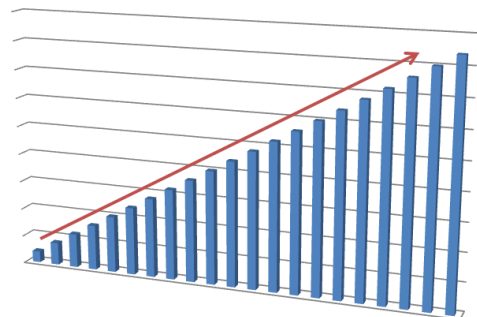




CITY MANAGER'S MONTHLY REPORT

MEASURING PERFORMANCE, TARGETING RESULTS





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Upcoming Community Events

- Spring Wine Sip, April 19, BCPA, 6:00 pm
- Bloomington Edge vs Bandits, April 19, US Cellular Coliseum, 7:05 pm
- Fancy Nancy the Musical, May 5, BCPA, 3:00 pm
- Constitution Trail 25 Year Anniversary, May 10, Connie Link Ampitheatre, 10:00 am
- Star Wars at the Zoo Day, Miller Park Zoo, May 10



Upcoming Meetings

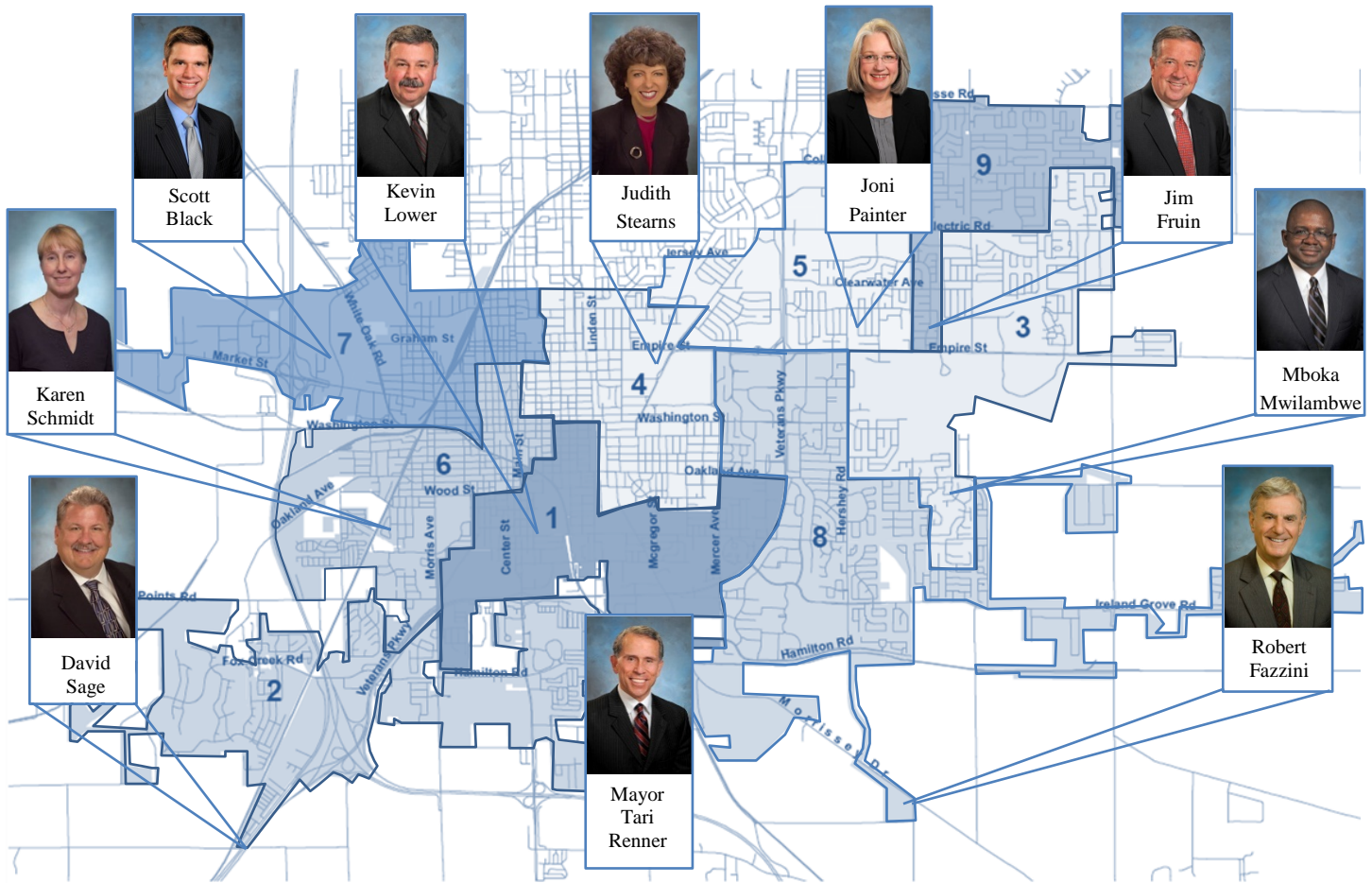
- Liquor Commission meeting, April 8, 4:00 p.m. – 6:00 p.m. City Hall
- Planning Commission meeting April 23, 4:00 p.m. – 6:00 p.m. City Hall
- Historic Preservation Meeting, April 17, 5:00 p.m. – 6:00 p.m. City Hall
- Citizens' Beautification Committee Meeting, April 24, 7:00 p.m. – 9:00 p.m.

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

The Mayor's Open House is held every Friday before a Monday City Council Meeting from 4:00 pm to 5:30 pm at City Hall



City of Bloomington Elected Officials



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

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

Police Chief: Brendan Heffner

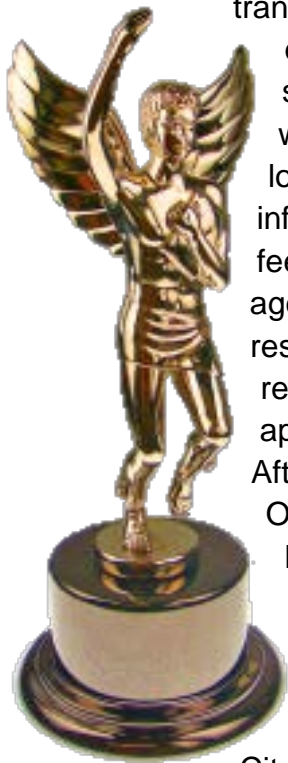
Fire Chief: Mike Kimmerling

Library Director: Georgia Bouda



Continuous Journey Toward Excellence

The City of Bloomington City Council and staff firmly believe that citizens have a right to full transparency with respect to public information. It is a continuous goal of the City to ensure public information is easily accessible to all citizens and interested stakeholders. To that end, the City has made significant strides in the manner in which information is shared. The City's website now has a [Transparency](#) portal located prominently on the homepage. The portal serves as a repository for public information such as City budget and financial reports, information on taxes and fees, employee salary and benefit reports, labor contracts, and public meeting agendas. In addition to all the information provided on the website, the City responds to over 1,200 Freedom of Information Act (FOIA) requests per year representing an average of 60 minutes of staff time per request. That is approximately 1,200 hours of staff time or 58% of a full-time employee's work year. After taking office in May 2013, Mayor Tari Renner implemented a monthly Mayoral Open House providing an opportunity for citizens to meet informally with the Mayor at City Hall to discuss issues and items of concern. The meetings are conveniently held every Friday before a Monday City Council meeting. In October 2013, the City began streaming live and [archiving](#) City Council meetings bringing City government to the homes and computers of the general public. Finally, the enclosed report represents another effort on behalf of the City to provide vital information to citizens regarding City business and operations. As the City strives to increase transparency and openness in City government, City officials ask for your input and suggestions on how the City can better share information with the community. Please feel free to contact your [Alderman](#), the [Mayor](#), or [City staff](#) to share your ideas.



Recent Accolades for Transparency and Open Government:

- The **Illinois Policy Institute (IPI)** rated the City's website with a [transparency score of 89.7](#), placing the City 8th out of the 26 largest cities in Illinois. The average score of the top 26 was 71.4, exactly 18.3 points less than Bloomington.
- The City Manager's Monthly Report was recognized by the **Association of Marketing and Communication Professionals (AMCP)** with the Gold Hermes Creative Award for Communications and Publications (award pictured above). There were over 6,500 submissions with only 19% of the applicants receiving the Gold Award and 11% receiving Honorable Mention.
- 2012, 2013 recipient of the **International City/County Management Association (ICMA)** Center for Performance Measurement (CPM) Certificate of Distinction for Performance Management Efforts. A key component to receive this award includes sharing performance information with the public. The City was one of only 8 jurisdictions which received this honor in 2013.
- 2011, 2012, 2013 **Government Finance Officers Association (GFOA)** Distinguished Budget Presentation Award recipient. In order to receive the budget award, entities must satisfy nationally recognized guidelines for effective budget presentation. These guidelines are designed to assess how well an entity's budget serves as: a policy document, a financial plan, an operations guide, and a communications device.



City Manager



David A. Hales

Welcome from the City Manager

February 2014 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 February 2014 City Manager's Monthly Report. I hope that you continue to stay informed on City issues and progress. Please feel free to contact me with any questions, comments and/or suggestions regarding this report.

Sincerely,

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



Spotlight City: Bloomington Named Tree City USA

The City of Bloomington recently received *Tree City U.S.A.* designation from the Arbor Day Foundation, marking the 27th consecutive year for this honor. In addition, the City received the Arbor Day Foundation's Growth Award for the second year in a row. The honors will be officially presented to the City at an awards ceremony in Springfield on March 25.

In order to receive *Tree City U.S.A.* distinction, a community must have a tree board or department, a tree ordinance, a forestry program with an annual budget of at least \$2 per capita and an Arbor Day observance and proclamation. The City met or exceeded all of the requirements.



Along with *Tree City U.S.A.* status, the City received the Arbor Day Foundation's Growth Award for the second consecutive year. For this award, a community must achieve at least ten points in any of four categories: Education and Public Relations, Partnerships, Planning and Management or Tree Planting and Maintenance. The City achieved a total of thirteen points in two categories. The City received points in Planning and Management for the completion of a citywide Ash tree inventory and analysis and points in Tree Planting and Maintenance for the treatment of 177 trees for Emerald Ash Borer.

"We're happy to be recognized as a *Tree City U.S.A.* and very pleased to receive the Growth Award," explains Robert Moews, Bloomington's Superintendent of Parks. "These accomplishments reflect our commitment to quality parks in the City of Bloomington."

In 2013, the City of Bloomington planted 613 trees and pruned close to 5,000. According to the Arbor Day Foundation, trees contribute positively to environmental factors such as better air quality, provide habitats for wildlife and have many other community benefits.

Executive Summary

Police Department

- Eight detectives work in Criminal Investigations Division with an average of 7 working per day. Each detective was assigned approximately 8 cases during February. The domestic violence detectives were assigned 59 cases and the detectives assigned to sex crimes and crimes involving children are investigating 27 cases. CID assigned 74 new cases for investigation. 165 incidents of domestic violence were reviewed in February. **(Page 9)**
- Six officers are assigned to Street Crimes with an average of 4.8 working per day. Officers completed fourteen days of training. Street Crimes made six warrant arrests, 24 probable cause arrests, and generated \$4880 in tow fees, \$1100 in ordinance violations and seized 122.5 grams of cannabis. **(Page 10)**
- The Department experienced 94 property crime reports, which is a decrease compared to the 127 property crime reports last month. The breakdown is as follows: 16 burglaries, 76 thefts, and 2 motor vehicle. **(Page 13)**

Fire Department

- For the month of February, the Fire Department's response time was within the six minute bench mark with an average call creation to arrival time of 5:46. **(Page 14)**
- During the month of February, the Bloomington Fire Department responded to 196 calls of which 4 were confirmed structure fires. These structure fire incidents resulted in a dollar loss estimated at \$12,800. **(Page 14)**
- The Fire Department did respond to a major incident on the interstate on February 14, 2014 due to a number of accidents that shut the interstate system down on the west side. The Fire Department was assisted by Downs, Carlock, Normal, and Danvers Fire and EMS units, and transported 17 patients to area hospitals. In addition to the mutual aid needed, a full recall of off duty firefighters was made to insure that there was no decrease in the Departments ability to respond to other calls for service. **(Page 15)**
- The call volume was 824 calls for service. **(Page 15)**
- As in most months, the majority of the calls were EMS related which accounted for 628 calls for service in February (or 76% of total calls received). The 628 calls for service resulted in a total of 697 patients treated and 517 patients transported. For the month, the three most common EMS report types include Sick Person, Fall Victim and Breathing Problems. **(Page 17)**

Water Department

- The monthly average precipitation for February is about 2.79 inches (shown in inches of liquid precipitation; rain or melted snow), so we were over an inch below normal or about a 36% below normal. Even with this month's precipitation deficit for the month both reservoirs remained completely full through the month. **(Page 26)**
- Pumpage has been about average during the month. Staff pumped an average of 10.9 million gallons per day (MGD) in February with a peak day of 12.2 MGD on February 12, 2014. The February average for 2014 can be compared to the average daily pumpage during February 2013 of 9.9 MGD, February 2012, 10.5 MGD, 2011 of 10.4 MGD, 9.8 MGD in 2010 and 10.8

MGD in 2009 and 11.5 in 2008, so Staff is tracking, on average, about the same as previous February's. ([Page 26](#))

- The month of February was a record-setting one with respect to water main breaks. During the month, there were 27 water main breaks/water main leaks. The calendar year 2014 total through February is 36 main breaks. The average number of water main breaks has averaged 11 main breaks for the month over the last seven years. With that February average of 11 main breaks, this month's total is well above the average over the last seven years. ([Page 28](#))
- The biggest challenge of the month was the number of frozen water service lines encountered. Staff thawed 22 frozen water service lines, requiring multiple excavations. The longest amount of time spent on a water service line was about 20 hours. ([Page 29](#))

Economic Development

- **Downtown Hotel Feasibility Study:** The City of Bloomington executed a contract with HVS in December 2013 to evaluate the current overall hotel market in Downtown Bloomington, including supply and demand factors for tourism and conference accommodations, and to identify the strengths, weaknesses, opportunities and threats of the current hotel market. On February 10, 2014, HVS made a presentation to the Bloomington City Council that included the following areas:
 - Case Studies
 - Market Conclusions
 - Hotel Supply Analysis
 - Occupancy & ADR Projection
 - Feasibility Analysis



Feasibility Study Proposed Downtown Hotel Bloomington, Illinois

*Presented to:
City of Bloomington*

*Presented by:
HVS Consulting & Valuation*

A complete copy of the presentation given to the Council can be viewed by clicking [here](#). ([Page 46](#))

- **McLean County Chamber of Commerce Ribbon Cuttings:** The [McLean County Chamber of Commerce](#) coordinated two (2) ribbon cuttings throughout the City of Bloomington in February. They included: [LA Fitness and Mid City Hair Salon & Spa](#) ([Page 48](#))



Police Chief



Brendan Heffner

Police Department

February 2014 Edition

Crime Investigations Division (CID)

Eight detectives work in CID with an average of 7 working per day. Each detective was assigned approximately 8 cases during February. The domestic violence detectives were assigned 59 cases and the detectives assigned to sex crimes and crimes involving children are investigating 27 cases. CID assigned 74 new cases for investigation. 165 incidents of domestic violence were reviewed in February.

Cyber Crimes

The three Cyber Crime detectives have 15 open/active cases. The unit investigates crimes involving but not limited to child pornography, network intrusion and online scams.

United States Marshal Task Force

The Bloomington office opened 15 felony cases and closed 11 of them. Significant work in February included a subject wanted on a warrant for armed robbery with bond set at \$200,000. TFO Rena arrested a suspect wanted for aggravated criminal sexual assault.

VICE Unit

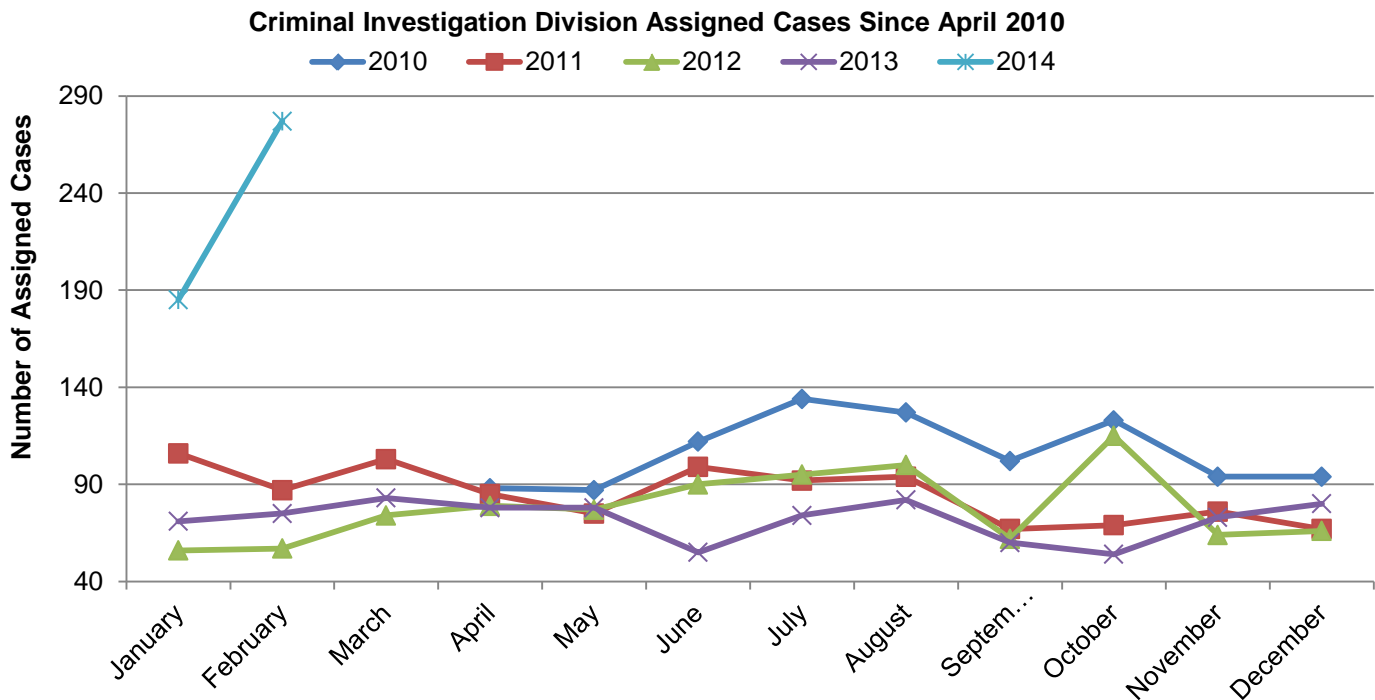
Four detectives are assigned to the Vice unit with 3.85 on average working per day. Nineteen new cases were opened, ten cases were closed, and five search warrants were served. The Vice unit purchased 15.3 grams of crack cocaine, 23.9 grams of powder cocaine, 225 grams of cannabis, and 1.4 grams of heroin. They seized 152.3 grams of crack cocaine, 13.2 grams of powder cocaine, 274.8 grams of cannabis, 1.81 grams of heroin, 11.10 grams of ecstasy, 2 firearms, \$6,137, and approximately \$2,000 worth of property.

Street Crimes Unit

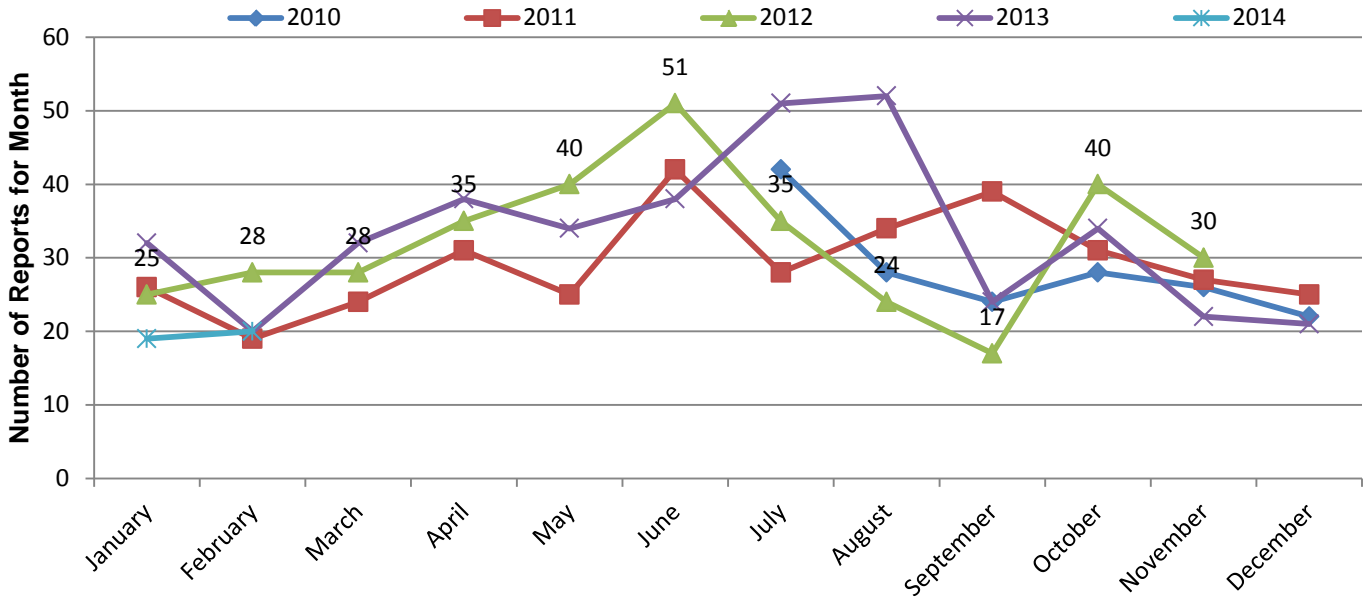
Six officers are assigned to Street Crimes with an average of 4.8 working per day. Officers completed fourteen days of training. Street Crimes made six warrant arrests, 24 probable cause arrests, and generated \$4880 in tow fees, \$1100 in ordinance violations and seized 122.5 grams of cannabis.

Criminal Intelligence and Analysis Unit (CIAU)

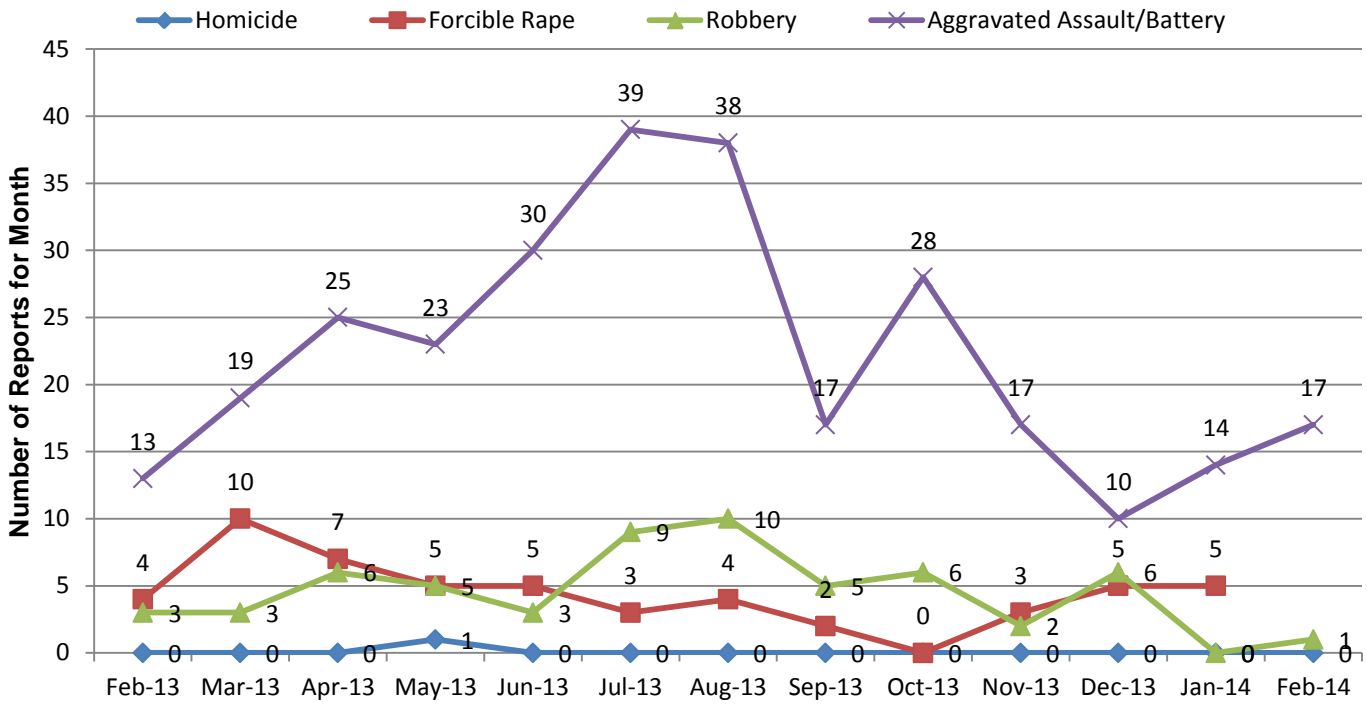
CIAU staff continued to process local applicants for the new Illinois handgun Concealed Carry law screening approximately 418 applications. Staff also completed the IyeTek automated traffic crash reporting system project. This project moves all traffic crash reports to a new electronic format which will speed up officer reporting time, provide citizens electronic access to their crash report and automate data transfer to the Illinois Department of Transportation. CIAU staff produced numerous year-end statistical and narrative crime reports to include an executive summary to City Council. Researchers from IWU met with staff to present results of a graduate level study on crime in Normal using the Gravity Model. Staff continued to support the department's social media platforms by producing new content and videos for YouTube, Facebook and Twitter. Staff also organized and hosted a downstate summit on Hybrid Gangs to include the provision of training to approximately 25 law enforcement agencies.



Total Violent Crime Reports by Month Since July 2010



1 Year Violent Crime by Categories



Communications

Ring Time Ranges (9-1-1 Incoming) – State mandate is 90% answered within 10 seconds				
0 to 3 Seconds	4 to 6 Seconds	7 to 9 Seconds	10 to 12 seconds	% of total calls answered within 10 Seconds
82.40%	16.90%	0.60%	0.00%	99.90%

Ring Time Ranges (911 Incoming) - State Mandate is 90% answered within 10 seconds.

\$9,300 in ordinance violations have been issued in calendar year 2013 to date. Processing is still underway. There was an archiving gap discovered in the digital logging recorder. Issue was researched with on-site inspection by vendor who did not find an answer. System is restored and working fine.

A donation of 15 Automatic External Defibrillators was received from Illinois Heart and Lung Foundation. These units will be placed in police patrol vehicles. A web-based submission of entries into the Premise Alert Program was launched. Citizens can now submit these electronically via the city website. Communications Manager attended the Illinois Mutual Aid Box Alarm System conference in Springfield.

<u>Incoming Phone Calls</u>	
Administrative (non-emergency)	6,245
911 Calls (wireline & wireless) total	1,799
911 Calls - Wireline	329
911 Calls - Wireless	1,470
Total All Calls	8,044
<u>Dispatched Calls</u>	
Police	6,365
Fire and EMS	823
Total Dispatched Calls	7,188
<u>Daily Call Averages</u>	
Administrative (non-emergency)	233
911 Calls – Wireline and Wireless	64
All Calls per day average	287
Police Dispatches	227
Fire and EMS Dispatches	29
Average Dispatches per day	257

First Shift 7 a.m. – 3 p.m.

First shift has 17 officers assigned with the average number working each day of 9.78. There are two officers in the FTO program, three officers in PTI, and one officer on extended military leave.

Five sex offenders were arrested or warrants obtained for their arrest. The Offender Watch 500 project is moving along nicely. We currently have 244 people registered to receive automated e-mail alerts. Day shift officers spent considerable time working on yearly training.

Second Shift 3 p.m. – 11 p.m.

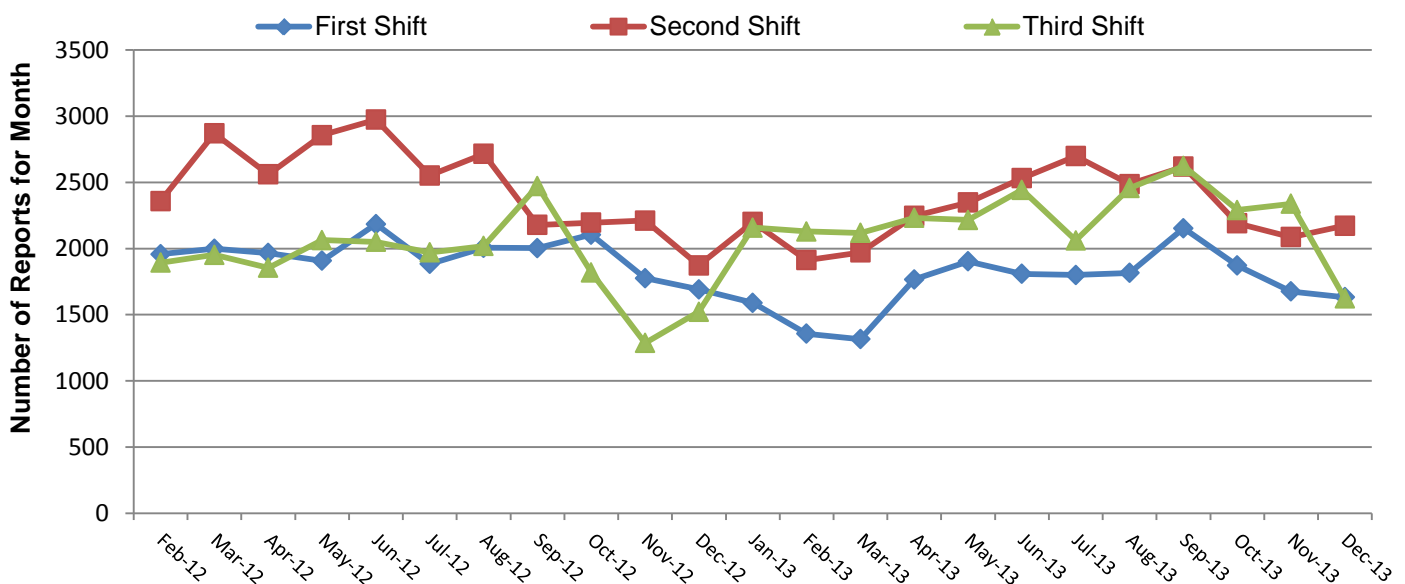
Second shift has 20 officers assigned with an average of 11.3 working each day. Two officers in the FTO program worked on the shift in February. Significant calls for service during the month: A fight in the 300 block of West Market with subject being arrested after found for DUI and Aggravated Battery for biting an officer.

Third Shift 11 p.m. – 7 a.m.

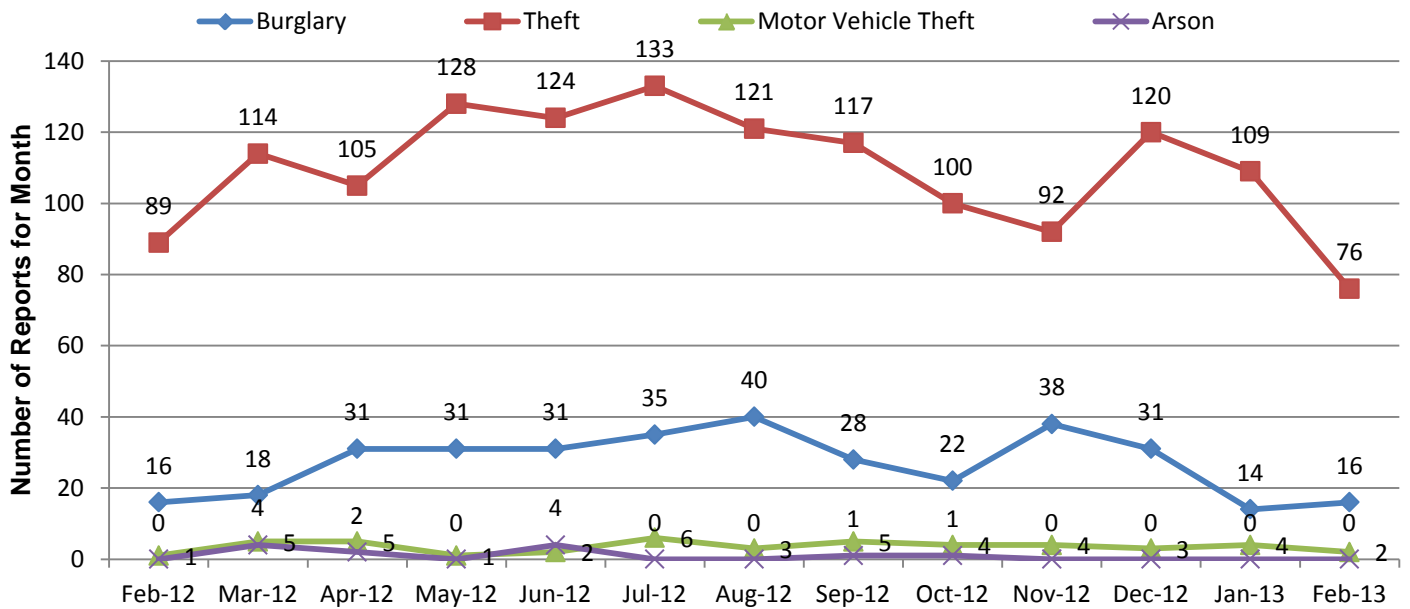
There are 18 officers assigned to third shift with 11 officers on average working per night. Approximately 350 traffic stops were made in February, 21 arrests from self-initiated traffic and pedestrian contacts, and 22 additional arrests for DUI. Nearly 50 DUI arrests have been made by third shift officers for the year already.

Violation	Month Total	Year Total
Seat Belt/Child	3	4
Speeding	58	109
All Other Traffic	548	1087
DUI Arrests	40	68
Total	591	609

2 Year Police Department Calls for Service by Shift and Month



1 Year Property Crime by Categories



Administration

SRO Arnold completed twelve reports, issued one ordinance violation for possession of cannabis. SRO Evans dealt with eight theft issues, seven order of protection checks, twelve disorderly conduct issues, seven child custody issues, six truancy issues, six fights, attended six crisis drills and meetings, completed 60 school visits, completed two lock down drills, gave two presentations on positive role models, and attended two shooting range meetings. SRO Hirsch sent out a monthly newsletter regarding school safety and personal safety to staff. He spoke to two classes of 8th grade students regarding law enforcement as a career, spoke with 15 parents regarding issues in the school, and met with 20 students regarding their behavior in the school and outside of school. SRO Wagehoft gave a talk to the Boys and Girls Club regarding theft, gave a talk to ISU Juvenile Justice Class regarding dealing with juveniles as an SRO, gave a talk to 5th grade students at Cedar Ridge regarding becoming a police officer, and attended Youth Impact meeting.

Public Affairs Officer Mayer did fingerprints at State Farm, presented at Washington School, attended Explorer meetings, gave a safety presentation at YWCA, gave a presentation and tour at the Police Department, completed a Crisis Mental Health Training Video, attended Crime Detection Network meeting, attended AED Press Conference meeting, attended Recovery Court Staffing and Graduation ceremony, did an on-camera interview with WMBD, Chief's message interview with WJBC, and attended STAC meeting.



Fire Chief

Mike Kimmerling

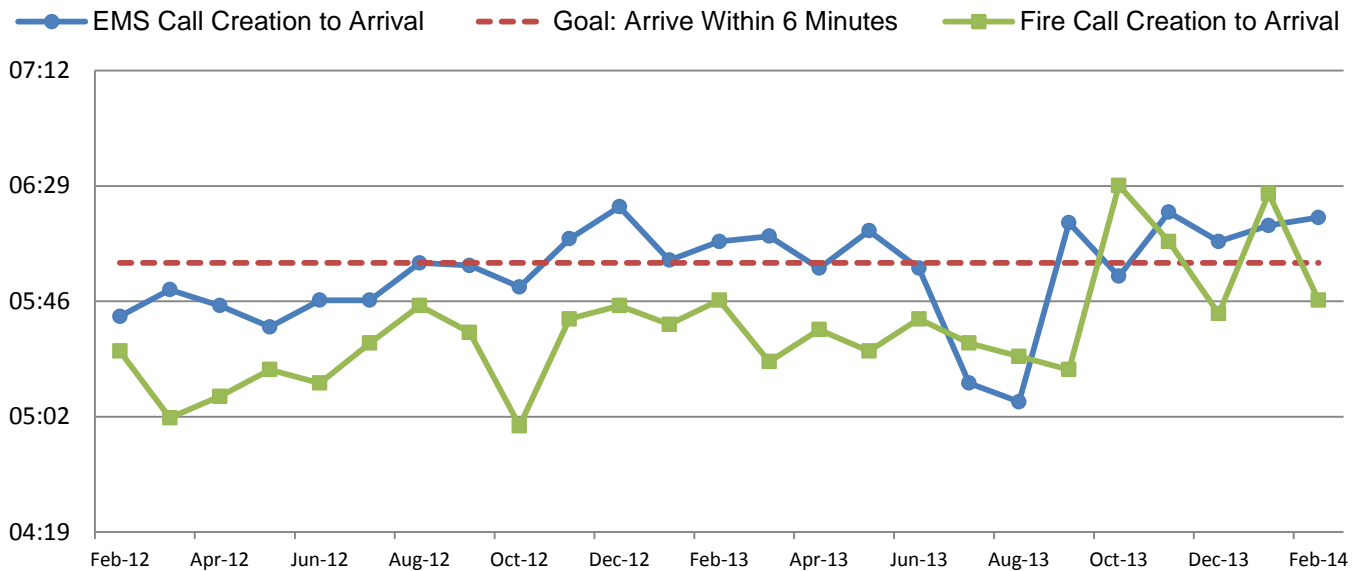
February 2014 Edition

Fire Department

Fire Response Data: February 2014

Fire Response Type	Previous 12 Month Average	February 2014
Fire Reponses	163	196
Structural Fires	8	4
Estimated Dollar Losses (Property & Contents)	\$126,586	\$12,800

Fire & EMS Call Response 2 Year Analysis



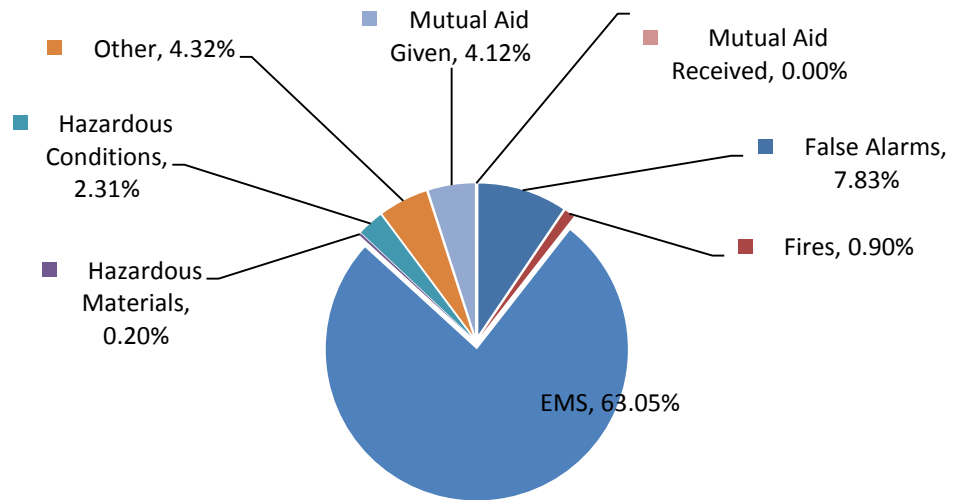
Top 5 Fire Response Types for February 2014

Rank	Response Type
1.)	554: Assist Invalid
2.)	745: Alarm system activation, no fire- unintentional
3.)	554: Assist Invalid
4.)	746: Carbon monoxide detector activation, no CO
5.)	746: Carbon monoxide detector activation, no CO

Operations Report

February was a very cold month and fortunately for us very inactive as far as fire calls. With the snow and the cold temperatures we did augment the staffing on several occasions. The Fire Department did respond to a major incident on the interstate on February 14, 2014 due to a number of accidents that shut the interstate system down on the west side. The Fire Department was assisted by Downs, Carlock, Normal, and Danvers Fire and EMS units, and transported 17 patients to area hospitals. In addition to the mutual aid needed, a full recall of off duty firefighters was made to insure that there was no decrease in the Departments ability to respond to other calls for service. EMS accounted for 76% of the calls for service in the month totaling 628 incidents.

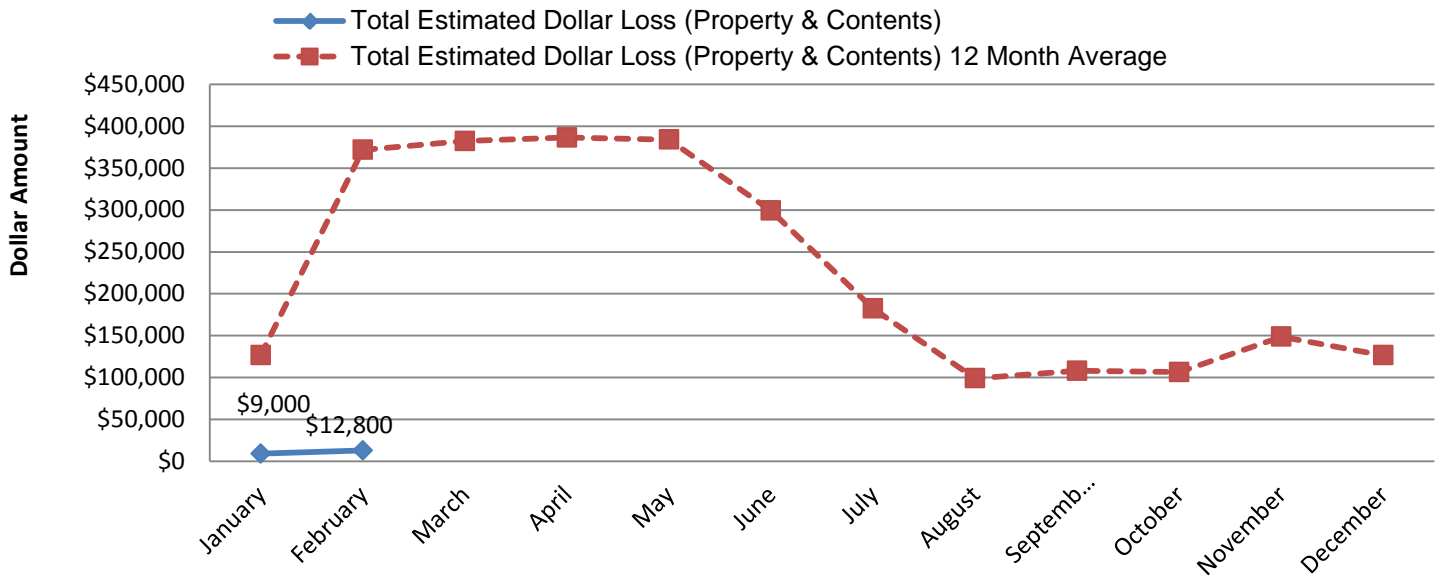
Fire Department Types of Calls for Service February 2014



It was very unusual to have only one minor structure fire with the cold temperatures. Our firefighters were not subject to the extreme weather any more than necessary. It is extremely difficult, and hazardous to fight fires when wind chills are in the -20 to -40 degree range.

Along with the 824 calls for service the Department Officers completed 17 additional business pre-plans and required training for the month.

Dollar Loss Due to Fire Damage

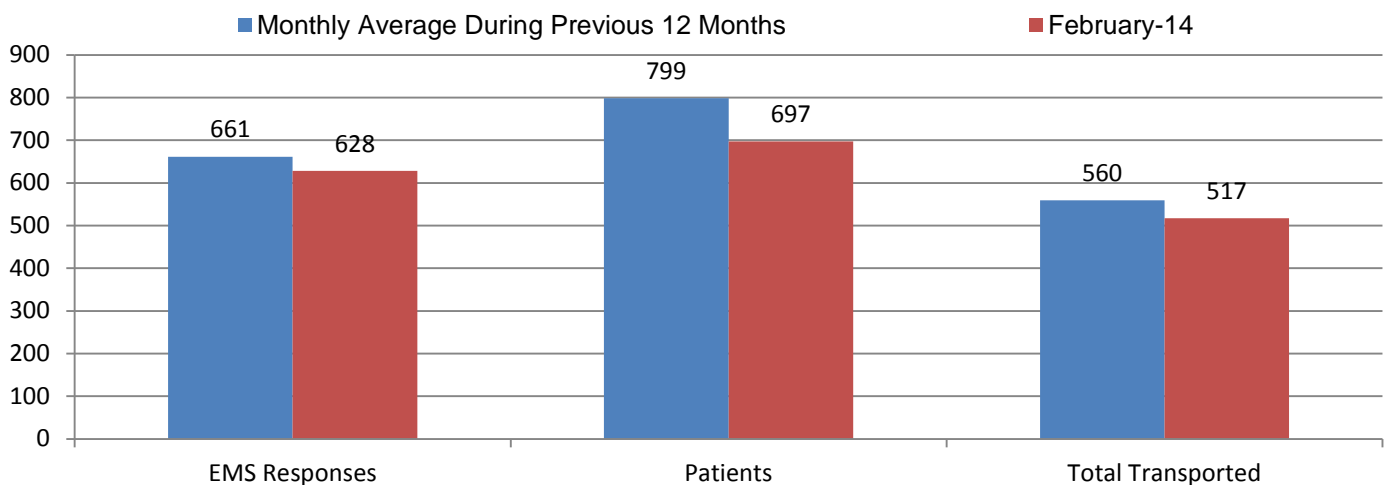


Emergency Medical Services (EMS)

Activity Summary

As in most months, the majority of the calls were EMS related which accounted for 628 calls for service in February. The 628 calls for service resulted in a total of 697 patients treated and 517 patients transported. For the month, the three most common EMS report types include Sick Person, Fall Victim and Breathing Problems.

EMS Responses: February 2014 and Previous 12 Month Average

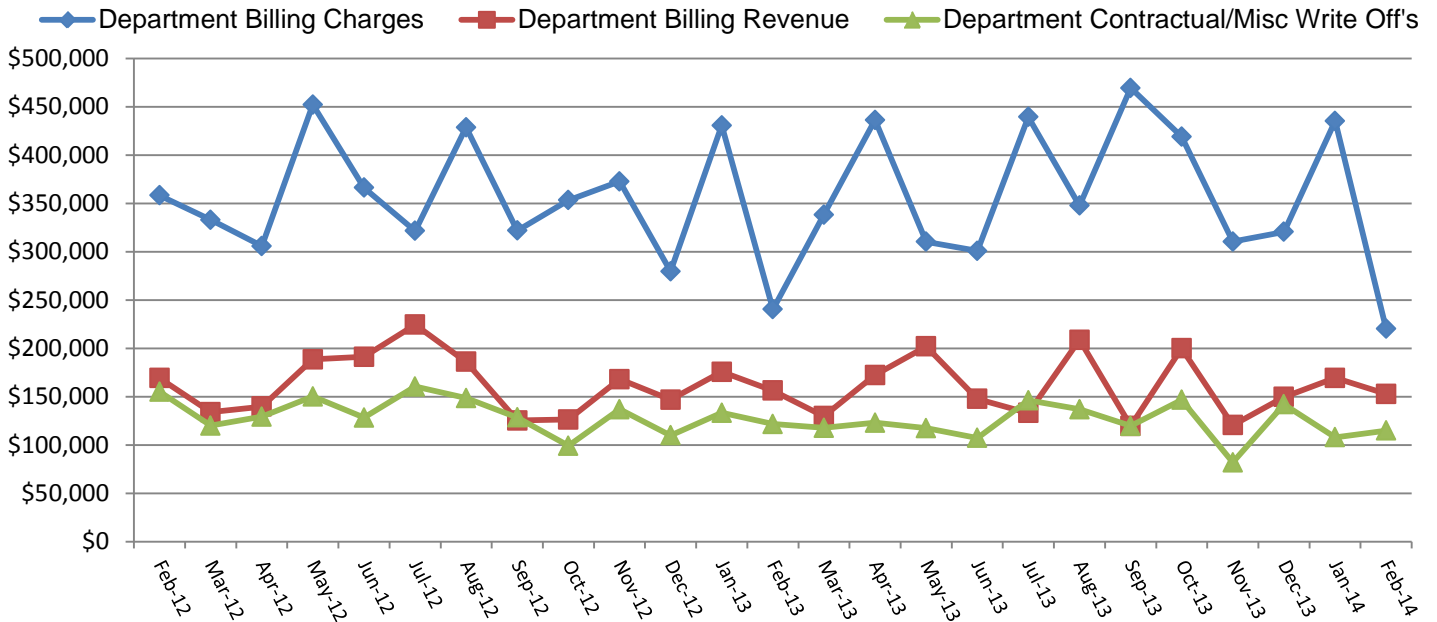


Billing Revenue Summary

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 total for revenue for the month was \$152,934. The Contractual-Write offs total for the month were \$115,304. Bad Debt transferred to third party collections was \$61,418.

Fire Department EMS Billing 2 Year Analysis



Public Education Office

The following represents the Public Education Officer Activities for the month of February 2014:

Fire & Life Safety

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

- Sheridan School x 3
- Cedar Ridge Elementary
- YWCA
 - Total Attendees: 269
 - Total Events: 5

The following fire & life safety presentations were given:

- Hazard House
- Captain Mac & Friends Stranger Awareness
- Captain Mac & Friends No Bullying

Fire Department Training Reports for February

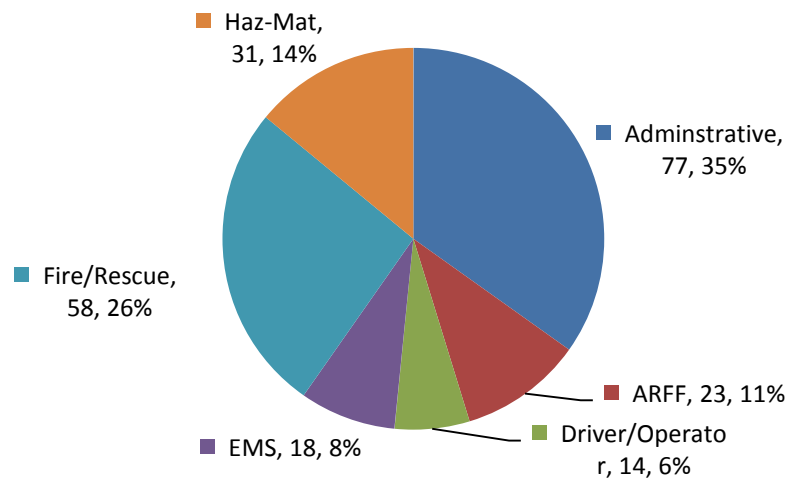
For the month of February, 2014 the fire department held 221 training classes which totaled 1573.21 class hours. The class topics have been grouped into six categories. They are Administrative, ARFF, Driver/Operator, EMS, Fire/Rescue, and Hazmat. The chart below represents the proportion of classes held in these six categories for the month of February.

Major training subjects during this month included:

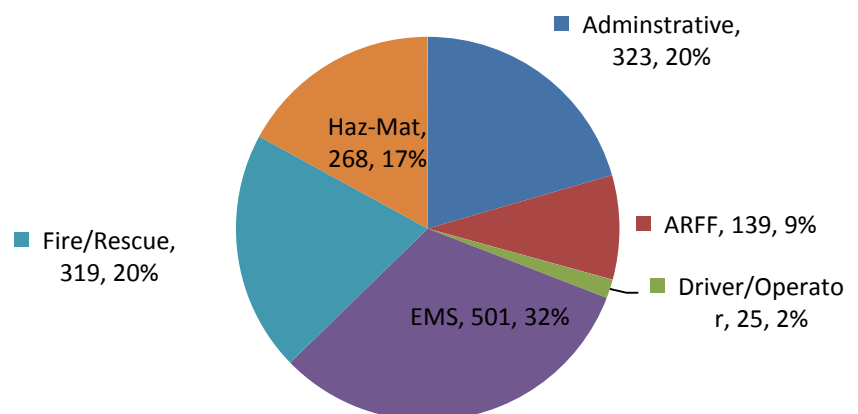
Major training subjects during this month included:

- Driver/Operator
 - Drivers training
 - Pump Operations
- Fire/Rescue
 - Respirator fit testing
 - Fire Behavior/Controlled Ventilation
 - Fire Officer Leadership
- Hazardous Materials
 - Unknown substance response/ monitoring
 - Equipment Familiarization
- EMS
 - CVA/Stroke
 - Mass Casualty Events
- ARFF
 - Firefighter Duties under the Airport Operation Plan
 - Aircraft/Airport Familiarization

Total # of Training Classes by Category



Total # of Hours by Category





Public Works Director



Jim Karch

Public Works Department

February 2014 Edition

Solid Waste Division

Automated Garbage Carts Ready For Use March 3, 2014

Your Cart...directions for "at the curb"...

1. The cart **handle faces in toward the house**. The cart handle and the wheels of the cart should face in, away from the street.



2. On the cart lid, note that there are arrows. When placing the cart for collection at the curb, **arrows should point to the street**. As a reminder, the graphic pictured to the right will be stamped onto the lid of the garbage cart.
3. Proper clearance. There must be **at least three feet of clearance on either side of the cart**. The cart will be picked up by a truck using a mechanical arm. The arm needs the clearance space in order to grab the sides of the cart.
4. **The lid must be closed** to prevent damage to the cart during pickup. An overloaded cart, with a lid fully or partially opened, will not get picked up.
5. **If cars park along your street during the day**, you may want to leave your cart on your driveway apron instead of the grassy areas along the curb. While it will slightly inconvenience you, it will guarantee that Bloomington Public Works employees have access to your cart.



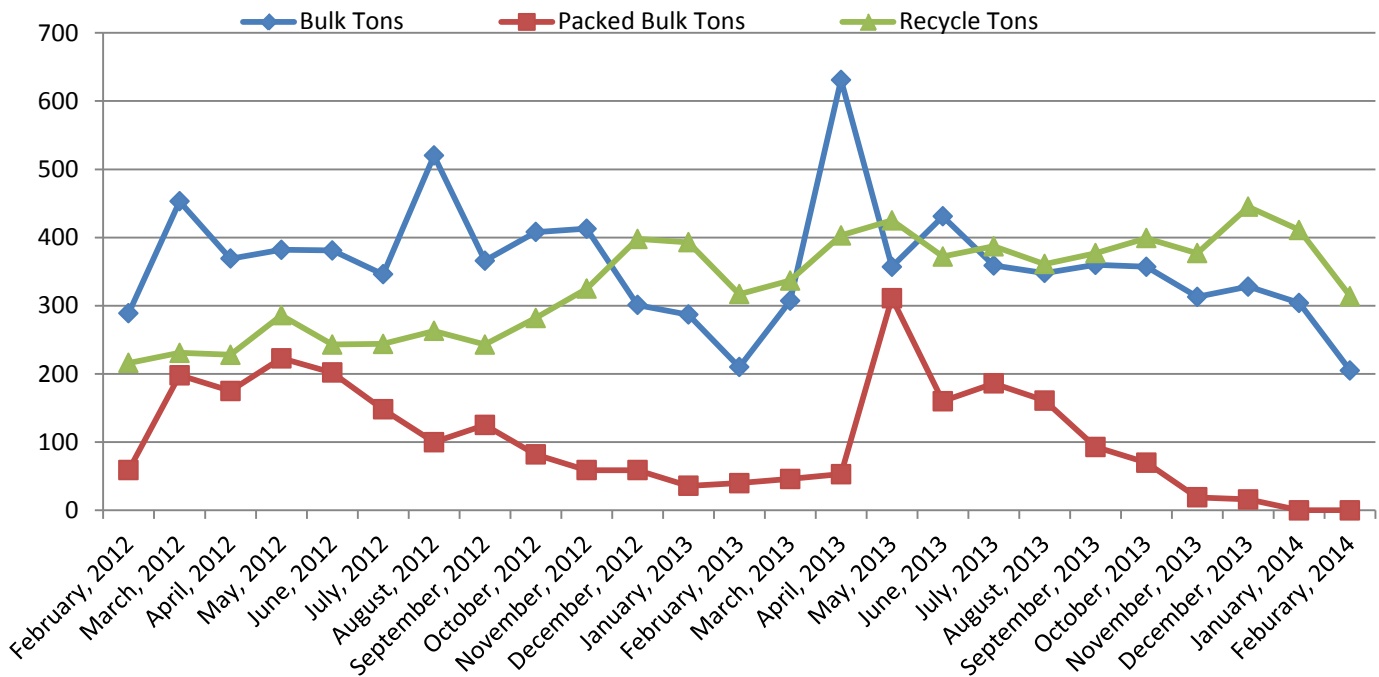
Rehrig Pacific employees deliver carts to residents.



Staging area at CIRA property on Empire Street

Approximately 25,500 residences are serviced weekly and an average of 21.12 pounds of household garbage was picked up each week at these locations in February 2014.

Bulk and Recycled by Ton: 2 Year Findings



Street Sweeping

No streets were swept during the month of February, 2014 due to snow & ice.

Engineering Division

PRIVATE DEVELOPMENT PROJECTS	STATUS
Commercial Site Plans	4 Plan Sets Reviewed
Scharf PUD Sanitary Sewer	Punch List Items
Grove Subdivision, 4 th Addition	Punch List Items
Grove Subdivision, 5 th Addition	In Construction (99% Complete)
Empire Business Park, 5 th Addition	In Construction (1% Complete)
Wingover Apartments	In Construction (99% Complete)
Wingover Apartments East	In Construction (99% 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 (99% Complete)
Fox Creek Village, 4 th Addition	In Review
Wittenberg Woods	Punch List Items
Cedar Ridge, 2 nd Addition	In Review

CITY OF BLOOMINGTON PROJECTS	STATUS
Street & Alley Repair, 2013-14	In Construction (83% Complete)
General Resurfacing, 2013-14	In Construction (93% Complete)
Pavement Preservation, 2013-14	In Construction (75% Complete)
50/50 Sidewalks & Handicap Ramps 2013-14	In Construction (75% Complete)
2012 Maintenance Contracts (Utility Maintenance)	In Construction (99% Complete)
2013 Maintenance Contracts (Street, Utility, Grading, Traffic Signals)	In Construction (100% Complete)
2013 Washington St Micro-surfacing	In Construction (99% Complete)
2013 Sump Pump Drainage Program	In Construction (0% Complete)
Eagle Crest East Pump Station Improvements	In Design (15% Complete)
Locust Colton CSO Elimination, Phase 1	IEPA Loan Close Out
Locust Colton CSO Elimination, Phase 2	In Design (75% Complete)
Hershey Road: Hamilton Road to 750' South	In Design (60% Complete)
Sanitary Sewer & Storm Water Master Plans	(100% Complete) Delivered
Highland Golf Course Storm Sewer	In Construction (99% Complete)
HoJo Pump Station	In Design (25% Complete)
Maizefield CSO Elimination Study	In Design (50% Complete)
Kensington Sewer Repair & Channel Lining	In Design (5% Complete)
Jackson Street Sewer	In Design (30% Complete)
Traffic Signals and Intersection Improvements @ Keaton & GE, Hershey & Clearwater, Hershey & Arrowhead	In Design (35% Complete)
Lutz Road Widening from Morris to Luther Oaks	In Design (10% Complete)
Fox Creek Road & Bridge Improvements	Consultant Selection – Negotiation
Downtown Street Lighting Master Plan	In Design (25% Complete)
Lake Bloomington & Evergreen Lake Dam Breach Study	In Design (10% Complete)
Bicycle Master Plan	In Design (20% Complete)
General & Bond Resurfacing, 2014-15	Out for Bid
Sidewalk & Ramp Replacement - Bond 2014-15	Out for Bid

February 2014 Overweight Loads	6 issued Permits for \$450.00
February 2014 Dumpster/Traffic Control	3 Permits - \$185.00 (Waived \$0.00)
Customer Service Calls	
February 2014 Call Center	2,636 Calls into Call Center
Erosion Control/Complaints Inspection Report	
New/Maintenance Erosion/Storm Water Management Inspections	137
Erosion/Storm Water Management Complaints	4
Inspection & Complaint Files Closed	0

Fleet Division

	February 2013	February 2014
Work Orders	319	439
Total Repair Orders Closed	294	403
Preventative Maintenance	25	36

	February 2013	February 2014
Total No Lead Gallons	14,888	15,689
Total Cost	\$49,256	\$51,989
Avg Price per Gallon	\$3.31	\$3.31

	February 2013	February 2014
Total Diesel Cost	13,584	21,661
Total Cost	\$49,012	\$80,796
Avg Price per Gallon	\$3.61	\$3.73



Water Director



Craig Cummings

Water Department

February 2014 Edition

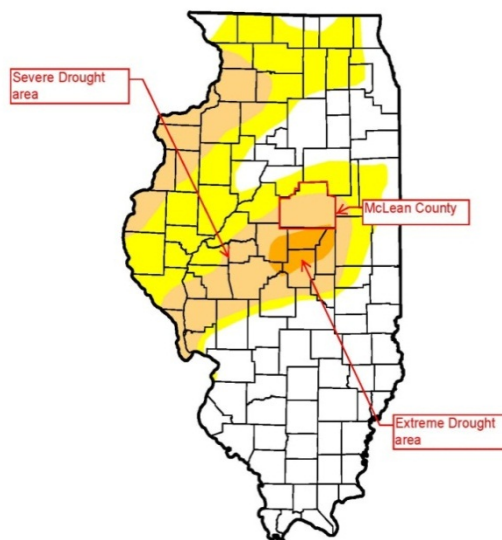
Reservoir Conditions

The monthly average precipitation for February is about 2.79 inches (shown in inches of liquid precipitation; rain or melted snow), so we were over an inch below normal or about a 36% below normal. Even with this month's precipitation deficit for the month both reservoirs remained completely full through the month.

Short Term Weather Concerns

In February, most of McLean County remained in a severe drought rating as determined by the United States Drought Monitor report. Just south of McLean County (not in our watersheds), the area remained in an extreme drought condition. The Drought Monitor report is compiled by the several Federal and State agencies as well as academic partners. The precipitation deficit has been experienced since about August 2013.

U.S. Drought Monitor
Illinois



February 28, 2014 U.S. Drought Map

Water Quality

The conditions remained favorable in February for certain taste and odor causing algal species to grow at very quick rates and cause an algal “bloom”. As the water has been unmixed from precipitation for several months, the threat of an algal bloom remains high. During the month Staff detected a slight taste and odor in the water. The Department had several calls regarding the taste/odor in the water from individuals that are obviously more sensitive to these very small amounts (in the range of parts per trillion) of taste and odor compounds in the water. Staff will monitor this closely in case we need to switch reservoirs.

The nitrate levels in the both the Lake Bloomington Reservoir and the Evergreen Lake Reservoir have been well below the standard of 10 mg/l for several months and expect them to stay that way until we start to see increased runoff from the watersheds. Due to the late summer drought of 2013, much like 2012, Staff has concerns that not all the nitrogen applied in the farm fields was utilized by the growing plants during the 2013 growing season. This could lead to an excessive amount of nitrate entering the reservoirs in the late winter/ spring of 2014 and that the nitrate level would rise to the 10 mg/l standard. Staff will monitor this closely and will be prepared to switch reservoirs if necessary.

Water Conservation/Groundwater Project

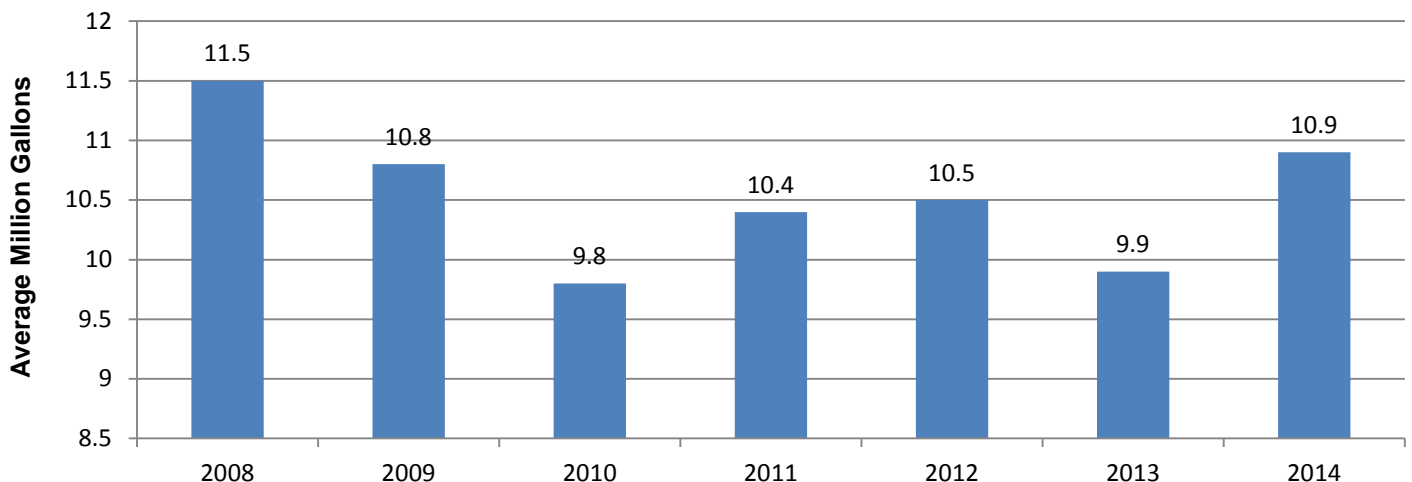
The Department has received proposals for the Emergency Action Plan updates for both reservoirs. Staffs have analyzed these proposals and have selected Hanson Engineers, Inc. to conduct the work. The computer modeling will take place over the wintertime months.

Staff spoke with a landowner in the southwest part of the City about a possible lease/purchase of some land that would be a possible groundwater development site.

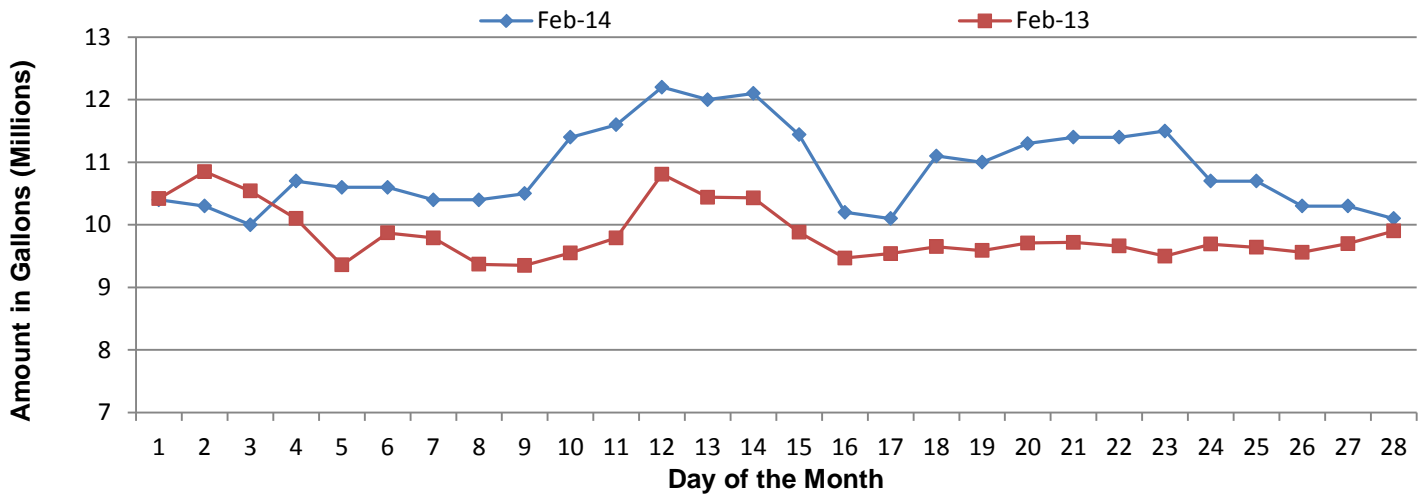
Pumpage

Pumpage has been about average during the month. Staff pumped an average of 10.9 million gallons per day (MGD) in February with a peak day of 12.2 MGD on February 12, 2014. The February average for 2014 can be compared to the average daily pumpage during February 2013 of 9.9 MGD, February 2012, 10.5 MGD, 2011 of 10.4 MGD, 9.8 MGD in 2010 and 10.8 MGD in 2009 and 11.5 in 2008, so Staff is tracking, on average, about the same as previous February's.

Avg. Million Gallons Pumped: February



Water Delivered to Customers (in Millions of Gallons)



As is typically the case, the top ten water users for the Water Department in February includes five customers outside the City of Bloomington. Those customers in February 2014 include Mitsubishi Motors, Bloomington Township Public Water District (BTPWD) West Division, the Village of Hudson, Bridgestone Firestone, Bloomington Township Public Water District (BTPWD) Crestwicke Division and Advocate BroMenn Hospital.

Infrastructure

In February due to the extreme weather conditions Staff did not work on hydrants. Therefore the fiscal year total of 391 hydrants serviced and 52 hydrants that have been replaced/newly installed remains the same as last month. As of the end of February there are probably have some hydrants out of service due to traffic collisions and snow plow damage but none as a result of our annual hydrant testing.

	FY14	FY13	FY12	FY11	FY10	FY09
Hydrants Overall	4271	4255	4228	4213	4000	3900
Out of Service Hydrants	0	0	0	0	13	100+
Hydrants Serviced	391	353	330	261	185	381
Hydrants Replaced	52	79	79	72	59	75
% Hydrants in Service	100	100	100	100	99.7	97.4

With the number of fire hydrants repaired so far this fiscal year, this marks the most active repair year since staff started our fire hydrant program. By the time the FY 15 program starts in March/April of 2014 staff should be up- to-date with all repair orders. As it currently stands, there is a backlog of about 100 hydrant work orders.

No fire hydrants were replaced/installed in February. Therefore the total number of fire hydrants that have been replaced/newly installed this fiscal year remains at 52. Of these 52 fire hydrants, 43 were replacement hydrants that have been funded through our Operations and Maintenance account. With the hydrants funded by the O & M account, the Department has spent approximately \$150,000 on their installation at approximately \$3,500 per hydrant. The budget line item for hydrants is \$100,000 in the FY14 budget. The overage in this account will come from other accounts that are under budget.

During February, the joint Water Department/Fire Department fire hydrant operational testing program was finished for the year. There were no fire hydrants called out service during the month. 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 FY 2014 annual average for returning hydrants back into service that have been called out of service is 2.7 days.

There were 29 hydrants tested during the month by the Water Department. This equates to about 0.7% of our total number of hydrants. The CY 2013 program is at about 4,250 total hydrants tested or 100% overall complete at this time. There is about 30 hydrants yet to be tested.

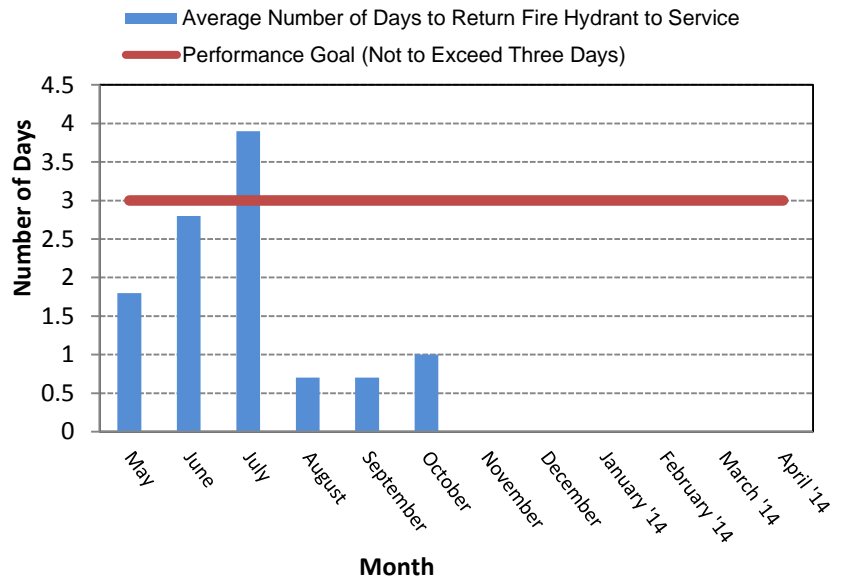
The fire hydrant testing is showing signs that our past several years' maintenance and repair efforts are paying dividends. The 2011 overall percentage of hydrants tested that had a routine problem was 13.6%. This number dropped to 13.0% in 2012 and stands at about 9.4% for this year. Likewise the percentage of hydrants that had 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, obviously a nice trend.

The Water Department has a program to upgrade fire hydrants with steamer (otherwise known as pumper) connections with quick connect fittings known as Storz fittings. The steamer connections on fire hydrants across the country have different thread patterns. In fact, the City of Bloomington's steamer thread pattern is different from our immediate neighbor, the Town of Normal. So, in order for the Town of Normal or any other department to use a Bloomington steamer connection, an adaptor would need to be used. 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 December, the Water Department installed 3 Storz fittings on fire hydrants. Currently, approximately 517 steamer hydrants or about 17.8% of our steamer hydrant inventory have the Storz fitting.

Due to the focus on frozen water services and water main breaks, Staff made no valve repairs during the month of February.

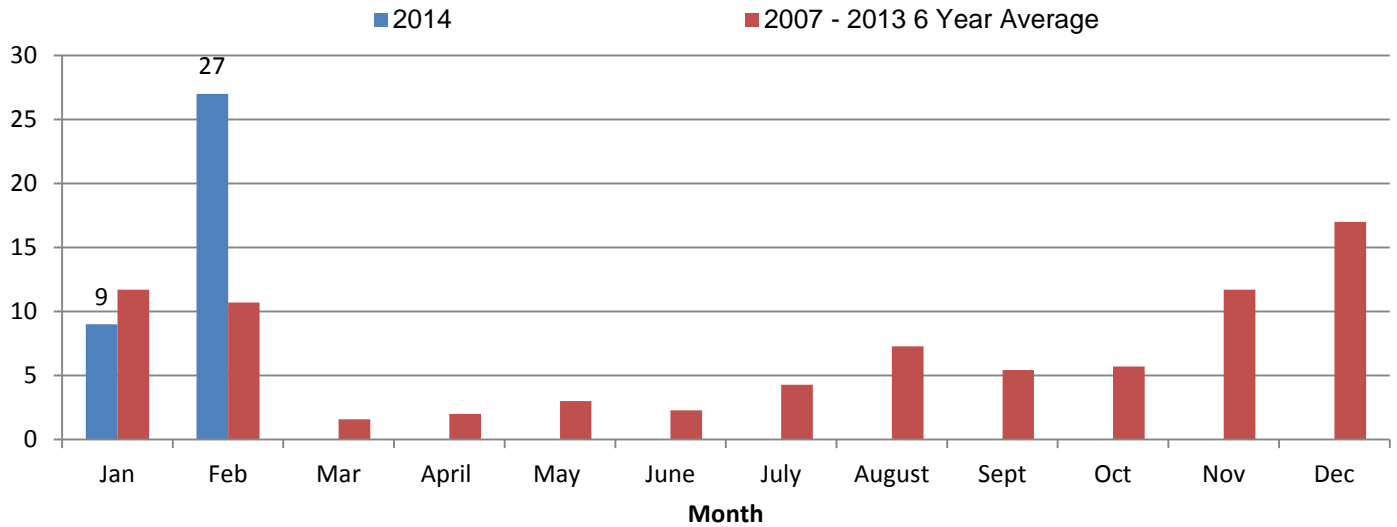
The month of February was a record-setting one with respect to water main breaks. During the month, there were 27 water main breaks/water main leaks. The calendar year 2014 total through February is 36 main breaks. The average number of water main breaks has averaged 11 main breaks for the month over the last seven years. With that February average of 11 main breaks, this month's total is well above the average over the last seven years.

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



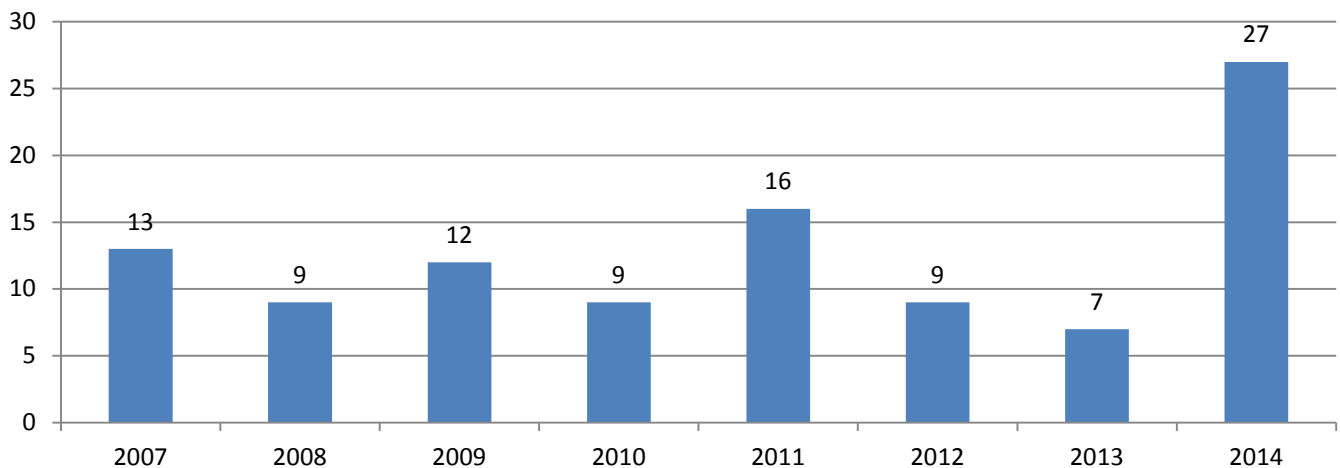
	CY 2014	CY 2013	CY 2012	CY 2011	CY 2010	CY 2009	CY 2008	CY 2007	AVG FOR MONTH '07-'12
Jan	9	9	12	17	10	13	13	8	12
Feb	27	7	9	16	9	12	9	13	11
March		1	5	2	1	0	2	0	2
April		0	3	2	5	1	1	2	2
May		5	0	7	2	2	3	2	3
June		1	4	4	4	0	2	1	2
July		4	12	4	2	4	2	2	4
Aug		5	7	6	11	9	4	9	7
Sept		6	4	7	1	14	4	2	5
Oct		4	3	5	6	7	7	8	6
Nov		9	14	8	7	15	15	13	12
Dec		17	13	7	21	25	13	23	17
CY TOT	9	68	86	85	79	102	75	83	83

Water Main Breaks by Month



Water Main Breaks Per Month

February 2007-2014



During February, Staff replaced/repared seven water service lines/curb stops. Several of these were very old lead (the metal) service lines. Any time that lead can be removed lead from the water system, it is a good thing since there is a drinking water standard for lead.

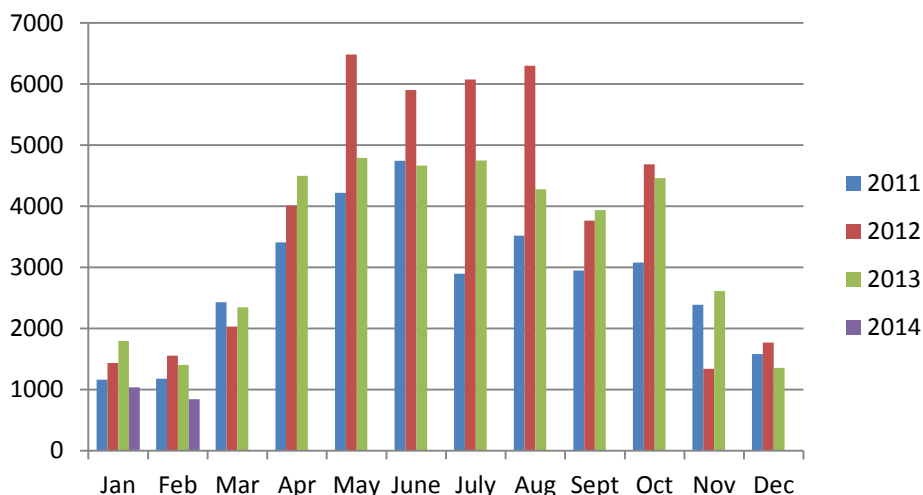
The biggest challenge of the month was the number of frozen water service lines encountered. Staff thawed 22 frozen water service lines, requiring multiple excavations. The longest amount of time spent on a water service line was about 20 hours. Each of these services will be revisited when the frost is out of the ground and the water service line will be lowered.

Our 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.

Thankfully, with the winter weather, we are beginning to see a decline in the number of Joint Utility Location Information for Excavators (JULIES) requests the department receives, as compared to the warm weather months. 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 February 2014, the Department received 844 JULIE locate requests. This can be compared to the 1,404 requests the Department received in February of 2013. This brings the CY total to 1,881 requests.

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

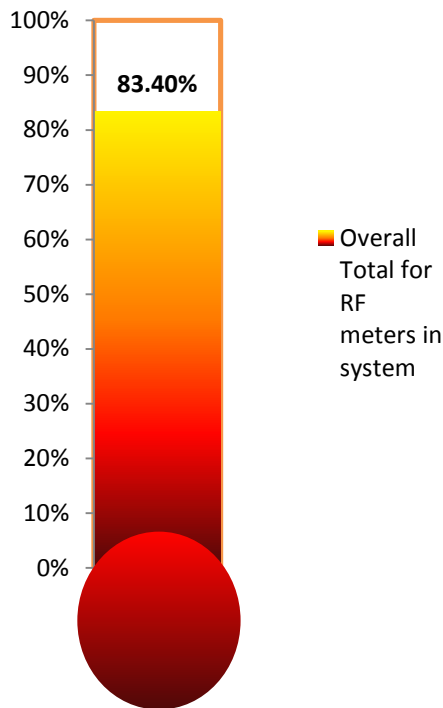
Monthly JULIE locate requests 2011 - 2014



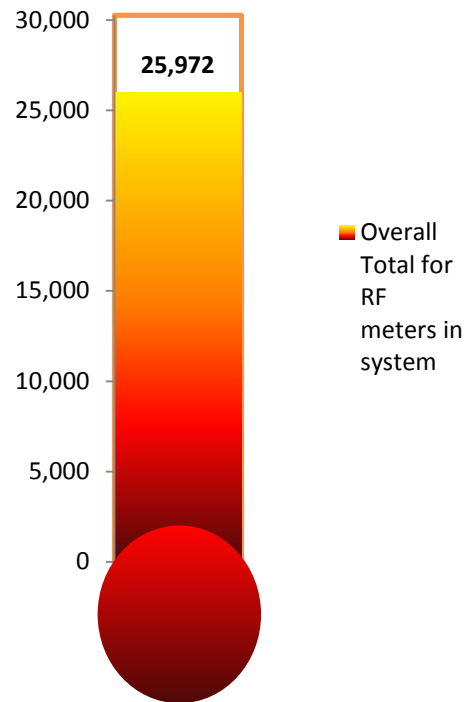
Metering

The Department installed another 304 Radio Frequency (RF) meters during the month of February. Our goal for the Fiscal Year (FY14) was the installation of 6,000 units. Staff installed 6,022 meters last fiscal year and 6,069 in FY 2012. With the 325 meters installed for the month, this puts us at 3,189 meter conversions installed this fiscal year or about 63.6% of our goal for the year. When totally completed, the meter change-out program will eliminate the need for Meter Readers. Since this is a multi-year project, the Meter Reader positions have been eliminated as more RF units are installed. Currently, the Department is down to one Meter Reader (from 3 in 2009).

Overall % Total for RF meters in system



Overall Total for RF meters in system



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

Staff didn't change out any Unitized Measuring Elements (UME's) 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 our large meter testing and maintenance program.

Staff changed four meters from a turbine meter to a compound meter during February. 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 quite a bit such as an apartment complex where numerous residents will use water at the same time (such as the start of a work day) and then smaller amounts will be used at other times (such as throughout the day), then a compound meter is a much better choice because the meter 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 the compound meters from the system. Since that time until now, the Department has been installing compound meters in locations that conform to industry standards for that 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 a customer.

Financial

In 2014 staff will continue to track our 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. With just a few weeks left in the calendar year, the Department is on pace to have another year when the number of shut-offs due to delinquency has declined from the previous year as compared to the current year.

Shut-Offs by Billing Cycle and Date

Billing Cycle	2/26	2/19	2/20	2/4	1/22		1/15	1/14	1/14
1				76				70	
2			35				54		
3		54				Skip Week			
4	23				39				Skip Week

The bulk water dispensing station was installed and tested at the Division Street office in 2013. 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 February this unit sold a little over \$400 worth of water. This brings the fiscal year sales to about \$9,560. Also, due to the ongoing drought, per the Drought Ordinance, the cost for bulk water was doubled at the water hauling station at the Division Street office.



Water Treatment Plant Major Projects

The filter media (large gravel, pea gravel, support sand, filter sand and granular activated carbon (GAC)) in filter #15 was removed in December when our GAC is 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. Our consultant and an underdrain manufacturer have met with us at the plant to discuss a plan of action.

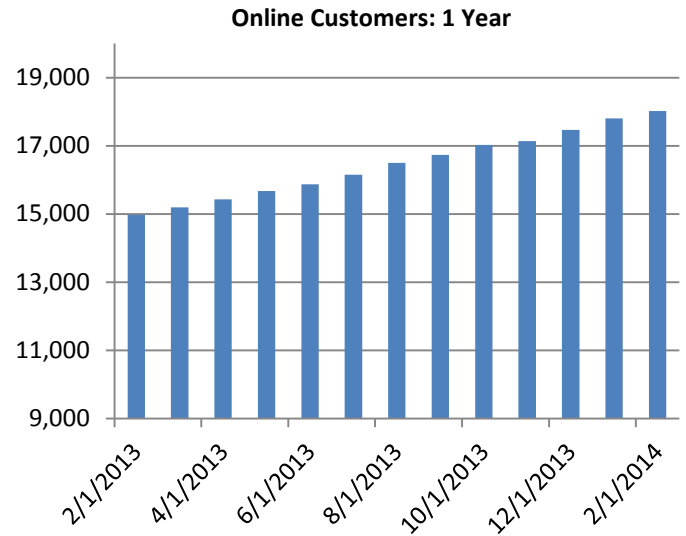
Communications

Staff spoke to several media outlets about the cold weather and its impact on daily water operations.

Miscellaneous

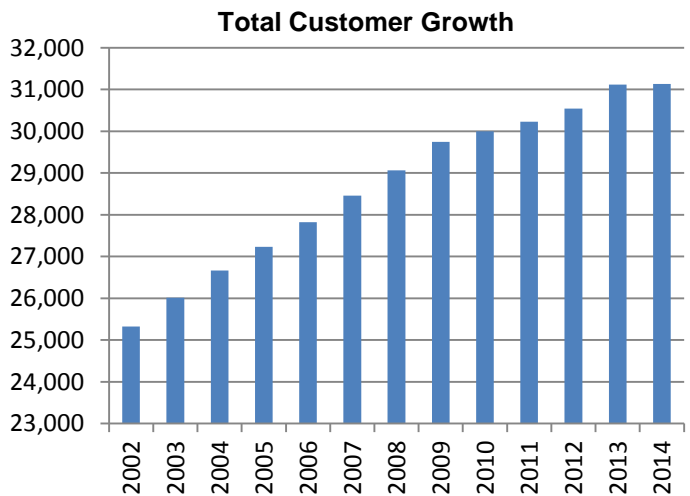
The EverBloom chapter of the Friends of Reservoirs Program is still active. Friends of Reservoirs is a charitable foundation dedicated to the restoration, enhancement and protection of fish habitat in reservoir systems nationwide. The group has continued fund raising for worthy reservoir projects at the Evergreen Lake or the Lake Bloomington reservoirs. About 150 people have already joined the group. With this group, staff has applied for and been awarded two grants totaling about \$5,000 through their national organization.

The City's on-line bill payment option continues to attract new enrollees. As of the end of February there are 18,019 customers signed up for this service. The City added 211 customers for the month. Staff will continue to track the number of participants monthly and express the number of customers with this service as a number and % of total customers. 18,019 customers are about 57.9% of our customer base.



In a related metric for the number of customers accessing their accounts on-line, the City now has 2,311 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 37 customers as compared to last month. The 2,311 customers are about 7.4% of our customers.

The City continues to see overall customer growth continue in CY 2014 although it has slowed tremendously as compared to years in the recent past. For the month of February 2014, the City had a gain of 7 customers bringing us to an overall total of 31,132 customers. The City started the year with 31,113 customers. This is a calendar year gain of 19 customers and a FY 14 gain of 342 customers. This calculates to an extrapolated fiscal year customer growth of about 373 customers or a percentage gain of about 1.2%.



Cost Savings Measures

The Department is continuing to see an increase in the number of customers that are electing to go paperless with their City Services bills. The City added 101 customers for the month. Currently there are 4,608 customers that no longer receive a paper bill. This equates to 14.8% of our customer base! Each bill has a hard cost of about \$0.53 for the processing and mailing so the Department is currently saving over \$29,300 per year and that number continues to climb.

The Department has PDC Laboratory, the Department's contract laboratory for many higher level tests that cannot be performed in the City's laboratory, pick up samples, saving us shipping fees. Approximate savings ~\$35 per month

Staff negotiated a 25% discount with Underwriters Laboratories for taste & odor (T&O) samples. This saves about \$400 per month.

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

By requesting competitive laboratory quotes for the Unregulated Contaminant Monitoring Rule Phase II (UCMR2) testing, the Department is saving about \$400 per month. There are very few laboratories in the country that are certified for this testing.

The Water Department integrated the entire JULIE locating system into its workload without adding any personnel. 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

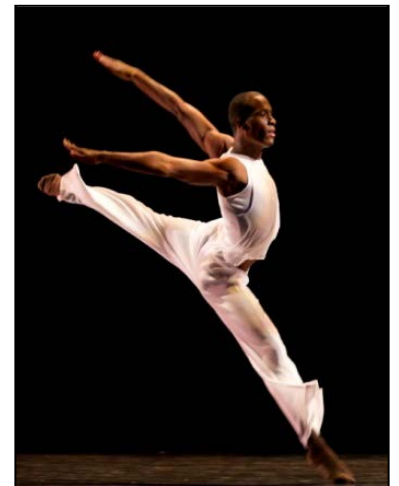
February 2014 Edition

Bloomington Center for Performing Arts (BCPA)



The BCPA hosted the Downtown Bloomington Association's Chocolate Challenge First Friday event on February 7, 2014. Three hundred people enjoyed a free tasting of their choice of the chocolate contest entries. Guest judges Susan Saunders, Bill Flick, Jan Lancaster and Jessica Hotz chose the winners in three categories: amateur, professional and youth. Music was performed by pianist Jack Kjeldgaard and the Orpheus Mandolin Society. A free photo booth, face painting, cookie decorating and a four foot tall chocolate fountain greeted chocolate enthusiasts (photo, left).

Fifty-five in-house BCPA functions in February included the Illinois CPCU (Chartered Property Casualty Underwriters) dinner, Kiwanis Pancake Days, Land of Lincoln Basket Weavers, Downtown Bloomington Association meeting, Illinois Wesleyan Civic Orchestra rehearsal and show, BASSET Training, BCPA shows, a pre-show, BCPA tour, piano lessons, Nrityamala Dance Academy rehearsal and performance, improvisation classes, commission meeting and Theatrescool classes.



February BCPA presentations kick started with a world premier presentation by Hubbard Street 2 dance on February 1 (photo, right), the raucously fun-filled *Blues Brothers Review* on February 6, a showcase of Ireland's culture and heritage with *Celtic Nights* on February 20 (photo, below right), two educational school matinees of *Charlotte's Web* on February 25 and, finally, the history and blues of the Taj Mahal Trio on February 27.

Here are a few rave reviews about the BCPA as stated on the BCPA's follow-up show surveys, both pertaining to the Taj Mahal Trio show:

- “We are avid concert goers and this show ranks as one of the best performances we have seen. I know little about his music (my husband is the fan) but I enjoyed the entire show. Parking was easy and had no problem getting to our seats. Would definitely see a show again!!”
- “Great venue, great show, great event staff, I'll be back.”

Special thanks to Jerry and Carole Ringer for their sponsorship of Hubbard Street 2.

Golf Division

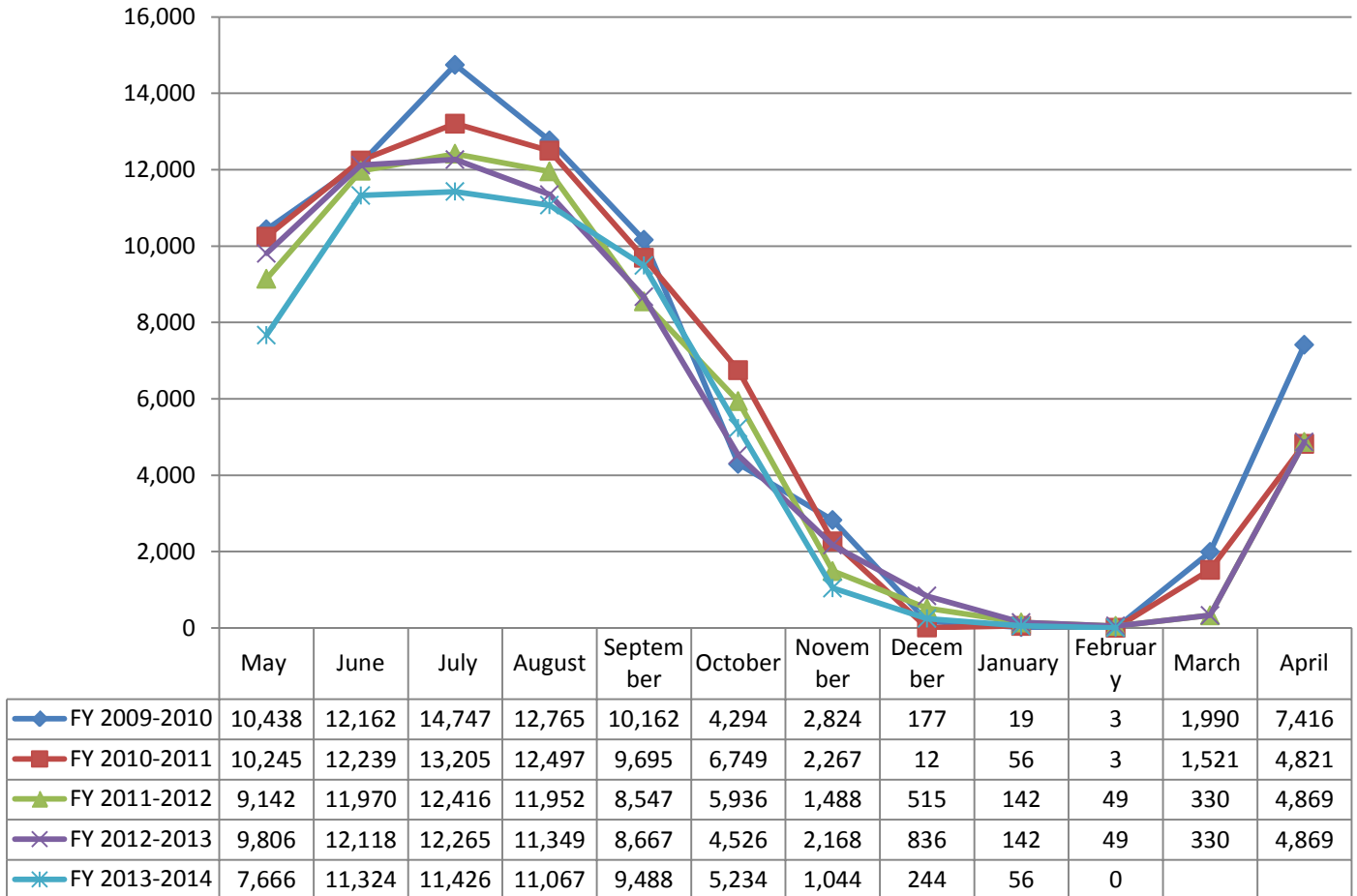
February proved to be yet another cold, snowy month that did not allow any opportunity for golf to be played. While the courses do not expect to get many rounds of golf during the month, they typically see a few rounds played. In fact, just two years ago, the courses were able to see over 400 rounds played during the month. Last year, they saw 49 rounds played.

Despite the lack of play, the clubhouse staff was busy finalizing plans for the year to include seasonal staffing plans, marketing programs, league management and growth of the game initiatives. Two new large outings were added this month to the 2014 calendar which staff was very happy to get. One outing in particular will bring folks from throughout the state and could possibly include some state dignitaries. The maintenance crews continued a busy winter working on some major projects. In particular, they worked on the removal of the Prairie Vista pump station in preparation for the new station to be installed next month (photos, below). This work is typically contracted out, but the staff was able to do this work in-house, saving an estimated \$2,000. On top of this work, the maintenance staff is also putting the finishing touches on preparing the current fleet of mowers and such for the busy season.

The unofficial start of the golf season begins in March. Staff is hoping that March gives the first opportunity to see golfers back at the courses. With the weather last spring being some of the coldest and wettest in recent memory, a decent amount of spring weather this year should allow the courses to make up some ground on last year's figures.



Total Golf Rounds Played by Fiscal Year



Horticulture

The Park Maintenance Horticulture staff is comprised of three fulltime Horticulturalists, three fulltime Laborers and one Light operator. They are assisted by eight seasonal people that work nine months a year and seven seasonal people that work from May until August. The current seasonal staff has been laid off starting December 1. The City’s mowing and maintenance program is divided into five different sections. There are three different sections of Parks that is managed by the Horticulture staff. The fourth section is considered a walk-behind route which includes City Hall, downtown Bloomington, the fire stations and any smaller piece of property that the City maintains. These areas are supervised by one of the Horticulturalists. The final area is right-of-way mowing. This area consists of 142 different locations throughout the City of Bloomington. These right-of-way areas include detention ponds, parkways and ditches. These areas are maintained and supervised by two fulltime and one part-time employee.

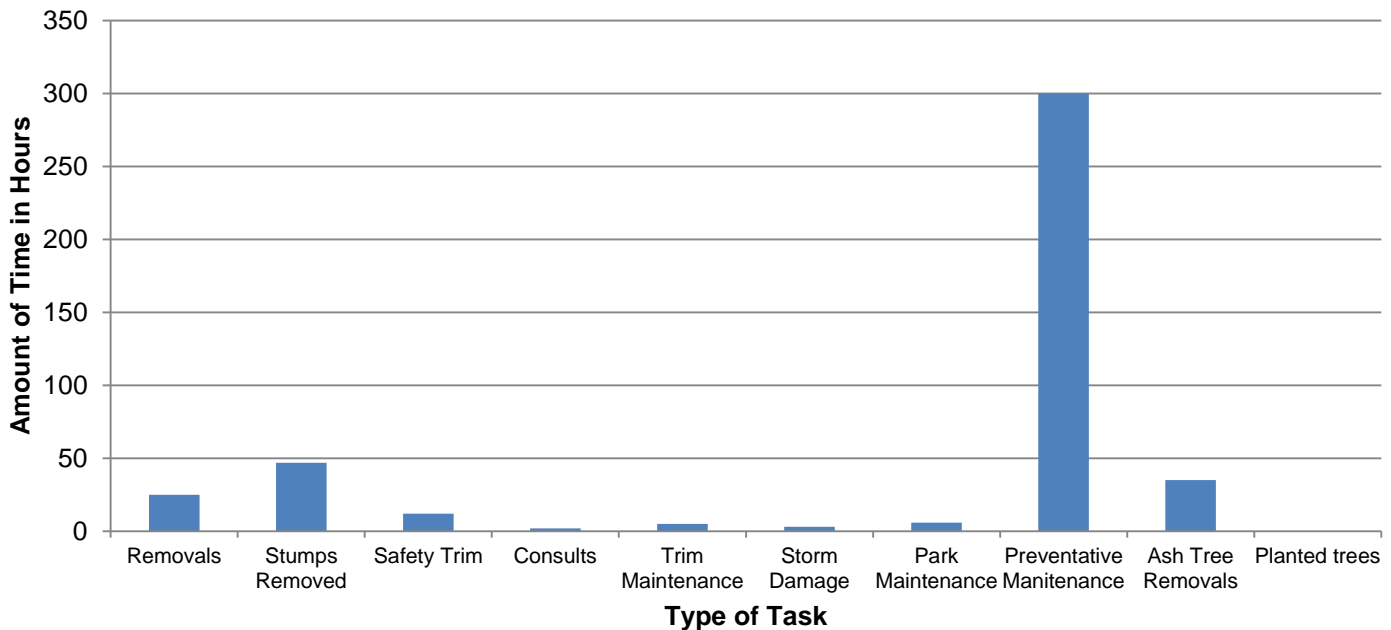
The Horticulture staff was busy helping other divisions in Park Maintenance during February. One member of the Horticulture team is responsible for the preventative maintenance of all Park Maintenance equipment. This job entails changing the oil and hydraulic fluid, replacing belts, greasing the mower decks and cleaning all the equipment. The maintenance list includes 16 mowers, 35

pieces of small equipment with engines and 17 pieces of other equipment used for ground maintenance. This maintenance should be completed by mid-March. The other two members of the Horticulture team help the Forestry division with trims and removals. The Horticulturalists typically use the manual Forestry truck which does not have a bucket and they trim smaller park and street trees. This helps the Foresters greatly as the Foresters can concentrate on the removals and any large trees that need preventative maintenance. The final member of the Horticulture team helps the Forestry staff by leading the stump removal team. This job entails securing the JULIE locates, removing the stump and filling the hole with dirt and grass seed.

Forestry

The Forestry staff consists of three fulltime foresters and six seasonal staff that work nine months a year. The staff is broken up into three different crews, one Forester and two seasonal staff per crew. From December until March the Horticulture staff and Park Maintenance Laborers help the Forestry staff when the seasonal staff is laid off. One crew concentrates on doing preventative maintenance. Preventative maintenance is considered to be the removal of all dead wood and low hanging branches of all Parkway trees. The section that staff is currently in is Section B-4, which is south of Oakland Avenue and west of Route 150. The Forestry staff completed 300 maintenance trims in February in section B-4. This is the largest preventative maintenance area. The second and third crews work on citizen generated work orders and any big removals. The final Horticulturalist heads up the stump removal team whose duties include securing a JULIE locate, removing the stump and filling the hole with dirt and grass seed. The Forestry staff removed 47 stumps in the month of February

Forestry Division Trees Worked on by Job Task: February 2014



During the month of February the Forestry staff removed 60 trees. Of those 60 trees, 35 were Ash trees. The Forestry staff has identified 179 street Ash street trees that will be removed beginning in February. The total number of Ash trees removed in 2013 was 576. The Forestry staff has completed the removal of all Ash trees that were deemed hazardous and is beginning to remove trees that are known to be infested with the borer.

Utility

The Utility staff consists of four fulltime Utility people and three part-time employees that work ten months. Each Utility member has a specific area of repair or maintenance on which they concentrate. One Utility member's main area of focus is the two swimming pools, three water spray areas and all the public fountains. This staff member is responsible for the preventative maintenance, operations and chemical balancing. The second Utility staff member is responsible for the maintenance and operation of all the HVAC systems in the parks, Zoo, golf courses, Coliseum and Pepsi Ice. The third member of the Utility team is responsible for any park projects and repair. The final Utility staff member helps with playgrounds, shelters, bathrooms and anything else that might need to be repaired. The Utility staff is currently down one team member who is out with a back injury.

On February 10 and 11, Utility member Ron Handley attended training classes in Indianapolis for swimming pool maintenance. Ron passed the maintenance and chemical calibration exam and has been awarded a license as an Aquatic Facilities Operator (AFO).

The Utility staff concentrated on building maintenance at the Zoo, BCPA, Lincoln Leisure Center, Prairie Vista and the Coliseum during February

Utility projects included are:

- 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
- Removal and replacement of the pump house wall at Prairie Vista Golf course. The Folf staff was replacing the irrigation pump and needed the wall removed so they could get the pump into the building.
- Installed a new dehumidifier, repaired a variable frequency drive, repaired boiler #4 and replaced a fan motor exhaust at the BCPA
- Repaired the koi pond pump, installed new bushings on the Carousel, replaced four thermostats at the Kathoeffer building and installed new outlets in the petting zoo
- Repaired a transformer, replaced pump #1 and repaired arena lights at the Coliseum
- Installed a new drinking fountain in Lincoln Leisure Center
- Due to the excessive amount of snow received in February the entire Park Maintenance staff spent 545 man hours on snow plowing, snow blowing, shoveling and salting.

Recreation

The extreme cold weather plus snow continued throughout February. Staff believes this caused some programs to have lower attendance than in past years. It also caused the cancellation of programs on a few nights due to the weather conditions and street conditions. It definitely affected the programs for those 55+. Many seniors canceled from events for which they registered, and some just didn't register because they were afraid to go out in the icy conditions. Numbers were down, and revenue was down \$889 compared to 2013.

Despite the weather, February was a busy month because winter/spring programs were fully up and running. The Afterschool Basketball program (photo, right) that started practice in January had games start in February. Games were every Saturday at Bloomington High School's gym on all four courts from 8:30 am-1:30 pm. This program is offered at all eleven elementary schools located in Bloomington, with boys practicing on Mondays and Wednesdays and girls practicing on Tuesdays and Thursdays. For the 2013 there were a total of 267 participants in the program (123 girls and 144 boys). For the 2014 program there were 242 (108 girls and 134 boys). Due to insufficient registration the boys' program at Cedar Ridge was canceled, and the girls' programs at Fox Creek, Cedar Ridge and Irving schools were canceled.



The number of youth and preschoolers involved in programs did increase compared to 2013 and the revenue increased.



An Introduction to Pickleball clinic was held on February 22. Individuals from the Peoria Park District helped run the event. They handed out Senior Games t-shirts to all who participated. About 75 people were involved. A survey was given to everyone to complete to find out their interest in future Pickleball classes or open play at courts. Many were very excited and thanked the staff for getting it started.

The popular Daddy/Daughter Dance was Sunday, February 9 at the Miller Park Pavilion (photo, left). Seventy pairs plus some additional daughters attended the dance. A great time was had by all.

A new special event, Super Dad Saturday, was planned but canceled due to low enrollment. The weather was probably a factor, and staff plans to try this event again in 2015

Pepsi Ice

The excitement over the Olympics in Sochi carried over to the Pepsi Ice Center, especially on February 15 when the Olympic Celebration was held at Pepsi Ice. There were figure skating exhibitions, games, activities, prizes, a free skating group lesson and more. It was a fun day for all with good attendance. The U.S. Figuring Skating mascot joined in the fun.

The extremely cold weather and parking continued to be a challenge for Pepsi Ice. The two combined are probably keeping some people from participating in activities. Usually there is a spike in registration during an Olympic year. The registration for Learn to Play and Learn to Skate stayed the same as in 2013. Numbers for February show a large jump, but both weekday and Saturday classes

started in February for 2014. In 2013 the weekday classes started in February, but the Saturday classes started on March 1.

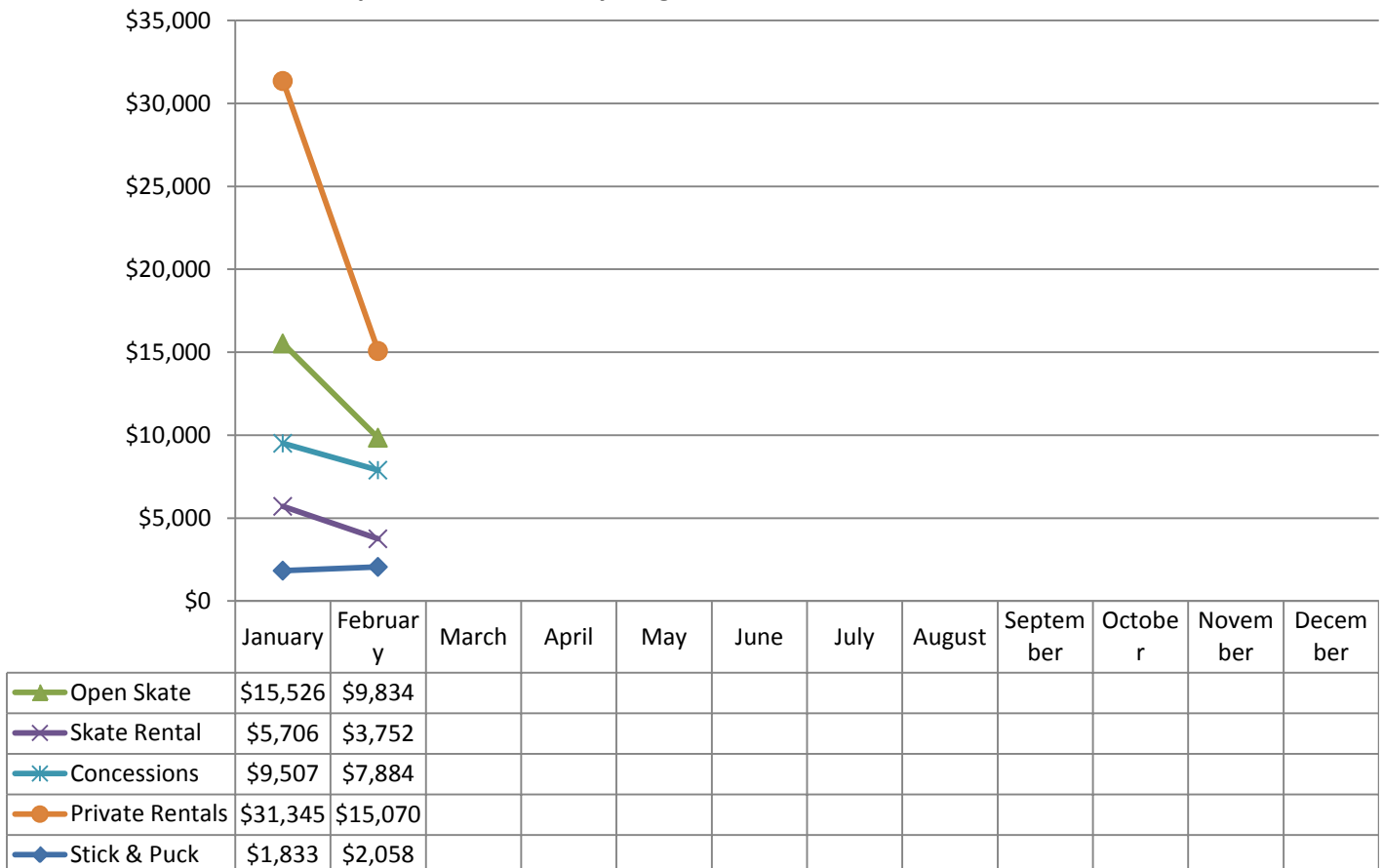
The price increase for Open Skate gave the center a slight increase in public skate revenue even though attendance was down. Ice rental was down due to the Coliseum not being available for 18 days in February in 2014 compared to 14 days in 2013. Ice rental revenue was down due to the McLean County Youth Hockey making their payment in March for 2014 but in February for 2013.

There was a decrease in Youth Hockey revenue. Spring League fees are \$30 less for the full ice divisions and \$60 less for the Mites. This is about \$6,000 when multiplied by 216. Also, this year the Center did not have a girl or a bantam house plus team. Those two teams generated almost \$8,000 of revenue last year. The biggest part of that revenue was probably collected in February.

The IHSA Cheerleading and Dance events were held in the Coliseum and Pepsi Ice in February. This closed down Pepsi Ice for two days. The money in trade we received is not reflected in the revenue since it is a trade rather than cash. Pepsi Ice receives that amount of ice in the Coliseum and is not billed for it.



Pepsi Ice Center Montly Program Revenue Calendar Year 2014



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

Special Olympics

Training began for bocce despite the large amount of snow on the ground! Training also began for the aquatics team at the Y.M.C.A. Some of the S.O.A.R. staff, participants and parents participated in the Polar Plunge for Special Olympics which involved them going into Miller Park Lake. It was 34 degrees at the time of the Plunge as they joined over 900 others!

The Snowshoeing team participated in the State Special Olympics Illinois Winter Games in Galena. The event ran over parts of three days, February 4-6. Each athlete participated in two events, from 200 to 1600 meters.

Special Events

Four special events were held in February: ISU Men's Basketball Game, Valentine's Dance (photo, right), Valentine's Day Party & Crafts and Spaghetti & Bingo.

Weekly Programs

The Winter/Spring Program session of new programs started the week of February 10. A wide variety of programs started including fitness, dance, arts and crafts, bowling and more. S.O.A.R. again offered a School Break program in February when District #87 and Unit #5 were off school. Parents requested this type of program.

The S.O.A.R. program received a \$1,000 donation from the Bloomington Knights of Columbus, a \$1,000 from Normal Knights of Columbus, plus a \$200 bonus from Normal Knights.

It was a busy month as one staff member was on maternity leave the whole month of February.

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

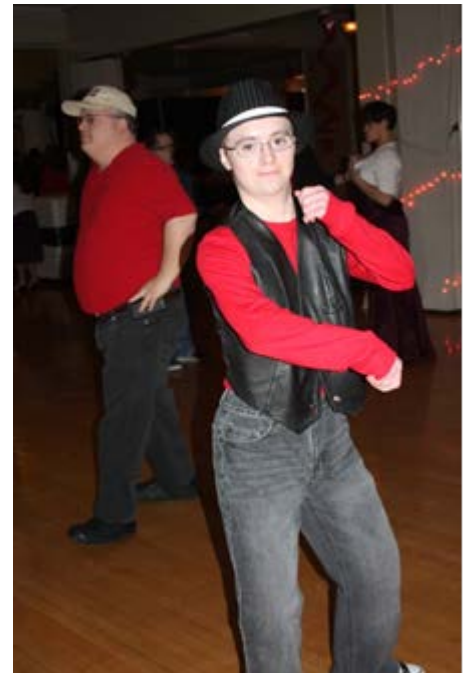


Hours for staff in February 2014 were 400 less than February 2013. About half of these hours were in the area of youth sports due to fewer individuals in basketball so fewer coaches were needed. This includes all of the Recreation division (S.O.A.R., Pepsi Ice, Recreation and Aquatics).

Volunteer Hours

Pepsi Ice uses a large number of volunteers in the youth hockey program as coaches. The Learn to

Skate program also has some that assist with classes and others that assist during freestyle time with the music.



S.O.A.R. had a large number of volunteers in February. Most of the volunteers were ISU students fulfilling class requirements. The ISU therapeutic recreation program only approves a few agencies for the students, and S.O.A.R. is one of them. This policy causes a large influx each semester. Two parents are volunteering as coaches for the Afterschool Basketball.

Program	# Volunteers	# Volunteer Hours
Adult Center	32	64
Ice Skating	1	3
Hockey	60	551
S.O.A.R.	70	234
After School Basketball	2	20
Interns	2	46
Pickleball	9	26
Daddy/Daughter	1	4

Zoo Division

The Numbers

Admission Revenue

February 2014: \$1,173.00

February 2013: \$2,599.85

Revenue from the gate admission was 5.8% up for the current fiscal year compared to last year's revenue. Last year, the revenue raised from admissions broke the all-time record for the Zoo in a fiscal year. Admission prices were raised on May 1, 2012. Colder temperatures in February diminished attendance.

Attendance

February 2014: 1,119

February 2013: 1,729

Attendance was 6.4% up for the current fiscal year compared to last year's attendance. Cold weather during the month hurt attendance and other categories this month. Free admissions on Fridays for the month of February were well-received.

Education

February 2014: \$1,358

February 2013: \$1,308

Revenue from Education program fees and rentals were up 0.01% for the fiscal year compared to last year.

Concessions, Carousel and Animal Food Sales

February 2014: \$53.48

February 2013: \$79.63

Revenue from Concessions, Carousel and Animal Food Sales is 28.1% up for the current fiscal year compared to last year's numbers. A Hurricane Simulator was added for a guest amenity last year. 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

- 10 Golfodulcean Dart Frogs
- 3 North American River Otter

For the first time in Miller Park Zoo history, a North American River Otter gave birth to three pups (photo, below). There are 110 institutions accredited by the Association of Zoos and Aquarium that have the North American River Otter, but only three litters are born each year. This species has not bred well in zoos and aquariums. Miller Park Zoo staff is extremely excited and proud of this accomplishment. The new otters will go on exhibit in March.



Dispositions: Animals removed from collection by transaction or death

- 1 Black Sea Urchin
- 9 Golfodulcean Dart Frog

Staff

- Staff worked on animal transactions (14 pending).
- Staff worked with Miller Park Zoological Society staff as both staffs prepare for fundraising events, which are the beginning stages of a new fundraising strategy.

Notes

- As a small gesture for the support of the community, the Zoo offered free admission on Fridays in February. Considering the weather, the turnout was good.
- City Council approved the bid for a new freezer and refrigerator. This unit is for animal food.
- A special event, Animal Enrichment Day, was held. The event also celebrated the 30th birthday of Candy, the Zoo's Malayan Sun Bear (photo, below left). She received a cake and other favorites. Candy is the second oldest Sun Bear in North America.
- The FrogWatch USA chapter was initiated. Zoo staff held training sessions that have included over 60 volunteers (photo, below right). FrogWatch USA is a citizen science research program that focuses on the conservation of local frogs and toads and their environments.





Economic Development

ED Coordinator



Justine Robinson

February 2014 Edition

Meetings Held: 29

- Expansion: 0
- New: 5
- Retention: 8
- Developer: 3
- Networking: 20
- Education/Training: 11
- Council/Commission/Committee: 3
- EDC of Bloomington-Normal: 1
- DBA: 2
- Media: 4

Downtown Hotel Feasibility Study: The City of Bloomington executed a contract with HVS in December 2013 to evaluate the current overall hotel market in Downtown Bloomington, including supply and demand factors for tourism and conference accommodations, and to identify the strengths, weaknesses, opportunities and threats of the current hotel market. On February 10, 2014, HVS made a presentation to the Bloomington City Council that included the following areas:

- Case Studies
- Market Conclusions
- Hotel Supply Analysis
- Occupancy & ADR Projection
- Feasibility Analysis



Feasibility Study Proposed Downtown Hotel Bloomington, Illinois

Presented to:
City of Bloomington

Presented by:
HVS Consulting & Valuation

A complete copy of the presentation given to the Council can be viewed by clicking [here](#).

McLean County Chamber of Commerce Business Before Hours and Advocate BroMenn Outpatient Center:

The McLean County Chamber of Commerce hosted its monthly Business Before Hours at the Advocate BroMenn Outpatient Center on Wednesday, February 26, 2014. In attendance were more than 60 community leaders and business professionals interested in networking and learning about the Center, which includes a variety of BroMenn Medical Center and Advocate Medical Group services in a convenient eastside location, 3024 E. Empire Street, Bloomington. For more information on the Advocate BroMenn Outpatient Center, please visit their [website](#).



National Development Council Cash Reigns Supreme Educational Course Offering: On February 12, 2014, the City of Bloomington partnered with the McLean County Chamber of Commerce to provide a one-half day course designed for small business an owner that taught the importance of financial statements and how they can be used to make better business decisions. Participants learned how third parties, including lenders, evaluate financial statements to make lending decisions.

Specific topics included:

- the importance of maintaining current and accurate financial records
- keeping financial records with QuickBooks
- accounting terminology
- balance sheet
- profit and loss statement
- the importance of cash
- determining your company's cash needs
- cash flow statements
- cash flow forecasting
- selecting an accountant and accounting system
- preparing for growth



For additional educational opportunities, please review the [McLean County Chamber of Commerce Course Catalogue](#).

- **McLean County Chamber of Commerce Ribbon Cuttings:** The [McLean County Chamber of Commerce](#) coordinated two (2) ribbon cuttings throughout the City of Bloomington in February. They included:



- [LA Fitness](#) – 101 North Veterans Parkway



- [Mid City Hair Salon & Spa](#) – 314 North Main Street



Human Resources Director



Emily Bell

Human Resources

February 2014 Edition

Human Resources serves every department of the City and interacts with every employee from start to completion and throughout their careers, as well as prospective employees. The Human Resources staff of seven (7) fulltime and two (2) temporary have six primary focus areas: Employee Recruitment and Hiring; Employee and Labor Relations; Compensation and Benefits; Training and Development, Employee Wellness and Community Relations.

- Processing FOIAs, subpoenas and requests for information.
- Coordination of Fire Entry Level Hiring List.
- Public Safety Employee Benefit Act reporting.
- Preparation for 2014 Seasonal Employment hiring, including advertising, processing candidates for payroll and orientation of employees.
- Preparation for Executive Session with Council on February 24, 2014.
- Preparation and coordination of bargaining with 10 of 11 bargaining units.
- Update or creation of job descriptions for Public Safety Analyst, Community Development Director and Employment Coordinator.
- Participation in Amazing Challenge with eleven McLean County businesses. The City came in first place for the months of February and March. Participants earn points by completing assigned daily activities in areas of fitness, nutrition and stress reduction.
- Conducted three (3) ergonomic assessments.

	Contract Expiration Date	Number of full-time employees budgeted for FY 14	Current Status
Non-Sworn Bargaining Units			
Local 362 Support Staff	4/30/2013	30	Currently Negotiating
TCM Group	4/30/2011	16	Request to Bargain
Lodge 1000	4/30/2014	38	Request to Bargain
Local 699 Library	4/30/2014	30	Request to Bargain
Local 699 PW/Pks	4/30/2014	108	Currently Negotiating
Local 362 Parking	4/30/2013	4	Currently Negotiating
Local 362 Inspectors	4/30/2013	15	Currently Negotiating
Sworn Bargaining Units			
Fire Local 49	4/30/2015	103	Settled/Arbitration 6/17/12 on SLBB
Unit 21 (Police)	4/30/2014	103	Request to Bargain
Sgts and Lts	4/30/2014	21	Settled
Classified			
Classified (Executive)		13	n/a
Classified		121	n/a

Current Vacancies	Position Status
Telecommunicator	In process
Development Manager (BCPA)	In Process
Accountant	Jennifer Klein – DOH 2/10/2014
Support Staff IV – Public Works	In process
Sergeant	In process
Police Officer	In process
Firefighter	Process of Establishing List
Firefighter	Process of Establishing List
Firefighter	Process of Establishing List
Firefighter	Process of Establishing List
Communications Manager	In process
Support Staff IV – Records Police	Machelle St. Clair - DOH 2/17/2014
Employment Coordinator	In Process
Cash Collections Manager	In Process
Administrative Specialist	In Process
Building Official	In Process
Maintenance Coordinator	In Process
Support Staff IV – CSO - Police	In Process
Community Development Director	In Process



Finance Director



Patti-Lynn Silva

Finance Department

February 2014 Edition

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

February Highlights:

The FY 2015 Budget was presented to City Council on February 24th. The Proposed Budget books, presentation and citizen involvement opportunities are available on the City's website at: <http://www.cityblm.org>. There will be several Directors' meetings held with Finance and Administration to prepare for the City Council Budget retreat on Saturday, March 22nd which is open to the public.

February Accomplishments:

- Staff participated in core training for 10.4 Munis upgrade on various modules
- Completed training for water department on the new Munis Cashiering module
- Scheduled training session for all departments on fiscal year end preparation scheduled on April 10th.
- Began initial planning for Springbrook water utility general ledger shell implementation
- Munis Fixed Assets module now live
- Refinement of city procurement code & policies underway

Procurement Completed:

<u>RFP</u>	<u>Description</u>	<u>Department</u>
2014-36	#2 Fire Station Alerting System (Opened)	BFD
2014-38	Solid Waste Disposal Services Contract Awarded	PWD
<u>BID</u>		
2014-28	Training Facility Re-Roof Bids Let & March Contract Approval	BPD
2014-32	Vehicle Exhaust Extraction – Bids rejected	Fire
2014-37	Refrigerator/Freezer Unit Contract Awarded	Zoo
2014-42	Clothing	Parks

Emergency Procurement – Coliseum Exhaust – Project Complete

Prepared and Scheduled for March Letting:

City-wide Towing Contract

City-Wide Mowing Contract

City Hall Roof Replacement

BPD Training Facility Mold Mitigation

Miller Park Civil War Memorial Conservation

Director's Corner: The Finance Department has recently hired Jennifer Klein to fill a vacant staff accountant position. A Wesleyan alumnus, Jennifer's experience spans from public accounting and taxation, to finances for a mutual insurance company and hospitality property management. We are excited to have Jennifer on board.



Department Director



Scott Sprouls

Information Services Department

February 2014 Edition

Enterprise Resource Planning (ERP) Project – Munis

Phase 3 Fixed Assets (FA)

- Proofed 2nd and final data conversion file pass and sent corrections to Tyler
- Attended the final day of training
- Received Go Live support
- Live on 2/27/2014

Phase 3 Permits, Inspections & Code Enforcement

OSDBA setup URL for Inspectors Mobile App which will work with v10.4

Phase 3 Business Licenses (BL)

Generated Rental Registration late notices

Finalized process for voiding a bill and waiving interest

Phase 3 Cashiering

Implemented for Cashiers at City Hall

MUNIS v10.4 Upgrade

- Upgrade enhancement training has been schedule for Finance, HR Payroll and Fixed Assets for February.
- Upgrade enhancement training has been scheduled for Permits and Inspections, Business Licenses and Cashiering for March.
- HR and Payroll enhancement upgrade training was held.
- Finance attended 2 days of enhancement upgrade training.
- Fixed Assets enhancement upgrade training was held during Go Live support day.

- Replace Outdated Desktops, Notebooks and Workstations.

During the February 24, 2014 meeting, Council approved the purchase of 129 desktop, 19 workstation and 12 laptop replacement Hewlett Packard computers. This order has been placed and equipment should be arriving in mid to late March. Once the equipment arrives, Information Services staff will begin to stage the different types of computers for deployment.

Replace City’s Email SPAM and Malware Scanner

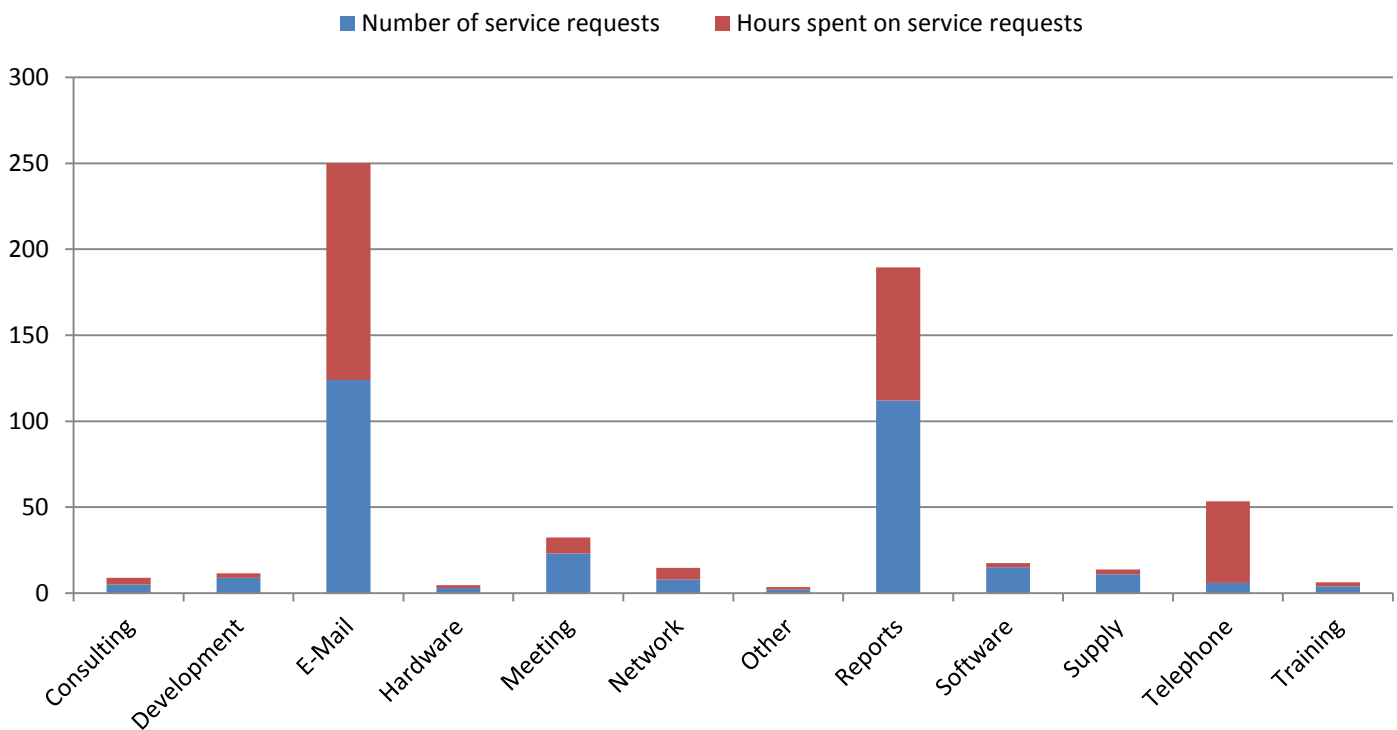
The City’s email SPAM and malware scanner was updated on February 27th. The existing appliance (SafeNet eSafe Gateway) was replaced with a cloud-based hosted solution from Websense, Inc. The Websense solution moves the filtering of SPAM messages into the Internet cloud, stopping this garbage traffic before it even reaches the City’s network. In doing so, the City’s Internet bandwidth is used more effectively.

Early results are very positive. Staff is seeing SPAM and malicious email traffic reduced while also seeing very few legitimate emails being blocked.

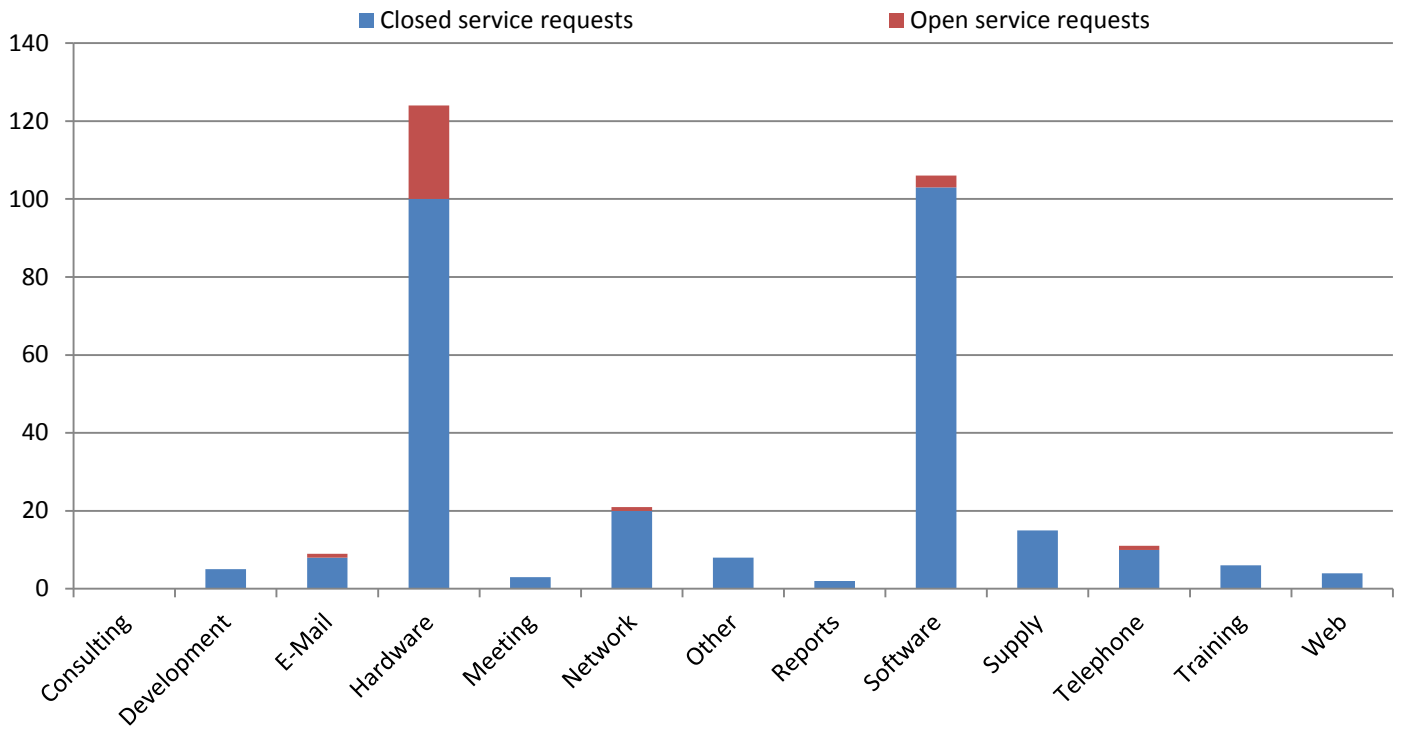
Contracted Information Services Employees

At Council’s direction, staff has been working to supplement the Information Services team with external contracted employees. Two positions have been identified, a Programmer/Analyst and an Application Support Specialist. Estimated timeline has at least the Programmer/Analyst position being filled in March. The Application Support position should be filled in April if not sooner.

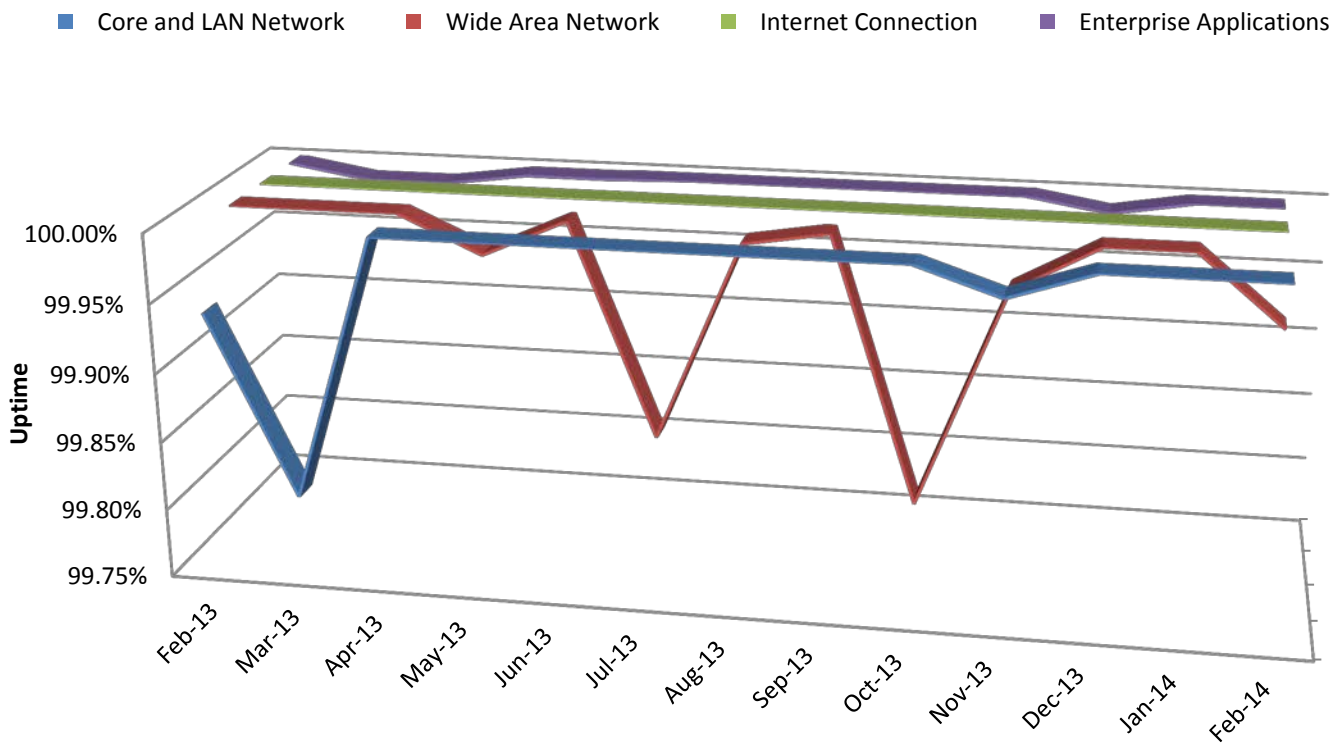
February Requests for Service vs Hours Spent on Request



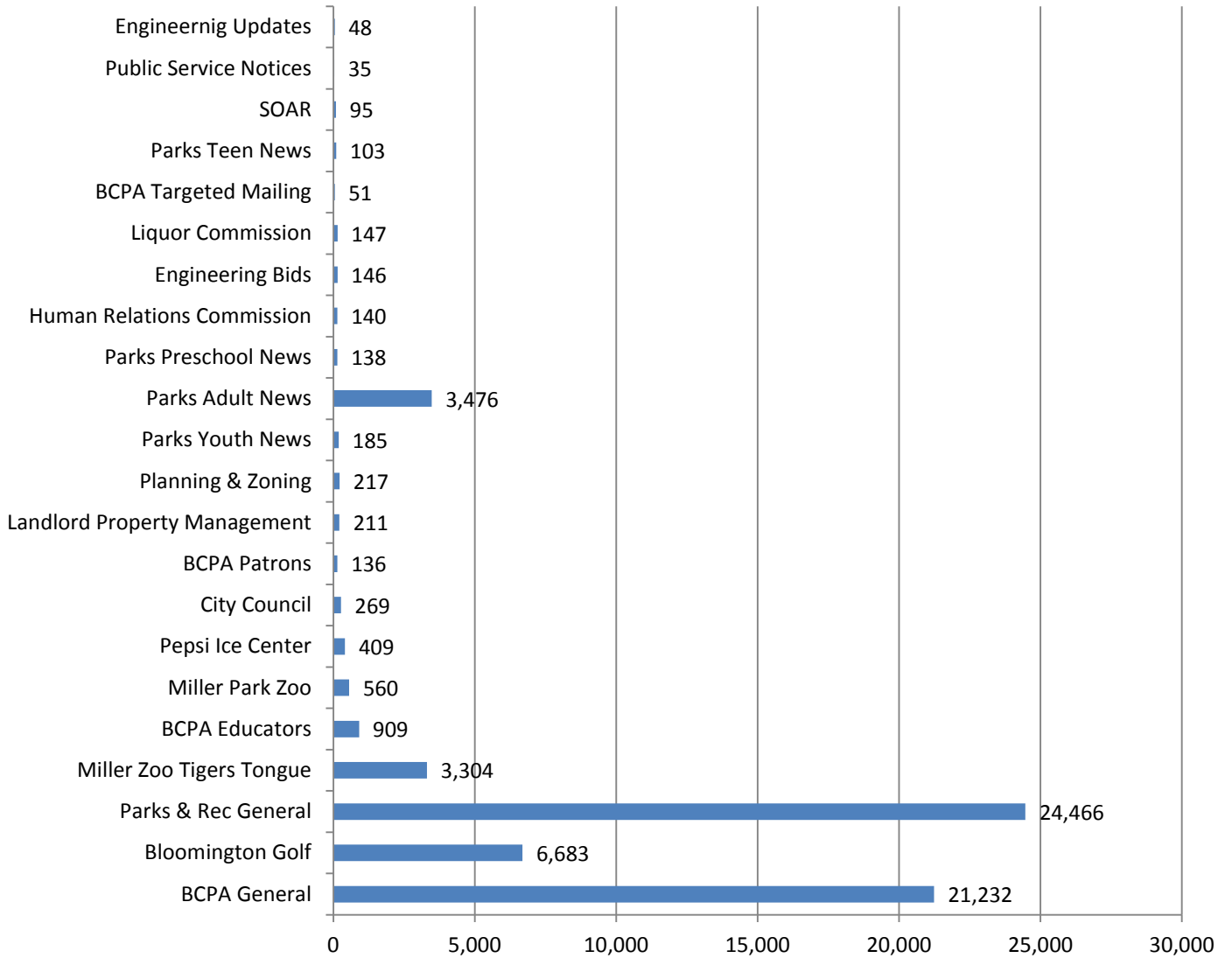
February 2014 Closed Service Requests



1 Year System Uptime



February 2014 Lyris List Server Information





City Clerk

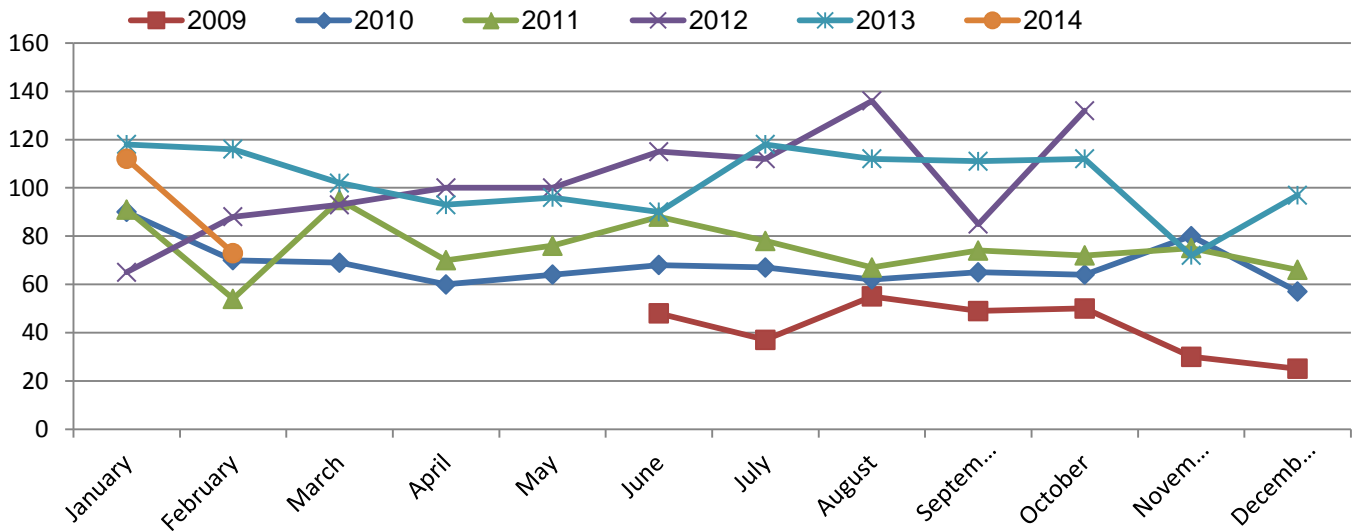


Tracey Covert

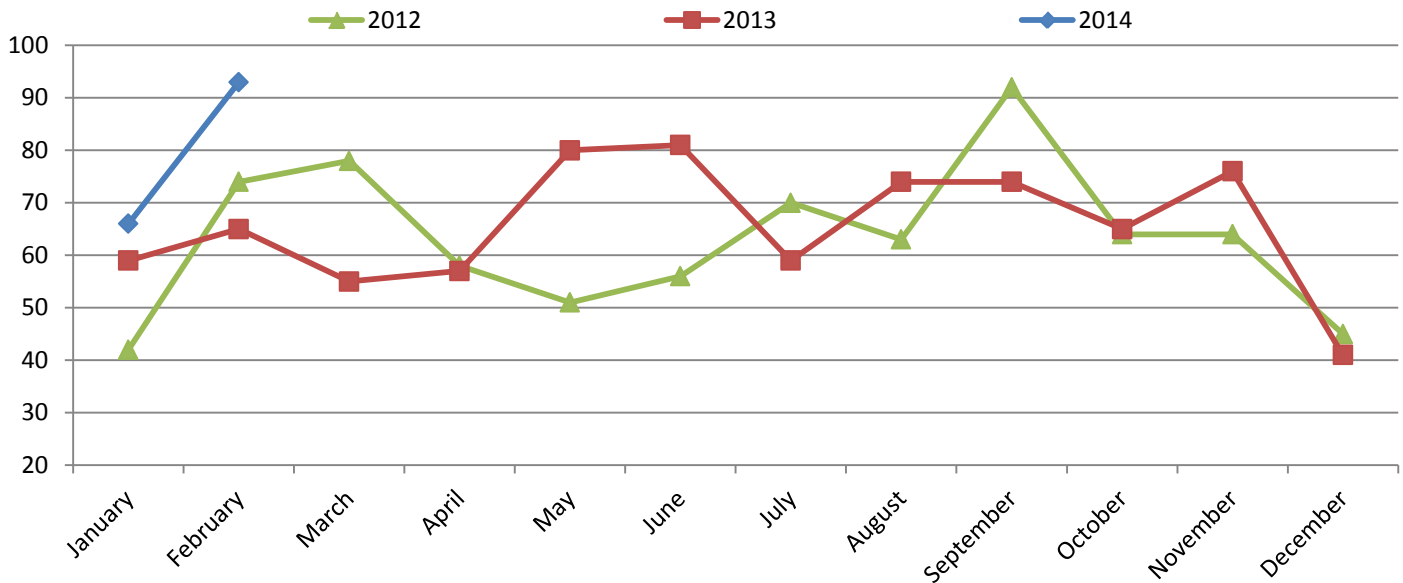
City Clerk

February 2014 Edition

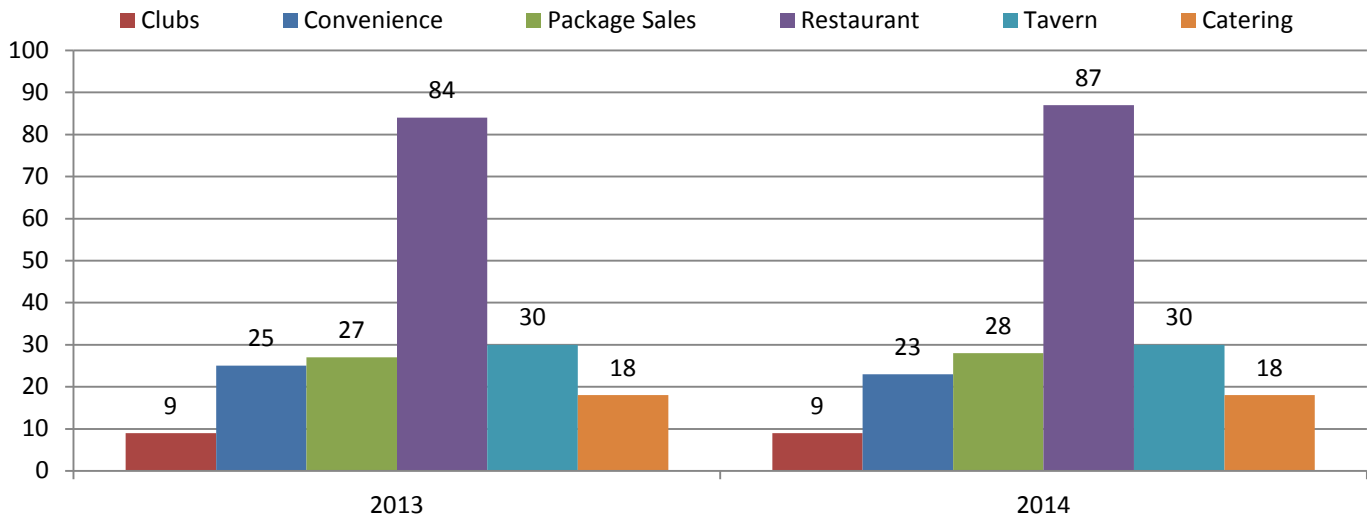
F.O.I.A. Request by Month Since June 2009



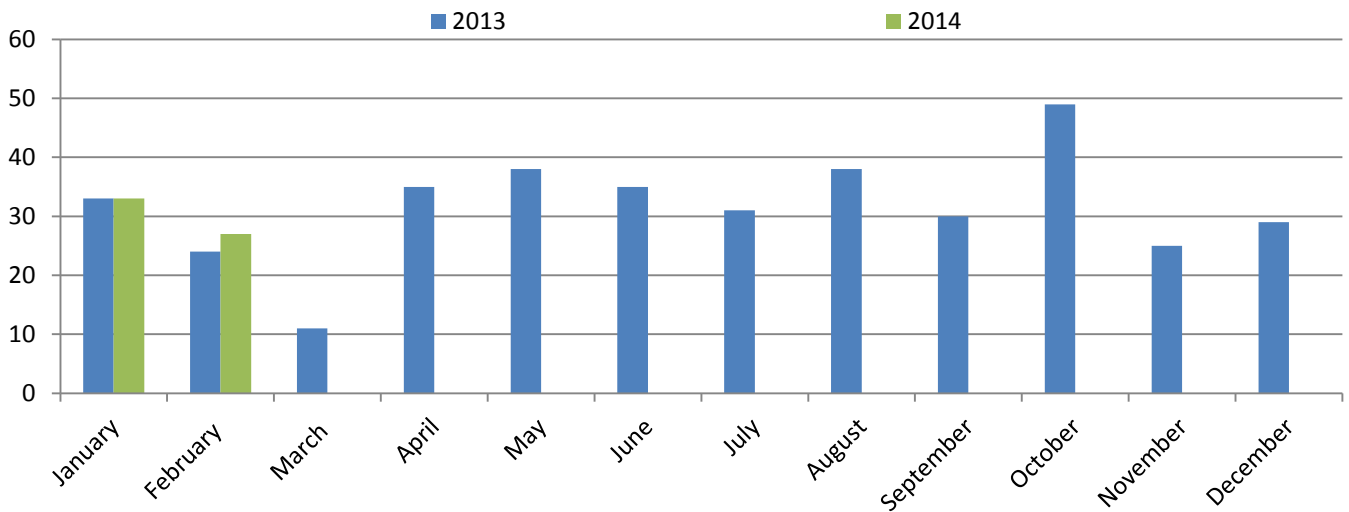
FOIA Average Staff Time per Request in Minutes



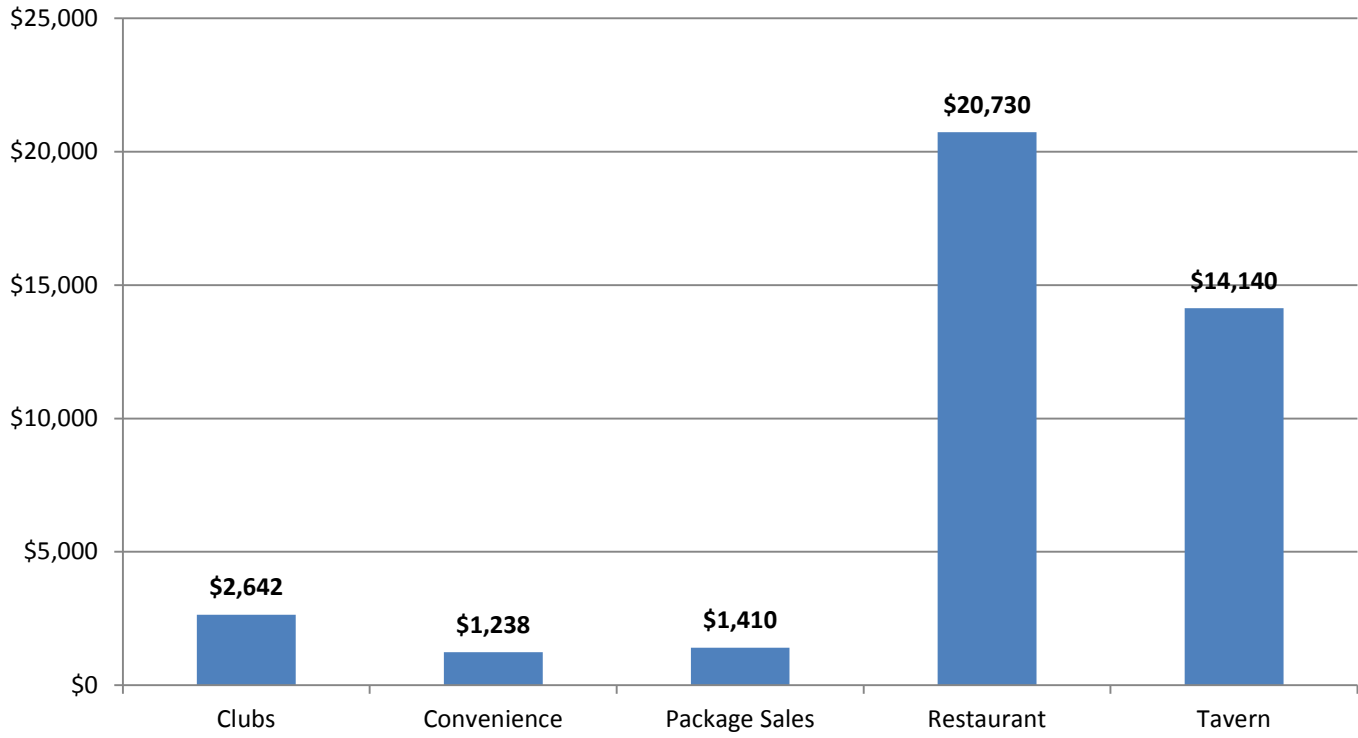
Number of Liquor Vendors 2013 vs 2014



Number of Items on the Council Agenda



February 2014 Total Liquor License Fees Invoiced





Library Director

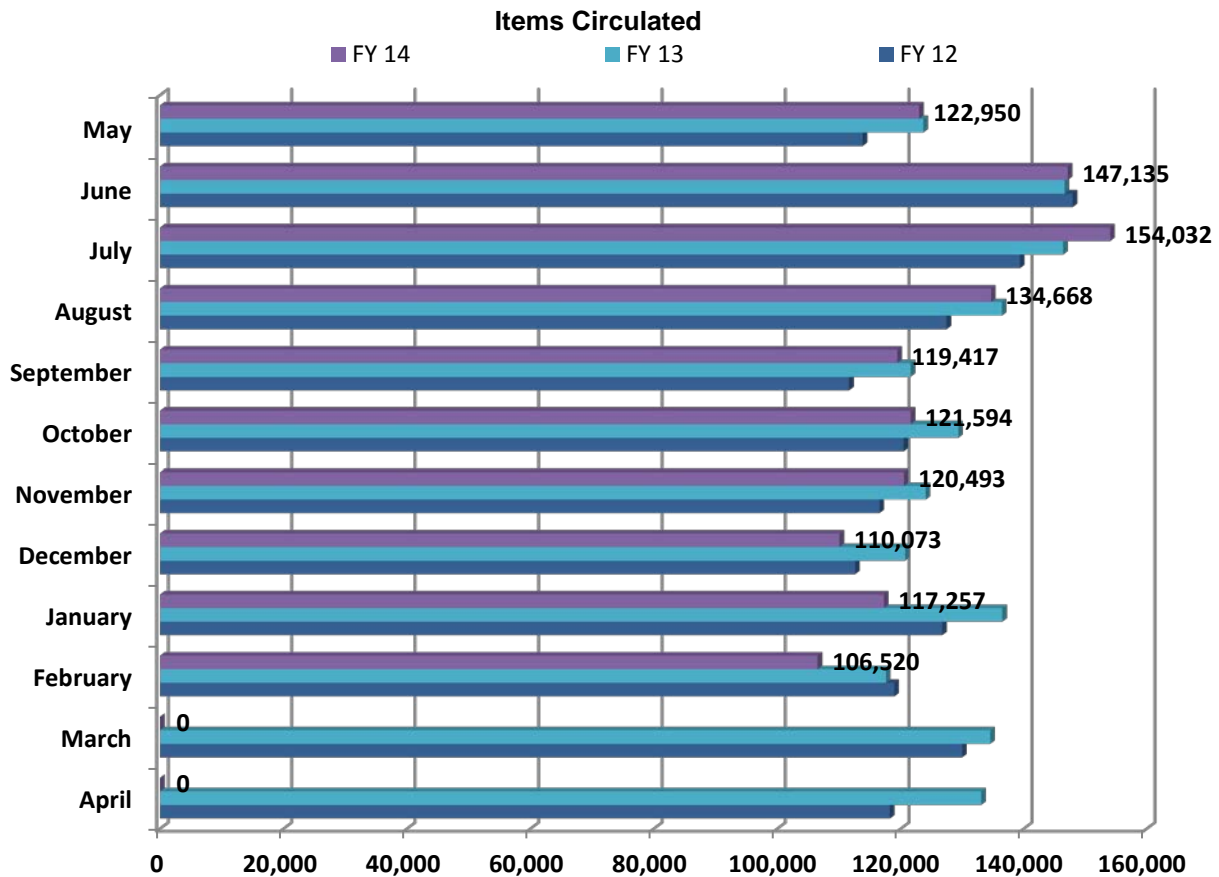


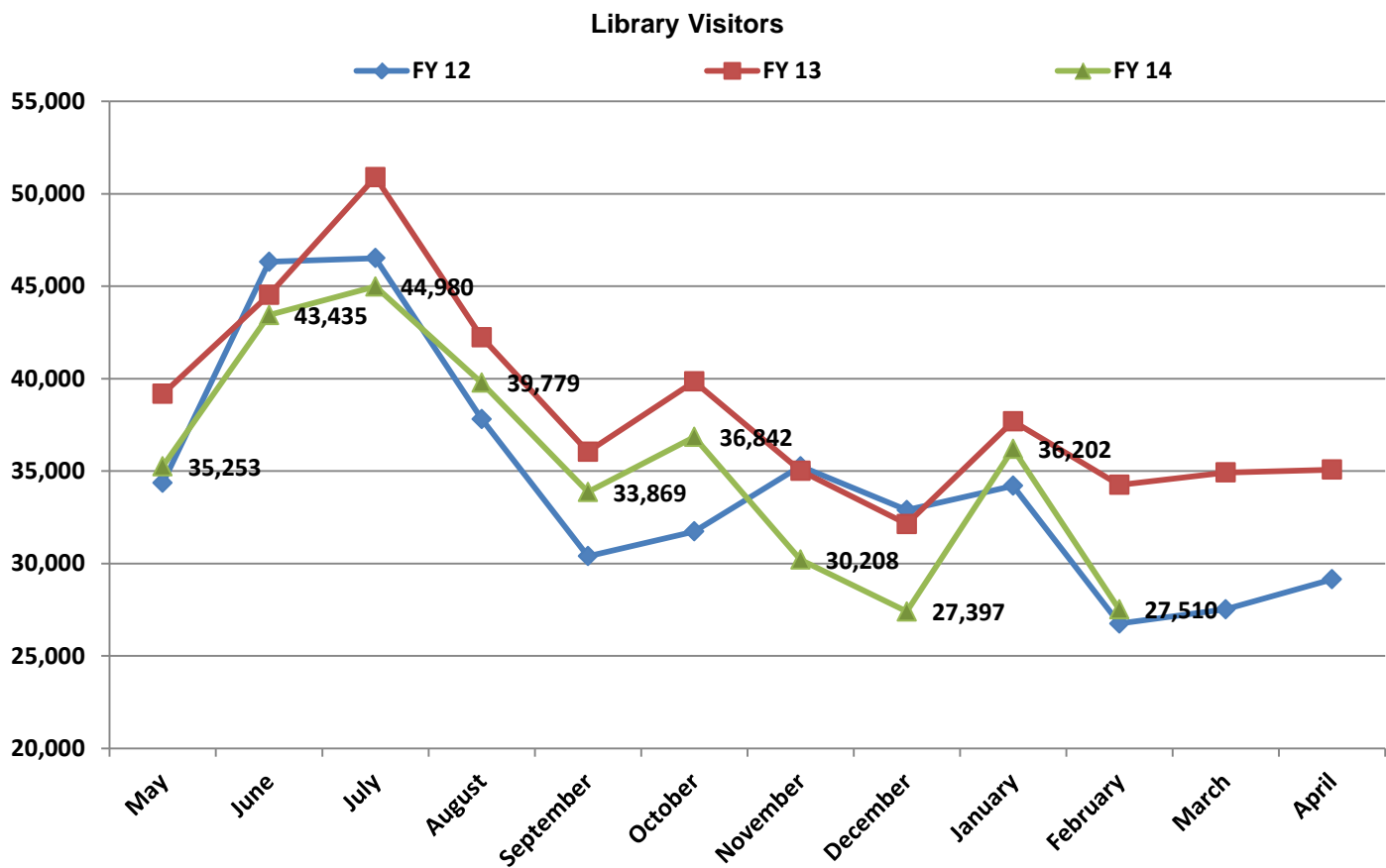
Georgia Bouda

February 2014 Edition

Library

A total of 106,520 items were borrowed in February 2014 compared to 117,568 items lent in February 2013. Despite the extreme cold, there were 27,519 visitors to the Library and Bookmobile in February, a decrease from the 34,254 visitors in February 2013.





Staff answered 3656 questions from customers this month.

Programs and Attendance in the month of February:

Children Programs and Attendance

- Storyteller Nancy Tolson – 17 attended
- My 1st Reading Program – 129 registered, 51 completed
- Toddler story times – 8 sessions – 127 attended
- Preschool story times – 4 sessions – 76 attended
- 2nd Saturday family story time – 18 attended
- Wiggle Giggle evening story time – 11 attended
- Tales for Tails (read to dogs) – 3 sessions – 62 attended
- YWCA toddler class visit – 13 attended
- Cub Scouts visit – 14 attended
- Library activity at ABC Team Winterfest literacy event – 106 attended
- Visited Katie's Kids Day Care – 51 attended
- Visited Milestones Day Care – 13 attended
- Visited Head Start classes at Stilwell location – 32 attended
- Visited Head Start classes at Brigham location – 40 attended
- An interactive display called I Love My Library was offered.

Principals from District 87 grade schools were invited to the Library for a Story Time. Attendance for each school:

- Sheridan- 17
- Irving – 24
- Bent – 33
- Oakland – 52
- Washington – 75
- Stevenson – 41
- Sarah Raymond - 9

Teen Programs and Attendance

Anime Now – 2 sessions – 17 attended

Project Create: Microwave Munchables – postponed due to weather

The Teen Librarian went to the following schools and promoted books to the teens:

Chiddix Junior High: 80

Adult Programs and Attendance

Fiction – 1 session – 5 attended

Mystery Book Club – 1 session – 6 attended

Nonfiction Book Club – 1 session – 3 attended

Books on Tap – 1 session – 9 attended

History Book Club – postponed to March due to weather

Classic Movie – 1 session – 0 attended (inclement weather on this day)

Small Business Series: Pinterest – 1 session – 14 attended

Books, Hooks, and Needles – 1 session – 1 attended

DIY series: Beading – 1 session – 8 attended

DIY series: Floral Arrangements – 1 session – 11 attended

Normal after the Civil War, a Black History Month program – 1 session – 18 attending

The Adult Winter Reading program ended on March 2. There were 135 registrants and 58 finished. Of these, ten were staff members. Readers needed to complete six adult or teen titles within the weeks of this program.

Compliments to the City

To: Craig Cummings/Cityblm@Cityblm
From: Scott Black/Cityblm
Date: 04/04/2014 08:56AM
Cc: Tari Renner/Cityblm@Cityblm, David Hales/Cityblm@Cityblm
Subject: Resident Text

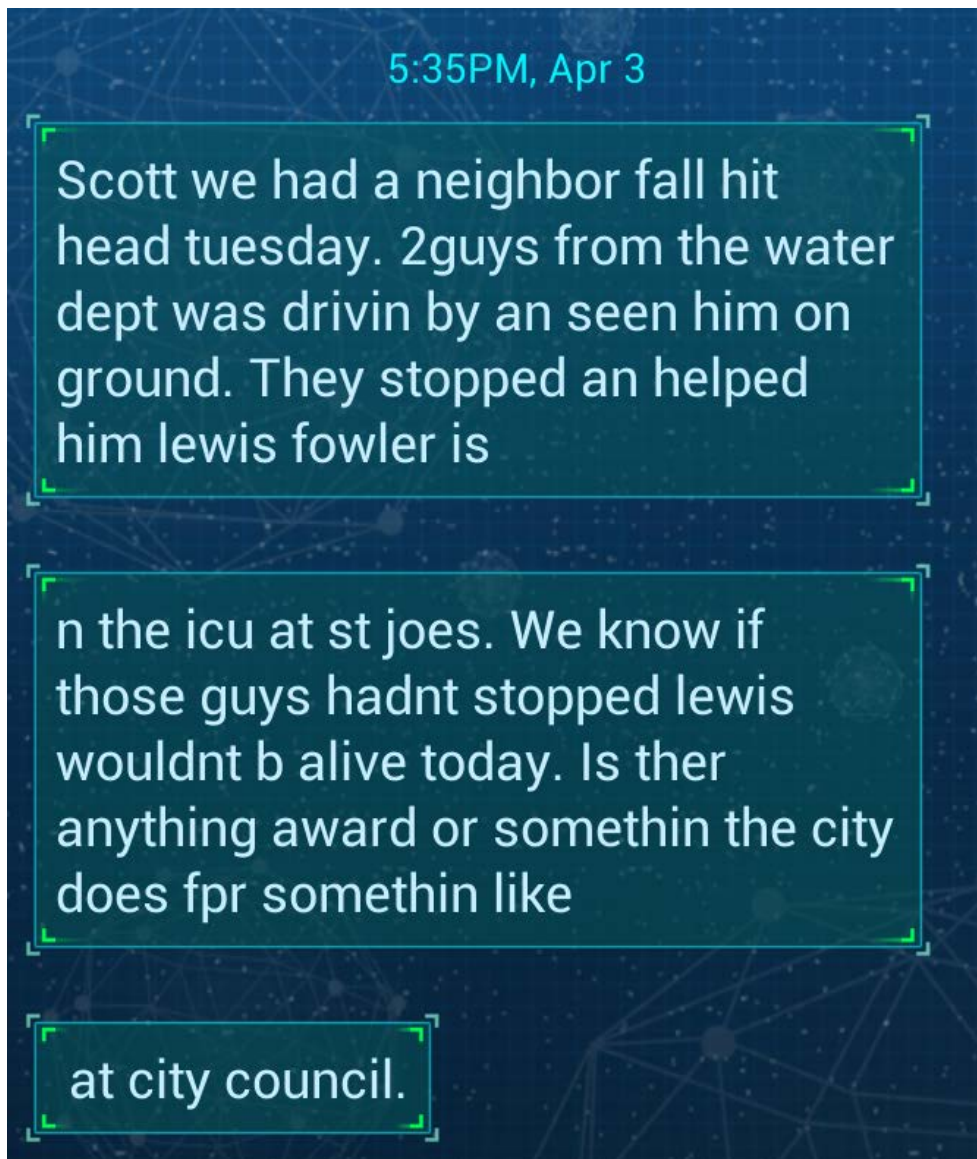
(See attached file: Resident Text.png)

Hi Craig -

I got a text from a resident last night (which I've attached) saying that 2 water department workers saw a resident fall and they helped them. Because of their action, the resident who fell was able to get medical attention which may have saved their life.

Do you know who the two workers are and, if so, would we be able to recognize them in some way?

Thanks,
Scott



Alex,

The City Clerk's office received a thank-you from a Webster Powell for helping to resolve corporation changes with Wal-Mart.

Thank you,
Renee Gooderham
Records & Information Manager
(309) 434-2240

Alex,

The City Clerk's office received a thank-you from a liquor license holder for helping to resolve an issue with the State Liquor Control.

Thank you,
Renee Gooderham
Records & Information Manager
(309) 434-2240

To: "citycouncil@cityblm.org" <citycouncil@cityblm.org>, "ssprouls@cityblm.org" <ssprouls@cityblm.org>, Barb Adkins <badkins@cityblm.org>, "webmaster@cityblm.org" <webmaster@cityblm.org>
From: Bruce Meeks
Date: 03/22/2014 03:25PM
Subject: Live Streaming Budget Workshop

For those that worked so hard for decades on broadcasting public meetings for The City of Bloomington and met the brick wall numerous times over those decades.

So for the many that have passed and those still alive - **"Thank You"** for making and finally allowing this to occur. *For me, the one it was one promise made and one promise keep to continue the advocacy for an open, honest, trustworthy and data centric accessible governing body.*

Would seem there is tremendous value for future new council members to have this day captured for reference as they take office. Also, can see citizens sent to the site for them to learn more about the current variety of directions the budget many take. May even be of value for the current council to review as they process the next steps.

Onward and Upward,
Bruce Meeks



March 4, 2014

John Kennedy
Bloomington Parks, Recreation and Cultural Arts
115 E. Washington St
Bloomington, IL 61701

Dear John,

We were born to unite with our fellow men, and to join in community with the human race. -- Cicero

The sentiment in this quote was truly born out last week when Home Sweet Home Ministries and the BCPA joined together to help impact the hungry and homeless at the Student Spotlight performances of Charlottes Web.

As part of Home Sweet Home's SHARE LOVE-60 Days of Compassion project, we worked with the staff at the BCPA to invite the schools and students attending the show to collect non-perishable food for Home Sweet Home Ministries Food Pantry and bring them to that day's performance. The result was **over 200 pounds of food collected**. In addition, we were able to connect with the top three schools that participated to build a relationship with them that will effect what we do far into the future.

I wanted to compliment the BCPA staff for their support of what we were trying to accomplish, which was to partner with our community to show compassion and caring to those less fortunate. First, Tina Salamone's willingness to let us work with the Spotlight show. I'm sure she receives many such requests and her openness to Home Sweet Home was very much appreciated. Eric Veal and Brandy Maloney in Community Engagement were a joy to work with and accommodated all the planning and logistics of the collection in such a way that made it a success. Kimberly Wright and the ushering staff made my volunteers and myself feel welcome on event day and Eric and Brandy went out of their way to connect us with the students that attended.

Some might say that the amount of food collected that day wasn't very much. What I would share is that food was not the only type of generosity Home Sweet Home Ministries was shown that day. The opportunity to connect with the hearts of everyone in attendance, in particular the young students was priceless. In our effort to provide food, shelter and hope to the hungry, homeless and hurting, Home Sweet Home cherishes moments like Charlottes Web as a way to fulfill our mission.

Once again none of this happens without the support we received from the BCPA and staff. We are very thankful for their hearts as well. We look forward with excitement and anticipation to the next collaboration we can have everyone there.

With Warmest Regards,

Matthew J. Drat
Development and Community Relations Manager

CC: Tina Salamone

303 East Oakland Avenue • Bloomington, IL 61701-5243 • (309) 828-7356 • Fax (309) 827-6415
www.hshministries.org

Letters and Comments of Praise for the Bloomington Parks, Recreation & Cultural Arts Department in February 2014

BCPA

From Patron Post-Show Survey from the Hubbard Street 2 performance (2/1):

- Awesome to have this spectacular group visit Bloomington!
- The dancers and choreography were exceptional. A wonderful evening of high quality entertainment.
- I was in awe of the cleanliness of the ladies' room! WOW!!!!
- Amazing young dancers! And TWO premieres at BCPA. Wow. Intriguing interpretations. Just personally I would have preferred more color on stage, but the dancing was the focus, of course. Great to hear young voices in the audience and to know some was probably the result of the educational outreach the troop did.
- The rating of 'very good' does not begin to do justice to the artistry of these young performers.

From Patron Post-Show Survey from the Blues Brothers performance (2/6):

- Absolutely loved it. Would come back again for the same show!
- Most enjoyable event of the several I have attended this year.
- Fun show!
- EXCELLENT WOULD SEE IT AGAIN
- very entertaining -- good time for my whole family (we brought kids)
- Great performers, entertained and included crowd, would definitely see them again!
- Awesome show on every level!
- Best Show this season. Hope they come back again another season.
- Usher was great dancing up and down the aisle--I even went half way with her once--HIGH PRAISE TO HER
- Bought these tickets for my brothers birthday, so the two of us could spend some quality sibling time. He absolutely loved it. he will be talking about this for a long time! So thank you!!!!
- It was just very well done. I liked the added history on some of blues founders and, of course the mention of Blm/Normal.
- We took another couple the first time we came, and now each time they ask "when is the next one?"
- Learned interesting history of the theatre from one of the ushers. great place

From Patron Post-Show Survey from the Celtic Nights performance (1/21):

- Excellent, well done performance - very professional
- Great! If you have them again, we'd come!
- They also enjoyed performing for the audience, interacted well
- We absolutely loved it next time we will bring the whole family
- We enjoy the variety of offerings, especially in the area of music. We also enjoyed the Buddy Holly Tribute and Herman's Hermits earlier in the season.

From Patron Post-Show Survey from the Taj Mahal performance (2/27):

- One of the best shows I've seen in recent years. And I go to an average of 50 shows a year...
- Great artist!!! Wish it were a longer show.
- Top notch performer, venue, and staff
- Great venue, great show, great event staff, I'll be back.

- We are avid concert goers and this show ranks as one of the best performances we have seen. I know little about his music (my husband is the fan) but I enjoyed the entire show. Parking was easy and had no problem getting to our seats. Would definitely see a show again!!
- Possibly the best performance we have seen this season.
- Awesome facility
- Great show! My first Time in the balcony seats were at some. The sound was excellent.
- The venue is wonderful and Taj Mahal Trio was a real treat!
- Got help buying tickets close to friends who had already had seats from the phone box office person.
- We are fortunate to have BCPA in our community. It is the right size and quality for the artists it attracts.
- The theater is great and the staff, both in the box office and managing the event, are excellent!
- Wonderful show! More of this caliber would be appreciated!

RECREATION

- From an email:
Name: Ed McBride

Comments: I would like to send out a HUGE thank you for the staff who put on the Daddy/Daughter Dance this year. This is the 4th year my daughter & I have attended it. She looks forward to it every year (starts asking as soon as she sees the winter Program Guide come out).

Just to help you understand what this means to her - she is currently 9 - she asked today on the ride home if we could continue to go to the Daddy/Daughter Dance until she graduates high school.

Thank you for making her night! That is all I can ask for!

- From an email:

My daughter, Kara, participated in the creative dance I class this past month. She absolutely LOVED the class. In fact, every night at grace before dinner she says that she's thankful for her performance at the last class. J Thanks so much for the wonderful programs that you continue to offer!

Kimberly Taber

Bilingual Reading Interventionist

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