



Photograph by Rich Batka, Bloomington Fire Department

CITY MANAGER'S MONTHLY REPORT



Jewel of Midwest Cities

July 2013 • Volume 5 • Issue 7 • www.cityblm.org • (309) 434-2210



Inside This Issue

City of Bloomington Elected Officials	2
City of Bloomington Administration	2
Welcome From the City Manager	3
Spotlight City: Bloomington Fire Department	4
Executive Summary	5
Police Department	7
Fire Department	13
Public Works Department	18
Water Department	25
Parks, Recreation & Cultural Arts Department	36
Planning and Code Enforcement Department	46
Economic Development	52
City Clerk	59
Information Services Department	61
Human Resources	65
Library	67
Compliments to the City	70

Upcoming Meetings

- Liquor Commission meeting, October 8, 4:00 p.m. – 6:00 p.m. City Hall
- Planning Commission meeting October 9, 4:00 p.m. – 6:00 p.m. City Hall
- Historic Preservation Meeting, October 17, 5:00 p.m. – 6:00 p.m. City Hall
- Citizens' Beautification Committee Meeting, October 24, 7:00 p.m. – 9:00 p.m. City Hall

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

UPCOMING COMMUNITY EVENTS

- Bassnectar, US Cellular Coliseum, October 4
- Hail to the King Tour, US Cellular Coliseum, October 12
- Bloomington Thunder Hockey, US Cellular Coliseum, October 19
- Rascal Flats & The Band Perry, US Cellular Coliseum, October 26
- Jim Brickman, BCPA, November 21



City of Bloomington Elected Officials

**Mayor
Tari
Renner**



**Ward 1
Kevin
Lower**



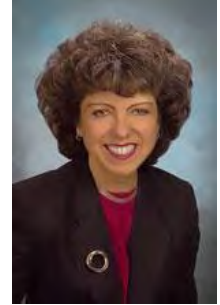
**Ward 2
David
Sage**



**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

July 2013 Edition

The City of Bloomington began the practice of producing the City Manager's Monthly Report in 2009 to provide performance information to the Mayor, City Council and the public on City services and programs. The City utilizes performance data to identify efficiencies and potential inefficiencies for the purpose of improving services, responsible budgeting and enhancing transparency in local government. In efforts to best guide City resources toward the betterment of the community, the Bloomington City Council adopted a strategic plan which identifies goals that focus on outcome-based objectives and potential actions for the projected course of five years. The City Manager's Monthly Report reflects the City's progress toward the accomplishment of these goals and current service levels. The performance data in this report is compiled internally by each department/division that comprise City services. The information is then analyzed and organized for presentation by myself and the Assistant to the City Manager.

I am proud of the City's efforts toward becoming more performance driven and the direction in which our community is headed. City staff and I will continue to work diligently to increase efficiencies in City services and achieve the goals established by Council as we proudly serve the citizens of Bloomington.

I am pleased to present to you the July 2013 City Manager's Monthly Report. I hope that you continue to stay informed on City issues and progress. Please feel free to contact me with any questions, comments and/or suggestions regarding this report.

Sincerely,

A handwritten signature in black ink that reads 'David A. Hales'.

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



Spotlight City: Bloomington Fire Department

Bloomington Firefighters Receive Honors for Recent Rescue

On April 17, three Bloomington Firefighters rescued Helen Chambers, age 86, from her burning home located at 404 E. Lafayette St. Steven Zimmerman, Steven Petrovics and Lance Benedict were recognized by the General Joseph Bartholomew Chapter of the Sons of the American Revolution. Chambers and her two daughters attended the ceremony and thanked the Firefighters for their service.

After rescuing Chambers from the fire at her home, it was discovered that Chambers was unable to breathe due to smoke inhalation. Firefighters used their oxygen masks to force air into her lungs before EMS staff could begin providing assistance. Chambers was then rushed to Advocate BroMenn Medical Center, Normal where she stayed for two weeks.



Executive Summary

Police Department

- The following activity was reported in July for the Street Crimes Unit (SCU): 7 warrant arrests, 28 probable cause arrests, \$3,340 generated in tow fees and \$2,700 generated in ordinance violations (**Page 9**)
- The Department experienced 167 property crime reports, which is an increase compared to the 156 property crime reports in June. The breakdown is as follows: 37 burglaries, 122 thefts, 3 motor vehicle thefts and 5 incidents of arson (**Page 10**)
- Second shift handled 2,826 calls for service. There were 125 traffic stops and 60 arrests during the month (**Page 11**)

Violation	Month Total	Year Total
Seat Belt/Child	6	24
DUI	9	131
Speeding	51	458
All Other Traffic	365	3,123
TOTALS	508	3,736

Fire Department

- For the month, the three most common EMS report types include Traffic Accident, Sick Person and Fall Victim (**Page 16**)
- For the month of July, the Fire Department's response time was well under the six minute bench mark with an average call creation to arrival time of 5:30 (**Page 14**)
- This month, 1,071 hydrants were inspected. At this time, more than half of the hydrants in the City have been inspected by staff (**Page 16**)
- During the month of July, the Bloomington Fire Department responded to 11 confirmed structure fires. These structure fire incidents resulted in a dollar loss estimated at \$117,160 (**Page 15**)

Public Works Department

- Working both day and night shifts, 855 miles of streets were swept during the month of July. (**Page 21**)
- This month, Fleet Management replaced the fuel pumps and fuel tracking system at the Public Works fuel island. (**Page 21**)
- In conjunction with the Parks & Recreation Department, the Streets & Sewers Paint Crew repainted the one-way arrows at the Zoo to inform visitors of the one way streets. (**Page 19**)

Water Department

- During the month of July, Central Illinois received about 2.99 inches of rain, which is below average for this time of year. (**Page 28**)
- During the month, there were four water main break/water main leaks (**Page 31**)
- The department installed 354 Radio Frequency (RF) meters during the month of July (**Page 33**)

Parks, Recreation & Cultural Arts Department

- The BCPA welcomed 2,364 people to 24 different events and activities in July (**Page 38**)
- Despite rounds and revenue decreasing by 7% and 13% respectively compared to July 2012, the courses were still able to see over 11,400 rounds of golf played (**Page 39**)
- During the month, 71 Ash trees were removed by the forestry department.

Planning & Code Enforcement (PACE)

July 2013 Compared to July 2012	Year to Date
New home starts – up 5 units (27%)	up 12 units up 13%
Building permits – up 17%	up 30%
All construction permits – up 37%	up 28%
Fees collected – \$94,447 (down 19%)	\$696,955 down 11%
Construction Value – \$6,315,999 (up 11%)	\$70,675,701 up 23%

Economic Development

- During the Administration and Finance Committee Meeting on July 1st, the Economic Development Council of the Bloomington-Normal Area presented information on three potential incentive programs including a Limited Discretionary Property Tax Abatement on Improvements (PTA), McLean County New-Hire Incentive (NHI) and McLean County Swift-Hire Program. Click [HERE](#) for information on each of these programs (**Page 39**)



Interim Police Chief



R.T. Finney

July 2013 Edition

Police Department

Criminal Intelligence and Analysis Unit

CIAU is staffed by three employees. Staff provided four hours of Problem Oriented Policing training to Pekin Police Department. Staff also created an online citizen satisfaction survey for the Police Department. Once this survey is translated to Spanish, CIAU will place the survey on the department website as a way to provide citizens a venue for post-contact officer feedback. Staff also produced a training guide for officers on the implementation and use of HD video recorders. CIAU staff conducted several lengthy records and data searches as a result of various court orders and subpoenas.

Vice Unit

The Vice Unit has five officers assigned with an average of 5 officers working per day. They opened seven cases and closed five. Six search warrants were served. Eight grams of crack cocaine were purchased; 31 grams of crack cocaine were seized; 291 grams of cannabis were seized; 7.5 grams of heroin were purchased; five guns were seized; 20 units of ecstasy were purchased; and \$5,211 was seized for forfeiture.

US Marshal Task Force

In July, TFO Rena opened 19 felony cases and closed 12 of them by arrest of referral. Rena assisted with the arrest of two subjects wanted for armed robbery. They were taken into custody in Chicago.

Cyber Crimes

The three Cyber Crime unit detectives continued to operate in cooperation with the US Secret Service

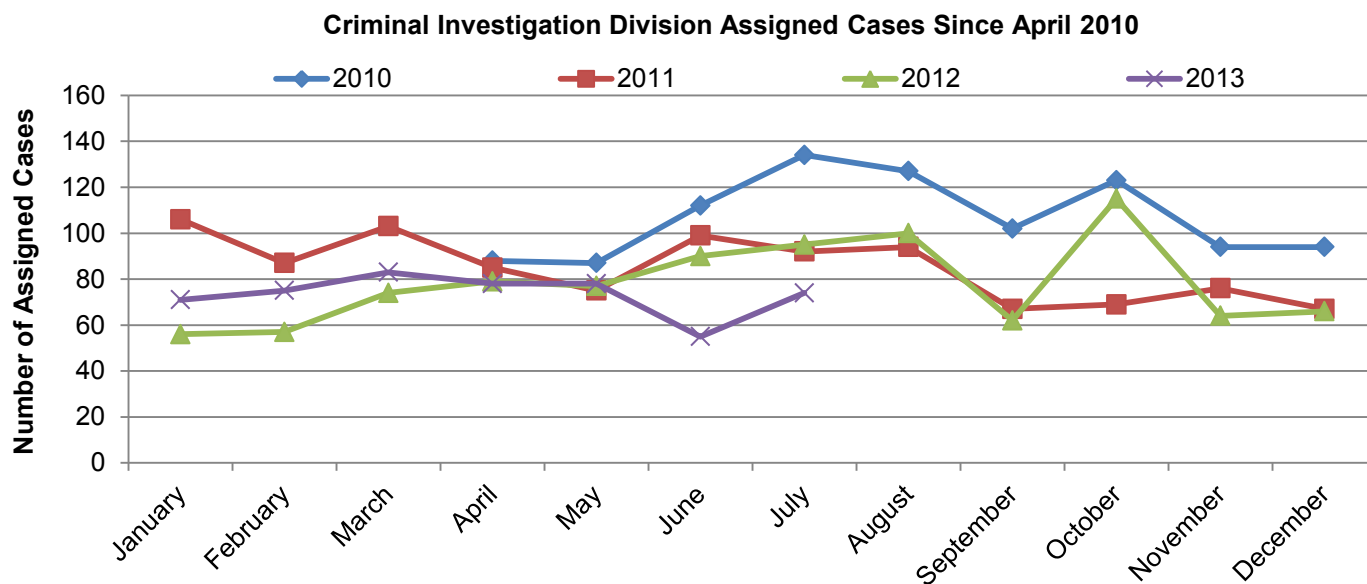
(USSS). The unit has 27 open/active cases. The unit investigates crimes involving but not limited to child pornography, network intrusion and online scams.

Street Crimes Unit (SCU)

The Street Crimes Unit has six officers assigned with an average of 4.65 officers working per day. They made 7 warrant arrests, 28 probable cause arrests, generated \$3,340 in tow fees and issued \$2,700 in ordinance violations.

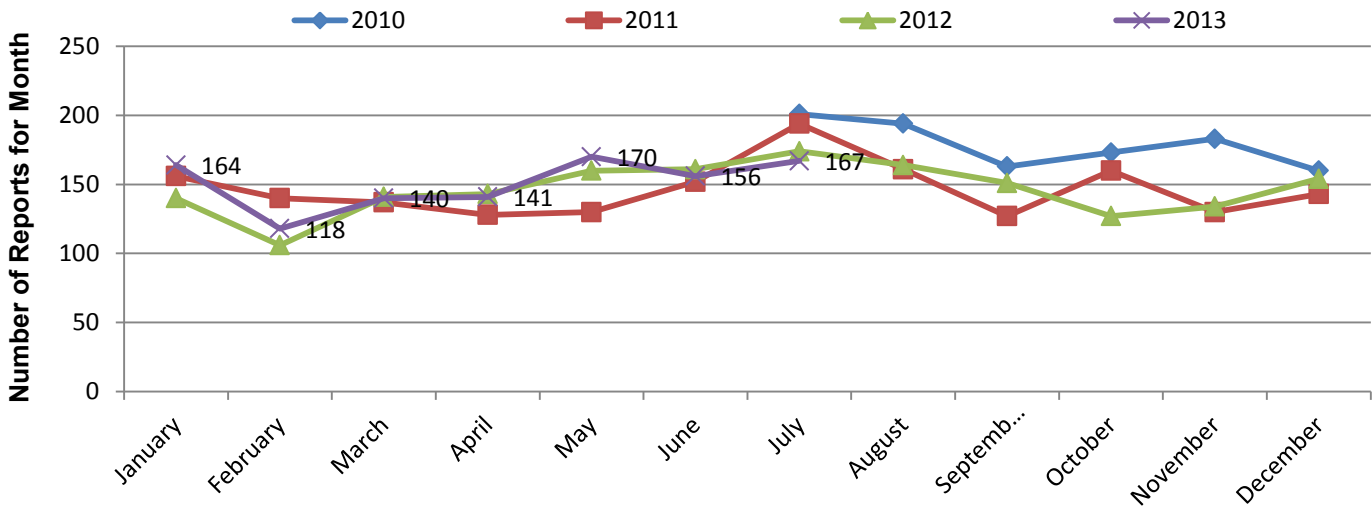
Criminal Investigations Division (CID)

CID is made up of eight general detectives. On average, 6 detectives were working per day. Each detective was assigned 11 cases on average. The two Domestic Violence detectives were assigned 101 cases while the two detectives assigned to sex crimes and sex crimes involving children were investigating 63 cases. CID assigned 74 new cases for investigation during the month.



Other Offenses July 2013	
Domestic Violence	72
Forgery/Deceptive Practice	37
Use of Weapons	32
Resisting/Obstructing	11
Damage to Property	55
Disorderly Conduct	44
Criminal Trespass	19

Total Property Crime Reports by Month Since July 2010

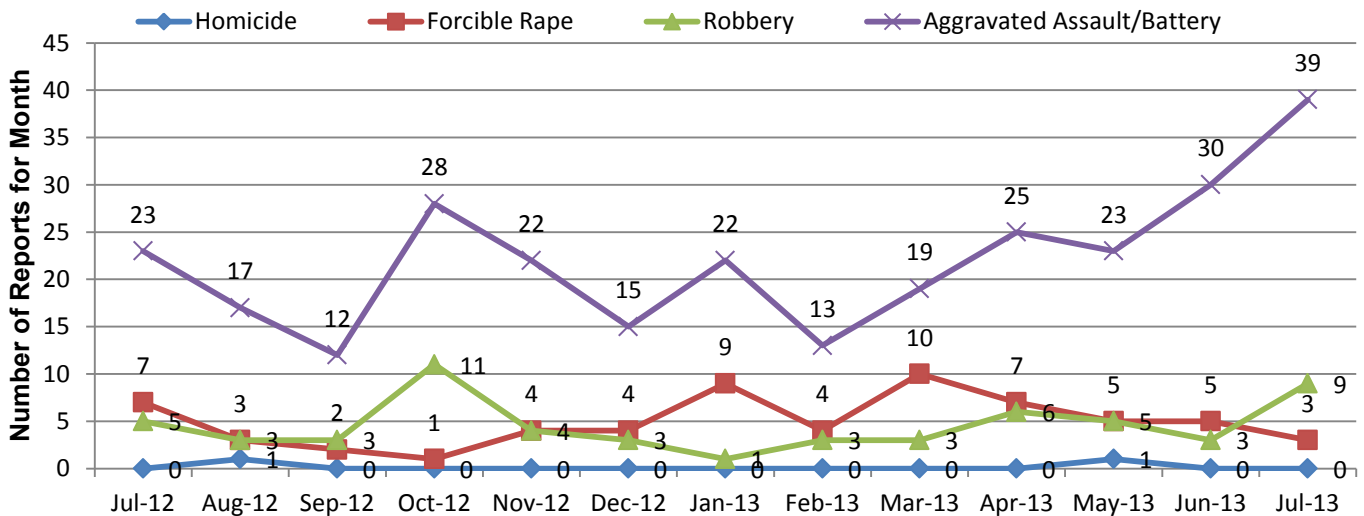


Communications

Ring Time Ranges (9-1-1 Incoming) – State mandate is 90% answered within 10 seconds				
0 to 3 Seconds	4 to 6 Seconds	7 to 9 Seconds	10 to 12 seconds	% of total calls answered within 10 Seconds
84.30%	14.10%	1.20%	.20%	99.60%

\$2,000 in ordinance violations have been issued so far this year. There were no major equipment issues this month. Virtual Servers have been built for the Computer Aided Dispatch system, both live and test. A Virtual Mobile Management Serve was built as well. During the month, interfaces were installed and testing is currently underway. The system go-live data is on August 27 and August 28.

1 Year Violent Crime by Categories



First Shift

There are 124 sworn officers in the Police Department with seven officers currently in the FTO program. One officer will be ready for solo assignment in August. The average number of officers per day in July was 8.0. In July, 62 incidents of sex offender related problems were handled by first shift. Three sex offenders were arrested and nine were referred to the State’s Attorney for revocation of their probations and/or parole.

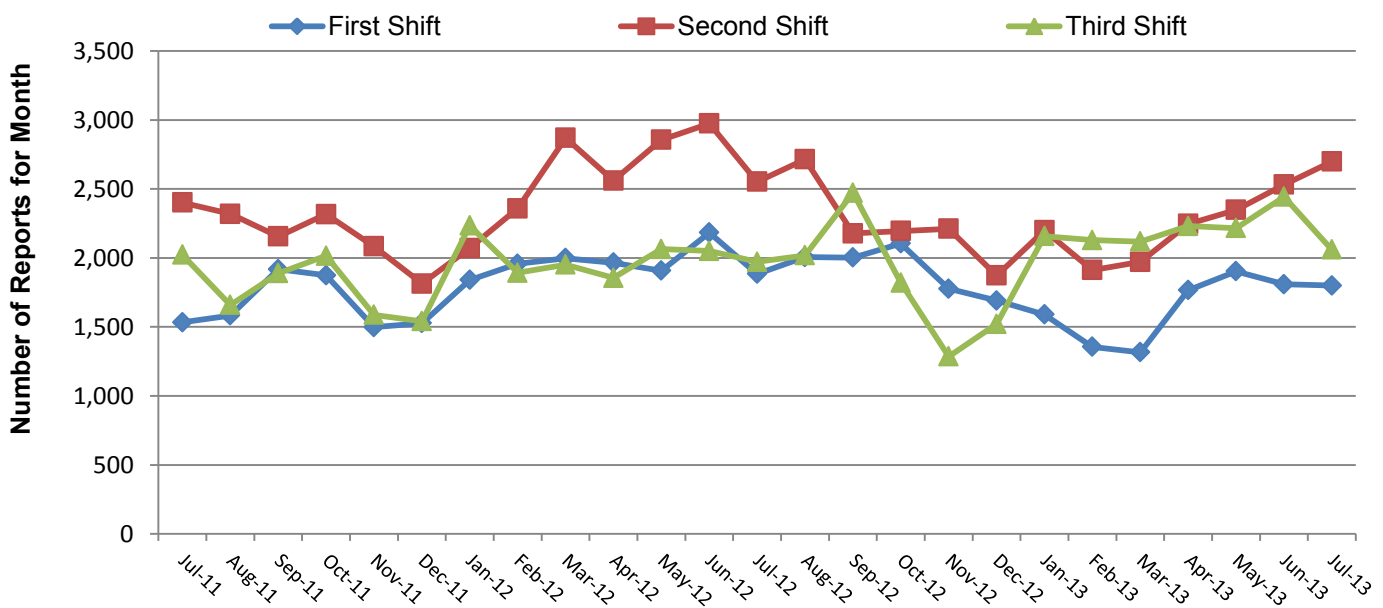
Second Shift

20 officers were assigned to second shift for the month of July. This month was an average of 10.9 officers working per day. The shift handled 2,826 calls for service, 125 traffic stops and 60 adult arrests during July. Significant calls for service included two stabbings, a self-inflicted gunshot wound and response to a structure fire which turned into an arson investigation.

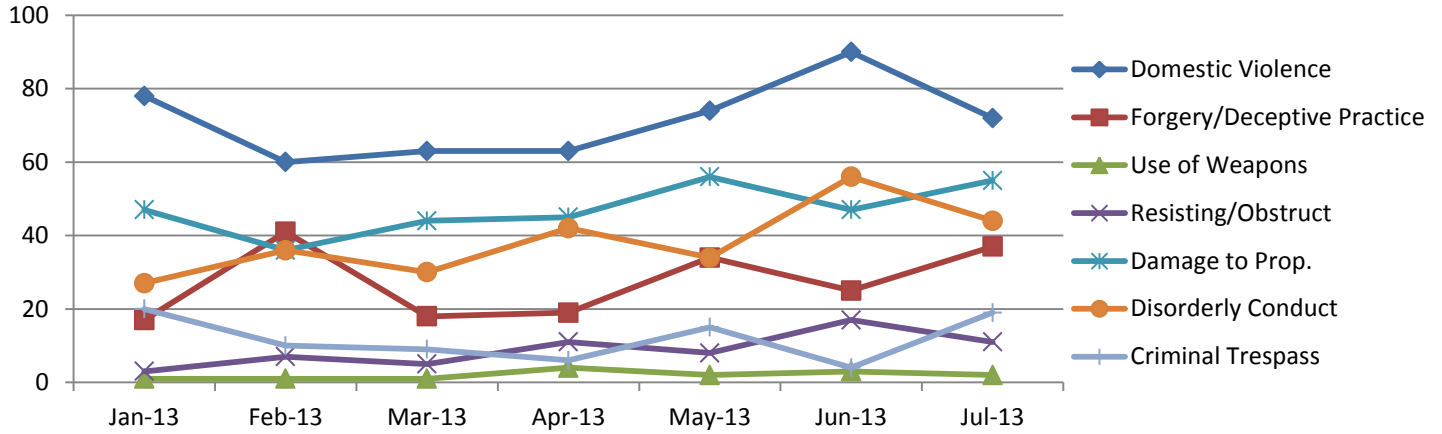
Third Shift

There are 17 officers assigned to third shift, averaging 9.12 officers working each night. Third shift officers had approximately 14 arrests from self-initiated traffic or pedestrian contacts. Approximately 325 traffic stops were made with an additional 7 DUI arrests this month. Notable calls for service included shots fired, a robbery at Circle K and a stabbing.

2 Year Police Department Calls for Service by Shift and Month



Other Offenses 2013



Violation	Month Total	Year Total
Seat Belt/Child	6	24
DUI	9	131
Speeding	51	458
All Other Traffic	365	3,123
TOTALS		3,736

Incoming Phone Calls

Administrative (non-emergency)	7,898
911 Calls (wireline & wireless) total	2,585
911 Calls - Wireline	484
911 Calls - Wireless	2,101
Total All Calls	10,483

Dispatched Calls

Police	6,524
Fire and EMS	890
Total Dispatched Calls	7,414

Daily Call Averages

Administrative (non-emergency)	255
911 Calls – Wireline and Wireless	83
All Calls per day average	338
Police Dispatches	210
Fire and EMS Dispatches	29
Average Dispatches per day	239

Administration

The Public Affairs Office continued to have two officers during the transition leading to Public Affairs officer White's retirement. Public Affairs Officer Mayer attended Explorer meetings, a Neighborhood Watch meeting, Recovery Court, a Focus meeting and a STAC meeting. She prepared several media releases, attended FOIA training, fingerprinted at State Farm, presented Active Shooter/Building Safety Program, and POP presentation. Public Affairs Officer White also fingerprinted at State Farm, attended the Explorer meeting, a Neighborhood Watch meeting, a Crime Detection Network meeting, a STAC meeting and a Focus meeting. He gave the Little Jewels Day Care a tour of the Police Department, attended a CEFCU Kids Week event and presented CINHS Workplace Violence.

The School Resource Officers continue to work patrol during the summer months.



Fire Chief

Mike Kimmerling

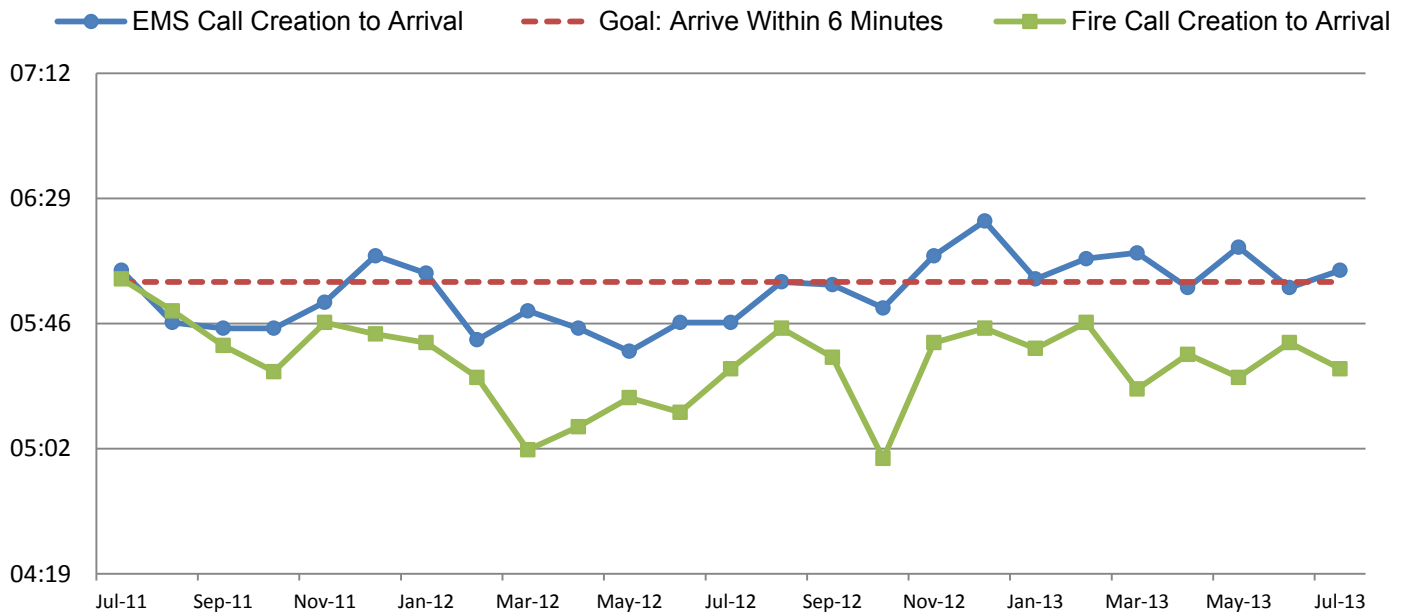
Fire Department

July 2013 Edition

Top 5 Fire Response Types for July 2013

Rank	Response Type
1.)	745: Alarm system activation, no fire – unintentional
2.)	154: dumpster or other outside trash receptacle fire
3.)	151: Outside rubbish, trash or waste fire
4.)	554: Assist invalid
5.)	700: False alarm or false call, other

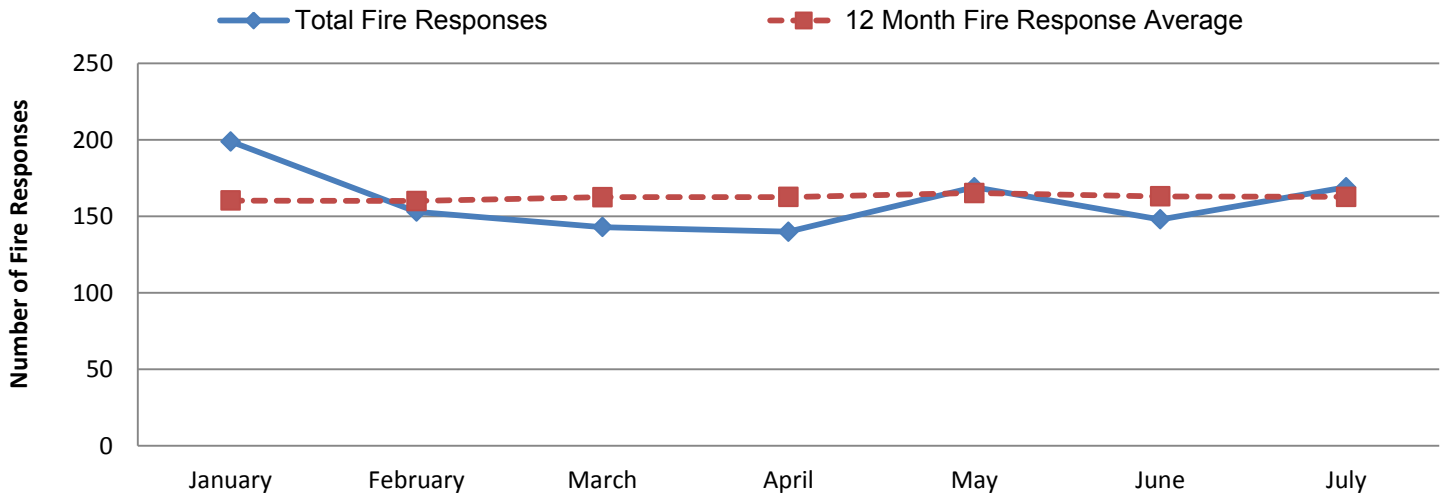
Fire & EMS Call Response 2 Year Analysis



Fire Response Data: July 2013

Fire Response Type	Previous 12 Month Average	July 2013
Fire Responses	163	169
Structural Fires	9	10
Estimated Dollar Losses (Property & Contents)	\$189,413	\$117,160

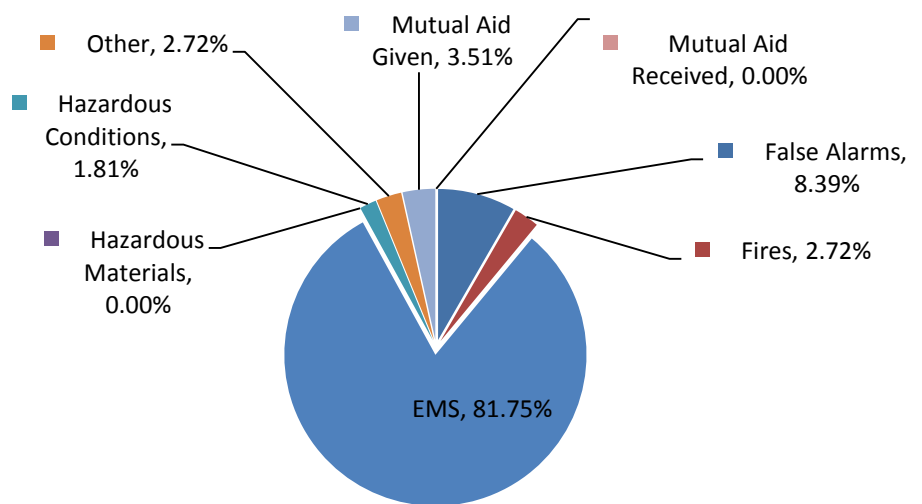
Fire Responses Calendar Year 2013



Operations Report

July was a busy month which resulted in an almost 10% increase in call volume compared to June. Most of the increase was due to a larger number of Emergency Medical Calls. For the month, the call volume for EMS increased by 50 incidents to 721 calls for service. This amounts to just under two additional calls per day.

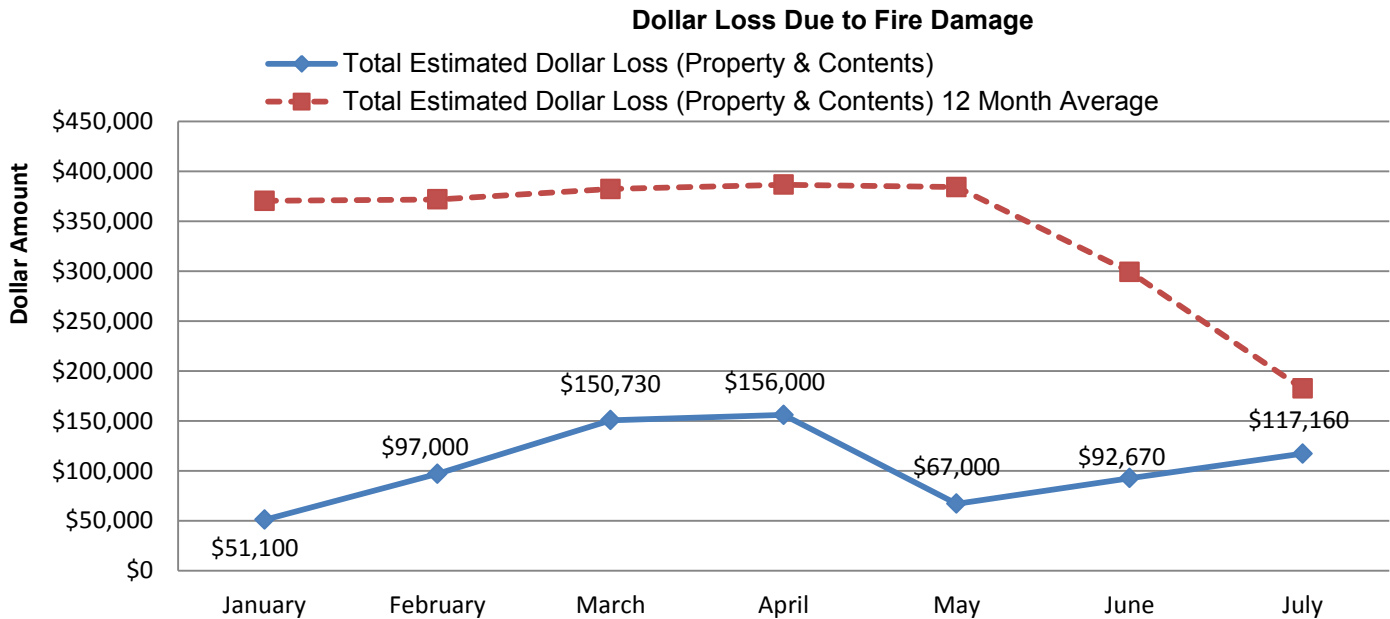
Fire Department Types of Calls for Service July 2013



The Department responded to 10 structure fires with a total of

\$117,160 of estimated loss. Two fires in particular accounted for the majority of the dollar loss. The South Springfield Road Fire accounted for \$60,000 in loss and the fire on East Jackson Street was listed as \$30,000 estimated dollar loss.

In addition to the training, calls for service and other duties, the members of the department have been inspecting fire hydrants. At this time, the crews have inspected 3,835 of the 4,765 in the City with a total of 1,071 completed in the month of July.

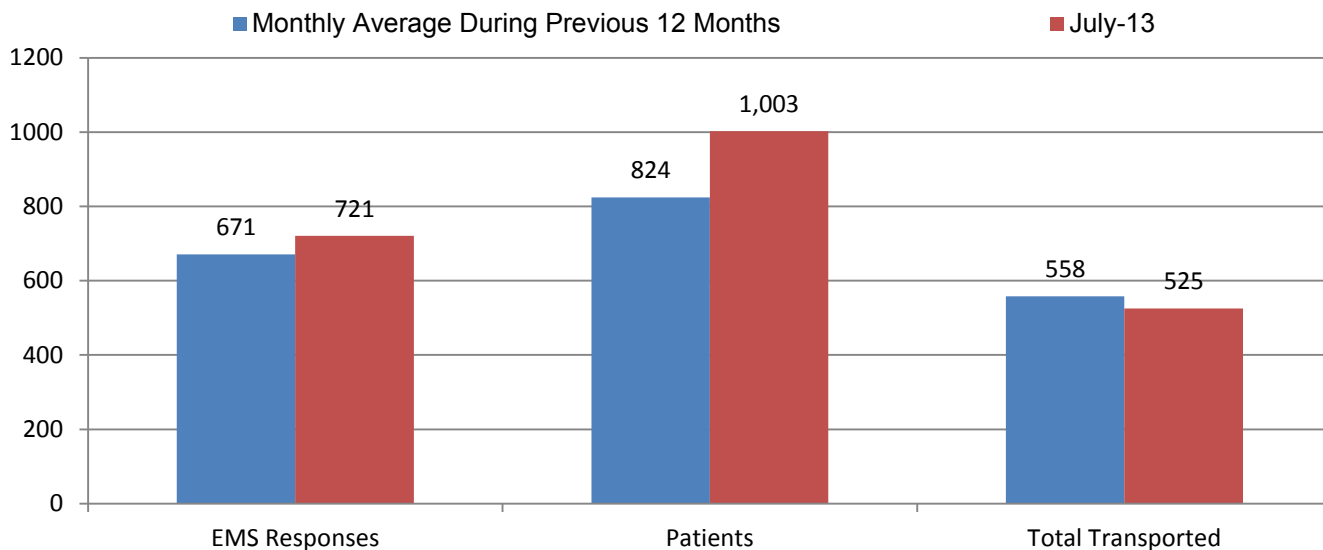


Emergency Medical Services (EMS)

Activity Summary

As in most months, the majority of the calls were EMS related which accounted for 721 calls for service in July. The 721 calls for service resulted in a total of 1003 patients treated and 610 patients transported. For the month, the three most common EMS report types include Traffic Accident, Sick Person and Fall Victim.

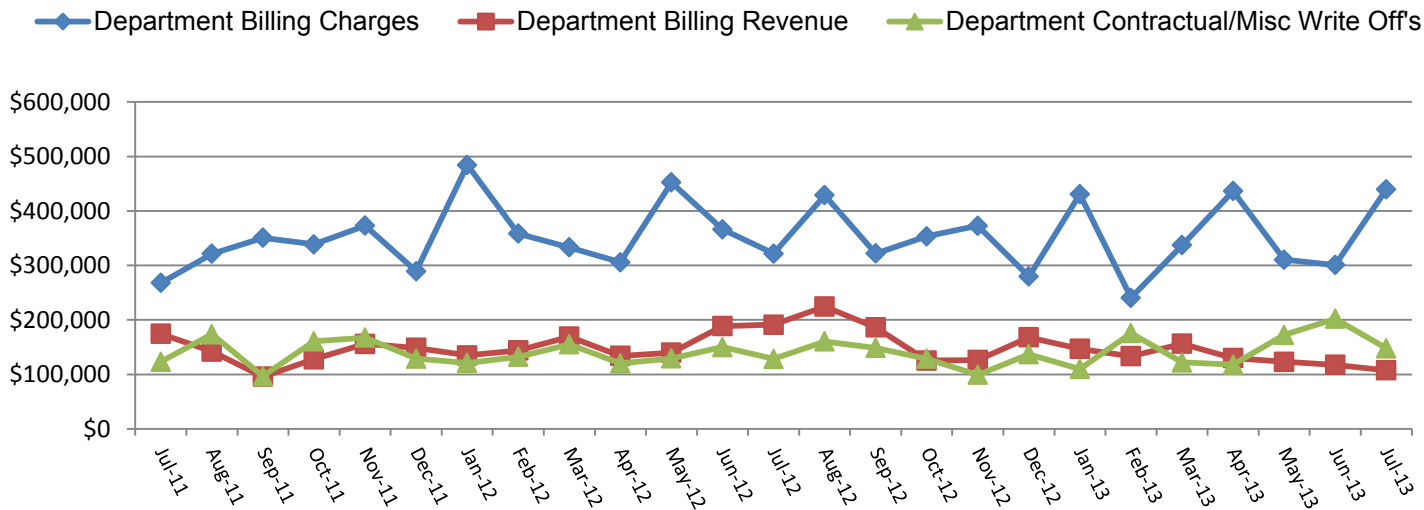
EMS Responses: July 2013 and Previous 12 Month Average



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 July total for revenue was \$133,181.08. The Contractual-Write offs total for July was \$146,244.69. Bad Debt transferred to third party collections was \$78,470.13.

Fire Department EMS Billing 2 Year Analysis



Public Education Office

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

- Bloomington Country Club
- Image Air
- Luther Oaks x 4
- Gametime Gym x 2
- Bloomington Public Library
- YWCA Summer Camp

- Total Attendees: 256

The Following Fire & Life Safety presentations were given:

- Fire Extinguisher Training x 5
- Tucker the Turtle Bike Safety x 3
- Captain Mac & Friends Fire & Life Safety Presentation
- Dusty the Dragon Fire Safety Presentation



Public Works Director



Jim Karch

Public Works Department

July 2013 Edition

Streets & Sewers Division

Access is more than mildly important to business, as the McLean County Chamber of Commerce and any one of its 950 members can tell you.

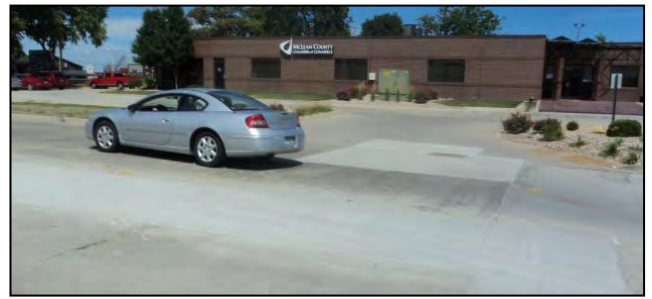
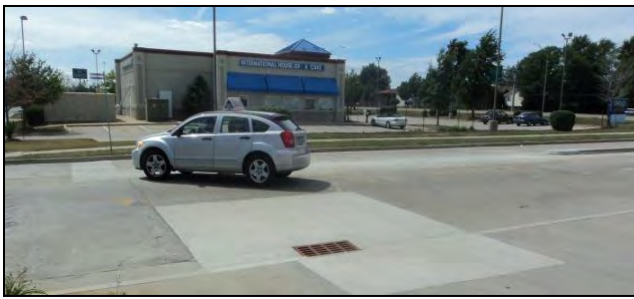
Thus, the City's recent work to cut the curb and fix a storm sewer drain at the entryway to the Chamber was no small project for the Chamber. A grateful Charlie Moore, President and CEO for the Chamber, reports dramatically improved access for the business group and other tenants at 2203 E. Empire St.

The Chamber moved into the business park in January. Although its address is Empire Street, a FAIR number of tenants and visitors enter the site from Williamsburg Drive. Most of them were turning south from Empire onto Williamsburg and then needed to take a left from Williamsburg into the parking lot. In doing so, they encountered two issues:

1. A raised median blocked the turn into the parking lot. Most drivers continued south for a few yards where the median ended, made a U-turn, and entered the Chamber lot while northbound. Mr. Moore observed that a few people did not notice the raised median – which served no purpose at that point -- and drove over it.
2. Motorists would then hit a sunken area caused by a storm sewer inlet collapse.

As for leaving, turning left from the Chamber to Williamsburg, drivers would have to veer around the median.

A City crew cut out 40 feet of raised median to allow easy entrance and exit. The City also fixed the sewer, and it now is at grade. Work was completed over two days in early July.

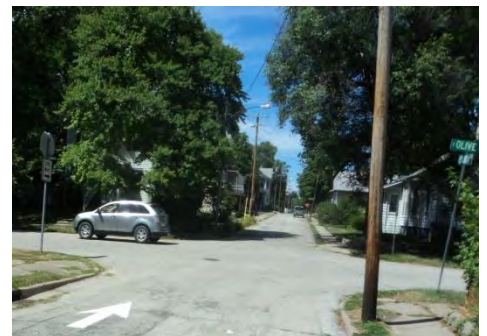


A motorist leaves with east (left) from the Chamber of Commerce at Williamsburg and Empire. The front of the car is shown where the raised median once complicated access. At right, lighter colored patchwork shows where the raised median used to complicate access.

Streets & Sewers Paint Crew

In mid-July, a City crew repainted white arrows on Evans Street to help keep motorists from driving south on the one-way street. The existing markings were faded. The paint crew works third shift for the Streets & Sewer Division of Public Works.

In conjunction with the Parks & Recreation Department, the Streets & Sewers Paint Crew repainted the one-way arrows at the Zoo to inform visitors of the one way streets.



Arrows North on Evans

Sign Shop

Street Sign Crews provided traffic control around the City of Bloomington by performing annual maintenance on the signs and emergency repairs.

Asphalt Crew

Street Crews rented a skid steer from Midwest Rentals to help with milling the streets for permanent patches within the City of Bloomington. The skid steer maximizes production of the Asphalt Crew.

On July 10, 2013 there was a power outage that affected the Holiday Lift Station and a number of traffic signals around 3 PM. Police Dispatch called Public Works, Engineering Division at 3:30 PM to report power had come back on but some voltages were low causing some of the signals to operate incorrectly before the power went out again. The traffic signals on Veterans Parkway



One Way Arrow at Miller Park



Relocating a Stop Sign

continued to operate during the outage due to the UPS battery backups that were installed last year. Traffic on Empire Street backed as the following intersections were dark:

- Fairway @ Empire
- Kmart @ Empire
- East Ramp @ Empire – The UPS system had a problem
- Prospect/Mt Vernon @ Empire
- Gettysburg/Williamsburg @ Empire



Public Works, Engineering Division is working towards installing UPS battery backups as the budget permits for traffic signals in Bloomington.



Streets & Sewers Workload Summary

COUNCIL - WORK TYPE COMPLETED AVERAGE AGE HOURS			
Work Type	Average Age	Average Completion	Avg Hours Worked
Hot Asphalt	2.95	1.5	17.91
Inlet Repair	18	5.56	29.22
Pavement Repair	6.67	2.33	36.33
Water	18.79	11.74	20.21

COUNCIL - WORK TO BE DONE SUMMARY

Work Type	Outstanding Work orders
Backfill/Seed	5
Cave In	9
Cold Mix	83
Contractor	13
Curb	6
Damage Repair	17
Hot Asphalt	6
Inlet Repair	26
Mailbox	5
Main Repair	2
Manhole Repair	9
Pavement Repair	8
Perm Patch	27
Service Repair	8
Sidewalks	10
Snow Plow	1
Water	37

WORK COMPLETED BY DATE RANGE SUMMARY

Work Type	Jobs Completed
Cold Mix	152
Hot Asphalt	22
Inlet Repair	9
Pavement Repair	3
Water	19

Fleet Division

	July 2012	July 2013
Work Order Requests	375	621
Total Repair Orders Closed	344	545
Preventative Maintenance	31	76
Total No Lead Gallons	16,707	14,987
Total Cost	\$57,210	\$48,914
Avg Price Per Gallon	\$3.42	\$3.26
Total Diesel Gallons	12,747	12,504
Total Cost	\$47,930	\$45,306
Avg Price per Gallon	\$3.76	\$3.62

This month, Fleet Management replaced the fuel pumps and fuel tracking system at the Public Works fuel island.



Old Fuel Pumps



Old Fuel Pumps Removal



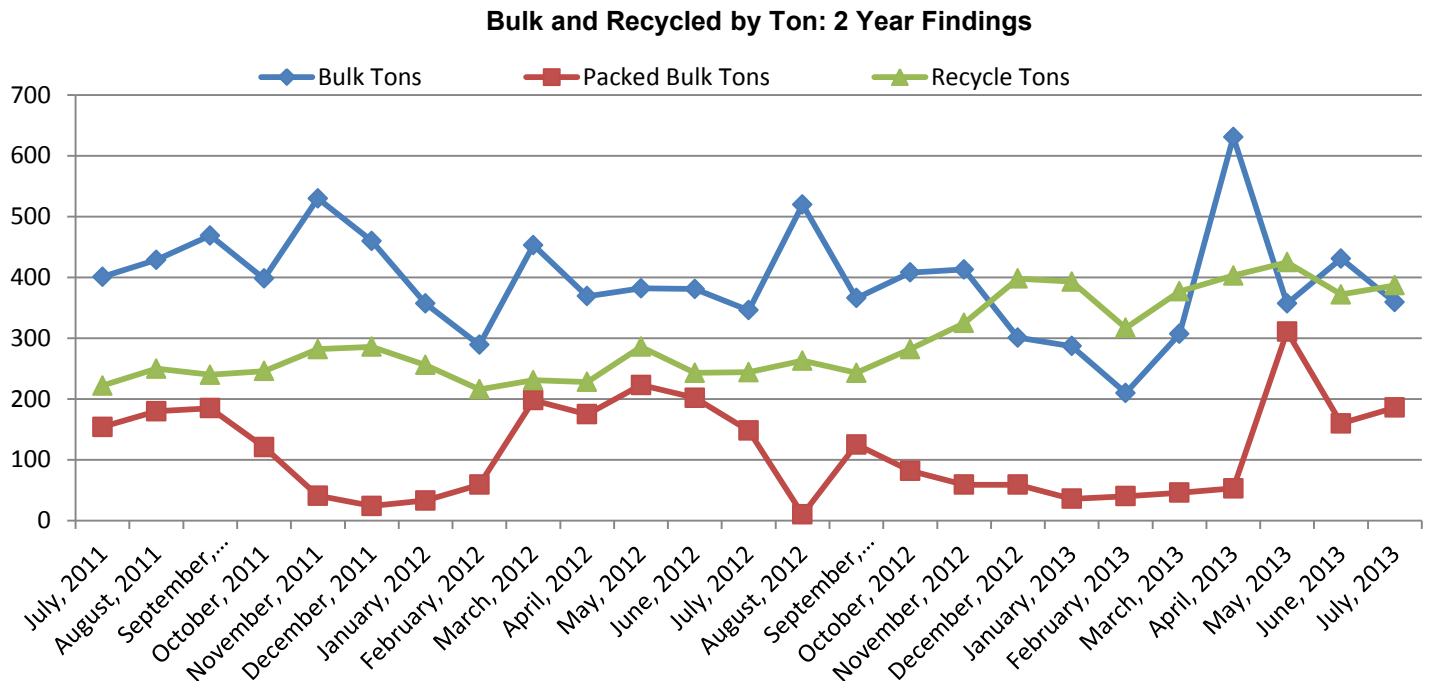
New Fuel Pumps

Fleet is in the process of installing the passive fueling systems on all vehicles and equipment. This will allow for better tracking of fuel and equipment usage. This is an ongoing project with five smaller satellite fueling stations that are in the process of being updated.

Solid Waste Division

Working both day and night shifts, 855 miles of streets were swept during the month of July.

Approximately 25,500 residents are served weekly and an average of 29.41 pounds of household garbage was picked up each week at these locations in July, 2013. The Division also provides weed control and provided gravel and maintenance for 5 alleys throughout the City.



McLean County Solid Waste Program: 2013 Second Quarter Report

Household Hazardous Waste (HHW) Collection

The Ecology Action Center's (EAC) application to Illinois EPA resulted in funding for a fall 2013 Household Hazardous Waste Collection event. EAC staff successfully identified and received permission for usage of a new event location after the availability of the interstate Center did not correspond with the IEPA's schedule.

Solid Waste Coordinator Activities

EAC staff assisted with coordinating a successful 2013 Illinois Recycling Conference and the Trade Show held at the Bloomington-Normal Marriott Conference Center in early June. Other activities performed by the Solid Waste Coordinator include:

- Participating in the statewide Illinois Electronics Recycling Summit
- Ongoing administration and promotion of the Compact Fluorescent Lamp (CFL) recycling program with 3 drop-off points in Bloomington and Normal.

- Ongoing administration and promotion of the Household Batter recycling program in conjunction with Interstate Batteries Plus and Springfield Electric (5,117 pounds recycled)
- Ongoing administration of the Illinois Plastic Pot Recycling Program in cooperation with YouthBuild McLean County. At this time, current efforts focus on the development of a longer-term, more sustainable means to support the volunteer-based program.
- Ongoing EAC Executive Director participation in the statewide Illinois Recycling Association Board of Directors.
- Performed an annual residential waste audit to determine trends in waste generation and usage of local recycling programs.

The following outreach efforts occurred in Bloomington, Normal and McLean County

Bloomington Outreach

- Earth Schools Recycling and Waste Reduction 4th grade Presentations
 - Stevenson Elementary (3 presentations, 75 participants)
- Other K-12 School Activities
 - Compost information at Washington School Family Science Night (35 participants)
 - Western Avenue community Center After School Program (two program, 40 Participants)
 - Solid waste reduction and recycling programs at Boys & Girls Club summer program (3 programs, 80 participants)
- Preschool Garbage Monster Presentations:
 - Bright Horizons Preschool (1 presentation, 22 participants)
- Scout activities:
 - Garbage Monster program for Daisy Scouts at Oakland (1 program, 25 participants)
 - Solid waste reduction and recycling program for Oakland School Cub Scouts (1 program, 6 participants)
- Community solid waste reduction programs and information booths:
 - City of Bloomington Health Fair (50)
- Library Programs:
 - Container source and recycling presentation at Bloomington Library (21 participants)
- EAC hosted Recycle Fest at Western Avenue Community Center with the City of Bloomington (39 participants)
- EAC hosted Freecycle Free-For-All event at White Oak Park to encourage reuse of materials instead of disposal (62 participants)

Normal & McLean County Outreach

Engineering Division

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.

CITY OF BLOOMINGTON PROJECTS	STATUS
Street & Alley Repair, 2013-14	In Construction (10% Complete)
General Resurfacing, 2013-14	In Construction (25% Complete)
Pavement Preservation, 2013-14	In Construction (0% Complete)
50/50 Sidewalks & Handicap Ramps 2013-14	In Construction (3% Complete)
Street & Alley Repair, 2012-13	Finalized and Accepted
General Resurfacing, 2012-13	Finalized and Accepted
Morris Ave Reconstruction, Fox Hill to Fire Station	In Construction (99% Complete)
2012 Maintenance Contracts (Street, Utility, Grading, Traffic Signals)	In Construction (85% Complete)
2013 Maintenance Contracts (Street, Utility, Grading, Traffic Signals)	In Design (80% Complete)
Eagle Crest East Pump Station Improvements	In Design (10% Complete)
Locust Colton CSO Elimination, Phase 1	In Construction (95% Complete)
Hershey Road: Hamilton Road to 750' South Sanitary Sewer & Storm Water Master Plans	In Design (60% Complete) (97% Complete)
Highland Golf Course Storm Sewer	In Design (50% Complete)
HoJo Pump Station	In Design (10% Complete)
Maizefield CSO Elimination Study	In Design (5% Complete)
Kensington Sewer Repair & Channel Lining	In Design (0% Complete)

PRIVATE DEVELOPMENT PROJECTS	STATUS
Commercial Site Plans	11 Plan Sets Reviewed
Scharf PUD Sanitary Sewer	Punch List Items
Grove Subdivision, 4 th Addition	Punch List Items
Grove Subdivision, 5 th Addition	In Review
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 Hollow Subdivision	Punch List Items
Fox Creek Village, 3 rd Addition	In Construction (95% Complete)
Fox Creek Village, 4 th Addition	In Review
Wittenberg Woods	Punch List Items



Water Director



Craig Cummings

Water Department

July 2013 Edition

Reservoir Conditions

During the month of July, Central Illinois received below average precipitation with a total of about 2.29 inches of rain. The monthly average precipitation for July is about 3.99 inches. With the precipitation deficit during the month, the Evergreen Lake Reservoir (primary source of supply this month) dropped to about 1 foot below its spillway. The Lake Bloomington Reservoir remained full.

The 2012 shoreline protection project at the Evergreen Lake Reservoir was completed during June of this year. In July, the Water Department successfully applied for a grant to fund a project of about the same magnitude. The 2013 grant application is for an overall \$95,000 project with about \$45,000 coming from Illinois Environmental Protection Agency, Bureau of Water and \$50,000 coming from the City of Bloomington Water Improvement Fund.

Water Quality

Due to high temperatures and the number of daylight hours, the conditions remained favorable in July for certain taste and odor causing algal species to grow at very quick rates and cause an algal “bloom”. Fortunately, the water supplies have not experienced a bloom of taste and odor causing algae at this time.



The time for the application of anhydrous ammonia has passed. Anhydrous ammonia is the form of nitrogen used to fertilize farm ground destined for corn production. It is applied from the white pressurized tanks that are so common in the Midwest (pictured left) in the spring and fall. The lack of rain from the previous year (drought during summer 2012) indicated that not all the nitrogen applied during the growing season in 2012 had been

Anhydrous Ammonia Nurse Tank

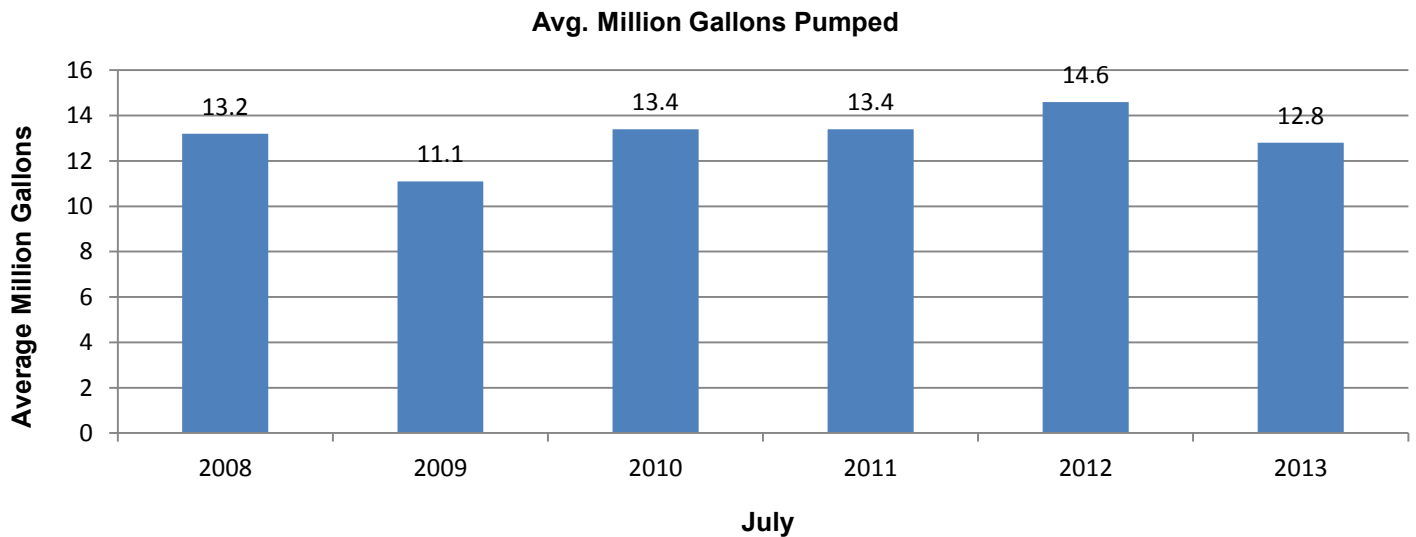
utilized by corn plants. Staff monitored this situation closely through the spring in 2013. Unfortunately, the nitrate level in Lake Bloomington surpassed the 10 mg/l limit in late March and remained at that level through late June. One mg/l is the same as one part per million. The drinking water standard for nitrate is 10 mg/l. As a result, staff switched to the Evergreen Lake Reservoir on March 25. This reservoir was under the 10 mg/l limit with a measure of about 7 mg/l. During the spring, this level increased and ended at about 9.2 mg/l in late June. Though staff was alarmed, the nitrate levels showed a decline in July. It is expected that staff will switch back to the Lake Bloomington Reservoir in August.

Water Conservation/Groundwater Project

Staff worked on the Request for Proposals (RFP) for the Water Conservation Plan.

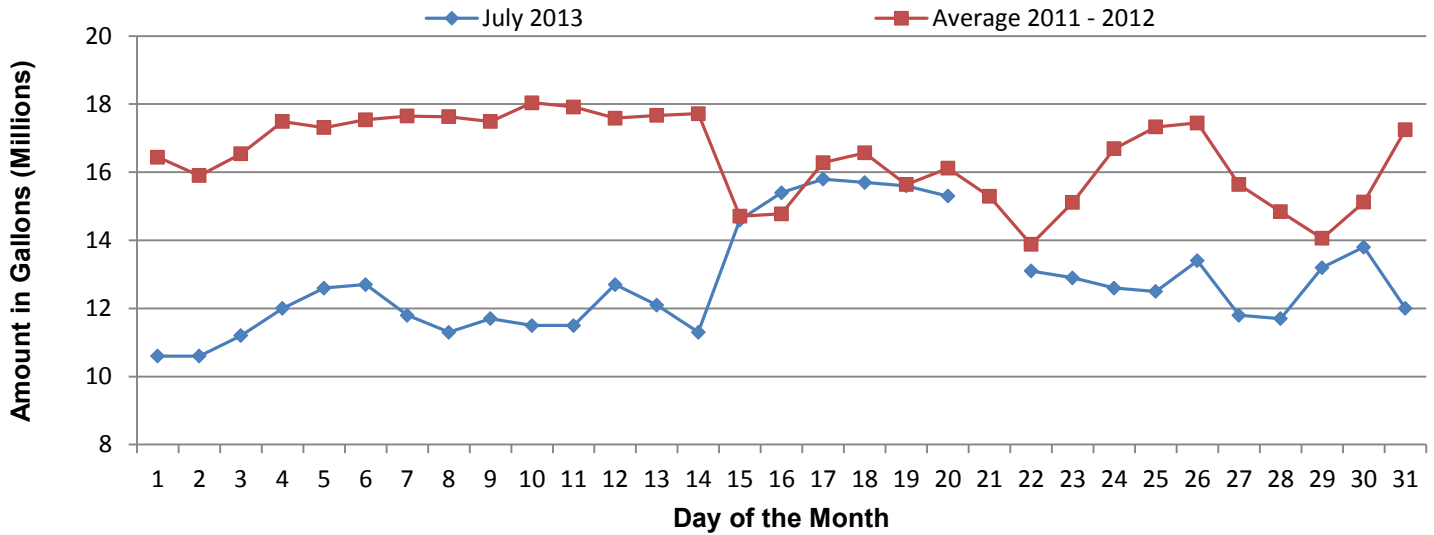
Pumpage

Pumpage has been moderate during the month. The Department pumped an average of around 12.8 million gallons per day (MGD) during the month of July, with a peak day of 15.8 MGD on July 17, 2013. The July average for 2013 is comparable to the average daily pumpage for past years in July. 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. The pumpage data for recent years is relatively consistent with the exception of summer 2012 due to the drought.



As is typically the case, the top ten water users for the Water Department in July include six customers outside the City of Bloomington. Those customers in July 2013 include Mitsubishi Motors, the Village of Hudson, Bloomington Township Public Water District (BTPWD) West Division, Advocate BroMenn Hospital, Bloomington Township Public Water District (BTPWD), Crestwicke Division and the Village of Towanda. Also, only as a summertime occurrence, the City of Bloomington had one location (Highland Park Golf Course) in the top ten and another (Tipton Park) in the top fifteen.

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



Infrastructure

The Department had another productive month completing fire hydrant service work in July. In total, staff worked on 51 fire hydrants with problems. These maintenance problems were not severe enough to have taken the hydrants out of service but were necessary to ensure that the hydrants remain in prime operational shape.

Staff replaced/installed 8 hydrants during the month. This brings the fiscal year total to 246 hydrants serviced and 4 hydrants that have been replaced/newly installed. As of the end of July, no hydrants are out of service as a result of our annual hydrant testing.

13 fire hydrants were replaced/installed in July. This brings the total number of fire hydrants that have been replaced/newly installed this fiscal year to 25. Of these 25 fire hydrants, all 13 were replacement hydrants that have been funded through the Operations and Maintenance account. With the hydrants funded by the O & M account, the department has spent approximately \$56,000 on their installation at approximately \$3,500 per hydrant. The budget line item for hydrants is \$100,000 in the FY14 budget.

	FY14	FY13	FY12	FY11	FY10	FY09
Hydrants Overall	4261	4255	4228	4213	4000	3900
Out of Service Hydrants	0	0	0	0	13	100+
Hydrants Serviced	247	353	330	261	185	381
Hydrants Replaced	25	79	79	72	59	75
% Hydrants in Service	100	100	100	100	99.7	97.4

During July, the joint Water Department/Fire Department fire hydrant operational testing program continued. There were eight fire hydrants that were called out service. The average time it took to return these eight fire hydrants to service was 3.9 days. The FY 2014 performance measure is a not-to exceed 3.0 days (lowered from 5.0 days in previous years) as measured as an annual average. The annual average is now at 3 days for hydrants to have them returned to service.

There were 894 hydrants tested during the month or 21.0% of the total number of hydrants. The CY 2013 program is at 3,186 total hydrants tested or 75% overall complete at this time.

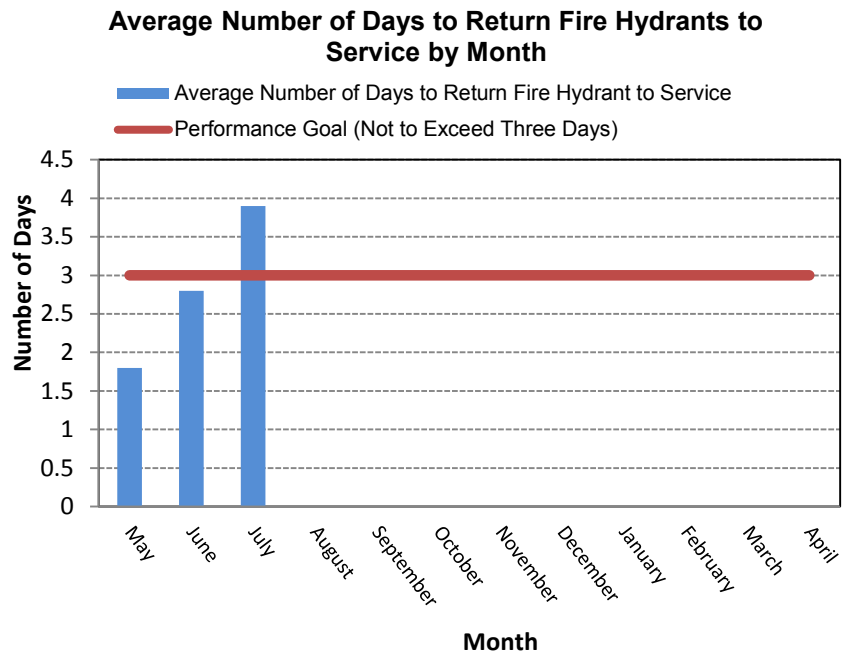
The fire hydrant testing continues to show signs that the past maintenance and repair efforts are paying dividends. The 2011 overall percentage of hydrants tested that had a routine problem was 13.6%. This number decreased to 13.0% in 2012 and stands at 7.8% for this year. Likewise, the percentage of 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 county have different thread patterns. In fact, the City of Bloomington's steamer thread pattern is different from the thread pattern used in the Town of Normal. In order for the Town of Normal, or any other department, to use a Bloomington steamer connection, an adaptor is needed. By using the Storz fitting, this enables the City of Bloomington Fire Department as well as other departments in mutual aid situations, to quickly and universally use the City's steamer fire hydrants. In June, the Water Department installed 21 Storz fittings on fire hydrants. Currently, 426 steamer hydrants or about 15.2% of the steamer hydrant inventory are equipped with the Storz fitting.

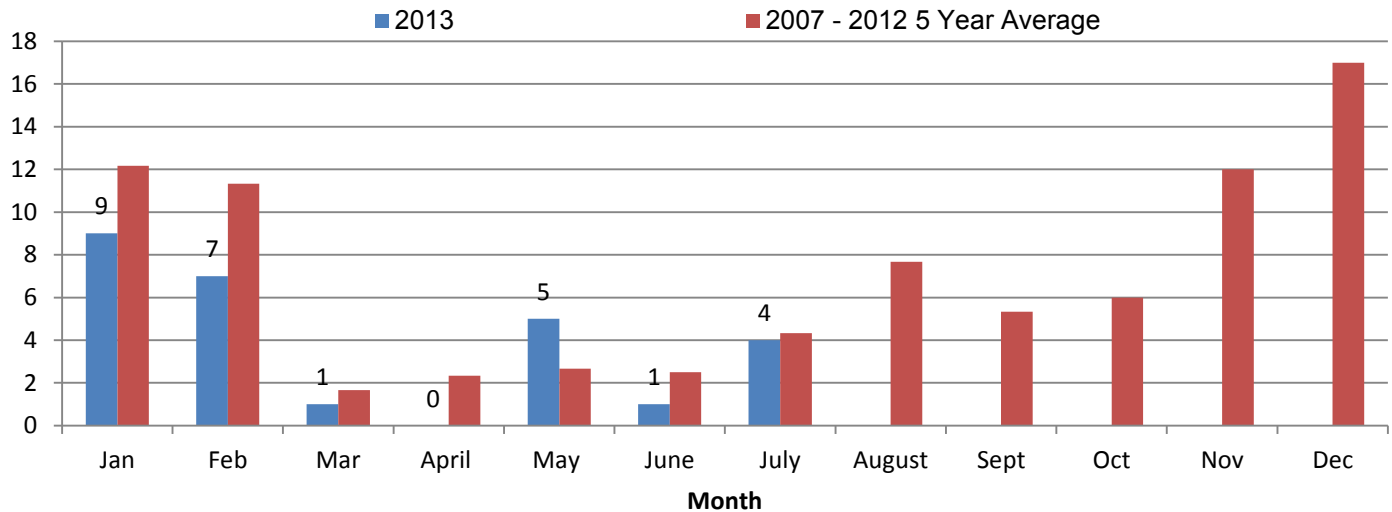
Three valve repairs were made during the month of July.

During the month, there were four water main breaks/water main leaks. The calendar year 2013 total through July is 27 main breaks as compared to an average of 37 main breaks at this time over the last six years. The July average has been 4 main breaks, so this month's total is right at the average.



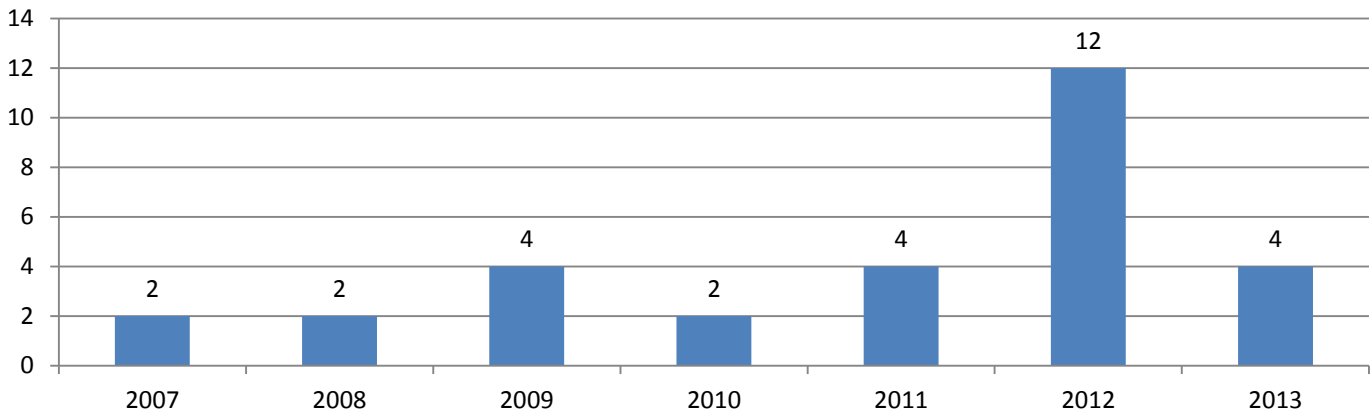
	CY 2013	CY 2012	CY 2011	CY 2010	CY 2009	CY 2008	CY 2007	AVG FOR MONTH '07-'11
Jan	9	12	17	10	13	13	8	12
Feb	7	9	16	9	12	9	13	14
March	1	5	2	1	0	2	0	2
April	0	3	2	5	1	1	2	3
May	5	0	7	2	2	3	2	3
June	1	4	4	4	0	2	1	3
July	4	12	4	2	4	2	2	5
Aug		7	6	11	9	4	9	9
Sept		4	7	1	14	4	2	6
Oct		3	5	6	7	7	8	7
Nov		14	8	7	15	15	13	12
Dec		13	7	21	25	13	23	18
CY thru July	27	45	52	33	32	32	28	37
CY TOT	27	86	85	79	102	75	83	85

Water Main Breaks by Month



Water Main Breaks Per Month

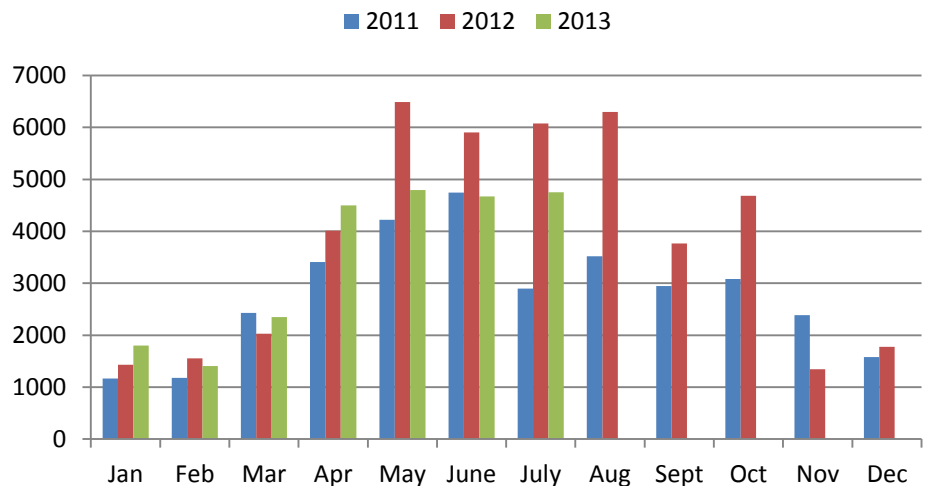
July 2007-2013



During July, staff replaced/repaired 15 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.

Monthly JULIE locate requests 2011 - 2013



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 July, the Department received 4,749 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

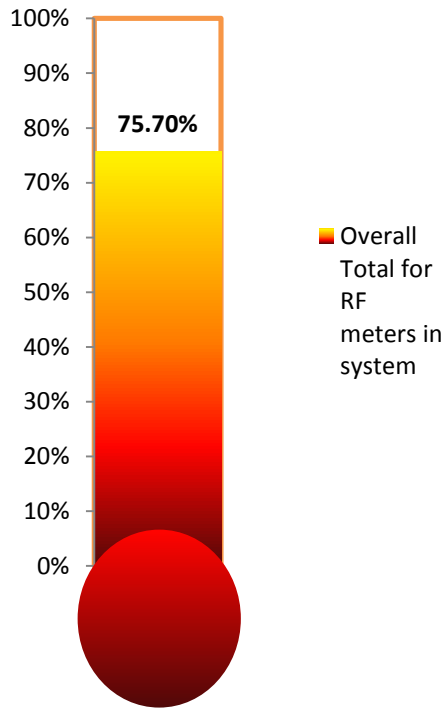
The department installed 354 Radio Frequency (RF) meters during the month of July. The goal for FY14 is the installation of 7,000 units. In the previous fiscal year, staff installed 6,022 meters and in FY12, 6,069 meters were installed. With the 354 meters installed this month, staff has completed 20.6% of the total goal for installations in FY14. When totally completed; the meter change-out program will eliminate the need for Meter Readers. Since this is a multi-year project, those positions have been eliminated as more RF units are installed. Currently, the Department is down to one Meter Reader (from 3 in 2009).

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

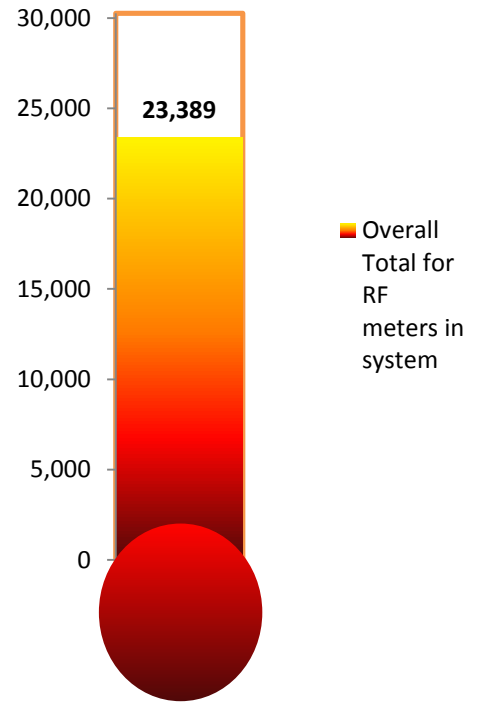
Staff changed one meter from a turbine meter to a compound meter during July. Turbine meters are an excellent choice for installations where there will be a high volume of flow on a consistent basis.

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.

Overall % Total for RF meters in system



Overall Total for RF meters in system



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	7/25	7/16	7/9	7/2		6/19	6/5	5/29
1				81				67
2			36				50	
3		27				53		
4	28				Skip			

Treatment Plant- Major Projects

The filter media (large gravel, pea gravel, support sand, filter sand and granular activated carbon (GAC)) in filter #15 was removed in November when the GAC was changed out. The underdrain

system (the collection system at the bottom of the filter that collects the water that has been trickling through the layers of sand and gravel) in this filter has failed and needs to be replaced as soon as possible.

Personnel

The new Water Treatment Plant Operators, Jeremiah Powell and Jeremy Teeples, started work in July.

Communications

Staff provided some information to the newspaper regarding common water customer problems as well as insight for correcting these issues.

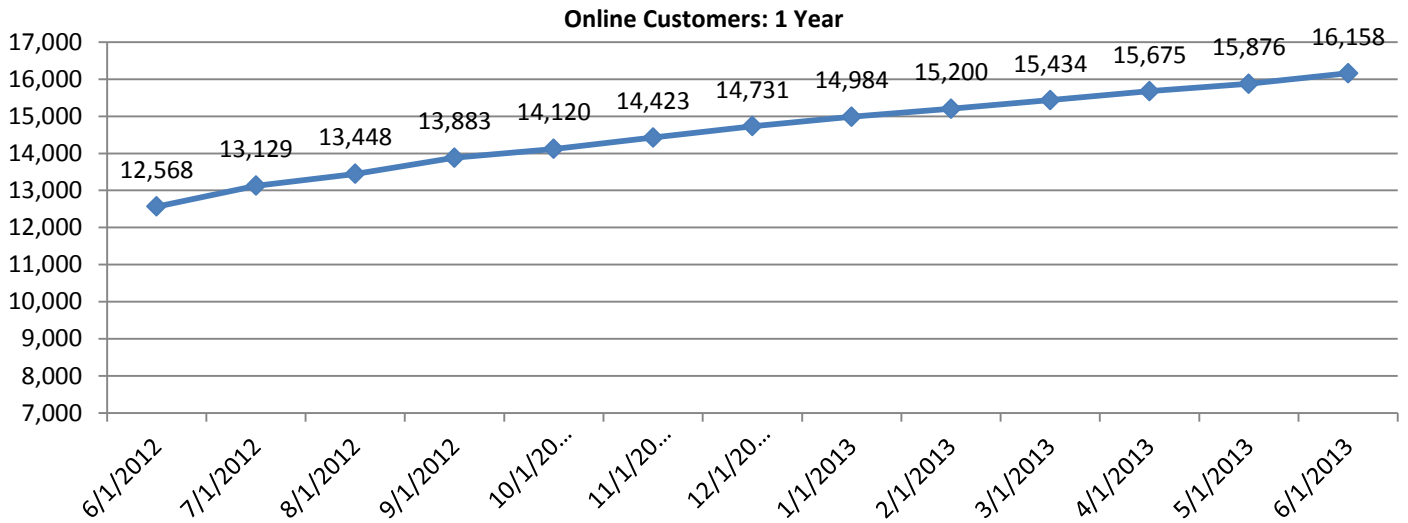
Staff participated in a “field day” at the Evergreen Lake Reservoir wetland site. A flyer was produced and circulated throughout the County. Several producers took part in the tours.

Miscellaneous

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

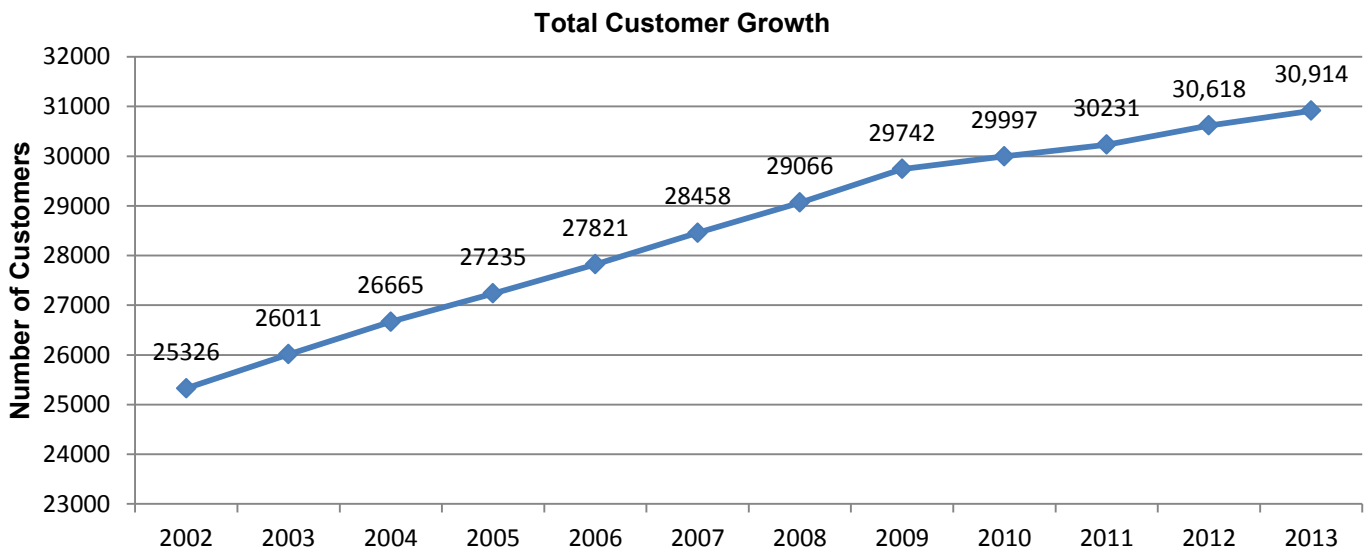
The new bulk water dispensing station was installed and tested at the Division Street office earlier this year. This new hardware will tie directly into the MUNIS software so water sales and meter readings for the water sold will be tracked at the time of the sale. The new system is much less time intensive on the part of the City. In July, this unit sold about \$1,600 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 July, 16,158 customers have signed up for this service. In July, 282 new customers added this service. Currently, about 52.3% 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 2,007 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 33 customers as compared to last month. The 2,007 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 July, there was an increase of 33 customers, which brings the overall total to 30,914 customers. This is a calendar year gain of 124 customers. This calculates to an extrapolated calendar year customer growth of almost 500 customers or a percentage gain of about 1.6%.



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 started ordering Hach brand laboratory supplies for chlorine and fluoride testing through a schedule shipment plan. This saves about \$100 per month.

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

July 2013 Edition

BCPA



The BCPA hosted 24 functions in July with 2,364 patrons at wedding receptions, a retirement reception, piano lessons, improv classes, meetings and the Miller Park Summer Theatre rehearsals and performances. This is a 34% increase in attendance over July 2012 and 11% higher for the calendar year than last year.

The BCPA's Creativity Center hosted 17 functions with 959 in attendance related to the Miller Park

Summer Theatre auditions, rehearsals and workshops, which were produced by the Missoula Children's Theater and presented by the BCPA.

This year's summer theater production of *The Secret Garden* cast 60 area youth with 4 serving as assistant directors. The youth auditioned on Monday from 9-11 am and the cast went straight into a rehearsal at 11:30 am. In just 4 ½ days, a full musical was produced and performed Friday night on the BCPA stage, due to weather, and then performed on the Miller Park Stage, Saturday night. 1,038 patrons and community members attended the 2 *Secret Garden* performances which were free to the public.



Week two of The Miller Park Summer Theatre began in July and ended in August with Missoula Children's Theatre producing *Snow White & the Seven Dwarfs*. 92 area youth ages 8-18 auditioned for 57 spots in this musical. It was the same format as the week before yet with new directors from Missoula. The performance was moved inside due to poor weather Friday night and then was

performed on the Miller Park Stage Saturday night. 1,380 patrons and community members attended the 2 Snow White performances which were free to the public.



Golf Division

Despite favorable weather, the month of July proved to be another difficult month for rounds played and revenue raised at golf courses. This appears to be an industry wide issue this season. Industry leaders believe that the slow start to the season is in part due to the record setting rain and cool temperatures having a negative impact of the golfers' outlook for the season. Regardless, staff will continue trying to provide an experience that is valued by those patronizing the courses. Despite rounds and revenue decreasing by 7% and 13% respectively compared to July 2012 the courses were still able to see over 11,400 rounds of golf played. One local explanation for the decline in rounds for the month was the Bloomington-Normal Golf Association Two Man Tournament being played at City courses last year but this year it was moved to Normal courses. As of the end of July, the courses are in excellent shape. Staff has received countless compliments on the conditions across all three courses.

While play from outing and events slows down after the month of June, the courses hosted other events such as: The Mid-American Junior Golf Tour, McLean County Seniors (2x), Peoria Area Grasshoppers and Heyworth Full Gospel Church along with Ideal Environmental.

The golf maintenance staff took advantage of the favorable weather and was able to get significant work done edging bunkers, adding new sand to bunkers, trimming trees, working on ornamentals and other small tasks around the courses.

Moving further into the season, it appears matching the rounds played and revenues generated from last fiscal year will be a challenge. Staff will look to find ways to promote increased play and will delay many non-essential purchases.

Horticulture

During the month of July, park staff focused their efforts on the 4th of July celebration. Along with the normal park preparations that take place leading up to the celebration, the Park staff had to focus time after the 4th to ensure that all parks were properly cleaned. Once the first week of the July had

passed, the full-time Horticulturists and their supporting staff moved back to focusing on their basic monthly tasks.



The 2013 Fireworks Display in Miller Park (Photo Credit: Scott Harrison)

The month of July was a relatively dry but uncharacteristically cool month. As a result of these conditions, monthly mowing hours decreased by 500 man hours from the previous month of June. This is typical for this time of year. Those hours lost mowing were picked up by an increase of 300 hours in plant bed maintenance and 200 hours in general grounds maintenance. Some park areas that were concentrated upon include Rolling Brook Park, Brook Ridge Park and Forrest Park.

During July, Park staff dedicated some time to the maintenance of the Grove Park prairie. Park staff completed a high mow of 58 acres in phase I and II of prairie that was identified by staff. This type of mow will help keep the weeds down and will promote healthy prairie development. These types of prairies are managed by Park staff under the recommendation of Prairie Engineers and are typically completed quarterly.

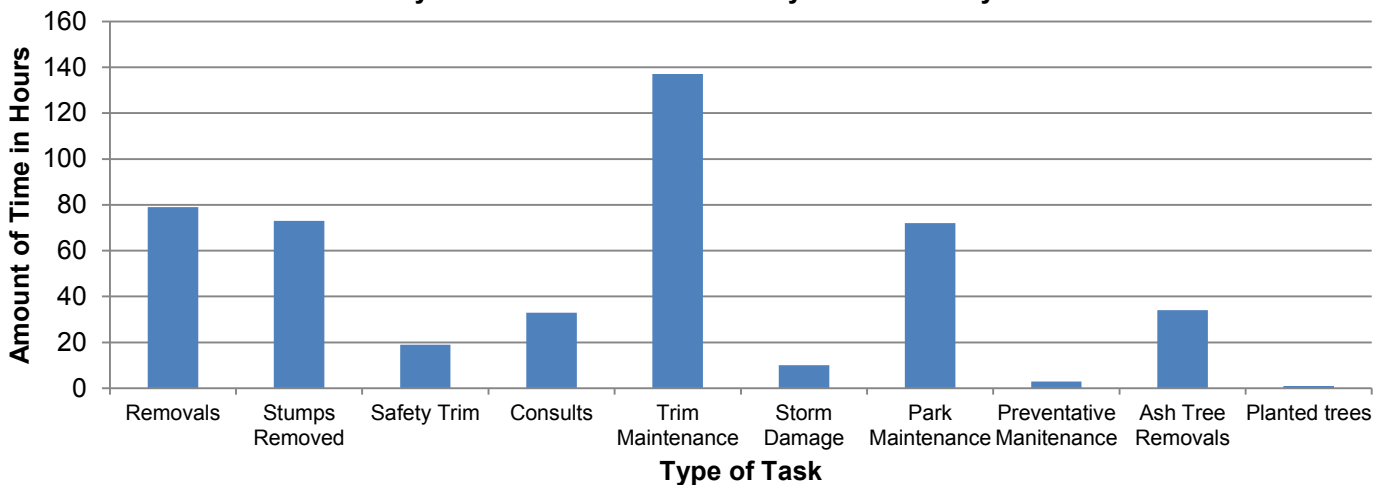
Forestry

The month of July continued the recent unsettling trend of an increased number of dying Ash trees called in by homeowners. In July, the division removed 71, bringing the total number of Ash trees removed this year to 367. Due to the increased number of Ash removals over the past several months, the Forestry crew has also had to focus on making sure all stumps are removed from these locations. Past practice has called for a Forestry crew go and grind stumps. However, due to the

increased number of work orders asking for tree removals, the division has shifted workers from other areas to help with stump removal. Shifting workers from other areas has allowed the division to keep up with tree removals while catching up on stump removal requests. In total, staff removed 73 stumps and 162 park and street trees during the month.

With large focus on ensuring work orders stay up-to-date, the division was not able to complete many preventative maintenance trims in July. As the number of Ash tree removals continues to grow and the focus remains on removing these trees to ensure public safety, the preventative maintenance trimming will diminish for the time being. The Forestry division in doing preventative maintenance in Section D-7, which is from Route 9 to Oakland and everything east of Veterans Parkway. Preventative maintenance will increase in August as work orders are caught up.

Forestry Division Trees Worked on by Job Task: July 2013



Utility

The Utility division continued in July with monthly park inspections and repair. During the summer months, the amount of maintenance and repair typically increases as parks are used by residents most during this time. The Utility staff has been understaffed in recent months due to two of the employees accepting other positions elsewhere. Staff has concentrated on repairs in parks and playgrounds for July.

The City's three aquatic facilities, Miller Park, O'Neil and Holiday, which are required to be inspected by the State of Illinois, each passed their inspections. Parks Maintenance has one Utility member who is responsible for all of the mechanical and water quality checks at each location.

One project the utility staff participated with in July was the installation of a new park sign at Forrest Park. The new sign is considered a level two sign which is designed and built by Park staff. The division has three different levels of signs that can be installed at each park. A level one sign is completely made of flagstone and is similar to the one at Miller Park. A level two sign only has pillars made of flagstone with the sign attached between them similar to the sign at Suburban East Park. The next park to get a new sign will be Clearwater which will start sometime in August.

The Park Maintenance division welcomed a new Utility worker, Brandon Scheirer, on July 22. His primary job function will be the maintenance of all HVAC units in the parks, buildings and coliseum.

Other Utility projects include:

- Replaced all the o-ring valves at Miller spray ground
- Installed a new 65 gallon chlorine tank at Miller spray ground
- Installed the remaining wall caps at the Sister Cities in McGraw Park
- Installed a new lake fountain at Tipton Park
- Installed new playground material at Ewing I and II Parks
- Installed new HVAC control board at the hospital
- Monthly light inspection and repair at all parks and facilities
- Monthly HVAC inspection and repairs at parks and Facilities
- Monthly HVAC inspections and repairs at the Coliseum and the BCPA
- Monthly park inspections and repair at all City parks

Recreation Division



July was packed full of recreation activities for all ages. Day camp, t-ball, soccer, tennis, swim lessons, dance, preschool programs and more continued as well as the softball leagues. The art camps that were offered at Central Catholic ended the final week of June and were followed by a new set of art programs at the Lincoln Leisure Center in July. The four week preschool programs ended with new preschool programs starting in July including Morning with Max & Ruby, Silly Science Experiments and Nature Detectives.

Wrestling Camp was a new program for this year. It was led by Mike Manahan (2002 National High School Coach of the Year and National Wrestling Hall of Famer) and Josh Collins (two-time state champion and current coach at Heyworth).

The Sunday and Tuesday concert series at Miller Park as well as the Franklin Park concerts continued in July. Celebrate America had an attendance of about 1,300 on July 3rd and 1,000 on July 4th. This July, there were two less concerts than in July 2012 but higher attendance. There were family-friendly activities and choices for entertainment and recreation throughout the month.

This year, the weather has been much improved all of the activities offered through the Recreation Division with the exception of swimming. In 2012, there were 23 days that were 90 degrees or above with nine of those days over 95 and four of the nine over 100. This year, there were only six days in the low 90s and there were nine days where the temperature did not reach 80. This made things easier on staff and participants. Staff developed a heat policy after the severe heat of 2012 but fortunately did not have to use it.

	2012	2013
Total registered for 55+	170	173

Total registered for adult	745	684
Total registered for teen	62	41
Total registered for youth	837	1,259
Total registered for p/c and pre	339	384
Total registered for special events	2,985	3,806
TOTAL PARTICPATION	5,138	6,347

The cooler weather helped the miniature golf course. Last year, July attendance was 875, but this year it was 1,397 for the month of July. Boats weren't open in 2012 but this year, 133 people used them in July. Two new boats were added to the inventory in July. They will be available for use in August.

Overall revenue decreased by \$10,000. This decline was partially due to the timing that money arrived for camp. Last year, only 47 people registered for the eight weeks of camp at a discounted price. This year, 64 people registered this way. The timing of registration resulted in a difference of about \$6,000 for the month, since early payments were made in May. The remaining difference is the result of less programs being offered for each age group.

Overall attendance was higher with the programs that were offered being full or close to full in many cases.

Aquatics



The weather has been somewhat cool for swimming this year. As a result, daily admissions numbers have been impacted. Holiday Pool decreased by 15% and O'Neil by 4% compared to July 2012. Holiday pool showed a 43% decline in lower attendance by swim pass holders in 2013 compared to 2012.

Pass sales were down \$7,000 compared to 2012, with the loss mainly being those who purchased passes for Holiday Pool. Staff does not have any concrete reasons for this large drop. This year, staff implemented a new pass system that required patrons to provide a photo ID for admission due to the fraudulent use that occurred in previous years. One bright spot for the pools includes an increase in registration and revenue for swim lessons. In July 2013, both pools experienced a 12% improvement in this category.

New controllers were budgeted for the Holiday main and baby pools. Plans were to install them after the pools closed for the season, but staff ended up installing them in July. The State inspected the pool and shut down the baby pool due to the chemical levels. The controllers were registering that everything was fine. This had been an ongoing issue so the change was made.

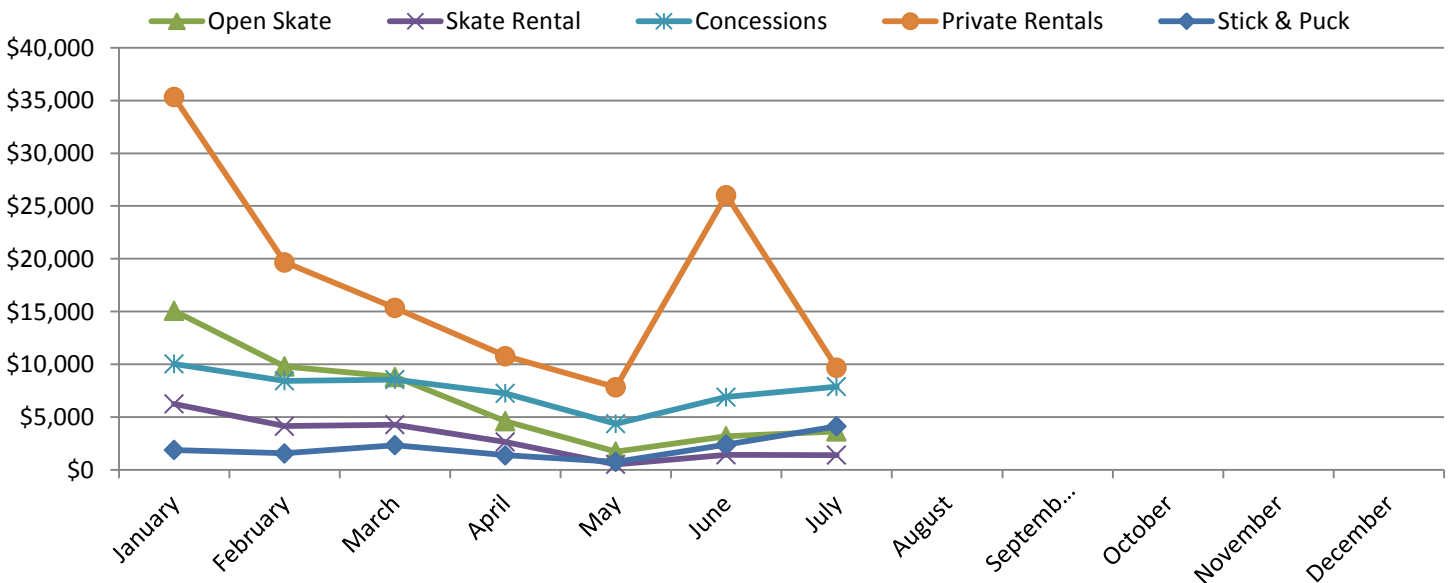
Pepsi Ice

July 2012 was the worst July in attendance and revenue since July 2008. This year the revenue dropped by \$268. The numbers should improve in August when hockey registration starts and teams start gearing up for the fall season. The Learn-to-Skate session had 63 more skaters than in 2012. The Learn to play numbers were drastically lower than they were in July 2012. One reason for the decline can be explained by the number of individuals who registered for private camps rather than registering for the classes provided by Pepsi Ice.

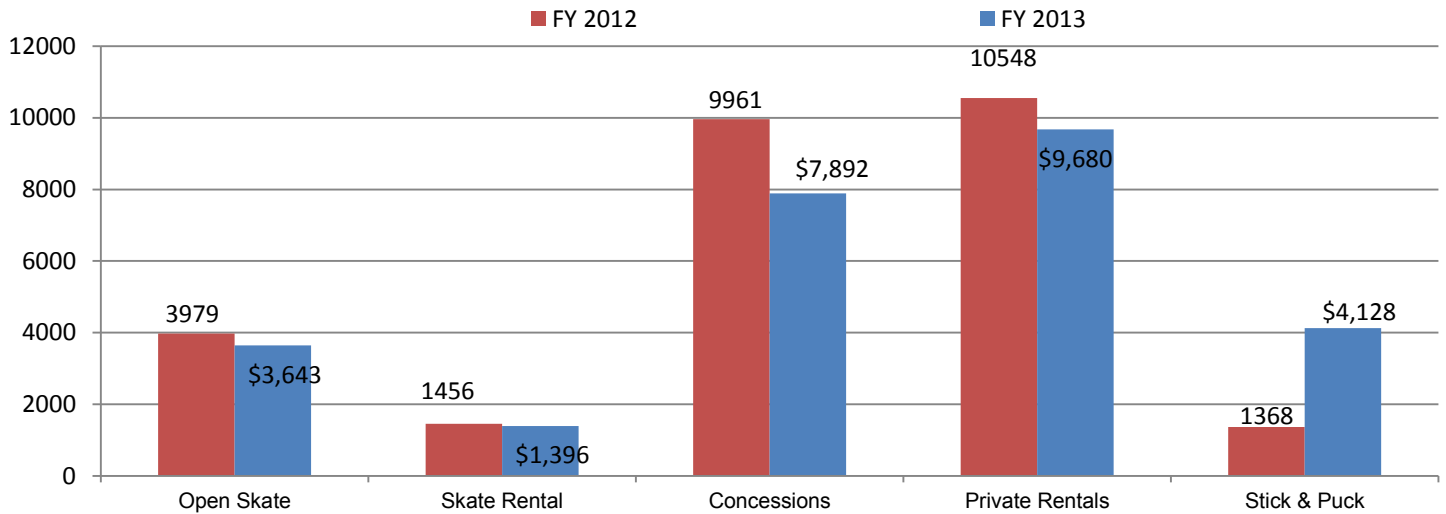


The Pepsi Ice Manager is in the process of purchasing software from RMS Frontline for the facility. This will make scheduling, billing, collecting payments, etc. much easier than the way it is done now with Excel spreadsheets.

Pepsi Ice Center Montly Program Revenue Calendar Year 2013



Pepsi Ice Center Programs Revenue: July



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

Special Olympics

The Illinois Special Olympics District Softball Tournament was July 27. Both the t-ball and the softball teams placed second in their division so they do not advance to the state tournament. Traditional and unified volleyball teams started practice in July.

Special Events

Ice Cream & Bingo, Breakfast & Bingo, Christmas in July, Picnic & a Play, plus a trip to Raging Waves Water Park were the special events for July. Last year a three day overnight event was hosted in July. This year the three day trip is scheduled for August 1-3, so the service units will be higher in August.

Weekly Programs

Summer day programs continued through July.

The 40th Anniversary Celebration for S.O.A.R continued in July. The forty weeks of bingo is half complete. The Fall Program Guide will be the last in the series that features pictures of S.O.A.R. participants from the past forty years.

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

July 2013 staff hours decreased by 185 compared to July 2012. This was due to the cooler summer. For example, the pools actually closed one day in July due to cold weather and in some events closed early on other days.

Zoo

Admission Revenue

July 2013: \$63,461.70

July 2012: \$44,002.20

Revenue from the gate admission increased 17.2% for the current fiscal year compared to last year's revenue. Last year, the revenue raised from admissions broke the all-time record for the Zoo in a fiscal year.

Attendance

July 2013: 17,709

July 2012: 12,875

Attendance increased by 12.1% for the fiscal year compared to last year's attendance.

Education

2013: \$1,071.00

2012: \$2,166.50

Revenue from Education Program fees and rentals increased by 7.9% for the fiscal year compared to last year.

Concessions, Carousel and Animal Food Sales

July 2013: \$7,298.54

July 2012: \$5,455.68

Revenue from Concessions, Carousel and Animal Food Sales increased by 25.6% for the current fiscal year compared to last year's numbers. A Hurricane Simulator was added for a guest amenity. It is a cost share with a vendor and has been more popular than expected.

Animal Collection

Acquisitions – Animals added to collection by transaction or birth/hatch

- 6 male, 4 female Black-Billed Whistling Ducks

Dispositions – Animals removed from collection by death

- 1 Northern Tree Shrew
- 1 male, 2 female Red Wolf
- 2 female Hedgehogs
- Male Grey Short Tailed Opossum
- 1 Red-eyed Tree Frog
- Female Swan Goose
- Male Budgerigar
- 1 Poison Dart Frog
- Female Indian Star Tortoise

Male Crested Quail Dove cleared quarantine and was released free-flight in the Tropical Rainforest.

Staff

- Worked on animal transactions (five pending)
- A good amount of time was dedicated to responding to the Association of Zoos and Aquariums (AZA) Accreditation inspection concerns. The report is due in early August.
- Spent time working with Miller Park Zoological Society (MPZS) new employee, Jeff Schreirer. Jeff started on July 1st as Development Director. This position is the first time the MPZS has hired a professional fundraiser.
- Zoo Superintendent and Curator attended Illinois Zoo Association meeting held at the Peoria Zoo. This meeting occurs every other year and is a chance for the smaller zoos in Illinois to talk about issues and work together.

Notes

- Hosted special event, Animal Enrichment Day



PACE Director



Mark Huber

July 2013 Edition

Planning and Code Enforcement Department

Building and Safety Division

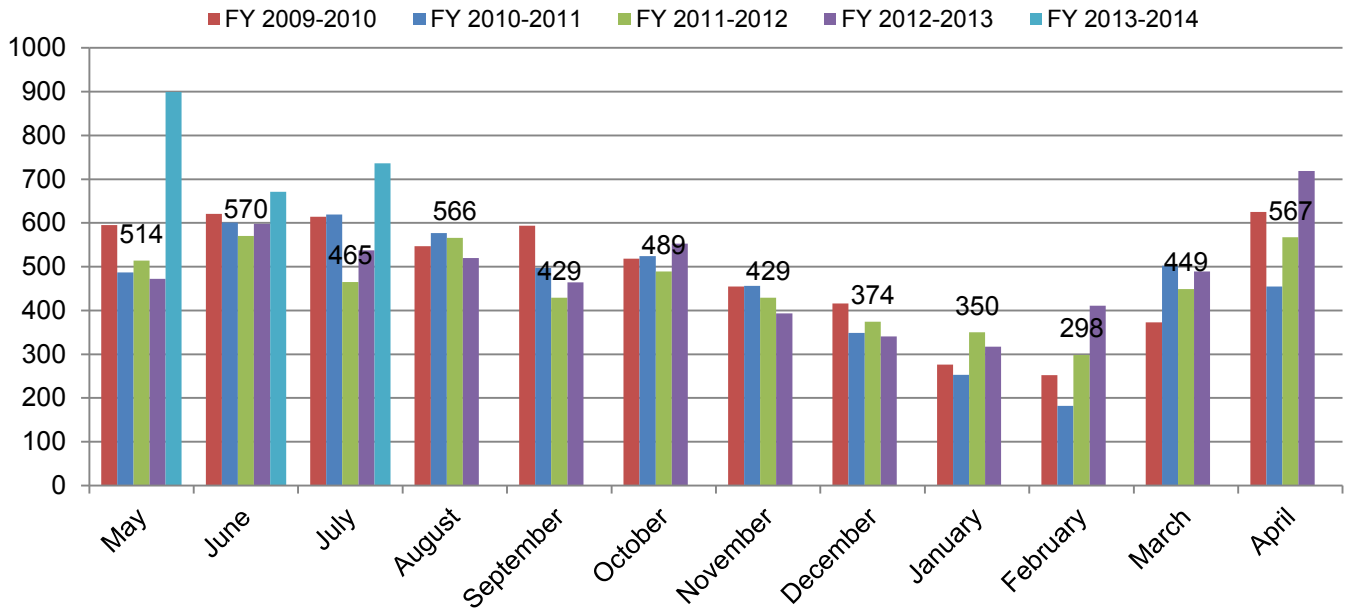
Construction activity for July 2013 continues to show an improvement over July of last year and continues the upward trend of 2013 over 2012. New home starts continue to show a moderate improvement. Currently, there have been 12 more new home starts this calendar year compared to the 2012 calendar year. If this trend continues, new home starts could be back to where they were in 2010. To date, the construction value for the year is over \$70 million.



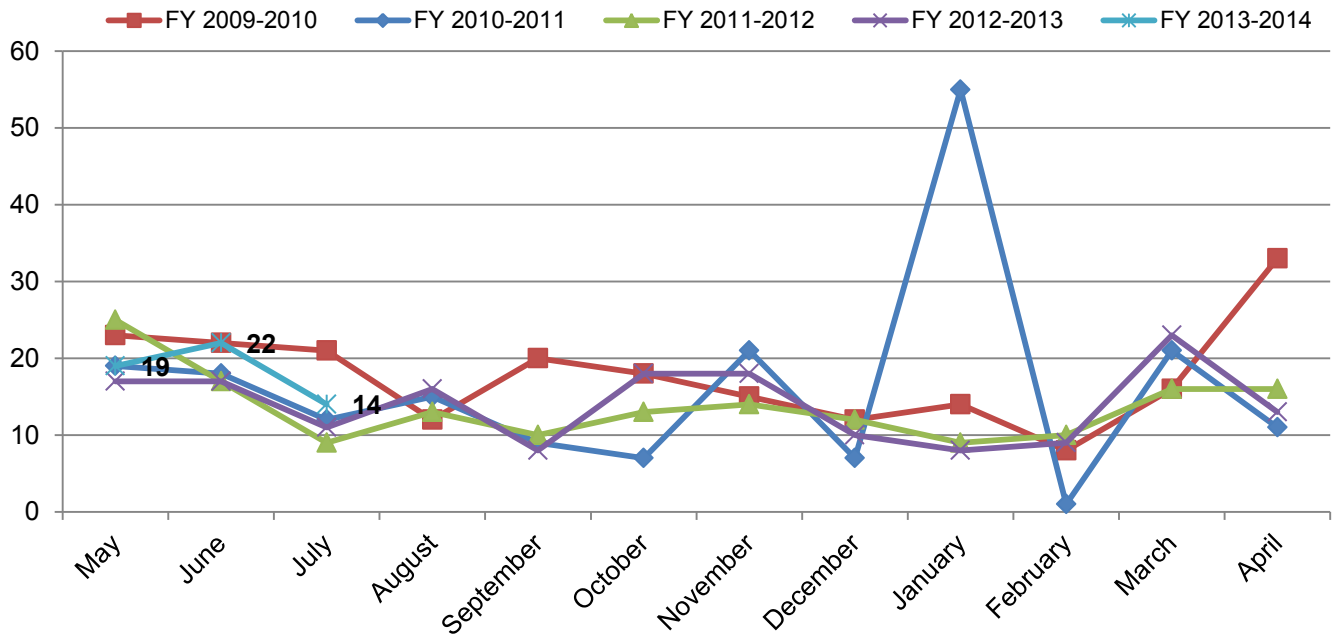
PACE staff continues to work on expanding the ability of the new MUNIS computer system. In the near future, the department plans to provide field tablets for inspection staff that will allow them greater flexibility in the field including real time data entry and mapping capabilities. In addition, the department also plans to initiate web based services including on line applications and inspection requests.

July 2013 Compared to July 2012	Year to Date
New home starts – up 5 units (27%)	up 12 units up 13%
Building permits – up 17%	up 30%
All construction permits – up 37%	up 28%
Fees collected – \$94,447 (down 19%)	\$696,955 down 11%
Construction Value – \$6,315,999 (up 11%)	\$70,675,701 up 23%

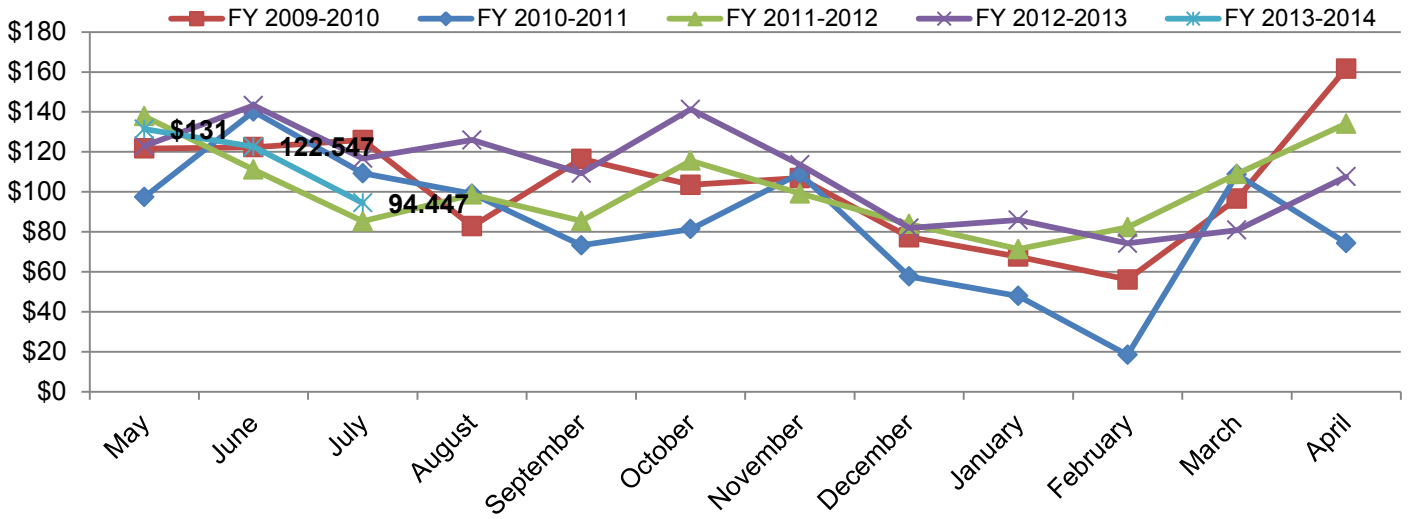
Number of Construction Permits



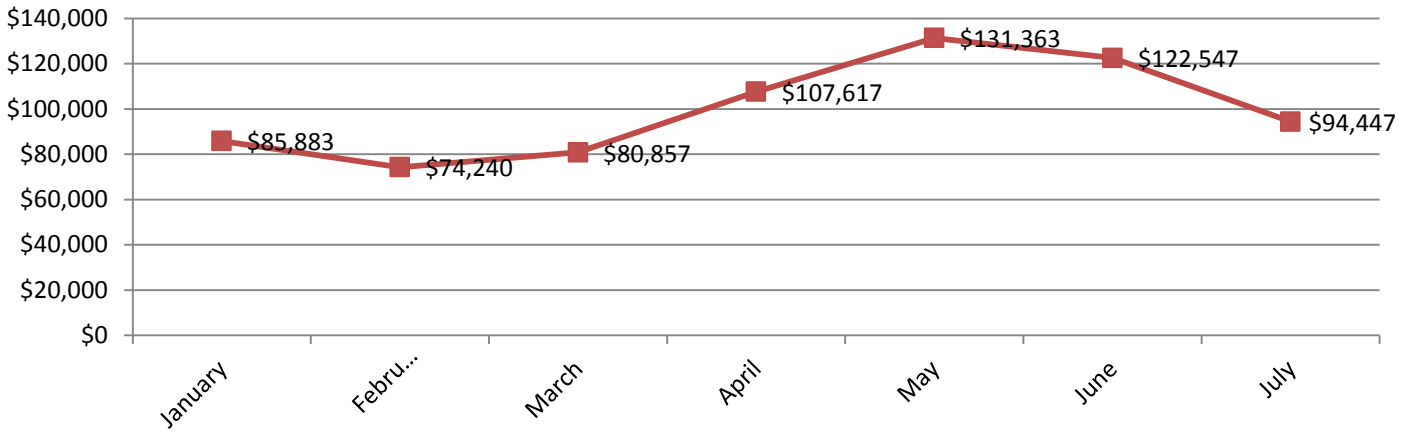
Number of New Homes Built



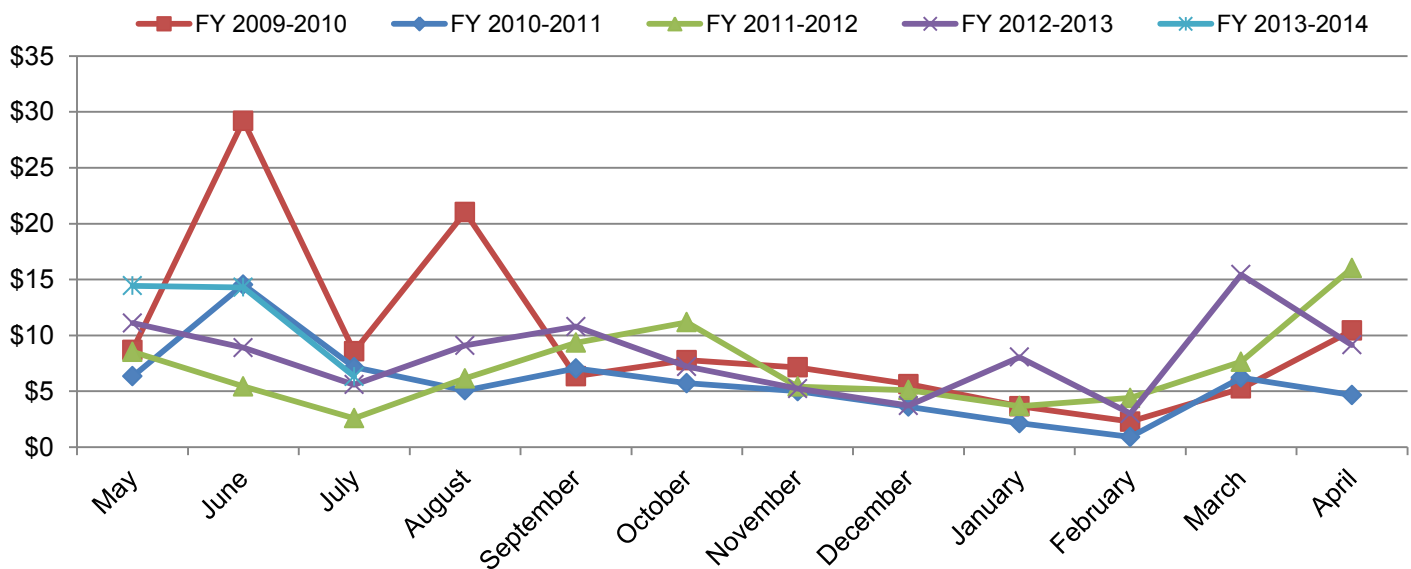
Permit Fees Collected (in Thousands)



Permit Fees Collected



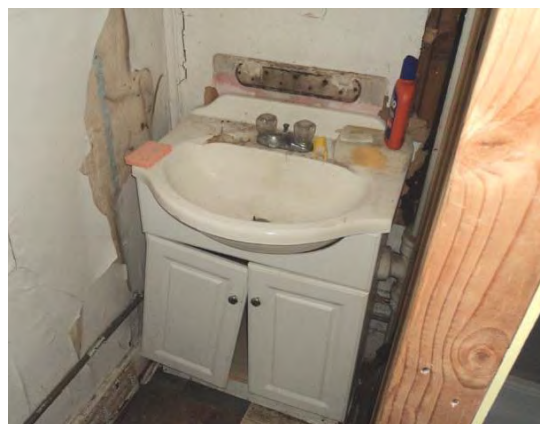
Construction Valuation (in Millions)



Code Enforcement Activity

In the month of July, 229 complaints were received. Those complaints broke down into 277 violations. Of the 277 violations, 122 complaints were brought into compliance. The following is the breakdown of those complaints and violations received by the department.

Complaint/Violation Type	Total Reported
Feces	1
General Fire Violation	2
Garbage/Rubbish/Debris	29
Graffiti	2
Grass Weeds	133
HVAC	1
Illegal Dwelling	1
Illegal Home Occupation	4
Infestation	10
No Permits	13
No Utilities	2
Other	4
Property Maintenance	54
Structure Fire	1
Trees/Vegetation	16
Vehicles	1
Vacant Abandoned Property	4
Department Totals	277



Property Maintenance Complaint



Roach Infestation

Planning Division

The planning division staff typically handles the activities of the three boards and commissions including: The Planning Commission, Historic Preservation Commission and Zoning Board of Appeals. Activities include case preparation, findings of fact, conducting public hearings and preparation of minutes and council back-up reports.

Historic Preservation Activity

BHP-9-13 Green Building LLC, (Bob Vericella/Fred Wollrab) requesting a Harriet Fuller Rust Façade Grant of up to \$25,000, consisting of tuck pointing masonry repairs, steel lintel repairs, metal repairs, new vent covers and replacement window sills for 115 East Monroe Street. Also know and the B.S. Green building, Arthur A. Pillsbury Architect, 1901, located in the Downtown Bloomington National Historic Register District.

Planning Commission Activity

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. (Ward 2)

The Planning Commission recommended a 120 day approval by a vote of 6-0

PS-05-13 Public hearing and review on the petition submitted by Luther Oaks, Inc. requesting the approval of an amended Preliminary Plan for the First Addition to Luther Oaks Subdivision for the property located at north of Lutz Road and East of Greenwood Avenue consisting of approximately 12.17 acres (Ward 2)

The Planning Commission recommended approval by a vote of 6-0, subject to working out issues identified by the Engineering Department

PS-03-13 Public hearing and review on the petition submitted by FOB Development, Inc. requesting the approval of a Preliminary Plan for a Portion of Empire business Park, Third Revision, for the property located north of Illinois Route 9 and east of Trinity Lane, consisting of approximately 14.2 acres. (Ward 3)

The Planning Commission recommended approval by a vote of 6-0, subject to working out issues identified by the Engineering Division of Public Works

In other business, the board heard staff provide an education presentation on traffic design and control standards. This is part of an ongoing effort to provide educational opportunities that will help planning commission members better understand their role and the standards used by staff in making their recommendations.

Zoning Board Activity

SP-03-13 Public Hearing and Review on the petition submitted by HL Bloomington LLC and Hundman Management LLC requesting approval of a special use permit for multiple family dwellings for the properties located at 1021, 1025, 1031, and 1041 Ekstam Dr. Zoned B-1, Highway Business District. (Ward 3)

The Zoning Board of Appeals recommended the City council approve this special use request by a vote of 3-2.

Z-11-13 Public Hearing and Review on the petition submitted by William Bentley to allow construction of a parking lot and to allow a variance from the Zoning Ordinance to reduce the required landscaped parking lot setback along Stewart Street from 12 feet to 6 feet for the property located at 1502 S. Main Street. (Ward 1)

The petitioner was not present at the meeting so the case was laid over until the August 21, 2013 meeting of the Zoning Board.

SP-04-13 Public Hearing and Review on the petition submitted by Luther Oaks, Inc. requesting approval of a special use permit for a nursing home for the property located at 601 Lutz Road, Zoned S-2 Public Lands and Institutions District (Ward 2).

SP-05-13 Public Hearing and Review on the petition submitted by Robert Novtony, Joan Novtony, Craig Bowars and Katie Bowars requesting approval of a special use permit for a medical health services facility for the property located at 1415 Croxton Ave Zoned R-3B, Multiple-Family Residence District (Ward 1)

Facilities Management

The City Council approved maintenance and restoration work to be completed at the Market Street Parking facility in the amount of \$414,393. This bid award completes phases II and III of the repairs needed to continue the life of the facility for approximately 10-12 years.

In addition to the maintenance and restoration work, staff will begin reviewing bids in August 2013 for replacement of the roof over the Post Office section of the Parking Facility. This work was pulled to bid separately with the hope that more bidders would participate and a better price would be available than if this project were bid with the remainder of the work. A report to Council is planned for September.

Work continues on the demolition of two dilapidated city buildings on Howard and Jackson Streets. Asbestos has been removed from the Howard Steel facility. The contractor is waiting the completion of utility cut-offs prior to the actual start of the demolition. The stone identification and cornerstones were removed from the building and are currently in a protected storage area. The final resting place of these pieces is to be determined.

Items of Note

PACE staff and administration were give a first glimpse of a building conditions report being prepared by Faithful and Gould. The report currently covers 39 city buildings and will be a tremendous source and plan for maintenance of city facilities in the future.

Some of PACE staff was privileged to be included in the selection process for the new McLean County Planning Commission Regional Director. The new director will be replacing the retiring Paul Russell.

PACE and members of the City Manager's Office met with select members of the Bloomington-Normal Homebuilders Association to discuss mutual concerns and efforts.



Economic Development

ED Coordinator



Justine Robinson

July 2013 Edition

Meetings Held: 40

- Expansion: 2
- New: 4
- Retention: 8
- Closing: 0
- Developer: 3
- Networking: 3
- Education/Training: 1
- Council/Commission/Committee: 10
- EDC of Bloomington-Normal: 4
- Media: 2

EDC of the Bloomington-Normal Area Proposed Incentive Programs

During the Administration and Finance Committee Meeting on July 1st, the Economic Development Council of the Bloomington-Normal Area presented information on three potential incentive programs including a Limited Discretionary Property Tax Abatement on Improvements (PTA), McLean County New-Hire Incentive (NHI) and McLean County Swift-Hire Program. Click [HERE](#) for information on each of these programs.

Green Building LLC Property Tax Abatement

City Staff approached the following taxing bodies during the month of July as it pertains to the proposed property tax abatement for the development at 115 East Monroe in Downtown Bloomington.

- July 3rd - McLean County Board Finance Committee
- July 16th - McLean County Board

- July 16th – Bloomington Public Library Board
- July 22nd – City of Bloomington Township
- July 25th – Bloomington Normal Water Reclamation District Administration

The McLean County Finance Committee and Board relayed positive feedback to both City Manager Hales and Economic Development Coordinator Justine Robinson as it relates to the level of due diligence exercised during the application process. Additional details will be provided as those meeting minutes are made available.

Downtown Bloomington Association's Economic Restructuring Committee

The committee met in the DBA office on July 9th where agenda items included:

1. An incentive workshop from 5:30-7:00PM on August 20th at the McLean County Museum of History. Click [HERE](#) for more information.
2. Local financial programs structured in various other Illinois communities as a means to fill gaps in development budgets.
3. Food truck trends
4. A business resource workshop will be held from 8:30-10:30AM on September 17th at the Hansen Student Center on the Illinois Wesleyan University campus. Click [HERE](#) for more information.

[DESTIHL](#) Brewery held an open house on July 25th to showcase its new facility at 1616 G.E. Road



The [McLean County Chamber of Commerce](#) coordinated six (6) ribbon cuttings throughout the City of Bloomington in July.



[Bloomington Primary Care](#)
opened at 9Heartland Drive



[Marco's Pizza](#)
opened at 604 East Locust



[Fleet Feet Sports](#)
opened at 105 Krispy Kreme Drive



[The Gingerbread House](#)
reopened under new ownership



[W.M. Putnam Co.](#)
Celebrated their 65th anniversary



[Tower Loan](#) opened at 1717 RT Dunn Drive



City Clerk

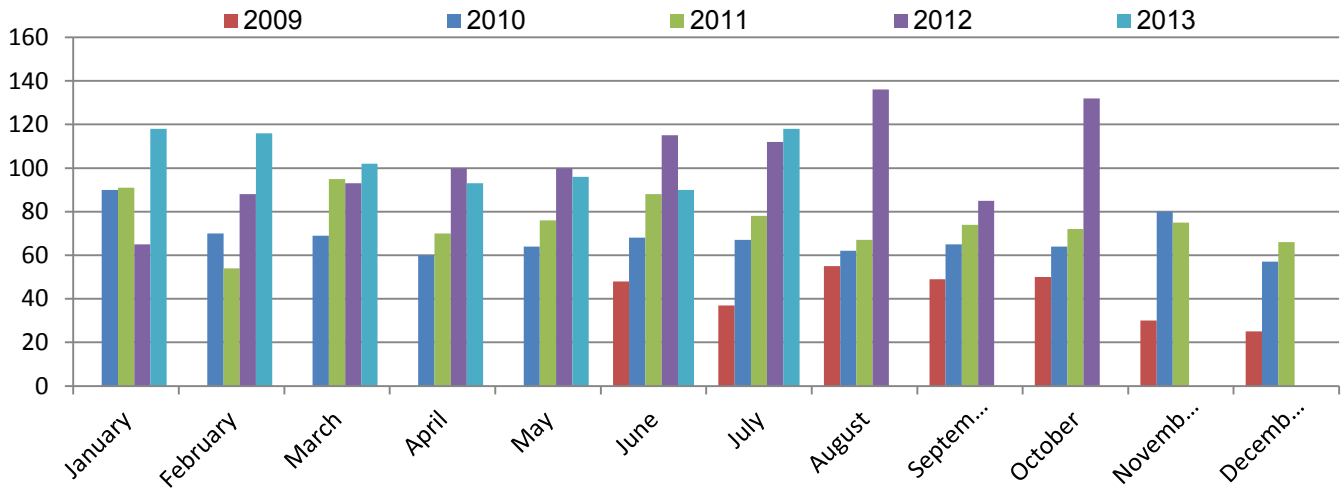
City Clerk



Tracey Covert

July 2013 Edition

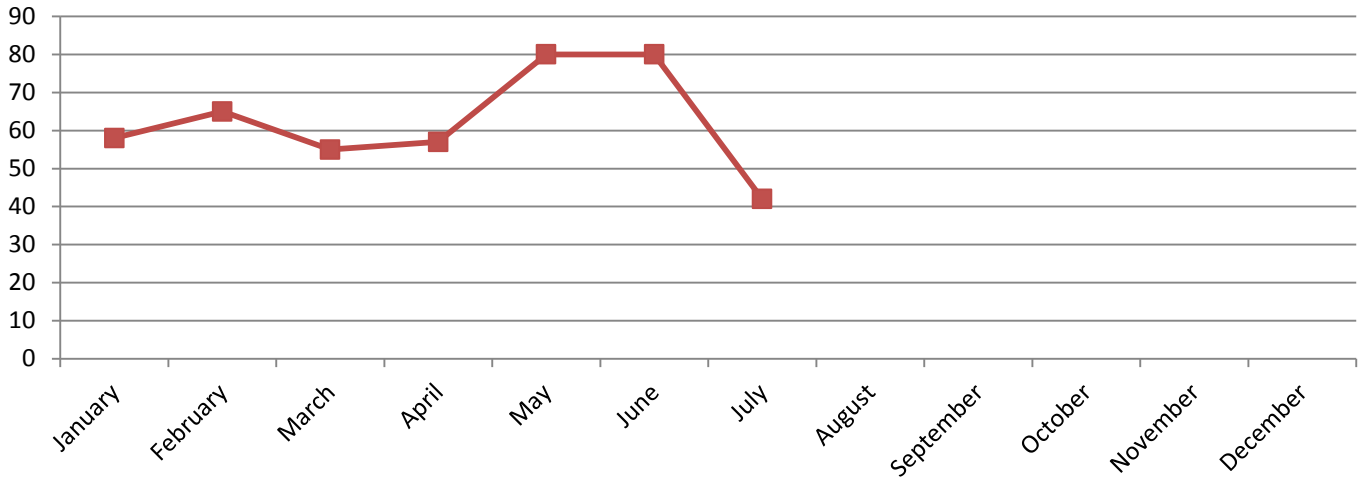
F.O.I.A. Request by Month Since June 2009



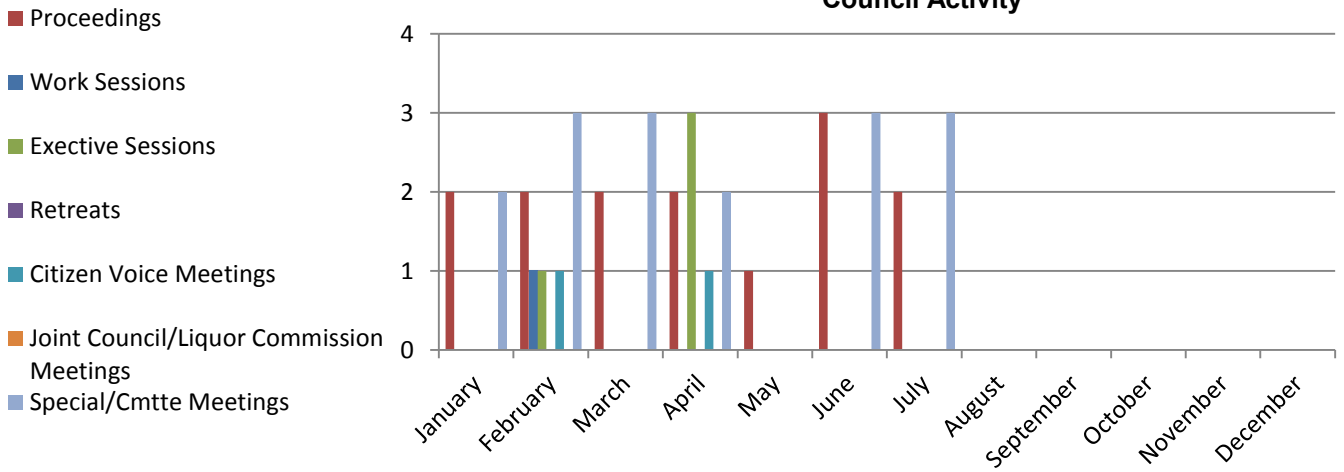
Number of Liquor Vendors June 2013



FOIA Staff Time per Request



Council Activity





Information Services Director

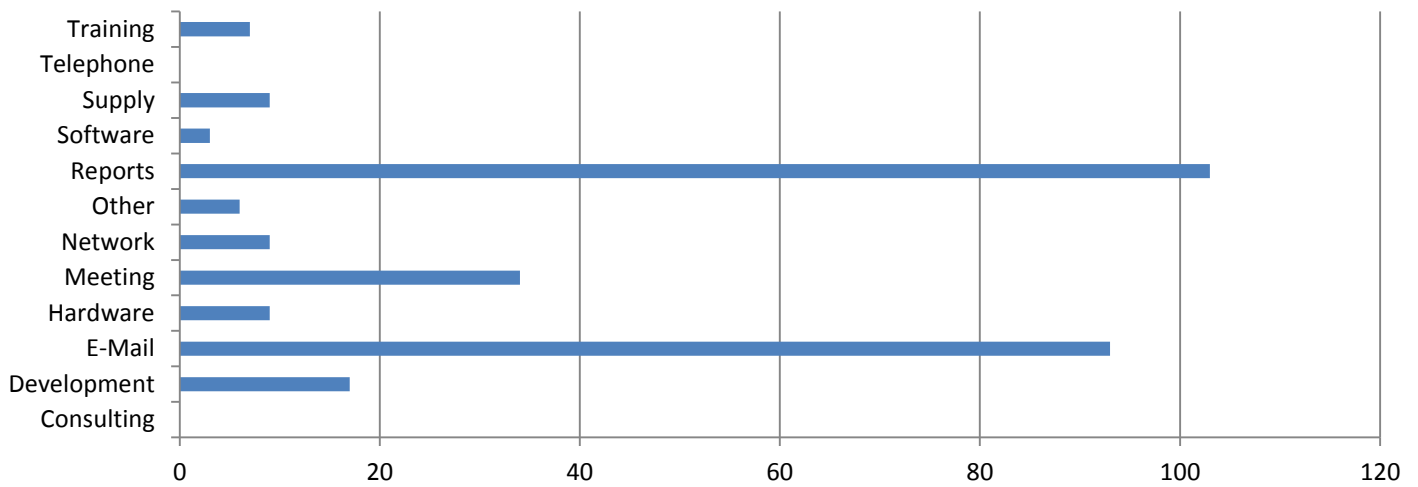


Scott Sprouls

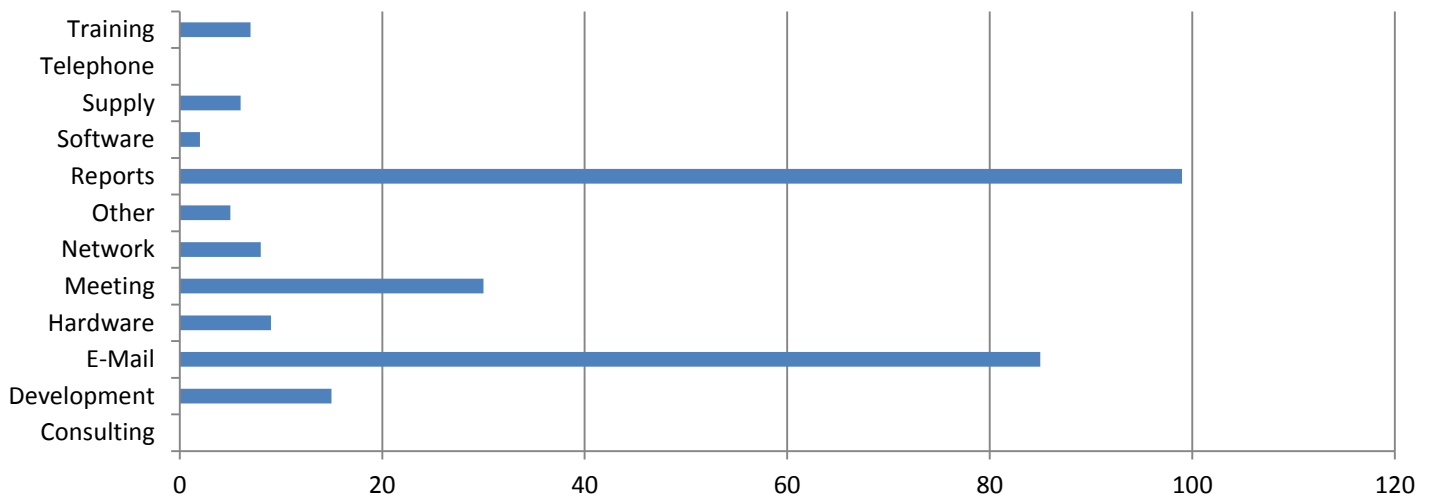
Information Services Department

July 2013 Edition

July 2013 Requests for Service



July 2013 Closed Service Requests



Permitting, Code Enforcement and Inspections (PI)

- Created custom reporting
- Prepared for Tips & Tricks training sessions
- Ordered and received Windows 7 3G tablet for inspectors
- Provided support to PACE and Engineering

Business Licenses (BL)

- Went LIVE on July 10th (Clerk's Office & Contractor Registration)
- Reviewed reporting with Implementer
- Participated in Project Management team meetings

Cashiering

- Implemented with Business Licenses in City Clerk's Office

Finance

- Received Springbrook quotes for Utility Billing interface to MUNIS
- Working on script to load P-card commodity code data

Human Resources & Payroll (HR PR)

- Tyler fixed the employee fiscal totals for 2012
- Received new 834 Employee Benefits file 5010 format and submitted a test file to Blue Cross Blue Shield

Fixed Assets & Inventory

- Decided to implement for capitalized fixed assets and non-capitalized assets assigned to employees

Inventory

- Decided to delay implementation of inventory until work orders are completed

Communication

- Project Status created for Steering Committee

Replacement of Automated Fuel Management System

Information Services staff worked with Public Works Fleet management personnel to complete the replacement of the fuel management system (see June report for more detail). The old system (GasBoy) was replaced with an up-to-date "FuelMaster" system. This included new pumps and management console at the Public Works pump facility and new network connectivity, server/backup infrastructure and application software. Public Works pumps are the first of six City fuel station sites planned for integration into the system. The other five locations have previously been managed

manually. This integration will provide live management and strategic vision capabilities to these recently disconnected sites.

The new FuelMaster system is a partner of Tyler Technologies, so there is an existing interface with the MUNIS ERP software. This integration will improve the communication between the two systems and provide enhanced reporting capabilities within the MUNIS system.

Migration of Communication Center Server Infrastructure from Physical to Virtual

In July, implementation and testing continued on the upgrade to the Communication Center's server infrastructure. Four servers were created within the City's virtual (cloud) infrastructure. These servers will replace aging physical servers and will provide much higher performance and maintain redundancy for the dispatch system. Staff also installed improved software updating technology in Police and Fire MDTs (mobile data terminals) that will streamline software version updates in the future. This project is still on schedule for an August 2013 go-live.

Completed Design and Development on New City Services Guide

Information Services staff completed design and development on the updated City Services Guide. IS staff worked with Administration to edit and complete the guide. This work was completed and the final version of the updated guide has been received from the printer.

Central Illinois Regional Broadband Network (CIRBN) Agreements

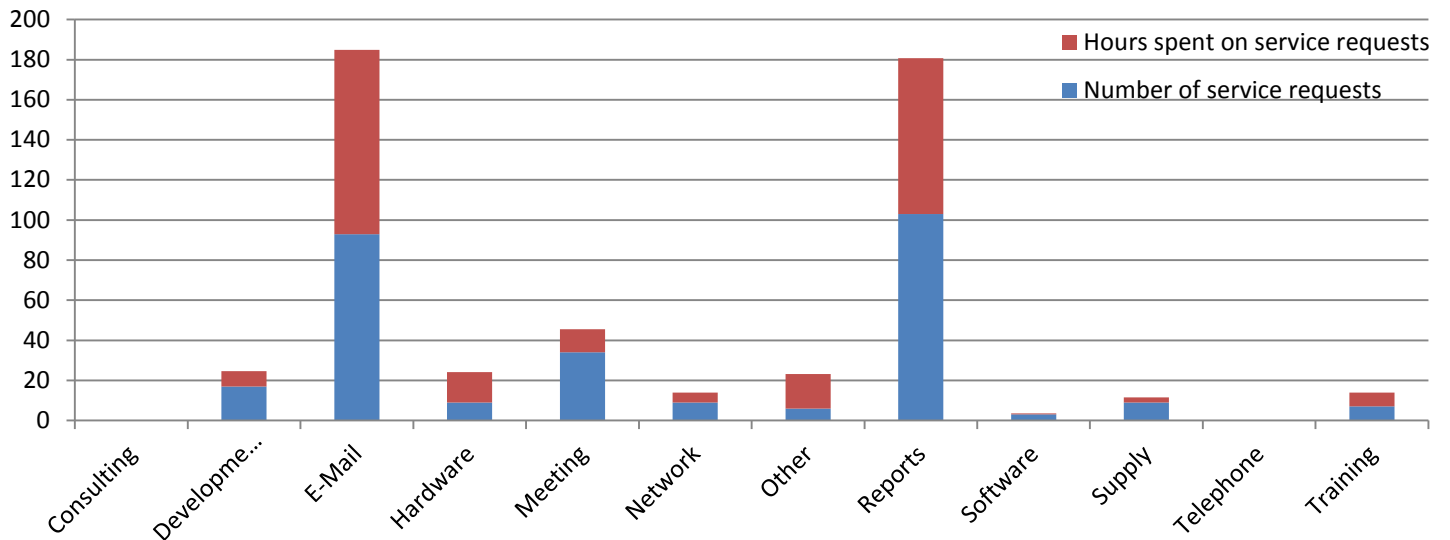
In July, Council approved the Customer Service Agreement with CIRBN. This agreement will allow the department to participate as a customer on the CIRBN network, providing higher Internet bandwidth and faster Intranet connectivity between City facilities connected to the CIRBN network.

City Council approved the City's membership on the CIRBN LLC management board. Participation on the board will ensure that the City of Bloomington has a voice in future directions of the CIRBN network.

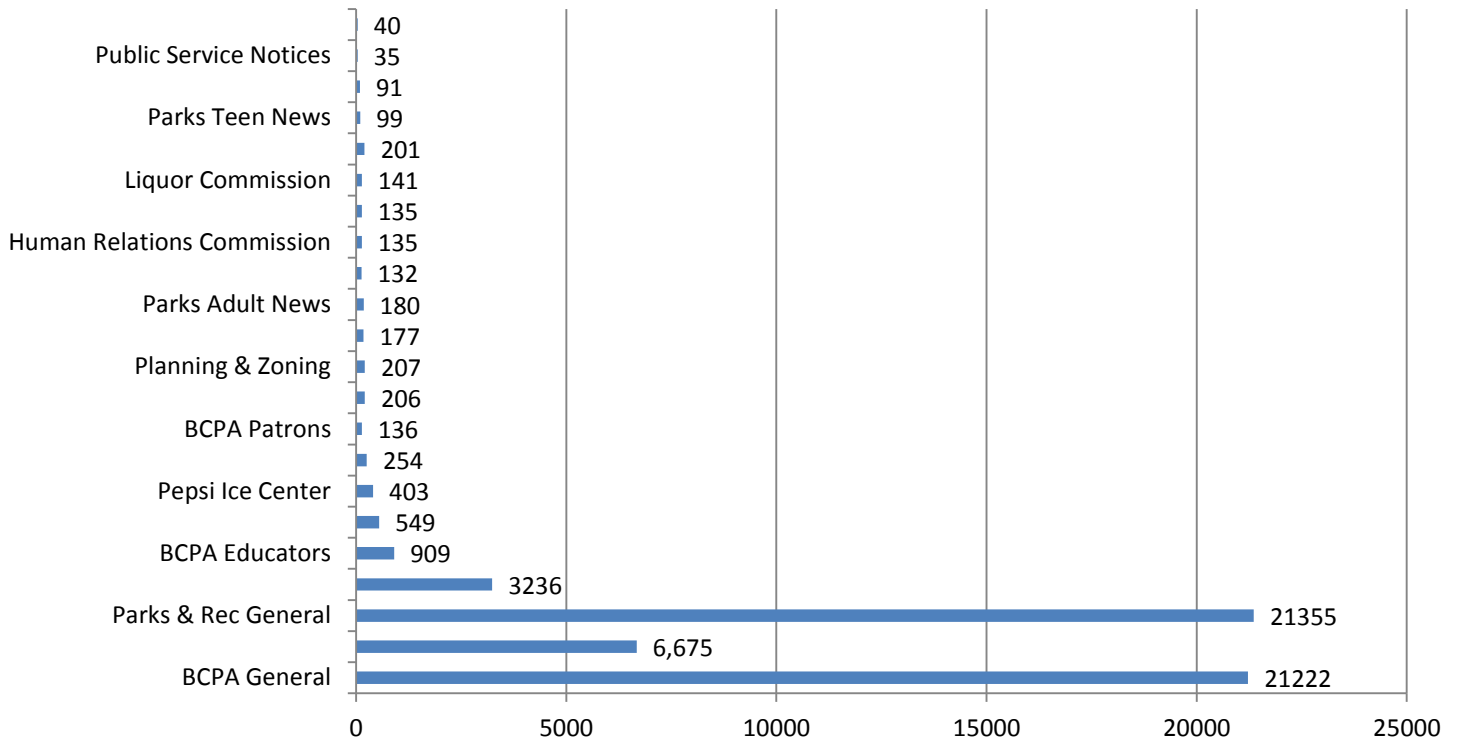
Implementation of New Mobile Data Terminals (MDT) in Fire Apparatus

Information Services staff, in conjunction with Fleet and Fire personnel, began working to install updated MDTs, docking stations and broadband modems in all the Fire apparatus. The new configuration will increase the speed and reliability of the computing devices used by the Fire department during their emergency runs.

March Requests for Service vs Hours Spent on Request



July 2013 Lyris List Server Information





Human Resources Director



Emily Bell

Human Resources

July 2013 Edition

Human Resources Job Tasks

- Review of compensation pay grades for Classified employees
- Processed Performance Evaluations and calculated retroactive pay for classified employees
- Processing FOIAs and subpoenas
- Coordination of Sergeants and Lieutenants Promotional Testing
- Coordination of Community panels and Assessment Center for Police Chief hiring
- Coordination of Fire entry Level Hiring List
- Preparation and Finalizing of Local 49 and Lodge 1000 contacts
- Management meetings and negotiations with Local 362 Support Staff, Telecommunicators and Local 699 Public Works/Parks. A tentative agreement was reached with Local 699 and Local 362 in July.
- Conducted three grievance meetings with Local 699 PW/PKS, one grievance meeting with Lodge 1000 – Water and one grievance meeting with Unit 21 – Police
- Sun safety and skin cancer prevention materials were sent to the Parks Department for their monthly safety meeting
- Weight Watchers, wellness and safety articles included in newsletter, Topics covered healthy grilling, avoiding heat illness and West Nile Virus

Employee Assistance Program (EAP) fliers attached to newsletter (“Thinking about Counseling,” “When A Loved One Far Away Is Affected by Trauma,” and “Finding Solutions that Work.”)

- Promoted “Kickstart Healthy Living” webinar offered by the EAP and healthy classes offered through OSF
- Monthly health bulletins distributed to department representatives to post in common areas. Topics included heartburn and dietary fats.
- Five ergonomic assessments conducted
- Attended the NAACP National Conference

Hiring	Contract Expiration Date	Number of full-time employees budgeted for FY 14	Current Status
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Non-Sworn Bargaining Units

Local 362 Support Staff	4/30/2011	30	Tentative Agreement
TCM Group	4/30/2011	16	Currently Negotiating
Lodge 1000	4/30/2014	38	Settled
Local 699 Library	4/30/2012	30	Tentative Agreement
Local 699 PW/Pks	4/30/2012	108	Tentative Agreement
Local 362 Parking	4/30/2013	4	Pending Negotiations
Local 362 Inspectors	4/30/2013	15	Pending Negotiations

Sworn Bargaining Units

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

Classified

Classified (Executive)		13	n/a
Classified		121	n/a

Current Vacancies	Position Status
Water Plant Operator	Jeremy Teeples 7-8-13
Water Plant Operator	Jeremiah Powell 7-16-13
Procurement Manager	Jon Johnston 7-29-13
Utility Worker – Parks	Brandon Schreier 7-22-13
Support Staff V – City Clerk	In process
Asst. City Engineer	Bob Yehl 7-29-13
Accountant	Dianne Fazio – 7-29-13
Support Staff V – Finance	In process
Police Chief	In process
Patrol Officer	Andrew Linden 7-8-13
Firefighter	Matthew Musson 7-8-13
Firefighter	Tyler Zimmerman 7-8-13
Support Staff V – Water	In process
Telecommunicator	In process
Utility Worker – Parks	In process
Budget Manager	In process
Deputy Chief of Administration - Fire	In process
Limited Term Assistant Greenskeeper	In process
Water Maintenance Worker	In process
Support Staff IV- CSO- Police	In process
Laborer – Refuse	In process



Library Director



Georgia Bouda

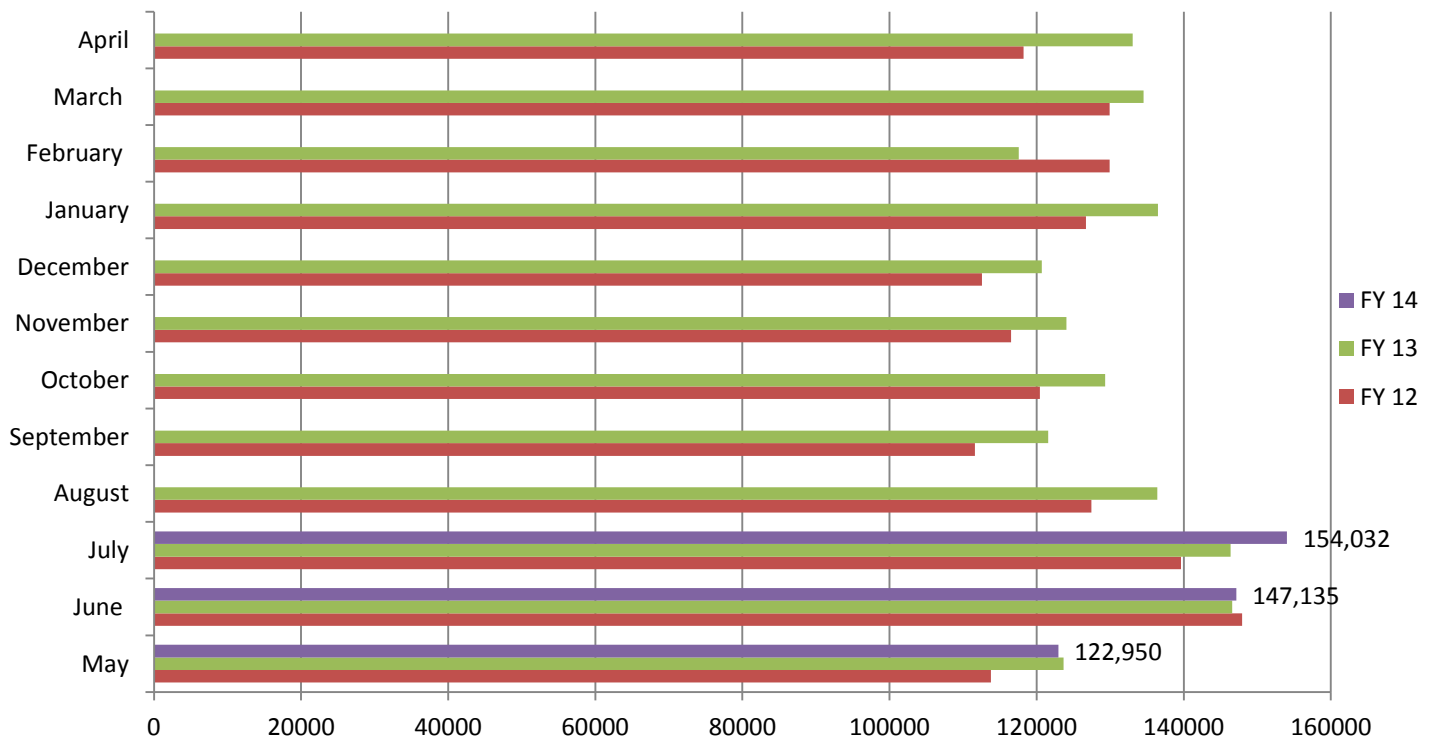
July 2013 Edition

Library

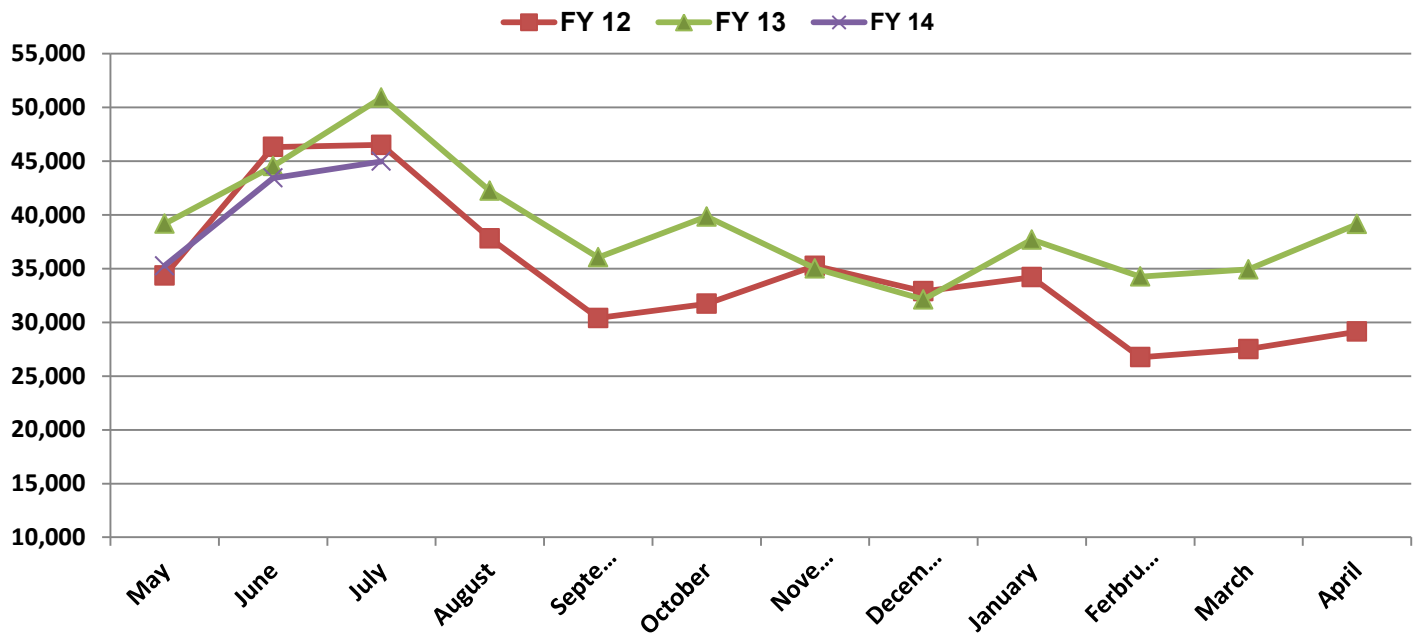
Summer reading has gone very well this summer. The library lent 154,032 items in July 2013, compared to 146,388 items borrowed in July 2012. This is the first month the Library has ever lent over 150,000 items in one month, although 4,649 of them are digital downloads.

There were 44,980 visitors to the Library and Bookmobile in July 2013, a decrease from the 50,899 visitors in July 2012.

Items Circulated



Library Visitors



Programs and Attendance in the month of July:

Children's Programs and Attendance:

- Pint Size Polka – 55 attended
- Twin City School of Dance – 87 attended
- DePriest Puppets – 2 shows – 224 attended
- Tales for Tails – 2 sessions – 32 attended
- Fonziba Drums – 163 attended
- Lincoln Coloring Contest and Craft – 128 participated
- Dora Party – 230 attended
- Meet a Princess – 150 attended
- Story Time Cruise Line – 5 sessions – 176 attended
- Lapsit story time – 4 sessions – 54 attended
- 2nd Saturday story time – 19 attended
- Wiggle Giggle evening story time – 28 attended
- Daycare visits – 30 groups – 770 attended
- Visited Chesterbrook – 103 attended



Teen Programs and Attendance:

- Teen Advisory Board – 1 session – 0 attended
- Book Brags (teen discussion of favorite books) – 1 session – 0 attended
- Anime Now – 2 sessions – 29 attended
- Game Fest – 1 session – 6 attended
- Create-a-Thon Wed. night drop in – 5 sessions – 1 attended
- Henna tattoos – 1 session – 25 attended

- Origami Airplanes – 1 session – 1 attended
- Foam-Cut Art – 1 session – 2 attended

Adult Programs and Attendance:

- Fiction – 1 session – 8 attended
- Mystery Book Club – 1 session – 13 attended
- Non-Fiction Book Club– 1 session – 7 attended
- Summer Travel Book Club – 1 session – 0 attended
- Family Friendly Movies – 3 sessions – 41 attended
- Grandma, Grandpa, and Me Movie – 1 session – 2 attended
- Concert on the Patio – 2 sessions – 97 attended
- Summer Travelogue programs – 2 sessions – 13 attended
- Lincoln-related movies – 2 sessions – 21 attended
- Lincoln Festival (programs here at the library)
 - Death Impact on Life during Civil War – 1 session – 14 attended
 - Civil War in 4 Minutes Movie – 2 Sessions – 22 attended
 - Pantagraph Presents Lincoln’s in Town Movie – 1 session – 16 attended
 - Strange but True Stories of the Civil War – 1 session – 56 attended
 - Songs of the Sesquicentennial/Orpheus Mandolins – 1 session – 56 attended
- There were 14 individual appointments with customers this month. Topics included eReaders, email set up, job searching, editing a Word document, and Skype.



Compliments to the City

To: Gkutz@cityblm.org
From: Jacob Bolender <jbolender36@gmail.com>
Date: 07/30/2013 01:33PM
Subject: Union St. Brush

George,

I wanted to contact you in regards to the brush that was collected on Union St. last week. I just wanted to tell you thank you for handling the situation and cutting through the confusion. As you now know, our intentions were never to take advantage of the system. I'm glad we were able to come to a solution, and again, just wanted to you and your guys. (I know you put up with a lot) We are very satisfied with all that you guys do. Thanks again.

Jacob Bolender

Dear Bloomington Firefighters,

On behalf of the doctors, nurses and staff at OSF Occupational Health, we want to add our sincerest thanks for your continued devotion to the health and well-being of our own community. The recent awards ceremony where medals of valor, awards of bravery and unit citation were given serves as a reminder to all of us how important your work is and when it is done with such exceptional care, we truly feel blessed to live and work in this community.

Thank you all for your hard work, dedication and commitment to excellence - it is sincerely appreciated!

- Your friends at OSF Occupational Health

To: Robert Henson/Cityblm@Cityblm
From: Taneika Baker/Cityblm
Date: 09/09/2013 03:23PM
Cc: George Kutz/Cityblm@Cityblm, Dani Wolf/Cityblm@Cityblm
Subject: Compliment

Resident at 10 Independence Sq. called to give a worker a compliment. She said there was a guy on the yard waste collection crew (did not get his name) that took time to carry her trash can back up to her house. She is elderly and really appreciates the time he took to do that for her.

Thanks,

To: Robert Henson/Cityblm@Cityblm
From: Taneika Baker/Cityblm
Date: 08/07/2013 03:19PM
Cc: Jim Karch/Cityblm@Cityblm, George Kutz/Cityblm@Cityblm, Dani Wolf/Cityblm@Cityblm
Subject: Good Job!

Shirley Hinthorn at 1604 Wildwood called in to say "Thank You" to the crew that picked up the bulk waste they had out for pick up. They had torn down a shed and was very appreciative of the crew that picked up the debris.

Great Job!

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

-To: John Kennedy/Cityblm@Cityblm
From: Haleigh Copley/Cityblm
Date: 07/05/2013 02:43PM
Subject: Re:

I received a call today applauding the Bloomington Parks and Rec department for our "wonderful display of fireworks!"

Haleigh Copley
City of Bloomington
Parks, Recreation and Cultural Arts Department
(309) 434-2260 or hcopley@cityblm.org

Bloomington Center for the Performing Arts

Regarding Miller Park Summer Theater: "Loved the show- everyone did an excellent job!!" –Jennifer Claucherty via Facebook

Regarding Miller Park Summer Theater: "We can't wait! The audition process itself was a treat for both of my girls! Everyone should check out Missoula Theater Company. Thank you BCPA for bringing them back!" –Christine King via Facebook

Recreation

John and all, thanks for the usual great service to the community on this, the 4th of July. From the 5 miler at 7:30 to the great fireworks show at one of our great parks, I'm sure there was plenty going on throughout the day. As people work hard throughout the week, they look forward to the weekends and holidays. B/N is a great place to live, work and play. The fireworks were the best ever. Let's do the SAME THING next year. Jim

To: Denise Balagna dbalagna@cityblm.org
From: Katrina Sturtevant katrina.sturtevant.uvy8@statefarm.com
Date: 07/03/2013 04:22PM
Subject: RE: tennis

This is my first time participating in tennis lessons. When I got to my first lesson and saw two college-aged gentlemen would be teaching the class I wasn't sure what to expect. I love the tennis classes, and I can't wait to enroll again next year. Tennis lessons have always been one of those things on my "bucket list" but living in a small town, I never had opportunities to try tennis. Over the last couple of weeks I have learned so much, and I feel my skills have improved greatly. Riley and Donglai (my apologies for spelling) are flexible, knowledgeable and enthusiastic. I am sure you are aware that they do a fantastic job, but I wanted to let you know how much I enjoy the lessons.

Have a Happy 4th!
Katrina Sturtevant

To: Chris Kane/Cityblm@Cityblm, Rick Hoeniges/Cityblm@Cityblm
From: Stephen Sicinski/Cityblm
Date: 09/11/2013 02:45PM
Subject: Thanks

Chris, I wanted to let you know I appreciate the help your guys have given me. Rick, I am sorry but I forget his partner's name, I needed help in replacing the cord for the flag pole on the PD. They came up with their equipment and got things up and running in no time.

It's nice to have people like this in the City that are willing to help those out in need.

Steve
