



Photograph by Rich Batka, Bloomington Fire Department

CITY MANAGER'S MONTHLY REPORT



Jewel of Midwest Cities

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UPCOMING COMMUNITY EVENTS

- Bloomington Edge Football, US Cellular Coliseum, May 17
- Bloomington Flex Basketball, US Cellular Coliseum, June 1
- Lunchtime Concerts, Wither’s Park, June 5
- Raft Night, Holiday & O’Neil Pools, June 23

Upcoming Meetings

- Liquor Commission meeting, May 14, 4:00 p.m. – 6:00 p.m. City Hall
- Planning Commission meeting, May 22, 4:00 p.m. – 6:00 p.m. City Hall
- Citizens’ Beautification Committee Meeting, May 23, 7:00 p.m. – 9:00 p.m. City Hall
- Planning Commission Meeting, June 12, 4:00 p.m. – 6:00 p.m. City Hall

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



City of Bloomington Elected Officials

**Mayor
Tari
Renner**



**Ward 1
Kevin
Lower**



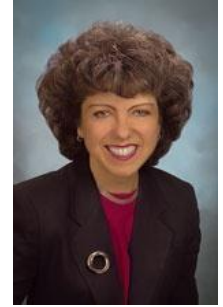
**Ward 2
David
Sage**



**Ward 3
Mboka
Mwilambwe**



**Ward 4
Judith
Stearns**



**Ward 5
Jennifer
McDade**



**Ward 6
Karen
Schmidt**



**Ward 7
Scott
Black**



**Ward 8
Robert
Fazzini**



**Ward 9
Jim
Fruin**



City of Bloomington Administration

City Manager: David A. Hales

Deputy City Manager: Barbara J. Adkins

Assistant to the City Manager: Alexander McElroy

Executive Assistant: Katie Buydos

City Clerk: Tracey Covert

Corporate Counsel: Todd Greenburg

Director of Finance: Patti-Lynn Silva

Director of Human Resources: Emily Bell

Director of Information Services: Scott Sprouls

Director of Parks, Recreation & Cultural: John Kennedy

Director of Planning & Code Enforcement: Mark Huber

Director of Public Works: Jim Karch

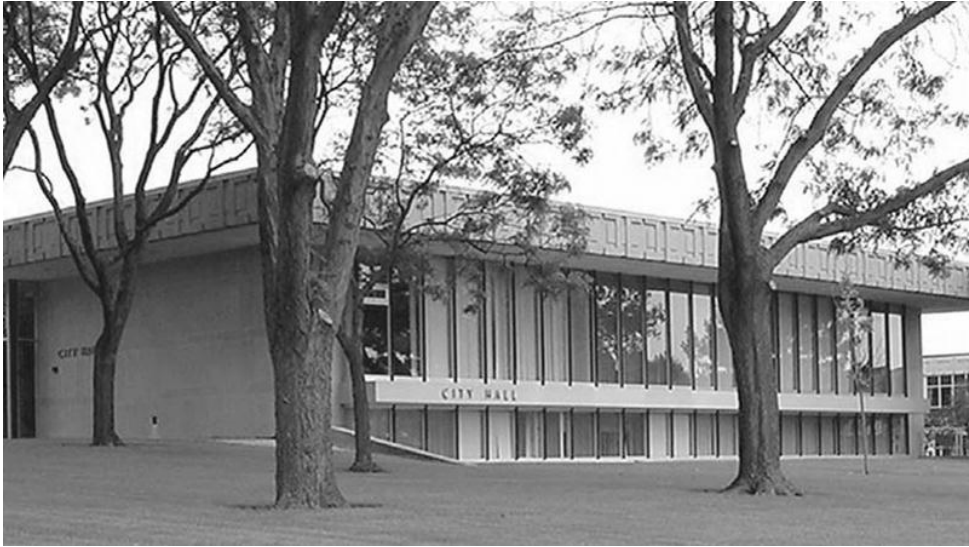
Director of Water: Craig Cummings

Interim Police Chief: Clay Wheeler

Fire Chief: Mike Kimmerling

Library Director: Georgia Bouda





City Manager



David Hales

Welcome From the City Manager

March 2013 Edition

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 2013 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".

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



Spotlight Community: Bloomington News

New Mayor and Council Take Oath May 1st



On May 1, incoming Mayor Tari Renner, and aldermen elected from odd numbered wards arrived at City Hall to take their oath of office and complete the inauguration process. Along with Renner, aldermen completing this process included Kevin Lower of Ward 1, Mboka Mwilambwe of Ward 3, Jennifer McDade of Ward 5, Scott Black of Ward 7 and Jim Fruin of Ward 9. During this ceremony, several dozen community members, including former Bloomington mayors and elected officials from both Twin Cities and McLean County were in attendance.

Mayor Renner thanked city staff, the council and former mayor Stockton for their help and efforts in getting the city through the recession. He asked community members to keep a positive attitude and focus on moving forward together. Renner also challenged residents from the community to get involved with local government. Finally, Renner announced that a mayoral open house will take place on May 10 and a neighborhood town hall meeting is planned for May 28.



Ward 1 – Kevin Lower



Ward 3 - Mboka Mwilambwe



Ward 5 - Jennifer McDade



Ward 7 – Scott Black



Ward 9 – Jim Fruin

Executive Summary

Police Department

- The following activity was generated in the Street Crimes Unit (SCU) four warrant arrests made and 13 probable cause arrests made. \$2,310 in tow fees generated and \$1,000 in ordinance violations issued. 14.5 grams of suspected cannabis was seized and 12.8 grams of suspected cocaine was seized along with 8 prescription pills.
- The Department experienced 140 property crime reports, which is an increase compared to the 118 property crime reports in February. The breakdown is as follows: 20 burglaries, 114 thefts and six incidents of motor vehicle theft.
- In March, a total of 15 cases were opened and seven cases were closed. The following amounts were purchased/seized: 11.4 grams of purported crack cocaine purchased, 67.8 grams of purported powder cocaine purchased, 4.20 grams of synthetic drugs purchased, 70.2 grams of purported crack cocaine seized, 1,534 grams of purported powder cocaine seized, 1073.80 grams of purported cannabis seized, 21.20 grams of suspected synthetic drugs seized, 319 dosage units of an unknown suspected synthetic drug seized and \$4,496 seized.

Violation	Month Total	Year Total
Seat Belt/Child	3	9
DUI	21	73
Speeding	17	104
All Other Traffic	437	430
Total Traffic Citations & Warnings	520	1,436

Fire Department

- During March, the Bloomington Fire Department responded to 143 calls of which 17 were confirmed structure fires. The 143 calls comprised 18% of the call volume for the month. These structure fire incidents resulted in a dollar loss estimated at \$150,730.
- For the month of March, the Fire Department's response time was well under the six minute bench mark with an average call creation to arrival time of 5:23.

Top 5 Fire Response Types for March 2013

Rank	Response Type
1.)	745: Alarm system activation, no fire – unintentional
2.)	554: Assist Invalid
3.)	745: Alarm system activation, no fire - unintentional
4.)	611: Dispatched & cancelled en route
5.)	611: Dispatched & cancelled en route

Public Works Department

- Weather permitting in April; CAM Midwest will be performing a test of their products on Bloomington Streets.
- The Public Works Department was able to sweep 169 miles of streets in March.
- In March, the Regency Pump Station rehabilitation was a major project overseen by the Public Works Department.
- Since the City of Bloomington implemented automated recycling, this service has increased from 251 pounds per household per year to 291 pounds per house per year. Using data from the last 12 months, it is estimated that next year recycling will increase to about 340 pounds per household per year.
- Weather permitting in April; CAM Midwest will be performing a test of their products on Bloomington Streets. The areas of application will be west of Lee St., on Jackson and Taylor Streets. CAM Midwest, which sprays the Reclamite on the City Streets, is testing a new product called CRF. It consists of asphalt mixed with reclamite, covered with lime screenings. If this product is successful, the department will begin to apply heavy applications of CRF to older streets as an inexpensive way to extend maintenance free street life by 5 to 10 years.

Water Department

- Bloomington experienced average precipitation (2.8 inches) during the month. This precipitation was enough to cause the main reservoir feeder streams, Money Creek and Six Mile Creek, to flow throughout the month. As a result, the reservoirs remained full in March.
- The central part of Illinois is no longer in any drought condition. This drought condition report is according to the United States Drought Monitor.
- In March, staff installed 638 Radio Frequency (RF) meters. This brings the FY total to 5,544 meter conversions installed or 79.2% of the department's goal for FY 2013.
- This month, staff changed eight meters from turbine meters to compound meters. The new meters will save money over time by providing more accurate measures of water used by customers.



Interim Police Chief



R.T. Finney

Police Department

March 2013 Edition

Criminal Intelligence and Analysis Unit

Two CIAU staff members attended 4 hours training by the Illinois State Police on the use of the VITAL (Violent Crime Tracking and Linking) software. Bloomington Police Department will be connecting to this system in the spring of 2013 as a way to expedite information sharing on multi-jurisdictional violent offenders.

A CIAU analyst worked with a new product development team for the purpose of researching a new on-line crash reporting system for use by Bloomington Police officers as well as the public. This project will involve the evaluation of all data components needed to move the agency toward a future private-public partnership for on-line crash reporting.

A CIAU analyst began working with other agencies in Illinois that are currently using Automated License Plate Readers to determine how they are using the technology and if it is a cost efficient public safety tool. CIAU staff also provided a drug awareness and tenant screening training program to members of the McLean County Landlords Association.

Vice Unit

An average of 3.4 officers worked per day. A total of 15 cases were opened and seven cases closed. Four search warrants/searches were conducted. The following amounts were purchased/seized: 11.4 grams of purported crack cocaine purchased, 67.8 grams of purported powder cocaine purchased, 4.20 grams of synthetic drugs purchased, 70.2 grams purported crack cocaine seized, 1534 grams of purported powder cocaine seized, 1073.80 grams of purported cannabis seized, 21.20 grams of suspected synthetic drugs seized, 319 dosage units of an unknown suspected synthetic drug seized, and \$4,496 seized.

US Marshal Task Force

During the month of March, 15 felony cases were opened with 13 of those closed by arrest or referral. A female suspect was wanted out of McLean County for Parental Child Abduction. She was somehow able to get an Emergency Order of Protection. With this EOP in hand she went to her children's schools and took them out, then fled the area to an unknown location. With the assistance of Chicago's Technical Operation Group (TOG), TFO Rena was able to discover the suspect had fled to Las Vegas, Nevada. A LEAD was sent to the Las Vegas Office of the U.S. Marshal Task Force. They were able to apprehend the suspect and her two children. TFO Rena spent over 16 hours working on this case.

Cyber Crimes

The Cyber Crime unit (3 detectives) continued to operate in cooperation with the United States Secret Service (USSS) in March. A number of the cases the Cyber Crime unit investigates are charged at the federal level with the assistance of the USSS. Prosecution at the federal allows for enhanced penalties not available at the state level. The Unit has 33 open/active cases including one open/active joint investigation with the USSS. The unit investigates crimes involving but not limited to child pornography, network intrusion and online scams.

Street Crimes Unit (SCU)

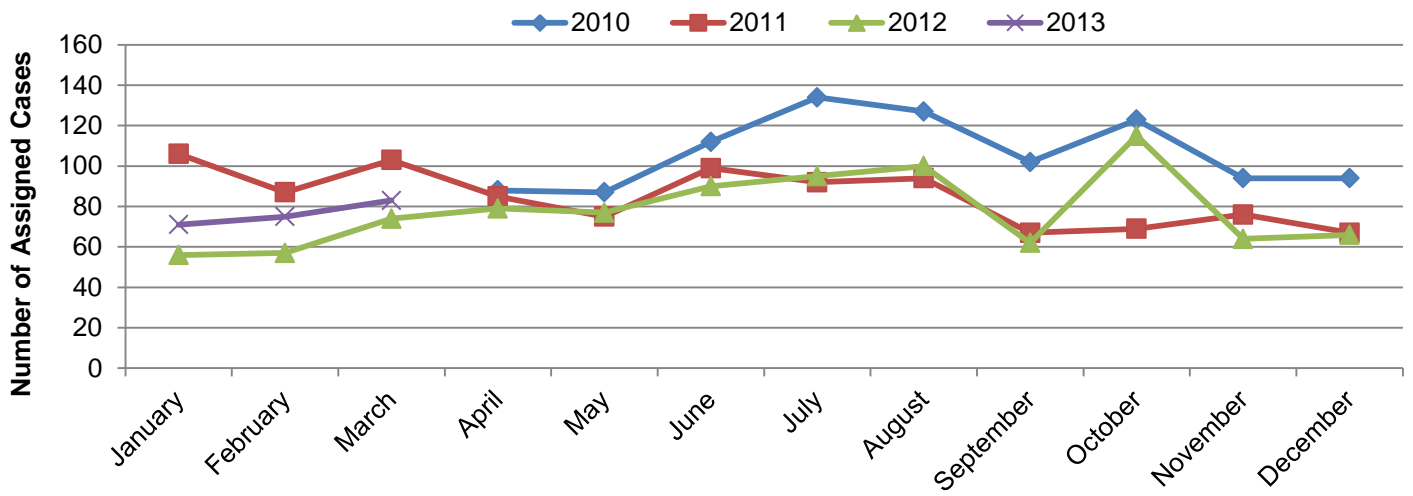
An average of 6.24 officers worked per day. Four warrant arrests were made, thirteen probable cause arrests made, \$2,310 in tow fees generated, and \$1,000 in ordinance violations issued. Approximately 14.5 grams of suspected cannabis was seized, 12.8 grams of suspected cocaine was seized, and 8 prescription pills.

Criminal Investigations Division (CID)

CID assigned 83 new cases for investigation in March. The case load being carried by CID had the following dispositions: 39 cases were cleared by arrest, one case was cleared with juvenile arrest, and 146 were administratively closed, exceptionally cleared or were unfounded. 168 incidents of domestic violence were reviewed in March.

On average there were six detectives working per day. Each detective was assigned approximately 9.6 cases during March. As of 04/03/13, the Domestic Violence detectives (2) are assigned 99 cases. The detectives assigned to sex crimes and sex crimes involving children are investigating 54 cases.

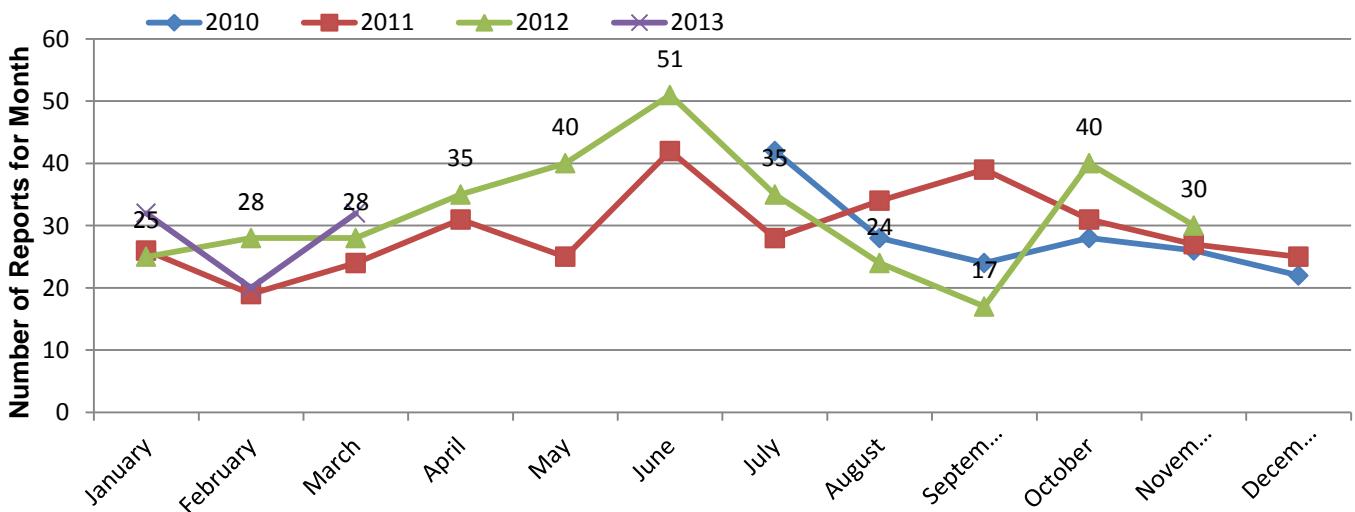
Criminal Investigation Division Assigned Cases Since April 2010



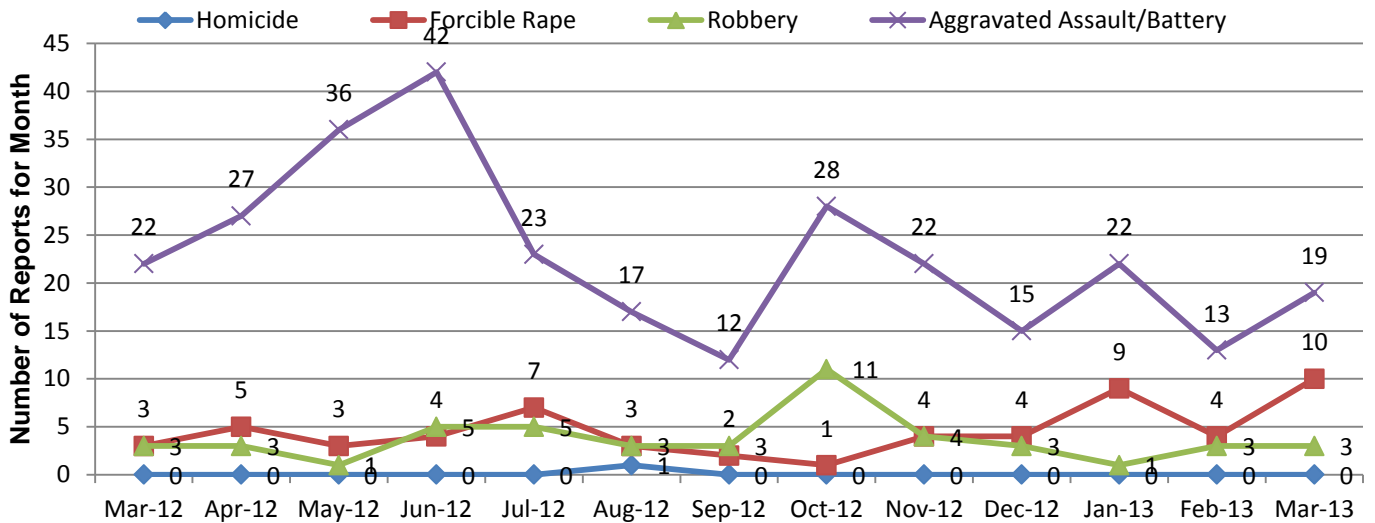
Other Offenses March 2013

Domestic Violence	63
Forgery/Deceptive Practice	18
Use of Weapons	1
Resisting/Obstructing	5
Damage to Property	44
Disorderly Conduct	30
Criminal Trespass	9
DUI	21

Total Violent Crime Reports by Month Since July 2010



1 Year Violent Crime by Categories



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
85.10%	13.70%	1.00%	0.20%	99.80%

Processing of ordinance violations issued for calendar year 2013 has not begun. The UHF Paging link installation was completed and testing was successful. An update to the mapping components of the New World CAD system was completed. Transition of public works radio operations to the police department's old UHF radio system was successful.

Two full time telecommunicators are in training on second shift. Five telecommunicators attended Active Shooter training which focused on the TC's role during an Active Shooter incident, such as the Sandy Hook incident or Aurora, CO incident. One TC completed Field Communications training and is certified for deployment as a member of the IL Telecommunicator Emergency Response Taskforce.

First Shift

BPD has 119 sworn officers and are allotted 127. One officer is currently in the FTO program. Two officers are on extended military leave. Several officers have announced their retirement.

The average number of officers per day was approximately 8.3. Sixty-two incidents of sex offender related problems were handled by first shift. Five sex offenders were arrested. Day shift was very busy with a major winter storm during the month.

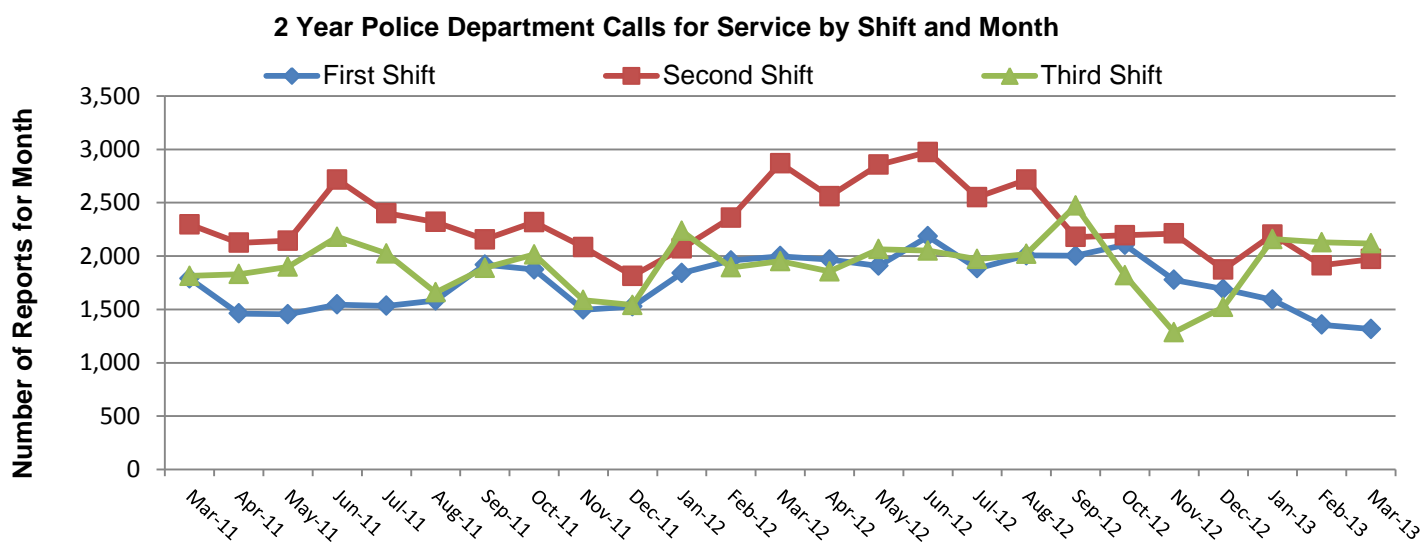
Second Shift

Second shift averaged 11 officers per day. Sgt. Albee completed his sergeant training and was transferred to second shift. Sgt. Shumaker moved to third shift. Several officers attended training including Basic Juvenile Officer as well as Crime Scene, and gang and investigative classes. The FTO was assigned to second shift. Second shift hosted three scout tours, ages 5-8. One officer was assigned to a scout meeting for a Law Enforcement introduction which provided the scouts a chance to earn a scout badge.

Third Shift

Third shift averaged 8.6 officers per night. Two officers from the shift are assigned specifically to the downtown area on Thursday, Friday and Saturday nights. Third shift had nine arrests from self-initiated traffic or pedestrian contacts. Approximately 386 traffic stops were made. There were 19 additional arrests for DUI.

On March 13, an armed subject was reported by a third party. A husband had a gun and threatened his wife. The male was shot by a BPD officer and passed away a short time later. ISP was contacted for the investigation. No officers were injured. On March 14, an armed robbery took place at Red Roof Inn.



Downtown Summary

The following are summaries of notations made by officers who worked Downtown Hireback for March 2013.

Officers working downtown on 03/01/13 responded to The Chocolatier, 514 North Main Street, in reference to a Criminal Damage to Property report. The owner of The Chocolatier reportedly observed two (2) males damaging an outside portion of the business. The suspects attempted to walk away when confronted by the business owner, which led to the business owner tackling one of the suspects. Two (2) males were subsequently arrested for Criminal Damage to Property. The

business owner suffered a broken ankle as a result of the incident. Please see 201303304 for additional information.

Officers working downtown on 03/02/13 conducted a bar check at Elroy's, 102 West Washington Street. During the bar check, four (4) ordinance violations were written related to Minor in a Tavern.

Additionally, officers observed many intoxicated patrons walking in the street and in between the Vehicles for Hire in the 500 block of North Main Street with little to no regard to the vehicles pulling into traffic. Officers indicated they are surprised someone has not yet been struck by one of the Vehicles for Hire yet.

Officers also responded to The Blue Line, 602 North Main Street in reference to a fight. Reportedly, an employee of The Blue Line was struck with a bottle while attempting to remove a male from the business. The male suspect fought with officers but was eventually taken into custody and transported to The McLean County Jail for Aggravated Battery and Resisting/Obstructing a Peace Officer. Please see 201303376 for additional information.

The weekend of March 8th and 9th was much slower and lighter than usual in relation to pedestrian traffic, as the area college students were off on Spring Break.

While working downtown on 03/15/13, officers responded to Fat Jack's, 511 North Main Street in reference to a fight outside the business. A male was subsequently arrested for Aggravated Battery while a female was arrested for Battery. Please see 201303982 and 201303975 for additional information.

Officers working downtown on 03/16/13 were flagged down by an employee of Killarney's, 523 North Main Street in reference to a fight. A male was later arrested for Battery after striking a female outside of Killarney's. Please see 201304036 for additional information.

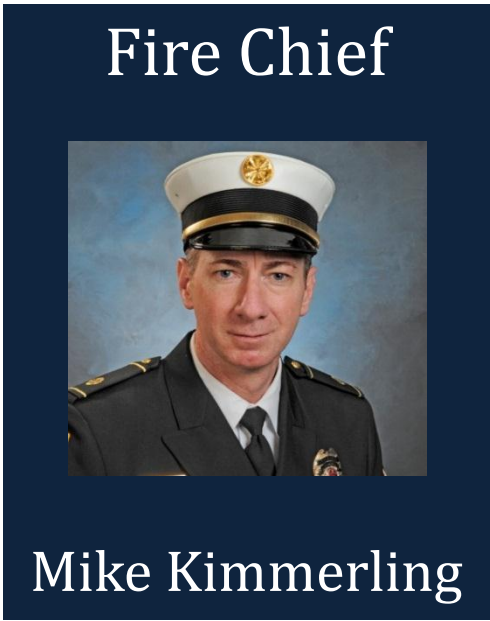
Officers working downtown on 03/23/13 noted the downtown area was extremely busy with many bars appearing to be at or near capacity. Employees at Mulligan's appeared to be turning patrons away, as they appeared to be near capacity.

Officers continue to note the Vehicles for Hire generally help greatly in moving patrons out of downtown quickly at bar closing time. One of the concerns the officers do note, is that the Vehicles for Hire often block the officer's view in and around the 500 block of North Main Street.

On 03/29/13, officers were alerted by bouncers at Fat Jack's of a white male suspected of selling drugs inside the business. Officers suspect another white male in the business may have been acting as a lookout for the male actually suspected of selling the drugs.

Additionally, throughout the month of March, officers noted that Mugshot's, 107 West Front Street, has increasingly become a place of problems requiring a police presence. Officers suggest that as the weather warms, Mugshot's is likely to continue to be a potential problem.

****Police Department Continued on Page 51**



Fire Department

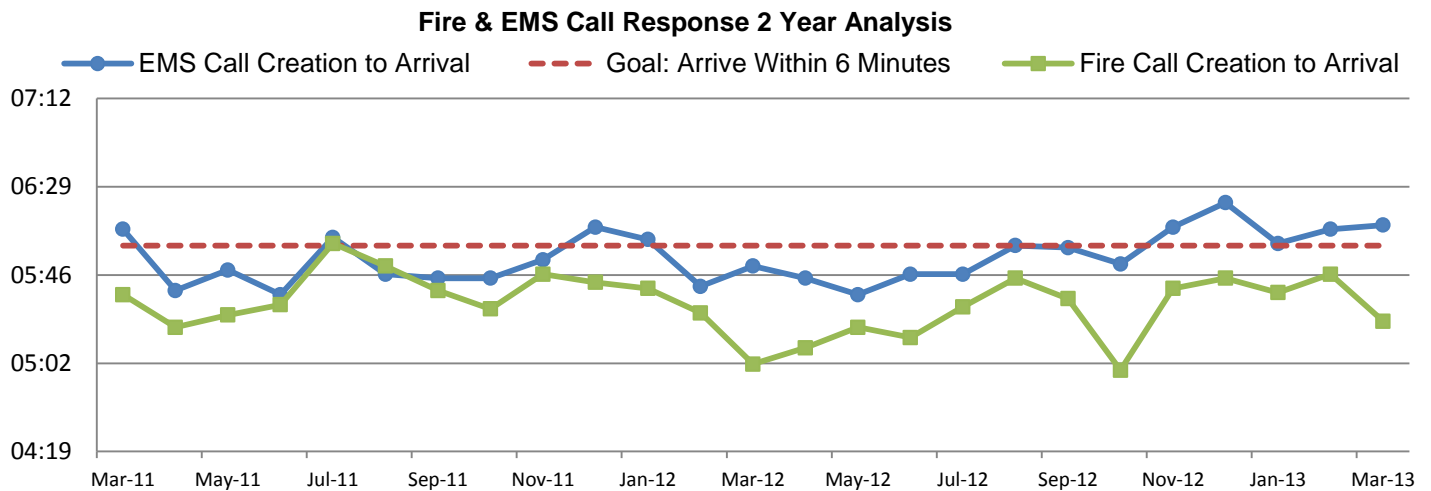
Fire Chief

Mike Kimmerling

March 2013 Edition

During the month of March, the Bloomington Fire Department responded to 143 calls of which 17 were confirmed structure fires. The 143 calls comprised 18% of the call volume for the month. These structure fire incidents resulted in a dollar loss estimated at \$150,730.

Average response time from time of call to arrival for Fire suppression emergency calls was within the 6 minute benchmark at 5:23 in March.

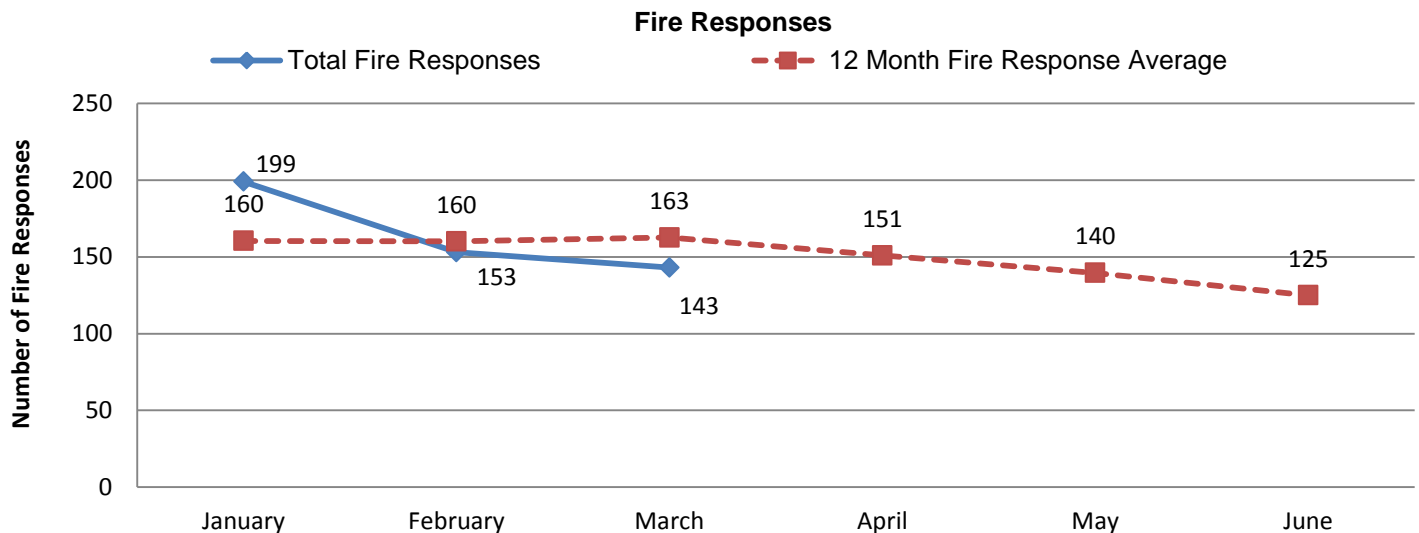


Top 5 Fire Response Types for March 2013

Rank	Response Type
1.)	745: Alarm system activation, no fire - unintentional
2.)	554: Assist invalid
3.)	745: Alarm system activation, no fire - unintentional
4.)	611: Dispatched & cancelled en route
5.)	611: Dispatched & cancelled en route

Fire Response Data: March 2013

Fire Response Type	Previous 12 Month Average	March 2013
Fire Reponses	163	143
Structural Fires	9	17
Estimated Dollar Losses (Property & Contents)	\$382,296	\$150,730

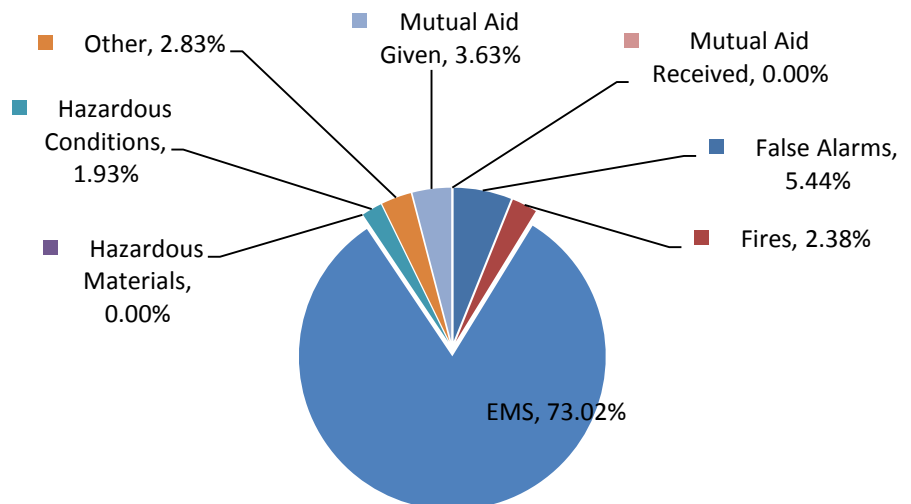


Operations Report

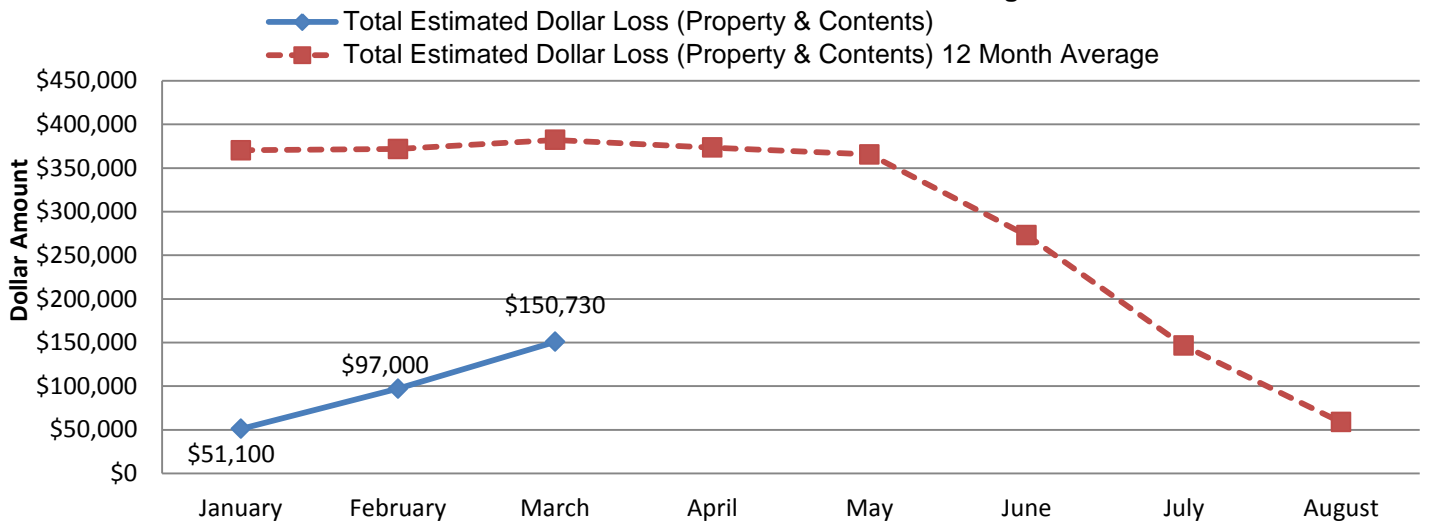
With the exception of increased structure fires, March was a typical month in regards to the service provided by the Fire Department. This month, structure fires were responsible for extensive damage to three single family residences. The total damage was estimated at \$150,730. The month also started out with the death of Chris Brown, a Bloomington Fire Fighter, who was killed in the line

of duty while serving the Hudson Fire Department. Staff could not have continued operations of the Department and pay respects to FF Brown without the help from Normal Fire Department that covered all ambulances and Towanda, McLean, Downs, Lexington, Carlock and Bloomington Township Fire Departments. These Departments covered Bloomington stations for both the visitation and the funeral. With their help, the members of Bloomington Fire Department were able to attend both the visitation and the funeral. Bloomington Police Department assisted by having Police Officers available to ride with covering crews. The ability to have mutual aid provided staff with time to reflect on the tragic event.

Fire Department Types of Calls for Service March 2013



Dollar Loss Due to Fire Damage

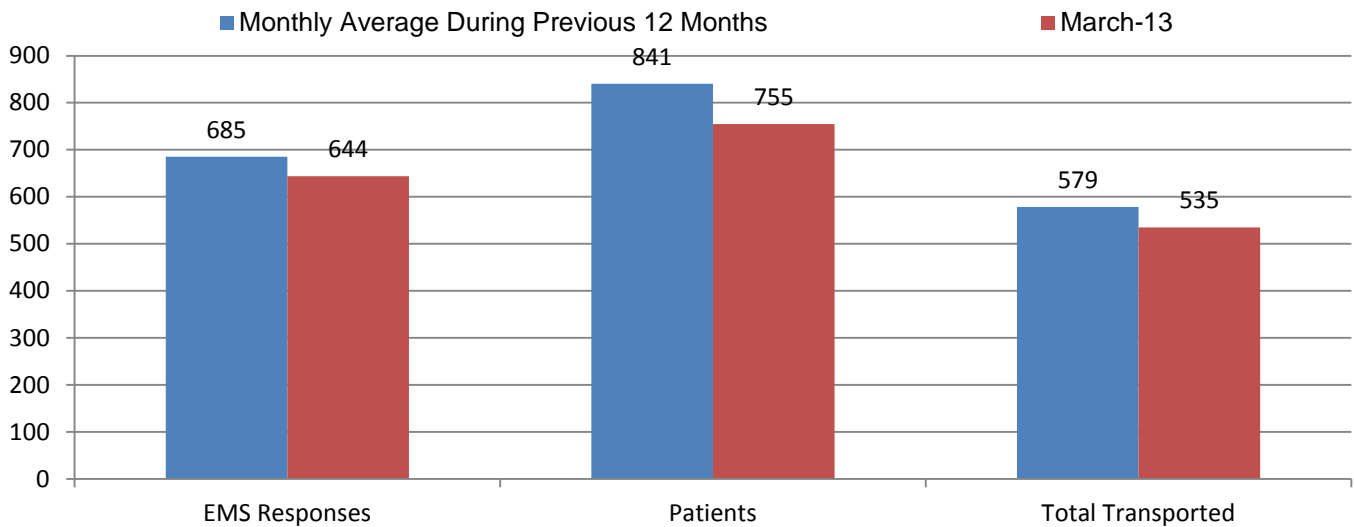


Emergency Medical Services (EMS)

Activity Summary

As in most months, the majority of the calls were EMS related which accounted for 644 calls for service in March. The 644 calls for service resulted in a total of 755 patients treated and 535 patients transported. For the month, the three most common EMS report types include Sick Person, Breathing Problem and Fall Victim.

EMS Responses: March 2013 and Previous 12 Month Average

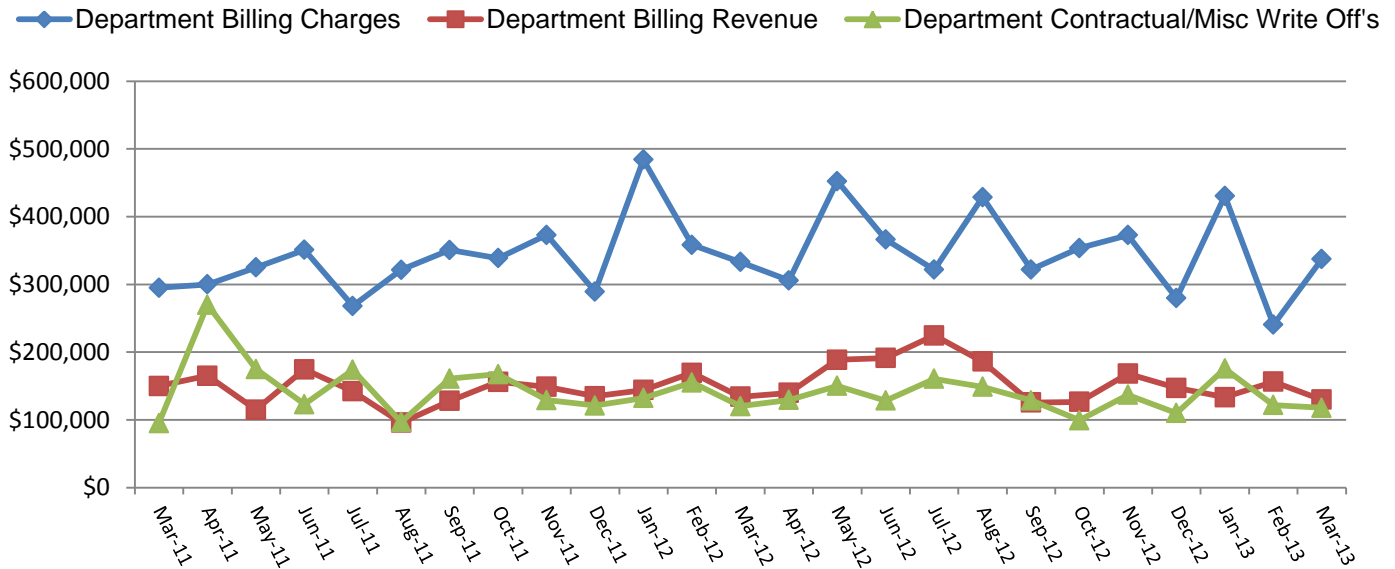


Billing Revenue Summary

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 number 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 \$129,859.82. The Contractual-Write offs total for March was \$117,813.88. Bad Debt transferred to third party collections was \$63,321.78

Fire Department EMS Billing 2 Year Analysis



Public Education Office

Fire and Life Safety events were held at the following locations:

- Stevenson Elementary
- Cedar Ridge Elementary
- Oakland Elementary x 3
- Retired Teachers Association Meeting
- YWCA x 3
 - Total Attendees: 261

The following Fire and Life Safety presentations were given:

- Stranger Awareness
- CPR/AED training
- Fire Extinguisher training
- Bicycle Safety
- Captain Mac & Friends Fire Safety
- Babysitter Fire Safety

The month of March was also a time of development of new Fire and Life Safety program, including filming utilizing green/blue screen technology for use in one of the programs and also to be used in the development of one and two minute public safety videos to be posted on the Fire Department's website.

Fire Department Training Reports for March

For the month of March, the Fire Department held 192 training classes, which totaled 1,226.08 class hours. The class topics have been grouped into six categories. They are Administrative, ARFF, Driver/Operator, EMS, Fire/Rescue and Hazmat. The following chart represents the proportion of classes held in these six categories for the month of March.

The 192 training classes included 930 participants resulting in a total of 1,226.08 hours of training during March. This chart represents the total man hours of training in the six categories.

Major training subjects during this month included:

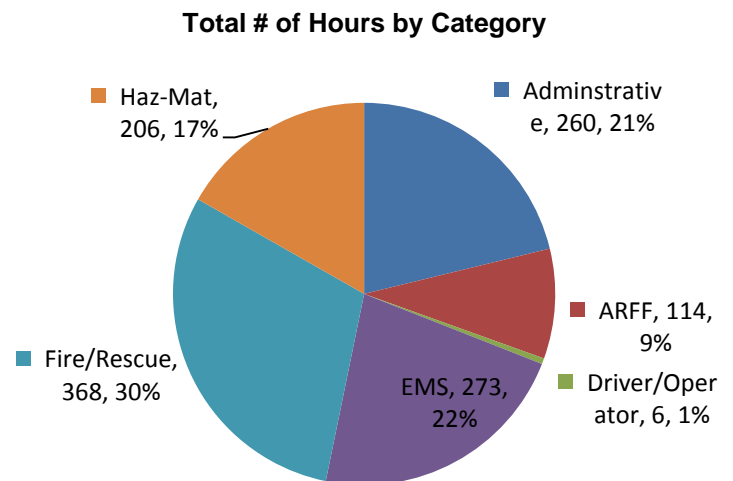
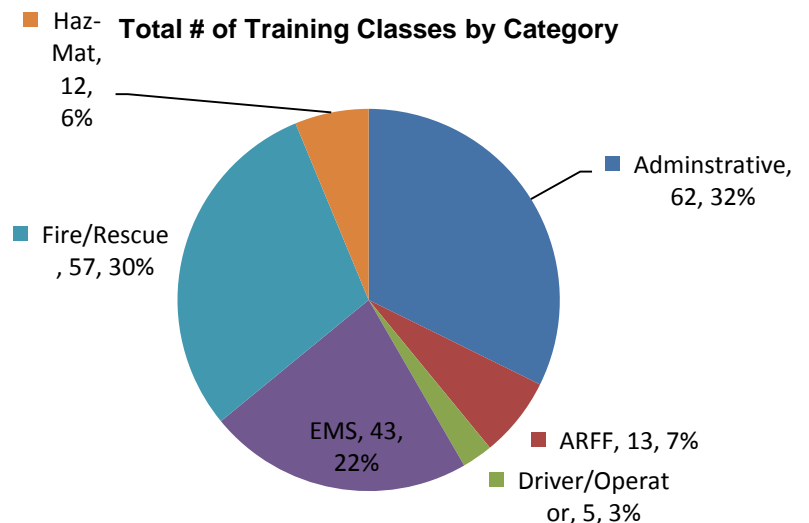
- Driver/Operator
 - Streets
 - Apparatus Familiarization

- Fire/Rescue
 - Fire Ground Search and Rescue
 - Fire Ground Command
 - Fire Officer Leadership

- Hazardous Materials
 - Monitoring
 - Haz-Mat Technician Team Drill (Assessment and Risk Analysis)

- EMS
 - Patient Assessment
 - EMS Policies, Protocols and Procedures

- ARFF
 - Firefighting Operations
 - Aircraft/Airport Familiarization





Public Works
Director



Jim Karch

Public Works Department

March 2013 Edition

Engineering Division

The City of Bloomington Engineering Division performs maintenance work on multiple utilities throughout the City that are beyond the scope of Public Works Department using annually bid contracts to private companies. The pictures below show the contractor, Gildner, Inc., repairing a Storm Manhole at the intersection of Mercer Ave. and Washington St.

Fiscal Year 2013 Utility Maintenance budget was \$400,000, which included funding from Water, Storm Sewer and Sanitary Sewer funds.



CITY OF BLOOMINGTON PROJECTS	STATUS
Street & Alley Repair, 2012-2013	In Construction (92% Complete)
General Resurfacing, 2012-2013	In Construction (95% Complete)
Pavement Preservation, 2012-2013	In Construction (100% Complete)
Morris Ave Reconstruction, Fix Hill to Fire Station	In Construction (90% Complete)
2012 Maintenance Contracts (Street, Utility, Grading, Traffic Signals)	In Construction (75% Complete)
Regency Pump Station Improvement	In Construction (80% Complete)
Eagle Crest East Pump Station Improvements	In Design (10% Complete)
Locust Colton CSO Elimination, Phase 1	In Construction (80% Complete)
Lafayette St. Reconstruction, Maple to Morrissey	Punch List Items
Constitution Trail – Grove to Croxton	Punch List Items
50/50 Sidewalks & Handicap Ramps 2012-2013	In Construction (67% Complete)
2012 Drainage Improvements	In Construction (95% Complete)
Sanitary Sewer & Storm Water Master Plans	(90% Complete)
Highland golf Course Storm Sewer	In Design (50% Complete)
HoJo Pump Station	In Design (50% Complete)
Maizefield CSO Elimination Study	In Design (0% Complete)

March 2013 Call Center	Inbound calls 1,337
March New/Maintenance Erosion/Storm Water Management Inspections	177
Erosion/Storm Water Management Complaints	3
Inspection & Complaint Files Closed	4
March 2013 Overweight Loads	11 @ Value = \$457.50
March 2013 Dumpster/Traffic Control	\$175.00

PRIVATE DEVELOPMENT PROJECTS	STATUS
Commercial Site Plans	8 Plan Sets Reviewed
Scharf PUD Sanitary Sewer	In Construction (0% Complete)
Grove Subdivision, 4 th Addition	In Construction (20% Complete)
Wingover Apartments	In Construction (99% Complete)
Wingover Apartments East	In Construction (11% Complete)
Harvest Pointe- Phase II	Punch List Items
Links at Ireland Grove	Punch List Items
Loeseke Sanitary Sewer	Punch List Items
Hamilton Road: Brookridge Apts. Entrance 1200 East	Complete
Fox Creek Village, 3 rd Addition	In Construction (3% Complete)

Street Preservation



Working both day and night shift, 169 miles of streets were swept in the month of March 2013.

Weather permitting in April; CAM Midwest will be performing a test of their products on Bloomington Streets. The areas of application will be west of Lee St., on Jackson and Taylor Streets. CAM Midwest, which sprays the Reclamite on the City Streets, is testing a new product called CRF. It consists of asphalt mixed with reclamite, covered with lime screenings. If

this product is successful, the department will begin to apply heavy applications of CRF to older streets as an inexpensive way to extend maintenance free street life by 5 to 10 years.

Regency Pump Station

The Regency Pump Station was originally constructed in 1968 and includes a concrete wet well where sewage is collected and a steel dry well which houses all of

the equipment. The steel dry well is about 25 feet below the ground and houses the pumps, valves and controls for the station. The dry well is considered a confined space and requires special safety and monitoring equipment in order to allow entry by anyone. In addition, there is considerable corrosion on the interior walls of the steel dry well, which raises concerns about its structural integrity. Rehabilitation includes removal of the existing dry well, installation of two new submersible pumps, installation of new electric service from Ameren, installation of a new electrical control system in a prefabricated building and installation of other related plumbing and electrical components. The new system will continue to operate much the same as the old one. The major difference is that the new pumps will be submersibles and be located in the wet well where sewage is collected. These pumps will be controlled by floats and sensors in the wet well. All other components will be located in the new building. Sewage will be pumped from the wet well through the existing force main along Regency Drive and discharged into a gravity sewer just north of Washington Street.



By-pass pumping which is required in order to complete the rehabilitation will be performed from an adjacent manhole that serves the residential area located across Regency Drive. This section of road will be reduced to one lane in each direction for the duration of the project. Rust Road will remain open during the project but short term intermittent closures may occur when equipment or materials are unloaded. The repair history for the City's other pump stations indicate that the specified pumps become obsolete only a few years after the initial installation. The extra pump provides a solution to this problem and minimizes the City's liability in the event of a pump failure.



This month, the City put into service an all-electric vehicle (pictured below) to be used by the Engineering Division. This unit will utilize the EV charging station in the Government Center parking lot.



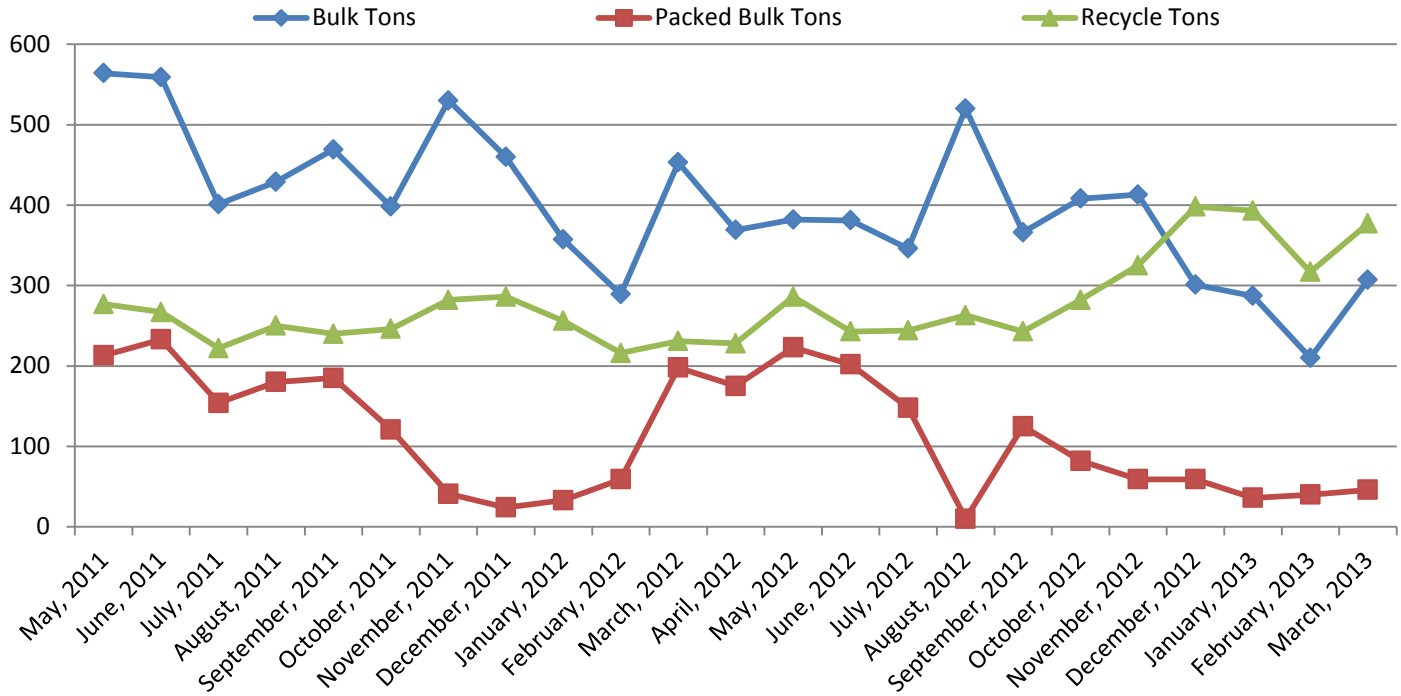
The City took delivery of two solar powered message boards for the Street Division



The City took put into service two hot asphalt patching machines

Solid Waste Division

Bulk and Recycled by Ton



The below chart is provided by *Midwest Fiber*, it is their running chart on program effectiveness. Since Bloomington implemented automated recycling in November of 2012, the City went from 251 pounds per household per year to 291 pounds per house per year. This is from the last 12 months of data. Estimating increases in the next year to 338.38 pounds per year, which would give the City a “Good” on Midwest Fiber’s rating system.

City	Homes	Recycle Tons Avg. Monthly	Tons Per Year	Tons Per Household Per Year	Pounds Per house Per Year
City #1	40,000	202	2,422	0.061	122
City #2	7,800	54	648	0.083	166
City #3	27,000	307.52	3,690.27	0.1367	273.35
City #4	6,462	109	1,308	0.2	404.8
Bloomington	25,500	309	3710	0.145	291
City #5	1,386	19.16	299.99	0.166	331.89
City #6	1,175	28.37	340.39	0.2897	579.4

Rating of Recycling Program-Pounds per total households per year

Pounds	Rating
0-100	Poor
101-200	Fair
201-300	Moderate
301-400	Good
401-500	Excellent

****Public Works Department Continued on Page 52**



Water Director



Craig Cummings

Water Department

March 2013 Edition

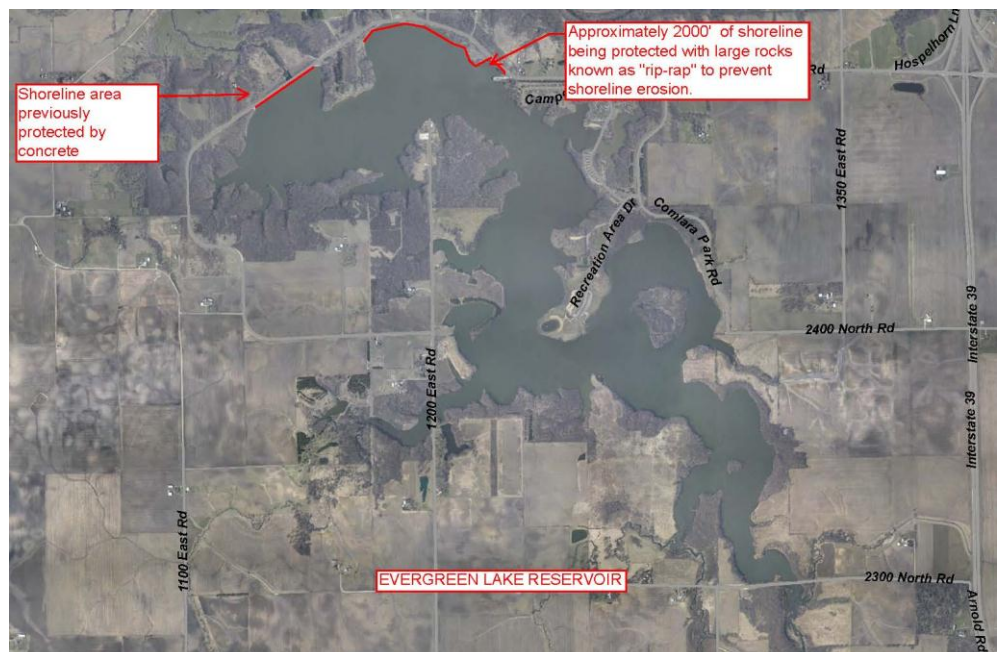
Reservoir Conditions

The Water Department experienced well above average precipitation (2.8 inches) during the month. The monthly average precipitation for March is about 2.9 inches. The precipitation during the month was enough to cause the main reservoir feeder streams, Money Creek and Six Mile Creek to flow throughout the month. Therefore, the reservoirs remained full during March.

Due to the concern for high nitrate levels in the spring, it is critical that the Evergreen Lake Reservoir is as full as possible by the time late winter/spring runoff occurs. Since the department does not have any treatment capabilities for nitrate removal, utilizing reservoir selection is the primary measure for keeping nitrate levels low. The smaller watershed and larger reservoir volume located at Evergreen Reservoir results in lower nitrate levels, making it the primary water source each spring.

The central part of Illinois is no longer in any drought condition. This drought condition report is according to the United States Drought Monitor.

The shoreline protection project at the Evergreen Lake Reservoir was delayed in March. Multiple factors are responsible for the delayed progress. First, due to the warming temperatures, a load limit was placed on the road leading to this area. Second,



on several days, work could not be completed since the ground was too soft. The project will resume when the weather and ground conditions improve. This project is funded in part by an IEPA grant. This cooperative effort entails the funding of a \$150,000 project with \$36,000 coming from Illinois Environmental Protection Agency, Bureau of Water and \$114,000 coming from the City of Bloomington Water Improvement Fund.

Water Quality

The conditions remained unfavorable in March for certain taste and odor causing algal species to grow at very quick rates and cause an algal “bloom.” As the water temperature increases and there is more daylight, so does the threat of an algal bloom.



The springtime application of anhydrous ammonia will begin soon. Anhydrous ammonia is the form of nitrogen used to fertilize farm ground destined for corn production. It is applied from the white pressurized tanks (pictured to the left) that are so common in the Midwest in the spring and fall. Staff must remain vigilant in monitoring for nitrates because if the conditions are right with respect to temperature and precipitation, this ammonia is converted into nitrates and runs off into the reservoirs. At this time, there have been indications

that not all of the nitrogen in the ground was utilized by corn plants during the growing season in 2012 due to the drought. Staff will continue closely monitoring the nitrate levels in the spring. Currently, the nitrate level in Lake Bloomington (reservoir that was used until March 25) is around 9.5 milligrams per liter (mg/l). One mg/l is the same as one part per million. The drinking water standard for nitrate is 10 mg/l. The nitrate level in Evergreen Lake Reservoir, on March 25 was less than 3 mg/l.

Water Conservation/Groundwater Project

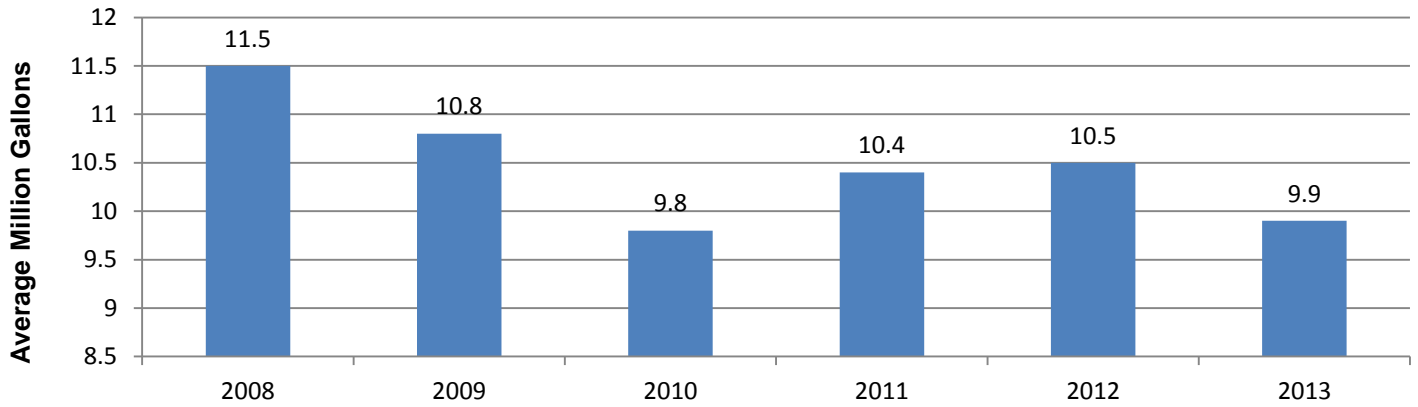
Staff continued to work on the Request of Proposals (RFP) for the water conservation plan.

Staff met with a representative from State Farm about the ongoing water conservation efforts, their company-wide efforts, and staff from the Water Department will be setting up and manning a booth in the atrium during State Farm’s Earth Day activities in April.

PUMPAGE

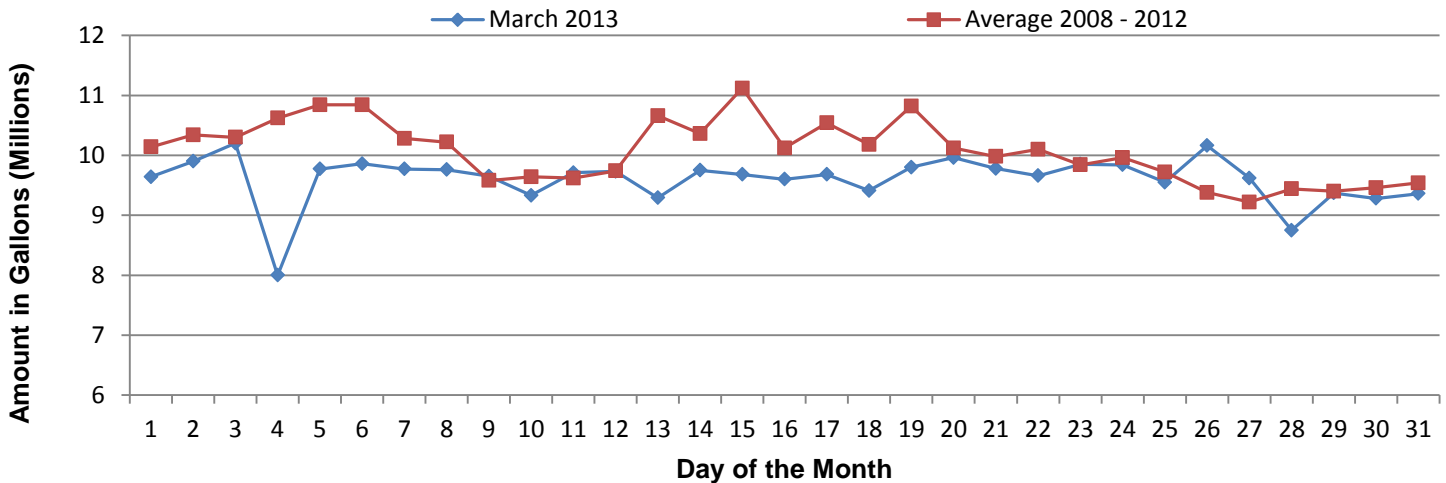
Pumpage has been moderate during the month. Staff pumped an average of around 9.7 million gallons per day (MGD) in March with a peak day of 10.2 MGD on March 3, 2013. The March average for 2013 can be compared to the average daily pumpage during March 2012 of 11.1 MGD, 9.7 MGD in 2011, 9.5 MGD in 2010, 9.3 MGD in 2009 and 10.5 in 2008.

Avg. Million Gallons Pumped March



As is typically the case, the top ten water users for the Water Department in March includes seven customers from outside of the the City of Bloomington. Those customers in March 2013 include Mitsubishi Motors, the Village of Hudson, Bloomington Township Public Water District (BTPWD) West Division, Bridgestone-Firestone, Nestle, Advocate BroMenn Hospital and Bloomington Township Public Water District (BTPWD) Crestwicke Division.

Water Delivered to Customers (in Millions of Gallons): March 2013 and March 2008-2012 Average



Infrastructure

In March, the department had the most productive fire hydrant service work month ever. Staff completed work on 81 hydrants with problems. These maintenance problems were not severe enough to have taken the hydrants out of service but the hydrants were not in prime operational shape. One hydrant was replaced/installed during the month. This brings the fiscal year total to 304 hydrants serviced and 74 hydrants that have been replaced/newly installed. As of the end of March, no hydrants are out of service as a result of the annual testing effort.

74 fire hydrants have been replaced/newly installed this fiscal year. Of these 74 fire hydrants, 33 were replacement hydrants that have been funded through the Water Department’s Operations & Maintenance account. The remaining hydrants were planned replacements associated with water main replacement projects and were paid from a variety of funding sources such as developer contributions, IEPA loan funds or internal capital funding. With the hydrants funded by the O & M

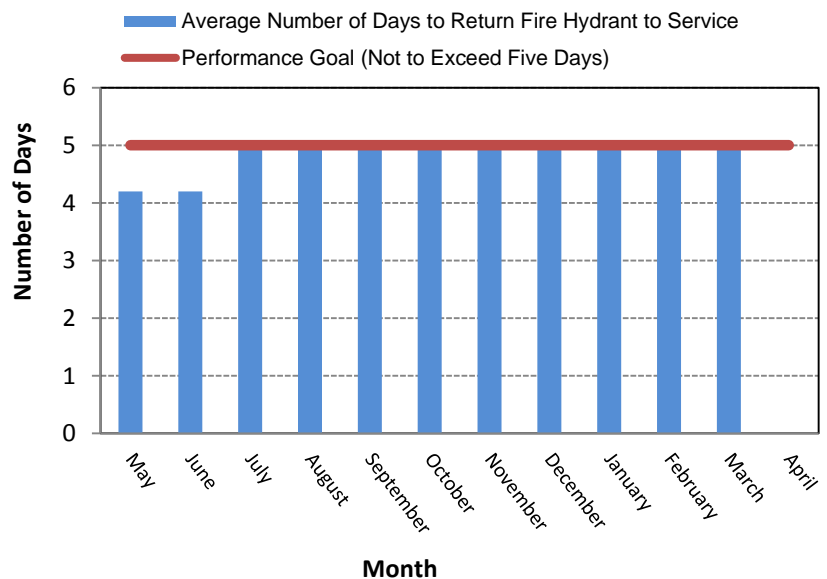
account, approximately \$116,000 has been spent on installation at approximately \$3,500 per hydrant. The budget line item for hydrants is \$100,000 in the FY 2013 budget.

	FY13	FY12	FY11	FY10	FY09	FY08
Hydrants Overall	4253	4228	4213	4000	3900	3800
Out of Service Hydrants	0	0	0	13	100+	600+
Hydrants Serviced	304	330	261	185	381	543
Hydrants Replaced	74	79	72	59	75	23
% Hydrants in Service	100	100	100	99.7	97.4	84.8

With the suspension of the fire hydrant operational testing program, due to weather, no hydrants were tested during March. There were no fire hydrants called out of service during the month. The average time it takes to return a fire hydrant back to service after it has been called out of service stands at 4.9 days for the year. The performance measure for FY 2014 is a return to service time that is not to exceed 3.0 days as measured as an annual average.

During March, the 2012 Water/Fire Department collaborative hydrant testing program remained shut down due to the cold weather. There were no hydrants tested during the month, so the CY 2012 program remains at 2,749 hydrants tested or 65% completed at this time. This will be the final result for the 2012 program since the 2013 program will be starting soon.

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



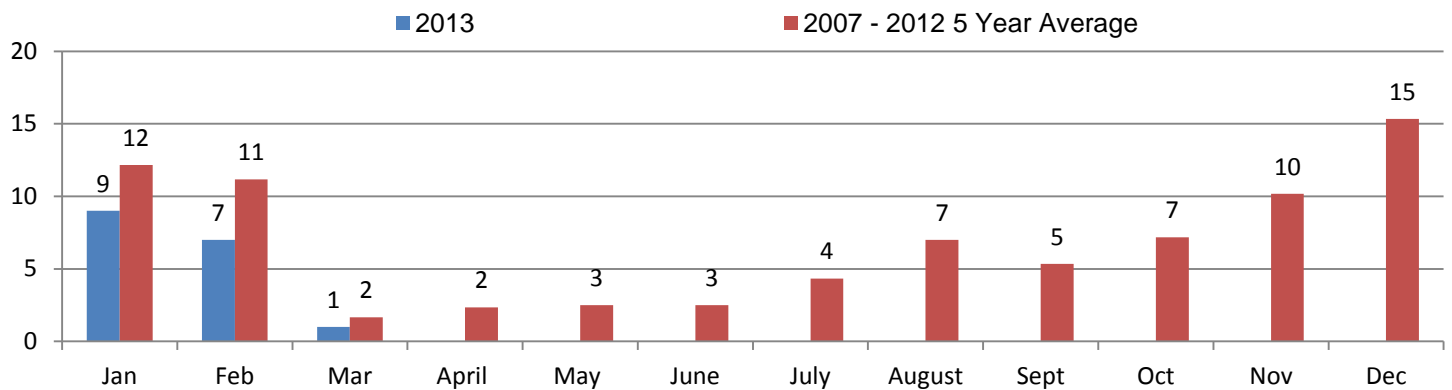
The Water Department has a program to upgrade fire hydrants with steamer (otherwise known as pumper) connections with quick connect fittings known as Storz fittings. The steamer connections on fire hydrants across the country have different thread patterns. In fact, the City of Bloomington's steamer thread pattern is different from the thread pattern used in the Town of Normal. In order for the Town of Normal, or any other department, to use a Bloomington steamer connection, an adaptor is needed. By using the Storz fitting, this enables the City of Bloomington Fire Department, as well as other departments in mutual aid situations, to quickly and universally use the city's steamer fire hydrants. At this time, approximately 360 steamer hydrants or about 12.5% of the City's steamer hydrants have the Storz fitting.

During the month, there was one water main break. It was on a 6" water main. The calendar year 2013 total through March is 17 main breaks as compared to an average of 25 main breaks at this time over the last six years. Using the same six year average, two main breaks occur each March. Therefore, this month's total is below average compared to data tracked over the past six years.

In March, staff replaced/repaired thirty-five water service lines/curb stops. Several of these were very old lead (the metal) service lines. Removing lead from the water lines is one way to improve the quality of water that is distributed to residents.

The leak detection program continues to identify leaks in the distribution system. During the month, both inside leaks (meaning they are on the customer’s side of the curb stop and thus the customer’s responsibility) and leaks that are the City’s responsibility (from the water main to the curb stop) were identified. City side service leaks were identified on active services at 806 S. Morris and 1304 W. Chestnut. Additionally, leaks were detected on an improperly abandoned water services on N. Mason Street and at W. Market Street and Dinsmore Avenue. Lastly, leaks on the customer’s side of active services were detected at 606 W. Chestnut Street, on a 2 on 1 service at 1212 and 1214 N. Roosevelt Street, 612 N Roosevelt Street and at Lake Bloomington on Hiawatha Lane.

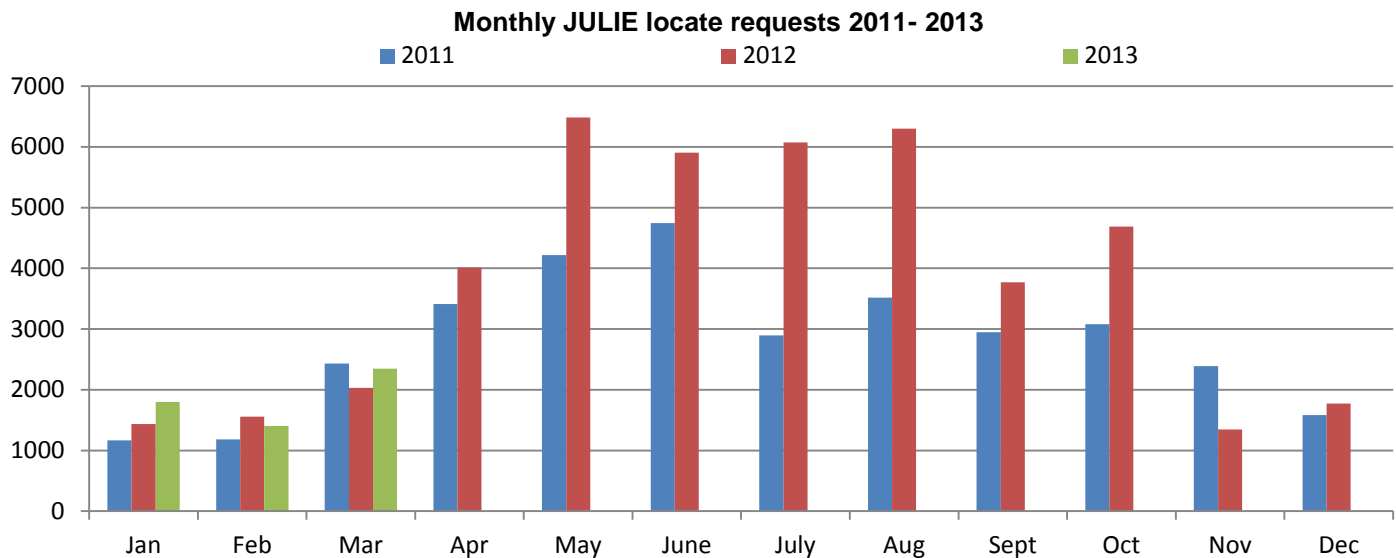
Water Main Breaks by Month



	CY 2013	CY 2012	CY 2011	CY 2010	CY 2009	CY 2008	CY 2007	AVG FOR MONTH '07-'11
Jan	9	12	17	10	13	13	8	12
Feb	7	9	16	9	12	9	13	14
March	1	5	2	1	0	2	0	2
April		3	2	5	1	1	2	3
May		0	7	2	2	3	2	3
June		4	4	4	0	2	1	3
July		12	4	2	4	2	2	5
Aug		7	6	11	9	4	9	9
Sept		4	7	1	14	4	2	6
Oct		3	5	6	7	7	8	7
Nov		14	8	7	15	15	13	12
Dec		13	7	21	25	13	23	18
CY thru December	17	86	78	58	77	62	60	
CY TOT	17	86	85	79	102	75	83	85

It has been a busy month for Joint Utility Location Information for Excavators (JULIE) work. There are several fiber optic installation companies still working throughout the City. The Water Department provides all of the JULIE locates for the City, which includes water lines, storm sewers, sanitary sewers, the power supplies for some City-owned street lights, City owned or maintained traffic signals and City fiber optic lines. For the month of March, a total of 2,347 JULIE locate requests were received by the Water Department.

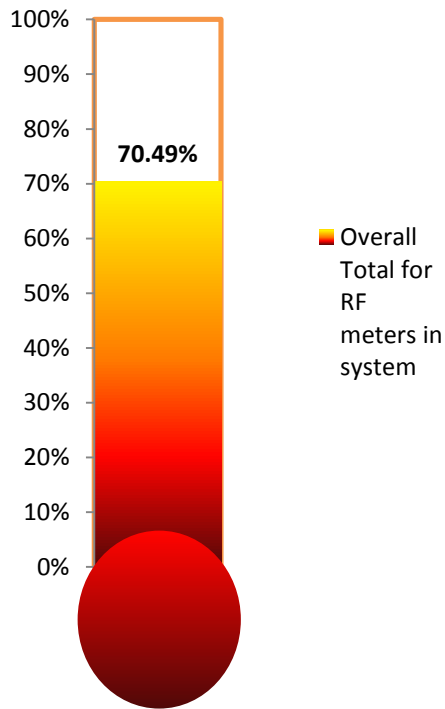
Measuring the average time of each JULIE request is difficult since a single request can be submitted for numerous blocks at a time. Further, the request may be for all buried utilities on a given street from sidewalk to sidewalk. A complicated locate request on a busy street such as streets with numerous intersections and streetlights, traffic signals and multiple water mains and sewers could take as much as two weeks for a locator to complete.



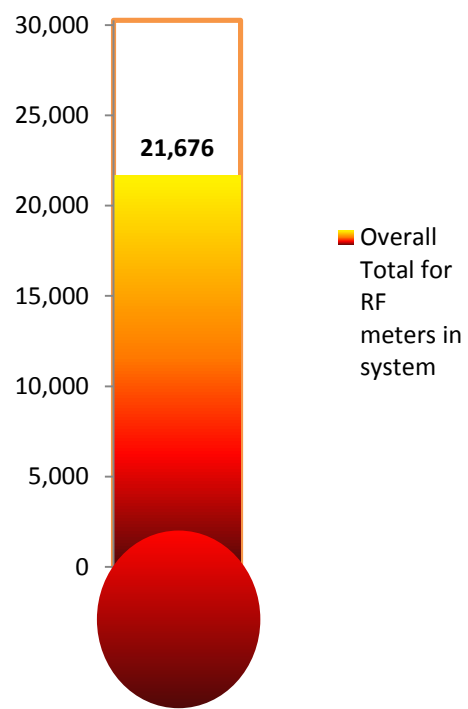
Metering

The department installed 638 Radio Frequency (RF) meters during the month of March. The goal for FY13 is the installation of 7,000 units. In FY12, 6,069 meters were installed by the Water Department. With the 638 meters installed this month, the total number of meters installed for FY13 is 5,544 or about 79.2% of the department’s goal for the year. When totally 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 three in 2009.

Overall % Total for RF meters in system



Overall Total for RF meters in system



The breakdown of the overall meter inventory in the system is about 1,030 meters that are commercial/industrial and about 29,400 that are residential.

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

Staff changed eight meters from turbine meters to compound meters in March. 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, like as in an apartment complex where numerous residents will use water at the same time, and then small amounts will be used at other times (during the work day) then a compound meter is the better choice. This is because compound meters 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 of the compound meters from the system. Since that time until now, the Water Department has been installing compound meters in locations that conform to the industry standards for the 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 the customer.

****Water Department Continued on Page 54**



PR&CA Director



John Kennedy

Parks, Recreation & Cultural Arts Department

March 2013 Edition

Recreation Division

Spring Break programs were held Monday through Thursday of the District #87/Unit#5 spring break. Each day offered a different theme with activities from 7:30 am to 5:30 pm. There were 91 individuals who registered for one or more of the days. This is a decrease from the 134 individuals who registered for the five day spring break activities last year. This year, only four days were offered since the fifth day was Good Friday. Three of the days included a trip away from Lincoln Leisure Center including a trip to Starved Rock Park.

Pepsi Ice

The fall and Winter/Spring Youth Leagues had their Hockey Banquet at the Double Tree Hotel. Almost 400 individuals attended the event. Spring Youth League registration increased by 10 players compared to 2012 registration.

Open skate sessions increased by 469 skaters. The weather being colder than usual for March may have had an impact on the attendance increase. In 2012, the Winter 2 session of Learn to Play and Learn to Skate started in February. This year, due to closing for an extra weekend for the Coliseum, the weekday classes started in February but the Saturday classes started in March. This late start has skewed the March 2013 numbers slightly.

Ice rental payments increased from 2012 by about \$847. These payments vary depending on which month payments are due. The rink received \$22,500 in naming rights money from Pepsi. The money was all put in the park dedication account instead of the Pepsi Ice sponsorship account so the revenue is not reflected in the total received by Pepsi. Ice. This explains why total revenues are down



The Spring Break trip to Starved Rock Park

about \$20,000 compared to the previous year when the Pepsi money was received in March. Further, the revenue does not reflect the \$9,500 Pepsi Ice received in trade from the Coliseum for the Coliseum's use of Pepsi Ice for the Home show. The Home Show closes down Pepsi Ice for three days.

For the year to date, the overall revenue increased by about \$13,000 compared to 2012. If the Pepsi Ice money were to be included in the figure the total revenue increase would be about \$35,000.

BCPA

The BCPA welcomed 8,390 people to 48 different events and activities in March.

The BCPA presented its sixth sold out Mainstage performance of the year with Junie B. Jones on March 10. The BCPA has now had more sold out events this season the previous six presenting seasons combined.

Revenue

Total BCPA programming revenue for the 2012-2013 season, including Mainstage and Spotlight Series events is \$605,470.62

BCPA Mainstage Events

The Chieftains

Grammy winners the Chieftains dazzled BCPA patrons with an afternoon of unforgettable music, dance and fun on Sunday, March 3, at 3 pm. The group celebrated their 50th anniversary in 2012. The concert also featured area performers, including local bagpipers and dancers from the McNulty School of Irish Dance. 778 people purchased tickets to the event; 79% of which were from Bloomington/Normal. Other audience members came from Missouri, New York and 59 other Illinois communities.

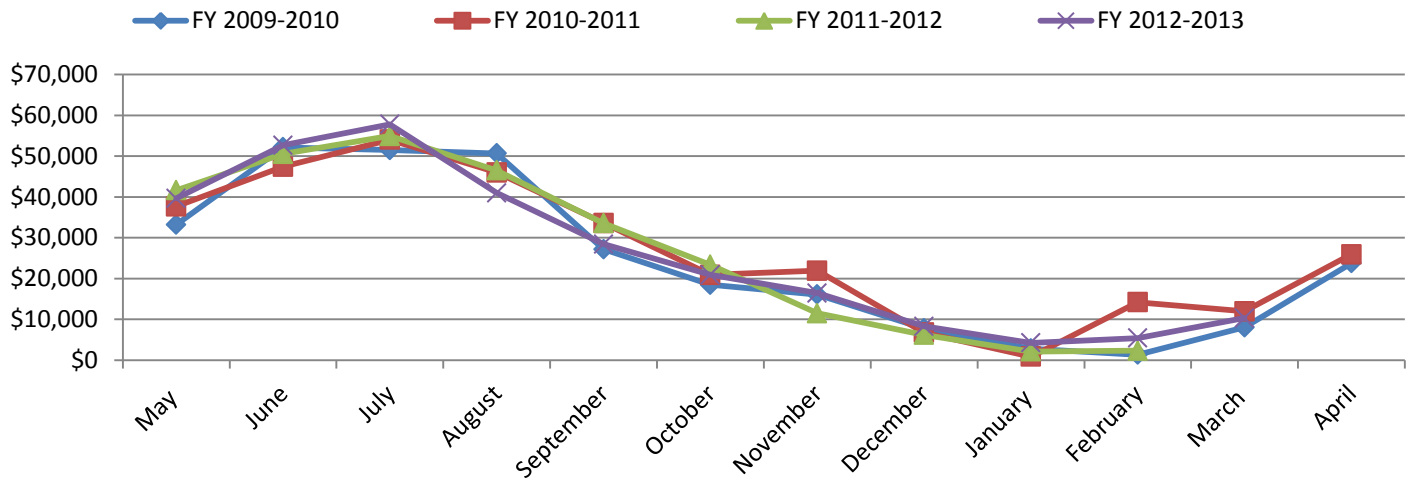
Junie B. Jones

A musical adaption of the popular storybook JUnie B. Jones was presented to a capacity crowd on March 10, at 3 pm. 1,189 people purchased tickets to the event; 71% of which were from Bloomington/Normal. Other audience members came from 51 other Illinois communities.

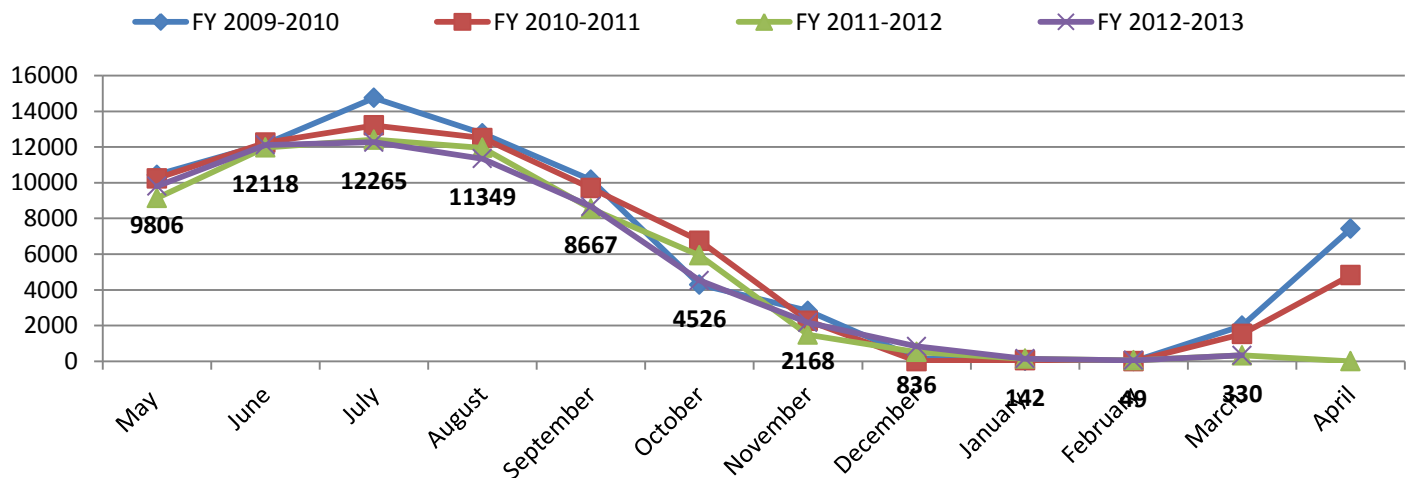
Golf Division

Last March, the record temperatures resulted in an increased number of rounds played at area golf courses for the month. This March, the low temperatures and poor weather conditions yielded a low number of rounds played. According to Cognilogic Weather Service, March 2012 saw 153 hours of playable golf weather compared to zero hours in 2013. The average amount of golf playable hours in March is 66 hours. As expected, rounds and revenue experienced a large decrease. Last March, 3,889 rounds were played and \$280,366 in revenue was collected. This month, only 330 rounds were play and \$115,387 in revenue was collected. This resulted in a difference of \$164,979 for March 2012 compared to March 2013. Of that deficit, just under \$90,000 is from daily golf fees, carts, food, and other areas that cannot be recovered. On a more positive note, nearly \$75,000 of the deficit comes from season pass sales that the division expects to recover in April.

Total Merchandise Revenue by Fiscal Year



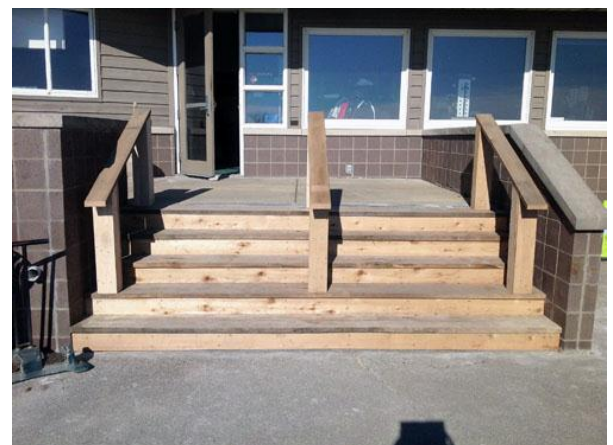
Total Golf Rounds Played by Fiscal Year



Despite the poor weather, staff continues to market the courses throughout the area, highlighting the courses and the benefits of purchasing passes that are good at three courses, not just at one course as is common. This was evidenced as between the use of social media, email marketing, television and the radio.

In March, new carpet was installed in the Den's clubhouse, the ladies bathroom at Prairie Vista was remodeled and new stairs were installed for the Prairie Vista patio. These seemingly small improvements were much needed and will improve the overall appearance of the clubhouses.

During the month, the maintenance crews took advantage of the extra time and were able to make needed repairs to vehicles. Also, the crews were able to



remove tree debris in Highland Park from trees that were removed late in the fall last year.

Horticulture



During March, the Horticulture staff began the task of cleaning and removing the trash and debris from all of the City parks. This is an annual occurrence of trash build up over the winter months that staff removes. Some of the seasonal staff returned to work in March and assisted with the cleaning of parks. Staff also began plant bed maintenance and any landscape pruning that need to be completed. Horticulture staff also helped Forestry staff compete park maintenance tree trimming. Areas completed in March include Gaelic Park, Pepper Ridge Park, Anglers, Constitution Trail and downtown Bloomington. Staff also began the mulching of all park plant beds and should complete this task in April. Staff also added Rip-Rap to the foundation of the Friendship Bridge. Rip-Rap is large rock that helps prevent the erosion of soil around the footings of the bridge. Due to the water being 3' below its normal stage, staff was able to add roughly 48 tons of Rip-Rap around the footings on the bridge. Another Horticulturalist helped repair a large crack that had

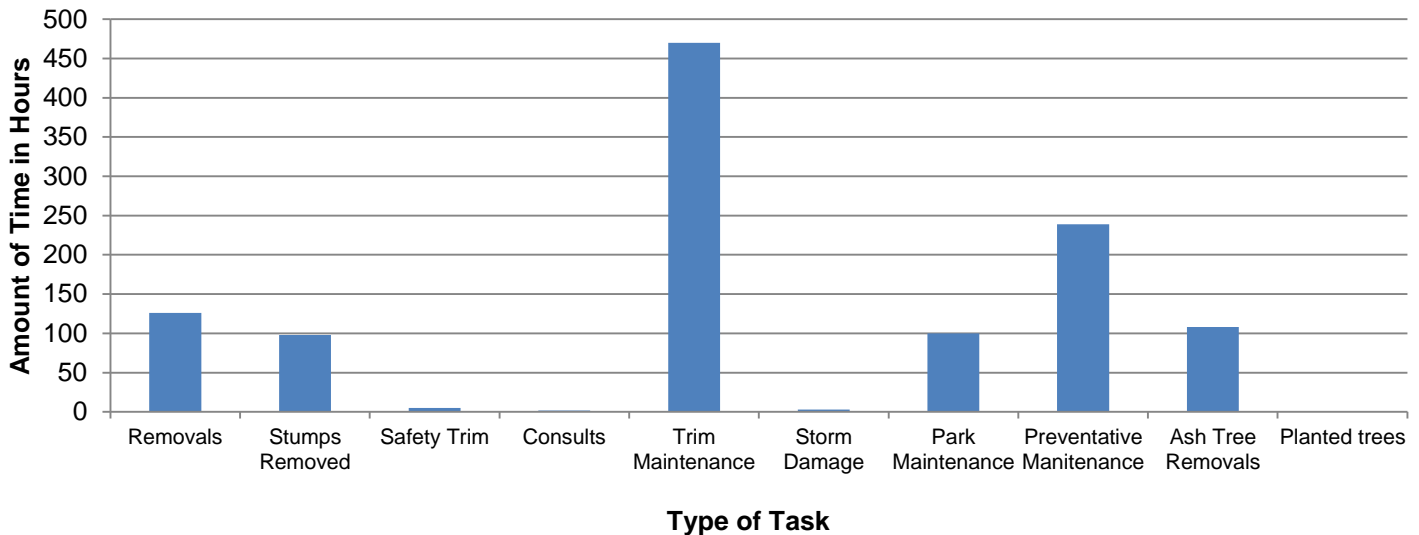
developed underneath the tile surface of the O'Neil Park tennis court that weeds were beginning to grow in. Staff had to remove the surface, clean the crack and add an asphalt type filler to repair the crack. During the month, one member of this department continued to assist the Forestry team by running the stump removal program.

Forestry

The Forestry staff continued preventative parkway maintenance in section B-3. Section B-3 is bound by Oakland to the south, Market to the north and everything west of Clinton St. Park. Staff pruned 239 trees at 80 different locations and completed 126 removals at 110 different locations. Of those 126 removals, 108 were Ash trees. Since some tree stumps remained from February, staff removed a large number of stumps in March. The Forestry staff removed and backfilled 98 stumps in 55 different locations. In total, 1,041 trees were worked on by the Forestry staff this month.

In March, Forestry staff continued the removal of ash trees that were deemed infested with the Emerald Ash Borer. In December of 2012, the Forestry staff completed an inventory of all ash trees in the parkway. Staff removed 10 parkway ash trees in February and 108 in March. Staff expects to be completed removing the highest infested parkway Ash trees sometime in April.

Forestry Division Trees Worked on by Job Task: March



Utility

The Utility staff was busy in March at the Coliseum with repairing a number of items to make the Coliseum ADA compliant. Staff had to remove 26 of the standup bars in the suite level. The bars legs were shortened and the counter top was set at 32” for handicap accessibility. The closet rods in all the suites were shortened as well as the grab bars and mirrors in the restrooms. This project took numerous weeks to complete as staff had to work around the availability of the suites. All ADA improvements have been completed and will be inspected.

The Utility staff had to remove and replace 26 light fixtures at the BCPA. This will be a substantial upgrade of the lighting quality. Most of the fixtures that were replaced are located in the dressing rooms and meeting rooms. The lights were changed to energy efficient T-8 bulbs and fixtures. The older T-12 bulbs have become obsolete and are no longer sold by retailers.

Utility staff continued to work on numerous projects at Miller Park Zoo as well as Holiday and O’Neil pools. Staff replaced the sand filter plumbing in the Sea Lion exhibit. These repairs were necessary as some of the flanges and site glasses were starting to leak. The staff constructed and installed new shift doors in the small animal quarantine. The staff also repaired a bad draft motor on one of the roof top units for the Rain Forest. Finally, staff removed the animals from the poles at the carousel. The poles were then powder coated and the animals were replaced. This will help prevent any future rust on the poles. The Utility staff was able to complete the grinding of the paint on the locker room floors at O’Neil pool. The installation of large canopies at Holiday pool was completed during the month as well.

Other Utility Projects Include:

- Monthly light inspections and repair at all parks and facilities
- Monthly HVAC inspections and repair at all parks and facilities
- Monthly HVAC inspections and repair at the Coliseum and the BCPA
- Installed new toilet surrounds at Prairie Vista women’s bathroom
- Installed new disconnect at Tipton water paly area
- Installed new ballast and bulb gasket at McGraw flagpole light

- Replaced 2 sign lights, 1 soffit light, 1 bathroom light sensor and scoreboard light at McGraw Park. Replaced 6 lamps, 1 globe and 1 ballast at Miller Park.
- Repaired bad ignition module, igniter and bad induction control board at Prairie Vista's snack bar furnace.

Zoo Division

Admission Revenue

March 2012: \$39,055.50 (best March ever)

March 2013: \$13,266.30

Revenue from the gate admission was 0.5% up for the current fiscal year compared to last year's revenue. Last year, the revenue raised from admissions broke the all-time record for the Zoo in a fiscal year. Admission prices were raised on May 1, 2012.

Attendance

March 2012: \$13,151 (best March ever)

March 2013: \$4,761 (worst March since 2002)

Attendance decreased 14.1% for the current fiscal year compared to last year's attendance. The fiscal year 2011-2012 was the third best year in history. The year's largest snowstorm and colder weather greatly diminished attendance.

Education

March 2012: \$23,747

March 2013: \$2,522

Revenue from Education Program fees and rentals decreased by 33.6% for the fiscal year. 2011-2012 was the best year in the Zoo's history for revenue raised through education and rental programs. The low March number is more of a timing issue with Junior Zookeeper money being entered into the system after April 1st.

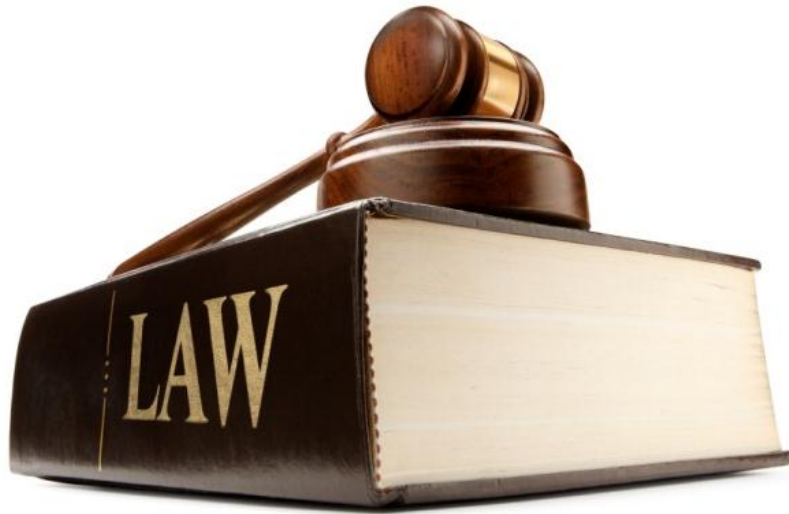
Concessions, Carousel and Animal Food Sales

March 2012: \$3,034.57

March 2013: \$73.39

Revenue from Concessions, Carousel and Animal Food Sales decreased by 15.6% for the current fiscal year compared to last year's numbers.

****Parks Recreation and Cultural Arts continued on Page 58**



Corporate Council



Todd Greenburg

March 2013 Edition

Legal Department

Collections

Small Claims

- 3 cases were set on March 14, 2013 – Total collected \$365.00
- 11 cases were set on March 28, 2013
- 2 default judgments entered – Total \$601.30
- 5 cases for use tax were paid prior to the court date – Total collected \$811.06

Nuisance Parking

- 6 letters sent – Total collected - \$425.00
- 3 payment agreements entered into
- 3 tow notices served
- 1 vehicle was towed – Total collected \$775.00

Use Tax Collection Letters Sent

- 6 letters sent for use tax – total collected \$285.69 – FYTD \$31,054.44

Liquor Fines

- Liquor fines collected from 3 licensed establishments: \$1,500.00

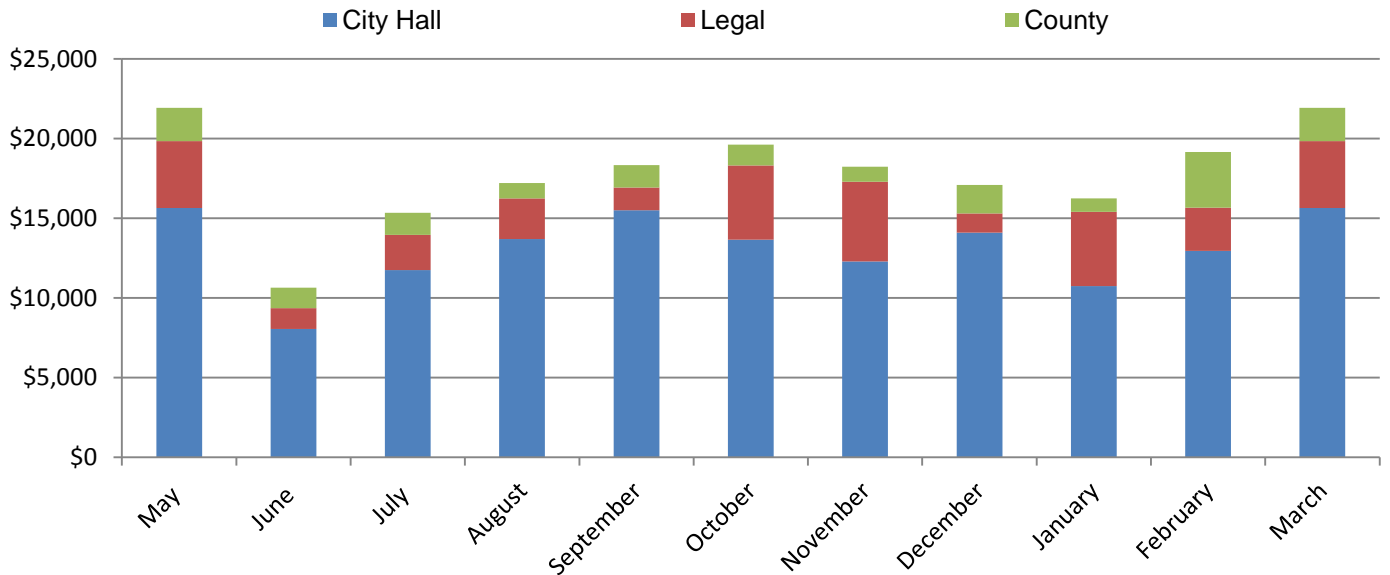
Freedom of Information Act Requests

- FOIA: 79 FOIA requests were processed through the Legal Department
- Total Time Spent: 53 hours
- Extensive review/analysis of the Freedom of Information Act (applicable exemptions and various other provisions)
- Responded to Illinois Attorney General Request for Reviews

Ordinance Violation Activity

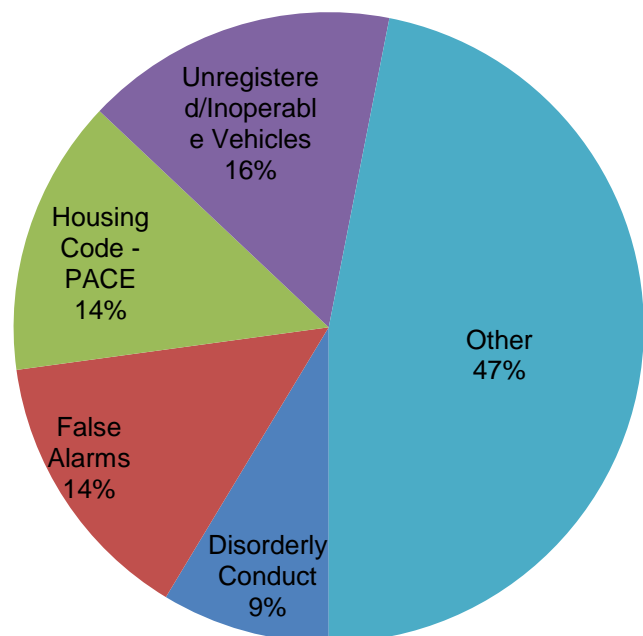
- Fines Received at City Hall Before Filing: \$9,000.00, \$137,400.00 Fiscal Year To Date (FYTD)
 - Fines Paid at City Hall After Filing: \$10,140, \$40,050.00 FYTD
 - Post Judgment Fines Received: \$1,986.00, \$17,516.24 FYTD
 - Total: \$21,126.00, \$194,966.24 FYTD
- Ordinance Violations Paid at City Hall – 46
 - Ordinance Violation Cases: Housing/PACE: 6 Filed
Behavioral: 38
Vehicle Compliance: 20

**Ordinance Violation Collections
2012-2013**

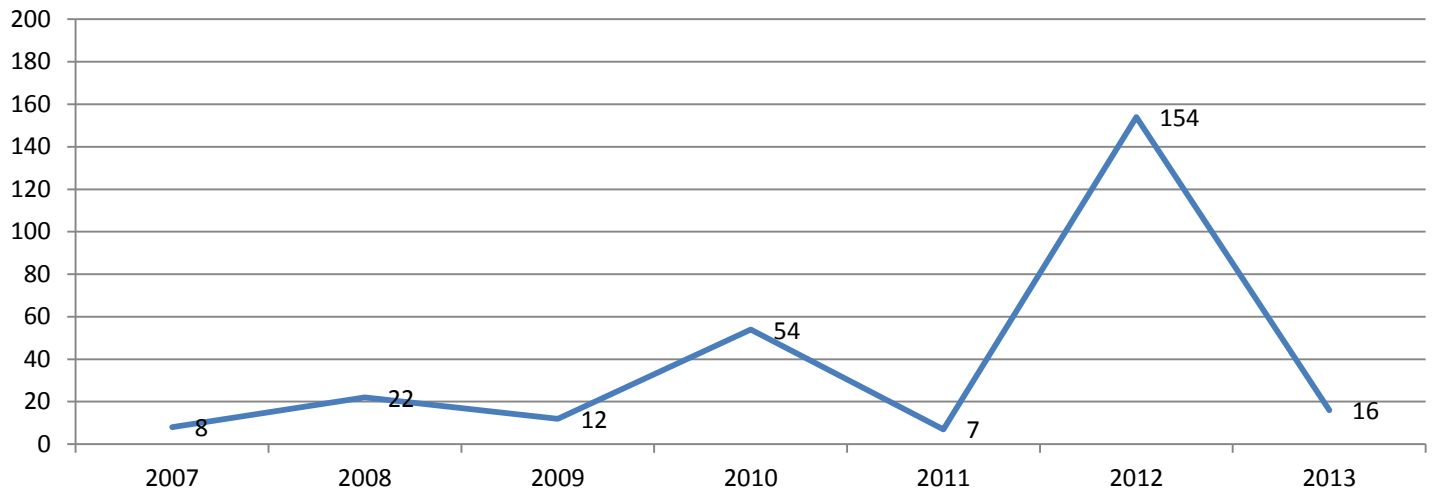


Summons Prepared: 127
 Trials Scheduled: 7
 Total Cases Scheduled for Court: 271
 Post Judgment Cases Scheduled: 44

Violations filed in court March 2013



Compliance Tickets Issued: March



**In 2012, Police Officers actively searched for vehicle compliance issues where previously they had relied on complaints.

Unregistered Inoperable Vehicle Compliance

- Vehicle Compliance Tickets Sent This Month: 16

Ordinances Drafted

- 1 new ordinance was prepared for publication both in a hardcopy and on the internet 2013-013 – adding video gaming to the factual criteria for considering whether the City Council creates a new liquor license.
- Drafted ordinance regarding vicious/dangerous dogs
- Drafted ordinance providing for training for alcohol servers

Contracts/Agreements/Policies

- Reviewed Personal Service Contracts for BCPA
- Drafted letter of intent to purchase real estate (participated in numerous discussions with seller)
- Reviewed draft of Intergovernmental Agreement with McLean county Road Shoulder Maintenance.

Personnel/Human Resources

- Meetings with HR and outside counsel regarding Collective Bargaining
- Attended Library Union Negotiations
- Made revisions in draft of City Manager contract

Litigation

- Negotiated settlements with property owners regarding property maintenance cases
- Prepared complaints and prosecuted liquor code violations
- Filed and prosecuted Repair-Demolition cases
- Prosecuted illegal taxicab operations
- Attended Small Claims status hearing

- Participated in Case Management Hearing – Palmer v. City of Bloomington
- Argued Motion to extend time for Dispositive Motions in Crowe v. City of Bloomington
- Prosecuted vicious/dangerous dog complaints
- Prepared Discovery Responses in Devyn v. City of Bloomington
- Prepared Motion Objecting to Amended Complaint in Devyn Corp. v. Bloomington case
- Filed Motion to Rescind Arbitration Award – Oglesby case
- Prepared recommendations to City Council in Workers' Compensation cases

Monthly Meeting Participation

- Attended City Council meetings and work sessions
- Participated in nuisance abatement discussions
- Attended Board of Fire and Police Commissioners meeting
- Attended monthly Liquor Commission meeting
- Attended special Liquor Commission meeting
- Attended Special Use and Land Development Committee meetings
- Attended Department Head Staff Meetings
- Attended Lane Use Committee Meetings
- Participated in City Council Budget Planning Session

Research

- Answered questions regarding Home Rule Real Estate Transfer Tax
- Researched vicious/dangerous dogs ordinances
- Reviewed Qualifications for Attorney in Railroad Crossing case

Miscellaneous/Other

- Numerous responses to City Departments on Miscellaneous Legal Questions
- Negotiated with prospective purchasers of distressed properties
- Met with purchasers of property to ensure compliance with zoning regulations
- Researched addresses for notices to be sent prior to hearing n new liquor license applications
- Drafted press release
- Drafted memorandum regarding implementation of "Housing Court"
- Drafted Repair/Demolition Orders
- Consulted with juvenile detention officers regarding remedies for juvenile violation prosecutions
- Consulted with McLean County Animal Control and Bloomington Police regarding vicious/dangerous animals
- Drafted Intergovernmental Agreement with Illinois State University
- Answered Questions regarding Open Meetings Act Training
- Responded to citizen questions regarding Recreational Vehicle Parking
- Responded to numerous questions from staff re: FOIA and OMA
- Adjudicated Post- Tow Hearings
- Attended McLean County Bar Association Seminar: Current Issues and Trends in Corporate Governance



City Clerk

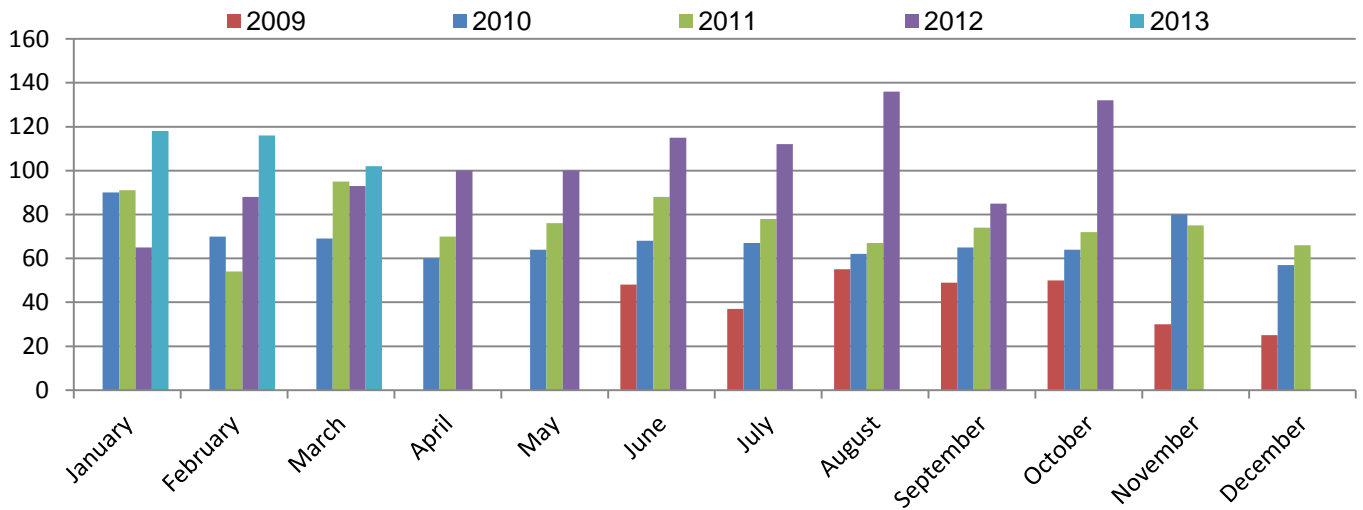
City Clerk



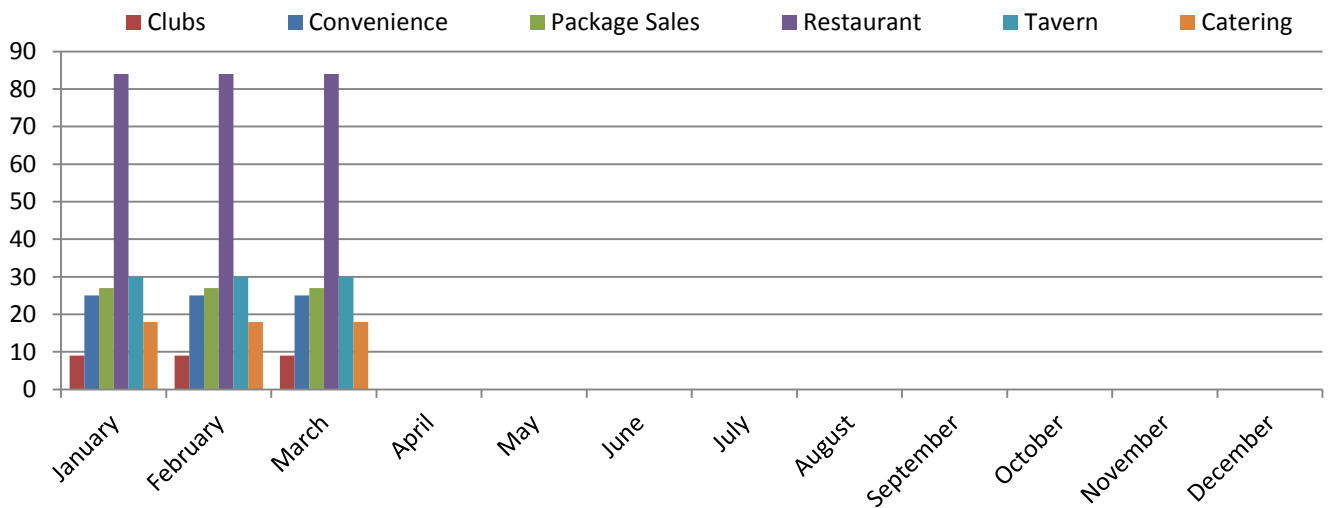
Tracey Covert

March 2013 Edition

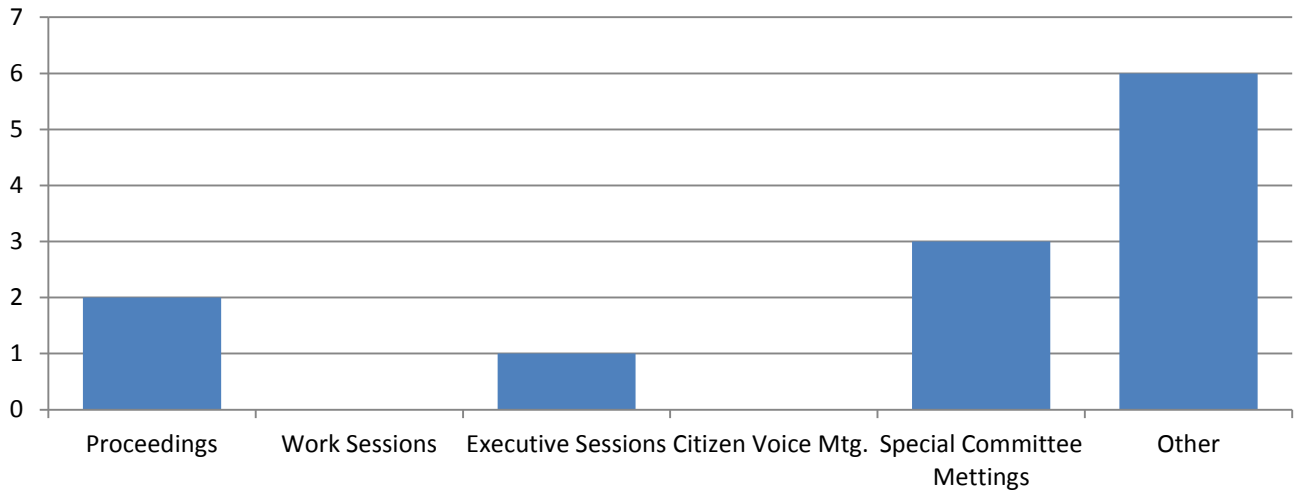
F.O.I.A. Request by Month Since June 2009



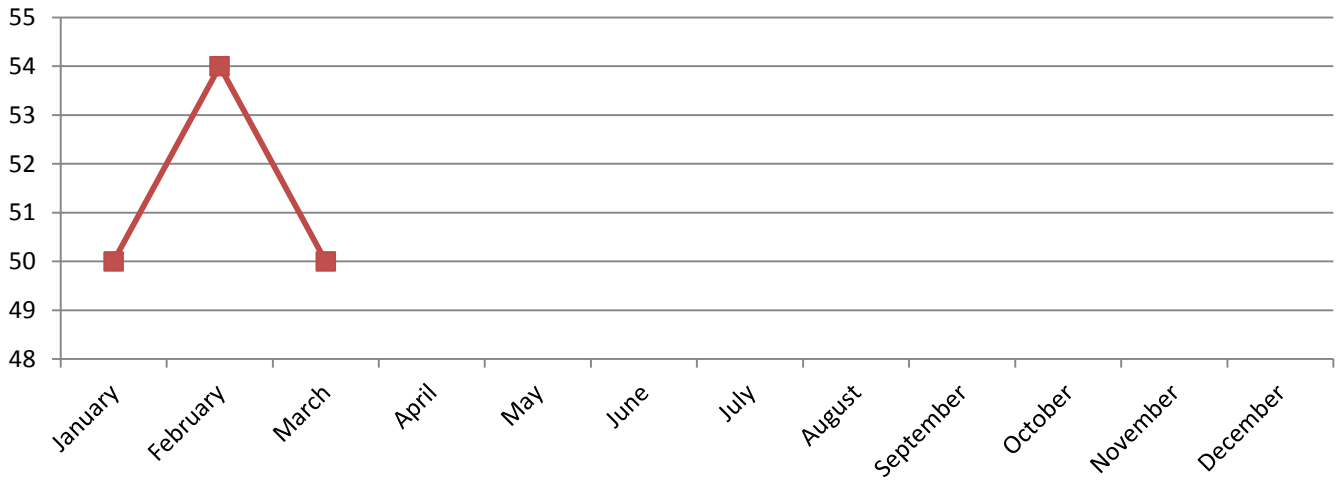
Number of Liquor Vendors March 2012



March Council Activity Total



FOIA Staff Time per Request





Department
Director



Scott Sprouls

Information Services Department

March 2013 Edition

Permitting, Code Enforcement and Inspections (PI)

- Conducted additional end user training
- Provided support to PA CE and Engineering
- Submitted final forms changes
- Attended biweekly Project Management (PM) meetings with PI PM
- Transitioned from Tyler implementation team to technical support

Citizen Self Service

- Received training on initial setup

Business Licenses

- Submitted data conversion 1st pass files to Tyler
- Submitted forms kit to Tyler
- Attended biweekly Project Management (PM) meetings with BL PM

HR Payroll

- Blue Cross/Blue Shield accepted the 834 file format. This automated upload of benefit changes will save HR staff hours per month.

Finance

- Tyler supplied a successful fix for the P-card import from the bank, allowing commodity code and transaction date to be imported. The P-Card import process had been broken since upgrading MUNIS from version 8.2 to 9.3 in October 2012. Information Services staff will be working with Tyler to automate the process (as much as possible) of correcting the records imported between October 2012 and March of 2013. Roughly 5,000 records will need to be modified to correct the commodity code and transaction date.

Work with Comcast to Prepare Council Meeting Video for Re-Broadcast

The video archive file that is created during the live stream of the Council meetings is a high definition recording. The system that Comcast will use to re-broadcast the Council meetings is unable to accept this format. Staff has been working with Comcast to create a lower definition recording that will be compatible. Target for test broadcasts is in April.

Migration of Computer Aided Dispatch (CAD) Physical Servers to Virtual Environment

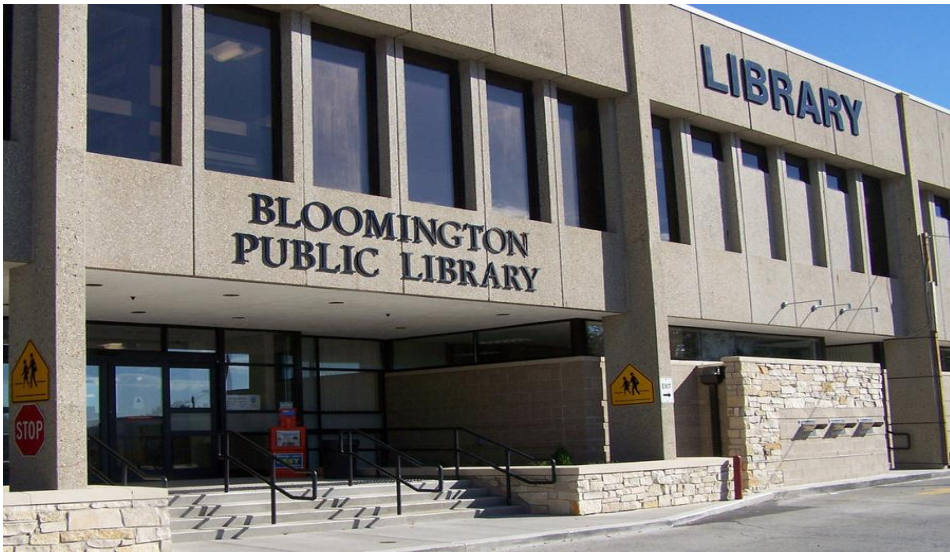
Staff has been working with New World Systems (CAD System vendor) on the process of migrating the aging physical servers supporting the CAD environment into the VMWare virtual server environment. This will reduce costs associated with purchasing physical equipment and add the redundancy of the City's cloud environment. Design and proposal stages have been completed and authorization to proceed has been received. Next step is to work with New World support to schedule the actual migration process.

Migration of Sprint/Nextel Cellular Devices to Sprint Devices

For a number of years, City staff has used Nextel cellular phones and Blackberries. In late 2004, Sprint agreed to purchase Nextel and the 800MHz cellular network spectrum and electronics that provide access to these devices. Sprint will now be shutting down the Nextel network, necessitating a migration to devices supported on the Sprint network. IS staff has been migrating City users to these devices, beginning in late February and through March. Migration needs to be completed by June as the Nextel network will officially be turned down on June 30, 2013.

Total Compensation Report

IS staffed began work with staff from HR, Finance and Administration to define and create the Total Compensation Report needed to comply with legal requirements. IS staff will define information to be included in the report as well as creating the reports necessary to produce the information.



Library Director



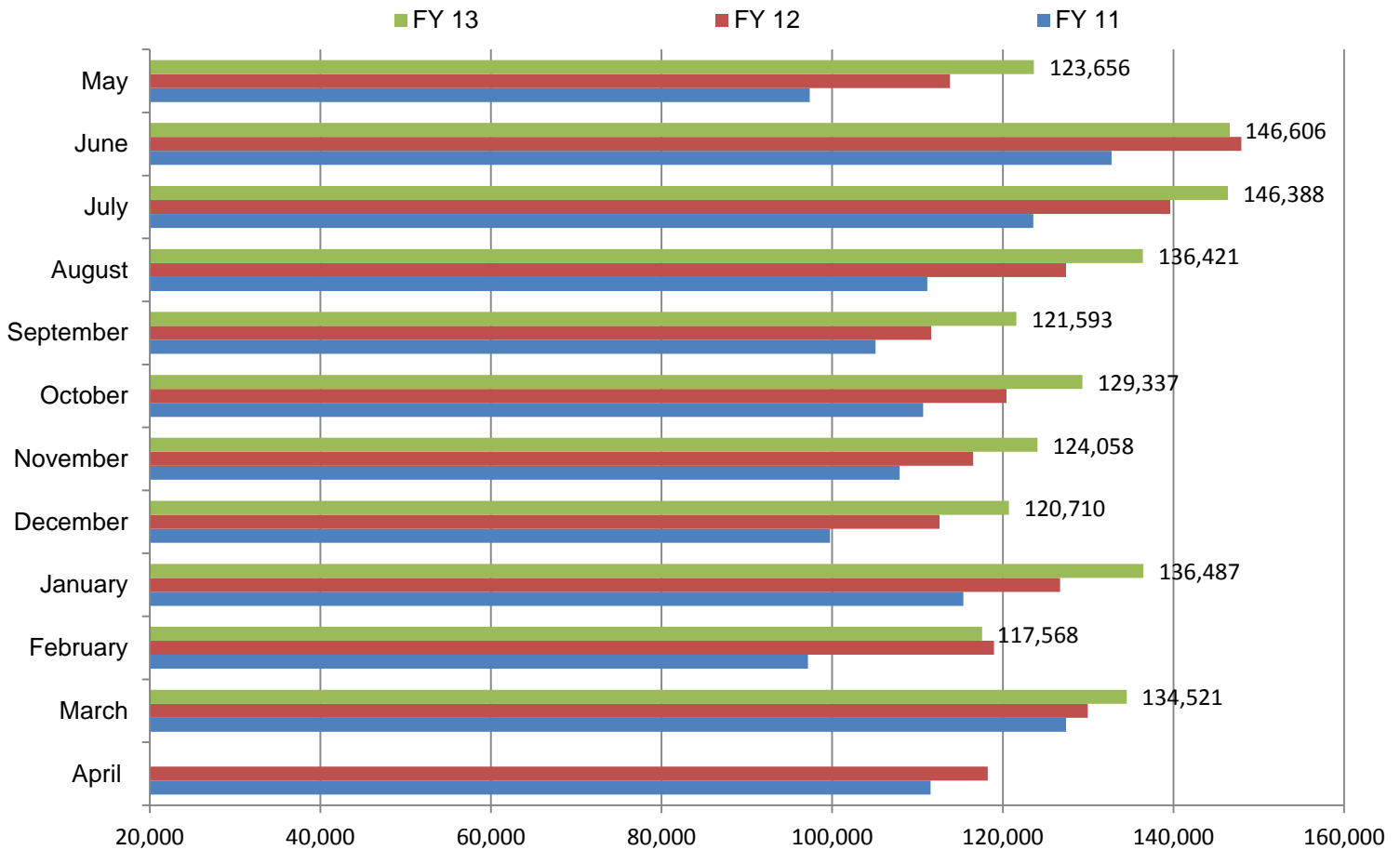
Georgia Bouda

March 2013 Edition

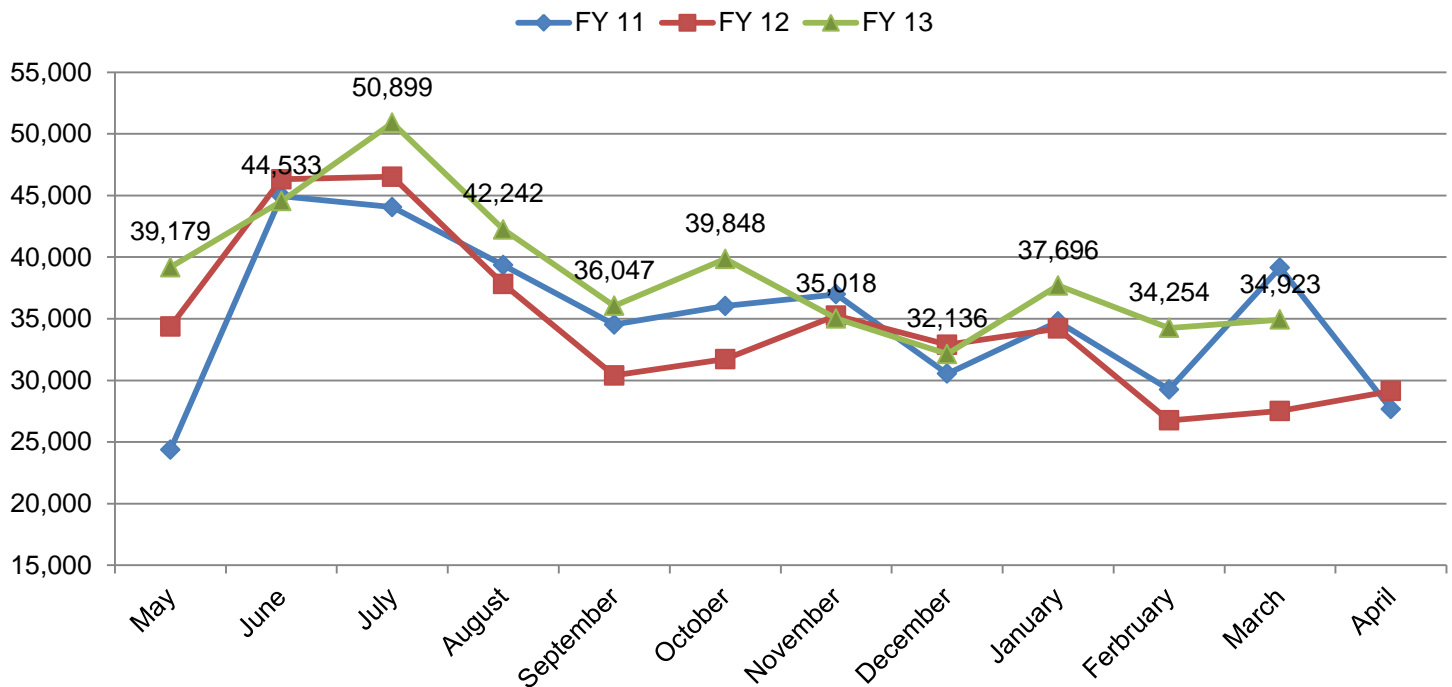
Library

The Library lent 134,521 items in March, which is an increase of 3% compared to the 129,948 items borrowed in March 2012. This brings the cumulative circulation for the year to 1,437,345 with only one more month left in the fiscal year. There were 34,923 visitors to the Library and Bookmobile in March. This represents a 12% increase from the 27,521 visitors in March 2012, bringing the total for the year to 426,775. Staff answered 4,254 questions from customers this month.

Items Circulated



Library Visitors



Children's Programs in the month of January

- Adlai Stevenson program – 33 attended
- Dr. Seuss Crafts – 120 made
- Spring Break Crafts – 200 made
- Lapsit Story Times – 6 sessions – 39 attended
- Toddler Story Times – 3 sessions – 61 attended
- Preschool Story Times – 4 sessions – 73 attended
- Wiggle Giggle Evening Story Time – 13 attended
- 2nd Saturday Family Story Time – 51 attended
- Trinity Lutheran 1st grade visit – 37 attended
- Visited Little Jewels Day Care – 115 attended

Teen Programs and Attendance:

- Teen Advisory Board – 1 session – 3 attended
- Anime Now – 2 sessions – 13 attended
- Anime Movie Marathon – 1 session – 24 attended
- Book Brags (teen discussion of favorite books) – 1 session – 0 attended
- Knitting for Teens – 2 sessions – 4 attended
- Greeting Card Craft – 1 session – 8 attended
- Minecraft paper craft drop in – throughout a week – 22 crafts made
- Crescent Roll Cooking – 1 session – 6 attended
- Game Fest – 1 session – 12 attended

Adult Programs and Attendance:

- Fiction – 1 session – 9 attended
- Mystery Book Club – 1 session – 9 attended
- Non-Fiction Book Club – 1 session – 8 attended
- Wednesday Night at the Movies – 4 sessions – 54 attended
- Open Lab Computer Assistance – 2 sessions – 9 attended

- Downloading eBooks, Nook -1 session – 5 attended
- Downloading eBooks, Kindle – 1 session – 8 attended
- Women on the Western Trails – 1 session – 4 attended
- Brown Bag Business Lunch – 1 session – 4 attended
- Adult Winter Reading Programs – 243 registered participants with 89 finishing

Compliments to the City

To: publicworks@cityblm.org
From: Bill Conway
Date: 04/08/2013 04:21PM
Subject: Thank you for fixing my mailbox :) Persimmon Pl.

Hi all. I came home for lunch today and I didn't notice anything spectacular. But when I came home from work however, I noticed that I had a completely new mailbox post.

That was nice of you. Thanks. :) I didn't think you were all going to fix it as the old one was "still standing" and that was "good enough". I must say I am quite pleasantly surprised.

Thank you for fixing it. It is much appreciated. I hope this one survives a bit longer than the last one did. :)

Bill Conway

From: Andy Netzer
Sent: 04/10/2013 03:26 PM EST
To: Jim Karch
Subject: Thanks for Inviting us to the Solid Waste Meeting

Jim,

Thanks for giving us the opportunity to participate in your forum/focus group this afternoon. I hope my comments were not adversarial. We understand that it's too much administration to ask the city to handle the case-by-case scenarios of each property individually. We also feel that a full blown opt-in is heavy handed. We think your proposal to eliminate the solid waste services completely for 5+ units would be fantastic. Then you could treat a violation of a landlord in the same way you might view any other municipal property violation (grass too tall, for instance).

Young America supports your efforts here. And as a Bloomington resident, I'm glad that the town staff is looking to find more efficiency in its services.

Thanks again,

Andy Netzer
Young America Realty

Recycling partnership with District 87 Strong.

Barb,

Just wanted you to see the good partnership with District 87. We're going to include this information in our next City Manager's monthly report. Thanks to Robbie & George for working with the schools. Robbie in particular reached out to make sure that there was education being done in the classroom.

Thanks,

Jim

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

-----Forwarded by Jim Karch/Cityblm on 04/03/2013 08:58AM -----

To: Jim Karch <jkarch@cityblm.org>

From: "Reilly, Barry"

Date: 04/03/2013 08:46AM

Subject: RE: More Recycling Carts

Excellent. Thanks for sharing this news Jim! I appreciate the work being done at BHS to help in the recycling efforts.

Barry

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

Sent: Wednesday, April 03, 2013 8:37 AM

To: Reilly, Barry

Subject: More Recycling Carts

Barry,

Just wanted to send you a quick email thanking you for your District's continued participation in the recycling program. They are ordering five more 95 gallons where the material is coming directly from the classrooms. That is a great improvement. The teacher's name is Margie Herst and she is an Environmental Science Teacher.

Thanks so much for your partnership!

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

Letters and Comments of Praise for the Bloomington Parks, Recreation & Cultural Arts Department in March 2013

Bloomington Center for the Performing Arts

The Chieftains, March 3

From Chieftains Road Manager Mike Sponarski:

I just wanted to send a little note to say thank you for having us in. We really enjoyed our time with you in Bloomington and hope it was a good day for you as well.

We appreciate the professionalism and warm hospitality shown to us and hope you'll have us back again soon.

Until then, take care.

Patron comments (gathered from post-show surveys):

- LOVE THE CHIEFTAINS! They always put on a great concert.
- The Chieftains were fabulous - loved the vocals, musical pieces, dancing - everything!
- What an exciting program!!! I tapped my toes and clapped my hands throughout the whole show.
- A group of very accomplished musicians who are also entertaining. It was glorious!
- The musicianship was first rate
- Wonderful show.
- I thought the group was fantastic - great musicians and funny also. It was nice how they included the audience and local performers in their act.
- Excellent performance! They sounded like they do on their recordings, which isn't always what one finds with other groups.
- This was one of the best concerts. Besides the Chieftains, we were treated to the bagpipers and dancers. It was totally one of the best concerts there.
- Excellent Show!!!
- Excellent Show - It was well worth the money
- Beautiful facility. Fun and entertaining to see The Chieftains.
- I thoroughly enjoyed it! :)
- Excellent show. This was the third time I've seen the Chieftains in concert.
- The type of event you never want to end.
- A fantastic concert!! Great musicians and great entertainment!!
- Best of 3 Chieftain concerts I've seen.
- The show was fantastic! Much better than I expected (having never seen them live before).
- Very nice venue.
- An excellent show. One of the best we have seen at the BCPA.

- Lot of energy!! 90 minutes passed way too quickly, it was so good...
- The pipers were fantastic
- We had two children with us and they were greeted warmly by more than one of the staff.
- The BCPA is a Jewel in Bloomington's crown.
- The Chieftains were wonderful. Strongest audience reaction I've seen there.
- The theater is wonderful as is the professionalism of the helpful staff.
- Adding some local talent to the performance with the Chieftains was an excellent idea.
- BCPA always provides wonderful concerts. There is never a bad seat in the house and customer service is very helpful. I love attending concerts there.
- Great show - You've had a real good season! I'll be back again, next year!
- All the extras (dancers, musicians, bagpipers) were icing on the cake to actually seeing The Chieftains in person.
- The BCPA is an excellent venue to see live performances. Very good sound and lighting systems.
- Bring them back!!
- Now that I've been to this venue I look forward to seeing more shows here.
- Thank you for bringing such great entertainment to Bloomington.
- My son said it was the best concert he'd ever seen. It was among my top 5!
- Excellent concert and facilities
- We loved the group, being very Irish was a good start to St Patrick's day season.
- Ushers were very helpful And friendly
- The quality and variety of the acts are superb. You offer something for everyone.
- Typically we attend 4 performances a season.
- This was our third time at the BPCA and we feel it is a great venue with class acts.
- I have been to over 4 events per year over the last few years. I try to bring others to the BCPA also.

Junie B. Jones, March 10

Patron comments (gathered from post-show surveys):

- Just had to tell you that our troop went to Junie B. Jones Sunday. The girls had a fabulous time and celebrated with ice cream afterwards. We met a lot of Girl Scouts from other troops. It was great! (*Mary-Margaret McHugh, Troop 1348*)
- Please bring this show back next year!
- The show was very well done, we really enjoyed it
- The activities were a nice touch! My granddaughter had a great time.
- The family activities prior to the show were great, and my daughter really enjoyed the face painting! It was a great way to keep 1200 people entertained prior to the show!
- First time here and we had a great time. Very entertaining show
- The pre-show was so much fun for the children.
- Very easy parking! Great facilities!
- Very entertaining!
- Love the children's theater options you have available every season - thank you!
- We brought two 4 olds and we are in our 60's...I don't know who enjoyed it more...great experience
- Loved how you had the pre-show events!

- We were a family group of 2 adults and 2 children (ages 7 & 11). We all enjoyed the performance
- My daughters loved the show.
- The volume level was great! So many times, plays and concerts are much too loud. This was at an appropriate level to enjoy.
- We had a wonderful time
- Every part of it was wonderful!
- Great experience!
- Loved the pre-show activities, they were so organized and my granddaughter loved them.
- My granddaughter was well entertained.
- Really glad there were fun activities for the kids, wasn't expecting the face painting
- Lovely experience every time
- This was my daughter's first show and she loved it. The lady that met us at the door took the time to talk to my daughter and that means a lot.

Miller Park Zoo

- Just want to extend an extra thank you to Ben, Katie and the rest of the staff at miller park zoo! Addyson had a great time feeding the otters today and making a treat for the meerkats! Such an amazing opportunity! We can't wait to do it again!! Thanks again!
-Amy Struthers-Glass (via Facebook)
 - We got a life time pass years ago my son was so young. He loved going. HE is now 21 and my little boy now LOVES going. Older son still goes... they watched my son grow up too!!! LOVE THE ZOO!!!
-Terri Sue Simmons-Holliday (via Facebook)
-

Appendix

Police Department cont...

<u>Incoming Phone Calls</u>	
Administrative (non-emergency)	7106
911 Calls (wireline & wireless) total	1924
911 Calls - Wireline	364
911 Calls - Wireless	1560
Total All Calls	9030
<u>Dispatched Calls</u>	
Police	5228
Fire and EMS	786
Total Dispatched Calls	6074
<u>Daily Call Averages</u>	
Administrative (non-emergency)	229
911 Calls – Wireline and Wireless	62
All Calls per day average	291
Police Dispatches	171
Fire and EMS Dispatches	25
Average Dispatches per day	210

Administration

School Resource Officer Arnold (SRO) conducted a tornado drill, spoke to a student about a pending legal case, spoke to a parent about an order of protection, and completed three reports including two thefts and one sexual assault. SRO Evans conducted the following service calls: eight theft issues, four order of protection checks, two deceptive practices, fifteen disorderly conduct, eight child custody issues, twelve truancy issues, and 22 fights. He also held five crisis drills and/or meetings, four child abuse issues, four domestic cases, five criminal damage issues, one child sex offender check, three lock down drills, two evacuation drills, and one voluntary admission for mental evaluation. SRO Hirsch assisted school administration with student issues regarding theft, weapons and drug possession, hosted the multi-jurisdictional Youth Impact meeting, broke up two fights, removed two subjects from bus for poor behavior, removed three students from classrooms for poor behavior, spoke to 60 eighth grade students for career day regarding law enforcement, reviewed four hours of video for fights and thefts, and investigated two thefts. SRO Wagehoft attended Cultural Diversity class, attended Youth Impact meeting, assisted with tornado drill, assisted the school with fourteen disorderly conduct incidents, one missing student, two medical issues, two truancy issues, three thefts, three DCFS visits, one order of protection, two bullying incidents, one civil issues and one criminal defacement.

Public Affairs Officer White read to children at Eastland Mall on two occasions, attended Explorers' meeting, Focus meeting, STAC meeting, BJHS breakfast, conducted Bank Robbery class,

fingerprinted agents for State Farm and assisted with high school student interviews at State Farm. White was also available as media person for an incident at Mitsubishi and officer involved shooting.

Public Works Department cont...

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.

Locus 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 sidewalks on the north side.

Morris Ave. Reconstruction from Fox Hill Apartments to Fire Station

Morris Avenue will be reconstructed as a 3 lane city street with a center two way left turn lane and sidewalks adjacent to the curb.

Streets & Sewers Division

There is no data to report for the Streets and Sewers Division due to computer updates this month. Below, crews replace a brick street on Taylor Street after a Water Department repair.





	March 2012	March 2013
Work Order Requests	294	393
Total Repair Orders Closed	272	364
Preventative Maintenance	22	29
Total No Lead Gallons	15,208	15,859
Total Cost	\$53,771	\$53,113
Avg Price Per Gallon	\$3.54	\$3.31
Total Diesel Gallons	12,817	15,307
Total Cost	\$46,763	\$56,031
Avg Price per Gallon	\$3.64	\$3.66

Water Department Cont...

Water Treatment Plant- Major Projects

The filter media (large gravel, pea gravel, support sand, filter sand and granular activated carbon (GAC)) in filter #15 was removed in November when the GAC was changed out. The underdrain system (the collection system at the bottom of the filter that collects the water that has been trickling through the layers of sand and gravel) in this filter has failed and needs to be replaced as soon as possible. The Water Department is waiting on a quote from an engineering firm for this work.

Personnel

Currently, one employee is on long term medical leave in the Meter Services Division.

To replace the Water Plant Operator who recently retired, Tim Hicks will be moving to the afternoon shift from the midnight shift. Tim's position is currently being bid.

The Water Department has selected the candidates for the open Office Manager position. Hopefully, staff will have an opportunity to interview these candidates in February 2013.

Training Safety

A CPR refresher was held at the Water Department Office at the end of the month. Most of the Distribution Crew will be participating in the same course in early February.

Communications

Staff spoke with the Pantagraph concerning the reservoir levels in early January as well as the City's philosophy in protecting Sugar Creek from possible excessive withdrawals from the City's proposed wells near the creek. The conversation resulted in some quotes in an article which appeared in the newspaper on January 12, 2013.

Terry Brown, an outdoor writer that provides an outdoor column every Thursday in the Pantagraph, mentioned a meeting on the Friends of EverBloom meeting which took place on January 10, 2013. The Friends of EverBloom is a new State Chapter of an organization called Friends of Reservoirs. The meeting resulted in some good ideas about collaboration in the future.

Craig Cummings spoke with Charlie Schlenker of WGLT concerning the ongoing drought and the reservoir levels. Craig also spoke with WJBC concerning the ongoing drought and the response of the reservoirs to the rainstorms in late January.

Financial

In 2013, the department will continue to track 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

Billing Cycle	3/27	3/20	3/13	1/10	3/6	2/28	2/20	2/13	1/30
1	Skip Week				75				49
2				56				49	
3			26				38		
4		26				37			

Water Treatment Plant – Major Projects

The filter media (large gravel, pea gravel, support sand, filter sand, and granular activated carbon (GAC)) in filter #15 was removed in November when the GAC was last changed out. The underdrain system (the collection system at the bottom of the filter that collects the water that has been trickling through the layers of sand and gravel) in this filter has failed and needs to be replaced as soon as possible. Staff has asked for a quote from an engineering firm for this work, which the Water Department has at this time. The failure is noted in the picture below.



**Looking down into empty (filter sand and gravel removed) filter cell
the underdrain failure between the two greenish troughs.**

Personnel

Rich Twait was an invited speaker at the AGree conference in Washington, D.C. during the month. AGree is a Washington D.C. based think tank that seeks to, among other goals, conserve and enhance water, soil and habitat.

One employee on long term medical leave returned to his job at the end of the month.

The advertisements for the two Water Plant Operator positions have been in national publications for most of the month of March. The positing closed on March 23 and more than 40 applications were received. Interviews will be held in April.

Staff interviewed candidates for the Office Manager position in early March and made a selection for this position. Connie Jo Fralick was selected to fill this position. She will begin working on April 1, 2013.

Sam Spence, a Water Meter Reader, was involved in the installation of a new water meter at a customer's home when the customer's child alerted him to the fact that her father was not responsive. Sam attempted to wake the customer with no luck and determined that the man's breathing was very

shallow and his pulse was weak. Sam cleared his airway and remained with the customer until the paramedics arrived.

Training/Safety

Staff met with John Deanna of ASC concerning safety meetings, record, training, etc. John will be attending the monthly Safety Committee meeting in April and he will also conduct field visits. John will provide assistance in improving safety within the Water Department.

Communications

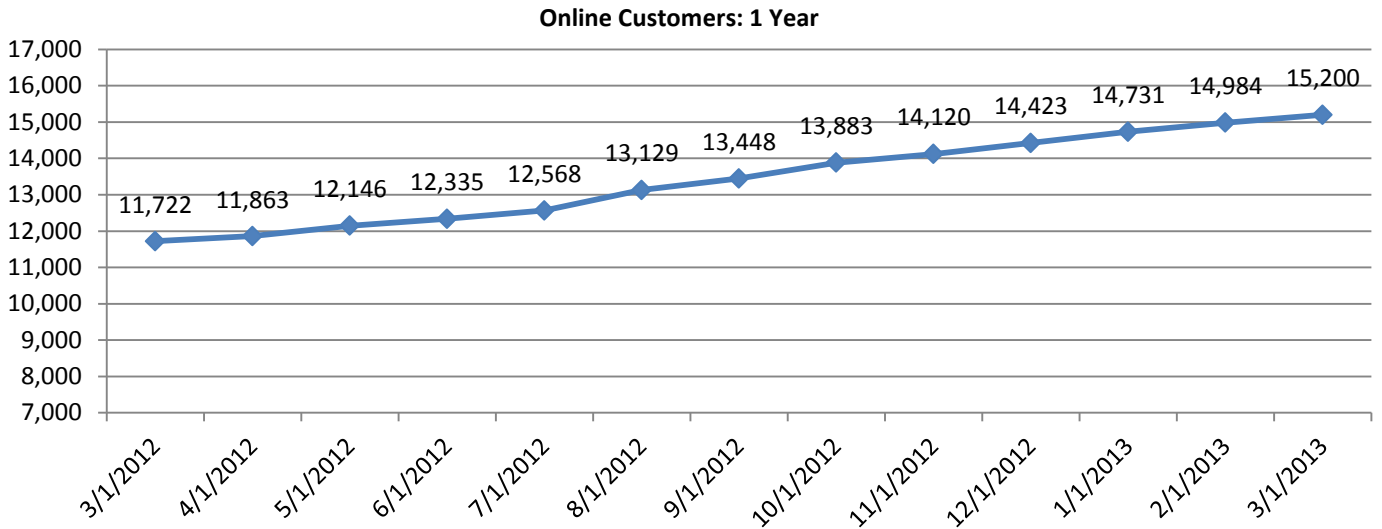
Staff provided information to the Pantagraph about a main break on White Place. This break was quickly excavated and repaired in about one hour. Staff also provided a press release regarding the Water Department having met the State of Illinois fluoridation law for all of 2012. The Department was awarded a certificate of achievement from the Illinois Department of Public Health at the American Water Works Association- Illinois Section annual conference in Springfield during the month.

Miscellaneous

The Everbloom chapter of the Friends of Reservoirs Program met again in March at the Davis Lodge. Friends of Reservoirs is a charitable foundation dedicated to the restoration, enhancement and protection of fish habitat in reservoir systems nationwide. The meeting was well-attended and has already started fund raising for worthy reservoir projects that the Evergreen Lake or Lake Bloomington Reservoirs. About 50 people have already joined the group. Staff is planning on a reservoir clean-up day in the spring at both reservoirs.

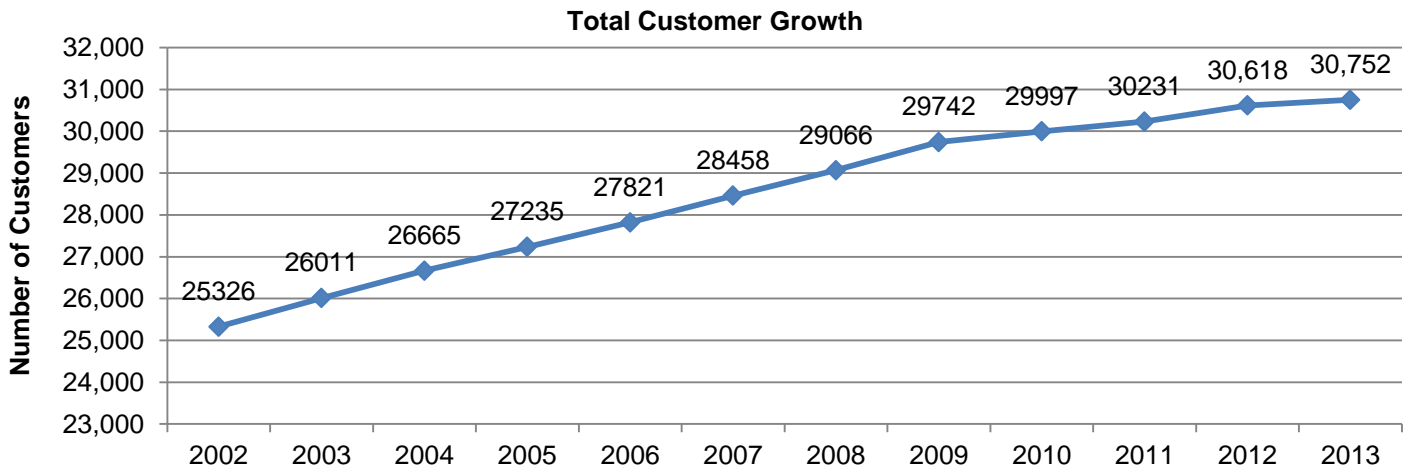
The new bulk water dispensing station was installed and tested at the Division Street office in February. This new hardware will tie directly into the MUNIS software so water sales and meter readings for the water sold will be tracked at the time of the sale. The new system is much less time intensive on the part of the City. In March, this unit sold about \$640 worth of water.

The online bill payment option continues to attract new enrollees. At the end of March, 15,200 customers have signed up for this service, which resulted in 216 new customers adding this service in the month of March.



In a related metric for the number of customers accessing their accounts on-line, there are now 1,930 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 82 customers as compared to last month. The 1,930 customers are about 6.3% of the total customer base.

The overall customer growth trend continued in CY 2013, although it has slowed tremendously as compared to years in the recent past. For the month of March 2013, there was an increase of 46 customers, which brings the overall total to 30,752 customers. This is a calendar year gain of 106 customers.



Cost Savings Measures

A new category that staff will begin reporting this month is the number of customers that are electing to go paperless with their City Services bills. Currently, 3,635 customers have signed up for the paperless option. This equates to 11.6% of the customer base. It costs about \$0.53 for the processing and mailing of each monthly bill. As a result, the paperless program is saving about \$2,000 per month.

PDC Laboratory, which is contracted to perform higher level tests that the Water Department is unable to perform, now picks up samples, which saves the City about \$35 per month in shipping fees.

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, the Water Department is able to save about \$400 per month. There are very few laboratories in the country that are certified for this testing.

The Water Department integrated the entire JULIE locating system into its workload. Previously the department 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.

Parks, Recreation & Cultural Arts Cont...

American Passion Play

As is typical for this time of year, much of the BCPA's March calendar was taken up with rehearsals, performances and preparations for the annual presentation of the American Passion Play. The Passion Play occupied nine days on the BCPA calendar this month, including performances on March 23 and 24.

Other Events in March Include

- 1 Piano lessons
- 2 Birthday party
- 4 Piano lessons
- 7 Acting class
- 8 Piano lessons
- 12 Heart of Illinois Band Festival
- 14 Acting class
- 15 Baby shower
- 15 Piano lessons
- 19 TheatresCool
- 19 Piano lessons
- 21 Chefs for PATH fundraiser
- 21 Acting classes
- 22 Piano lessons

- 26 TheatresCool rehearsal
- 26 Piano lessons
- 26 City of Bloomington BASSET training meeting
- 28 Acting classes

Recreation Division

There was a decrease of 561 in total participation numbers. 377 were due to the dance program moving to the YMCA. The rest were due to ups and downs in different programs, plus a few less programs being offered this year compared to 2012.

Two family special events were held in March. During Spring Break, a group of 23 mothers and daughters traveled to Chicago and spent a day at the American Girl Place. On March 22, families took part in the Bunny’s Pizza Dinner & Egg Hunt.

Afterschool Basketball held the last games of the season on the first Saturday in March. The next session offered will be flag football which begins in April.

Softball League sign-ups began and ended in March. Forty-one teams registered which is 11 less than the previous year. The revenue for adult softball was received in March and is reflected in the total for adults. The number of leagues and number registered will not be entered until May when the leagues begin. The main reason total revenue for March was lower is due to receiving \$5,600 less for softball. No revenue was received in March last year for dance so the huge dance number difference did not impact March revenue.

	FY12	FY13
Revenue for 55+ Programs	\$2,247	\$1,003
Revenue for Adult Programs	\$18,568	\$17,777
Revenue for Teen Programs	\$630	\$175
Revenue for Youth Programs	\$4,991	\$3,815
Revenue for Parent/Child	\$1,945	\$1,885
Revenue for Special Events	\$3,008	\$1,960
Total Activity Fees	\$31,389	\$26,615

Aquatics

Work began in March on getting the pools ready to open in late May. Many interviews were completed, projects at the pools were stated and quote requests were sent out for pool chemicals.

Special Opportunities Available in Recreation (SOAR)

Special Olympics

Two of the S.O.A.R. Special Olympics Basketball teams advanced to the Illinois Special Olympics State Basketball Tournament which was held March 15-17 at Illinois State and Illinois Wesleyan. They both placed 2nd in their divisions.

The March weather, especially the snowstorm at the end of the month, cause scheduling problems with Special Olympics practices for the soccer team, bocce players and track athletes. Preliminary competitions scheduled for the last week of March had to be moved to April and all practices had to be moved indoors for the entire month due to the cold.

Many of the six-week long programs came to an end the week of March 25 and a new set started the last week in March. New programs include craft, cooking and fitness programs.

Four special events were held in March: a trip to a Bloomington Blaze game, trip to Corn Stock Theatre, St. Patrick's Day party, and an overnight trip to Dubuque, Iowa.

	FY12	FY13
Attendance	1,294	1,238
Service Units	1,923	2,194
# Sessions Held	91	94
# Spectators	67	67
# Spectator Hours	360	268

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

Hours for staff in March 2013 were almost 400 more than those for March 2012. This includes all of the Recreation Division (S.O.A.R., Pepsi Ice, Recreation and Aquatics). There were 85 more due to the dance program instructors vs. contractual led, 190 more for sports mainly due to afterschool basketball being more days in March 2013 than March 2012 and 100 more for Pepsi Ice due to training new facility operation staff.

Volunteer Hours

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

S.O.A.R. had a large number of volunteers in March. Most of the volunteers were ISU students fulfilling class requirements. Two parents volunteered as coaches for the Afterschool Basketball program which started the last week of January.

Program	# Volunteers	# Volunteer Hours
Adult Center	12	48
Afterschool Basketball	2	6
Hockey	49	149
Ice Skating	9	9
S.O.A.R	57	204

Animal Collections

Highlights for this month regarding animal care include the birth of two male San Clemente Island Goats. The Miller Park Zoo is the only Zoo in Illinois to produce offspring of this critical rare breed. 2013 is the third straight year of producing goat kids.



One of the goats recently born at Miller Park Zoo

Acquisitions—animals added to collection by transaction or birth/hatch

- 1 Yellow-tail Damselfish
- 3 Female African Hedgehogs
- 10 Big-eyed Tree Frogs
- 6 Eastern Newts
- 2 Male San Clemente Island Goats
- 26 Chickens of Various Rare Breeds
- 1 Female Raccoon Butterfly Fish

Dispositions—animals removed from collection by transaction or death

- 1 Thai Bamboo Rat Snake
- 1 Hedgehog
- 10 Male, 40 female and 10 Madagascar Hissing Cockroaches
- 1 Male Northern Tree Shrew
- 1 Male Japanese Silky Chicken
- 1 Female Golden Mantella

Staff

- Worked on animal transactions (15 pending) including shipping out female California Sea Lion and receiving 2 male Harbor Seals



Zoo staff loads California Sea Lion, Gremlin, in a crate for her journey to her new home in Louisville Kentucky

Notes

- Hosted special event, Bunny's Birthday
- Beginning March 1st, Zoo staff took over operation of the Gift Shop. Staff began implementing a new point of sales software that is used for admissions but has not been used to operate the Gift Shop before this month. This arrangement was made possible with the approval of the Memorandum of the Understanding between the Zoo and the Miller Park zoological Society.

Cost Savings

- Other than staff time, there was little to no cost to attend the Frogwatch training classes. The costs that were accrued have been submitted for reimbursement as a grant was received by AZA to facilitate the class.