



Photograph by Rich Batka, Bloomington Fire Department

# CITY MANAGER'S MONTHLY REPORT



Jewel of Midwest Cities

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## UPCOMING COMMUNITY EVENTS

- Bruegala, BCPA, August 23 & 24
- Public Focus Meeting with Chief of Police, Osborne Room, September 4
- Wayne Brady, BCPA, September 13
- Foreigner, US Cellular Coliseum, September 21
- The Second City, BCPA, October 5



## Upcoming Meetings

- Liquor Commission meeting, September 10, 4:00 p.m. – 6:00 p.m. City Hall
- Planning Commission meeting September 11, 4:00 p.m. – 6:00 p.m. City Hall
- Historic Preservation Meeting, September 19, 5:00 p.m. – 6:00 p.m. City Hall
- Citizens' Beautification Committee Meeting, September 26, 7:00 p.m. – 9:00 p.m. City Hall

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



# City of Bloomington Elected Officials

**Mayor  
Tari  
Renner**



**Ward 1  
Kevin  
Lower**



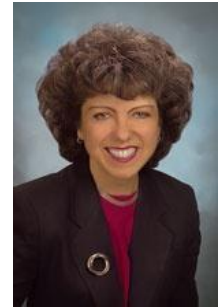
**Ward 2  
David  
Sage**



**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: R.T. Finney

Fire Chief: Mike Kimmerling

Library Director: Georgia Bouda





# City Manager



David Hales

## Welcome From the City Manager

June 2013 Edition

**T**he 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 June 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,

David A. Hales  
Bloomington City Manager  
109 E. Olive Street  
Bloomington, IL 61701  
[Dhales@cityblm.org](mailto:Dhales@cityblm.org)



# Spotlight City: Bloomington Growth

## Bloomington Ranked 11<sup>th</sup> Fastest Growing City in America

In the month of June, financial website NerdWallet ranked cities across the U.S. according to their level of economic growth between 2007 - 2011. Factors that were used to determine the overall growth score of each city included Population (the population growth in the working-age 16+), Employment (growth in the percentage of employed residents ages 16+) and Income (Growth in median income for workers) based on U.S. Census data. Bloomington's population of those aged 16 and older grew 5.8 percent between 2007 and 2011. During the same period, NerdWallet found Bloomington's employment rate increased by 3.3 percent and the median income of workers increased by 8.9 percent. The table below lists the top 11 ranked cities and their scores in each area.



Rank/City	Population Growth	Growth in Employment Rate	Growth in Median Income	Overall Growth Score
(1) New Orleans, LA	45.5%	1.6%	15.6%	82.9
(2) Gainesville, FL	14.2%	6.6%	18.7%	75.8
(3) Fargo, ND	14.0%	3.9%	11.3%	67.8
(4) Fayetteville, NC	19.6%	3.7%	4.8%	67.5
(5) Odessa, TX	6.9%	5.7%	7.7%	65.3
(6) Mount Vernon, NY	4.2%	7.4%	4.4%	65.1
(7) Mountain View, CA	3.2%	4.7%	11.4%	63.4
(8) Highlands Ranch, CO	14.1%	1.5%	7.5%	62.2
(9) El Paso, TX	12.7%	2.3%	6.1%	62.1
(10) Pasadena, CA	3.1%	4.5%	9.0%	61.9
(11) Bloomington, IL	5.8%	3.3%	8.9%	61.3

# Executive Summary

## Police Department

- The following activity was reported in June for the Street Crimes Unit (SCU): 11 warrant arrests, 29 probable cause arrests, \$3,090 in tow fees generated, \$1,900 in ordinance violations issued, \$4,855 seized for forfeiture and 16.7 grams of suspected cannabis seized. (Page 8)
- The Department experienced 156 property crime reports, which is a decrease compared to the 170 property crime reports last month. The breakdown is as follows: 28 burglaries, 117 thefts, 10 motor vehicle thefts and one incident of arson. (Page 10)
- Second shift handled 3,032 calls for service. There were 108 traffic stops and 66 arrests during the month. (Page 11)

Violation	Month Total	Year Total
Seat Belt/Child	3	18
DUI	12	112
Speeding	43	407
All Other Traffic	450	2,758
<b>TOTALS</b>	<b>508</b>	<b>3,295</b>

## Fire Department

- For the month, the three most common EMS report types include Sick Person, Fall Victim, and Traffic Accident (Page 13)
- For the month of June, the Fire Department's response time was well under the six minute bench mark with an average call creation to arrival time of 5:39 (Page 16)
- In June, 1,173 hydrants were inspected. At this time, more than half of the hydrants in the City have been inspected by staff (Page 15)
- During the month of June, the Bloomington Fire Department responded to 148 calls of which 11 were confirmed structure fires. The 148 calls comprised about 20% of the call volume for the month. These structure fire incidents resulted in a dollar loss estimated at \$92,670 (Page 15)
- Bloomington Firefighters were presented with Valor, Bravery and Unit Awards for rescuing a victim of an April 17, 2013 structure fire at 404 E. Lafayette Street in Bloomington. (Page 61)

## Public Works Department

- Working both day and night shifts, 889 miles of streets were swept during the month of June. (Page 21)
- A City truck, equipped with sewer cameras, caught fire on June 18 around 7:30 a.m. The Firefighters quickly doused the flame but considerable damage was done to the vehicle and equipment. (Page 21)
- To date, 17,679 recycling carts have been delivered to Bloomington residents who participate in the City's curbside single stream recycling program. This represents 68.21% of the residents who participate in the refuse program. The initial cart delivery was completed just prior to Thanksgiving 2012. The June recycling numbers indicate that they City of Bloomington exceeded 428 tons of recycling. This is a significant increase compared to the 286 tons collected in June 2012. (Page 35)

## Water Department

- During the month of June, Central Illinois received about 4.09 inches of rain, which is average for this time of year. (Page 29)
- The shoreline protection project at the Evergreen Lake Reservoir (pictured to the right) was completed during the month (Page 29)
- During the month, there was only one water main break/water main leak (Page 33)
- The department installed 428 Radio Frequency (RF) meters during the month of June (Page 35)



## Parks, Recreation & Cultural Arts Department

- The BCPA welcomed 3,532 people to 43 different events and activities in June (Page 39)
- Total revenues per round increased by 6% and food and beverage per round increased 15% across all three courses in the month of June (Page 40)
- With some excellent work from the staff, the GPS units from the old golf carts removed and installed on the newly purchased golf carts saving the department about \$20,000. (Page 40)
- This month, overall revenue increased by \$19,400 compared to June 2012. Although part of this was due to the hourly ice fee being raised from \$195 to \$205 per hour beginning May 1, 2013, other factors such as payment collection timing and increased teams in the summer hockey league have played a part in the increase (Page 43)
- This month, the Forestry staff completed the chemical treatment of 177 Ash trees that were identified as treatable in the Forestry department's physical inventory (Page 44)

## Planning & Code Enforcement (PACE)

- New home starts increased by 29% in June 2013 compared to June 2012. For the year to date, there is an increase of 11% in this category (Page 50)
- Construction Value increased by 29% for June 2013 compared to June 2012. For the year to date, construction value has seen a 24% increase. (Page 50)
- This month, there are three projects in progress that is valued at more than \$1 million (Page 50)

## Economic Development

- The Economic Development Council of the Bloomington-Normal area hosted its quarterly 'BN by-the-Numbers' presentation at the ISU Alumni Center on June 27th. This presentation provided the group with a snapshot of the economic situation in the Bloomington-Normal area (Page 55)



## Interim Police Chief



R.T. Finney

Police Department

June 2013 Edition

### Criminal Intelligence and Analysis Unit



During the month of June, CIAU staff conducted a statistical study on crime in the downtown corridor. An additional summary was prepared regarding the development and deployment of the public safety camera system, also in the downtown corridor. Both of these reports will be incorporated into the forthcoming Downtown Night Life Project.

CIAU staff managed the creation, implementation and data collection resulting from the police department's 2013 employee survey. CIAU analysts worked with staff in the crime lab to launch an expansion to the current public safety camera system to include a new marked mobile wireless camera system to be used in high crime areas or locations with elevated calls for service. The first mobile camera, which was constructed by crime lab staff, was installed at the intersection of Allin St. and Jefferson St in late June. This mobile camera will serve as a beta test for additional camera constructions, project management issue identification and the creation of proactive crime prevention methods.

During June, CIAU staff provided tactical investigative support to the US Marshal's Task Force by providing them with investigative information that directly aided in the arrest of three unrelated subjects wanted on homicide charges from other jurisdictions. CIAU staff conducted a statistical crime study and produced findings for the Bloomington Housing Authority to support that agency's application for federal funding and public safety technology enhancements.

The CIAU was staffed by three employees during this reporting period.



## **Vice Unit**

The Vice Unit has four detectives assigned with an average of 3.95 working per day. The following activity was reported: 17 cases opened, 16 cases closed, four search warrants/searches conducted. The following was purchased: 42.5 grams of purported crack cocaine, 5.0 grams of purported powder cocaine, 738 grams of purported cannabis, 40 units of purported ecstasy, .5 grams of purported heroin. The following was seized: 5.5 grams purported crack cocaine, 5 grams purported powder cocaine, 132 grams of purported cannabis. \$898 seized for forfeiture and two automobiles seized for forfeiture.

## **US Marshal Task Force**

Task Force Officer (TFO) Tom Rena is assigned to the Task Force. During the month of June, 17 felony cases were opened with 12 of those closed by arrest or referral. TFO Rena assisted with the arrests of four fugitives who were sought by the Chicago Great Lakes Regional Fugitive Task Force. Each of these fugitives was wanted on felony charges from homicide to aggravated discharge of a firearm. TFO Rena was able to locate and arrest a local subject with the assistance of USM Technical Operations Group. Additionally, TFO Rena was able to locate a sex offender who had failed to register and fled the jurisdiction in October of 2012. Based on the investigation of TFO Rena, this subject, who was living under an assumed name, was located and arrested by USMS in Arkansas.

## **Cyber Crimes**

The Cyber Crime unit (3 detectives) continued to operate in cooperation with the US Secret Service (USSS). A number of the cases the Cyber Crime unit investigates are charged at the federal level with the assistance of the USSS. Prosecution at the federal level allows for enhanced penalties not available at the state level.

The Unit has 35 open/active cases which includes open/active joint investigations with the USSS. The unit investigates crimes involving but not limited to child pornography, network intrusion and online scams. The unit also assists with other investigations where technology is involved in the commission of the crime or of evidentiary value.

## **Street Crimes Unit (SCU)**

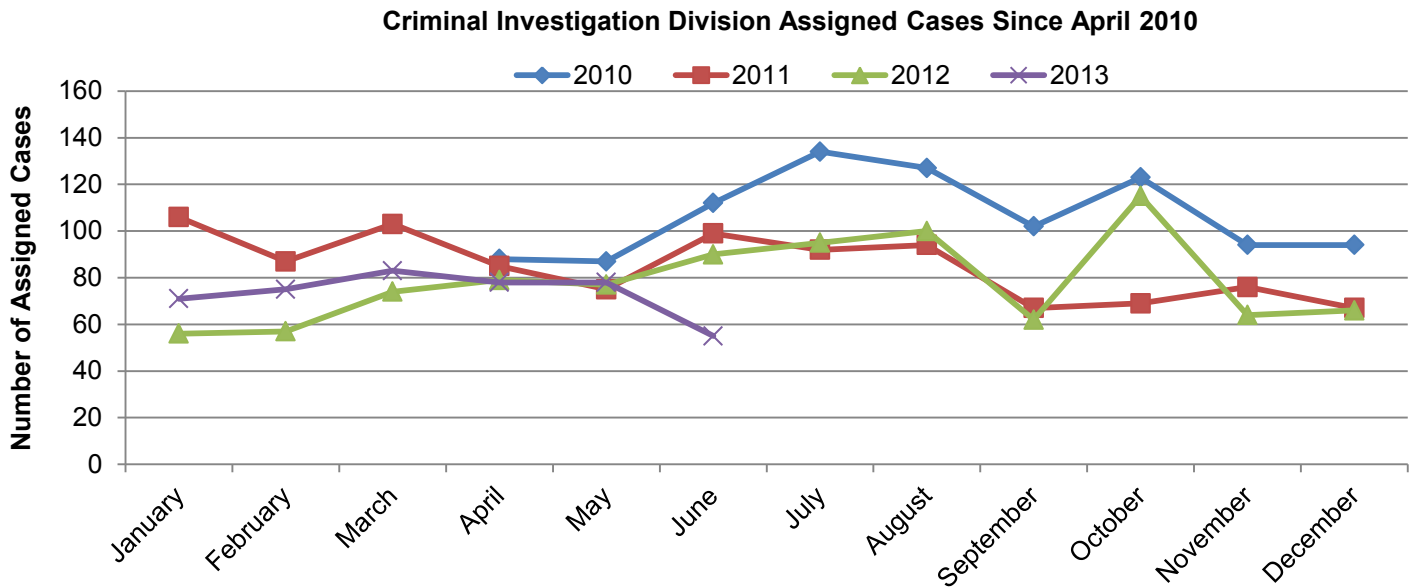
The Street Crimes Unit has six officers assigned with an average 4.05 working per day. The following activity in June was reported: 11 warrant arrests, 29 probable cause arrests, \$3,090 in tow fees generated, \$1,900 in ordinance violations issued, \$4,855 seized for forfeiture, and 16.7 grams of suspected cannabis seized.

## **Criminal Investigations Division (CID)**

CID assigned 55 new cases for investigation in June. The case load being carried by CID had the following dispositions: 31 cases were cleared by arrest, three cases were cleared with juvenile arrest,

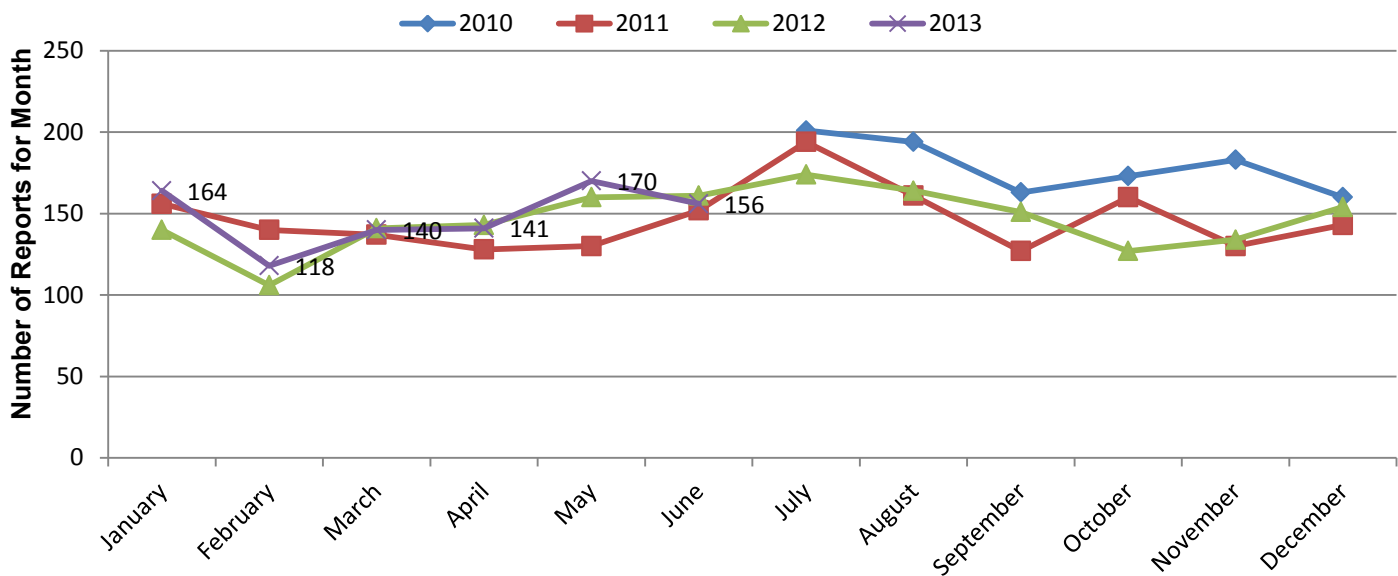
and 132 were administratively closed, exceptionally cleared or were unfounded. 216 incidents of domestic violence were reviewed in June.

On average, there were six detectives working per day and each detective was assigned approximately 10.38 cases during June. The Domestic Violence detectives (2) are assigned 95 cases. The detectives (2) assigned to sex crimes and sex crimes involving children are investigating 65 cases.

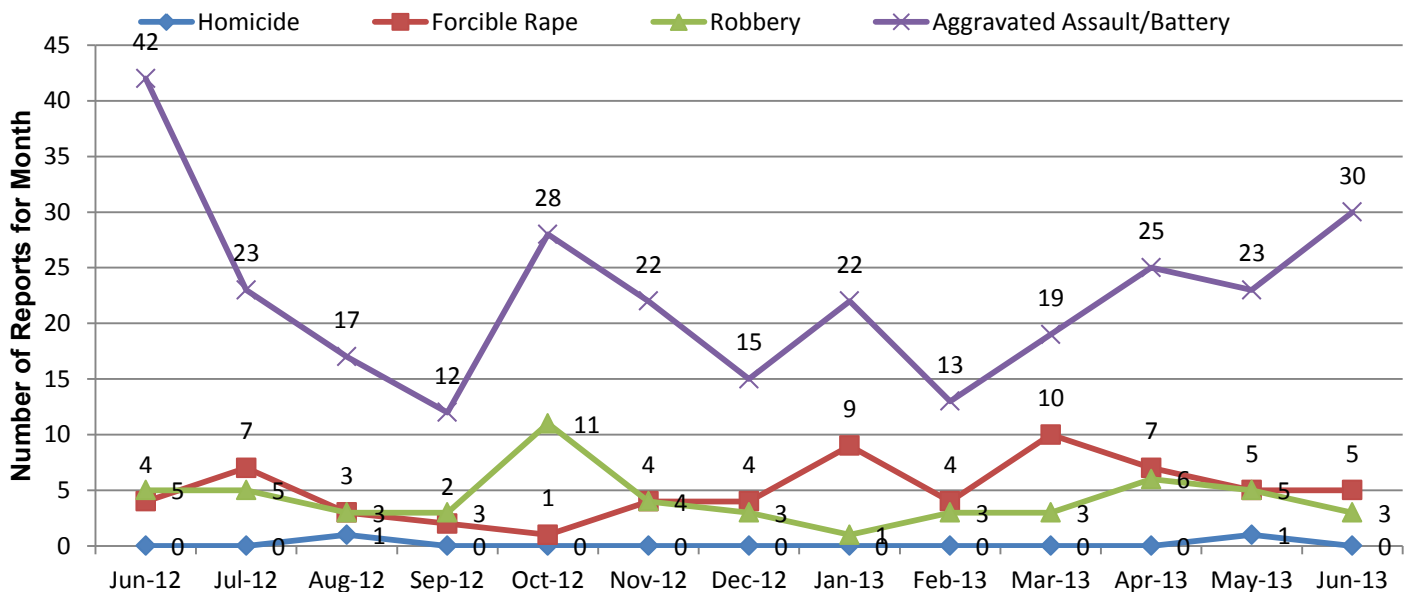


<b>Other Offenses June 2013</b>	
Domestic Violence	90
Forgery/Deceptive Practice	25
Use of Weapons	3
Resisting/Obstructing	17
Damage to Property	47
Disorderly Conduct	56
Criminal Trespass	4
DUI	12

**Total Property Crime Reports by Month Since July 2010**



**1 Year Violent Crime by Categories**



**Communications**

<b>Ring Time Ranges (9-1-1 Incoming) – State mandate is 90% answered within 10 seconds</b>				
0 to 3 Seconds	4 to 6 Seconds	7 to 9 Seconds	10 to 12 seconds	% of total calls answered within 10 Seconds
85.00%	13.50%	1.20%	.20%	99.70%

\$2,000 in ordinance violations have been issued so far this year. There were no major equipment issues this month. The Communications Center manager attended Starcom quarterly user group meeting in Springfield. The server migration project with New World Systems and City Information Services began. This project will run through the end of July and replaces the existing physical servers with virtual servers.

### ***First Shift***

The average number of officers per day was approximately 8.9. First shift is down three officers due to retirement, shift transfer and injury. There are seven officers currently in the Full Time Officer program. One officer will be ready for solo patrol in August. BPD has 124 total sworn officers.

Sixty-two incidents of sex offender related problems were handled by first shift in June. Eight sex offenders were arrested; six offenders were referred to the State's Attorney for revocation of their probations and/or parole.

### ***Second Shift***

Second shift had an average of 9.9 officers working. The shift handled 3,032 calls for service. There were 108 traffic stops and 66 arrests during the month.

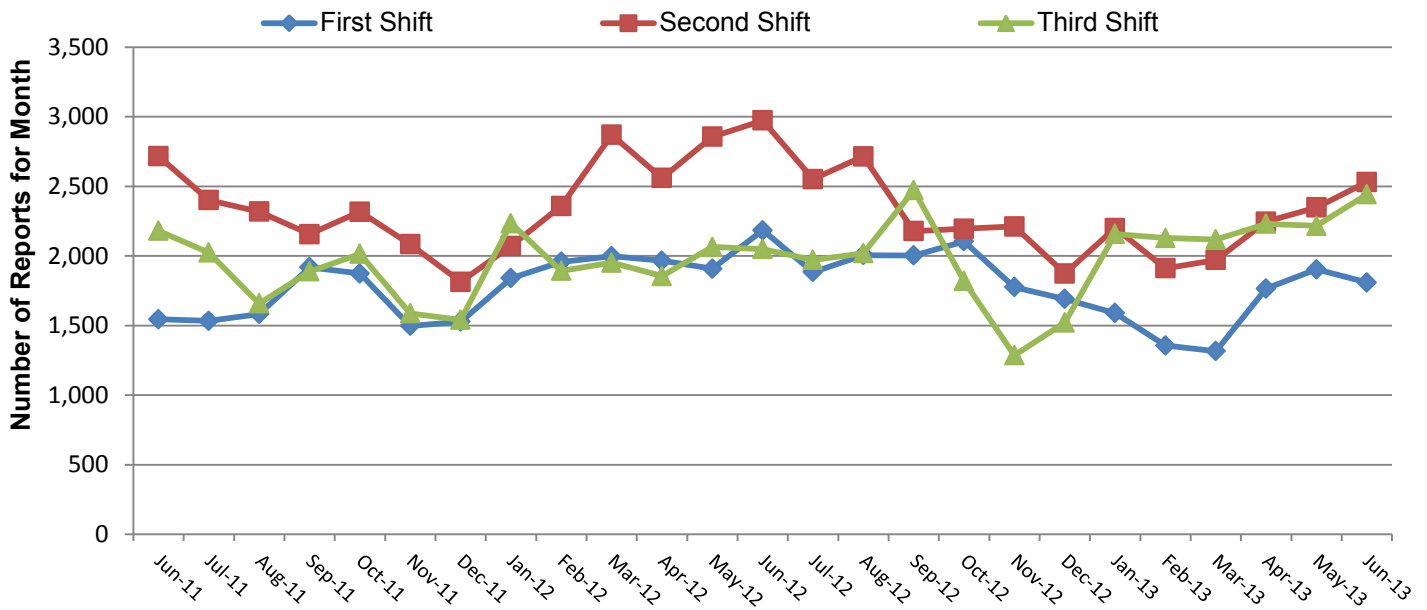
Several significant calls for service include: a driver pushed the gas instead of the brake and drove through the garage door, back wall of the garage, into the back yard, and through the back yard fence. Officers were called to a fight involving 60-70 people at West Jefferson and Mason Street. Another fight at O'Neil Park involved 400-600 people requiring officers to dispense large cans of OC spray. An anonymous caller advised of a gathering of 50 or so persons behind the residence. He heard them arguing over money and stated several had guns. No guns were located and no arrests were made. It appears they were shooting a rap video.

### ***Third Shift***

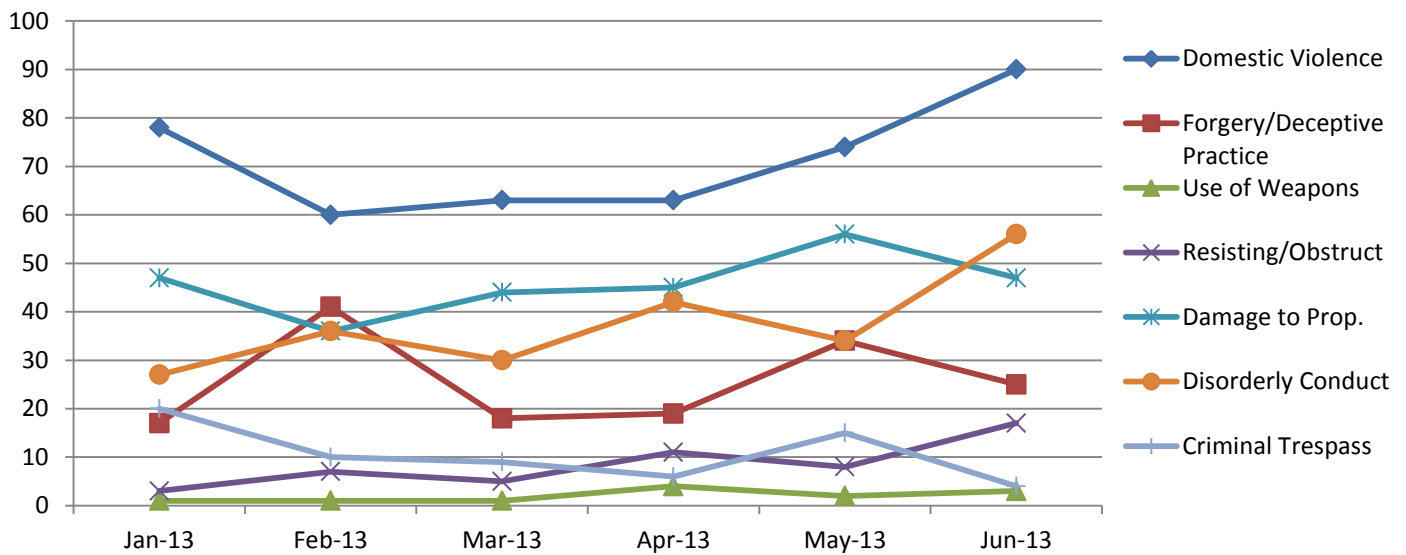
Third shift averaged 9.53 officers working each night. There are 17 officers assigned to third shift with two officers assigned specifically to downtown on Thursday, Friday and Saturday nights. Nineteen arrests were made from self-initiated traffic or pedestrian contacts. Approximately 355 traffic stops were made with 11 arrests for DUI. In comparison, the shift has made approximately 474 more traffic stops and 53 more DUI arrests than last year to date.

On June 4, a caller advised he heard shots fired and saw four males running away. Officer Hurt was in the area and apprehended two males, one of which had two handguns on his person. Upon searching the area, Officer Statz found a male on the front porch of a residence that had been shot in both legs.

## 2 Year Police Department Calls for Service by Shift and Month



## Other Offenses Calendar Year 2013



Violation	Month Total	Year Total
Seat Belt/Child	3	18
DUI	12	103
Speeding	43	407
All Other Traffic	450	2,758
<b>TOTALS</b>		<b>3,286</b>

<b>Incoming Phone Calls</b>	
Administrative (non-emergency)	7,978
911 Calls (wireline & wireless) total	2,424
911 Calls - Wireline	456
911 Calls - Wireless	1,968
<b>Total All Calls</b>	<b>10,402</b>
<b>Dispatched Calls</b>	
Police	6,424
Fire and EMS	818
<b>Total Dispatched Calls</b>	<b>7,242</b>
<b>Daily Call Averages</b>	
Administrative (non-emergency)	266
911 Calls – Wireline and Wireless	81
All Calls per day average	347
Police Dispatches	214
Fire and EMS Dispatches	27
Average Dispatches per day	241

## Administration

SRO Evans worked on crossing guard recruitment and contacting current crossing guards for confirmation of next school year including equipment check and ordering. He also attended new principal meetings at various schools for the upcoming school year. He completed safety procedures and updates on the upcoming state mandates on school crisis drills with law enforcement. SROs Arnold, Hirsch and Wagehoft returned to patrol for the summer months.

Public Affairs officer White will be retiring shortly and is currently training Public Affairs officer Mayer. PA Mayer attended Moving Forward - Youth Outreach meeting, STAC meeting, Neighborhood Watch meeting, Animal Control meeting, and attended Recovery Court. Mayer also attended several training classes and presented the following: Bloomington Country Club Summer Camp, Central Region Youth Summit, and Pantagraph Reporter Evidence.

Public Affairs officer White visited Scribbles Day Care, completed church security analysis at 2407 Beich Road, visited Bloomington Country Club for summer camp classes, attended STAC meeting, Explorers meeting, NW Irvin Park office meeting, Hedgewood NW meeting. Officer White also attended Central Region Youth Summit at Miller Park where 166 teens attended. He also conducted a Pantagraph reporter evidence presentation.



Fire Chief

Mike Kimmerling

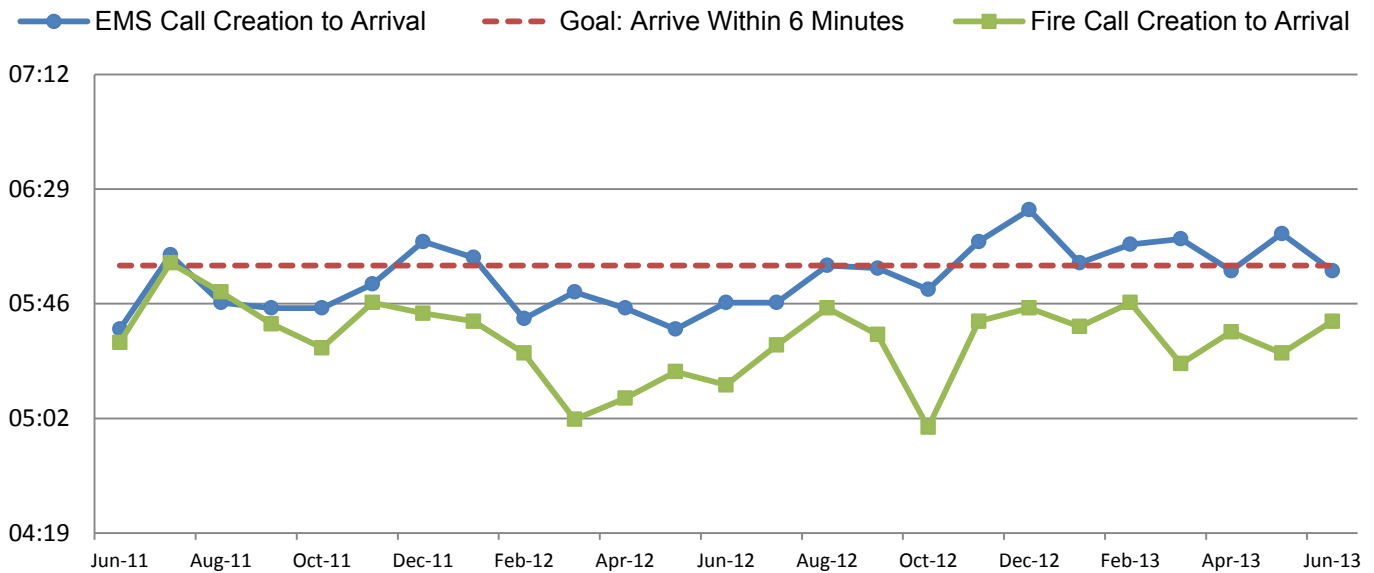
June 2013 Edition

Fire Department

**Top 5 Fire Response Types for June 2013**

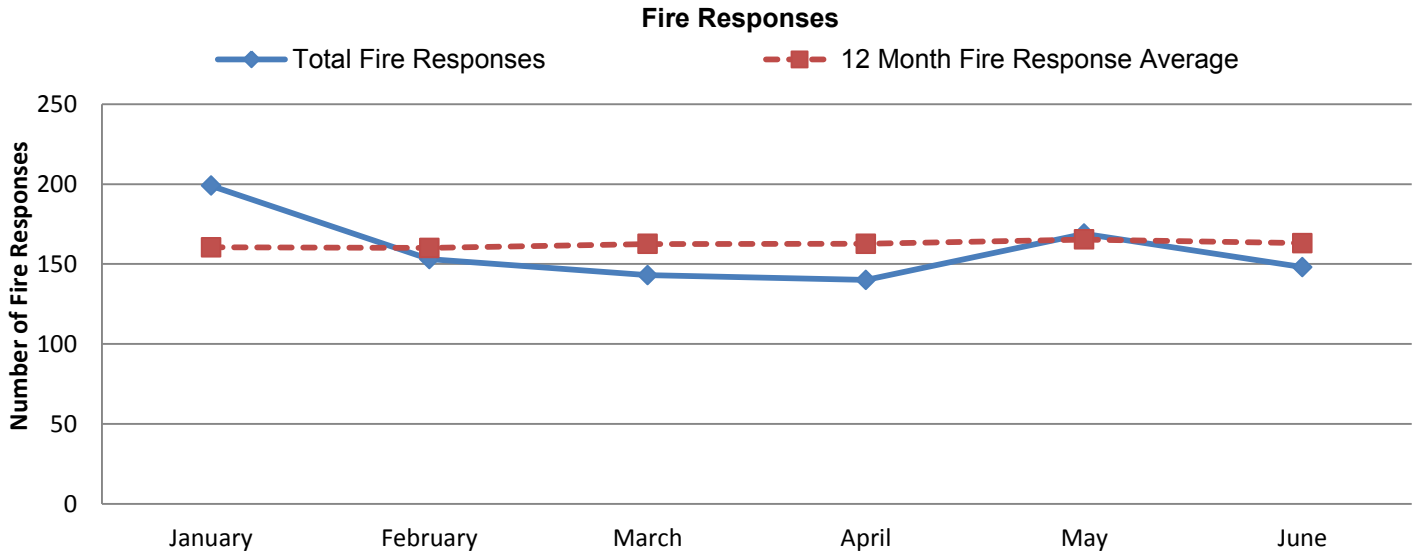
Rank	Response Type
1.)	444: Power line down
2.)	735: Alarm system sounded due to malfunction
3.)	745: Alarm system activation, no fire – unintentional
4.)	611: Dispatched & cancelled en route
5.)	743: Smoke detector activation, no fire – unintentional

**Fire & EMS Call Response 2 Year Analysis**



## Fire Response Data: June 2013

Fire Response Type	Previous 12 Month Average	June 2013
Fire Responses	163	148
Structural Fires	9	11
Estimated Dollar Losses (Property & Contents)	\$299,263	\$92,670



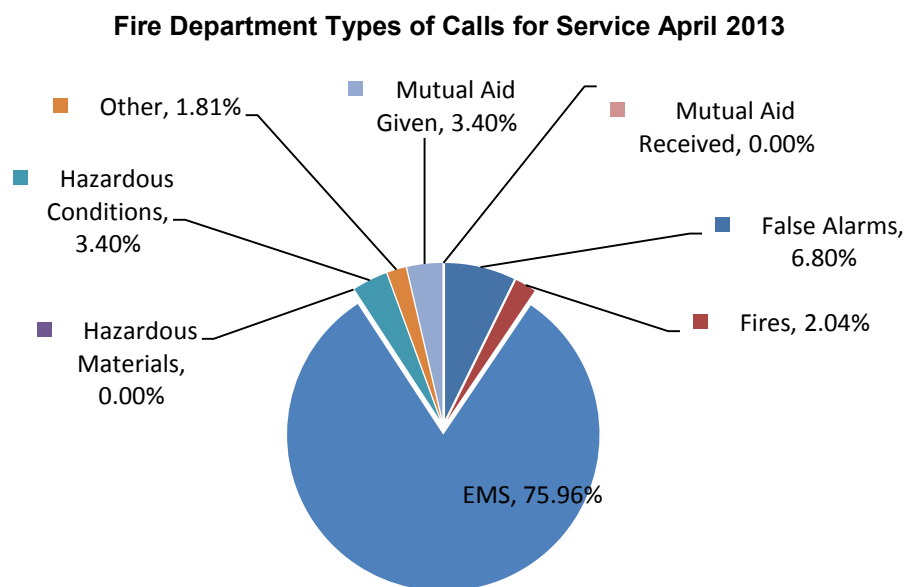
## Operations Report

In June, the Fire Department responded to 819 calls for service. As in most months, about 80% were EMS calls while other calls were related to various false alarms and fires. There was one significant structure fire that caused a total of \$88,250 in damage to the immediate structure and buildings that were exposed to the heat of the fire.

In addition to the calls for service, the Department spent considerable time checking and testing fire hydrants throughout the City. In June, 1,173 hydrants were inspected. At this time, more than half of the hydrants in the City have been inspected by staff.

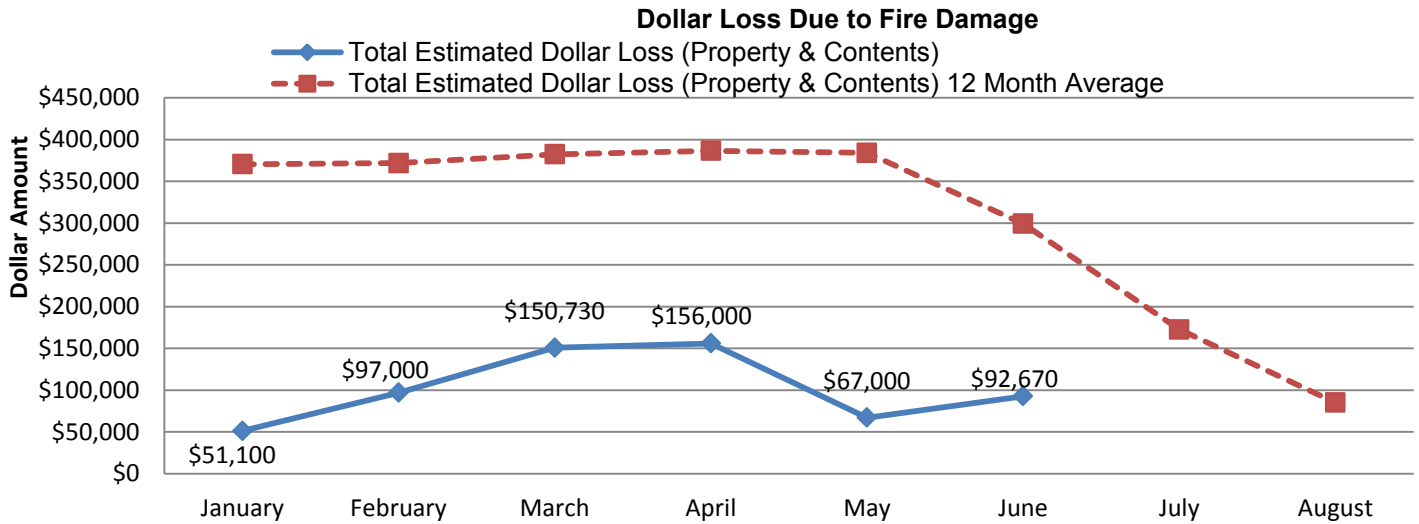
Pre-plans have been progressing with a total of 17 pre-plans completed in June. The Officers will be completing

18 plans per month as time allows and then doing some in house training to simulate a response to





these structures. Staff went to inspect the Fire Department's new 75ft. ladder truck at the end of June. The truck is complete and is in transit to the E-One dealer in Roxanna, IL. This truck will be placed into service in July at Headquarters Station.

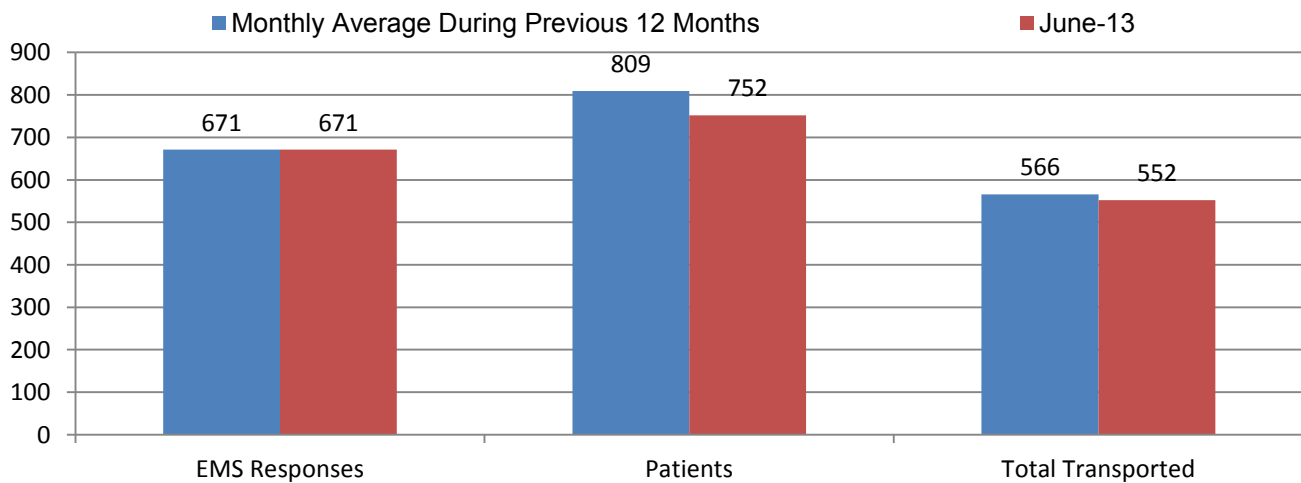


## Emergency Medical Services (EMS)

### Activity Summary

As in most months, the majority of the calls were EMS related which accounted for 671 calls for service in June. The 671 calls for service resulted in a total of 752 patients treated and 552 patients transported. For the month, the three most common EMS report types include Sick Person, Fall Victim, and Traffic accident.

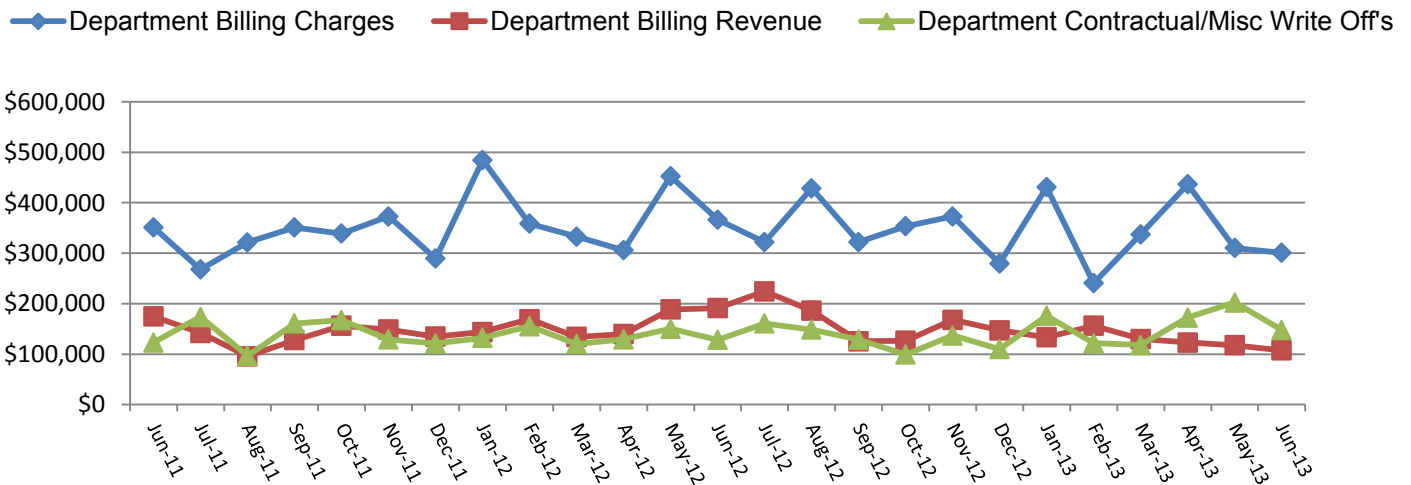
**EMS Responses: June 2013 and Previous 12 Month Average**



## 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 June total for revenue was \$147,854.62. The Contractual-Write offs total for June was \$107,471.45. Bad Debt transferred to third party collections was \$58,770.24.

### Fire Department EMS Billing 2 Year Analysis



## Public Education Office

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

- La Petite Academy Summer Camp
- YWCA Summer Camp
- Miller Park Zoo
- State Farm Day Camp x 2
- Heritage Manor

- Total Attendees: 236

The Following Fire & Life Safety presentations were given:

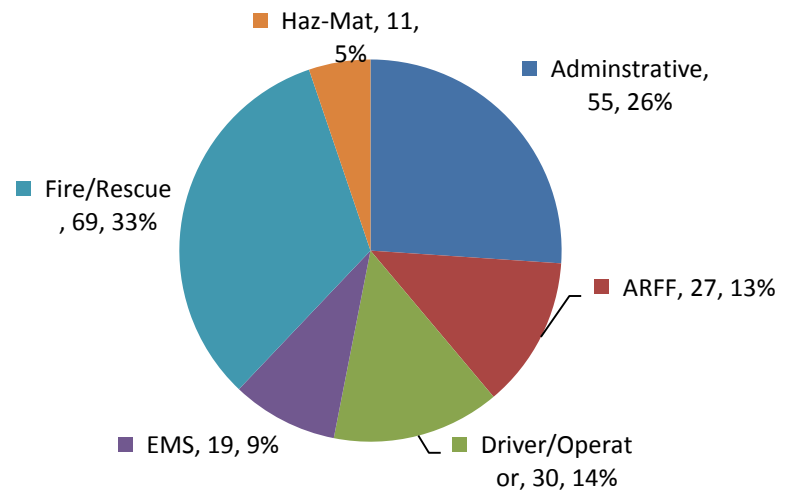
- Fire Extinguisher Training
- Captain Mac & Friends fire & Life Safety x 2
- Remembering When – Fire Safety & Fall Prevention for Older Adults
- Fire & Life Safety Game Show x 2

## Fire Department Training Reports for June

For the month of June, the Fire Department held 211 training classes, which totaled 1,289.83 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 June.

The 270 training classes included 966 participants resulting in a total of 1,289.83 hours of training during the June. This chart represents the total man hours of training in the six categories.

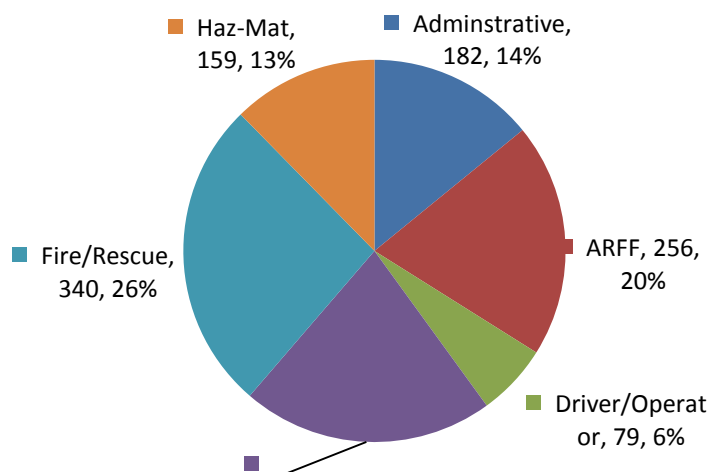
**Total # of Training Classes by Category**



### **Major training subjects during this month included:**

- Driver/Operator
  - Engineer Practical
  - Pump Operations
- Fire/Rescue
  - Consumption Drills
  - Building Construction
  - Fire Officer Leadership
- Hazardous Materials
  - Information Resources
  - Equipment Familiarization
- EMS
  - Continuous Positive Airway Pressure
  - Cardiac Arrest Management
- ARFF
  - Live Fire FAA Part 139 Training
  - Aircraft/Airport Familiarization

**Total # of Hours by Category**



## **Fire Department**

On April 17, 2013, at approximately 7:22PM the Bloomington Fire Department responded to 404 E. Lafayette Street in Bloomington, for a structure fire. The structure, which showed heavy fire, was reported to have victims inside.

Acting Captain Steve Zimmerman, Engineer Lance Benedict and Engineer Steve Petrovics entered the structure through a window and began their search. Captain Parrish Brown, Engineer Gary Gundy and Firefighter Tim Baer also entered the house through a rear door. At the same time, the crew from Engine 5 – Captain Jeff Emmert, Engineer Mark Visintine and Firefighter Matt Bozarth began to extinguish the fire.

The first team of firefighters found the victim and began to remove the victim with help from the second team. Once the victim was removed from the structure; B.F.D. Paramedics took over patient care and transported the victim to the hospital. As a result, the following awards were presented to the Bloomington Fire Department.

### ***Valor Award***

This is the highest award that is given for risking a firefighter's life to save another. This is also the first time that this award was presented to anyone in the Department. It was awarded to Acting Captain Steve Zimmerman, Engineer Lance Benedict and Engineer Steven Petrovics.

### ***Bravery Award***

This award was presented to Captain Parrish Brown, Engineer Gary Gundy and Firefighter Tim Baer.

### ***Unit Citations***

Unit Citations were presented to Captain Jeff Emmert, Engineer Mark Visintine, Firefighter Matt Bozarth, Captain Ken Poulliot, Engineer Jeff Patterson, Engineer Gene Berkley, Captain Eric Leman, Engineer James Schreiber, Firefighter Chris Dowell, Captain John Jackson, Engineer Roger Troxel, Firefighter David White, Firefighter/Paramedic Kyle Klinefelter, Firefighter/Paramedic Steve Kiesling, Firefighter/Paramedic Ryan Gleason, Firefighter Paramedic Frank Radek, Firefighter/Paramedic J.R. Fulcher, Firefighter/Paramedic Sean Morrison, Firefighter/Paramedic Jason Greer, Firefighter/Paramedic Josh Rich and Assistant Chief Gary Sushka.



Public Works  
Director

Jim Karch

**Public Works Department**

June 2013 Edition

**Streets & Sewers Division**

Public Works, Streets Division pours concrete at Fire Station #2 on Hamilton Road



## Fire Guts Camera Truck



A fire that started in the battery compartment of a Public Works camera truck damaged the vehicle but caused no other damage to City property. No one was injured as a result of the fire, which started around 7:30 a.m. on June 18, while the truck was parked and turned off.

When the fire started, the truck was off and unattended in the garage of the Public Works Administration building; 401 S. East St. Fire Fighters quickly doused the fire, preventing spread to nearby vehicles and the building itself.

The truck was one of two City trucks equipped with sewer cameras. The cameras run through sewer lines to help identify cracks and other problems. The truck was a 2005 model but its camera equipment and software were updated last year in a retrofit that cost more than \$80,000. City officials will decide whether to replace the truck with a similar vehicle or look at other options for high-tech sewer inspection.



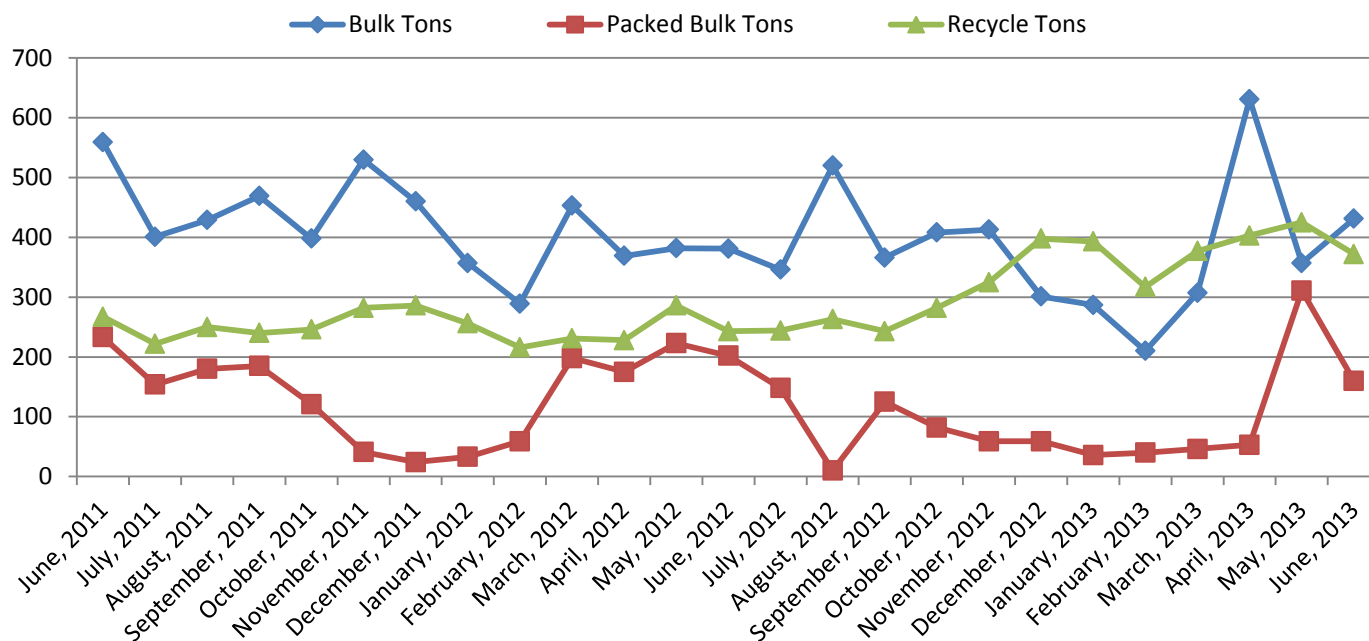
## Solid Waste Division



Working both day and night shifts, 889 miles of streets were swept during the month of June.

Approximately 25,500 residents are served weekly and an average of 28.86 pounds of household garbage was picked up each week at these locations in June, 2013. The Division also provides weed control and provided gravel and maintenance for 5 alleys throughout the City.

### Bulk and Recycled by Ton: 2 Year Findings



To date, 17,679 recycling carts have been delivered to Bloomington residents who participate in the City’s curbside single stream recycling program. This represents 68.21% of the residents who participate in the refuse program. The initial cart delivery was completed just prior to Thanksgiving 2012. The June recycling numbers indicate that they City of Bloomington exceeded 428 tons of recycling. This is a 50% increase compared to the 286 tons collected in June 2012.

Staff is still receiving cart requests.

Please continue to direct citizens to 434-CART (2278) or [recyclecart@cityblm.org](mailto:recyclecart@cityblm.org) to request a cart.

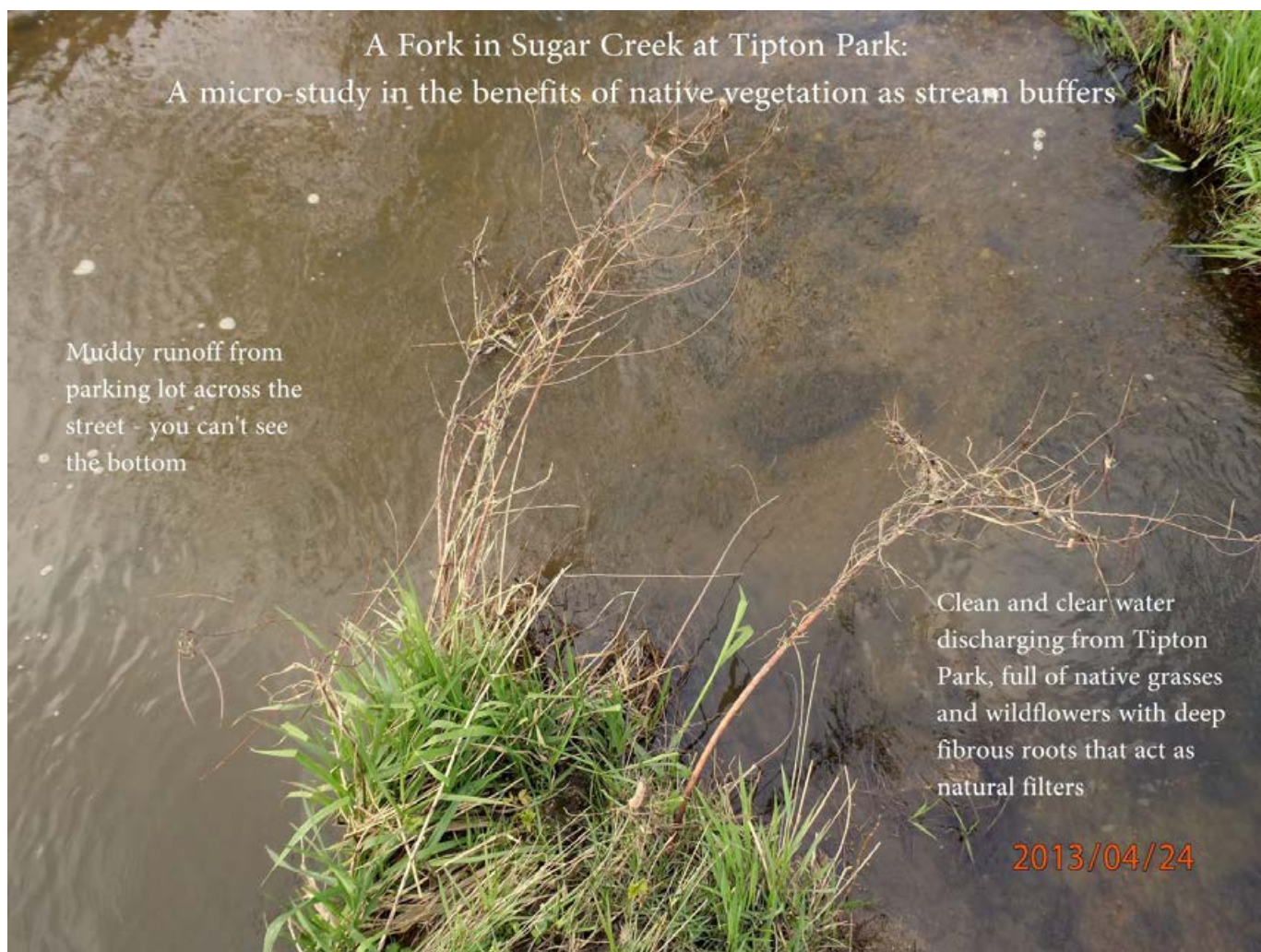
### Engineering Division

CITY OF BLOOMINGTON PROJECTS	STATUS
Street & Alley Repair, 2013-14	In Construction (0% Complete)
General Resurfacing, 2013-14	In Construction (0% Complete)
Pavement Preservation, 2013-14	In Construction (0% Complete)
50/50 Sidewalks & Handicap Ramps 2013-14	In Construction (0% Complete)
Street & Alley Repair, 2012-13	In Construction (99% Complete)
General Resurfacing, 2012-13	In Construction (99% Complete)
Morris Ave Reconstruction, Fox Hill to Fire Station	In Construction (99% Complete)
2012 Maintenance Contracts (Street, Utility, Grading, Traffic Signals)	In Construction (80% Complete)
Eagle Crest East Pump Station Improvements	In Design ( 10% Complete)
Locust Colton CSO Elimination, Phase 1	In Construction (90% Complete)
Lafayette St Reconstruction, Maple to Morrissey	Finalized and Accepted
Constitution Trail - Grove to Croxton	Finalized and Accepted
50/50 Sidewalks & Handicap Ramps 2012-13	Finalized and Accepted

2012 Drainage Improvements	Finalized and Accepted
Hershey Road: Hamilton Road to 750' South	In Design (60% Complete)
Sanitary Sewer & Storm Water Master Plans	(95% Complete)
Highland Golf Course Storm Sewer	In Design (50% Complete)
HoJo Pump Station	In Design (5% Complete)
Maizefield CSO Elimination Study	In Design (2% Complete)

PRIVATE DEVELOPMENT PROJECTS	STATUS
Commercial Site Plans	10 Plan Sets Reviewed
Scharf PUD Sanitary Sewer	In Construction ( 95% Complete)
Grove Subdivision, 4 <sup>th</sup> Addition	In Construction ( 90% Complete)
Wingover Apartments	In Construction ( 99% Complete)
Wingover Apartments East	In Construction ( 95% 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 <sup>rd</sup> Addition	In Construction ( 95% Complete)
Fox Creek Village, 4 <sup>th</sup> Addition	In Review

## Storm Water Information





## Fleet Division

	June 2012	June 2013
<b>Work Order Requests</b>	328	390
<b>Total Repair Orders Closed</b>	289	348
<b>Preventative Maintenance</b>	39	42
<b>Total No Lead Gallons</b>	15,534	15,716
<b>Total Cost</b>	\$52,247	\$52,097
<b>Avg Price Per Gallon</b>	\$3.36	\$3.31
<b>Total Diesel Gallons</b>	12,798	12,260
<b>Total Cost</b>	\$44,016	\$43,728
<b>Avg Price per Gallon</b>	\$3.44	\$3.57

This month, Fleet Management Division put into service a Ford Fusion Hybrid in the Parking Enforcement Division. This unit replaced two older vehicles.



**New Ford Fusion Hybrid in the Parking Enforcement Division.**

**Public Works Department cont...**

**Streets & Sewers Workload Summary**

Council - Work Type Completed Average Age Hours			
Work Type	Average Age	Average Completion	Avg Hours Worked
Cave In	309	7	25
Contractor	34.5	0.5	7.5
Hot Asphalt	4.33	2.89	54.72
Inlet Repair	5.11	2.44	23.56
Pavement Repair	2	1	33
Sidewalks	4	1	24
Water	23.47	11.53	11.7
Council Work to be Done Summary			
Work Type	Outstanding Workorders		
Backfill/Seed	5		
Cave In	9		
Cold Mix	38		
Contractor	12		
Curb	1		
Damage Repair	17		
Hot Asphalt	4		
Inlet Repair	18		
Mailbox	3		
Main Repair	2		
Manhole Repair	7		
Pavement Repair	7		
Perm Patch	27		
Service Repair	7		
Sidewalks	7		
Snow Plow	1		
Water	39		
Work Completed by Date Range Summary			
Work Type	Jobs Completed		
Cave In	1		
Cold Mix	210		
Contractor	2		
Hot Asphalt	9		
Inlet Repair	9		
Pavement Repair	1		
Sidewalks	1		
Water	15		

**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.

June 2013 Overweight Loads	18 issued Permits for \$980.00
June 2013 Dumpster/Traffic Control	2 Permits for \$50.00
Customer Service Calls	
June 2013 Call Center	1,302 – incoming calls handled
Erosion Control/Complaints Inspection Report	
New/Maintenance Erosion/Storm Water Management Inspections	172
Erosion/Storm Water Management Complaints	8
Inspection & Complaint Files Closed	44

## **Solid Waste Division**

**The following article was published in Waste and Recycle Magazine on June 13, 2013 by Jennifer Kalish.**

### **Pay-as-you-throw programs aim to incentivize recycling**

When implemented properly, bag-based pay-as-you-throw programs can have dramatic, long-lasting effects on a city's disposal costs and recycling rate.

"There's really nothing else out there that compares to a bag-based pay-as-you-throw program with the impact that it has on waste reduction," said Mark Dancy, president of [WasteZero](#), a company that's helped more than 800 municipalities across the country implement pay-as-you-throw programs. "This isn't 'we're going to drop waste by 3% or we're going to increase recycling from 9-13% in your community.' If you're at 20%, you're probably going to be at 50-55% within 60 days."

Not only are these programs effective, but the results can be seen immediately, he said.

"After cities adopt it, all they say is, 'I wish I would have done it sooner,' " said Dancy. "I've never had a city adopt it and say I regret doing this, ever."

So why haven't more communities moved to unit-based pricing of solid waste?

Most cities pay for waste collection through flat-rate monthly fees or property taxes regardless of how much trash is being thrown away. Conversely, pay-as-you-throw programs create an economic incentive for people to generate less waste.

"What we're really talking about doing is taking how we pay for solid waste back into the mainstream of how we pay for everything else," Dancy said. "So if I want to buy food, the more food I buy the more I pay. The more clothes I buy the more I pay, the more electricity I use, the more gasoline, the more gallons I buy the more I pay."

Bag-based programs, where residents pay a certain amount per bag they throw away, often show the most dramatic decrease in disposal rates, he said. Though some PAYT programs are more effective than others, all share the basic idea that every resident should pay their fair share for the amount of trash they create.

"Right now the way the solid waste system is arranged, if the water system were like that now you could turn your faucet on before you left for work, run nine hours of water down the drain and pay no more for it than if you had left your faucet off," said Joshua Kolling-Perin, director of public relations at WasteZero. "The idea of pay-as-you-throw is to meter solid waste as the utility that it is."

There are about 7,100 communities across the country that utilize some form of pay-as-you-throw, according to most recent data from the U.S. EPA. And when you look at all the environmental and economic benefits these programs can have for cities that implement them, it's hard to understand why every community doesn't do it, Dancy said.

But the reality is that PAYT programs are starkly different from the traditional payment models for solid waste, and whether or not the program is effective, education and proper implementation is key to its success, Dancy said.

"When cities try to do this on their own, many times they can end up mishandling the information, not understanding how to communicate to their residents," Dancy said. "There can be lots of confusion, lots of fears that are unfounded, and the biggest one, of course, is fear of change."

Many residents, for example, fear an increase in illegal dumping in response to implementing a pay-as-you-throw program — a fear that, for the most part, isn't based on reality, Dancy said.

"Out of the 100-plus people that work at our company, no one is here working on illegal dumping issues for our customers," he said. "We're working delivery, we're working on accounting, we're working on all kinds of other things, but that's just not something that ever comes up after a program starts."

That's not to say it can't occur in some cases.

The city of Presque Isle, Maine, has received about 15 phone calls about illegal dumping since it began pay-as-you-throw in April 2011, but city officials aren't quick to blame the program, said Sandra Fournier, administrative assistant for the city's solid waste department.

"There's a particular road that was being complained about on our end, which was the landfill road itself, and that may have been due to people not securing their loads on their way out to the landfill," she said.

Overall, it wasn't a huge increase, and officials in Presque Isle aren't too concerned about it.

"People are going to dump illegally regardless of if they have to pay for the bags or if they didn't," Fournier said.

Even with claims of illegal dumping, the city has decreased tonnage at the landfill by 29% since the start of the program in April, she said.

There are other problems that can occur for cities that set the wrong pricing model, Dancy said.

In Sanford, Maine, for instance, residents looked at the fee for pay-as-you-throw as a new tax, and therefore, didn't support it.

The city started its bag-based pay-as-you-throw program in July 2010, and, despite the program's success, it was voted out by residents four months later through a referendum.

"Some folks just didn't want to pay additional funds for the disposal cost of the trash," said Charlie Anderson, public works director for Sanford.

Despite the residents' concerns over the program, the results were dramatic, Anderson said.

"Our tonnage for solid waste that we pay to dispose of dropped by about 60%, and recycling tonnages went from an average rate of 10-13% to an average of probably 40-44%."

Now the city is bringing the program back.

"The council feels like we are wasting taxpayer dollars by paying disposal charges on waste that could be recycled for free," Anderson said. "They would like to see the program implemented, so they put a question on the ballot for residents to pick between two options."

During a June 11 election, Sanford residents can either choose a pay-as-you-throw program similar to the one in place before, or one where the city will take the net proceeds from bag sales and return it to residents at the end of the year in a debit card.

"It's when they structure it as a new fee that they have the political challenge," Dancy said. "If the city can structure it so that they're discounting other taxes or the existing garbage fee, or doing 'A More on Return' program like Sanford where there's no net new fee to the residents, there's absolutely no reason for every city in this country not to do it."

Pricing the bags either too low or too high can send the wrong signals to residents, Dancy said. If priced too low, there is less of an incentive to change. But if priced too high, the fees can come off as punitive.

Still, no matter how you price them, changing the way people pay for garbage services — especially when the traditional model makes it easier to forget that they're paying for it — can be a serious challenge for cities.



# Water Director



Craig Cummings

Water Department

June 2013 Edition

## Reservoir Conditions

During the month of June, Central Illinois received about 4.09 inches of rain, which is average for this time of year. This level of precipitation allowed the reservoirs to remain full.

The storm on May 31 caused serious flooding problems throughout the northern part of the country, including watersheds in Bloomington. Both reservoirs were discharging water at their spillways for the majority of the month of June due to this heavy downpour.

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 during the next few months. 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.

The shoreline protection project at the Evergreen Lake Reservoir (pictured to the right) was completed during the month. The project had to be postponed and restarted multiple times due to heavy rain in previous weeks. This project is funded in part by an IEPA grant. This cooperative effort entails the funding of a \$150,000 project with \$36,000 coming from Illinois Environmental Protection Agency, Bureau of Water and \$114,000 coming from the City of Bloomington Water Improvement Fund.



## Water Quality

The conditions turned favorable in June for certain taste and odor causing algal species to grow at very quick rates and cause an algal —bloom”. This is usually caused by higher temperatures and increased hours of daylight. Fortunately the water sources have not experienced a bloom of taste and odor causing algae. During mid-May, staff received a report of an oil- like slick in a cove of Lake Bloomington. 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 time for the application of anhydrous ammonia has passed. Anhydrous ammonia is the form of nitrogen used to fertilize farm ground that is to be used for corn production. It is applied from the white



**Anhydrous Ammonia Nurse Tank**

pressurized tanks that are so common in the Midwest in the spring and fall. A number of indicators suggest that not all of the nitrogen applied during the growing season in 2012 was utilized by corn plants due to the 2012 drought. Staff will continue to monitor the nitrate levels in the reservoirs in the upcoming months. In late March, the nitrate level in Lake Bloomington exceeded the limit of 10mg/l and stayed that way until late June. One mg/l is the same as one part per million. The drinking water standard for nitrate is 10mg/l.

On March 25, staff switched to the Evergreen Lake reservoir. At that time, the nitrate level was only about 7 mg/l. The nitrate level peaked to 9.2 mg/l in late June. Though this number was a concern, the mg/l in each reservoir should decrease during the summer.

## Water Conservation/Groundwater Project

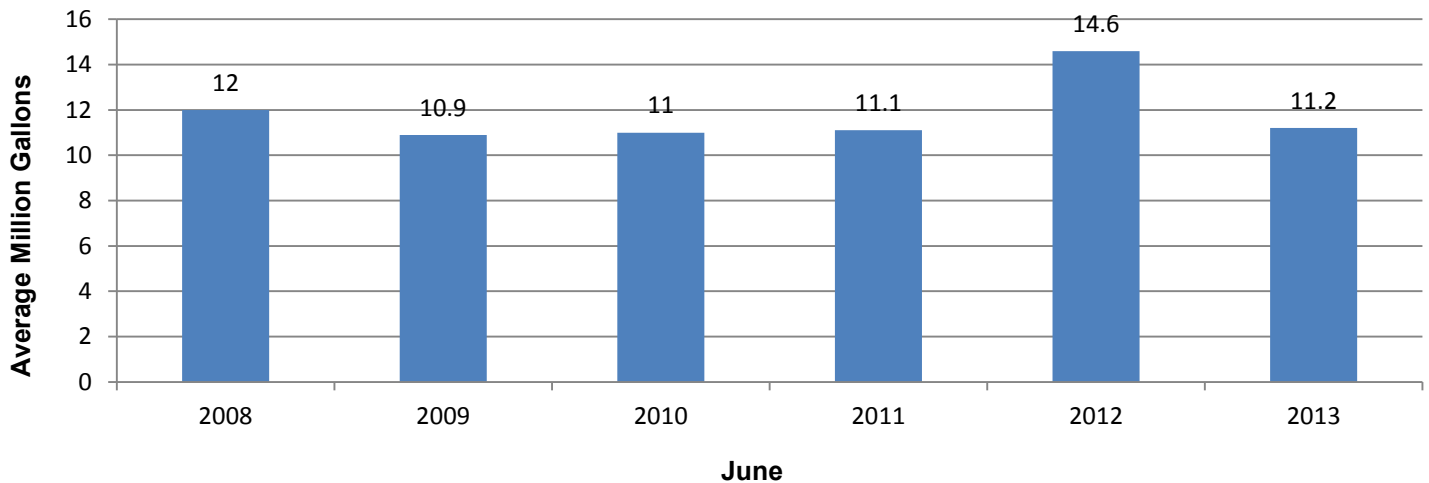
During the month, staff continued working on the Request for Proposals (RFP) for the Water Conservation Plan.

## Pumpage

Pumpage has been moderate during the month. The Department pumped an average of around 11.2 million gallons per day (MGD) during the month of June, with a peak day of 13.3 MGD on June 19, 2013. The June average for 2013 is comparable to the average daily pumpage for past years in June. In 2012, staff pumped 14.6 MGD, 11.1 MGD in 2011, 11.0 MGD in 2010, 10.9 MGD in 2009 and 12.0 MGD in 2008.

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



### Infrastructure

The water main portion of the Locust/Colton CSO and water main project was completed during the month. 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.

June was another highly productive fire hydrant service work month. Staff spent time fixing 82 hydrants that were experiencing problems. These maintenance problems were not severe enough to have taken the hydrants out of service but the hydrants were not in prime operating shape. Staff also replaced/installed 8 hydrants in June. This brings the fiscal year total to 195 hydrants serviced and 4 hydrants that have been replaced/newly installed. As of the end of June, no hydrants are out of service as a result of the annual hydrant testing.

	FY14	FY13	FY12	FY11	FY10	FY09
<b>Hydrants Overall</b>	4255	4255	4228	4213	4000	3900
<b>Out of Service Hydrants</b>	0	0	0	0	13	100+
<b>Hydrants Serviced</b>	195	353	330	261	185	381
<b>Hydrants Replaced</b>	12	79	79	72	59	75
<b>% Hydrants in Service</b>	100	100	100	100	99.7	97.4

4 fire hydrants were replaced/installed in June. This brings the total number of fire hydrants that have been replaced/newly installed this fiscal year to 12. Of these 12 hydrants, all were replacement hydrants that have been funded through the Department's Operations and Maintenance account. To date, approximately \$41,000 has been spent on hydrant installation at approximately \$3,500 per hydrant. The budget line item for hydrants is \$100,000 in the FY 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.

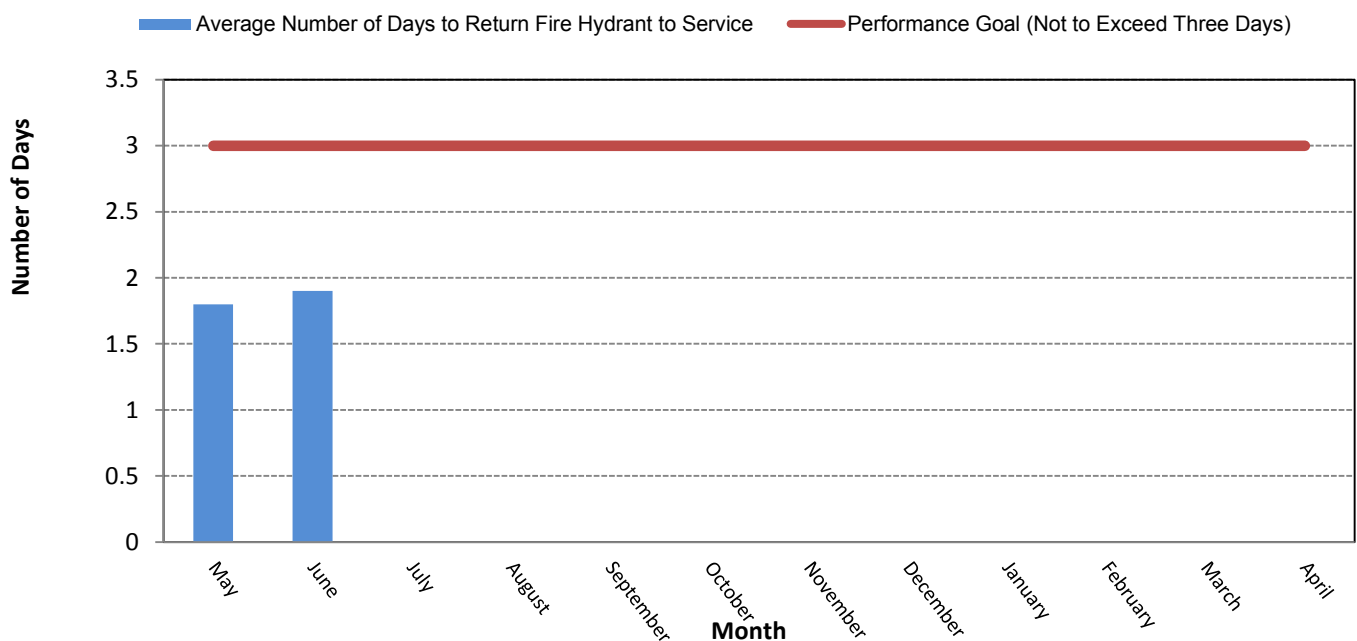
In June, the joint Water Department/Fire Department fire hydrant operational testing program continued. There were nine fire hydrants that were called out of service. The average time it took to return these nine fire hydrants to service was 1.9 days. The FY 2014 performance measure is a not-to exceed 3.0 days (lowered from 5.0 days in the previous years) as measured as an annual average.

There were 1,017 hydrants tested during the month or 23.9% of all city hydrants. The CY 2013 program is at 2,285 total hydrants tested or 53.7% 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, 0.7% 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

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



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

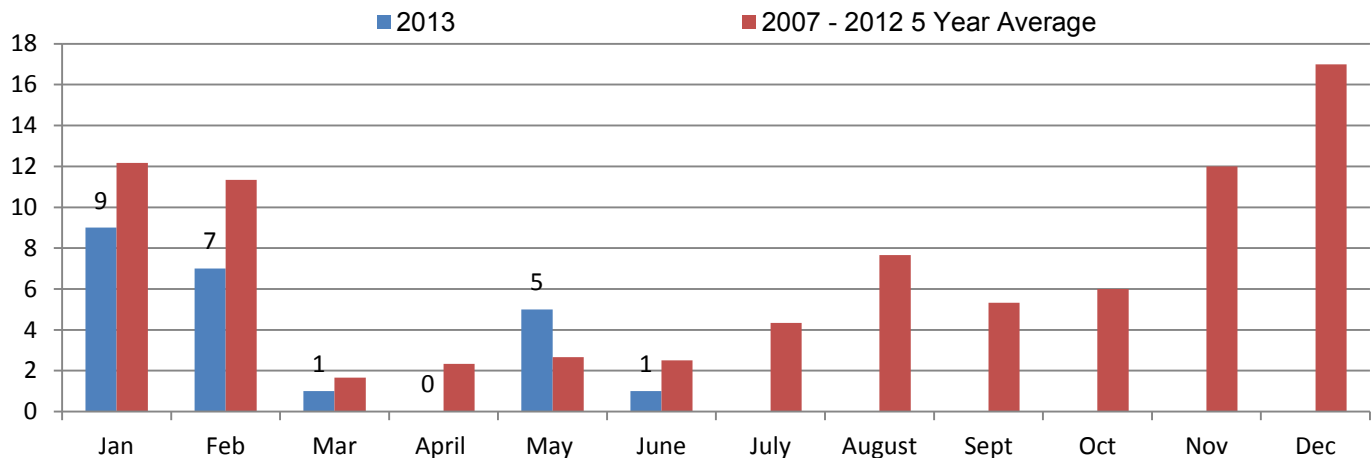
hydrants. In June, the Water Department installed 21 Stroz fittings on fire hydrants. Currently, 426 steamer hydrants or about 15.2% of the city's steamer hydrant inventory have the Stroz fitting.

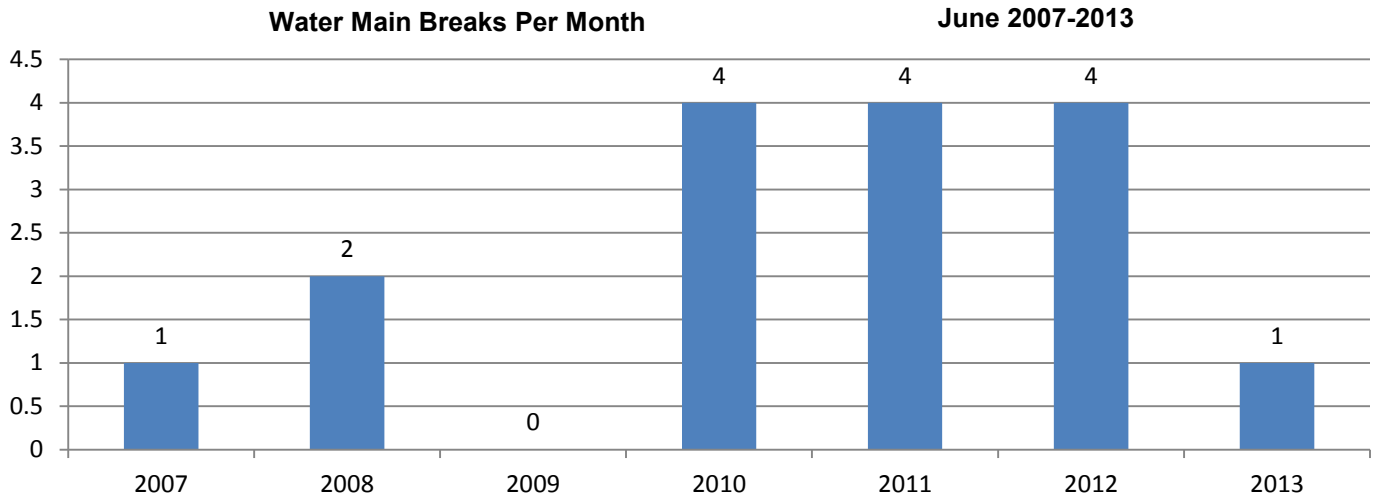
Staff completed six valve repairs in June.

During the month, there was one water main break/water main leak. The calendar year 2013 total through June is 23 main breaks as compared to an average of 30 main breaks at this time over the last six months.

	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	1	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
<b>CY thru June</b>	<b>23</b>	<b>29</b>	<b>37</b>	<b>25</b>	<b>26</b>	<b>25</b>	<b>23</b>	<b>27</b>
<b>CY TOT</b>	<b>23</b>	<b>86</b>	<b>85</b>	<b>79</b>	<b>102</b>	<b>75</b>	<b>83</b>	<b>85</b>

Water Main Breaks by Month

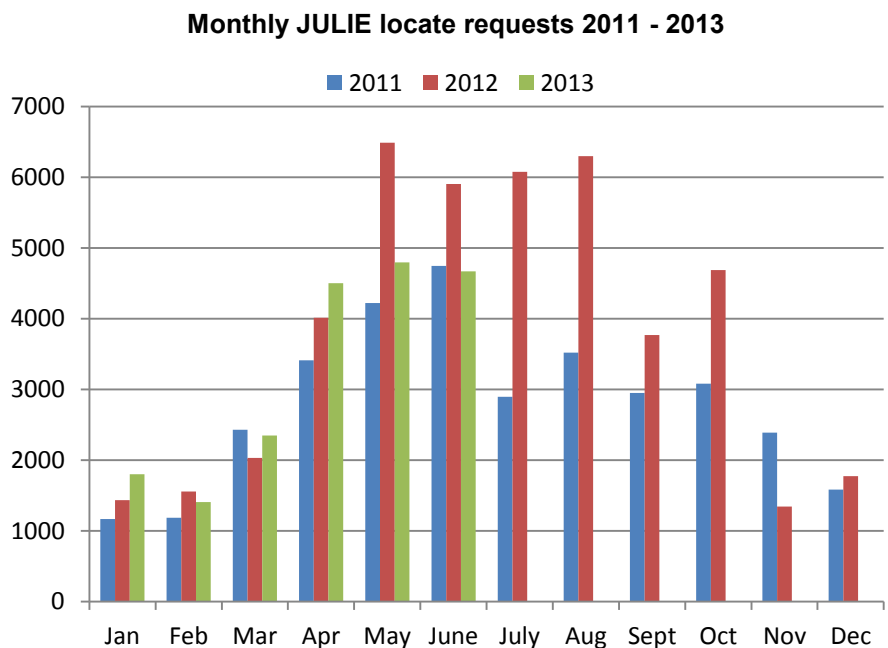




In June, staff replaced 21 water service lines/curb stops. Several of these were very old lead (the metal) service lines. Removing lead from the water lines is one way to improve the quality of water that is distributed to residents.

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

It has been a busy month for Joint Utility Location Information for Excavators (JULIE) work. There are several fiber optic installation companies still working throughout the City. The Water Department provides all the JULIE locates for the City which includes water lines, storm sewers, sanitary sewers, the power supplies for some City-owned street lights, City owned or maintained traffic signals and City fiber optic lines. For the month of June, the Department received 4,669 JULIE locate requests.

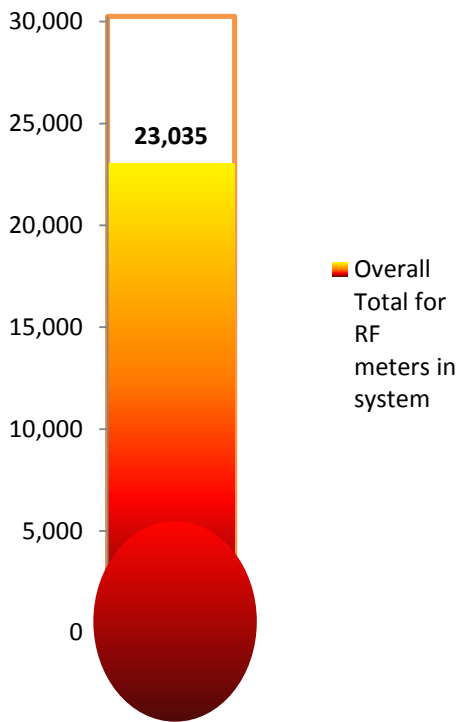


A single JULIE request can be submitted for numerous blocks at a time. The request might be for all buried utilities on a given street from sidewalk to sidewalk. A complicated locate request on a busy street such as streets with numerous intersections and streetlights, traffic signals and multiple water mains and sewers could take as much as two weeks for a locator to complete.

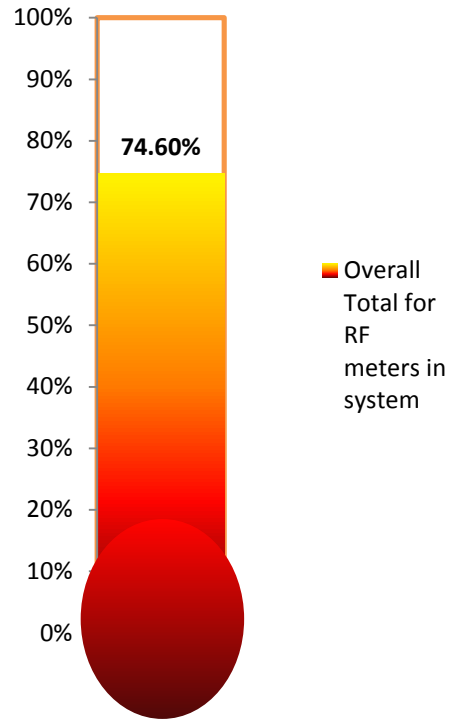
## Metering

The department installed 428 Radio Frequency (RF) meters during the month of June. 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, staff has completed 7.1% of the total goal for installations. When totally completed, the meter change-out program will diminish 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 changed seven meters from turbine meters to compound meters during June. 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 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		6/19	6/5	5/29	5/21	5/14	5/7	4/30
1				67				61
2			50				44	
3		53				35		
4	Skip				25			

**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**

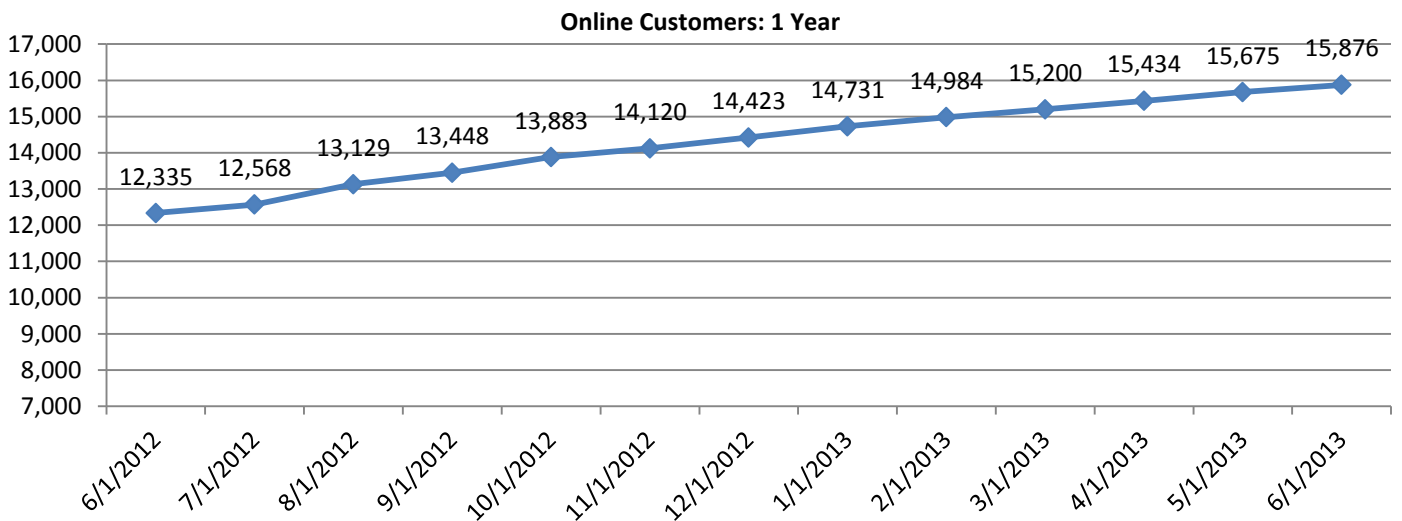
Interviews for the two Water Plant Operator positions were held on May 31. Staff made selections in June and expect the candidates to start sometime in early July. The two candidates are Jeremiah Powell and Jeremy Teeples.

**Miscellaneous**

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

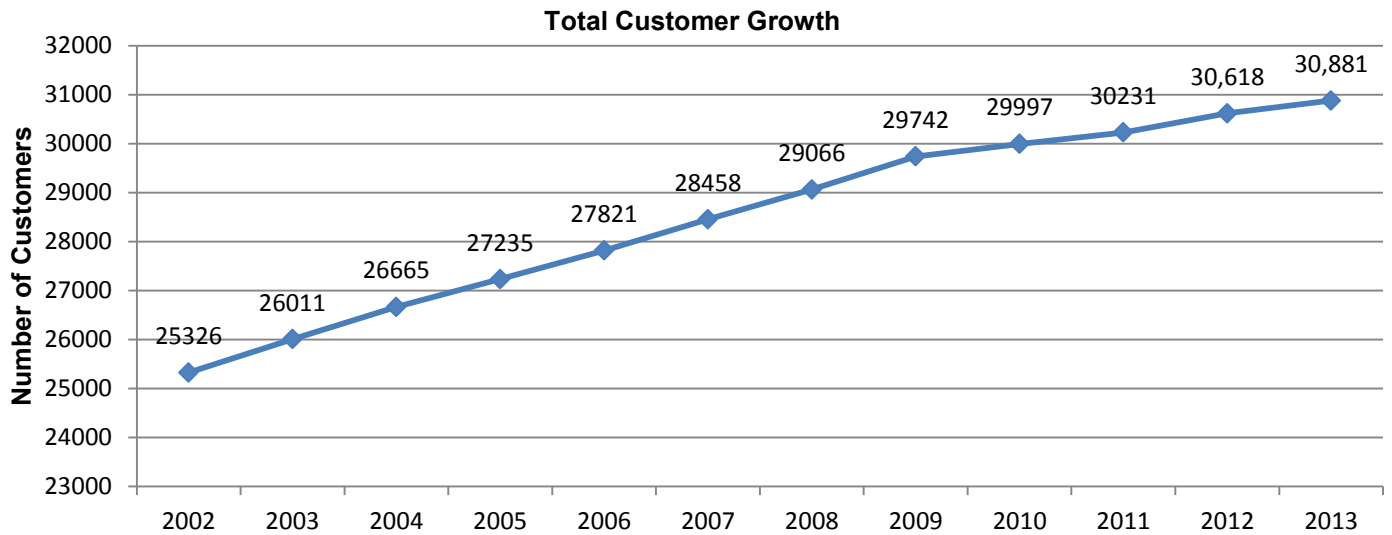
The new bulk water dispensing station was installed and tested at the Division Street office earlier this year. This new hardware will tie directly into the MUNIS software so water sales and meter readings for the water sold will be tracked at the time of the sale. The new system is much less time intensive on the part of the City. In June, this unit sold about \$1,700 worth of water which is an increase of about 66% compared to May 2013.

The online bill payment option continues to attract new enrollees. At the end of June, 15,876 customers have signed up for this service. In June, 201 new customers added this service. Currently, about 51.4% 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 1,974 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 11 customers as compared to last month. The 1,974 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 June, there was an increase of 56 customers, which brings the overall total to 30,790 customers. This is a calendar year gain of 91 customers. This calculates to an extrapolated calendar year customer growth of over 546 customers or a percentage gain of about 1.8%.



### **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 3,914 customers no longer receive a paper bill. This equates to 12.7% 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.

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.



## PR&CA Director



John Kennedy

### Parks, Recreation & Cultural Arts Department

June 2013 Edition

#### BCPA

The BCPA welcomed 3,532 people to 43 different events and activities in June

#### *Bayou Bash, Featuring Bonerama*

The BCPA presented a free outdoor concert on June 22. Approximately 1,300 people attended this first annual Bayou Bash featuring New Orleans blues and funk band Bonerama. Two local bands, the Joe Zaklan Band and the New and Slightly Used, played opening sets. The event was supported thanks to \$2,500 in grant support from the Illinois Prairie Community Foundation and \$300 from the McLean County Arts Center's Regranting Program.

The BCPA likewise partnered with Bloomington's Daybreak Rotary on the event. The Daybreak Rotary provided a Jambalaya meal for sale at the event, with proceeds benefiting their programs in our community. The group raised \$1,100 at the event. BCPA staff is considering expanding the partnership for next year's event.



The Bayou Bash

#### Volunteer Picnic



The BCPA hosted its annual Volunteer Picnic on Tuesday, June 25. Almost 100 of the 175 volunteers attended this potluck dinner. Throughout the evening, staff thanked the attending volunteers for their service, presented pins to the volunteers who had passed their five year anniversary with the BCPA, and presented the Volunteer of the Year award to Karen Timmerman, who has volunteered with the BCPA since 2006.



## Golf Division

The month of June is the busiest month of the year at the courses as the staff host a variety of outings, tournaments, and play days. During the month, staff did an excellent job providing customer service in the clubhouses and the maintenance crews have all three courses in very nice condition. Though June was a somewhat rainy month, the weather did not cause any major disruptions to the outings or tournaments. Highlights of the month from a rounds and revenue standpoint were: total revenues per round up 6% and food and beverage per round up 15% across all three courses. Overall, it was a solid month from a revenue standpoint, with total revenue down -1% even though we saw a -7% decline in rounds played. This decrease in rounds played matches up closely with golf playable hours for the month being down -5% according to the Cognilogic Weather Service.

As mentioned earlier, the courses were very busy throughout the month and were fortunate to host 12 shotgun outings and several other notable tournaments such as the Country Youth Classic, the Prep Junior Tour, the Bloomington/Normal Golf Association's City Match Play, and the Central Illinois Senior Amateur tour. The courses also hosted the 4<sup>th</sup> Annual Longest Day of Golf on Friday, June 21. Unfortunately, many had their final round of the Longest Day washed out by a severe thunderstorm. Regardless, the near 90 golfers that participated had a great time at the courses.

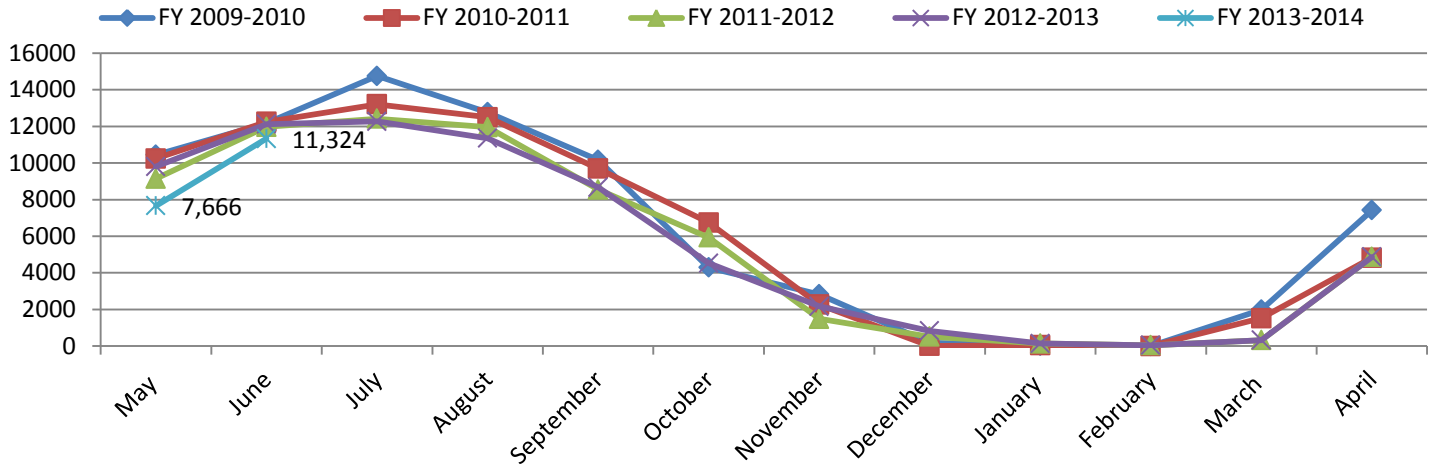
Numerous contestants, from throughout the Midwest and country (during the Country Youth Classic) commented on the quality of the golf experience they received at the courses. Special thanks are due to the staff who administered ten shotgun tournaments in a span of seven days. Despite this whirlwind stretch, staff received nothing but positive comments from the golfers participating. To accomplish this with current staffing levels shows the level of dedication that the golf course staff carries.

The courses were also fortunate to receive a new fleet of EZ-GO golf carts at the Den at Fox Creek. Along with the new fleet of 64 carts, the Den also received a new ranger cart, beverage cart, and range picker cart. With some excellent work from the staff, they were able to transition the GPS units off of the old carts and move them to the new fleet. Doing this process in-house saved the golf courses and estimated \$20,000. The fleet of carts the Den had been using was moved to Highland Park Golf Course. These carts, while having been used for seven seasons, are in good shape and are a huge improvement over the carts that were being used at Highland Park.

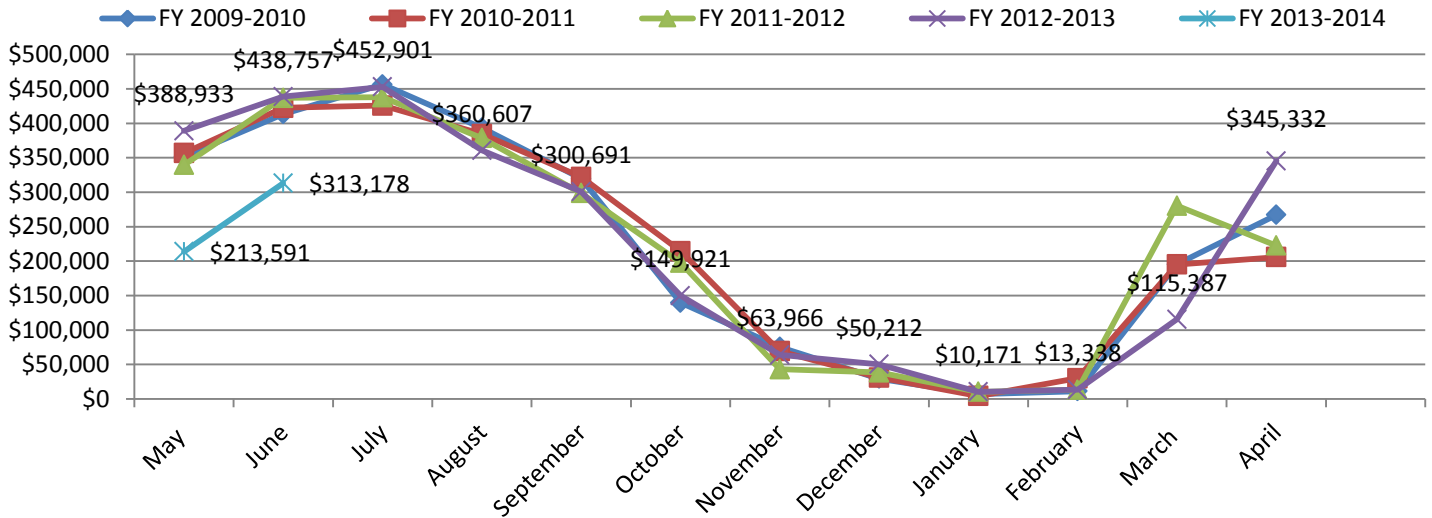


**New Golf Carts at the Den**

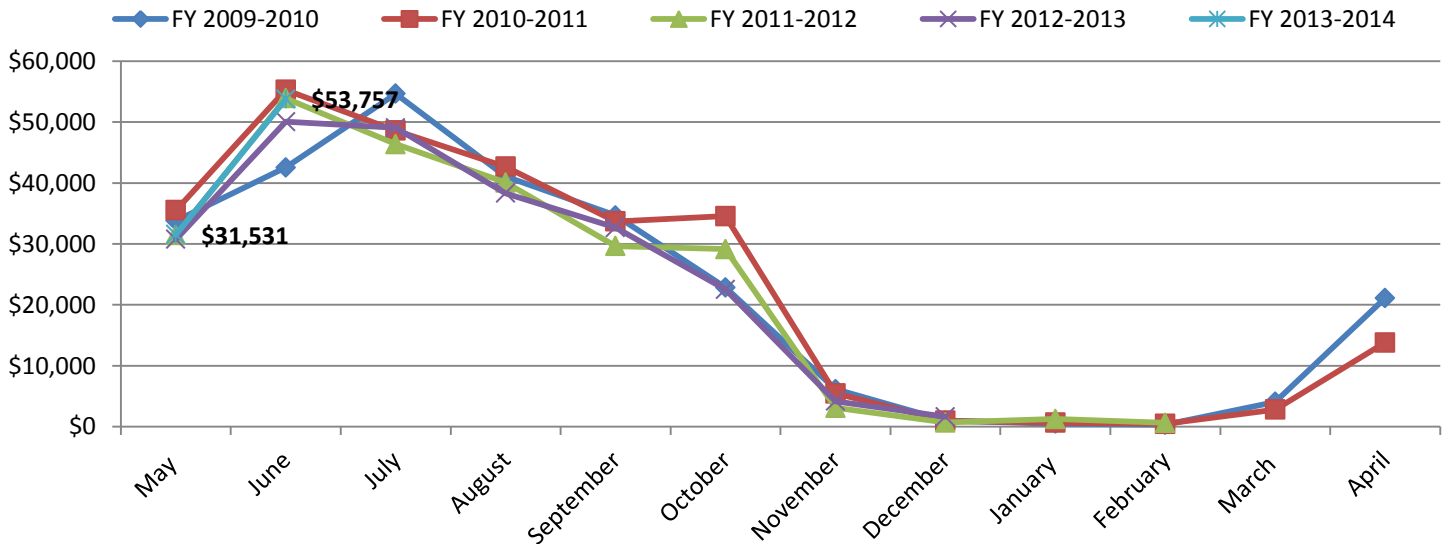
### Total Golf Rounds Played by Fiscal Year



### Total Revenue by Fiscal Year



### Total F & B Revenue by Fiscal Year



## Recreation Division



June was the start of a large number of programs listed in the Summer Program Guide. The Program Managers were busy training seasonal staff the first week of the month so that everyone could get started the week of June 10. Day camp, t-ball, soccer, tennis, swim lessons, and more started for the youth. Free concerts for all ages started at Wither's Park, Franklin Park, and Miller Park. This year, Sunday concerts were added. Staff also restricted the Wednesday Series to the month of June due to heat issues and low attendance last year.

Program registration numbers and income decreased slightly in 2012. Overall participation was up, but this was due to the number attending the free concerts being almost 200 more than in 2012. There were two more concerts offered in 2013 as compared to 2012, but one of these was rained out. Income for program registration was down by almost \$4,000. Youth program revenue was up, but all other age groups showed a decline.

The Penguin Project production of *Peter Pan* presented four shows at U-High's Stroud Auditorium. This production by individuals with disabilities and their peer partners was a tremendous success. Bloomington Parks, Recreation & Cultural Arts was a partner in the production for the fifth year. This program provides something that is not available elsewhere in the community for individuals with disabilities.



Weather temperature for June 2013 compared to June 2012 was much cooler. There was only one day in the 90s compared to 12 in 2012. The month of June provided considerably more rain; much of this was on the weekends, which had a great impact of programs and participation. Year-to-date, 44 softball games have been rescheduled due to rainouts. Last year the number rescheduled for the entire season was 19 with 16 of them prior to July 1.

## Aquatics



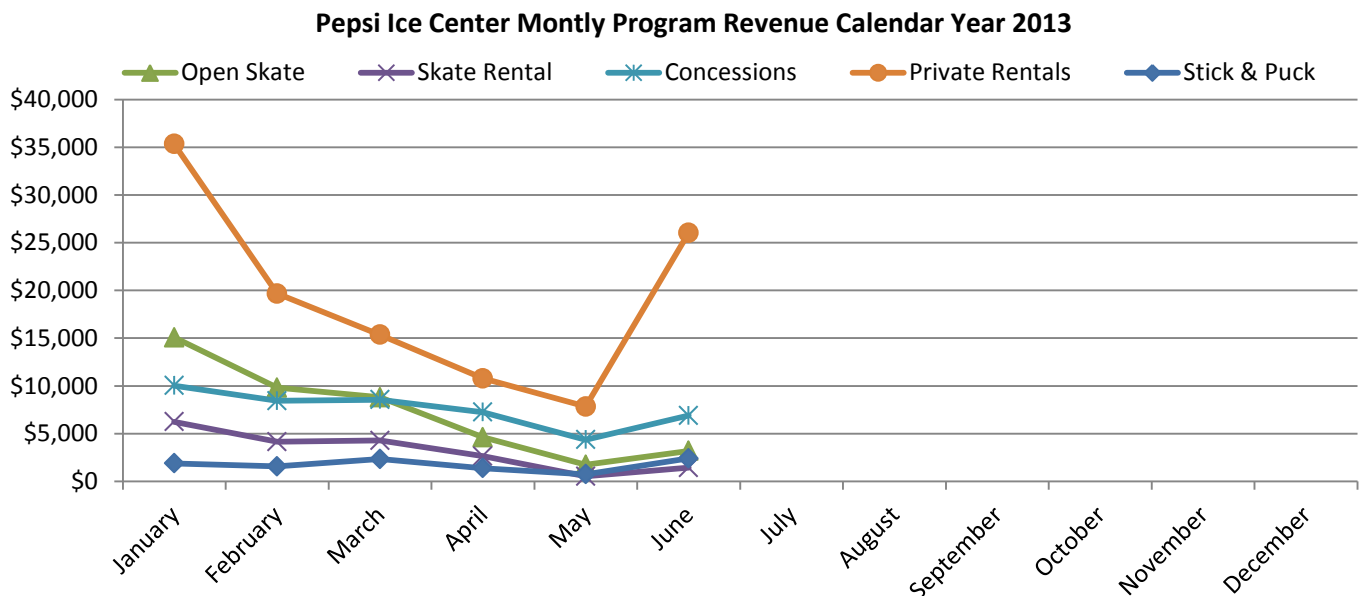
The cool and rainy weather had a negative effect on swimming compared to 2012's hot, steamy weather. Attendance numbers and revenue were down. O'Neil was less affected since they traditionally have low numbers on the weekends, and it was the weekends in June that had the worst weather. Attendance at Holiday was down 24% compared to 2012 and at O'Neil it was down 18%. Admission fees were down 23% at Holiday and down 20% at O'Neil Pool. O'Neil has a large number of non-

profit agencies that swim there during the week and most of them still attended so numbers were only down slightly. The agencies are billed \$1.50 per swimmer/day at the end of each month. Holiday had 307 swimmers and O'Neil had 915. This has been billed and should be received during July. Swim lesson numbers were up for both pools. Income for lessons was up by \$1,300 compared to June 2012 for Holiday Pool and \$1,000 for O'Neil.

## Pepsi Ice

Overall revenue was up by \$19,400 compared to June 2012. Part of this was due to the hourly ice fee being raised from \$195 to \$205 per hour beginning May 1, 2013. Hockey revenue was up \$10,000 as compared to 2012. Part of this was due to timing of payments (more being received in June than May) and the other was due to an increase of two additional teams in the adult league plus additional participants in the youth clinic as compared to last June.

Summer is always a slower time for the center. The hours are shorter each day and on some days, it is closed due to no programs. Open Skate had 2 more sessions this month compared to June 2012, which is a possible explanation for the attendance increase of 100. Learn-to-Skate classes decreased by 6, but Learn-to-Play hockey classes were up by 11 compared to 2012.



Concession revenue saw no change even though there was one less Jehovah Witness Convention in the month of June 2013 compared to June 2012. This year, the second convention will be in July. Participants in the convention spend a great deal of money at the concession stand.

Over the first two months of the fiscal year, Pepsi Ice has seen an overall increase of \$2,000 as compared to 2012.

## **Horticulture**

Due to the excellent growing conditions and cool weather, Parks staff spent 2,036 man hours mowing in June. Typically the weather is hot and humid and the grass does not grow very fast. Parks staff mows and maintains 650 acres of turf on a seven day cycle and 141 right-of-ways on a 14 day cycle. Right-of-ways consist of drainage areas, ditches, and parkways. Park staff spent 775 man hours in the parks on ground maintenance. Ground maintenance consists of trimming, edging, and blowing.

Parks staff completed the first creek bank mowing in June. The creeks mowed were: on Rowe Drive from Veterans Parkway to Vista Drive; The creek from Lincoln Street to Oakland; Crown Court from Lincoln to Brook Ridge; Creek banks behind Brook Ridge Park to Hershey Road; Creek banks from Hershey to Stonebridge Court; Sugar Creek banks from Cottage Ave. to Route 150.

City staff completed 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 and June. The Adopt-A-Pot program began another successful season in May and June. The program is a cooperative program between the Parks, Recreation & Cultural Arts department and City of Bloomington residents. Participants purchase and install the flowers in their designated pots and the Parks 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.

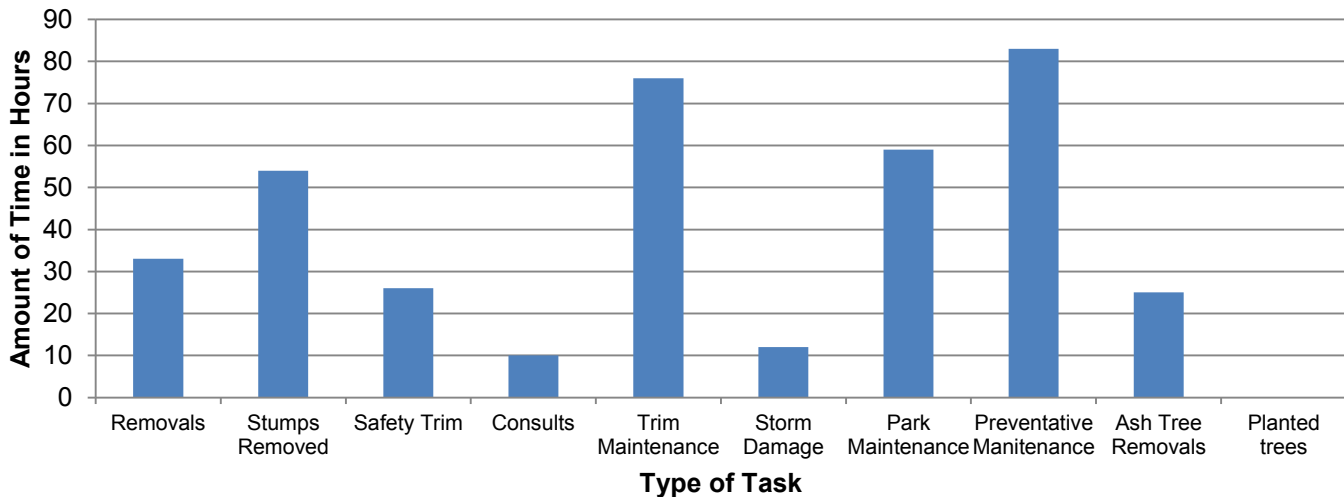
## **Forestry**

The Forestry staff in June completed 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 45.08 minutes with an average use of 60 to 65 milliliters of chemical per tree. There were 83 trees treated in City parks and 94 trees treated in the Parkway along City streets.

Parks staff treated all the Maple trees in McGraw Park for the Japanese Beetle. The Forestry staff removed 25 ash trees in June. To date the Forestry staff has removed 296 ash trees. The forestry staff also removed 33 other trees and 54 stumps. The Forestry staff is continuing the preventative maintenance in section D-7. Section D-7 is from Rte. 9 to Oakland and everything east of Veterans Parkway.

Two staff members completed mosquito training in Peoria on June 12 and now are licensed to treat for mosquitos. The two areas that are typically treated for Mosquitos are Tipton Park and the pond behind the Chateau hotel.

### Forestry Division Trees Worked on by Job Task: June 2013



## Utility

The Utility division was busy in June performing park inspections and repair. Although Utility staff performs a monthly park and playground inspection, the amount of repair need in parks drastically increases during the summer months. In June, the Utility division partnered with a Girl Scout troop for new park benches in Rolling Brook Park. The Park Maintenance division provided the material for two wooden park benches that the Girl Scouts designed and constructed. The



**Girl Scout Benches in Rolling Brook Park**

Utility staff poured two concrete pads for the benches to be installed next to the playground. The benches are very well made and are a great addition to the park. Another big project the Utility staff was involved in was the installation of a new awning by the Harbor Seal exhibit in Miller Park Zoo. Staff helped install a new awning that provides more shade for the Harbor Seals and Zoo visitors.

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
- Installed new sidewalk at Rolling Brook Park
- Installed the docks at Miller Park for the paddleboats
- Installed new ball diamond mix at O'Neil hardball and Pepper Ridge West
- Repaired circulating pump at Holiday Pool

## **Bloomington Center for the Performing Arts: Other Events & Activities in June**

- Piano lessons each Tuesday and Friday night
- TheatersCool rehearsals each Tuesday night
- Improv acting classes each Thursday night
- Holiday Spectacular —“Celebrate America” rehearsals month-long
- Uphoff/Fleaty wedding reception, June 1
- East Side Highway meeting, June 6
- Gray/Moody wedding reception, June 8
- Free Illinois Shakespeare mini-performance in Lincoln Park, June 8
- Marty Stuart concert rental, June 9
- Davis/Sims wedding reception, June 15
- Area Arts Roundtable annual meeting, June 22
- Scottish Rite annual meeting, June 23-30

The BCPA received a \$4,000 grant from Arts Midwest to support the November 16 performance by Doc Severinsen & His Big Band.

Staff received bids to repair the lower steps in the BCPA's lobby.

The BCPA's ticketing software was down for a major upgrade in June. The June 17-27 transition put the BCPA on the new —“Qud” service offered by our longtime software provider, Choice Ticketing. The new service is entirely web-based, and provides much better services for patrons, including a more logical interface for online and smart phone purchases.

Staff confirmed a new date for the previously canceled September 26 performance by the Taj Mahal Trio. The blues legend will now be appearing February 27.



**Nancy Nelson (first row, third from left)**

Staff is also excited to pass along our congratulations to Nancy Nelson, Guest Services Manager, who was awarded with the Illinois High School Association's Distinguished Service Award. This award is given to —those that embody the can-do spirit of high school sports and activities,” according to IHSA Executive Director, Marty Hickman. Nancy was honored along with 12 other individuals from across the state at a special awards recognition banquet this month. Thanks to Nancy for all of the hard work she puts in to help keep the City's courses running smoothly!

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

### ***Special Olympics***

The Illinois Special Olympics State Summer Games were June 14-16 at Illinois State University. Forty-eight athletes participated in athletics, bocce, aquatics, or soccer. The Unified Tennis team participated in a state qualifying event in late June. The S.O.A.R. softball and t-ball teams traveled to Pekin and Champaign for games days. The game day scheduled for June 30 in Bloomington was rained out.



### ***Special Events***

There were eight special events in June including a three-day Indian dunes camping trip. Some of the other trips included one to a CornBelts game, to Springfield for a daytrip, and dancing in Decatur.

### ***Weekly Programs***

Summer day programs started the week of June 17. These classes included various arts and crafts, cooking, variety, and fitness classes. Many of these programs were for the younger age groups. Evening weekly programs included a variety for older individuals.

### ***Staff Hours (Pepsi Ice, Recreation and SOAR)***

Staff hours for June 2013 decreased by 621 compared to June 2012. About half of these hours were due to the pools using less staff due to rainy/cool weather. The number for summer youth programs and Pepsi Ice were also down.

### ***Volunteers***

<b><u>Area</u></b>	<b><u># individuals</u></b>	<b><u># hours served</u></b>
Ice Skating	2	6
S.O.A.R.	43	225
Hockey	13	36

### **Zoo Division**

#### ***Admission Revenue***

- June 2013: \$64,044.85 (3<sup>rd</sup> best month ever)
- June 2012: \$53,808.00 (2<sup>nd</sup> best June)



Revenue from the gate admission was 0.4% up for the current fiscal year compared to last year's revenue. Last year, the revenue raised from admissions broke the all-time record for the Zoo in a fiscal year.

### ***Attendance***

- June 2013: 18,646 (2<sup>nd</sup> best June)
- June 2012: 15,777

Attendance increased by 2.4% for the current fiscal year compared to last year's attendance.

### ***Education***

- June 2013: \$4,498
- June 2012: \$4,057

Revenue from Education program fees and rentals increased by 15% for this fiscal year compared to last year.

### ***Concessions, Carousel and Animal Food Sales***

- June 2013: \$7,705.41
- June 2012: \$5,246.35

Revenue from Concessions, Carousel and Animal Food increased by 14.3% for the current fiscal year compared to the previous fiscal year.

### ***Animal Collection***

#### ***Acquisitions***

- 8 Red Eyed Tree Frog
- 30 Giant Walking Stick
- 2 Jackson's Chameleon
- 1 Northern Tree Shrew
- 1 Male Crested Quail Dove

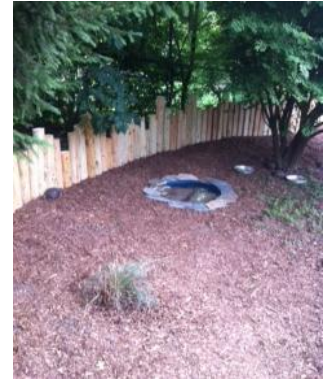
#### ***Dispositions***

- Male Common Wallaroo
- Female Green Checked Amazon
- Male Southern Three Banded Armadillo
- 1 Blue-Necked Tanager
- 1 Blue Poison Dart Frog

- Tawny Frogmouth cleared quarantine and was placed on exhibit in the Katthoefer Animal Building. The Tawny Frogmouth has not been on exhibit before at the Zoo. This bird is a master of disguise, looking as close to bark on trees as possible. Zookeeper staff painted the exhibit to match the bird and branching. This species can be difficult to acquire due to their popularity in zoos. The Miller Park Zoo was able to receive one due to connections and reputation in the AZA community

**Staff**

- Worked on animal transactions (5 pending)
- A tremendous amount of staff time was dedicated to preparations for the Association of Zoo and Aquariums (AZA) accreditation inspection. An inspector (zoo professional) visited for one day, walked the Zoo and spoke with staff and the Miller Park Zoological society Board President. He was very impressed with the changes from the last inspection. The final report will be given to staff at the AZA National Conference.



**Box Turtle Exhibit**

- Curator Jonathan Reding attended the *Flu at the Zoo II* workshop. The workshop brought experts including regulators and health officials from federal and state organizations as well as AZA zoos across the country. The workshop focused on how zoos and regulators might respond to a disease emergency in wildlife. The case study was based on Avian Influenza (Bird Flu). The contacts that were established due to this workshop should help the Zoo in the event of an emergency. The workshop was also touched on crisis management training.
- Zoo staff built a Box Turtle exhibit near the Bald Eagle exhibit. Besides adding another species on display, this exhibit will assist in informing guests of the collaboration between the Zoo and University of Illinois concerning conserving the Eastern Box Turtle. This exhibit was funded by a donation from Dr. Matt Allender. Dr. Allender is the researcher and primary veterinary consultant from the University of Illinois Veterinary College.
- Hosted special event, Zoo Birthday Party. This event celebrated the Zoo's 122<sup>nd</sup> year in existence.
- New shade awning installed at Harbor Seal exhibit. This awning extends over the pool as well as over the public area. Guests can now watch the Harbor Seals while standing in the shade.



**New Awning**



**Zoo Birthday Party**



## PACE Director



**Mark Huber**

### Planning and Code Enforcement Department

June 2013 Edition

#### Building and Safety Division

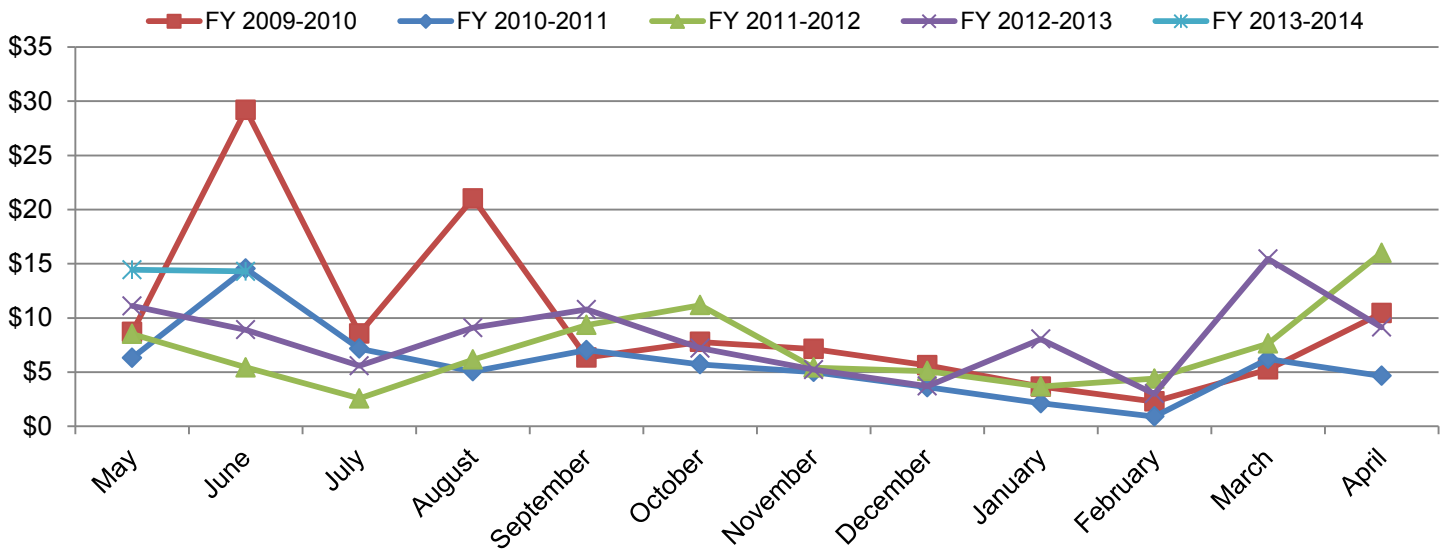
June presented mixed results for different categories of permits. Some categories of permits are showing improvements over last year while others are stagnant or have a slight downward trend. Examples include overall building permits which are down 26% compared to June of last year and down 2% year to date. However, new home construction is showing a 29% increase from June of last year and is up by 11% year to date. With construction value still up by 24% year to date over all the numbers still seemingly point to an upward trend over last year.

June 2013 Compared to June 2012	Year to Date
New home starts – up 5 units (29%)	up 9 units (11%)
Building permits – down 26%	down 2%
All construction permits – up 12%	up 28%
Fees collected – \$122,547 (no change)	\$602,508 down 9%
Construction Value – \$14,298,807 (up 29%)	\$64,359,702 (up 24%)

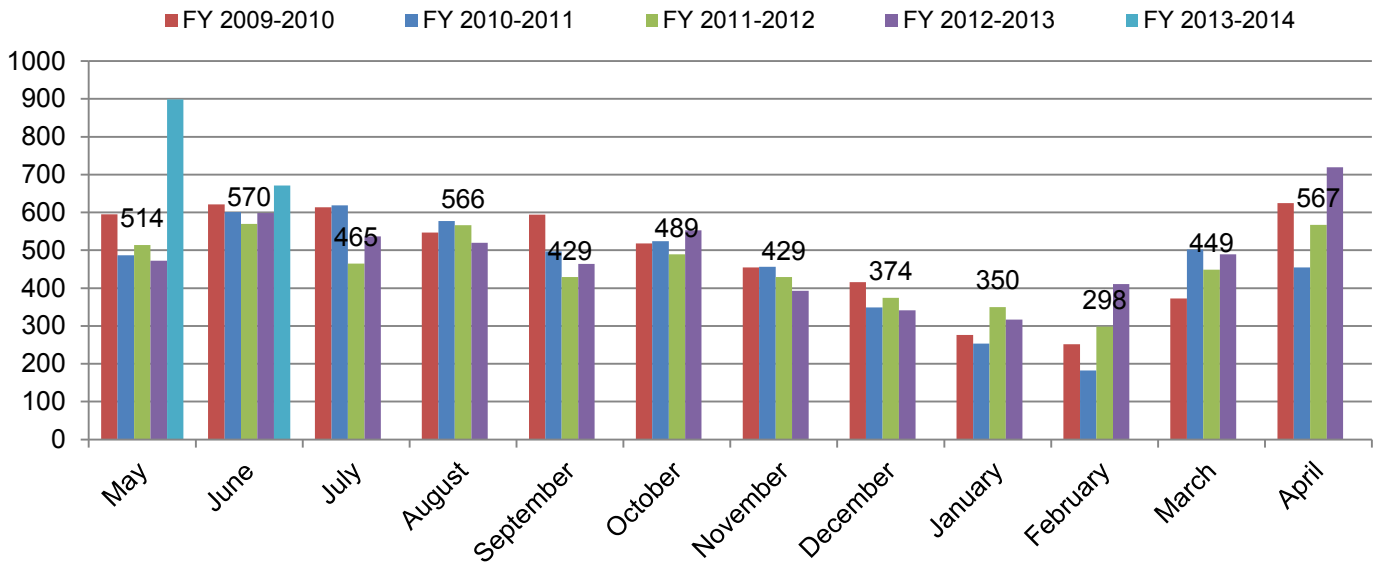
#### Construction Projects \$1,000,000 or Higher

Building/Project Description	Description	Value
Four Seasons I Remodel	904 Four Seasons Road	\$2,000,000
Four Seasons II Addition	2401 Airport Road	\$2,240,000
Timpte Inc. Trailer Service Facility	2312 W. Market Street	\$1,563,291

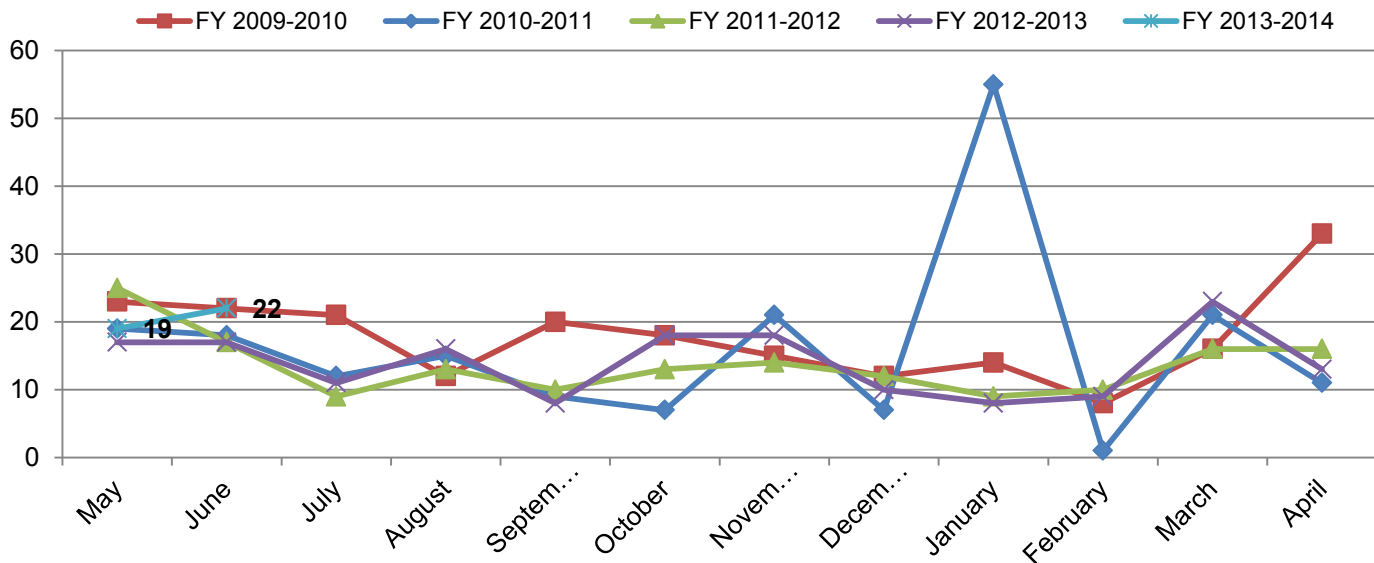
### Construction Valuation (in Millions)



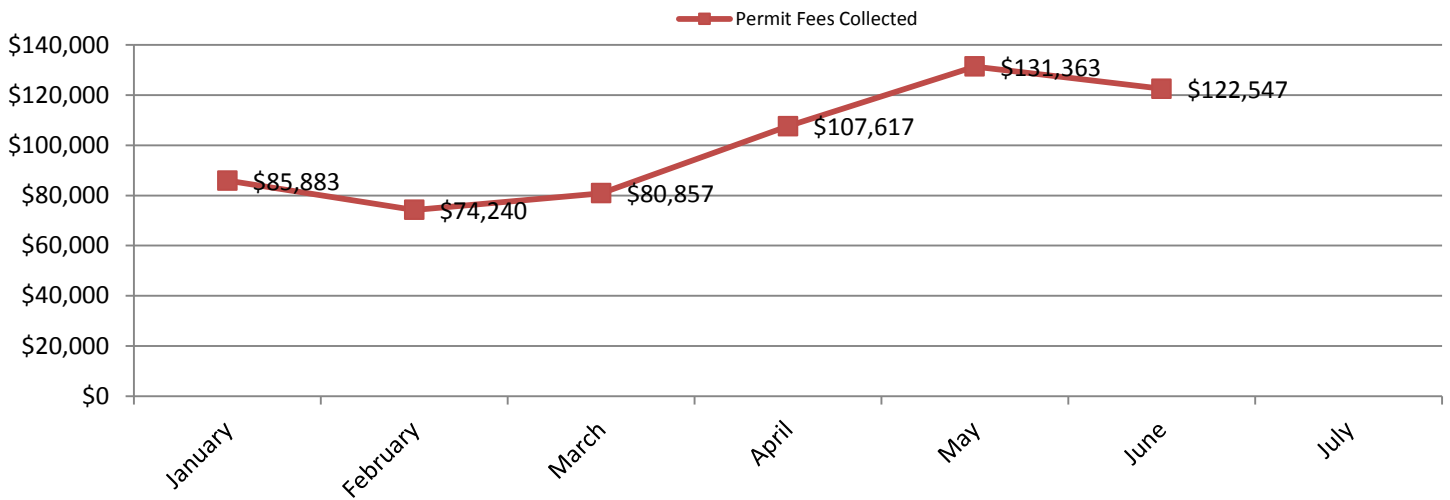
### Number of Construction Permits



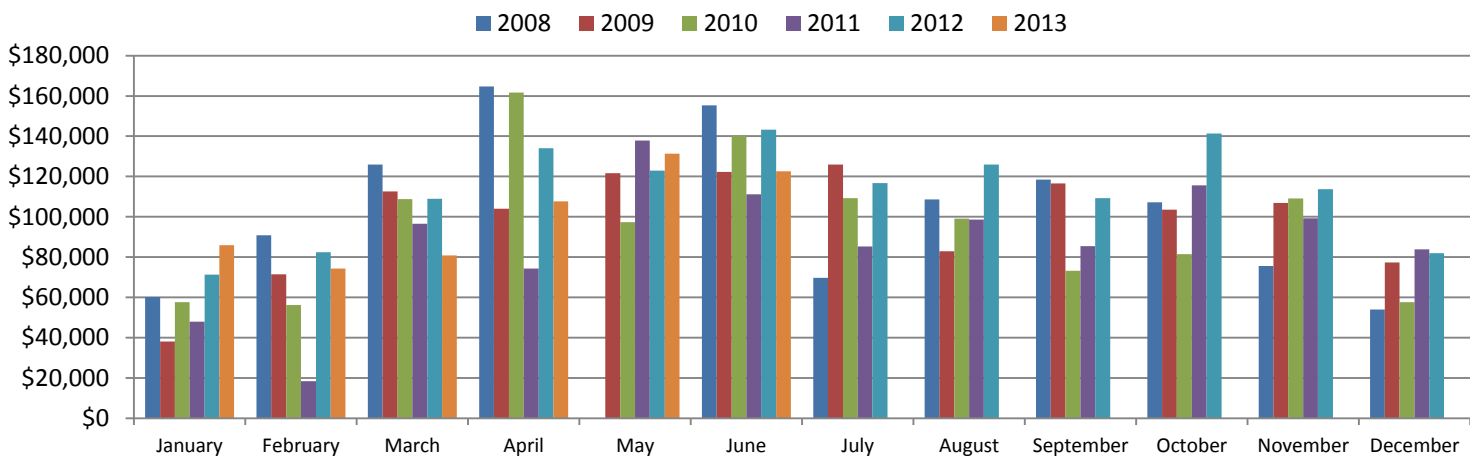
### Number of New Homes Built



### Permit Fees Collected CY 2013



### Permit Fees Collected



In the month of June, 108 complaints were received by PACE. Those complaints broke down to 126 violations. The following is the breakdown of those activities.

Complaint/Violation Type Total Reported	
General Fire Violation	1
Garbage/Rubbish/Debris	4
Grass and Weeds	77
Infestation	1
No Permit	6
No Utilities	1
Other	2
Property Maintenance	26
Trees/Vegetation	7
Vehicle	1
<b>Department Totals</b>	<b>126</b>

## **Planning Commission Activity**

***June 12, 2013***

**Z-02-13** Public hearing and review on the 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.

***Recommend Denial with Stipulation:*** Mrs. Morton moved that the Planning Commission pass a motion recommending that the City Council deny the rezoning of the property in Case Z-02-13 from R-2, Mixed Residence District with an S-4 Historic Preservation District overlay to an R-2, Mixed Residence District for the property commonly located at 605 E. Front Street and with written verification of the withdraw is provided to city staff then this case will not go to the City Council agenda. Mr. Diamond seconded the motion which passed by a vote of 9 to 1

***Approval Recommended Vote: 9-1***

**V-02-13.** Public hearing and review on the petition submitted by Andy Streenz, Lawrence Wheat, John P. Wheat and Chad Seeman, requesting the vacation of the east west alley bounded by Lee Street on the west and Roosevelt on the east, and located south of Locust Street and north of Mulberry Street.

***Approval Recommended Vote: 10-1***

**Z-03-13** Public hearing and review on the petition submitted by Alex A. and Larry Calvert, requesting the approval of a rezoning from R-1C, Single-Family Residential District to C-1, Office District, for the property commonly located at 1028 E. Front Street.

***Approval Recommended Vote: 10-1***

***June 26, 2013***

**PS-04-13** Public hearing and review on the petition submitted by Fox Creek Village, LLC, requesting the approval of an Amended Preliminary Plan for the Fox Creek Village Planned Unit Development Subdivision, for the property located south of Carrington Lane, west of Union Pacific Railroad, consisting of approximately 26.25 acres.

***This case was laid over until the July 10, 2013 meeting.***

## **Zoning Board Activity**

The Zoning Board of Appeals did not meet in June, 2013

## **Items/Activities of Note**

The department has begun evaluation of our organizational operations and structure. The catalyst for work is the impending and probable retirement of as many as 10 staff members in the next 18 months. These retirements include several key members of the department. This gives staff the opportunity to review the how and why PACE operates as well as the structure within the department.

The hope is to come out of this reorganization better equipped to fulfill the functions assigned to the department.

Last year, the Fire Department discovered a sever water supply problem in one of the local mobile home parks. While that issues was resolved, the Fire Water and PACE Departments have come together to establish a set of standards and inspection requirements for private water mains. This is being done as a way to monitor and prevent this life-safety problem in the future where the City does not maintain needed infrastructure.

PACE staff participated in training and is poised to participate with the rest of the City Departments in the ICMA Performance Measurement Program.

PACE staff has been working with CIAM and the Illinois Attorney General’s Office for over a year to complete and/or correct some minor deficiencies related to accessibility in the US Cellular Coliseum. Work is nearly complete. Staff anticipates a follow up inspection by the Attorney General’s Office.

**Historic Preservation Activity**

<u>Case Number</u>	<u>Petitioner and Address</u>	<u>Request</u>	<u>Action</u>
BHP-08-13	City of Bloomington Parks, Recreation & Cultural Arts Department Franklin Park	Requesting a certificate of Appropriateness for New Playground and Miscellaneous Improvements to be located in the Franklin Square National Register Historic District	Approved 3-2
BHP-10-13	Kim Jackson 406 E. Walnut Street	Requesting a Certificate of Appropriateness for a new roof for the William Meyers House, Queen Anne Style, c. 1895, located at the Franklin Square National Register Historic District	Approved 5-0



## Economic Development

## ED Coordinator



Justine Robinson

June 2013 Edition

### Meetings Held: 40

- Expansion: 0
- New: 2
- Retention: 1
- Closing: 0
- Developer: 8
- Networking: 7
- Education/Training: 1
- Council/Commission/Committee: 11
- EDC of Bloomington-Normal: 6
- Media: 4

### Narrative:

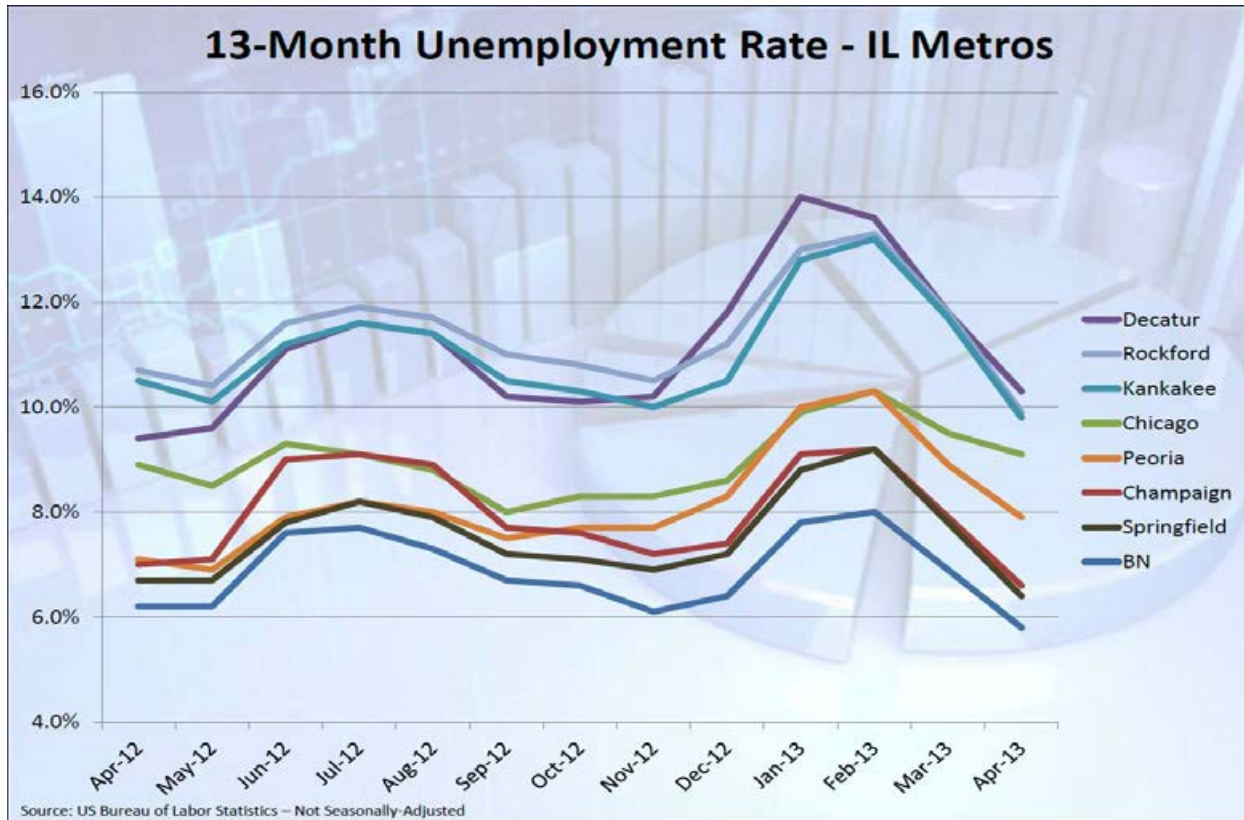
The Economic Development Council of the Bloomington-Normal area hosted its quarterly 'BN by-the-Numbers' presentation at the ISU Alumni Center on June 27th. Please note the following highlights in the report:

The average transaction price for homes in Bloomington-Normal:

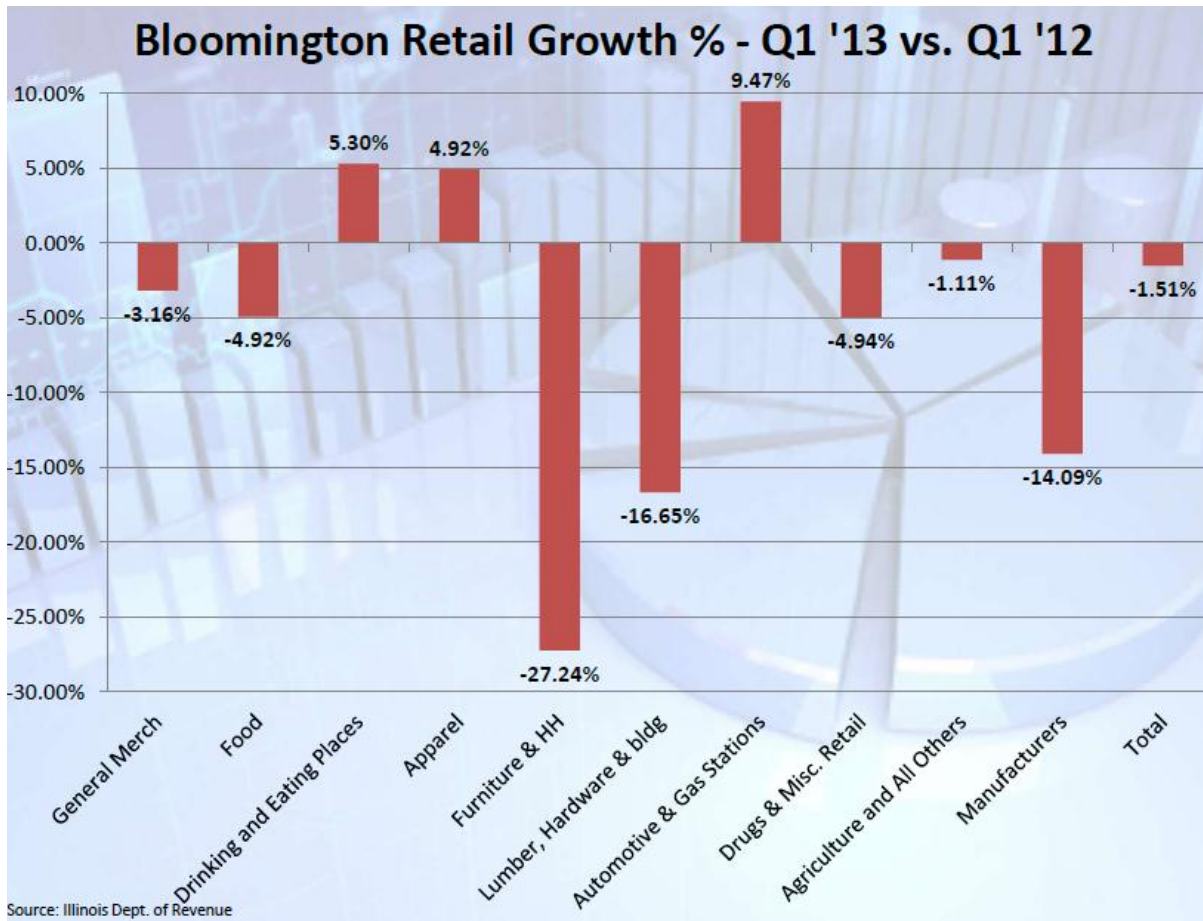
- New homes – average price was up +2.4% vs. 2012 YTD
- Resold homes – average price was up +7.2% vs. 2012 YTD



The Bloomington-Normal unemployment rate was 5.8% for May 2013 and remains the lowest of the Illinois Metro areas.

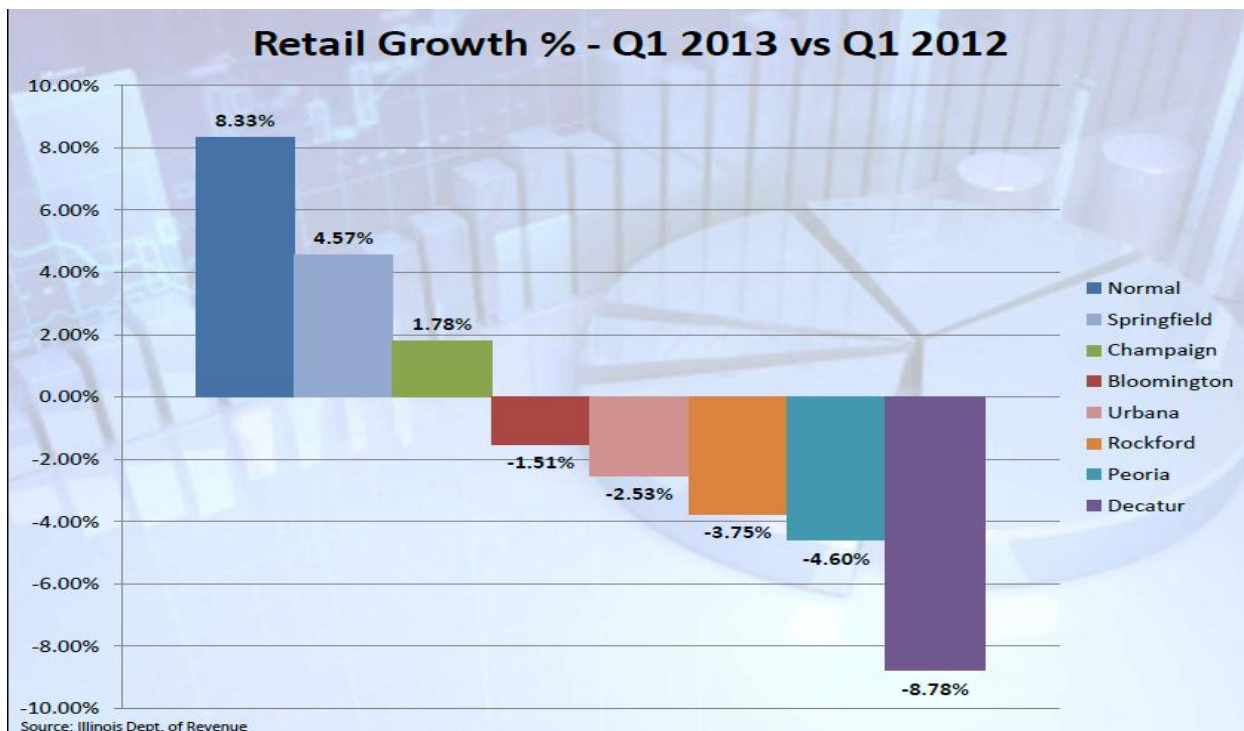


Bloomington retail sales growth in Calendar Year (CY) Quarter 1 (Jan - Mar) 2013 decreased by 1.51% over the same period the year before.



Bloomington's performance pertaining to total retail sales receipts among Central Illinois cities for CY Quarter 1 was average.

Bloomington has shown Q-over-Q retail increases in 9 of the last 13 quarters. Q1 decrease was not unexpected given significant gains made during the 2012 year.





## Finance Director



Patti-Lynn Silva

Finance Department

June 2013 Edition

### Background and Staffing

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.

### Finance

The Finance Department is working with Human Resources to fill vacancies and has reorganized workloads and hired one temporary staff to manage workflows.

Preparation for the April 30, 2013 City and Coliseum audits are underway. The Comprehensive Annual Financial Report (CAFR) is anticipated to be published on October 31<sup>st</sup>.

The FY2014 budget is off to a good start with revenues and expenditures on target.

The City's sewer & storm water master plan revealed \$139 million gap in infrastructure needs over the next 20 years. As a critical next step, the Finance Department undertook a bid for a rate & fee study to fund corresponding infrastructure needs.

The Finance Department has been working on a draft Pension Contribution Policy for the Police and Fire Pensions and has sought input from the City's actuary, the Police and Fire Pension Boards and the Administration and Finance Committee.



City Clerk

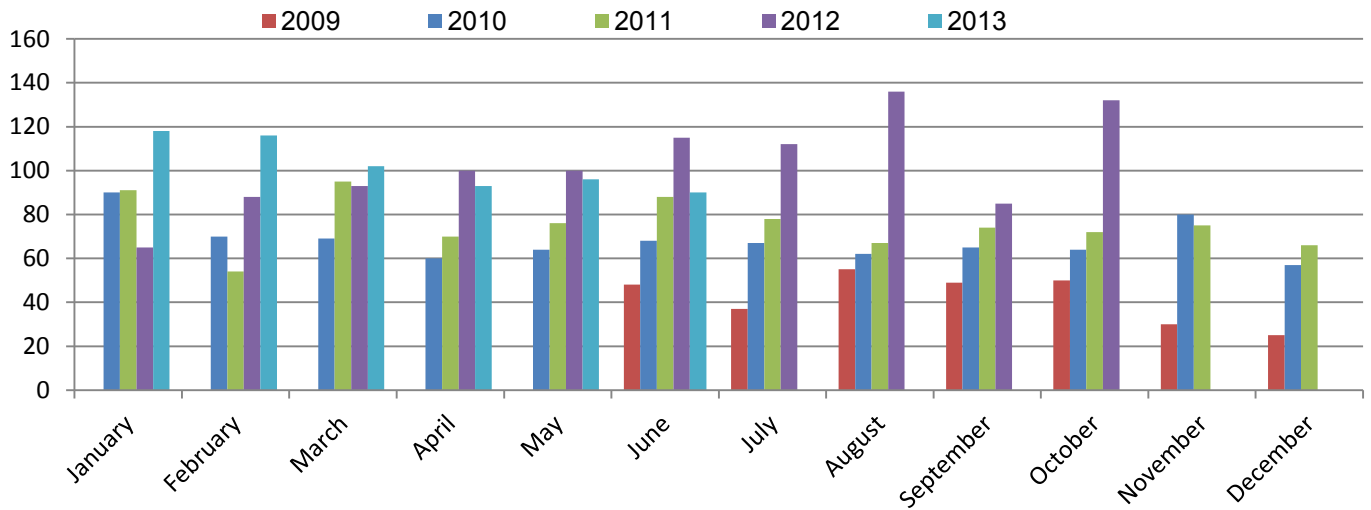
City Clerk



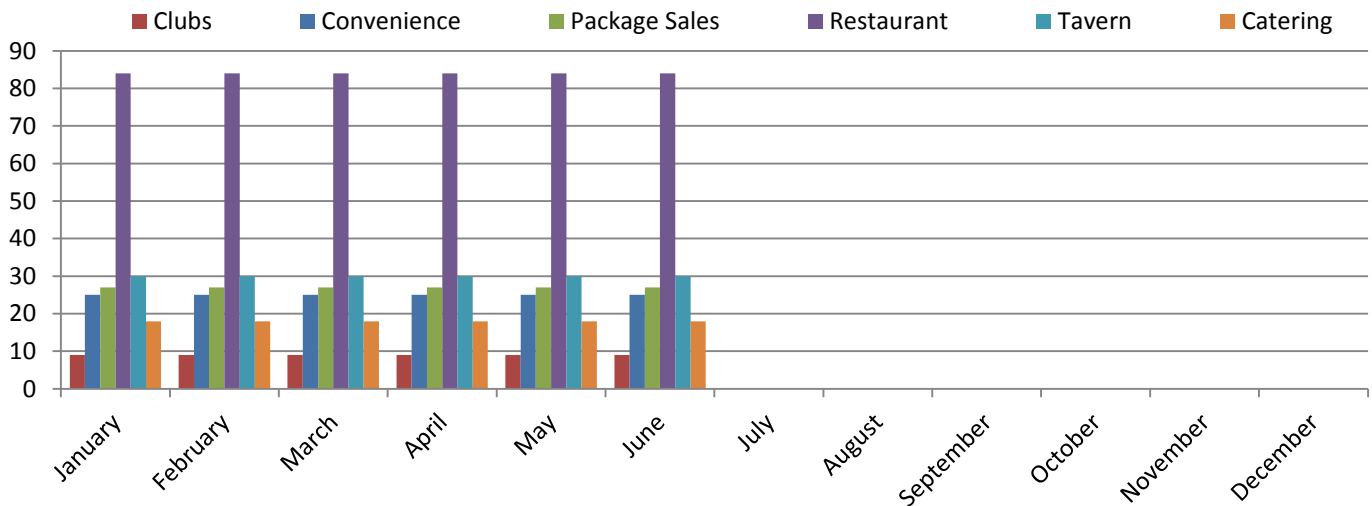
Tracey Covert

June 2013 Edition

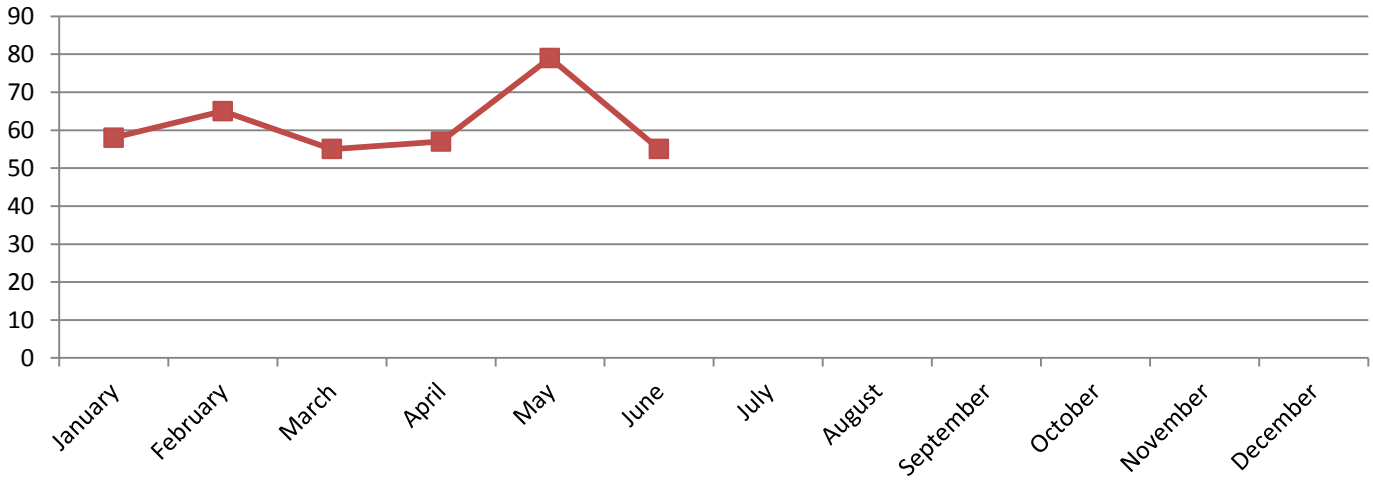
F.O.I.A. Request by Month Since June 2009



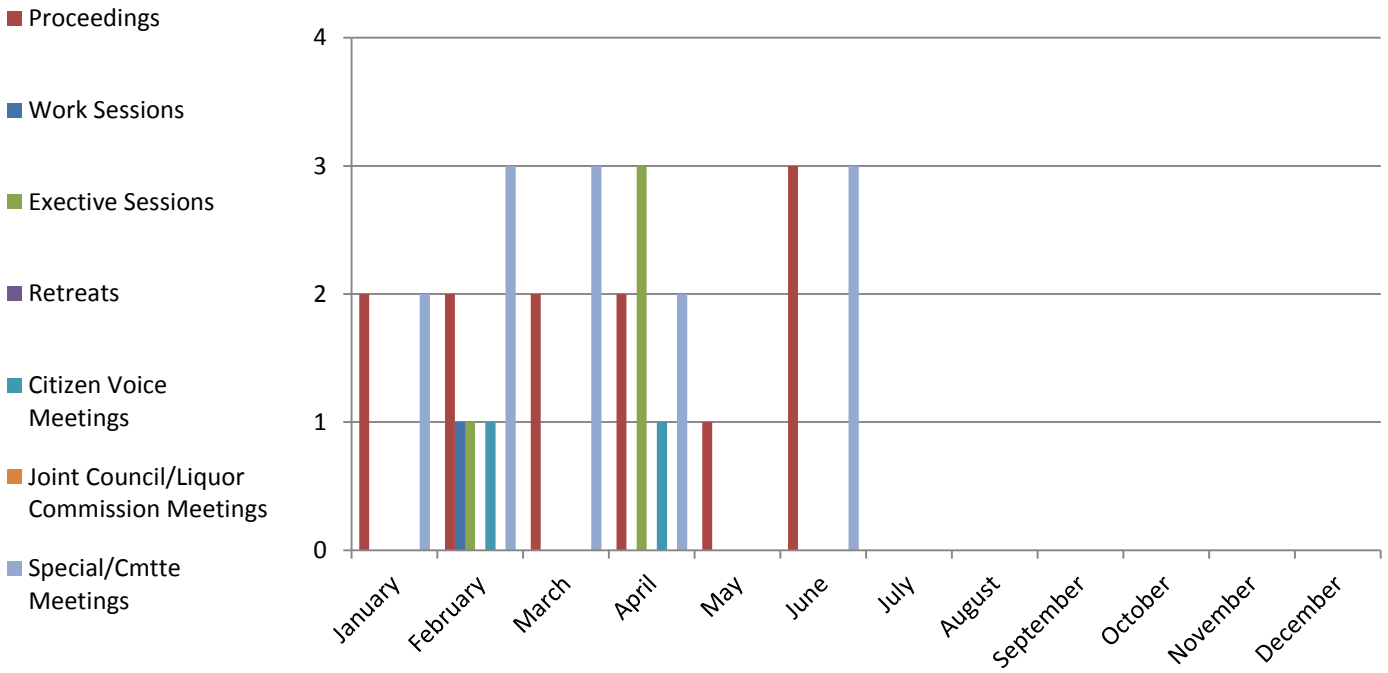
Number of Liquor Vendors June 2013



**FOIA Staff Time per Request**



**Council Activity**





## Information Services Director



Scott Sprouls

### Information Services Department

June 2013 Edition

#### **Permitting, Code Enforcement and Inspections (PI)**

- Created custom reporting
- Revised 11,000 sub-address records
- Implemented the Weed abatement process
- Conducted Look-up training
- Determined tablet make and model for inspectors
- Provided support to Pace and Engineering

#### **Business Licenses (BL)**

- Forms loaded to live
- Received 3 days of Train-the-Trainer training
- Reviewed End User training materials
- Facilitated End User training sessions
- Submitted, proofed and returned second and third data passes
- Participated in Project Management team meetings

#### **Finance**

- Met with Springbrook on developing a Utility Billing interface to MUNIS General Ledger
- Working on script to load P-card commodity code data

#### **Fixed Assets & Inventory**

- Attended the Kick-off conference call
- Attended Analysis session

## **Communication**

MUNIS project newsletter article was created and included the “Inside the City” June/July issue

### **MUNIS Functionality for Economic Development Explored**

Information Services staff met with Justine Robinson, the City’s Economic Development Coordinator, to explore ways the MUNIS software could help her in her activities. Staff worked with Justine to show her how to look up property owner information in MUNIS

IS staff also gave Justine a tour of the Business License module of MUNIS, which is set to go live in July. The July “go live module” will consist of replacing the software currently used in the City Clerk’s office to issue various licenses. In the future, staff plans to use the BL module to create a business registration process.

### **Migration of Sprint/Nextel Cellular Devices to Sprint Devices**

Migration of the City’s Nextel cellular devices to the Sprint network was completed in June. City staff is now using a mixture of smart phone and feature phone devices on the Sprint network. Smart phone devices are being managed by a cloud-based MDM (mobile device management) environment from SOTI, Inc., which is a strong partner with Sprint.

### **Migration of Communication Center Server Infrastructure from Physical to Virtual**

In June, IS and Police department staff, along with New World system engineers, began the process of “virtualizing” the server hardware used to support the emergency dispatch center. New World is the vendor that provides the emergency dispatch system used within the City’s communication center.

When the project is complete, the database and application servers used to support the dispatch center will be moved into the City’s VMWare virtual (or cloud) environment, providing increased redundancy and failover for these critical servers. Project completion is planned for the end of August 2013.

### **Upgrade of BCPA Ticketing System**

IS, BCPA Box Office staff, and Choice Ticketing Systems engineers began the process of upgrading the ticketing system used in the box office. Along with improved functionality and reporting capabilities, this upgrade involved moving the ticketing system into a “cloud” environment provided by Choice. This move to the cloud allowed staff to remove a physical server from the City’s inventory, which was previously used to support internal ticketing processes.

### **Replacement of Automated Fuel Management System**

IS and Fleet staff, together with Illinois Oil Marketing, began working to replace the fuel management system used to manage the fuel pumps near the Public Service building. The new system (Fuel Master) will provide increased data collection and reporting capabilities. It will also eventually be interfaced with the MUNIS Enterprise software to further streamline Fleet financial processes.

The upgrade involved replacement of aging hardware and communications processes. Communications with the fuel pumps went from an analog dial-up modem, which collected data at intervals, to a direct connection to the City network which will provide real-time data transfer. The upgrade also changed the database to Microsoft SQL Server, which allows staff to move this into our enterprise environment. This move backup and failover properties of the system while decreasing redundancy.

The new Fuel Master system is planned for implementation at other remote City facilities where fuel is dispensed. This will require network connectivity to all the remote sites, but will provide all the real-time reporting and management capabilities now available only at the central fuel pump site.





## Human Resources Director



Emily Bell

Human Resources

June 2013 Edition

### Human Resources Job Tasks

- Worked with Pharmacy Benefit Manager to transition all PPO Health Insurance enrollees from the provider's legacy system to Catamaran Platform. The plan design was verified, enrollment updated and new cards were issued. Employees now receive a single card for medical and pharmacy benefits. Staff coordinated with the provider so that the pharmacy benefit manager receives an enrollment file directly from Blue Cross eliminating the need for the City to transfer a separate file to each provider.
- Review of Compensation pay grades for Classified employees
- Processed Performance Evaluations for Classified employees
- Coordination of Assistant Fire Chief Promotional Testing
- Coordination of Sergeants and Lieutenants Promotional Testing
- Coordination of Police Chief hiring
- Recruitment and testing of Fire Applicants. Two testing dates were held with 77 candidates applying.
- Attended ICMA CPM organization training held on June 19, 2013. Attended training on HR and Risk Management areas on June 20, 2013.
- Preparation of reports and status of Contract Negotiation for June 10, 2013 Executive Session on Labor Relations. Consolation and review of training for Council on Labor Relations Process.
- Preparation and Hearing for Fire Arbitration on Sick Leave Buy Back (SLBB) held on June 17, 2013.
- Preparation and Finalizing of Local 49 and Lodge 1000 contracts.
- Management meetings and negotiations with Local 362 Support Staff, Telecommunicators and Local 699 Public Works/Parks.

## Hiring

Current Positions	Position Status
Water Plant Operator	In process
Water Plant Operator	In process
Procurement Manager	In process
Utility Worker - Parks	In process
Support Staff V – City Clerk	In process
Asst. City Engineer	In process
Accountant	In process
Support Staff V – Finance	In process
Police Chief	In process

	Contract Expiration Date	Number of full-time employees budgeted for FY 14	Current Status
<b>Non-Sworn Bargaining Units</b>			
Local 362 Support Staff	4/30/2011	30	Currently Negotiating
TCM Group	4/30/2011	16	Currently Negotiating
Lodge 1000	4/30/2014	38	Settled
Local 699 Library	4/30/2012	30	Currently Negotiating
Local 699 PW/Pks	4/30/2012	108	Currently Negotiating
Local 362 Parking	4/30/2013	4	Pending Negotiations
Local 362 Inspectors	4/30/2013	15	Pending Negotiations
<b>Sworn Bargaining Units</b>			
Fire Local 49	4/30/2012	103	Settled/Mediation 6/17/12 on SLBB
Unit 21 (Police)	4/30/2014	103	Settled
Sgts and Lts	4/30/2014	21	Settled
<b>Classified</b>			
Classified (Executive)		13	n/a
Classified		121	n/a



# Library Director



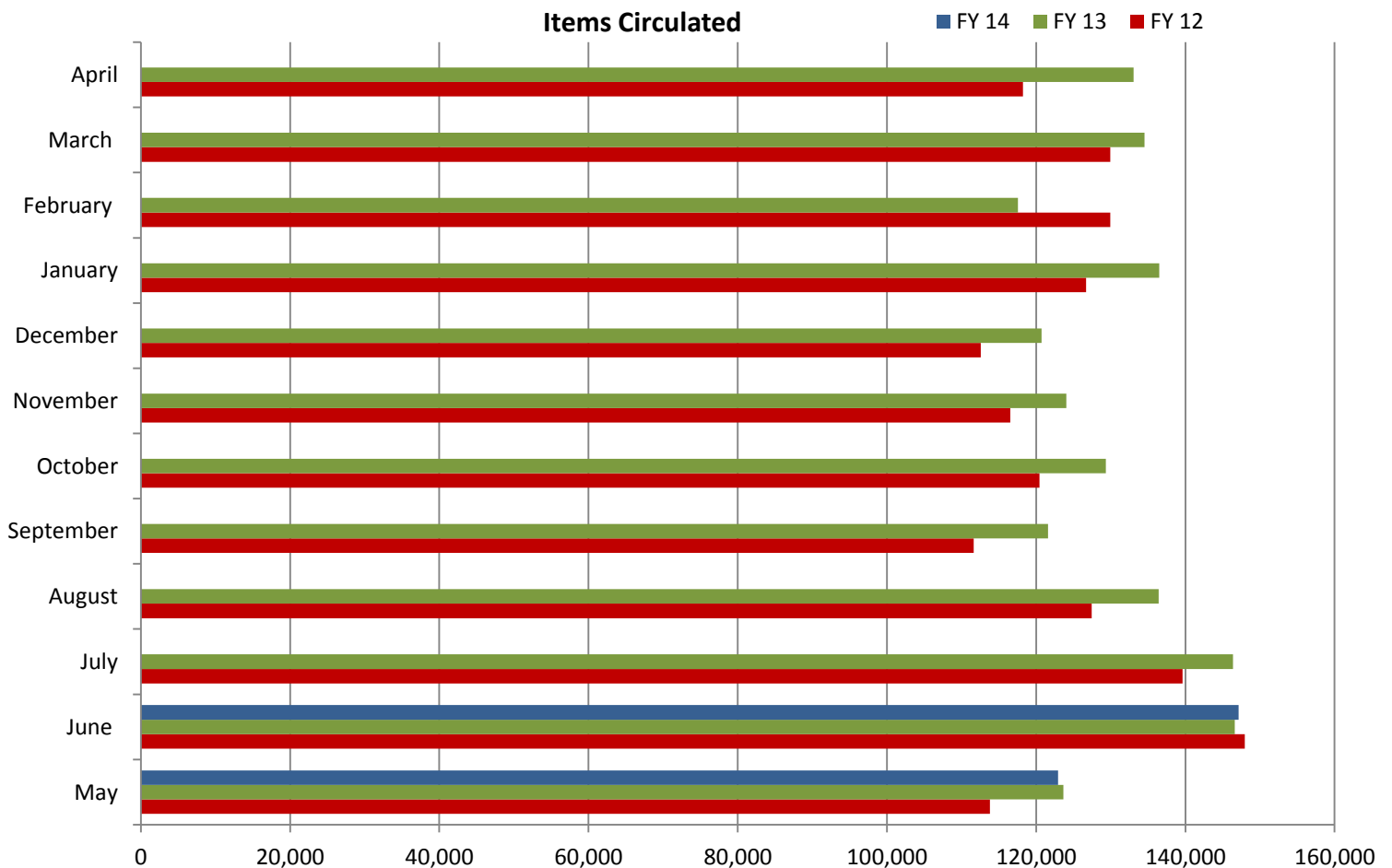
**Georgia Bouda**

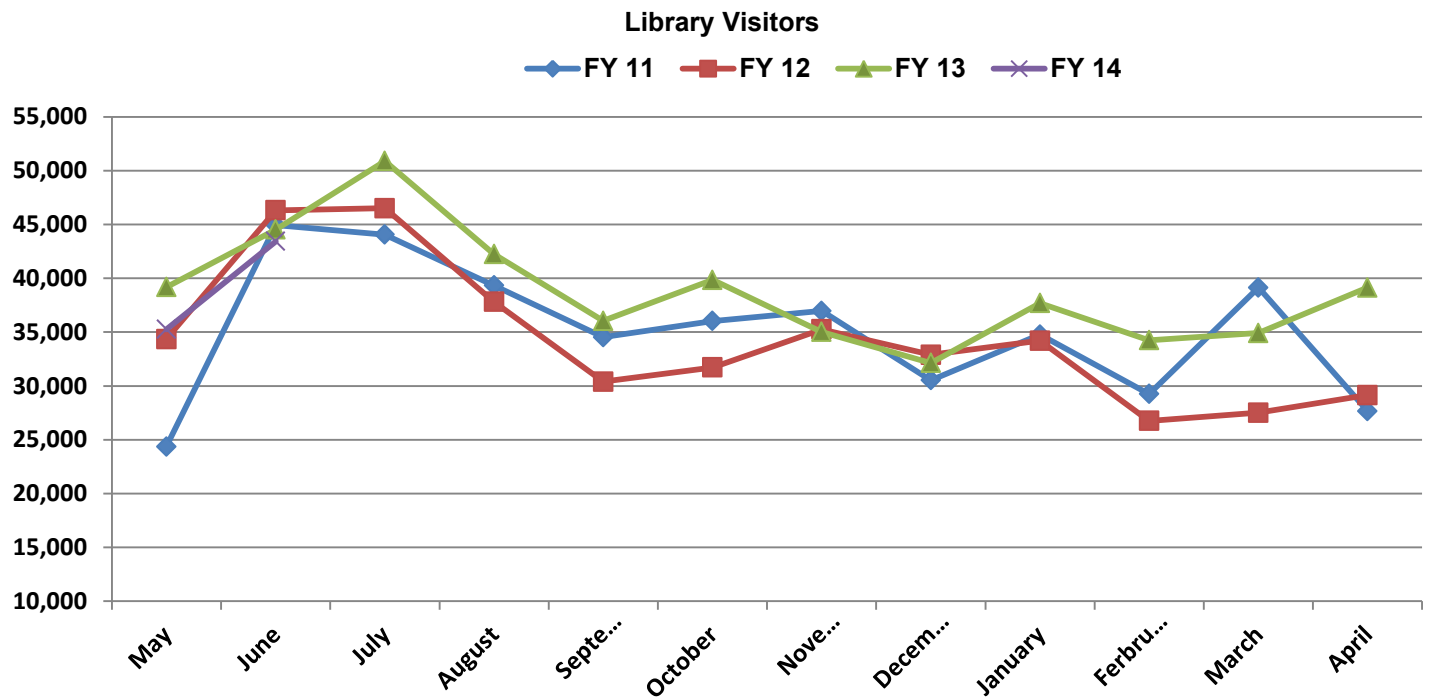
June 2013 Edition

## Library

With Summer Reading in full swing, the Library lent 147,135 items for the month of June 2013. This is a slight increase compared to the 146,606 items borrowed in June 2012.

There were 43,435 visitors to the Library and Bookmobile in June 2013. This is a decrease compared to the 44,533 visitors in June 2012. Overall for the month of June, staff answered 4,925 questions from library patrons.





### Children’s Programs in the month of April

- Shakespeare Program – 64 attended
- Ecology Action Center – 21 attended
- Afternoon Road Rally – 130 attended
- Madcap Puppets (partnered with Normal Public Library and used Heartland Community College Auditorium) – 630 attended – 2 shows
- Bilingual Story Time (partnered with McLean County Museum of History) – 40 attended
- Lapsit Story Time – 30 attended – 3 sessions
- Wednesday Morning Story Time – 103 attended – 3 sessions
- Wiggle Giggle Evening Story Time – 28 attended
- Tales for Tails (reading with dogs) – 31 attended – 2 sessions
- 25 Group Visits – 610 attended
- Visited Katie’s Kids – 70 attended
- Summer Reading Registration at Wehrenberg – Registered 19 people but hundreds attended and many received program guides

### Teen Programs and Attendance:

- Teen Advisory Board – 1 session – 2 attended
- Anime Now – 2 sessions -26 attended
- Book Brags (teen discussion of favorite books) – 1 session – 1 attended
- Game Fest – 1 session – 11 attended
- Create-a-Thon Wednesday Night Drop In – 4 sessions – 2 attended
- Raspberry Pi Board (do-it-yourself computer) – 1 session – 11 attended
- Sharpie Tie Dye – 1 session – 9 attended
- Martial Arts demo – 1 session – 11 attended

**Adult Programs and Attendance:**

- Fiction – 1 session – 7 attended
- Mystery Book Club – 1 session – 9 attended
- Non-Fiction Book Club – 1 session – 6 attended
- Summer Travel Book Club – 1 session – 0 attended
- Family Friends Movies – 3 sessions – 65 attended
- Concert on the Patio – 2 sessions – 57 attended
- Australia Travel Program – 1 session – 9 attended
- Boom Town/Railroad Program by Mike Matejka – 1 session 32 attended
- Grandma, Grandpa, and Me Movie – 1 session – 2 attended

## Compliments to the City

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To: "Jim Karch" <jkarch@cityblm.org>  
From: Susan  
Date: 07/02/2013 01:48PM  
Subject: Thank you!

Jim –

The tracks on Euclid have patches!! I was so excited when I saw them, I had to go slow and admire it. Simple things.....

Thanks too for the contact at Parks and Rec regarding my tree in the parkway. They have been out and we discussed what I wanted to do and the best way to do it.

Susan

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To: "jkarch@cityblm.org" <jkarch@cityblm.org>  
From: Charlie Moore <Charlie@mcleancochamber.org>  
Date: 07/12/2013 04:02PM  
Subject: Thank you!

Jim,

Please accept a **HUGE** thank you from the occupants and tenants of our building as well as from the members and guests at the Chamber office. The new median and sewer installation this week is a huge relief to access, congestion and potential accidents in trying to gain access to our building. Your team worked quick and the result is fantastic! Thank you times 10!

Have a great weekend,

Charlie



**Charlie Moore**

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To: "pbertrand@cityblm.org" <pbertrand@cityblm.org>  
From: william cherry  
Date: 07/17/2013 10:06AM  
Cc: Jim Karch <jkarch@cityblm.org>  
Subject: RE: Street Light 2603 Crooked Creek RD , 61705

Wish all departments handled their correspondence as promptly as you all do. :)

Thanks again.  
Bill Cherry

Subject: Re: Street Light 2603 Crooked Creek RD , 61705  
From: [pbertrand@cityblm.org](mailto:pbertrand@cityblm.org)

To: William Cherry  
Date: Wed, 17 Jul 2013 08:37:49 -0500

We report street lights to the utility companies every Monday. They usually take about a week to fix the lights unless they find an underground problem, which will require a construction crew.

Pam Bertrand

City of Bloomington

Public Works Department

To: "engineer@cityblm.org" <engineer@cityblm.org>, WILLIAM CHERRY<wrcherry@hotmail.com>  
From: william cherry  
Date: 07/17/2013 07:24AM  
Subject: Street Light 2603 Crooked Creek RD , 61705

Street Light between 2603 and 2605 Crooked Creek Rd (61705) has been out the last 2 nights. Please acknowledge receipt of this email and about how long it will be before it will be fixed.  
Thanks

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To: Bill Givens <bgivens@cityblm.org>  
From: Theresa Kotte  
Date: 07/19/2013 02:28PM  
Subject: RE: See complaint letter attached regarding street Signage - Missing One Way Signs

Thank you and Colleen for all of your assistance regarding this.

Mark and Theresa (Kuntz) Kotte

**From:** Bill Givens [mailto:[bgivens@cityblm.org](mailto:bgivens@cityblm.org)]  
**Sent:** Friday, July 19, 2013 1:49 PM  
**To:** Hanner Hershel J

**Cc:** Trapp Kevin J; Jim Karch; Kevin Kothe; Barb Adkins; Bill Givens; [tkotte@careerlink16.com](mailto:tkotte@careerlink16.com)  
**Subject:** Fw: See complaint letter attached regarding street Signage - Missing One Way Signs

Jay,

The City of Bloomington has received the attached citizen complaint about One Way signs missing at 3 intersections along east Empire St. (Il. Rte. 9). Since this is a state route the City must refer this to your office. I did a field inspection and found that Colton Ave. @ Empire St. does have the One Way signs installed. State St. @ Empire St. needs both the near right and far left One Way signs installed. Rosney @ Empire is missing the far left. I am also attaching a couple of photos taken this morning.

Thanks,  
Bill Givens  
Engineering Traffic  
Ph. 309-434-2436

-----Forwarded by Bill Givens/Cityblm on 07/19/2013 01:25PM -----

To: Bill Givens/Cityblm@Cityblm  
From: Colleen Winterland/Cityblm  
Date: 07/19/2013 07:13AM  
Subject: Fw: See complaint letter attached regarding street Signage

Please handle.

Thanks Bill!

**Colleen Winterland**  
**Office Manager**  
**City of Bloomington**  
**Public Works**

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To: Robert Henson/Cityblm@Cityblm, Jim Karch/Cityblm@Cityblm  
From: Taneika Baker/Cityblm  
Date: 07/16/2013 09:18AM  
Cc: George Kutz/Cityblm@Cityblm, Dani Wolf/Cityblm@Cityblm  
Subject: Thanks!!!!

Jane Loving at 3 Chiswick Circle called in to say "Thank you so much!!!" for a job well done. She forgot to put out her garbage last night and called in to see if we could come back. She said within 5 minutes the crew was back to collect her garbage. She said that the crew was so nice and she really appreciates everything!

Thank you :-)

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

### **BCPA**

#### ***Regarding the June 22 Bayou Bash***

Carrie Anna @carrie\_anna via Twitter:  
@artsblooming @Bonerama awesome night thank you

Joel & Staff,

Thank you for giving us the opportunity to make and sell jambalaya at your Bayou Bash. It was a great success, and we have over \$1,100 to give back to the community. You and your staff were so kind and a pleasure to work with throughout the process. Hopefully we can work together again in the future. -B-N Daybreak Rotary Club

#### ***Regarding the BCPA's June 25 Volunteer Appreciation Potluck***

To Patron Services Manager Stacey Downey from Volunteer of the Year winner Karen Timmerman:

Stacey,

Again, thanks for the very nice volunteer appreciation event last night. It represented a lot of time and effort on your part, as well as others ... all the giveaways, the delicious food, the decorations, and the cute table arrangements made for a very special event.

Receiving the volunteer award was a total surprise and very humbling.

Thanks for all you do.

Blessings,  
Karen

### **Recreation**

Kevin and I want to thank each one of the staff of Penguin Project in all they do with Peter Pan. I know it is not easy to work with these kids and sometimes parents. Joshua is enjoying being a puppeteer this year with Nana. Thank you, Tricia, for allowing him to do his five year celebration speech. He came up with the speech by himself and initiated it himself. I know that he seems hesitate about coming back. It is because he is apprehensive about 7<sup>th</sup> grade and confirmation next year. He knows that it will be harder and wants to do his best. Just like Peter Pan I think he is little apprehensive in growing up.

Thanks again.  
Kevin and Doris Kothe

AMAZING performance yesterday! This was our first production by the Penguin Project. We won't miss another!!! Thank you for taking time at the end of the show to answer questions and especially allow the cast and the mentors to talk! Each person in the production is AMAZING!!!

Thanks to all who worked so hard to help Becca get on stage for *Peter Pan*. She has performed with her cheer team for years but this is her first experience with stage fright. She not only made it on the stage, by the last show her feet even moved to a few of the dance numbers!

My son also pointed out that Becca was on stage with kids in wheelchairs. In the past Becca has been very frightened by anything that is "medical" and had a very difficult time even being in the same room as someone in a wheelchair. It is nice to know that she was able to work through her fear and see the child, not the chair.

You are all to thank for these accomplishments. -Dawn Mattia

*Phone call about Spring Hill Singers:*

Thank you for bringing the Spring Hill Singers to Miller Park. They were a delightful, talented, gracious group of teens.

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