

City of Bloomington: City Manager's March 2011 Monthly Report



CITY OF BLOOMINGTON

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 Alderwoman: Judith Stearns

Ward 5 Alderwoman: Jennifer McDade

Ward 6 Alderwoman: 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 Manger: Barb Adkins

City Clerk: Tracey Covert

Corporate Counsel: Todd Greenburg

Director of Finance Department: Tim Ervin

Director of Human Resources Department: Emily Bell

Director of Information Services Department: Scott Sprouls

Director of Parks, Recreation, and Cultural Arts Department: John Kennedy

Director of Planning & Code Enforcement Department: Mark Huber

Director of Public Works Department: Jim Karch

Director of Water Department: Craig Cummings

Police Chief: Randall McKinley

Fire Chief: Mike Kimmerling

Library Director: Georgia Bouda

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Executive Summary

March 2011

City Clerk

- Processed 95 Freedom of Information Act Requests (FOIAS).
- Lowered the number of outstanding council request down from 33 outstanding in March of 2010 to 3 outstanding as of March 2011.

Human Resource Department

- Hired two new full-time employees in the Blooming Parks, Recreation, and Cultural Arts Department.

Information Services Department

- Completed the first of two full days of System Administration training in Munis (Enterprise Resource Planning (ERP) Project). This training was focused on Information Services staff's understanding of security role definitions within the Munis system and it's integration into our Microsoft Active Directory management environment.
- Staff is nearing completion of the evaluation of city web site redesign proposals. Staff is targeting the April 11, 2011 Council meeting to bring a recommendation before Council.
- Pre-work to the BCPA has been completed to prepare installation of the pilot surveillance cameras; all that is left to do is install wireless networking equipment. Staff is working with surveillance system vendors to negotiate the installing of the equipment for the pilot program.

Library

- 39,143 people visiting the library in March, a 43% increase in the number of visitors to the Library from 29,165 in March 2010.

Bloomington Parks, Recreation, and Cultural Arts Department

- Miller Park Zoo experienced a 30% increase in Zoo Education Revenue between the month of March 2010 (\$17,300) and March 2011 (\$24,946).

Police Department

The Police Department saw a small uptick in Police Reports over the previous month, growing from 539 in February to 640 in March.

City Clerk's Office

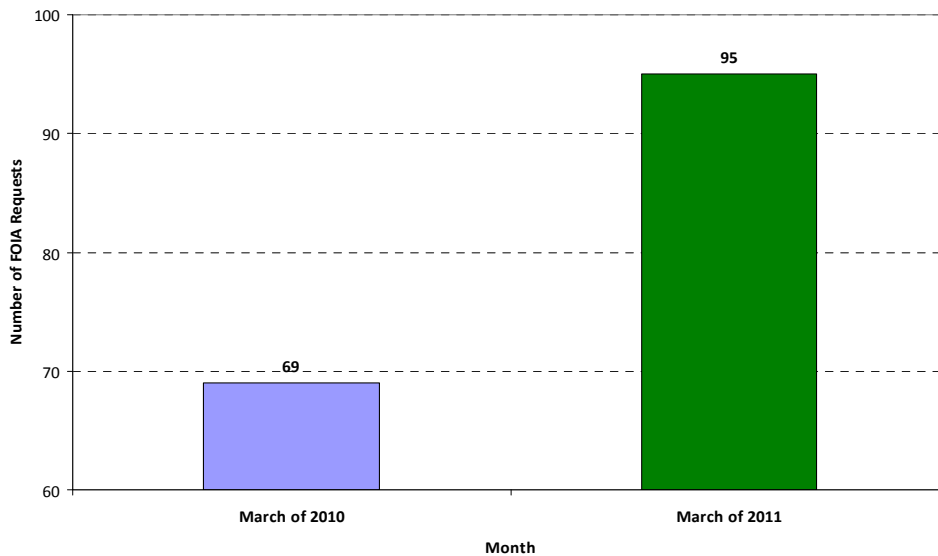
Outstanding Council Proceedings

Council Report Year	March of 2010	March of 2011
2007	6	1
2008	16	0
2009	6	0
2010	5	1
2011	-	1
Total	33	3

Time Spent Gathering Information for Freedom of Information Act Request (Calendar Year to Date)

Month	Number of Requests	Average Time per Request (Minutes)	Total Time (Hours)
Jan-11	91	41	62.75
Feb-11	55	39	35.3
Mar-11	95	39	62.4
Overall	241	41	164.45

Freedom of Information Act (FOIA) Requests: March 2010 vs March 2011



List of Freedom of Information Act Requests is available for council members upon request.

Calendar Year to Date (January 2011 - March 2011) Liquor Licenses and Fees

Liquor License Group	Number of Vendors	Number of Licenses	Total Received	Penalties/Fees	Invoiced
Clubs	6	6	\$2,640	\$0	\$2,640
Convenience Store	7	7	\$2,123	\$0	\$2,123
Package Sales	5	5	\$1,779	\$34	\$1,763
Restaurant	44	45	\$21,796	\$55	\$21,888
Tavern	32	32	\$17,343	\$0	\$17,343
Total	94	95	\$45,680	\$89	\$45,755

Calendar Year to Date (January 2011 - March 2011) Amusement and Miscellaneous* Licenses with Fees

License Group	Number of Vendors	Number of Licenses	Total Received
Amusement	8	8	\$4,628
Miscellaneous*	14	14	\$1,283
Total	22	22	\$5,911

* Miscellaneous Includes:

Fire Department

Fire and EMS Response Reports

The following is a brief description of the Fire and EMS response reports for the month of March, 2011. This portion of the monthly report contains the following reports;

1. Monthly Fire Response Report
2. Structure Fire Spread Report
3. Monthly EMS Response Report
4. Fire and EMS Response Time Analysis Reports

1. Monthly Fire Response Report

This report gives the total number of Fire dispatches for the month, including responses for reported structure fires. The total estimated dollar loss for the month is also included. The most prevalent call types for this period are listed in order of occurrence.

Fire Response March 2010 and March 2011

Fire Response Date	March of 2010	March of 2011
Fire Responses	135	113
Structural Fires	7	10
Estimated Dollar Loses (Property & Contents)	\$5,140	\$25,450

Top 5 Fire Response Types for March 2011

- 1.) 700: False alarm or false call, Other
- 2.) 745: Alarm system activation, no fire - unintentional
- 3.) 111: Building fire
- 4.) 745: Alarm system activation, no fire - unintentional
- 5.) 6111: Dispatch Assignment Error

2. Structure Fire Spread Report

The Structure Fire Spread report takes all actual structure fires for the given month and indicates the level of fire spread from its origin. The less the fire spreads, the more successful the Department was in responding to, locating, containing and extinguishing the fire.

March 2011 Structural Fire Spread, Response, and Location Chart

Confined to Object of Origin

Incident Number	Alarm Date	Alarm Time	Address	Personnel Responded
11-0002098	3/27/2011	9:52:43	906 Mapple Hill Rd.	3

Confined to Room of Origin

Incident Number	Alarm Date	Alarm Time	Address	Personnel Responded
11-0002182	3/30/2011	17:22:06	904 W. Jefferson St.	13
11-0002044	3/24/2011	21:01:55	712 N. Roosevelt Ave.	13
11-0001946	3/20/2011	12:41:20	1204 Major St.	3

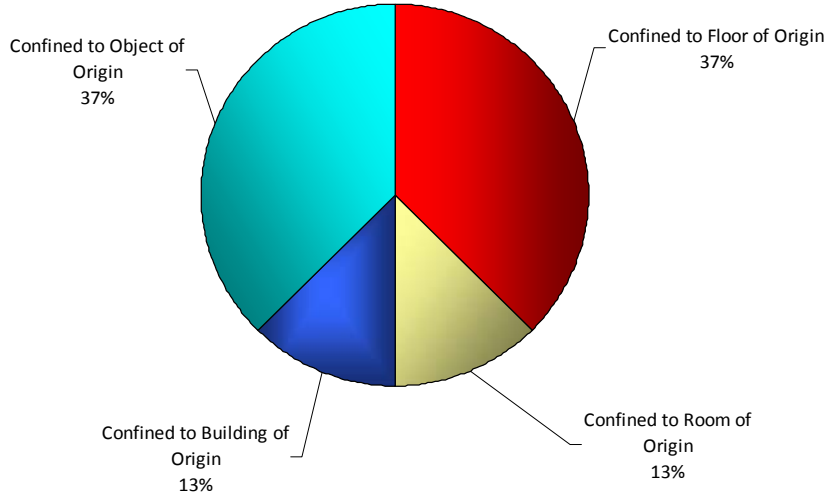
Confined to Floor of Origin

Incident Number	Alarm Date	Alarm Time	Address	Personnel Responded
11-0002184	3/30/2011	18:29:43	3608 Baldocchi Dr.	12

Confined to Building of Origin

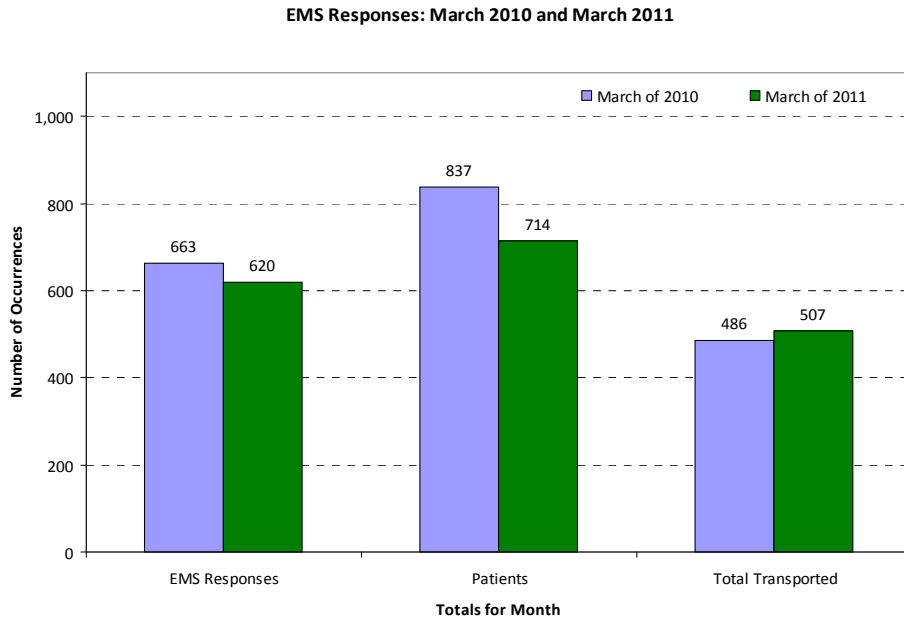
Incident Number	Alarm Date	Alarm Time	Address	Personnel Responded
11-0001974	3/22/2011	0:05:43	508 Del Vista Dr.	22
11-0001975	3/22/2011	0:05:43	510 Del Vista Dr.	20
11-0001976	3/22/2011	0:05:43	506 Del Vista Dr.	22

March 2011 Structural Fire Spread Graph (8 Total Fires)



3. Monthly EMS Response Report

This report gives the total number of EMS dispatches for the month, including total number of patients contacted. The total patients transported to a Healthcare Facility for the month is also included. The most prevalent call types for this period are listed in order of occurrence.



Top 3 EMS Response Types for March 2011

- 1.) Breathing Problems (6-D-2)
- 2.) Falls (17-B-1)
- 3.) Falls (17-B-3)

4. Fire and EMS Response Time Analysis Reports

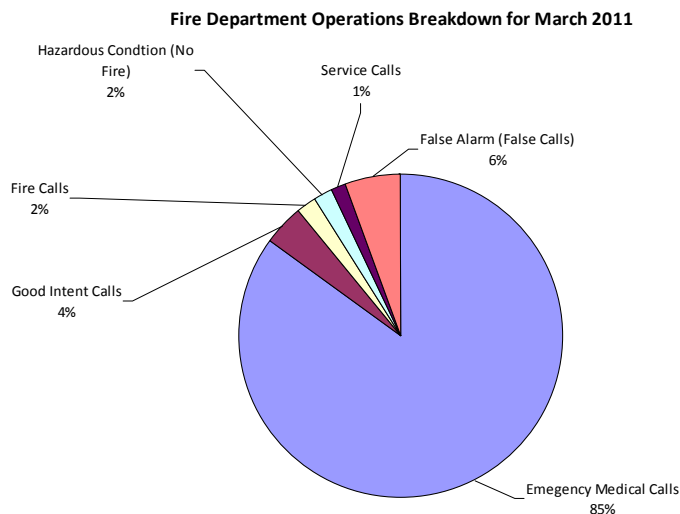
These reports displays the averages for the different benchmarks we look for, call creation to dispatch, dispatch to enroute time, enroute to arrival time, and the overall time it takes from creation of the call until the unit arrives on scene. These reports only give the averages for the response of all Fire and EMS calls.

EMS Response Time Analysis: January 2010 - March 2011

	Call Creation to Dispatch	Dispatch to Enroute	Enroute to Arrival	Call Creation to Arrival
	Goal: Under 1 Min.	Goal: Under 1 Min.	Goal: Under 4 Min.	Goal: Under 6 Min.
Jan-10	0:55	1:03	4:51	6:45
Feb-10	0:48	1:05	4:54	6:39
Mar-10	0:46	1:00	4:21	6:03
Apr-10	0:51	1:03	4:16	6:07
May-10	0:48	0:59	4:30	6:14
Jun-10	0:50	1:07	4:19	6:09
Jul-10	1:10	1:03	4:21	6:29
Aug-10	0:59	1:01	4:08	6:07
Sep-10	0:58	1:01	4:23	6:16
Oct-10	1:11	1:03	4:15	6:27
Nov-10	1:15	1:07	4:28	6:47
Dec-10	0:55	1:04	4:39	6:37
Jan-11	0:48	1:04	4:09	5:58
Feb-11	0:44	1:06	4:18	6:03
Mar-11	0:53	1:03	4:16	6:08

Operations

The month of March was not too unusual from most months. The percentage of EMS calls rose by approximately .06% with a total call for service of 733 for both EMS and Fire. We have been fortunate that in this month there was very little in the way of fire loss and most of that came from vehicle fires. At this time we have had no severe weather related problems but we are prepared in the event of severe weather since the potential is greatly increased in the spring.



Public Education

The following represents the Public Education Officer Activities for the month of March, 2011:

- Fire Safety Presentations
 - Little Jewels – Bloomington & Normal
 - Calvary Christian Academy
 - Cornerstone Christian Academy
 - A total of 120 children and 12 adults were educated about fire safety. The message was reinforced with a Dusty the Dragon Performance of “The Spectacular Smoke Smeller”.

- Stranger Danger Presentations
 - Tomorrows Promise Learning Center
 - Sheridan Elementary School
 - Stevenson Elementary School
 - A total of 291 children and 17 adults were educated about Stranger Danger. The message was reinforced with a Winston Wolfe Performance of “Stranger Danger”.

- Bullying Presentations
 - Cedar Ridge Elementary School
 - A total of 83 children and 4 adults were educated about Bullying. The message was reinforced with a Winston Wolfe Performance of “Bullying”.

- Fire Safety for Babysitters
 - YWCA for a babysitting class. A total of **10** children were educated about Fire Safety while babysitting.

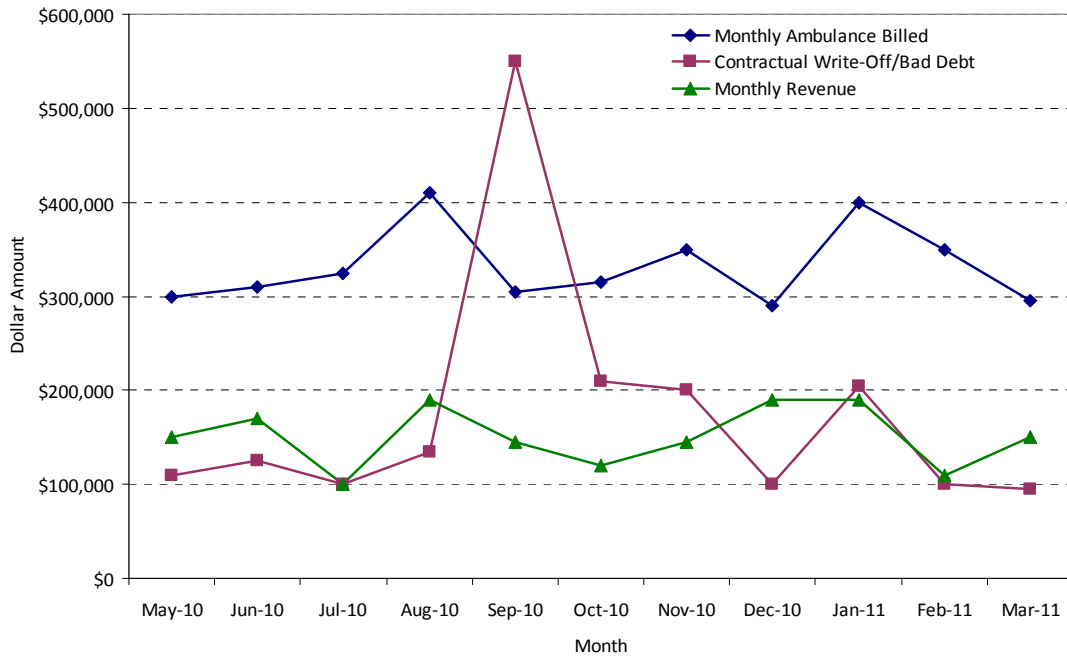
- Fire Extinguisher Training
 - Fire Station #6: two Fire Science classes from the Bloomington Area Career Center, using the Digital Fire Extinguisher Training Equipment. 30 students received this training.

- A Juvenile Fire Setter Intervention
 - Completed for an eight year old boy and his family. An interview was conducted to determine the future risk level of fire setting behavior and fire safety education was provided.

Training

Capt. Brad McCollum attended training – Advanced Public Information Officer. This was a four day course held in Springfield, Illinois. It was hosted by the Illinois Emergency Management Administration and presented by Instructors from FEMA.

Fire Department EMS Billing



- Charges represent billings for emergency transports, intercepts, and ambulance standby's.
- Revenue represents the amount of revenue collected for emergency transports, intercepts, and ambulance standby's.
- Contractual-Write Off's are the combination of contractual allowances and bad debt write off's. Contractuals are the amounts above what federal and state mandated carriers allow for EMS services. Bad Debt write off's include Financial Hardships, Bad Debt Accounts (sent to a third party collection agency for further processing), Bankruptcies, Small Balances, Workman's Compensation, and Incarcerated Patients.

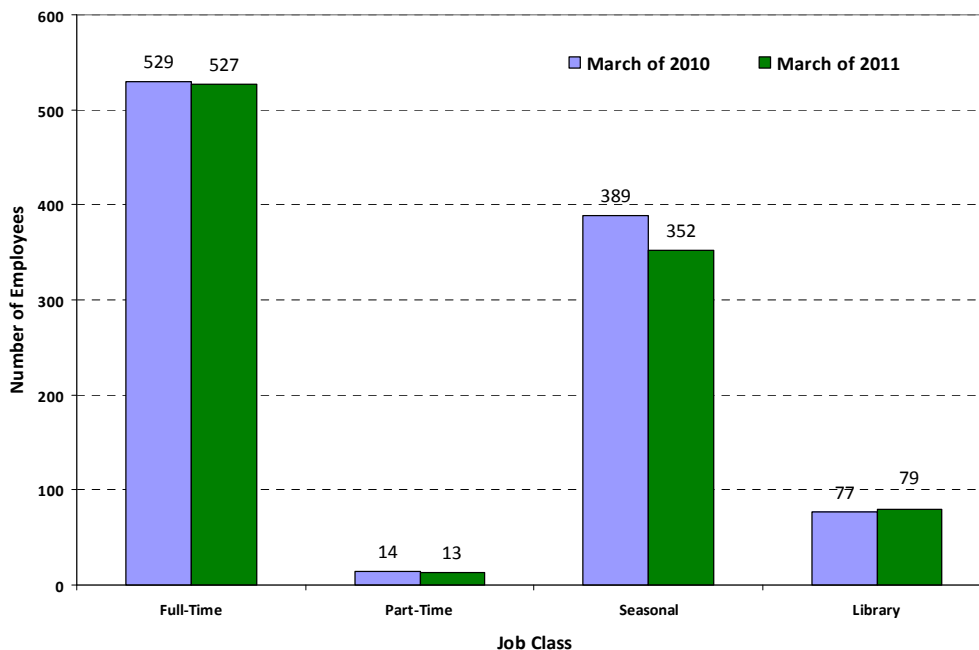
Conclusions

September 2010 contractual-write off's were significantly skewed on the chart due to a large amount of collection accounts written off because they were transferred to a third party debt collection agency. The accounts that were sent were five years worth of bad debt collection accounts.

Human Resources Department

- Ongoing work with ERP and Time and Attendance Committee - Interviewed several customers of time and attendance system.
- Processing FOIAs
- Continuation of job analysis project
- Asst. Fire Chief's testing process
- Active negotiations with Lodge 1000 (Water)
- Continue work on FY 11/12 budgeting of salary and benefits for all budgets
- Completed reconciliation phase for the Federal RDS (Retiree Drug Subsidy) program for the 2009 plan year. The City will receive an additional \$29,355 as a result of the reconciliation for a total of \$61,326 for the 2009 plan year.
- Researched data aggregation and vendors for this service to recover Federal ERRP (Early Retiree Reinsurance Program) funds. Obtained necessary contracts and prepared Council memo for April 11th agenda.
- Implementation of seasonal wage reevaluation project
- Safety Training on Confined Space, Trenching and Shoring, Electrical Hazards, Bucket Truck and Fork Lift Operations, Flagger and Retro reflectivity. Majority of this training was identified in the safety audit.

Number of City Employees: March 2010 and March 2011



City of Bloomington Vacant Full Time Position Status

Current Positions Position	Status
Support Staff IV-Parks, Recreation & Cultural Arts	Filled-Lindsay Danner
Laborer - Parks, Recreation & Cultural Arts	Filled-James Harsh
Property, Records & CSO Manager	In process
Marketing Associate- Parks, Rec. & Cultural Arts	In process
Department Secretary	In process

City of Bloomington Bargaining Unit Employees Contract Statuses

City Employees	Full-time Employees	Expiration Date	Current Status
Support Staff Local 362	29	4/30/2009	Requested to bargain
Parking Attendants Local 362	4	4/30/2009	Requested to bargain
Fire Local 49	96	4/30/2009	Arbitration decision received
Water Lodge 1000	36	4/30/2010	Negotiating
Inspectors Local 362	15	4/30/2011	Requested to bargain
Police Unit 21	96	4/30/2011	Requested to bargain
Sergeants & Lieutenants	20	4/30/2011	Requested to bargain
Public Works & Parks 699	107	4/30/2012	Current
Telecommunicators (TCMs)	15	N/A	Mediation 12/2/10

Information Services Department

Enterprise Resource Planning (ERP) Project - Munis

Munis project accomplishments for March 2011 were the following:

- Completed the first of two full days of System Administration training. This training was focused on Information Services staff's understanding of security role definitions within the Munis system and its integration into our Microsoft Active Directory management environment.
- Analysis sessions were completed for the following applications:
 - Account Receivable
 - Misc. Cash and General Billing
 - Treasury Management
 - Reports for Purchasing, Accounts Payable, Bids, Contracts, General Ledger, Project Accounting, Treasury Management, Budget, Account Receivable and General Billing
- Static Environment Testing (SET) sessions were held for the applications listed below. SET sessions are the first time staff begins to see the environment as it will look within our own Munis environment. Munis implementers have taken the information learned during analysis sessions and created the initial City of Bloomington environment. SET sessions allow us to clarify recommendations made and to identify further configuration changes needed.
 - Purchasing
 - Accounts Payable
 - Budget
 - General Ledger
 - Project and Grant Accounting
- Further analysis and SET sessions were held for the Chart of Accounts (COA) creation. The project team finalized roughly ninety percent of the COA and will be completing COA in early April.
- Various conversion, migration and interface file specifications and data were delivered by staff to Munis for integration into SET sessions and for development of interfaces between Munis and other applications.

City Internet Site Redesign

Staff is nearing completion of the evaluation of web site redesign proposals. Staff is targeting the April 11, 2011 Council meeting to bring a recommendation before Council.

Downtown Surveillance Cameras

City electricians have completed work at the BCPA that was needed prior to installation of the wireless networking equipment needed to support the surveillance cameras. Staff is working with wireless networking and surveillance system vendors to negotiate the installation of equipment for the pilot program. Wireless networking equipment, which needs to be installed before surveillance equipment is expected to be available in April 2011. As soon as this equipment is available, installation will begin.

City-wide Upgrade to Microsoft Office 2010

Staff has begun implementing Office 2010 by department throughout the City. The installation itself is an automated process, saving hours of work if done manually. I.S. is offering basic training to each department as the upgrade is performed.

Virtual Server Environment (VMWare)

Staff installed and configured the fourth server within the City's internal virtual server environment. Currently, staff is planning for a total of six virtual server machines, each capable of "virtualizing" at least eight physical servers.

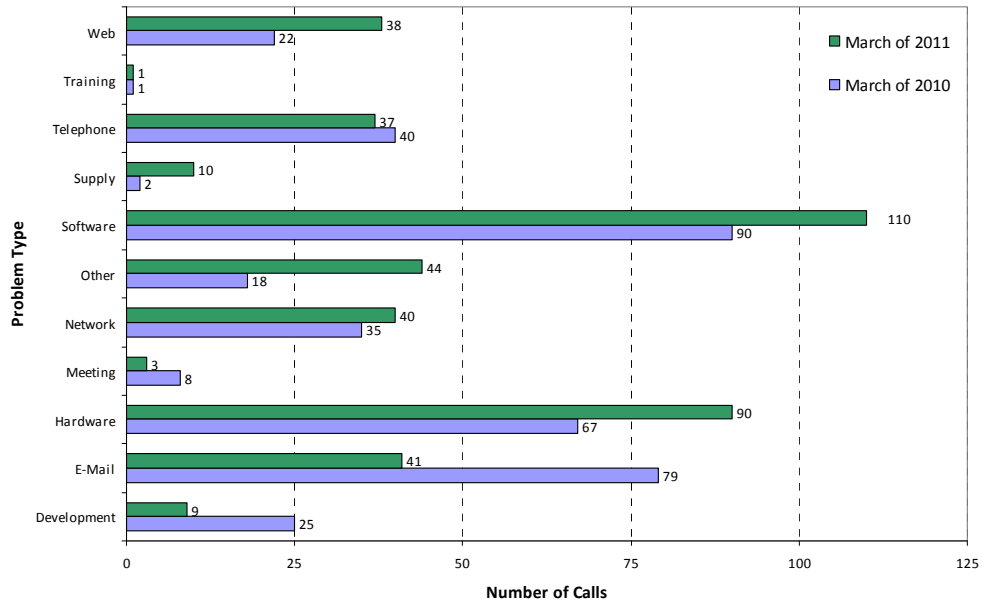
Service Requests for March 2011

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

Service Request for March 2011

Problem Type	Total Calls	Closed	Open	Pending
Consulting	-	-	-	-
Development	9	8	0	1
E-Mail	41	41	0	0
Hardware	90	75	14	1
Meeting	3	3	0	0
Network	40	35	2	3
Other	44	41	3	0
Reports	7	7	0	0
Software	110	96	7	7
Supply	10	9	1	0
Telephone	37	36	1	0
Training	1	1	0	0
Web	38	38	0	0
Total	430	390	28	12

Information Services Service Calls: March 2010 and March 2011



Lyris List Server Information – The following information details the current list server subscribers and activity. Anyone can subscribe to these lists by clicking on the “Subscribe Here” button on the homepage of the City’s website.

City of Bloomington List Server Numbers

List Name	Total Member Count	March 2011 Increase	Increase Over Past Year
BCPA General	13,887	31	1,117
Bloomington Golf	4,648	321	325
Miller Park Zoo Tigers Tongue	2,015	104	689
BCPA Targeted Mailing	1,740	774	1,577
Parks & Rec General	1,423	11	51
BCPA Educators	909	0	0
Miller Park Zoo	506	4	12
Pepsi Ice Center	366	1	7
City Council	183	3	19
Planning & Zoning	156	2	14
Landlord Property Management	152	2	13
Parks Youth News	141	2	7
Parks Adult News	138	2	11
BCPA Patrons	136	0	0
Parks Preschool News	110	0	2
Engineering Bids	106	5	-12
Liquor Commission	104	1	9
Human Relations Commission	103	3	8
Parks Teen News	72	1	6
SOAR	68	2	5
Public Service Notices	35	0	0
Engineering Updates	16	1	0
Total	27,014	1,270	3,860

Legal Department

Collections

- Small Claims
 - 7 cases were set on March 3, 2011
 - 5 cases for use tax were paid prior to the court date – Total collected \$1,481.31
 - 1 default judgment was entered – Total amount due \$226.65
 - 12 cases were filed for use tax collection – court date 5-26-11
- Collection letters sent
 - 47 letters sent for use tax – total collected \$3,907.16 – YTD \$9,476.98
- Nuisance Parking
 - 3 letters sent
 - 2 Tow Notices have been given to the process server
 - 2 Vehicles were towed
 - Monthly Parking Ticket Payment Agreements – total collected \$2,670.00
- Failure to Pay Sex Offender Registration Fees
 - 6 Letter were sent collected \$100.00

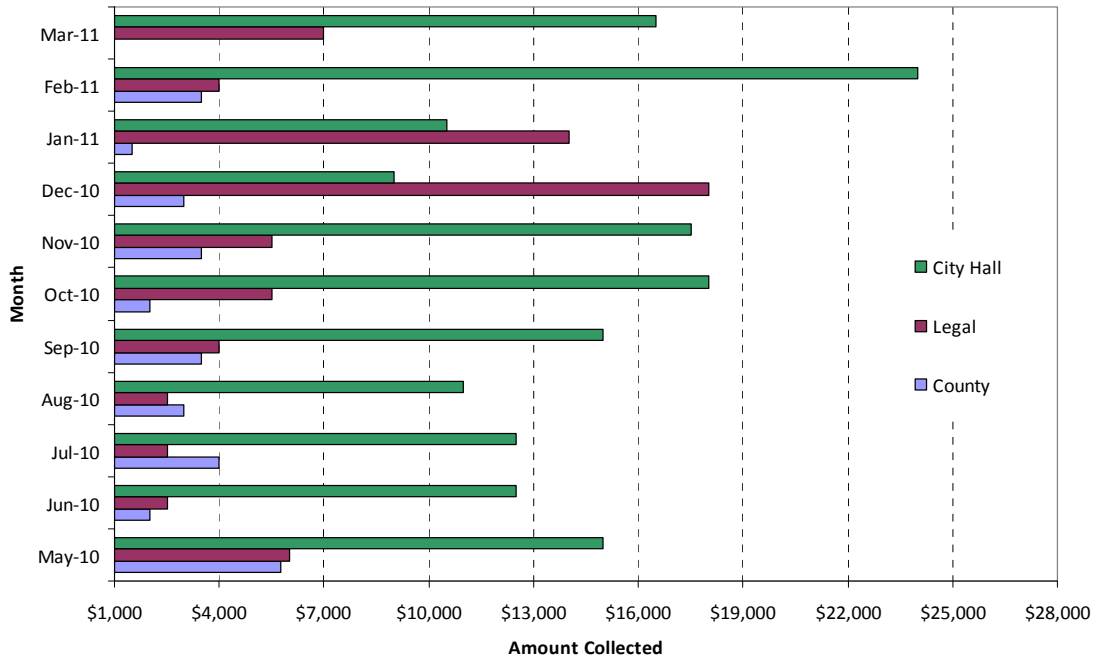
Freedom of Information Act Requests

- FOIA: 70 FOIA requests were processed through the Legal Department
- Total time spent 33 hours

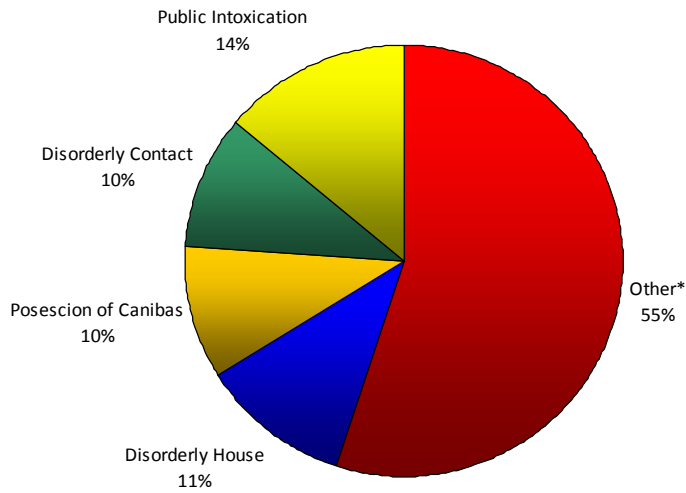
Ordinance Violation Activity

- Fines received at City Hall before filing: \$16,900.00/\$164,800.00 Fiscal Year to Date (FYTD)
- Fines paid at City Hall after filing: \$6,410.00/\$72,270.04 FYTD
- Post judgment fines received: \$1,518.00/\$37,962.00 FYTD
- Total: \$24,828.00/\$275,032.04 FYTD
- Ordinance Violations Paid at City Hall – 134
- Ordinance Violation Cases filed: 71
- Summons prepared: 51
- Total cases scheduled for court – 426
- Trials scheduled – 18
- Post Judgment cases scheduled– 155

Ordinance Violation Collections for 2010-2011 FYTD



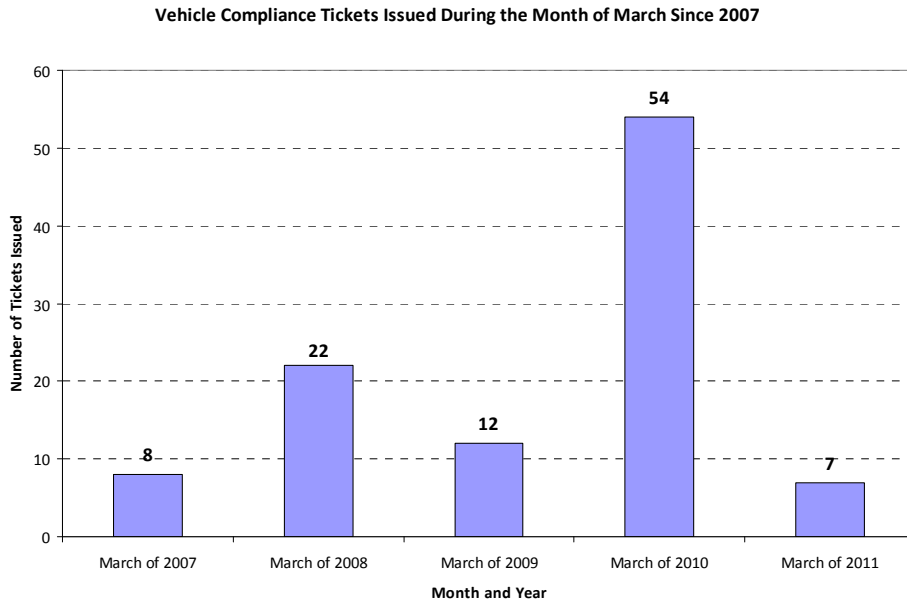
Violations Filed in Court During March 2011 by Percentage of Overall Cases



Unregistered/Inoperable Vehicle Compliance

Legal continues to work with the Police Department to send out compliance tickets for vehicles that are unregistered and/or inoperable throughout the City.

- Vehicle Compliance Tickets sent this month: 7



Ordinances Drafted

- Drafted changes to the Liquor Code giving Liquor Commissioner temporary emergency powers
- Drafted Ordinance Revising City Parking Regulations
- 3 new ordinances were prepared for publication both in a hardcopy and on the internet
- 2011-11 – adding shopping centers; restaurants; restaurant-carry-out; restaurant-outdoor customer dining area; restaurant-small
- 2011-12 – establishing the City Parking System in Chapter 29 and removing it from Chapter 16 and reducing the number of tickets from 10 to 5 to trigger the nuisance vehicle program
- 2011-14 – Adding Article III -- Neighborhood Preservation Ordinance

Contracts/Agreements

- Reviewed Personal Service Contracts for BCPA
- Reviewed Client Agreements for 2011 Health Care Insurance Plans

Personnel/Human Resources

- Meeting with ASC- Claims Review on Workers' Compensation and General Liability Claims
- Meeting with HR and Police re personnel matter (Employee 1)
- Reviewed HR contracts (re: ERRP)

Litigation

- Drafted Memos to City Council re settlement of WC claims
- Negotiated settlements with property owners regarding property maintenance cases
- Negotiated settlements of liquor ordinance violations
- Negotiated settlement of housing code enforcement appeal
- Attended court hearings in repair/demolish cases
- Obtained property in settlement of housing code violation case
- Filed Response in Wage Garnishment/Bankruptcy Filing Dispute (City was successful)

Monthly Meeting Participation

- Attended City Council meetings and work sessions
- Attended monthly Liquor commission meeting
- Participated in nuisance abatement discussions
- Attended Board of Fire and Police Commissioners meeting
- Attended Special Use and Land Development Committee meetings
- Attended PACE/Police/Legal meeting
- Attended Police Community Focus Group meeting
- Attended Department Head Staff Meetings
- Attended Department Head Luncheon
- Attended Meeting and Site Visit with Rep. from Kansas State (re: Old Railyard Property)

Research

- Prepared Letter to Developer regarding Harvest Point Subdivision
- Researched enforcement of occupancy limits
- Researched Effect of Bankruptcy Court stays on collection on Wage Garnishment Orders
- Researched various issues for Fire Department (re: bad debt policy, collection procedures, bankruptcy)

Miscellaneous/Other

- Numerous responses to City Departments on Miscellaneous Legal Questions
- The Legal Department received 562 inbound calls that exceeded 19 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.
- Negotiated with prospective purchasers of distressed properties
- Attended Small Claims hearing
- Attended Citizen Budget Open House
- Prepared letters and memo re: Old Howard Johnsons
- Participated in collection training
- Negotiated parking citation settlement
- Attended Annual Municipal League Legal Seminar (All 3 attorneys)
- Researched addresses for notices to be sent prior to hearing on new liquor license applications
Attended meeting w. Farnsworth Group re: Old Rail yard
- Attended Bloomington-Normal Human Resource Council's Annual Legal Update meeting
- Attended Meetings re Hockey Team Lease
- Attended Meeting with Alderman and City Manager re Workers' Comp procedures
- Attended neighborhood meeting re drainage problem (Ward 5)
- Drafted memos (re: Sale of City-owned Real Estate)

Library

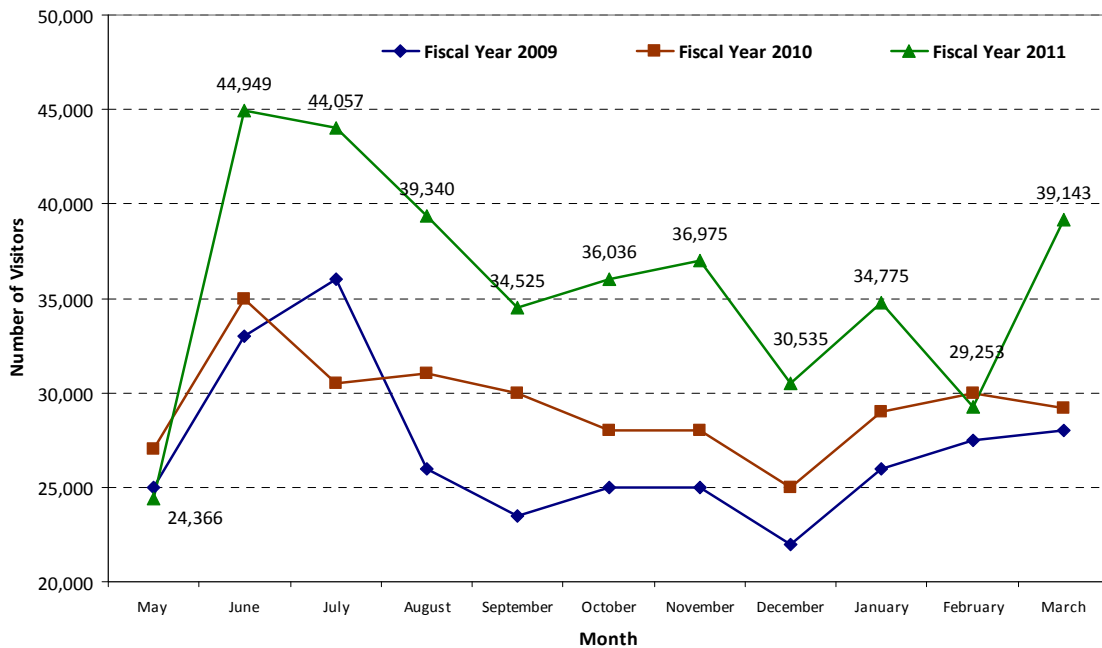
The library currently is focusing on six main goals in order to expand the Library's services and deliver a better user experience. The goals are:

- 1.) Expand and strengthen the Library's visibility in the community.
- 2.) To become a customer focused Library with a highly qualified, friendly, and trained staff.
- 3.) Provide a wide range of materials, in a variety of formats, and in sufficient quantities to meet the needs of people in the community.
- 4.) Develop traditional and innovative library programs that reinforce the mission of the library.
- 5.) Better serve the customer and work more efficiently through the use of technology.
- 6.) Administer a cost effective public library responsive to all segments of the community.

1. *To expand and strengthen the Library's visibility within the community.*

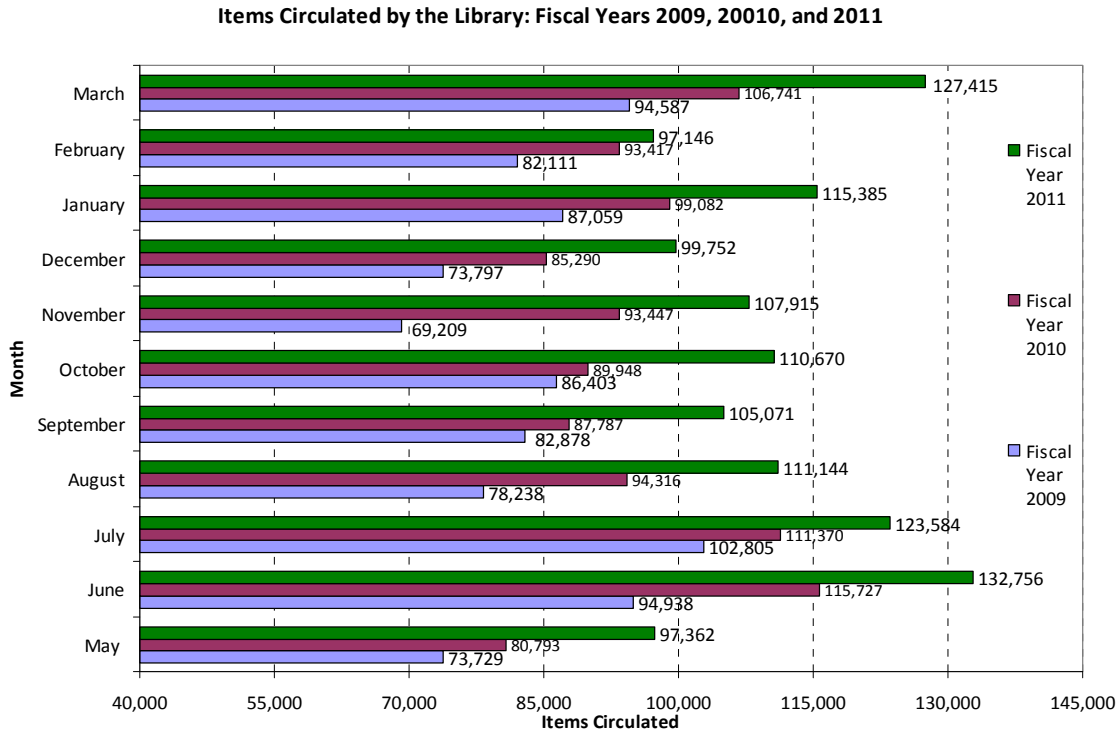
March was a very busy month with 39,143 people visiting the library, a 43% increase in the number of visitors to the Library from 29,165 in March 2010.

Library Visitors (Library and Bookmobile) by Month for Fiscal years 2009, 2010, and 2011



2. To become a customer-focused Library with a highly qualified, friendly and trained staff. Staff answered 7806 questions from customers this month.

3. To provide a wide range of materials, in a variety of formats, and in sufficient quantities to meet the needs of people in the community. The 127,415 items checked out in March is a 19% increase over the 106,741 items borrowed in March 2010.



4. To develop traditional and innovative library programs that reinforces the mission and role of the Library.

Library Programs and Attendance: March 2010 and 2011

	January of 2010		January of 2011	
	Number of Programs	Number of Individuals Attending	Number of Programs	Number of Individuals Attending
Children Programs	N/A	N/A	6	789
Teen Programs	N/A	N/A	10	219
Adult Programs	N/A	N/A	20	549

5. To better serve the customer and work more efficiently through the use of technology.
No information available for the month of March at this time.

6. To administer a cost effective public library responsive to all segments of the community. Our new video illustrating the increasing usage of the library by our diverse community was shown at the City Budget Open House and plays periodically on the large screen TV in the Library.

Parks, Recreation, and Cultural Arts Department

Bloomington Center for the Performing Arts

Events

The BCPA welcomed 6,757 people to the Center over 58 different events and activities in March. The month was largely filled with preparations and rehearsals for the annual performances of The American Passion Play, but also included four mainstage BCPA performances and a week-long artist residency, which brought BCPA programming out to nine different venues in the community.

Young Dubliners

The BCPA commemorated St. Patrick's Day holiday with a performance of Irish rock band Young Dubliners on Thursday, March 10. The event was presented in the ballroom, giving patrons an opportunity to dance and enjoy green and a selection of Irish beers while they enjoyed the concert. The performance was attended by 300 people.



Patrons dancing to the music of Young Dubliners.

Ira Glass

NPR personality Ira Glass presented a lecture program on the BCPA stage on Saturday, March 12. The performance was preceded by a "Glasses" Reception at the McLean County Arts Center presented by WGLT. The BCPA worked with WGLT to promote the event, as Glass's NPR affiliation is not only good for ticket sales but also supports community building with this local media provider. 250 people attended the pre-show and 750 the performance. Both the pre-show and BCPA performance were sponsored by Specs Around Town.

Mauvais Sort

French-Canadian musicians Mauvais Sort kicked off their week-long residency at the BCPA with an opening reception on Sunday, March 13. Their week culminated with a public performance on Friday, March 18. Between the two, the group engaged over 2000 people in the community with mini-performances at venues including Bloomington Junior High School, Metcalf/UHigh, Cornerstone Christian Academy, Holy Trinity, Central Catholic High School, Heyworth, and for homeschool students.

Mauvais Sort was the final artist the BCPA presented through a four-show World Fest grant provided through ArtsMidwest. This two year project has brought musicians for concerts and outreach from China, Japan, Israel, and now Quebec. The grant has given us access to these phenomenal artists at no artist fee; our only expenses being hotel and transportation to their residency activities during the week.

Truthfully, this may have been the most satisfying of all of those residencies. The group made an instant connection with their audiences. And while all of the World Fest artists' public concert always included a large contingent of people who had seen the group during their residency, this was the first that featured a huge K-12 audience, who were so taken by their experiences with the group during the week that they convinced their parents to come to the show.



Mauvais Sort performs during their opening reception at the BCPA.

Star Trek Live

The BCPA's penultimate Family Series event welcomed in a huge crowd of kids, as well as a large group of sci-fi loving adults. Star Trek Live is a popular family program which uses the Star Trek series as a dramatic conduit through which the story can introduce kids to the science that made the series such a hit. The BCPA worked extensively with the Challenger Learning Center to promote the event and accepted their help in presenting a variety of science-themed pre show activities.

Paula Poundstone

Her performance wasn't until April 1, but Paula Poundstone put a plug in for her performance at the BCPA during an appearance on the nationally-broadcast NPR show "Wait Wait ... Don't Tell Me!" Poundstone was introduced on the show this way, "And lastly, a comedienne who is next performing April 1st at the Bloomington, Illinois Center for the Performing Arts, Ms. Paula Poundstone." The Friends of the Bloomington Library were involved in a fundraiser that was tied to the comedian's performance. Poundstone donated artist tickets to be used to benefit the group.



Paula Poundstone signs books benefiting the library in the BCPA lobby following her show.

OTHER MARCH EVENTS/ACTIVITIES

- March 1 – Tea Party meeting
- March 1-6 – Ancient Accepted Scottish Rite Meetings/Ceremonies
- March 7 – Kiwanis meeting
- March 11 – Illinois Symphony Orchestra, "Richly Romantic"
- March 14 – Kiwanis/Kiwanis Board Meeting
- March 14 – Tri Valley High School Band Concert
- March 19 – Buttner/Foster Wedding Reception
- March 21 – Kiwanis Meeting
- March 28 – Kiwanis/Kiwanis Board Meeting
- March 29 – City of Bloomington Citizen Budget Open House
- March 31 – Chefs for Path

The American Passion Play also rented the building throughout the month to set up and rehearse for its pre-Easter performances.

Golf Division

The month of March brings us into what we call the “official” start the golf season. Our weather for the month proved to be typical of the month of March producing a few good days, but mostly poor ones. As a result, we saw our monthly rounds drop 24% compared to last March, where the weather was kinder to us. However, due to strong season pass sales and pro shop revenues, which were up 49% for the month, we were able to keep revenue stable compared to March 2010.

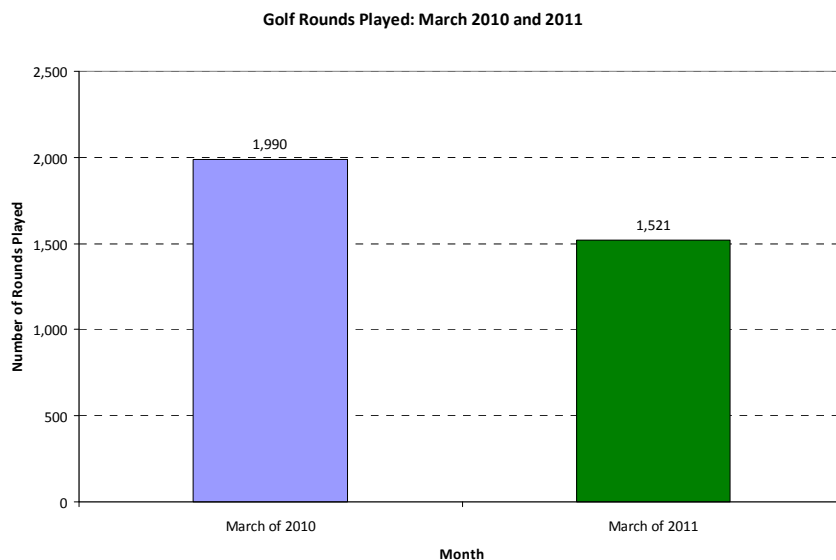
The courses are currently being marketed heavily throughout the Central Illinois area with course promotions being found on billboards, print, E-Mail marketing, television and the radio. The courses are also putting together Facebook pages for each of the courses in the hopes of keeping the courses in front of our customers even more. Facebook will allow us to keep our golfers informed of daily course conditions and promotions that should allow us to see increased traffic.

The golf courses are beginning to turn green and we are pleased to report that we received no significant winter turf damage this year. The crews are busy putting sand bunkers back into good condition and cleaning up the course from the long winter.

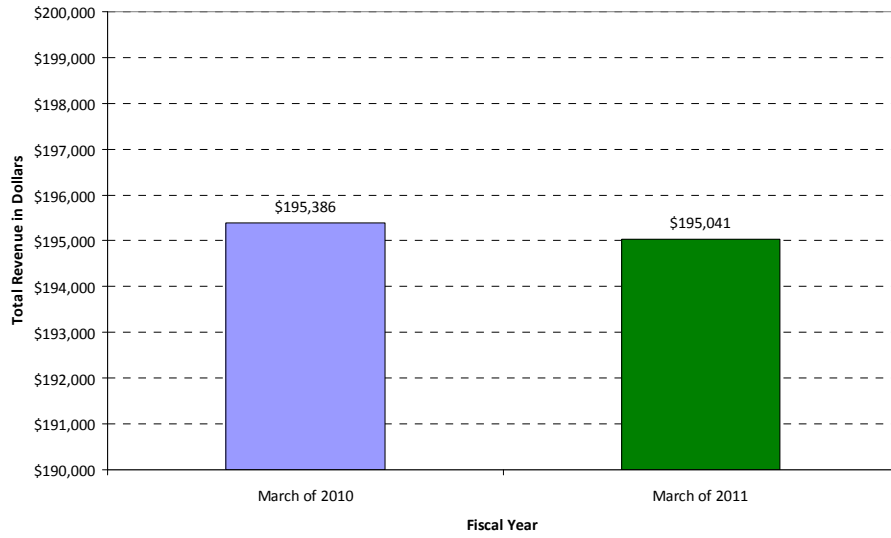
We are encouraged by the increased interest in our season passes this year. This, in the past, has indicated positive signs that the public is looking to play more golf this year. We are also encouraged with pro shop sales for the month being up 49%. Several new products coming on to the market, combined with more selective pro shop buying, is likely to credit for this increase.

March Cost Saving Measures

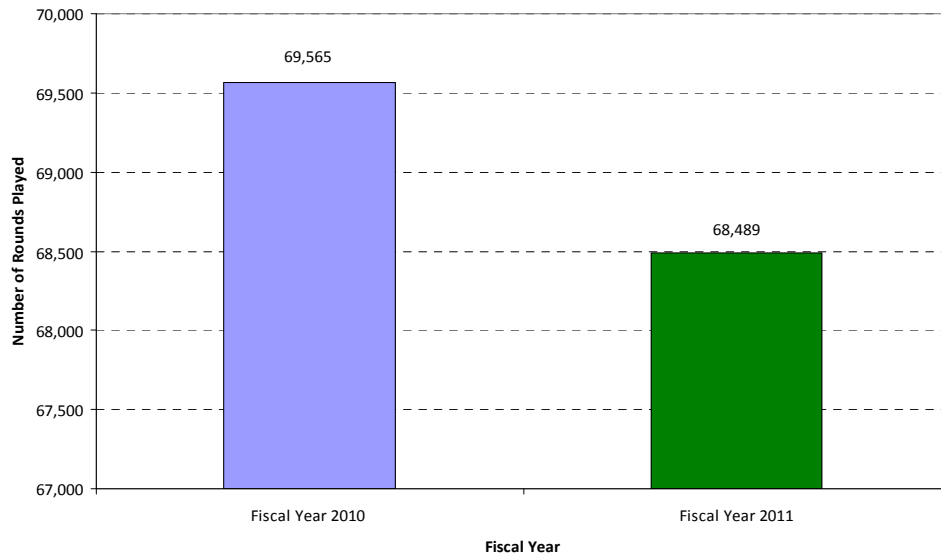
Replaced burnt out lights in clubhouses with new energy efficient light bulbs



Revenue for Rounds Played: March 2010 and 2011



Number of Gold Rounds Played Through March of Fiscal Year 2010 and 2011



Parks Maintenance Division

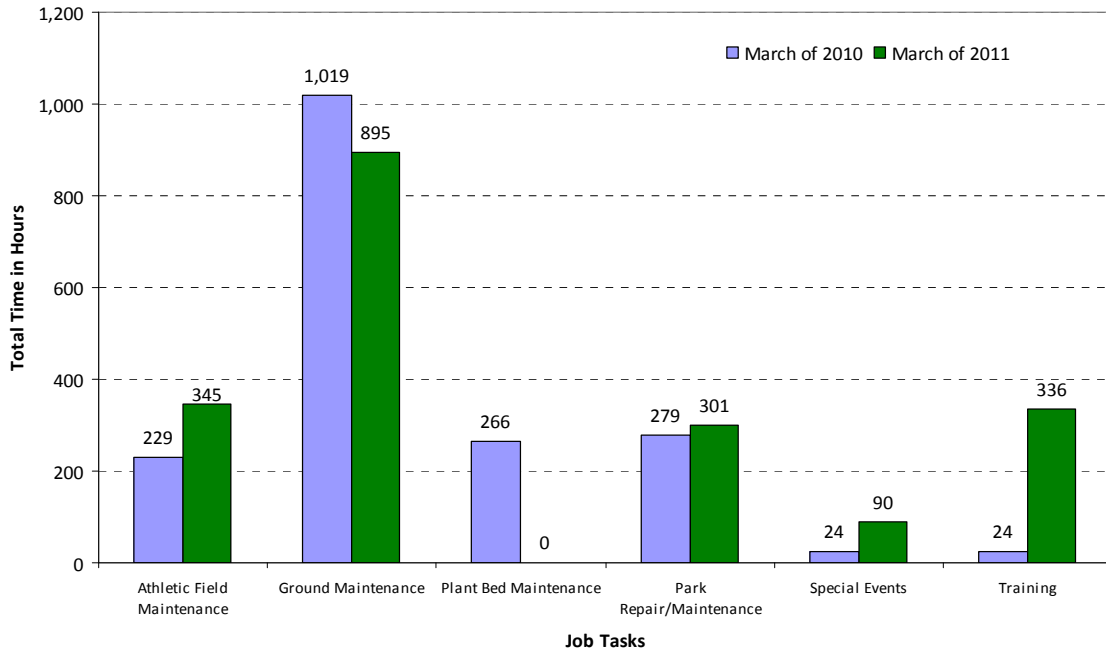
During March Parks Maintenance staff was involved in a number of training classes including, MUTCD (Manual on Uniform Traffic Control Devices), bucket training, confined space work, shoring, harassment, flagging, forklift and CPR. This training was very valuable for the safety of our staff.

With the nice weather during the month the staff was able to get an early start on turf maintenance. The areas we aerated and over seeded were Airport, O'Neil, Fell, Fire Station 1, Clinton Blvd., Eagle Crest, Rollingbrook, Miller Park and North Point. Staff also was able to continue our yearly prairie grass burning at the following locations: Miller Dam, Prairie Vista, The Den and Tipton Park. We also tilled and organized the Community Gardens. Finally we were able to get staff in all Park and Right of Way locations and clean garbage and debris.

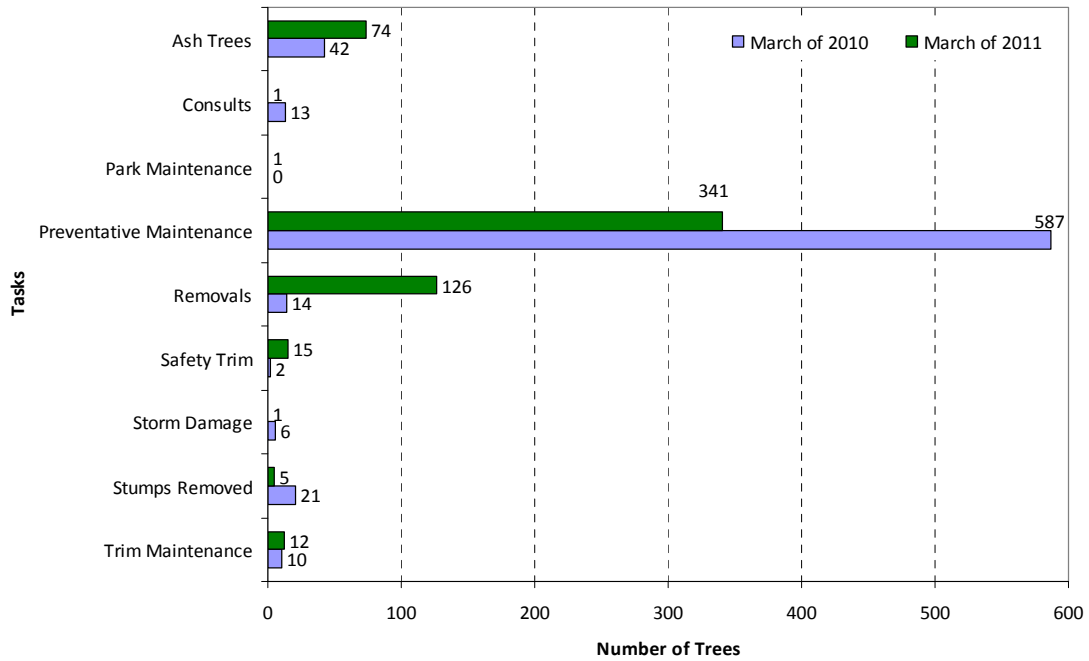
Some other projects in March were:

- Repaired broken concrete and re-laid stone at Bittner shelter
- Poured new concrete under the pavers and re-laid the pavers at the four sidewalk intersections at McGraw Park
- Installed a new wooden roof at the Gazebo at the Miniature Golf Course. The wood was provided from milled ash logs we had made this past winter.
- Fixed wiring issues at Pepper Ridge ball diamond lights
- Painted animals on the Zoo carousel
- Replaced waterfall pump in Zoo rainforest exhibit
- Replaced furnace blower motors at both the Den and Prairie Vista
- Installed refurbished scoreboard at McGraw Park
- Installed new backboards at Tipton Park basketball court
- Replaced downtown banners with new ones
- Installed 40 tons of ball diamond mix at Pepper Ridge
- Poured 20 yards of concrete at Park Maintenance facility for a new storage area
- Completed March park inspections
- Completed March light inspection and replacement
- Completed monthly HVAC inspection at the Coliseum
- Repaired broken playground equipment at these locations: Pepper Ridge, Evergreen, Miller Park, White Oak Park and Alton Depot
- Installed new wind breaks at McGraw Park tennis courts
- Two Utility staff attended and completed 3 days of Playground Safety School

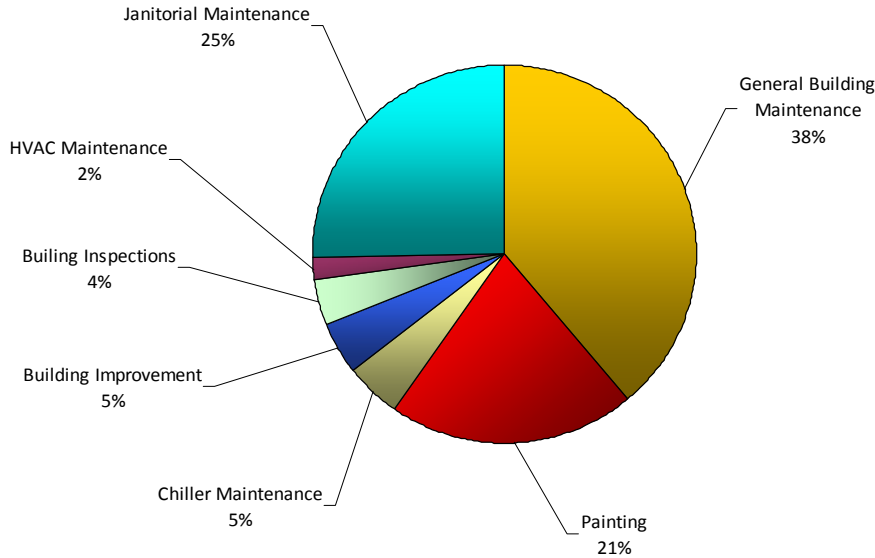
Park Maintenance Job Tasks: March 2010 and March 2011



Forestry Tree Work: March 2010 and March 2011



March Building Maintenance (587 Hours Total)



Recreation Division

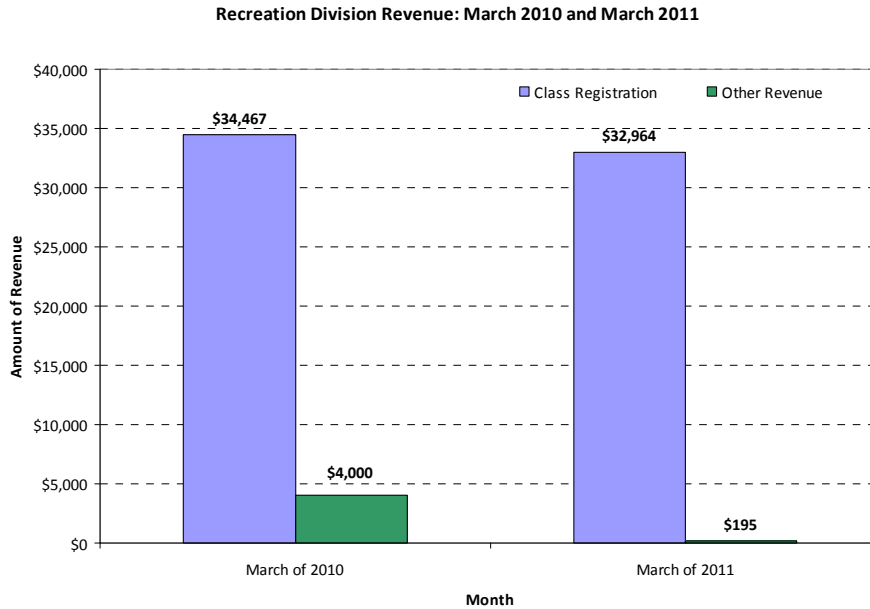
Penguin Project (a theater program for individuals with disabilities and their peer mentors) began rehearsals the first week of March at their new “home.” Heartland Community College is providing rehearsal space and performance space at no charge. They are also offering a credit course for their students that involves them working with the Penguin Project.

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. Eighty-four individuals participated in the programs.

Two 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.

Afterschool Basketball wrapped up with the last games the first Saturday in March. Bloomington High School had a conflict so arrangements were made to use the gyms at Holy Trinity and Trinity Lutheran Schools.

Softball League sign-up began and ended in March. Forty teams registered which is down 16 teams from the 2010 registration. Softball is declining in numbers, but we also lost the use of the RT Dunn Fields which were the best softball fields that we had for adults. Revenue for softball was down \$6400 from 2010 to 2011. Revenue for other programs was up so the overall decrease was less than \$2000.



Pepsi Ice Center

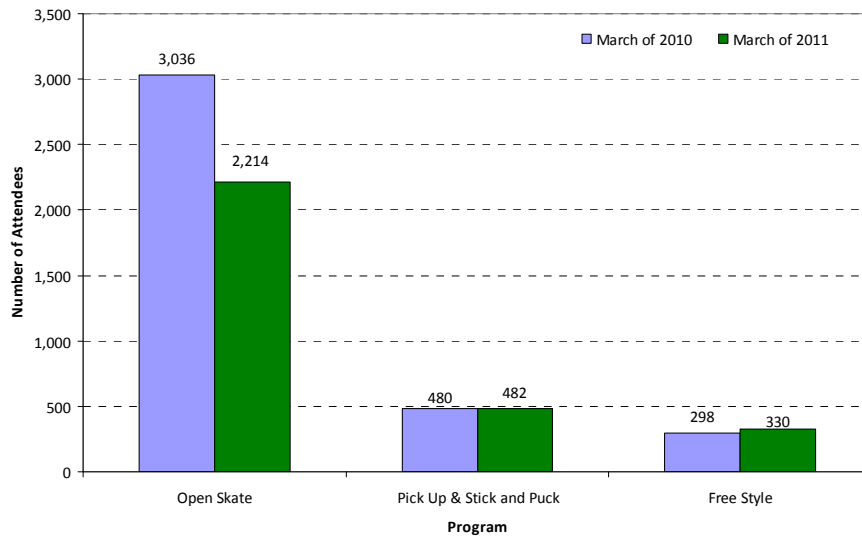
The Fall and Winter/Spring Youth Leagues held their Hockey Banquet at the Double Tree Hotel. Over 400 individuals attended. Spring Youth League registration is up more than 30 from 2009 registration. Some of the age divisions are at their capacity of 52 players.

The Learn-to-Skate program had an exhibition on March 17. Every class plus many individual skaters and small groups performed. Many of the freestyle and higher level skaters participated in the Peoria Skating Competition. The synchro team received two first place trophies. The rink placed 1st.

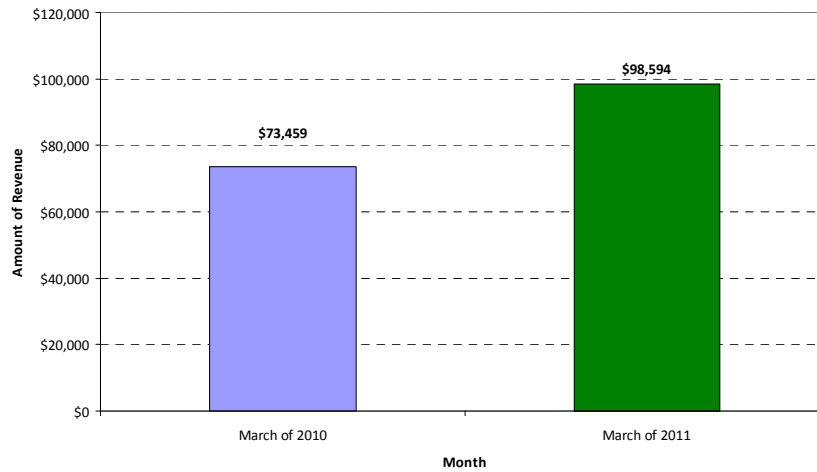
Open Skate was down by 822 skaters. Last year, being an Olympic year, the center “rode the high” through March. This year the center saw the regular seasonal down turn. Individuals are moving to outdoor sports. Soccer and baseball are starting.

Ice rental and youth hockey league payments were up from 2010. These payments vary depending on which month payments are due. There was a 3% increase in March revenue without the naming rights sponsorship money from Pepsi and an 8% increase with that money included. The rink received \$22,500 in naming rights money from Pepsi.

Pepsi Ice Center Attendance by Program: March 2010 and March 2011



Pepsi Ice Center Revenue: March 2010 and March 2011



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

Special Olympics:

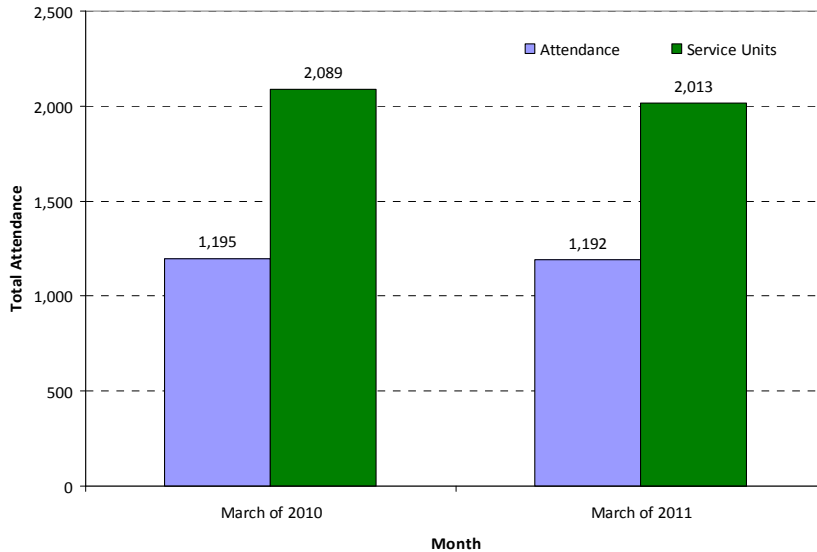
Three of the S.O.A.R. Special Olympics Basketball teams advanced to the Illinois Special Olympics State Basketball Tournament which was held March 10 – 12 at Illinois State and Illinois Wesleyan. In their respective divisions, the Pink team placed first, the Blue team placed 2nd, and the Green team placed 3rd.

Both the Pink and Blue teams were invited to take part in the NCAA Div. III Women's Basketball Tournament festivities at Illinois Wesleyan the weekend of March 18. On Friday night they played an exhibition during half time of one of the games. On Saturday they held the flags and were part of Opening Ceremonies before the Championship Game.

Weekly Programs: Many of the six-week long programs came to an end the week of March 21 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: Mardi Gras Party, Family Zumba Party, Barn II, Build-a-Bear Workshop, and Prairie Thunder Games. The Family Zumba was new and they had everyone fill out an evaluation to see if they would do it again or sign their child up for a Zumba class. All said yes to both questions.

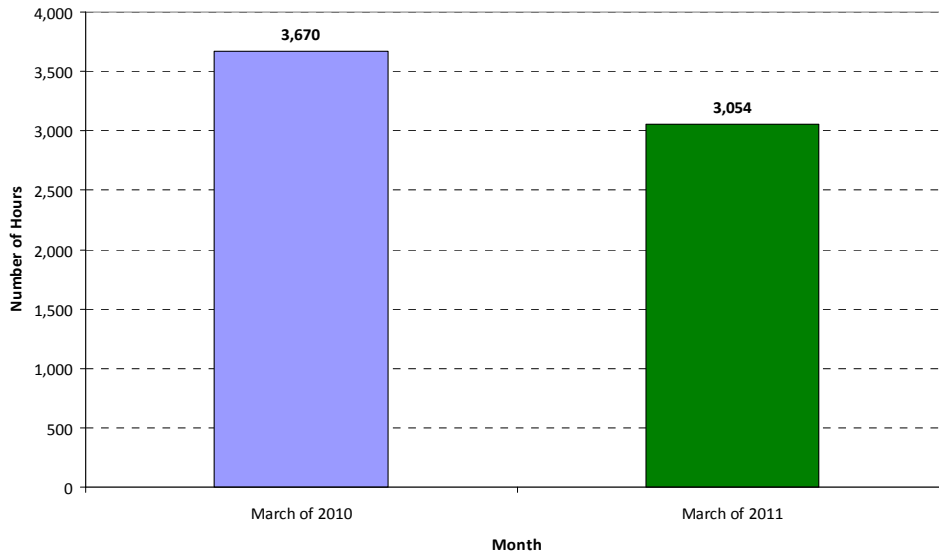
S.O.A.R Program Attendance: March 2010 and March 2011



Staff Hours

This includes all of the Recreation Division (S.O.A.R., Pepsi Ice, Recreation, and Aquatics). Staff hours decreased by about 600 compared to 2010. One third of this decrease was due to the seasonal technical assistant not starting in March for 2011. Another third was in the area of sports. Last year we had a student worker who helped as the sports assistant plus the flag football program started in March. This year flag football starts in April. S.O.A.R. had a decrease because due to scheduling conflicts they offered one less special event and one less weekly program. In all areas we had more of an issue with students leaving early for spring break so full-time staff filled in for them.

Recreation Division Staff Hours: March 2010 and March 2011



Volunteer Hours

Pepsi Ice continues to use a large number of volunteers in their youth hockey program as coaches. The Learn to Skate program also has quite a few who assist with classes and others who assist during freestyle time with the music.

The Miller Park Adult Center has some volunteers who go around and collect day old bread and pastries from various stores. On Thursdays they set up at the Adult Center and give it away to participants.

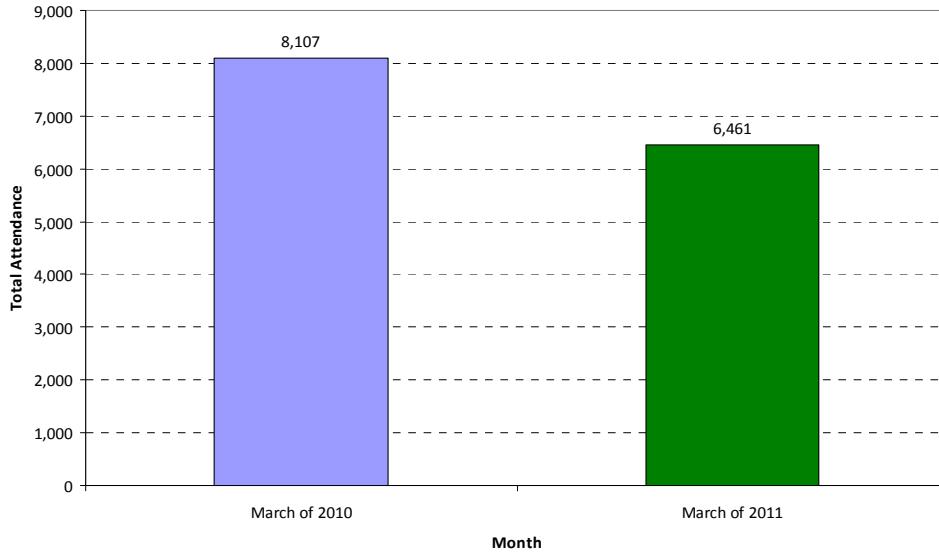
S.O.A.R. had a large number of students needing hours for class during March. They assisted with a wide variety of programs.

Recreation Division Volunteer Hours for March 2011

Area	Number of Individuals	Number of Hours
S.O.A.R	59	165
Hockey	44	322
Ice Skating	20	68.5
Miller Park Ault Center	8	22
Afterschool Basketball	1	12
Total	132	589.5

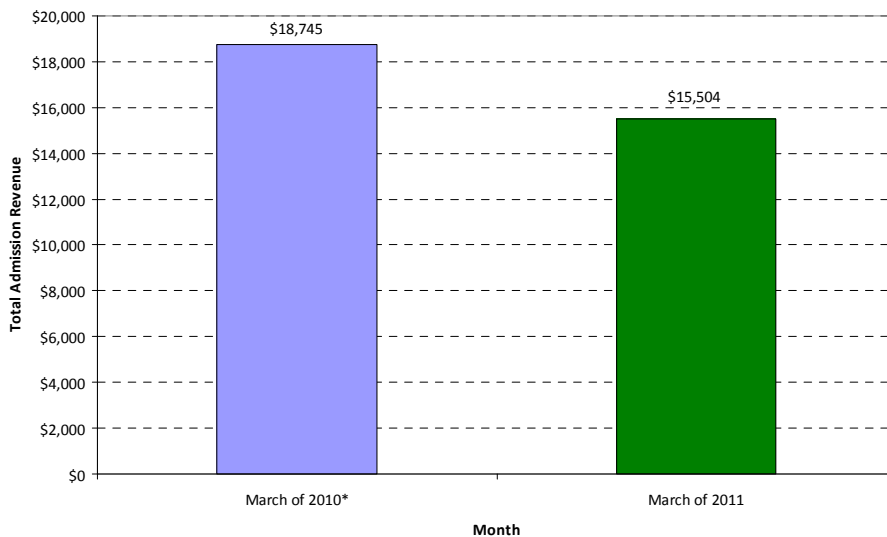
Zoo Division

Miller Park Zoo Attendance for March 2010 and March 2011



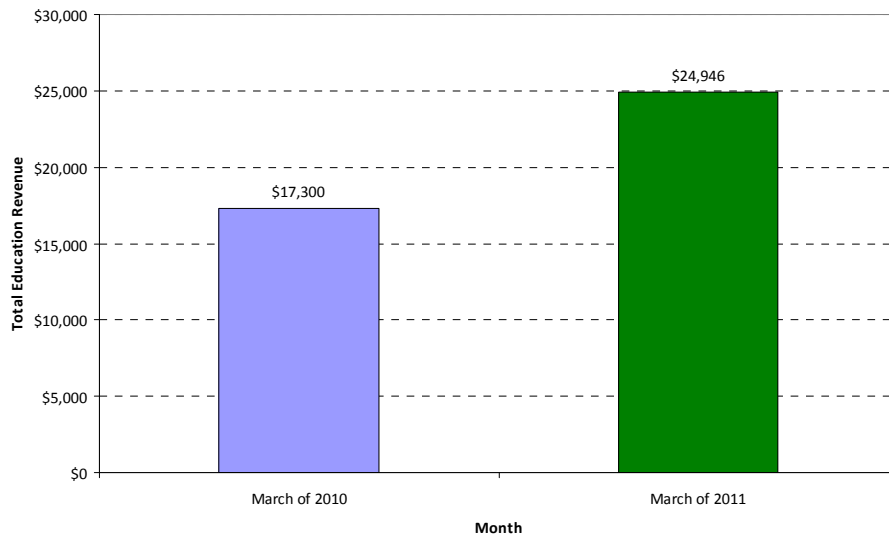
In a recent informal survey, 14 zoos (that did not have a major exhibit opening) in the United States reported an average 4.8% decrease in attendance for the year. The Miller Park Zoo is currently 8.2% down for the fiscal year compared to last year's attendance numbers. It needs stating that the 2010 fiscal year was the 2nd best year in the Zoo's history.

Miller Park Zoo Admission Revenue for March 2010 and March 2011



*March 2010 posted the best admission revenue in the history of the Zoo.

Miller Park Zoo Education Revenue for March 2010 and March 2011



Animal Collection

- Acquisitions—animals added to collection by transaction or birth/hatch
 - 1 male Snow Leopard
 - 1 Egyptian spiny tailed lizard
- Dispositions—animals removed from collection by transaction or death
 - 1 Oriental Fire-Bellied Toad

Staff

- Worked on animal transactions (13 pending)
- A great deal of time was conducted on two different animal shipments
 - A male Snow Leopard was received from the Oklahoma City Zoo. This young animal will be exhibited in the Katthoefer Animal Building after he completes a quarantine period. The Miller Park Zoo is the Species Survival Plan Coordinator for the entire North American Snow Leopard captive population.
 - A young female California Sea Lion will be acquired in early April. This animal was stranded as a very young pup and was rehabilitated by the Marine Mammal Center in Sausalito, CA. California Sea Lions are in high demand in Zoos so it is a great success story to add another animal to our current exhibit with our current female named Gremlin.

Notes

Presentation given to Miller Park Zoological Society by Jay Tetzloff and John Kennedy regarding Zoo funding and master plan process.

Planning Code and Enforcement Department

The following information is a summary of Planning and Code Enforcement (PACE) activities for the month of March, 2011. This information is intended to provide an overall picture of projects and activities in each of the divisions involved. It is not intended to be all inclusive.

Building Safety Division

The first quarter of 2011 shows a substantial lag behind the same time period from 2010 in all categories. Conversations with members of the building community reflect a mixed outlook for this year. The next two quarters, encompassing the height of the construction season will be the real test for the year.

Building Permits Issued and Fees Collected: March 2010 and March 2011

Type of Permit Issued	March of 2010	March of 2011
Number of Construction Permits (All Permits)	373	502
Incorporated Building Permits*	159	224
New Homes Built	16	21
Duplexes Built**	0	0
Multi Family Built	4	0
Construction Valuation	\$5,234,206	\$6,208,635
Permit Fees Collected	\$96,541	\$108,717

*Only Building Permits (Residential & Commercial)

** Dwelling Units

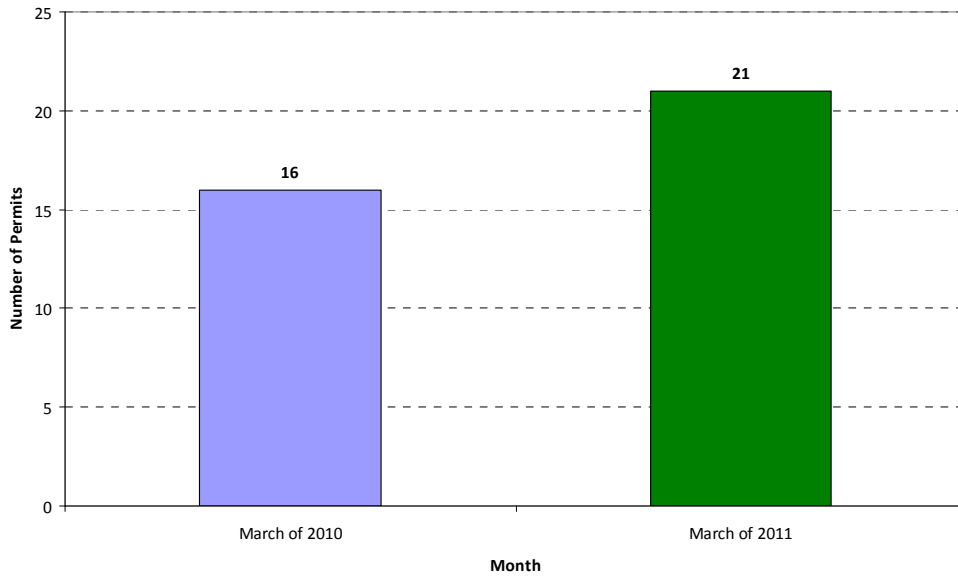
Construction Projects \$1,000,000 or Higher

Building/Project Description	Address	Value
Tullamore Village	1805 Tullamore Ave.	\$2,300,000

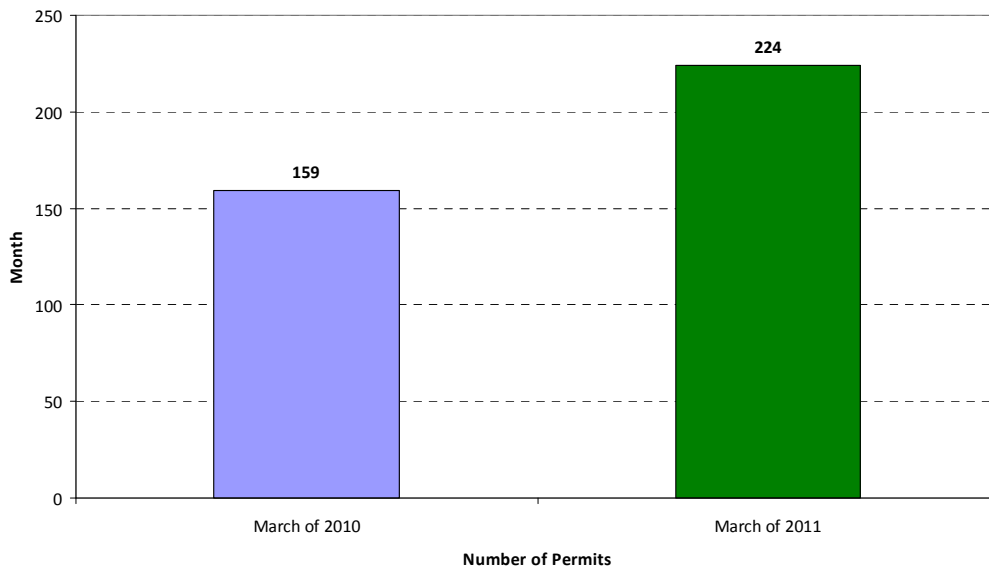
Notable Plan Reviews Received in March 2011

Building/Project Description	Address	Value
OB/GYN Office	326 Fairway Dr.	\$991,200
Jumers Restaurant	1601 Jumer Dr.	\$111,599

New Home Permits: March 2010 and March 2011



**Number of All Permits Issued by Planning & Code Enforcement Department:
March 2010 and March 2011**



Code Enforcement Division

The following table summarizes the activity of the Code Enforcement and Community Development staff for the month of March, 2011.

Summary of Activity for Code Enforcement and Community Development Staff: March 2010 and March 2011

Residential Loan Activity (CDBG)	March of 2010	March of 2011	2010 Year to Date	2011 Year to Date
Initial Rehab Inspections	3	3	33	13
Work Write-ups Completed	5	1	35	7
Loans Approved	9	1	9	4
Progress Inspections	25	20	95	50
Water Services	0	0	0	8

Code Enforcement Division	March of 2010	March of 2011	2010 Year to Date	2011 Year to Date
Complaints Received	106	88	258	208
Inspections Completed	131	135	253	305
Garbage, Weed, Junk, Insp.	58	58	154	128
Graffiti Complaint Inspections	2	1	7	8
Housing Complaint Insp.	22	10	58	40
Tickets Issued	2	2	10	2

Historic Preservation Activity

- A. Discussion of Historic Preservation – Geoff Fruin, Town of Normal
- B. Discussion of Restoration of Residential Structures at 812-814 N. Prairie Street, 901 N. McLean

Items/Activities of Note:

- Work continues on adoption of the 2009 series of code standards. Included with be fee modifications as presented for the 2010-11 Building Safety budget. It is anticipated that the provision for fire sprinkler systems in new single family homes will be well debated.
- The Neighborhood Preservation ordinance has been adopted by council. Staff is working on policies and procedures that will create a smooth start-up of the program. We anticipate the program to be up and running within the next few weeks. We will continue to work on problem properties as we have in the past until this new tool is in place.
- Work continues on the demolition of the old Verizon/GTE building on East Empire St. The recycling efforts of the interior materials are nearly complete. Some of the exterior elements of the building have been removed. The contractor hopes to have recycled approximately 95% of the building by the time the project is complete.

- Demolition has begun on 410 S. Madison in the warehouse district. Much of the upper east end of the building is being torn down by hand due to the proximity of power lines and the Center Street Bridge.
- Staff provided information and discussion concerning the Neighborhood Preservation ordinance and other rental program topics during a lunch meeting of the McLean County Apartment Association.

Public Works Department

Engineering Division

Engineering Projects March 2011 Status Updates

City of Bloomington Projects

Project Description	Status
Street & Alley Repair, 2011-12	In Design (99% Complete)
General Resurfacing, 2011-12	In Design (99% Complete)
Tanner St Reconstruction	In Design (99% Complete)
Morris Ave Reconstruction, Fox Hill to Fire Station	In Design (40% Complete)
2011 Maintenance Contracts (Street, Utility, Grading, Traffic Signals)	In Design (10% Complete)
Regency Pump Station Improvement	In Design (20% Complete)
Eagle Crest East Pump Station Improvements	In Design (10% Complete)
Locust Colton CSO Elimination, Phase 1	In Design (70% Complete)
Lafayette St Reconstruction, Maple to Morrissey	In Design (80% Complete)
Sump Pump Drain Line 2010-11	In Construction (0% Complete)
Lincoln & Ireland Grove Resurfacing – ERP Funds	In Construction (95% Complete)
Kickapoo Creek Stream Restoration, Phase II	Punch List Items
Hamilton Rd Reconstruction, Timberlake to Main	In Construction (83% Complete)
Constitution Trail - Grove to Croxton	Punch List Items
50/50 Sidewalks & Handicap Ramps 2010-11	In Construction (65% Complete)
MFT Resurfacing, 2010-11	In Construction (70% Complete)

Private Development Projects

Project Description	Status
Commercial Site Plans	5 Plan Sets Reviewed
Grove Subdivision, 3 rd Addition	In Construction (99% Complete)
Grove Subdivision, 2 nd Addition	In Construction (99% Complete)
Cedar Ridge Elementary School	Punch List Items
Benjamin Elementary School	Punch List Items
George Evans Middle School	In Construction (95% Complete)
Cedar Ridge Subdivision	Punch List Items
Wingover Apartments	In Construction (99% Complete)
Morrissey Drive Trunk Sewer (Unit 5 Schools)	Punch List Items
Harvest Pointe – Phase II	Punch List Items
Links at Ireland Grove	Punch List Items
Loeseke Sanitary Sewer	Punch List Items
Morrissey Dr (US 150) at Evans Jr High School Signal	Punch List Items
Ireland Grove Rd Left Turn Lane at Black Oak Blvd	Punch List Items

Village of Downs Projects

Project Description	Status
Kickapoo Trunk Sewer, Pump Station & Force Main	In Construction (70% Complete)

Illinois Department of Transportation Projects

Project Description	Status
Veterans Pkwy/Morris Ave/Six Points Rd/Greenwood Ave	In Construction (0% Complete)

Engineering Department Tasks Completed: March 2010 and March 2011

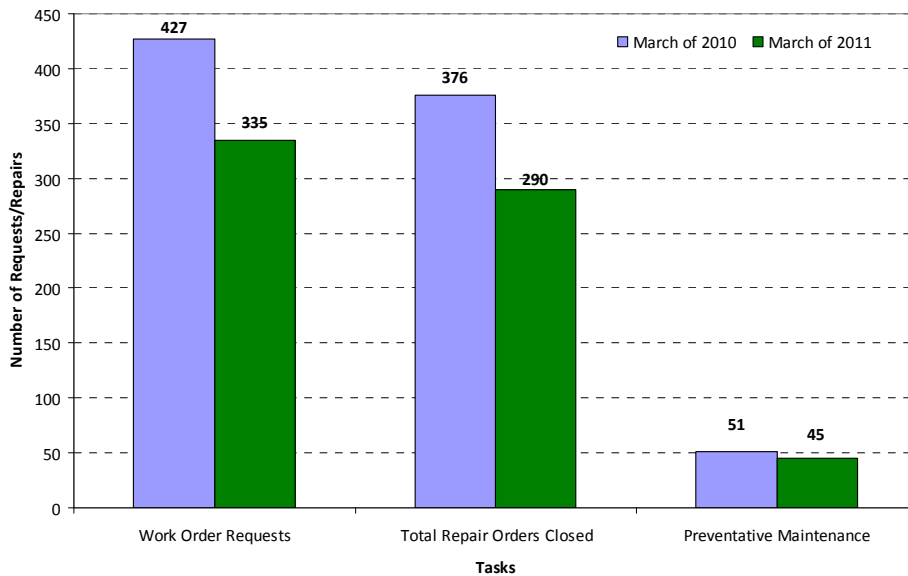
Permit Type	Marh of 2010	March of 2011
Curb Cuts	19 Permits Issued (Value \$665)	12 Permits Issued (Value \$420)
Erosion Control	28 Permits Issued (Value \$980)	18 Permits Issued (Value \$630)
Excavation	45 Permits Issued (Value \$1,575)	89 Permits Issued (Value \$3,115)
Water Meter Fees	Value = \$10,834	Value = \$22,925
Street Cut Deposits	Value = \$400	Value = \$400
Traffic Control	0 Permit Issued (Value \$0)	0 Permits Issued (Value \$0)
Dumpsters	4 Permits Issued (Value \$175)	0 Permits Issued (Value \$0)
Overweight Loads	35 Permits Issued (Value \$2,848)	2 Permits Issued (Value \$1,478)

Customer Service Calls	Marh of 2010	March of 2011
Call Center	1,537 inbound calls	1,115 inbound calls
Public Works Office	88 in-person assistance contacts	50 in-person assistance contacts

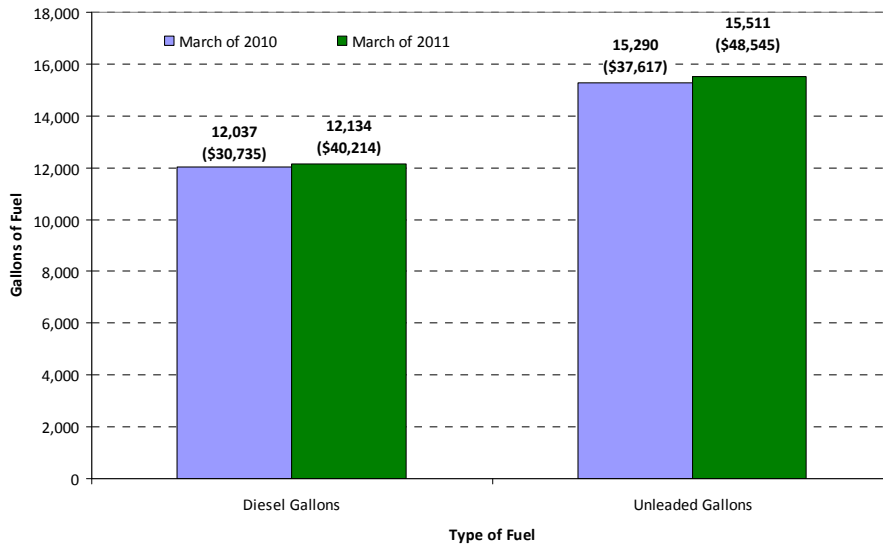
Erosion Control/Complaints Inspection Report	Marh of 2010	March of 2011
New/Maintenance Erosion/Storm-Water Management	262	192
Inspections	30	13
Inspection Files Closed	26	7

Fleet Management Division

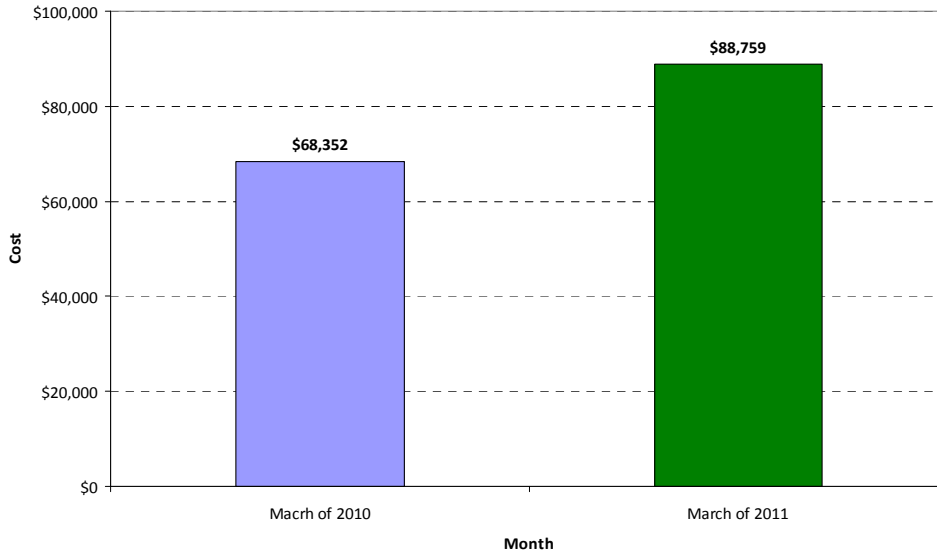
Fleet Management Equipment Repair & Maintenance: March 2010 and March 2011



City Fuel Consumption: March 2010 and March 2011



City Fuel Cost: March 2010 and March 2011

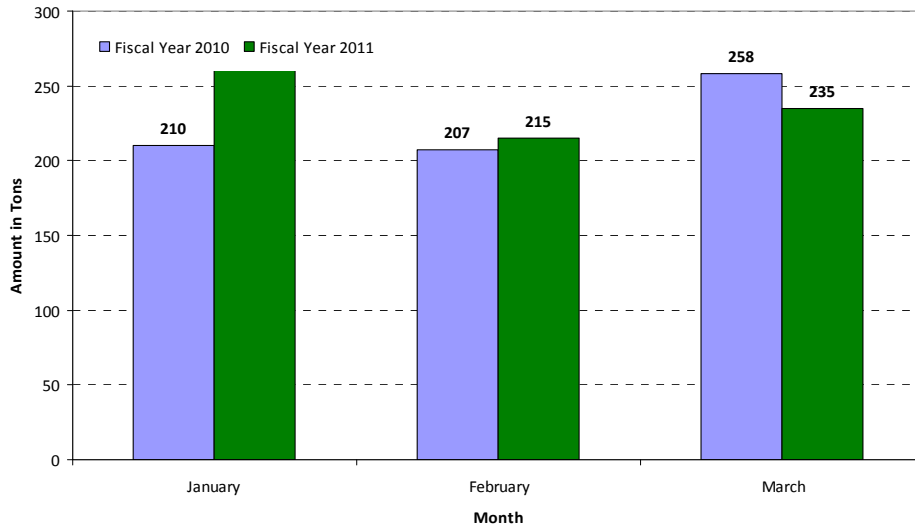


Fleet realized an approximate \$20,407 increase in fuel costs compared to the prior fiscal year month of March due to the rising cost of fuel. The average fuel cost in March 2011 was approximately 72 cents more costly than the prior year at this time and the City used 318 more gallons of fuel.

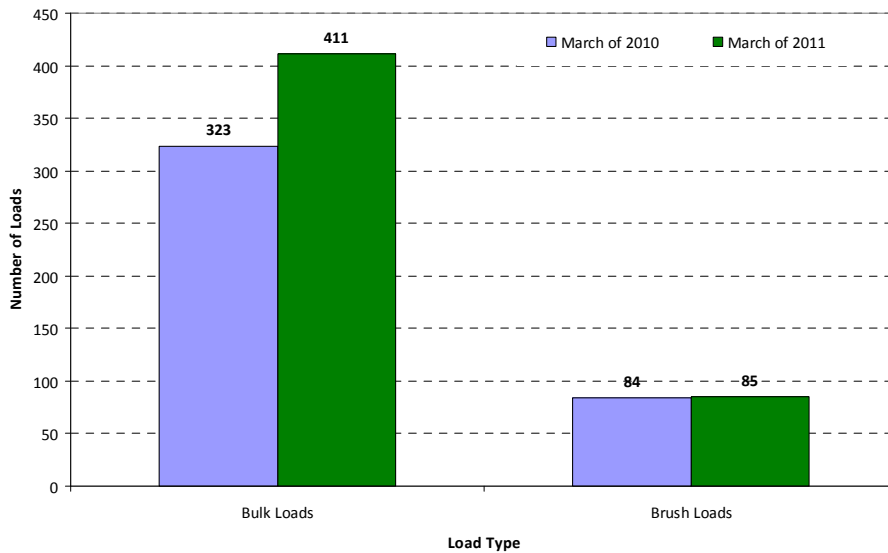
Waste Management

Approximately 25,500 residences are serviced weekly and an average of 27.5 pounds of household garbage was picked up each week at these locations. A total of 1,615 tons or approximately 3.23 million pounds of household waste was collected in March as well as 1.9 million pounds of bulk and 4 truck loads of brush.

Recyclables Collected (In Tons) During January, February, and March of 2010 and 2011

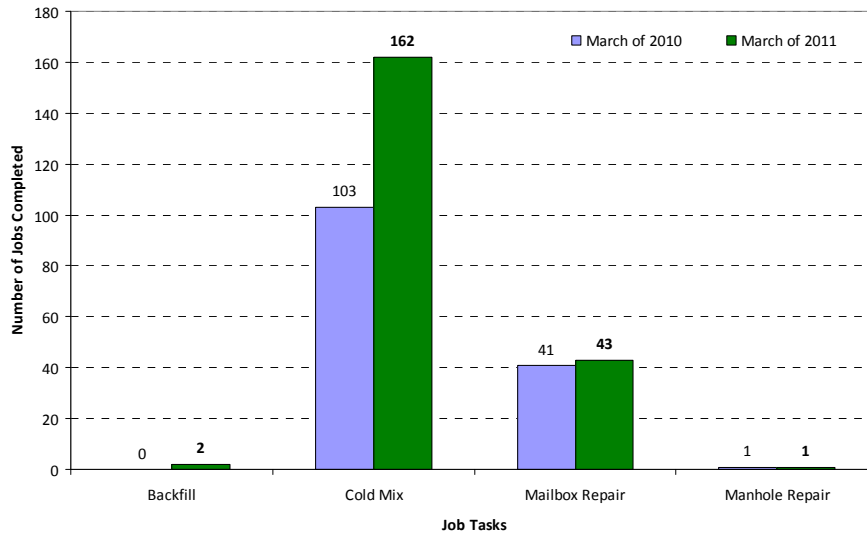


Bulk & Brush Loads: March 2010 and March 2011



Streets and Sewers Division

Street and Sewers Job Tasks Completed: March 2010 and March 2011



Streets and Sewers Jobs Completion Average (In Days)

Work Type	Average Age (days from received to completed)	Average Completion - (days form start to finish)	Average Billable Hours Worked
Backfill	7	0	5.38
Brick Repair	190	12	45
Cave In			1
Cold Mix	9.58	0.18	1.59
Contractor	54.04	15.41	17.35
Drain Tile	193	179	27.5
Drainage	0.83	0.17	9.83
Graffiti	0	0	6
Hauling	0	0	91
Inlet Lead Repair	124.33	5.67	84
Inlet Repair	145.17	10.91	35.45
Mailbox	36.41	30.23	1.12
Main Repair	126.14	9.29	49.32
Manhole Casting	2	3	56
Manhole Repair	99.71	5.57	67.42
Misc	96.5	0.25	5
Pavement Repair	36.25	1.25	24.63
Perm Patch	161.51	7.91	94.17
Raise Manhole	6	0	21
Service Repair	169.24	13.22	37.42
Shoulders	195	25.8	19.8
Sidewalks	255	6	18.48
Skim Coat	91.17	0	5.63
Street		3	13
Sump Line Repair	44.75	32.38	41.69
Traffic Control	0	0	29
TV	91	0	2.5
Water	27.35	7.31	16.86

**Streets and Sewers Outstanding Jobs:
March 2010 and March 2011**

Work Type	March 2010 Jobs	March 2011 Jobs
	Remaining	Remaining
Backfill	N/A	10
Brick Removal	N/A	1
Brick Repair	N/A	1
Cave In	N/A	7
Cold Mix	N/A	36
Contractor	N/A	6
Culvert	N/A	5
Curb	N/A	63
Curb & Street	N/A	1
Drainage	N/A	3
Driveway	N/A	1
Inflow/Infiltration	N/A	3
Inlet Lead Repair	N/A	2
Inlet Repair	N/A	53
Loader	N/A	1
Lower Manhole	N/A	5
Mailbox	N/A	178
Main Repair	N/A	20
Manhole Repair	N/A	4
Misc	N/A	5
Pavement Repair	N/A	41
Perm Patch	N/A	22
Permanent Patch	N/A	2
Raise Manhole	N/A	1
Rebuild Manhole	N/A	1
Service Repair	N/A	22
Sewer Repair	N/A	1
Shoulders	N/A	8
Sidewalks	N/A	31
Snow Plow	N/A	1
Sump Line Repair	N/A	6
Traffic Calming	N/A	1
TV	N/A	1
Water	N/A	89
Total	N/A	632

Water Department

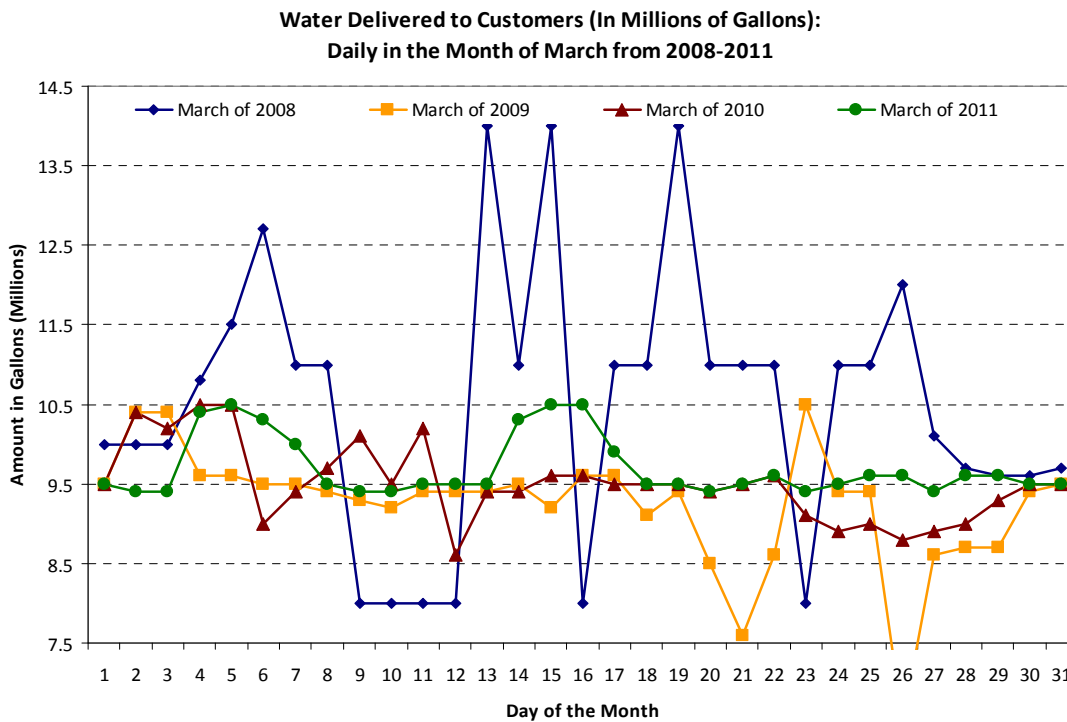
Reservoir Conditions

With the ongoing runoff, the Lake Bloomington reservoir and the Evergreen Lake reservoirs were both full throughout the month. We are pumping from the Lake Bloomington reservoir as of the end of the month. From a water supply standpoint at this time of year, our position is excellent.

This is the time of year that the nitrate content of the raw water supply in the reservoirs becomes a more pressing issue. Fortunately, we are still well within the allowable limit (10 milligrams per liter (mg/l) or parts per million) for nitrate content in the raw water. Currently our nitrate levels are around 3 mg/l but it should be remembered that the nitrate numbers in the spring of any year can increase very quickly.

Pumpage

We pumped around 9.7 million gallons per day (MGD) in March with a peak day of 10.6 MGD on March 5, 2011. The March average for 2011 can be compared to the average daily pumpage during March 2010 of 9.5 MGD, 9.3 MGD in 2009 and 10.5 MGD in 2008.



Infrastructure

The rebidding of the Morris Avenue/Veterans Parkway reconstruction project was completed on January 28. This project had been bid in November of 2010 but the bids were too high so it was rebid in January 2011. The water mains in this area of work were included in the bid. Due to the poor performance of these water mains, this was the highest priority construction project for the Water Department in FY 2010/11. The overall project is an Illinois Department of Transportation project. The Water Department will pay for the water infrastructure in the work zone to be replaced. The Water Department had budgeted \$750,000 total for this project of which \$442,000 is committed to the Greenwood Avenue portion of the project. We had a pre-construction meeting with Stark, the successful bidder, and they will be starting on underground work as soon as some overhead utility work is done, probably in the 1st or 2nd week of April. The portion that the Water Department must fund is about \$603,000. (Relates to: Strategic Plan Goal #2 – Upgrade City Infrastructure and Facilities, Objective #5- Investing in the City's future through a realistic, funded capital improvement program.)

The first phase of the Morris Avenue project, the replacement of the water main on Greenwood Avenue, is proceeding well. A public meeting was held on October 7, 2010 and the project started shortly thereafter. The project was bid during June 2010 and the low bidder was George Gildner, Inc. at \$442,000. The engineer's estimate for this project was \$612,000. This project has completed the bore and jacking of a casing pipe under the off ramp from northbound Veterans Parkway on to South Main Street, the connection to the water main on South Main Street is done, the connection at the west end on to Morris Avenue is complete and the longer directional drill in the middle of the project is done as well. The project is approximately 99% complete at this time. The project was budgeted at \$750,000 in FY 2010/11 budget and was scheduled to be at substantial completion by December 31, 2010. (Relates to: Strategic Plan Goal #2 – Upgrade City Infrastructure and Facilities, Objective #5- Investing in the City's future through a realistic, funded capital improvement program.)

We met with the Fire Department in late March to discuss the upcoming 2011 fire hydrant operational testing program. The program will be starting in mid-April. The 2011 map has been completely revised and is being edited before printing in early April.

In March, we have continued working on fire hydrants with problems that were damaged during the late winter snowstorms as well as other hydrants that had a history of problems. For the month, we serviced 34 hydrants. We also replaced 9 hydrants during the month. This brings the fiscal year total to 252 hydrants serviced and 68 hydrants that have been replaced. As of the end of March, we have no hydrants out of service as a result of our annual hydrant testing that we are working to repair/replace.

Hydrant Repairs and/or Replacements by Fiscal Year*

Category	Fiscal Year (FYE)				
	Ending 2011 - Date	To	FYE 2010	FYE 2009	FYE 2008
Total Number of Hydrants	4,203		4,000 +/-	3,900 +/-	3,800 +/-1
Total Number out of Service	0		13	100+	600+
Total Number of Hydrants Serviced	252		185	381	543
Total Number of Hydrants Replaced	68		59	75	23
Percentage of Hydrants in Service	100%		99.70%	97.40%	84.80%

* Please note the number of hydrants is changed at the end of each fiscal year to reflect the growth in the system. The number for FYE 2011 reflects a sizable increase, not all related to growth. Since the hydrant testing program was started four years ago, numerous hydrants that existed in the system but were never on maps or had never been tested were added to the records. FYE 2010 had scores of hydrants added in this fashion. Thus the start of FYE 2011 reflects that fact.

With the 68 replacement hydrants that have been installed to date this FY, about 45 of those were funded through our Operations and Maintenance account. The others were part of water main replacement projects and thus came from a capital account. With the hydrants funded by the O & M account, we have spent approximately \$175,000 on their installation at approximately \$3,500 per hydrant. This line item in our O & M, Transmission and Distribution Division budget was \$75,000 so we will need to find savings in other areas of our budget to compensate for this overage.

The 225 fire hydrants that we have replaced since the start of our fire hydrant testing program equates to over 5% of our total hydrant count. Additionally, we have performed some type of heavy maintenance on about 1 in every 3 fire hydrants over the last four years.

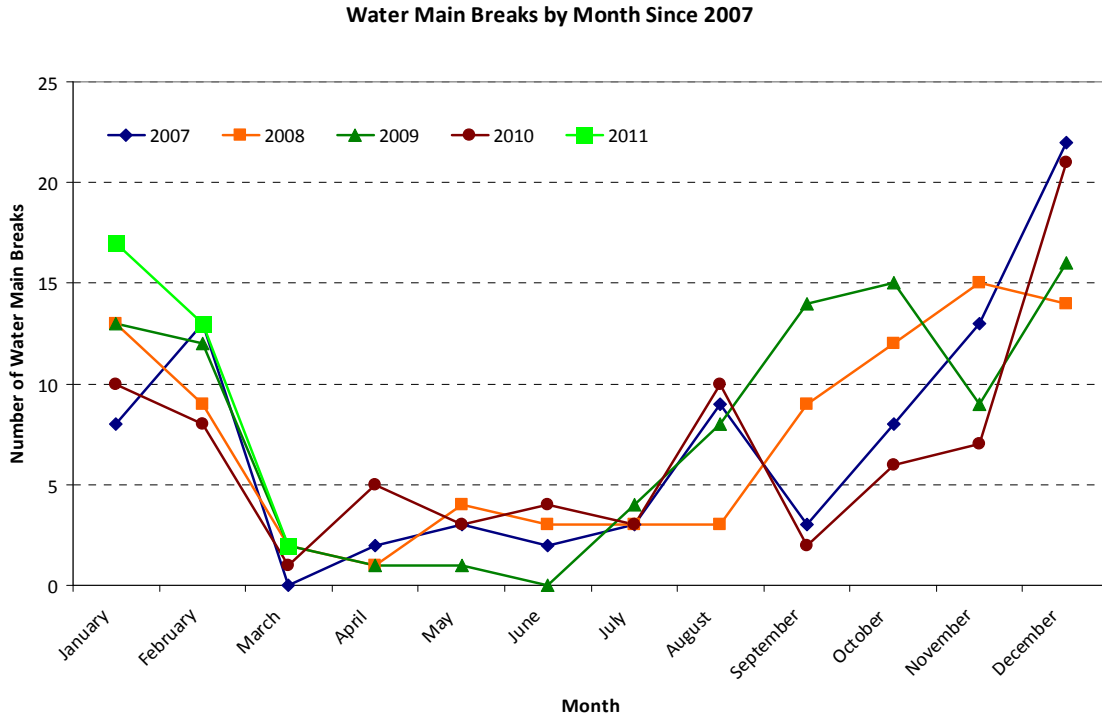
During March, no fire hydrants were called out service by the Fire Department. The overall fiscal year average for the time it takes to return a fire hydrant back to service after it has been called out of service stands at 3.2 days. Our performance measure for FY 2010/11 is a return-to-service time of not-to-exceed 7.0 days. This will be lowered to 5.0 days in FY 2011/12.

Our crews tagged about 200 fire hydrants during the month. These heavy duty metal tags add to the proper identification of the fire hydrants in the field. We will continue the tagging process throughout the spring. Currently, about 1,800 hydrants or 43% of our total hydrants are tagged. Our goal for FY 2012 is that all fire hydrants will be tagged by the end of June 2011.

As part of a negotiated settlement with a third party grease manufacturer that supplied grease for their hydrants, the manufacturer of Waterous brand fire hydrants has started repairing certain fire hydrant parts that were potentially damaged by corrosive grease that was used on hydrants that we purchased from 1999 to 2004. We have a total of about

2,200 Waterous hydrants in the City. 200 have been repaired to date. The repair contractor has been working on these hydrants and repaired about 50 hydrants during the month.

During the month, we repaired two water main breaks; one on a 12 inch water main and another on a 6 inch water main. They both occurred near the end of the month.



We made two valve repairs during the month of March.

During March, we replaced/repared 14 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.

We installed another 191 Radio Frequency (RF) meters during the month. When completed, the meter change-out program will eliminate the need for Meter Readers and those positions (currently the department has two Meter Readers) will be eliminated within 3-5 years. (Relates to: Strategic Plan Goal #1 – Financially Sound City Providing Quality Basic Services, Objective #4- City services delivered in the most cost effective, efficient manner.)

Radio Frequency (RF) Water Meter Installation During 2011 Fiscal Year

Month	Fiscal Year 2011 Installations	Overall Total Number of RF Meters in System	Total Number of Meters in System	RF as a Percentage of Total Meters
May	346	6,242	29,816	20.94%
June	579	6,821	29,852	22.85%
July	662	7,483	29,885	25.04%
August	627	8,110	29,894	27.13%
September	475	8,585	29,915	28.70%
October	493	9,078	29,930	30.33%
November	335	9,413	29,965	31.41%
December	83	9,496	29,989	31.66%
January	51	9,545	29,997	31.82%
February	60	9,607	29,997	32.03%
March	191	9,798	30,007	32.65%
April	-	9,798	30,010	32.65%

Financials

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

Water Department Fiscal Year 2011 Financial Statement

Month	Difference - Budget			Difference -		
	Budgeted Revenue	Actual Revenue	Versus Actual Revenue	Budgeted Expenses	Actual Expenses	Budget Versus Actual Expenses
May	\$1,200,304	\$1,033,951	-\$166,353	\$1,139,363	\$825,568	\$313,795
June	\$1,342,627	\$1,311,941	-\$30,686	\$1,139,363	\$1,112,170	\$27,193
July	\$1,632,313	\$1,261,148	-\$371,165	\$1,139,363	\$1,587,628	-\$448,265
August	\$1,337,347	\$1,510,743	\$173,396	\$1,139,363	\$896,988	\$242,375
September	\$1,336,587	\$1,472,623	\$136,036	\$1,139,363	\$947,464	\$191,899
October	\$1,336,587	\$1,489,984	\$153,397	\$1,139,363	\$795,516	\$343,847
November	\$1,190,764	\$1,501,293	\$310,529	\$1,139,363	\$1,429,639	-\$290,276
December	\$1,190,764	\$1,178,390	-\$12,374	\$1,139,363	\$837,099	\$302,264
January	\$902,018	\$1,310,679	\$408,661	\$1,139,363	\$1,431,238	-\$291,875
February	\$1,194,144	\$1,016,037	-\$178,107	\$1,139,363	\$693,241	\$446,122
March	\$1,200,604	\$1,473,585	\$272,981	\$1,139,363	\$965,455	\$173,908
FY to Date	\$13,864,059	\$14,560,374	\$696,315	\$12,532,993	\$11,522,006	\$1,010,987

We are over our budgeted revenue for the year and we are also below our budgeted expenses. Thus, our overall position is that we are positive in actual net income by \$3,034,008 at the end of March.

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

Shut-Offs by Billing Cycle and Date

Billin Cycle	17-Feb	22-Feb	22-Feb	2-Mar	9-Mar	16-Mar	23-Mar	30-Mar
1				69				72
2	40				61			
3		29				30		
4			37				31	

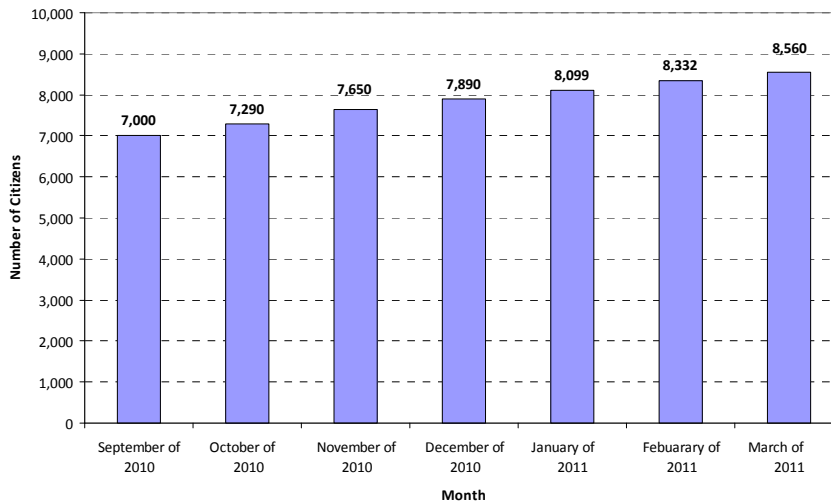
Miscellaneous

We changed out one Unitized Measuring Elements (UME’s) on a large meter in the system. The UME is the part of the meter that has the moving parts that are subject to wear and is critical to keep in good repair. This is part of our large meter testing and maintenance program.

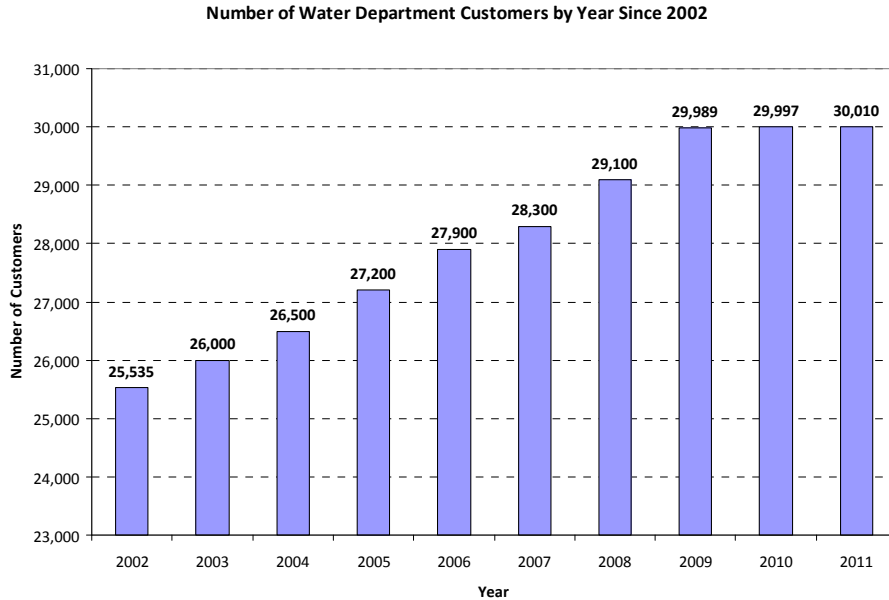
The replacement and off-site reactivation of our Granular Activated Carbon (GAC) is underway at the Water Treatment Plant. The last batch of GAC has been removed from the new plant filters and will be replaced in 3-4 weeks. The filters in the old plant will be completed in the early spring.

Our on-line bill payment option continues to attract new enrollees. As of the end of March, we have 8,560 customers signed up for this service. We added 228 customers for the month. We will continue to track the number of participants monthly and express the number of customers with this service as a number and % of total customers. 8,560 customers are about 28.5% of our customer base. (Relates to: Strategic Plan Goal #1 – Financially Sound City Providing Quality Basic Services, Objective #4- City services delivered in the most cost effective, efficient manner.)

Number of Citizens Signed Up for On-Line Water Bill Payment



We continue to see overall customer growth continue in 2011 although it has slowed tremendously as compared to years in the recent past. For the month of March, we had a small gain of 3 customers bringing us to 30,010 customers.



Personnel

We made excellent steps towards returning to more normal staffing levels. A Support Staff IV employee and a seasonal employee have been hired in the Office. We welcome both of our new employees: Their wage expense is contained within the budget.

We have a field employee that will be out on an extended leave of absence with a serious medical condition. We wish this employee a quick and speedy recovery.

Communications

We participated in the FY 2012 budget open house with a display of many of the programs and services that the Water Department offers.

We sent out a press release concerning the presence of chromium 6 in drinking water. This press release was in response to some press inquiries following the release of a national report on chromium 6 contamination in water supplies across the country.

We answered a press inquiry concerning the radiation levels from the damaged Japanese nuclear power plants that had been detected in American surface water supplies. According to the World Health Organization, the USEPA and the Centers for Disease Control, the radiation levels are well below levels of concern in the continental United States.

Compliments to City Staff March 2011

Public Works

I received a call today from a resident on N Mason whom Kurt Haas helped with a sewer problem recently. She said (and I quote) "Kurt is a customer service sweetie! This guy was so super nice to me." Kurt, she really appreciated all the help you gave her, the additional trips you made, and your attitude of caring. You really made her day.

She went on say that she realizes that staff get all the complaints and she thought she ought to take the time to pass on a compliment.

Have a great week - Karen

--

Karen Schmidt
409 E Grove St

Hello--

I just wanted to report on the great job the public works crew is doing on the repairs (I believe it's a sewer problem) at Allin and Washington Streets today.

It is a real treat to watch the skill of the backhoe operator, too. He's done some intricate digging and debris removal, as well as careful maneuvering of a large piece of what looks to be formed concrete that had to be placed down in the large hole. If there is a construction "Olympics" event, THIS man deserves the gold medal!

Kudos to one and all!

Ruth Cobb

Police Lieutenants,

I was asked to speak at another meeting last night on concerned citizens over the burglaries that have been occurring. Some of these are older folks and they were from all over the city. This was actually a very well attended meeting and I was impressed with the turn out.

While they are upset, afraid and frustrated as we all are, the one thing I wanted you to share with your officers is that every neighborhood representatives comments were very positive about your officers work. A couple areas mentioned in particular were Woodruff and Hawthorne. Typically they do not see a lot of cops but recently they have.

After the meeting many of these folks would not let me leave until they spoke to me and told me to tell the officers and investigators thank you. While I get a lot of the complaints when people are frustrated I also get all of the thanks for your officers work. Please share their appreciation and mine.

Thanks again for all of your work on these cases. They are watching what we do and cheering us on.

Randall D. McKinley
Chief of Police

Fire Dept

The three third grade teachers at Sheridan wanted to express our gratitude for Captain McCullum's Stranger Danger program that he presented for our students. The presentation was very well done, students were attentive, and it was presented in a way that our students really got the ideas presented. We were impressed by the directness of the language and how enthusiastically and creatively Capt. McCollum was able to deliver this important message. We look forward to more presentations. Thanks so much, Laurie Fuller, Sheridan School

Thanks from the United Way in the Pantagraph on March 19, 2011. The City of Bloomington raised \$13,420 for the year of 2010.