



Photograph by Rich Batka, Bloomington Fire Department

CITY MANAGER'S MONTHLY REPORT



Jewel of Midwest Cities



Inside This Issue

City of Bloomington Elected Officials	2
City of Bloomington Administration	2
Welcome From the City Manager	3
Spotlight City: Award Winning City	4
Executive Summary	6
Police Department	9
Fire Department	14
Public Works Department	20
Water Department	26
Parks, Recreation & Cultural Arts Department	34
Planning and Code Enforcement Department	42
Economic Development	45
Legal Department	48
City Clerk	52
Information Services Department	54
Library	56
Compliments to the City	59
Appendix	63

Upcoming Meetings

- Liquor Commission meeting, June 11, 4:00 p.m. – 6:00 p.m. City Hall
- Planning Commission meeting June 12, 4:00 p.m. – 6:00 p.m. City Hall
- Historic Preservation Meeting, June 20, 5:00 p.m. – 6:00 p.m. City Hall
- Citizens' Beautification Committee Meeting, June 27, 7:00 p.m. – 9:00 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

UPCOMING COMMUNITY EVENTS

- Luau Beach Party Open Skate, Pepsi Ice Center, June 21
- Franklin Park Concerts, Franklin Park, June 27
- Public Focus Meeting with Chief of Police, Osborne Room, July 3
- 4th of July in Miller Park, Miller Park, July 4th
- Franklin Park Concerts, Franklin Park, July 11



City of Bloomington Elected Officials

**Mayor
Tari
Renner**



**Ward 1
Kevin
Lower**



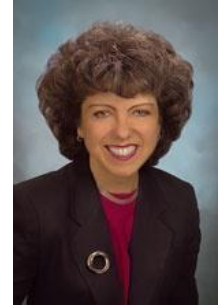
**Ward 2
David
Sage**



**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

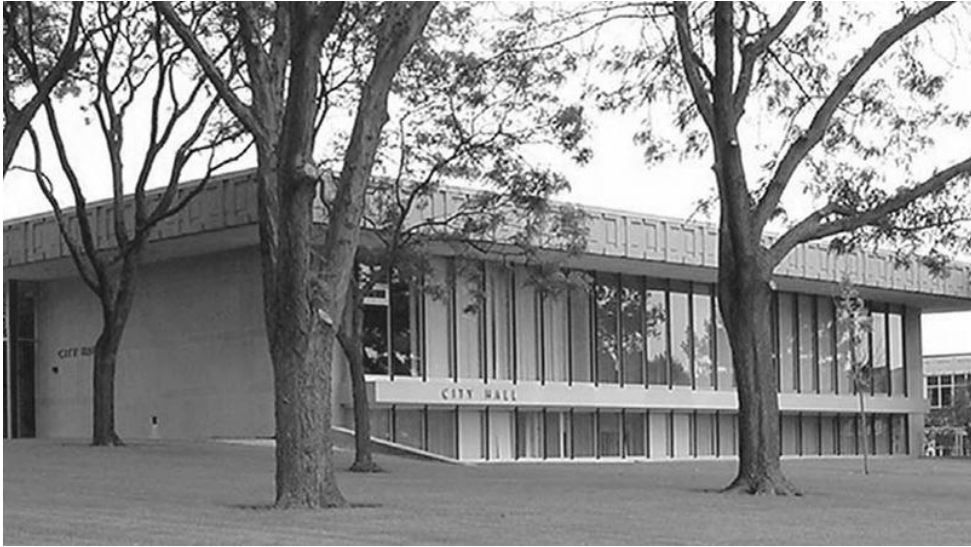
Director of Water: Craig Cummings

Interim Police Chief: Clay Wheeler

Fire Chief: Mike Kimmerling

Library Director: Georgia Bouda





City Manager



David Hales

Welcome From the City Manager

April 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 April 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 City: Award Winning City

Bloomington Recognized with Hermes Creative Award for City Manager's Monthly Report



The City of Bloomington's City Manager's Monthly Report was recently presented with the Gold Hermes Creative Award. Of the approximately 5,600 organizations that entered this awards contest, 15% were awarded at the Platinum level, 19% were awarded at the Gold level and 11% were awarded Honorable Mention Certificates. The Gold Award is presented to those entries judged to exceed the high standards of the industry norm.

Hermes Creative Awards is an international competition for creative professionals involved in the concept, writing, and design of traditional materials and programs, and emerging technologies. Entries come from corporate marketing and communication departments, advertising agencies, PR firms, Fortune 500 companies, graphic design shops, production companies, web and digital creators, freelancers and local governments.

Hermes Creative Awards is administered and judged by the [Association of Marketing and Communication Professionals \(AMCP\)](#). The international organization consists of several thousand marketing, communication, advertising, public relations, media production, web and free-lance professionals. The Association oversees awards and recognition programs, provides judges and sets standards for excellence.

The competition has grown to one of the largest of its kind in the world. A look at the winners shows a range in size from individual communicators to media conglomerates and Fortune 500 companies. The competition is so well thought of in the industry that national public relations organizations, local ad clubs, and local business communicator chapters are entrants.

Congratulations to Alex McElroy, Assistant to the City Manager, the City of Bloomington and to the rest of the staff responsible for contributions to this report ranging from collecting data, performance measurement analysis, drafting reports, providing pictures and so



much more. Each month, staff creates a well prepared and informative City Manager's Report that allows City Council and residents of Bloomington to remain well informed of City operations and performance levels.

City Manager, David Hales stated "This acknowledgement is a reflection of all the hard work Alex McElroy and the rest of the staff performs on a daily basis. City staff does an exceptional job making sure their duties in serving our community is accomplished and that our City Council and citizens are informed of all the work being performed with their tax dollars".

City Earns Award for Recycling Program



The Illinois Recycling Association (IRA) announced that the City of Bloomington will receive the 2013 outstanding Non-Profit, Community or Government Program Recycling Award. The IRA award recognizes a municipal government recycling or waste reduction program that achieves exceptional results in sustainable resources management that focuses on waste reduction, reuse and recycling.

In January 2013, 393 tons of recyclable material was collected, this is a 65 percent increase compared to January 2012. In February 2013, 317 tons was collected resulting in a 68 percent increase compared to February 2012. Of the 25,817 residents who receive solid waste

services from the Public Works Department, currently 68 percent of residents are utilizing the City's recycle cart program. This is a significant increase considering only 40 percent of residents were enrolled in the recycling cart program three years ago.

City officials will receive the award during the IRA's annual meeting at the Bloomington-Normal Marriot Hotel and Conference Center on June 4.

Bloomington Receives Friend of Tourism Award

The City of Bloomington's Parks, Recreation & Cultural Arts department received the Friend of Tourism award from the Bloomington-Normal Area Convention and Visitors Bureau (BNACVB) last week at its annual luncheon.

The BNACVB presented the Friend of Tourism award to Bloomington's Parks, Recreation & Cultural Arts department to recognize its efforts in helping bring visitors to the Bloomington-Normal area. The department oversees the operations of local attractions such as Miller Park Zoo, the Pepsi Ice Center, the Bloomington Center for the Performing Arts, the Den at Fox Creek Golf Course, Prairie Vista Golf Course and more. The award is presented to only a couple of entities annually.

Executive Summary

Police Department

- The following activity was generated in the Street Crimes Unit (SCU): 14 warrant arrests and 43 probable cause arrests were made, \$6,690 in tow fees were generated, \$1,650 in ordinance violations were issued and \$120 was seized along with approximately 648.6 grams of suspected cannabis seized. **(Page 9)**
- During the month of April, two officers from third shift were assigned specifically to the downtown area on Thursday, Friday and Saturday nights. Approximately eleven arrests from self-initiated traffic or pedestrian contacts were made. Sixteen additional arrests for DUI were made this month and approximately 368 traffic stops have been made to date by all officers on third shift. **(Page 11)**
- The Department experienced 141 property crime reports, which is consistent compared to the 140 property crime reports in March. The breakdown is as follows 35 burglaries, 101 thefts and five motor vehicle thefts. **(Page 12)**

Violation	Month Total	Year Total
Seat Belt/Child	2	11
DUI	18	91
Speeding	107	211
All Other Traffic	436	1,865
	563	2,178

Fire Department

- During the month of April, the Bloomington Fire Department responded to 140 calls of which 8 were confirmed structure fires. The 140 calls comprised 18.8% of the call volume for the month. These structure fire incidents resulted in a dollar loss estimated at \$156,000. **(Page 13)**
- For the month of April, the Fire Department's response time was well under the six minute bench mark with an average call creation to arrival time of 5:35. **(Page 13)**
- One fire at 404 East Lafayette resulted with one civilian critically injured through rescued by Bloomington Firefighters. The quick action taken by the firefighters on scene saved the life of the occupant. **(Page 14)**
- During the month of April, staff experienced a call volume of more than one call per hour. **(Page 15)**

Public Works Department

- The Public Works Department was able to sweep 169 miles of streets in April. **(Page 24)**
- City of Bloomington Engineering staff worked with Corrective Asphalt Materials LLC, (CAM) to develop a full strength application of CRF (Restorative Seal) using the applicator truck. Staff

identified streets with varying ages and pavement conditions for a test section utilizing different application rates. **(Page 19)**

- Aerial photography of the intersection at Empire and Hershey shows alterations that were made to the stop bars. This photograph shows the northbound through stop bar moved back to line up with the northbound left turn lane stop bar. This change allows drivers in the northbound right turn lane to have a better line of sight to see eastbound traffic before making a right turn on red maneuver. As a result of the change rear end crashes in the right turn lane reduced significantly. The change that was made in 2010 is supported by two full years of data. **(Page 23)**

Water Department

- Central Illinois experienced well above average precipitation (5.9 inches) during the month. The monthly average precipitation for April is about 3.7 inches. **(Page 25)**
- The central part of Illinois is no longer in any drought condition. In fact, most of the State was dealing with significant precipitation and resultant flooding throughout the month. **(Page 25)**
- Currently, the nitrate level in Lake Bloomington (reservoir used until March 25) is over 10 milligrams per liter (mg/l). The drinking water standard for nitrate is 10mg/l. Since the Water Department does not have any treatment capabilities for nitrate removal, the switch to the Evergreen Lake reservoir was made on March 25. The current nitrate level in this reservoir is near 5 mg/l. The city will continue to closely monitor this through the spring. **(Page 26)**
- In April, the Department experienced another productive fire hydrant service work month. Staff worked on 48 fire hydrants with problems. **(Page 28)**
- **(Page 31)** The department installed 478 Radio Frequency (RF) meters during the month of April. The goal for FY13 is the installation of 7,000 units.

(Parks, Recreation & Cultural Arts Department

- Michael Hernbott started with Pepsi Ice on April 22, as the new Pepsi Ice Manager. The staff is excited to have a full-time manager after four months without one. Prior to joining the Pepsi Ice Center, Mr. Hernbott was an employee of the Rinkside Sport & Entertainment Center for the past ten years. **(Page 33)**
- Although the total revenue for 2012-2013 has not been audited at the point, tentative figures show revenue of \$909,069. This is an increase of more than \$14,000 compared to the 2011-2012 total revenue of \$894,869. This figure does not include the \$22,500 Pepsi sponsorship money. **(Page 34)**
- Due to rain, the golf courses experienced a decrease in playable golf hours of 36%. However, revenues increased by 55% this month. This is mostly due to the number of season passes that were purchased. Historically, most season passes are purchased in March. Since March was such a poor month for golf, most customers waited until April to purchase their passes this season. **(Page 36)**



Michael Hernbott

- The BCPA sold out 6 events last season. Sellouts include: Whose Live Anyway? (September 8), The Price is Right Live (October 6), Fiddler on the Roof (October 27), Mike Birbiglia (December 15), Away in the Basement : A Church Basement Ladies Christmas (December 18), Junie B. Jones (March 10). (**Page 38**)

Planning & Code Enforcement (PACE)

- New home starts are down by 19% in 2013 compared to April 2012. However, for the year to date there is an increase of 4% in this category. (**Page 41**)
- Total building permits in April 2013 decreased by 20% compared to April 2012 and are down 17% for the year to date. (**Page 41**)
- Fortunately there are four different construction projects taking place valued at \$1 million or higher in the City of Bloomington. (**Page 41**)

Economic Development

- Compared to 2011, retail sales increased by 17.42%. (**Page 45**)
- Fourth quarter retail sales increased 23.66% this year. (**Page 45**)
- Bloomington has shown quarter-over-quarter retail increases in 9 of the last 12 quarters and has experienced six straight quarters of gain. (**Page 45**)



Interim Police Chief



R.T. Finney

Police Department

April 2013 Edition

Criminal Intelligence and Analysis Unit

CIAU is staffed by three employees. A CIAU representative along with a Cybercrimes detective presented on the department's use of progressive technologies to the McLean County Information Technology Professionals Association. Staff conducted a guest lecture at ISU regarding youth gangs and crime analysis. Considerable time was spent preparing court reports and demonstrative exhibits for a court hearing on the November 2012 Orchard St. gang shootings. The analytical material was used to testify as an expert witness resulting in an 18 year prison sentence for one of the suspects.

Vice Unit

The Vice Unit has four detectives assigned with an average of 3.45 working per day. Ten cases were opened and eight cases were closed. Five search warrants/searches were conducted. The following were purchased/seized: 9 grams of purported crack cocaine purchased, 164 grams of purported powder cocaine purchased, 4 doses of purported ecstasy purchased, 202 grams of purported cannabis purchased, 1 gram of heroin purchased, 1,534 grams of purported powder cocaine seized, 202.80 grams of purported cannabis seized, 7 doses of purported ecstasy seized, one gun seized, and \$4,149 seized.

US Marshal Task Force

During the month, 24 felony cases were opened with 21 of those closed by arrest or referral. A McLean County suspect wanted for aggravated battery and on an IDOC warrant was arrested by Task Force Officer (TFO) Rena. Another suspect wanted by McLean County for aggravated domestic battery was also arrested by Chicago task force with Rena's help.

Cyber Crimes

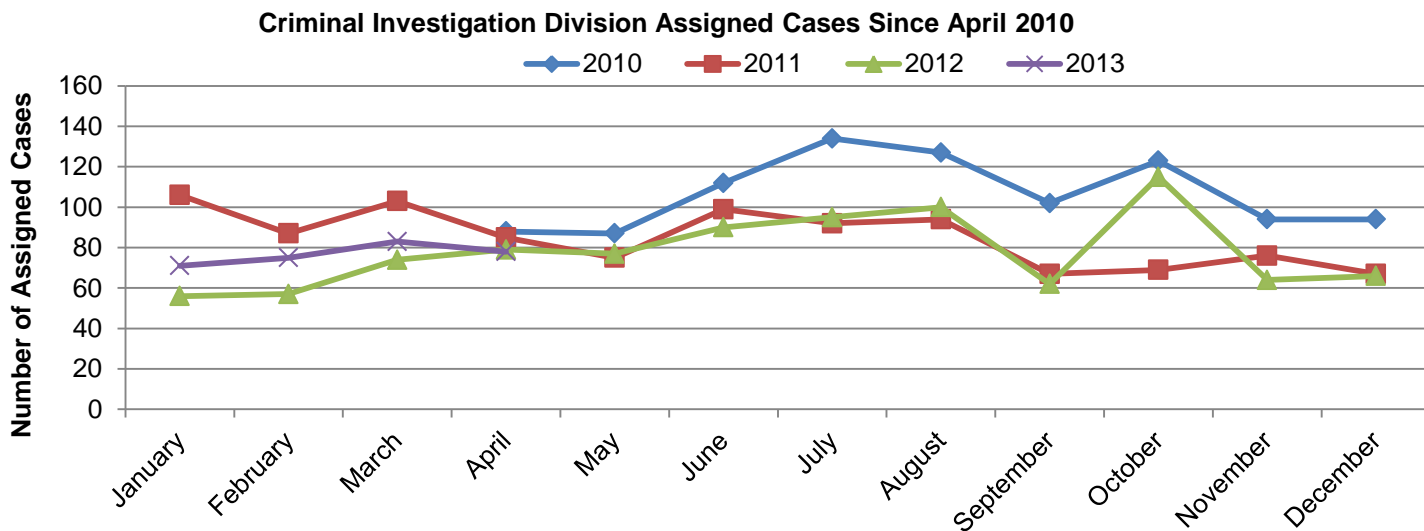
The Cyber Crime unit has 38 open/active cases including one open/active joint investigation with the US Secret Service. The unit investigates crimes involving but not limited to child pornography, network intrusion and online scams.

Street Crimes Unit (SCU)

The Street Crimes Unit has 7 officers assigned with an average of 4.72 working per day. Fourteen warrant arrests and 43 probable cause arrests were made, \$6,690 in tow fees were generated, \$1,650 in ordinance violations were issued and \$120 was seized along with approximately 648.6 grams of suspected cannabis seized.

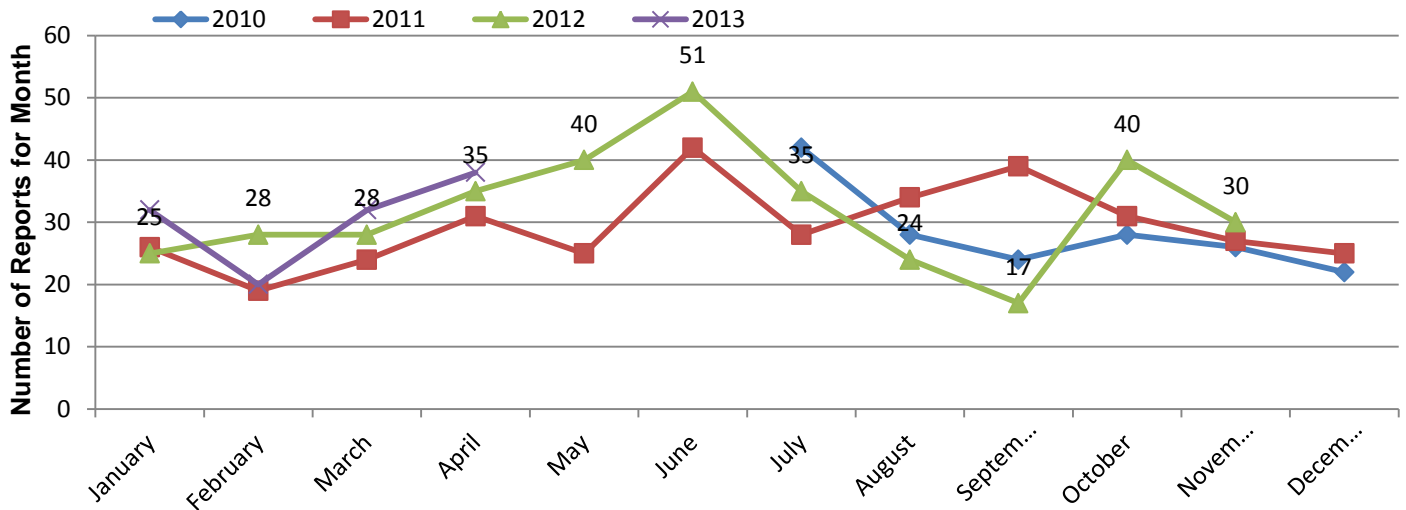
Criminal Investigations Division (CID)

On average, seven detectives worked each day. Each detective was assigned approximately 9.25 new cases. The following dispositions were made: forty cases cleared by arrest, one case cleared by juvenile arrest, 130 were administratively closed, exceptionally cleared or were unfounded. One hundred sixty-eight incidents of domestic violence were reviewed in April.

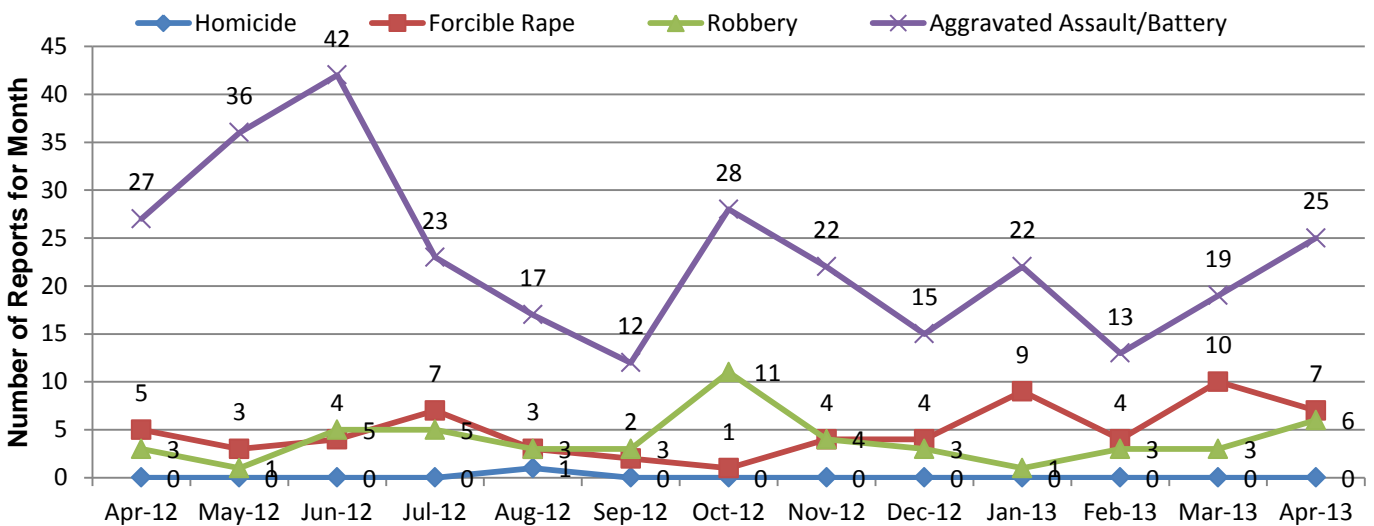


Other Offenses April 2013	
Domestic Violence	63
Forgery/Deceptive Practice	19
Use of Weapons	4
Resisting/Obstructing	11
Damage to Property	45
Disorderly Conduct	42
Criminal Trespass	6
DUI	18

Total Violent Crime Reports by Month Since July 2010



1 Year Violent Crime by Categories

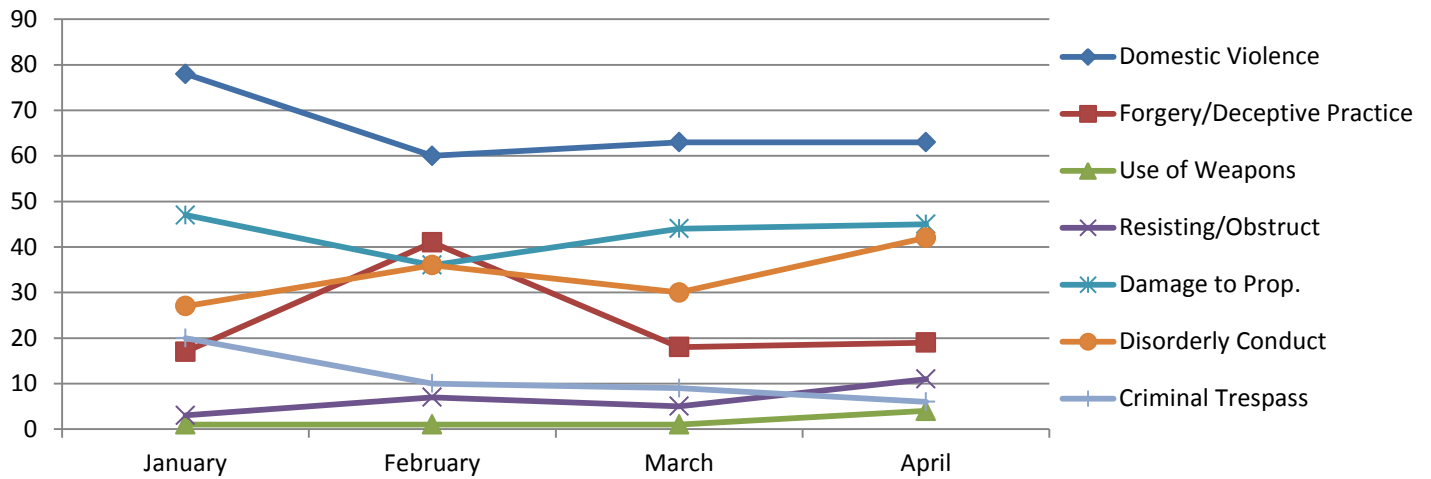


Communications

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
84.20%	14.20%	1.10%	0.20%	99.80%

There were no major equipment issues this month. The Communications Manager attended the quarterly meeting of the McLean County Disaster Council. Preparations for a fall disaster drill are beginning. Mr. Wolf also participated in a tabletop disaster drill at the Central Illinois Regional Airport (CIRA) and provided interviews and made appearances on local media outlets making the public aware of 911 Education Month and National Public Safety telecommunicators week. He also attended Recovery Court luncheon and Learning Management System training at Springfield Police Academy.

Other Offenses 2013



First Shift

Four officers are currently in the FTO program and not ready for solo patrol for several months. Three new officers are at the police academy. The average number of officers per day was approximately nine. 66 incidents of sex offender related problems were handled by first shift. Six sex offenders were arrested and nine offenders were referred to the State's Attorney for revocation of their probations and/or parole. Day shift has been emphasizing speeding enforcement especially on Veterans Parking, Main Street and Towanda Barnes.

Second Shift

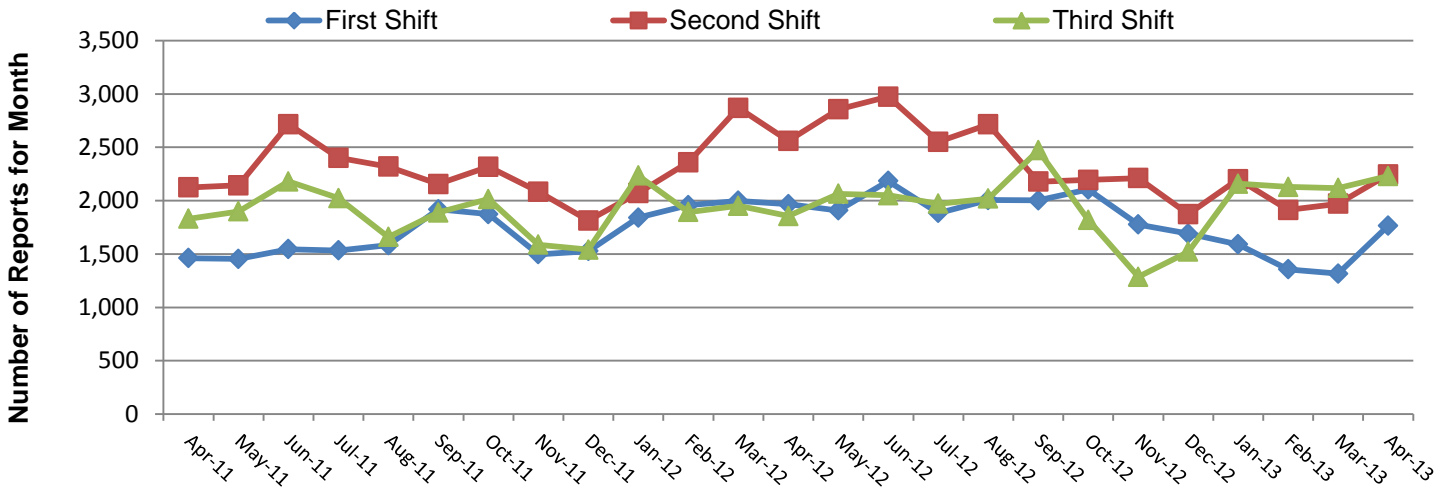
On average, 10.86 officers work per day on second shift. Officers Hernandez and Krylowicz have been assigned to the West side focus area. Steps that have been taken to address problems in the neighborhood so far include high visibility patrol (two man car and a single officer assigned from the shift), support from other officers on the shift, support from Street Crimes, and neighborhood meetings.

Third Shift

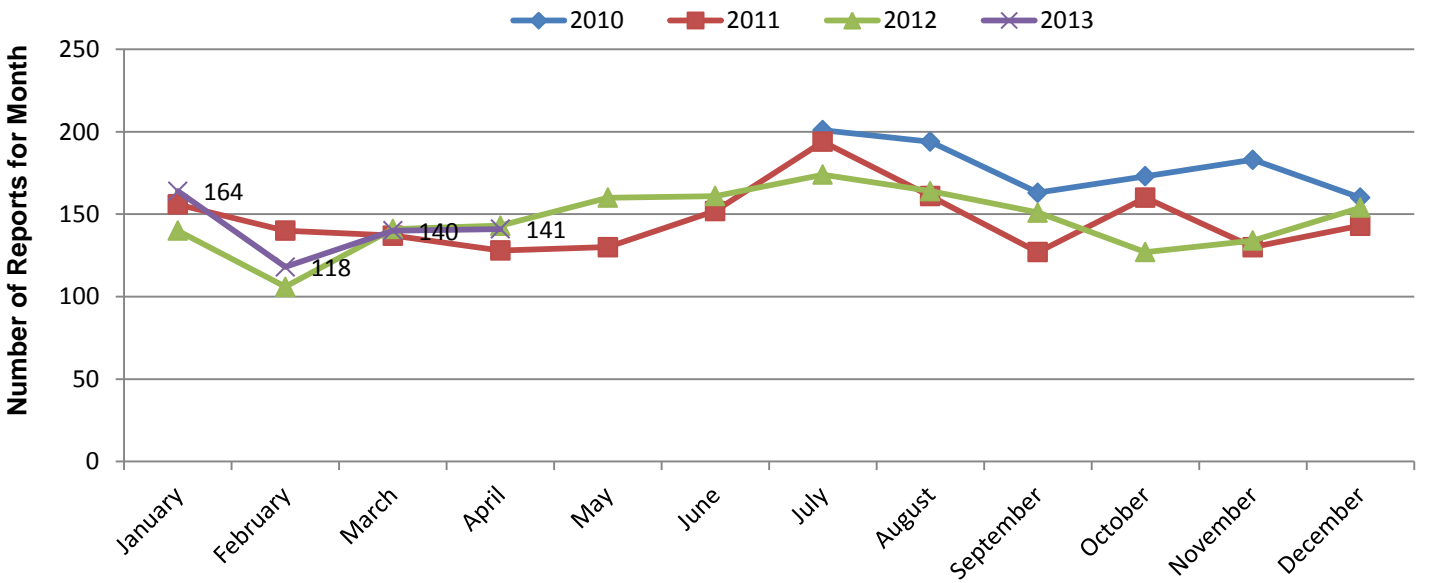
Third shift averaged 9.5 officers working each night. Two officers from the shift are assigned specifically to the downtown area on Thursday, Friday and Saturday nights. Approximately eleven arrests from self-initiated traffic or pedestrian contacts were made. Sixteen additional arrests for DUI were made this month and approximately 368 traffic stops have been made to date by third shift.

Violation	Month Total	Year Total
Seat Belt/Child	2	11
DUI	18	91
Speeding	107	211
All Other Traffic	436	1,865
	563	2,178

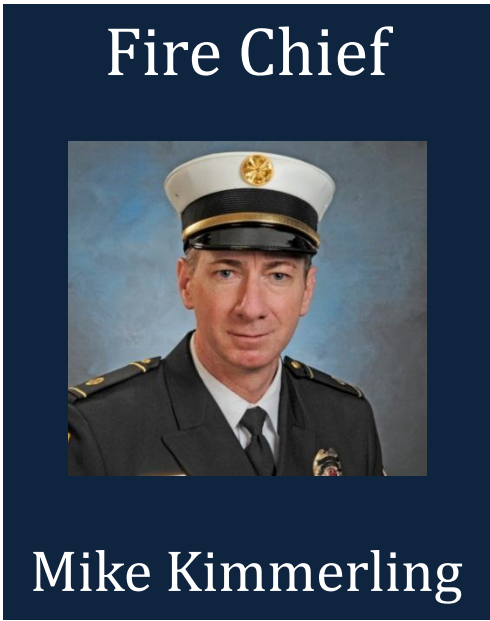
2 Year Police Department Calls for Service by Shift and Month



Total Property Crime Reports by Month Since July 2010



****Police Department Continued on Page 63**



Fire Department

Fire Chief

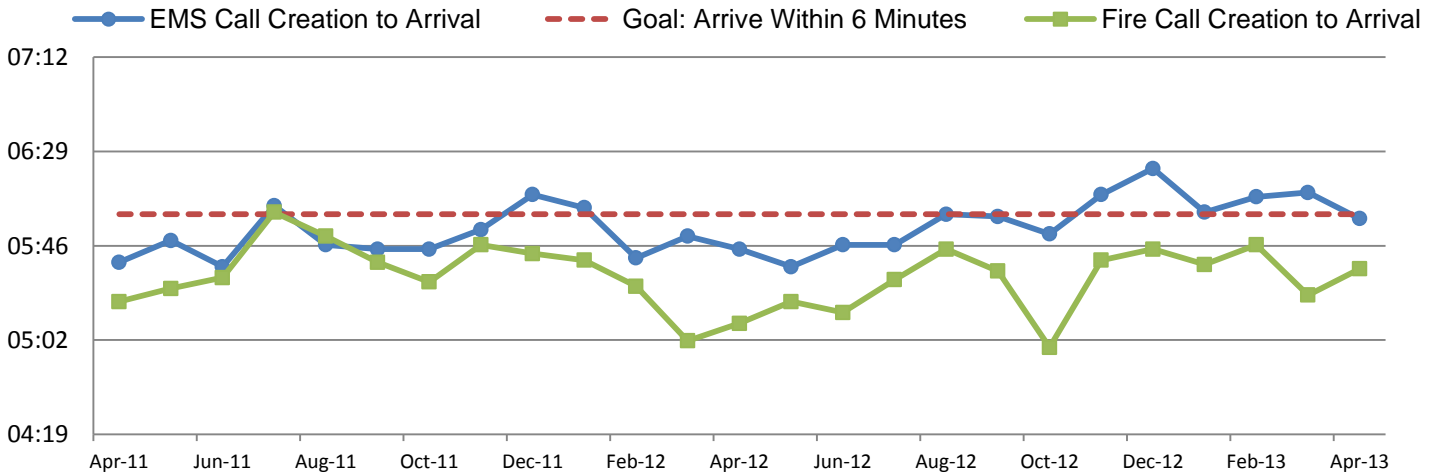
Mike Kimmerling

April 2013 Edition

During the month of April, the Bloomington Fire Department responded to 140 calls of which 8 were confirmed structure fires. The 140 calls comprised 18.8% of the call volume for the month. These structure fire incidents resulted in a dollar loss estimated at \$156,000.

Average response time from time of call to arrival for Fire suppression emergency calls was within the 6 minute benchmark at 5:35 in April.

Fire & EMS Call Response 2 Year Analysis

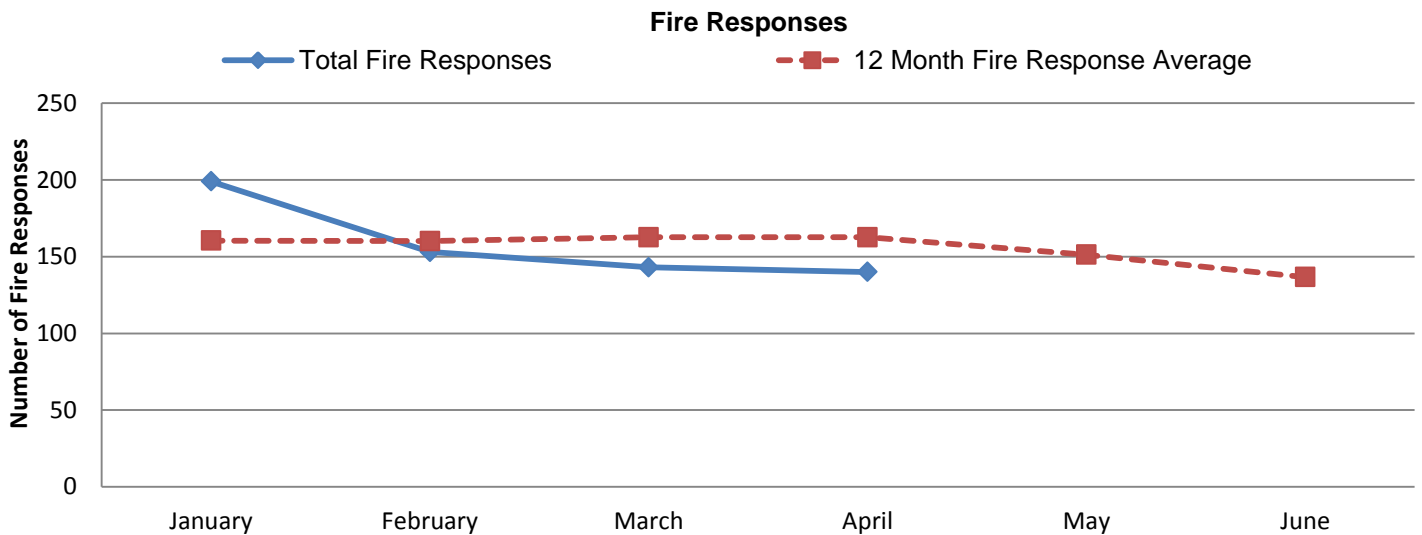


Top 5 Fire Response Types for April 2013

Rank	Response Type
1.)	700: False alarm or false call, Other
2.)	743: Smoke detector activation, no fire – unintentional
3.)	745: Alarm system activation, no fire - unintentional
4.)	611: Dispatched & cancelled en route
5.)	554: Assist invalid

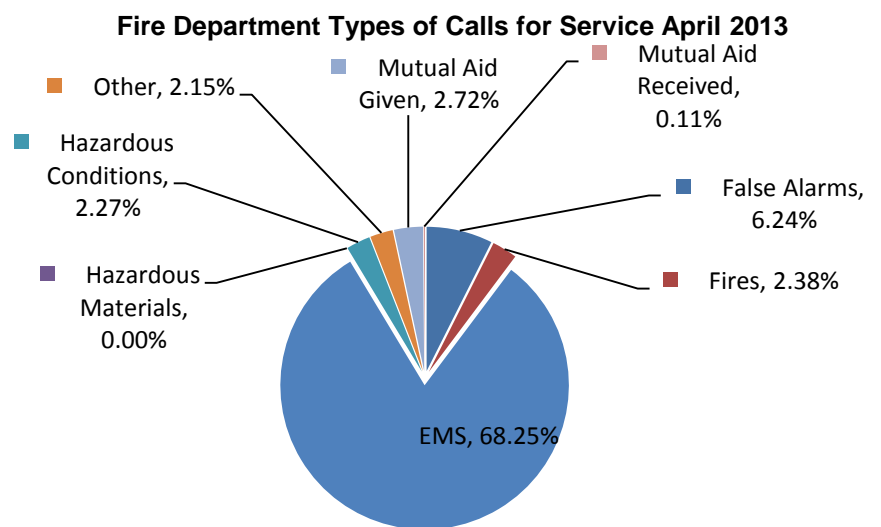
Fire Response Data: April 2013

Fire Response Type	Previous 12 Month Average	April 2013
Fire Responses	163	140
Structural Fires	9	8
Estimated Dollar Losses (Property & Contents)	\$386,654	\$156,000



Operations Report

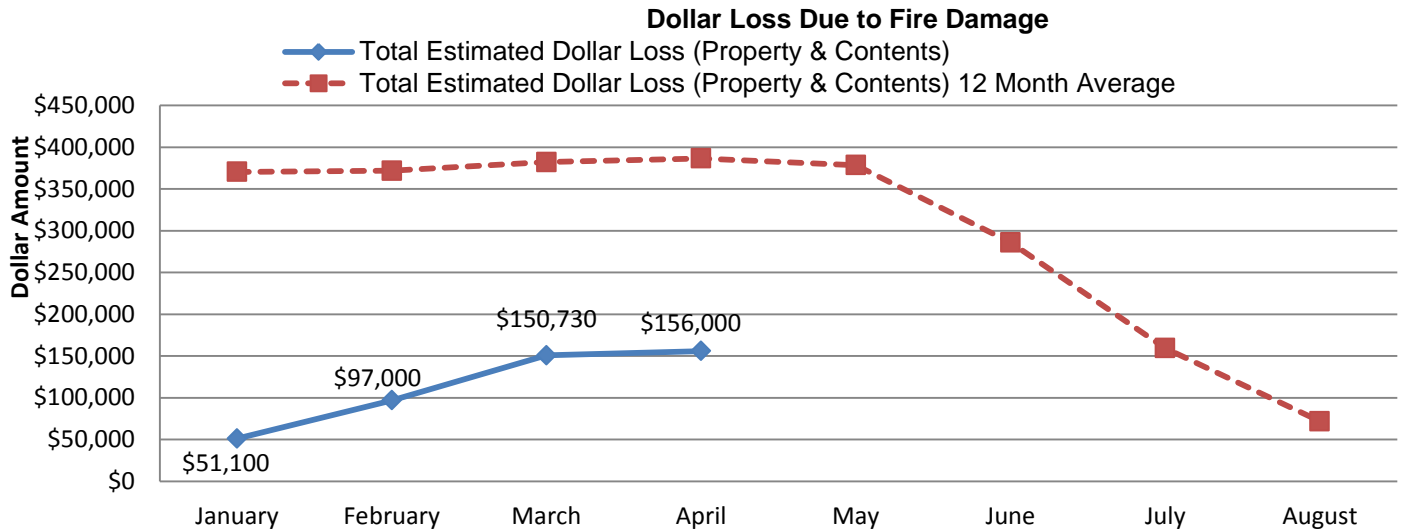
In April, fires to structures and vehicles amounted to an estimated \$156,000 in damages. However, two of the structure fires accounted for about 90% of the total damages during the month. One fire at 404 East Lafayette resulted with one civilian critically injured though rescued by Bloomington Firefighters. The quick action taken by the firefighters on scene saved the life of the occupant.



In addition to the 742 calls for service, firefighters began the yearly hydrant inspection program on April 15th. As of the end of April, 312 hydrants have been inspected, which is less than 10% of all hydrants. Weather was a huge factor in the number of hydrants inspected. With improved weather,

these numbers will increase. The Fire Department will continue with the preplans as an additional 12 plans were completed in April.

With the demands of the job increasing and call volume increasing, the Fire Department continues to struggle meeting response time goals. For the 30 day month of April, over the course of 720 hours, staff experienced a call volume of more than one call per hour. When the constant calls are paired with other duties that staff is responsible for completing, this creates a busy environment in the



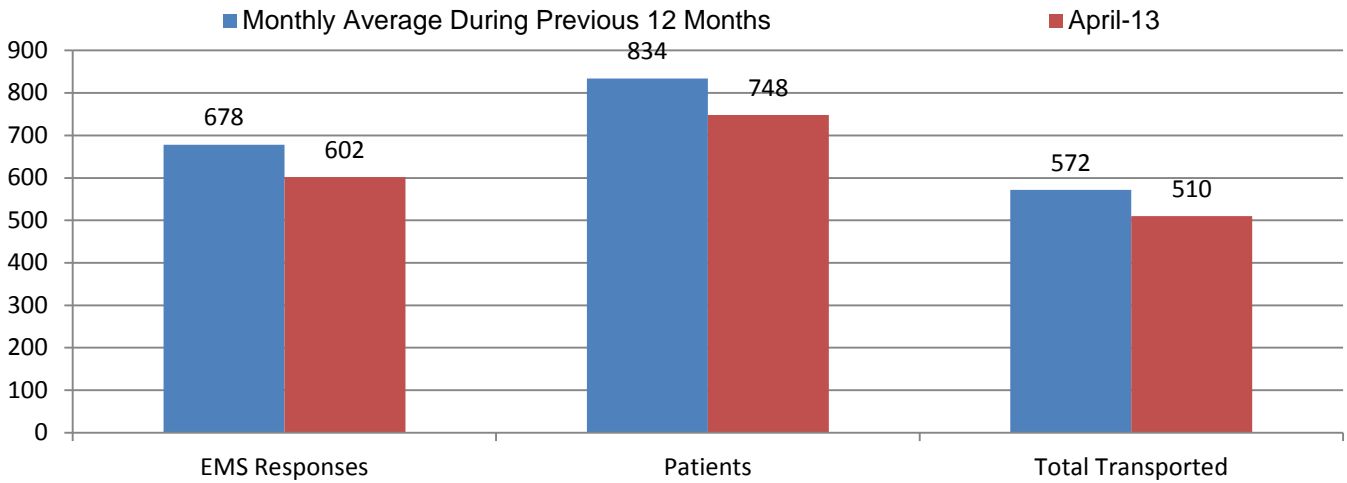
department.

Emergency Medical Services (EMS)

Activity Summary

As in most months, the majority of the calls were EMS related which accounted for 6602 calls for service in April. The 602 calls for service resulted in a total of 748 patients treated and 510 patients transported. For the month, the three most common EMS report types include Sick Person, Breathing Problem and Psychiatric Problems.

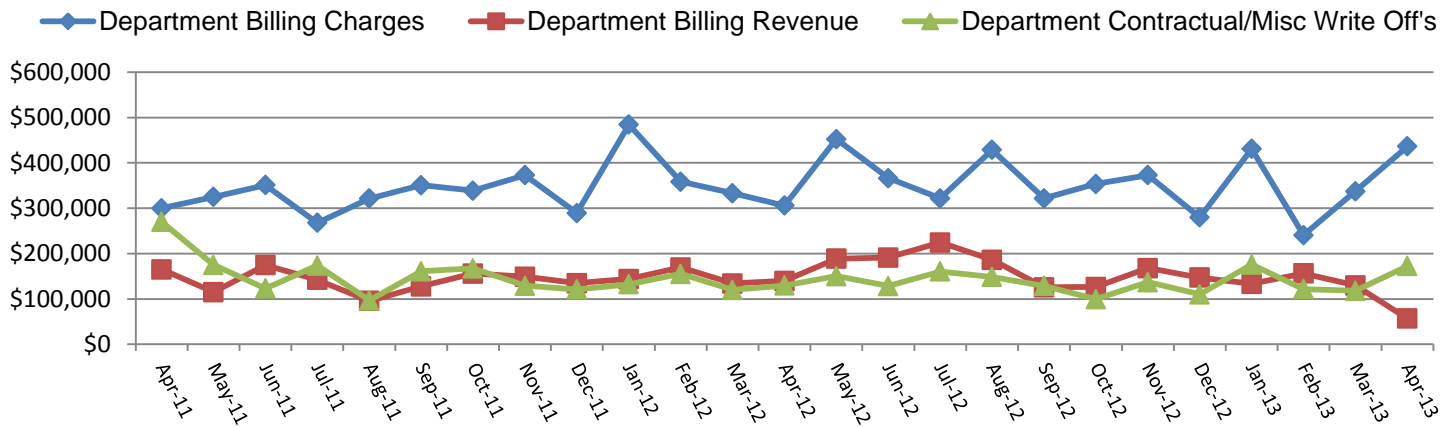
EMS Responses: March 2013 and Previous 12 Month Average



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 April total for revenue was \$172,447.15. The Contractual-Write offs total for April was \$123,165.00. Bad Debt transferred to third party collections was \$56,871.51

Fire Department EMS Billing 2 Year Analysis



Public Education Office

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

- Cedar Ridge Elementary x 2
- La Petit Academy
- Westminster Village x 2

- Total Attendees: 261

The following Fire and Life Safety presentations were given:

- Fire Extinguisher Training
- Bicycle Safety
- Captain Mac & Friends Fire Safety

School fire Evacuation Drills

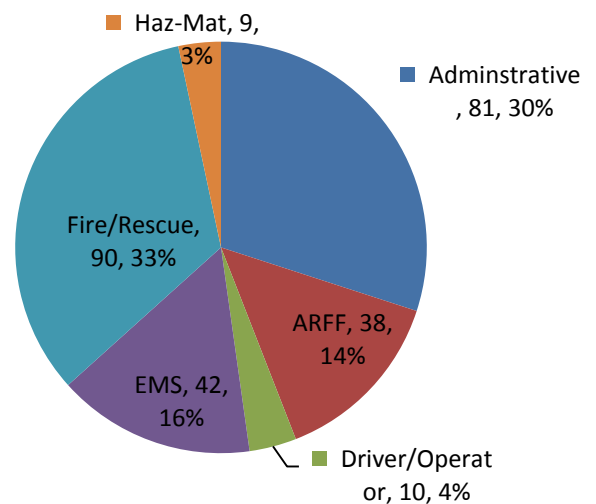
- Washington Elementary
- Pepper Ridge Elementary
- George Evans Junior High

The Public Education Officer attended three days of training at the Fire & Life Safety Conference, held in Galena, Illinois; and also “Remembering When” Fire & Fall Prevention for Older Adults training presented by the State Fire Marshal’s Office, held in Sheridan, Illinois.

Fire Department Training Reports for April

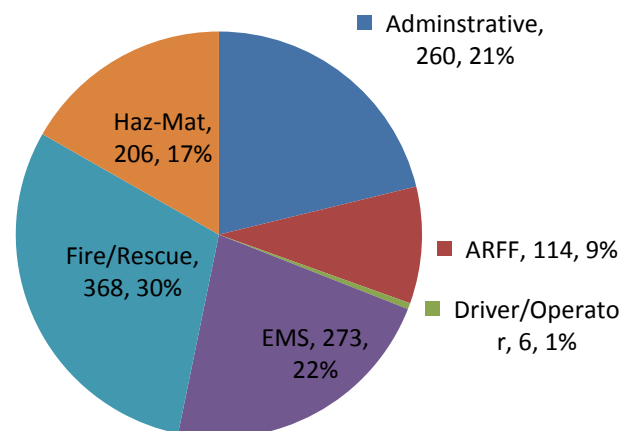
For the month of April, the Fire Department held 270 training classes, which totaled 2,240.48 class hours. The class topics have been grouped into six categories. They are Administrative, ARFF, Driver/Operator, EMS, Fire/Rescue and Hazmat. The following chart represents the proportion of classes held in these six categories for the month of April.

Total # of Training Classes by Category



The 270 training classes included 1,427 participants resulting in a total of 2,240.48hours of training during April. This chart represents the total man hours of training in the six categories.

Total # of Hours by Category



Major training subjects during this month included:

- Driver/Operator
 - Maintenance Class
 - Apparatus Familiarization
- Fire/Rescue

- Fire Ground Search and Rescue
 - Ladders
 - Fire Officer Leadership
- Hazardous Materials
 - State-wide Hazardous Materials Technician
 - Response Resources and Terminology
- EMS
 - Patient Assessment
 - EMS Policies, Protocols and Procedures
- ARFF
 - FAA Basic Airport Firefighter PART 139
 - Aircraft/Airport Familiarization



Public Works Director



Jim Karch

Public Works Department

April 2013 Edition

Engineering Division

CRF Restorative Seal “CRF” is a product of Tricor Refining, LLC in Bakersfield, California (www.tricorrefining.com). The vendor and applicator of CRF for this area of the Midwest is Corrective Asphalt Materials, LLC, “CAM” (www.cammidwest.com). In 2007 CAM provided a demonstration of CRF on Kenyon Court. Kenyon Court is a Hot Mix Asphalt “HMA” pavement that was built in 1960, resurfaced in 1983 and was considered to be a poor candidate for this treatment by the contractor. The PASER rating was a 3 at the time of the demonstration in 2007. The CRF material was applied full strength with a wand applicator by hand. The material was smoothed out with a broom. CRF is an asphalt emulsion containing Reclamite rejuvenating seal that goes down chocolate milk brown in color then breaks or sets to a black finish usually within 10-20 minutes. A coating of lime screenings is applied over the CRF to prevent tracking and help fill in voids in the worn and weathered asphalt surface.



Kenyon Ct Before CRF Treatment in 2007



CRF Applied By Hand Applicator Then Broom Finish



Kenyon Ct One Year Later



Kenyon Ct One Year Later

In the years since the treatment, the City's Engineering staff has kept careful watch of this test section on Kenyon Court. At the six year mark, the test section still looks good and needs no patching where areas of the pavement adjacent to the test site have been pothole patched several times. Kenyon Court is currently rated a 2 and is scheduled for a mill and HMA overlay in 2013. If the entire street had been treated with CRF in 2007, the mill and overlay would have been deferred at least 12 years since the CRF test section is in better condition now than the street was in 2007. Pictured below, is Kenyon Court prior to the 70/30 CRF treatment (left) and the same street six years later in 2013 (right).



Street Prior to 70/30 CRF Treatment



Kenyon Ct Six Years Later in 2013

2012 CRF 70/30 Mix Test

As a result of the good performance on Kenyon Court, in 2012, the City paid CAM to apply CRF to several streets using an applicator truck. CRF is normally applied full strength when used for crack filling from a wand. A diluted mix of 70% CRF and 30% water has been tested but staff did not see the same results when using the 70/30 mix as with the 2007 test on Kenyon Court. The material did not fill surface cracks and defects as well as the thicker mix.



Moore Street During Application

2013 CRF Full Strength Test

City of Bloomington Engineering staff worked with CAM to develop a full strength application of CRF using the applicator truck. Staff identified streets with varying ages and pavement conditions for a test section utilizing different application rates. The test sections included the 400 & 500 blocks of S. Oak St. and the 500 & 600 blocks of W. Jackson St. and W. Taylor St.



Jackson Street Prior to CRF Treatment

Parts of these blocks were left untreated as control sections to gauge the effectiveness of these CRF treatments. Temporary no parking signs were installed 24 hours before treatments took place. The street was swept and cleaned of debris prior to treatment. Inlets and manholes in the spray zone were covered with disposable towels to keep CRF out of the sewers. Application rates varied from 0.125 gallons per square yard up to 0.375 gallons per square yard in multiple passes. Application rates over 0.18 gallons per square yard exhibited some bleed through in the days following the test. Those locations received an additional application of lime screenings.



CRF Applied to North Side of Jackson Street

Results following the application look very similar to Kenyon Court following treatment in 2007. Engineering staff is pleased with the coverage since the surface cracks and defects have been filled to the surface with CRF material and lime screenings. Cost of a larger program should be around \$1.75 per square yard. This compares favorably with Reclamite, which is just under \$1.00 per square yard. Cost for mill and overlays of roads are in the \$20-\$25 per square yard range. Expansion of the CRF program is desired for the FY 2015 budget.

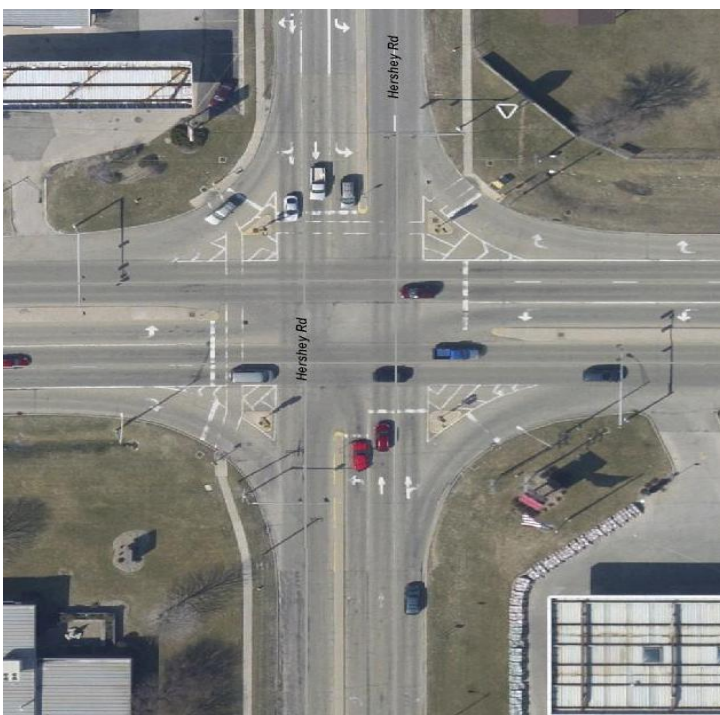


Jackson Street 9 Days after CRF Treatment

Empire & Hershey

Aerial photography of intersection from 2011 showing the northbound through stop bar moved back to line up with the northbound left turn lane stop bar. This change allows drivers in the northbound right turn lane to have a better line of sight to see eastbound traffic before making a right turn on red maneuver. This change significantly reduced rear end crashes in the right turn lane. The change was made in 2010 and the reduction in crashes data is shown to the right.

Year	All Crashes	Rear Ends
2007	31	18
2008	29	20
2009	27	16
2010	34	22
2011	16	11
2012	22	10



Before Moving the Stop Bar



After Moving the Stop Bar

Fleet Division

	April 2012	April 2013
Work Order Requests	325	362
Total Repair Orders Closed	309	330
Preventative Maintenance	16	32
Total No Lead Gallons	13,954	15,873
Total Cost	\$50,069	\$50,638
Avg Price Per Gallon	\$3.59	\$3.19
Total Diesel Gallons	12,089	13,921
Total Cost	\$45,352	\$47,752
Avg Price per Gallon	\$3.75	\$3.43



International 4300 Low Pro for the Sewer Division of Public Works



Dump Truck put into service for the Sewer Division of Public Works



Truck Mounted Attenuator mounted on a Dump Truck



Fleet Management put this backhoe into service at the Sewer Division of Public Works



Electric Vehicle for Water Purification Division of the Water Department

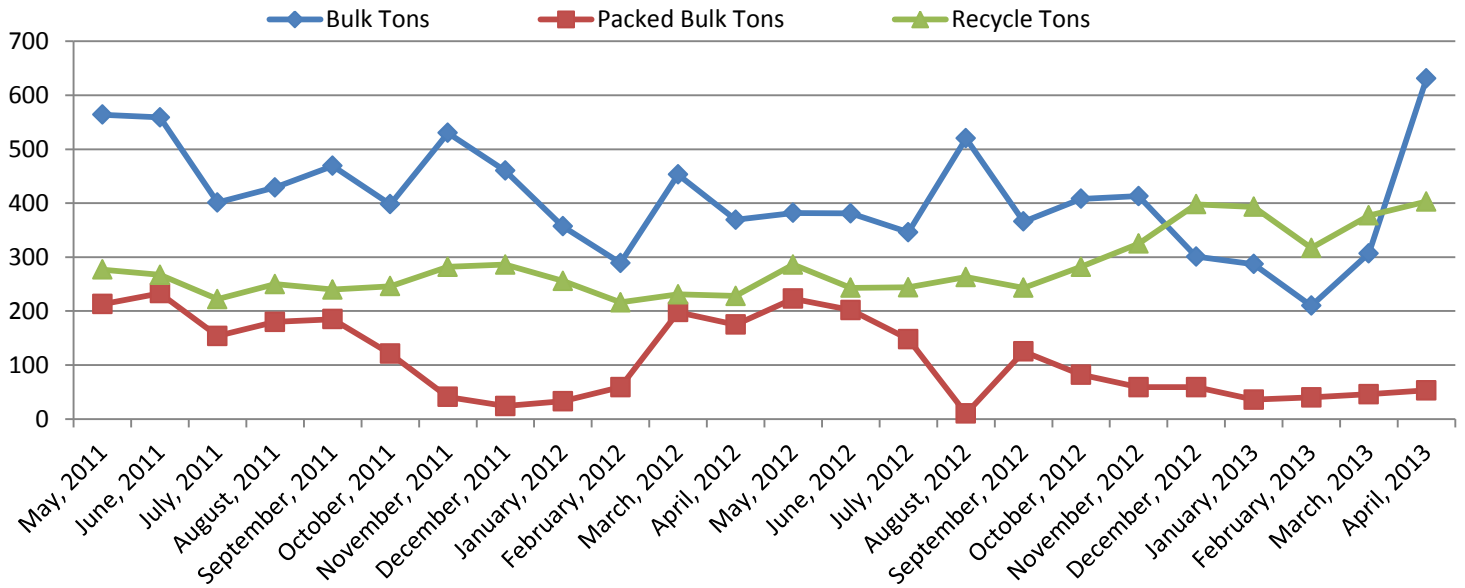
Solid Waste Division



Working both day and night shift, 850 miles of streets were swept in the month of April, 2013.

Solid Waste Division provided gravel and maintenance for six alleys throughout the City during the month.

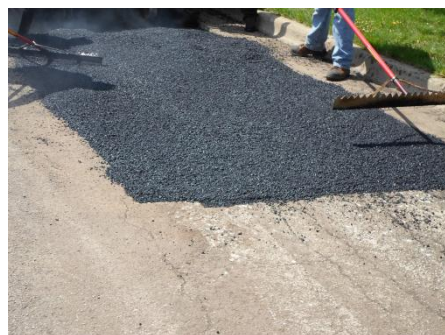
Bulk and Recycled by Ton



Streets & Sewers Division



Street Crew putting hot asphalt down on Kenneth Drive



Street Division grinding crew milling asphalt on Heather Hill Road

Streets & Sewers Division is continually in contact with the Contractors to make repairs in a timely manner.

****Public Works Department Continued on Page 64**



Water Director



Craig Cummings

April 2013 Edition

Water Department

Reservoir Conditions

Central Illinois experienced well above average precipitation (5.9 inches) during the month. The monthly average precipitation for April is about 3.7 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.

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. In fact, most of the State was dealing with significant precipitation and resultant flooding throughout the month.

The shoreline protection project at the Evergreen Lake Reservoir was delayed in April. 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 April 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 throughout the spring. Currently, the nitrate level in Lake Bloomington (reservoir that was used until March 25) is over 10 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. As a result, the Water Department switched to the Evergreen Lake reservoir on March 25. The current nitrate level in this reservoir is around 5 mg/l.

Water Conservation/Groundwater Project

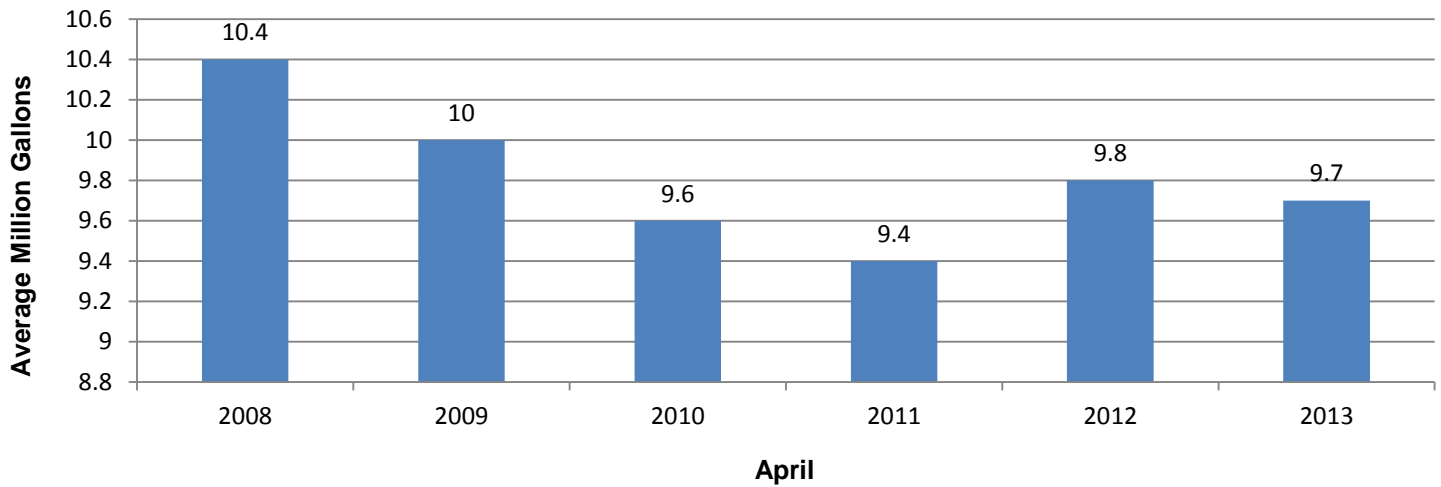
Staff continued to work on the Request of Proposals (RFP) for the water conservation plan.

Staff provided several presentations at State Farm regarding the ongoing water conservation efforts. Rick Twait set up and worked at a booth in the atrium on two days during their Earth Day activities in April. The Director made a presentation during a “lunch and learn” activity on two consecutive weeks.

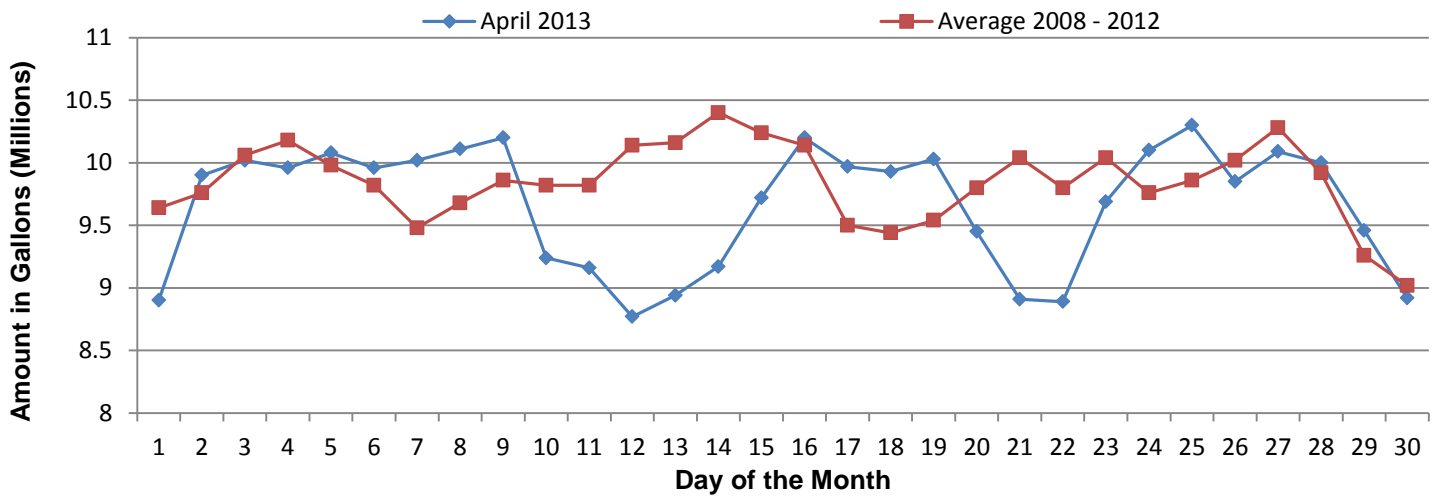
Pumpage

Pumpage has been moderate during the month. The Department pumped an average of around 9.7 million gallons per day (MGD) in April with a peak day of 10.3 MGD on April 25, 2013. The April average for 2013 can be compared to the average daily pumpage during April 2012 of 9.8 MGD, 9.4 MGD in 2011, 9.6 MGD in 2010, 10.0 MGD in 2009 and 10.4 in 2008.

Avg. Million Gallons Pumped



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



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

Infrastructure

In April, the Department experienced another productive fire hydrant service work month. Staff worked on 48 fire hydrants with problems. These maintenance problems are not severe enough to have taken the hydrants out of service, but the hydrants are not in prime operational shape. Staff also replaced/installed one hydrant during the month. This brings the fiscal year total to 353 hydrants serviced and 79 hydrants that have been replaced/newly installed. As of the end of April no hydrants are out of service as a result of our annual hydrant testing.

	FY13	FY12	FY11	FY10	FY09	FY08
Hydrants Overall	4255	4228	4213	4000	3900	3800
Out of Service Hydrants	0	0	0	13	100+	600+
Hydrants Serviced	353	330	261	185	381	543
Hydrants Replaced	79	79	72	59	75	23
% Hydrants in Service	100	100	100	99.7	97.4	84.8

Infrastructure

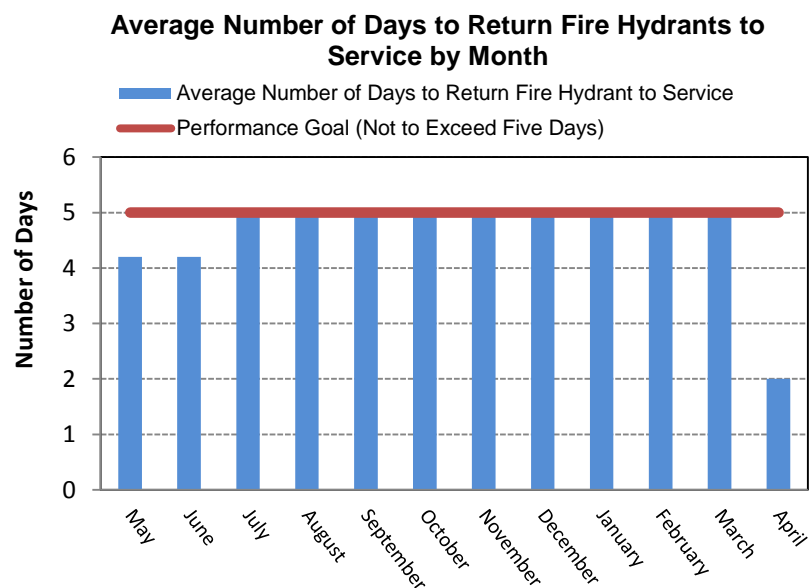
79 fire hydrants have been replaced/newly installed this fiscal year. Of these 79 fire hydrants, 43 were replacement hydrants that have been funded through the Water Department's Operations & Maintenance account. The remaining hydrants were planned replacements associated with water main replacement 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 \$151,000 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. To cover this overage, money was transferred from other Distribution Division accounts that ended the fiscal year under budget.

A new version of the fire hydrant location map was created for 2013. This newest version has all the new hydrants added to the system as well as better identifying the private fire hydrants in the system.

During April, the joint Water Department/Fire Department fire hydrant operational testing program started for the year. There were three fire hydrants that were called out service. The average time to return these three fire hydrants to service was 2.3 days. The average time to return a fire hydrant back to service after it had been called out of service stands at 4.6 days for fiscal year 13. The FY 2013 performance measure was a not-to exceed 5.0 days. The performance measure for FY14 will be a return-to-service time of "not to exceed 3.0 days" (lowered from 5.0 days in previous years) as measured as an annual average.

On April 22, 2013, the Water/Fire Department collaborative hydrant testing program restarted. There were 249 hydrants tested during the month. The CY 2013 program currently stands at 249 hydrants tested or 5.9% complete at this time.

Though very early in the 2013 program, the fire hydrant testing program is showing signs that the past maintenance and repair efforts are paying dividends. The 2011 percentage of hydrants tested (4,255) that had a routine problem was 13.3%. This



number dropped to 4.2% in 2012 and stands at 6.2% for this year. Likewise the percentage of hydrants that had a high priority problem was 1.5% in 2011, 0.5% in 2012 and thus far, 0% in 2013.

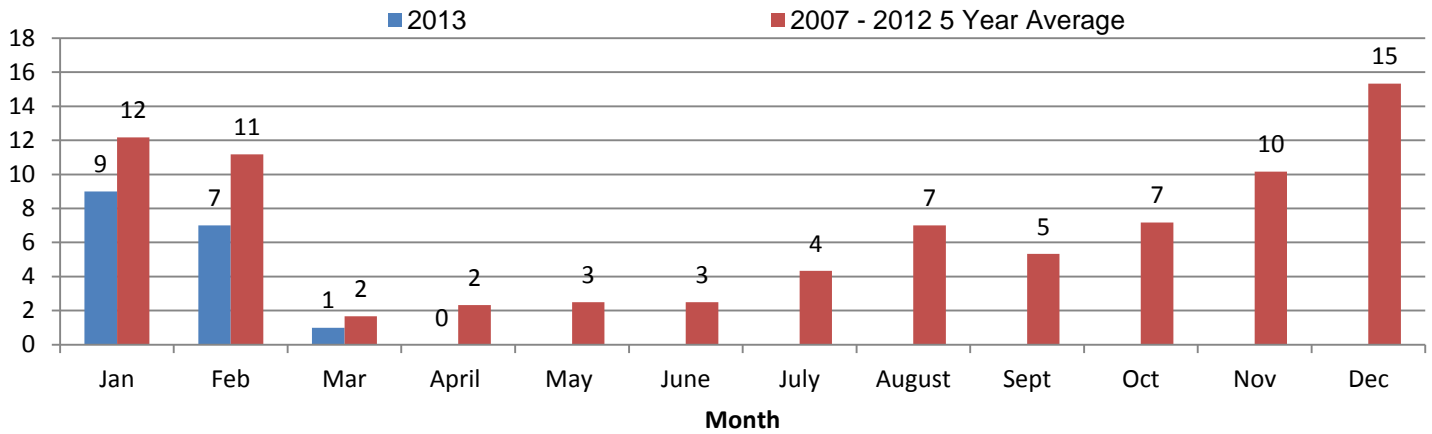
The Water Department started a program to upgrade fire hydrants with steamer (otherwise known as pumper) connections with quick connect fittings known as Storz fittings. The steamer connections on fire hydrants across the country have different thread patterns. In fact, the City of Bloomington's steamer 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 390 steamer hydrants or about 13.4% of the City's steamer hydrants have the Storz fitting.

During the month of April, staff completed five valve repairs.

During the month, there were no water main breaks. The calendar year 2013 total through April is 17 main breaks as compared to an average of 27 main breaks at this time over the last six years. The April average has been 2 main breaks. This month's total, like the other months thus far in 2013, is below the average over the last six year's.

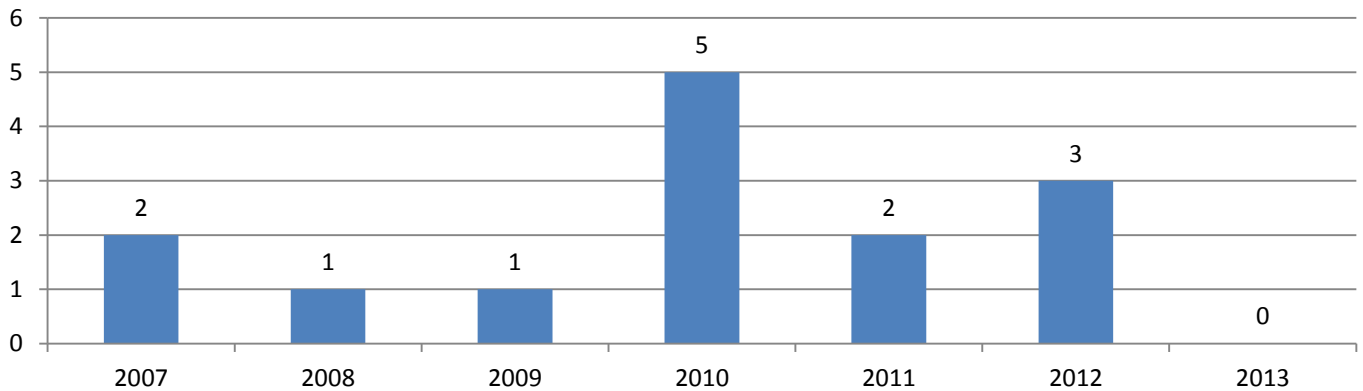
	CY 2013	CY 2012	CY 2011	CY 2010	CY 2009	CY 2008	CY 2007	AVG FOR MONTH '07-'11
Jan	9	12	17	10	13	13	8	12
Feb	7	9	16	9	12	9	13	14
March	1	5	2	1	0	2	0	2
April	0	3	2	5	1	1	2	3
May		0	7	2	2	3	2	3
June		4	4	4	0	2	1	3
July		12	4	2	4	2	2	5
Aug		7	6	11	9	4	9	9
Sept		4	7	1	14	4	2	6
Oct		3	5	6	7	7	8	7
Nov		14	8	7	15	15	13	12
Dec		13	7	21	25	13	23	18
CY thru March	17	29	37	25	26	25	23	27
CY TOT	17	86	85	79	102	75	83	85

Water Main Breaks by Month



Water Main Breaks Per Month

April 2007-2013



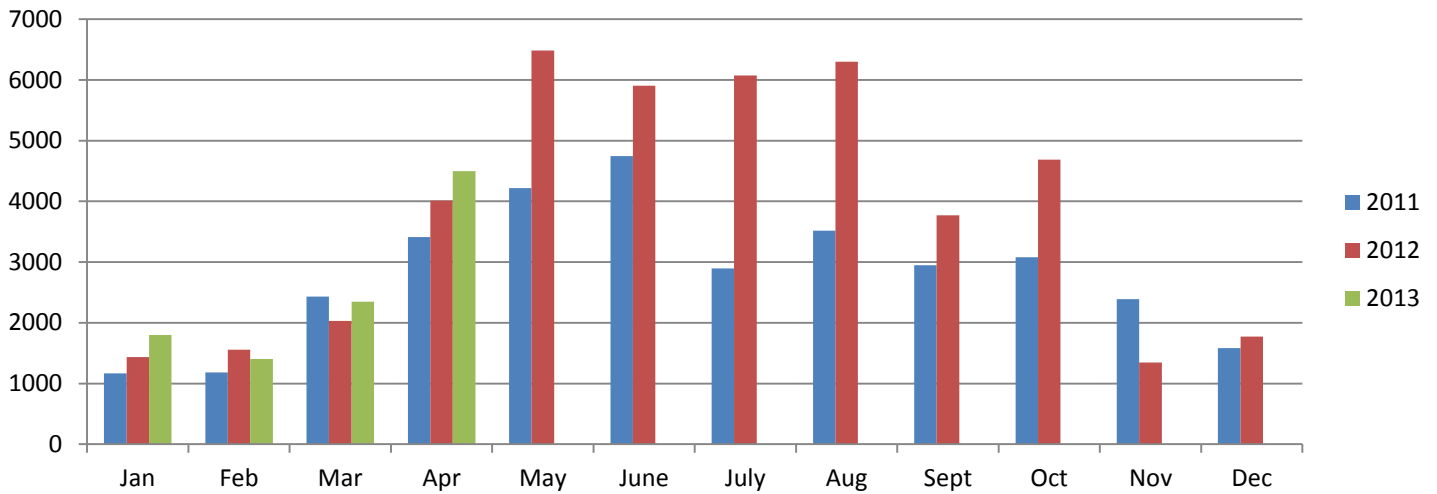
In April, staff replaced/repared eleven water service lines/curb stops. Several of these were very old lead (the metal) service lines. Removing lead from the water lines is one way to improve the quality of water that is distributed to residents.

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.

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 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 April, the Department received 4,500 JULIE locate requests.

Keep in mind a single JULIE request can be submitted for numerous blocks at a time. The request might 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.

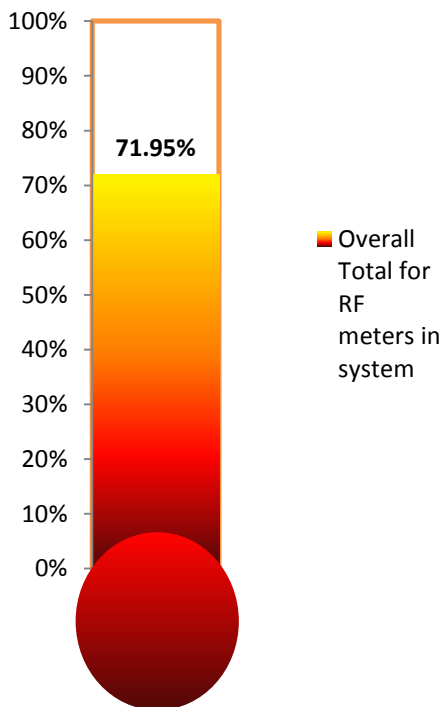
Monthly JULIE locate requests 2011 -2013



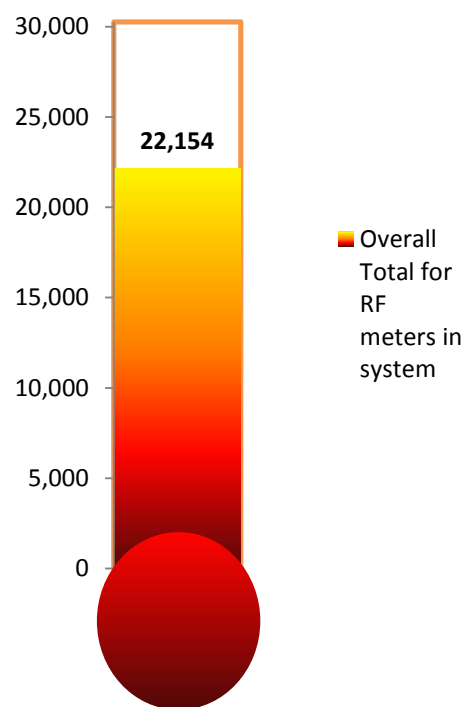
Metering

The department installed 478 Radio Frequency (RF) meters during the month of April. The goal for FY13 is the installation of 7,000 units. In FY12, 6,069 meters were installed by the Water Department. With the 478 meters installed this month, the total number of meters installed for FY13 is 6,022 or about 86% 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 one 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 four meters from turbine meters to compound meters in April. 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 66**



PR&CA Director



John Kennedy

Parks, Recreation & Cultural Arts Department

April 2013 Edition

Recreation Division

Afterschool Flag Football held practice twice a week throughout April and games on Saturdays beginning April 13. The first week of games was rained out. Although only seven of the eleven schools had enough students register to have a team, this was two more than in 2012.



Total activity fees for April of 2012 were \$30,894 versus \$16,021 for this April. Last year 39 dance classes started in April and brought in \$18,452. This accounts for the drop in number of programs and drop in revenue. The division expanded current programs while adding others to help make up for the loss of revenue attributed to dance classes. Flag Football was one of the increases.

Many programs were ongoing from March or started a new session in April. Some of the programs by age group include:

Parent/Tot: Tiny Melodies, Parent-Child Gymnastics

Preschool: Gymnastics, TOTS Soccer, Let's Pretend, Creative Dance

Youth: Clay Pottery for Youth Too, Gymnastics, Dance, Flag Football, Tennis

Adults: Yoga, Zumba

55+: Concert in the Park, Trackin' in the Woods, A Day in the Country

Pepsi Ice

Michael Hernbrott started with Pepsi Ice on April 22, as the new Pepsi Ice Manager. The staff was very excited to have a full-time manager after four months without one. He was in Gurnee at the

Rinkside Sport & Entertainment Center for the past ten years. He is a great addition to the Pepsi Ice staff. The two Assistant Managers, along with the seasonal staff, did a great job keeping the facility running for the four months until a new manager was hired.

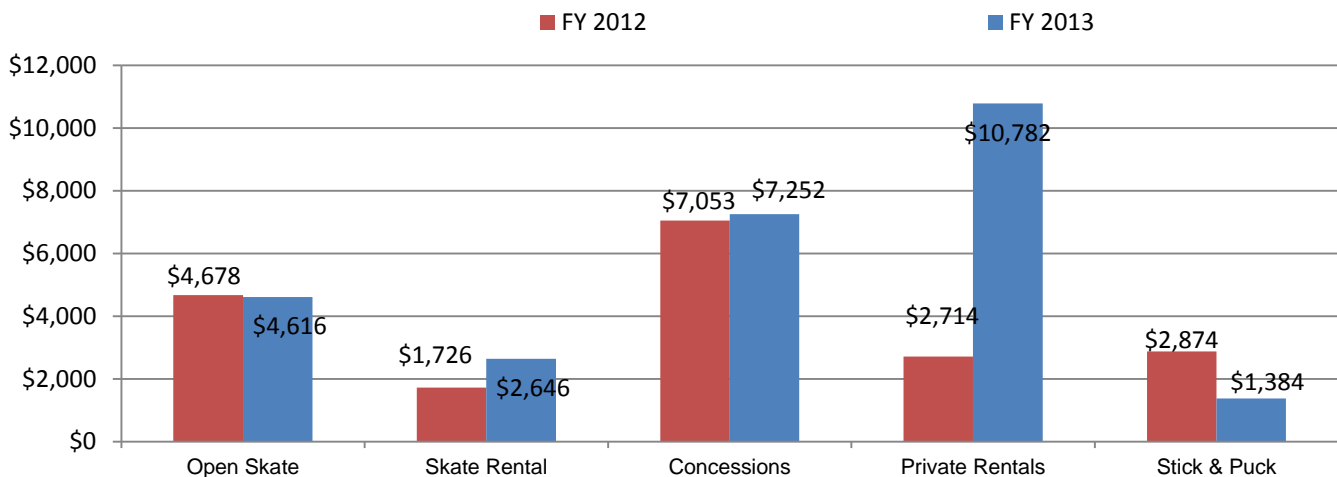
Hockey revenue decreased in April 2013 compared to April 2012. This decrease can be attributed to the date money was paid for leagues. The 3 on 3 Adult Spring League started in April with registration originally set to end the first week of April. The league was full before the end of March and four teams had to be turned away.

Ice rental dollars increased by \$8,000 compared to 2012. Part of this was due to when payments were made and part was due to Chuck Treanor renting more ice for his program.

New sessions of Learn to Skate and Learn to Play Hockey started in April. These classes will end right before the shutdown in May. Learn to Skate numbers have increased compared to the same session in 2012. Some of the students in the classes will be involved in the ice show in May. It was a choice given to all the students.

Total revenue for 2011-2012 was \$894,869 for Pepsi Ice. The 2012-2013 year has not been audited yet, but tentative numbers show revenue of \$909,069. This is an increase of more than \$14,000. This figure does not include the \$22,500 Pepsi sponsorship money. This is a huge testament to all the staff that works to make the facility a success.

Pepsi Ice Center Programs Revenue



Forestry

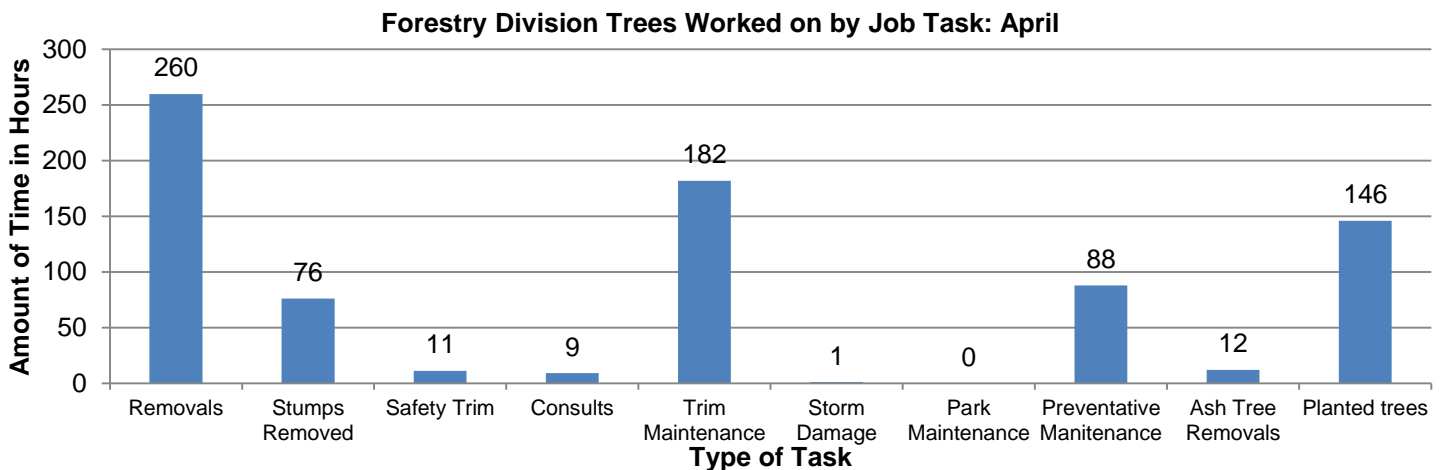
Arbor Day was observed on April 25. This year's ceremony was held at Pepper Ridge Elementary. The tree of choice this year was a Swamp White Oak. 150 Swamp White Oak seedlings were bagged up by the Beautification Committee and given to all (76) third graders and staff. A two-inch ball and burlap Swamp White Oak was planted in the front entrance to the school. The ceremony was attended by the mayor, Beautification Committee members, Park Director, staff, and the school principal.

The Forestry division completed section B-3 of preventative maintenance. Section B-3 is bound by Oakland to the south, Market to the north, and everything west of Clinton Street. The preventative maintenance team will next move to section D-7. Section D-7 is from Rt.9 to Oakland and everything east of Veterans Parkway. Park staff pruned 88 different trees at 42 different locations. There were 260 removals at 23 different locations. The majority of these removals were in a parkway located at the corner of Morris and Market. This area was removed of all the scrub trees which help staff to mow. There were 39 work orders completed and a total of 182 trees worked on. Finally, staff removed 76 stumps at 68 locations.



The Forestry staff completed the removal of the remaining Ash trees that were identified in December as dying and needing to be removed. Staff removed twelve Ash trees in April. To date, the Forestry staff has removed 249 Ash trees.

The Forestry staff began spring tree planting in April. Staff planted 146 trees at 128 different locations. When completed in early May, staff will have planted eighteen different species for a total of 223 trees.



Horticulture

Staff was able to successfully burn Tipton Park, the Grove, and the Den golf course. The total number of acres burned was 52.4. The burning of prairie grass removes all the weeds and invasive plants that are detrimental to the beauty and health of the prairie grass. This is the first burn at the Grove. Park staff has been burning the other areas since 2005.



In April, Park staff completed the fertilizing of all park turf. Staff

then began the laborious task of spraying weeds in all park turf, which will be completed sometime in June. This spraying will control weeds and while promoting healthy turf growth. Staff intends to spray approximately 500 acres of turf by the end of June.

Due to the wet and rainy conditions, staff did not begin mowing until the middle of April. Park staff will mow and maintain 650 acres of turf on a seven day cycle and 132 rights of ways on a 14 day cycle. Right of ways consists of drainage areas, ditches, and parkways.

Plant beds have been a big focus for staff this month. Staff has been busy spraying for weeds, tilling, and mulching all plant beds in City of Bloomington parks. Park staff performed 378 man hours in April on plant bed maintenance. Plant bed shrub and annual planting will begin the third week of May.

Golf Division

The spring of 2013 was at least consistent this year... consistently poor! Cool and rainy days continued from March and the golf courses saw a -36% drop in playable golf hours for April. For the calendar year, the courses are experiencing a -61% drop in playable golf hours. What Mother Nature gave for a spring in 2012, she surely has taken away this year. Rounds played were down 17% for the month which, thinking positively, had the courses outperforming the playable golf hours. From a revenue standpoint, revenues were actually up 55% for the month. This is due to season passes that were purchased this month, as opposed to last year, when most passes were sold in March due to the early favorable weather.

The weather also made maintaining the courses difficult. With the heavy amounts of moisture, the grass grew rapidly, but with the wet conditions, staff could not get out and mow often enough to keep the grass at our preferred heights. Additionally, it has been a challenge getting out and spraying the courses for weeds due to the rain and windy conditions. The bright side of this is the courses are wonderfully green right now, and when dry, they are in excellent condition.

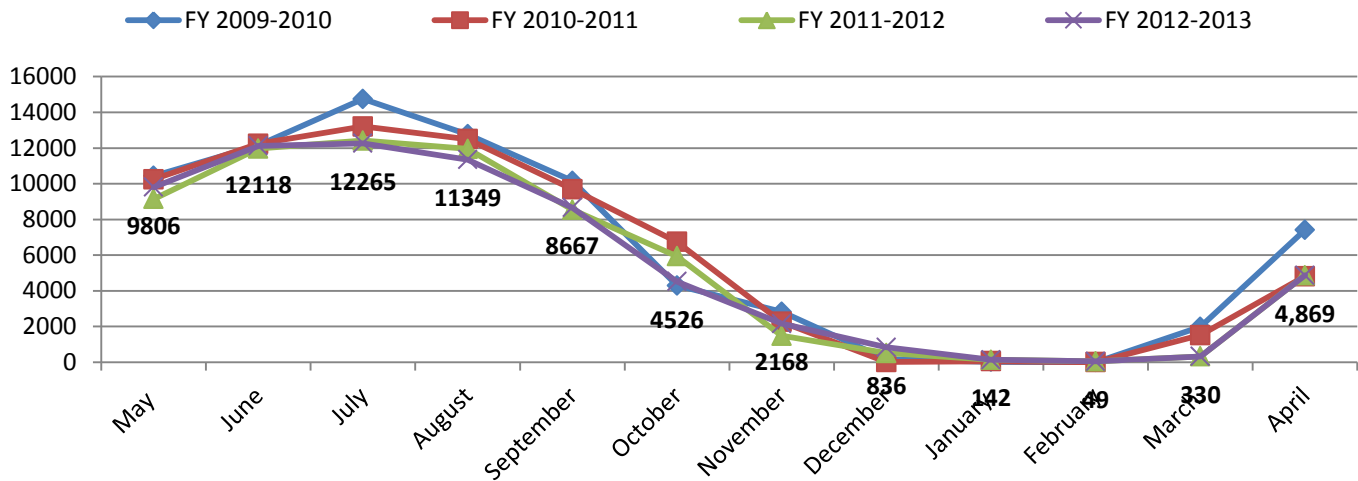
In the pro shops, staff is pleased to see a 9% increase in revenues for the month, particularly considering the large drop in play. Staff made a dedicated effort to give the pro shops a "new look" for this year by bringing in new fixtures and displaying items in a different way than has been done in the past. Unfortunately, due to the weather, staff had to cancel four demo/fitting days with club manufacturers. These days are important to allow customers the opportunity to see the latest in gear while also having direct access to specialists from each of these club manufacturers. However, staff was fortunate enough to get three of these events rescheduled for early May, while golfers are still very interested in buying new equipment.

From a golf instructional standpoint, staff is currently in the process of working to create a much more comprehensive program than has been offered in the past. Staff feels strongly that if golfers are playing better, they will play more. There will be more to report on this program in the future.

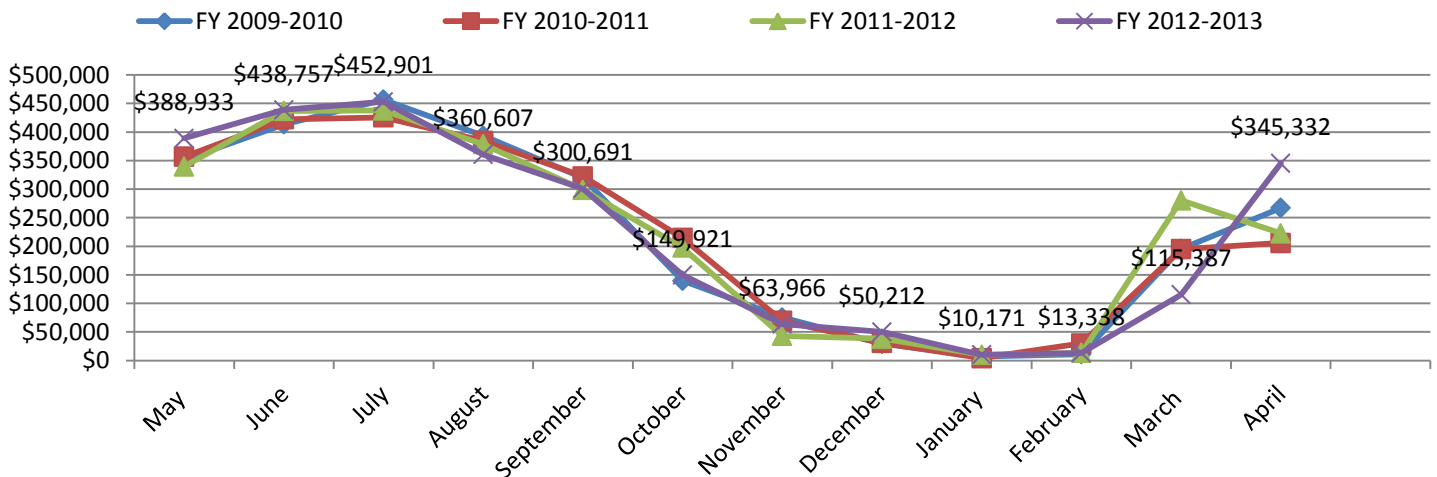
Ending on a positive note, despite the poor weather, season pass purchases are up 20% this spring. This is an encouraging sign that folks are looking to get out and play this year. Combining this and the

increase in pro shop sales, both in a tough year so far, staff is confident that once the weather improves; there should be a good amount of play at the courses.

Total Golf Rounds Played by Fiscal Year



Total Revenue by Fiscal Year



BCPA

Total programming revenue for BCPA-presented events in the 2012-13 season, including Mainstage and Spotlight Series events was \$625,630.42. Total attendance at those events was 26,391.

Events

The BCPA welcomed 12,144 people to 72 different events and activities in April. The BCPA presented six Mainstage events in April and a two-show matinee to wrap up the year's Spotlight Series. For the year, the BCPA sold out 6 events.

The other 64 activities in April include:

- Piano lessons each Tuesday and Friday night

- TheatersCool rehearsals each Tuesday night
- Improv acting classes each Thursday night
- Illinois Wesleyan Wind Ensemble rehearsal and concert, April 5
- American Passion Play, final performance and closing dinner, April 6
- MEHP Reception, April 7
- City of Bloomington Franklin Park Public Meeting, April 10
- Peoria Parks District building tour, April 12
- Illinois Symphony Orchestra, April 12
- Kappa Alpha Psi Alumni Association reception, April 13
- WMBD Career Fair, April 16
- IWU Civic Orchestra rehearsal, April 17
- Illinois Symphony School Matinee Performances, April 18
- IWU Civic Orchestra rehearsal and concert, April 19
- Pulliam/Hibbs Wedding Ceremony, April 25
- Parmenter birthday party, April 28

BCPA Mainstage Events and Spotlight Events

Menopause: The Musical

1,625 patrons attended the two performances of *Menopause: The Musical* at the BCPA on April 3-4. The popular musical comedy was presented as a rental three times at the BCPA in 2009.

815 people purchased tickets to the opening night of the event, 63% of which were from Bloomington-Normal. Other audience members came from Indiana, Wisconsin, and 35 other Illinois communities.

810 patrons attended the Thursday night performance of the musical, 58% of which were from Bloomington-Normal. Other audience members came from Indiana, Wisconsin, and 40 other Illinois communities.

Carrie Rodriguez

Austin, Texas-based singer/songwriter Carrie Rodriguez closed out the BCPA's Café Series on April 11 with a stunning concert of Americana music that was equal parts folk, country, rock, Texas swing, and blues.

Event sponsorship for this performance was provided by Country Financial.

210 patrons attended the event, 63% of which were from Bloomington-Normal. Other audience members came from Missouri and 21 other Illinois communities.

Two patrons from Cambridge, England also made a special trip to attend the concert. The couple happened to be vacationing in Chicago and saw that Ms. Rodriguez was performing at the BCPA. Big fans of her music, they canceled their Chicago plans for the night and made the two-plus hour drive to

Bloomington for the concert. They were rewarded by having an opportunity to visit with Ms. Rodriguez following the concert.

Julie Fowlis

Scots-Gaelic singer Julie Fowlis performed a matinee concert at the BCPA on Sunday, April 21. Known best to American audiences as the singing voice of the lead character in the Disney/Pixar film *Brave*, Ms. Fowlis's concert was largely sung in her traditional Gaelic language. She is a cultural ambassador of her home country and was voted one of the 100 most influential people in Scotland today.

277 patrons purchased tickets for her concert, 64% of which were from Bloomington-Normal. Other audience members came from Kentucky, Indiana, and Missouri, and 28 other Illinois communities.

Seussical

Theatreworks USA brought their popular adaptation of the Dr. Seuss musical *Seussical* back to the BCPA for two Spotlight Series matinee performances on Tuesday, April 23. The 10am program was **sold out** with an audience of 1,121. In total over 1,400 K-12 students enjoyed the performances.

An Evening with Groucho

Actor and writer Frank Ferrente brought his *An Evening with Groucho* show to the BCPA on Saturday, April 27. Known for its popular Broadway, London, and PBS performances, the show is a hilarious look at the humor and life of Groucho Marx.

A pre-show discussion was presented by BCPA Community Engagement Manager Eric Veal, attracting an audience of 141.

354 people purchased tickets to the performance, 65% of which were from Bloomington-Normal. Other audience members came from Missouri and 29 other Illinois communities.

Angelina Ballerina: The Musical

Vital Theater brought their musical theater adaptation of the popular children's book series *Angelina Ballerina* to the BCPA for two performances on Sunday, April 28. The final two shows of the BCPA's 2012-13 season, the day also featured over an hour of crafts, games, and activities in the BCPA Ballroom between the 1 and 4pm performances.

868 people attended the two shows, 67% of which were from Bloomington-Normal. Other audience members came from Missouri, Wisconsin, Indiana, and 33 other Illinois communities.

Other April Accomplishments/Activities

The BCPA announced its summer performance schedule in April. The schedule features:

- June 22 A free Louisiana-themed concert featuring the New Orleans funk band Bonerama and opens the Joe Zaklan Band and the New and Slightly Used
- July 26-27 Miller Park Summer Theater *The Secret Garden*, presented by Missoula Children's Theatre
- August 2-3 Miller Park Summer Theater *Snow White and the Seven Dwarfs*, presented by Missoula Children's Theatre
- August 23-24 Brügala, presented in conjunction with the Bloomington-Normal Jaycees

August 23

Red Wanting Blue, headliner
Ed Anderson
Chris Corkery

August 24

The David Mayfield Parade, headliner
Chicago Farmer
Stone and Snow
Final opening band TBD

Grants

The BCPA received two grants to support the June 22 concert: \$350 from the McLean Co. Arts Center's regranting program to support the opening bands and \$2,500 from the Illinois Prairie Community Foundation to support the headlining artist.

****Parks Recreation and Cultural Arts continued on Page 70**



PACE Director



Mark Huber

Planning and Code Enforcement Department

April 2013 Edition

Building and Safety Division

Construction numbers for the month of April are a mixed bag of results. While the value of construction for the year thus far is higher in 2012 and the all-around number of permits issued improved, the fees collected are down. This can be attributed to the number of low value projects being permitted by the Building Safety Staff.

This monthly report from the PACE Department is the first generated from the new Munis system. This system can generate more meaningful reports as its capabilities are able to capture and express data that the department did not express in past reports.

April 2013 Compared to April 2012	Year to Date
New home starts – down 19%	Up 4%
Building permits – down 20%	Down 17%
All construction permits – up 26%	Up 16%
Fees collected – down 20%	Up 12%
Construction Value – up 43%	Up 12%

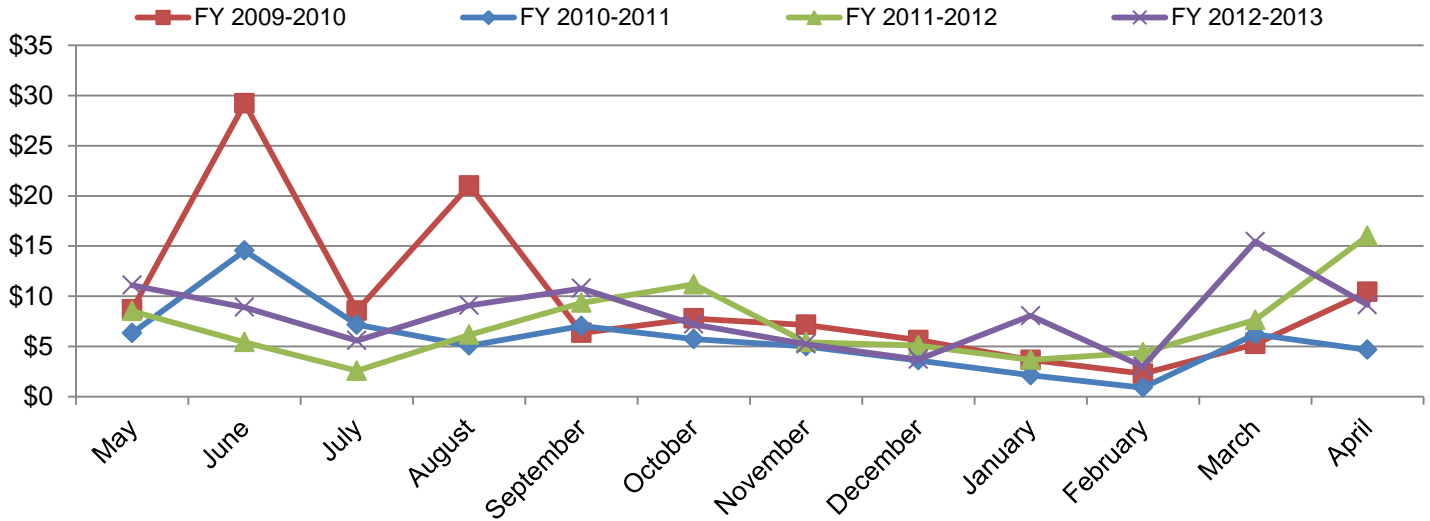
Construction Projects \$1,000,000 or Higher

Building/Project Description	Address	Value
New Grain Bin, Drier and Other Equipment	901 Roundhouse Drive	\$1,789,450
New Single Storage Office Building	1907 Jumer Drive	\$1,700,000
Four Seasons Association Addition and Remodeling	904 Four Seasons Road	\$2,000,000
Four Seasons Association Addition and Remodeling	2401 Airport Road	\$2,240,000

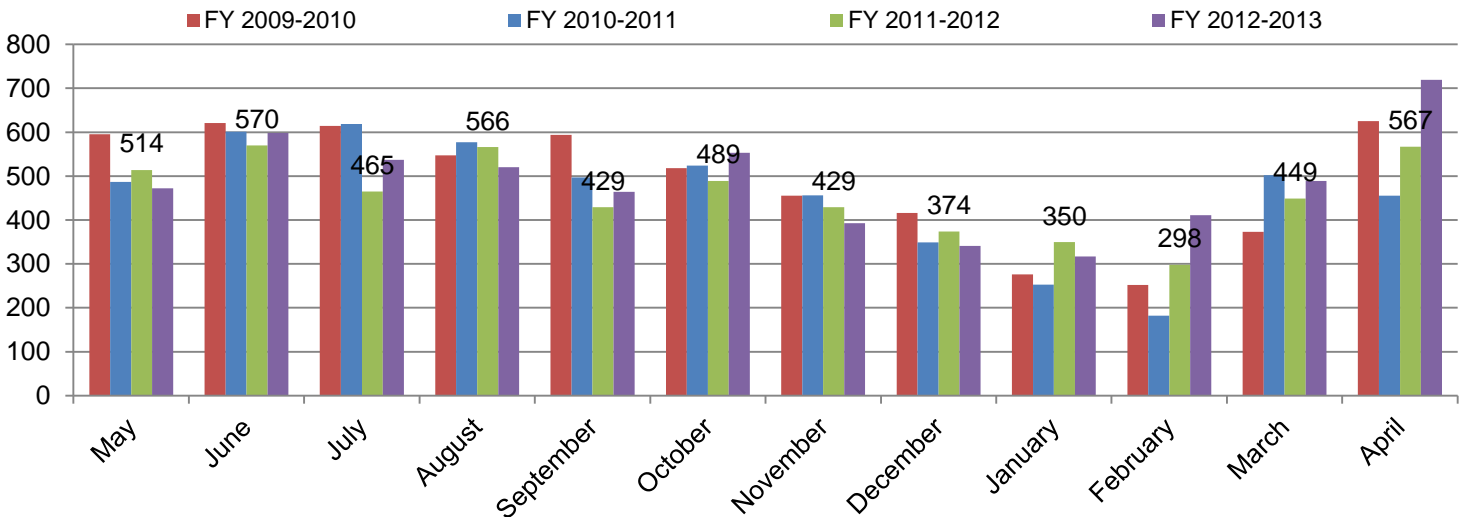
Other Notable Projects

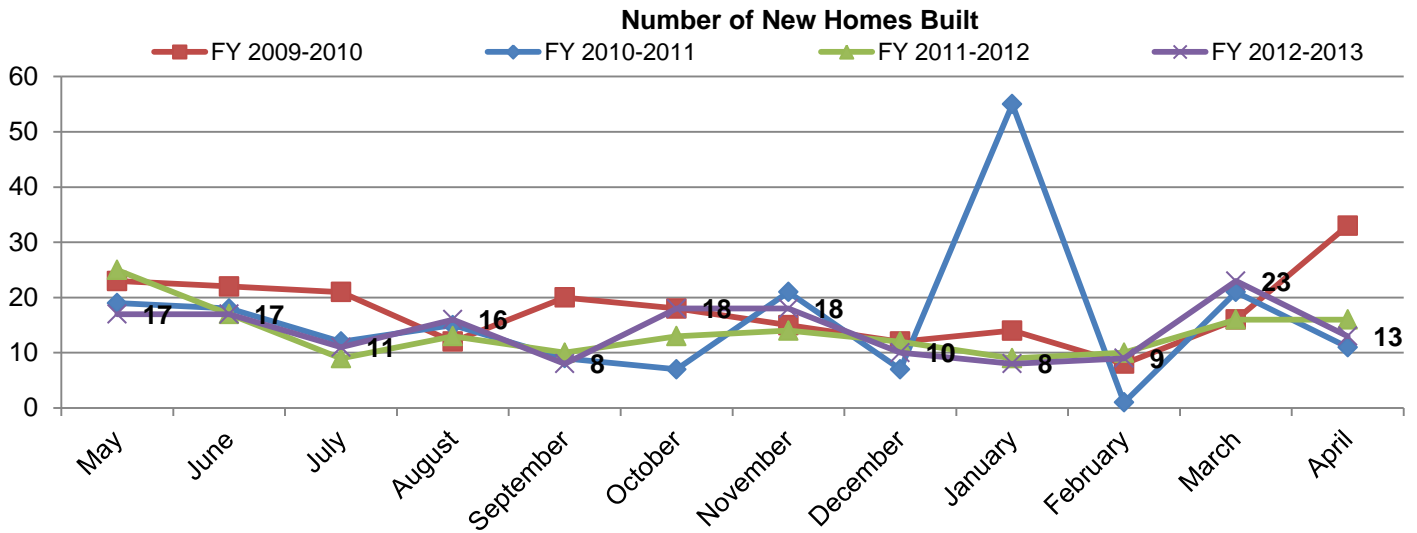
Building/Project Description	Address	Value
District 87 Classroom Renovations	1202 E. Locust St.	\$223,000
Unit 5 Interior Renovations	201 Brigham School Rd	\$468,000
New Taco Bell Restaurant	1122 S. Veterans Parkway	\$510,000

Construction Valuation (in Millions)



Number of Construction Permits





Code Enforcement Activity

Like the Building Safety Division, changes in reporting are underway in the Code Enforcement Division. One notable change is the ability to track individual types of code violations even though there are multiple violations in a single complaint. In the month of April, 89 complaints were received. Those complaints broke down to 120 the following types of violations.

Complaint/Violation Type Total Reported	
Feces	1
General Fire Violation	21
Garbage/Rubbish/Debris	26
Grass and Weeds	3
Illegal Dwelling	1
Infestation	3
No Permit	5
No Utilities	2
Other	5
Overcrowding	1
Plumbing	1
Property Maintenance	43
Trees/Vegetation	2
Vacant Abandoned	3
Property	0
Vehicle	3
Department Totals	120

****Planning & Code Enforcement continued on Page 74**



Economic Development

ED Coordinator



Justine Robinson

April 2013 Edition

Meetings Held: 32

- Expansion: 3
- New: 5
- Retention: 1
- Closing: 0
- Networking: 7
- Education/Training: 4
- Council/Commission/Committee: 3
- EDC of Bloomington-Normal: 4
- DBA: 1
- Intergovernmental: 4

Narrative

On Wednesday, April 10, the City's Economic Development Coordinator attended the International Council of Shopping Center's Central Illinois Luncheon and Program Event at the Weaver Ridge Golf Club in Peoria, IL. Participants heard from Illinois Department of Commerce and Economic Opportunity Assistant Director, Dan Seals, as to the state of business attraction and retention in the State of Illinois. Immediately thereafter, participants engaged in a lively panel discussion featuring Peoria Mayor Jim Ardis, East Peoria Mayor Dave Mingus and representatives of local commercial development companies including Cullinan Properties and Maloof Commercial Realty. Topics addressed included retail attraction and public/private partnerships.

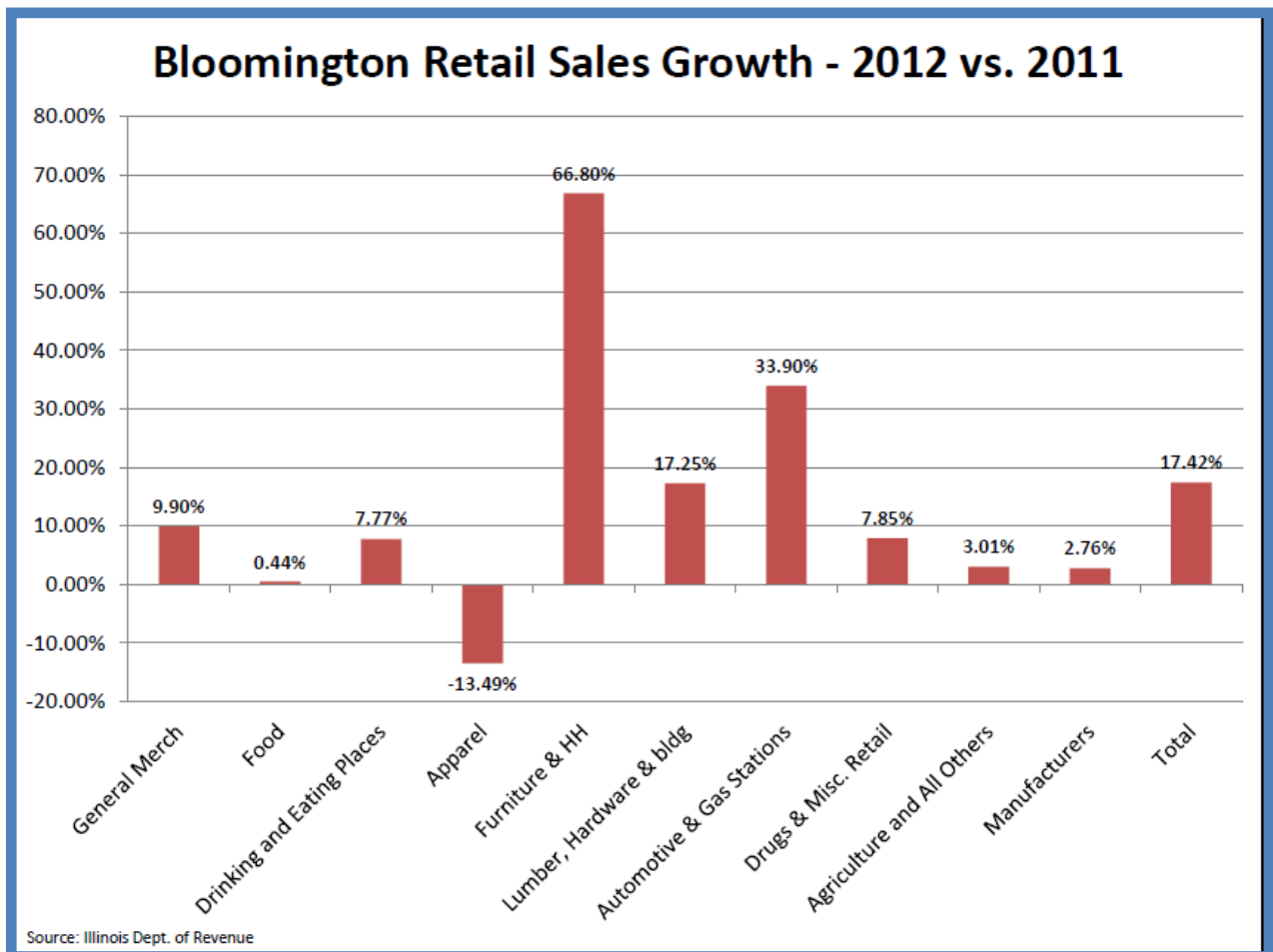
During April 17, 18 and 19, the City's Economic Development Coordinator attended the Illinois Tax Increment Association's Spring Conference at the Mark Twain Hotel in Peoria, IL. Conference sessions included:

- Business Districts as an Economic Development Tool

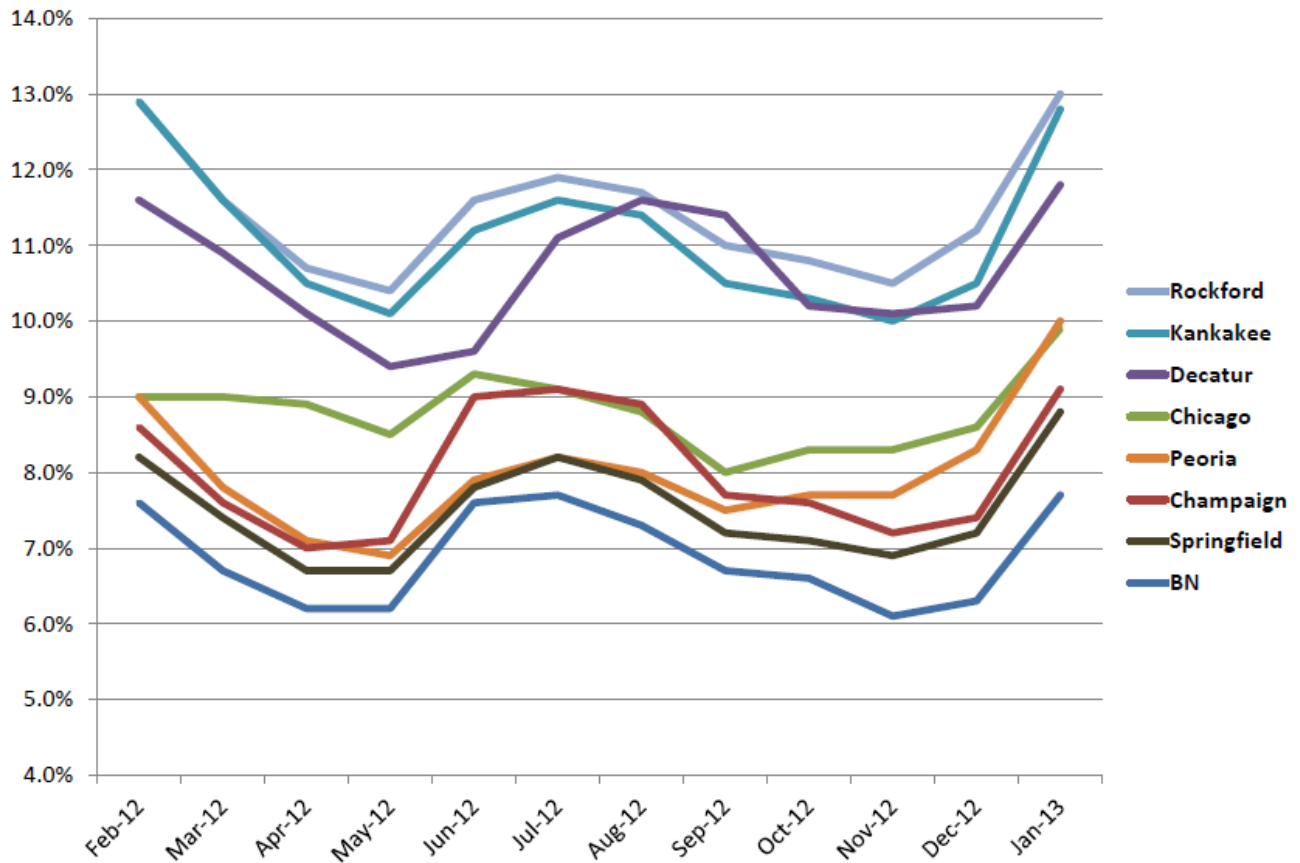
- Property Tax Appeals as it Relates to Underperforming TIFs and Bond Obligations
- What is Expected of the CPA and the Attorney When Auditing the TIF Fund
- Discussion of TIF Reform Legislation Pending in the 98th General Assembly
- Combining TIF with other Public/Private Tools to Get the Project Built
- Tour of Peoria's TIF Districts
- Promote Stronger Neighborhoods Through Housing TIFs
- Successful Use of TIF by Smaller Communities

Also attended in April was the EDC's quarterly BN by the Numbers presentation at the Illinois State University Alumni Center. Those in attendance gained insights as to the current economic conditions facing the Bloomington-Normal community. Key highlights for the City of Bloomington include:

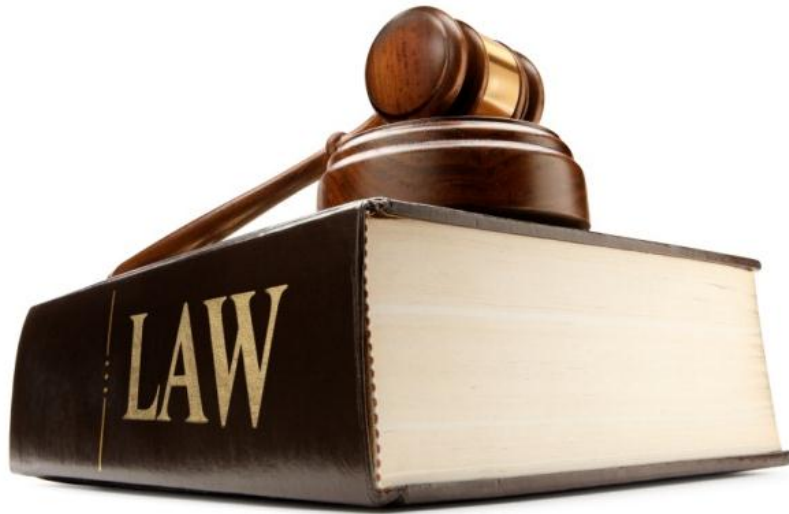
- Lowest unemployment rate of any comparable IL metro area
- Number of new home sales increased from 196 in 2011 to 206 in 2012
- Number of home re-sales increased from 1,856 in 2011 to 2,253 in 2012
- Q4 retail sales: up 23.66%
- Retail sales up 17.42% over 2011
- Bloomington has shown quarter-over-quarter retail increases in 9 of the last 12 quarters and has experienced six straight quarters of gains



12- Month Unemployment Rate - IL Metros



Source: US Bureau of Labor Statistics



Corporate Council



Todd Greenburg

April 2013 Edition

Legal Department

Small Claims

15 cases were set on April 18, 2013 – total collected \$6,955.50
3 default judgments for use tax were entered – total \$789.15

Nuisance Parking

5 letters sent – Total collected - \$1,282.00
3 payment agreements entered into
1 tow notice served
2 vehicles added to the tow list

Use Tax Collection Letters Sent

88 letters sent for use tax – total collected \$5,840.97 – FYTD \$40,288.84

Collection Letters

3 letters sent for damages to City property – Total collected \$976.72
1 letter sent for hotel/motel taxes – Total collected \$250.00

Liquor Fines

Liquor fines collected from 1 licensed establishment: \$600.00

Freedom of Information Act Requests

66 FOIA requests were processed through the Legal Department
Total time spent 77.25 hours.

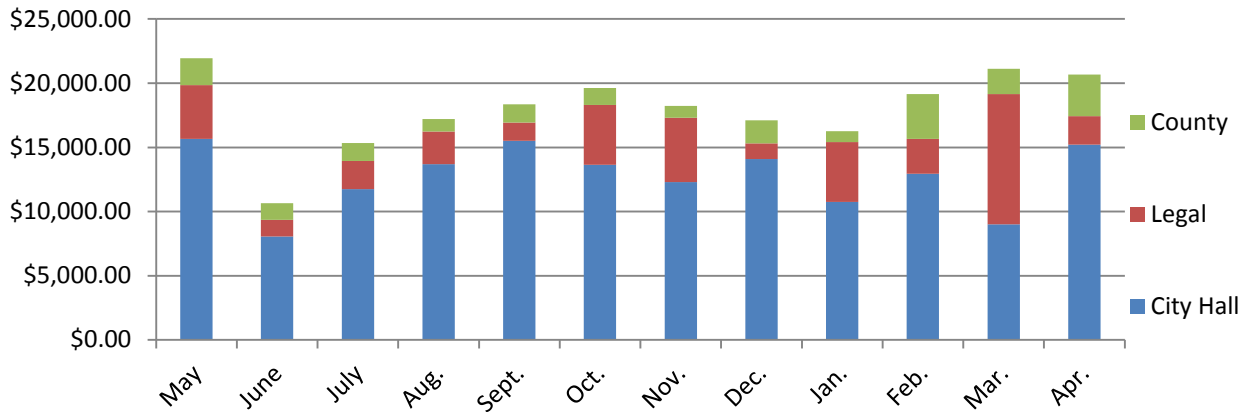
Extensive review/analysis of the Freedom of Information Act (applicable exemptions and various other provisions).

Responded to Illinois Attorney General Requests for Reviews.

Ordinance Violation Activity

- Fines received at City Hall before filing: \$15,200.00/\$152,600 Fiscal Year to Date (FYTD)
- Fines paid at City Hall after filing: \$2,235.00/\$42,285.00 FYTD
- Post judgment fines received: \$3,228.00/\$20,739.24 FYTD
- Total: \$20,663/215,624.24 FYTD

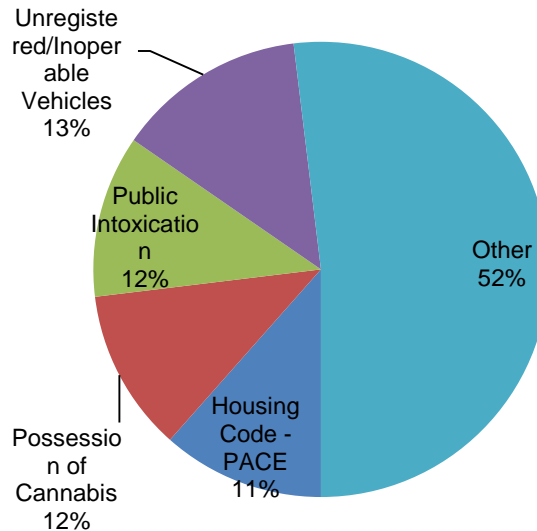
Ordinance Violation Collections FYTD 2012-2013



*City receives all of these revenues, court costs are not included

Ordinance Violations Paid at City Hall – 80
 Ordinance Violation Cases: Housing/PACE: 12 Filed
 Behavioral: 66
 Vehicle Compliance: 11

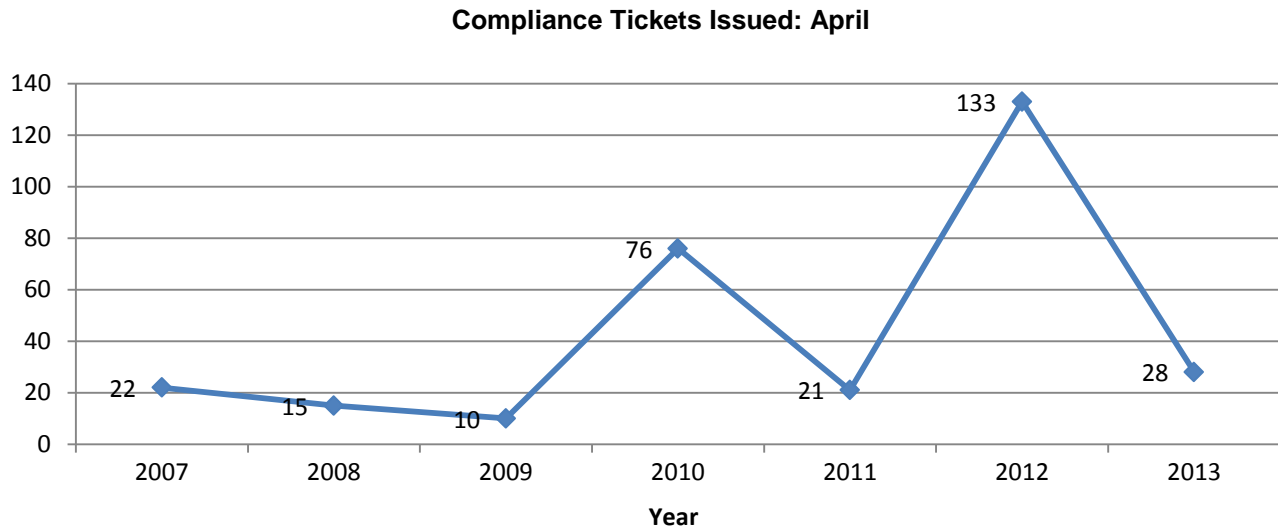
Violations filed in court April 2013



- Summons prepared: 92
Total cases scheduled for court: 298
Trials scheduled: 24
Post Judgment cases scheduled: 65

Unregistered/Inoperable Vehicle Compliance

- Vehicle Compliance Tickets sent this month: 28



Ordinances Drafted

- 1 new ordinance was prepared for publication both in hardcopy and on the internet 2013-022 – adding alcohol education training requirements to the liquor code.
- Drafted ordinance regarding vicious/dangerous dogs
- Drafted ordinance providing training for alcohol servers
- Drafted combination board ordinance

Contracts/agreements/Policies

- Reviewed Personal Service Contracts for BCPA
- Drafted letter of intent to purchase real estate (participated in numerous discussions with seller)
- Drafted Brush Disposal Contract

Personal/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
- Attended Small Claims status hearing
- Participated in Case Management Hearing – Palmer v. City of Bloomington
- Drafter Motion for Summary Judgment in Crowe v. City of Bloomington
- Prosecuted vicious/dangerous dog complaints
- Participated in Deposition in Devyn v. City of Bloomington
- Prepared recommendations to City Council in Workers' Compensation cases

Monthly Meeting Participating

- Attended City Council meetings and work sessions
- Participated in nuisance abatement discussions
- Attended Board of Fire and Police Commission meeting
- Attended Special Use and Land Development Committee meetings
- Attended Department Head Staff Meetings
- Participated in City Council Budget Planning Session
- Participated in monthly meeting with PACE and Police regarding property maintenance issues/distressed properties

Research

- Answered Questions regarding Home Rule Real Estate Transfer Tax
- Researched vicious/dangerous dog ordinances
- Reviewed Qualifications of 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 on new liquore license applications
- Drafted press release
- Drafted memorandum regarding implementation of "Housing Court"
- Consulted with juvenile detention officers regarding remedies for juvenile ordinance violation prosecutions
- Consulted with McLean County Animal control and Bloomington Police regarding vicious/dangerous animals
- Drafted Intergovernmental Agreement with Illinois Wesleyan University
- Responded to numerous questions from staff regarding FOIA and OMA
- Adjudicated Post – Tow Hearings
- Attended Annual Municipal Law Update presented by Illinois Municipal League.



City Clerk

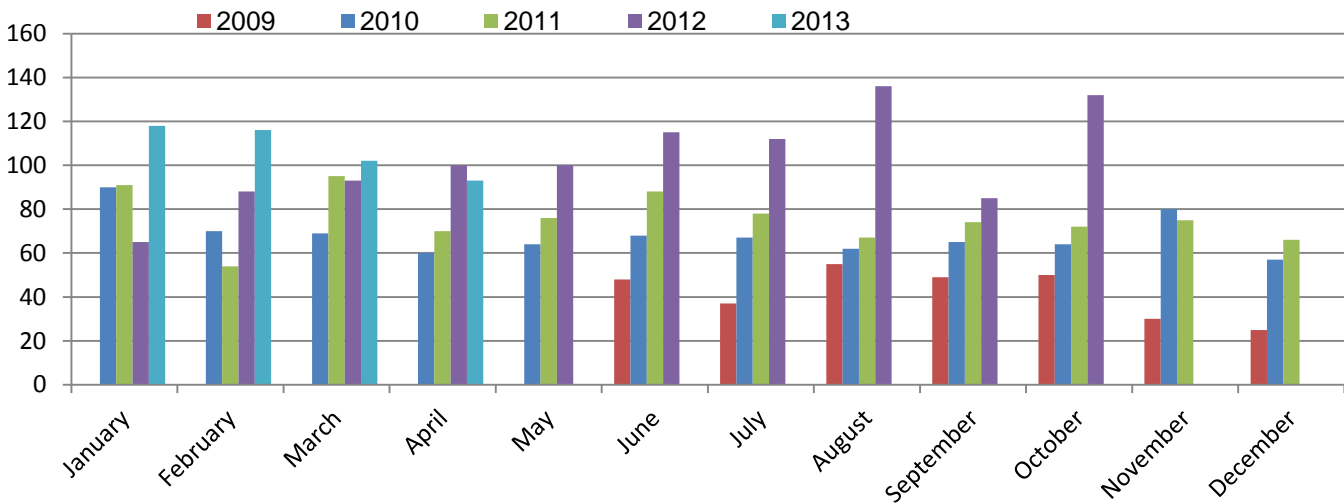
City Clerk



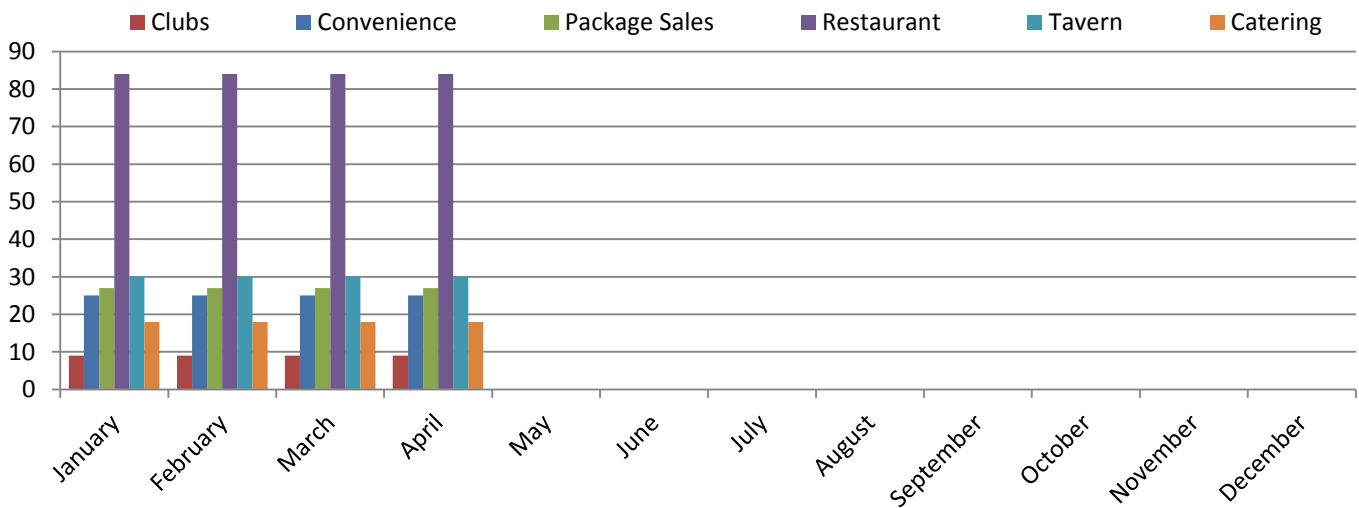
Tracey Covert

April 2013 Edition

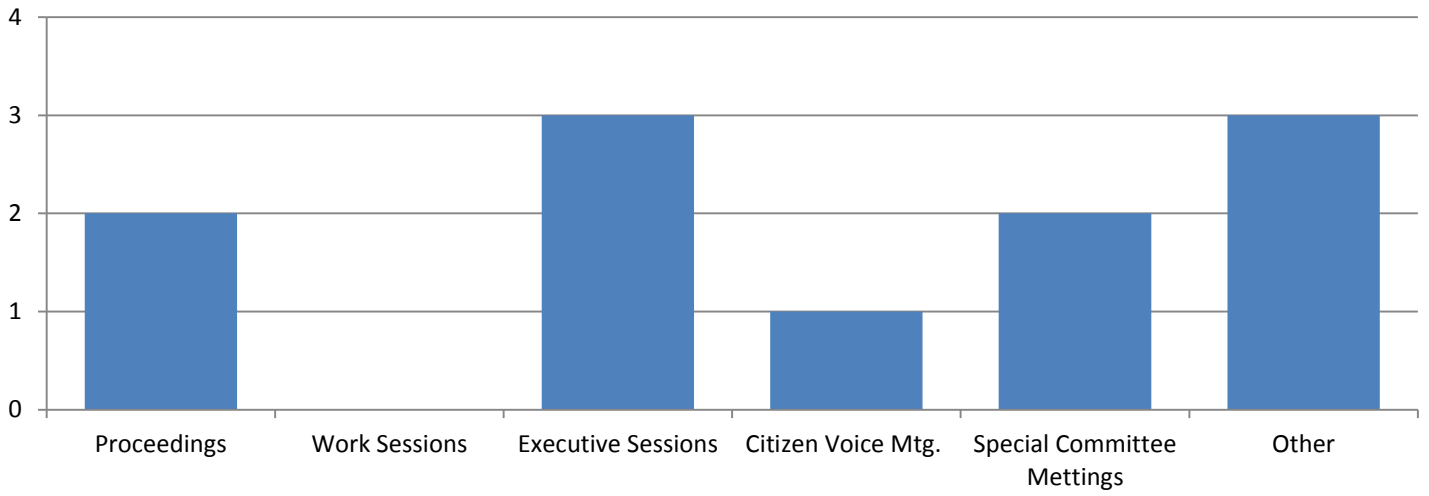
F.O.I.A. Request by Month Since June 2009



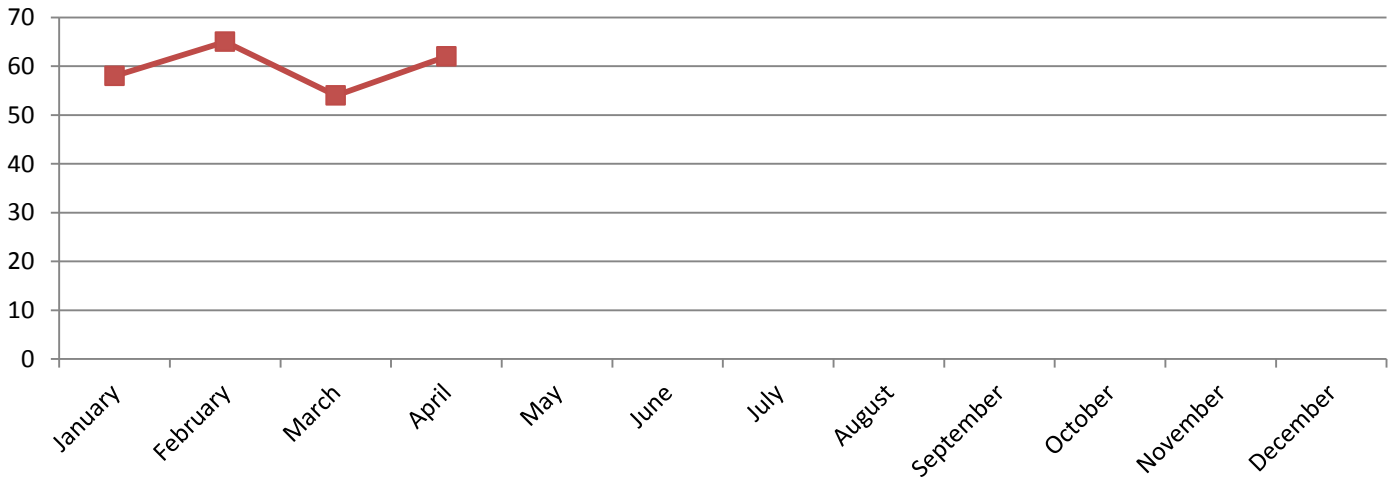
Number of Liquor Vendors April 20123



April Council Activity Total



FOIA Staff Time per Request





Information Services Director



Scott Sprouls

Information Services Department

April 2013 Edition

Permitting, Code Enforcement and Inspections (PI)

- Created custom reporting
- Provided support to PACE and Engineering

Citizen Self Service

- Presented Citizen Self Service demo to PI team

Business Licenses

- Scheduled working sessions in May for practice time and creation of end user training manuals

HR Payroll

- Testing new 843 file 5010 format with Blue Cross Blue Shield

Finance

- Scheduled project ledger overview training with system setup review.

Fixed Assets & Inventory

- Formed team
- Scheduled kickoff time for June
- Scheduled analysis for June

Replacement of Multi-Function Devices (MFD)

Information Services staff working with installers from Ricoh have completed the replacement of all MFD's approved by Council.

Central Illinois Regional Broadband (CIRBN) Network Update

The CIRBN fiber installation is now in full swing throughout Bloomington/Normal. As the City has multiple facilities that will house CIRBN network resources and be connected to the network, staff has been providing access and direction to the fiber installation crews completing this work. CIRBN network completion is currently set for August.

Verizon Wireless Mobile Private Network

IS staff has been working with Verizon Wireless to improve the external network connection that allows the City's mobile computing devices (i.e. Police/Fire Mobile Data Computers, Public Works Mobile Data Computers) to communicate back to the internal City network infrastructure. The target date for completion of this network migration is June 2013.

Currently this connection is a dedicated "T1" circuit, which provides 1.5mb of bandwidth. The T1 circuit has worked well with the 3G speed cards that are currently installed in our mobile computers. However, with the coming upgrade to 4G speeds, this circuit would become a network bottleneck.

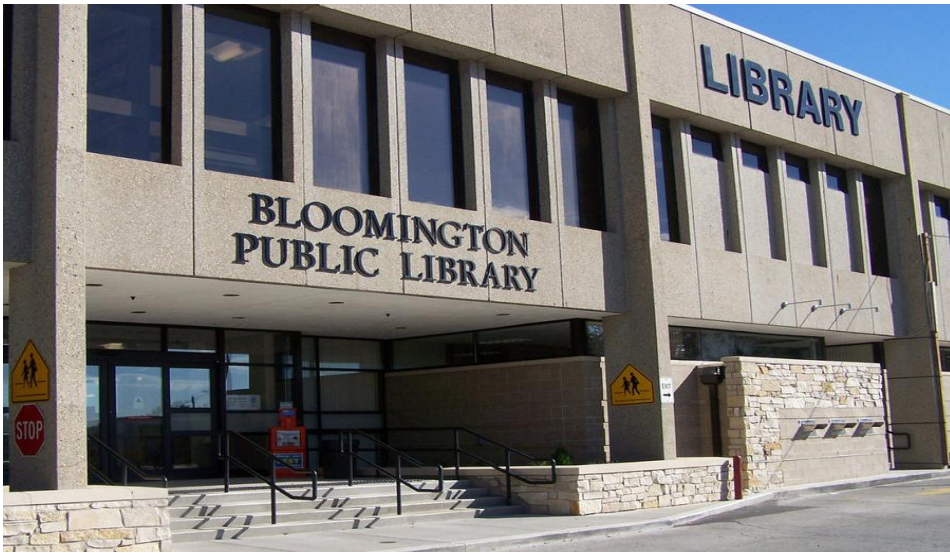
With the Private Network conversion, the department will be migration to internet-based virtual private network (VPN) encrypted tunnels. With this conversion, staff will be increasing bandwidth of the connection to internal resources from 1.5mb to approximately 20mb while still maintaining security. This migration will also eventually end in removal of the T1 circuit, which costs approximately \$800 per month.

Migration of Sprint/Nextel Cellular Devices to Sprint Devices

Migration of devices from the Nextel cellular network to the Sprint cellular network continued in April. All devices have been migrated except for a very few standard handsets, that currently still require the Nextel Direct Connect 2-way communication and the Blackberry smartphones that are in place. The final devices will be migrated either in May or early June 2013.

Upgrade of ExacqVision Video Management System (VMS) Software

IS staff upgraded the VMS software that records, archives and provides search and retrieval capabilities for the video cameras in place downtown and throughout City facilities. This upgrade provided better performance and improvements in camera compatibility and retrieval functions.



Library Director



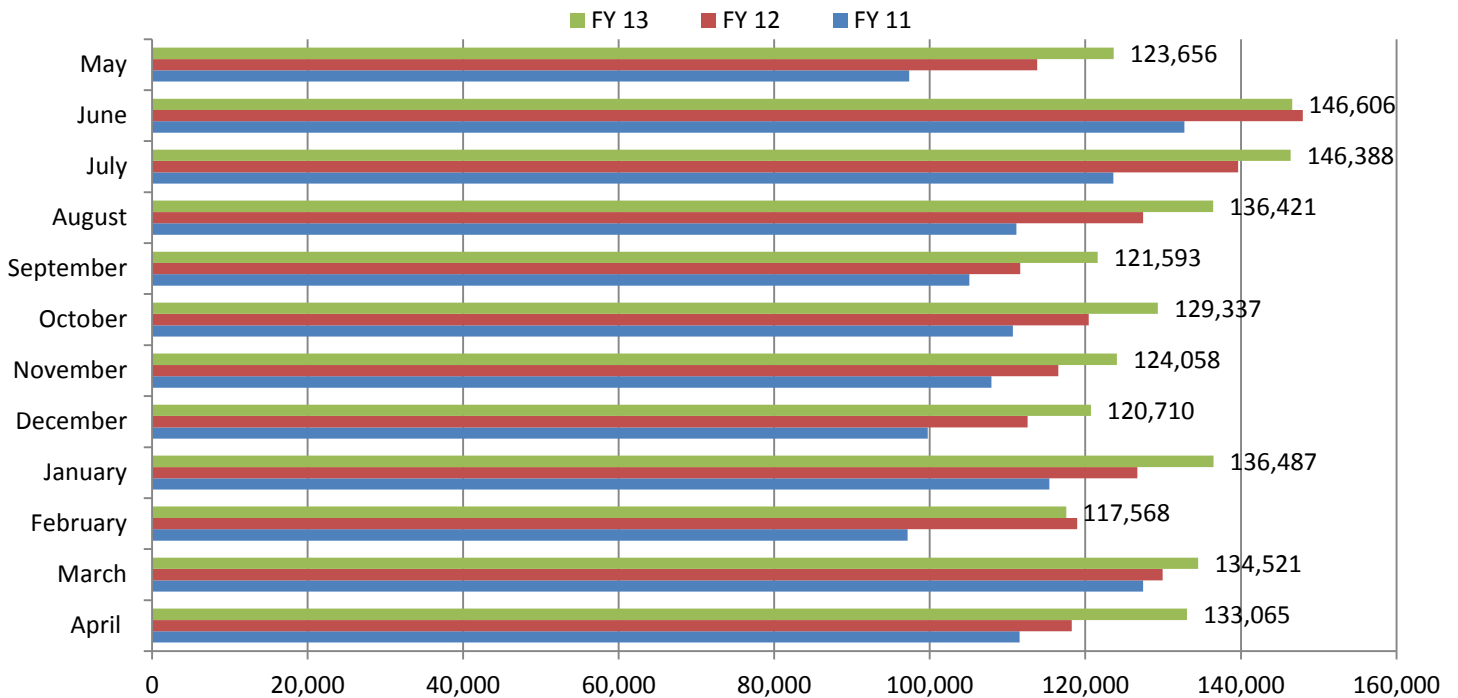
Georgia Bouda

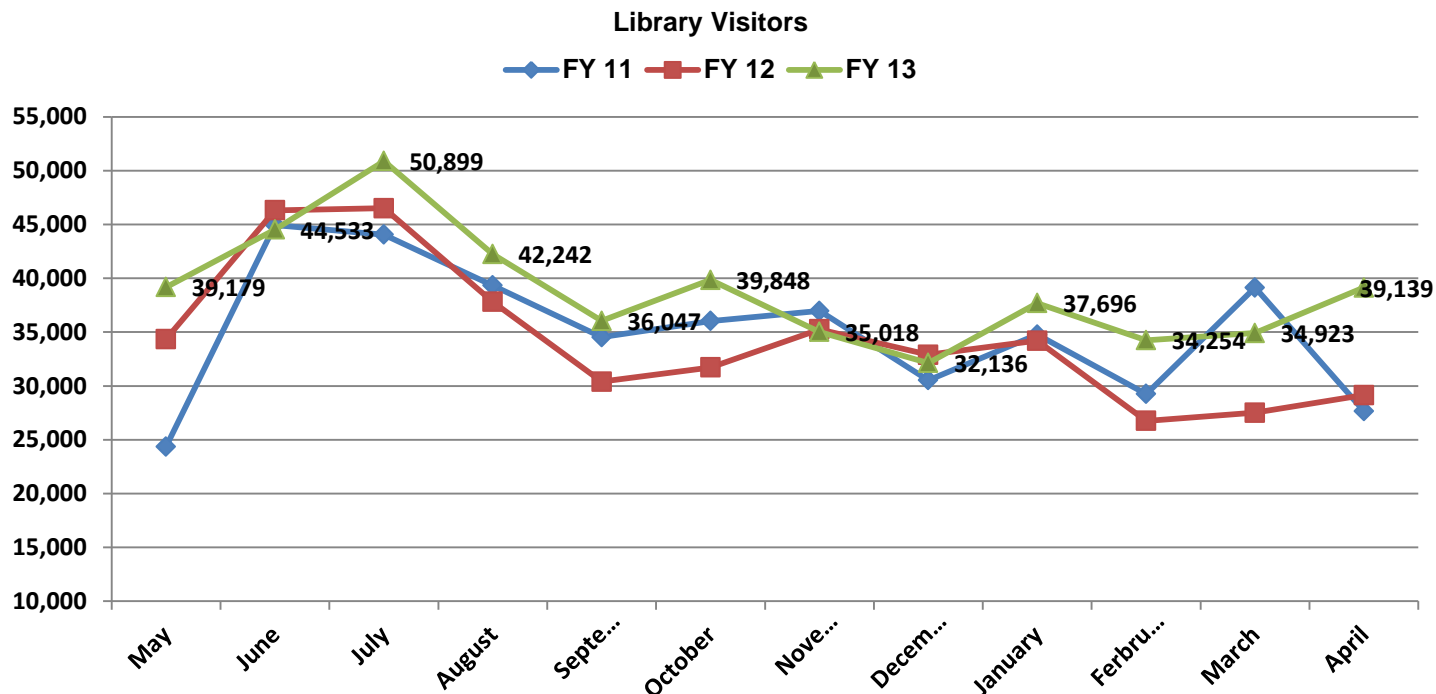
Library

April 2013 Edition

The Library lent 133,065 items in March, which is an increase of 12.5% compared to the 118,245 items borrowed in April 2012. This brings the cumulative circulation for the year to 1,570,410 a new record and an increase of 5.8% for the year. There were 36,267 visitors to the Library and Bookmobile in April. This represents a 19% increase from the 29,142 visitors in April 2012, bringing the total for the year to 463,042. Staff answered 4,723 questions from customers this month for a total of 73,836 for the fiscal year.

Items Circulated





Children's Programs in the month of April

- Lapsit – 84 attended – 8 sessions
- Toddler Story Time – 83 attended – 4 sessions
- Preschool Story Time – 142 attended – 5 sessions
- 2nd Saturday Story Time – 25 attended
- Wiggle Giggle Evening Story Time – 20 attended
- Money Smart Week Story time – 10 attended
- 2nd Monday Story Club – 6 attended
- Tails for Tales – 30 attended – 2 sessions
- Dia – 229 at Magic Show – estimated 600
- Irving K Visit – 42 attended – 2 classes
- Sheridan K visit – 44 attended
- Milestones Preschool visit – 15 attended
- Visited Katie's Kids – 70 attended
- Visited Brigham Head Start – 50 attended
- Books Alive – 130 attended
- Visited Little Jewels – 101 attended

Teen Programs and Attendance:

- The Teen Librarian visited these junior highs for book talks called Books & Bites. The number of children at each: Chiddix – 69; Evans – 38; Kingsley – 67; Parkside – 104
- Teen Advisory Board – 1 session – 0 attended
- Anime Now – 2 sessions – 17 attended
- Book Brags (teen discussion of favorite books) – 1 session – 0 attended
- Knitting for teens – 1 session – 2 attended

- Sleek Sassy Sophisticated Up Dos – 1 session - 12 attended
- Game Fest – 1 session - 7 attended

Adult Programs and Attendance:

- Fiction – 1 session – 11 attended
- Mystery Book Club – 1 session – 9 attended
- Non-Fiction Book Club – 1 session – 7 attended
- Wednesday Night at the Movies – 4 sessions – 36 attended
- Social Media Marketing – 1 session – 5 attended
- Searching for Your Ancestors – 1 session - 18 attended
- Smart Money Week Children’s Story Time – 1 session – 10 attended
- Smart Money Week Brown Bag Lunch – 1 session – 8 attended
- Grandma, Grandpa and Me Movie – 1 session – 2 attended

Compliments to the City

To: "Renee Gooderham"
From: "Michelle Freimann"
Date: 05/15/2013 08:13AM
Subject: Thank you to Public Works

Good morning beautiful!

I don't know who to pass this on to but, we cut down my lilac "tree" and rose bushes this weekend (basically cleaned the yard) and I called Public Works (the lady was most helpful on the phone) on Monday and the guys came and picked up all the stuff this morning...I was so happy, they even kind of cleaned the sidewalk up of the little stuff. I was worried since it's my yard, the sidewalk and then the street and I really don't have a curb.

Personally I don't think City workers get thanked enough for all they do.

Have an awesome day!

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

BLOOMINGTON CENTER FOR THE PERFORMING ARTS

Menopause: The Musical, April 3 & 4

Patron comments (gathered from post-show surveys):

- Laughed 'til I cried!
- Everything was amazing. We had such a good time.
- My second time seeing Menopause at the BCPA - great entertainment - fun evening!
- Never laughed so hard in my life and loved the music. Had dinner prior at the Grand Café, so everything was close. Fifteen of us ladies had a great time and we are looking forward to going again.
- It was AWESOME!!! I totally LOVED it! It is one of the BEST musicals out there. BCPA was a great place and the layout is really nice. 10+ all the way around.
- We laughed so hard and even laughed harder... Great show!
- Great show - high energy
- We had a great time.
- This was hilarious. Well done. Lovely voices. I enjoyed it immensely.
- Wonderful, excellent... so glad I went!
- Loved it!
- Hilarious!!!
- Awesome!!!
- Twelve of my coworkers and myself enjoyed an evening out with the BCPA as dessert to our evening. It was so much fun!

- The performance was first rate.
- OUTSTANDING, HILLARIOUS, WONDERFUL ACTING AND SINGING
- Wasn't sure what to expect going in... Afterwards... LOVED the SHOW! The event was WONDERFUL. I would definitely recommend it to friends & others!
- I saw in Chicago several years ago and this was every bit as good. My husband was one of a few men there and enjoyed it tremendously.
- Very funny, great singers, identifiable with many
- Excellent, funny, good acoustics, good seating - wonderful evening
- This was awesome - very funny and well done
- The show was funny from beginning to end! Those ladies were wonderful! The singing and acting was great. My girlfriends and I laughed from beginning to end.
- The quartet of actors/singers was wonderful.
- *Menopause: The Musical* was so fun. I laughed through the whole performance... and then I had a hot flash!
- Exceptional!
- BCPA is a most pleasant entertainment experience - big enough (quality offerings), small enough (more intimate in experience)
- The staff was very welcoming and helpful.
- Excellent.
- Had seen it before... totally enjoyed this production.
- Had a wonderful time!
- Bring it back!! I would go again!
- We love the intimate feeling of the BCPA, with its lovely restored presence and great selection of acts.
- I am so glad I went especially since I am going through it all!
- I'd see this again and again
- Brought a friend with and her first time at BCPA. She was very impressed with this beautiful old building. Also we were lucky and very pleased with the front row seats. Thank you so much. I saw *MENOPAUSE* many years ago in Chicago and this experience was just as great.
- We live over 60 miles away. Found the venue to be very accessible! Joy to attend.
- The facility is beautiful. We enjoy the variety of performances that are brought to the BCPA and attend 5 or 6 shows a year in addition to the Illinois Symphony Orchestra, for which we are season ticket holders.
- The volunteers are always exceptional!
- This was the best show I've ever seen. I love the intimacy of the BCPA. Parking is easy, it's easy to get in and out, and love that we have this gem in our community.
- I always enjoy the shows at BCPA. Absolutely our favorite place for entertainment!!!
- So glad we have this facility in our community.
- It was a good time at this definitely ladies event.
- We appreciate having a great facility close to our home; easy access from Clinton.
- Have not attended a show yet that didn't meet my expectations!!
- The ladies helping were wonderful and gracious.
- Everyone was very friendly and helpful. Had a very positive experience!
- The events I have attended are always marvelous, entertaining and affordable.

Carrie Rodriguez, April 11

Patron comments (gathered from post-show surveys):

- Fantastic show! Invited a friend from St.Louis.
- Great performance - fit ambience of ballroom well
- What an outstanding show!
- I enjoyed hearing a type of music that I had not heard before.
- Love the place, the intimate setting and the laidback friendly atmosphere.
- We LOVE coming to the BCPA!
- Excellent concert, one of the best I have seen. Loved that it was not in some larger space or a crowded bar.
- I liked the way the tables were set up and almost everyone in the audience seemed to have a clear view of the performers
- Whomever researched to bring this show to town is a genius! Fantastic musician, awesome show!
- Enjoyed the show!
- I like that for the CAFE you still designate seats to patrons as they arrive. This is so much easier than wandering around the room trying to find seats for your party or trying to find out from people if they are saving seats, etc.
- I wish I'd known about this venue a long time ago.

Julie Fowlis, April 21

Patron comments (gathered from post-show surveys):

- The performance was impeccable and nothing short of pure delight. Julie Fowlis and her band are fine and gifted performers, and it is a precious gift to be able to experience this kind of music from Scotland's past and present.
- Excellent
- It was better than very good... it was excellent!
- Excellent! The artist and show was everything we had hoped it would be!
- Such a beautiful performance by all. She was charming and such a beautiful talent.
- Everything was exceptional, and I had a wonderful time!
- The theater was wonderful! It had a lot of character. I really loved its appearance!
- Super experience
- We had a wonderful time
- We are ARTS PARTNERS, so we attend a lot of concerts, and haven't ever been disappointed.
- Enjoyed a new genre of music I was not very familiar with.
- Good show, excellent vocalist and musicians. Perfect show length.
- Will definitely buy for next season - can't wait to see what the season is!
- I've been coming over from Urbana for BCPA shows quite often in the last couple of years. We don't have as many opportunities in C-U to see the kinds of artists that you're able to bring to BCPA. Keep up the good work!!

An Evening with Groucho, April 27

Patron comments (gathered from post-show surveys):

- Excellent show!
- Well worth the money

- Excellent performance!
- Great show, very funny.
- I thought it was one of the best shows of the year.
- The staff are always very kind and helpful to us in finding our seats. This make us feel very welcome.
- Everyone was helpful and had no problem asking for help
- So grateful the performers stayed to sign autographs; made my husband's evening to get it! Pre-show activities were fun as well.
- It was a fun experience
- We have been to several very good performances at the BCPA, and we will return.
- We have been buying our tickets for the season ahead of time
- As usual, this was an excellent event at the BCPA. Thank you so much from bringing Frank Ferrante and his show to Bloomington/Normal. I have read many rave reviews of his performance as Groucho over the last few years, so it was a special treat to have him come to our town. Thanks again!
- Seats we comfortable, theater was beautiful
- It was a fantastic show.

Angelina Ballerina, April 27

Patron comments (gathered from post-show surveys):

- Me and my daughter greatly enjoyed the show and experience. We also enjoyed the activities after the show.
- Enjoyed the activities offered in between shows!
- Loved the pre-show activities in the ballroom. Great family time!
- My girls loved the interactive nature of the show--dancing in the aisles. Nice finale!
- I liked how the characters came out and danced with the children. My daughter wanted to go on stage but after a short time dance in the aisles instead.
- I had a great experience. I had lost my tickets and it was replaced with ease. Finding the place and having a great time with the show were also more positives! I will actively try to attend another show with my daughter. Thank you!
- Always a good experience
- My granddaughter loved it.
- My daughter loved the show and I appreciate that the souvenirs were reasonably priced.

Appendix

Police Department cont...

<u>Incoming Phone Calls</u>	
Administrative (non-emergency)	7698
911 Calls (wireline & wireless) total	2099
911 Calls - Wireline	383
911 Calls - Wireless	1716
Total All Calls	9797
<u>Dispatched Calls</u>	
Police	5904
Fire and EMS	740
Total Dispatched Calls	6644
<u>Daily Call Averages</u>	
Administrative (non-emergency)	257
911 Calls – Wireline and Wireless	70
All Calls per day average	327
Police Dispatches	197
Fire and EMS Dispatches	25
Average Dispatches per day	221

Administration

SRO Arnold made four arrests -- two for disorderly conduct and two for battery. He completed thirteen reports, issued six ordinance violations, conducted three home visits, met with three parents, and presented a program on handcuffing in the classroom. SRO Evans conducted the following service calls: five theft issues, six order of protection checks, two deceptive practices, ten disorderly conduct issues, five child custody issues, ten truancy issues, fifteen fights, conducted five crisis drills, five lock down drills, three evacuation drills, and completed ten child sex offender checks. SRO Hirsch spoke with fourteen parents concerning various issues, assisted school administration with student issues regarding theft, fighting, weapons, drug possession and drug equipment. Hirsch set up a school search with K9s on their training day searching the school for drugs. He removed five students from classrooms for poor behavior, wrote three ordinance violations for fighting, spoke to 60 eighth grade students for career day regarding law enforcement, reviewed approximately three hours of video for fights, drug use and thefts, and investigated four thefts with all items returned. SRO Wagehoft gave a talk to approximately 150 kindergarten students concerning community helpers. He assisted school administration with 15 disorderly conduct issues, two runaways, one curfew ordinance violation, one domestic incident, one burglary, three truant students, two thefts, two suicidal threats, two criminal damage issues, four fights, one order of protection, and one child safety seat review.

Public Affairs Officer White fingerprinted agents at State Farm, conducted a bank robbery class, attended Explorers meetings, STAC meeting, and Crime Detecting Network meeting, conducted a neighborhood watch start up meeting, read to four groups of children at the YWCA, helped with Bike

In Bike Out registration at Lincoln Garage, and conducted a work safety presentation at Mission Restore.

Public Works Department cont...

Engineering Division

PRIVATE DEVELOPMENT PROJECTS	STATUS
Commercial Site Plans	19 Plan Sets Reviewed
Scharf PUD Sanitary Sewer	In Construction (0% Complete)
Grove Subdivision, 4 th Addition	In Construction (40% 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
Fox Creek Village, 3 rd Addition	In Construction (18% Complete)
Fox Creek Village, 4 th Addition	In Review

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)
Hershey Road: Hamilton Road to 750' South	(90% Complete)
Sanitary Sewer & Storm Water Master Plans	In Design (50% Complete)
Highland Golf Course Storm Sewer	In Design (50% Complete)
HoJo Pump Station	In Design (0% Complete)
Maizefield CSO Elimination Study	In Design (0% Complete)

April 2013 Overweight Loads	26@ Value = \$2,610
April Dumpster/Traffic Control	\$100
Customer Service Calls	
April 2013 Call Center	1,651 Inbound Calls
Erosion Control/Complaints Inspection Report	
New/Maintenance Erosion/Storm Water Management Inspections	176
Erosion/Storm Water Management Complaints	3
Inspection & Complaint Files Closed	12

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.

Work Type	Jobs Completed
Cave In	2
Cold Mix	30
Contractor	2
Damage Repair	14
Inlet Repair	4
Mailbox	183
Pavement Repair	1
Perm Patch	6
Sidewalks	1
Water	20

Work Type	Average Age	Average Completion	Avg Hours Worked
Cave In	-3.50	0.50	27.50
Contractor	170.00	9.00	22.00
Damage Repair	42.00	0.00	21.00
Inlet Repair	47.75	4.50	20.50
Mailbox	13.83	8.61	1.50
Pavement Repair	92.00	0.00	20.00
Perm Patch	41.17	3.00	42.75
Sidewalks	-2.00	0.00	12.00
Water	8.00	4.20	10.43

Work Type	Outstanding Work Orders
Backfill/Seed	5
Cave In	8
Cold Mix	220
Contractor	10
Damage Repair	20
Inlet Repair	9
Mailbox	4
Main Repair	1
Manhole Repair	7
Pavement Repair	4
Perm Patch	28
Service Repair	7
Sidewalks	4
Traffic Control	0
Water	30

Water Department Cont...

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	4/30	4/23	4/16	4/9	4/2	3/27	3/20	3/13	3/6
1	60				56	Skip week			
2				60					56
3			24					26	
4		22					26		

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.

Personnel

The advertisements for the two Water Plant Operator positions have been in national publications for most of the month of March. The posing closed on March 23 with more than 40 applicants. Interviews will be held in May.

Brett Lueschen, in his capacity as Chief of the Towanda Fire Protection District, was called upon as part of a Mutual Aid Box Alarm System (MABAS) request, to help with the emergency response efforts in Morris Illinois due to the flooding in that community. He spent a night in Morris, with numerous other Departments, including an Engine Company from the City of Bloomington, covering the emergency calls in that community.

One employee from the Water Department is on medical leave following a surgery. This vacancy is in the Distribution area, which is already down one seasonal employee. This loss is affecting productivity in this Division.

The Water Department hosted the Illinois Lake Management Conference at Davis Lodge during the first few days of April. Rick Twait completed two presentations. The conference attracted attendees for across the State and a few from out of state. It was a great opportunity to showcase our watershed protection and outreach efforts to producers.

The Distribution Crew went through training on the use of the new Hydra-Stop equipment. The Hydra-Stop equipment allows a water main to be taken out of service while a repair is made. This can be done by shutting down smaller portions of the water distribution network and inconveniencing fewer customers.

Communications

During the presentations at State Farm this month, the Department took the opportunity to hand out leak detection kits and answer water related questions at both a booth in the Atrium and after the “lunch and learn “speaking engagements.

Miscellaneous

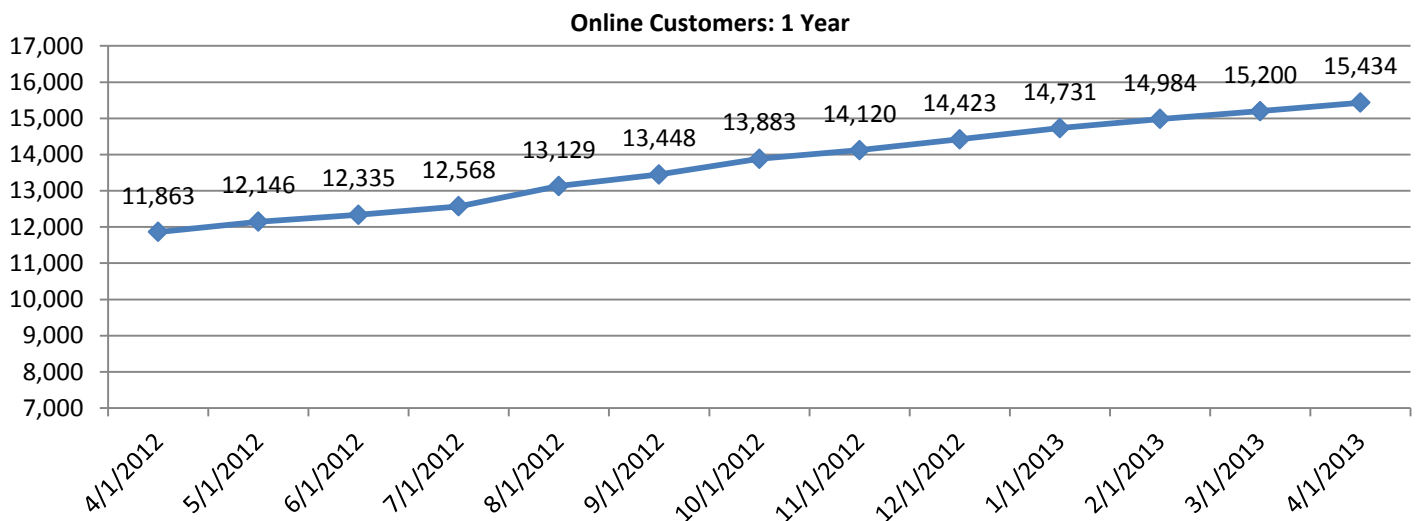
An Illinois High School Association (IHSA) fishing tournament was held at Lake Bloomington during April. Over 30 teams with between 75-100 high school students took part in this event.



The EverBloom chapter of the Friends of Reservoirs Program met again in April 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 at the Evergreen Lake or the Lake Bloomington reservoirs. About 100 people have already joined the EverBloom chapter. The group hopes to have a reservoir clean-up day in the spring at both reservoirs.

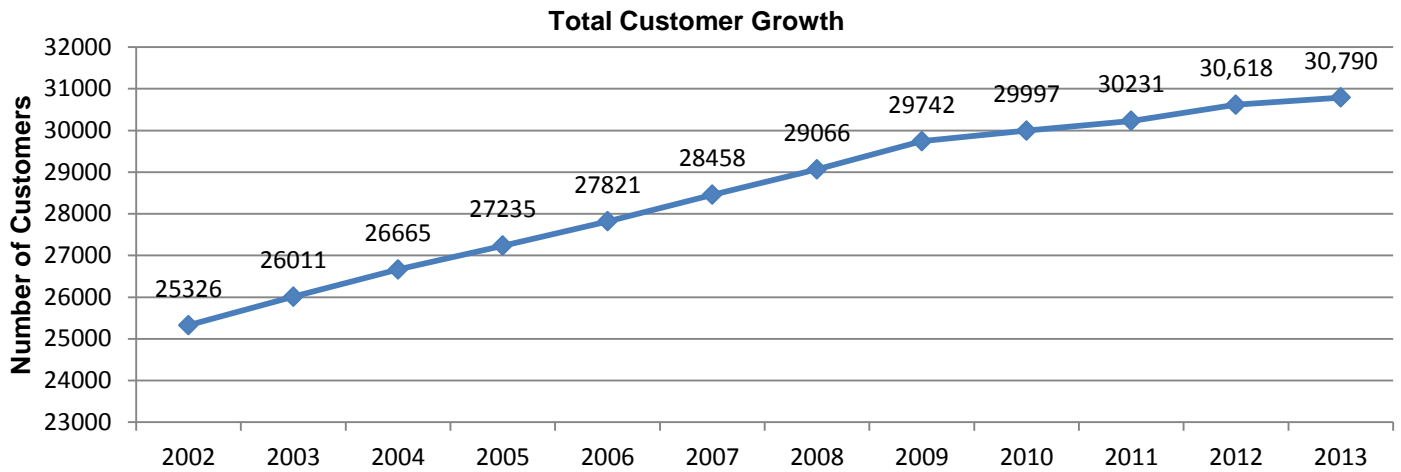
The new bulk water dispensing station was installed and tested at the Division Street office during February. This new hardware will tie directly into the MUNIS software so water sales and meter readings for the water sold will be tracked at the time of the sale. The new system is much less time intensive on the part of the City. In April, this unit sold about \$578 worth of water.

The online bill payment option continues to attract new enrollees. At the end of April, 15,434 customers have signed up for this service, which resulted in 234 new customers adding this service in the month of April. 15,434 equals about 50.1% of the total customer base.



In a related metric for the number of customers accessing their accounts on-line, there are now 1,945 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 15 customers as compared to last month. The 1,945 customers make up 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 April, there was an increase of 38 customers, which brings the overall total to 30,790 customers. This is a calendar year gain of 1144 customers.



Cost Savings Measures

The continued increase in the number of customers that are electing to go paperless with their City Services bills is creating savings for the Water Department. In total 3,702 customers no longer receive a paper bill. This equates to 12% of all customers. Each bill has a hard cost of about \$0.53 for the processing and mailing, which translates into savings of about \$2,000 per month. As more customers opt in to the paperless billing program, the amount saved each month will continue to increase.

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...

Utility

April is typically a very busy month for the Utility division. This April was no exception as staff was busy opening up all park public bathrooms and drinking fountains. Park staff has to reassemble all bathroom fixtures and reinstall all the water meters. McGraw Park fountain was cleaned, serviced and turned on at the end of the month as well.

One big project completed in April was the removal and replacement of concrete in front of O'Neil swimming pool. The existing concrete was severely cracked and sloped the wrong way which created a drainage problem when it rained. Staff corrected the slope and added a new box drain which will help with drainage. Staff also corrected the trip hazard that developed between the curb and the sidewalk. Another big project was the refurbishing of the main rock in the former Sea Lion (now Harbor Seal) exhibit at the Zoo. The rock had some cracks that were letting water inside which could have created more damage. Staff was able to recoat and reseal the entire rock. Finally, staff installed a new deck around the pool area which will make it easier for the keepers to walk. This was all done to accommodate the two new Harbor Seals that would be calling this home.

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
- Replaced faulty drain pipe in the women's bathroom at the Pavilion
- Replaced rock climbing wall at Ewing II playground
- Installed a new kiosk in the front of City Hall
- Replaced broken conduit on the HVAC units at the Den
- Replaced 7 bulbs and 2 ballasts at the BCPA
- Replaced 16 bulbs and 4 ballasts at the Den
- Replaced a bearing on RTU #9 at the Coliseum

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

Special Olympics

The spring weather in April was not kind to the Special Olympics sports training programs for bocce, soccer, and track and field. Many practices had to be held indoors. The qualifying competitions for the State Special Olympics events were canceled for all three sports. Winners were pulled out of a hat by division to determine who would advance to State. Aquatics was the only sport that went to a qualifying competition.

The drop in service units was mainly due to no qualifying competitions or practice soccer games for the soccer teams. These are usually all day events. The drop was also due to S.O.A.R. not offering spring break programs since the numbers were low in 2012, and the Artist Showcase was not offered.

Weekly Programs

Some new weekly programs started in April including Movie Madness, Gardening & Crafts and Spring Crafts.

Special Events

70s Bingo, IWU Dance Concert & Dinner, Spring Formal and a trip to Peoria Rivermen Hockey Game were the special events held in April.

Staff Hours

This includes all of the Recreation Division (S.O.A.R., Pepsi Ice, Recreation, and Aquatics). Staff hours increased by 165 compared to 2012. Various areas were up and down for different reasons. The plus 165 hour increase was due to Pepsi Ice. They were training new Zamboni drivers and Building Supervisors during April.

Volunteer Hours

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

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

S.O.A.R. continued to have a large number of students needing hours for class. They assisted with a wide variety of programs. Some of the S.O.A.R. parents also volunteer.

<u>Area</u>	<u># individuals</u>	<u># hours served</u>
Hockey	40	417.5
S.O.A.R.	52	237
Miller Park Adult Center	9	32
Afterschool Flag Football	1	24

Zoo Division

Admission Revenue

- April 2013: \$33,648.50
- April 2012: \$30,275.75

Attendance

- April 2013: 10,384
- April 2012: 11,010

Attendance decreased by 13.3% for the current fiscal year compared to last year's attendance. The fiscal year 2011-2012 was the third best year in history.

Education

- April 2013: \$27,481.50
- April 2012: \$7,201.50

Revenue from Education program fees and rentals were down 10.3% for the fiscal year compared to last year. 2011-12 was the best year in Zoo history in revenue raised through Education and rental programs. The high April 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

- April 2013: \$3,678.13
- April 2012: \$3,669.90

Revenue from Concessions, Carousel and Animal Food decreased by 15.8% for the current fiscal year compared to last year's numbers.

Animal Collection

Acquisitions

- Female North American Porcupine
- 1 Laughing Kookaburra
- 2 Male Harbor Seals
- 2 Blue Poison Dart Frogs

Dispositions

- Female Madagascar Giant Day Gecko
- 1 Red-eyed Tree Frog
- Female California Sea Lion



Laughing Kookaburra

- Male Blue-Black Grassquit
- 2 Yellow and Blue Poison Dart Frogs
- Female Blue-Grey Tanager
- 1 Red-Capped Cardinal
- Female Wallaroo

Other

- The Zoo has not exhibited a North American Porcupine since 1993. This species is difficult to acquire due to their high demand. This species is also part of the Species Survival Plan (SSP)
- For the first time in the Zoo's history, a Laughing Kookaburra hatched. This pair is also the most genetically valuable pair in the SSP.
- The Flock of chickens cleared quarantine and were moved to the Children's Zoo and Zoo Lab.

Staff

- Worked on animal transactions (11 pending) including shipping out female California Sea Lion and receiving 2 male Harbor Seals. Moving pinnipeds (seals and sea lions) can be difficult due to the animal's response to stress. The fact that both shipments went extremely well is a testament to the staff.
- Zoo curator Jonathan Reding attended Association of Zoos and Aquariums (AZA) Mid-year conference in Charleston, South Carolina.
- Zoo Superintendent Jay Tetzloff participated in Development Director Interviews with the Miller Park Zoological Society Board.
- Zoo Superintendent gave presentation to the Bloomington Kiwanis Club.
- Zoo Superintendent was keynote speaker at Sigma XI annual banquet. His talk was titled *Research in North American Zoo*. Sigma XI is the research/scientist organization locally with Illinois Wesleyan and Illinois State University students and professors. Jay was also given an honorary associate membership.

Notes

- Hosted special event, Party for the Planet. This event's theme celebrates Earth Day.
- The Zoo distributed money to Snow Leopard Trust, Wildlife Conservation Society (Snow Leopards), Conservation Breeding Specialist Group, Siberian Environmental Center (Pallas' Cats), United States Fish and Wildlife Service (Red Wolves), and Sumatran Tiger Research Prey vs. Predator study. These conservation projects were funded by the Zoo's Conservation Fund. This fund was created in 2011. Money for this fund comes purely from the Zoo's guests from the wishing well, special event concessions, and guests donating specifically to this fund.
- Both Zoo vehicles were completed with graphics to identify them as Zoo vehicles. A graphic design intern from Illinois State University created the designs.



Planning & Code Enforcement Cont.

Historic Preservation Activity

<u>Case Number</u>	<u>Petitioner and Address</u>	<u>Request</u>	<u>Action</u>
HPC-4-13	Tara Henry, 1316 East Washington Street.	Requesting a Certificate of Appropriateness for porches on the front and west side of the structure as well as new windows.	Voted 5-0 to approve the south porch (west was withdrawn) and windows
BHP-05-13	Tara Henry, 1316 East Washington Street	Requested \$2,500 Funk Historic Preservation Grant for the property located at 1316 E. Washington Street.	Voted 5-0 to approve the grant request up to \$2,500

Zoning Board Activity

<u>Case Number</u>	<u>Petitioner and Address</u>	<u>Request</u>	<u>Action</u>
Z-4-13	Don Fogler, 809 S. Morris Ave.	Requesting a reduction in a required front yard to allow for construction of an accessory structure (Garage)	The Board voted 5-0 to approve the request.
Z-5-13	Leonard Beach, 610 Indianapolis St.	Requesting two variances to reconstruction of an accessory structure (garage) 1. Reduction of the required separation between an accessory structure and the primary structure. 2. Allow for construction in a require side yard.	The Board voted 4-1 to approve the requested variances.

Items/Activities of Note

This report is the start of what PACE anticipates to be more comprehensive performance measures. After learning more about the new system and its capabilities, the department will begin expanding the data that is represented. In the meantime, staff will continue to work in the system to find bugs and streamline the process. In other Munis related news, PACE staff is now training on other modules of the system. These modules include “business licensing” (Building Safety and Code Enforcement) and “fixed assets and inventory” (Facilities Management).