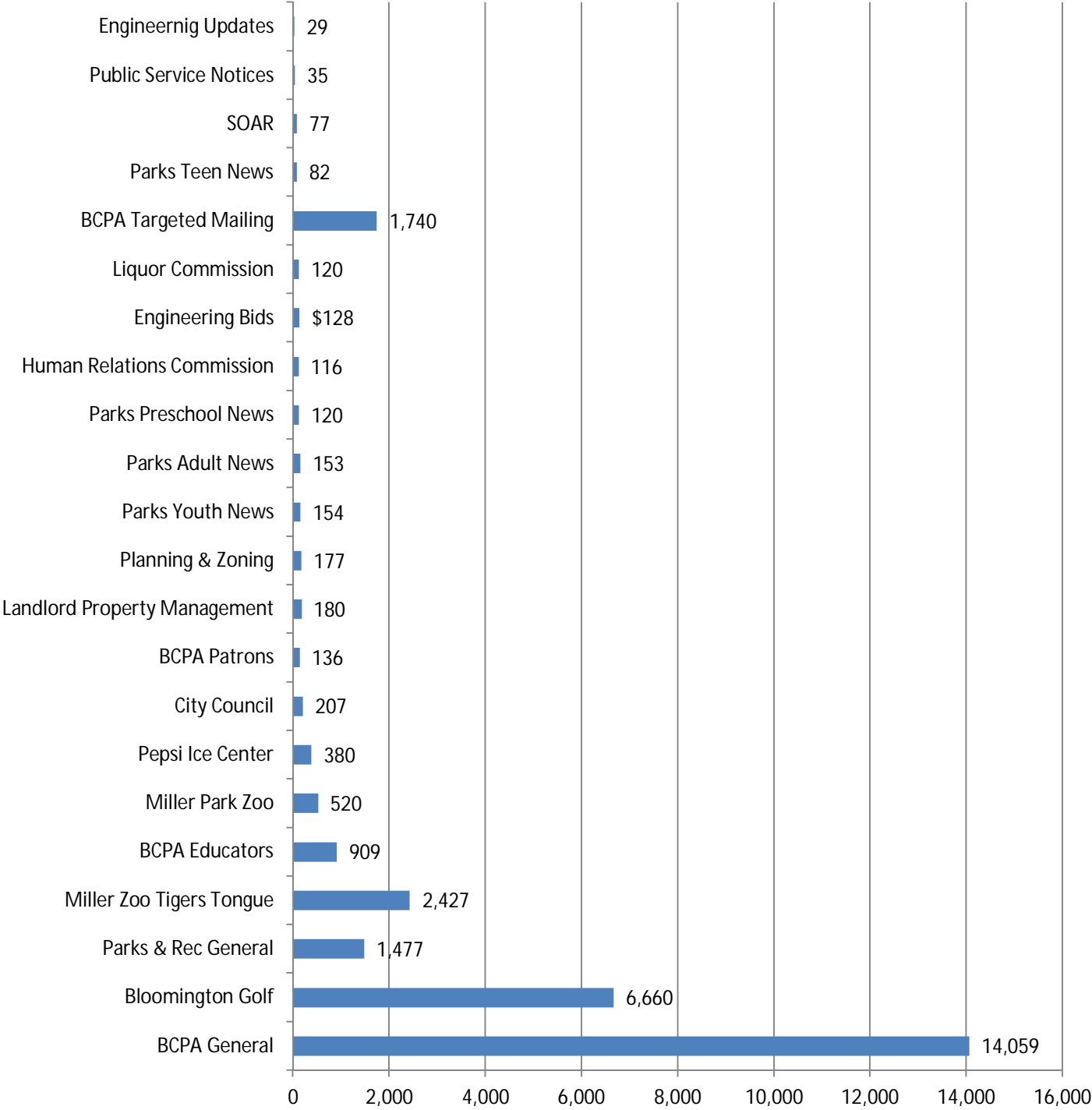
January Requests for Service vs Hours Spent on Request



January 2012 Open vs Closed Service Requests



January 2012 Lyris List Server Information

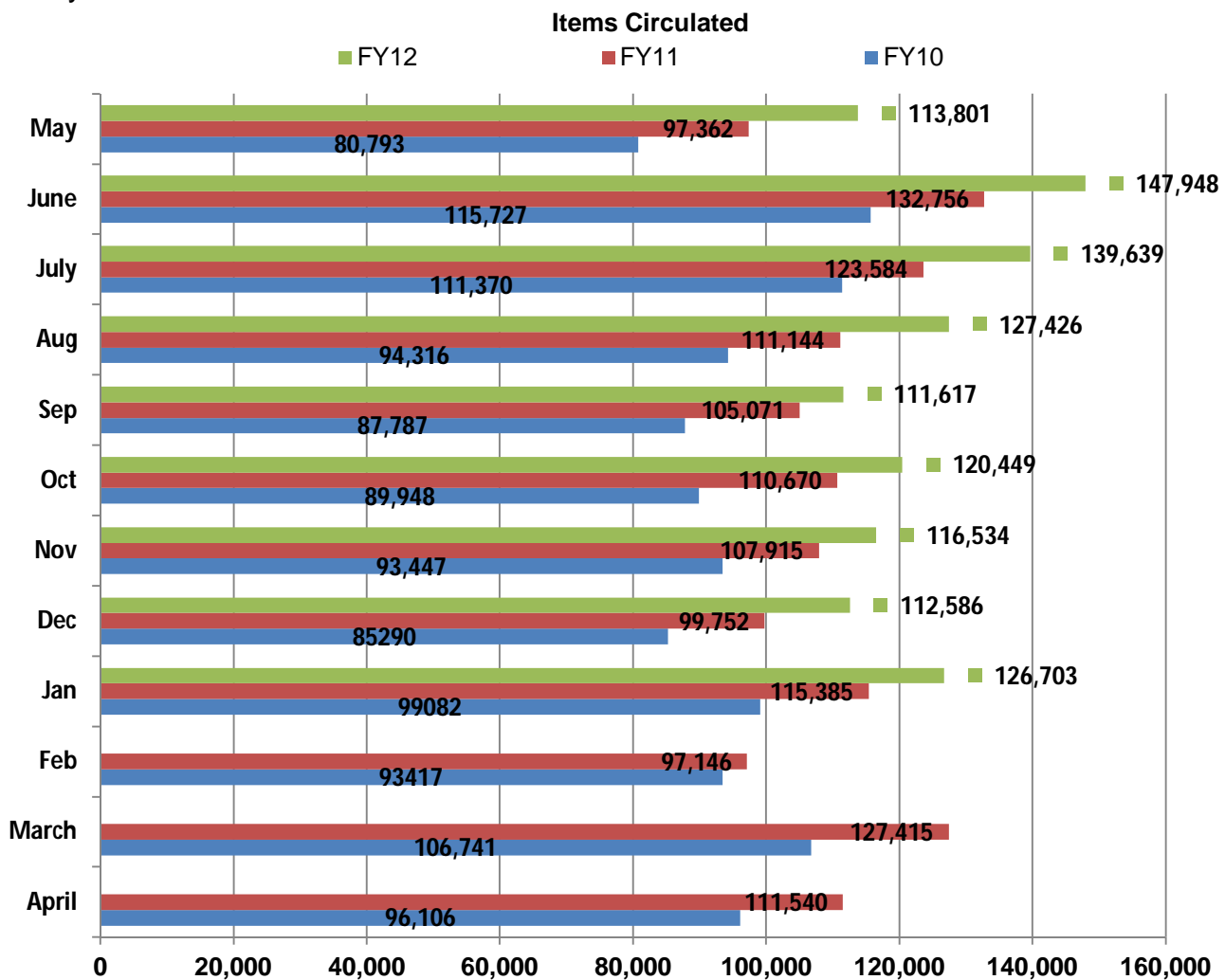


Library

The Bloomington Public Library is governed by the nine member Library Board of Trustees and operates as a semi-autonomous governing entity. The trustees are appointed by the Mayor and approved by the City Council for staggered three year terms. (75 IL5/4-1) The Library Board recommends and the City Council approves the tax levy requested to support the budget approved by the Library Board. (75 IL 5/3-5) The powers and duties of the board are to make and approve the policies that govern the operation of the library, to have control of the expenditure of all monies collected for the Library, to appoint and fix the compensation of a qualified librarian who in turn hires other employees as necessary and other responsibilities as outlined in 75 IL 5/4-7.

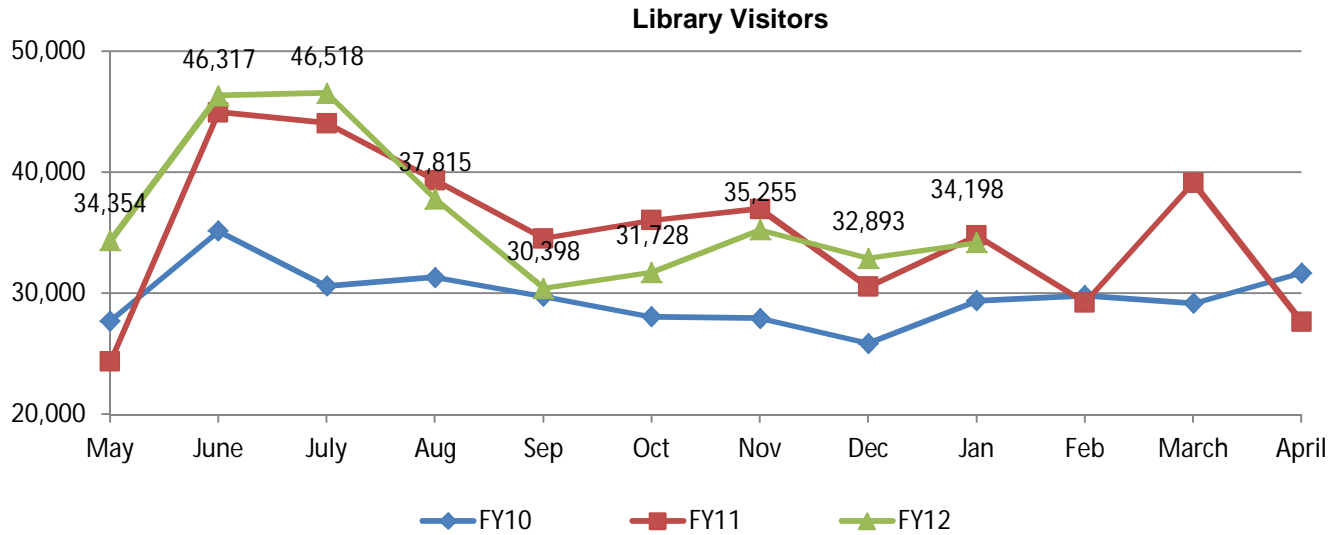
Circulated Items

Users borrowed 126,703 items from the Library in January 2012, an almost 10% increase over January 2011.



Visitors

There were 34,198 visitors to the Library in January, slightly less than the 34,775 visitors last January.



Children's programs and attendance during the month of January:

- Winter reading carnival – 200 attended (estimated)
- Mr Stamps Club – 5 attended
- Monday night story club – 12 attended
- Preschool story time – 6 sessions – 190 attended
- Toddler story time – 3 sessions – 48 attended
- Sheridan K visit – 44 attended
- Chesterbrook Academy visit – 14 attended
- Scott Early Learning Center visit – 40 attended
- Head Start Fun Club visit – 59 attended
- Cub Scouts visit – 17 attended
- Milestones Early Learning Center visit – 10 attended
- Visited Brigham Head Start – 40 attended
- Visited Little Jewels Day Care – 100 attended
- My 1st Reading Program, an incentive program that encourages parents to read, do literacy activities, and visit the library with their young child under the age of three, began.

Teen Programs and Attendance:

- Teen Advisory Board – 1 session – 6 attended
- Teen Game Fest – 1 session – 8 attended
- Anime Now – 2 sessions – 26 attended

- The Teen Librarian conducted book talks at 4 junior highs this month.
Chiddix: 66 students

Parkside: 110 students

Evans: 20 students

Kingsley: 80 students

Adult Programs and Attendance:

- Fiction Book Club – 1 session – 8 attended
- Mystery Book Club – 1 session – 8 attended
- Non-Fiction Book Club– 1 session – 7 attended
- Professional Women’s Book Club – 1 session – 4 attended
- Nearly New Movies: 4 sessions– 48 attended
- Classic Movie Wednesdays – 2 session – 23 attended
- Open Lab computer assistance – 5 sessions – 11 attended
- Abraham Lincoln Traveled this Way, author Robert Shaw – 1 session – 73 attended
- Ebook Downloading Class – 1 session – 51 attended

Compliments to the City

115 Sheringham
Normal, IL 61761-2760
February 2, 2012

Mike Kimmerling, Fire Chief
Fire Station #1
310 North Lee St.
Bloomington, IL 61701

Dear Fire Chief Kimmerling,

On Wednesday, January 25, 2012 a miracle occurred – three of your off-duty firemen: Chris Brown, Frank Radek and Jason Greer were in the right place at just the right time. We had initially assumed that they had seen the fire when it broke through the sunroom windows. We later learned that they had smelled the smoke and realized that it was not fireplace smoke and so went out of their way to find the source. They called in a fire at 1 Crestwood Court, Normal, Illinois. That is the home of our son John Goeckner, our daughter-in-law Susan Goeckner and our two precious grandchildren Lane (9) and Ivy (7). One of those men pounded on the front door which woke up Susan and then at least two ran upstairs to gather Lane and Ivy from their beds where they lay asleep.

We feel blessed to live in Bloomington-Normal, Illinois and to have such dedicated professionals (Fire, EMS, and Police) there when you need them. We are thankful that our family was able to escape without injury. Your three firemen saved our family from a horrible tragedy. We are lucky that their home received minimal damage. The loss of their two dogs, Lila and Ryder hurts their hearts. But I truly believe that those dogs saved their lives and their home. If they had not been in the sunroom and the door not shut for the night – I shudder to think what might have happened.

Please relay our heartfelt thanks to Chris Brown, Frank Radek and Jason Greer. These three men are our heroes!

Best regards,


Ron & Becky Goeckner

From: Kendra DeRosa <kderosa@normal.org>
To: "fire@cityblm.org" <fire@cityblm.org>
Cc: Mike Brown <mbrown@normal.org>

Date: Thursday, January 26, 2012 02:15AM
Subject: Thank you

To whom it may concern,

I am writing this letter to recognize the unselfish and heroic acts of three firefighters at your department. On January 25, 2012 at approximately 9:20 PM, Chris Brown, Jason Greer, and Frank Radek were traveling in Normal when they saw a large amount of smoke in the area of School Street and Summit. They found the source of the smoke, an air conditioning/heating unit behind 1 Crestwood Court which was now engulfed in flames. They woke the residents and aided in their safe evacuation of the house. Their quick and selfless acts, undoubtedly saved the lives of the woman and her two small children. Also saved were 4 cats and a dog.

I hope you will extend my thank you to these fine men and recognize their efforts. In our jobs quite often people forget to give credit where credit is due.

Sincerely,

Kendra DeRosa

Normal Police Department

To: publicworks@cityblm.org
From: Jessica Heiden <[REDACTED]>
Date: 02/06/2012 09:04PM
Subject: Street Division - Thank you!

Hello,

I just wanted to say thank you to those responsible for paving the shoulder of E. Oakland/Streid :) Over time, the shoulder develops potholes, which are very annoying. Thankfully, after this happens someone in the proper department notices and fixes the shoulder.

I also appreciate that you filled in the potholes on Oakland, east of Veterans. I can't imagine trying to keep up with all the potholes that an area like Bloomington/Normal accumulates, so keep up the good work!

I'm looking forward to the potholes on the Oakland right turn lane onto Veterans getting fixed. Because of their location, they are tricky to avoid. I know your staff is busy though, and that when you can, you will fix them too :)

Thank you!
Jessica Heiden

To: Jim Karch/Cityblm@Cityblm, Colleen Winterland/Cityblm@Cityblm, Barb Adkins/Cityblm@Cityblm
From: Robert Henson/Cityblm
Date: 01/23/2012 09:34AM
Cc: Katie Stamp/Cityblm@Cityblm
Subject: (Untitled)

FYI,

There was a gentleman named Bruce who called in today from Eagle Ridge Subdivision. He stated we had a very professional garbage crew who went above and beyond their job today. He said he was getting dressed to go out and pickup his yard because of the high winds trash was blowing everywhere. When he look out the window after getting dress Joe Martin crew R49 was chasing cardboard etc. clear up in people's yard. He was very appreciative. I did call the crew to tell the thanks for doing a good job.

Rob Henson
City of Bloomington, Superintendent of Waste Management
401 South East Street
Bloomington, IL 61701
Ph. 309-434-2220 Fax. 309-434-2804
Visit us on the web at www.cityblm.org

To: Jim Karch/Cityblm@Cityblm
From: Taneika Baker/Cityblm
Date: 02/15/2012 11:17AM
Subject: Recycables

Pat Pence called in regards to the card that was passed out at the council meeting. She is just wanting clarification on what would be considered "fibers". I told her I would check into it and call her back.

Also, she wanted to say thank you for having the potholes out on E. Oakland fixed in such a timely manner!

Thank you,

*Taneika Baker
Public Works
City of Bloomington
tbaker@cityblm.org*

To: "publicworks@cityblm.org" <publicworks@cityblm.org>
From: Jessica Heiden <[REDACTED]>
Date: 02/17/2012 12:27PM
Subject: Street Division - Thank you again!

Hello,

Thank you for fixing the potholes on the Oakland right turn lane onto Veterans. I really appreciate the work that the city does to keep our streets maintained. I know that everyone that uses that turn lane is also grateful that you fixed the potholes :)

Thank you!
Jessica Heiden

To: Jim Karch <jkarch@cityblm.org>
From: Micki Abel <micki.abel.mjgv@statefarm.com>
Date: 02/17/2012 12:54PM
Subject: RE: Street Light fixed

Jim,

Thank you very much for your assistance in this matter. We truly appreciate your prompt response to our concerns.

Have a wonderful weekend.

From: Jim Karch [mailto:jkarch@cityblm.org]

Sent: Friday, February 17, 2012 12:03 PM

To: Gallaghers; Jim Karch; Julie Spanton; Micki Abel; White, Julie; Bob Schollenberger; Santana, Marcela; Roof, Gail; Gail Roof; Patterson, Jack; Patterson, Crystal; McGlaughlin, Barb; Kahwaji, Robyn; Greg Kahwaji; Hutchison, Dave & Joleen; Jamie Gallagher; Jay Cummins; Cummins, Cindy; John Chambers

Subject: Street Light fixed

Just wanted to send a quick email out to the group letting you know that the street light has been fixed.

Thank you,

Jim Karch, P.E. CFM
Director of Public Works
Public Works Department
City of Bloomington
P.O. Box 3157
115 East Washington Street
Bloomington, Illinois 61702-3157
(309)434-2225, Fax (309)434-2201
jkarch@cityblm.org

"Providing good stewardship of the public infrastructure and equipment safely through competitive services and excellent customer relations."

To: Jim Karch/Cityblm@Cityblm
From: Chris Kane/Cityblm
Date: 02/17/2012 11:29AM
Cc: Pam Bertrand/Cityblm@Cityblm, Katie Stamp/Cityblm@Cityblm
Subject: (Untitled)

Jim,

The street light @ Royal Point & Empire is now working! It had a bad underground wire.

Chris

To: jkarch@cityblm.org
From: Brntwilder [REDACTED]
Date: 02/18/2012 05:45PM
Cc: kbuydos@cityblm.org, pbertrand@cityblm.org
Subject: Re: Light repair

I noticed the light has been replaced/repared.
Thank you for your assistance.

Best regards,
Brent Wilder

In a message dated 2/7/2012 8:30:06 P.M. Central Standard Time, jkarch@cityblm.org writes:
Thank you for your email Mr. Wilder. Our Department will turn the light repair request into Ameren tomorrow. Unfortunately, the City does not set the time constraints for light repair with Ameren so we are unable to provide an estimate repair date.

Let me know if there is anything further that we can help with.

Respectfully,

Jim

Jim Karch, P.E. CFM
Director of Public Works
Public Works Department
City of Bloomington
P.O. Box 3157
115 East Washington Street
Bloomington, Illinois 61702-3157
(309)434-2225, Fax (309)434-2201
jkarch@cityblm.org

"Providing good stewardship of the public infrastructure and equipment safely through competitive services and excellent customer relations."

----- [REDACTED] wrote: -----

To: jkarch@cityblm.org, kbuydos@cityblm.org, pbertrand@cityblm.org
From: Brntwilder [REDACTED]
Date: 02/07/2012 07:53PM
Subject: Light repair

Good evening/morning.

Would you please forward this request to Ameren to replace bulb or repair the following:

- alley light (on pole) - approx. 250' east from alley entrance between 106 and 108 Kreitzer...the light is behind 1307 E. Washington St. and 1306 E. Grove St.

Please confirm receipt and estimated time until work can be completed.

Thank you in advance for your assistance.

Brent Wilder

From: Judy Markowitz [REDACTED]
Sent: 02/24/2012 04:30 PM EST
To: Katie Stamp; Jim Karch
Subject: Re: Brush/bulk wastes

Katie, wow....that is just perfect!! information. I'll put my open can out this next Wed., and will remember that Wed. is the day for pickup for that kind of stuff.

If it isn't picked up on Wed., I will leave it out. *I appreciate you. Many many thanks!!! judy*

-----Original Message-----

From: Katie Stamp <kstamp@cityblm.org>
To: cityjudy [REDACTED]

Sent: Fri, Feb 24, 2012 3:21 pm
Subject: Fw: Brush/bulk wastes

Judy,

I was re-reading this and realized I didn't tell you what day...I would have it out Wednesday morning, I think the longest it may sit is two days.

Katie Stamp
City of Bloomington
Public Works Dept.
(309)434-2225

-----Forwarded by Katie Stamp/Cityblm on 02/24/2012 03:18PM -----

To: [REDACTED]
From: Katie Stamp/Cityblm
Date: 02/24/2012 03:15PM
Subject: Brush/bulk wastes

Judy,

Jim asked me to get back to you, sorry it took most of the day. I got busy. The bulk/brush crews run year round, we are typically running ahead of schedule this time of year cause most people are not putting a lot of debris out right now. If you put your brush waste out in a container, make sure you leave the lid off so they don't pass it by thinking it's kitchen garbage. Feel free to e-mail or call me with any further questions.

Thanks,

Katie Stamp
City of Bloomington
Public Works Dept.
(309)434-2225

To: <water@cityblm.org>, <admin@cityblm.org>, <mayor@cityblm.org>
From: "John P. Brown" <[REDACTED]>
Date: 02/24/2012 10:09AM
Subject: Compliment!!!

We were just visited by one of your employees, with the water department, named Derrick. We cannot remember when we have experienced such wonderful customer service, anywhere!!! Derrick called to confirm we were expecting him and was punctual in arriving. He is an extreme example of professionalism, efficiency, customer service and friendliness! WOW!!!!

You have a very valuable employee who has a super charisma about him too! The City of Bloomington has to be PROUD to have him working for you! Don't let him get away. Find more like him. I hope that there are career advancement opportunities with the City, as Derrick impressed me as one who can motivate, train and lead others to excel.

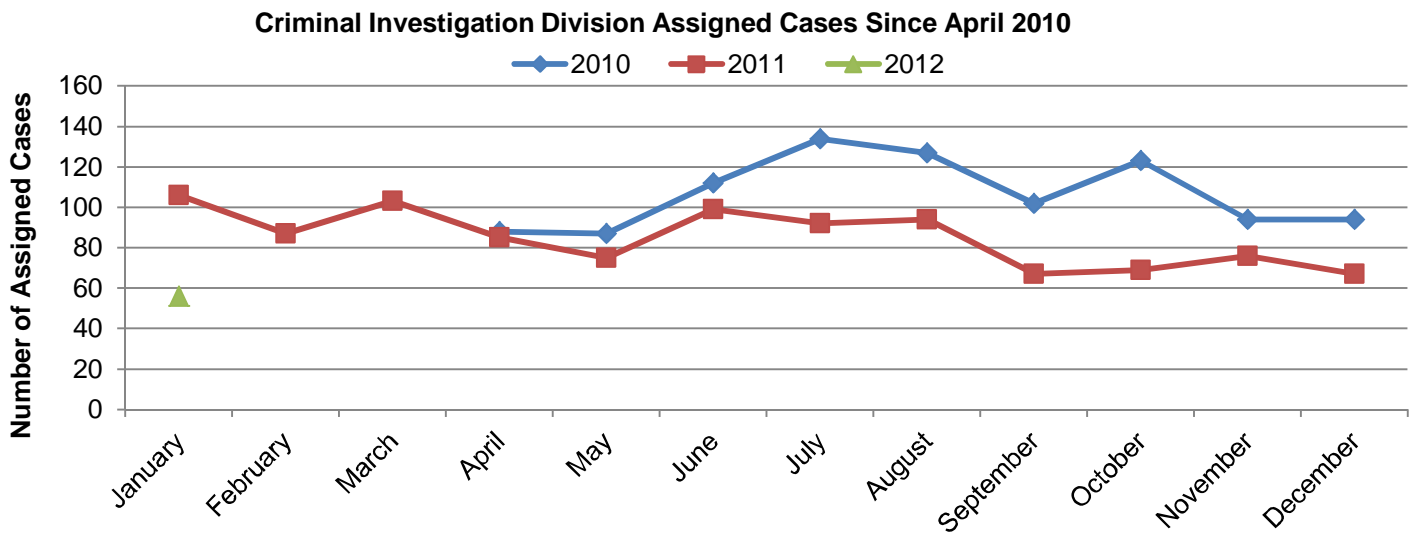
THANK YOU!
John P. Brown

Appendix

Police Department cont...

Criminal Investigation Division (CID)

CID assigned 56 new cases for investigation in January. Of the case load being carried, nine were cleared by arrest, 59 were administratively closed, exceptionally cleared or were unfounded. 121 incidents of domestic violence were reviewed in January in comparison to 95 in December 2011. During January, Sgt Gray completed Lead Homicide Investigator training. This completes training of all members of CID.



Crime Intelligence and Analysis Unit (CIAU)

During the month of January, CIAU staff worked on the APS (Advanced Public Safety) ticketing system project in an effort to streamline the ticketing process across a multi-agency data system. CIAU staff also deployed the new State of Illinois electronic stop card recording system with the assistance of Computer Services. The deployment of this new system reduced the amount of time spent by officers completing forms on traffic stops while also reducing the amount of time spent on validating and entering the stop card records by City staff. CIAU staff also provided training to four new officers regarding crime mapping, intelligence-led policing, and investigative resources. CIAU produced and presented two hours of gang crime training material to the attorneys at McLean County State's Attorney's Office.

US Marshals

The two members of the US Marshals Service opened 30 new cases and closed 25 cases. They made 17 hands-on felony arrests; five misdemeanor arrests; three arrests made by other USMS districts on leads provided by our local task force; three self-surrender arrests once the fugitive learned the local task force was looking for them; and one arrest made by another police agency based on a lead provided by the local task force. The local US Marshals were involved in arrests for aggravated battery of a child, aggravated battery of a police officer, and aggravated domestic battery.

Both local task force officers attended a week of training at the USMS office in Peoria. The training included tactical operations, cell phone tracking, and SORA violations (sex offender).

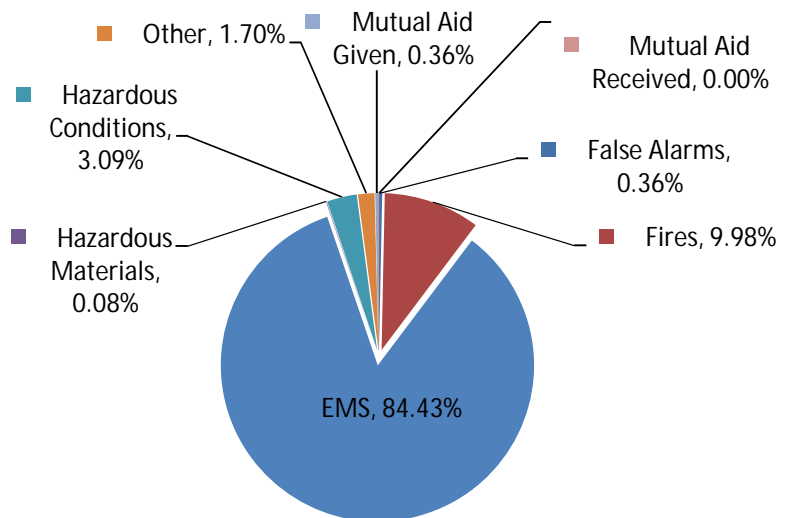
Communications cont...

<u>Incoming Phone Calls</u>	
Administrative (non-emergency)	7293
911 Calls (wireline & wireless) total	1962
911 Calls - Wireline	421
911 Calls - Wireless	1541
Total All Calls	9255
<u>Dispatched Calls</u>	
Police	6150
Fire and EMS	1541
Total Dispatched Calls	9255
<u>Daily Call Averages</u>	
Administrative (non-emergency)	235
911 Calls – Wireline and Wireless	63
All Calls per day average	299
Police Dispatches	198
Fire and EMS Dispatches	28
Average Dispatches per day	226

Fire Department cont...

The Fire Department has been very fortunate with the weather in January. The Department responded to 5 structure fires in the month with 4 of them resulting in significant damage to the structures. With the weather cooperating, the Department personnel have not had to contend with ice and freezing equipment. These four fires required investigation by Department investigators; none of the fires are considered arson or set fires. Having 2 investigators on staff for each shift has helped to distribute the workload with these fire investigations.

Fire Department Types of Calls for Service January 2012



These four fires account for \$346,000 in estimated fire loss for the month. Bloomington fire was assisted by Normal Fire Department on two of the 5 calls. The Fire Department was also very active with EMS calls totaling 692 calls for service. 27 of these calls were mutual aid calls that the Department provided to agencies outside of the city limits, with 3 of these calls to the Town of Normal to assist them. There were no responses to the Central Illinois Regional Airport in January and there were no hazardous material responses. As you can see January has started out being a busy month as far as the

Department Operations are concerned. One of the projects we are working on is the replacement of Truck 2 with a new ladder truck. The specifications for the vehicle are being developed by a Truck Committee that consists of members of the Department from all ranks.

Water Department cont...

Infrastructure

During January, no fire hydrants were called out service by the Fire Department. The overall fiscal year average for the time it takes to return a fire hydrant back to service after it has been called out of service stands at 3.7 days. Our performance measure for FY 2012 is a return-to-service time of not-to-exceed 5.0 days as measured as an annual average.

During January, the 2012 Water/Fire Department collaborative hydrant testing program only completed checks on three hydrants due to the weather (we can't flush hydrants during freezing temperatures). There are a few hydrants yet to be flow tested, but for all intents and purposes, the total of hydrants tested this year is 100% of the total # of fire hydrants. (Relates to: Strategic Plan Goal #1 - Financially Sound City Providing Quality Basic Services, Objective #5- Partnering with others for the most cost effective service delivery.)

Staff continues to work with Southgate Estates on a solution to the low pressure/volume concerns in the private water distribution system within the mobile home park. Southgate Estates is a mobile home community of approximately 365 mobile home pads which is on South Route 51 just south of Hamilton Road and east of Main Street (S Route 51). The City is assisting in this endeavor because the low flows and volumes are a concern for the firefighting capabilities within the park. The park manager has contracted with a local plumber to complete flow tests on all the hydrants in the park.

During the month, we repaired 12 water main breaks/leaks; one was on a four inch water main, seven were on six inch water mains and one was on an eight inch main, one was on a 12 main and two were in the Town of Normal on the 24" cast iron transmission water main that runs from the Ft. Jesse pump station to the Division Street pump station.

We made three valve repairs during the month of January.

During January, we replaced/repaired twenty-eight water service lines/curb stops. Most of these were very old lead (the metal) service lines. Any time that we can remove lead from our water system, it is a good thing.

Financial

The monthly tracking of the financial condition of the Water Department as compared to the FY 2010/11 budget is as follows: (Relates to: Strategic Plan Goal #1 – Financially Sound City Providing Quality Basic Services, Objective #1- Budget with adequate resources to support defined services and level of service.)

	Budgeted revenue	Actual revenue	Difference - budget versus actual revenue	Budgeted expenses	Actual expenses	Difference - budget versus actual expenses
May	\$1,259,570	\$1,107,116	(\$152,455)	\$1,496,847	\$737,006	\$759,841
Jun	\$1,407,824	\$1,230,207	(\$177,617)	\$1,496,847	\$855,854	\$640,993
July	\$1,710,182	\$1,463,884	(\$246,298)	\$1,496,847	\$1,157,883	\$338,964
Aug	\$1,402,814	\$1,864,639	\$461,824	\$1,496,847	\$1,156,513	\$340,333

	Budgeted revenue	Actual revenue	Difference - budget versus actual revenue	Budgeted expenses	Actual expenses	Difference - budget versus actual expenses
Sep	\$1,402,054	\$1,460,492	\$58,438	\$1,496,847	\$3,552,364	(\$2,055,517)
Oct	\$1,402,054	\$1,967,692	\$565,638	\$1,496,847	\$680,976	\$815,869
Nov	\$1,249,760	\$1,401,102	\$151,342	\$1,496,847	\$4,401,085	(\$2,904,238)
Dec	\$1,249,760	\$1,063,944	(\$114,446)	\$1,496,847	(\$1,400,322)	2,711,353
Jan	\$946,783			\$1,496,847		
Feb	\$1,253,740			\$1,496,847		
Mar	\$1,260,200			\$1,496,847		
Apr	\$1,111,636			\$1,496,847		
FY	\$15,656,380	\$11,559,076	\$475,056	\$17,362,167	\$11,141,364	\$833,414

Our overall position is that we are positive in actual net income by \$417,711 at the end of December, 2011. There have been some considerable swings in expenses over the last couple of months as some large capital projects (Locust/Colton construction and Locust/Colton inspection) have been recognized in the financials. As these projects progress and we see offsetting IEPA reimbursements for the project, the financial position will not be as dramatic as it currently appears.

We continue to track our delinquent customers closely and will use the last resort of a shut-off if the customer does not respond to requests for payment of the past due amount or by entering into a payment plan.

Water Treatment Plant (Major Projects)

The installation of the direct injection carbon dioxide equipment is underway. This project will reduce the lime scale build up (an inevitable but undesired side effect of lime softening) on various pipes downstream from the clarifiers and it will also reduce the amount of carbon dioxide that is purchased annually as this new system is a much more efficient system. The project involves the installation of a new access hatch for our sludge blow down pumps as well the installation of the carbon dioxide equipment. The access hatch is completely installed and the carbon dioxide equipment is in the process of being installed. This project is approximately 75% constructed, although with the delivery and payment for the equipment, we have expended about 80% of the funding for the project. This is a \$500,000 capital project.

Miscellaneous

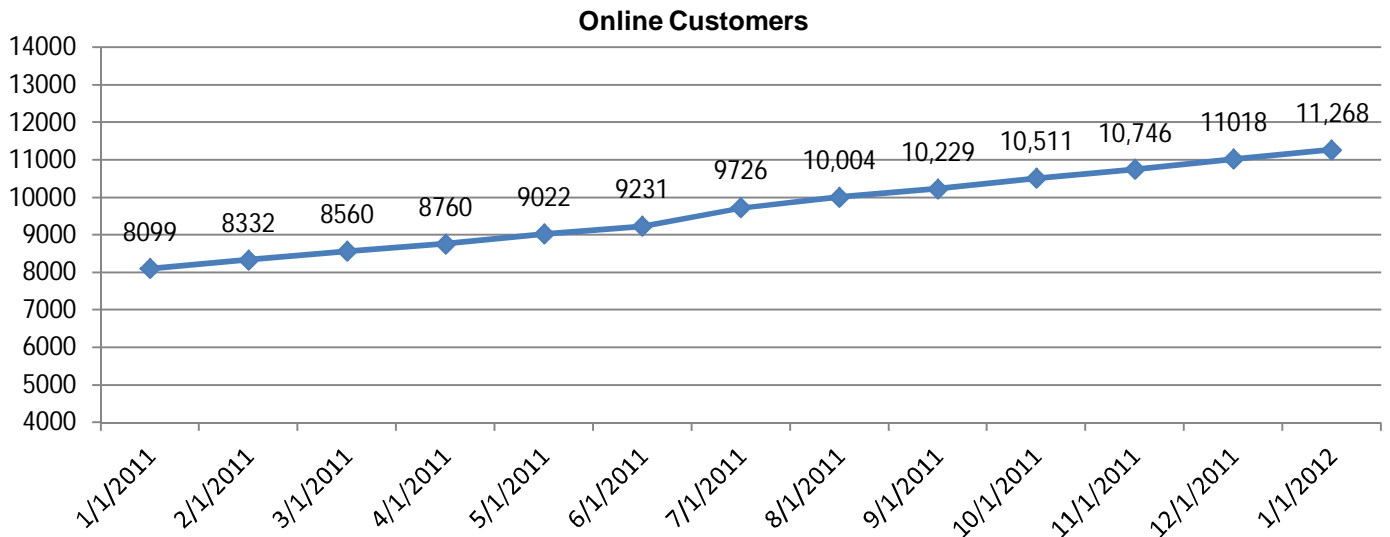
We changed out two Unitized Measuring Elements (UME's) on large meters in the system. The UME is the part of the meter that has the moving parts that are subject to wear and is critical to keep in good repair. The UME change-outs are part of our large meter testing and maintenance program.

Our on-line bill payment option continues to attract new enrollees. As of the end of January, we have 11,268 customers signed up for this service. We added 250 customers for the month. We will continue to track the number of participants monthly and express the number of customers with this service as a number and % of total customers. 11,268 customers are about 37.3% of our customer

base. (Relates to: Strategic Plan Goal #1 – Financially Sound City Providing Quality Basic Services, Objective #4- City services delivered in the most cost effective, efficient manner

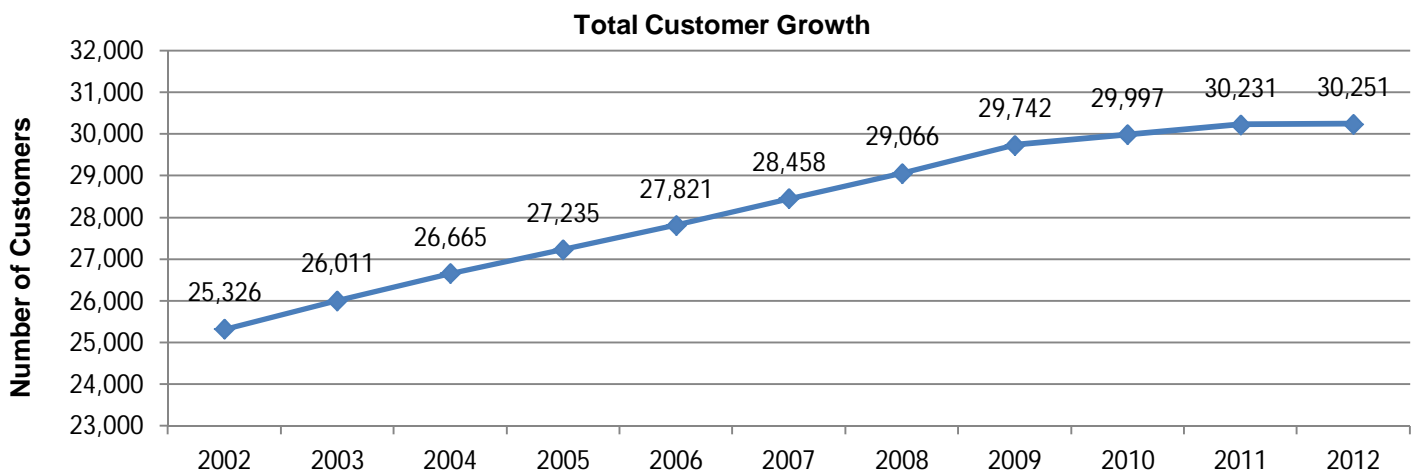
Denny Sherrill has transferred to the position of Mechanic at the Water Treatment Plant. He will not make the transfer until after the first of the year.

Online Customers



In a related metric for the number of customers accessing their accounts on-line, we now have 1,245 customers who have signed up for the recurring payment option whereby their bill is paid each month without any action on their part. That is an increase of 10 customers as compared to last month.

We continue to see overall customer growth continue in CY 2012 although it has slowed tremendously as compared to years in the recent past. For the month of January 2012, we had a small gain of 20 customers bringing us to 30,251 customers. This is a calendar year gain of 20 customers with an extrapolated growth gain of about 0.8%.



Personnel

Josh Dameron was the successful bidder for the position of Distribution Maintenance worker. He will probably not make the transfer until about March due to the necessity to bid and backfill the position (Meter Reader) that he will be vacating.

Dori Ginsburg has started work in the Customer Service area of the Water Department as part of her 50 hours of volunteer work that she must complete as part of her degree at ISU. Dori will be working in our customer database completing some updates on customer classifications such as industrial, residential, commercial and institutional.

Communications

We inserted a reminder in the City Services bill on the problems that can be encountered with water powered sump pumps.

Cost Saving Measures

We have PDC Laboratory, our contract laboratory for many higher level tests that we cannot perform in our laboratory, pick up samples, saving us shipping fees. Approximate savings ~\$35 per month.

We negotiated a 25% discount with Underwriters Laboratories for taste & odor (T&O) samples. This saves about \$400 per month.

We started ordering Hach brand laboratory supplies for chlorine and fluoride testing through a scheduled shipment plan. This saves about \$100 per month.

By requesting competitive laboratory quotes for the Unregulated Contaminant Monitoring Rule Phase II (UCMR2) testing, we are saving about \$400 per month. There are very few laboratories in the country that are certified for this testing.

We have changed the amount of time between filter backwashes from 48 to 72 hours. Although it is difficult to quantify this in terms of dollars saved, it will clearly save some costs because the number of backwashes throughout the year (each one requiring a large pump to be used) will be reduced. This is being done with no negative effect on water quality.

The Water Department integrated the entire JULIE locating system into its workload without adding any personnel. Previously it just located the buried water infrastructure. This service performed by the Department now includes locating the infrastructure related to water, sewer, storm water, sump pump lines, traffic signals, street lights and fiber optic lines. This involves responding in one fashion or another to over 16,000 locating requests each year. This was done without adding any Staff but has made getting other work done more challenging. It has reduced the costs to locate for other City Departments that had previously located their own infrastructure, so that when an after-hours JULIE request was responded to, representatives from three different departments would mobilize for the same location. This is now handled by one temporary employee. This amounts to a monthly savings of at least \$1,000 per month.

Rick Twait, Water Purification Superintendent, negotiated a new three year contract for the off-site reactivation of our Granular Activated Carbon (GAC). This will lead to considerable savings over the

next three years. Looking at the revised contract and using our experience with the annual change-out of GAC, we should save about \$5,300 month or over \$60,000 per year.

Parks, Recreation and Cultural Arts Department cont...

BCPA Main Stage and Spotlight Events

The Magic School bus - The BCPA presented two performances of *The Magic Schoolbus* to a total audience of 1,232 K-12 students and teachers on January 18.

Glen Campbell - An add-on event to the 2011-12 mainstage season, Glen Campbell's Goodbye Tour was seen by 1,005 people on January 19.

The Four Tops - Motown legends The Four Tops performed to 607 people on January 21. The event was sponsored by Brian and Anne Boyden.

Raul Midon - Singer-songwriter Raul Midon performed a concert in the ballroom to 187 people as part of the BCPA's Café Series. The event featured food and coffee by our promotional partner Kelly's Bakery, as well as a financial sponsorship from Country Financial.

The variety of performances in January highlights the BCPA's wide range of community programs, and support of both education and growth of a vibrant downtown.



Glenn Campbell after his performance.

Raul Midon signs autographs at BCPA

Added Programming

Tickets for a May 17 date with k.d. lang and The Siss Boom Bang went on sale to the general public on Monday, January 23. Over 500 tickets were sold before the end of the month, eight days later.

Golf Division cont...

January Cost Saving Measures

Kept the Highland Park clubhouse closed on days the sled shop was not opened. This saves us in labor and utilities. Lowered daytime and evening building temperatures at The Den to lower utility costs.

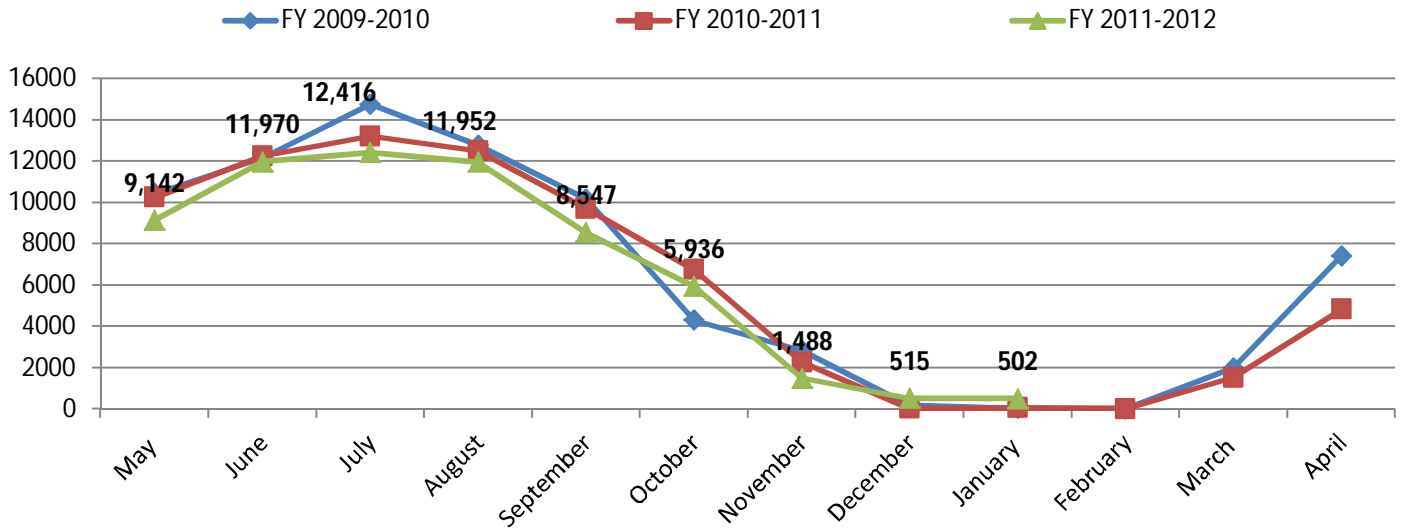
Combined

January 2010

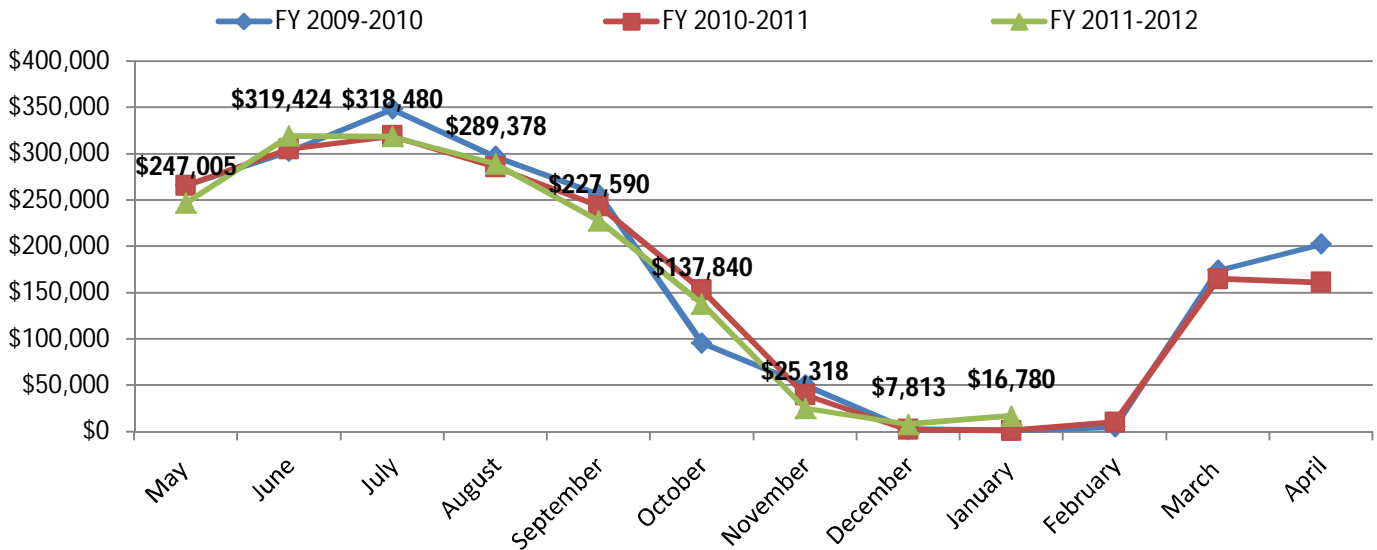
January 2012

Shotguns Start Outings Held	0	0
Outing/Tournament Rounds	0	0
Average Green Speeds - Highland	N/A	N/A
Average Green Speeds - Prairie Vista	N/A	N/A
Average Green Speeds - The Den	N/A	N/A
Seasonal Man Hours	198	191

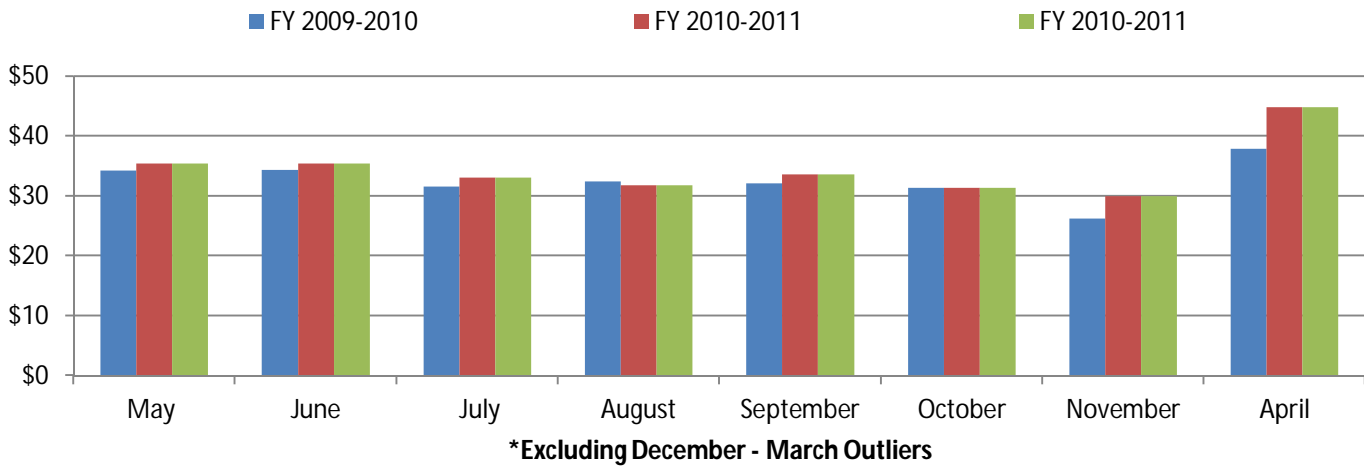
Total Golf Rounds Played by Fiscal Year



Total Golf Revenue by Fiscal Year



Average Revenue Per Round by Fiscal Year



Parks Maintenance Division cont...

Emerald Ash Borer

During our routine maintenance, if any ash trees are confirmed to have an Emerald Ash Borer infestation the tree will be removed and then replaced during planting season. Staff has begun to see more infestation during their routine maintenance. Forestry staff removed 96 ash trees along Constitution trail that will be replaced this spring courtesy of the Metropolitan Mayors Caucus Emerald Ash Borers Reforestation Grant. This grant was awarded to the City of Bloomington for ash replacement along Constitution Trail.

Facilities Maintenance

Miller Park Pavilion is closed down for two weeks during January for maintenance. The entire main floor was sanded and resealed. New blinds were installed which are more aesthetically pleasing and will help prolong the life of the floor. Some general touch up painting was done and the second floor roof was recoated and sealed.

Parks Maintenance has dedicated some staff members to Miller Park Zoo to help with the maintenance for AZA accreditation. Some of the projects are, painting of all Zoo buildings and general maintenance on most exhibits.

Parks staff also completed all scheduled HVAC maintenance at U.S. Cellular Coliseum which included filter changes where needed, belt changes and greasing. Staff also completed monthly light check and replacement of all bulbs in City of Bloomington parks and Buildings. Staff completed repair on Constitution trail from Hershey to Airport. All cracks were sealed and any holes were cut out and replaced with concrete.

Staff

Seven Park Maintenance staff members were due for renewal of their Illinois Pesticide Applicator Licenses. This requires multiple exams specific to the type of chemical applied. All staff members passed the exams and are licensed for treating turf, trees, shrubs, lakes and right of ways. All staff

members also had training on CPR conducted by Tina Swanson and trenching and shoring which was conducted by JULIE.

Recreation

Dance program is now contractual, but it was still employee led in 2011. There were 100 staff hours for dance in 2011.

Volunteer Hours

Pepsi Ice uses a large number of volunteers in their youth hockey program as coaches. The Learn to Skate program also has some who assist with classes and others who assist during freestyle time with the music. S.O.A.R. has students as well as parents who assist in programs. Six of the volunteers helped one on one with the S.O.A.R for Starters and Move and Groove Programs. These programs are for the young athletes. January was a slow time for programs so there were few volunteers due to few programs. Two parents are volunteering as coaches for the Afterschool Basketball program which started the last week of January.

Program	# Volunteers	# Volunteer Hours
Adult Center	20	48
Hockey	60	515
S.O.A.R.	11	22
After School Basketball	2	4

Miller Park Zoo

January Admission Revenue and Attendance

The Zoo posted the second highest admission revenue for the month of January since records have been kept. Revenue from the gate admission is 4.2% up for the current fiscal year compared to last year's revenue. Revenue was more in January in 2012 than in 2011 due to the unusually warm weather.

January attendance was up 2.7% up for the current fiscal year compared to last year's attendance. January's warm weather made for a great month of guests with nearly 1000 more visitors to the Zoo than January of 2011.

January Education Revenue

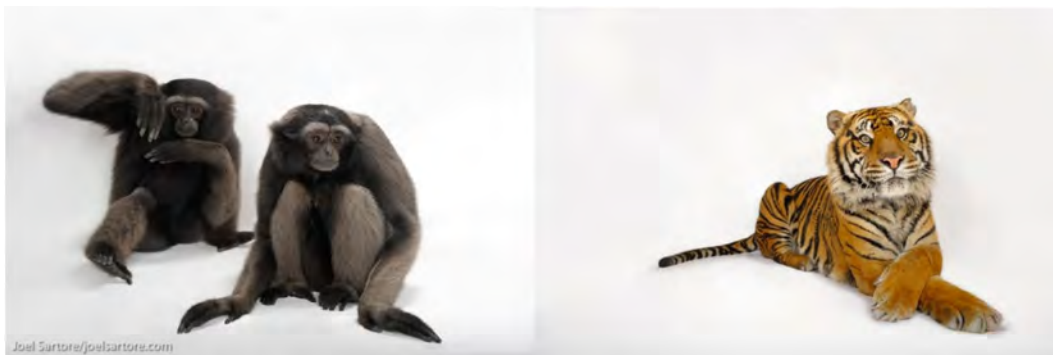
Education revenue was down from January 2011 numbers. Fewer classes were offered than last January and existing classes were down a bit.

January Carousel and Animal Feedings

Revenue from Concessions, Carousel, and Animal Food Sales is 52.4% up for the current fiscal year compared to last year's numbers. Carousel prices were raised starting May 2011. Also, animal feeding opportunities were increased in the last year. Concessions (which includes carousel) have already exceeded budget revenues for the fiscal year.

Staff

- Worked on animal transactions (14 pending)
- Zoo Curator, Jonathan Reding, appointed as Northern Tree Shrew Species Survival Plan (SSP) Vice-Coordinator.
- Zoo Curator, Jonathan Reding, voted as Steering Committee Member of Small Carnivore Taxon Advisory Group (TAG.)
- Zoo staff spent two days working with international renowned photographer and author, Joel Sartore. Joel is a freelance photographer that works a majority of his time for National Geographic. He is building a database of photographs of species that are found worldwide. Joel also is a contributor to National Geographic blogs which have over a million visits. The Miller Park Zoo has received many national mentions as part of Joel's project. Every photograph that Joel took at the Zoo and entered into the database is available for the Miller Park Zoo to utilize for our own uses. A small list of the animals that were taken at Zoo on Joel's last visit includes Snow Leopard, Sumatran Tiger, Meerkat, and Red Ruffed Lemur. On Joel's two day visit, he took over 2400 shots. The pictures can be seen at Joel's website, www.joelsartore.com.



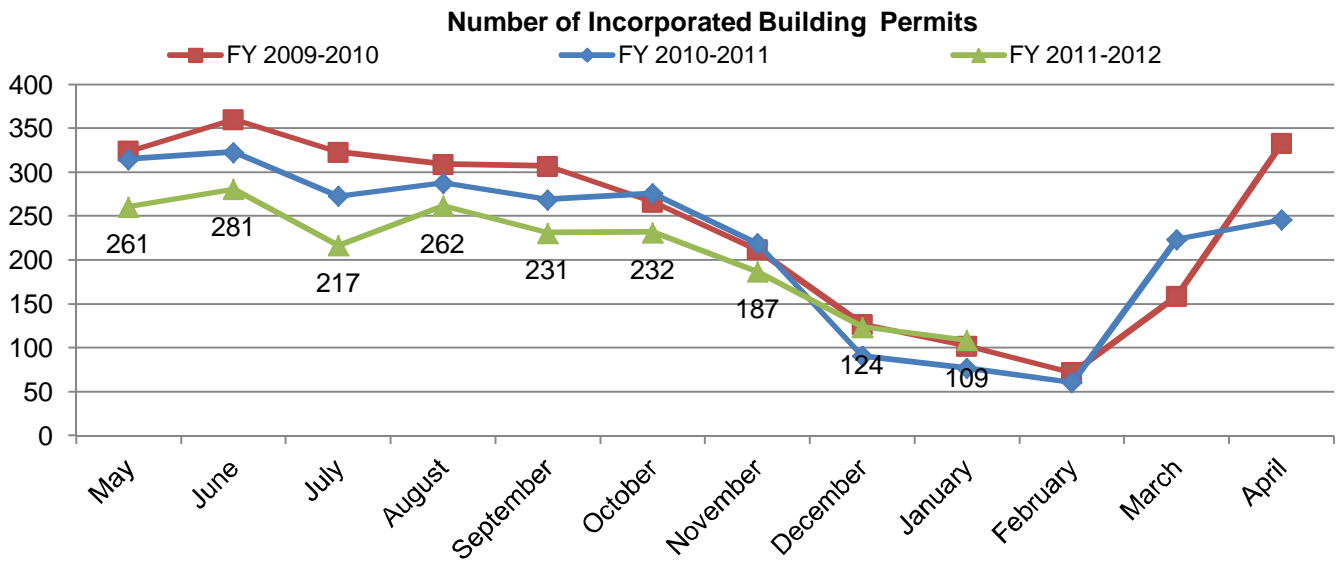
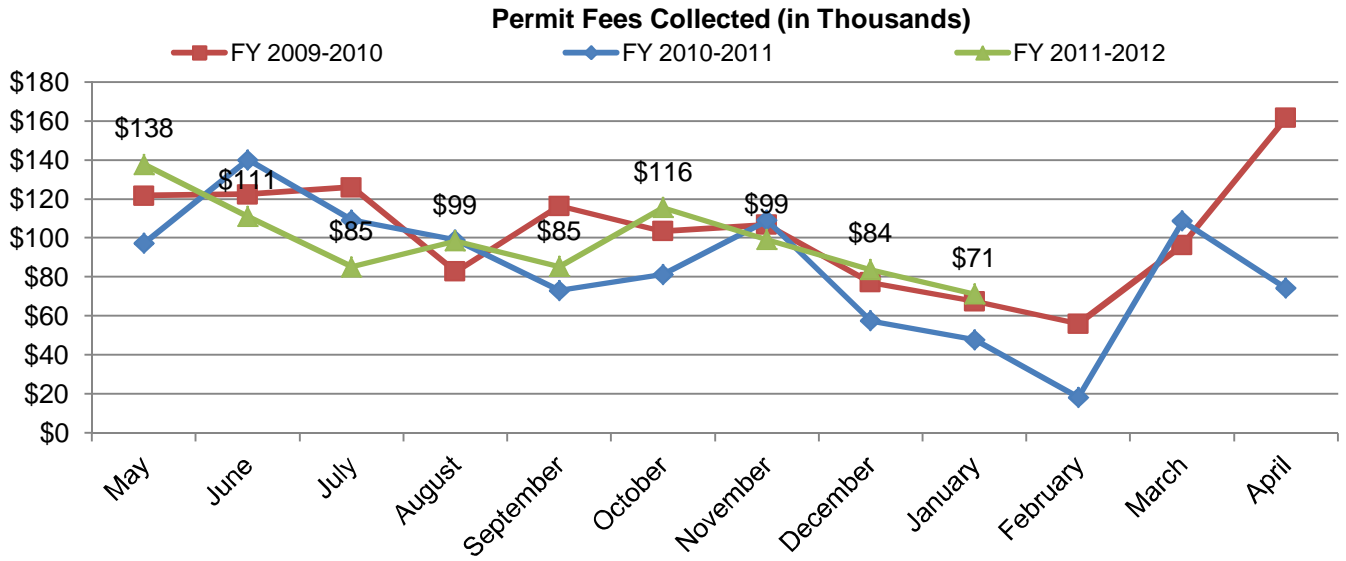
Two of the animal portraits Joel Sartore took at Miller Park Zoo

Notes

- Zoo Staff worked with remodeling and restoration company J.J. Swartz. They demolished and expanded the exhibit in Zoo Lab that serves as the habitat for the Green Aracari, a bird native to South America. The new exhibit more than doubles the size of the current Zoo habitat for the toucan-like birds. J.J. Swartz funded and carried out all the work for this project. Evelyn Yowell, owner of J.J. Swartz, is a strong supporter of the Zoo, and currently serves as President of the Miller Park Zoological Society.
- The Bloomington-Normal Area Home Builders Association also took on a project in Zoo Lab, which will be located next to the Meerkat exhibit. This project includes six small exhibits for reptiles and amphibians and one larger area for Mexican Beaded Lizards. Mexican Beaded Lizards are a venomous lizard that the Zoo is excited about showing our guests.
- The second Zoo Master Plan workshop was held with WDM Architects and Schultz and Williams. This plan focused more on site planning and strategic planning which included Zoo and Miller Park Zoological Society relationship discussions.

Planning & Code Enforcement Department cont...

Building and Safety Division



Historic Preservation Activity

Discussion of Strategies for Historic Preservation.

Planning Commission Activity

All meetings cancelled.

Zoning Board Activity

<u>Case Number</u>	<u>Petitioner and Address</u>	<u>Request</u>	<u>Action</u>
Z-1-12	Laverne E. Schuring Jr.	Public Hearing and Review to allow construction of a new carport and a variance to reduce the side yard setback for the property located at 608 W. Jackson Street. Zoned R-2, Mixed Residence District. (Ward 6).	Approved 6 - 0

Construction Board of Review

No meeting in January 2012.

Items/Activities of Note:

- Work on the Main Street Transportation Improvement Feasibility Study is nearing its end and should be presented to the Council in the spring. Funded by the Illinois Department of Transportation (IDOT), this study is looking into building on previous planning efforts to improve safety and revitalize businesses on Main Street. It also will serve as a basis for a possible Phase I study of the roadway.
- The City is still in need of board members for the Planning Commission, Zoning Board of Appeals, and the Property Maintenance Review Board. Please direct citizens to the statement of interest form available on the City's web site.
- Negotiations for a new contract with Laborers 362, Inspectors continues.
- Information related to the proposed changes to the rental inspection program was placed on the City's web site for several weeks, soliciting responses and comments. Additionally, notices were mailed to building owners and managers informing them of the opportunity. Of the nearly 1100 notices we received response from 19 individuals. The responses did not provide any clear direction or unified problem with the proposals.

The Property Maintenance Review Board took up these issues on January 26. While they expressed their reservations to exclude newer rental property from the rental program, they did recommend unanimously that:

The grading system currently in place is dropped in favor of a regular rotation of inspections.

The practice of separate billing for inspections is replaced with an annual registration/inspection bill. The fee was to be left to the City Council.

- Phase 3 of the MUNIS program has started. The PACE department as well as Public Works and the Clerk's office are all involved. Permitting and land processes are all involved.
- Work has begun on the updated comprehensive plan for the City. This is anticipated to be an 18-24 month process.