



Photograph by Rich Batka, Bloomington Fire Department

CITY MANAGER'S MONTHLY REPORT



Jewel of Midwest Cities





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Upcoming Meetings

- Liquor Commission meeting, July 9, 4:00 p.m. – 6:00 p.m. City Hall
- Planning Commission meeting July 10, 4:00 p.m. – 6:00 p.m. City Hall
- Historic Preservation Meeting, July 18, 5:00 p.m. – 6:00 p.m. City Hall
- Citizens' Beautification Committee Meeting, July 25, 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

- Franklin Park Concerts, July 18 & 19
- Six Flags/Hurricane Harbor, Normal Parks & Recreation, July 19
- Public Focus Meeting with Chief of Police, Osborne Room, August 4
- Music Under the Stars, Miller Park Bandstand, August 6
- Bruegala - Red Wanting Blue, BCPA, August 23, 24



City of Bloomington Elected Officials

**Mayor
Tari
Renner**



**Ward 1
Kevin
Lower**



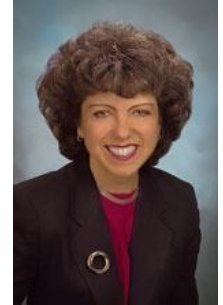
**Ward 2
David
Sage**



**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

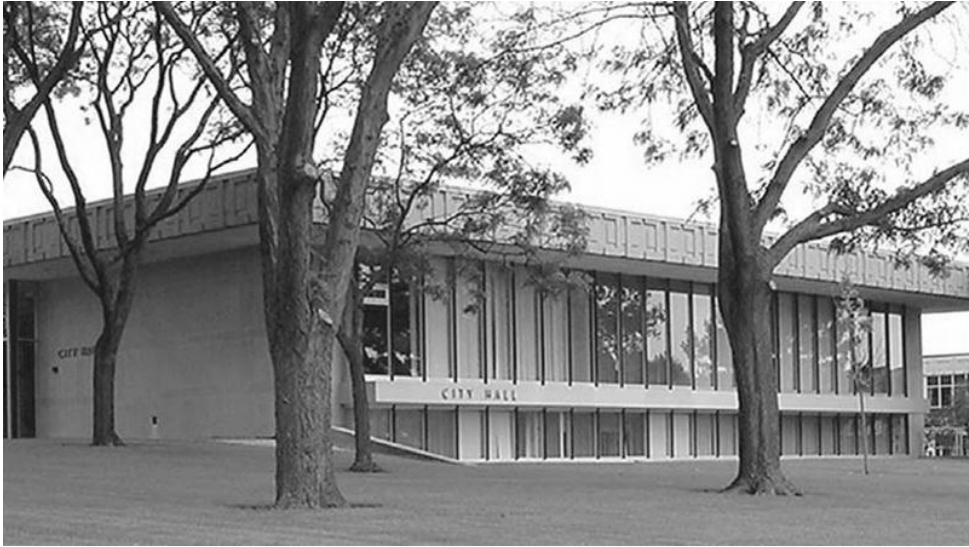
Director of Water: Craig Cummings

Interim Police Chief: Clay Wheeler

Fire Chief: Mike Kimmerling

Library Director: Georgia Bouda





City Manager



David Hales

Welcome From the City Manager

May 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 May 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 for Performance Management Successes

The International City/County Management Association (ICMA) is pleased to announce that Bloomington, Ill., is being recognized for superior performance management efforts with a Certificate of Distinction from the ICMA Center for Performance Measurement™ (CPM). Bloomington is among eight jurisdictions receiving the honor this year and this marks the second year in a row the City has received this honor.



“The certificate program recognizes the principles of performance management,” said Wayne Sommer, ICMA’s Director of U.S. Programs. “Jurisdictions meeting the qualifications have demonstrated leadership in continuous improvement and community engagement, and they serve as examples for other governments to follow.”

The certificate program assesses a local government’s performance management program and encourages analysis of results by comparing to peers and gauging performance over time. Performance management aids in cost reduction, program prioritization, and quality improvement. It also encourages accountability and transparency. Certificates are awarded at the levels of Achievement, Distinction, and Excellence. Criteria for the Certificate of Distinction include:

- Reporting of performance data to the public through budgets, newsletters, and/or information provided to elected officials
- Data verification efforts to ensure reliability
- Staff training
- Use of performance data in strategic planning and operational decision-making
- Sharing of performance measurement knowledge with other local governments through presentations, site visits, and other networking.

About ICMA

ICMA (International City/County Management Association) advances professional local government worldwide. Its mission is to create excellence in local governance by developing and advancing professional management of local government. ICMA provides member support; publications, data, and information; peer and results-oriented assistance; and training and professional development to nearly 9,000 city, town, and county experts and other individuals and organizations throughout the world. The management decisions made by ICMA's members affect 185 million individuals living in thousands of communities.

About the Center for Performance Measurement

ICMA’s Center for Performance Measurement is dedicated to helping local governments use performance information to better the lives of the people they serve. Jurisdictions are assisted with the collection, reporting and analysis of data relating to quality, effectiveness and efficiency of government services. The Center encourages the use of performance information in a positive, continuous-learning environment in order to foster organizational cultures that deliver results that matter. For more information, please visit icma.org/performance.

2013 ICMA CPM Comprehensive Program Participant

The City of Bloomington is participating in the International City/ County Management Association (ICMA) Center for Performance Measurement (CPM) comprehensive program this year and will be collecting and reporting Fiscal Year 2013 data for the purpose of comparing and benchmarking performance levels with similar jurisdictions. The ICMA Center for Performance Measurement (CPM) has been in existence since 1994 and has assisted local governments in improving the quality, effectiveness, and efficiency of public services through the collection, reporting, analysis, and application of performance information.



Leading and managing local governments requires understanding the performance of a jurisdiction across a range of criteria. A key ICMA initiative is to help local governments use performance data to establish goals and outcomes in budget decisions; set targets of performance; compare to and learn from other jurisdictions, and communicate service and financial improvements to citizens.

Participation in the program will require the City to pull a significant amount of performance information from a large number of service areas. All service areas will be evaluated based on the following question types:

- Inputs (expenditures, hours paid)
- Outputs (units of service provided)
- Efficiency (ratios calculated after data is submitted)
- Outcomes (citizen/customer satisfaction)

The purpose of the Center for Performance Measurement is to assist jurisdictions in:

- The development of common measures
- Encouraging comparisons
- Identifying effective management practices
- Learning from high performers

City leaders hope to use this information to help guide future decision making, identify efficiencies and potential inefficiencies, and as a component to promote a culture of continuous improvement. The City will be submitting the performance information the first week of October for data cleaning, verification, and compilation by the ICMA and expect to receive the results in November.

Visit www.icma.org for more information about this program.

Executive Summary

Police Department

- The following activity was the Street Crimes Unit (SCU): 22 probable cause arrests, \$4,620 in tow fees generated, \$1,750 in ordinance violations issued, \$7,775 seized for forfeiture and approximately 363.5 grams of suspected cannabis seized. **(Page 9)**
- On May 3, eleven officers made a surprise visit to Chaser's to check IDs (Operation Pinocchio). A total of 31 ordinance violations were issued to under-aged drinkers. On May 9, Operation Pinocchio was again enforced at Chaser's and Elroy's. Twelve OVs were issued. **(Page 12)**
- The Department experienced 170 property crime reports, which is an increase compared to the 141 property crime reports last month. The breakdown is as follows: 35 burglaries, 101 thefts and five motor vehicle thefts. **(Page 13)**

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

Fire Department

- For the month, the three most common EMS report types include Sick Person, Fall Victim, and Breathing Problem. **(Page 14)**
- For the month of May, the Fire Department's response time was well under the six minute bench mark with an average call creation to arrival time of 5:27**(Page 14)**
- During the month of May, the Bloomington Fire Department responded to 165 calls of which 3 were confirmed structure fires. The 165 calls comprised about 20% of the call volume for the month. These structure fire incidents resulted in a dollar loss estimated at \$67,000. **(Page 15)**
- This month, the majority of calls were EMS related, which accounted for 654 calls for service in May. The 654 calls resulted in a total of 815 patients treated and 541 patients transported. **(Page 15)**

Public Works Department

- Installation and testing of the sewer work performed by a contractor at The Grove 4th Addition was monitored by Engineering Division staff from the City of Bloomington. **(Page 19)**
- Since automated recycling became a reality in the City of Bloomington, almost 70% of the City's customers have enrolled in the program signifying a substantial participation rate. **(Page 20)**
- The Public Works Department was able to sweep 1,093 miles of streets in May. **(Page 21)**

Water Department

- Central Illinois experienced well above average precipitation, almost nine inches of rain, during the month. The monthly average precipitation for May is about 4.36 inches. **(Page 23)**
- The precipitation during the month was enough to cause the main reservoir feeder streams, Money Creek for the Lake Bloomington Reservoir and Six Mile Creek for the Evergreen Lake

Reservoir to follow throughout the month. Due to this increased precipitation, the reservoirs remained full. ([Page 23](#))

- The shoreline protection project at the Evergreen Lake Reservoir restarted during the month but immediately shut down again due to heavy rain storms that made ground too soft to work in ([Page 24](#))
- 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 ([Page 25](#))
- During the month, there were five water main breaks/water main leaks. The calendar year 2013 total through May is 22 main breaks ([Page 28](#))
- The department installed 428 Radio Frequency (RF) meters during the month of May ([Page 30](#))

Parks, Recreation & Cultural Arts Department

- Summer registration began May 1, for City of Bloomington residents and May 9, for non-residents. During the first day of registration, the department collected almost \$99,000 for classes ([Page 32](#))
- According to the Cognilogic Weather Service, golf playable hours for the month decreased by 18% ([Page 33](#))
- The BCPA announced its 2013-2014 season on Thursday, May 16. Tickets went on sale the following Monday, May 20. The full 2013-2014 BCPA Mainstage season schedule and the Student Spotlight series six show lineup ([Page 63](#))
- On May 13, the Bloomington City Council voted to expand the approved liquor consumption areas of the BCPA to include the building's auditorium space, paving the way for the BCPA to acquire spill-proof cups to sell at future events for patrons who want to bring their drinks into the auditorium. ([Page 38](#))

Planning & Code Enforcement (PACE)

- New home starts increased by 12% in May 2013 compared to May 2012. For the year to date, there is an increase of 6% in this category ([Page 39](#))
- Total building permits in May 2013 increased by 54% compared to May 2012 and are up 2% for the year to date ([Page 39](#))
- This month, there is one project in progress that is valued at more than \$1 million ([Page 39](#))

Economic Development

- During the month, City Manager Hales and Economic Development Coordinator Justine Robinson had the opportunity to attend the International Council of Shopping Center's annual global retail convention. In attendance were over 34,000 individuals representing retailers, real estate companies, exhibitors and municipalities – all of whom were focused on today's retail climate. ([Page 42](#))



Interim Police Chief



R.T. Finney

Police Department

May 2013 Edition

Criminal Intelligence and Analysis Unit

During the month of May, a CIAU staff member presented two hours of gang training to staff of the McLean County Juvenile Detention Center. Throughout the month, all three CIAU staff members spent a considerable amount of time providing investigative support to two homicide cases. One CIAU member prepared gang crime research reports and testified as an expert witness in a gang motivated shooting hearing.

CIAU also worked with the Illinois Department of Corrections to create a partnership where this agency hosts office space for an Illinois Department of Corrections investigator. The placement of this investigator at the agency will further strengthen cooperation between the agencies as well as increase information and resource sharing.

Vice Unit

The Vice Unit has four detectives assigned with an average of 3.78 working per day. This month, fifteen cases were opened and seven cases closed. Three search warrants/searches were conducted. The following were purchased/seized: 3.6 grams of purported crack cocaine purchased; 5 units of purported ecstasy purchased; 1.6 grams of purported heroin purchased; 36 units of suspected controlled prescription drugs purchased; 18.7 grams purported crack cocaine seized; 64.70 grams of purported cannabis seized; 7 units of purported ecstasy/analog purchased; 1.10 grams of purported heroin seized; 20 units of suspected controlled prescription drugs seized; \$837 seized for forfeiture, one gun seized; and \$4,400 seized in drug proceeds collected from cannabis customers.

US Marshal Task Force

Task Force Officer (TFO) Tom Rena is assigned to the Task Force. During the month of May, 33 felony cases were opened with 28 of those closed by arrest or referral. Michael Mays was wanted in connection with a Homicide, which occurred in Bloomington. 75 minutes after the warrant was issued, TFO Rena took Mr. Mays into custody without incident.

Mansur Shakirov was wanted by McLean County on reckless homicide charges related to the death of Hudson/Bloomington Firefighter Christopher Brown. TFO Rena learned Mr. Shakirov was in Spokane, Washington. TFO Rena contacted the U.S. Marshal Task Force and requested assistance. Mr. Shakirov was later taken into custody.

Cyber Crimes

The Cyber Crime unit (3 detectives) has 31 open/active cases including one open/active joint investigation with the United States Secret Service (USSS). The unit investigates crimes involving but not limited to child pornography, network intrusion and online scams.

Street Crimes Unit (SCU)

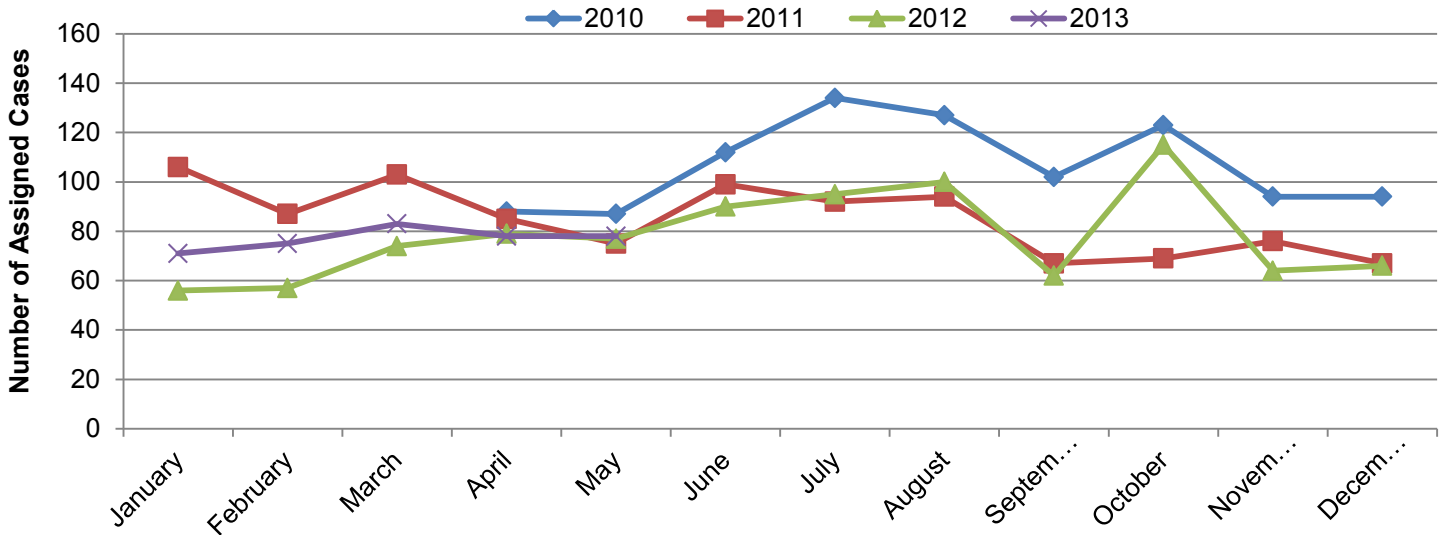
The Street Crimes Unit has seven officers assigned with an average of 4.9 working per day. The following activity was reported in May: eight warrant arrests, 22 probable cause arrests, \$4,620 in tow fees generated, \$1,750 in ordinance violations issued, \$7,775 seized for forfeiture and approximately 363.5 grams of suspected cannabis seized.

Criminal Investigations Division (CID)

CID assigned 74 new cases for investigation in May. The case load being carried by CID had the following dispositions: 46 cases were cleared by arrest, 8 cases were cleared with juvenile arrest, and 137 were administratively closed, exceptionally cleared or were unfounded. 190 incidents of domestic violence were reviewed in May.

CID began the month of May with eight general detectives. On average there were 7 detectives working per day and each detective was assigned approximately 10.38 cases. The Domestic Violence detectives (2) were assigned 75 cases. The detectives assigned to sex crimes and sex crimes involving children are investigating 63 cases.

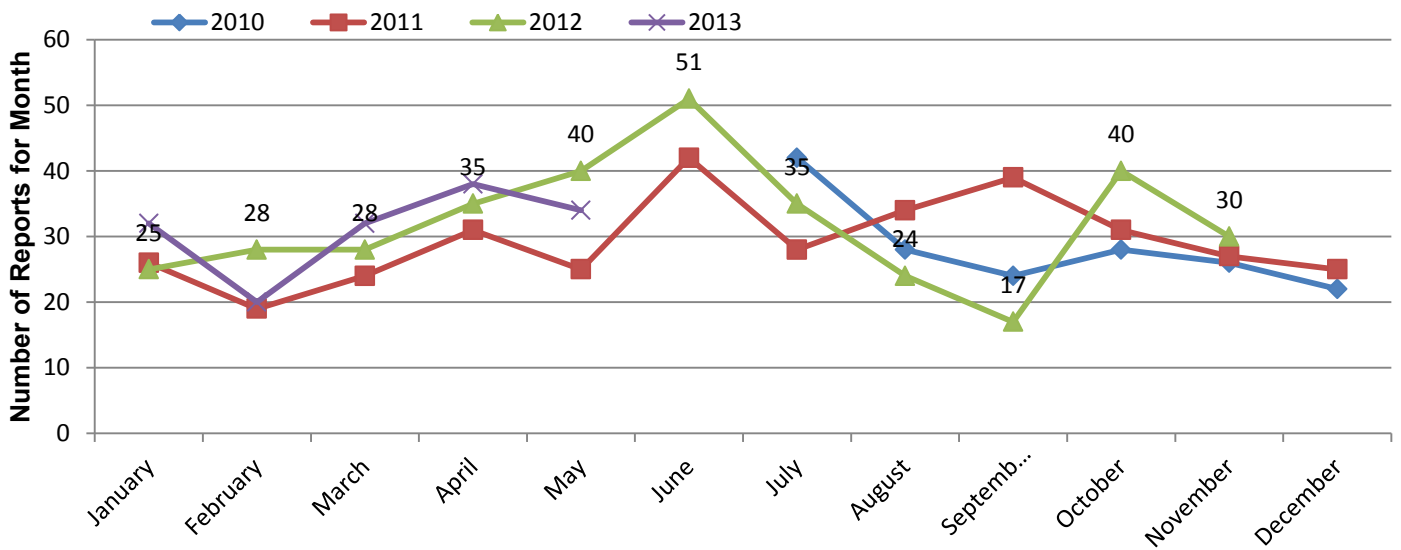
Criminal Investigation Division Assigned Cases Since April 2010



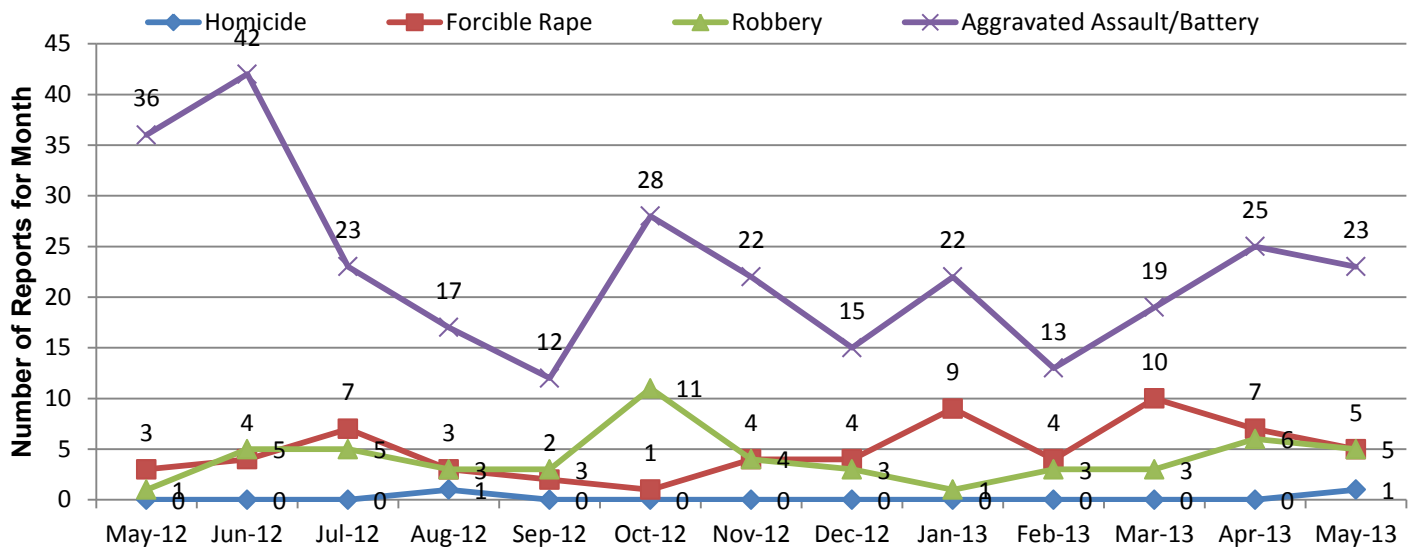
Other Offenses May 2013

Domestic Violence	74
Forgery/Deceptive Practice	34
Use of Weapons	2
Resisting/Obstructing	8
Damage to Property	56
Disorderly Conduct	34
Criminal Trespass	15
DUI	12

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
63.70%	27.90%	6.20%	1.60%	97.80%

There were no major equipment issues this month. The communications manager attended a meeting with the Illinois Heart and Lung Foundation to participate in the Automatic External Defibrillator (AED) program. This will be an on-going relationship to educate the public about AEDs and their locations in the community. The manager also participated in a disaster drill in Lee/Ogle County as a Communication Team Leader with the Illinois Telecommunicator Emergency Response Task Force. One telecommunicator in training is now functioning solo and assigned to second shift. One telecommunicator remains in training.

First Shift

BPD has 124 sworn officers. There are currently four officers in the FTO program. Three new officers are at the police academy. The average number of officers working was 9.9. One officer was recently moved to CID and a second officer retired.

Day shift patrol has been emphasizing speed enforcement especially on Veterans Parkway, Main Street, and Towanda Barnes. Sixty-five incidents of sex offender related problems were handled. Nine sex offenders were arrested and four offenders were referred to the State's Attorney for revocation of their probation and/or parole.

Second Shift

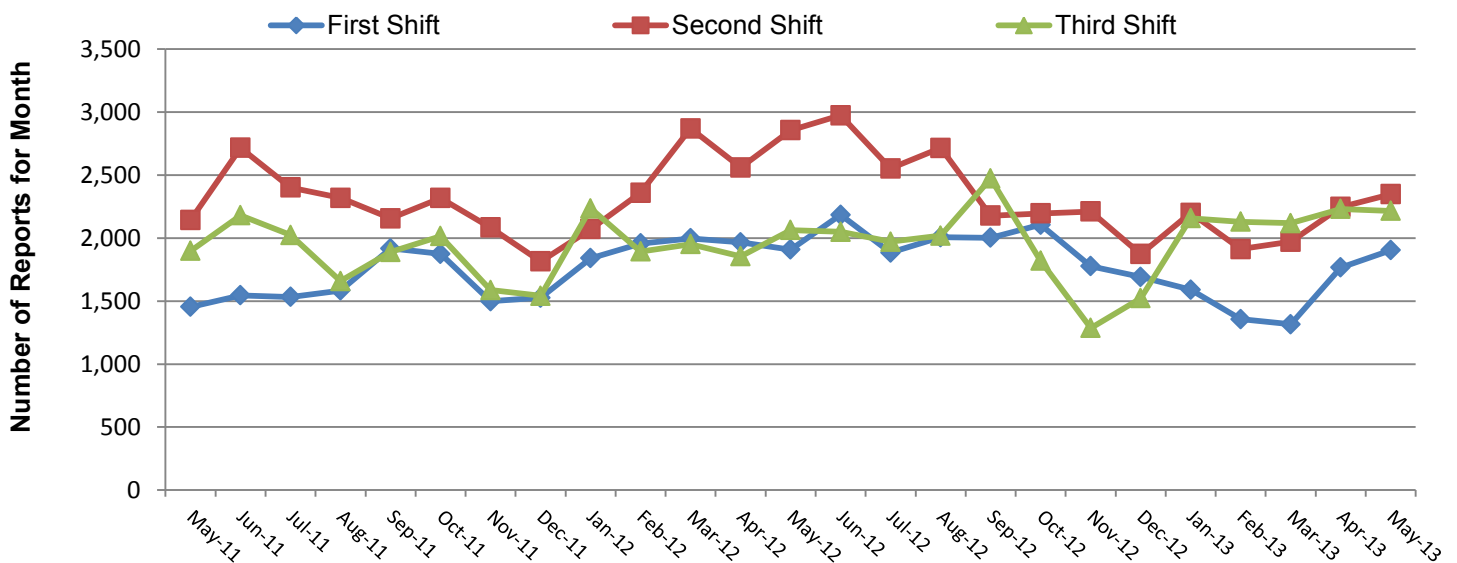
Second shift has 20 officers. An average of 11.2 officers worked each day. The shift handled 3,901 calls for service. There were 152 traffic stops and 49 arrests. There were several significant calls for service during the month. On May 2, a battery was reported but the victim could not be located. On May 3, a shooting victim was reported by St. Joseph Hospital. A shooting was reported on May 14 with arrests made. A search warrant was received in reference to a possible AK 47. SWAT performed entry and twelve were temporarily taken into custody.

Third Shift

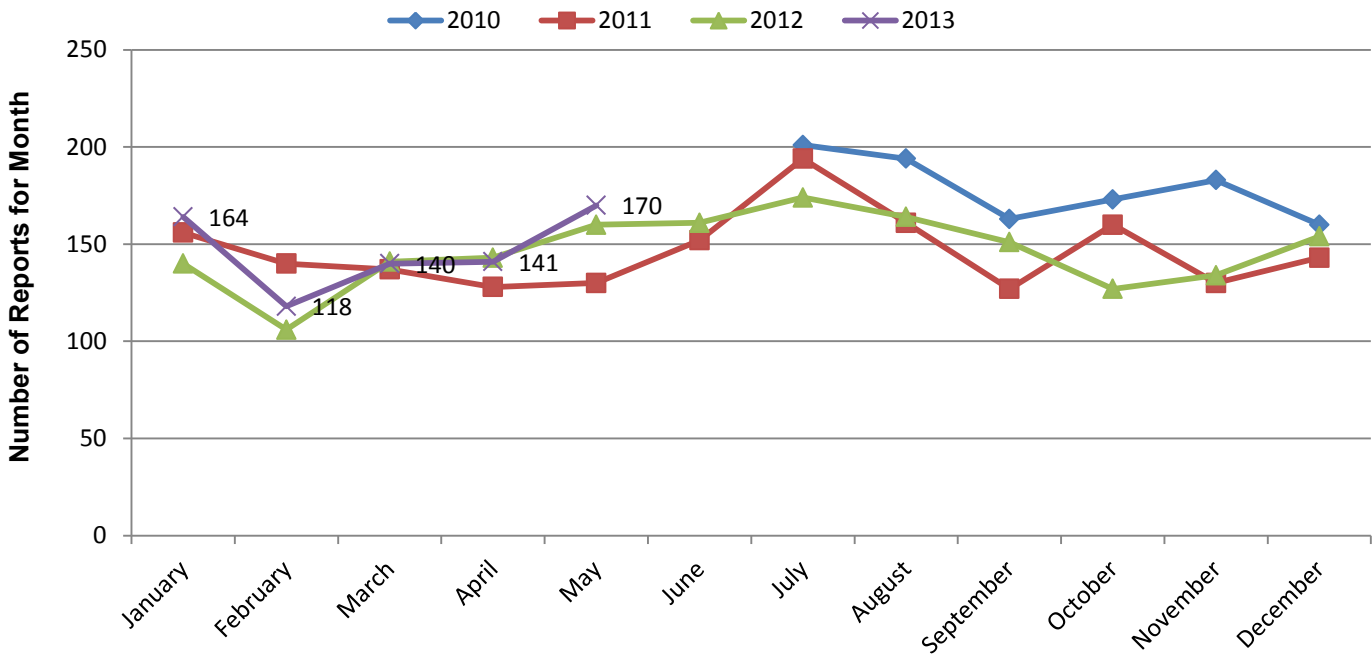
Third shift averaged 10.4 officers working each night. Two officers from the shift are assigned specifically to the downtown on Thursday, Friday, and Saturday nights. Approximately 15 arrests were made from self-initiated traffic or pedestrian contacts. Approximately 355 traffic stops were made and 14 arrests for DUI. On May 3, eleven officers made a surprise visit to Chaser's to check IDs (Operation Pinocchio). A total of 31 ordinance violations were issued to under-aged drinkers. On May 9, Operation Pinocchio was again enforced at Chaser's and Elroy's. Twelve OV's were issued. During this time, the 500 and 600 blocks of N. Main were extremely crowded with thousands of people standing on sidewalks and in the streets waiting for buses, shuttles and cabs at closing.

Violation	Month Total	Year Total
Seat Belt/Child	4	15
DUI	12	103
Speeding	153	364
All Other Traffic	443	2,308
	612	2,790

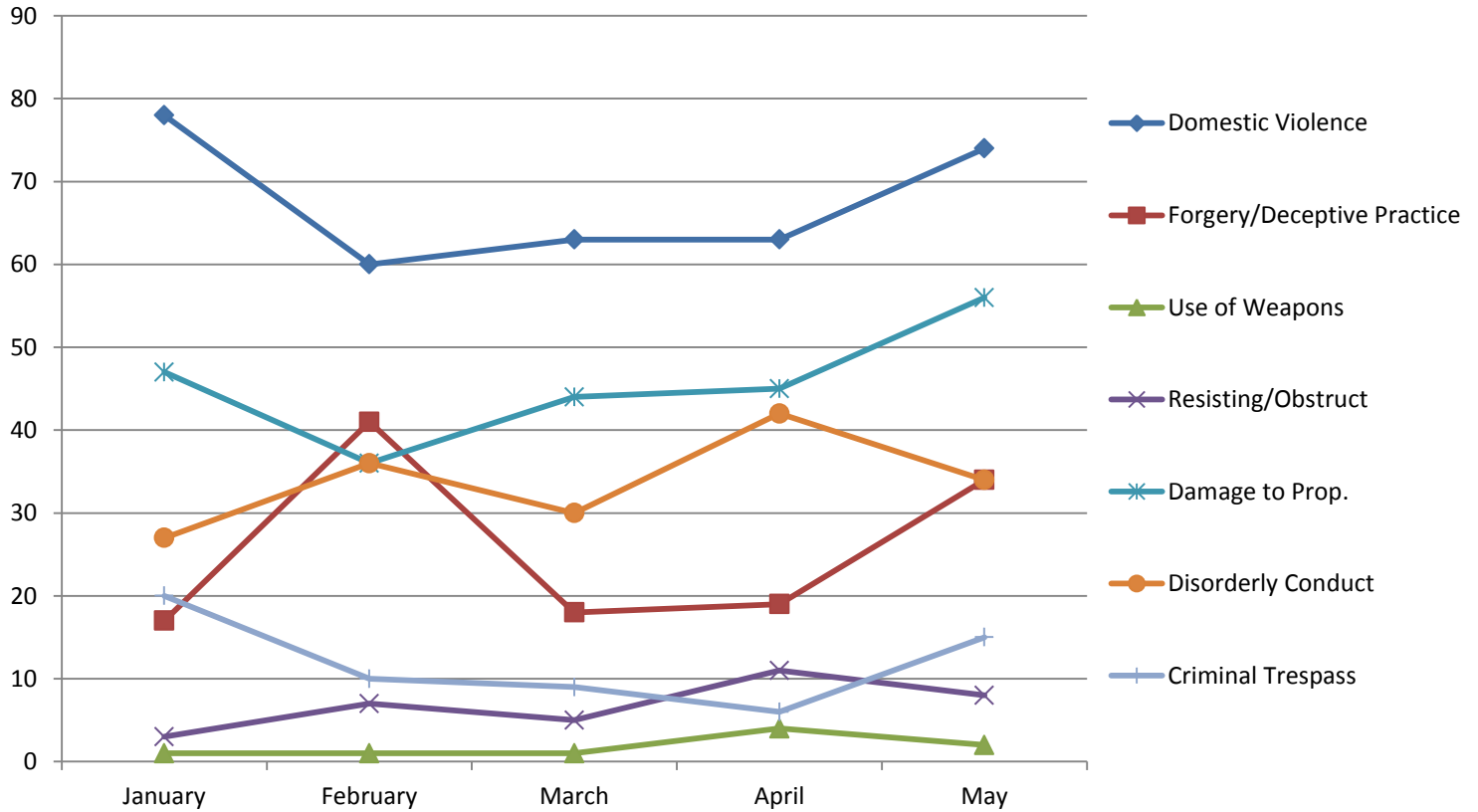
2 Year Police Department Calls for Service by Shift and Month



Total Property Crime Reports by Month Since July 2010



Other Offenses 2013



****Police Department Continued on Page 57**



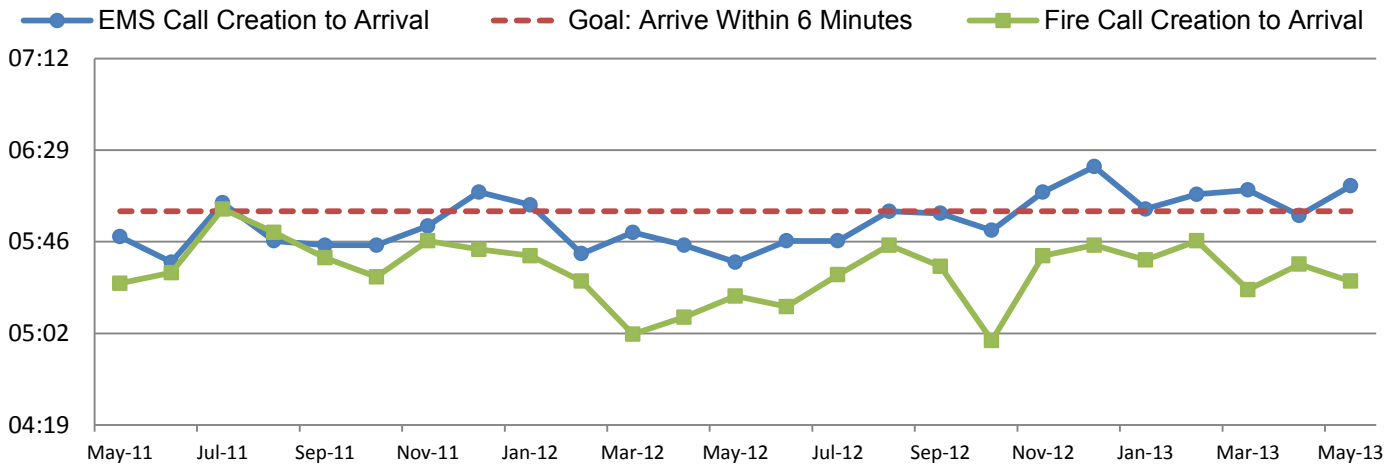
Fire Chief

Mike Kimmerling

May 2013 Edition

Fire Department

Fire & EMS Call Response 2 Year Analysis

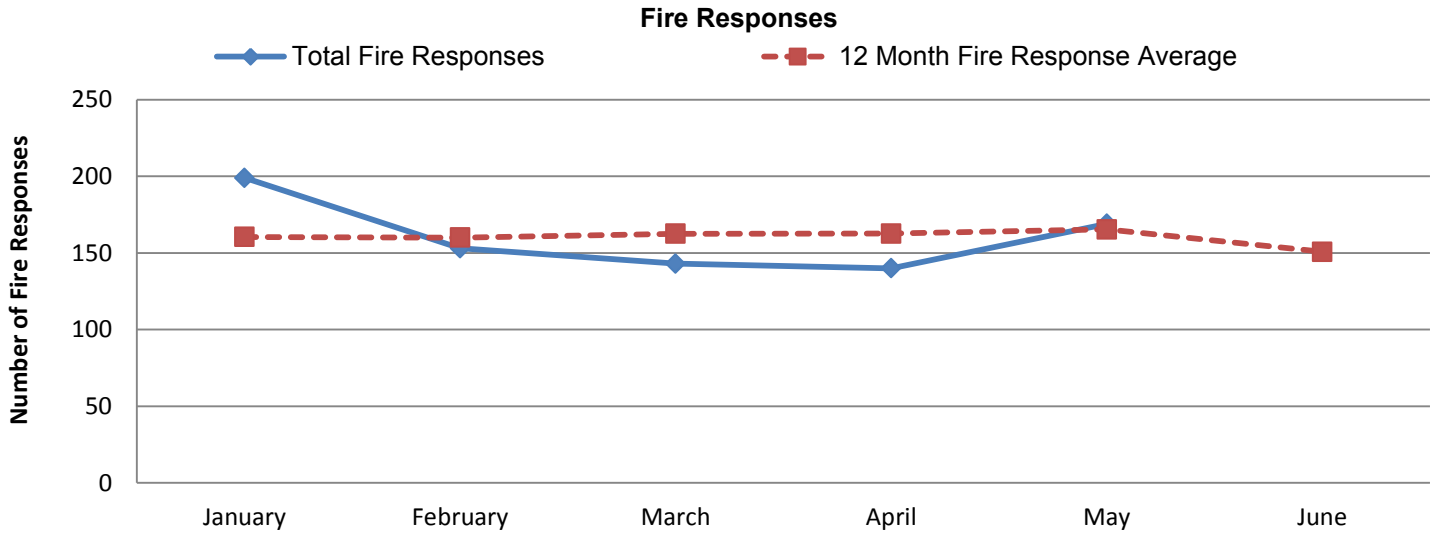


Top 5 Fire Response Types for May 2013

Rank	Response Type
1.)	553: Assist Invalid
2.)	551: Assist police or other governmental agency
3.)	441: Power line down
4.)	424: Carbon monoxide incident
5.)	554: Assist invalid

Fire Response Data: May 2013

Fire Response Type	Previous 12 Month Average	May 2013
Fire Responses	165	169
Structural Fires	8	3
Estimated Dollar Losses (Property & Contents)	\$384,128	\$67,000



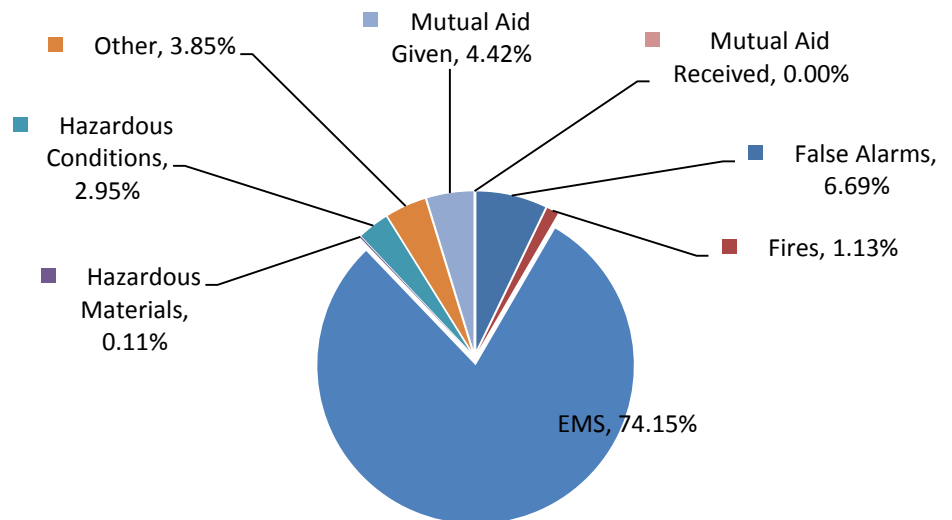
Operations Report

In May, the number of structure fires decreased compared to previous months. The Fire Department encountered only three reported structure fires with \$16,000 estimated in total damage. Of the 823 calls for service, about 80% of them (654) were EMS related. Of the EMS calls for service, 22 of those calls were mutual aid provided to 10 different Departments in the McLean County.

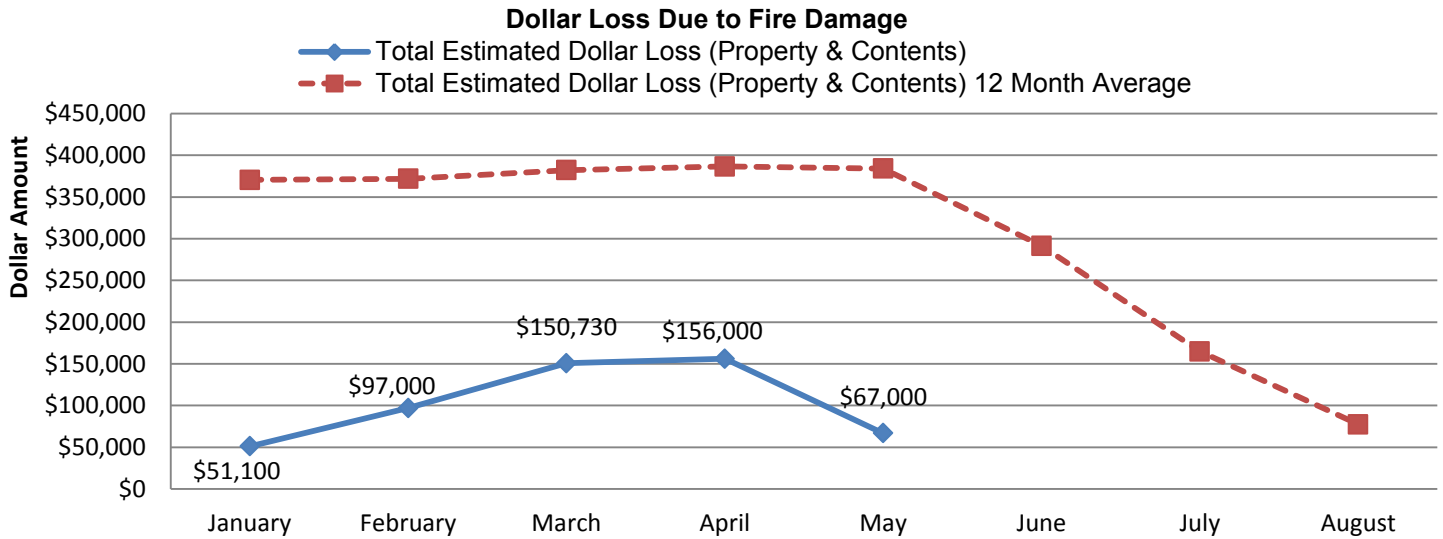
The Department was also called on for two hazardous material team responses during the month and fortunately, neither of them turned out to be a technical response where the tech team had to dress out.

Along with the Fire and EMS calls, the department also spent time inspecting hydrants in Bloomington. During the month, 1,169 hydrants were

Fire Department Types of Calls for Service May 2013



inspected. This is about 25% of the hydrants in the City and to date, firefighters have inspected over one-third of all hydrants. In addition to the daily training calls for service and the hydrant inspections, 13 more preplans were completed in May.

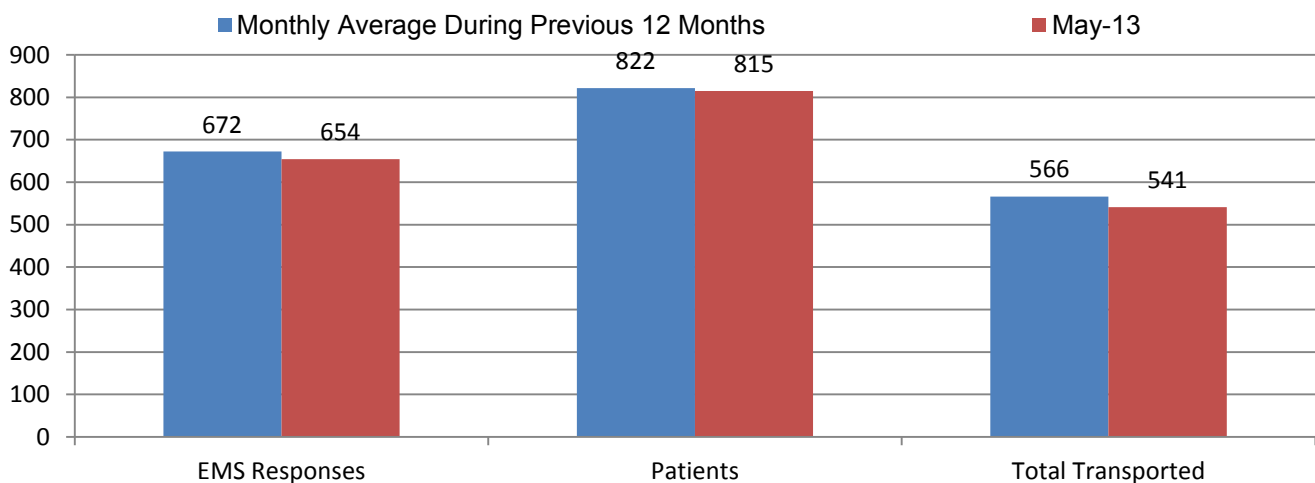


Emergency Medical Services (EMS)

Activity Summary

As in most months, the majority of the calls were EMS related which accounted for 654 calls for service in May. The 654 calls for service resulted in a total of 815 patients treated and 541 patients transported. For the month, the three most common EMS report types include Sick Person, Fall Victim, and Breathing Problem.

EMS Responses: March 2013 and Previous 12 Month Average

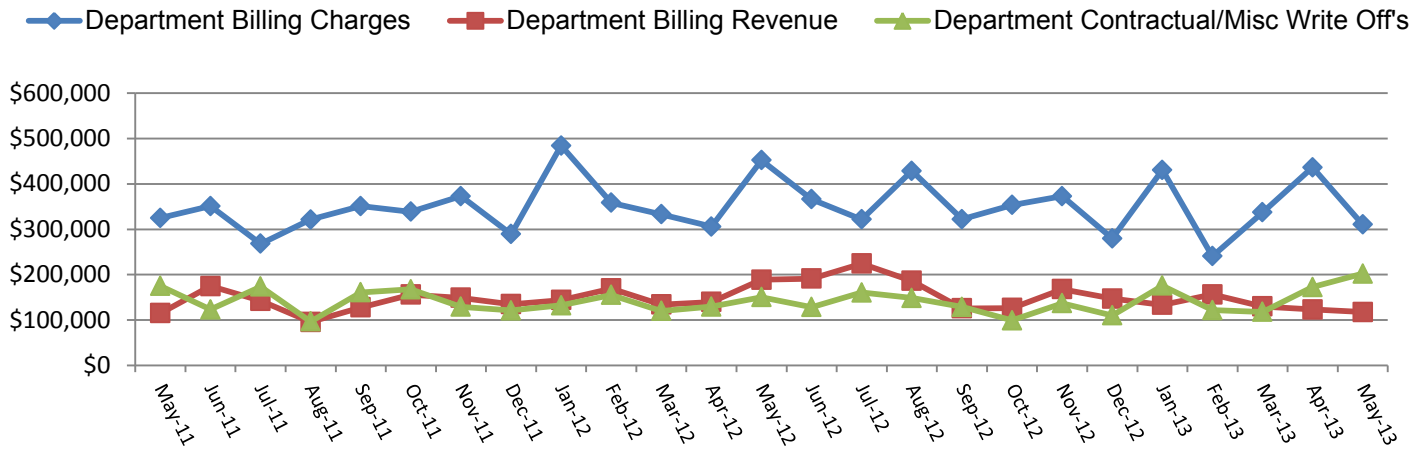


Billing Revenue Summary

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 May total for revenue was \$202,122.97. The Contractual-Write offs total for May was \$117,555.43. Bad Debt transferred to third party collections was \$46,740.43

Fire Department EMS Billing 2 Year Analysis



Public Education Office

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

- Interstate Center – Disaster Preparedness Event
- Bloomington Rehab
- MS Support Group Meeting
- Total Attendees: 84

The Following Fire & Life Safety presentations were given:

- Fire Extinguisher Training x 2
- Fire & Life Safety for the Disabled
- Captain Mac & Friends Fire Safety

Fire Department Training Reports for May

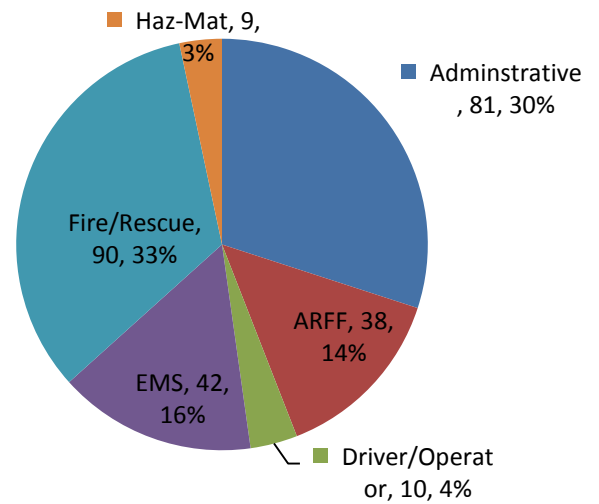
For the month of May, the Fire Department held 270 training classes, which totaled 2,240.48 class hours. The class topics have been grouped into six categories. They are Administrative, ARFF, Driver/Operator, EMS, Fire/Rescue and Hazmat. The following chart represents the proportion of classes held in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

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

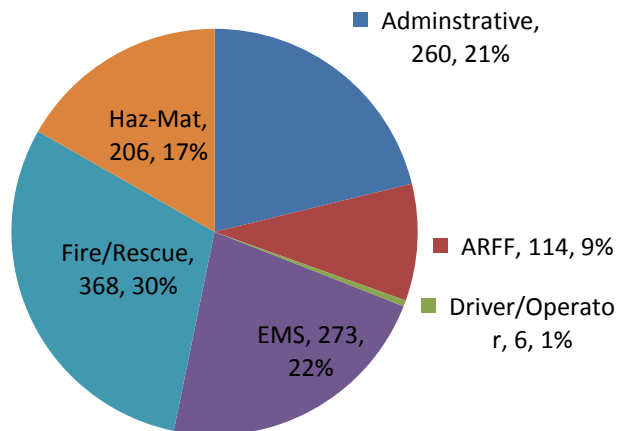
Major training subjects during this month included:

- Driver/Operator
 - Driver/Operator Evaluations
 - Apparatus Familiarization
- Fire/Rescue
 - Consumption Drills
 - Natural Gas Live Fire Training
 - Fire Officer Leadership
- Hazardous Materials
 - Monitoring
 - Decontamination
- EMS
 - Pediatric Emergencies
 - Cardiac Arrest Management
- ARFF
 - Rescue and Firefighting
 - Personnel Safety
 - Aircraft/Airport Familiarization

Total # of Training Classes by Category



Total # of Hours by Category





Public Works
Director

Jim Karch

Public Works Department

May 2013 Edition

Engineering Division

Sewer work is performed by a contractor at The Grove, 4th Addition. Installation and testing were monitored by City of Bloomington, Engineering Division staff.



Safety Modifications were performed by a contractor under the direction of City of Bloomington Public Works, Engineering Division staff in conjunction with ASC Safety Personnel.



The Project of upgrading and rehabilitation of the lift station on Regency Drive was completed and overseen by Public Works, Engineering Division staff.



The pictures below show a contractor completing the Morris Avenue Road project by striping the bi-directional turn lane. This project was overseen by Public Works, Engineering Division staff.



Solid Waste Division

Since automated recycling became a reality in the City of Bloomington, an increase in the number of citizens who utilize the service has been substantial.

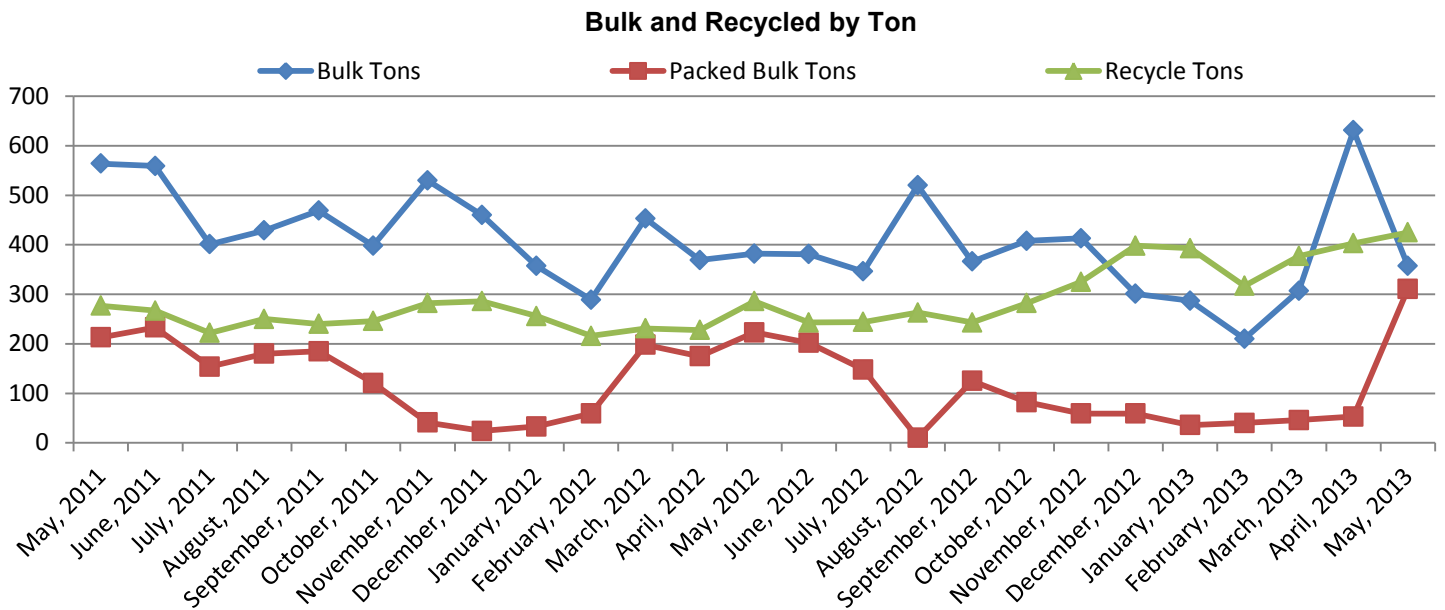
Below are the Public Works, Solid Waste Division employees unloading an additional truck of 65 Gallon Carts, with another Truck Load of 95 Gallon Carts on order for delivery at the end of June.





Working both day and night shifts, 1093 miles of streets were swept in May.

Approximately 25,500 residences are serviced weekly and an average of 31.94 pounds of household garbage was picked up each week at these locations in May, 2013. The Division also provides weed control and provided gravel maintenance for 4 alleys through the City.



Fleet Division

	May 2012	May 2013
Work Order Requests	328	355
Total Repair Orders Closed	289	319
Preventative Maintenance	39	36
Total No Lead Gallons	15,701	17,024
Total Cost	\$57,829	\$57,152
Avg Price Per Gallon	\$3.68	\$3.36
Total Diesel Gallons	13,567	13,691
Total Cost	\$51,345	\$47,551
Avg Price per Gallon	\$3.78	\$3.47



Fleet put into service a Ford F350 for the Street Maintenance Division



Fleet put into service a Ford F250 for the Lake Maintenance Division of the Water Department



Fleet Division put into service a Ford F150 for the Building Safety Division of the Planning & Code Enforcement Department

****Public Works Department Continued on Page 58**



Water Director



Craig Cummings

May 2013 Edition

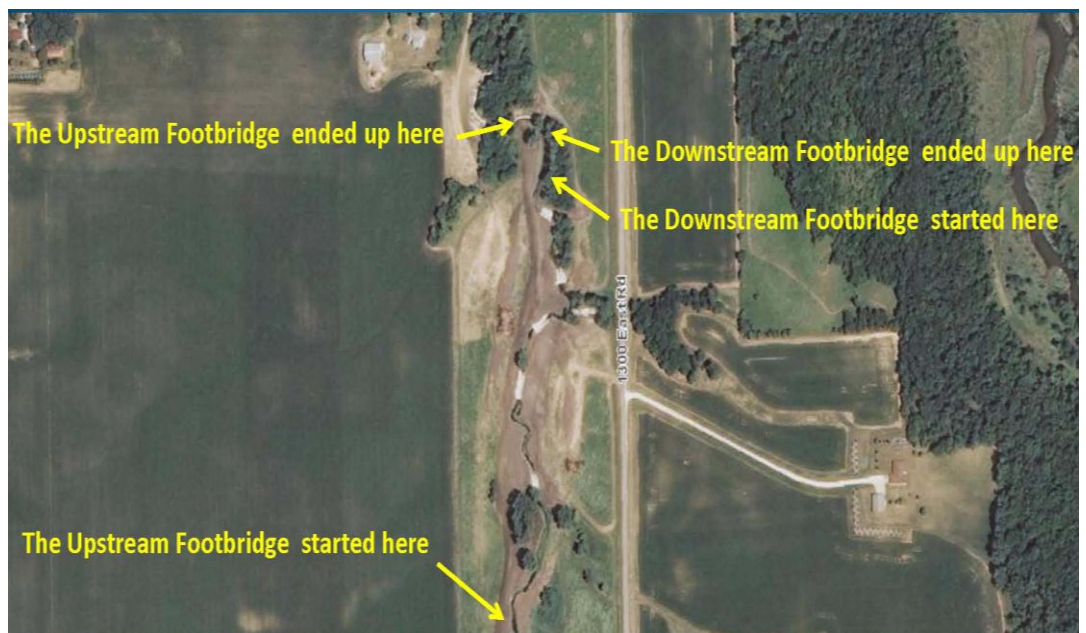
Water Department

Reservoir Conditions

Central Illinois experienced well above average precipitation, almost nine inches of rain, during the month. The monthly average precipitation for May is about 4.36 inches. The precipitation during the month was enough to cause the main reservoir feeder streams, Money Creek for the Lake Bloomington Reservoir and Six Mile Creek for the Evergreen Lake Reservoir to follow throughout the month. Due to this increased precipitation, the reservoirs remained full.

The storm on May 31st caused serious flooding problems throughout the northern part of the county and in the watersheds. Both reservoirs were discharging large amounts of water at their spillways and the Evergreen Lake Reservoir nearly reached a critical level where the road over the spillway would have been shut down due to concerns with overtopping the emergency spillway. There was also major damage to the constructed wetland site at the Evergreen Lake Reservoir.

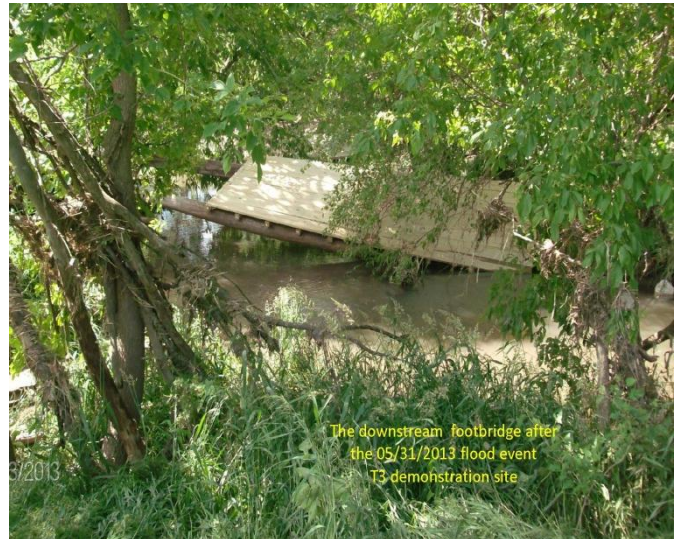
The Equestrian site experienced some damage as a result of the storm. Overall, the wetland and stream stabilization structures held up fairly well to the flood flows and the unvegetated waterway diversion around the treatment wetland experienced some down



Equestrian Site Storm Damage 5/31/13

cutting. In addition, the flood flow deposited sediment in the upstream surface flow diversion structure and eroded some material around the control tile manhole structure.

Due to concern for high nitrate levels in the spring (see Water Quality below), it is critical that Evergreen Lake Reservoir remain as full as possible in early spring. Since the Water Department has no treatment capabilities for nitrate removal, reservoir selection is used to keep nitrate levels low in the drinking water. Evergreen Lake Reservoir typically contains lower nitrate levels since it has a smaller watershed and larger reservoir volume.



Downstream Footbridge Flooding Damage

The central part of Illinois is no longer in any drought condition. In fact, many parts of the state were still dealing with flood issues throughout the month.

The shoreline protection project at the Evergreen Lake Reservoir restarted during the month but immediately shut down again. The project resumed as the weather and ground conditions improved for a short time. However, heavy rains throughout the month made the ground too soft to continue work. 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.



Overall Aerial View of the Shoreline Protection Work Area

Water Quality

The conditions remained unfavorable in May 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. At this time, there has not been a bloom of taste and odor causing algae. The Water Department did receive a report of an oil-like slick in a cove of Lake Bloomington in mid-May. The slick was investigated and it turned out to be a bloom of an algae species that is filamentous and gathers at the water surface. Other than being unsightly, it is not of particular concern in an isolated cove.

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



Anhydrous Ammonia Nurse Tank

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.

Water Conservation/Groundwater Project

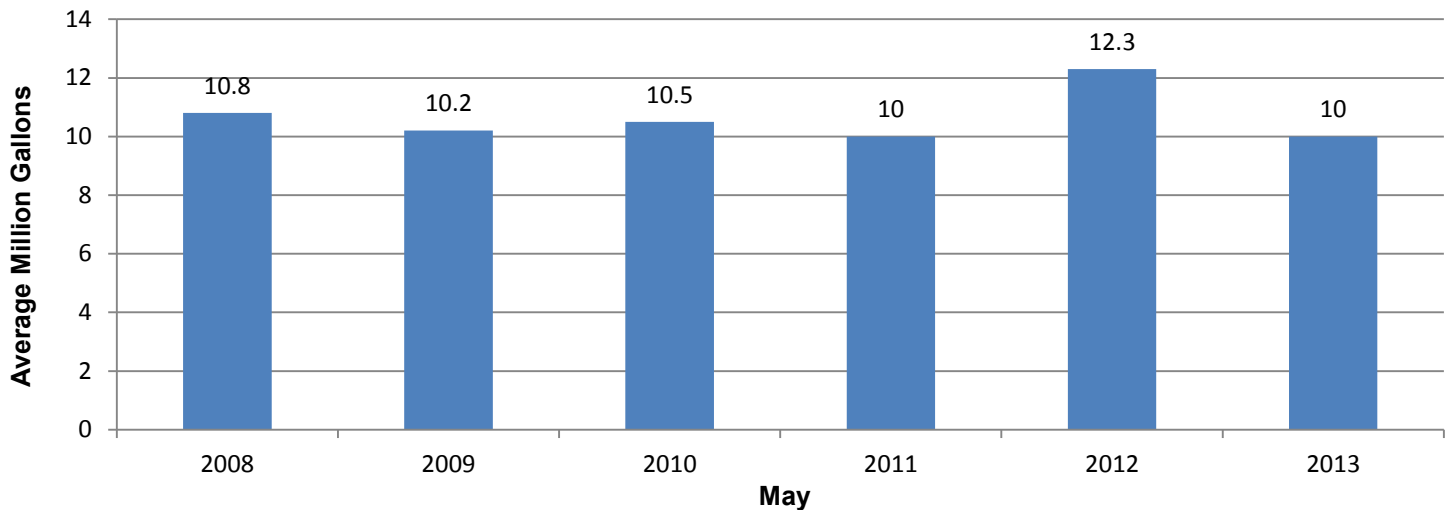
During the month, staff continued working on the Request for Proposals (RFP) for the Water Conservation Plan.

Pumpage

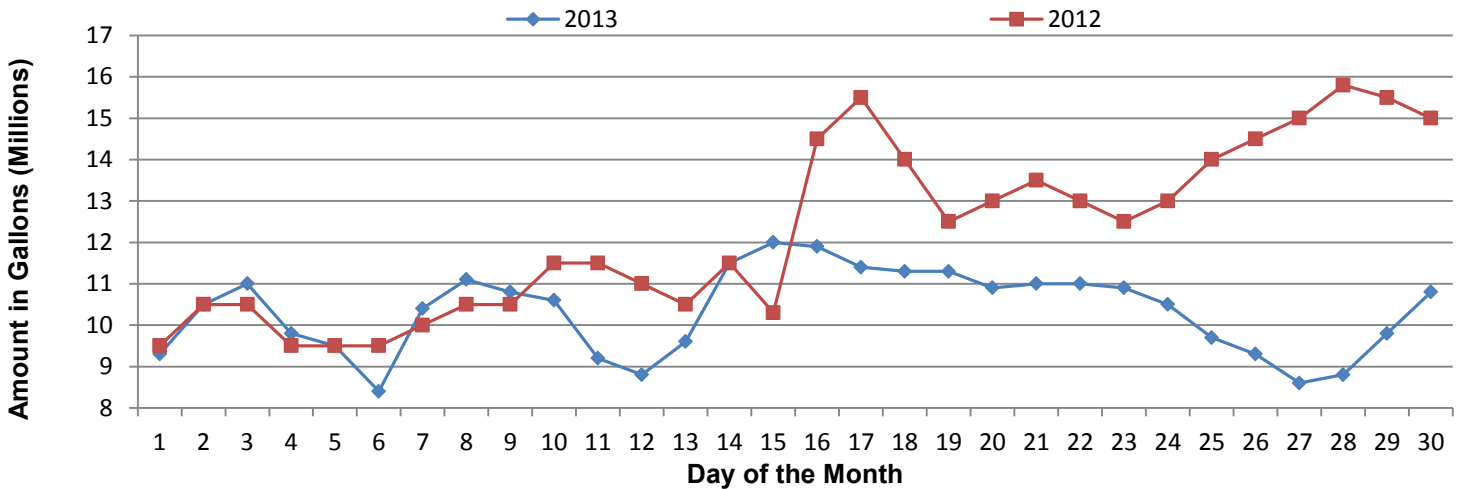
Pumpage has been moderate during the month. The Department pumped an average of around 10.0 million gallons per day (MGD) during the month of May, with a peak day of 12.0 MGD on May 15, 2013. The May average for 2013 is comparable to the average daily pumpage for past years in May. In 2012, staff pumped 12.3 MGD, 10.0 MGD in 2011, 10.5 MGD in 2010, 10.2 MGD in 2009 and 10.8 MGD in 2008.

As is typically the case, the top ten water users for the Water Department in May include six customers outside the City of Bloomington. Those customers in May 2013 include 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.

Avg. Million Gallons Pumped



Water Delivered to Customers (in Millions of Gallons): May 2012 vs. May 2013



Infrastructure

The Locust/Colton CSO and water main construction was underway during the month. The water portion has been moving at a quick pace. The project started at Grove and Kreitzer and has moved steadily east towards Mercer Avenue. This is about a \$300,000 water main replacement project that will replace undersized, obsolete and poorly performing water main as well as replacing lead service lines, obsolete valves and fire hydrants. The project is funded through the IEPA state revolving loan fund with 25% of the project cost being forgiven.

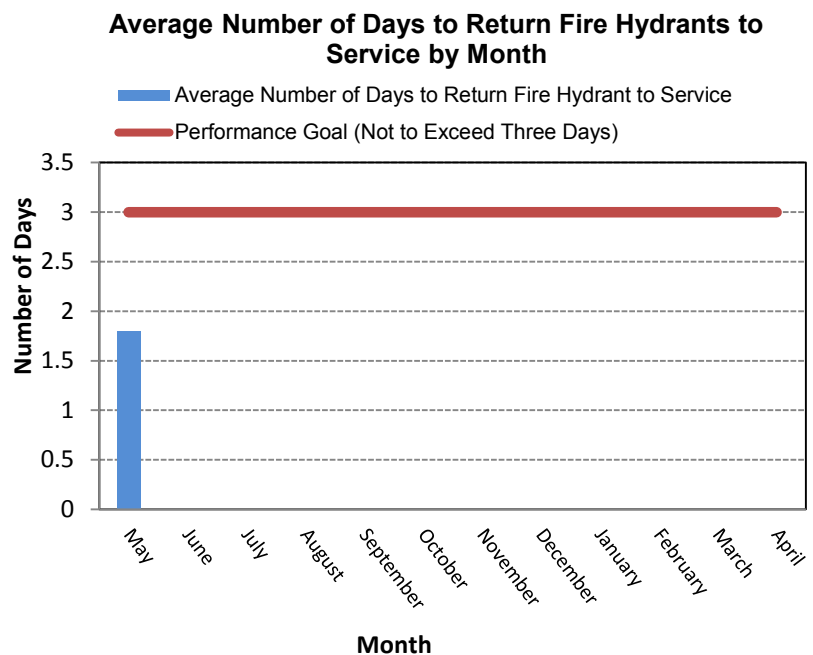
In May, the Water Department experienced had another highly productive fire hydrant service work month. 111 fire hydrants with problems were worked on. These maintenance problems were not severe enough to have taken the hydrants out of service, but the hydrants were not in prime operational shape. Staff also replaced/installed 8 hydrants during the month. This brings the fiscal year total to 111 hydrants serviced and 8 hydrants that have been replaced/newly installed. As of the end of May, no hydrants are out of service as a result of our annual hydrant testing.

	FY14	FY13	FY12	FY11	FY10	FY09
Hydrants Overall	4255	4255	4228	4213	4000	3900
Out of Service Hydrants	0	0	0	0	13	100+
Hydrants Serviced	111	353	330	261	185	381
Hydrants Replaced	8	79	79	72	59	75
% Hydrants in Service	100	100	100	100	99.7	97.4

Eight fire hydrants have been replaced/newly installed this fiscal year. Of these eight fire hydrants, all were replacement hydrants that have been funded through the Water Department's Operations and Maintenance Account (O&M). With the hydrants funded by the O&M account, approximately \$28,000 has been spent on installation at a price of about \$3,500 per hydrant. The budget line item for hydrants is \$100,000 in the FY14 budget.

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

During May, the joint Water Department/Fire Department fire hydrant operational testing program continued. There were four fire hydrants that were called out service. The average time it took to return these three fire hydrants to service was 1.8 days. The FY 2014 performance measure is a not-to exceed 3.0 days (lowered from 5.0 days in previous years) as measured as an annual average.



There were 978 hydrants tested during the month or 23% of all city hydrants. The CY 2013 program is currently at 1,227 total hydrants tested or 28.8% overall complete at this time.

The fire hydrant testing, although it is very early in the 2013 program, is showing signs that the past years maintenance and repair efforts are paying dividends. The 2011 overall percentage of hydrants tested that had a routine problem was 13.6%. This number dropped to 13.0% in 2012 and stands at 6.4% for this year. Likewise, the percentage of hydrants that experienced a high priority problem (which resulted in the hydrant being called out of service) was 1.5% in 2011, 1.2% in 2012 and thus far, 0.6% in 2013, this is obviously a trend that the Water Department hopes to continue.

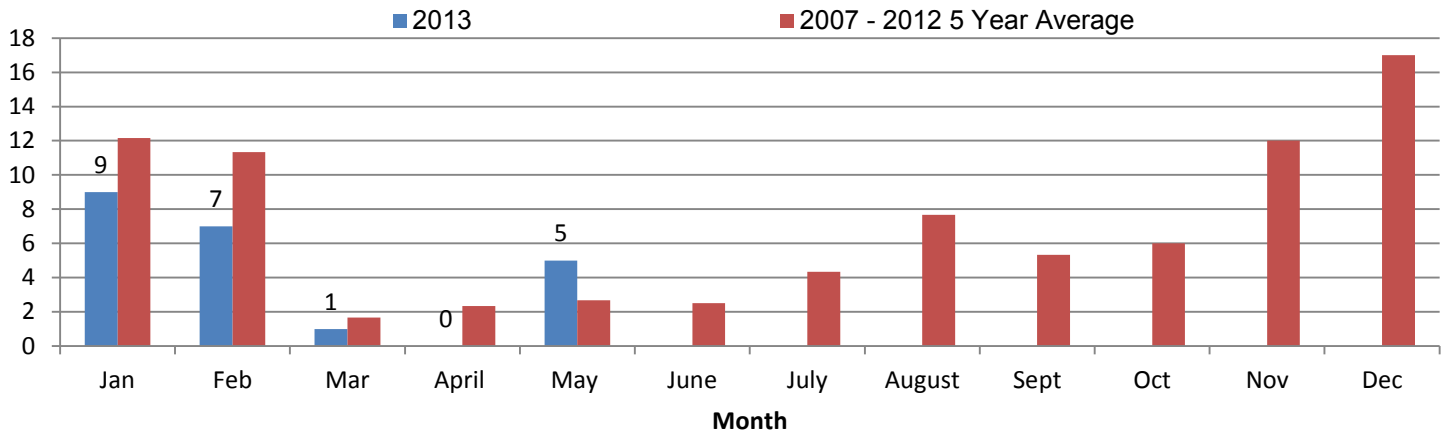
The Water Department started a program to upgrade fire hydrants with steamer (otherwise known as pumper) connections with quick connect fittings known as Storz fittings. The steamer connections on fire hydrants across the country have different thread patterns. In fact, the City of Bloomington's steamer 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. In May, the Water Department installed the Storz fitting on 54 hydrants in the City. Currently, 426 steamer hydrants or about 14.7% of the steamer hydrant inventory have the Sotrz fitting.

Staff completed five valve repairs during the month of May.

During the month, there were five water main breaks/water main leaks. The calendar year 2013 total through May is 22 main breaks as compared to an average of 30 main breaks at this time over the last six years. This May, the number of water main breaks (5) is over the previous six year total for water main breaks (3).

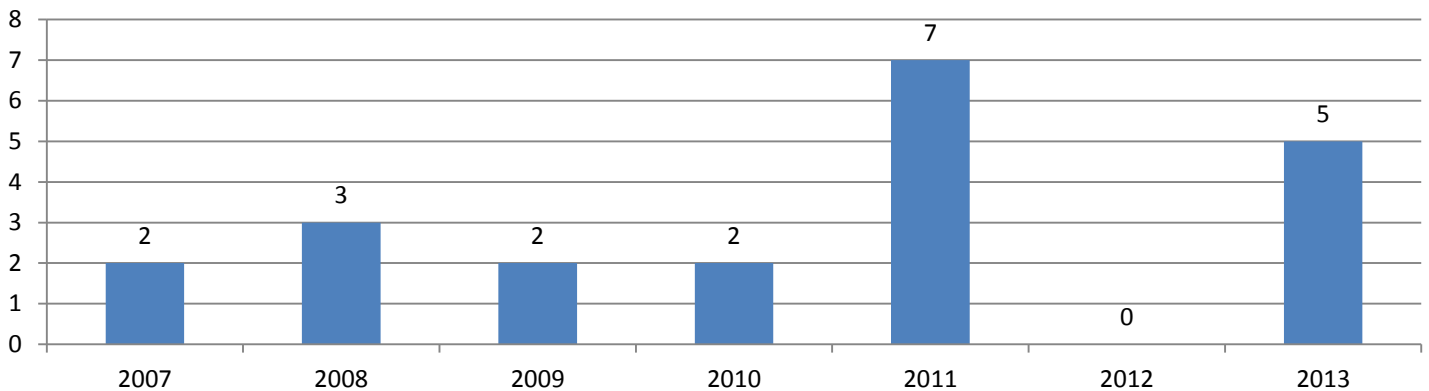
	CY 2013	CY 2012	CY 2011	CY 2010	CY 2009	CY 2008	CY 2007	AVG FOR MONTH ,07-,,11
Jan	9	12	17	10	13	13	8	12
Feb	7	9	16	9	12	9	13	14
March	1	5	2	1	0	2	0	2
April	0	3	2	5	1	1	2	3
May	5	0	7	2	2	3	2	3
June		4	4	4	0	2	1	3
July		12	4	2	4	2	2	5
Aug		7	6	11	9	4	9	9
Sept		4	7	1	14	4	2	6
Oct		3	5	6	7	7	8	7
Nov		14	8	7	15	15	13	12
Dec		13	7	21	25	13	23	18
CY thru May	22	29	37	25	26	25	23	27
CY TOT	22	86	85	79	102	75	83	85

Water Main Breaks by Month



Water Main Breaks Per Month

May 2007-2013



In May, staff replaced 21 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.

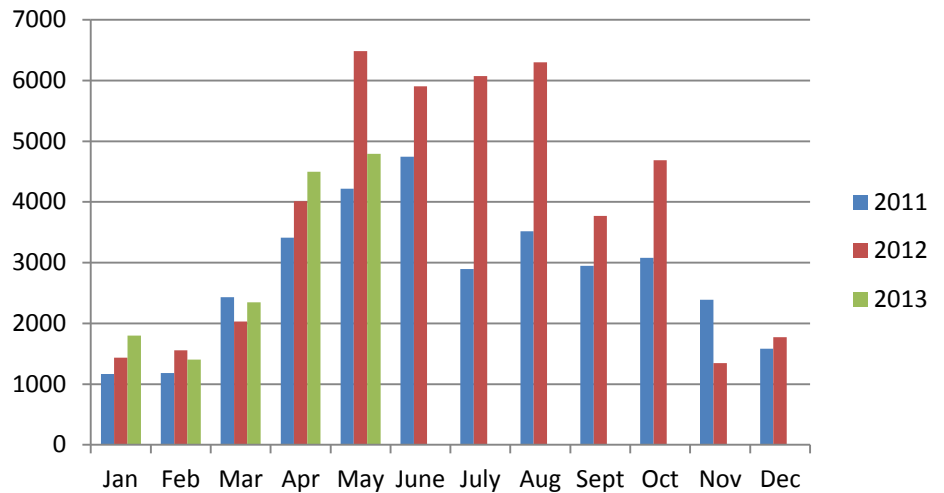
The lead detection program continues to identify leaks in the distribution system. During the month, both inside leaks (meaning they are on the customer’s side of the curb stop and thus the customer’s responsibility) and leaks that are the City’s responsibility (from the water main to the curb stop) were identified.

Although it may seem odd that the Water Department is placing a road paving project under the title of “Infrastructure,” this is the appropriate category considering the road is at Lake Bloomington and the Water Department is responsible for many of the roads surrounding the reservoir. This month, staff paved Nighthawk Lane which has never been previously paved.

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 May, the Department received 4,794 JULIE locate requests.

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.

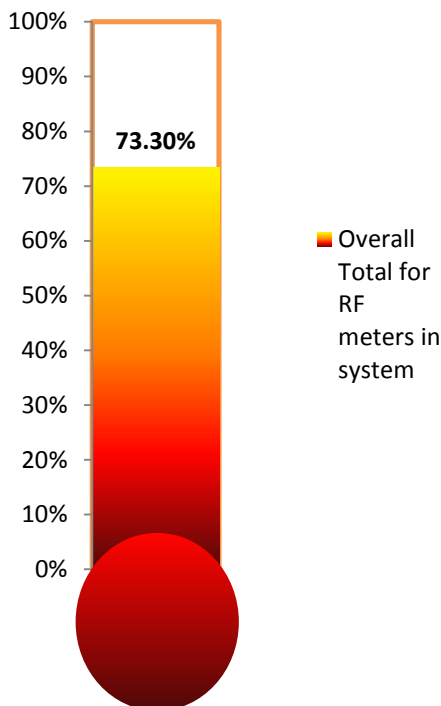
Monthly JULIE locate requests 2011 - 2013



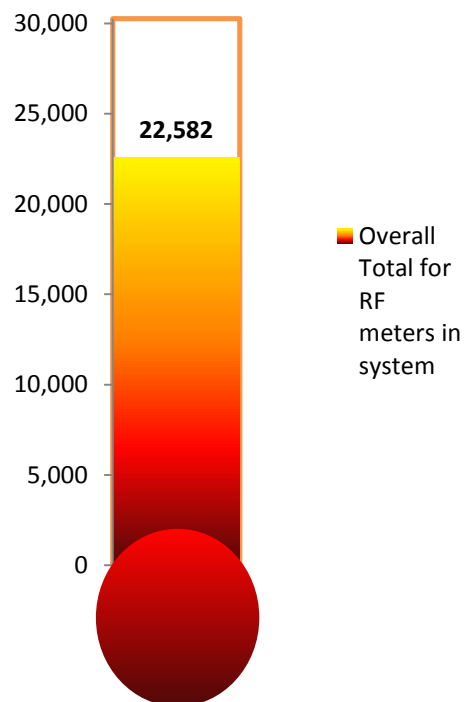
Metering

The department installed 428 Radio Frequency (RF) meters during the month of May. The goal for FY14 is the installation of 7,000 units. In the previous fiscal year, staff installed 6,022 meters and in FY12, 6,069 meters were installed. With the 428 meters installed this month, (first month of the new fiscal year) staff has completed 7.1% of the total goal for installations. 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 3 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 meter at Bridgestone/Firestone 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 seven meters from turbine meters to compound meters on the IWU campus during May. 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 61**



PR&CA Director



John Kennedy

May 2013 Edition

Parks, Recreation & Cultural Arts Department

Recreation Division

Summer registration began May 1, for City of Bloomington residents and May 9, for non-residents. During the first day of registration, the department collected almost \$99,000 for classes, which was \$6,000 less than 2012. This figure includes Zoo, Ice, Aquatics, and Recreation. Of the amount collected, 85% came from online registration, which is an increase of about 10% from the 2012 online registration. Only 2% registering used the automated phone process.



American Girl Brunch

Miller Park Miniature Golf opened for weekends only in May and then changed to daily operation on Memorial Day. It will be open daily through Labor Day. Attendance was affected due to frequent rain and storms. Softball leagues also started in May. Again, due to a rainy month, many of the games were rescheduled. The weather also impacted the tennis program.

Two special events were conducted in May, the popular American Girl Brunch and Family Fitness Day. The Family Fitness Day was a free family event with games, demonstrations, and activities. A wide variety of different health and fitness related vendors joined the active groups that came out. It was a beautiful day and families had a great time.



Family Fitness Day

The total number of people registered for programs and income increased compared to 2012. The total youth numbers decreased. This is likely due to the large contractual dance program moving to the YMCA.

On May 21, staff held an event for the groundbreaking at Eagle View Park. Over 100 individuals were in attendance.



The Eagle View Park Groundbreaking

Additionally, the Bloomington-Normal Convention & visitor's Bureau presented the department with the 2013 Friend of Tourism Award in recognition of the efforts put forth to promote the Bloomington-Normal area.



The City of Bloomington's Parks, Recreation & Cultural Arts Department received the Friends of Tourism Award from the Bloomington-Normal Area Convention and Visitors Bureau (BNACVB) in May.

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 award is presented to only a couple of entities annually.

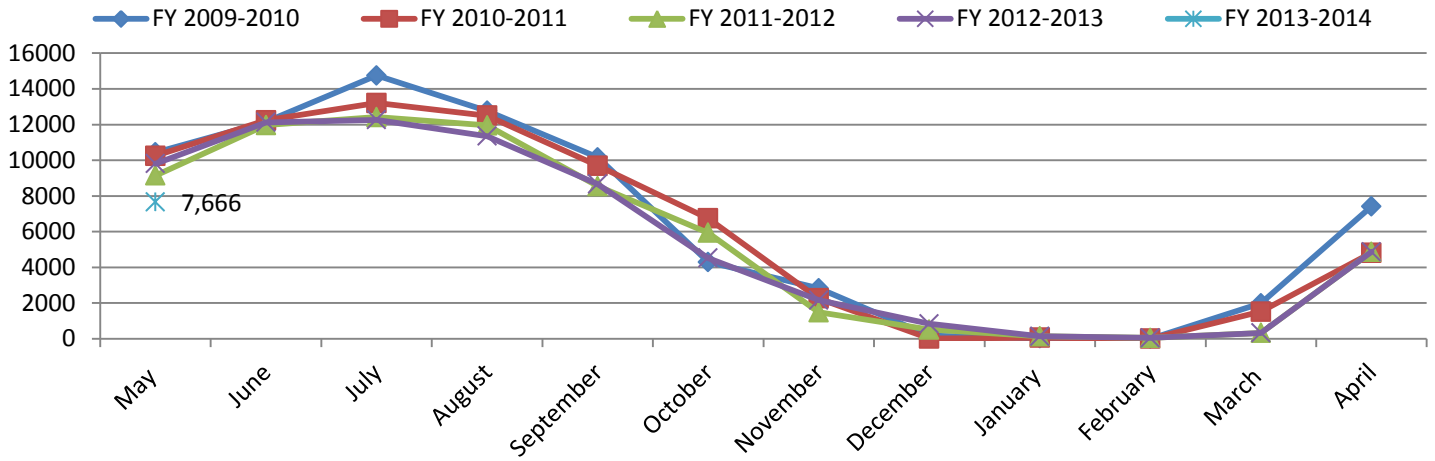
Golf Division

The month of May picked up where March and April left off by giving the courses very challenging weather to deal with. According to the Cognilogic Weather Service, golf playable hours for the month were down -18%. With that, golf rounds at the City courses were down -22% for the month with revenue following behind at 21%. However, there were some bright spots from the month with merchandise revenue up 33% and food and beverage revenue up +3%. Due to the poor weather, golf playable hours are down 42% for the 2013 calendar year.

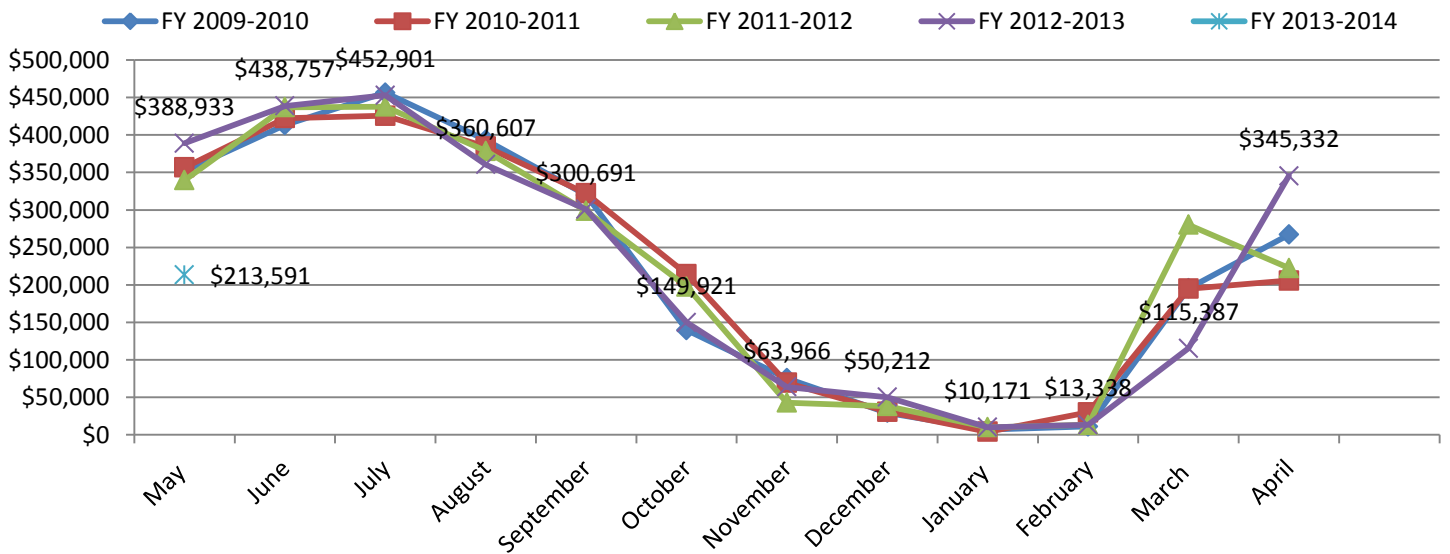
Despite the rain, the courses were able to stay busy hosting various outings and conducting events to help grow the game of golf. This month, staff was privileged to host the following groups: Children's Hospital of Illinois, the McLean County Seniors, the Reimer Tour, the Eaton Group, and the Salvation Army's Red Shield Classic. Additionally, 125 State Farm employees, spouses, and their children received group golf instruction from staff over the course of the month. These lessons brought many new faces to the courses, and hopefully they continue to use the facilities after the lessons are completed.

With the influx of summer help, the golf maintenance crews have started to gain ground on fast-growing turf at the courses. Many have noted that, given the rainfall in May, the courses are in fine playing condition. For May 2013, the amount of rainfall tripled compared to the amount received last May.

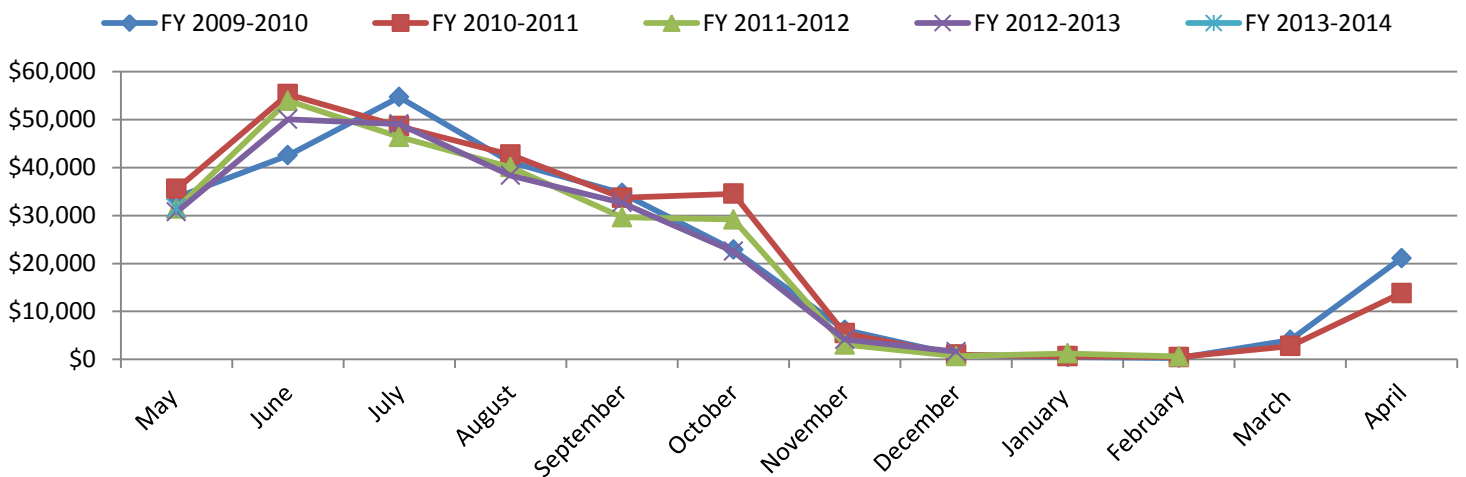
Total Golf Rounds Played by Fiscal Year



Total Revenue by Fiscal Year



Total F & B Revenue by Fiscal Year



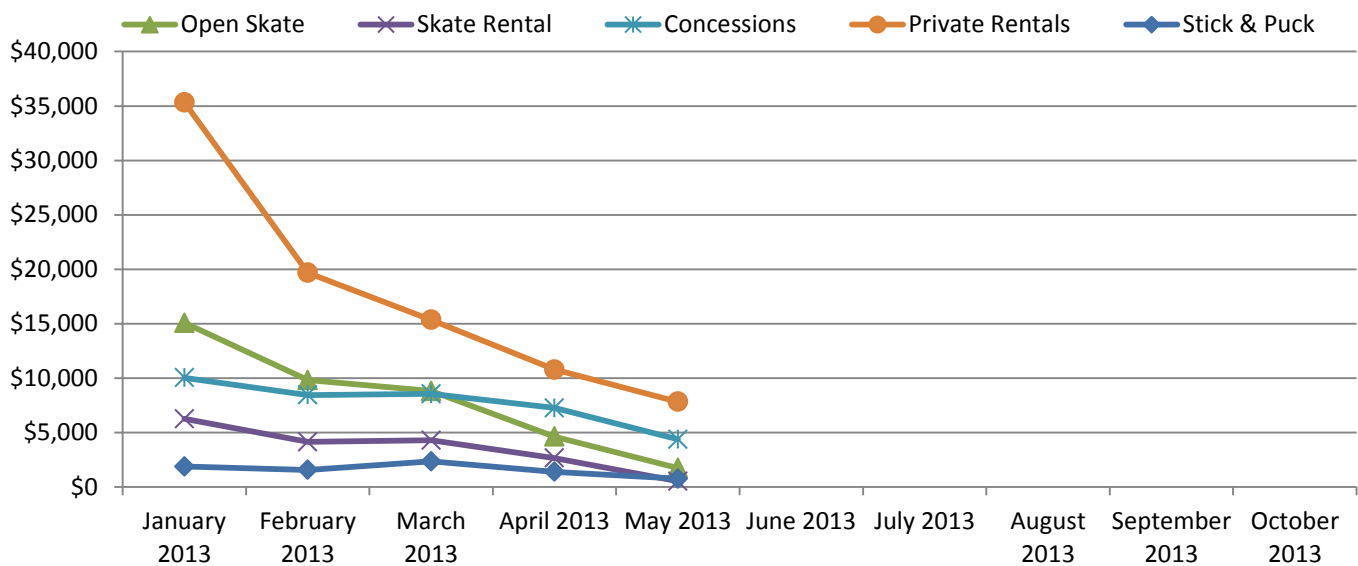
Pepsi Ice

The Ice Center was closed down for two weeks in May for annual maintenance CIMCO servicemen came in to tear down and rebuild all three compressors, which is something that has to be done every four years. The ice was removed and redone.

Prior to the shutdown, the Heart of Illinois Figure Skating Club conducted a show at Pepsi Ice. Learn to Skate class students were invited to participate. A pewter winning skater from Springfield offered an exhibition skate as part of the show.

May 2013 ended with a \$2,000 decrease compared to May 2012. Each year, revenue figures vary depending on the date that money for programs is collected. More ice rental payments were collected in May 2013 compared to May 2012. However, hockey league fees decreased this year. Last year, the leagues were filled by the end of May. This year, there are still openings in the league. In addition, last May, staff conducted a pro development clinic. This year, a private rental conducted the camp.

Pepsi Ice Center Montly Program Revenue



Horticulture

In May, staff continued the task of spraying for weeds in all park turf. This spraying will control weeds and crabgrass and helps promote healthy turf growth. The Parks Maintenance Division has approximately 500 acres of park turf to treat and the spraying will be completed sometime in June. This department contracted Marine Bio Chemist to treat for aquatic weeds and algae in three different park pond locations. The aquatic weeds were treated at Eagle Creek and Golden Eagle ponds, which are located on the corner of GE Road and Airport Road. The third pond at Tipton Park has not been treated but is scheduled for treatments in June. These locations have not been treated for algae. This is mostly due to the low temperatures and high amounts of rainfall have kept algae growth down. Staff will provide algae treatment as temperatures rise and algae begins to grow.

The excellent turf growing conditions in May required staff to spend almost 2,400 man hours mowing. With the added amount of mowing time comes increased ground maintenance. Ground maintenance includes trimming, edging and bowing. Staff spent about 625 man hours on activities that fall into the category of ground maintenance. In total, park staff mows and maintains 650 acres of turf on a seven day cycle and 141 rights-of-ways on a 14 day cycle. Right-of-ways consist of drainage areas, ditches and parkways.

City staff started and will complete planting annuals in park plant beds, City Hall, Miller Park Zoo and some designated planting areas throughout Bloomington. Approximately 2,500 annuals were planted in May. The Adopt-A-Pot program began another successful season in May. The program is a cooperative between the Parks, Recreation & Cultural Arts department and City of Bloomington residents. Participants purchase and install the flowers in their designated pots and the Park staff provides watering. The program provides both citizen involvement and beautification to the downtown area. Parks staff installed the hanging baskets this year with emphasis on East Street northbound and Center Street southbound. The hanging baskets are planted with wave petunias and green vines.

Forestry

The Forestry staff in May began the chemical treatment of 177 Ash trees that were identified as treatable in the Forestry department's physical inventory that was completed in December of 2012. Staff is treating Ash trees with a chemical called Tree-Age. Tree-Age is being widely used among communities affected with the Emerald Ash borer. Tree-Age has been proven to be 99% effective in preserving trees that have been or could be affected by the Emerald Ash borer. Trees that show more than 50% decline will not be treated. The average time of treatment per tree has been 48 minutes with an average use of 60 to 65 milliliters of chemical per tree. Staff will continue to treat Ash trees as long as the weather stays cool and will complete the Ash treatment in June.



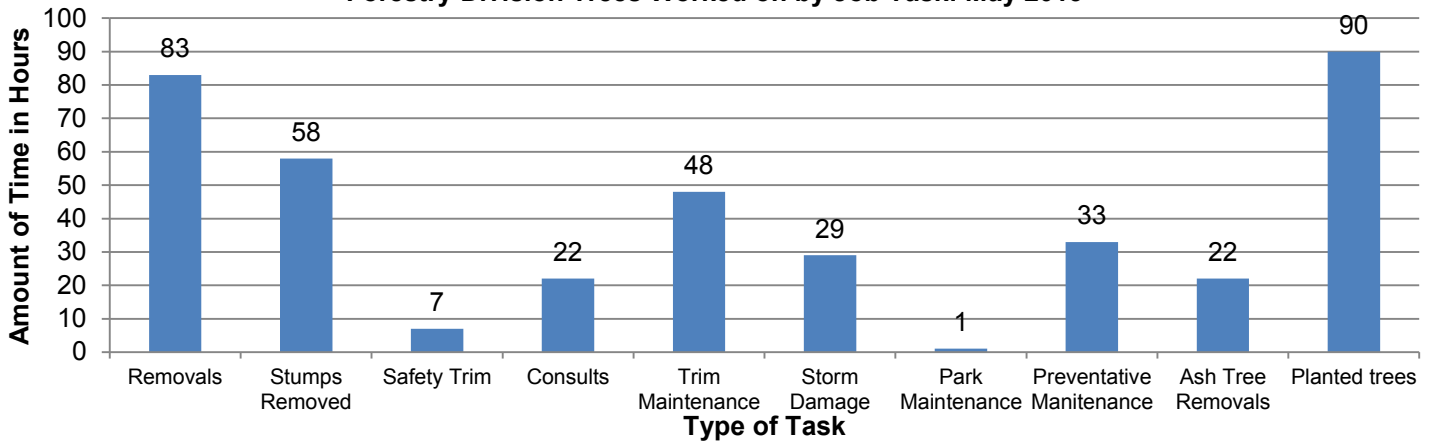
Forestry Staff Treats an Ash Tree

The Forestry staff removed 22 Ash trees in May. To date, the Forestry staff has removed 271 Ash trees. Staff also removed 61 other trees and removed 58 stumps.

The Forestry staff completed the spring tree planting. During April and May, staff planted 236 trees that included 18 different varieties.

The Forestry staff is continuing the preventative maintenance in section D-7. Section D-7 is from Route 9 to Oakland and everything east of Veterans Parkway.

Forestry Division Trees Worked on by Job Task: May 2013



BCPA

The BCPA announced its 2013-2014 season on Thursday, May 16. Tickets went on sale the following Monday, May 20. The full 2013-2014 BCPA Mainstage season schedule and the Student Spotlight series six show lineup can be found on page 63 of this report.

Events

The BCPA welcomed 4,950 people to 46 different events and activities in May. The BCPA itself presented no public, ticketed events in May.

Auditorium staff presented a 2013-14 season announcement reception for Arts Partners, sponsors and donors on May 7. Performing Arts Manager Joel Aalberts showed attendees a PowerPoint presentation and shared videos and music of upcoming acts.

Other events and activities this month include:

- Piano lessons each Tuesday and Friday night
- TheatersCool rehearsals each Tuesday night
- Improv acting classes each Thursday night
- Twin Cities Ballet rehearsal and performance, May 2 and 3.
- Bloomington High School Prom, May 4
- McGowan Birthday Party, May 4
- Illinois Symphony Orchestra performance, May 5
- Franklin Park public meeting, May 8
- Twin Cities School of Dance rehearsals and performance, May 9-11
- Illinois Wesleyan Action Resource Center Intern meeting, May 15
- BCPA Historic Tour, May 16
- Holiday Spectacular auditions, May 16
- Krull wedding dinner, May 17
- Krull/Bayless wedding reception, May 18
- Holiday Spectacular rehearsal, May 22

Sponsorships

The BCPA received significant sponsorship support for its 2013-14 season. Season sponsorships came from:

- Illinois Prairie Community Foundation: Grant support of the June 22 Bayou Bash concert
- McLean County Arts Center: Re-granting support of the June 22 Bayou Bash concert
- Anne and Brian Boyden: Event sponsorship support of the September 13 Wayne Brady concert
- The Garlic Press: Event sponsorship of Taj Mahal's concert (rescheduled date TBD)
- Ronda Glenn Law Firm and Illinois State University's 2013 Homecoming: Event sponsorship of the Second City, October 5
- Karen Schmidt and John Elterich: Event sponsorship of the October 26 concert by Iris DeMent
- Rick and Sherry Galbreath: Event sponsorship of the November 6 reading by David Sedaris
- Tim and Vicki Tilton: Event sponsorship of Dr. John and the Nite Trippers' November 7 show
- Jerry and Carole Ringer: Event sponsorship of Doc Severinsen and His Big Band on November 16
- Specs Around Town and GCG Financial/David Laube: Event sponsorship of Jazz at Lincoln Center, December 5
- Jerry and Carole Ringer: Event sponsorship of the February 1 performance by Hubbard Street 2
- Lucca Grill: Event sponsorship of the April 25 performance by Lisa Loeb

Other May Accomplishments/Activities

Liquor License Change

On May 13, the Bloomington City Council voted to expand the approved liquor consumption areas of the BCPA to include the building's auditorium space, paving the way for the BCPA to acquire spill-proof cups to sell at future events for patrons who want to bring their drinks into the auditorium.

****Parks Recreation and Cultural Arts continued on Page 68**



PACE Director



Mark Huber

May 2013 Edition

Planning and Code Enforcement Department

Building and Safety Division

While April presented mixed results for construction, May presented a continuous upward climb of improved construction statistics. May 2013 new home starts increased by only two units compared to May 2012 but is showing a 6% increase for the year to date. Building permits, which have increased by 54% from May 2012 to May 2013, are showing a small improvement of 2% for the first five months of 2013.

The new Munis system is allowing staff to track and present more measures that will translate into more meaningful reports. Since this is only the second month that the system has been in place, staff continues to learn about new capabilities of the system. Future report will reflect the new capabilities.

May 2013 Compared to May 2012	Year to Date
New home starts – up 2 units (12%)	up 4 units (6%)
Building permits – up 54%	up 2%
All construction permits – up 90%	up 33%
Fees collected – up 7%	down 8%
Construction Value – up 30%	up 12%

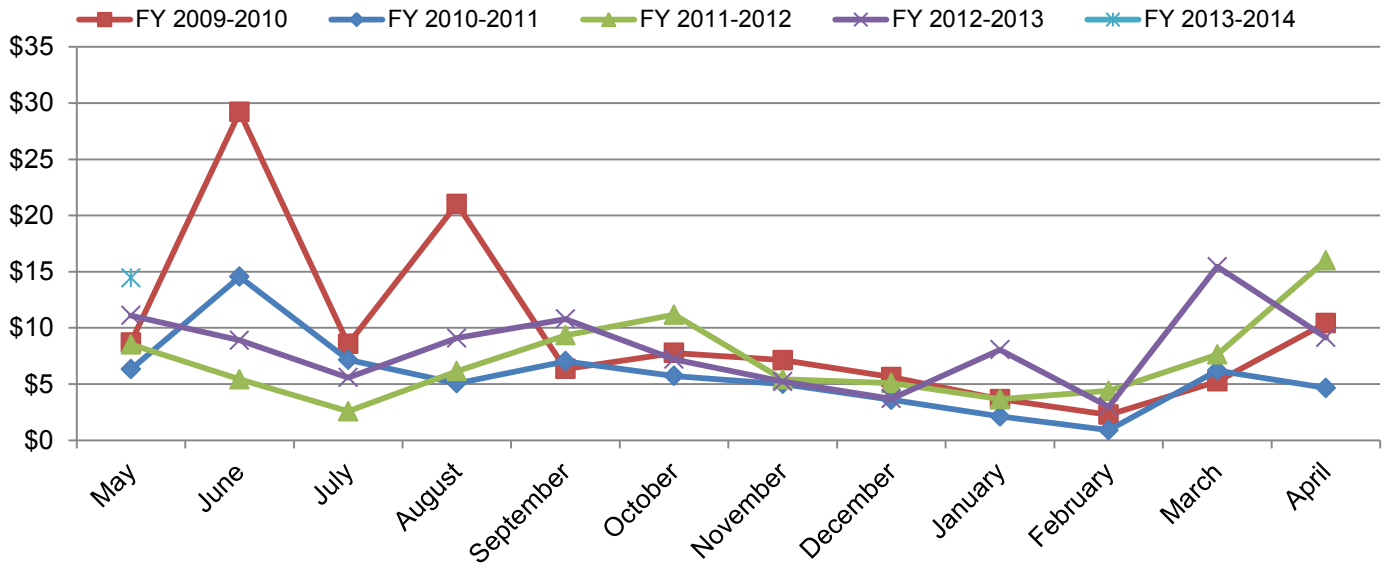
Construction Projects \$1,000,000 or Higher

Building/Project Description	Description	Value
Remodel Existing building for 15 new Dwelling Units	115 E. Monroe Street	\$1,600,000

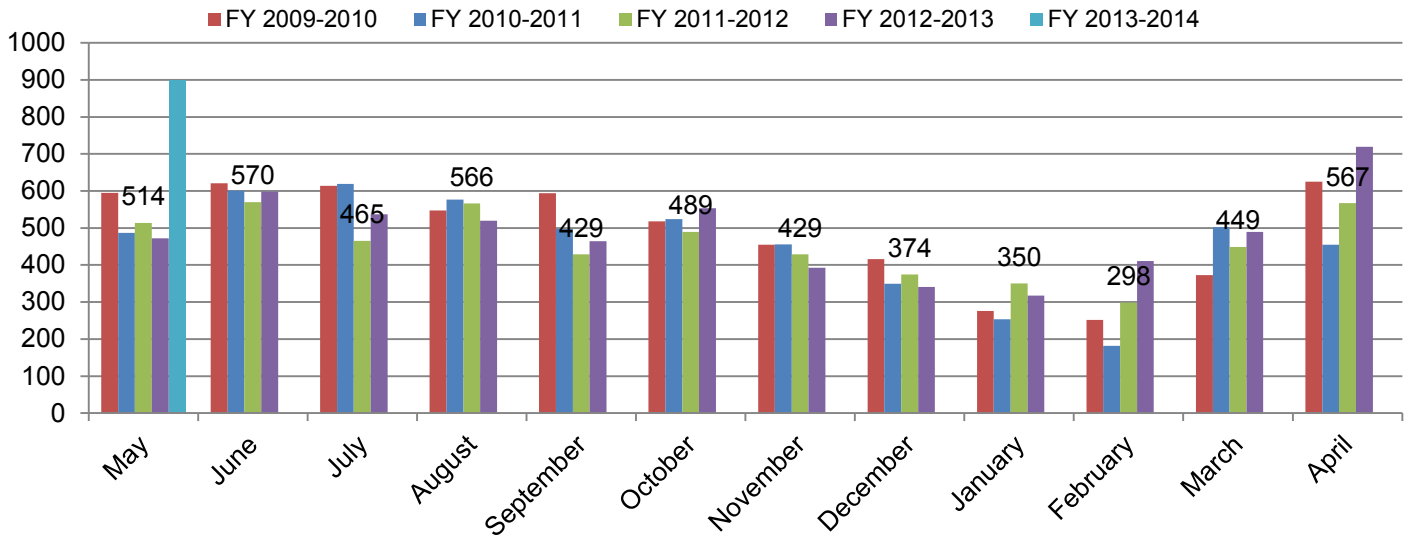
Other Notable Projects

Building/Project Description	Address	Value
Build Out Six Loft Apartments	407 W. Washington St.	\$300,000

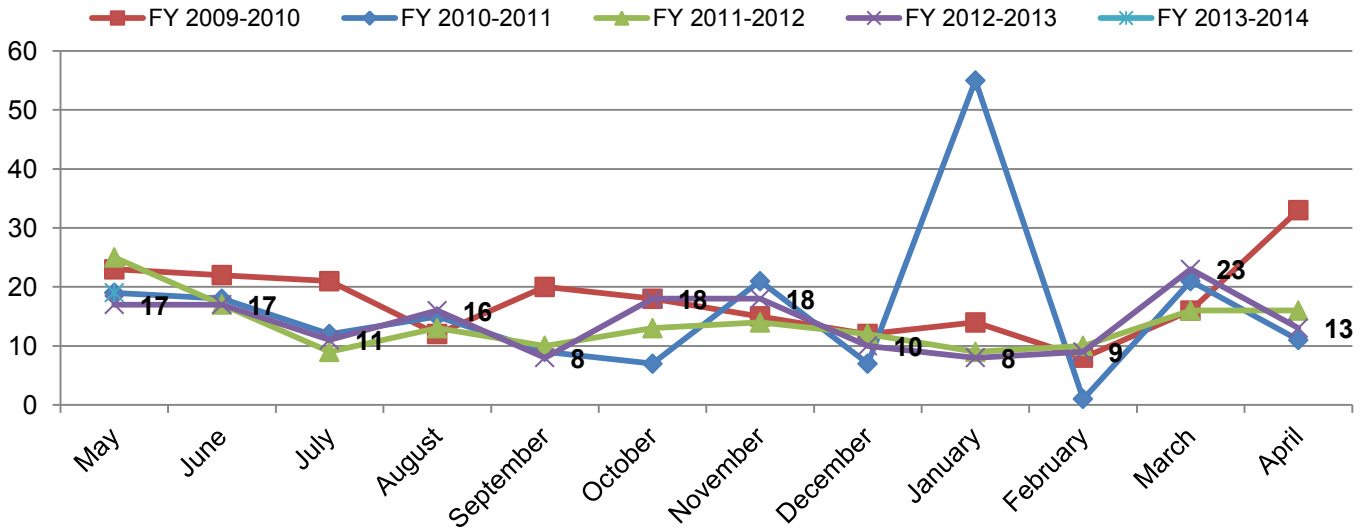
Construction Valuation (in Millions)



Number of Construction Permits



Number of New Homes Built



Code Enforcement Activity

In the month of May, 323 complaints were received. Those complaints broke down to 386 the following types of violations.

Complaint/Violation Type Total Reported	
Building	1
Feces	4
General Fire Violation	30
Garbage/Rubbish/Debris	18
Grass and Weeds	227
Illegal Dwelling	2
Infestation	0
No Permit	10
No Utilities	1
Other	6
Overcrowding	2
Plumbing	0
Property Maintenance	73
Signs	1
Trees/Vegetation	5
Vacant Abandoned Property	1
Vehicle	3
Department Totals	384

Planning Commission Activity

PS-03-13. Public hearing and review on the petition submitted by FOB Development, Inc. requesting the approval of a Preliminary Plan for a Portion of Empire Business Park, Third Addition, for the property located north of Illinois Route 9 and east of Trinity Lane, consisting of approximately 14.2 acres.

Approval Recommended Vote: 8-0

V-01-13. Public hearing on the Petition filed by Illinois Wesleyan University, requesting approval of the vacation of the Beecher Street right of way between Franklin and East Streets and the alley right of way bounded by Beecher Street on the south and Horenberger Drive on the east.

Approval Recommended Vote: 8-0

Z-02-13 Public hearing and review petition submitted by Thomas Nielsen and Kathryn Bohn requesting the approval of a Rezoning from R-2, Mixed Residence District with an S-4 Historic Preservation District overlay to R-2, Mixed Residence District for the property located at 605 E. Front Street with the George Hanna House, Queen Anne style.

Laid over to next meeting. Vote: 6-0

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



Economic Development

ED Coordinator



Justine Robinson

May 2013 Edition

Meetings Held: 22

- Expansion: 0
- New: 5
- Retention: 3
- Closing: 0
- Networking: 8
- Education/Training: 1
- Council/Commission/Committee: 3
- EDC of Bloomington-Normal: 2



May 19-22, 2013
Las Vegas Convention Center
Las Vegas, NV

Narrative

City Manager Hales and Economic Development Coordinator Justine Robinson had the opportunity to attend the International Council of Shopping Center's annual global retail convention. In attendance were over 34,000 individuals representing retailers, real estate companies, exhibitors and municipalities – all of whom were focused on today's retail climate.

Developer Meetings

Meetings were conducted with owners, developers and managers of local retail properties including the FEIL Organization (former Ks Merchandise site), new owners of Lakewood Plaza and the Kroger Shopping Center on Oakland Avenue, just to name a few. During these meetings, the department received updates on each property, especially as they relate to timelines and potential tenants.

Retailer Meetings

Conversations were also held with retailers including LA Fitness, AutoZone, Big Lots, 7Eleven, Famous Footwear, Kroger, Jack in the Box, Starwood Hotels and Resorts, Burlington Coat Factory,

Corner Bakery Café, Choice Hotels International, la Madeleine Country French Café, Bruegger's Bagels, Save a Lot, TJX Companies and others. The purpose of these meetings was to identify which retailers have plans for expansion in the upcoming year, learn what market demographics are needed for consideration and make sure that Bloomington is on their radar.

Blockbuster Opening Session

Taking the success of his best-selling business books "Freakonomics" and "SuperFreakonomics to the next level", Steven Levitt presented attendees with a toolkit to help them gain insights into problem solving in their personal and professional lives. Each idea presented by Dr. Levitt was illustrated by a story or example, in the ever-popular counterintuitive Freakonomics style, that provided shopping center professionals with illuminating thoughts for profitable thinking. Dr. Levitt has an enormous curiosity and is set on course by personal experiences and the incongruities he sees in everyday life. He has the uncanny ability to sift through a pile of data to find a story that no one else has found and devised ways to measure an effect that veteran economists have declared unmeasurable. The Wall Street Journal has said, "If Indiana Jones were an economist, he'd be Steven Levitt." Ultimately, the presentation helped unlock creativity so that attendees could think Like a Freak and freak-out the competition.

Educational Programming

The New Normal... How Retailers Think: A Public Sector Primer on Site Selection

Over 125 professionals participated in this panel led discussion, which highlighted topics including how retailers evaluate sites in today's recovery environment, if bricks and mortar retailer expansion programs have been fundamentally altered and the impact of the entitlement process and government incentives on retailer's evaluation and approval processes. The panel also explored how cities might better align their economic development visions with current real estate market and economic realities as well as the growth plans and review/approval processes for a given retailer the city might be targeting.



Finance Director



Patty-Lynn Silva

Finance Department

May 2013 Edition

Finance

The Finance Department provides a wide range of comprehensive support services which include: accounting, financial administration and reporting, budgeting, audit, treasury management, payroll, billing, accounts receivable, accounts payable, debt management, procurement, local tax collection, audit, and compliance. The Finance Department is comprised of eleven full time employees and one contract employee covering four main functions: accounting, budget, purchasing and administration.

As of the end of May, the Finance Department had four out of eleven positions vacant: payroll clerk, purchasing agent, staff accountant and one support staff. Finance is working with Human Resources to fill these vacancies and has reorganized workloads and hired one temporary staff to manage workflows.

In May, the Finance Department began to prepare for the fiscal year end on April 30, 2013, by reconciling and reviewing all 38 City funds. The Governmental Accounting Standards Board better known as GASB requires these funds be reported under various accounting methods. Finance staff will spend the better part of the summer to adjust the financials to GASB, create all audit work papers and all the financial footnote disclosures. The audit will begin in early fall.

The FY2014 budget was posted on May 1st, 2013 as adopted by Council to accommodate budgetary and monthly reporting throughout the year. The FY2015 budget is already in the early planning stages where Finance will expand the use of the Tyler Munis software by entering more detail on line items. The Finance Department is also creating a detailed user manual for and training schedule for City staff.

Finance staff has been working to compile a twenty-year capital plan. As each master plan is completed, for each infrastructure area, it is entered into the draft capital plan. After expenses and exposures are identified, rate and impact fee studies will help staff to model appropriate financial

structures to fund the City's capital and operating needs. Finance is recommending that funds with deficits be studied first to create a stop gap plan while the City's long term financial plan is underway.

The Finance Department has been working with its actuary to understand current pension funding levels and the current applicable legislation and has worked to educate the Council, the Public and Pension Boards on its findings. Finance is drafting a Pension Contribution Policy that will increase funding levels in the City's pensions. The July 1st Administration and Finance Committee will include the next pension discussion where further projections will be presented.

Purchasing

The Purchasing Division provided year end training to all City Departments on how to encumber funds at year end for purchases underway that have not yet been paid. 29 formal bids and request for proposals (RFPs) were conducted in the first quarter of this calendar year. Purchasing has been supervised by the Interim Purchasing Agent who has been working with departments to understand large scale purchasing issues. After a review of City ordinances, it is clear that policy language needs to be updated. In addition, a new purchasing policy is being drafted in conjunction with the legal department to be brought to the City Manager for recommendation.



City Clerk

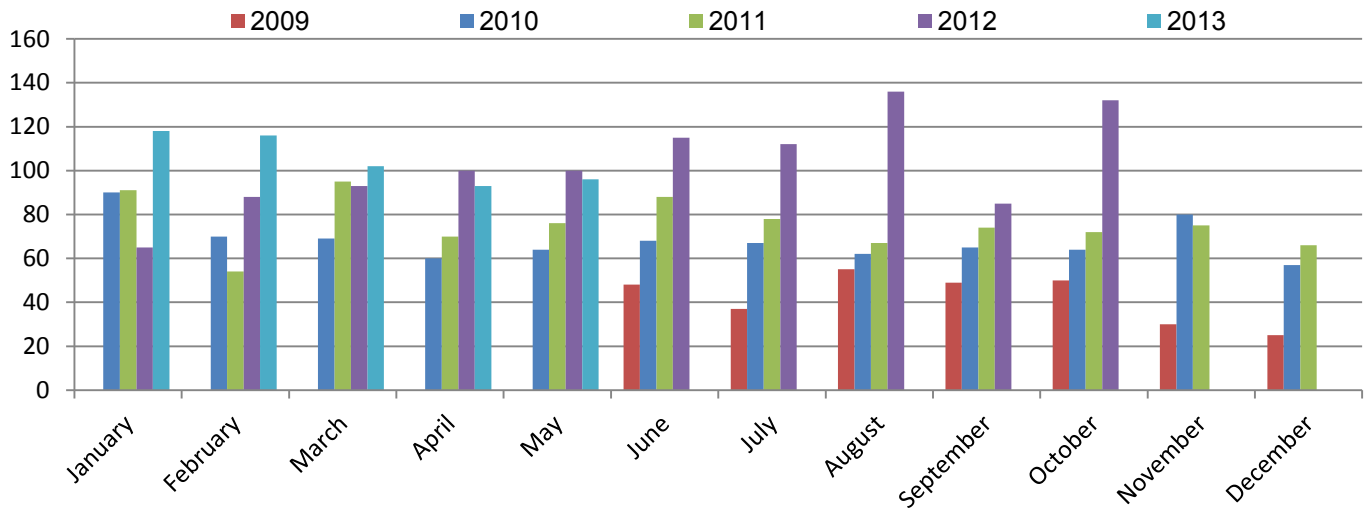
City Clerk



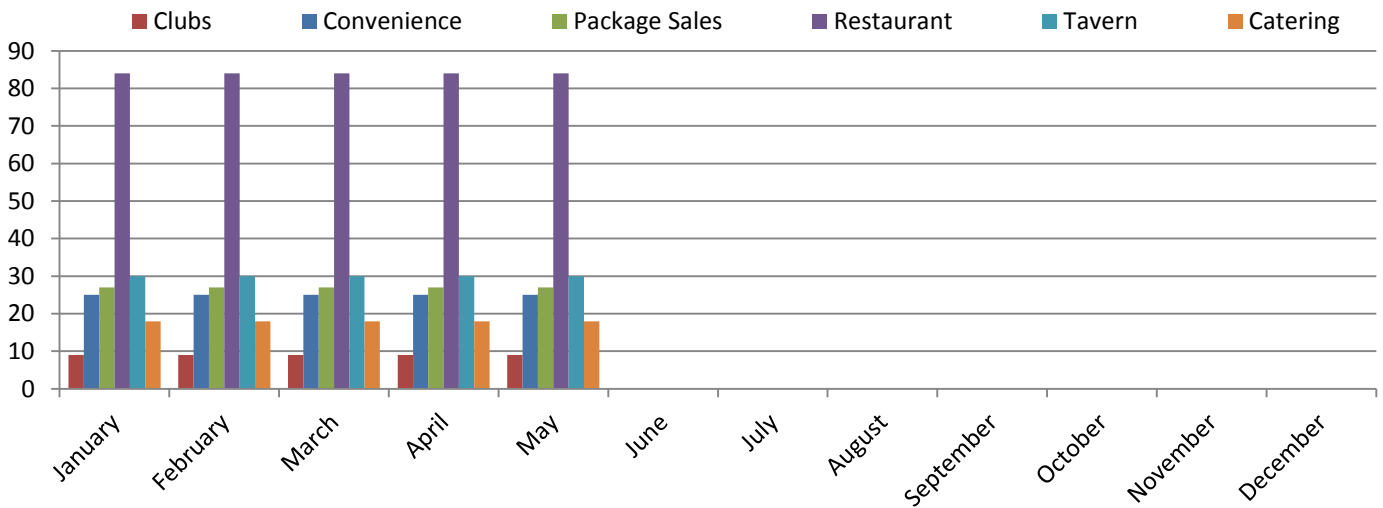
Tracey Covert

May 2013 Edition

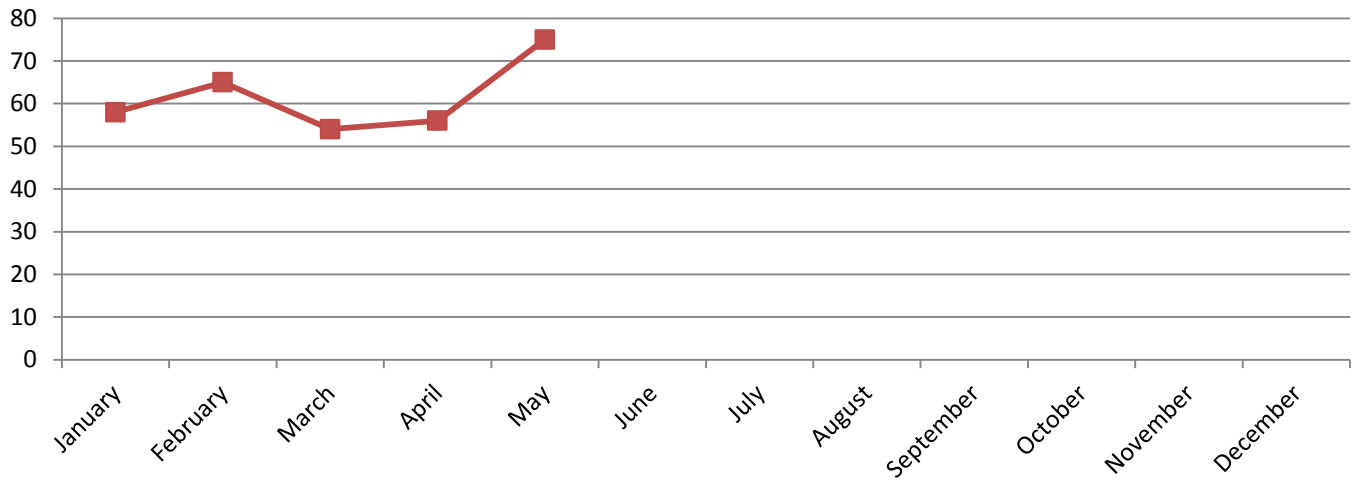
F.O.I.A. Request by Month Since June 2009



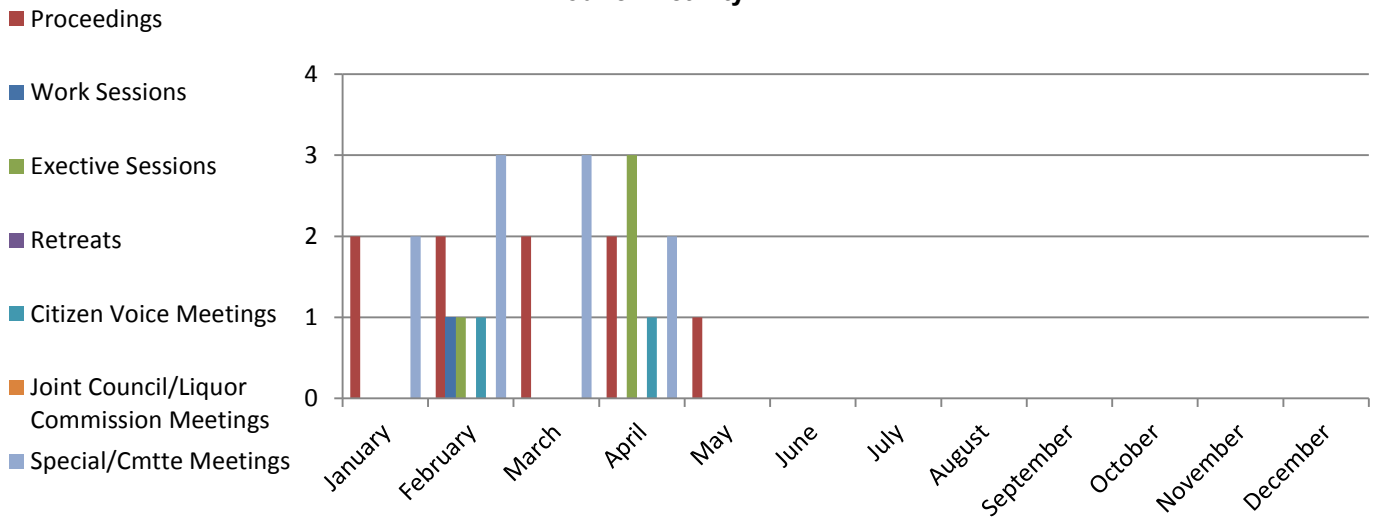
Number of Liquor Vendors 2013



FOIA Staff Time per Request



Council Activity





Information Services Director



Scott Sprouls

Information Services Department

May 2013 Edition

Permitting, Code Enforcement and Inspections (PI)

- Created custom reporting
- Provided support to PACE and Engineering

Business Licenses (BL)

- Facilitated working sessions for team members related to practice time and creation of end user training materials.
- Returned first data pass issues
- Corrected and signed off on forms and asked that they be loaded
- Participated in Project Management team meetings
- Business License go live is currently scheduled for mid-July 2013

Finance

- Attended Project Ledger overview training with system setup review

Fixed Assets & Inventory

- The FA/Inv team has set their schedule and will be starting in June 2013. Initial plan for go live for FA/Inv is February 2014.

Communication

- The MUNIS project newsletter article was created and included in the "Inside the City" May issue

Migration of Sprint/Nextel Cellular Devices to Sprint Devices

Migration of the devices from the Nextel cellular network to the Sprint cellular network continued in May. After experiencing some connection issues with some of the new Sprint feature phones, IS staff researched, tested and deployed a replacement phone for some Police Department users. This handset improved some of the connection issues and allowed for easier text messaging, which has become a useful communication tool for some officers. There are still a couple of pockets of users left to be migrated. These users will be migrated in June to complete the Nextel to Sprint transition.

Central Illinois Regional Broadband (CIRBN) Network Update

The CIRBN fiber installation continued through May. The City has nine (9) facilities that will be connected to the CIRBN network. All of these facilities have the fiber cabling pulled into the building. Roughly 50% of them also have the fiber terminated and networking equipment installed. CIRBN network completion is currently set for August.

Move of Wireless Network and Camera Equipment to Decorative Pole at Main and Mulberry

IS staff worked with City electricians and Midco Systems, Inc. to move equipment from the old Ameren concrete street light to the new decorative pole at the northwest corner of Main and Mulberry Streets. The equipment includes the wireless networking “mesh” node and two cameras. This move will allow the removal of the concrete pole as staff transition to the decorative poles on the 600 block of Main Street.

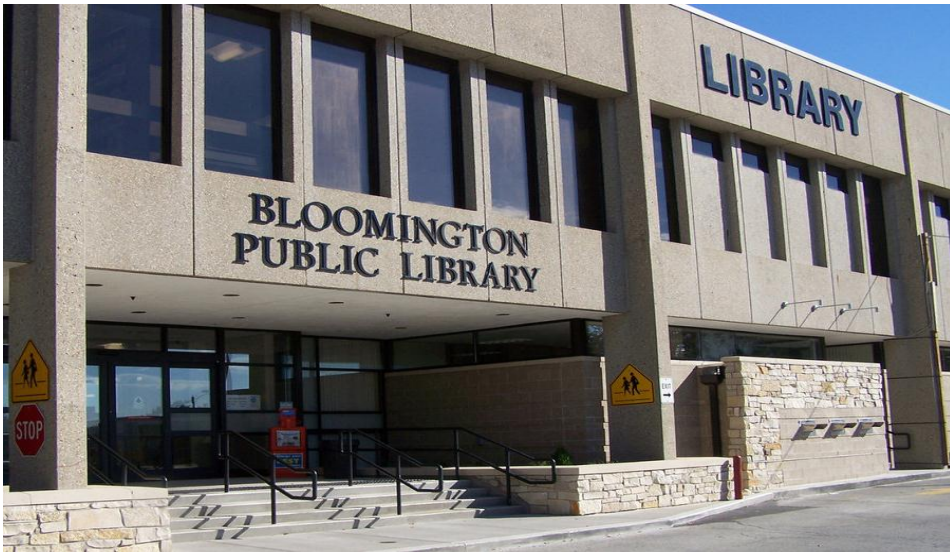
Replacement of Camera at Main and Mulberry

The camera pointing south at Main and Mulberry Streets had begun to show signs of failure. Symptoms included poor video quality and loss of the camera’s ability to compress the video before sending it across the network to the video management system. This camera was older and had originally been installed as part of the pilot video program downtown.

IS staff worked with City electricians and technicians from Midco systems, Inc. to replace this camera with a new, high definition camera. The new camera provides higher quality video while also using less network resources than the prior camera. This efficiency will help improve the video available from the system.

Connection of the “Water Salesman” to City Network Division Street

IS staff completed work on cabling between the Pump Station and Shed at Division Street, allowing the connection of the Water Department’s “Water Salesman” to the City network. The Water Salesman is a device that allows customers to pay with a credit card to dispense water without intervention from the Water Department Personnel. Having this device connected to the network will allow easier management and reporting of its activities.



Library Director



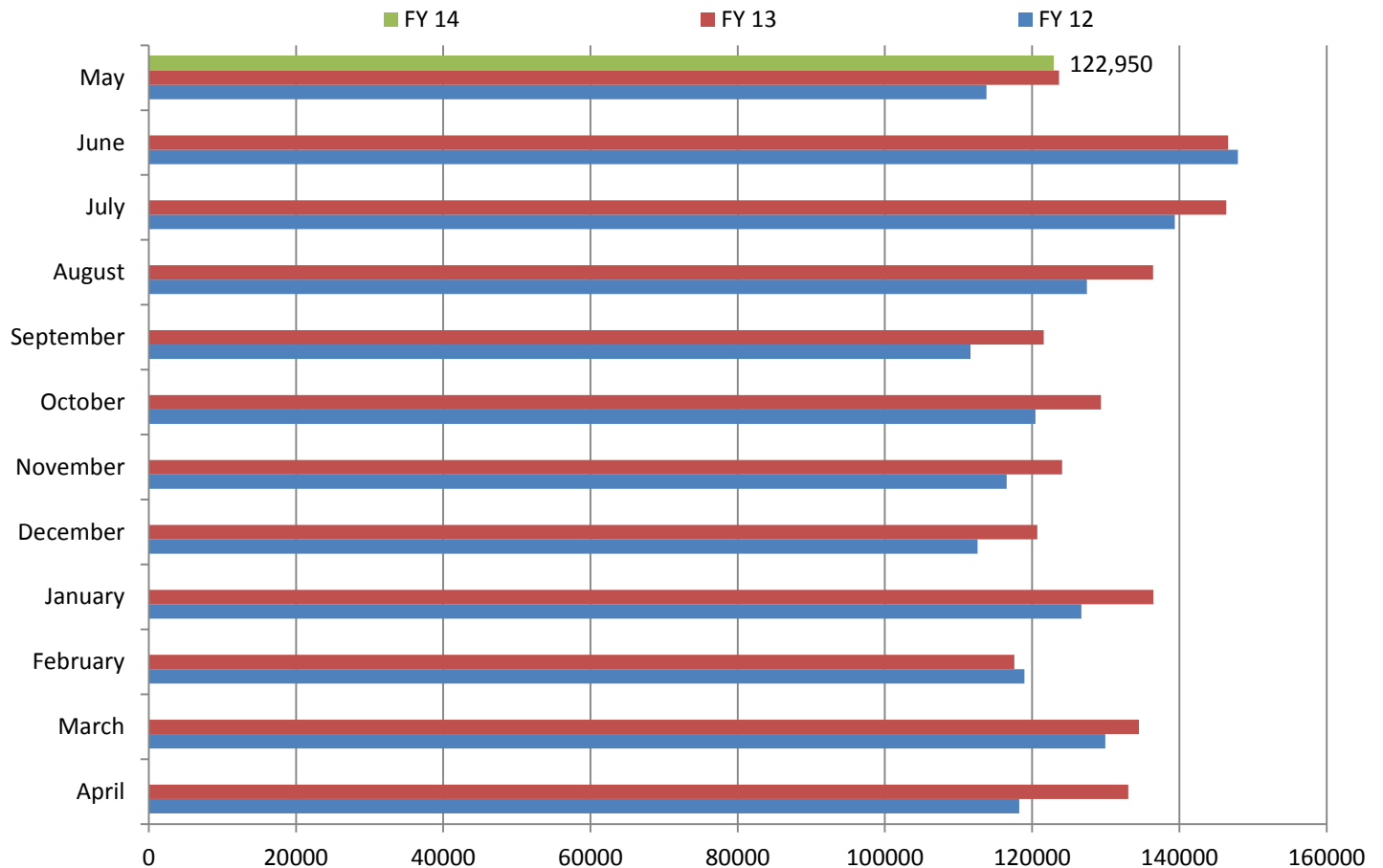
Georgia Bouda

May 2013 Edition

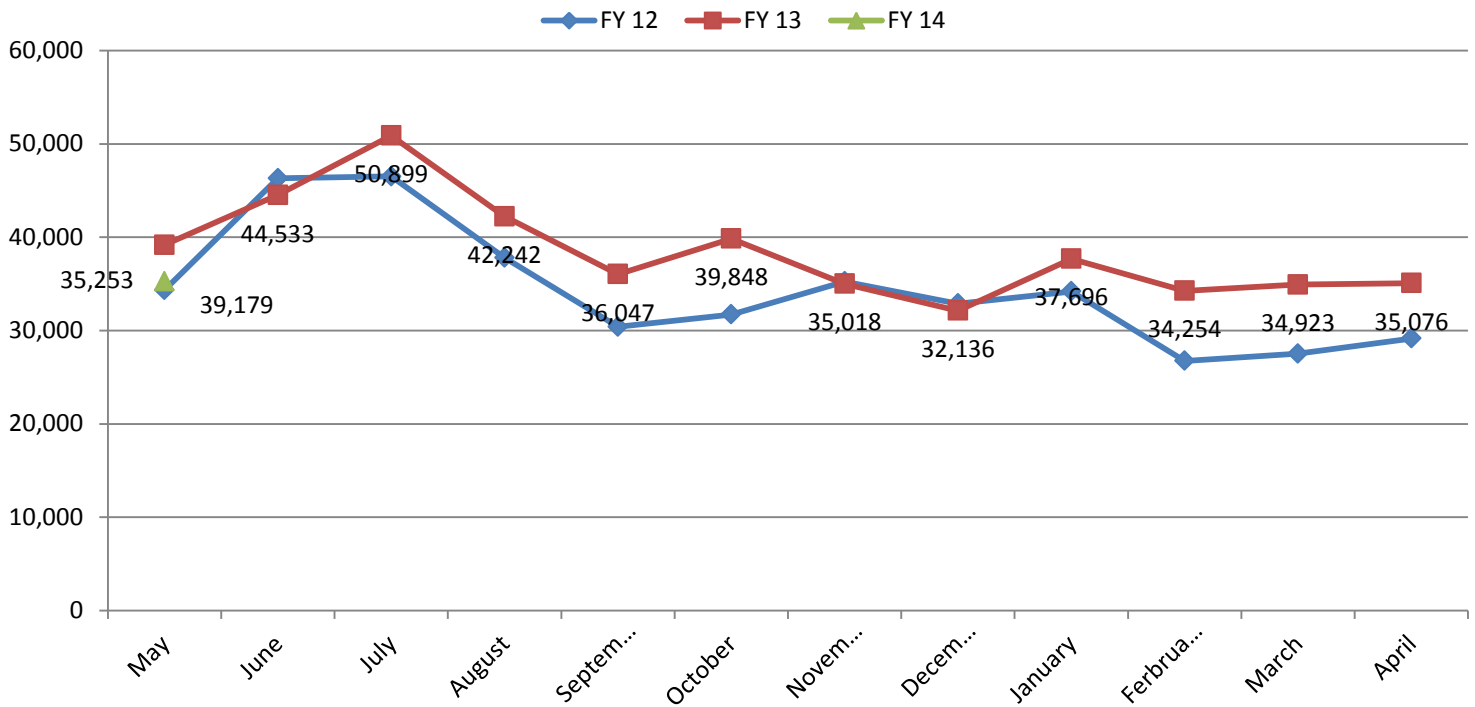
Library

The new fiscal year is off to a busy start. The Library lent 122,950 items in May 2013. In May 2012, the library was slightly busier with a total of 123,656 items lent. The number of digital downloads from various services increased to 4,205 this past month from 2,768 in May of last year. There were 35,253 visitors to the library in May 2013. This is a decrease compared to the 39,179 visitors in May 2012. Staff answered 4,520 questions from customers this month.

Items Circulated



Library Visitors



Children's Programs in the month of April

- Summer Reading School Visits – 15 schools – 6,510 students
- Preschool Story Time – 22 attended
- Wiggle Giggle Evening Story Time – 17 attended
- 2nd Saturday Family Story Time – 30 attended
- Visit from Sheridan K – 48 attended
- Visit from Wesley Bright Beginnings – 40 attended
- Visit from Alphabet Soup – 2 classes - 40 attended
- Visit from Milestones Preschool – 16 attended
- Visited La Petite Academy – 31 attended

Teen Programs and Attendance:

- Teen Advisory Board – 1 session – 0 attended
- Anime Now – 2 sessions -16 attended
- Book Brags (teen discussion of favorite books) – 1 session – 1 attended
- Chocolate Treat Bowls – 1 session – 15 attended
- Game Fest – 1 session – 18 attended

The Teen Librarian visited schools for the lunchtime Books & Bites book talk and also to promote Summer Reading. She met with the indicated number of students

- Parkside – 107 students
- Kingsley – 25 students
- Chiddix – 75 & 76 students

- Evans – 45 students
- Holy Trinity – 100 students
- U High – 15 students

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

From: Barb Wells
Sent: 06/18/2013 07:54 AM CDT
To: Jim Karch
Subject: Thank you

Thank you and thanks to your crew. Our pothole was filled yesterday!

Barb Wells, Sup't of Recreation
Bloomington Parks, Recreation & Cultural Arts
115 E. Washington St.
Bloomington, IL 61701
(309) 434-2260
(309) 434-2483 - fax
www.bpard.org

To: Katie Stamp <kstamp@cityblm.org>, jkarch@cityblm.org, pothole@cityblm.org, publicworks@cityblm.org
From: JOSEPH M
Date: 05/31/2013 02:07PM
Subject: Re: Pothole Reporting Thank you !! - 5/5/2013 and 5/27/13

Thanks to all for the quick fix of the noted areas following my second report! The guys did a pretty thorough job in the Denny's/ Eldorado Road area.

Joe Mikulecky

From: "JOSEPH M"
To: "Katie Stamp" <kstamp@cityblm.org>, jkarch@cityblm.org, pothole@cityblm.org, publicworks@cityblm.org
Sent: Tuesday, May 28, 2013 1:21:38 PM
Subject: Pothole Reporting - 5/5/2013 and 5/27/13

Katie/ Jim -

Each of my previous pothole reports have been promptly followed up with repairs, so I was a bit surprised these have not been addressed yet. I attached pictures of each location so you can see the severity of each "tire swallowing" manhole. The manholes near Denny's have been recurring problems for the nearly 25 years I've lived in town. Thanks for following up on these!

Joe

From: "JOSEPH M"

To: publicworks@cityblm.org, "Katie Stamp" <kstamp@cityblm.org>, pothole@cityblm.org

Sent: Sunday, May 5, 2013 7:31:07 PM

Subject: Pothole Reporting - 5/5/2013

Hi Katie:

Attached is my latest list to share with the pothole crew. Thanks for getting these addressed!

- Wembley Way and Paddington Drive - adjacent to and around manhole in center of the street
- Eldorado Road near Denny's (South of Oakland to newer overlay), particularly around the manhole near Denny's parking lot
- G.E. Road starting at Walgreens (Veterans) extending East to Gaslight Square

Thanks!

Joe Mikulecky

I just spoke with a woman who had a recycle question and she wanted to let me know before we got off the phone how much she "loves" the recycle program and the new cart. She also mentioned that the bulk/brush crew do a great job and are "great guys" and she wanted to thank them for doing a "great job."

Thanks,
Katie Stamp
Administrative Assistant
City of Bloomington
Public Works Department
(309)434-2225

Good afternoon Jim and Barb,

I just wanted to let you know how much we appreciate all the help Rob's group has given the Police Department this week. We had some electronic items that needed to be destroyed and they were able to smash them at the yard for us. Today they came over to the Lincoln Garage, where we store our bicycles, and helped us out by loading all the bikes we needed to destroy and disposed of them. This saves us an enormous amount of time. We are grateful for another department's willingness to be so helpful. Thank you.

Carla A. Murillo
Police Department
Bloomington, IL
309-434-2354

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

Regarding the 2013-14 BCPA Season Announcement

That's the most exciting lineup I've seen since the theatre reopened. My wife is especially excited because you have her hero, Dr. John playing. - Simon

Regarding BCPA staff support for the historic tour program

The "tour" poster is up in the lobby window now, and Jocelyn has the tour blurb on the envelope stuffer that goes out with online ticket orders. I just want to express THANKS for their support on behalf of the docents!

Also, THANKS to all the staff for their ongoing support of the BCPA tours: Stacey for following up on tour requests of all kinds, Eric for agreeing to take some new photos of tours in progress, and David for helping to schedule the tours and alert the staff to our needs. They have been so courteous and helpful!

Thanks to Joel for continuing to consider how tours can enhance other scheduled BCPA events, rentals, special meetings, and fundraising efforts.

We believe tour goers become BCPA patrons!

Sincerely,
Carol for the BCPA docent/tour guide volunteers

For American Girl Lunch

Hi, Jill...

Just wanted to thank you for a nice time on Saturday. The Picasso idea was great! I had Isabella's artwork framed this morning and she's so proud of it! We enjoyed the lunch and the create-your-own dessert too. Just wanted to pass along a pic of Isabella with Saige. She didn't put her down all day yesterday and even slept with her. Isabella was (and still is) SUPER EXCITED and grateful too. Thanks again for a great event.

Sincerely,
Shayna White

For Penguin Project

I hope that you all know how much you are appreciated! Bill and I haven't had an opportunity to see the practices this year and it only makes the excitement that much greater! I can't believe that we are getting so close to show time! You all just rock our world and we are so honored to be a part of Penguin!!!!

With so much love and admiration,
Cindy

From: Marie Streenz [mstreenz@midwest-fiber.com]

Sent: 06/14/2013 01:48 PM GMT

To: Jim Karch

Subject: Pay as you throw

Happy Friday to you Jim!

I thought you might like to see this story since we have talked about this before.

http://www.wasterecyclingnews.com/article/20130613/NEWS02/130619997/pay-as-you-throw-programs-aim-to-incentivize-recycling?utm_campaign=daily_newsletter&utm_medium=daily_email&utm_source=daily_20130613&utm_content=article7

Have a great weekend!!!

(By the way, you had your highest month yet for recycle tons in May!!! 428.47 tons!! This was also a 48.57% increase over May of last year.)

Marie A. Streenz

Appendix

Police Department cont...

<u>Incoming Phone Calls</u>	
Administrative (non-emergency)	7,993
911 Calls (wireline & wireless) total	2,327
911 Calls - Wireline	410
911 Calls - Wireless	1,917
Total All Calls	10,320
<u>Dispatched Calls</u>	
Police	6,340
Fire and EMS	823
Total Dispatched Calls	7,163
<u>Daily Call Averages</u>	
Administrative (non-emergency)	258
911 Calls – Wireline and Wireless	75
All Calls per day average	333
Police Dispatches	205
Fire and EMS Dispatches	27
Average Dispatches per day	231

Administration

SRO Arnold helped with a fire drill, conducted a home visit, issued one ordinance violation for truancy, and completed seven reports including four thefts, one violation of order of protection, one non-criminal and one supplement. SRO Evans completed the following calls for service: nine theft issues, four order of protection checks, ten disorderly conduct issues, two child custody issues, seven truancy issues, ten fights, three crisis drills, six school visits, two child abuse issues, one domestic case, five child sex offender checks, three lock down drills, and three evacuation drills. SRO Hirsch removed eight students from classrooms for poor behavior, broke up three fights in school, conducted two arrests and reports for battery, completed a report for disorderly conduct, spoke to sixty 8th grade students for career day regarding law enforcement, reviewed approximately two hours of video for fights and thefts, investigated six thefts, assisted school administration with intoxicated employee providing breath test and escorted subject off the premises, assisted District 87 with school camera system upgrade, and researched and ordered new emergency "go box." SRO Wagehoft attended PPCT training, Youth Impact meeting, conducted all day training with new recruits to introduce them to the SRO program, and assisted school officials with the following incidents: nine disorderly conduct, two gun investigations, one unlawful use of a weapon, one burglary, one truancy, three theft, one domestic violence, six fights, one child abuse, one battery, two DCFS calls, one gang issue, one suicidal subject, two medical issues and one suspicious person. The SROs will return to patrol duty for the summer.

Public Affairs Officer white conducted a presentation to library employees on safety, presented a poverty simulation at Western Avenue, had a car and display at the Disaster Preparedness program at the Interstate Center, attended Explorer meetings, conducted a bank robbery class, attended a child safety event, printed agents at State Farm, conducted Ministry Security training in Peoria and participated in the Memorial Day Parade.

Public Works Department cont...

Engineering Division

PRIVATE DEVELOPMENT PROJECTS	STATUS
Commercial Site Plans	8 Plan Sets Reviewed
Scharf PUD Sanitary Sewer	In Construction (0% Complete)
Grove Subdivision, 4 th Addition	In Construction (50% 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 (40% Complete)
Fox Creek Village, 4 th Addition	In Review

CITY OF BLOOMINGTON PROJECTS	STATUS
Street & Alley Repair, 2013 – 2014	Out for Bid
General Resurfacing, 2013 – 2014	Out for Bid
Pavement Preservation, 2013 – 2014	Out for Quote
50/50 Sidewalks & Handicap Ramps 2013 – 2014	Out for bid
Street & Alley Repair	In Construction (99% Complete)
General Resurfacing, 2012 - 2013	In Construction (95% Complete)
Pavement Preservation, 2012 - 2013	Finalized and Accepted
Morris Ave. Reconstruction, Fox Hill to Fire Station	In Construction (99% Complete)
2012 Maintenance Contracts (Street, Utility, Grading, Traffic Signals)	In Construction (75% Complete)
Regency Pump Station Improvement	Finalized and Accepted
Eagle Crest East Pump Station Improvements	In Design (10% Complete)
Locust Colton CSO Elimination, Phase 1	In Construction (87% 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 (95% Complete)
2012 Drainage Improvements	Punch List Items
Hershey Road: Hamilton Road to 750' South	In Design (60% Complete)
Sanitary Sewer & Storm Water Master Plans	(93% Complete)
Highland Golf Courses Storm Sewer	In Design (50% Complete)
HoJo Pump Station	In Design (1% Complete)
Maizefield CSO Elimination Study	In Design (1% Complete)

May 2013 Overweight Loads	13 Permits for \$1,020.00
May Dumpster/Traffic Control	7 Permits for \$225.00
Customer Service Calls	
May 2013 Call Center	1671 Calls Handled
Erosion Control/Complaints Inspection Report	
New/Maintenance Erosion/Storm Water Management Inspections	179
Erosion/Storm Water Management Complaints	5
Inspection & Complaint Files Closed	23

Streets & Sewers Divison

Street & Alley Repair

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

General Resurfacing

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

Locus Colton CSO Elimination – Phase 1

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

Lafayette St. Reconstruction from Maple to Morrissey

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

Morris Ave. Reconstruction from Fox Hill Apartments to Fire Station

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

Work Completed by Date Range Summary

Work Type	Jobs Completed
Backfill/Seed	1
Contractor	2
Damage Repair	3
Drainage	1
Hot Asphalt	4
Inlet Repair	4
Mailbox	2
Main Repair	2
Manhole Repair	1
Perm Patch	4
Sidewalks	4
Water	17

Council - Work Type Completed Average Age Hours

Work Type	Average Age	Average Completion	Avg Hours Worked
Backfill/Seed	1.00	0.00	1.50
Contractor	8.00	0.00	2.63
Damage Repair	14.33	4.67	17.17
Drainage	10.00	7.00	23.50
Hot Asphalt	20.25	2.75	46.25
Inlet Repair	4.75	5.50	26.25
Mailbox	2.50	0.00	1.00
Main Repair	6.50	5.50	50.25
Manhole Repair	1.00	0.00	3.00
Perm Patch	26.75	1.75	46.88
Sidewalks	3.25	1.25	19.31
Water	24.29	15.00	14.44

Council Work to be Done Summary

Work Type	Outstanding Work orders
Backfill/Seed	5
Cave In	8
Cold Mix	314
Contractor	12
Curb	1
Damage Repair	17
Hot Asphalt	3
Inlet Repair	14
Mailbox	2
Main Repair	2
Manhole Repair	7
Pavement Repair	5
Perm Patch	27
Service Repair	7
Sidewalks	7
Snow Plow	1
Water	33

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	5/28	5/21	5/14	5/7	4/30	4/23	4/16	4/9	4/2
1	67				61				56
2				44				60	
3			35				24		
4		25				22			

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

Interviews for the two Water Plant Operator positions were held on May 31. The department is expected to make offers in the very near future.

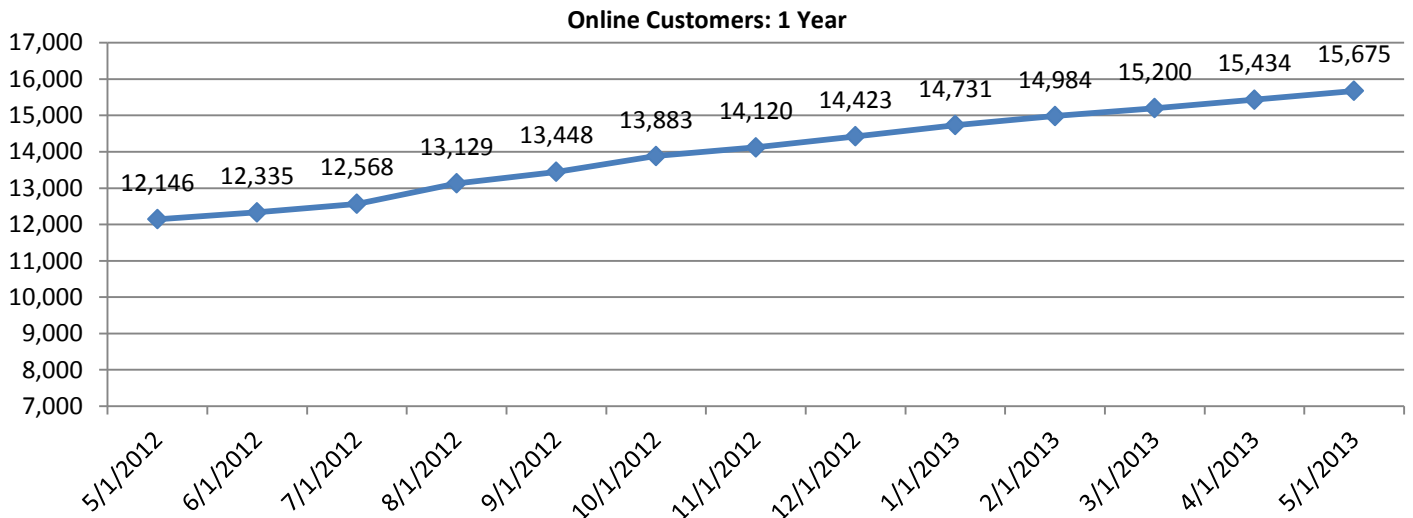
Miscellaneous

The EverBloom chapter of the Friends of Reservoirs Program met again in May. 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

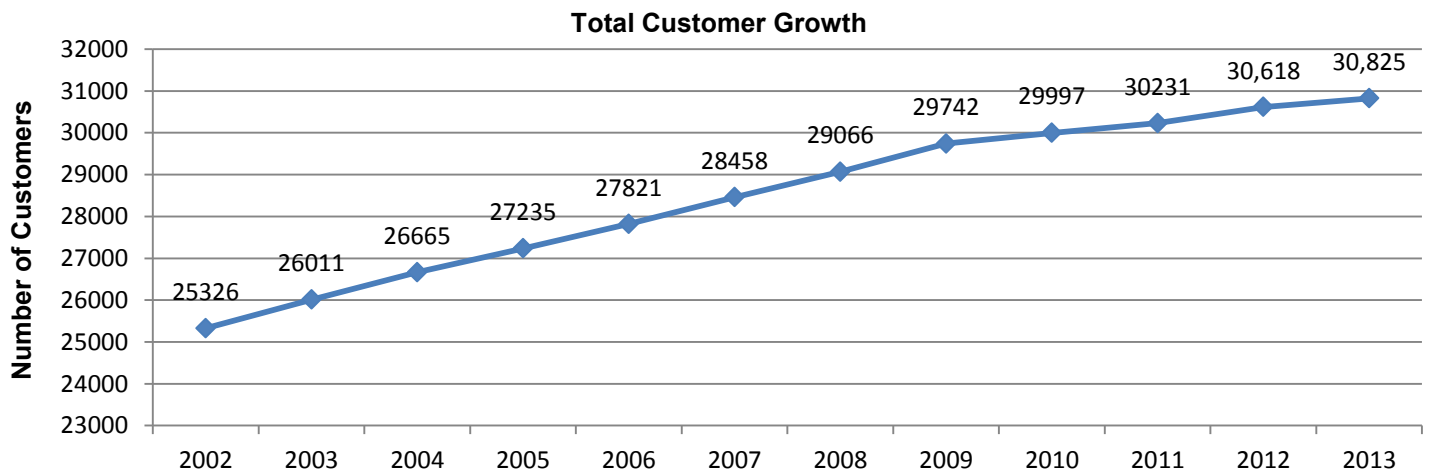
intensive on the part of the City. In May, this unit sold about \$1,000 worth of water even though it was a very wet month.

The online bill payment option continues to attract new enrollees. At the end of May, 15,675 customers have signed up for this service, which resulted in 241 new customers adding this service. Currently, about 50.9% of the total customer base is enrolled in the online water payment program.



In a related metric for the number of customers accessing their accounts on-line, there are now 1,963 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 18 customers as compared to last month. The 1,963 customers make up about 6.4% 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 May, there was an increase of 35 customers, which brings the overall total to 30,825 customers. This is a calendar year gain of 179 customers. This calculates to an extrapolated calendar year customer growth of over 430 customers or a percentage gain of about 1.4%.



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 3,805 customers no longer receive a paper bill. This equates to 12.3% of all customers. Each bill has a hard cost of about \$0.53 for the processing and mailing, which translates into savings of over \$24,000 per year. 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...

Bloomington Center for the Performing Arts: Schedule of Events

September 9	Good Lovelies
September 13	Wayne Brady
October 4	Gaelic Storm
October 5	The Second City
October 16	<i>Disney's Beauty and the Beast</i>
October 26	Iris DeMent
November 6	David Sedaris
November 7	Dr. John and the Nite Trippers
November 16	Doc Severinsen & His Big Band
December 5	Jazz at Lincoln Center Orchestra with Wynton Marsalis, <i>Big Band Holidays</i>
December 19	<i>An Olde English Christmas with Herman's Hermits starring Peter Noone</i>
January 11	<i>Rave On Buddy Holly</i>
January 21	<i>Hello Dolly</i> starring Sally Struthers
January 24	Dirty Dozen Brass Band

February 1	Hubbard Street 2 Dance Company
February 6	<i>Official Blues Brothers Revue</i>
February 20	<i>Celtic Nights</i>
April 25	Lisa Loeb
April 29	<i>Church Basement Ladies 4: A Mighty Fortress is our Basement</i>
May 4	<i>Fancy Nancy: The Musical</i>

The BCPA also announced its Student Spotlight series events for 2013-14. The six-show season lineup is:

October 22	<i>Alexander and the Terrible, Horrible, No Good, Very Bad Day</i>
December 6	<i>Henry & Mudge</i>
February 25	<i>Charlotte's Web</i>
March 5	<i>Teacher from the Black Lagoon and Other Storybooks</i>
April 10	<i>Peter Pan</i>
May 5	<i>Fancy Nancy: The Musical</i>

Interviews

Feature interviews were completed by the Pantagraph, WILL-FM, WBNQ-FM, and WJBC-FM regarding the BCPA's 2013-14 season.

Appearances

BCPA Performing Arts Manager Joel Aalberts spoke about the BCPA's 2013-14 programs and other activities to Bloomington's Daybreak Rotary on Thursday, May 2 and to the Normal Rotary on Wednesday, May 29.

Partnerships

The BCAP came to an agreement with the Daybreak Rotary group for the June 22 Bayou Bash concert. The Rotarians will be providing a Jambalaya meal for sale to compliment the Louisiana music featured at the event, with proceeds going to benefit local community programs.

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

No Special Olympics competitions were held in May 2013. The Special Olympics softball and t-ball teams started practice May 22. The unified tennis team continued their practices.

Most weekly programs ended in April with only a few continuing into May. The rest of the month consisted of special events, Special Olympics practice and summer preparation.

Special events for the month included Stone Country Saloon Line Dancing, Peoria Chiefs Game, Picnic & Hike, Mother's Day Brunch and Adult Night Out were the special events held in May.

The S.O.A.R. 40th Anniversary Committee conducted a Bowl-A-Thon to raise money for the S.O.A.R. program. Between the 71 individuals who participated in this program and the silent auction that was held, S.O.A.R. netted \$1,700 for the event.

This year, registration and service units are lower due to a number of reasons. One reason is timing of programs in 2013 as compared to 2012. In 2013, most weekly programs ended in April as opposed to last year when many continued into the first week or two of May. This is due simply to how the dates fell. The same situation happened with the Special Olympics sports teams and practiced for those advancing to State Summer Games. This year, there were two full weeks in June before the games, which resulted in all practices to be scheduled during June. In the previous year, the Summer Games occurred earlier in June, which required some of the practices to take place in May. Weather also played a part in lower registration and service units this month. The rain caused cancelation of two of three Sunshine through Golf programs as well as other programs during the month.

Staff hours decreased by 577 compared to 2012. Most of this was due to the decreased hours at the pool and for S.O.A.R due to the weather.

VOLUNTEER HOURS

<u>Area</u>	<u># individuals</u>	<u># hours served</u>
Hockey	34	195
S.O.A.R.	14	41.5
Miller Park Adult Center	9	32

Aquatics

Both O’Neil and Holiday Pools were supposed to open on May 25. It was a very rainy and cool weekend so they did not open on Saturday or Sunday. On Monday, the pools were only open for a few hours due to weather. For the month of May, \$4,584 was collected for pool passes. For May 2011, \$12,861 was collected but the weather was more favorable that year. Swim pass totals were \$12,110 in 2012 and \$10,615 in 2013.

Two lifeguarding classes were offered in May to train new guards. Recertification classes and other trainings were conducted for the hired aquatics staff. Swim team started practice the day after Memorial Day.

Zoo Division

Admission Revenue

- May 2013: \$54,407.40 (5th best month ever, 4th best May)
- May 2012: \$64,177.55 (2nd best month ever, 2nd best May)

Revenue from the gate admission declined by 15.2% for the current fiscal year compared to last year’s revenue. Last year, the revenue raised from admissions broke the all-time record for the Zoo in a fiscal year.

Attendance

- May 2013: 16,155
- May 2012: 18,185

Attendance decreased by 11.3% for the current fiscal year compared to last year's attendance. A very wet and cooler May had a negative effect on attendance.

Education

- May 2013: \$13,113
- May 2012: \$11,258

Revenue from Education program fees and rentals increased by 16.5% for this fiscal year compared to last year.

Concessions, Carousel and Animal Food Sales

- May 2013: \$6,832.52
- May 2012: \$7,478.08

Revenue from Concessions, Carousel and Animal Food decreased by 8.6% for the current fiscal year compared to the previous fiscal year.

Animal Collection

Acquisitions

- Male Tawny Frogmouth
- 8 Golden Mantella
- 39 Thorny Devil Walking Sticks
- 2 Bar-Deaded Goose or 2 Swan Goose (random eggs)
- 3 African Hedgehogs

Dispositions

- 1 African Hedgehog
- 3 Female Grey Short Tailed Opossum
- Female Gouldian Finch
- 1 Golfodulcean Poison Dart Frog
- Male Northern Tree Shrew
- 1 Hybrid Tanager
- 8 Golden Mantella
- 9 Domestic Chicken

Staff

- Worked on animal transactions (11 pending)
- Very much staff time was dedicated to preparations for the Association of Zoos and Aquariums (AZA) accreditation inspection.
- Hosted Ewing Zoo Foundation meeting. Zoo Superintendent gave a presentation to the Board of Directors
- Zookeeper Erik Heinonin gave a talk to Illinois Wesleyan herpetology class.

Notes

- Hosted special event, Star Wars Day. Almost 1,200 guests attended this event. This event is becoming one of the most popular with guests.
- For the first time, the Zoo hosted a special event "Endangered Species Day." Zookeepers gave talks throughout the entire day regarding the endangered species exhibited at the zoo. Over 1,000 guests were in attendance.
- Jim Anderson, Zoo Director of Fort Wayne Children's Zoo, performed a mock AZA Accreditation inspection to help Zoo staff prepare and met with the Miller Park Zoological Society Board.
- Hurricane Simulator was added as another guest amenity plus is a revenue sharing activity for the Zoo. Guests stand in the machine and experience winds up to 78 mph.
- Junior Zookeepers started their summer activities in helping staff and guests.



Star Wars Day at the Zoo



Hurricane Simulator Machine

Utility

The Utility division is responsible for getting the spray grounds and pools open by Memorial Day. The Utility staff was busy getting those areas cleaned and working properly. One area of concern is the tot pool at Holiday. The tot pool would not stay filled and it took some time to find the leak. The ground sprays were determined to be the problem which cannot be fixed this summer. Staff will have to fix

the pipes once the pool shuts down in the fall. An area of concrete will need to be removed and a pipe will need to be replaced.

The Pepsi Ice Center shut down for two weeks in May for a complete teardown of all three compressors. This preventative maintenance is performed every four years. The Parks department contracted with CIMCO to help with this project. All three compressors are completely taken apart, heads cleaned, and springs and gaskets are replaced. The new parts are reinstalled and oil is added. This process typically takes six days to complete. During this time, the ice rink gets a facelift. Staff paints all the walls, hangs new banners, and waxes the floors.

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
- Completed monthly park inspections
- Install 2- 300 gallon chlorine tanks at Holiday pool
- Install new sidewalk and patio in front of O’Neil pool
- Replaced 11 bulbs and ballasts at O’Neil hardball and Pepper Ridge softball field lights
- Installed four new benches and concrete pads at Miller Park Lake
- Installed new playground mulch at Franklin Park
- Installed new canopy frame for the Harbor Seals at Miller Park Zoo

Planning & Code Enforcement Cont.

Historic Preservation Activity

<u>Case Number</u>	<u>Petitioner and Address</u>	<u>Request</u>	<u>Action</u>
BHP-02-13	Front-Douglas LLC 605 E. Front Street George Hanna House	Certificate of Appropriateness for a roof, soffit, fascia, ventilation, wall and brick flashing, tuck-pointing, gutters, downspouts and chimney caps.	Partially approved by a vote of 6-0
BHP-06-13	Janina King 901 East Jefferson Street John Harwood House	Certificate of Appropriateness for a new fence	Approved 6-0
BHP-07-13	Jania King 901 East Jefferson	\$2,500 Funk Historic Preservation Grant for a new fence	Approved 6-0

	Street John Harwood House		
BHP-08-13	City of Bloomington Parks and Recreation Department Franklin Park	Review of the master plan and improvements for the Franklin Square National Register Historic District	Postponed
Z-02-13	Thomas Nielsen and Kathryn Bohn 605 East Front Street George Hanna House	Requesting to eliminate the S-4, Historic Preservation Zoning District Overlay.	Denial Recommended to the Planning Commission and City Council by a vote of 5-0

Zoning Board Activity

<u>Case Number</u>	<u>Petitioner and Address</u>	<u>Request</u>	<u>Action</u>
Z-6-13	KSCI 17 Cygnet Xing	A petition to allow for a reduced required rear yard from the required 25 ft. to 7 ft., to allow construction of a covered deck	The Board voted 4-2 to approve the request with the stipulation that the deck would not be enclosed or screened.
Z-7-13	Mike Mavec 1013 Ekstam Dr.	A petition to allow a reduced separation between an accessory structure and the principle structure. The request was to allow a 3 ft. separation in lieu of the required 10 ft.	The Board voted 7-0 to deny this request.
Z-8-13	John W. Cleary 604 E. Empire	A petition to allow for an increased number of stories (2.5 to 3) and increase a non-conforming front yard	The Board voted to approve this request by a vote of 6-1.
Z-9-13	Second Presbyterian Church 410 N. Prairie St.	A petition to allow for reduced landscape setbacks for a new parking lot from the required 12 ft. to 0 ft.	The board voted to approve this request by a vote of 7-0.
SP-03-13	HL Bloomington, LLC Hundman Management, LLC 1021,	Request for a special use permit to allow for multiple family residence in the B-1, Highway Business District	The Board voted to recommend approval of this petition to the City Council by a vote of 5-1

	1025, 1031, 1037 and 1041 Ekstam Dr.		
Z-10-13	HL Bloomington, LLC Hundman Management, LLC 1021, 2025, 1031, 1037 and 1041 Ekstam Dr.	Request to allow for an increased floor area ratio of 58% from the required maximum of 50%	The Board voted to approve the variation by a vote of 5-1.

Items/Activities of Note

Bloomington Police Department held a training session with PACE inspectors to help them to identify signs of possible methamphetamine production. Inspections staff often have access to properties not always available to police staff.

Work has stated on an evaluation of 30 of the City’s building and other facilities. This report will help with budgeting long and short range building maintenance and capital expenses. Completion is expected within the next 60-90 days. Upon completion, a summary report of the results will be presented to Council.