

# 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:*

- *K.D. Lang & Siss Boom Bang, BCPA, May 17*
- *Family Fitness, White Oak Park, May 19*
- *Summer Fun Kick Off Party, Tipton Park, May 20*
- *Sister Groove/Glory Days, BCPA CEFCU Summer Stage, June 16*
- *Special Themed Open Skate, Pepsi Ice Center, June 29*
- *Animal Enrichment Day, Miller Park Zoo (free with zoo admission), July 14*
- *Miller Park Summer Musical, Miller Park, July 27*

## Inside This Issue

City of Bloomington Elected Officials	2
City of Bloomington Administration	2
Welcome from the City Manager	3
Spotlight Department: Water Department	4
Executive Summary	5
Police Department	8
Fire Department	13
Public Works Department	17
Water Department	21
Parks, Recreation and Cultural Arts Department	26
Planning & Code Enforcement Department	30
Economic Development	33
Human Resources Department	39
City Clerk	40
Information Services Department	42
Library (semi-autonomous entity)	47
Compliments to the City	50
Appendix	55



The City's Water Department receives recognition from the Illinois Department of Health for 100% compliance with the Illinois fluoridation law during 2011.

**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: Rich Hentschel  
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 March 2012 City Manager's Monthly Report. I hope that you continue to stay informed on City issues and progress.

Please feel free to contact me with any questions, comments and/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 on a white background.

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

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

Bloomington City Hall  
109 East Olive Street  
Bloomington, Illinois  
61701

## Spotlight Department: Water Department

The Illinois Department of Public Health (IDPH) along with the Illinois Environmental Protection Agency (IEPA) presented fluoridation awards to 430 community water systems for maintaining state mandated fluoride levels every month in 2011. The awards were presented at a ceremony held during the 2012 Illinois Section American Water Works Association Conference and Expo at the Crowne Plaza in Springfield. The City of Bloomington was recognized by the Illinois Department of Health for 100% compliance with the Illinois fluoridation law during 2011. The City is one of about 430 Public Water Supplies (out of about 1,760 Public Water Supplies in the State) that achieved this distinction and one of 81 water providers recognized for meeting state recommended fluoride levels of 0.9 to 1.2 parts per million for at least five consecutive years (2007 – 2011).



“Water fluoridation can improve overall oral health for both children and adults, and studies show water fluoridation reduces tooth decay by about 25 percent over a person’s lifetime,” said Dr. David Miller, IDPH Division of Oral Health Chief. “We applaud those communities that maintain levels of fluoride in their water systems and encourage them to continue their efforts.”



“Maintaining optimum fluoride levels provides an important benefit for the public. The Illinois EPA congratulates these water supply operators for all their efforts to diligently ensure fluoride levels to their respective communities,” said IEPA Interim Director John J. Kim.

The Center for Disease Control and Prevention (CDC) has long acknowledged the public benefits of fluoridation of water systems. In fact, drinking fluoridated water from birth can reduce tooth decay by 40 to 65 percent. In Illinois, communities have practiced water fluoridation for more than 60 years and fluoride continues to prove beneficial in the battle against tooth decay.

Approximately 99 percent of Illinois residents served by public water systems receive the benefit of fluoridated drinking water, compared to the current national average of approximately 72 percent. Fluoride is found naturally in water, but in many communities the amount of the mineral is too low and does not meet the required standards.

Water operators will add fluoride to fulfill optimal health benefits to the communities. Of the 1,789 water supplies in Illinois, 831 systems adjust fluoride levels and another 785 have either adequate, natural fluoride or are connected to an adjusted system. The City applauds the vital work performed by the City Water Department Staff and thanks them for their continued service.

## Executive Summary

The following executive summary serves as a brief highlight of the monthly activities, accomplishments, and performance information of the services provided by the City of Bloomington. Further detailed information may be found in the department sections and the subsequent appendix.

### Police Department

- The following activity was generated in the Street Crimes Unit (SCU): three warrant arrests made; 16 non-warrant arrests made; \$3,590 in tow fees generated; \$1,250 in ordinance violations issued. Drugs seized included 72 grams of cannabis; 1 gram of crack cocaine and several items of drug paraphernalia. SCU handled 337 calls for service representing both dispatched and self-initiated calls.
- The Department experienced 140 property crime reports and 28 violent crime reports, which is up from February with 106 property crime reports and equal to February's 28 violent crime reports. Of the 28 violent crimes reported, 22 were aggravated assault, 3 robbery and 3 forcible rape.

### Fire Department

- During March, the Department responded to 156 calls of which 15 were confirmed structure fires. The 156 calls comprised 18.87% of the volume for the month. These structure fire incidents resulted in a dollar loss estimated at \$43,550.
- Average response time from time of call to arrival for Fire Suppression emergency calls was within the 6 minute benchmark at 5:02 during March.
- EMS responses for March totaled 692. This represents 81.13% of the monthly call volume. From these responses the Department provided aid to 868 patients. The three leading EMS response types during March were Sick Person, Fall Victim, and Traffic Accident.

### Public Works

- Approximately 25,500 residences are serviced weekly through the solid waste program and an average of 28.4 pounds of household garbage was picked up each week at these locations. The Division also provides weed control and provided gravel and maintenance for 7 alleys throughout the City in March, 2012.

### Water

- During March, at the annual American Water Works Association state conference, the City of Bloomington was recognized by the Illinois Department of Health for 100% compliance with the Illinois fluoridation law during 2011. The City is one of about 430 Public Water Supplies (out of about 1,760 Public Water Supplies in the State) that achieved this distinction.
- Even with only a few days of modest precipitation during the month, the Lake Bloomington and Evergreen Lake reservoirs still gained in volume. The Lake Bloomington reservoir is full, with a little water going over the spillway and the Evergreen Lake reservoir is about 4 inches below full. From a water supply standpoint at this time of year, our position is excellent. The Department continues to pump from the Evergreen Lake reservoir.

- The City pumped an average of around 11.3 million gallons per day (MGD) in March with a peak day of 12.7 MGD on March 15, 2012. However, on March 22, it was discovered that a large water main break in downtown area was losing about 1 million gallons of water per day. Once the leak was repaired, the pumpage returned to seasonal levels. This leak will make the entire month's pumpage look like there was greater pumpage to meet greater customer demand but in essence the increase in pumpage was caused by this large leak. The March average for 2012 can be compared to the average daily pumpage during March 2011 of 9.7 MGD, 9.5 MGD in 2010 and 9.3 MGD in 2009 and 10.5 in 2008.

## Parks, Recreation & Cultural Arts

- Park Maintenance contracted with Midland Davis to complete the division's annual log grinding of wood utilization area. This procedure took three days to complete with assistance of park maintenance staff. The grinding resulted in approximately eight thousand (8,000) cubic yards of mulch. This mulch is used for plant beds, tree rings, and walk paths in numerous locations. The cost was approximately \$1/yard. If purchased from an outside vendor, this product cost would be \$10/yard. This equates to \$72,000 saving. Park Maintenance also contracted with John Carroll to saw ash logs with his portable mill. Mr. Carroll spent two days milling ash wood to our desired lengths and widths. This ash wood will be used for park benches, picnic tables, and a park shelter project. 2,470 board feet of material was created at a total cost of \$1,931. Vendor price for ash wood is \$4 a board, resulting in a savings of \$7,949 from market prices.



- Due to the unseasonably good weather in the month of March, Park Maintenance staff was able to begin turf maintenance much earlier than usual. Staff was able to complete the aeration of all irrigated fields as well as Airport, Rollingbrook and Stevenson Parks which are used for softball and soccer. Staff was also able to seed numerous athletic fields to help promote turf growth and eliminate bare spots due to heavy usage. The fields that were over seeded are: O'Neil Park hardball and football areas, the White Oak Park football field, the Northpoint football field and McGraw Park hardball field. The division was able to over-seed the area around the new playground at Eagle Crest Park. Staff was able to begin fertilization of turf areas in the parks and additional maintained locations. Staff has applied fertilizer to 27 different locations. Fertilization of parks will be completed in middle to late April.
- Revenue from the zoo gate admission is 12.4% up for the current fiscal year compared to 2011. Revenue was more in March in 2012 than in 2011 due to the unusually warm weather. The Zoo has a chance to break the all-time record for revenue raised through gate admission for the year. The record for the fiscal year was set in fiscal year 2009-10 at \$302,993. Through March, this fiscal year has raised \$277,818.25. This total is already more than all of last year's total.
- BCPA welcomed 8,026 people to 62 different events and activities in March.

- Thanks to the volunteer hours contributed by members of our over 170-person volunteer corps, the BCPA received a \$4,000 State Farm Good Neighbor Grant, awarded to support the volunteer hours of State Farm employees.
- The BCPA suffered a lightning strike on Wednesday, March 21. The strike affected computers and printers in the BCPA and damaged other equipment, including a stage camera, phone lines, and the building's security system. The Information Services Department was helpful in getting staff up and running again with their computers. Staff is continuing to work with insurance to replace other damaged and broken equipment.

### Planning & Code Enforcement

- The increased pace of construction activity started in January has continued through the month of March. All of our basic construction indicators continue to be up anywhere from 32-61% ahead of last year's numbers at this time. Year-to-date new home starts are up by 59% (51 homes year to date) while overall construction and permit fees collected are up by 36% and 61% respectively. While the percentage increases are rather large for these areas, the numbers of construction and building permits, which are likely a better gauge of our day to day activity, also show large increases in activity. The warmer than normal winter is likely playing a role in this early activity spike. However, there are enough other indicators of activity that lead us to believe this year will be much improved over the last several years.

February 2012 to March 2012	Year to Date
New home starts – up 0%	Up 59%
Building permits – up 30%	Up 32%
All construction permits – up 20%	Up 36%
Fees collected – up 13%	Up 61%

### Notable Plan Reviews Received

\*\*Review status still pending

<u>Building/Project Description</u>	<u>Address</u>	<u>Value</u>
OSF St. Joseph Hospital	2200 E. Washington St.	\$1,900,000

### Information Services

- The Homepage design for the main City of Bloomington site was approved and signed off on March 29, 2012. The remainder of the project is expected to take an additional three months, putting the tentative go-live for the site at July 1, 2012. Tasks currently in progress are the design of the interior pages, setting up the main menu structure & sitemap, and configuring the security groups and workflow that will be used to manage future site content. Once these open tasks are completed, we will begin migrating and testing page content and documents. We will also be contacting the focus group members identified earlier in the project to begin scheduling end-user training for the new content management system (*See page 41 and 42 for sample mock-ups of the new website design*).

## Police Department

### School Resource Officers

School Resource Officer (SRO) Arnold had a short month due to Spring break at the school. He processed eight reports including thefts, disorderly conduct, battery and a runaway. He made two arrests and completed four ordinance violations. SRO Hirsch completed four reports and issued four ordinance violations. He presented to sixty 8<sup>th</sup> grade students for career day, spoke with eight parents concerning various issues, broke up three fights, investigated four thefts, assisted Department of Child and Family Services, held a Youth Impact meeting, and removed six students from classrooms. He assisted school administration with 23 students concerning fighting, theft, gang graffiti, bullying, and gross disrespect to staff; assisted counselors with three incidents including suicide, truancy, sexual abuse; and made three home visits with administration. SRO Wagehoft completed a lock down drill with no major issues; spoke to students concerning becoming a police officer; assisted with digital media making of film on theft; issued ordinance violations; assisted with moving Chiddix students to BJHS; spoke to Cedar Ridge kindergarten class about "Police are their friends"; and assisted staff with forty student contacts including disorderly conduct, weapon searches, theft investigations, orders of protection, fights, gang issues, drug investigations, home visits and one missing person investigation. On a lighter note, SRO Wagehoft held a goat while a teacher gave it a kiss at a school assembly!

Public Affairs Officer White presented "Identity Theft" to Wesley United Methodist Church and "Bullying and Cyber Bullying" to Arbors Community Center attendees. White attended Explorer meetings, Chief's focus group, STAC meeting, and Neighborhood Watch coordinators meeting. White also visited Heartland Head Start, presented a Bank Robbery class, fingerprinted State Farm interns, read to students at Sheridan School, and attended Rapid Deployment Training.

### Crime Intelligence and Analysis Unit (CIAU)

CIAU staff met with a contingent of neighborhood watch coordinators to demonstrate the department's online crime mapping system to educate the group on signs of illegal activity and explain the role of the CIAU within the police department. CIAU also trained approximately 100 educators from a variety of Illinois schools in the identification of youth that are at risk for gang crime activity. CIAU also conducted a meeting between representatives of the Illinois Department of Corrections and Bloomington Police Department in regards to our on-going efforts to monitor and account for high risk parolees in Bloomington.

In an effort to pro-actively address local methamphetamine production, CIAU initiated a project that allows Bloomington PD to access the National Precursor Log Exchange, a data system that allows pharmacies to track sales of over-the-counter (OTC) cold and allergy medications containing precursors to the illegal drug, methamphetamine.

### Vice

Thirteen cases were opened and eight cases were closed. Seven search warrants were executed, \$3,879 was seized; one weapon was seized, and one vehicle seized pending forfeiture proceedings. The following drugs were seized/purchased: 48 grams of crack cocaine seized; 13.1 grams of crack



cocaine purchased; 1 gram of powder cocaine seized; 103.2 grams of powder cocaine purchased; 85 grams of cannabis seized; 11 grams of cannabis purchased; 242.3 grams of Meth seized; 47 dosage units of Ecstasy purchased.

## US Marshals

Thirty-two cases were opened and 24 cases were closed. Sixteen felony arrests were made; four misdemeanor arrests made; four arrests made by other police agencies based on leads by local task force; and five self-surrender arrests made after learning the task force was looking for them. Task Force Officer (TFO) Smallwood assisted Task Force 6 with a Meth conspiracy warrant roundup in DeWitt County. He also arrested a subject in Bloomington that was wanted by Champaign County for bringing a controlled substance into a correctional facility. Bond on this warrant was \$250,000. Smallwood also arrested a subject for possession of a stolen firearm. Bond on this warrant was \$150,000.

## Cyber Crimes

The Unit worked six child pornography cases and conducted three cell phone examinations. The Unit also supported BPD detectives and Task Force members by assisting with three network intrusions, two domestic violence investigations, one sexual assault investigation and four other cybercrime offenses.

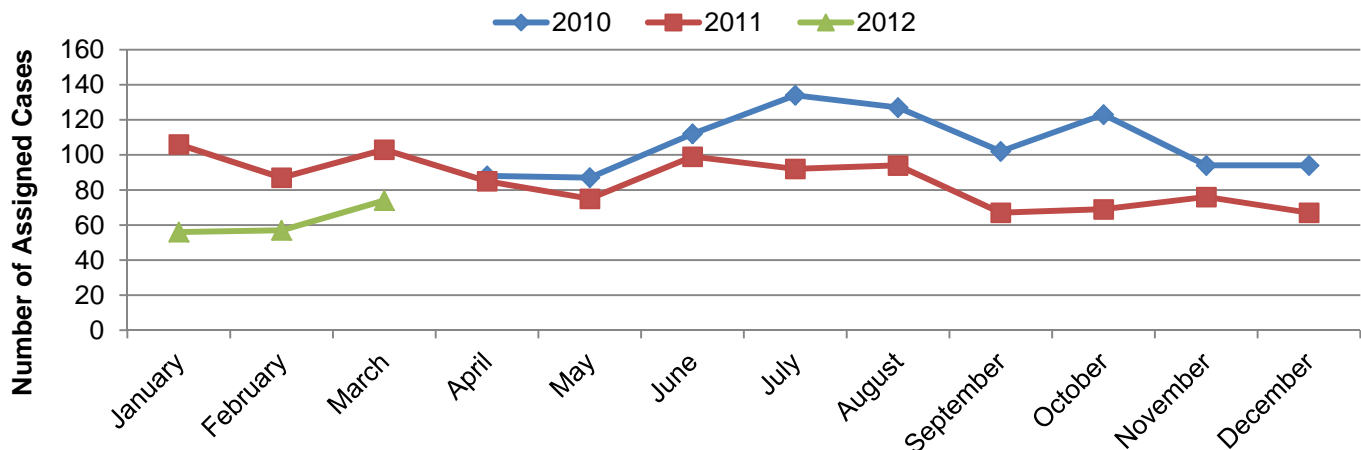
## STREET CRIMES UNIT (SCU)

Activity generated by SCU included: three warrant arrests made; 16 non-warrant arrests made; \$3,590 in tow fees generated; \$1,250 in ordinance violations issued. Drugs seized included 72 grams of cannabis; 1 gram of crack cocaine and several items of drug paraphernalia. SCU handled 337 calls for service representing both dispatched and self-initiated calls.

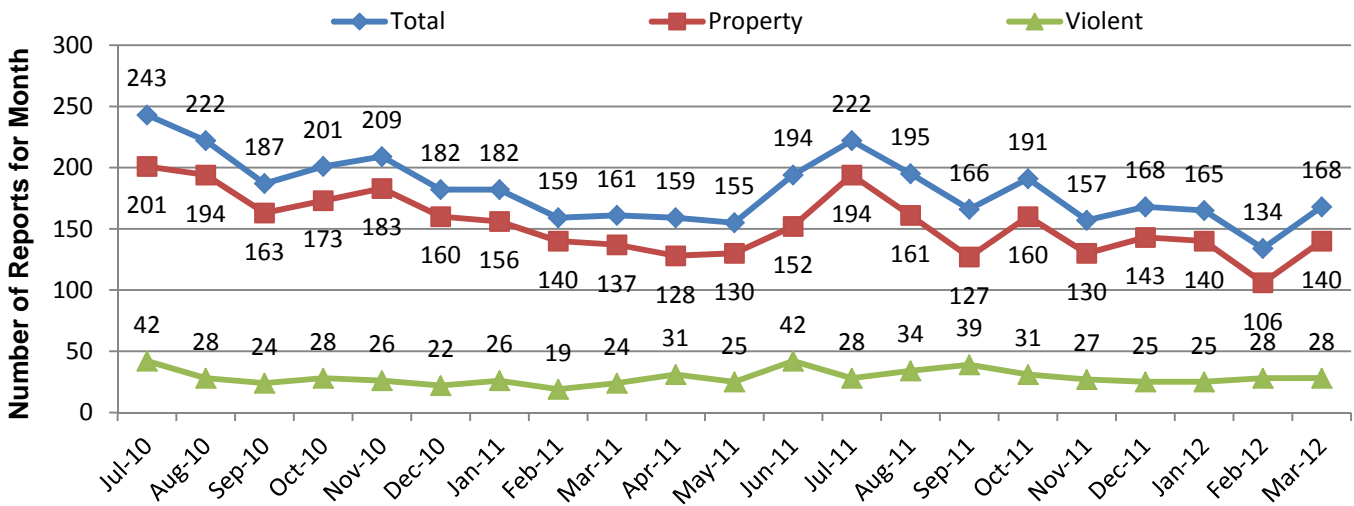
## CRIMINAL INVESTIGATIONS DIVISION (CID)

CID assigned 74 new cases for investigation which represents nearly a 30% increase over February. The case load being carried by CID had the following dispositions: 7 cases were cleared by arrest, 21 were administratively closed, exceptionally cleared or were unfounded. 131 incidents of domestic violence were reviewed in March. Detectives were assigned on average seven cases.

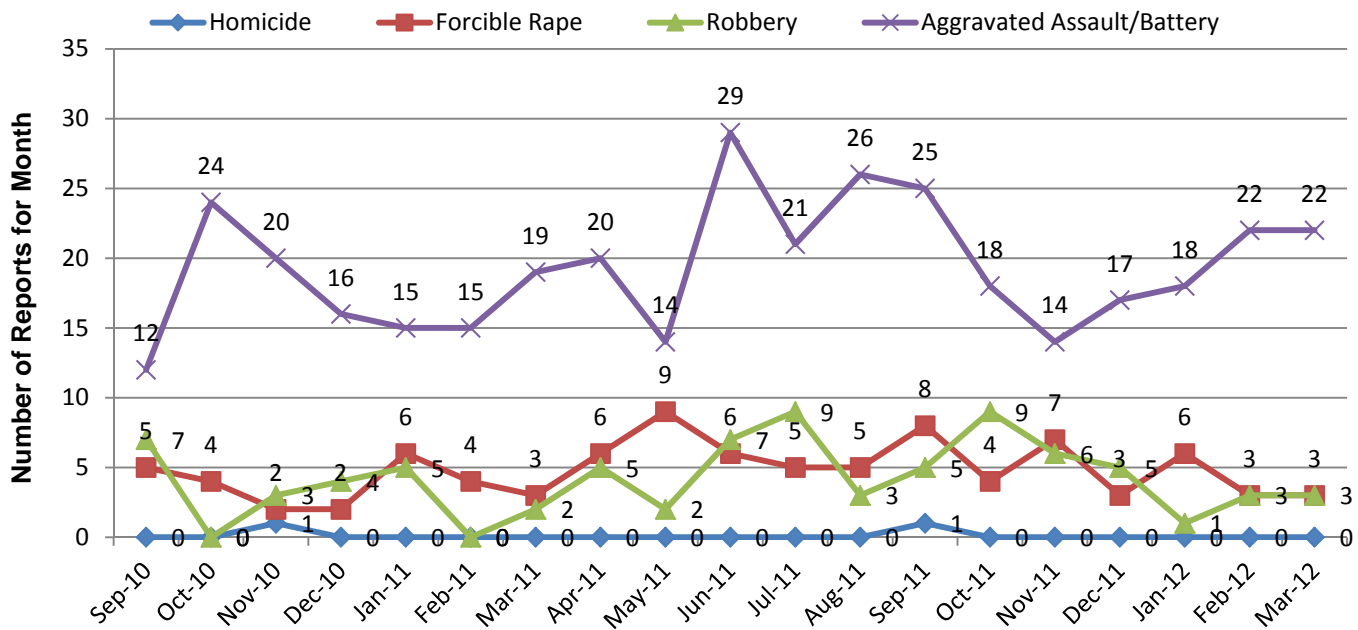
**Criminal Investigation Division Assigned Cases Since April 2010**



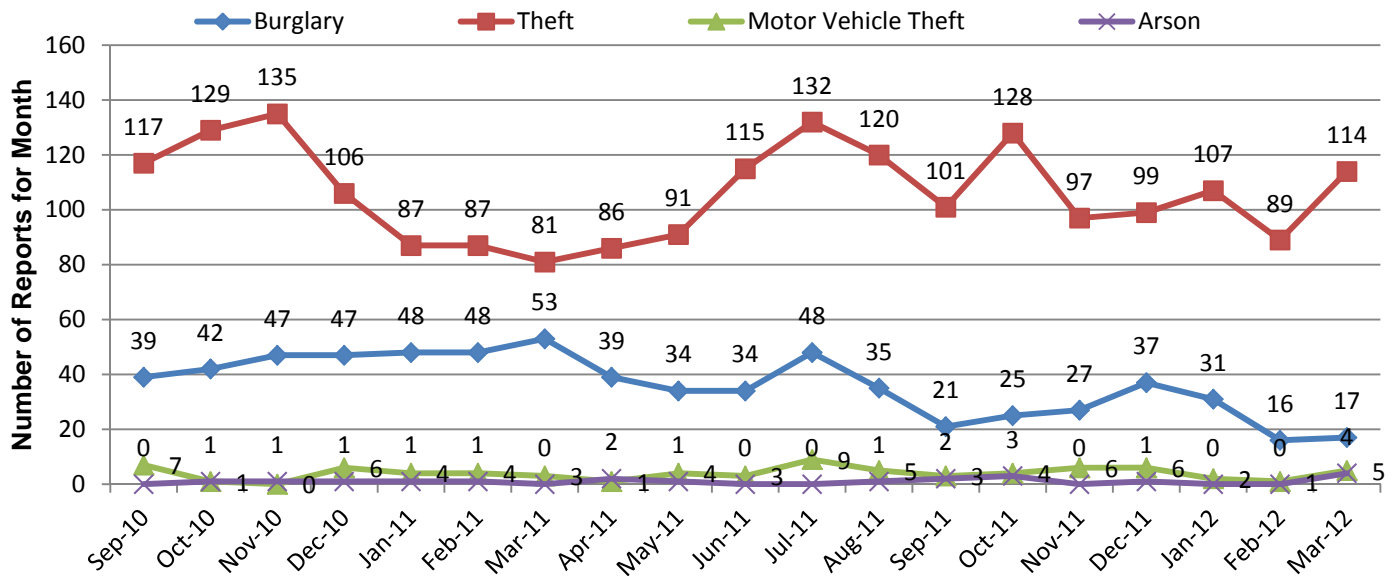
**Property and Violent Uniform Crime Reports by Month Since July 2010**



**Violent Crime by Categories Since September 2010**



### Violent Crime by Categories Since September 2010



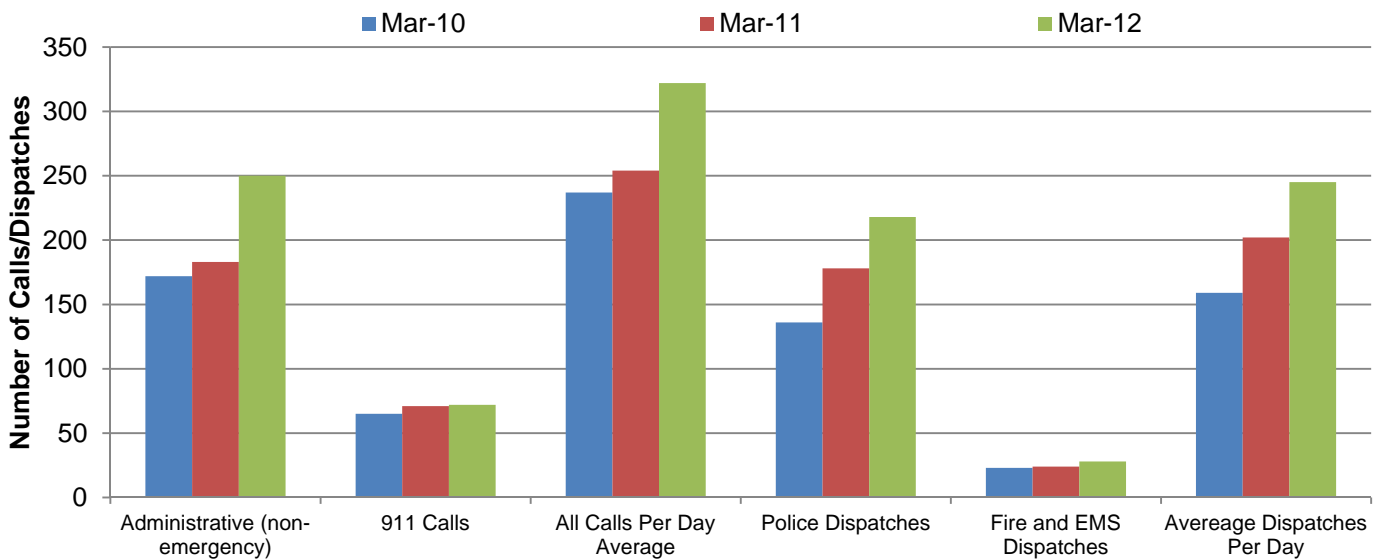
### Communications

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

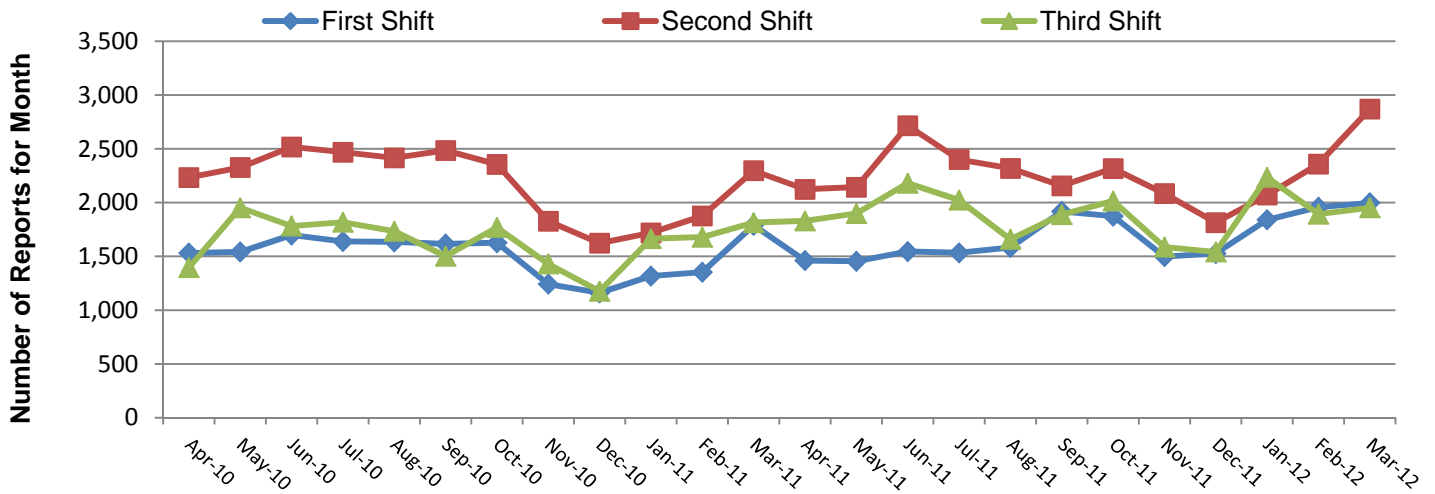
0 to 3 Seconds	4 to 6 Seconds	7 to 9 Seconds	10 to 12 seconds	% of total calls answered within 10 Seconds
75.70%	21.50%	2.20%	0.40%	99.40%

The last telecommunicator in training completed training and was assigned to a shift. The center is currently fully staffed with 16 full-time telecommunicators. Several staff members attended training at Heartland College for continuing dispatch education. Several policies are under review at this time including plain language protocol, silent dispatch, and alarm response.

#### Communication Center Daily Call Averages March 2010 - 2012



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



**First Shift (7 A.M. – 3 P.M.)**

Day shift is assigned 15 officers, but due to an on-going injury, day shift had only 14 officers available during the month. On average, 8.35 officers worked during day shift. The shift spent substantial amounts of time in the various school zones running radar and enforcing traffic laws. Several officers were recertified with rifles and also with Rapid Response training. Forty-nine incidents of sex offender related problems were handled by first shift. Two sex offenders were arrested, one petition to revoke was filed, two sex offenders are being sought for arrest, and the remaining cases had different dispositions that are still being investigated. The NFT unit (Neighborhood Focus Team) did a compliance sweep at Prairieland trailer court. NFT worked with PACE and went door-to-door speaking with residents that had code violations. A total of 50 violations were documented; 40 of the issues resulted in compliance and the remaining ten issues are still unresolved by way of either a time-extension or an ordinance violation being issued. The NFT unit began a towing/graffiti/property detail with the following results so far: 313 vehicles in violation; 224 ordinance violations issued; 46 vehicles tagged for tow; 7 vehicles towed; five locations documented for graffiti violations; 27 ordinance violations issued for buildings without proper addresses posted; and 19 PACE violations referred to Officer Peterson and PACE (ranging from tires, rubbish, filth, dilapidated structures, fire code violations, etc.)

**Second Shift (3 P.M. – 11 P.M.)**

Second shift averaged 9.03 officers per day. Three officers are still in the training program. Juvenile activity increased due to the unusually warm temperatures. Many fights occurred around Friendship Park and the Skate Park along with roving juveniles causing problems as they moved along.

Two officers attended ILEAS training as part of the mobile field force team. Two sergeants attended a three day "front line supervisor" training. One officer attended sniper training for a week. Two officers attended a three day class on interrogation. Initial rifle classes have begun as well as review classes.

**Third Shift (11 P.M. – 7 A.M.)**

Third shift actively sought out traffic violators. Approximately 355 traffic stops were made by officers on the shift. In comparison, there were 84 traffic stops made by third shift in March 2011. Third shift averaged 7.7 patrol officers per shift. Fourth shift averaged 3 patrol officers per shift.

**\*\*Police Department Appendix Continues on Page 55.**

## Fire Department

### Operations Report

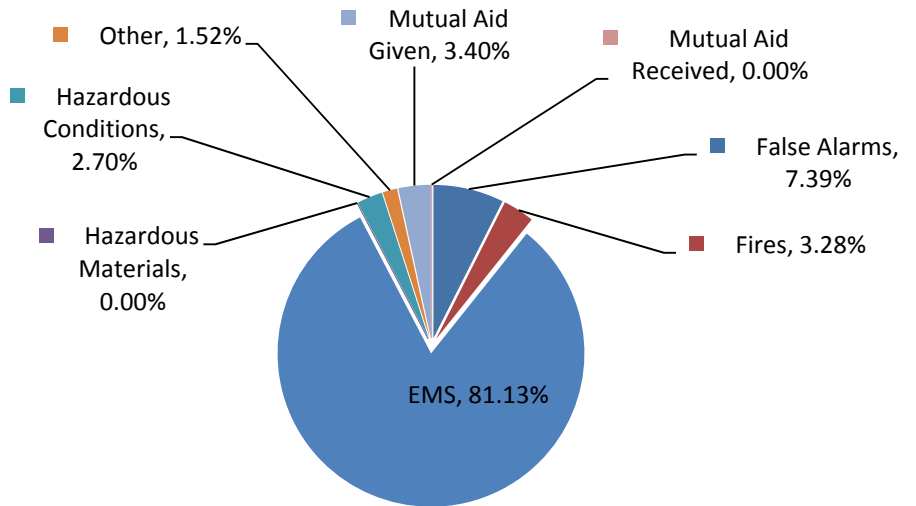
Along with a mild March came a decrease in the number of structure fires for the Fire Department. There were no major fires however fire loss for the month was estimated at \$43,150. Out of the 848 total number of calls, 692 were EMS calls, two were Hazmat calls and there were no calls to the Central Illinois Regional Airport.

Along with the response to emergency incidents the members of the Fire Department are continuing the Pre-planning of buildings in the community. Also during March it is time for spring cleaning in the stations and the testing of all the fire hose.

All of the hose used on the vehicles is tested to make sure it is still serviceable and can be used safely at the pressures normally used during firefighting operations.

The Department is preparing for the annual hydrant inspections. Over the next few months the operation of all of the hydrants will be checked and documented. Thanks to the Water Department the annual inspections have been going smoother. All of the hydrants have currently been located and tagged so there is not any duplication. The Water Department has also been very responsive to replacing and maintaining hydrants that have been identified; giving the Fire Department much more confidence in the entire system.

**Fire Department Types of Calls for Service March 2012**



### Fire Suppression

**Top 5 Fire Response Types for March 2012**

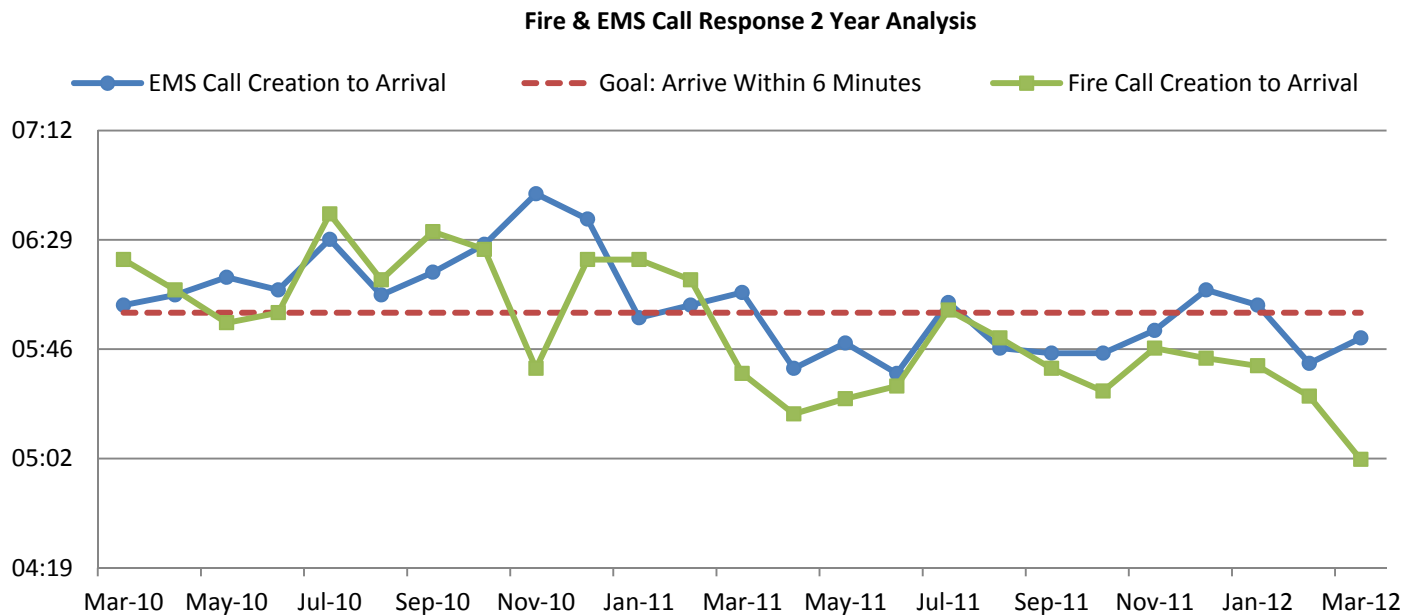
Rank	Response Type
1.)	622: No incident found on arrival at dispatch address
2.)	743: Smoke detector activation, no fire - unintentional
3.)	111: Building Fire
4.)	424: Carbon monoxide incident
5.)	744: Detector activation, no fire - unintentional

### Fire Response Data: March 2012

Fire Response Type	Previous 12 Month Average	March of 2012
<b>Fire Responses</b>	159	156
<b>Structural Fires</b>	9	15
<b>Estimated Dollar Losses (Property &amp; Contents)</b>	\$402,081	\$43,550

During March, the Department responded to 156 calls of which 15 were confirmed structure fires. The 156 calls comprised 18.87% of the volume for the month. These structure fire incidents resulted in a dollar loss estimated at \$43,550.

Average response time from time of call to arrival for Fire Suppression emergency calls was within the 6 minute benchmark at 5:02 during March.

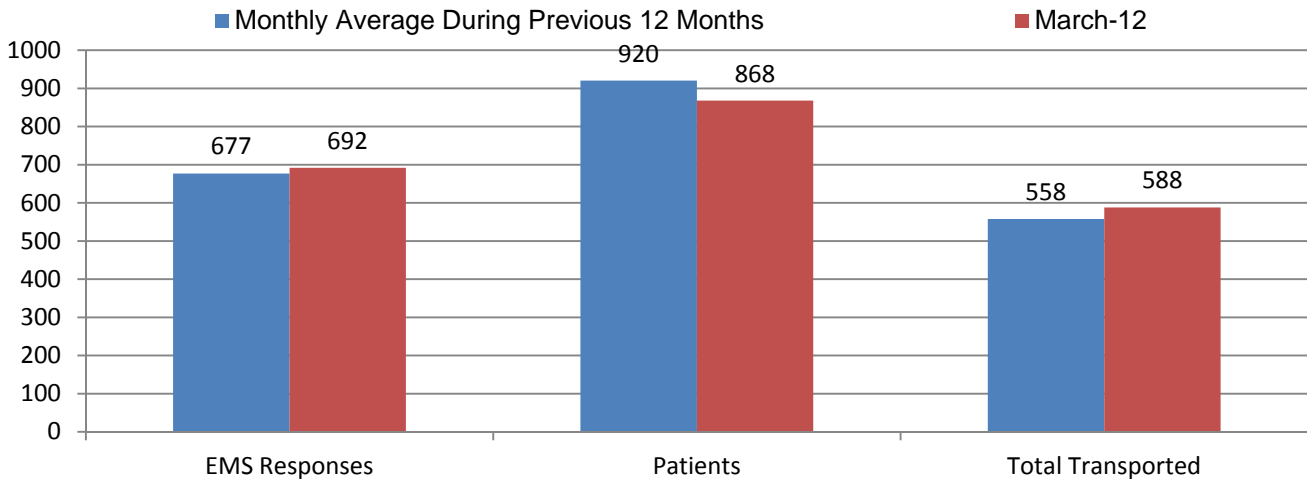


## Emergency Medical Services (EMS)

### Activity Summary

EMS responses for March totaled 692. This represents 81.13% of the monthly call volume. From these responses the Department provided aid to 868 patients. The three leading EMS response types during March were Sick Person, Fall Victim, and Traffic Accident.

### EMS Responses: March 2012 and Previous 12 Month Average

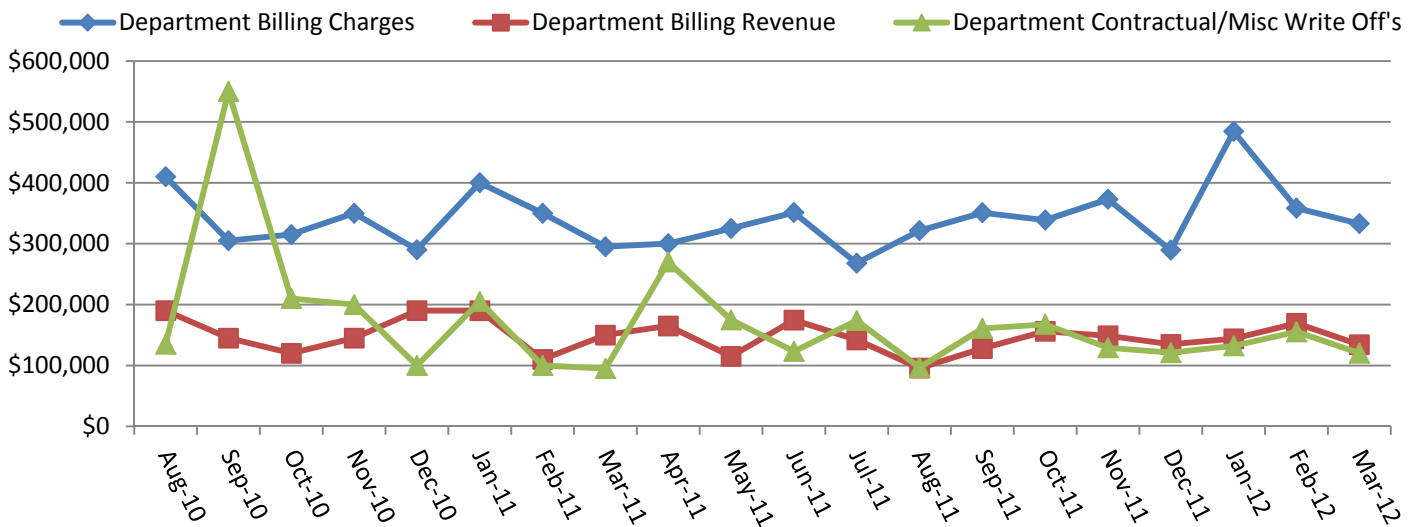


Average response time from time of call to arrival for EMS emergency calls was below the 6 minute benchmark at 5:50 during March.

### 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 March total for revenue was \$134,111.07. The total March billing charges were \$332,978.44. The Contractual-Write offs total for March was \$120,153.13. Bad Debt transferred to third party collections was \$64,628.60.

### Fire Department EMS Billing Since August 2010



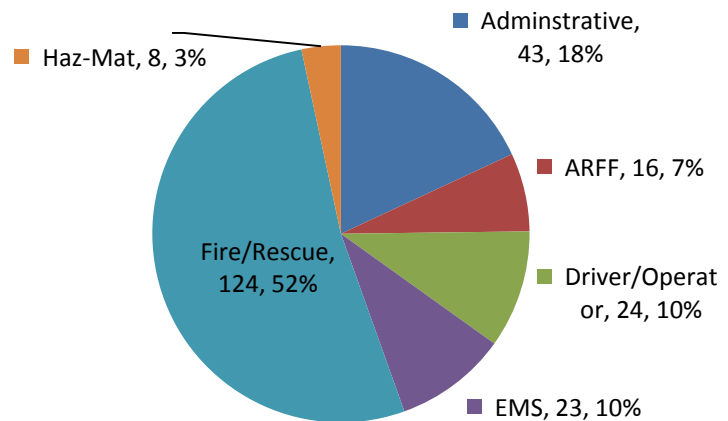
## Fire Department Training Reports for March

For the month of March, 2012 the fire department held 238 training classes which totaled 1,572.58 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 March.

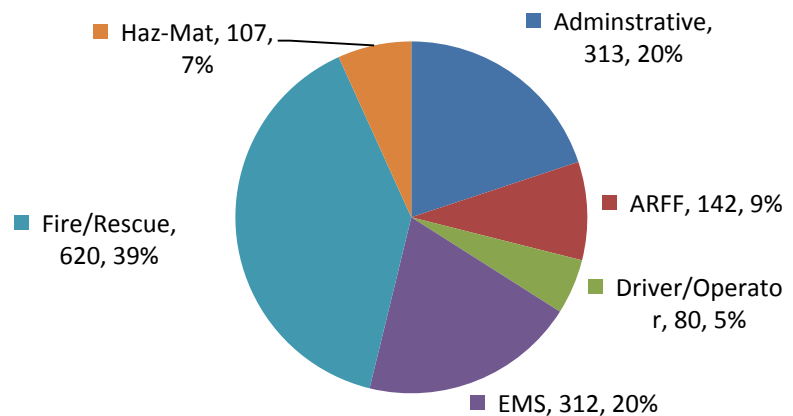
### Major training subjects during this month included:

- Driver/Operator
  - Pump Operations
  - Ongoing Truck 4 Driver Training
- Fire/Rescue
  - Ice/Water Rescue
  - Fire Officer Development
  - Water Supply
- Hazardous Materials
  - Information Resources
  - Chlorine and Midland Kits
- EMS
  - Altered Mental Status
  - Advanced/Intermediate Life Support Skills Evaluations
- ARFF
  - ARFF Firefighting Operations
  - Airport/Aircraft Familiarization

Total # of Training Classes by Category



Total # of Hours by Category





## 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 ( 90% Complete)
2012 Maintenance Contracts (Street, Utility, Grading, Traffic Signals)	In Design ( 10% Complete)
2011 Maintenance Contracts (Street, Utility, Grading, Traffic Signals)	In Construction (80% Complete)
Regency Pump Station Improvement	Out for Bid
Eagle Crest East Pump Station Improvements	In Design ( 10% Complete)
Locust Colton CSO Elimination, Phase 1	In Construction (11% Complete)
Lafayette St Reconstruction, Maple to Morrissey	In Design ( 95% Complete)
Hamilton Rd Reconstruction, Timberlake to Main	Completed
Constitution Trail - Grove to Croxton	Punch List Items
50/50 Sidewalks & Handicap Ramps 2011-12	In Construction ( 79% Complete)
2012 Drainage Improvements	Out for Bid
Hershey Road: Hamilton Road to 750' South	In Design ( 30% Complete)
Sanitary Sewer & Storm Water Master Plans	(10% Complete)
Street & Alley Repair, 2011-12	Completed

Private Development 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 ( 90% Complete)
2012 Maintenance Contracts (Street, Utility, Grading, Traffic Signals)	In Design ( 10% Complete)
2011 Maintenance Contracts (Street, Utility, Grading, Traffic Signals)	In Construction (80% Complete)
Regency Pump Station Improvement	Out for Bid
Eagle Crest East Pump Station Improvements	In Design ( 10% Complete)
Locust Colton CSO Elimination, Phase 1	In Construction (11% Complete)
Lafayette St Reconstruction, Maple to Morrissey	In Design ( 95% Complete)
Hamilton Rd Reconstruction, Timberlake to Main	Completed
Constitution Trail - Grove to Croxton	Punch List Items
50/50 Sidewalks & Handicap Ramps 2011-12	In Construction ( 79% Complete)
2012 Drainage Improvements	Out for Bid

Village of Downs Projects	Status
Kickapoo Trunk Sewer, Pump Station & Force Main	Punch List Items

<b>IL Department of Transportation Projects</b>	<b>Status</b>
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.

March 2012 Curb Cuts	11 Permits Issued (Value \$375)
March 2012 Erosion Control	18 Permits Issued (Value \$440)
March 2012 Excavation Permits	87 Permits Issued (Value \$1505)
March 2012 Water Meter Fees	Value = \$21985
March 2012 Street Cut Deposits	Value = \$100
March 2012 Water & Sewer Side Taps	Value = \$0
March 2012 Dumpsters & Traffic Control	1 Permits Issued (Value \$25)
March 2012 Overweight Loads	Permits Issued (Value \$525)
Customer Service Calls	
March 2012 Call Center	1128 inbound calls
March 2012 Public Works Office	55 in-person assistance contacts
Erosion Control/Complaints Inspection Report	
New/Maintenance Erosion/Storm Water Management Inspections	176
Erosion/Storm Water Management Complaints	2
Inspection & Complaint Files Closed	9

## Fleet

	March 2011	March 2012
<b>Work Orders</b>		
Work Order Requests	335	294
Total Repair Orders Closed	290	272
Preventative Maintenance	45	22
<b>Fuel</b>		
Total No Lead Gallons	15,511	15,208
Total Cost	\$48,545	\$53,771
Average Price per Gallon	\$3.31	\$3.53
Total Diesel Cost	12,134	12,817
Total Cost	\$40,214	\$46,736
Average Price per Gallon	\$3.31	\$3.64



Four replacement recycle trucks were put into service this month.

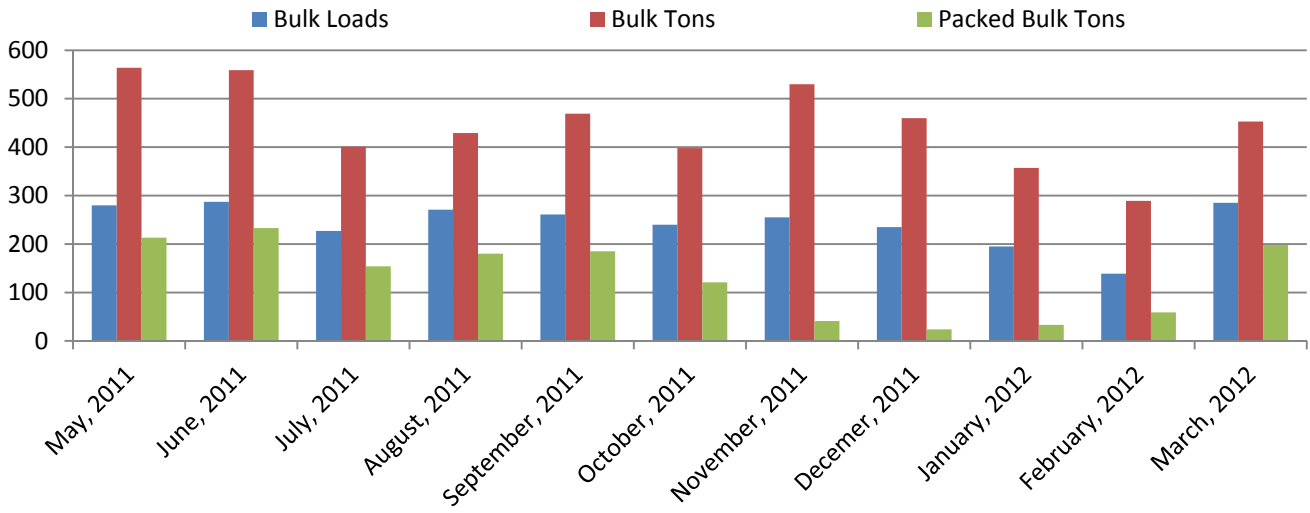


One replacement Ford F250 was put into service and 1 Ford F150 was put into service for the Water Department

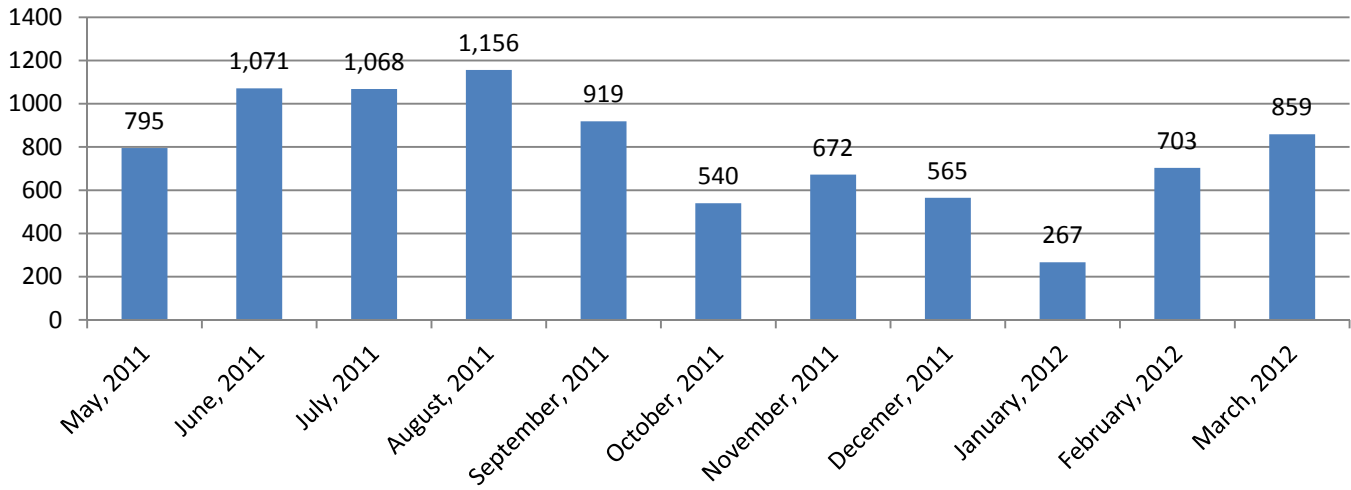
## Waste Management

Approximately 25,500 residences are serviced weekly and an average of 28.4 pounds of household garbage was picked up each week at these locations. The Division also provides weed control and provided gravel and maintenance for 7 alleys throughout the City in March, 2012.

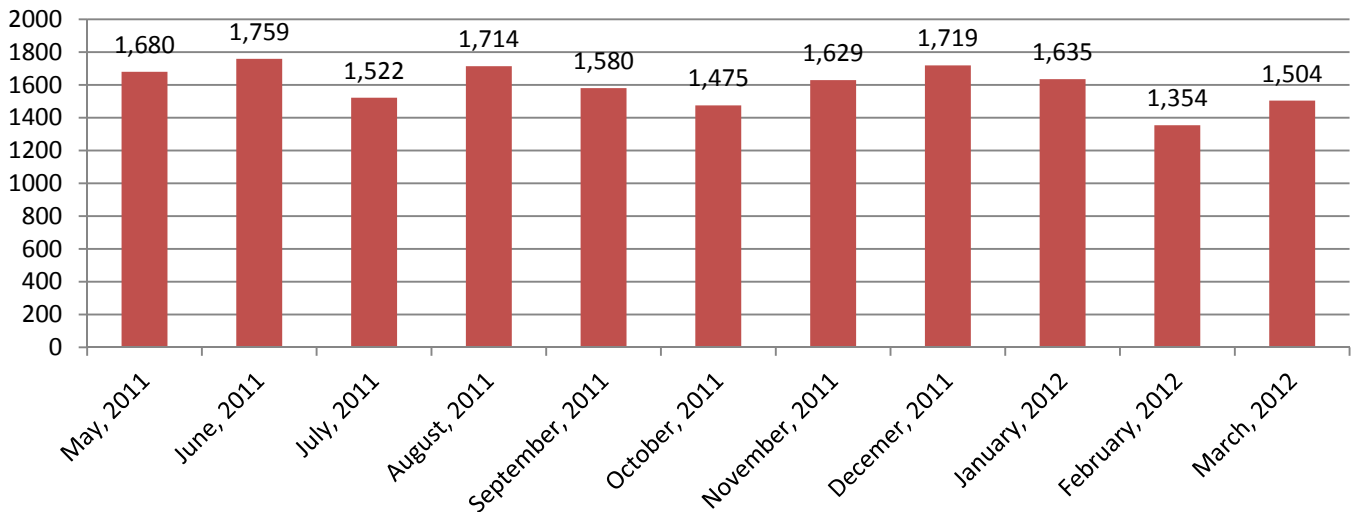
### Bulk and Recycle by Ton



### Swept Miles



### Refuse



## Water Department

### Reservoir Conditions

Even with only a few days of modest precipitation during the month, the Lake Bloomington and Evergreen Lake reservoirs still gained in volume. The Lake Bloomington reservoir is full, with a little water going over the spillway and the Evergreen Lake reservoir is about 4 inches below full. From a water supply standpoint at this time of year, our position is excellent.

The Department continues to pump from the Evergreen Lake reservoir.

This is normally the time of year that the nitrate content of the raw water supply in the reservoirs can start to rise as thawing conditions allow frozen streams to start flowing into the reservoir. However, this year is different in that it has been a mild winter and the streams have frozen and thawed several times. Also, there has not been much precipitation overall. As of the end of the month, the nitrate levels were around 1.0 mg/l (10 mg/l being the Maximum Contaminant Level regulated by the EPA) from the Evergreen Lake and Lake Bloomington Reservoirs.

The central part of Illinois has been rated as “abnormally dry” in the March 27, 2012 United States Drought Monitor. This report is compiled by the several Federal and State agencies as well as academic partners. In central Illinois, there are several of the rivers/smaller streams flowing at 5% to 20% of their typical flows for this time of year.

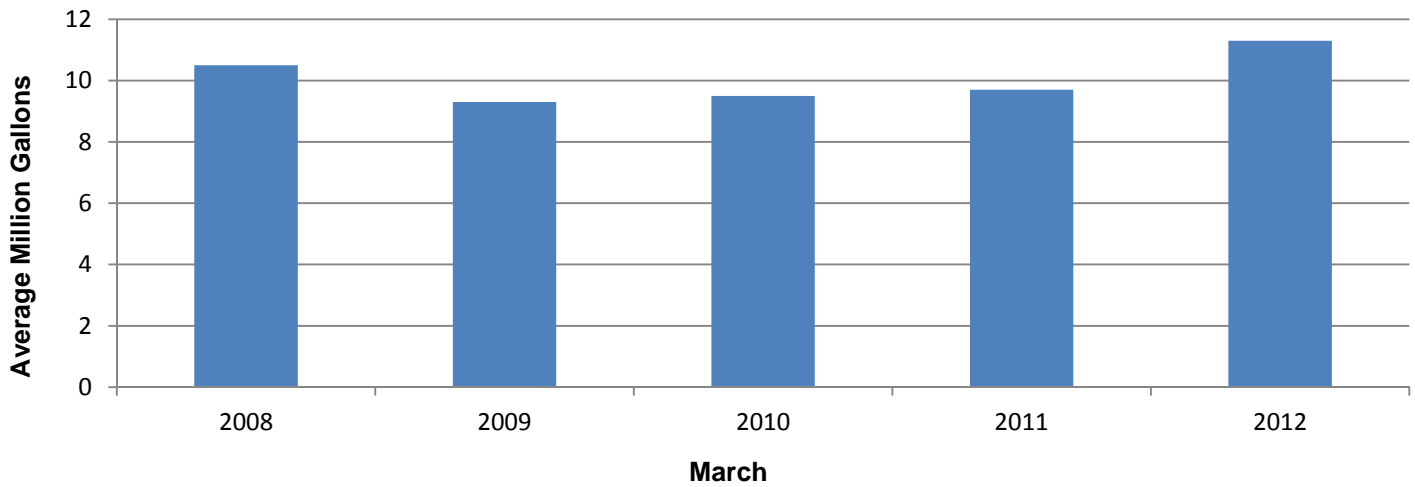
### Water Quality

During March, at the annual American Water Works Association state conference, the City of Bloomington was recognized by the Illinois Department of Health for 100% compliance with the Illinois fluoridation law during 2011. The City is one of about 430 Public Water Supplies (out of about 1,760 Public Water Supplies in the State) that achieved this distinction.

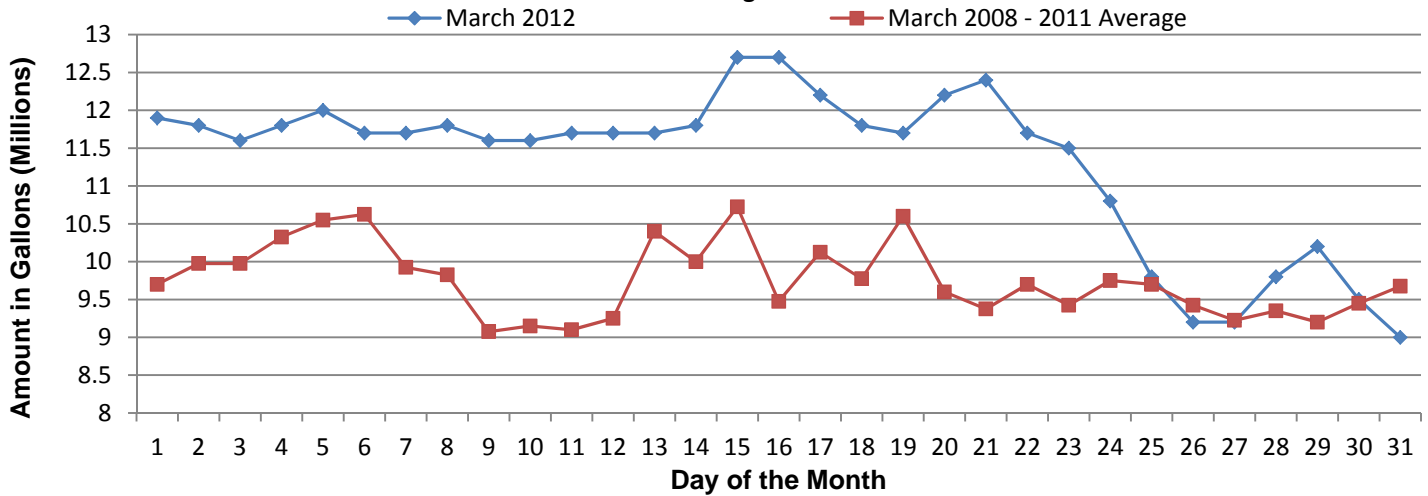
### Pumpage

The Department pumped an average of around 11.3 million gallons per day (MGD) in March with a peak day of 12.7 MGD on March 15, 2012. However, on March 22, it was discovered that a large water main break in downtown area was losing about 1 million gallons of water per day. Once the leak was repaired, the pumpage returned to seasonal levels. This leak will make the entire month’s pumpage look like there was greater pumpage to meet greater customer demand but in essence the increase in pumpage was caused by this large leak. The March average for 2012 can be compared to the average daily pumpage during March 2011 of 9.7 MGD, 9.5 MGD in 2010 and 9.3 MGD in 2009 and 10.5 in 2008.

**Avg. Million Gallons Pumped**



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



**Infrastructure**

The Morris Avenue/Veterans Parkway reconstruction project that was started in March of 2011 has continued with water main construction during March 2012. 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. During the month, the water main on South Morris Avenue from the SE corner of Veteran’s Parkway and Morris was run south for about 500 feet. The water main was installed, quality and pressure tested and then placed in service. This part of the project also involved the replacement of one fire hydrant. The only part that is left for the water main replacement portion of this large road project is the water main under Veterans Parkway which will be directionally drilled into place in the coming months.



***South Morris Avenue water main construction - March 2012***

Staff had several meetings with the contractor concerning the Locust/Colton CSO and water main project and the water main construction part of the project was underway during the month. The water portion started on March 12 and has been moving at a quick pace. The project started at Jefferson and Towanda and has proceeded with the water main being installed north along Towanda Avenue to Locust Street. City crews had been prepared for this job by locating and exercising main line water valves to control various portions of the water main as the contractor moves through the area. Unfortunately, at least a couple of valves were not shutting tightly and will need to be replaced.

This is about a \$3.0 M water main replacement project that will replace undersized, obsolete and poorly performing water main as well as replacing lead service lines, obsolete valves and fire hydrants. The project is funded through the IEPA state revolving loan fund with 25% of the project cost being forgiven.



**Locust-Colton water main replacement work – March 2012**

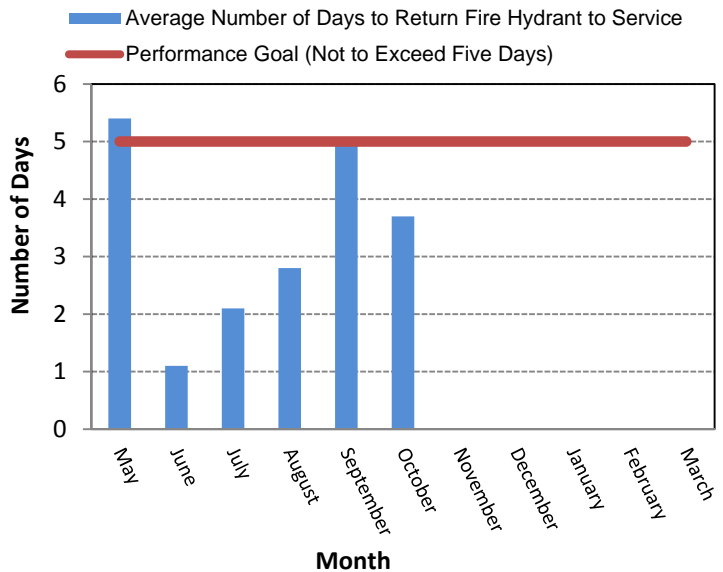
An unforeseen circumstance was encountered while on the Locust/ Colton CSO and water main replacement project. While digging in the western-most lane of southbound lanes of Towanda Avenue, the contractor excavating for the installation of the water main ran into an abandoned buried oil storage tank. This will have to be removed before proceeding but that cost should be covered by the IEPA loan.

In March, due to other work, staff was unable to work on any fire hydrants with problems. Crews didn't replace any hydrants during the month either. That keeps the fiscal year total at 300 hydrants serviced and 77 hydrants that have been replaced. As of the end of March, the City has no hydrants out of service as a result of our annual hydrant testing that we are working to repair/replace.

**Hydrants**

Of the 77 hydrants replaced/installed 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, we have spent approximately \$225,000 on their installation at approximately \$3,500 per hydrant.

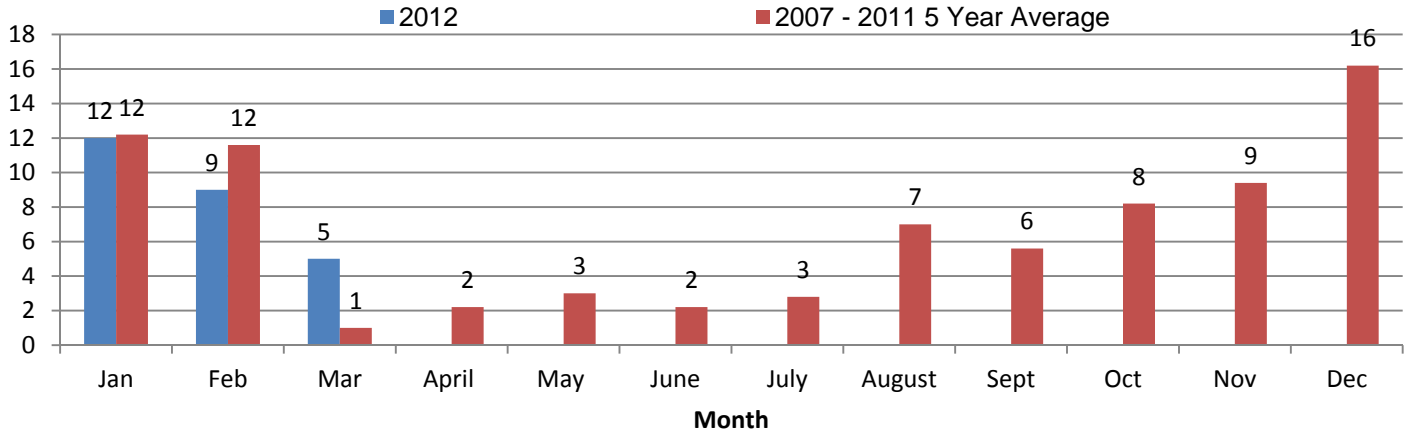
**Average Number of Days to Return Fire Hydrants to Service by Month**





During the month, we repaired 5 water main breaks/leaks; 4 were on six inch water mains and one was on a 4 inch water main. One of the breaks was on a six inch line as part of the Locust/Colton project that was damaged during construction.

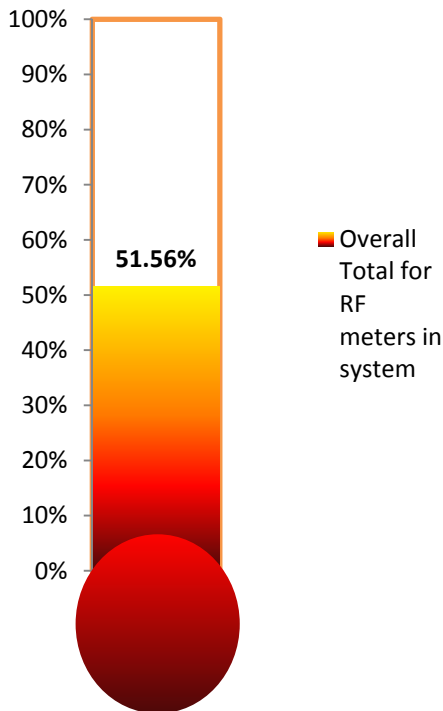
**Water Main Breaks by Month**



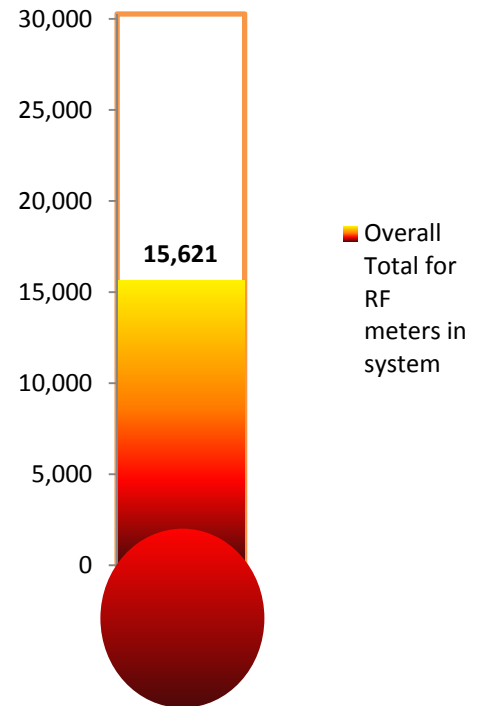
During March, we replaced/repaired fourteen water service lines/curb stops. Most of these were very old lead (the metal) service lines. Any time that we can remove lead from our water system, it is a good thing.

Staff installed another 390 Radio Frequency (RF) meters during the month. The Department goal for this Fiscal Year (FY12) is the installation of 6,000 units. **Currently we have installed 5,558 meters this fiscal year and this puts us about 93% toward our year-end goal of 6,000 meters.** When completed, the meter change-out program will eliminate the need for Meter Readers. Since this is a multi-year project, those positions have been eliminated as more RF units are installed. Currently, the Department is down to one Meter Reader (from 3 in 2009).

**Overall % Total for RF meters in system**



**Overall Total for RF meters in system**



## Parks, Recreation and Cultural Arts Department

Park Maintenance contracted with Midland Davis to complete the division's annual log grinding of wood utilization area. This procedure took three days to complete with assistance of park maintenance staff. The grinding resulted in approximately eight thousand (8,000) cubic yards of mulch. This mulch is used for plant beds, tree rings, and walk paths in numerous locations. The cost was approximately \$1/yard. If purchased from an outside vendor, this product cost would be \$10/yard. This equates to \$72,000 saving.



Park Maintenance also contracted with John Carroll to saw ash logs with his portable mill. Mr. Carroll spent two days milling ash wood to our desired lengths and widths. This ash wood will be used for park benches, picnic tables, and a park shelter project. 2,470 board feet of material was created at a total cost of \$1,931. Vendor price for ash wood is \$4 a board, resulting in a savings of \$7,949 from market prices.



### Zoo March Admission Revenue and Attendance

Revenue from the gate admission is 12.4% up for the current fiscal year compared to 2011. Revenue was more in March in 2012 than in 2011 due to the unusually warm weather. The Zoo has a chance to break the all-time record for revenue raised through gate admission for the year. The record for the fiscal year was set in fiscal year 2009-10 at \$302,993. Through March, this fiscal year has raised \$277,818.25. This total is already more than all of last year's total.

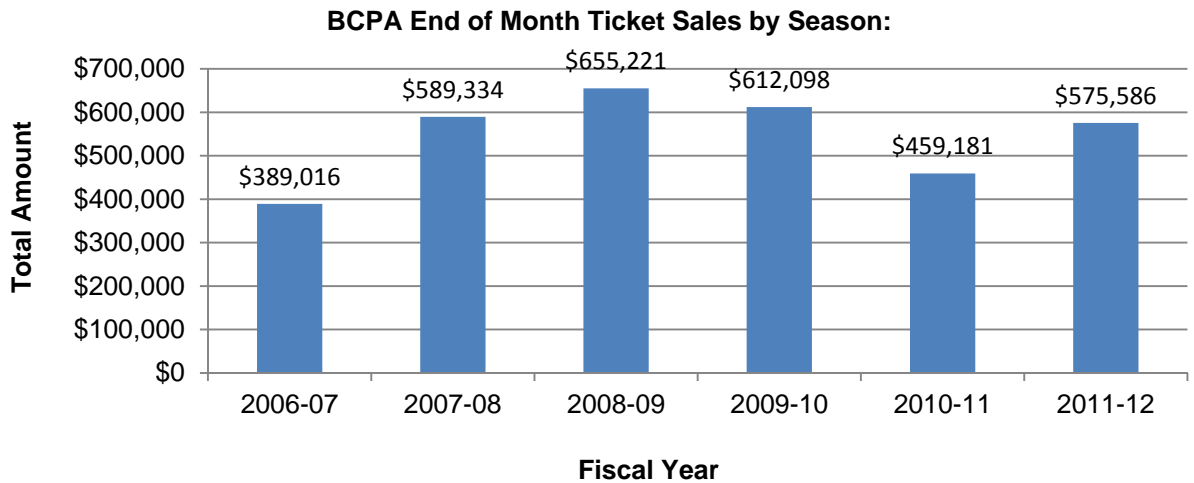
*A portable Sawmill was used on Ash Trees that were removed and the wood will be used for Parks projects.*

Attendance is 10.2% up for the current fiscal year compared to last year's attendance. Warm weather in March made for a great attendance month for the Zoo. The previous record for March was in 2000 when 9,877 guests came through the gate. These strong early numbers indicate a chance at the all-time attendance record. The record was set in fiscal year 2004-05 at 113,641. Attendance for fiscal year 2011-12 through March is 100,853.

## Bloomington Center for the Performing Arts

### 2011-2012 Season

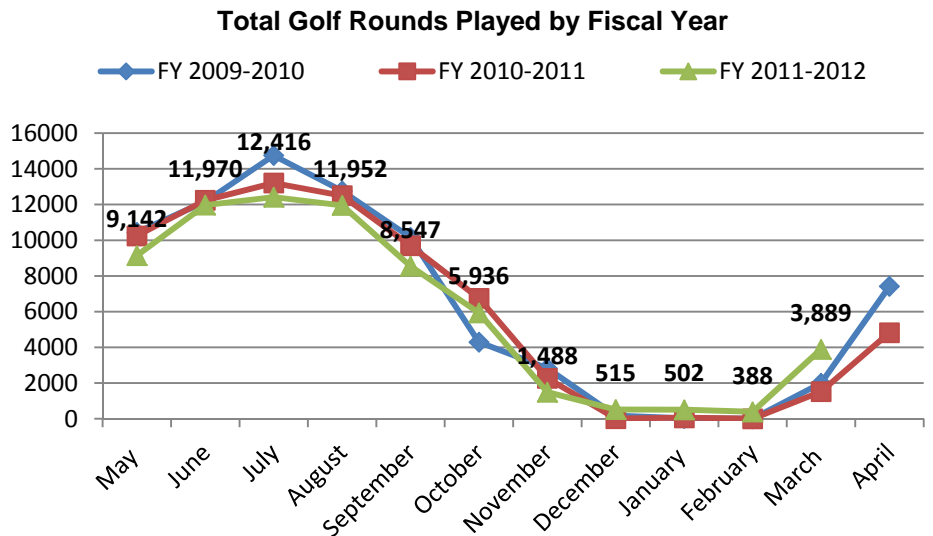
The BCPA welcomed 8,026 people to 62 different events and activities in March.



### Golf Division

The month of March brings us into what we call the “official” start the golf season. That is an understatement for March 2012.

Our weather for the month proved to be one of the best on record. With golf playable hours up 206%, according to the Cognilogic Weather Service, we were able to experience a 152% increase in rounds and a 44% increase in revenues over March 2011. Heading into the month of April,



we were approximately \$45,000 behind last year’s total revenue. As a result of the strong month we experienced, we are now approximately \$40,000 ahead of last year’s revenue pace (through March 2011). As we head into April, if we can experience a decent weather month we should be able to finish the year experiencing positive growth in revenues. Increased play also led to an 80% increase in pro shop sales, coupled with a 289% increase in food and beverage sales.

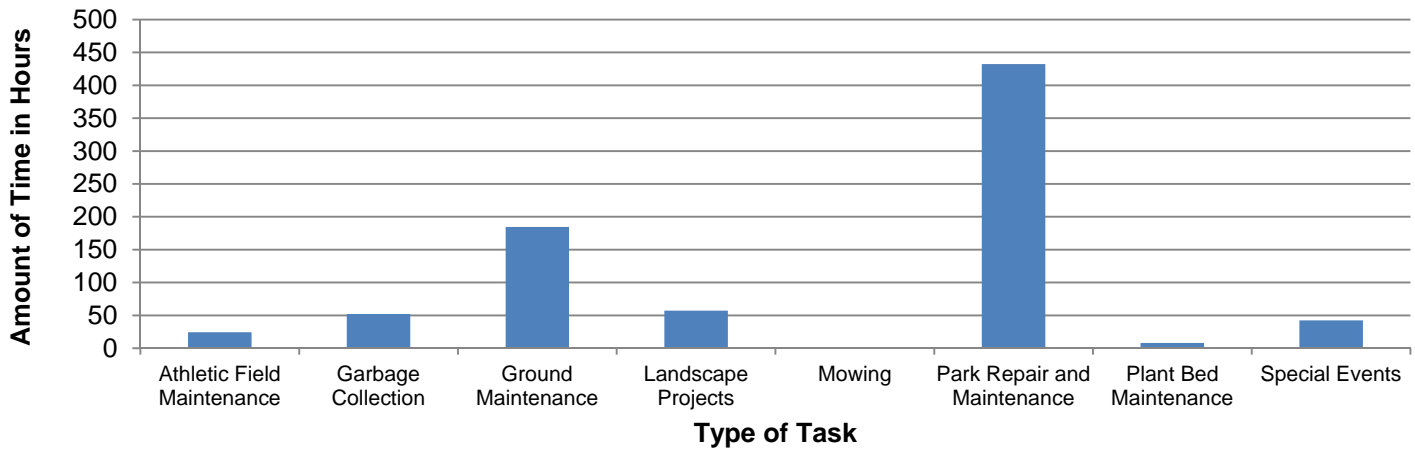
The courses are currently being marketed heavily throughout the Central Illinois area with course promotions being found on billboards, print, E-Mail marketing, television and the radio. We are also adding content onto the Facebook pages for each of the courses in the hopes of keeping the courses “top of mind” in front of our customers. In addition to local advertising, we are running ads both in print and radio in the Chicagoland area to capture golfers there who are willing to travel to take advantage of our courses and their affordable greens fees.

The warm weather did bring about its share of challenges. Increased temperatures and sunlight brought a flush of growth (and weeds) to the courses that are not typical for the time of year. As a result, our seasonal labor hours doubled to meet the demand of keeping the courses trimmed in a manner the golfers find acceptable. Additionally, our preventative fungicide spraying program was forced to begin 30 days earlier than expected. This will most likely add another spray cycle for the season which could add \$5,000 to \$8,000 to the property maintenance budget. All things considered,

we are happy to accept these challenges to experience the accompanying increase in revenue and business.

## Park Maintenance Division

Park Maintenance Field Work (hours)



### Horticultural Tasks

Due to the unseasonably good weather in the month of March, Park Maintenance staff was able to begin turf maintenance much earlier than usual. Staff was able to complete the aeration of all irrigated fields as well as Airport, Rollingbrook and Stevenson Parks which are used for softball and soccer. Staff was also able to over-seed numerous athletic fields to help promote turf growth and eliminate bare spots due to heavy usage. The fields that were over seeded are: O’Neil Park hardball and football areas, the White Oak Park football field, the Northpoint football field and McGraw Park hardball field. The division was able to over-seed the area around the new playground at Eagle Crest Park. Staff was able to begin fertilization of turf areas in the parks and additional maintained locations. Staff has applied fertilizer to 27 different locations. Fertilization of parks will be completed in middle to late April.

Staff began their seven day mowing cycle in the parks and fourteen day mowing cycle in right of ways on March 26. This is the earliest recorded mowing in the past 10 years.

Staff was able to successfully execute controlled burns in Tipton Park, Prairie Vista golf course and The Den golf course. The burning of prairie grass removes all the weeds and invasive plants that are detrimental to beauty and health of the prairie grass. Park staff has been burning these areas since 2005.



Parks Maintenance staff conducted a controlled burn in Tipton Park.

## Forestry Tasks

Forestry began their new preventative maintenance circuit which is section B-3. This section is from Market St. to Oakland Ave. and everything west of Clinton St. Five confirmed EAB ash trees were removed in March.

## Recreation Division

### Recreation

Spring Break Programs were held each day of the District #87/Unit #5 spring break. Each day had a different theme with activities from 7:30 am – 5:30 pm. There were 134 individuals who registered for one or more of the days as compared to 84 in 2011. Four of the days included a trip away from Lincoln Leisure Center including a trip to Starved Rock Park on the last day.

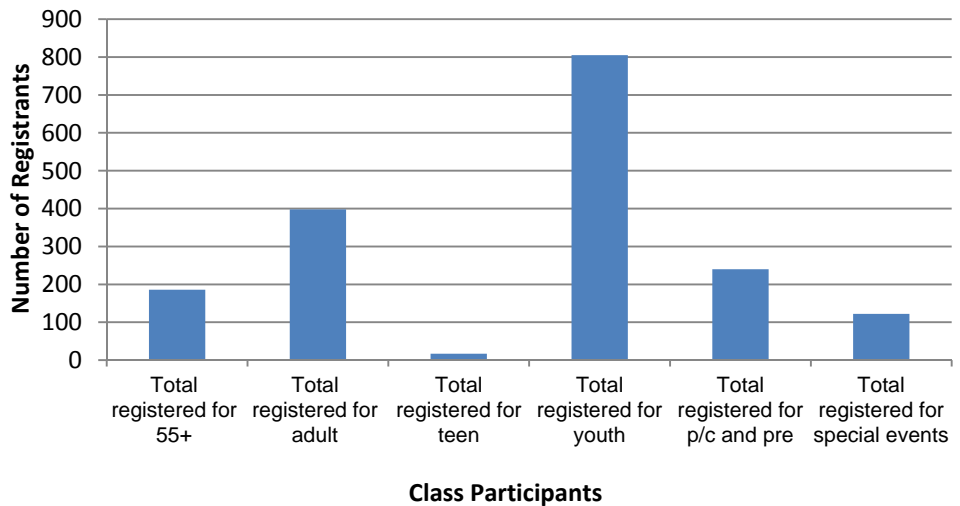
Three family special events were held in March. During Spring Break, a group of thirty six mothers and daughters traveled to Chicago and spent a day at the American Girl Place. Earlier in the month, moms and their sons participated in a Mother/Son Fun Day where they were challenged with goofy games, relays, and more before eating pizza. On March 23 families took part in the Bunny's Pizza Dinner & Egg Hunt. The weather was stormy so the hunt had to take place indoors this year. Afterschool Basketball had the last games the first Saturday in March. The next session of Afterschool sports is flag football which starts in April.

Softball League sign-up began and ended in March. Forty-four teams registered which is up 4 teams from the 2011 registration. Revenue for softball up by \$1600 compared to 2011. Revenue for other programs was down, due to a change in the start date of programs. The spring session of dance and afterschool flag football started the last week of March in 2011. In 2012 they all start the first week of April. Overall there will be an increase for youth in 2012.

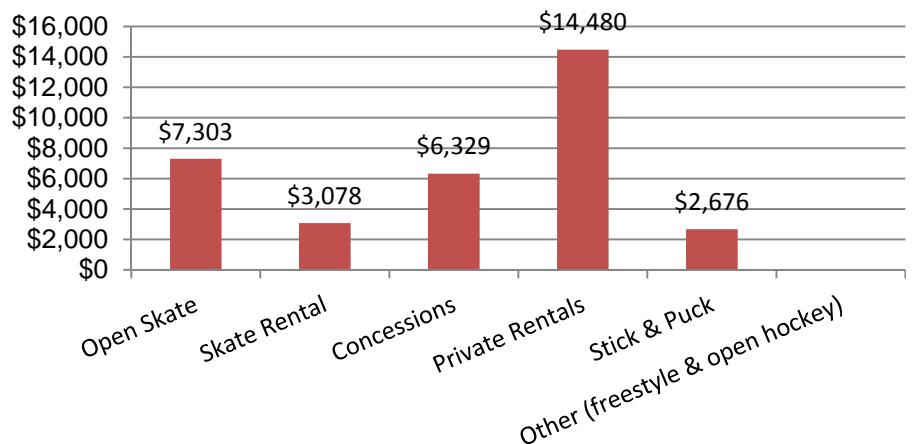
### Pepsi Ice Center

The Fall and Winter/Spring Youth Leagues had their Hockey Banquet at the Double Tree Hotel. Over 400 individuals attended. Spring Youth League registration is almost identical to the 2011 registration. Three of the age divisions are at their capacity of 52 players. Open Skate was down by 472 skaters. The weather turned warm sooner than usual. Individuals are starting to do outdoor sports as soccer and baseball are starting. **\*\*Parks, Recreation and Cultural Arts Department Appendix Continues on Page 60.**

March Total Participation



Pepsi Ice Center Programs March Revenue



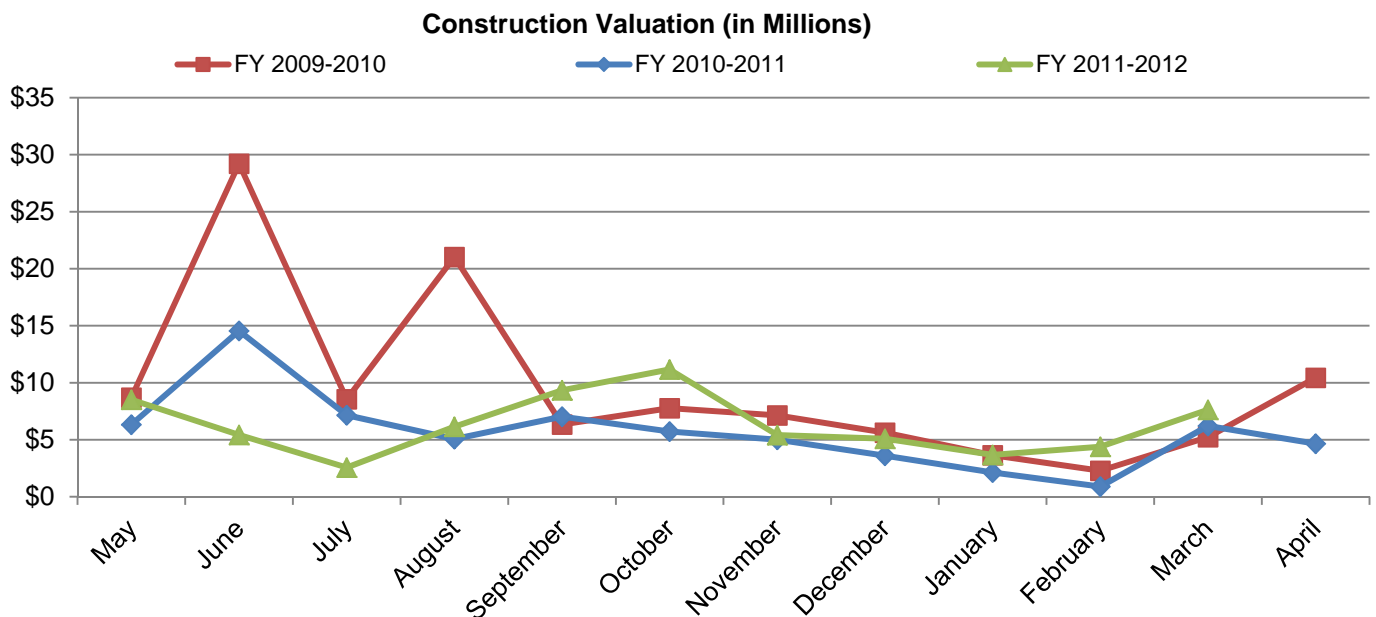
## Planning & Code Enforcement Department

### Building Safety Division

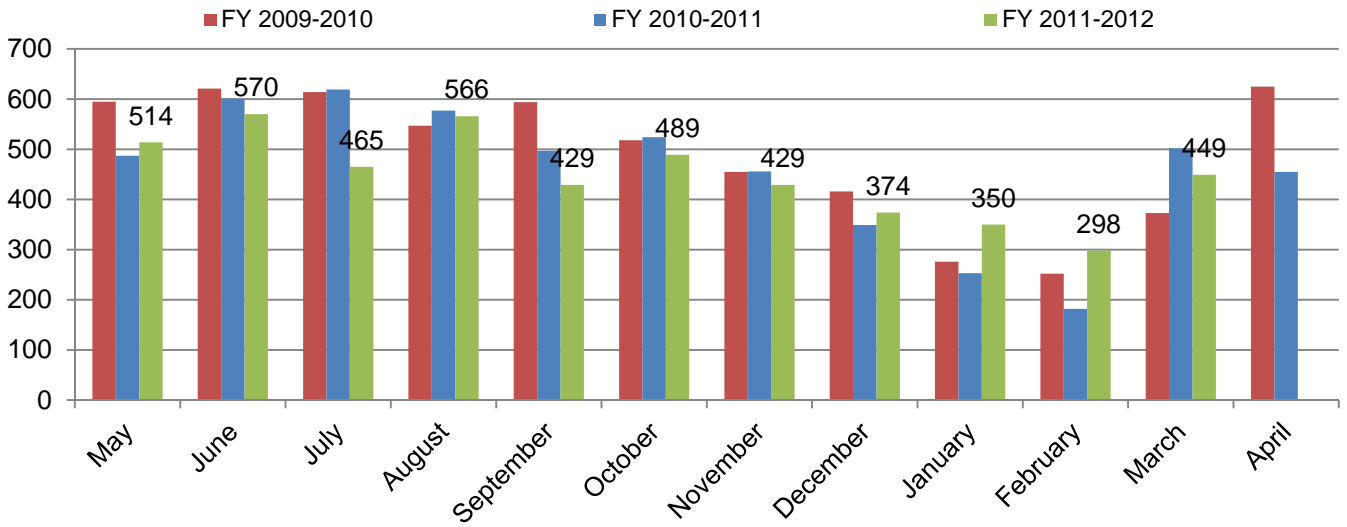
The increased pace of construction activity started in January has continued through the month of March. All of our basic construction indicators continue to be up anywhere from 32-61% ahead of last year's numbers at this time. Year-to-date new home starts are up by 59% while overall construction and permit fees collected are up by 36% and 61% respectively. While the percentage increases are rather large for these areas, the numbers of construction and building permits, which are likely a better gauge of our day to day activity, also show large increases in activity. The warmer than normal winter is likely playing a role in this early activity spike. However, there are enough other indicators of activity that lead us to believe this year will be much improved over the last several years.

February 2012 to March 2012	Year to Date
New home starts – up 0%	Up 59%
Building permits – up 30%	Up 32%
All construction permits – up 20%	Up 36%
Fees collected – up 13%	Up 61%

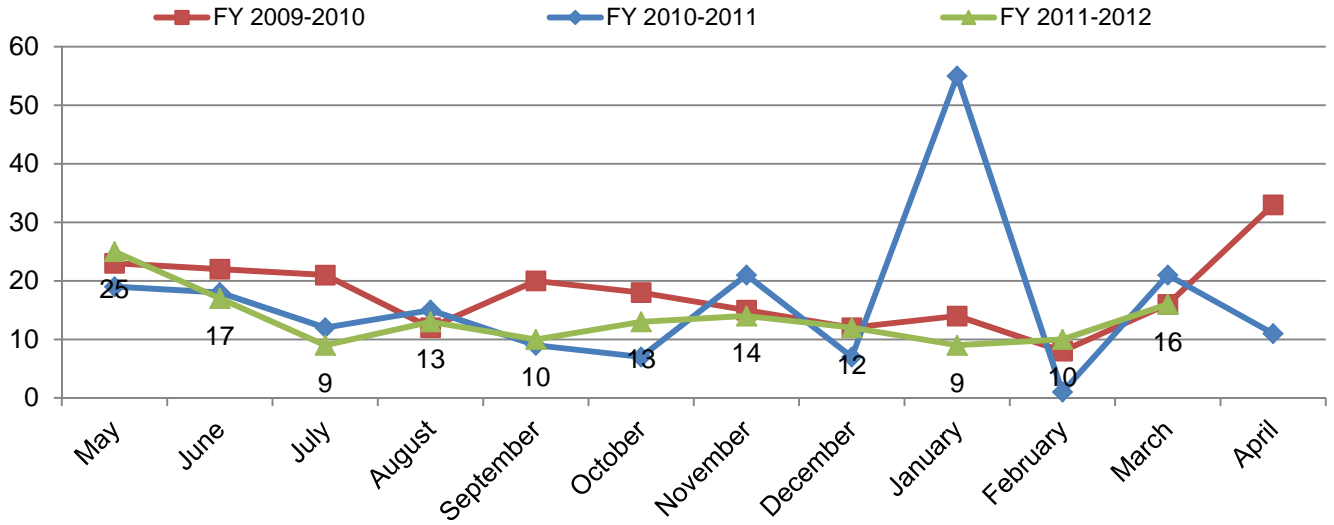
Construction Projects \$1,000,000 or Higher		
Building/Project Description	Address	Value
None		



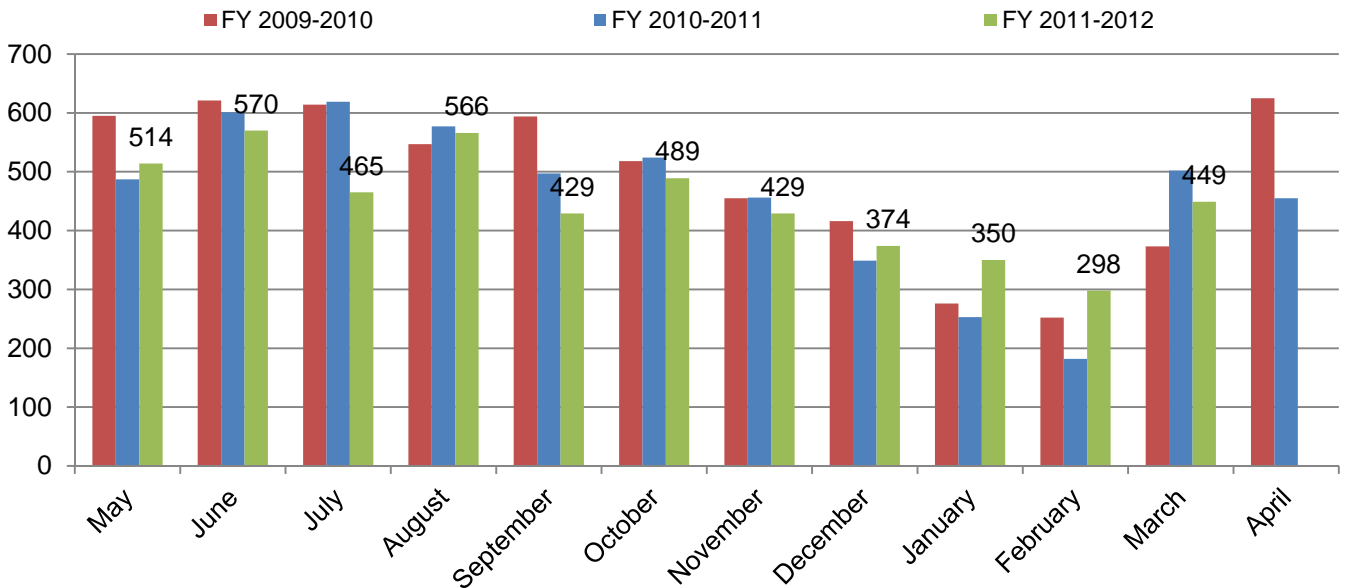
**Number of Construction Permits**



**Number of New Homes Built**



**Number of Construction Permits**



## Notable Plan Reviews Received

\*\*Review status still pending

<b>Building/Project Description</b>	<b>Address</b>	<b>Value</b>
OSF St. Joseph Hospital	2200 E. Washington St.	\$1,900,000

### Items/Activities of Note:

- After a complaint to the Attorney General, staff is working with CIAM to correct accessibility issues in the Coliseum. A proposed plan of action is due to the AG's office by mid-April, with the work to be completed over the summer.
- Staff from PACE, Police and Legal met with representatives of PATH to discuss the issue of "hoarding". While there are several areas where we can help with clean-up and/or abatement of the specific problem, we are ill equipped to deal with the emotional or mental issues that lead to these cases. Discussion related to procedures and possible remedies is ongoing.
- Work continues with the owners of the Southgate Mobile Home Park to correct their water flow problems. The owners have hired an engineer to help them design a fix.
- Staff has completed a walk-through of the old Wildwood Industries building at 1101 Bell Street. Information has been forwarded to the Economic Development Council for their discussions related to development and/or marketing the buildings and site.

### Historic Preservation Activity

- Discussion of Strategies for Historic Preservation
- Review of Proposed Changes to "EUGENE D. FUNK, JR. HISTORIC PRESERVATION GRANT PROGRAM Eligibility Criteria, Conditions and Limitations"

### Planning Commission Activity

- All meetings cancelled

### Construction Board of Review

- No Meeting in March 2012

**\*\*Planning & Code Enforcement Department Appendix Continues on Page 66.**



## Economic Development

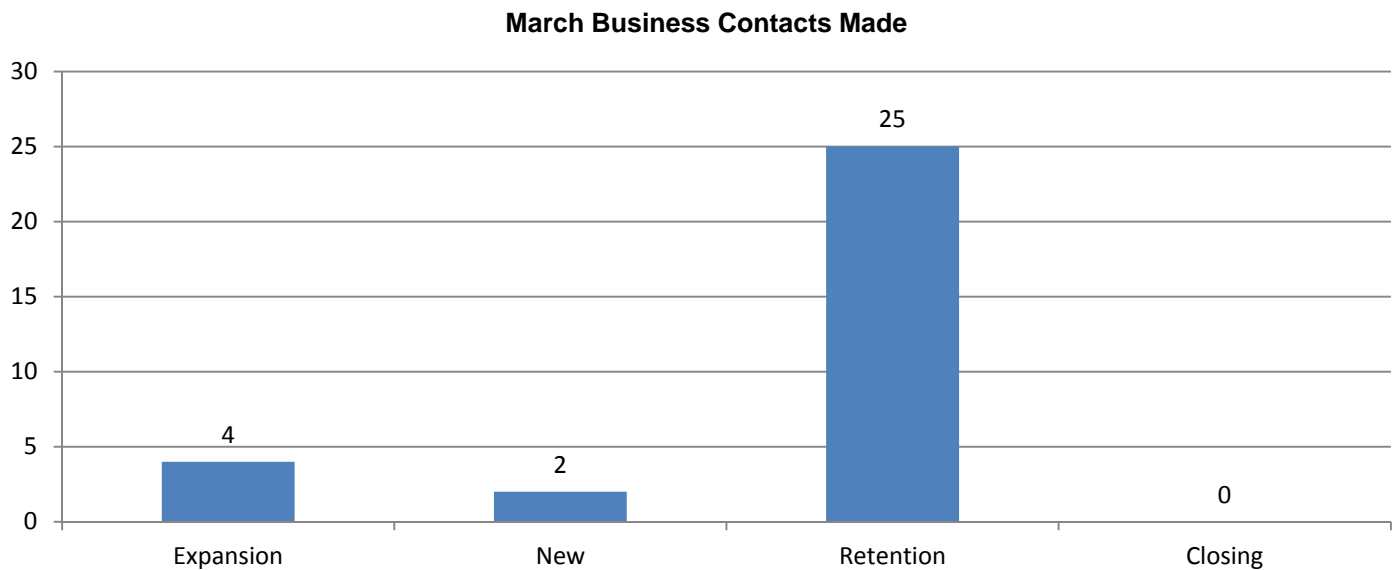
Strong working relationships are a key component of the City's Strategic Plan. As such, several partnerships and joint ventures have been established to foster Economic Development efforts within our community. The following organizations have partnered with the City to work on various development projects and committees:

- Town of Normal
- McLean County Chamber of Commerce
- Downtown Bloomington Association
- Center for Emerging Entrepreneurs
- Economic Development Council of Bloomington-Normal
- District 87

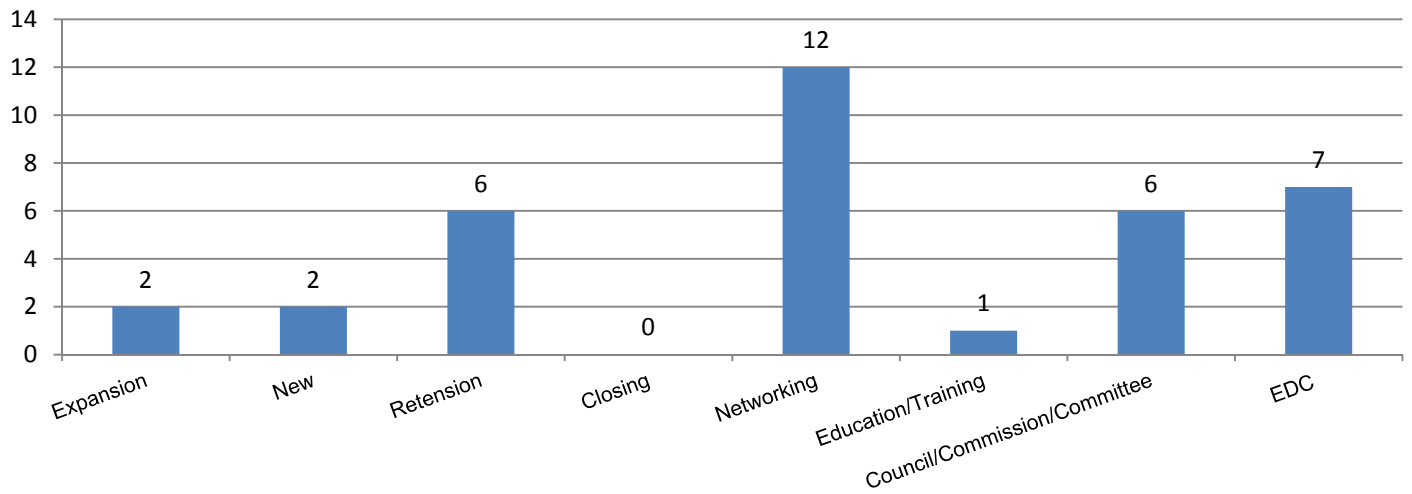
### Training Summary

Demographic, sales and consumer trends allow site selectors the opportunity to analyze new markets and the potential that exists therein for their business. Through additional training on the newly acquired SCOUT program forward to the opportunity to expand those efforts into other facets moving forward. The Executive Pulse Business Intelligence System is a Content Resource Management (CRM) that has been specifically designed for economic development professionals as a means to track business retention, recruitment and development efforts. The program is utilized in coordination with the EDC to improve the efficiencies of these processes.

### Activity



### March External Meetings Held



The Economic Development Coordinator is currently working on identifying additional performance measures and indicators to track and report to the public and City Council which will serve as a tool to measure the progress the City is making in the goal of an enhanced economic development environment.

## Legal Department

### **Collections**

#### ***Small Claims:***

- 7 cases were set on March 16, 2012
- 4 cases for use tax were paid prior to the court date – Total collected \$1,114.12
- 3 case were continued over to April 27, 2012
- 8 cases were filed for use tax collection – court date 4-27-12

#### ***Collection letters sent:***

- 46 letters sent for use tax – total collected \$4,282.71 – FYTD \$39,053.77
- 1 letters sent for NSF – total collected \$125.00

#### ***Nuisance Parking:***

- 1 letter sent
- Monthly Parking Ticket Payment Agreements – total collected \$2,025.00

#### ***Liquor Fines:***

- Liquor fines collected from a licensed establishment \$1,000.00

#### ***Water and Weed Liens:***

- Negotiated settlements for water and weed liens total collected \$3,742.91

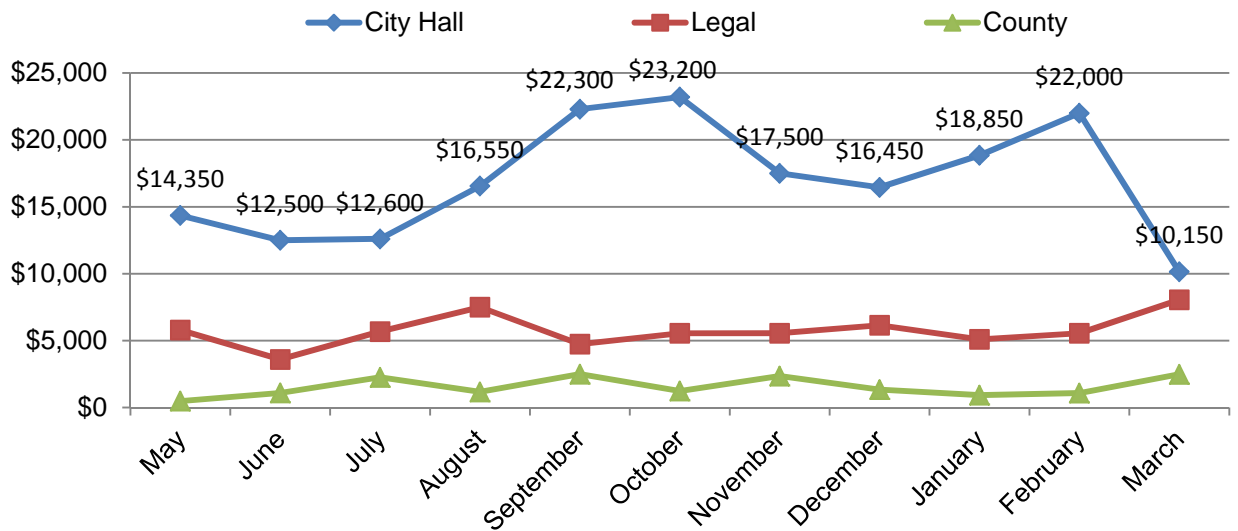
#### ***Freedom of Information Act Requests***

- FOIA: 60 FOIA requests were processed through the Legal Department
- Total time spent 34.75 hours
- Extensive review/analysis of the Freedom of Information Act (applicable exemptions and various other provisions)
- Responded to two (2) Requests for Review from the Attorney General's Office

#### ***Ordinance Violation Activity***

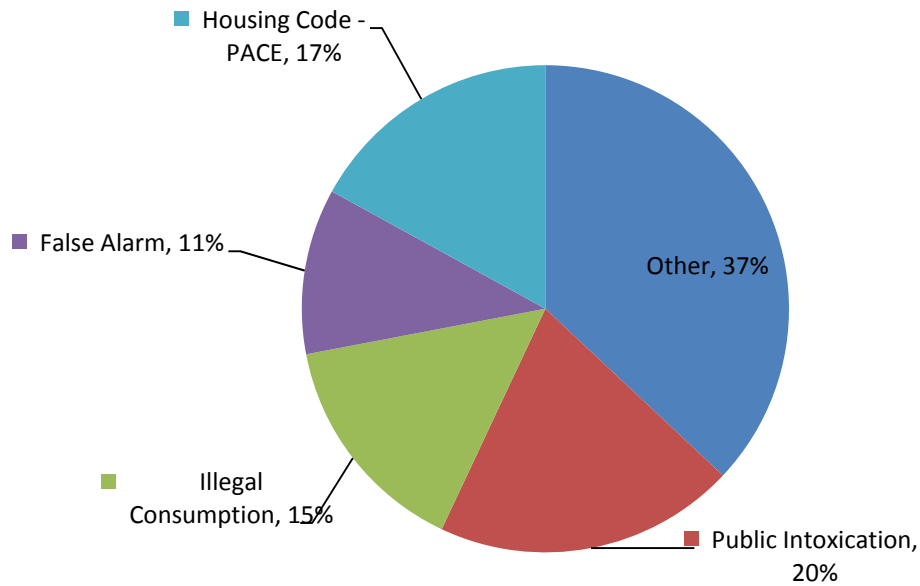
- Fines received at City Hall before filing: \$10,150.00/\$186,450.00 Fiscal Year to Date (FYTD)
- Fines paid at City Hall after filing: \$8,050.00/\$70,575.00 FYTD
- Post judgment fines received: \$2,483.85/\$ \$16,917.96 FYTD
- Total: \$20,683.85/\$273,942.96 FYTD

**Ordinance Violation Collections FYTD 2011-2012**



- Ordinance Violations Paid at City Hall – 105
- Ordinance Violation Cases filed: Housing/PACE: 5 Behavioral: 37

**March 2012 Violations Filed in Court by Percentage of Overall Cases**

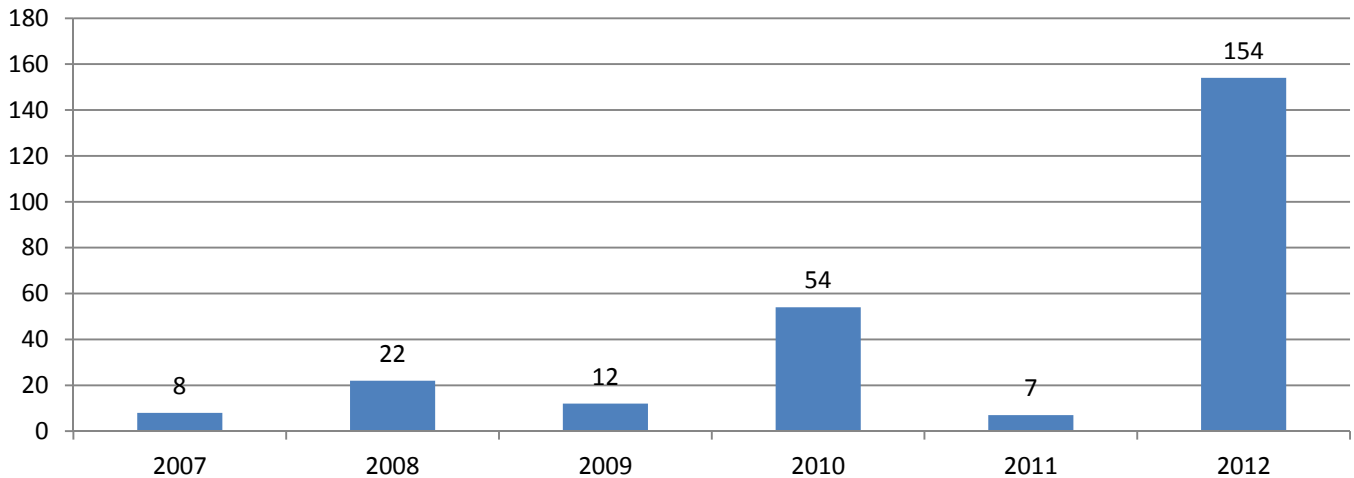


- Summons prepared: 73
- Total cases scheduled for court: 354
- Trials scheduled: 17
- Post Judgment cases scheduled: 10

**Unregistered/Inoperable Vehicle Compliance**

- Vehicle Compliance Tickets sent this month: 154

### March Unregistered/Inoperable Vehicle Compliance



#### ***Ordinances Drafted***

- Drafted ordinance relating to EMS services and incarcerated patients
- Drafted order for Fire Chief for pertaining to Southgate Estates fire suppression
- Drafted ordinance relation to combination of Boards

#### ***Contracts/Agreements***

- Reviewed Personal Service Contracts for BCPA

#### ***Personnel/Human Resources***

- Meetings with HR and outside counsel re Collective Bargaining

#### ***Litigation***

- Negotiated settlements with property owners regarding property maintenance cases
- Briefed and argued Motion to Reconsider in Johnson case
- Prosecuted liquor code violations
- Prepared Settlement Request memo to City Council in Workers Compensation Cases
- Filed and prosecuted Repair-Demolition cases
- Investigated and prosecuted complaints involving illegal operation of taxicabs
- Participated in Arbitration Hearing regarding terminated employee- interviewed witnesses in preparation for same
- Drafted letter to attorney denying PSEBA benefits to retired employee
- Prepared for court arguments in Devyn Corp. v. Bloomington case
- Prepared for Grievance Hearing (AFSCME employee)

#### ***Monthly Meeting Participation***

- Attended City Council meetings and work sessions
- Participated in nuisance abatement discussions
- Attended Board of Fire and Police Commissioners meeting
- Attended monthly Liquor Commission meeting
- Attended Special Use and Land Development Committee meetings
- Attended PACE/Police/Legal meeting

- Attended Department Head Staff Meetings
- Attended Budget Work Session
- Attended Police Focus Group Meeting
- Attended special meeting at PACE to discuss policy and solutions relating to hoarders
- Attended press conference relating to Southgate Estates

### ***Research***

- Researched law on temporary detentions
- Continued research into vehicle impoundment/towing issue
- Worked with intern on research regarding implementation of housing court
- Researched noise ordinances
- Researched exotic animal ordinances
- Reviewed state statute on local siting review of pollution control facilities

### ***Miscellaneous/Other***

- Numerous responses to City Departments on Miscellaneous Legal Questions
- The Legal Department received 665 inbound calls that exceeded 25 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.
- 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 activities at 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
- Answered question regarding City rebate in Development Agreement (Interchange City West)
- Participated in Illinois Municipal League Winter teleconference
- Consulted with police regarding process and remedies for juvenile ordinance violations
- Prepared Legal Department Narrative for Budget Report
- Participated in conference call with Assistant Attorneys General regarding synthetic drugs
- Reviewed and revised easements for CIRBN project
- Negotiated with owners and management of Southgate Estates regarding fire suppression issues
- Conducted training relating to liens for water and City services for members of the PACE, Water and Finance Departments
- Consulted with McLean County Animal Control and Bloomington Police regarding vicious/dangerous animals

## Human Resources Department

**The Human Resources Department did not submit data for the month of March.**

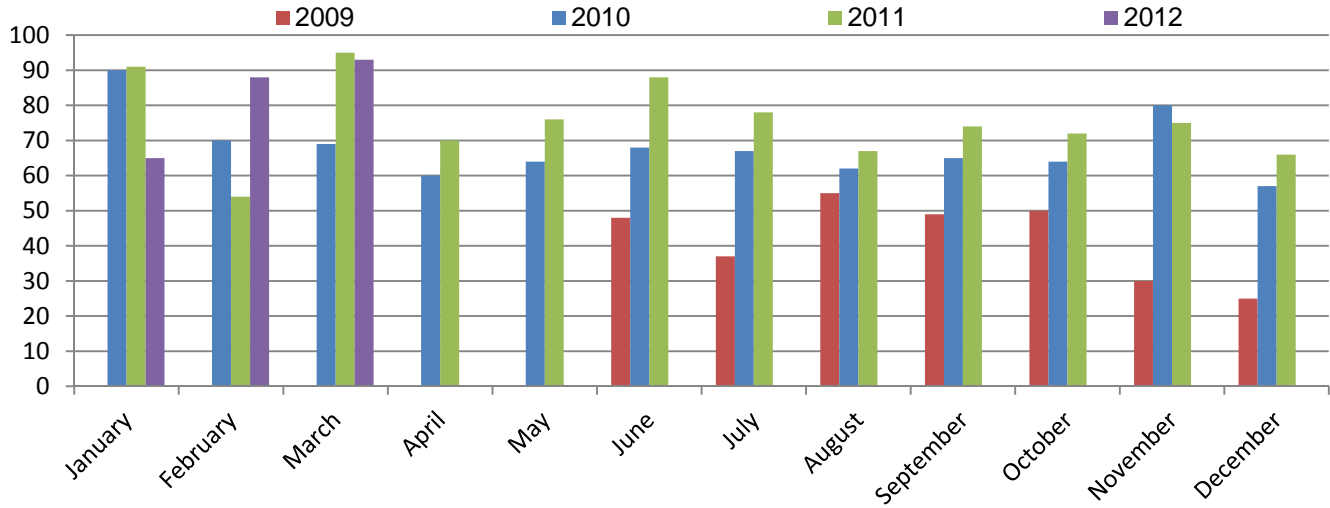
The Monthly Manager's Report requires a significant level of staff resources. Performance data of the services provided by the City is collected internally by each City department and reported to City Management. In efforts to relay this information to citizens in a timely and consistent manner, some departmental information will be included in later reports.

# City Clerk

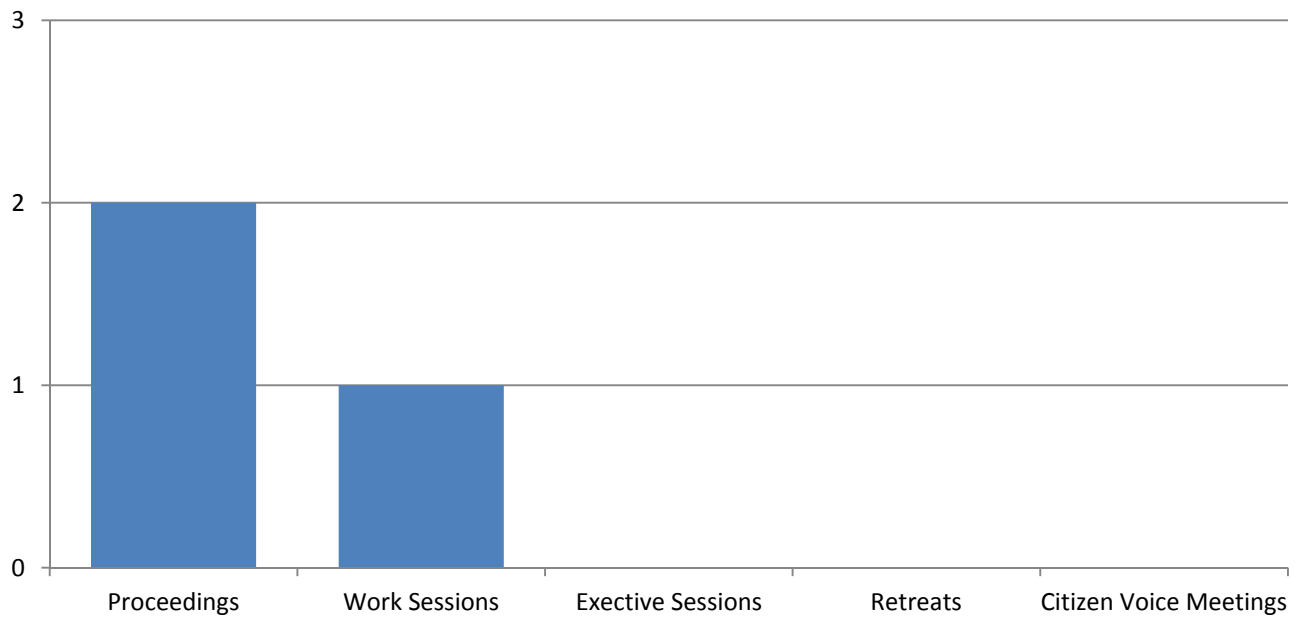
## Other Minutes Completed

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

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

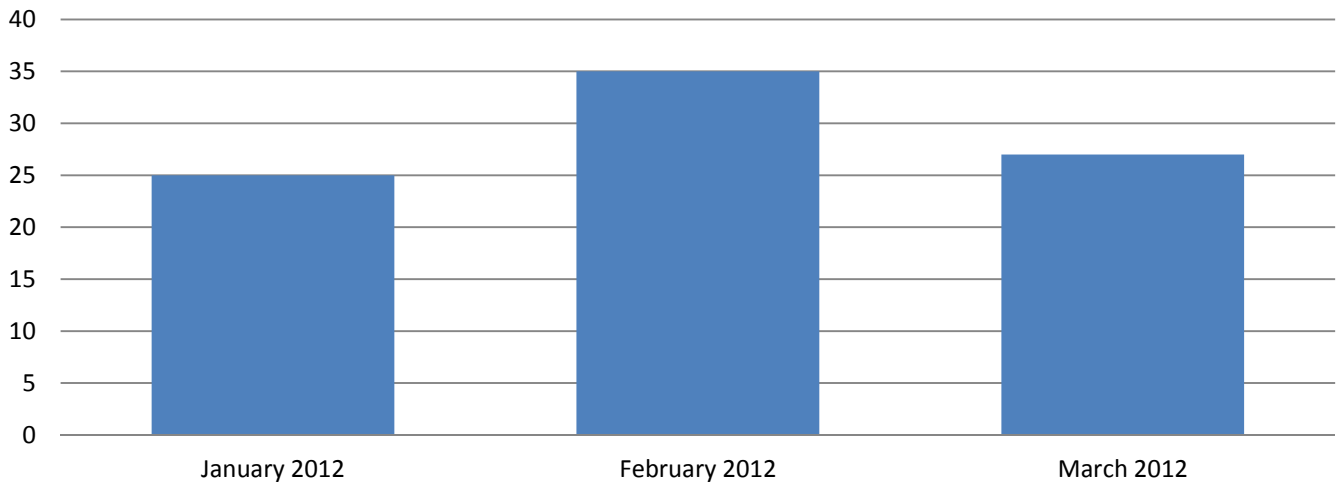


March Council Activity Total

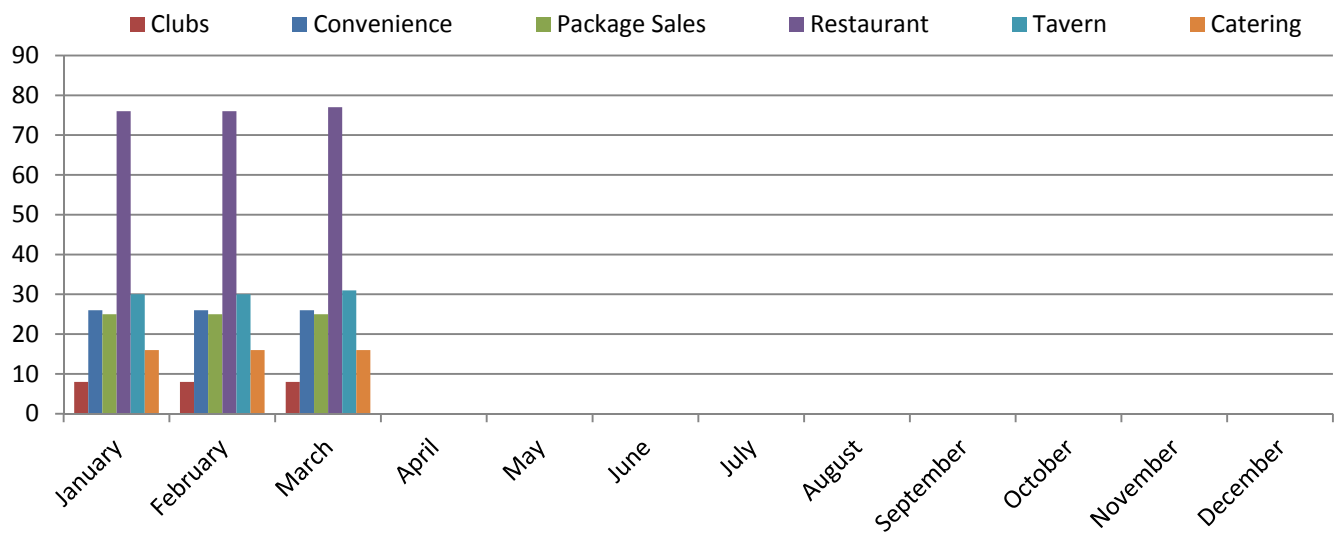




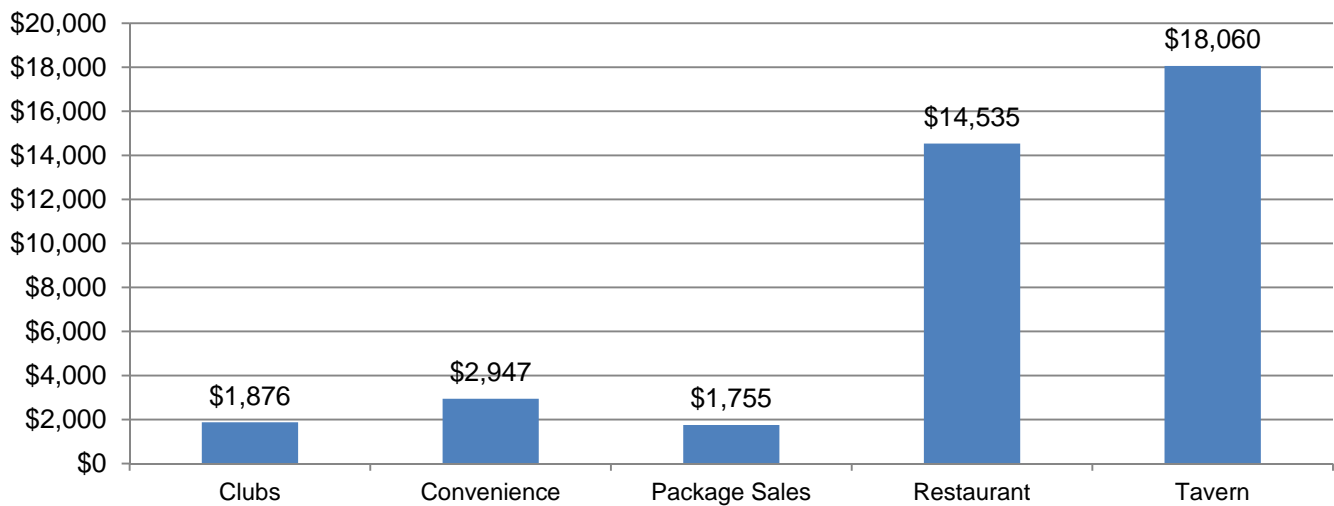
### 2012 Number of Items on Council Agenda



### Number of Liquor Vendors March 2012



### March Total Liquor License Penalties/Fees



## Information Services Department

### Enterprise Resource Planning (ERP) Project - Munis

Munis Project Accomplishments for March 2012 were as follows:

#### ***Financials – Phase 1***

- Year End Close Prep Training Completed
- Posted November through February Banner Payroll Journal Entries into LIVE
- Scheduled Upcoming Training
  - Munis v9.3 Upgrade 5/30-6/1
- Budget Decentralization 9/11-9/12

#### ***HR/Payroll – Phase2***

- Accumulators, Earnings, Deductions & Check History Conversion in LIVE
- MUNIS Time Entry Went LIVE on Friday 3/30
- Payroll Went LIVE on Monday 4/2 – This particular week happened to be a triple payroll week, which the busiest payroll for HR and Finance. The Munis payroll function performed exactly as expected. The errors that were encountered were due mostly to time entry errors.
- Distributed Communication – The Phase 2 implementation team distributed informational material related to the new payroll process. These items were:
  - Employee Self Service (ESS) – Described how employees can get to their payroll information from any computer from either inside or outside the City's network.
  - Time Entry & Paycheck Processing & Distribution – Instructions for those employees from each department responsible for Munis time entry.
  - HR Help Phone Number – Instructions for employees on how to contact HR if they noticed any issues with their pay advice.
- Provided ESS Help for Public Service – Staff was on hand in the Public Service area to assist users in getting signed in to the ESS site and how to view their payroll information.
- Overall, payroll issues, and especially HR help desk calls, were very minimal.
- Training Scheduled
  - V9.3 Upgrade & HR Refresher Training 6/5-6/8
  - Salary & Benefit Projections 8/3
- Permits and Code Enforcement – Phase 3
  - Completed Setup Session 1 of 3
- Business Licenses
  - Accepted Project Schedule

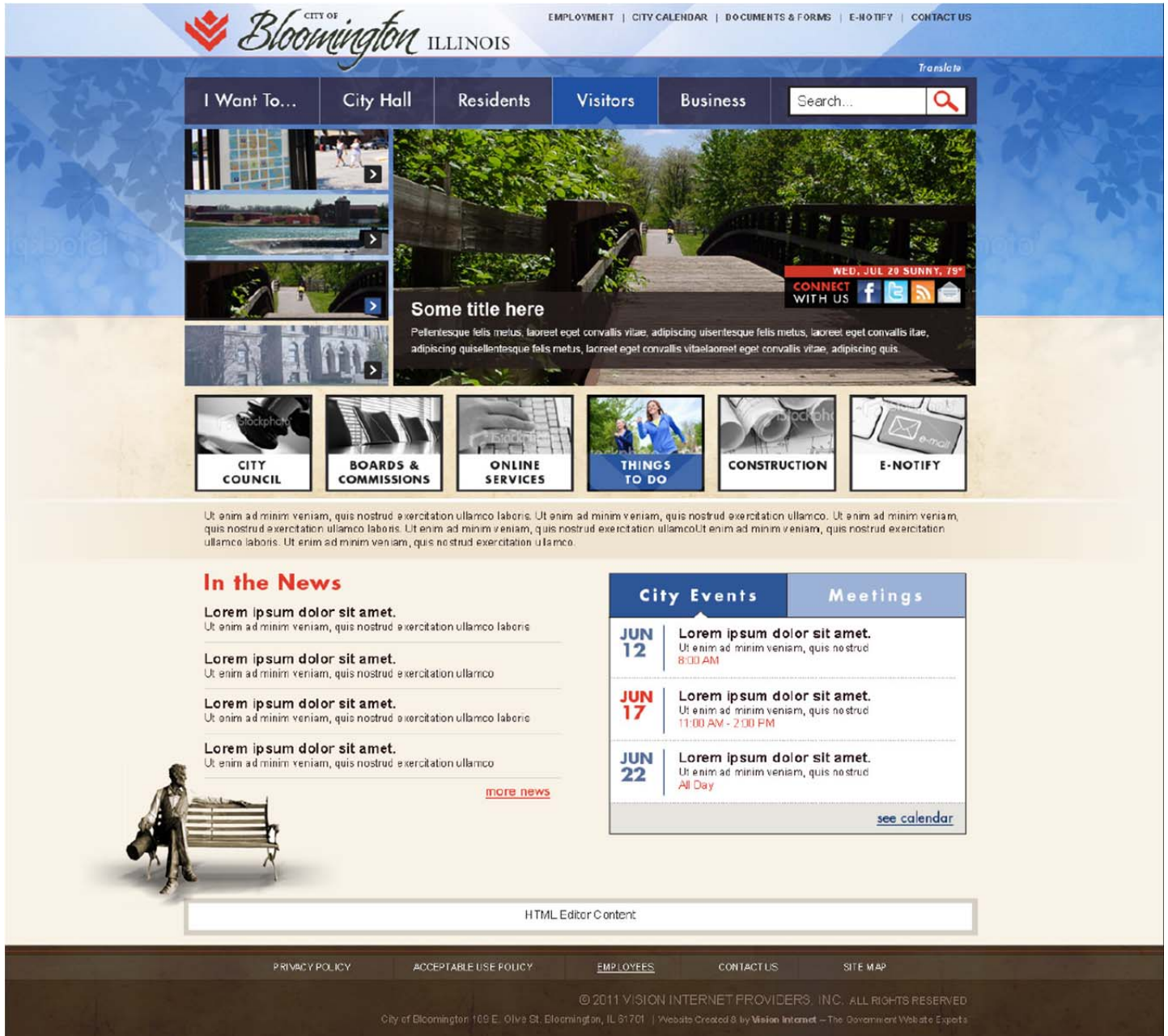
Employee Newsletter Communication

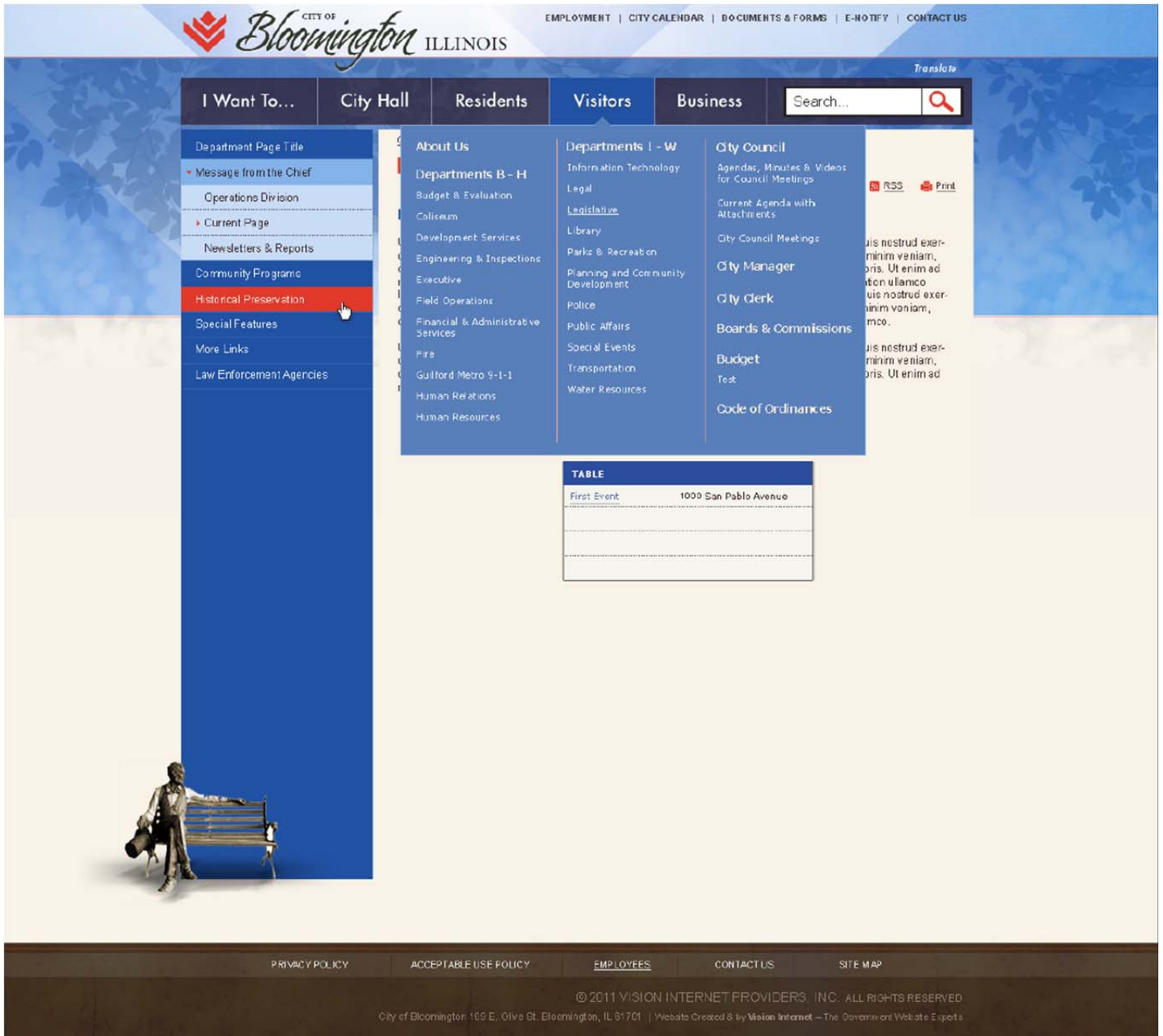
#### **City Internet Site Redesign**

The Homepage design for the main City of Bloomington site was approved and signed off on March 29, 2012. The remainder of the project is expected to take an additional three months, putting the tentative go-live for the site at July 1, 2012. Tasks currently in progress are the design of the interior

pages, setting up the main menu structure & sitemap, and configuring the security groups and workflow that will be used to manage future site content. Once these open tasks are completed, we will begin migrating and testing page content and documents. We will also be contacting the focus group members identified earlier in the project to begin scheduling end-user training for the new content management system.

Please see below showing the final main page design and current internal page designs.





## Downtown Surveillance Cameras

Staff has purchased three (3) cameras that will be used for the video surveillance system downtown. Independent of the wireless network and video management system (VMS) software and backend hardware (i.e. server/storage), these cameras have been tested and are providing the quality of video required. They will be able to used with any wireless network and VMS software we choose.

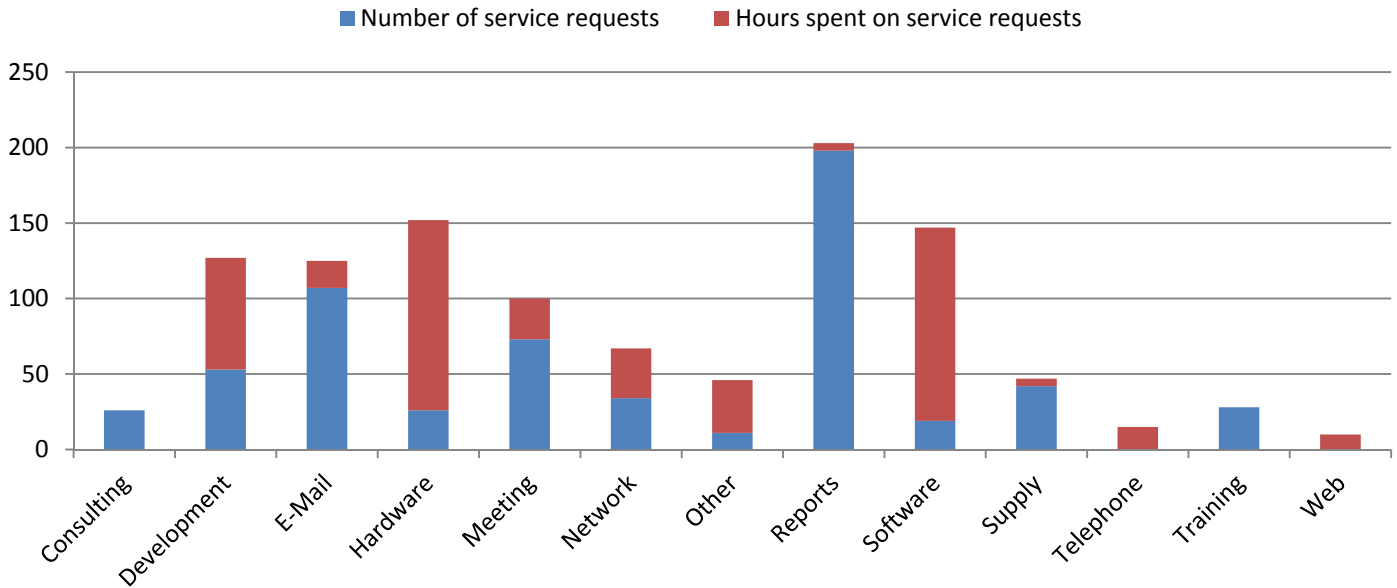
## Upgrade Golf Course Management System

**March 2012** – I.S. staff upgraded the Integrated Business Systems (IBS) golf course management system to its latest version. This upgrade fixed multiple reporting problems the golf courses were having with trending purchases. The upgrade was completed well within the maintenance window staff had planned.

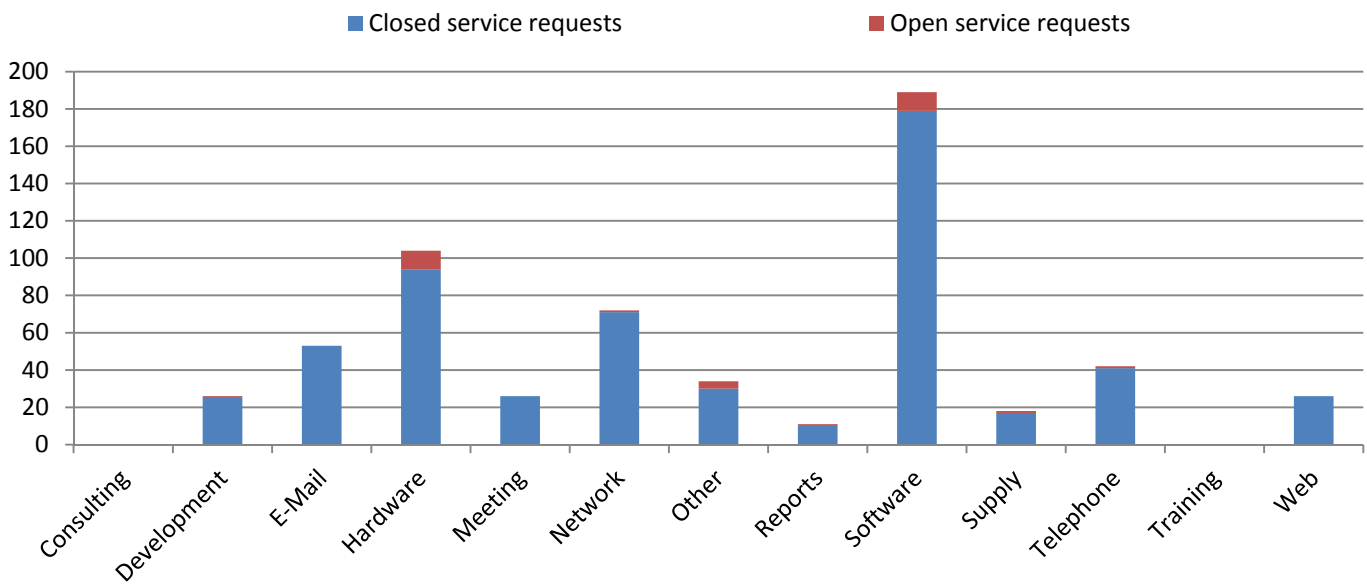
## Upgraded Firewall Intrusion Prevention System

**March 2012** – I.S. staff upgraded the intrusion prevention system (IPS) that is integrated into the City’s firewall. This software looks for suspicious activity relative to external network penetration attacks and can take action based on rules set up by staff. The upgrade provided improvements in the detection of events and possible actions to be taken if/when the IPS notices suspicious activity.

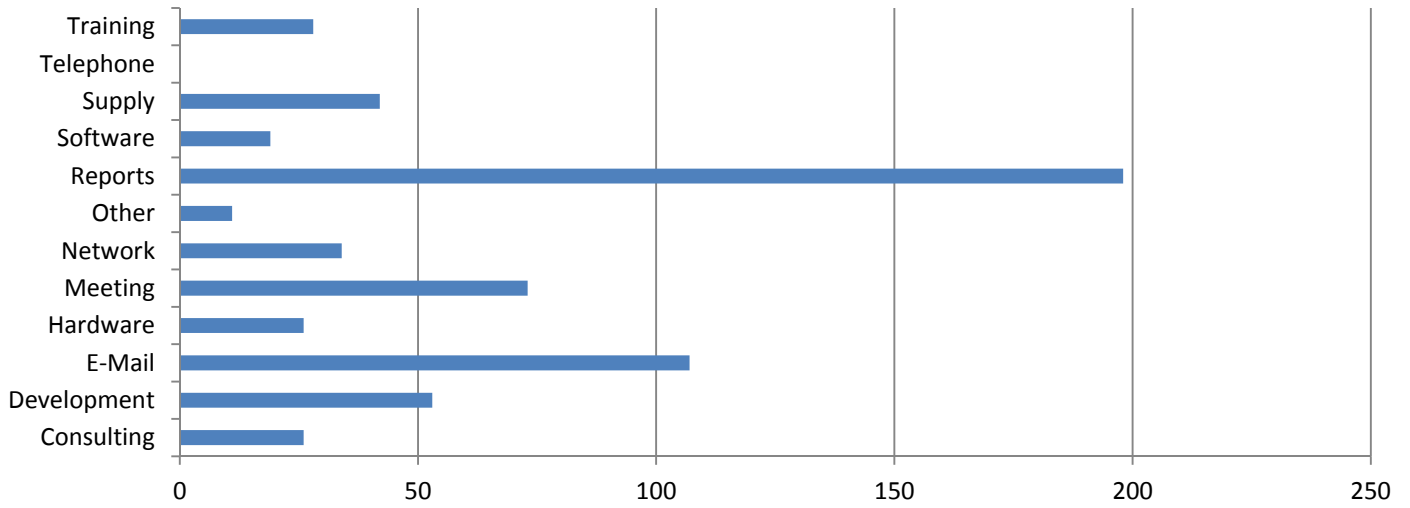
**March Requests for Service vs Hours Spent on Request**



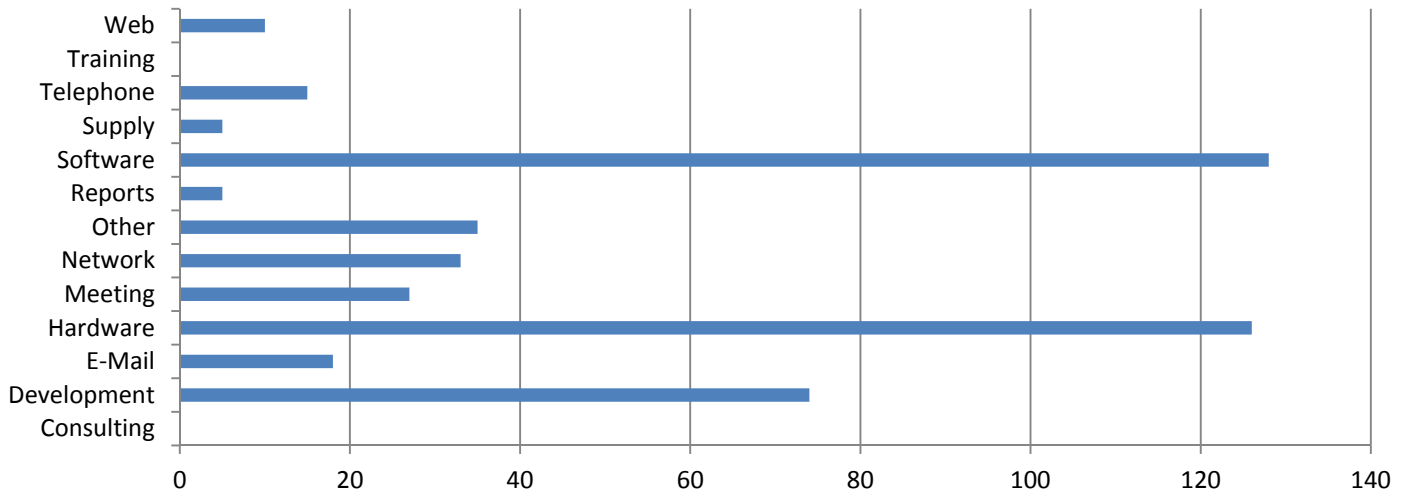
**March 2012 Closed Service Requests**



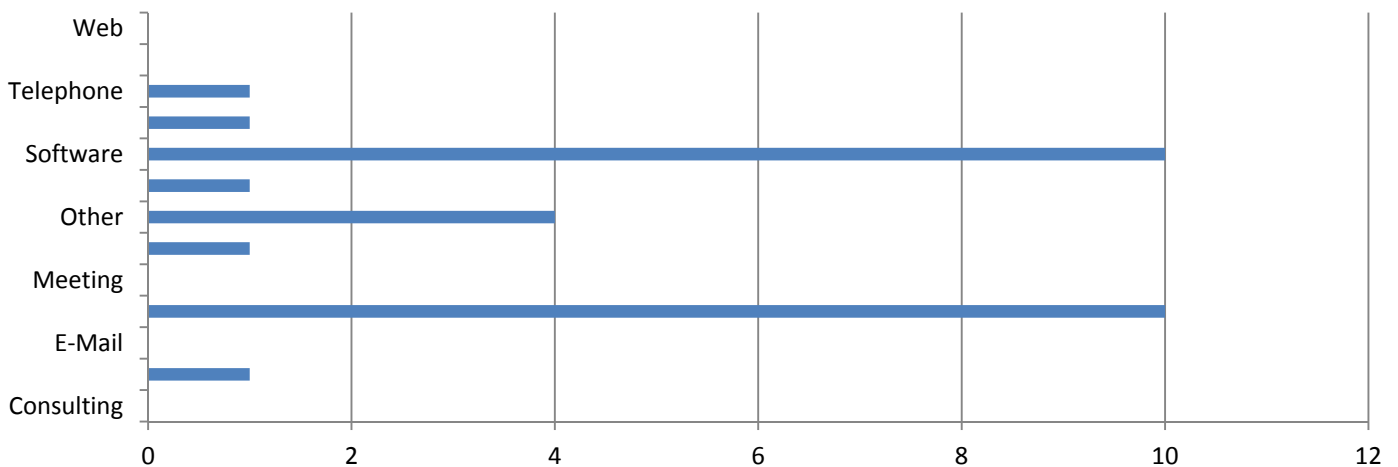
### March 2012 Requests for Service



### March 2012 Hours Spent on Service



### March 2012 Open Service Requests

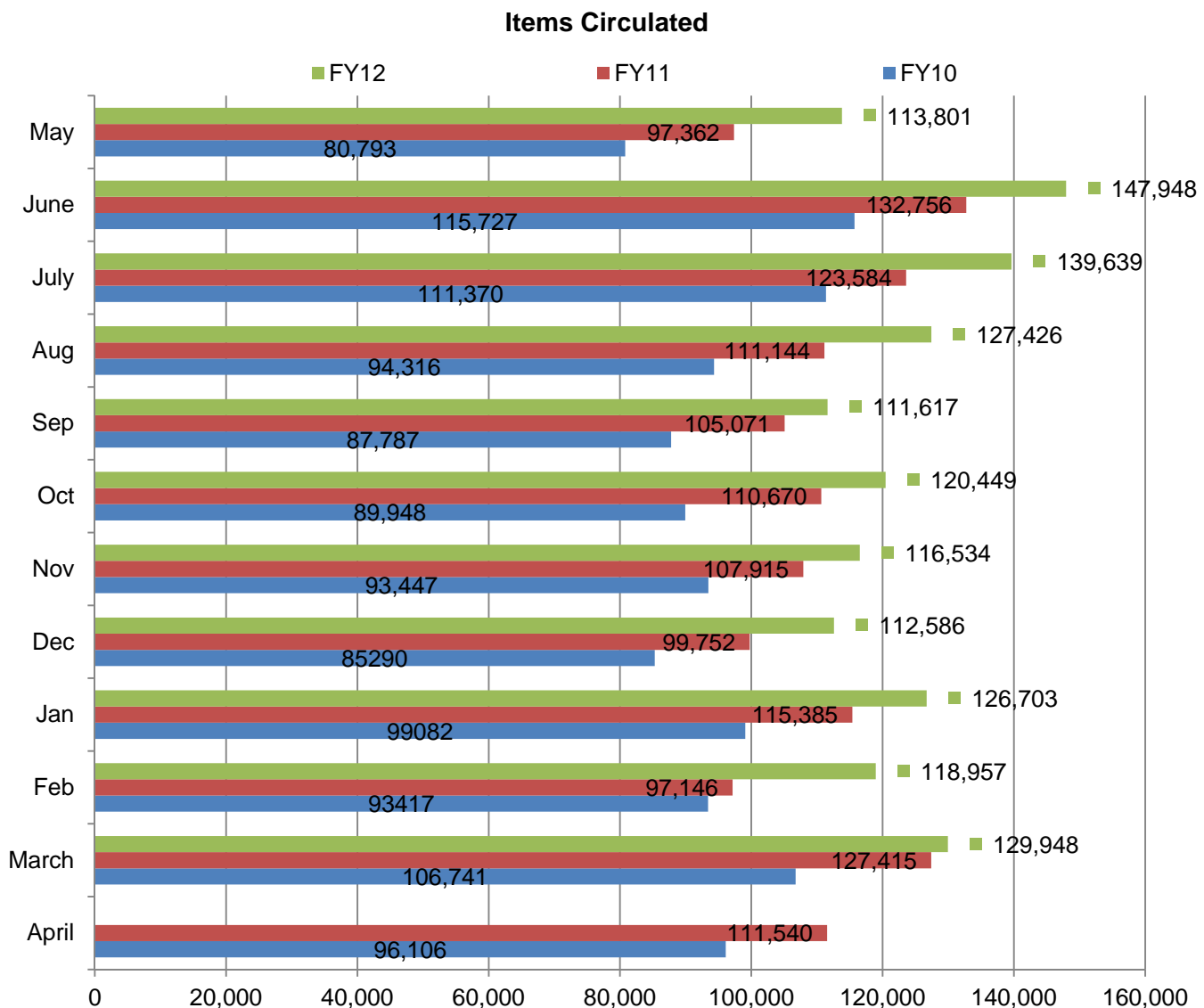


## Library (semi-autonomous entity)

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.

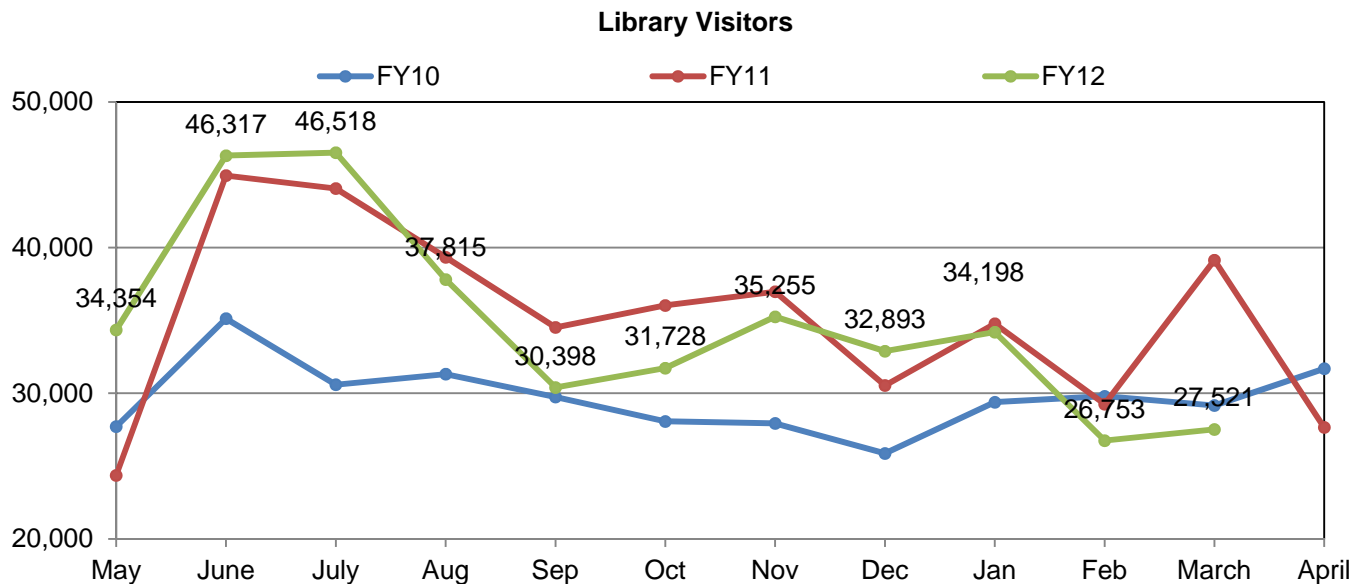
### Circulated Items

Users borrowed 129,948 items from the Library in March 2012, an increase of 2% over the 127,415 items borrowed in March 2011.



## Visitors

There were 27,521 visitors to the Library in March, 42% less than the 39,143 visitors last March.



## Children's programs and attendance during the month of March:

- Sandi Sylver: Storyteller, Songstress, Ventriloquist – 108 attended
- Lapsit story time – 87 attended – 4 sessions
- Toddler story times – 114 attended – 4 sessions
- Preschool story time – 251 attended – 6 sessions
- Wiggle Giggle evening story time – 28 attended
- Family Story Time – 25 attended
- 2nd Monday Story Club – 10 attended
- Mr. Stamps Club – 20 attended
- Tales for Tails – 14 attended
- Spare Parts – 42 attended
- Cub Scouts visits – 2 troops – 30 attended
- Trinity Lutheran class visit – 48 attended
- Visit to Little Jewels Day Care – 100 attended
- Mid State Reading Council Spring Fling – 35 attended

The District 87 Art Fair is once again displayed in Children's Services.

## Teen Programs and Attendance:

- Teen Game Fest – 1 session – 10 attended
- Anime Now – 2 sessions – 20 attended
- Book discussion – 1 session – 5 attended



- Teen Tech Week, computer building – 2 sessions – 12 attended
- Hunger Games with NPL at Maxwell Park – 1 session – 25 attended
- Teen Movie Matinee – 1 session – 4 attended

The Teen Librarian conducted book talks at 3 junior highs this month.

**Adult Programs and Attendance:**

- Fiction Book Club – 1 session – 6 attended
- Mystery Book Club – 1 session – 9 attended
- Non-Fiction Book Club– 1 session – 7 attended
- Professional Womens Book Club – 1 session – 3 attended
- YMCA/Library joint book discussion – 1 session – 10 attended
- Nearly New Movies: 4 sessions – 83 attended
- Classic Movie Wednesdays – 1 session – 9 attended
- Open Lab computer assistance – 4 sessions – 9 attended
- Ebook Downloading Class – 1 session – 18 attended
- Then & Now, B/N History series – 2 sessions – 87 attended
- Plan & Fund your New Business – 1 session – 16 attended

## Compliments to the City



EMS, Firefighters.

Can't thank you enough  
for being so nice.



Leah Annada Philby



To: Jim Karch <jkarch@cityblm.org>  
From: David Sage  
Date: 04/21/2012 07:50AM  
Cc: David Hales <DHales@cityblm.org>, Barb Adkins <BAdkins@cityblm.org>  
Subject: Exceptional Public Works Pavement Repair

Jim, since first joining the Council I've drafted an annual Ward 2 street repair list. However over the past couple of years that list has gotten shorter and shorter. After doing some spot-checking across Ward 2 this spring, I've concluded I don't need to even draft a list this year. Thanks to the good proactive work of your pavement teams I find that Public Works employees have already filled most of the potholes. That excellent team service is much appreciated by our southwest Bloomington residents.

Thanks Jim,  
Dave

---

*Good Morning:*

*I just received a call from Mrs. Livingston who called last week regarding a complaint about a repair done at the corner of McLean & Douglas. She called today to say "thank you" to Don for getting the issue resolved like he told her he would!*

*Thank you,  
Taneika Baker*

---

*Good Morning:*

*I received a call from Mrs. Pascal at 106 S. Bayberry. She called to compliment the garbage crew on a job well done. She expressed that she is very pleased with the work they do every week!*

*Great Job!*

---

**From:** Kimberly Taber  
**Sent:** 04/05/2012 09:54 AM EST  
**To:** Jim Karch  
**Cc:** Kurt Haas; Barb Adkins; John Kennedy; Kevin Kothe; Mboka Mwilambwe  
**Subject:** Re: storm sewer drain by East Suburban Park

I would like to thank all of you for the quick response. The lower profile looks great, and I can worry less!

Thanks again,  
Kim

On Tue, Apr 3, 2012 at 9:34 PM, Jim Karch <[jkarch@cityblm.org](mailto:jkarch@cityblm.org)> wrote:  
Kurt,

Thanks to you, Don and your crews for the quick response.

Jim

Jim Karch, P.E. CFM  
Director of Public Works

-----Kurt Haas/Cityblm wrote: -----

To: Mboka Mwilambwe/Cityblm@Cityblm

From: Kurt Haas/Cityblm

Date: 04/03/2012 09:23AM

Cc: Barb Adkins/Cityblm@Cityblm, Jim Karch/Cityblm@Cityblm, John Kennedy/Cityblm@Cityblm, Kevin Kothe/Cityblm@Cityblm, Kimberly Taber

Subject: Re: storm sewer drain by East Suburban Park

Streets and Sewers Crews replaced the tall inlet casting with a lower profile casting as suggested by Kevin Kothe. This casting should provide adequate drainage for the area it serves with minor risk of clogging.

Please contact me at 275-1616 if you have any further questions regarding this matter.

Very Respectfully,

Kurt Haas  
Superintendent of Streets and Sewers  
[\(309\) 275-1616](tel:3092751616) or [\(309\) 434-2322](tel:3094342322)

-----Mboka Mwilambwe/Cityblm wrote: -----

To: Jim Karch/Cityblm@Cityblm

From: Mboka Mwilambwe/Cityblm

Date: 04/01/2012 10:33AM

Cc: Barb Adkins/Cityblm@Cityblm, John Kennedy/Cityblm@Cityblm, Kevin Kothe/Cityblm@Cityblm, Kurt Haas/Cityblm@Cityblm, Kimberly Taber <[kataber29@gmail.com](mailto:kataber29@gmail.com)>  
Subject: Re: storm sewer drain by East Suburban Park

Jim and John,

Thank you both for your quick response.

Mboka Mwilambwe  
Alderman, Ward 3  
[ward3@cityblm.org](mailto:ward3@cityblm.org)

-----Mboka Mwilambwe/Cityblm wrote: -----

To: Kimberly Taber  
From: Mboka Mwilambwe/Cityblm  
Date: 03/28/2012 10:44PM  
Cc: John Kennedy/Cityblm@Cityblm, Jim Karch/Cityblm@Cityblm  
Subject: Re: storm sewer drain by East Suburban Park

Kimberly,

Thank you for the compliment about the park (I have copied John Kennedy, the Director of Parks and Recs so he knows how you feel about it. All credit goes to him and his staff). As far as the storm sewer drain, I am also copying Jim Karch (Director of Public Works). Between the two of them, they should be able to figure out how to best address your issue.

Mboka

Mboka Mwilambwe  
Alderman, Ward 3  
[ward3@cityblm.org](mailto:ward3@cityblm.org)  
[309-530-7664](tel:309-530-7664)

---

To: Jim Karch <jkarch@cityblm.org>, judy stearns  
From: Karla Fenton  
Date: 03/22/2012 07:45PM  
Subject: street light

Hi,

Just an FYI, we got our light installed this morning at 7:30 am. It is working properly and helps light up the alley approach and 3 driveways and sidewalks. It helps to make our neighborhood a little safer and secure.

Thank you for your help in getting this accomplished in a timely manner. We do appreciate it.

God Bless,

Tim, Karla and Emma Fenton

---

To: Katie Stamp <kstamp@cityblm.org>  
From: Larry Mcdowell  
Date: 04/17/2012 06:44AM

Subject: Great Job

Katie, I just wanted to say we think your teams did a great job on Monday with the collections. We had very high winds on Sunday night and I'm sure most of the items weren't where they were supposed to be when your crews came though. So their extra effort to make sure everything was picked up is noticed and appreciated.

It is a thankless job but wanted you to know we really appreciated their efforts this week.

Thanks,

Success is not in getting to the top, it is how you bounce on the bottom.

Larry McDowell  
Supervisor  
Powertrain and Chassis Purchasing  
Mitsubishi Motors North America

To: Robert Henson, George Kutz  
Cc: Jim Karch, Colleen Winterland, Alex McElroy

[Show Details](#)

The resident called this afternoon to say "thanks" to the recycle truck driver who picked up today. She normally puts her recycle out on the Woodruff Street side, there has been some kind of construction going on for months, this morning there was a lot of congestion due to the construction. She said the driver passed it up once but came back and got it collected. She was very grateful that even though so much was going on the driver made a special trip back to take care of her.

Thanks,

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

## Appendix

### Police Department cont...

#### *Communications cont...*

<b><u>Incoming Phone Calls</u></b>	
Administrative (non-emergency)	7744
911 Calls (wireline & wireless) total	2239
911 Calls - Wireline	401
911 Calls - Wireless	1355
Total All Calls	9983
<b><u>Dispatched Calls</u></b>	
Police	6750
Fire and EMS	850
Total Dispatched Calls	7600
<b><u>Daily Call Averages</u></b>	
Administrative (non-emergency)	250
911 Calls – Wireline and Wireless	72
All Calls per day average	322
Police Dispatches	218
Fire and EMS Dispatches	28
Average Dispatches per day	245

### Water Department cont...

#### *Infrastructure*

There were three new fire hydrants brought into service in March as part of the East Hamilton Road water main project. All three hydrants were new hydrants paid for by the developer of this project.

There was one replacement fire hydrant brought into service in March as part of the South Morris Avenue water main project. The hydrant was part of the capital project

During March, with the 23 hydrants that were tested by the Fire Department, none of the fire hydrants were called out service. The average for the time it takes to return a fire hydrant back to service after it has been called out of service stands at 0.0 days. Our performance measure for FY 2013 is a return-to-service time of not-to-exceed 5.0 days as measured as an annual average.

During March, the 2012 Water/Fire Department collaborative hydrant testing program completed operational testing on 23 fire hydrants. This is the earliest that we have started on this program.

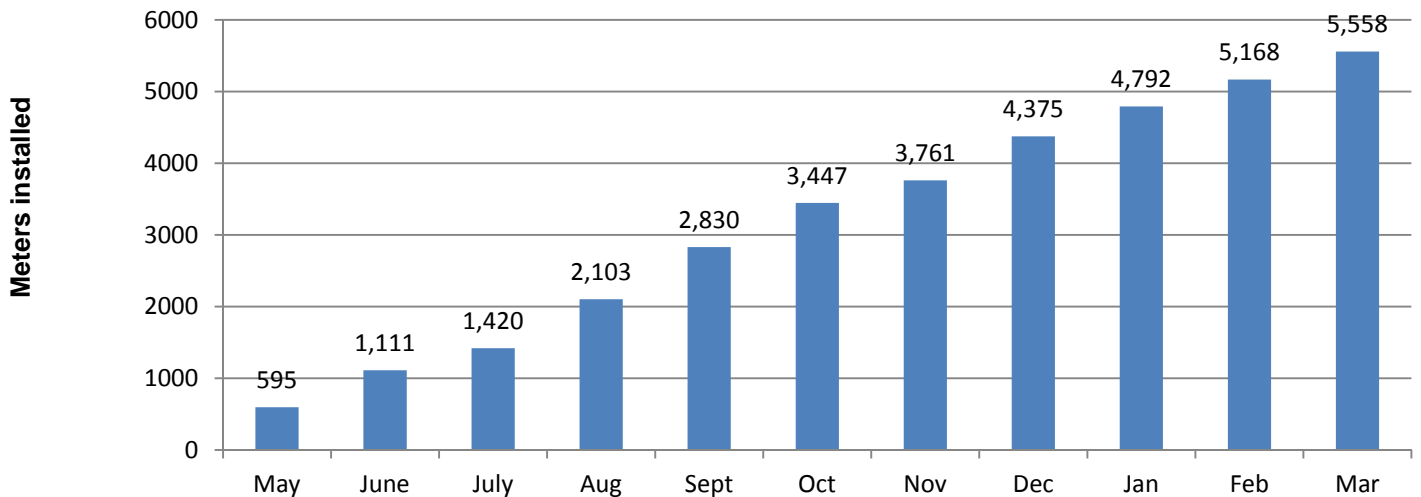
With March starting out so mild, we were actually able to paint some hydrants during the month. About 100 hydrants were painted.

Staff also tagged about 10 hydrants during the month. These hydrants were missing their previously installed tags or were new or replacement hydrants that needed tags.

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 try to determine if any valves are broken within the Park. The Water Department assisted in locating 5 valves that the contractor could not locate. Four of the valves were operated and determined to be in the open position and in working condition. Staff made nine valve repairs during the month of March.

The breakdown of the overall meter inventory in the system is about 1,020 meters that are commercial/industrial and about 30,200 that are residential.

**Overall Total for FY 2012 Installs**



**Financial**

Staff continues 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.

Billing cycle	3/27	3/20	3/13	3/6	2/28	2/21	2/14	2/7
	1	61				73		
2				50				76
3			26				34	
4		20				22		



## **Water Treatment Plant (Major Projects)**

The installation of the direct injection carbon dioxide equipment continues at the Water Treatment Plant. 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. This lime scale build up has reduced the overall capacity of the Plant. This project will also reduce the amount of carbon dioxide that is purchased annually as this new system is a much more efficient system. The project also involved the installation of a new access hatch for our sludge blow down pumps. This project is approximately 90% constructed. This is a \$500,000 capital project.

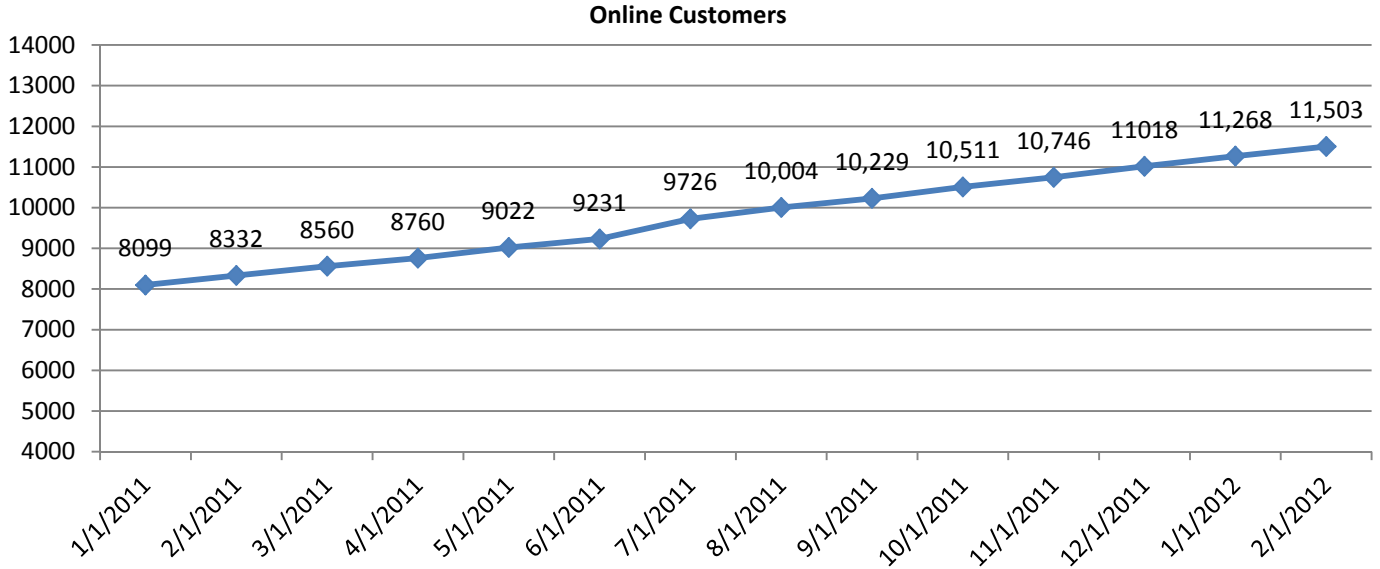
## **Miscellaneous**

We changed ten meters in an apartment complex from turbine meters to compound meters. We also changed the meter at two local motels. Turbine meters are an excellent choice for installations where there will be a high volume of flow on a consistent basis. If the flow volumes will vary quite a bit such as an apartment complex where numerous residents will use water at the same time (such as the start of a work day) and then smaller amounts will be used at other times (such as throughout the day), then a compound meter is a much better choice because the meter can register both the very low flows and the higher flows as well. The Water Department made a decision over 10 years ago to remove all the compound meters from the system. Since that time until now, we have been installing compound meters in locations that conform to industry standards for that type of meter installation. Although compound meters are more expensive than turbine meters, in the long run, they pay for themselves by accurately measuring the actual water used by a customer.

Staff continued to upgrade our Supervisory Control and Data Acquisition (SCADA) system, particularly between the Fort Jesse pump station and the Hamilton Road elevated water tower. A few years ago we had an ice storm which fouled the radio antennas at both locations and our control system was down for an extended period of time. Staff upgraded our system to utilize the internet between the two locations, which is our long-term plan. By switching to the internet, we now have excellent reliability with the system.

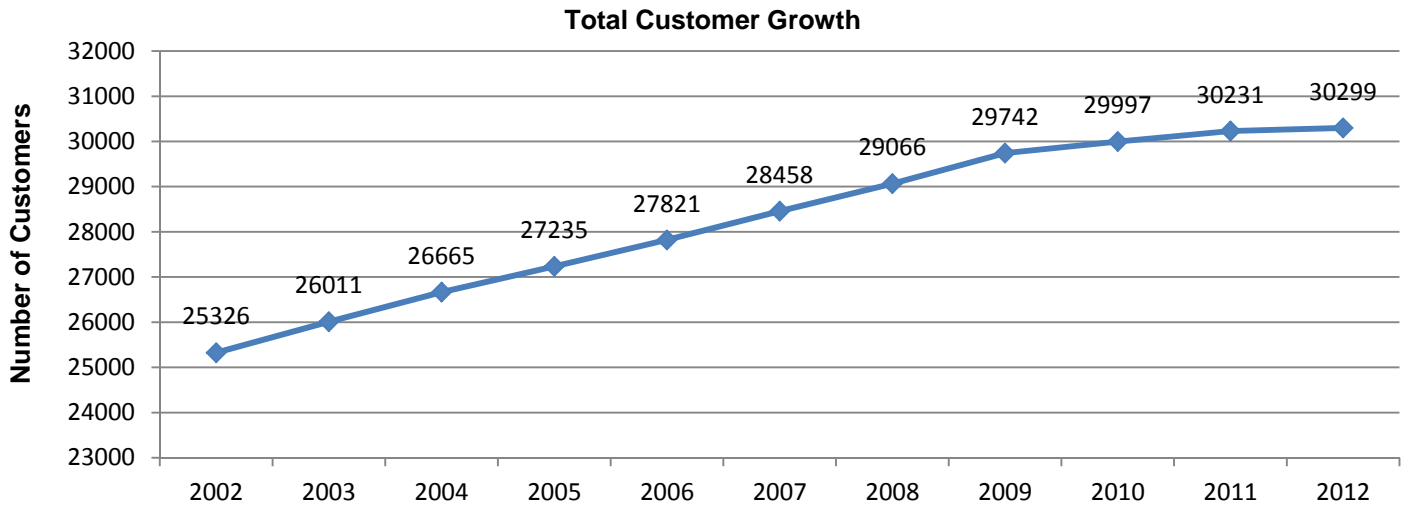
Our on-line bill payment option continues to attract new enrollees. As of the end of March, the City has 11,722 customers signed up for this service. The Department added 219 customers for the month. Staff will continue to track the number of participants monthly and express the number of customers with this service as a number and % of total customers. 11,722 customers are about 38.7% of our customer base.

## Online Customers



In a related metric for the number of customers accessing their accounts on-line, the City now has 1,321 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 55 customers as compared to last month.

The City continues 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 March 2012, we had a gain of 35 customers bringing us to 30,299 customers. This is an extrapolated calendar year gain of about 270 customers with a percentage gain of about 1.0%.



## **Personnel**

The meter reading position that was vacated in March was not filled. Due to the ongoing success with radio frequency water meter installations, staff has reduced our meter reading compliment to just one meter reader. Although we are not at the point where one meter reader can read all of the meters in our system during the month, one meter reader, with some help from others employees in the Meter Services area, will be able to complete the monthly task.

A vacant Meter Service Technician position was bid and was filled by Mike Simpson, currently a Utility Worker at the Water Treatment Plant. Mike started in his new position in mid-March. This is a position that will work until 6 p.m. each weekday and will give our citizens more options for water meter service work.

As a result of the Meter Service Technician position being filled, Josh Dameron moved into the position in the Distribution Division that he had bid upon several weeks ago.

The position that Mike Simpson left at the Plant, a Utility Worker position, has been bid. This should be filled sometime in early April.

Ron Stanley has taken a leave of absence from his Lake Parks Crew Leader position. His job will be posted within the next few weeks.

## **Communications**

Staff spoke with the local reporter for the Pantagraph on a wide range of subjects. This resulted in two articles in the newspaper in early March; one covered the system-wide installation of the radio frequency (RF) water meters and the other covered the State report concerning the adequacy of central Illinois water resources.

Staff met with our liaison with the Lake Bloomington Association for our regular monthly meeting. The topics covered paving of roadways at the lake, fluoride in the water, the creation of a new, small subcommittee to provide input to the City concerning some rulemaking and rule revisions for the lake area and the concerns over tree maintenance at the Lake.

Rick Twait met with several Lake Bloomington Homeowners Association “rules” subcommittee members to discuss rules, regulations and the Lake Bloomington ordinance. The meeting was a great start to an ongoing process.

## **Cost Saving Measures**

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

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

Staff 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.

Staff 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***

#### ***Celtic Tenors***

Irish vocalists the Celtic Tenors performed to an audience of just under 500 people on Sunday, March 11. The group did a meet and greet reception for 27 Arts Partners before the performance and stayed to sign autographs for the audience after. The event was sponsored by The Garlic Press.

#### ***Carrie Newcomer***

Carrie Newcomer completed the inaugural Café BCPA series with a performance on Thursday, March 15. The event attracted just under 250 people, making it the largest Café event of the season.

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.



*Carrie Newcomer performs in the ballroom for the Café BCPA Series*

## **Other March Activities/Accomplishments**

### ***American Passion Play***

The annual American Passion Play was the biggest event on the BCPA’s calendar in March. The play was performed five times in March, and filled up much of the calendar with rehearsals and show preparation.

### ***Other events in March include:***

- 1 McLean County Dance rehearsal
- 2 Scottish Rite dinner
- 13 Heart of Illinois Band Festival
- 18 Joseph Birthday Party
- 23 Illinois Wesleyan Wind Ensemble
- 27 PACE Department Lead Base Training
- 30 Illinois Symphony Orchestra

### ***Tree Grant***

The BCPA received a grant from the Bloomington Rotary for four trees to be planted in Lincoln Park.

### ***State Farm Grant***

Thanks to the volunteer hours contributed by members of our over 170-person volunteer corps, the BCPA received a \$4,000 State Farm Good Neighbor Grant, awarded to support the volunteer hours of State Farm employees.

### ***Lightning Strike***

The BCPA suffered a lightning strike on Wednesday, March 21. The strike affected computers and printers in the BCPA and damaged other equipment, including a stage camera, phone lines, and the building’s security system. The Information Services Department was helpful in getting staff up and running again with their computers. Staff is continuing to work with insurance to replace other damaged and broken equipment.

### **Park Maintenance cont...**

### ***Utility Tasks***

Park maintenance staff continued with the completion of Gaelic Park. Staff completed the installation of 430 feet of trail which connects Gaelic Park to Sable Oaks road. Staff also completed the sidewalk

on Sable Oaks as well as the concrete approaches to the park on Longford Drive. All the signs were installed and playground was completed as well.

Park Maintenance has partnered with the United Way to install the division's second Born Learning trail located at White Oak Park. The 900' trail consists of 10 interactive stations that encourage different activities for children. Park staff installed the signs and interactive areas. The United Way staff will paint some of the areas and will hold a grand opening at White Oak Park on April 28.

A few other projects that were completed are:

- Replaced sunken sidewalk around McGraw Park fountain.
- HVAC maintenance checks at the Coliseum and BCPA
- Completed all park inspections
- Installed handicap walk at Airport Park
- Repaired hazardous water main shut offs on Constitution Trail

### ***Recreation cont...***

#### ***Aquatics***

Work began in March getting the pools ready to open in late May.

Replacement of the boiler and holding tank at O'Neil pool was completed. Staff removed the old boiler and 1000 gallon holding tank which is being replaced by tankless water heaters. This water heater will be more efficient and will save a minimum of 10% in fuel savings. The pool heater is 89% efficient and the City of Bloomington will save 9% in energy usage. This project was awarded to the Lane Company and will be completed in April. O'Neil's shower areas was stripped of old paint and resealed.

The old water heaters were taken to Morris Tick for recycling. Over \$400 was received for the old water heater and over \$500 for the old domestic heater and copper wiring.

New acid tanks were installed at Holiday pool which will make maintenance safer and easier. The tot pool was repainted thanks to the warm weather.

#### ***Recreation***

Spring Break Programs were held each day of the District #87/Unit #5 spring break. Each day had a different theme with activities from 7:30 am – 5:30 pm. There were 134 individuals who registered for one or more of the days as compared to 84 in 2011. Four of the days included a trip away from Lincoln Leisure Center including a trip to Starved Rock Park on the last day.

Three family special events were held in March. During Spring Break, a group of thirty six mothers and daughters traveled to Chicago and spent a day at the American Girl Place. Earlier in the month, moms and their sons participated in a Mother/Son Fun Day where they were challenged with goofy games, relays, and more before eating pizza. On March 23 families took part in the Bunny's Pizza Dinner & Egg Hunt. The weather was stormy so the hunt had to take place indoors this year.

Afterschool Basketball had the last games the first Saturday in March. The next session of Afterschool sports is flag football which starts in April.

Softball League sign-up began and ended in March. Forty-four teams registered which is up 4 teams from the 2011 registration. Revenue for softball up by \$1600 compared to 2011. Revenue for other programs was down, due to a change in the start date of programs. The spring session of dance and afterschool flag football started the last week of March in 2011. In 2012 they all start the first week of April. Overall there will be an increase for youth in 2012.

### ***Pepsi Ice Center***

Ice rental payments were up from 2011 by about \$1300. These payments vary depending on which month payments are due. The rink received \$22,500 in naming rights money from Pepsi. Last year the money was also received in March.

Revenue does not reflect the \$9,500 Pepsi Ice Center received in trade from the Coliseum for the Coliseum's use of Pepsi Ice Center for the Home Show. The Home Show closes down Pepsi Ice Center for 3 days.

Year to date the overall revenue is down about \$40,000 compared to 2011. P.I.C. Manager Richard Beck hopes to reach \$875,000 by the end of the fiscal year.

### ***Special Opportunities Available in Recreation (S.O.A.R.)***

The girls S.O.A.R. Special Olympics Basketball team advanced to the Illinois Special Olympics State Basketball Tournament which was held March 16 – 18 at Illinois State and Illinois Wesleyan. They placed 4<sup>th</sup> in their division.

The soccer team played their first games against other teams and won both. The bocce team traveled out of town and also played some practice games.

***Weekly Programs:*** Many of the six-week long programs came to an end the week of March 19 and a new set started the last week in March. A variety of craft, cooking, and fitness programs started.

***Special Events:*** Five special events were held in March: Dr. Seuss' Birthday Party, Pizza & Games, Taste of Italy, Taste of Mexico, and a trip to see the Peoria Rivermen play hockey.

### ***Staff Hours*** (Pepsi Ice, Recreation, and S.O.A.R.)

Hours for staff in March 2012 were about 650 less than those for March 2011. This includes all of the Recreation Division (S.O.A.R., Pepsi Ice, Recreation, and Aquatics). There were 80 less due to the dance program being contractual vs. employee led; 70 less for sports due to the cancelation of some Growing Up Fit classes; 100 less for youth due to some program cancelations and contractual programs instead of employee led programs and 200 less for Pepsi Ice Center due to smaller classes and working to keep building staff numbers down as low as possible.

### ***Volunteer Hours***

Pepsi Ice Center 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. had a record number of volunteers in March. This trend was continued from February. Most of the volunteers were ISU students fulfilling class requirements. The ISU therapeutic recreation

program changed their guidelines this year and only approved a few agencies for the students. This change plus a large number of students registered for the class caused the large influx. Two parents are volunteering as coaches for the Afterschool Basketball program which started the last week of January.

<b>Program</b>	<b># Volunteers</b>	<b># Volunteer Hours</b>
Adult Center	52	416
Afterschool Basketball	2	8
Hockey	15	68.5
S.O.A.R.	51	183

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## **Zoo Division**

### **March Admission Revenue and Attendance**

See Director's Summary.

### **March Education Revenue**

Revenue from Education Program Fees and Rentals are up 7.4% for the fiscal year compared to last year. Some of the differences in the decrease from last year to this year are due to the timing of deposits.

### **March Carousel and Animal Feedings**

Revenue from Concessions, Carousel, and Animal Food Sales is 75.0% 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.

### **Animal Collection**

- Acquisitions—animals added to collection by transaction or birth/hatch
  - 11 Giant African Millipede (new species for Zoo)
  - 2 male, 1 female Red-Legged Honeycreeper
  
- Dispositions—animals removed from collection by transaction or death
  - 1 male Pallas' Cat
  - 1 male Thai Bamboo Rat Snake
  - 1 female Northern Tree Shrew
  - 1 Green Tree Frog
  - 1 male Cairo Spiny Mouse
  
- All animals moved into new area, "Cold Blooded Hunters" in Zoo Lab. This area was built by the Bloomington-Normal Area Home Builders Association at no cost to the Zoo.
  
- Successfully introduced breeding pair of Laughing Kookaburras. This pair is the most genetically valuable pair in the Species Survival Plan (SSP).

### **Staff**

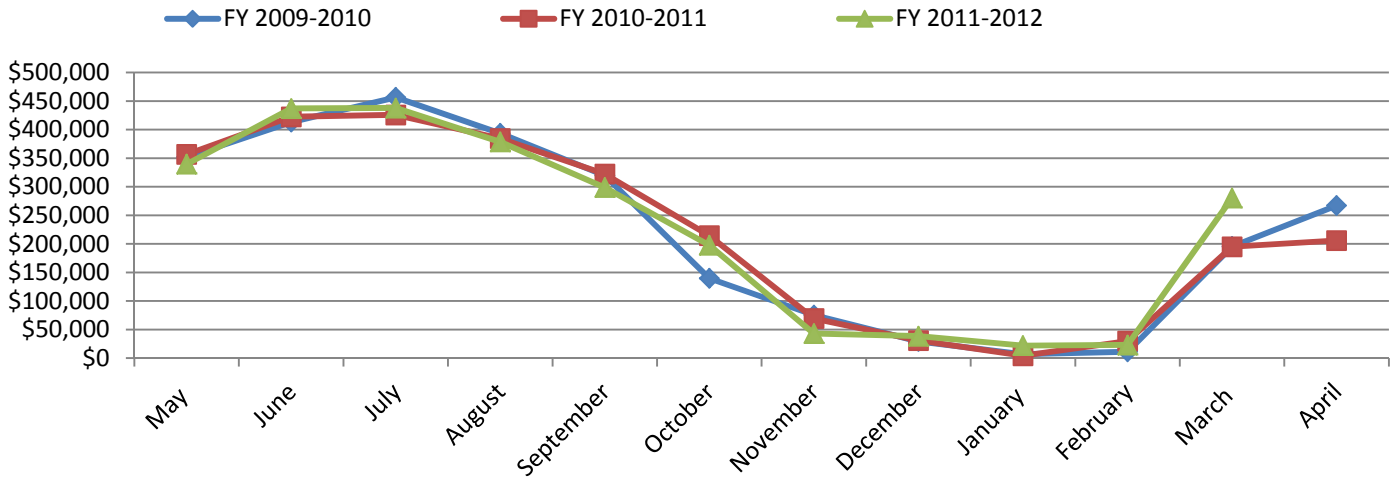
- Worked on animal transactions (18 pending)
- Zoo Superintendent, Jay Tetzloff, spoke to the freshmen class at Normal Community High School about Zoo careers and volunteering.

### **Notes**

- Hosted special event, Bunny's Birthday.
- Traffic study in conjunction with Zoo's Master Plan was conducted by the Farnsworth Group.

### **Golf Division cont...**

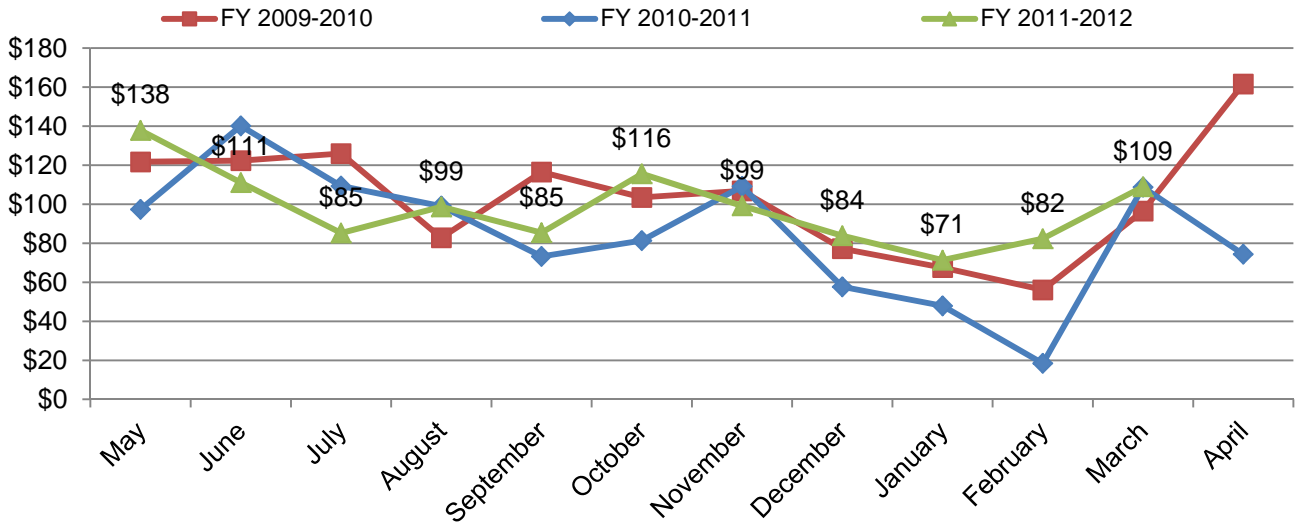
### Total Revenue by Fiscal Year



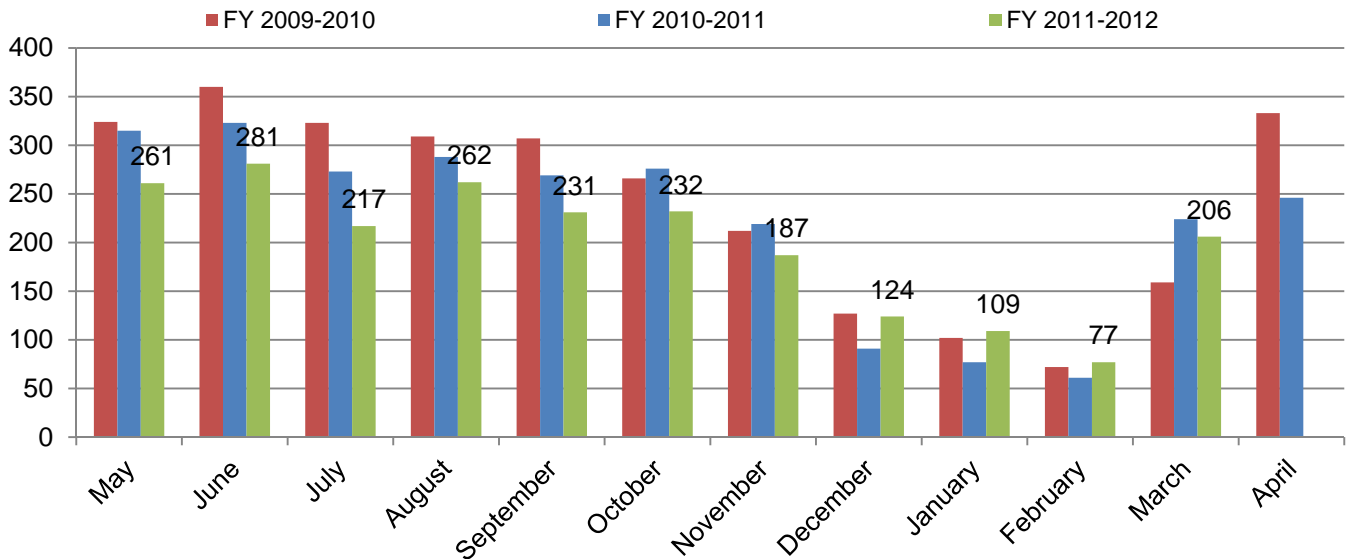
### Planning & Code Enforcement Department cont...

#### Building and Safety Division

### Permit Fees Collected (in Thousands)



### Number of Incorporated Building Permits



### Zoning Board Activity

<u>Case Number</u>	<u>Petitioner and Address</u>	<u>Request</u>	<u>Action</u>
<b>Z-5-12</b>	Lue A Walters 811 W. Washington	To allow an additional dwelling unit in a multi-family building and for a two variances as follows:  1. A variance to reduce the required minimum parking spaces for the property from twelve spaces to one space.	<b>5 yes, 0 no</b>
<b>Z-5-12</b>	Lue A Walters 811 W. Washington	2. A variance to increase the maximum floor area ratio of 50% to 74%.  All for the property located at 811 W. Washington Street. Zoned R-2, Mixed Residence District. (Ward 6).	<b>5 yes, 0 no</b>
<b>Z-6-12</b>	Darryl and Stephanie Fernandes	To allow construction of a new fence and a variance to increase the fence height in the front yards along Emerson Street and Sunset Road for the property located at 41 Sunset Road. Zoned R-1A, Single-Family Residential District. (Ward 5).	<b>5 yes, 0 no</b>
<b>Z-7-12</b>	Edwards Architects, LLC	To allow construction of a room addition and a variance to reduce the rear yard setback for the property located at 219 Imperial Drive. Zoned R-1B, Single-Family Residence District. (Ward 5).	<b>No action. Request withdrawn.</b>
<b>SP-01-12</b>	Lue A. Walters	Requesting approval of a special use permit for an additional dwelling unit in a multi-family building for the property located at 811 W. Washington Street. Zoned R-2, Mixed Residence District. (Ward 6).	<b>5 yes, 0 no</b>