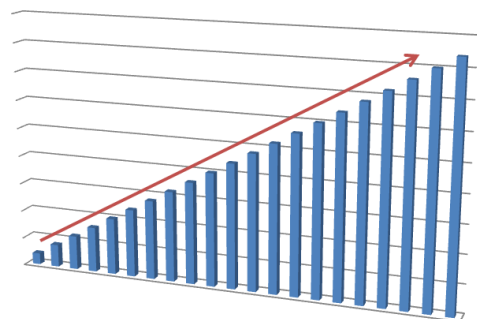




# CITY MANAGER'S MONTHLY REPORT

## MEASURING PERFORMANCE, TARGETING RESULTS





# Inside This Issue

City of Bloomington Elected Officials	2
City of Bloomington Administration	2
Continuous Journey Toward Excellence	3
Welcome from the City Manager	4
Spotlight City: Ranked 9 <sup>th</sup> Most Exciting Place	5
Executive Summary	6
Police Department	8
Public Works Department	14
Parks, Recreation & Cultural Arts Department	18
Economic Development	30
Human Resources	33
Finance Department	35
Information Services Department	38
Facilities Management	44
City Clerk	45
Library	48
Compliments to the City	49

## Upcoming Meetings

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

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

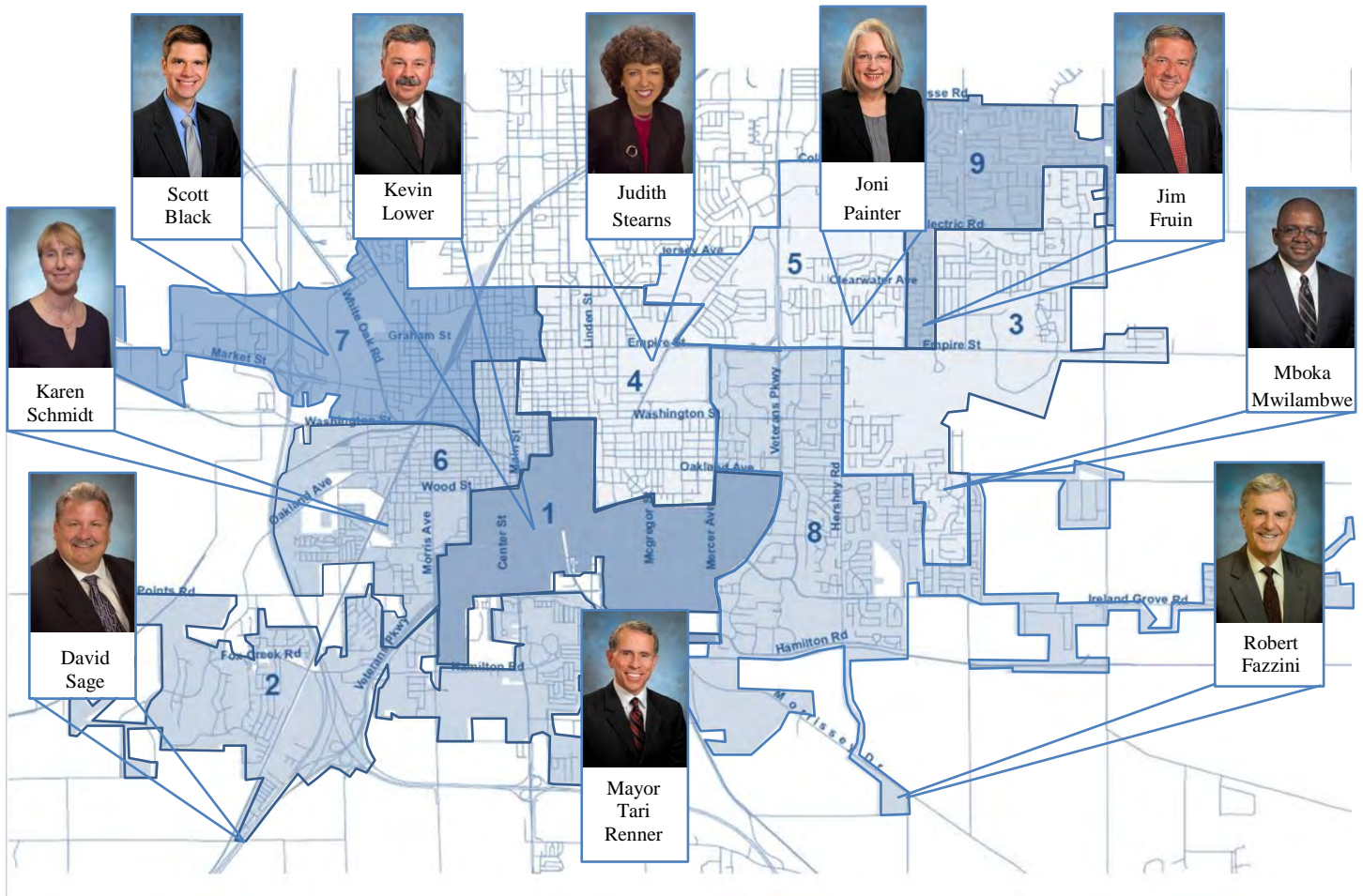
Effective June 1, the Mayor’s Open House is held every Friday before a Monday City Council Meeting from 4:30 pm to 5:30 pm at City Hall

## Upcoming Community Events

- Whose Live Anyway, BCPA, May 31, 7:30 pm
- B.B. King, BCPA, June 3, 7:30 pm
- The Penguin Project – The Little Mermaid Jr., U-High Stroud Auditorium, June 7, 7:00 pm
- Happy Birthday to Miller Park Zoo!!, Miller Park Zoo, June 14, 11:00 am – 3:00 pm
- Bayou Bash, BCPA, June 21, 5:00 pm



# City of Bloomington Elected Officials



## City of Bloomington Administration

City Manager: David A. Hales

Interim Assistant City Manager: Sue McLaughlin

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

Interim Director of Planning & Code Enforcement: Frank Koehler

Director of Public Works: Jim Karch

Director of Water: Craig Cummings

Police Chief: Brendan Heffner

Fire Chief: Mike Kimmerling

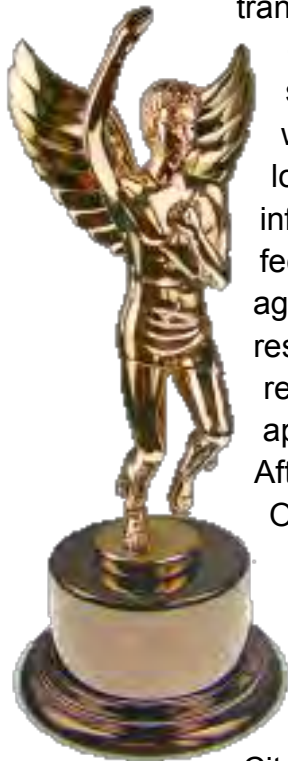
Library Director: Georgia Bouda



---

# 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 8<sup>th</sup> 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

April 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 April 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](mailto:Dhales@cityblm.org)



# Spotlight City: Ranked 9<sup>th</sup> Most Exciting Place

---

## Bloomington Ranked 9<sup>th</sup> Most Exciting Place in Illinois

The City of Bloomington has been recognized by Movoto Blog – The Lighter Side of Real Estate - as a top ranked city in Illinois for excitement. Specifically, Bloomington ranked high due to the fact that 27% of its population is age 18 to 34.

—The median age of Bloomington has always been attractive to retailers and entertainment establishments. Earning national recognition from companies like Movoto Blog is a positive indication that the City will continue to be a vibrant and appealing place for individuals of all ages to live, work and play”, explained City of Bloomington Economic Development Coordinator Justine Robinson.



200 communities, each with more than 10,000 residents, were ranked in the Movoto Blog publication. Bloomington placed 9th on the list which was created using criteria such as nightlife per capita (bars, clubs, comedy, etc.), live music venues per capita, active life options per capita (parks, outdoor activities, etc.), fast food restaurants per capita, percentage of restaurants that are not fast food and percentage of young residents ages 18 to 34.

The Top 10 Most Exciting Places in Illinois as identified by Movoto Blog are:

1. City of Evanston
2. City of Woodstock
3. City of Rock Island
4. City of Chicago
5. City of St. Charles
6. City of Carbondale
7. City of Champaign
8. City of Edwardsville
- 9. City of Bloomington**
10. Village of Downers Grove

You can read more about this recognition by visiting:

<http://www.movoto.com/blog/top-ten/most-exciting-places-in-illinois/>

If you would like more information about this topic, or to schedule an interview with Justine Robinson, please call (309) 434-2611 or email [jrobinson@cityblm.org](mailto:jrobinson@cityblm.org).

# Executive Summary

## Police Department

- Eight detectives work in CID with an average of 5 general detectives working per day. On average, each detective was assigned approximately 8 cases during April. The Domestic Violence detectives (2) were assigned 72 cases for review. The two detectives assigned to sex crimes and sex crimes involving children are investigating 39 cases. CID Assigned 51 new cases for investigation in April. **(Page 8)**
- Eight officers are assigned to Street Crimes with an average of 4.95 working per day. Officers completed 42 individual days of training. Street Crimes made three warrant arrests, 16 probable cause arrests, \$1350 in ordinance violations, seized \$1,315, 1,547 grams cannabis, 12 grams cocaine, and 1 gram heroin. **(Page 9)**
- The Department experienced 136 property crime reports, which is an increase compared to the 106 property crime reports last month. The breakdown is as follows: 24 burglaries, 109 thefts, and 3 motor vehicle. **(Page 12)**

## Parks, Recreation & Cultural Arts

- April 2014 proved to be another challenging early season month for the courses. While this April had 5% more playable golf hours than last year, it still had 25% less playable hours than the average April. This rough weather has proved effective in dampening the excitement of golfers getting out onto the course. **(Page 19)**
- While the weather impacted rounds played, the golf course staff was still able to get some large project work done, particularly at Highland Park Golf Course. The work on Hole #6 is nearing completion and play on the hole was restored with the hole playing as a par 3 until the hole can completely reopen again as a par 4 (anticipating early summer). **(Page 20)**
- Staff was able to successfully burn Tipton Park, The Grove and The Den golf course. The total number of acres burned was 52.4. The burning of prairie grass removes all the weeds and invasive plants that are detrimental to the beauty and health of the prairie grass. This is the second burn at The Grove. Park staff has been burning the other areas since 2005. **(Page 21)**
- One main project the Utility staff concentrated on is the installation of new playground at Franklin Park. This project will be completed only using in house staff. Once completed in early June the playground will include a new playground, a sand play area for toddlers, 2 wooden walk paths that surround 2 of the existing trees. There will be 2 new swing set areas. The swings are the original swings that we have had powder coated and will install in the new locations. There will be new sidewalks leading up the playground that will be surrounded by 7 existing park benches. **(Page 23)**



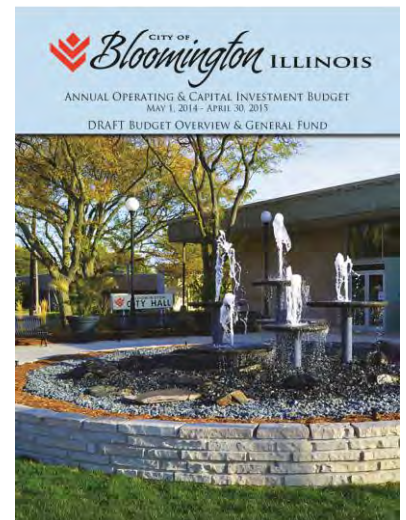
## Economic Development

- On April 3, 2014, the EDC conducted its quarterly *BN by the Numbers* event at the ISU Alumni Center. In accordance with past practice, a power point presentation on the community's economic performance was given by Ken Springer, followed by a keynote address from Carl Olson and Aaron Quick of the Central Illinois Regional Airport (CIRA) and an expert panel discussion conducted by Tim Davis of Suzi Davis Travel, Dale Kruse of Image Air and Fran Strebing of CIRA, surrounding the topic of airports as economic engines. A complete copy of the economic update is can be viewed by clicking [here](#). A few highlights include: **(Page 30)**
  - 13 month unemployment: local rates improve by +0.1%
  - Significant job losses in major employment sectors of financial activities (-600), professional and business services (-800) and government (-800)
  - New home sales up 16% over '12 & home resales up 14% over 12
  - Annual lis pendens filings down 19% over 12
  - Bloomington retail sales down -17.39% in Q4 2012 (*furniture, household goods and automotive categories reflect the most significant losses as 2012 was a record year for sales in these categories and they are not annual purchases*) versus Normal retail sales down -0.18% in Q4 2012
  - Bloomington retail sales down -8.44% 2013 versus 2012 as compared to +2.04% increase in Normal
  - Bloomington retail sales in 2013 were higher than '08, '09, '10 & 11
  - Employed persons in Bloomington under 80,000; only other time in the last decade when BN has had less than 80,000 employed persons was back in January of 2005



## Finance

- In the month of April, the financial staff spent a significant amount of time facilitating the budget process. This included things such as research and development of new streams of revenues, working with department heads to formulate strategies for cutting expenses, and answering any questions that the mayor, council, or citizens might have on the budget process. Finance staff also began the process of closing out the fiscal year 2014 in preparation for the auditing process. The finance department is also continuing to prepare for the Munis 10.2 upgrade scheduled for June 13<sup>th</sup> **(Page 35)**.







# Police Chief



# Brendan Heffner

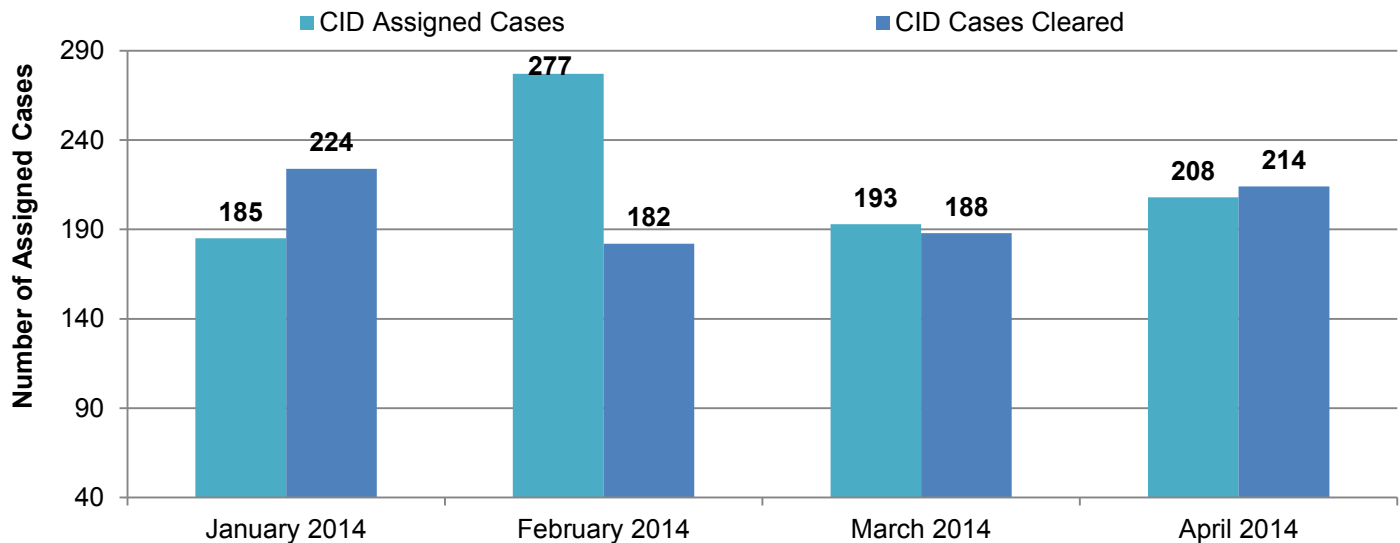
April 2014 Edition

## Police Department

### Crime Investigations Division (CID)

Eight detectives work in CID with an average of 5 general detectives working per day. On average, each detective was assigned approximately 8 cases during April. The Domestic Violence detectives (2) were assigned 72 cases for review. The two detectives assigned to sex crimes and sex crimes involving children are investigating 39 cases. CID Assigned 51 new cases for investigation in April.

2014 Criminal Cases Assigned vs. Criminal Cases Cleared



### Cyber Crimes

The three Cyber Crime detectives have 17 open/active cases. The unit investigates crimes involving but not limited to child pornography, network intrusion and online scams. The unit also assists with other investigations where technology is involved in the commission of the crime or of evidentiary value.

## **United States Marshal Task Force**

The Bloomington office opened 15 cases and closed 14. Significant work in April included a subject wanted as an armed habitual criminal/unlawful use of weapon was located and arrested in Bloomington. A subject wanted by Bloomington detectives on a sexual assault charge was arrested in Flanagan. A suspect in a Bloomington attempted homicide was located and taken into custody in Chicago by members of the USMSTF.

## **VICE Unit**

Five detectives are assigned to the Vice unit with 3.5 on average working per day. Eight new cases were opened, six cases were closed, and three search warrants were served. The Vice unit purchased 21.5 grams of crack cocaine and 11.6 grams of powder cocaine. They seized 100.9 grams of crack cocaine, 8.3 grams of powder cocaine, 14.0 grams of cannabis, 2.7 grams of heroin, 215 dosage units of ecstasy, and approximately \$2,000 worth of cash.

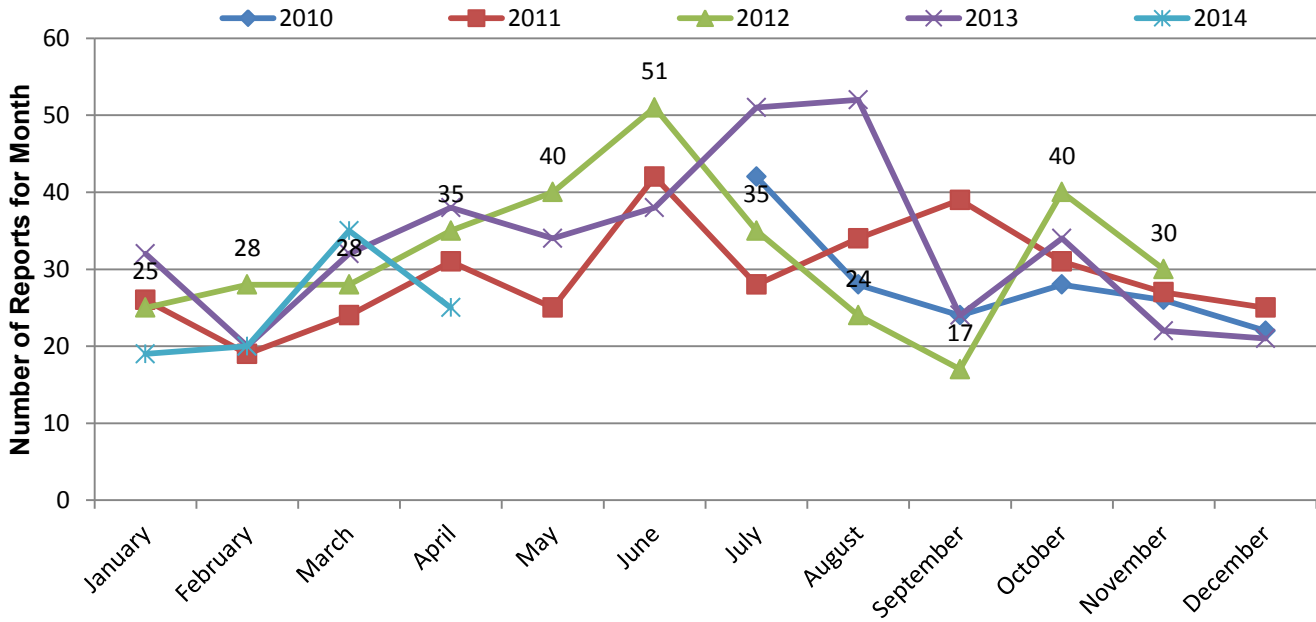
## **Street Crimes Unit**

Eight officers are assigned to Street Crimes with an average of 4.95 working per day. Officers completed 42 individual days of training. Street Crimes made three warrant arrests, 16 probable cause arrests, \$1350 in ordinance violations, seized \$1,315, 1,547 grams cannabis, 12 grams cocaine, and 1 gram heroin.

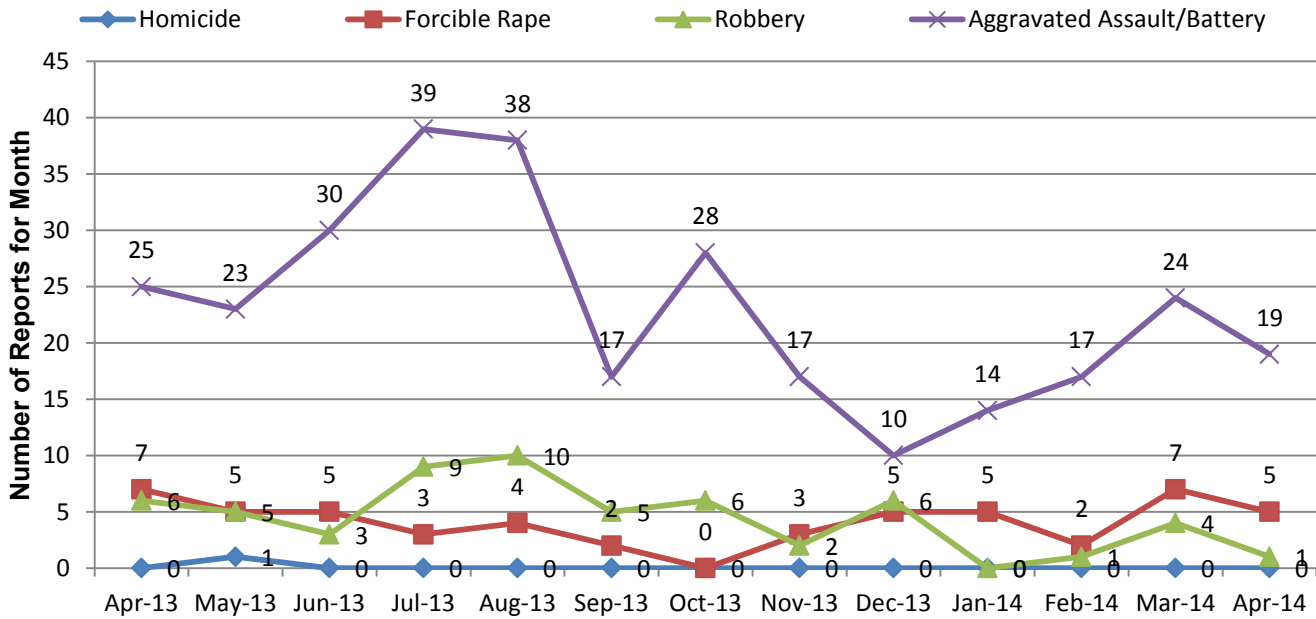
## **Criminal Intelligence and Analysis Unit (CIAU)**

CIAU staff spent time providing investigative support and technology support to detectives working on a multi-injury fatal DUI crash that took place in late April. At the request of Illinois State University, staff instructed a class in the Criminal Justice Sciences program on the use of social media investigation and youth crimes. CIAU provided four hours of training to three new Bloomington PD officers in regards to Intelligence-Led Policing and Problem Oriented Policing. CIAU also met with members of Decatur, Schaumburg and Springfield, IL police departments at their request for an overview of how the CIAU works and how to increase officer level effectiveness by using a variety of policing programs. All members of CIAU also attended an eight hour class on law enforcement employee stress management.

### 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
82.10%	12.70%	1.00%	0.20%	99.80%

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

April was National 911 Education Month and staff from the Center participated in several media interviews. Staff also visited several local schools to educate children about the proper use of the 911 system. Staff participated in the annual Women's Health Nigh at ISU. Staff celebrated National Public Safety Telecommunicators Week in April as well. There were no major equipment issues during the month.

<b><u>Incoming Phone Calls</u></b>	
Administrative (non-emergency)	6,771
911 Calls (wireline & wireless) total	388
911 Calls - Wireline	1,695
911 Calls - Wireless	2,083
Total All Calls	<b>8,854</b>
<b><u>Dispatched Calls</u></b>	
Police	6,879
Fire and EMS	863
Total Dispatched Calls	<b>7,742</b>
<b><u>Daily Call Averages</u></b>	
Administrative (non-emergency)	226
911 Calls – Wireline and Wireless	69
All Calls per day average	295
Police Dispatches	229
Fire and EMS Dispatches	29
Average Dispatches per day	<b>258</b>

***First Shift 7 a.m. – 3 p.m.***

First shift has 21 officers assigned with the average number working each day of 9.20. There are two officers in the FTO program, three new officers who will begin riding with an FTO by the middle of May, and one officer on extended military leave.

Day shift patrol spent considerable time working on training. Several officers attended Instructor Development and CNU conference. Seventy-three incidents of sex offender related issues were handled by first shift. Six sex offenders were arrested or warrants obtained for their arrest. Five verification checks were completed. Old sex offender records were audited and 29 offenders were found to be in possible violation. The Offender Watch 500 project received a lot of attention this month. All officers were required to distribute flyers at the schools.

***Second Shift 3 p.m. – 11 p.m.***

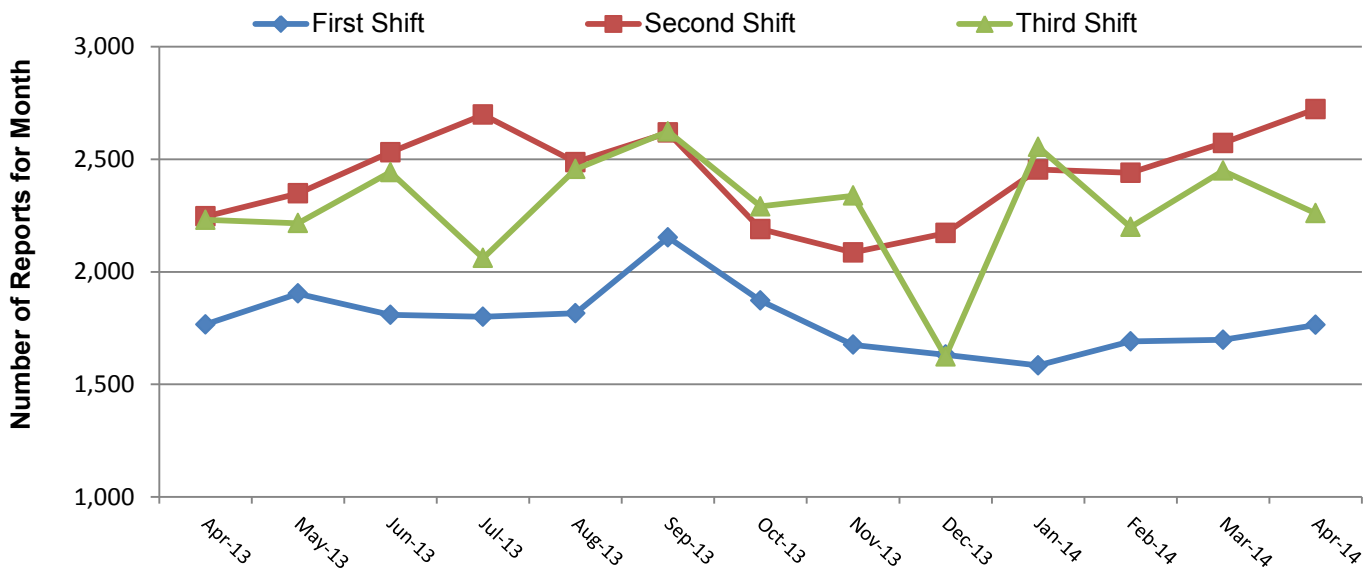
Second shift has 20 officers assigned with an average of 10.3 working each day. Two officers in the FTO program worked on the shift. Several officers were in training for instructor development, field training officer, and juvenile officer certification. Officers patrolled Miller Park and the Old Town Neighborhood due to juvenile issues in the area. On April 18, an officer checked Miller Park and found a juvenile with a BB gun. An ordinance violation was written.

**Third Shift 11 p.m. – 7 a.m.**

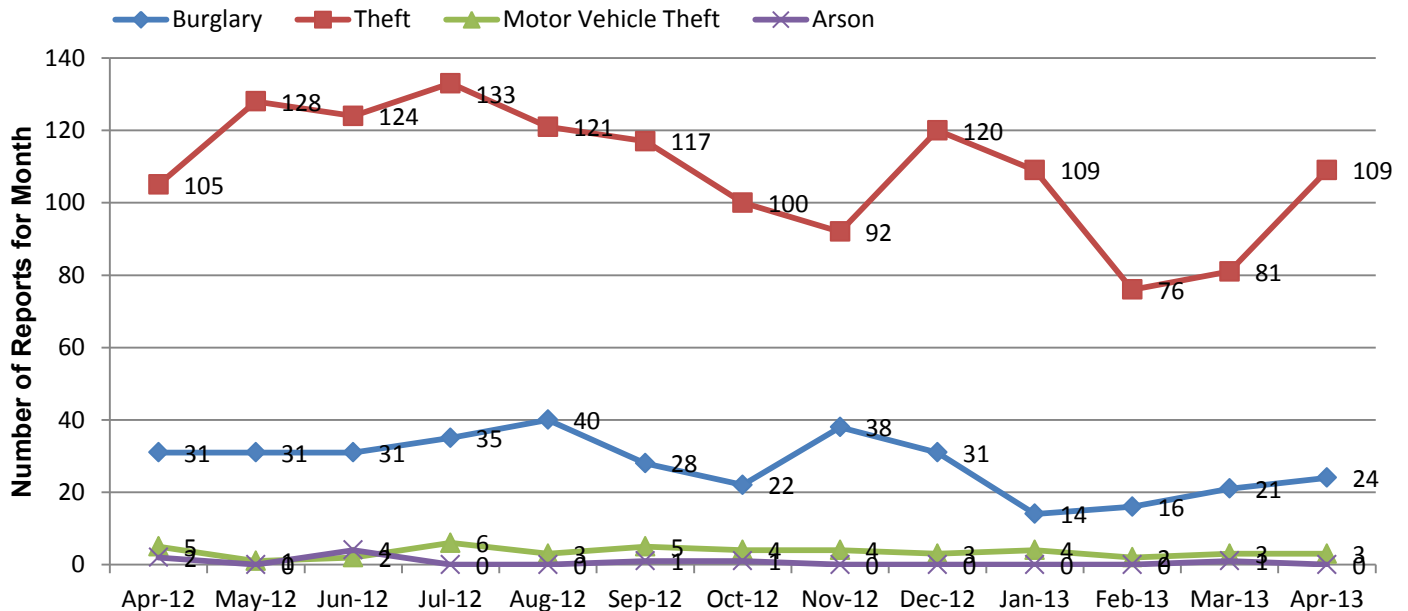
There are 17 officers assigned to third shift with 9.46 officers on average working per night. This number does not include any officers in training or supervisors. Approximately 320 traffic stops were made in April, 24 arrests from self-initiated traffic and pedestrian contacts, and 14 additional arrests for DUI.

Violation	Month Total	Year Total
Seat Belt/Child	3	14
Speeding	61	234
DUI Arrests	20	109
All Other Traffic	477	2,098

**1 Year Police Department Calls for Service by Shift and Month**



**1 Year Property Crime by Categories**



## **Downtown**

Springfest for the downtown bars was on April 12<sup>th</sup>. A team of two officers worked Springfest from 7 p.m. until 11 p.m. There were no issues. An extra team of two officers supplemented the normal two teams of two (for a total of six officers) from 11 p.m. until 3 a.m.

A total of twelve nights were worked downtown in April. Specifically coordinated bar checks were conducted at Mulligans, Killarney's, McGuires, Illinois Brewing Company and Chasers on April 12. One OV was written for open alcohol outside the back door of Mulligans. An OV was also written for an underage female in Mulligans. A second specifically coordinated bar check occurred on the 26<sup>th</sup>. The bars checked included Eleven, Diggers, Daddios, Main St. Grill, and Bistro. No underage violates were located.

Monthly totals for April for downtown hireback officers and third shift officers assigned to downtown include 209 bar checks, 71 ordinance violations issued, 19 park tickets issued, two UTTs issued, eight fights in progress, seven arrests, 15 calls for service, two DUIs, and 14 tows.

On the 13<sup>th</sup>, officers arrested one highly intoxicated person as he put burning papers under a car and resisting. On the 25<sup>th</sup> officers arrested one for DUI near Market and Western after leaving the downtown area. On the 27<sup>th</sup>, officers arrested one for possession with intent to deliver (cannabis) after bouncers found him in the bathroom of a bar in the 500 block of N. Main. Officers also arrested one for DUI and possession of controlled after committing a hit and run crash.

## **Administration**

School Resource Officer (SRO) Arnold completed nine reports including one criminal damage to property, seven thefts, one disorderly conduct, and one possession of cannabis. He made two arrests including disorderly conduct and possession of cannabis/theft. SRO Wagehoff assisted students with digital media video, gave a talk to approximately 100 kindergartners, assisted school with purchasing safety signs and mirrors and was part of a panel to select the new Associate Principal for EJHS. Issues at school included two criminal damage, one criminal defacement, 15 disorderly conduct, five fights, one medical, three battery, three theft, two suspicious person/vehicle, one drug investigation, one home visit, and one fire drill.

Public Affairs Officer Mayer wrote several media releases for the month and updated the social media on several occasions. She gave a presentation at Head Start, instructed Bank Robbery Training, attended Recovery Court, gave a Drug Trends presentation, attended Friendship Park Neighborhood meeting, fingerprinted at State Farm, attended Stress Class, presented at Youth Build, attended Women in Communication lunch and learn, gave two tours and presentations, and attended STAC.



# Public Works Director



Jim Karch

## Public Works Department

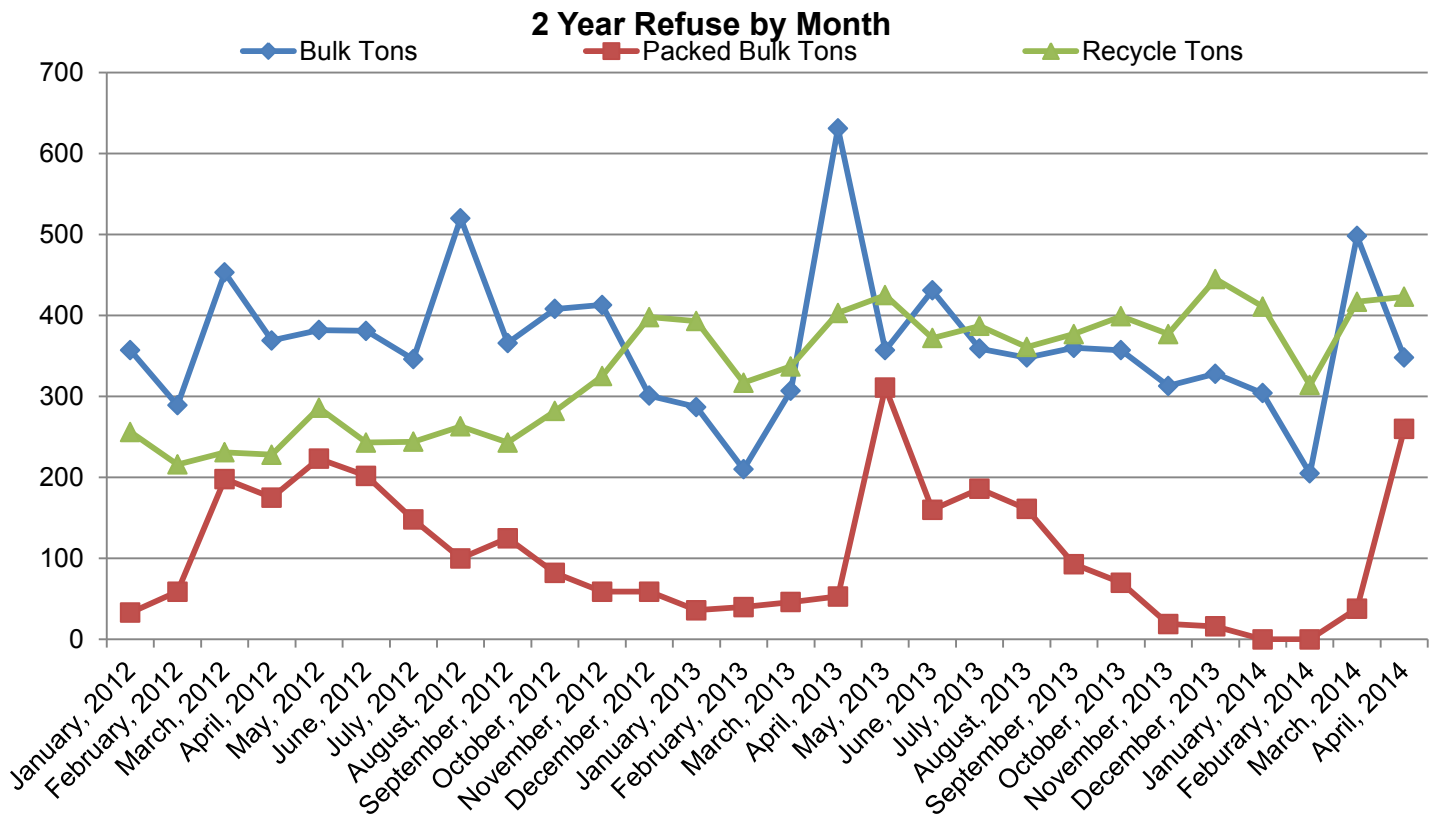
April 2014 Edition

### Solid Waste Division

#### Recycling Percentages Up

As of April 2, 2014, 18,209 residents are recycling in Bloomington. This is 74.3% participation.

Approximately 24,500 residences are serviced weekly and an average of 27.04 pounds of household garbage was picked up each week at these locations in April 2014.



## Street Sweeping

457 Lane Miles were swept during the month of April, 2014.

## Alleys

6 Alleys we graveled/potholes filled in April, 2014

## Engineering Division

<b>CITY OF BLOOMINGTON PROJECTS</b>	<b>STATUS</b>
Street & Alley Repair, 2013-14	In Construction (90% Complete)
General Resurfacing, 2013-14	In Construction (95% Complete)
Pavement Preservation, 2013-14	Finalized (100% Complete)
50/50 Sidewalks & Handicap Ramps 2013-14	In Construction (90% Complete)
2013 Maintenance Contracts (Street, Utility, Grading, Traffic Signals)	In Construction (60% Complete)
2014 Maintenance Contracts (Street, Utility, Grading, Traffic Signals)	In Design ( 20% Complete)
2013 Washington St Micro-surfacing	In Construction (99% Complete)
2013 Sump Pump Drainage Program	In Construction (5% 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 (80% Complete)
Hershey Road: Hamilton Road to 750' South	In Design (60% Complete)
HoJo Pump Station	In Design (30% Complete)
Maizefield CSO Elimination Study	In Design (50% Complete)
Kensington Sewer Repair & Channel Lining	In Design (10% Complete)
Jackson Street Sewer	In Design (30% Complete)
Traffic Signals and Intersection Improvements @ Keaton & GE, Hershey & Clearwater, Hershey & Arrowhead	In Design (40% Complete)
Lutz Road Widening from Morris to Luther Oaks	In Design (25% Complete)
Fox Creek Road & Bridge Improvements	In Design (0% Complete)
Downtown Street Lighting Master Plan	In Design (80% Complete)
Lake Bloomington & Evergreen Lake Dam Breach Study	In Design (20% Complete)
Bicycle Master Plan	In Design (25% Complete)
Bond Resurfacing, 2014-15	In Construction (5% Complete)
Sidewalk & Ramp Replacement - Bond 2014-15	In Construction (5% Complete)
Pavement Preservation, 2014-15	In Construction (60% Complete)



<b>PRIVATE DEVELOPMENT PROJECTS</b>	<b>STATUS</b>
Commercial Site Plans	7 Plan Sets Reviewed
Scharf PUD Sanitary Sewer	Punch List Items
Grove Subdivision, 4 <sup>th</sup> Addition	Punch List Items
Grove Subdivision, 5 <sup>th</sup> Addition	In Construction (99% Complete)
Empire Business Park, 5 <sup>th</sup> Addition	In Construction (20% 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 <sup>rd</sup> Addition	In Construction ( 99% Complete)
Fox Creek Village, 4 <sup>th</sup> Addition	In Review
Wittenberg Woods	Punch List Items
Cedar Ridge, 2 <sup>nd</sup> Addition	In Construction ( 0% Complete)
<b>HIGH SPEED RAILROAD PROJECTS – UPRR*</b>	<b>STATUS</b>
Market Street Railroad Bridge Replacement	Out for Bid
Washington Street At Grade Crossing Improvements	Out for Bid
Miller Street At Grade Crossing Improvements	Out for Bid
Six Points Road At Grade Crossing Improvements	Out for Bid
Fencing Improvements along Railroad Right-of-Way	Out for Bid

\*These projects are being designed and constructed by consultants and contractors working for the Union Pacific Railroad in support of the State's High Speed Rail project.

<b>April 2014 Overweight Loads</b>	35 issued Permits for \$3,705.00
<b>April 2014 Dumpster/Traffic Control</b>	3 Permits - \$175 (Waived \$0.00)
<b>Customer Service Calls</b>	
<b>April 2014 Call Center</b>	1,891 Calls into Call Center
<b>Erosion Control/Complaints Inspection Report</b>	
<b>New/Maintenance Erosion/Storm Water Management Inspections</b>	165
<b>Erosion/Storm Water Management Complaints</b>	1
<b>Inspection &amp; Complaint Files Closed</b>	6

### ***Fleet Division***

	<b><i>April 2013</i></b>	<b><i>April 2014</i></b>
<b><i>Work Orders</i></b>	362	396
<b><i>Total Repair Orders Closed</i></b>	330	375
<b><i>Preventative Maintenance</i></b>	32	21

	<b>April 2013</b>	<b>April 2014</b>
<b>Total No Lead Gallons</b>	15,873	14,529
<b>Total Cost</b>	\$50,638	\$51,364
<b>Avg Price per Gallon</b>	\$3.19	\$3.54

	<b>April 2013</b>	<b>April 2014</b>
<b>Total Diesel Gallons</b>	13,921	15,100
<b>Total Cost</b>	\$47,752	\$50,133
<b>Avg Price per Gallon</b>	\$3.43	\$3.34

## Streets & Sewers

<b>Council Work to be Done Summary</b>	
<b>Work Type</b>	<b>Outstanding Work orders</b>
Backfill/Seed	6
Cave In	17
Potholes	21
Contractor Ditches	19
Curb	15
Hot Asphalt	1
Inlet Repair	13
Mailbox	94
Manhole Repair	5
Pavement Repair	15
Service Repair	2
Water Ditches	52



PR&CA Director



John Kennedy

Parks, Recreation & Cultural Arts Department

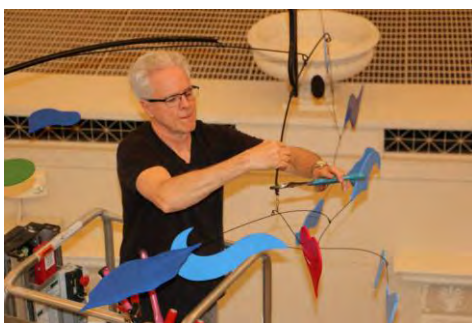
April 2014 Edition

**Bloomington Center for the Performing Arts (BCPA)**



The BCPA sponsored an amazing art project aimed at mobilizing the community towards the revitalization or the Creativity Center. Touring artist and mobile creator Kevin Reese hosted eight workshops for over one hundred area youth over three days that utilized art, math, teamwork and physics. Students attended from homeschools, Thomas Metcalf School, Washington Elementary and the Regional Alternative School. Each piece of a mobile was hand drawn, cut, sanded, painted, flame-proofed and balanced on wire to create stunning visual imagery as patrons attend shows and events. On the

fourth day of his residency Kevin installed one large seventeen foot kinetic mobile in the lobby of the BCPA and fourteen mobiles in the BCPA ballroom. The culmination of the week came when Kevin presented his one man show "A Perfect Balance" on the BCPA stage which was attended by the public and students who created the mobiles. His show touched on a young boy who was influenced by the world renowned artist Alexander Calder whom is credited with being the inventor of the mobile. Many lives were touched and inspired



throughout Kevin's week long residency. Austin Lopez who worked with Kevin throughout the week as an intern said, prior to Kevin's arrival he wasn't initially impressed. By the end of the week, Austin said — (Kevin) got halfway done with them and I'm thinking, 'This is Amazing'. You have to see them moving to see how amazing they are. Pictures just don't do these things justice."

The BCPA staff would like to welcome the International Alliance of Theatrical Stage and Employees (I.A.T.S.E.) Local 193 to the BCPA as union representation for our city stage crew personnel. The BCPA stage crew is one of the many reasons our audiences expect a quality experience while on the premises. We look forward to the continued success of the many performances and events to come.



In addition, the BCPA hosted fifty six functions in April including community-based programming, rental events and BCPA presented programs. Functions included the American Passion Play in their 91<sup>st</sup> season – rehearsals and shows, Illinois Wesleyan Civic Orchestra – final performance by conductor Steve Eggleston and reception, Chefs for PATH fundraiser event, Illinois Symphony Orchestra: two schools shows, City of Refuge Ministries dinner, School Sculptures mobile installation in lobby, —A Perfect Balance—performance, Peter Pan Student Spotlight show, BCPA tours, piano lessons, two performances of the Church Basement Ladies, Lisa Loeb performance, improvisation classes, Cultural District Commission Meeting, TheatresCool classes and more...

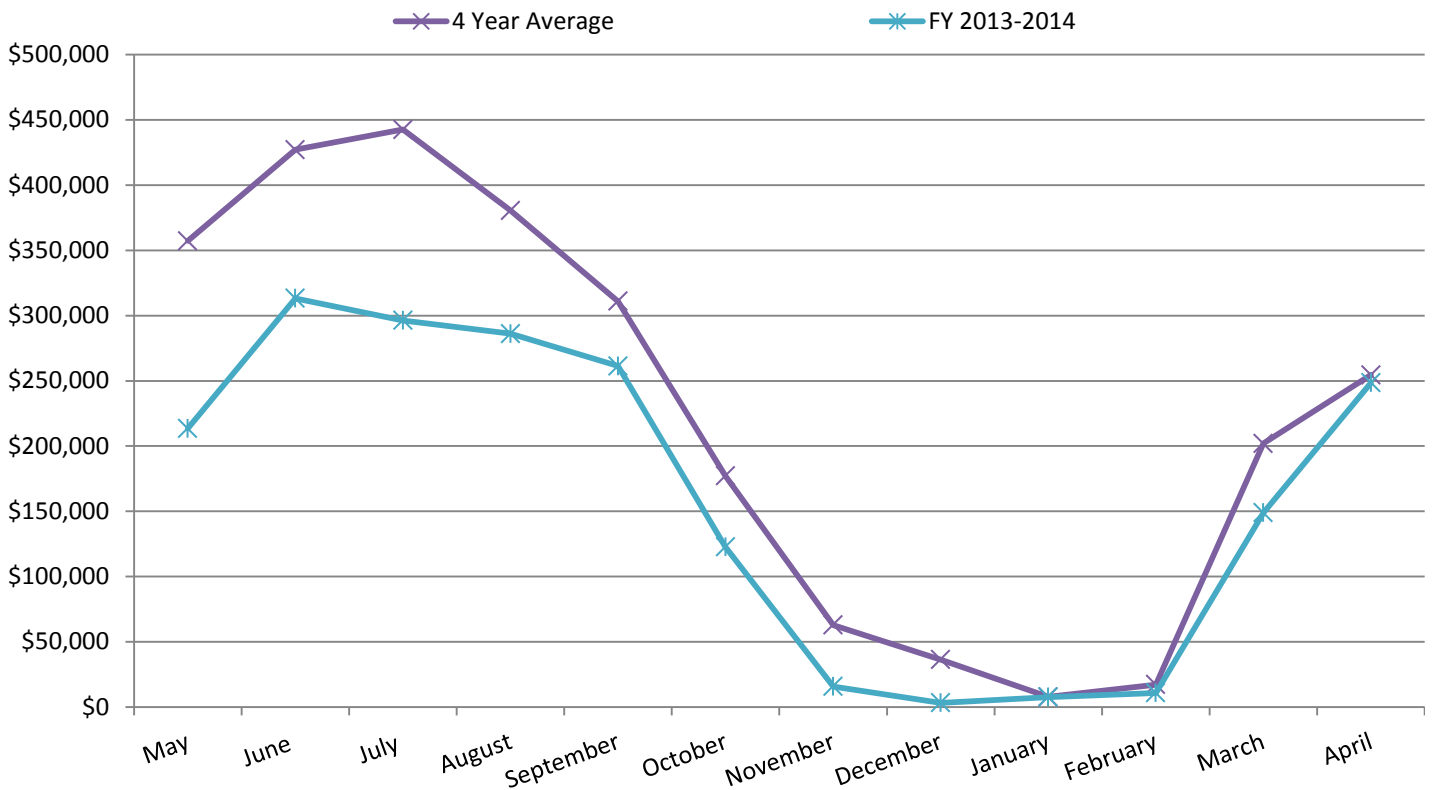


## **Golf Division**

April 2014 proved to be another challenging early season month for the courses. While this April had 5% more playable golf hours than last year, it still had 25% less playable hours than the average April. This rough weather has proved effective in dampening the excitement of golfers getting out onto the course. We typically rely on the playing of The Masters golf tournament in early April to stimulate play, but the weather has just not cooperated. Our concern is that tough start to the year damages the psyche of the golfer who was planning to purchase a pass, play more golf this year, etc.. We are hoping for a good start to the month of May to capture what is remaining in this beginning of the year excitement to get out on the course.

While we did see a slight uptick in playable golf hours, that unfortunately did not translate into any increase in rounds played as we experienced a 15% decrease in play. Much of this decrease was seen at The Den at Fox Creek which in 2013 hosted the College Conference of Illinois and Wisconsin Spring Championships, as well as the College Club Invitational Tournament. The rounds from those two events alone make up over 50% of the rounds that were missed for the month. From a revenue standpoint, our figures show a 28% decrease to last year. That number is misleading as last April saw many season passes purchased where this year those passes were purchased in March. Sales from season passes account for 50% of this deficit in total revenue.

### Total Golf Revenue by Fiscal Year



While the weather impacted rounds played, the golf course staff was still able to get some large project work done, particularly at Highland Park Golf Course. The work on Hole #6 is nearing completion and play on the hole was restored with the hole playing as a par 3 until the hole can completely reopen again as a par 4 (anticipating early summer). Photos attached with this report show the scale of the work that was done. This work converting the pond back into a creek was all done in house saving us significant dollars over hiring an outside contractor to perform the work. We continue to expect this project to increase customer satisfaction at the course and drive additional play to the course. The irrigation pump station at Prairie Vista, purchased this year, is now fully operational. Based on early observations, we expect to see major savings in our utility expenses as this new pump station is significantly more efficient to operate. The pump station will also be “softer” to the irrigation pipes on the course as well which should result in fewer repairs needed by golf staff.

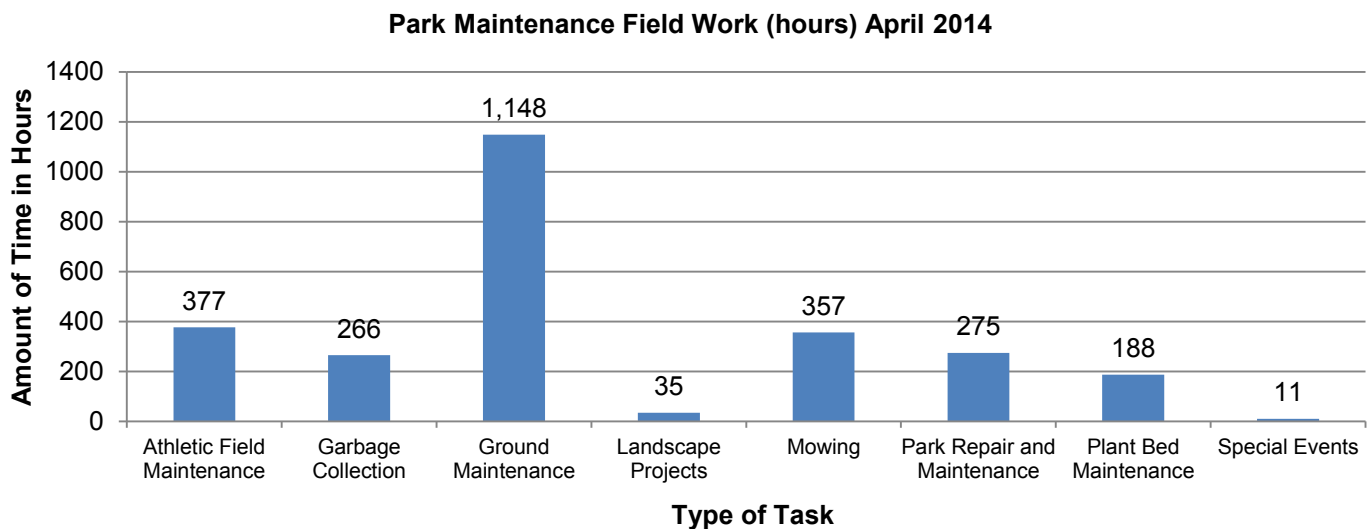
Here's hoping for better weather for the month of May!



## Park Maintenance

### Horticulture

The Park Maintenance Horticulture staff is comprised of 3 fulltime Horticulturalists, 3 Fulltime Laborers and 1 Light operator. They are assisted by 8 seasonal people that work 9 months a year and 7 seasonal people that work from May until August. The Cities mowing and maintenance program is divided into 5 different sections. There are 3 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, Fire Stations and any smaller piece of property that we maintain. 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 2 Fulltime and 1 part time employee.



In April Park staff began the task of fertilizing the Park turf. This task typically takes 3-4 weeks to complete and covers approximately 500 acres of turf. Fertilizing will be completed around the last week of May

Due to the wet and rainy conditions, Park staff did not begin mowing until the middle of April. Park staff will mow and maintain 650 acres of turf on a 7 day cycle and 142 rights of ways on a 14 day cycle. Right of ways consists of drainage areas, ditches and parkways.

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

Staff was able to successfully burn Tipton Park, The Grove and The Den golf course. The total number of acres burned was 52.4. The burning of prairie grass removes all the weeds and invasive plants that are detrimental to the

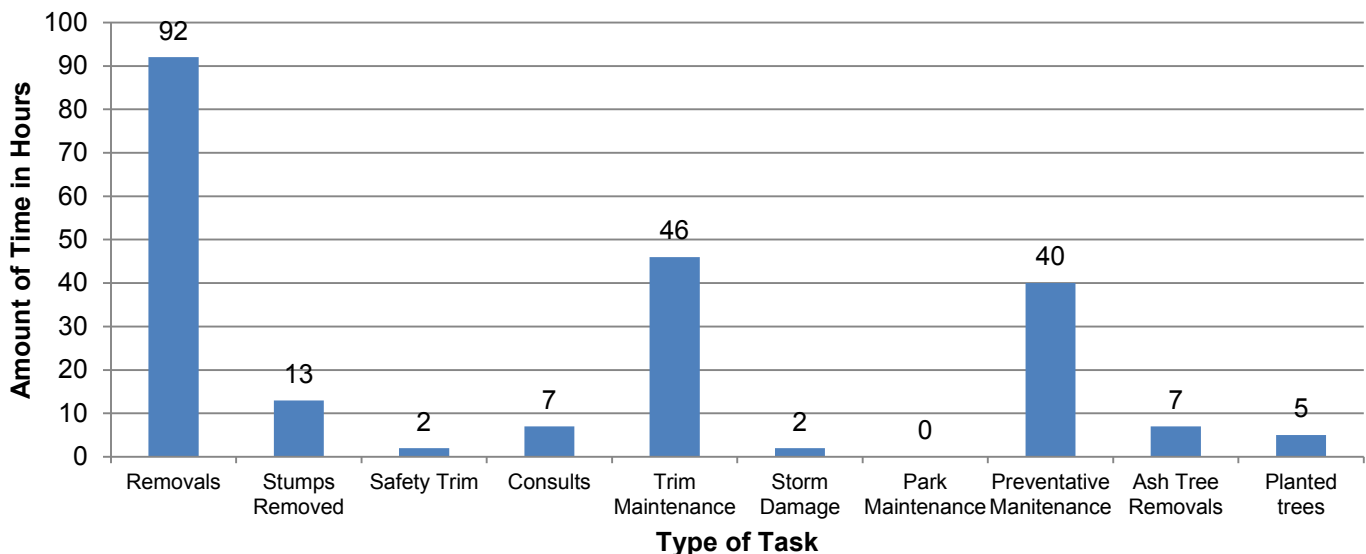


beauty and health of the prairie grass. This is the second burn at The Grove. Park staff has been burning the other areas since 2005.

## Forestry

The Forestry staff consists of 3 fulltime foresters and 6 seasonal staff that work 9 months a year. The staff is broken up into 3 different crews, 1 Forester and 2 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 we are currently in is Section B-4 which is South of Oakland Avenue and West of Route 150. The Forestry staff completed 40 maintenance trims in April in section B-4. This is our 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 13 stumps in the month of March.

**Forestry Division Trees Worked on by Job Task: April 2014**



During the month of April the Forestry staff removed 92 trees. Of those 92 trees, 7 were Ash trees. The total number of Ash trees removed so far in 2014 is 58. The total number in 2013 was 576. The Forestry staff has completed the removal of all Ash trees that were deemed hazardous and beginning to remove trees that are known to be infested with the borer.

Arbor Day was observed on April 25. This year's ceremony was held at Irving Elementary School. The tree of choice this year was a Tulip. 50 Tulip seedlings were bagged up by the Beautification Committee and given to all the third graders and staff. A two inch ball and burlap Tulip was planted behind the school. The ceremony was attended by the Mayor, Beautification committee members, Park Director, staff and the school Principal.



## **Utility**

The Utility staff consists of 4 Fulltime Utility people and 1 part time employees who work 10 months. Each Utility member has a specific area of repair or maintenance they concentrate on. One Utility member's main area of focus is the 2 swimming pools, 3 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 Park's, Zoo, Golf Course, 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, bath rooms and anything else that might need to be repaired.

April is very busy month for the Utility division. Staff was busy opening up all Park public bathrooms and drinking fountains. Park staff has to re-assemble all bathroom fixtures and re- installs all the water meters. The Utility staff also began the preparation for the opening of the spray Parks in mid-May and the opening of the swimming pools at the end of May. The Utility staff completed the annual Boiler maintenance at both Holiday and O'Neil swimming pools.

One main project the Utility staff concentrated on is the installation of new playground at Franklin Park. This project will be completed only using in house staff. Once completed in early June the playground will include a new playground, a sand play area for toddlers, 2 wooden walk paths that surround 2 of the existing trees. There will be 2 new swing set areas. The swings are the original swings that we have had powder coated and will install in the new locations. There will be new sidewalks leading up the playground that will be surrounded by 7 existing park benches.

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 of tall slide at Miller Park due to safety concerns
- Installation of walk in freezer at the Zoo
- Dock repair at Miller Park boat rentals
- Replacement of 1 door at O'Neil Park press box due to vandalism
- Playground slide repair at Brook ridge and White Oak Parks
- Installation of water fountains at Miller and Tipton
- Removal and installation of new RTU compressor #5 at the Coliseum
- Repair of numerous Zoo items-Rain Forest Bridge, Zootique furnace, repair roof leak in Kitchen commons

## **Miller Park Zoo**

### **Admission Revenue**

April 14--\$34,894.30 (best April in history)

April 13--\$33,648.50 (2<sup>nd</sup> best month)

Revenue from the gate admission was 6.2% 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 1 May 2012.



## **Attendance**

April 14---10,840

April 13—10,384

Attendance was 6.7% up for the current fiscal year compared to last year's attendance.

## **Education**

April 14--\$21,326.50

April 13--\$27,481.50

Revenue from Education Program Fees and Rentals were up 2.2% for the fiscal year compared to last year.

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

April 14--\$4,437.51

April 13--\$3,678.13

Revenue from Concessions, Carousel, and Animal Food Sales is 29.0% up for the current fiscal year compared to last year's numbers. A Hurricane Simulator was added for a guest amenity. It is a cost share with a vendor and has been more popular than expected.



## **Animal Collection**

Acquisitions—animals added to collection by transaction or birth/hatch

- 8 Taylor's Bug-eyed Frog
- 2 Solomon Island Leaf Frog
- 2 male, 3 female Marbled Newt
- 44 Giant African Millipede

Dispositions—animals removed from collection by transaction or death

- 1 Red-Eyed Tree Frog
- Male Callimico
- 1 Taylor's Bug-Eyed Frog
- 3 male, 2 female African Hedgehog
- Male Degu
  
- Male Green-Winged Macaw moved into the Rain Forest to be housed with male Red-Fronted Macaw. The goal is to maximize the space and create a better exhibit in the Rain Forest.

## **Staff**

- Staff worked on animal transactions (15 pending)
- Staff worked with Miller Park Zoological Society staff as both staffs held first fundraising event, which are the beginning stages of a new fundraising strategy. Heard very good comments from initial group's participants.
- Conducted inventory of entire merchandise within Zoo's Gift Shop.

## Notes

- Held special event, Party for the Planet. This event has an Earth Day theme.

## Comments

- —Sent today at zoo with my daughter and grandchildren. We had a very nice time and will return soon. Your zoo is wonderful. Thanks.” Terry Shryack from Bartonville, IL
- —Took my two nephews (ages 8 and 9) to the Miller Park Zoo on Saturday. Our first time there. Great facility! The boys really enjoyed themselves (I did too!). Afterwards, they used up some energy in the playground.” Frank Koehler



## Recreation Division

Afterschool Flag Football had practice twice a week throughout April and games on Saturdays beginning April 1. Registration this year was less than half of what it was in 2013. Only 40 individuals registered compared to 88 in 2013. Only 4 schools from District #87 had teams. The Unit #5 schools in Bloomington did not have a team. The 2013 numbers were higher than 2012. Weather could have been a factor. The winter was extremely cold and the start of April was still cold. Games were on Saturdays, April 12 – May 3.



Heidi German with the Asthma 101 Training Program presented to the Recreation Division Program Managers. Some of the managers then scheduled training sessions with her for summer staff.

The Pickleball enthusiasts are very excited about the courts opening in May. Denise worked with them to set up a volunteer schedule for daily setting up and taking down the nets at Miller beginning in May. Some will also be helping conduct some open sessions for Pickleball

April was prep time for the 2014 softball season. The Softball Managers' Meeting was held in April to go over the new rules for the upcoming season.

Revenue and total participation numbers were very similar to numbers for April 2013. A few more programs were offered, but canceled due to low enrollment. Two special events were offered, but canceled due to low enrollment. Many programs were ongoing from March or started a new session in April. Some of the programs by age group are:

**Parent/Tot:** Tiny Melodies, Partner Yoga Class, Parent-Child Gymnastics

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

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

**Adults:** Yoga, Zumba

**55+:** Day In and Around Fairbury, Conklin Dinner Theater, Let's Hit the Road



### **Pepsi Ice**

The Pepsi Ice Manager celebrated the completion of his first year with the rink on April 22. It's been a challenging year for him with the extremely cold and snowy weather plus the parking challenge. The Ice Skating Director returned from her maternity leave on April 7 so Pepsi Ice is back to full staff. Attendance was up for the classes and leagues. The Learn to Skate and Learn to Play numbers continued to be strong. Learn to Skate increased by 50% compared to April 2013 and Learn to Play increased by 20%. The registration numbers for youth hockey were up in April, continuing the trending that has been occurring at the rink. Adult Hockey was up for the month with strong numbers in the 3 on 3 programs.

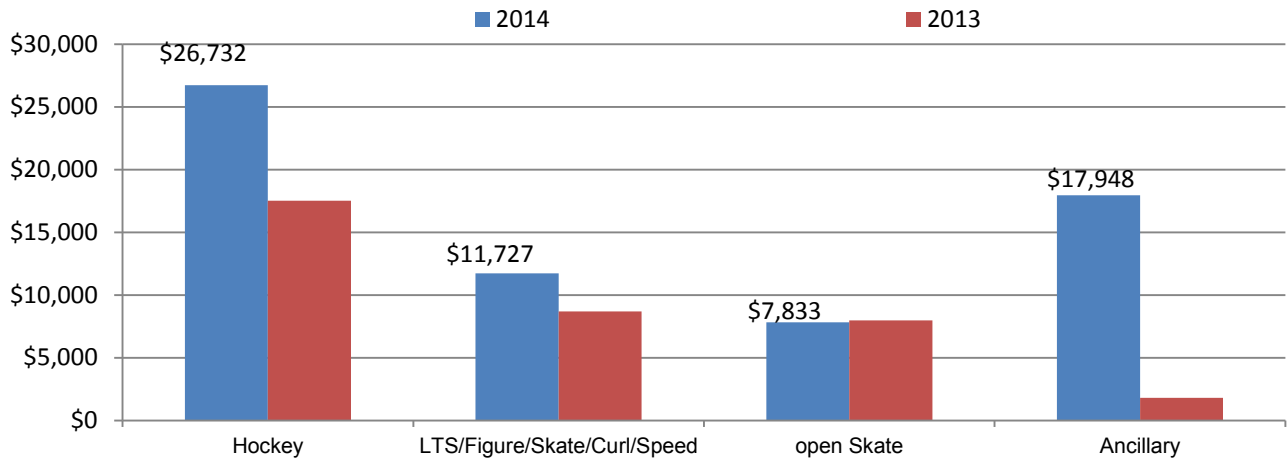
Public skate sessions dropped by 17% for April 2014 compared to 2013. Concession revenue was also down, which correlates with the public skating numbers being down.

Ice Rental was up for the month. The new RMS scheduling software has allowed the rink to identify available ice more easily which helps them to communicate to customers what extra ice time is available for rentals.

Overall revenue for the end of the fiscal year shows that 2014 is the highest revenue producing year in the history of the facility. There was an increase of \$10 per hour in the ice rental rate that took effect at the start of the fiscal year.

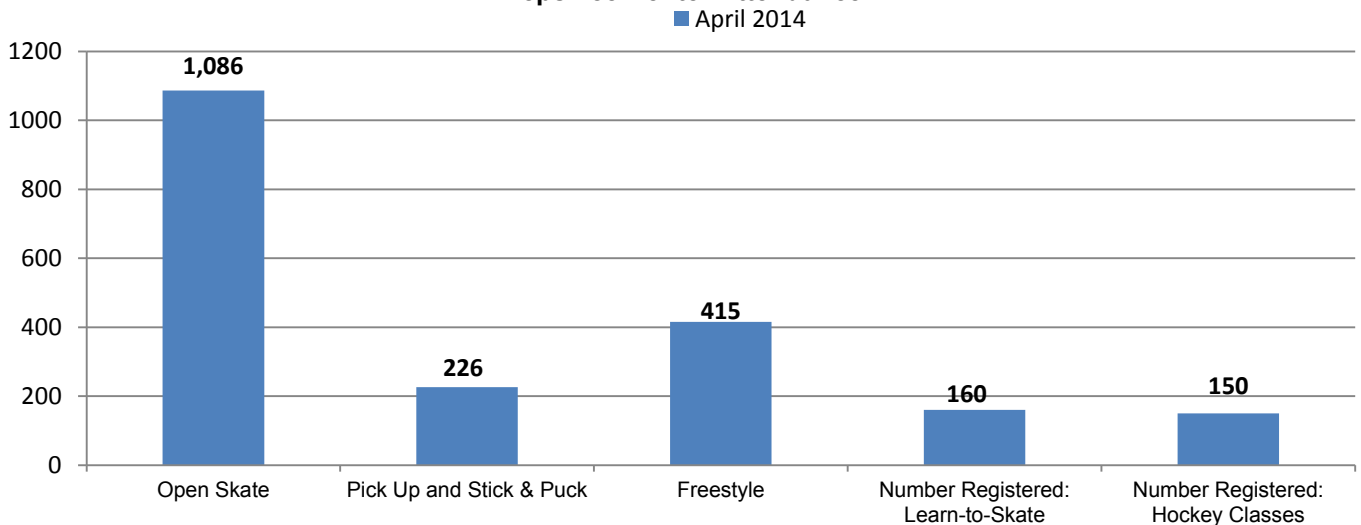


### Pepsi Ice 4-Legs April Revenue

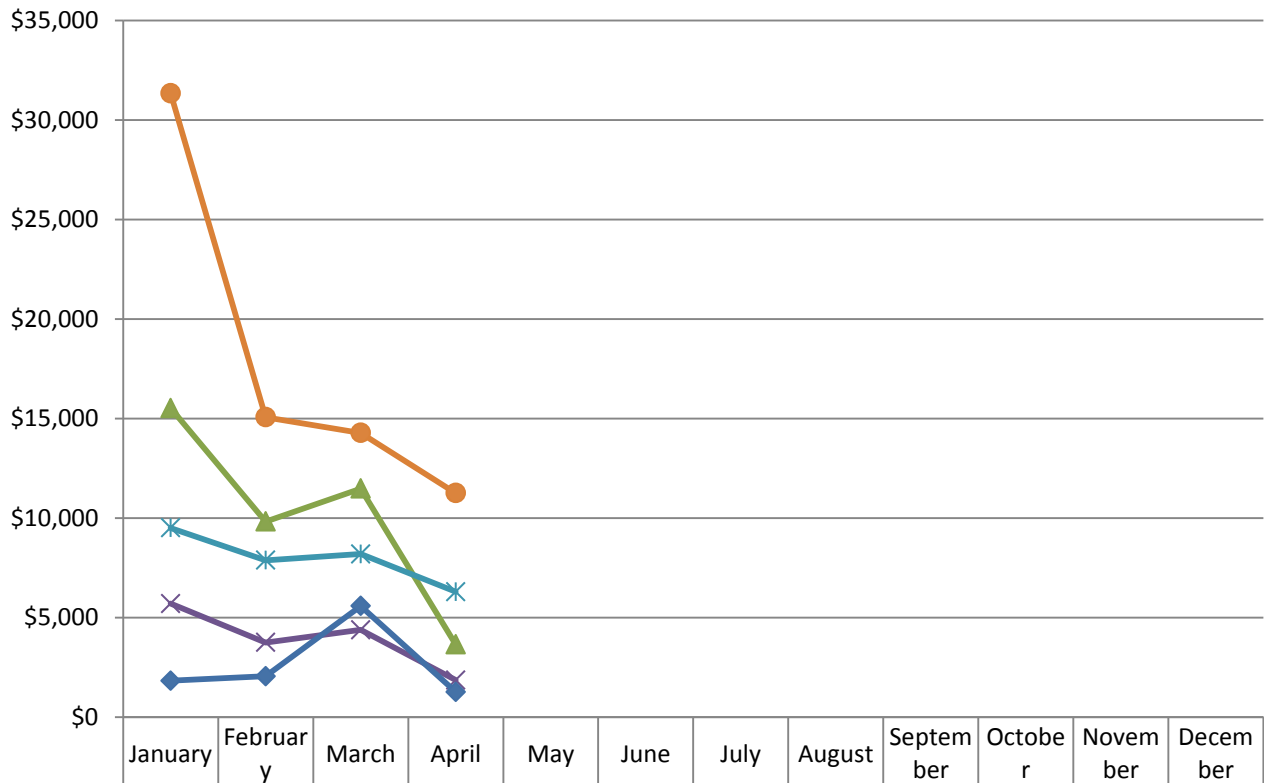


Total revenue for 2011-2012 was \$894,869 and \$908,648 for 2012-2013 for Pepsi Ice. Pepsi Ice for the 2013-2014 year has not been audited yet, but tentative numbers show revenue of \$925,873. This is over a \$17,000 increase. It does not include the \$22,500 Pepsi sponsorship money since it did not arrive until May, but FY14 also did not include the Pepsi sponsorship money. This is a huge testament to all the staff who worked hard to make the facility a success.

### Pepsi Ice Center Attendance



## Pepsi Ice Center Montly Program Revenue Calendar Year 2014



Open Skate	\$15,526	\$9,834	\$11,485	\$3,663								
Skate Rental	\$5,706	\$3,752	\$4,391	\$1,866								
Concessions	\$9,507	\$7,884	\$8,203	\$6,305								
Private Rentals	\$31,345	\$15,070	\$14,280	\$11,260								
Stick & Puck	\$1,833	\$2,058	\$5,589	\$1,272								

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

#### **Special Olympics:**

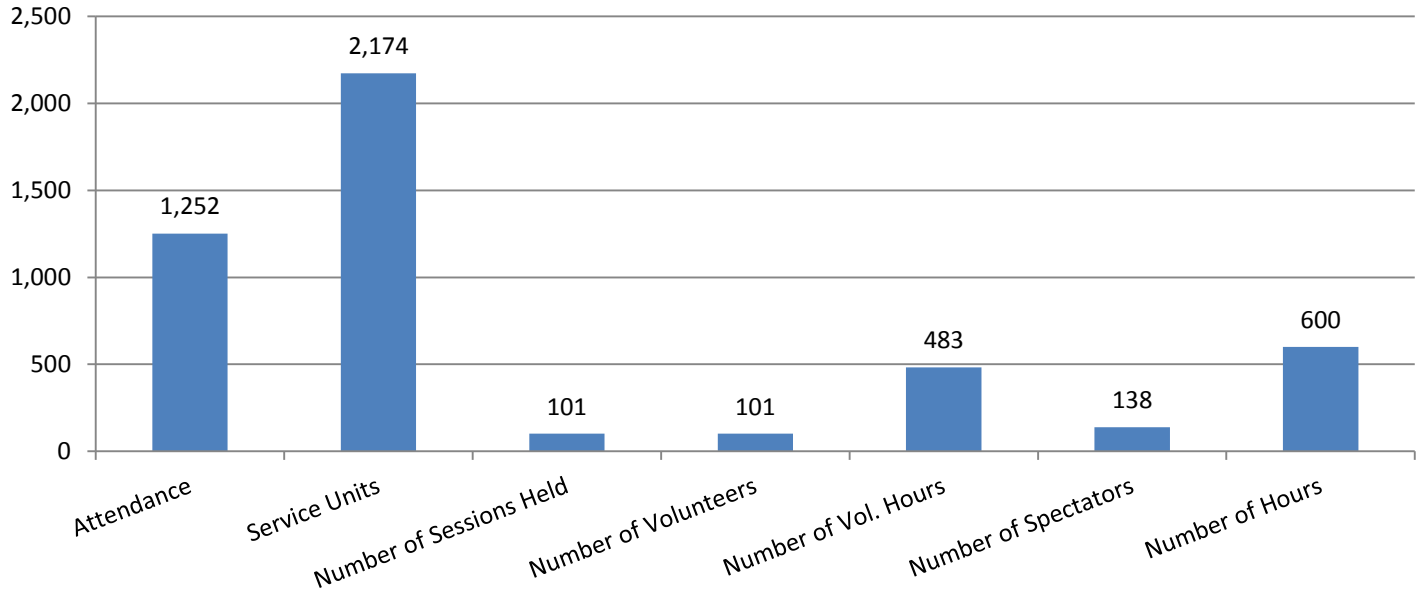
The spring weather in April was cool, but much better than in 2013. All teams (bocce, track, and soccer) did get outside for a few practices even though many were held inside due to the cool weather. All qualifying events were held, unlike last year when all the outdoor sport qualifying events were canceled due to rain. The bocce players traveled to Champaign on April 6, the aquatics team to Urbana on April 12, and the soccer team to Chatham on April 26 for their qualifying events. Gold medal winners advance to the Special Olympics Illinois Summer Games in June. The Young Athletes had their culminating event.



**Weekly Programs:** Some new weekly programs started in April including Farmer's Market cooking, Craft Variety, and Clay Studio.

**Special Events:** The Spring Formal was held on April 11 at the Miller Park Pavilion. This year a group from Pontiac also attended the formal.

**S.O.A.R. Monthly Numbers**



**Staff Hours**

This includes all of the Recreation Division (S.O.A.R., Pepsi Ice, Recreation, and Aquatics). Staff hours decreased by 1000 compared to 2013. This was most likely due to the fact that there were 5 Mondays in 2013 and only 4 in 2014. Payroll is done on Mondays so the extra Monday skews the numbers. Programs were about the same so the hours should be very similar in 2014 compared to 2013.

**Volunteer Hours**

Pepsi Ice continued to use volunteers in their youth hockey program as coaches. The Learn to Skate program also had a few who assist with classes.

S.O.A.R. continues to have a large number of volunteers. Many help with the Special Olympics training programs which include games for the teams. This leads to a larger number of hours. In April there were unified teams plus Seat to S.O.A.R. which is a unified concept with volunteer partners.

<u>Area</u>	<u># individuals</u>	<u># hours served</u>
Hockey	53	503.5
Ice Skating	2	5
S.O.A.R.	101	482
Miller Park Adult Center	9	32
Afterschool Flag Football	2	13
Interns	2	42

**Compliment:**

From Erin Gardner (son played flag football at Stevenson) She wrote the following on a program evaluation: —Friendly staff made it fun! I love everything Parks & Recreation offers!”



## Economic Development

## ED Coordinator



Justine Robinson

April 2014 Edition

### Meetings Held: 27

- Expansion: 1
- New: 1
- Retention: 6
- Developer: 1
- Networking: 4
- Education/Training: 6
- Council/Commission/Committee: 6
- EDC of Bloomington-Normal: 4
- DBA: 4
- Media: 0

**Economic Development Council of the Bloomington-Normal Area *BN by the Numbers* Event:** On April 3, 2014, the EDC conducted its quarterly *BN by the Numbers* event at the ISU Alumni Center. In accordance with past practice, a power point presentation on the community's economic performance was given by Ken Springer, followed by a keynote address from Carl Olson and Aaron Quick of the Central Illinois Regional Airport (CIRA) and an expert panel discussion conducted by Tim Davis of Suzi Davis Travel, Dale Kruse of Image Air and Fran Strebing of CIRA, surrounding the topic of airports as economic engines. A complete copy of the economic update is can be viewed by clicking [here](#). A few highlights include:



- 13 month unemployment: local rates improve by +0.1%
- Significant job losses in major employment sectors of financial activities (-600), professional and business services (-800) and government (-800)
- New home sales up 16% over '12 & home resales up 14% over 12
- Annual lis pendens filings down 19% over 12
- Bloomington retail sales down -17.39% in Q4 2012 (*furniture, household goods and automotive categories reflect the most significant losses as 2012 was a record year for*

*sales in these categories and they are not annual purchases*) versus Normal retail sales down -0.18% in Q4 2012

- Bloomington retail sales down -8.44% 2013 versus 2012 as compared to +2.04% increase in Normal
- Bloomington retail sales in 2013 were higher than '08, '09, '10 & '11
- Employed persons in Bloomington under 80,000; only other time in the last decade when BN has had less than 80,000 employed persons was back in January of 2005

**McLean County Chamber of Commerce Business After Hours and Commerce Bank:** The McLean County Chamber of Commerce hosted its monthly Business After Hours at the Commerce Bank location on East Empire on Wednesday, April 9, 2014. In attendance were dozens of community leaders and business professionals interested in networking and learning about the services that Commerce can offer area residents and businesses. For more information on Commerce Bank, please visit their [website](#).



**Illinois Tax Increment Finance Association Spring Conference:** The City's Economic Development Coordinator attended the Illinois Tax Increment Finance Associations 2014 Spring Conference and Workshop in Champaign, Illinois on April 9, 10 and 11th. Over 100 registered attendees heard from key officials and TIF experts, including representatives from the Illinois Department of Revenue. Session topics included TIF gap analysis, redevelopment agreements, best practices for conducting joint review board meetings, prevailing wage requirements, proposed TIF reform, master planning, brownfield redevelopment and public-private partnerships for sustainable redevelopment.



**McLean County Chamber of Commerce Business Before Hours and Integrity Technology Solutions:** The McLean County Chamber of Commerce hosted its monthly Business Before Hours at Integrity Technology Solutions' office on Wednesday, April 23, 2014. In attendance were dozens of community leaders and business professionals interested in networking and learning about the services that Integrity can offer area businesses. For more information on Integrity Technology Solutions, please visit their [website](#).





**McLean County Chamber of Commerce Circle Lobby Day:** The City's Economic Development Coordinator, along with the McLean County Chamber of Commerce, visited Springfield on April 30<sup>th</sup> as part of their CIRCLE Lobby Day with 18 other Central Illinois Chambers of Commerce. Testimony was given in the morning to state lawmakers in the capitol on featured topics including minimum wage, workers compensation and the sunset of the state's temporary income tax increase. The late morning and afternoon sessions with the Illinois Chamber of Commerce and the National Federation of Independent Business featured more legislators and an appearance by Republican gubernatorial candidate Bruce Rauner.





# Human Resources Director



**Emily Bell**

## Human Resources

April 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.
- Worked with consultant on reviewing executive and sworn command staff pay ranges.
- Coordination of Fire Entry Level Hiring List.

Current Vacancies	Position Status
Telecommunicator	In process
Development Manager (BCPA)	In process
Accountant	In process
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

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



## Finance Director



**Patti-Lynn Silva**

## Finance Department

April 2014 Edition

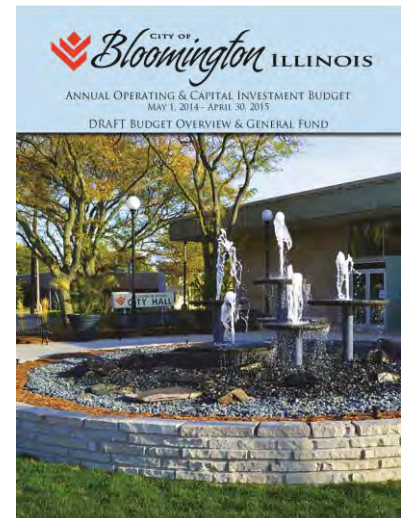
The Finance Department provides a wide range of comprehensive support services which include: accounting, financial administration and reporting, budgeting, audit, treasury management, payroll, billing, accounts receivable, accounts payable, debt management, procurement, local tax collection, audit,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

### April Highlights:

In the month of April, the financial staff spent a significant amount of time facilitating the budget process. This included things such as research and development of new streams of revenues, working with department heads to formulate strategies for cutting expenses, and answering any questions that the mayor, council, or citizens might have on the budget process. Finance staff also began the process of closing out the fiscal year 2014 in preparation for the auditing process. The finance department is also continuing to prepare for the Munis 10.2 upgrade scheduled for June 13<sup>th</sup>.

### April Accomplishments:

- Provided budget information for council meetings.
- Worked with department heads to formulate a list of possible expense cut, which was then delivered to council members for review.
- Completed all ordinances related to the Proposed FY Budget: proposed amusement tax, increase in utility tax, revision of home rule sales tax, local motor fuel tax, and budget adoption ordinance.
- Underwent significant preparation for the Munis 10.2 upgrade coming in June.
- Began process of implementation and notification of the newly approved local motor fuel tax and amusement tax.



## PROCUREMENTS – APRIL 2014

<u>TYPE</u>	<u>TITLE</u>	<u>DEPARTMENT</u>
<u>RFP</u>		
2014-30	Capital Equipment Lease Financing - Finalized	Finance
2014-43	Miller Park Civil War Monument Conservation Services – Finalized	P, R & CA
2014-45	City Wide Street Trees -Finalized	P, R & CA
2015-10	Disposal of Spoils- Underway	PWD
<u>RFQ: NONE</u>		
<u>BID</u>		
2014-35	City Hall Re-Roofing Construction - Underway	Facilities
2014 -41	City-Wide Mowing - Underway	PWD
2014-44	Light Tow Contract -Finalized	BPD & PWD
2014-46	Traffic Paint -Finalized	PWD
2014-48	60' Aerial Truck -Finalized	PWD

### Under Development

BPD Training Facility Mold Mitigation  
Refinement of City Procurement Code & Policies Underway  
Replacement of Coliseum AC Compressors  
A&E Services for Miller Park Zoo  
A&E Services for BPD Sprinkler System Repairs

**Director's Corner:** A special thank you to all the Finance staff for the many additional hours/weekends that were spent working on the FY15 Budget, gathering and verifying data, providing analysis and the professional compilation of the budget document. In addition, staff put in a lot of extra work to assist in the transition into a new fiscal year.

## April Revenue

Revenues Earned	Annual Budget	FY2014 YTD	FY2013 YTD	Variance	% Variance
State Sales Tax	\$14,383,100	\$11,461,780	\$12,555,237	\$(1,093,457)	-8.71%
Home Rule Sales Tax	\$15,360,726	\$12,320,928	\$13,141,577	\$(820,649)	-6.24%
Income Tax	\$6,915,120	\$7,465,350	\$6,904,133	\$561,217	8.13%
Utility Tax	\$4,752,396	\$4,513,562	\$4,471,284	\$42,278	0.95%
Food & Beverage Tax	\$4,037,869	\$3,899,532	\$3,827,330	\$72,202	1.89%
Ambulance Fee	\$4,992,127	\$4,017,199	\$3,454,182	\$563,017	16.30%
Hotel & Motel Tax	\$1,380,000	\$1,674,282	\$1,709,816	\$(35,534)	-2.08%
Franchise Tax	\$1,949,011	\$1,905,266	\$1,850,109	\$55,157	2.98%
Replacement Tax	\$1,597,519	\$1,975,055	\$1,725,839	\$249,216	14.44%
Building Permit	\$884,500	\$759,766	\$831,905	\$(72,139)	-8.67%
Video Gaming	\$5,000	\$302,814	\$69,393	\$233,421	336.38%
Local Use Tax	\$1,241,082	\$1,307,805	\$1,220,288	\$87,517	7.17%
Auto Rental	\$90,900	\$80,276	\$82,197	\$(1,921)	-2.34%
Packaged Liquor	\$842,340	\$945,327	\$853,036	\$92,291	10.82%
Vehicle Use Tax	\$848,400	\$955,614	\$925,782	\$29,832	3.22%



## Department Director



Scott Sprouls

April 2014 Edition

## Information Services Department

### Enterprise Resource Planning (ERP) Project – MUNIS

#### MUNIS v10.4 Upgrade

- Upgrade enhancement training was held for Permits and Inspections, Business Licenses and Cashiering
- Determined Go Live Timing – 6/18/2014
- Updated Helpful Hint documentation was distributed to the team

#### Financials

- Procurement has tested processing requisitions, purchase orders, processing AP invoices and checks
- Bank Recon import file has been tested

#### Human Resources & Payroll

- New hires, personnel actions and deduction changes have been tested
- A parallel weekly payroll has been tested
- Checks and Advice Forms Printing and to TCM have been tested
- Salary and Benefit Costing has been tested

#### Permitting, Code Enforcement & Inspections

- Application entry and Permitting have been tested
- Fire Inspector has been tested
- Code Enforcement has tested
- Mechanical has tested
- Planning has tested
- Public Works has tested
- Permitting Support Staff have tested

- TCM and Forms have been tested

### Business Licenses

- TCM and Forms have been tested

### **MUNIS Interface with Springbrook Utility Billing**

- Implemented the General Ledger shell for Springbrook Utility Billing
- Replace Outdated Desktops, Notebooks and Workstations.

### **Contracted Information Services Employees**

The first of two Information Services contract employees joined the City in April. The position filled will function as a Programmer/Analyst within the Information Services staff. The second position is planned for a May time frame and will function at the Application Support Specialist level.

### **Rollout of iPads to City Council Members**

In April, staff began rolling out iPad tablets to City Council members. These devices will provide access to City email and electronic versions of City Council meeting packets.

### **Firehouse Software Upgrade and Conversion to Cloud**

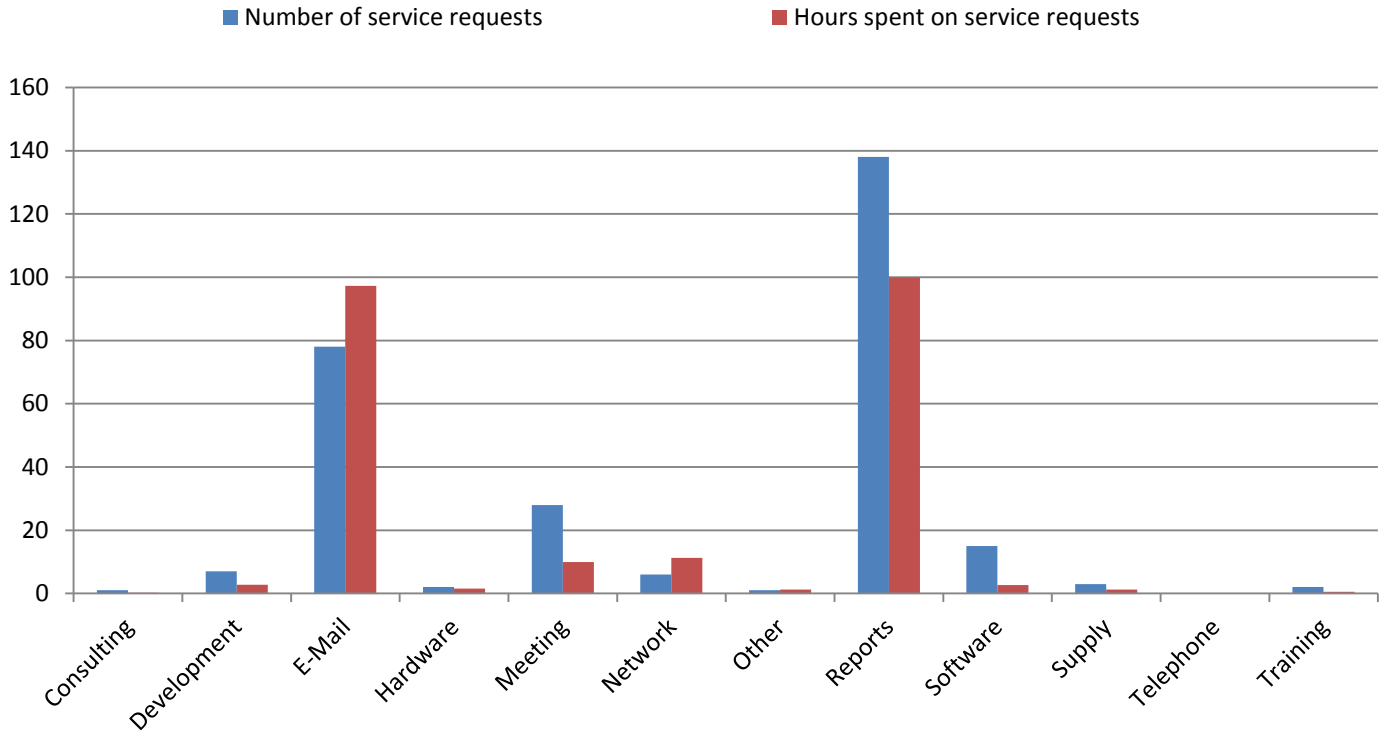
Fire and Information Services staff has been negotiating with Firehouse Software, Inc. on a project to upgrade the City's implementation of Firehouse Software and to migrate the system to a cloud environment, hosted by Firehouse. Firehouse is the software that the Fire department uses to manage and report on its daily operations. The upgrade/migration will provide increased functionality and reporting, while also relieve some management burden currently being performed by Information Services staff.

### **2014 Total Compensation Report**

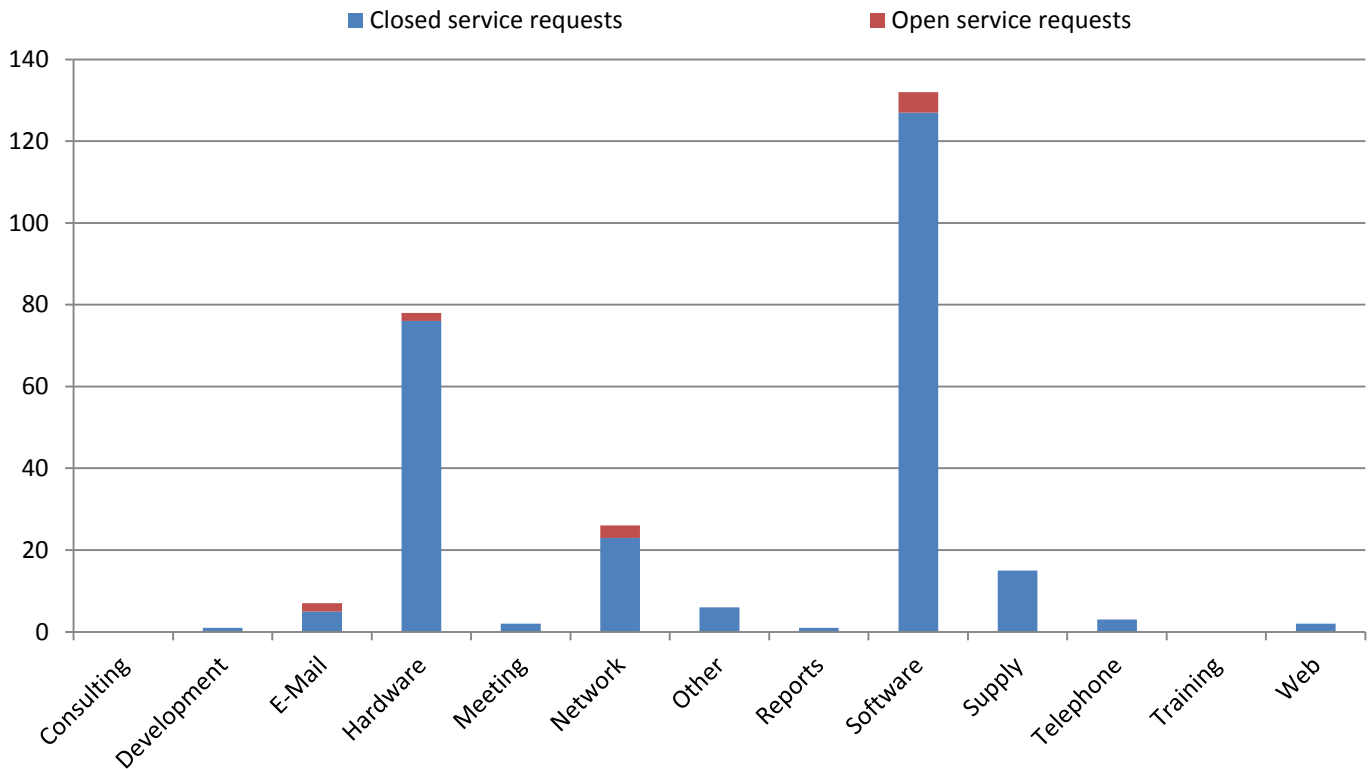
After budget approval, Information Services staff worked with Administration and Human Resources to create the 2014 City of Bloomington employee 2014 Total Compensation Report. This report provides a detailed payroll account of all full-time employees.



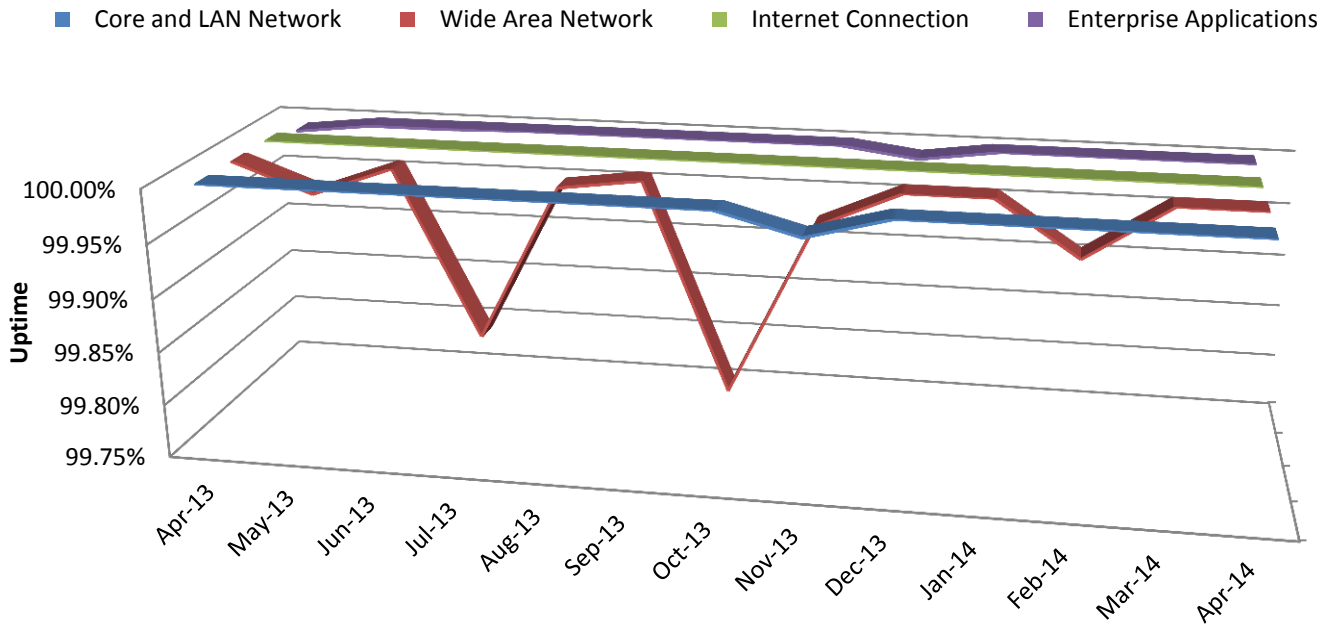
### April Requests for Service vs Hours Spent on Request



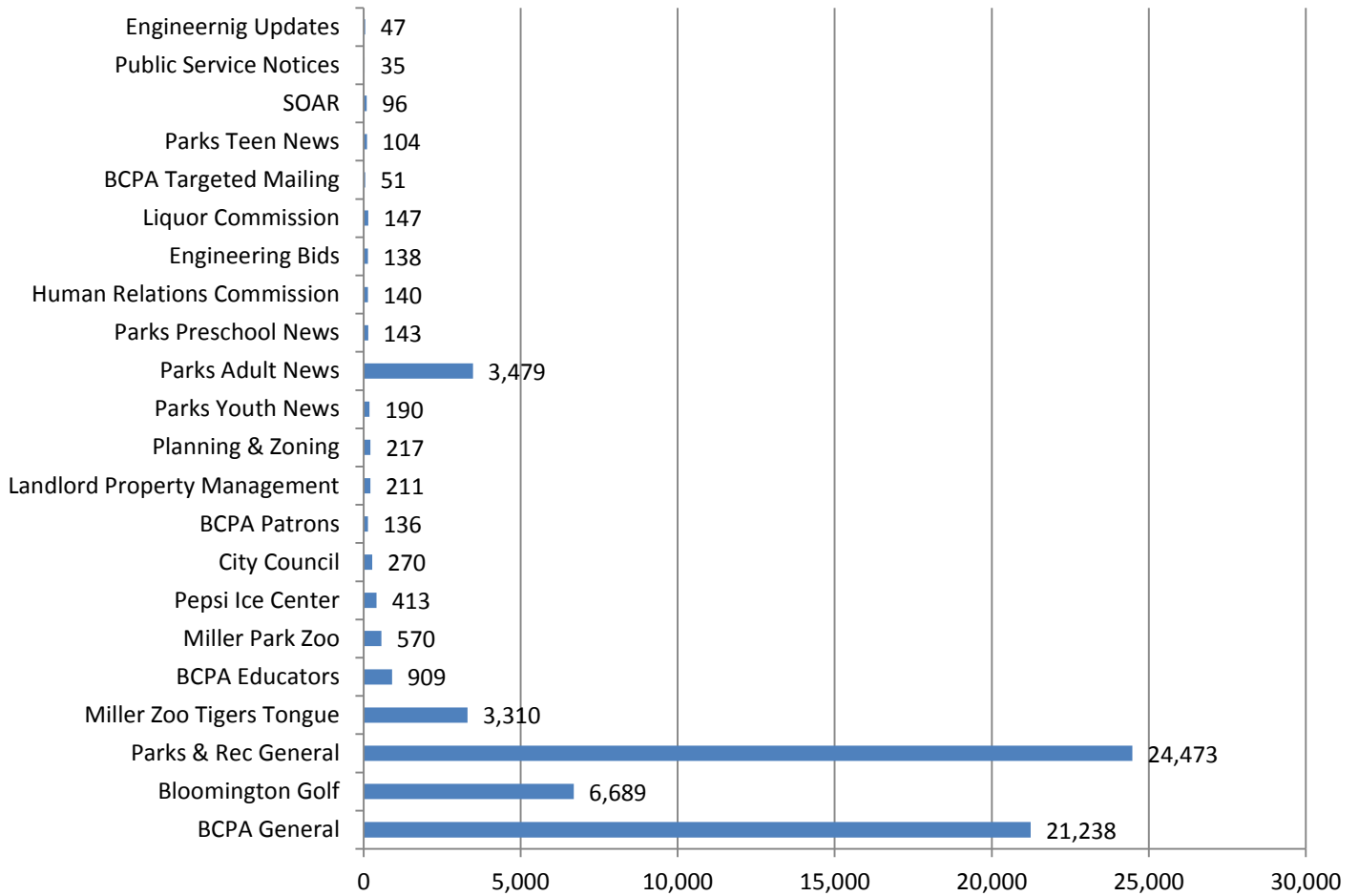
### April 2014 Closed Service Requests



## 1 Year System Uptime

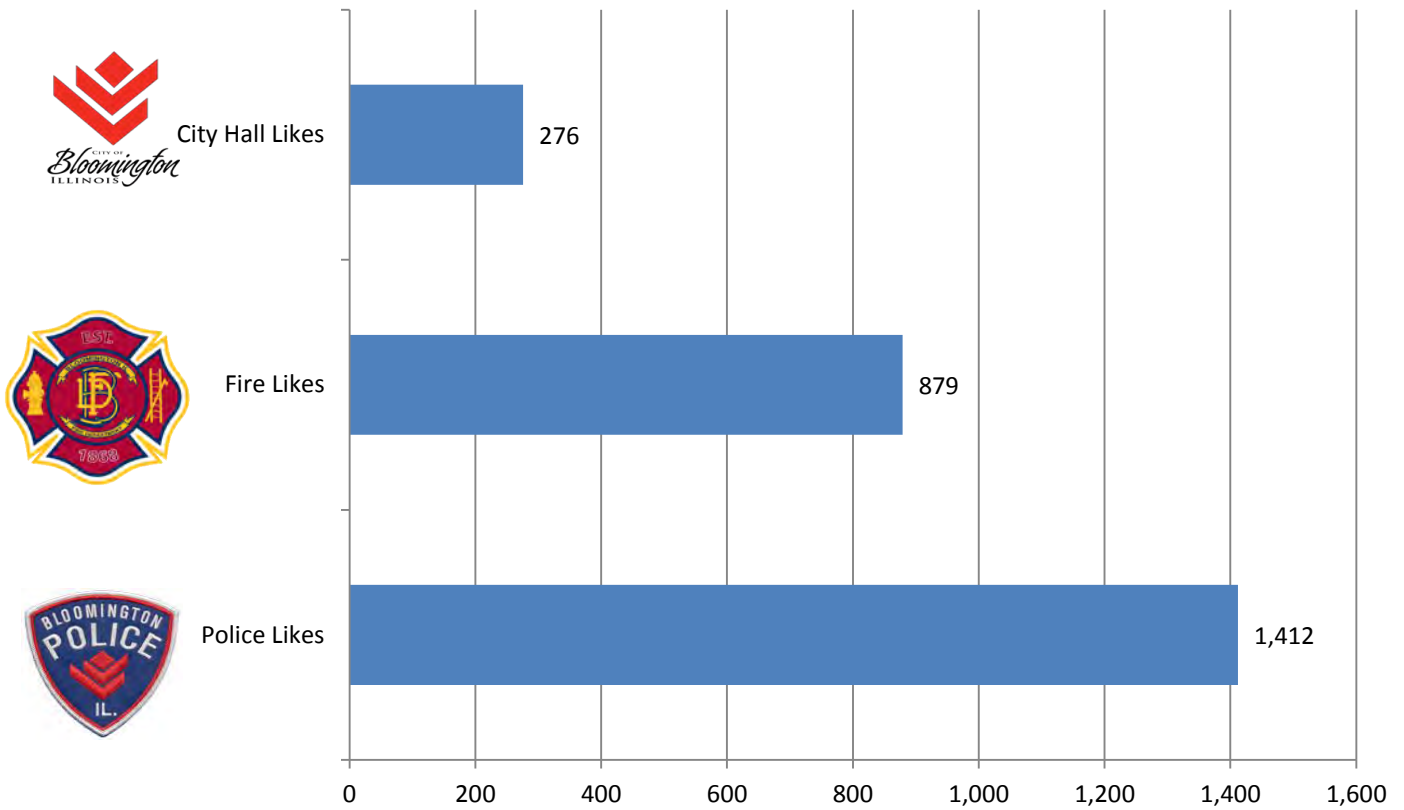


## April 2014 Lyris List Server Information



# Social Media

## April 2014 Facebook Report



Facebook Insights: Aggregate	April 2014
Total Likes	2,567
Average Daily Growth	21
Total New Likes	665



Twitter Insights: Aggregate	April 2014
Total Followers	907
Average Daily Growth	5
New Followers	144



### Facebook Insights: City Hall Snapshot



Total Likes	New Likes	People Talking About This	Weekly Total Reach
255	39	20	2,219
10.9%	1 (daily avg)	300%	1,360%

### Facebook Insights: Police Department Snapshot



Total Likes	New Likes	People Talking About This	Weekly Total Reach
1,242	323	210	7,154
31.8%	11 (daily avg)	-19.8%	21.2%

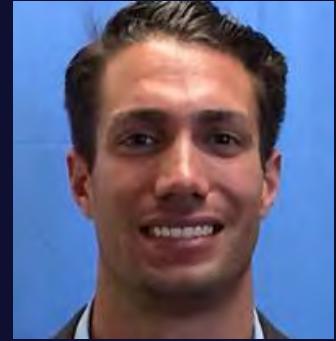
### Facebook Insights: Fire Department Snapshot



Total Likes	New Likes	People Talking About This	Weekly Total Reach
862	308	175	2,319
51.2%	10 (daily avg)	63.6%	99.2%



## Interim Facilities Manager



Derrick Hengstebeck

### Facilities Management

April 2014 Edition

The Facilities Management Division is comprised of 3 fulltime employees consisting of a Facilities Manager, Facility Maintenance Supervisor, and a Support Staff Member. Facilities Management staff support the general maintenance, repair, and preservation of 49 City owned buildings. These efforts are supplemented by various department staff assigned to oversee the day-to-day maintenance of their respective facility.

Facility Manager, Bob Floyd retired in December after serving for 15 years in the position. In mid-April, the City hired Interim Facility Manager Derrick Hengstebeck through Faithful & Gould, Inc. Mr. Hengstebeck will serve as Interim Facilities Manager for a term of six months until a permanent replacement may be found.

The City recently completed a comprehensive Facilities Condition Assessment which analyzed 49 City owned buildings. The objectives of the assessments were to: Identify the condition of the assessed buildings and determine capital expenditures required over the next ten years; Determine risk failure of the various systems and components; Determine criticality and impact of system and component failure. This major study will assist the City in long-term planning and capital maintenance vital to ensuring proper care and protection of City properties and investments.

### Projects Initiated in April

The City Council approved a bid for replacement of the roof at City Hall to Wyman Roofing, Inc. at the April 14 City Council meeting. The Notice to Proceed was provided to Wyman Roofing at the end of April with construction anticipated to begin Wednesday, May 14.



City Clerk

City Clerk



Tracey Covert

April 2014 Edition

The City Clerk's Office provides a professional link between citizens, local governing boards and agencies of government at all levels. The Clerk's Office must remain neutral and impartial rendering equal service to all. The office strives to serve citizens and support the City with accuracy and fairness.

A lot of work of the City Clerk's Office is completed behind the scenes. People often do not realize the support provided to the Council, other City departments and the citizenry.

As the first point of contact, the City Clerk's Office is the face of the City. The Clerk's Office is important due to its impact upon public perception which can be critical to the City's growth and development.

Finally, per statute the City Clerk is the —keeper of the records.” Recordkeeping is a critical function. The City Clerk's Office knows the history of issues/items. The Clerk's Office knows what has been done/tried in the past.

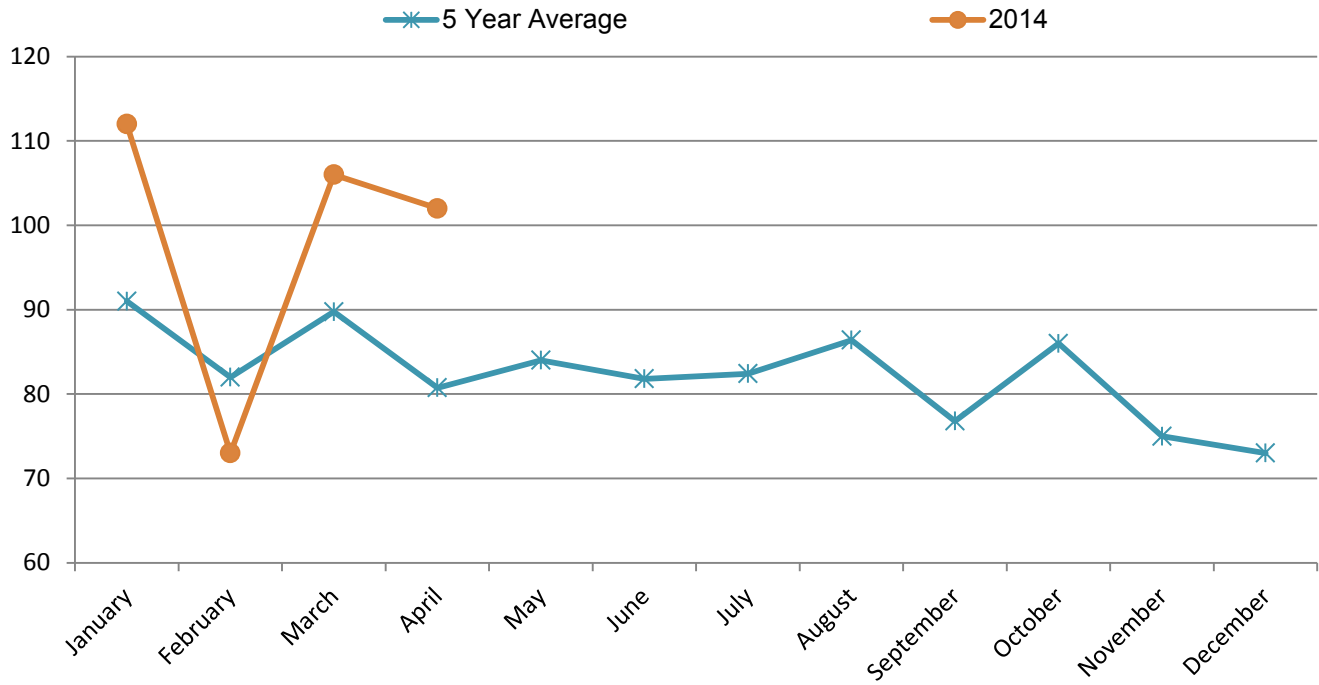
This recordkeeping role also includes service as the City's Freedom of Information Act (FOIA) officer and Opening Meetings Act (OMA) compliance officer.

### **Monthly Highlight:**

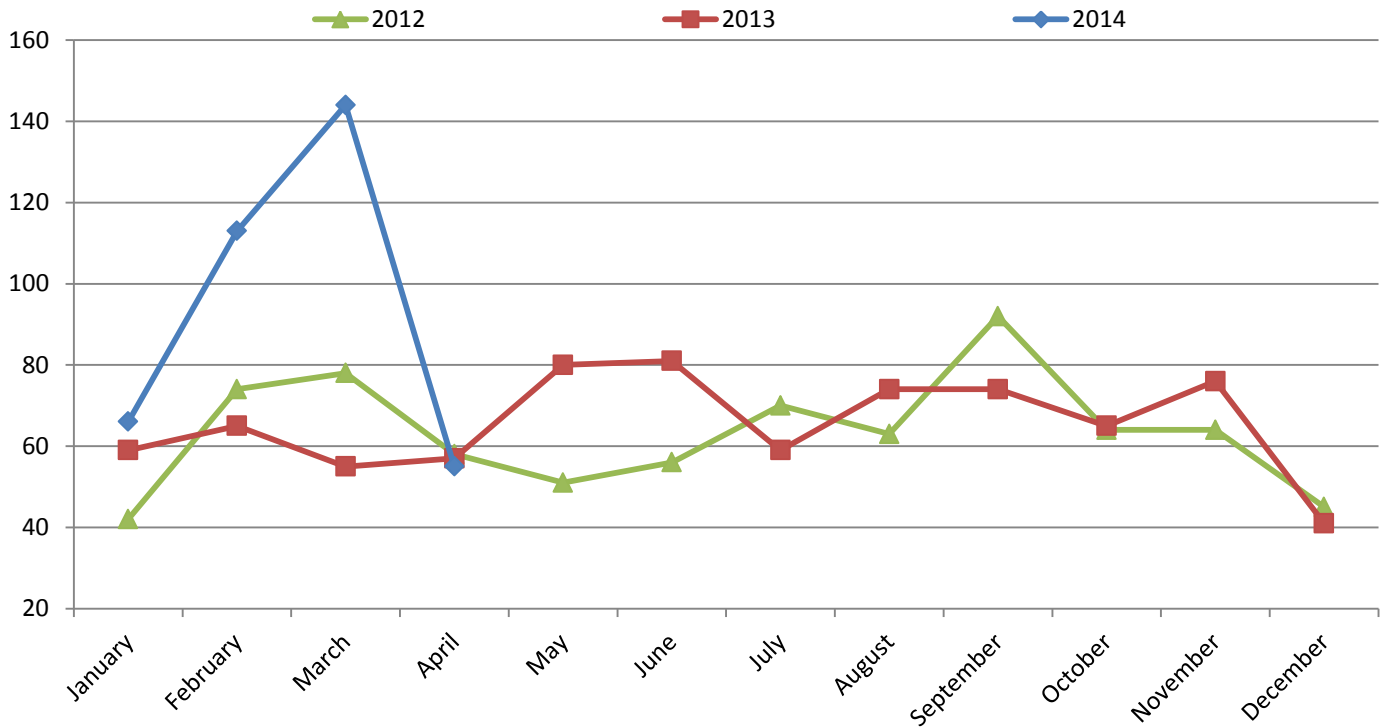
#### ***New Initiative under Munis:***

This month the City Clerk's Office became responsible for Lake Bloomington lot lease billing. Two hundred and twenty (220) invoices totaling \$112, 626 were mailed.

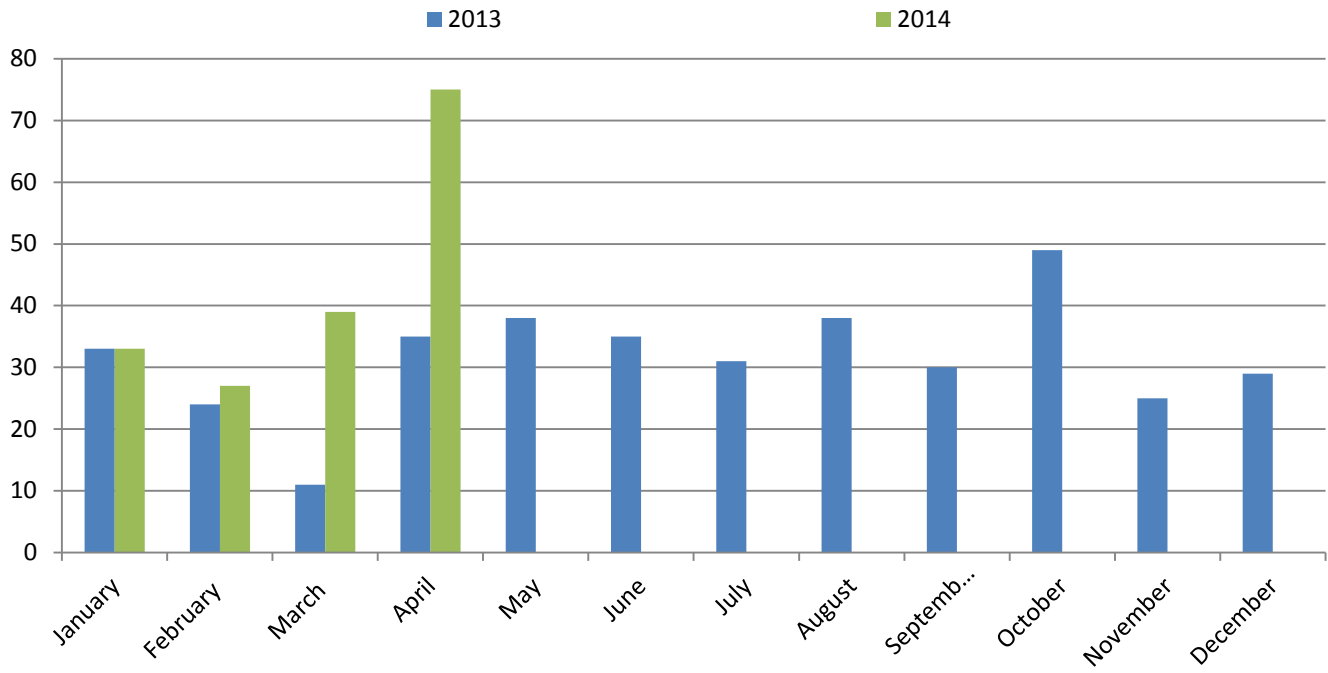
### F.O.I.A. Request by Month



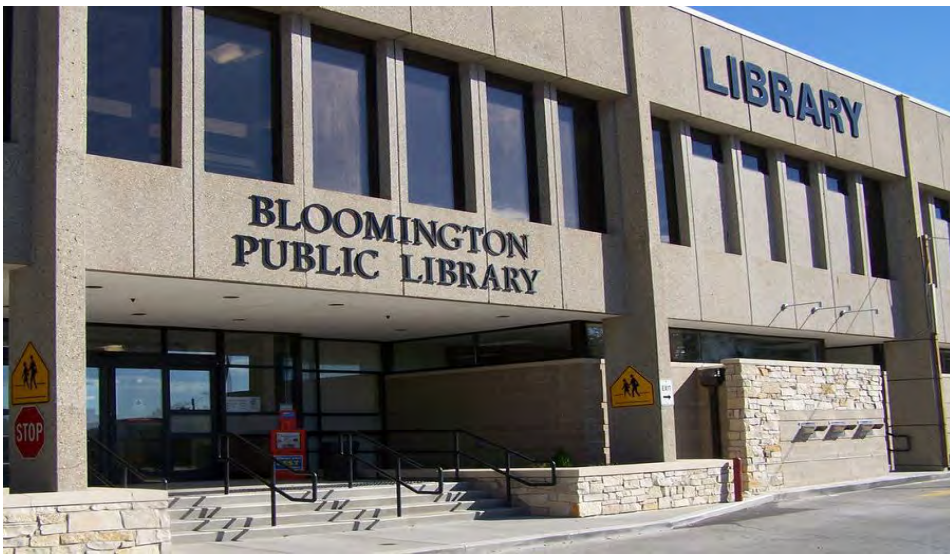
### FOIA Average Staff Time per Request in Minutes



### Number of Items on the Council Agenda







# Library Director

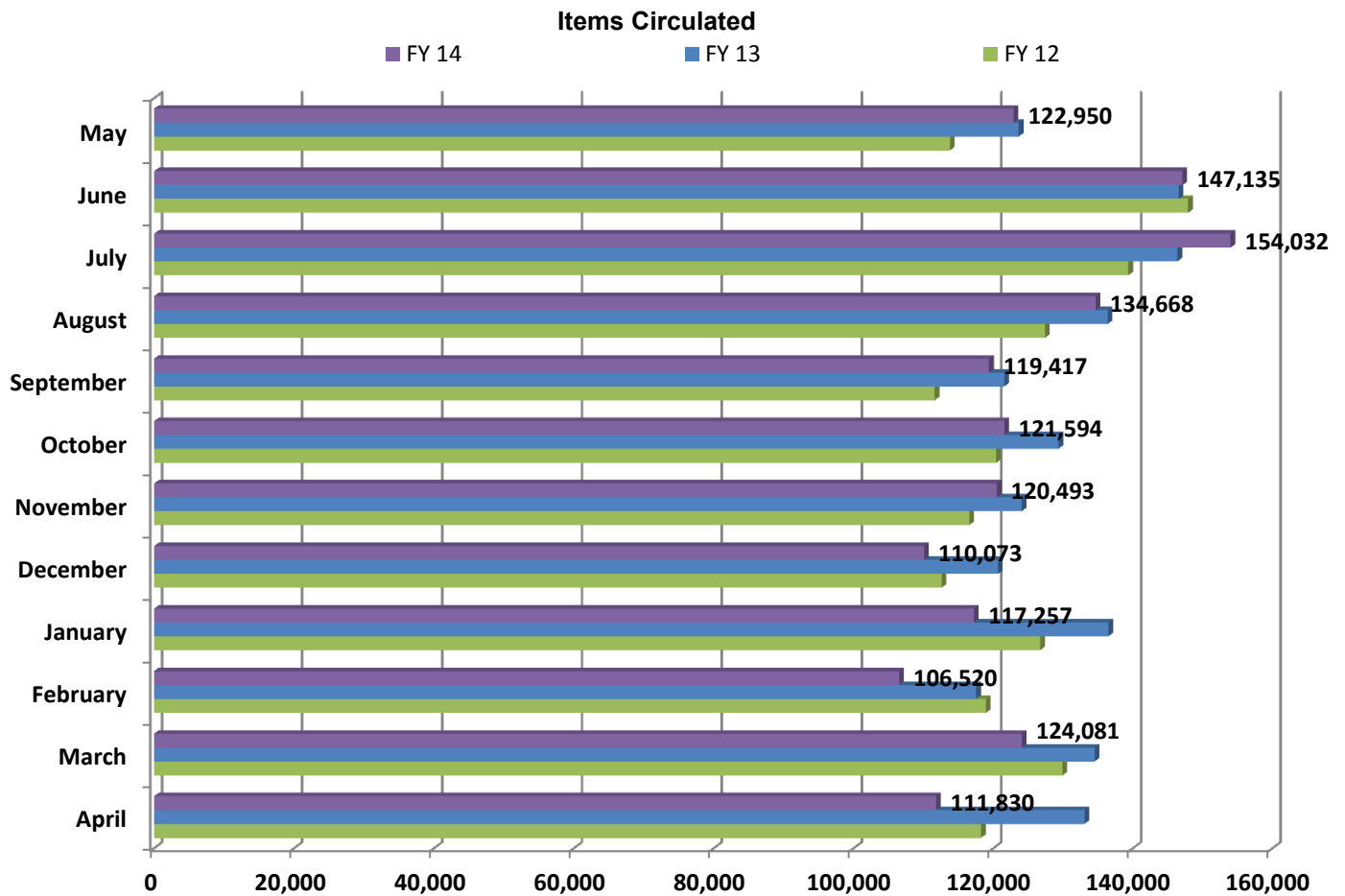


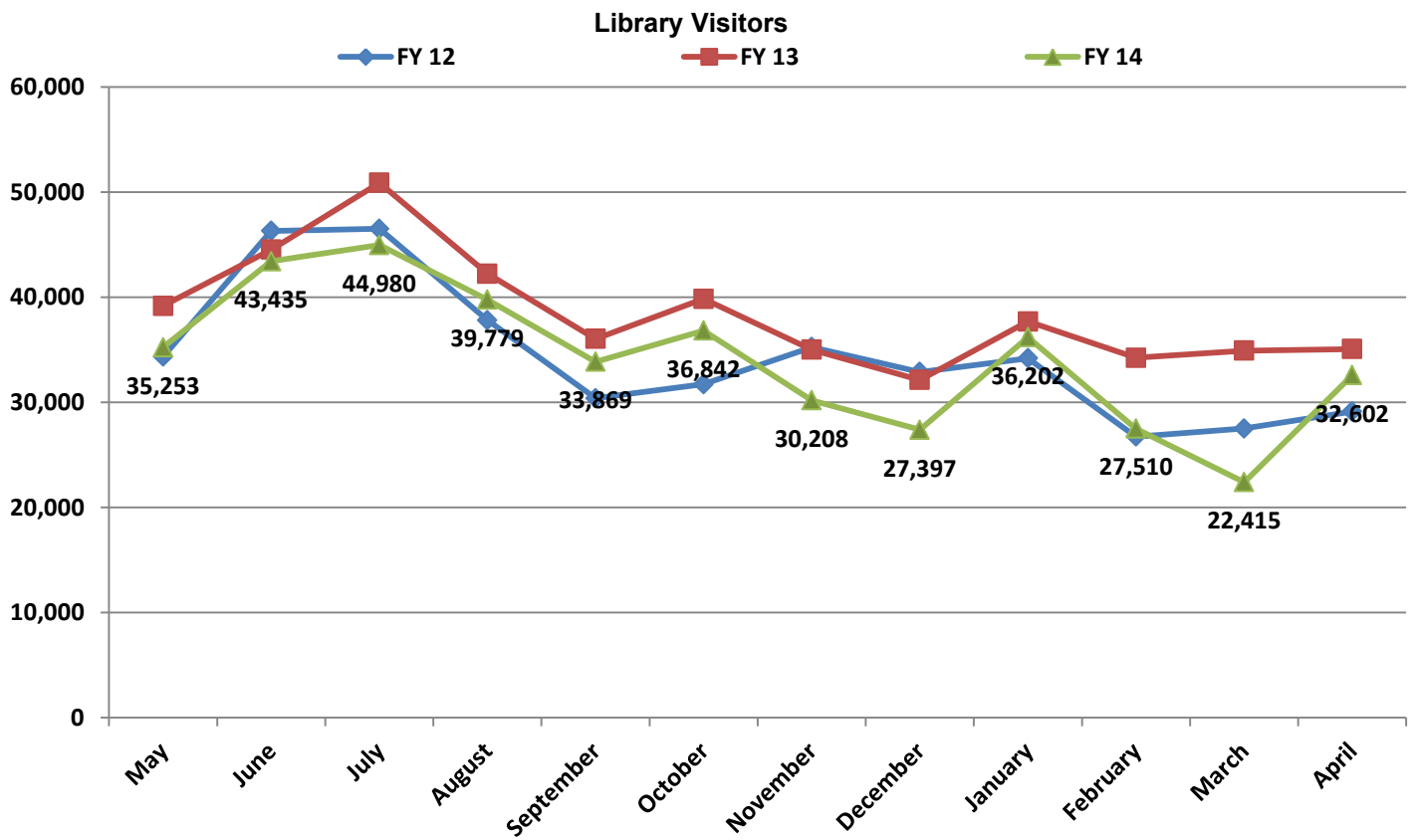
**Georgia Bouda**

April 2014 Edition

## Library

A total of 111,830 items were borrowed in April 2014 compared to 133,065 items lent in April 2013, bringing the total circulation for FY14 to 1,448,883 compared to 1,570,410 last fiscal year. The Library and Bookmobile had 32,602 visitors in April bringing the total for the fiscal year to 411,492, a large decrease from the 36,267 visitors in April 2013 and the total for FY13 of 463,042.





Staff answered 4425 questions from customers this month for a total of 54,749 for the fiscal year.

### Programs and Attendance in the month of April:

#### Children Programs and Attendance

Poetry Picnic – 45 attended

- Dia de los Ninos
  - Danca Chi Chi Meca (Mexican dance group) – 76 attended
  - Faces painted – 175
  - Crafts made – 297
  - Goodie bags given – 250
  - 450 estimated for overall attendance because most of the above were only given to children
- Lapsit story times – 10 sessions – 67 attended
- Toddler story times – 8 sessions – 217 attended
- Preschool story times – 5 sessions – 108 attended
- 2nd Saturday story time – 26 attended
- 2nd Monday story time – 6 attended
- Wiggle Giggle evening story time – 15 attended
- Prime Time Literacy Program – 3 sessions – 219 attended

- Participated in Books Alive – 278 attended
- YWCA visit – 15 attended
- Irving K visit – 3 classes – 78 attended
- Scott Early Learning Center visit – 12 attended
- Visit by Stillwell Head Start – 3 classes – 50 attended
- Visit by Katie’s Kids – 72 attended
- Visit by Brigham Head Start – 2 classes – 88 attended
- Visit by Milestones Preschool – 17 attended
- Visit by Little Jewels Day Care – 86 attended



### **Teen Programs and Attendance**

- Anime Now – 2 sessions – 10 attended
- Teen Tech Week: Intro to Audrino – 1 session – 15 attended
- Project Create: Terrariums – 1 session – 8 attended
- Project Create: Cardboard Bots – 1 session – 3 attended
- Drop in Wall Poetry in TZ – throughout a week – 0 attended
- Gross Out magnetic poetry kit – throughout a week – 6 attended

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

Chiddix Junior High: 65

Parkside Junior High: 81

Evans Junior High: 30

### **Adult Programs and Attendance**

Fiction – 1 session – 10 attended

Mystery Book Club – 1 session – 11 attended

Nonfiction Book Club – 1 session – 4 attended

Books on Tap – 1 session – 6 attended

History Book Club – 1 session – 9 attended

Sci Fi Book/Movie Club – 1 session – 6 attended

Classic Movie – 1 session – 12 attended

Small Business Series: Building a Website – 1 session – 11 attended

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

Marvelous Milkweeds – 1 session – 15 attended

Publishing in a Literary Magazine – 1 session – 11 attended

Storytime for Money Smart Week – 1 session – 19 attended

There were 13 requests for individual appointments with customers this month. Topics included the usual of job applications, resumes, email, basic computer & Internet skills, and E-readers

## Compliments to the City

---

To: "publicworks@cityblm.org" <publicworks@cityblm.org>  
From: Andrew Beaty  
Date: 05/21/2014 08:36AM  
Subject: City employees

Good morning,

We had an issue with a sinkhole in the road in front of our house at 4 Stetson Drive. Throughout the process of the city working on it, we have had excellent service from the employees who have been part of the process of repairing the hole and the street.

Over the past couple of days, the men who have cut the hole out and then repaired the hole with concrete have been exceptionally polite, concerned about our access to our driveway, and showed personal interest in our family.

Although I didn't get the third man's name, this crew included Darwin and Dana.

As a resident of Bloomington, I am very proud to have these guys working for us and my wife and I have been very impressed with the process.

Thanks for the excellent work!

[Andrew Beaty](#)

---

To: "'Bill Givens'" <bgivens@cityblm.org>, "'Jim Karch'" <jkarch@cityblm.org>  
From: "Mary Haskell"  
Date: 05/14/2014 04:12PM  
Subject: Front St Strip

Bill, Jim – TY for getting the strip done for that short run on Front St., north side Coliseum; going home the other evening from FCC it most certainly made a difference staying in the right traffic lane. Again, THANK YOU !

*Mary Helen Haskell*

---

To: Jim Karch <jkarch@cityblm.org>  
From: Brent Wilder  
Date: 05/20/2014 10:20PM  
Cc: Pam Bertrand <pbertrand@cityblm.org>  
Subject: Re: Light repair

Wow...that was fast...replaced this evening.

Thank you.

**From:** Jim Karch  
**Sent:** Sunday, May 18, 2014 6:06 PM  
**To:** Brent Wilder  
**Cc:** Pam Bertrand  
**Subject:** Re: Light repair

Thank you Mr. Wilder,  
Pam will get this light repair request turned in.

Have a great rest of the weekend,  
Jim

Jim Karch, P.E. CFM  
Director of Public Works  
Public Works Department

-----Brntwilder@aol.com wrote: -----  
To: jkarch@cityblm.org, pbertrand@cityblm.org  
From: Brent Wilder  
Date: 05/16/2014 10:47PM  
Subject: Light repair

Mr. Karch and Ms. Bertrand:  
Would you please forward this request to Ameren to replace bulb or repair the following:  
- alley light (on pole) - approx. 250' east from alley entrance between 106 and 108 Kreitzer...the light is behind  
1307 E. Washington St. and 1306 E. Grove St.  
Please confirm receipt.  
Thank you in advance for your assistance.  
Brent Wilder  
1309 E. Washington St.

### **MILLER PARK ZOO**

Sent via bpard.org website:

- Spent today at zoo with my daughter and grandchildren. We had a very nice time and will return soon. Your zoo is wonderful. Thanks. -Terry Shryack
- Took my two nephews (ages 8 and 9) to the Miller Park Zoo on Saturday. Our first time there. Great facility! The boys really enjoyed themselves (I did too!). Afterwards, they used up some energy in the playground. -Frank Koehler

### **BCPA**

From Patron Post-Show Survey from the Church Basement Ladies (4/29):

- It was so funny and enjoyable. What a great way to spend an afternoon.
- I saw the performance last year as well. Both productions were great. I thoroughly enjoyed both
- shows.
- excellent, really enjoyed it
- Outstanding performance
- Well maintained theater with friendly staff.
- I brought a group of 42 and was VERY PLEASED the way the BCPA runs the ticket reservation Program.
- always enjoy coming to events at the BCPA
- Please bring them back for the next installment!
- We have been to several programs there! They have all been wonderful! :)
- A very enjoyable experience.
- fun - girl's night out
- very enjoyable performance and would like to see other Church Basement Ladies performances
- Fabulous time. Brought 17 from Peoria; 2 had lost tickets. Thanks to Pam for great advice and help.
- This was the 3rd year we have seen this annual production. We thought this year was the least funny of the 3 years, but still enjoyed the show. We brought a new person this year who enjoyed it. We hope you will book them again next year.
- The staff and ushers were very polite and helpful. Smiled as they welcomed us and said good-by.
- I am glad I'm on your mailing list for your yearly brochure you send out. We ordered or tickets for
- CBL in May of 2013.
- An excellent venue with outstanding performances.
- What a great facility!
- LOVE the small venue. Great seating as well.
- This is only the second show I have seen but I will be back. Both shows were great.

- We had 36 in our group and comments from everyone were excellent! Many were first timers and were very impressed. I have been to three shows this year before Church Basement Ladies and have high praises!!
- Glad there is free parking available that is key to enjoying an event.
- We appreciate the BCPA having both elevators available before and after the performance.
- I just complement all you volunteers that work so hard at each performance there. Thanks so much.
- All of the staff is very accommodating and pleasant. I love that there is an elevator

### **S.O.A.R.**

Submitted via program evaluation:

- Friendly staff made it fun! I love everything Parks & Recreation offers! - From Erin Gardner (son played flag football at Stevenson)