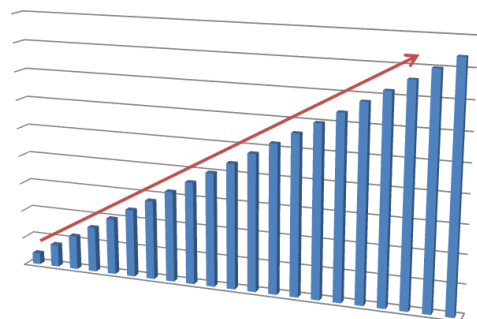




# CITY MANAGER'S MONTHLY REPORT

## MEASURING PERFORMANCE, TARGETING RESULTS





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## Upcoming Meetings

- Liquor Commission meeting, April 14, 4:00 p.m. – 6:00 p.m. City Hall
- Historic Preservation Meeting April 16, 5:00 p.m. – 6:00 p.m. City Hall
- Planning Commission meeting, April 22, 4:00 p.m. – 6:00 p.m. City Hall
- Citizens’ Beautification Committee Meeting April 22, 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

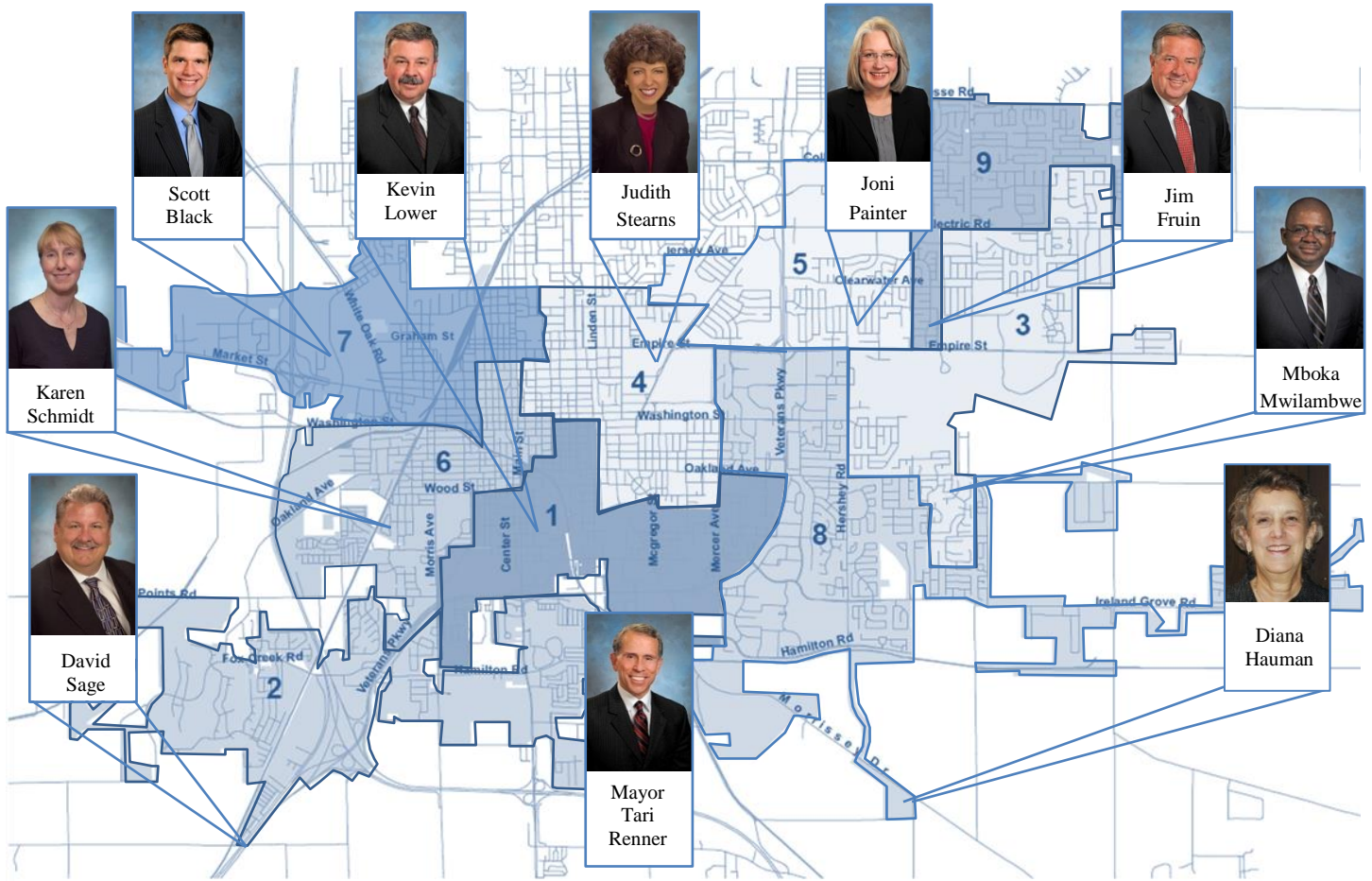
Effective June 1, 2013 the Mayor’s Open House is held every Friday before a Monday City Council Meeting from 4:30 pm to 5:30 pm at City Hall

## Upcoming Community Events

- [Easter Bunny Skate](#), Pepsi Ice Center, April 4, 12:30 pm - 1:45 pm
- [Bloomington Thunder Hockey](#), US Cellular Coliseum, April 11, 7:00 pm
- [Broadway’s Next Hit Musical](#) – An improve comedy show, BCPA, April 16, 7:30 pm
- [The Passing Zone Saves The World](#), BCPA, April 18, 7:30 pm



# City of Bloomington Elected Officials



## City of Bloomington Administration

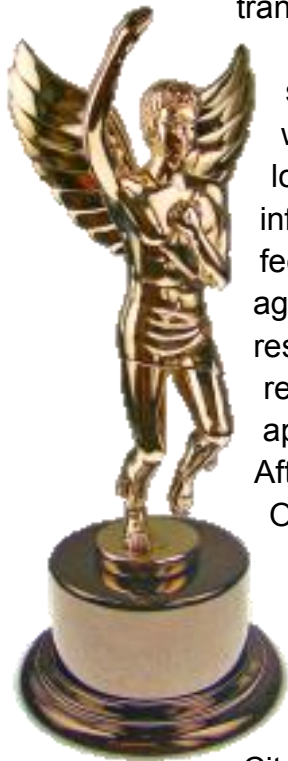
- City Manager: David A. Hales
- Assistant City Manager: Stephen Rasmussen
- Assistant to the City Manager: Alexander McElroy
- Executive Assistant: Beth Oakley
- Interim City Clerk: Renee Gooderham
- Director of Finance: Patti-Lynn Silva
- Director of Human Resources: Nicole Albertson
- Director of Information Services: Scott Sprouls
- Interim Director of Parks, Recreation & Cultural: Jay Tetzloff
- Director of Community Development: Tom Dabareiner
- Director of Public Works: Jim Karch
- Interim Director of Water: Brett Lueschen
- Police Chief: Brendan Heffner
- Fire Chief: Brian Mohr
- Library Director: Georgia Bouda



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# Continuous Journey Toward Excellence

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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, 2014 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 11 jurisdictions which received this honor in 2014.
- 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 2015 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 effort 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 2015 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)



# Strategic Plan 2010 →2015 →2025

## **Goal 1. Financially Sound City Providing Quality Basic Services**

- Objective
- a. Budget with adequate resources to support defined services and level of services
  - b. Reserves consistent with city policies
  - c. Engaged residents that are well informed and involved in an open governance process
  - d. City services delivered in the most cost-effective, efficient manner
  - e. Partnering with others for the most cost-effective service delivery

## **Goal 2. Upgrade City Infrastructure and Facilities**

- Objective
- a. Better quality roads and sidewalks
  - b. Quality water for the long term
  - c. Functional, well maintained sewer collection system
  - d. Well-designed, well maintained City facilities emphasizing productivity and customer service
  - e. Investing in the City's future through a realistic, funded capital improvement program

## **Goal 3. Strong Neighborhoods**

- Objective
- a. Residents feeling safe in their homes and neighborhoods
  - b. Upgraded quality of older housing stock
  - c. Preservation of property/home valuations
  - d. Improved neighborhood infrastructure
  - e. Strong partnership with residents and neighborhood associations
  - f. Residents increasingly sharing/taking responsibility for their homes and neighborhoods

## **Goal 4. Grow the Local Economy**

- Objective
- a. Retention and growth of current local businesses
  - b. Attraction of new targeted businesses that are the "right" fit for Bloomington
  - c. Revitalization of older commercial homes
  - d. Expanded retail businesses
  - e. Strong working relationship among the City, businesses, economic development organizations

## **Goal 5. Great Place – Livable, Sustainable City**

- Objective
- a. Well-planned City with necessary services and infrastructure
  - b. City decisions consistent with plans and policies
  - c. Incorporation of "Green Sustainable" concepts into City's development and plans
  - d. Appropriate leisure and recreational opportunities responding to the needs of residents
  - e. More attractive city: commercial areas and neighborhoods

## **Goal 6. Prosperous Downtown Bloomington**

- Objective
- a. More beautiful, clean Downtown area
  - b. Downtown Vision and Plan used to guide development, redevelopment and investments
  - c. Downtown becoming a community and regional destination
  - d. Healthy adjacent neighborhoods linked to Downtown
  - e. Preservation of historic buildings

# Spotlight City: Miller Park Zoo

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## Otter at Miller Park Zoo Gives Birth

Miller Park Zoo's pair of North American River Otters, "Tallulah" and "Ozzie," are the proud parents of a male pup born at the facility on February 21.

The birth of the otter pup is the second consecutive year for Miller Park Zoo to have pups and a rarity in general. North American River Otters rarely reproduce in zoos and aquariums, averaging only about three litters a year total across 110 institutions accredited by the Association of Zoos and Aquariums. A typical litter is three pups but can be anywhere from one to five.

Right now, the pup is spending time with mom, Tallulah, and will be introduced to dad, Ozzie, once he is about three months old. This is the second litter for both Tallulah and Ozzie.

"We're very excited to announce the birth of this otter pup," explained Jay Tetzloff, Miller Park Zoo Superintendent. "We're all looking forward to watching him grow up."

The otter pup can be seen with his mother via a video monitor in the Zoo's Veterinary Hospital room. The pup is anticipated to go on exhibit sometime in April, once he develops further and learns to swim.

The opportunity to name the pup will be auctioned off at Zoo Do in September.

A new river otter exhibit is in Phase I of the Zoo's Master Plan. The Miller Park Zoological Society is currently fundraising for implementation of the Plan.

For more information contact Jay Tetzloff at Miller Park Zoo, 309-434-2250.



# Executive Summary

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## Police Department

- Criminal Investigation Division (CID) averaged seven general detectives working per day. Each detective was assigned approximately 14 cases. The two domestic violence detectives were assigned 61 cases. The two detectives assigned to sex crimes and sex crimes involving children are investigating 31 cases. One hundred forty-nine new cases were assigned for review and/or investigation. A total of 145 incidents of domestic violence were reviewed in February. **(Page 9)**
- United States Marshal Task Force Bloomington Office opened 20 felony cases and closed 13 of them. There were eleven hands-on felony arrests. Significant work in February by TFO Rena included arresting a suspect wanted for failure to register as a sex offender and also a DEA/USMS delivery of heroin federal warrant. **(Page 10)**
- Four detectives and one supervisor are assigned to the Vice unit. On average 4.75 detectives worked per day. Ten new cases were opened and eight cases were closed. Five search warrants were served. The following was purchased by the unit: 8.7 grams of crack cocaine, 5.0 grams of heroin, and 117 grams of cannabis. The following was seized: 0.8 grams of cocaine, 23 grams of heroin, 162 grams of cannabis, 11 Xanax pills, and \$3,661. **(Page 10)**
- During February there were 12 days of downtown hireback. A total of 37 pairs of officers, including 12 pairs assigned from 3<sup>rd</sup> shift patrol, worked during the month. Totals for the month include 282 bar checks, one DUI, 27 ordinance violations, 13 parking citations, 1 traffic citation, 25 calls for service, seven arrests, eleven towed vehicles, and 23 fights. A large fight involving 15-20 subjects broke out in the 600 block of North Main Street on February 27. On February 28, officers working downtown stopped a vehicle that was driving the wrong way over the Main Street bridge. The driver was taken into custody for DUI. **(Page 14)**

## Fire

- For the month of February, the Fire Department's response time to fire calls was 06:10 and response time to ems calls was 06:22. Both response times were outside of the six minute bench mark. **(Page 15)**
- During the month of February, the Bloomington Fire Department responded to 205 calls of which 7 were confirmed structure fires. These structure fire incidents resulted in a dollar loss estimated at \$232,050. **(Page 14)**
- February was another busy month with only 28 days the Department still responded to 818 calls for service. It also ended with one of the most difficult fires to extinguish in recent memory. The fire at 710 ½ W. Monroe killed one occupant and forced another to jump from a porch roof to escape the flames. It also took about 4 hours to control due to the head start the fire had and the extremely cold temperatures. Fire Department Investigators with the assistance of Bloomington Police are also investigating an arson fire at 811 E. Washington Street. The Police have made an arrest in this case. **(Page 16)**



- As in most months, the majority of the calls were EMS related which accounted for 613 calls for service in January. The 613 calls for service resulted in a total of 657 patients treated and 624 patients transported. (Page 15)

## Public Works

- The Streets and Sewers Division not only completed 1 contractor ditch, fixed 90 mailboxes, worked on 14 water ditches, and repaired 1 inlet and 1 manhole, but also worked on high volumes of snow removal experienced during the month of February. (Page 21)
- As weather allows, workers are replacing the bridge deck for the bridge above the Evergreen Lake spillway. Structural deficits have caused officials to put weight restrictions on the bridge and made the deck replacement a high priority. Stark Excavating was awarded the bid for \$994,817. (Page 22)



## Parks, Recreation & Cultural Arts

- The BCPA hosted 18,487 patrons in the months of January and February 2015, over 4,500 more than in the same months of 2014. BCPA February presentations: *The Un-Valentines Show*, the Mandala Dancers, *Franc D'Ambrosio's – Broadway Songs of the Great White Way* (photo at right), *Seven Brides for Seven Brothers*, The King's Singers with the Illinois Wesleyan University Collegiate Choir, and *Ricky Nelson Remembered* starring Matthew and Gunnar Nelson. (Page 26)
- Attendance for the Miller Park Zoo was up 1.9% for the current fiscal year compared to last year's attendance. Revenue from the gate admission was down 1.9% down 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. A 4% Amusement tax began on 1 August 2014. The tax is included in this amount. Admission prices were raised on 1 January 2015. Revenue from Education Program Fees and Rentals was up 16.8% for the fiscal year compared to last year. (Page 28)
- The Pepsi Ice Center continues to show exceptional revenue numbers for the fiscal year. This is the ninth of ten months this year that has shown an increase. Revenue is up for FY15 over \$112,000 compared to FY14. (Page 31)

## Community Development

- The 398 building permits issued in February 2015 was down 11 percent from the same month one year earlier. Plumbing cross-connection permits—a program mandated by the State of Illinois to prevent contamination of drinking water—remains the most active, with 131 permits issued this month. There were 13 new commercial permits issued in February, but just one permit issued for a new single family residential building. The estimated value of new construction in February totaled \$7.7 million, down about 38% from the previous February. (Page 38)



# Police Chief



**Brendan Heffner**

February 2015 Edition

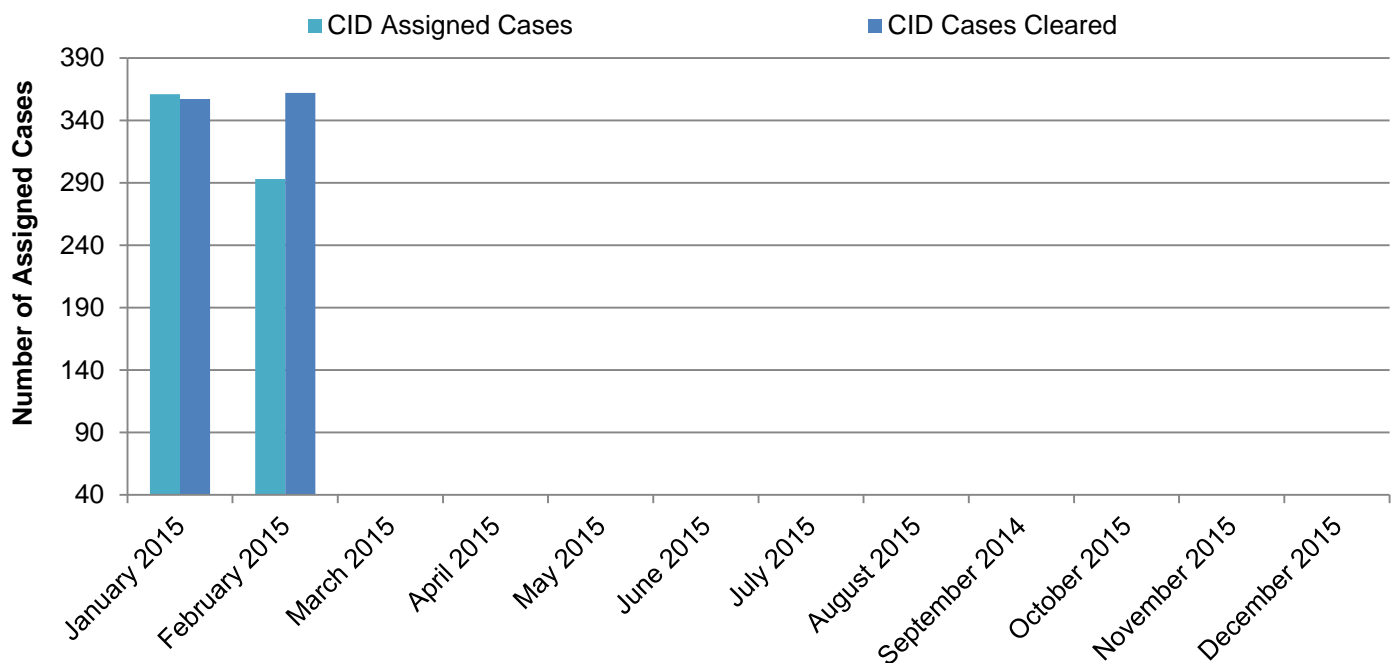
## Police Department

### Criminal Investigations Division (CID)

Strategic Plan Goal 3: Strong Neighborhoods; Objective a. Residents feeling safe in their homes and neighborhoods

On average there were seven general detectives working per day. Each detective was assigned approximately 14 cases. The two domestic violence detectives were assigned 61 cases. The two detectives assigned to sex crimes and sex crimes involving children are investigating 31 cases. One hundred forty-nine new cases were assigned for review and/or investigation. A total of 145 incidents of domestic violence were reviewed in February.

**2015 Criminal Cases Assigned vs. Criminal Cases Cleared**



## Cyber Crimes

**Strategic Plan Goal 3: Strong Neighborhoods; Objective a. Residents feeling safe in their homes and neighborhoods**

The two Cyber Crime detectives have 13 open/active cases. The unit investigates crimes involving but not limited to child pornography, network intrusion and online scams.

## United States Marshal Task Force

**Strategic Plan Goal 1: Financially Sound City Providing Quality Basic Services; Objective e. Partnering with others for the most cost-effective service delivery**

The Bloomington office opened 20 felony cases and closed 13 of them. There were eleven hands-on felony arrests. Significant work in February by TFO Rena included arresting a suspect wanted for failure to register as a sex offender and also a DEA/USMS delivery of heroin federal warrant. Working with TFOs from the Central District of IL, the Street Crimes Unit, Vice Unit, and K-9 unit they conducted surveillance at several locations, eventually ending in a traffic stop and arrest of the suspect.

A suspect, believed to be armed with a firearm, wanted for Federal Probation Violation for Child Porn and Failure to Register as a Sex Offender was arrested with the help of the Street Crimes Division and five marshal task force officers. The suspect was found hiding under a bed by a canine officer.

## VICE Unit

**Strategic Plan Goal 3: Strong Neighborhoods; Objective a. Residents feeling safe in their homes and neighborhoods**

Four detectives and one supervisor are assigned to the Vice unit. On average 4.75 detectives worked per day. Ten new cases were opened and eight cases were closed. Five search warrants were served. The following was purchased by the unit: 8.7 grams of crack cocaine, 5.0 grams of heroin, and 117 grams of cannabis. The following was seized: 0.8 grams of cocaine, 23 grams of heroin, 162 grams of cannabis, 11 Xanax pills, and \$3,661.

## Street Crimes Unit

**Strategic Plan Goal 3: Strong Neighborhoods; Objective a. Residents feeling safe in their homes and neighborhoods**

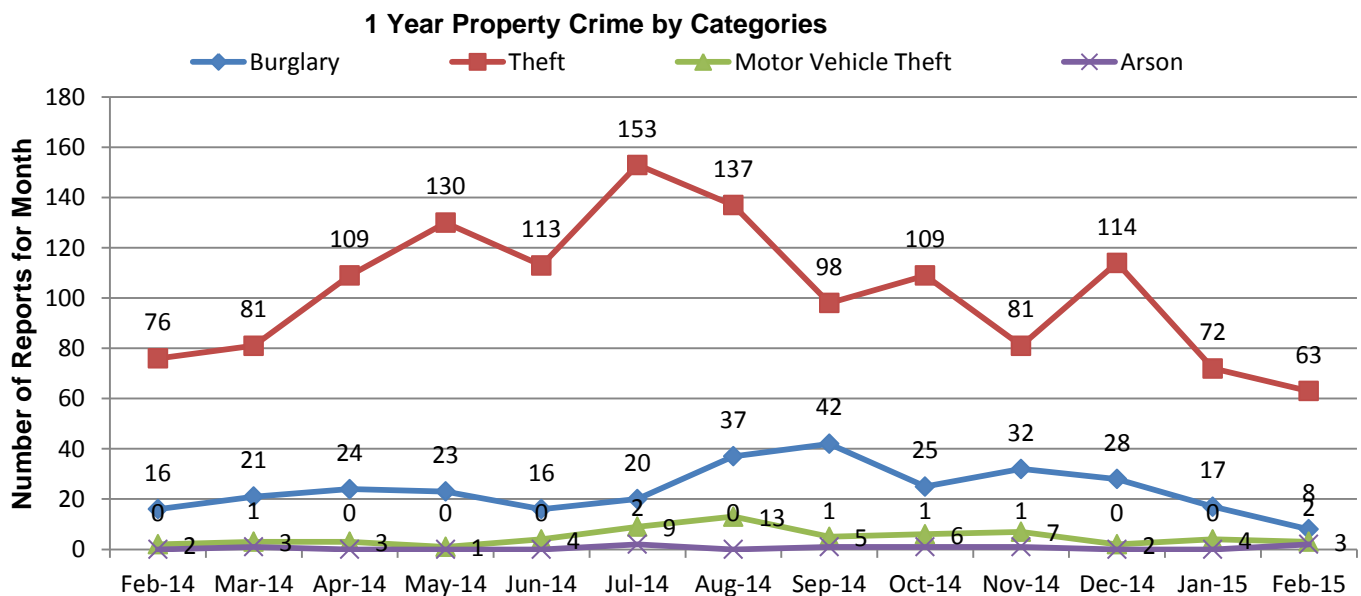
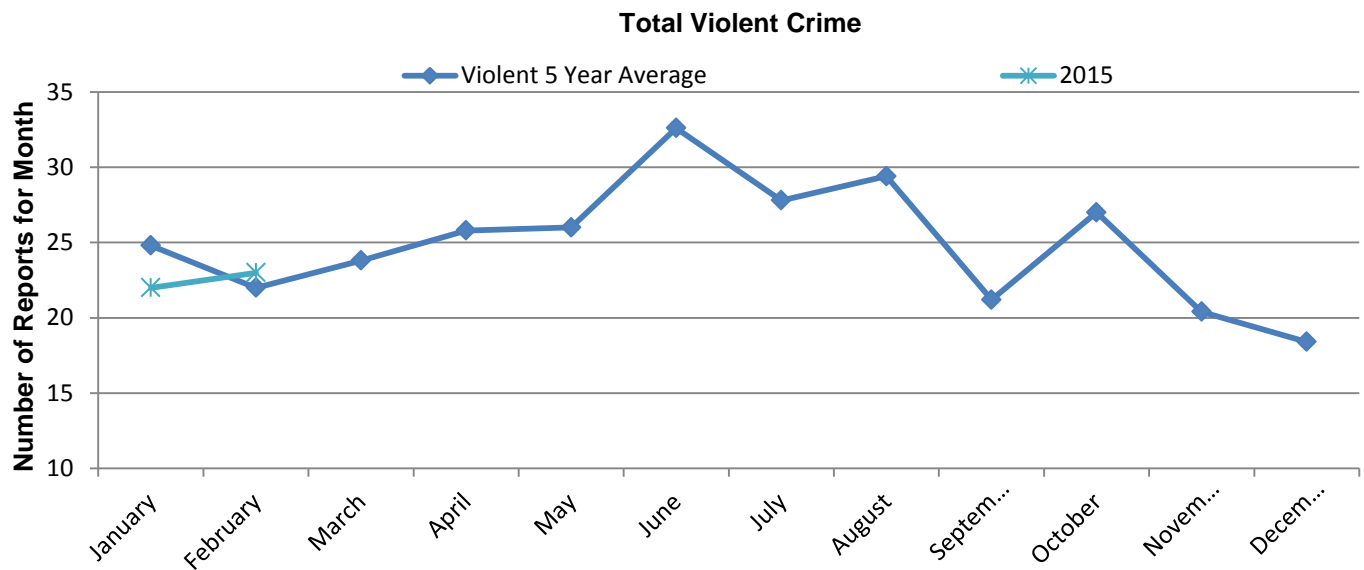
Six officers and two supervisors are assigned to Street Crimes with an average of 5.95 working per day. Officers completed twenty days of training. Street Crimes made 21 warrant arrests and 17 probable cause arrests. Twenty-three grams of cocaine was seized, 2,314 grams of cannabis was seized, and \$3,119 was seized.

## Criminal Intelligence and Analysis Unit (CIAU)

**Strategic Plan Goal 3: Strong Neighborhoods; Objective a. Residents feeling safe in their homes and neighborhoods**

CIAU staff (3) provided four hours of training to new officers regarding the use of Intelligence-led Policing and Street Gang History. CIAU also prepared and submitted year-end crime statistic reports, summaries, and presentations for command staff, City administration, and Council. Working with the Public Information Officer, staff gained approval for the use of the front lot of the police department as a "safe area" for citizen transactions resulting from on-line sales sites. A posting about this new practice led to a Facebook post that was viewed by just fewer than 90,000 citizens across the

country. Staff provided investigative support on a shooting incident, an armed robbery, a federal drug initiative, and a suppression operation by the US Marshals.



## Communications

Strategic Plan Goal 3: Strong Neighborhoods; Objective a. Residents feeling safe in their homes and neighborhoods

### 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
<b>85.30%</b>	<b>13.70%</b>	<b>0.90%</b>	<b>0.10%</b>	<b>99.90%</b>

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

Processing of alarm ordinance violations is complete for 2014 with a total of \$32,900 in violations. The Communications Center manager attended Mutual Aid Box Alarm System annual conference in Springfield. On-site configuration of the new 911 phone system continued. Training for management

and telecommunicators on the new 911 phones has been scheduled for March. Tentative system cutover is the end of March. The first two Fire Priority Dispatch Certification courses were set-up for March. Planning is underway for Computer Aided Dispatch update. The manager attended Advocate Bromenn Chase for Champions Executive Committee meeting.

<b>Incoming Phone Calls</b>	
Administrative (non-emergency)	6,226
911 Calls (wireline & wireless) total	1,633
911 Calls - Wireline	296
911 Calls - Wireless	1,337
<b>Total All Calls</b>	<b>7,859</b>
<b>Dispatched Calls</b>	
Police	5,353
Fire and EMS	816
<b>Total Dispatched Calls</b>	<b>6,169</b>
<b>Daily Call Averages</b>	
Administrative (non-emergency)	222
911 Calls – Wireline and Wireless	58
All Calls per day average	281
Police Dispatches	191
Fire and EMS Dispatches	29
<b>Average Dispatches per day</b>	<b>220</b>

***First Shift 7 a.m. – 3 p.m.***

**Strategic Plan Goal 3: Strong Neighborhoods; Objective a. Residents feeling safe in their homes and neighborhoods**

First shift has 19 officers assigned with the average number working each day of 9. Day shift patrol spent considerable time in training including two different FTO classes, an Interview and Interrogation class, a class on hidden weapons, and a law class.

Ninety-one incidents of sex offender-related problems were handled by first shift. Four sex offenders were arrested or charged, ten were referred for probation and parole violations, and two offender cases were forwarded to the federal prosecutors with a request for prosecution. Approximately 37 offenders were found in possible violation. There are now 366 registered users of the Offender Watch 500 project. The Offender Watch system sent out 1960 community notices so far in 2015.

***Second Shift 3 p.m. – 11 p.m.***

**Strategic Plan Goal 3: Strong Neighborhoods; Objective a. Residents feeling safe in their homes and neighborhoods**

Second shift has 20 officers assigned with an average of 11.3 working each day. Officers worked several STEP details around town in response to speed complaints.

Notable calls for service include an armed subject. A 16-year-old displayed a gun to off-duty officer in a parking lot. The suspect ran inside a store and was located 20 minutes later. The gun turned out to be a flare gun. The subject was charged. Also on 2/18/15, an employee of one business ran into another business saying he had been robbed.

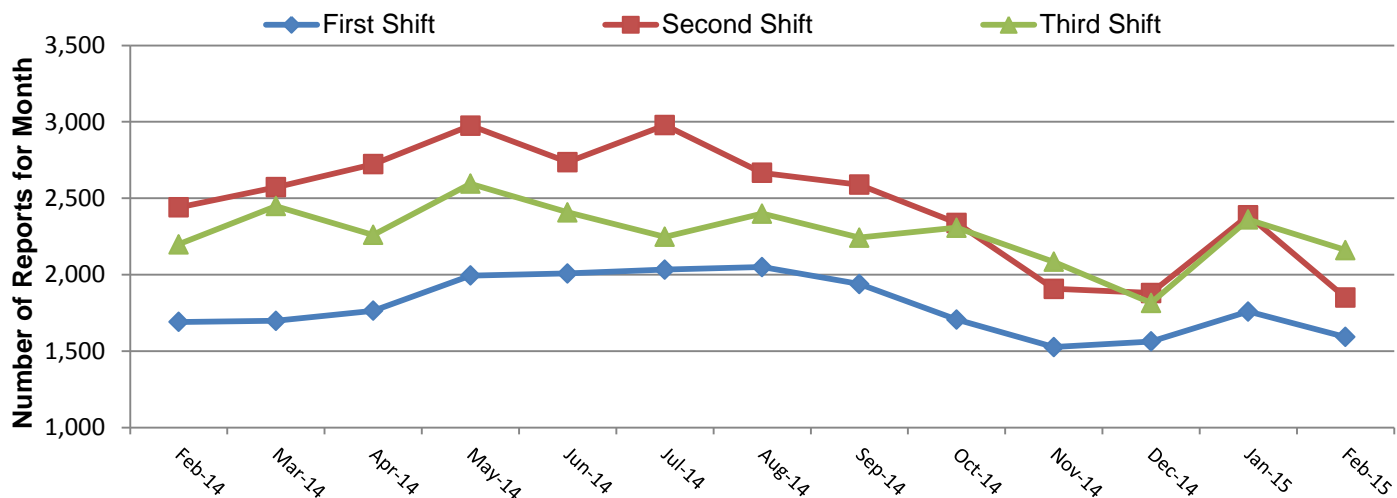
### Third Shift 11 p.m. – 7 a.m.

Strategic Plan Goal 3: Strong Neighborhoods; Objective a. Residents feeling safe in their homes and neighborhoods

There are 18 officers assigned to third shift with 9.25 officers on average working per night. Two officers from the shift are assigned specifically to the downtown on Thursday, Friday, and Saturday nights. Approximately 270 traffic stops were made by third shift officers.

Violation	Month Total	Year Total
Seat Belt/Child	2	6
Speeding	24	45
All Other Traffic	339	817
DUI Arrests	13	34

1 Year Police Department Calls for Service by Shift and Month



### School Resource Officers (SRO)

Strategic Plan Goal 3: Strong Neighborhoods; Objective e. Strong partnership with residents and neighborhood associations

SRO Day performed translation for families and administration. He also assisted with an IEP meeting for a student who was not cooperative. He took a stolen cell phone report which was later recovered, took a subject into custody following a fight, arrested one subject after an incident on the school bus, and assisted administration in searching for several students believed to be involved in possibly selling drugs at the school.

SRO Evans dealt with the following: 29 theft issues, five order of protection checks, 26 disorderly conduct issues, ten child custody issues, 19 truancy issues, 27 fights, four domestic cases, 18 criminal damage issues, ten child sex offender checks, two lock down drills, crisis drill meetings and 60 school visits. He also gave 19 presentations on positive role models.

SRO Hirsch spoke with four parents regarding racial slurs, truancy, and theft. He met with seven students to discuss behavior in and out of school, alcohol and drug use. He presented to 60 eighth grade students regarding law enforcement as a profession. He removed three students who refused to leave the classroom for poor behavior, investigated two thefts of phones, investigated two fights

after school, issued an ordinance violation for battery, and removed four uncooperative students from school per Administration and parent of students.

SRO Wagehoft assisted with a lock down drill at Benjamin Grade School, assisted with tornado drill at EJHS, gave a police presentation to Pepper Ridge third grade, was interviewed by students doing a biography assignment, and worked with Administration in preparing an E-Cig policy in schools.

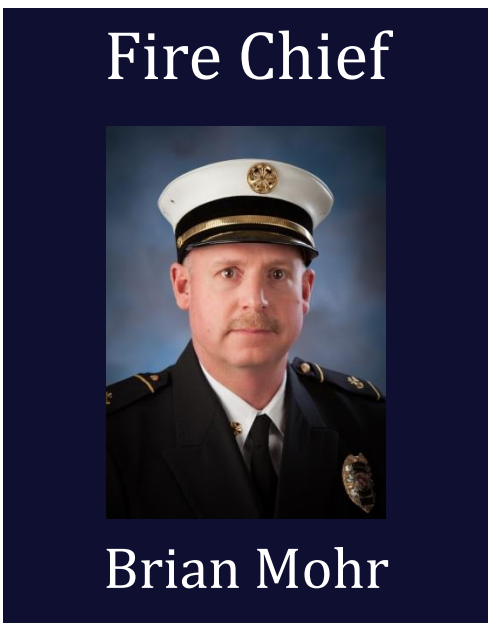
Public Affairs Officer Mayer completed several media releases, conducted a Cub Scout Tour and presentation, attended Recovery Court, attended Explorers meeting, had interviews with media, presented Poverty Simulation at Fox Creek Elementary, updated the Neighborhood Watch brochure, and attended Neighborhood Watch meeting.

## **Downtown Activity**

### **Strategic Plan Goal 3: Strong Neighborhoods; Objective a. Residents feeling safe in their homes and neighborhoods**

During February there were 12 days of downtown hireback. A total of 37 pairs of officers, including 12 pairs assigned from 3<sup>rd</sup> shift patrol, worked during the month. Totals for the month include 282 bar checks, one DUI, 27 ordinance violations, 13 parking citations, 1 traffic citation, 23 fights, 25 calls for service, seven arrests, and eleven towed vehicles.

A large fight involving 15-20 subjects broke out in the 600 block of North Main Street on February 27. On February 28, officers working downtown stopped a vehicle that was driving the wrong way over the Main Street bridge. The driver was taken into custody for DUI.



**Fire Chief**

**Brian Mohr**

**Fire Department**

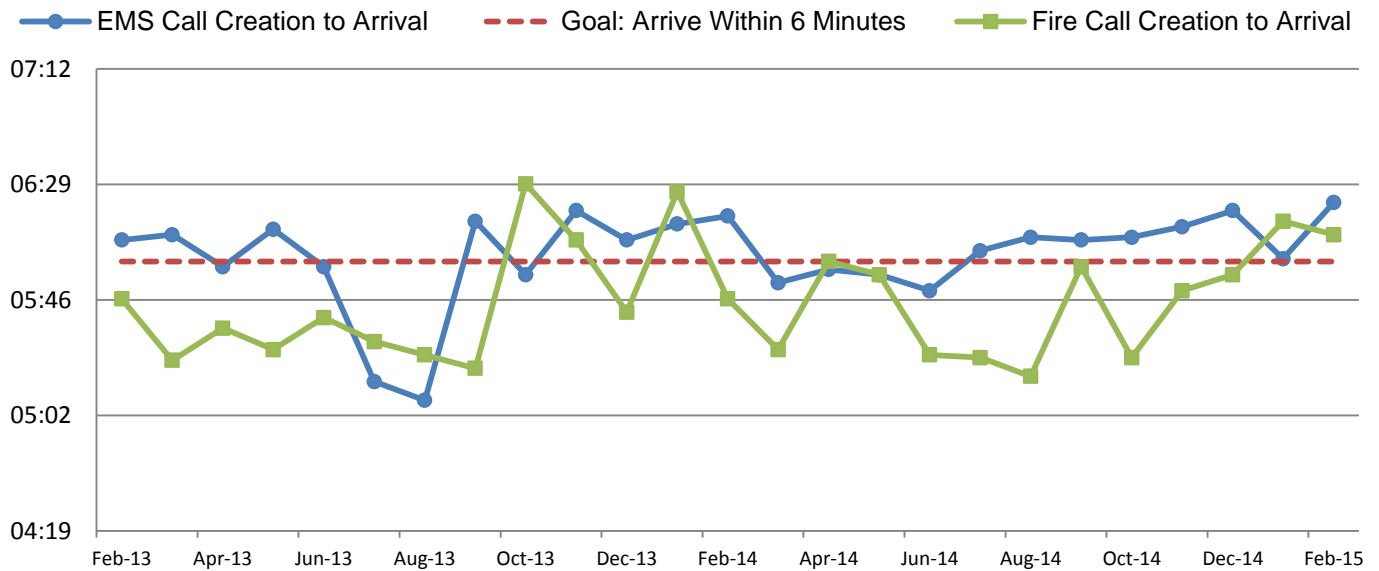
**February 2015 Edition**

**Fire Response Date**

**Strategic Plan Goal 5: Great Place – Livable, Sustainable City; Objective a. Well-planned City with necessary services and infrastructure**

Fire Response Type	February 2015	Previous 12 Month Average
Fire Reponses	205	175
Structural Fires	7	7
Estimated Dollar Losses (Property & Contents)	\$232,050	\$174,804

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





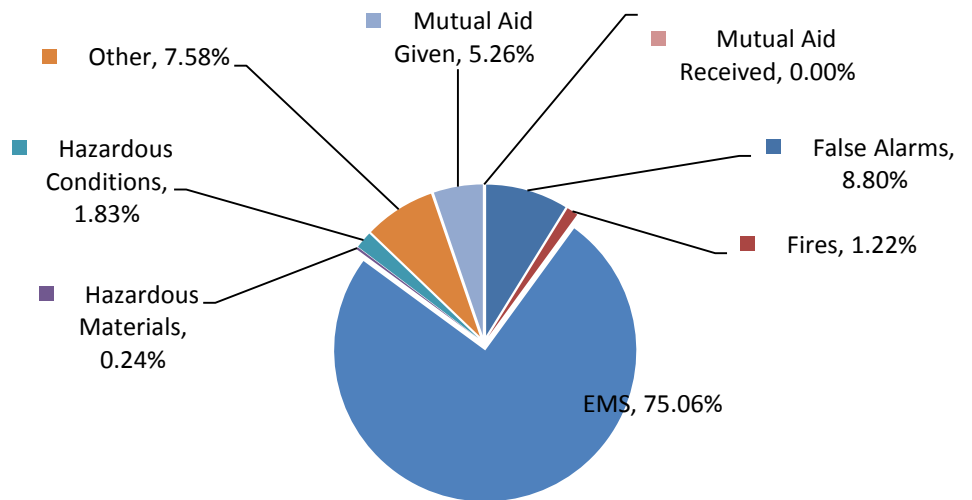
## Top 4 Fire Response Types for February 2015

### Response Type

- 745: Alarm system activation, no fire - unintentional
- 440: Electrical wiring/equipment problem, Other
- 745: Alarm system activation, no fire - unintentional
- 554: Assist invalid

February was another busy month with only 28 days the Department still responded to 818 calls for service. It also ended with one of the most difficult fires to extinguish in recent memory. The fire at 710 1/2 W. Monroe killed one occupant and forced another to jump from a porch roof to escape the flames. It also took about 4 hours to control due to the head start the fire had and the extremely cold temperatures. Fire Department Investigators with the assistance of Bloomington Police are also investigating an arson fire at 811 E. Washington Street. The Police have made an arrest in this case.

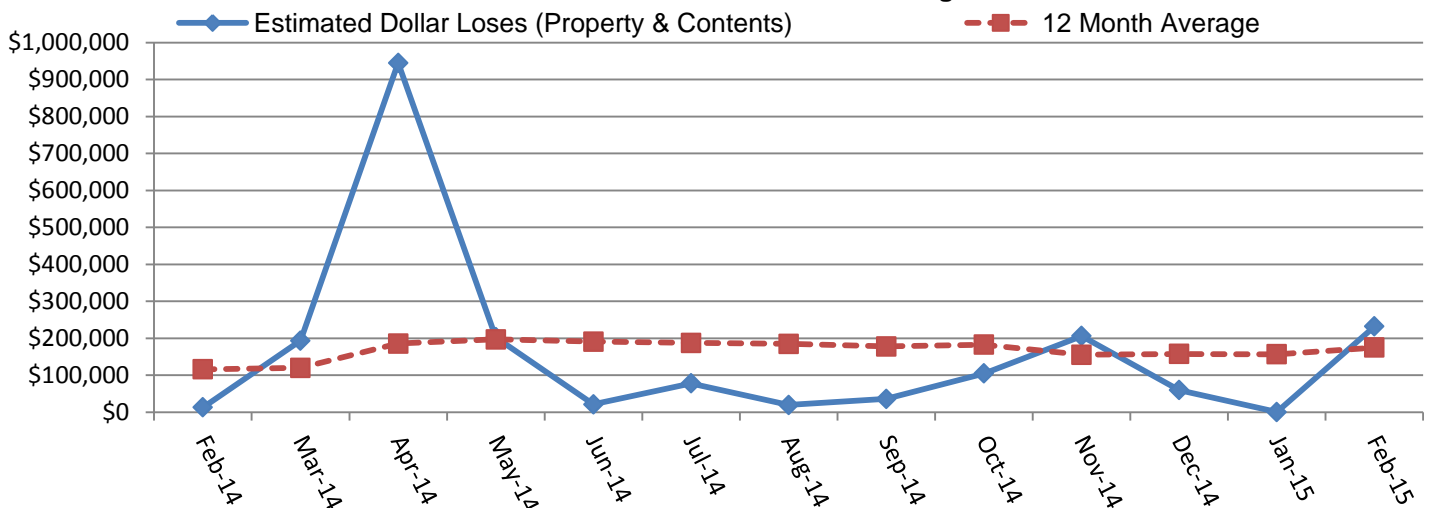
**Fire Department Types of Calls for Service February 2015**



The Department has also been getting progress reports on the two new vehicles that are being built. The Truck will be finished on May 7<sup>th</sup> of this year and the new ambulance will be completed at the end of April.

Hydrant inspections are scheduled to resume when the weather breaks, and the Department is staying very busy responding to calls for service and preparing for spring.

**Dollar Loss Due to Fire Damage**

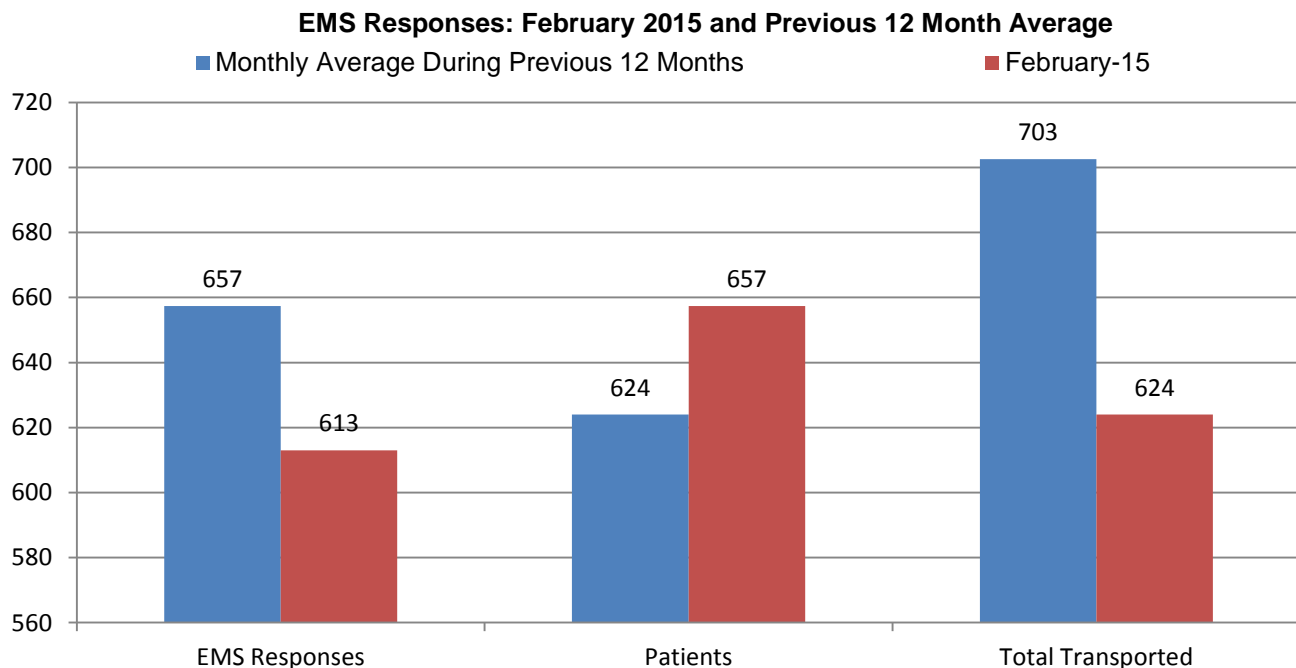


## Emergency Medical Services (EMS)

Strategic Plan Goal 5: Great Place – Livable, Sustainable City; Objective a. Well-planned City with necessary services and infrastructure

### Activity Summary

As in most months, the majority of the calls were EMS related which accounted for 613 calls for service in February. The 613 calls for service resulted in a total of 657 patients treated and 624 patients transported. For the month, the three most common EMS report types include Sick Person, Fall Victim and Breathing Problem.

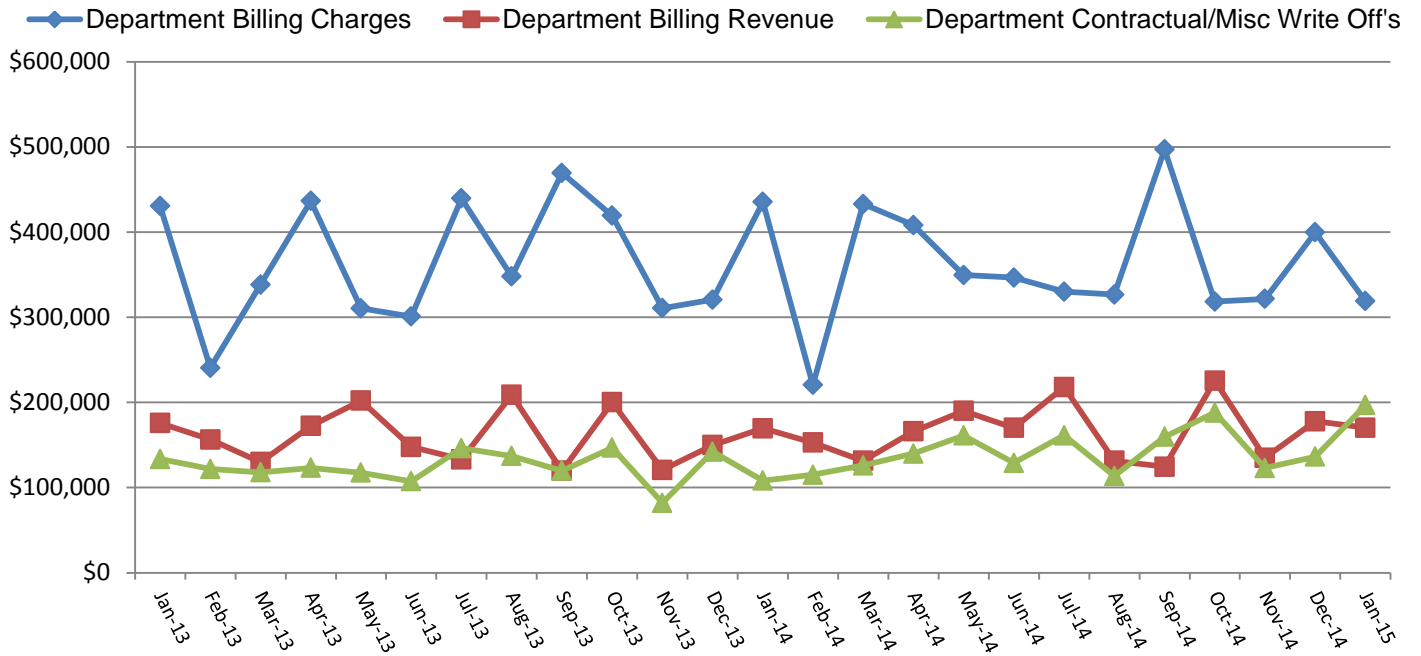


### Billing Revenue Summary

Strategic Plan Goal 1: Financially Sound City Providing Quality Basic Services; Objective d. City services delivered in the most cost-effective, efficient manner

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 billing for the month was \$335,732. The total for revenue for the month was \$130,801. The Contractual-Write offs total for the month were \$149,777. Bad Debt transferred to third party collections was \$21,679.

### Fire Department EMS Billing 2 Year Analysis



### Fire Department Training Reports for February

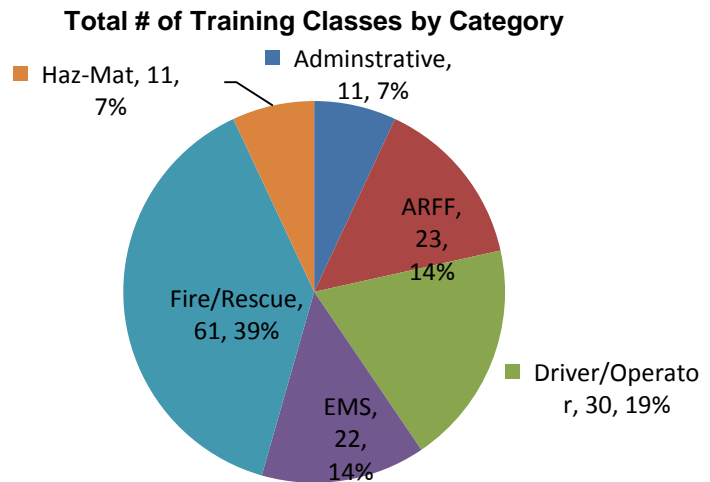
Strategic Plan Goal 1: Financially Sound City Providing Quality Basic Services; Objective d. City services delivered in the most cost-effective, efficient manner

For the month of February 2015 the fire department held 158 training classes which totaled 1298.25 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.

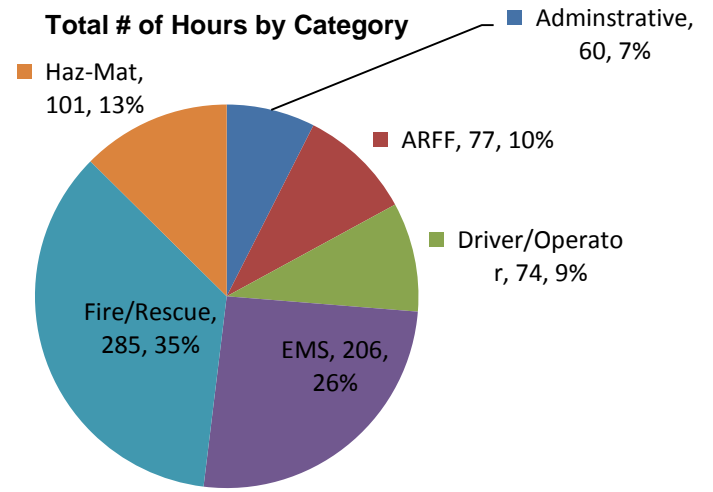
#### Major training subjects during this month included:

Major training subjects during this month included:

- Driver/Operator
  - 101.20 Driv/Op Evaluation- Apparatus Safety
  - 101.25 Driv/Op Evaluation- Road Coarse
- Fire/Rescue
  - Forcible Entry
  - Starcom Radio initial Equipment Training
- Hazardous Materials
  - Improvised Explosive Devices
  - Terrorism Threat Awareness



- EMS
  - Cardiac Emergencies
  - 2015 Airway Management and Respiratory Emergencies,
- ARFF
  - ARFF 102.10 Aircraft Cargo Hazards
  - ARFF 102.02 Aircraft Familiarization



***Fire Department Training Report***

The 158 training classes included 803 participants resulting in a total of 1298.25 hours of training during February. This chart represents the total man hours of training in the six categories.



# Public Works Director



Jim Karch

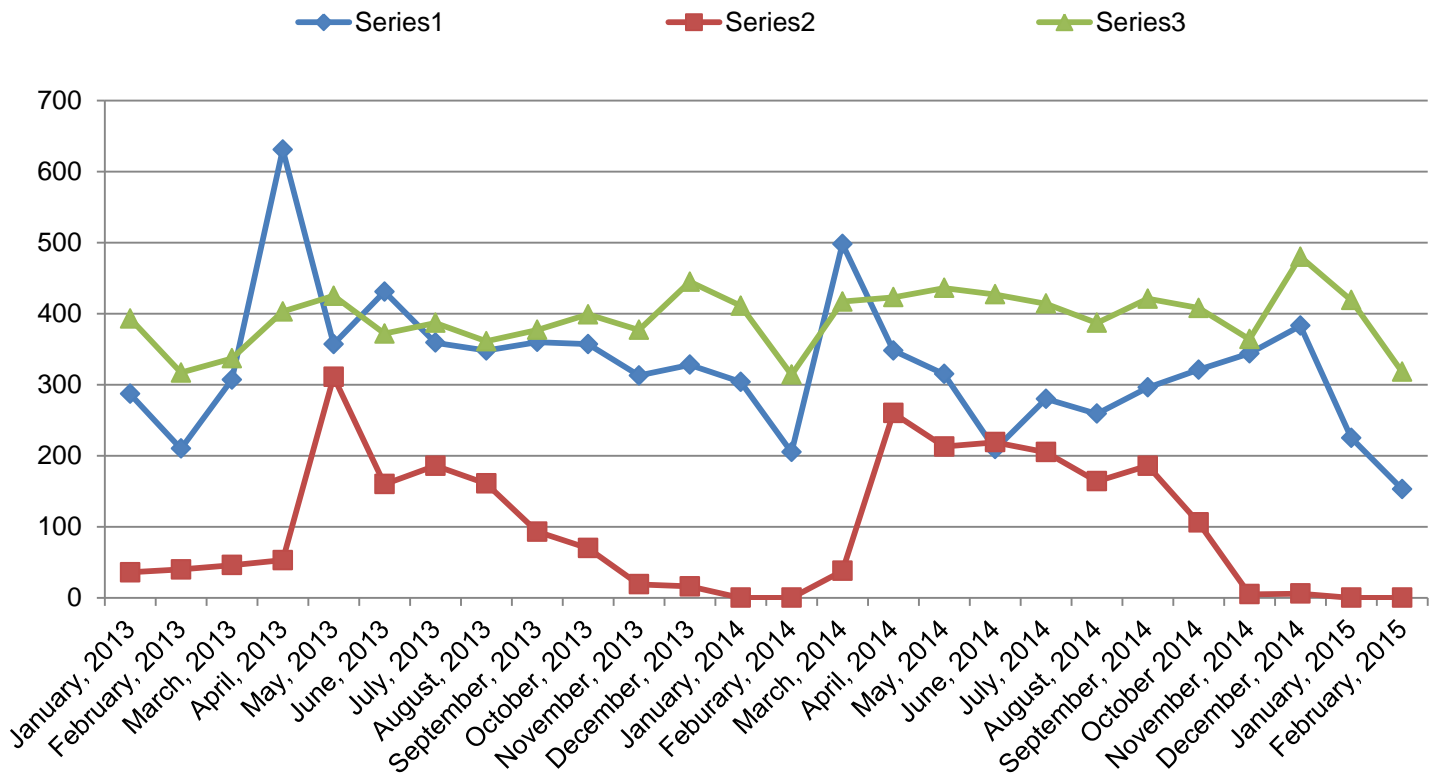
## Public Works Department

February 2015 Edition

### Solid Waste Division

Approximately 24,500 residences are serviced weekly and an average of 20.57 pounds of household garbage were picked up each week at these locations during February 2015.

2 Year Refuse by Month



## Public Works Front Office

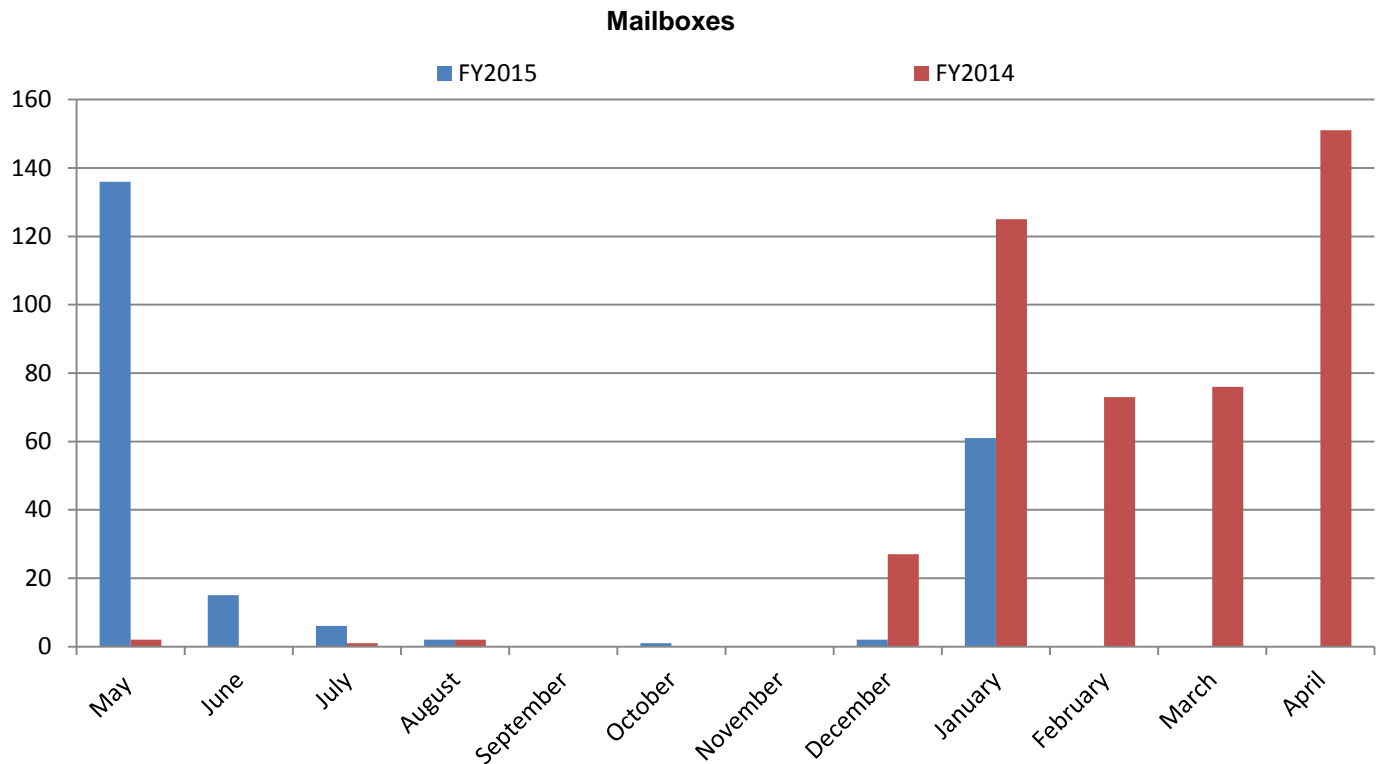
The front office staff has processed the following permits for February 2015

Engineering Permits	
Overweight Loads	10 issued Permits for \$710
Dumpster/Traffic Control/Excavation/Erosion	4 Permits - \$100 (Waived \$0)
Erosion Control/Complaints Report	
New/Maintenance Erosion Control Inspections	125
New Erosion/Storm Water Complaints	8
Inspection & Complaint Files Closed	4

The office staff handled 1,102 calls in the month of February 2015.

## Streets & Sewers

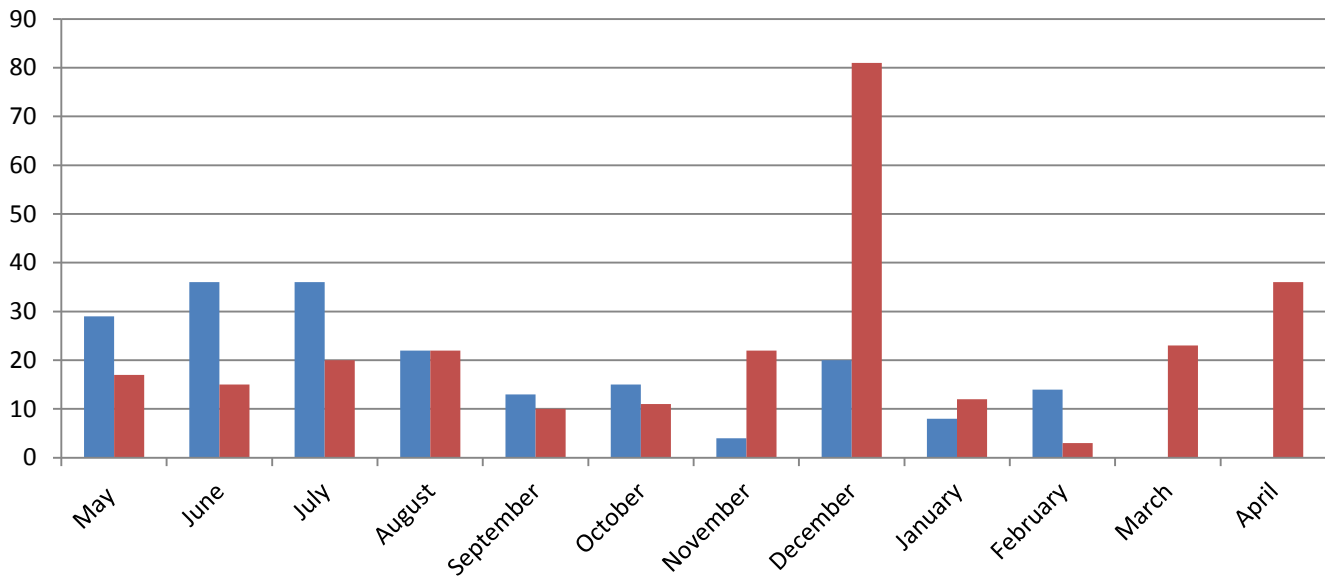
The Streets and Sewers Division not only completed 1 contractor ditch, fixed 90 mailboxes, worked on 14 water ditches, and repaired 1 inlet and 1 manhole, but also worked on high volumes of snow removal experienced during the month of February.



### Water Ditches

■ FY2015

■ FY2014



### Fleet Division

	<i>February 2014</i>	<i>February 2015</i>
<b>Work Orders</b>	439	336
<b>Total Repair Orders Closed</b>	403	304
<b>Preventative Maintenance</b>	36	32

	<i>February 2014</i>	<i>February 2015</i>
<b>Total No Lead Gallons</b>	15,689	15,116
<b>Total Cost</b>	\$51,989	\$29,190
<b>Avg Price per Gallon</b>	\$3.31	\$1.93

	<i>February 2014</i>	<i>February 2015</i>
<b>Total Diesel Gallons</b>	21,661	18,309
<b>Total Cost</b>	\$80,796	\$44,401
<b>Avg Price per Gallon</b>	\$3.73	\$2.43

	<i>MONTH</i>	<i>YTD</i>	<i>Budgeted</i>	<i>FY %</i>
<b>Parts</b>	\$22,748	\$386,014	\$552,441	69.87%
<b>Outside Repairs</b>	\$41,191	\$310,296	\$391,915	79.17%
<b>Fuel</b>	\$81,088	\$1,027,932	\$1,509,961	68.07%

**Fleet recently put into service**



**A new unit for the Fire Department**

**A new truck for the Parks and Recreation Division**





**And also new Bucket Truck for the Parks and Recreation Division**



**During the month of February 1,416 phone calls were handled on eight lines in the Fleet division**



## Evergreen Lake Bridge Deck Replacement

As weather allows, workers are replacing the bridge deck for the bridge above the Evergreen Lake spillway. Structural deficits have caused officials to put weight restrictions on the bridge and made the deck replacement a high priority. Stark Excavating was awarded the bid for \$994,817.





## PR&CA Interim Director



Jay Tetzloff

### Parks, Recreation & Cultural Arts Department

February 2015 Edition

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

Strategic Plan Goal 5: Great Place – Livable, Sustainable City; Objective d. Appropriate leisure and recreational opportunities responding to the needs of the residents

The BCPA hosted 18,487 patrons in the months of January and February 2015, over 4,500 more than in the same months of 2014. BCPA February presentations: *The Un-Valentines Show*, the Mandala Dancers, *Franc D'Ambrosio's – Broadway Songs of the Great White Way* (photo at right), *Seven Brides for Seven Brothers*, The King's Singers with the Illinois Wesleyan University Collegiate Choir, and *Ricky Nelson Remembered* starring Matthew and Gunnar Nelson.



In addition, the BCPA hosted community programming including the Uptown Dance Recital, Downtown Bloomington Association –



Chocolate Challenge, the McLean County Diversity Project's – *Laramie Project* play rehearsals, Illinois Arts Alliance workshop, Piano classes, Improv classes, a Cultural Commission meeting, Illinois Symphony Orchestra – rehearsal, pre-show performance, and post-show fundraiser, Kiwanis Pancake Days, *American Passion Play* rehearsals, Sound of Illinois Chorus – *Who Wants To Be A Millionaire* – shows, and the Illinois Wesleyan Civic Orchestra – rehearsal, performance, and post-show reception.

Other community connections took place with two BCPA presented February shows. Friday, February 6th the Mandala Dancers (photo left) held a masterclass workshop with thirty-six participants from area homeschools. While many participants thought they were coming to watch a mini-performance, all students and adults were asked to come up on stage, learn an Indian style dance called Bharata Natyam, and then while seated on the stage, watched professional dancers perform around them. Bharata Natyam is a specialized dance which includes stylized hand gestures, theatrical facial expressions, intricate footwork and complicated rhythms and

counter rhythms to visualize poetry, mythology and universal themes. Once in a lifetime hands-on programming like this creates memorable learning, and fosters higher cultural awareness for our patrons and citizens.



February 19th, the Illinois Wesleyan University Collegiate Choir conducted by Dr. Scott Ferguson performed a world premiere piece with The King's Singers on the BCPA stage (photo above). The piece was commissioned by Phillip Lawson, former member of The King's Singers, and was titled *Arise, My Dove*. This was a significant event as it arose out of a previous meeting at the BCPA, and transformed into the first ever commissioned piece by the King's Singers premiering in the United States. The musical performance was flawless by both groups and an incredible learning tool for both choir members and patrons alike. Following the show, the King's Singers were treated like rock stars in the lobby by all ages that attended the show.



To round out the month of February, Matthew and Gunnar Nelson, performed *Ricky Nelson Remembered* on February 21<sup>st</sup> on the BCPA stage. As well as performing songs from their father including "*Hello Mary Lou*", "*Travelin' Man*", and "*Garden Party*", the guys told the audience stories about Ricky with Elvis, family football games, and growing up with grandparents Ozzie & Harriett Nelson, who began over 100 years of Nelson family entertainers. Matthew and Gunnar also performed their 90's smash hit (*Can't Live Without Your*) *Love and Affection* from their days as the duo Nelson, after special audience request. It was clearly a show that any age audience member could relate to and enjoy. (photo left)

Attendance: 10,502 for February on-site events, activities, meetings, etc.

Facility Usage: 56 February on-site functions

Community: 7 radio spots at WJBC & WBNQ, Downtown Bloomington Association's Chocolate Challenge, Uptown Dance Recital, McLean County Diversity Project rehearsals, Illinois Symphony Orchestra – rehearsal, performance, pre-show, and post-show fundraiser, Kiwanis Pancake Days, *American Passion Play* rehearsals, Sound of Illinois Chorus – *Who Wants To Be A Millionaire* shows, Illinois Wesleyan Civic Orchestra – rehearsal, performance and post-show reception.

## Golf Courses

Strategic Plan Goal 5: Great Place – Livable, Sustainable City; Objective d. Appropriate leisure and recreational opportunities responding to the needs of the residents

As typical, February proved to be a cold, snowy month that did not allow much of any opportunity for golf to be played. It's not uncommon to see 50 to 100 rounds played for month, but we were able to see just four rounds played. So, Ol' Mother Nature wins the month. Despite the lack of play, the clubhouse staff was busy finalizing plans for the year to include seasonal staffing plans, marketing programs, re-finishing clubhouse tables and chairs, league management and growth of the game initiatives. The maintenance crews continued a busy winter working on equipment repairs, achieving certification for spraying chemicals and painting both in the clubhouses and maintenance sheds.

The unofficial start of the golf season begins in March. We are hoping that March gives us our first opportunity to see golfers back at the courses in earnest. With the weather the last two springs being some of the coldest and wettest in recent memory, we are hopeful Mother Nature decides to change her course and provide us some early golfing weather.

### *Reporting Measures*

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Total Rounds Played: 4

Outing Rounds: 0

Junior Rounds: 0

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## Miller Park Zoo

Strategic Plan Goal 5: Great Place – Livable, Sustainable City; Objective d. Appropriate leisure and recreational opportunities responding to the needs of the residents

Attendance was up 1.9% for the current fiscal year compared to last year's attendance. Revenue from the gate admission was down 1.9% down 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. A 4% Amusement tax began on 1 August 2014. The tax is included in this amount. Admission prices were raised on 1 January 2015. Revenue from Education Program Fees and Rentals was up 16.8% for the fiscal year compared to last year.

Revenue from Concessions, Carousel, and Animal Food Sales was up 3.2% for the current fiscal year compared to last year's numbers. A quarter was added to the price of Budgie Bird feedings and Carousel rides for the Quarters for Conservation program initiated 1 May 14. The added quarter is earmarked for the Zoo's Conservation Fund and is not included in this year's numbers.

The second design meeting held with architect team hired to design the DeBrazza's Plaza. This project is 100% state funded and consists of a DeBrazza's Monkey exhibit, an additional parking lot, and renovations to entrance building (including new concession stand). Bids opened for Flamingo exhibit construction. Bids were above budget so staff will work with architect to adjust design to bring costs down closer to budget.

The Zoo held three FrogWatch USA training sessions and now have 17 certified FrogWatch USA volunteers. FrogWatch USA is a citizen science program of the Association of Zoos and Aquariums (AZA) that provides individuals, groups, and families with an opportunity to learn about wetlands in their communities and report data on the calls of local frogs and toads.

The Zoo hosted special event Animal Enrichment Day and hosted a Miller Park Neighbors meeting. The Zoo continued Free Fridays in February where no admission is charged on Fridays as a way to provide assistance in lower income households. Jonathan Reding, Zoo Curator, assisted University of Illinois and Illinois Department of Natural Resources (IDNR) with vaccination of thirteen confiscated Wolves located near Earlville, IL. The wolves were later shipped to other facilities across the country.

### Animal Collection

- Acquisitions—animals added to collection by transaction or birth/hatch
  - 2 male Mossy Leaf Tailed Geckos
  - Male North American River Otter
  
- Dispositions—animals removed from collection by transaction or death
  - 3 female North American River
  - Eastern Box Turtle
  - 2 Male Seba’s Short Tailed Bat
  - Eastern Newt
  - 11 Kaiser Newts
  - Red-eyed Tree Frog
  - Female Kihansi Spray Toad



A North American River Otter was pup born. This birth marks the second consecutive year, otter pups born at the Miller Park Zoo. Even though 160 zoos and aquariums exhibit this species, typically only three litters are born in an average year. Pueblan Milk Snake cleared quarantine and placed in ZooLab. This animal will be utilized for education.

### Reporting Measures

2015 February Zoo Attendance: 1,258
2014 February Attendance: 1,119

### Recreation Division

**Strategic Plan Goal 5: Great Place – Livable, Sustainable City; Objective d. Appropriate leisure and recreational opportunities responding to the needs of the residents**

The number of programs offered, total participation, and revenue were similar to FY14 except for participation numbers. These were down mainly due to the lower registration for basketball.

Dance classes, Parent/Tot Open Gym, Guitar, and Clay Pottery were some of the other classes offered for early childhood and youth ages. A Schools Out Fun Day was held on Feb. 16 when both public school districts were off school. The

Recreation Income:	2014	2015
Revenue for 55+ programs	\$1,628	\$841
Revenue for adult programs	\$413	\$996
Revenue for teen programs	\$640	\$70
Revenue for youth programs	\$2,426	\$2,781
Rev. for parent/child & pre	\$2,843	\$2,710
Revenue for special events	\$2,660	\$3,110
<b>Total activity fees</b>	<b>\$10,610</b>	<b>\$10,508</b>

kids were kept busy ice skating at Pepsi Ice Center, bowling at Circle Lanes, and playing games at Lincoln Leisure Center.

The Afterschool Basketball program that started practice in January had games start in February. Games were every Saturday at Bloomington High School's gym on all four (4) courts from 8:30 am – 1:30 pm. This program is offered at all 11 elementary schools located in Bloomington with boys practicing on M/W and girls practicing on Tu./Th. Comments from some of the evaluations for basketball are included in the compliment section of this report.



Other youth sports offered during the month included gymnastics, Sports of All Sorts, Sporty Munchkins, Hoopsters, FUNDamental Basketball, and FUNDamental Teeball/Baseball.

The popular Daddy/Daughter Dance was Sunday, Feb. 8 at the Miller Park Pavilion. Seventy pairs plus some additional daughters attended the dance. A great time was had by all. Another special event held in February was a Pickleball Fun Day on Feb. 28. It was an opportunity for individuals to

have fun playing different games and skills contests, as well as to win some prizes. Open Gym Pickleball was held after the event. Another new event was Date Night Drop Off. Parents could enjoy a night out while their kids enjoyed a Valentine's Party at Lincoln Leisure Center on a Friday night.

Adult Co-Rec volleyball continued through February as well as Zumba Gold and and Zumba Gold Toning. The 55+ group went on an Eagle Watching Trip to Starved Rock, went to a show at Conklin Barn Theatre, and had their monthly mystery lunch trip.

The Adult Center in the lower level of the Miller Park Pavilion was open daily, Monday through Friday. Their on-going activities include Grocery Bingo, Pool, Blood Pressure Screening, Friday movies, Cooking with Pizazz and much more. They had a Tech Day on February 19 conducted by Bloomington Public Library staff.

### ***Pepsi Ice***

The Pepsi Ice Center continues to show exceptional revenue numbers for the fiscal year. This is the ninth of ten months this year that has shown an increase. Revenue is up for FY15 over \$112,000 compared to FY14.

Overall for the month of February 2015, the Hockey Program revenue was up \$7,100 as compared to the same month last year. This helps to offset the \$3,800 the center was down last month. The increase was in all areas of the hockey program. For FY15, the year-to-date Youth Hockey revenue (without the Misc. Hockey revenue) is up \$10,100 to \$136,100 compared to \$126,000 from FY14. The Learn to Play revenue for February was up \$2,900. However, \$2,100 of this revenue is for programs that start in March. The remaining \$800 is exactly what we were short in January. Until the Center reaches a full year on the new computer system, numbers will be different due to the real time accounting vs. accrual.

Registration for the Spring 2015 Adult League started in February. Early registration got off to a good start as revenue for the month was \$3,300 or up \$1,900 as compared to last year.

Volunteers are a large part of the youth in-house hockey league. For the month of February there were 81 volunteers who worked 681 hours. For the last six months of the Fall/Winter Youth Hockey season, the volunteers worked 3,634 hours. This would equal 3.5 full time people if they were paid staff.



The Learn to Skate (LTS) program kicked off winter 2 sessions the third week in February. Winter 2 enrollment is on target with winter 1 session. Enrollment is slightly down from last year by 29 skaters and 11% due to the timing of the winter Olympics.

The Theatre on Ice, Pepsi Pops team performed at the USHL Thunder Hockey game at US Cellular Coliseum on Feb 21<sup>st</sup>. They had a great skate!

Freestyle attendance and revenue are also up for February 2015. This can be attributed to additional freestyle sessions and skaters practicing more for future competitions.

### ***Theatre on Ice team***

The IHSA Cheerleading and Dance events were held in the coliseum and Pepsi Ice in February. This closed down Pepsi Ice for 2 days for each event. The money in trade we received is not reflected in the revenue since it is a trade rather than cash. We receive that amount of ice in the coliseum and are not billed for it.

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

### ***Special Olympics***

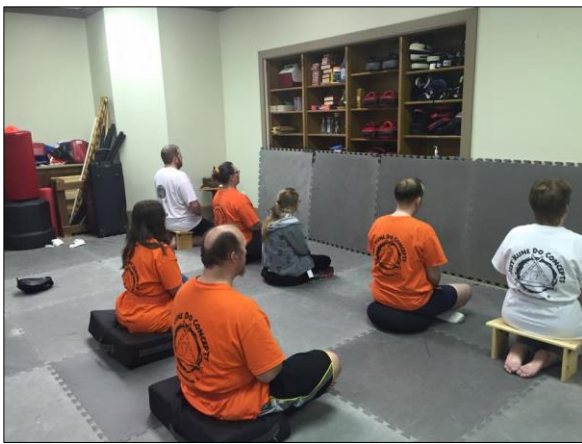
Training began for bocce despite the freezing cold! Practice was moved to the Lincoln Leisure Center gym. Training also began for the aquatics team at the Y.M.C.A. Some of the S.O.A.R. staff, participants, and parents participated in the Polar Plunge for Special Olympics which involves them going into Miller Park Lake. It was 34 degrees at the time of the Plunge as they joined 850 others! The team raised a little over \$5,000 for the Plunge. This money will help pay entry fees to State Special Olympics events so that S.O.A.R. is not charged to participate.

The Snowshoeing team participated in the State Special Olympics Illinois Winter Games in Galena. The event ran over parts of three days, Feb. 3 - 4. Each athlete participated in two events, from 200m to 1600m.

### ***Special Events***

S.O.A.R. held a garage sale at Lincoln Leisure Center to raise money for the program. Unfortunately it also snowed 4 ½" that day so turn-out was lower than expected. Fortunately some people stopped in the day before the sale and purchased items while it was being set up. Other special events in February include some Valentine's events, an Indoor Pool Party in Champaign in cooperation with Champaign Urbana Special Recreation, Mardi Gras Bingo, an ISU Men's Basketball Game, and a Pancake Party.





### **Weekly Programs**

The Winter/Spring Program session of new programs started the week of February 9. A wide variety of programs started including fitness, dance, arts & 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 had requested this type of program. It was done in conjunction with the Department's School Day Off Program.



A fairly new program for S.O.A.R. is the Volunteer Club which meets once a month. Members have a short business meeting, develop leadership skills, select and complete service projects in the community and participate in educational activities. Members are involved in giving back to the community through service projects.

### **Other**

The S.O.A.R. program received an \$800 donation from the Bloomington Knights of Columbus and an \$1100 from Normal Knights of Columbus. The staff applied for a grant from the Central Illinois Down Syndrome Association to purchase eight (8) pair of snowshoes for S.O.A.R. A \$752 grant was awarded to make the purchase.

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

Hours for staff in February 2015 were 200 less than February 2014. About half of these hours were in the area of youth sports due to less individuals in basketball so less coaches were needed.

### **Volunteer Hours**

Volunteers are a large part of the youth in-house hockey league at the Pepsi Ice Center. For the month of February there were 81 volunteers who worked 681 hours. For the last six months of the Fall/Winter Youth Hockey season, the volunteers worked 3,634 hours. This would equal 3.5 full time people if they were paid staff.

<b>Program</b>	<b># Volunteers</b>	<b># Volunteer Hours</b>
Adult Center	10	80
Hockey	63	681
S.O.A.R.	78	229
Recreation programs (pickleball, basketball, Daddy/Daughter Dance)	13	90

## Park Maintenance

Strategic Plan Goal 5: Great Place – Livable, Sustainable City; Objective d. Appropriate leisure and recreational opportunities responding to the needs of the residents

### *Horticulture*

The weather in February was typical temperature and snow wise. The parks department handles snow removal for City Hall, Coliseum, and Miller Park Zoo in addition to all the Parks and sidewalks identified as routes to school. It typically takes 10 full time employees up to 2 days to handle a 5" snow event which includes Constitution Trail. The snow removal on the trail has continued to be a valued service by citizens as recognized in several emails and public comments. The Park Maintenance staff devoted 225 man hours to snow removal in February. All of the holiday decorations downtown Bloomington were taken down and stored for next season. Horticulture staff installed the park sign at Fell Park.



### *Forestry*

Forestry division continued to remove ash trees and respond to citizen requests for tree trimming. Forestry division responds to any downed limbs, hazards or other tree issues on City property 24 hours a day 7 days a week. The division removed 46 trees in the month of February. 41 of these were ash trees infected with Emerald Ash Borer (EAB). The division responded to 3 large storm damage events due to the heavy snow and wind.

### *Utility*

The main floor of Miller Park Pavilion is closed for maintenance the first two weeks of February. The Utility staff sanded the entire first floor and put on 3 coats of gym floor wax. This project is done annually. During the time of the shutdown Utility staff worked on the main floor bathrooms to bring them up to ADA standards. The required amount of space for wheel chairs in toilet stalls has increased.

To make this improvement staff had to remove an existing toilet and move some of the partition walls to meet ADA requirements. A few of the other things staff accomplished during the bathroom remodel was to add more grab bars and to upgrade the sinks and mirrors. A new baby changing station was added to the women's restroom.

Other Utility projects in February are:

- Monthly HVAC inspection and repairs at Parks and Facilities
- Monthly HVAC inspections and repairs at the Coliseum and the BCPA
- Completed monthly Park inspections at all City Parks

- Partnered with Illini Fire Equipment to inspect and re charge all fire extinguishers in Parks owned buildings and vehicles
- Removed ,repaired and replaced broken feature pump at McGraw Park spraygrounds
- Removed asphalt and made forms for a new concrete floor at the new dirt bin located at the Park Maintenance Facility
- Utility man Brandon Scheirer passed an electrical exam given by the City Electrical inspector

*A recent letter to the Parks Division was sent:*

*I just want to say "THANK YOU!" for doing an excellent job clearing the trail. I run a lot, and I prefer to run outside when it is safe. I realize the trail is a low priority when it comes to snow removal (as it should be) but I have been pleasantly surprised at how quickly the trail was cleared off these past few weeks. ...and years, actually. This message is ~2-3 years overdue. Sorry about that! The work is very much appreciated.*

*-P.W.*



# Finance Director



## Patti-Lynn Silva

### Finance Department

February 2015 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

**Strategic Plan Goal 1: Financially Sound City Providing Quality Basic Services; Objective a. Budget with adequate resources to support defined services and level of services**



The City of Bloomington was asked to give a presentation on the new 4% Amusement tax that began in August of 2014 at the Illinois City/County Management Association (ILCMA) conference which was held at the Marriott Hotel in Normal. The presentation covered information on amusements that have not been taxed before, such as: movies tickets, DVD/game rentals, admission to City shows, and the zoo. Comcast cable subscriptions are another amusement that is also taxed.

## February Revenues

**Strategic Plan Goal 1: Financially Sound City Providing Quality Basic Services; Objective a. Budget with adequate resources to support defined services and level of services**

Revenues Earned	Annual Budget	FY2015 YTD	FY2014 YTD	Variance	% Variance
Home Rule Sales Tax <sup>8</sup>	\$ 14,647,149.00	\$ 9,392,297.34	\$ 9,833,398.45	\$ (441,101.11)	-4.49%
State Sales Tax <sup>8</sup>	\$ 13,700,672.00	\$ 8,931,410.78	\$ 9,176,834.88	\$ (245,424.10)	-2.67%
Income Tax <sup>8</sup>	\$ 7,529,874.00	\$ 4,711,317.44	\$ 4,841,733.01	\$ (130,415.57)	-2.69%
Utility Tax <sup>9</sup>	\$ 6,132,913.00	\$ 4,194,002.59	\$ 3,314,574.84	\$ 879,427.75	26.53%
Ambulance Fee <sup>9</sup>	\$ 5,022,998.00	\$ 3,210,068.57	\$ 3,364,223.83	\$ (154,155.26)	-4.58%
Food & Beverage Tax <sup>9</sup>	\$ 4,363,447.00	\$ 3,196,841.50	\$ 3,219,685.44	\$ (22,843.94)	-0.71%
Franchise Tax <sup>9</sup>	\$ 2,190,809.00	\$ 1,657,415.46	\$ 1,646,231.54	\$ 11,183.92	0.68%
Replacement Tax <sup>9</sup>	\$ 1,857,810.00	\$ 1,355,027.25	\$ 1,448,424.56	\$ (93,397.31)	-6.45%
Hotel & Motel Tax <sup>8</sup>	\$ 1,759,003.00	\$ 1,266,328.44	\$ 1,406,552.18	\$ (140,223.74)	-9.97%
Local Use Tax <sup>10</sup>	\$ 1,325,600.00	\$ 1,207,143.45	\$ 1,043,781.49	\$ 163,361.96	15.65%
Packaged Liquor <sup>8</sup>	\$ 1,040,000.00	\$ 819,379.27	\$ 795,822.37	\$ 23,556.90	2.96%
Amusement Tax <sup>6</sup>	\$ 1,000,000.00	\$ 463,776.50	\$ -	\$ 463,776.50	0.00%
Local Motor Fuel <sup>6</sup>	\$ 1,000,000.00	\$ 1,199,305.95	\$ -	\$ 1,199,305.95	0.00%
Building Permit <sup>10</sup>	\$ 897,000.00	\$ 581,114.94	\$ 628,535.16	\$ (47,420.22)	-7.54%
Vehicle Use Tax <sup>9</sup>	\$ 889,463.00	\$ 862,920.94	\$ 795,410.62	\$ 67,510.32	8.49%
Video Gaming <sup>8</sup>	\$ 306,000.00	\$ 396,694.55	\$ 232,089.74	\$ 164,604.81	70.92%
Auto Rental <sup>8</sup>	\$ 100,000.00	\$ 57,332.58	\$ 67,176.19	\$ (9,843.61)	-14.65%

NOTE: Not all revenue payments are received at the same time therefore, the superscripts numbered 1-12 represents the number of payments received to-date.

### February Accomplishments:

- Specialized cash handling re-training was provided to Water Department cashiers on updated internal controls.
- Began planning and implementation of the T2 parking ticket system upgrade

- E-commerce research and quoting for merchant services
- W-2 electronic filings with the State and Federal Government
- Pursued and resolved debt collection issues on local taxes.
- Provided city-wide training on the new Procurement Policy and a quick reference guide.

## DIRECTOR'S CORNER

The Finance Department submitted the Proposed FY2016 budget to the City Council at the end of February. The department is preparing for year-end close of FY2015. A very special thanks to all staff for all of the hard work they have put in.

### PROCUREMENTS – FEBRUARY 2015

<u>TYPE</u>	<u>TITLE</u>	<u>DEPARTMENT</u>
<b><u>RFP #</u></b>		
2015-34	Lake Bloomington A&E Services – On Hold	Water
2015-41	City Internal Audit - Awarded	Finance
<b><u>BID #</u></b>		
2015-29	REBID - BPD Training Facility Mold Removal – Bids Open	BPD
2015-49	Main St Water Main Relocation - Awarded	Water
2015-51	Flamingo Exhibit Construction – To Be Rebid	P, R&CA - MPZ
2015-53	Spring Street Trees – Underway	P, R&CA
2015-54	Traffic Paint & Beads – Underway	PWD

### UNDER DEVELOPMENT

City Procurement Code & Policies – Training initiated; Policy Guide and Users Guide being finalized

Bid #2015-47 City Hall Annex Demolition Design – On Hold



## Community Development Director



Tom Dabareiner

February 2015 Edition

## Community Development

### Building Safety

**Strategic Plan Goal 3: Strong Neighborhoods; Objective a. Residents feeling safe in their homes and neighborhoods**

The Building Safety Division assures compliance with building codes through careful plan reviews and inspections throughout construction. The Division also includes Fire Prevention who perform building system reviews, construction inspections and periodic commercial building follow-up inspections to maintain safety and compliance.

The 398 building permits issued in February 2015 was down 11 percent from the same month one year earlier. Plumbing cross-connection permits—a program mandated by the State of Illinois to prevent contamination of drinking water—remains the most active, with 131 permits issued this month. There were 13 new commercial permits issued in February, but just one permit issued for a new single family residential building. The estimated value of new construction in February totaled \$7.7 million, down about 38% from the previous February.

There were two permits with a construction value exceeding \$1 million: The IWU Physical Plant, 302 E. Emerson, at just under \$5 million and the Hindu Temple of Bloomington-Normal, 1815 Tullamore, at slightly more than \$1 million.

### Code Enforcement Division

**Strategic Plan Goal 3: Strong Neighborhoods; Objective c. Preservation of property/home valuations**

The Code Enforcement division contains our complaint resolution, rental inspection, fire inspection and Community Development Block Grant (CDBG) activities. The following information is a brief representation of the staff's activities for the month of February.

Code enforcement saw 55 new complaints in February. This more than doubles the new complaints received in February 2014. The top new concerns centered on various property maintenance

problems at 56%, followed by Garbage, Rubbish and Debris issues at 22%. No new vacant properties were registered.

Progress with Rental Housing inspections continued, with 54 completed in February, about twice the number from February 2014. The primary rental inspector was unavailable during much of February and March in the prior year.

The draft Consolidated Plan, which guides spending of CDBG funds over the next five years, was prepared and issued for public review. It should go before City Council for a vote in March.

## Planning Division

Strategic Plan Goal 5: Great Place to Live – Livable, Sustainable City; Objective a. Well planned City with necessary services and infrastructure

The planning division includes development activities in the city as well as managing the following boards and commissions: The Planning Commission, Historic Preservation Commission, and Zoning board of Appeals. These board activities include case preparation, findings of fact, conducting public hearings and preparation of minutes and council back-up reports. The following case summaries provide a synopsis of these activities for the month of September.

## Historic Preservation Activity

Strategic Plan Goal 5: Great Place to Live – Livable, Sustainable City; Objective a. Well planned City with necessary services and infrastructure

- **Case BHP-01-15** Review of application submitted by Carlo Robustelli, requesting a Certificate of Appropriateness for painting for the Dr. O Moore House, 1874 (c) Italiante style in the East Grove Street National Register Historic District, and located at 401 E Grove Street. *Approved.*
- **Case BHP-02-15.** Review of petition submitted by Carlo Robustelli requesting an up to \$2,500.00 Funk, Jr. Historic Preservation Grant for painting for the Dr. O Moore House, 1874 (c) Italiante style in the East Grove Street National Register Historic District, and located at 401 E Grove Street. *Approved.*

## Planning Commission Activity

Strategic Plan Goal 5: Great Place to Live – Livable, Sustainable City; Objective a. Well planned City with necessary services and infrastructure

- **MHP-01-15.** Public hearing and review on the petition submitted by PMO Properties, LLC requesting approval of a Site Plan for PMO Properties Manufactured Mobile Home Park which is located east of Greyhound Road approximately 220' south of E. Hamilton Road, and approximately 27.98 acres. *Tabled to March 25, 2015.*
- **Z-02-15.** Public hearing and review on the petition submitted by Marti Rave requesting the approval of a rezoning from A, Agriculture to B-1, Highway Business Service District for the property located north of W. Hamilton Road, west of Greenwood Avenue and east of Veterans Parkway. *Recommend Approval.*



## Zoning Board Activity

Strategic Plan Goal 5: Great Place to Live – Livable, Sustainable City; Objective a. Well planned City with necessary services and infrastructure

- **Z-01-15** Public Hearing and Review on the petition submitted by PMO Properties LLC to allow the PMO Properties Manufactured Mobile Home Park and the following variances from the Manufactured Home and Recreation Vehicle Park Ordinance:
  1. To reduce the required 25 foot setback to 10 feet from the east park boundary line.
  2. To reduce the required 25 foot setback to 15 feet from the south park boundary line.
  3. To reduce the required 25 foot setback to 15 feet from the west park boundary line adjoining Pad Site 1 and 2All for property identified as the PMO Properties Manufactured Home Park which includes Grace, Rena and Aime Drives. Zoned R-4, Manufactured Home Park District. *Approved.*



# Department Director



Scott Sprouls

## Information Services Department

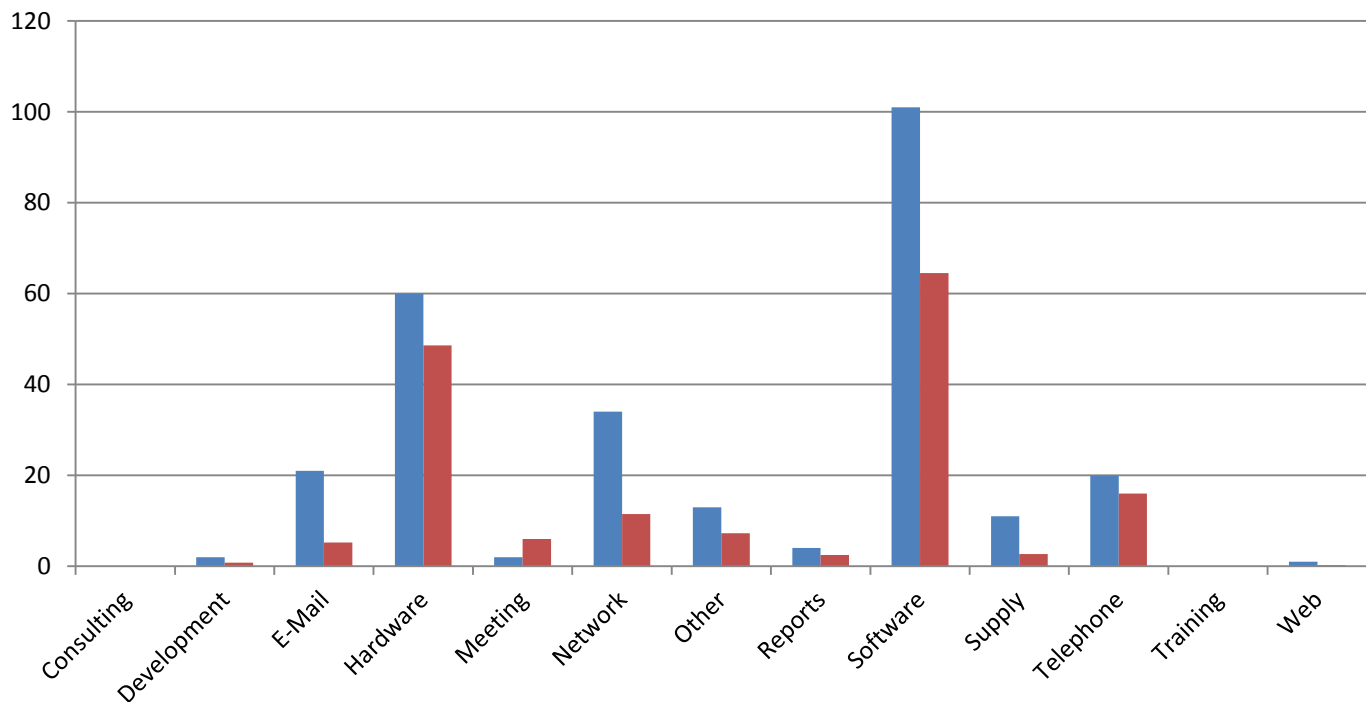
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### Information Services Workload

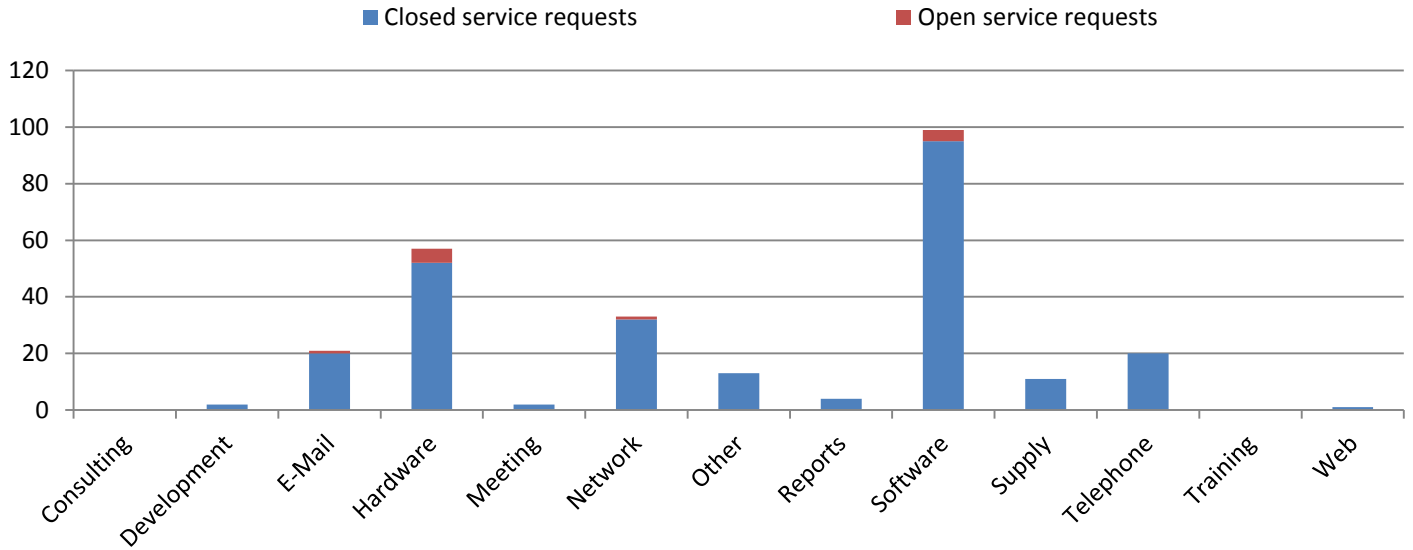
Strategic Plan Goal 1: Financially Sound City Providing Quality Basic Services; Objective d. City services delivered in the most cost-effective, efficient manner

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

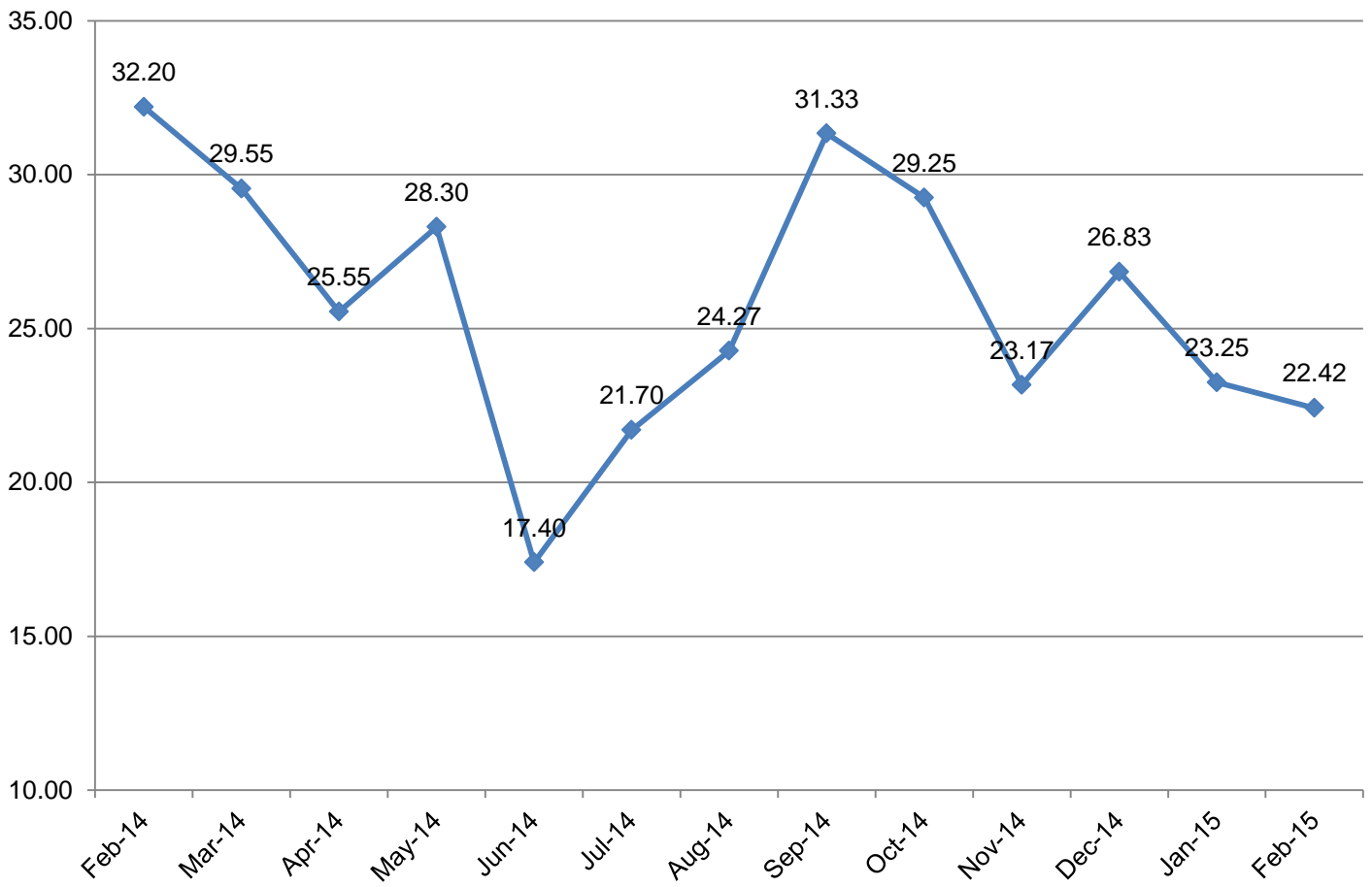
■ Number of service requests   ■ Hours spent on service requests



### February 2015 Closed Service Requests



### Number of service requests per IS FTE





# Human Resources Director



**Nicole Albertson**

February 2015 Edition

## Human Resources

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 eight (8) full-time and one (1) 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.

### Employee Recruitment and Hiring

- Testing began for Entry Level Firefighters
- Established testing dates for Entry Level Police Officers
- Began finalizing next steps for the Applicant Tracking system to streamline the recruitment and application process.
- Staff has been busy processing applications for the following full-time vacant positions:

Vacancies	Positon Status
Code Enforcement Division Manager	Actively Recruiting
Civil Engineer II	Actively Recruiting
Telecommunicator	In Process
Water Director	In Process
Parks Director	In Process
Support Staff IV- Water	On Hold 2016 Budget

- Staff continues to meet and discuss with Local 699 the limitation on hours employees are eligible to work. Several grievances have been filed by the Union regarding this issue of limiting hours of work during snow and ice operations.
- The City has met with the Union leadership to discuss resolutions for several union grievances.

### Local 49

- Payment of Sick Leave into the RHS account
- Vacation while on job injury
- Denial of Workers Compensation Benefits

## Local 699

Seasonals doing bargaining unit work

Discipline for not reporting an injury in a timely manner

- The City finalized the TCM agreement and prepared for the change in salaries and the payment of retroactive pay.
- The City continues to work with the following bargaining units:

Non-Sworn Bargaining Units	Contract Expiration	Full-time Position in FY 15	Status
Local 362 Support Staff	4/30/2015	30	Currently Negotiating
TCM Group	4/30/2017	16	Settled
Lodge 1000	4/30/2016	38	Settled
Local 699 Library	4/30/2017	38	Settled
Local 699 PW/Pks	4/30/2017	108	Settled
Local 362 Parking	4/30/2015	4	Currently Negotiating
Local 362 Inspectors	4/30/2015	15	Currently Negotiating
IATSE	4/30/2017	0	Settled
<b>Sworn Bargaining Units</b>			
Fire Local 49	4/30/2015	106	Pending Negotiating
Unit 21 (Police)	4/30/2014	103	Currently Negotiating
Sgts and Lts	4/30/2014	21	Pending Negotiations

## Compensation and Benefits

- Brought to Council and finalized an IMRF resolution excluding certain Retiree Health Savings contributions from IMRF earnings.
- Completed the last of the IMRF audit issues including meeting with several seasonal employees concerning their service time.
- Reviewed Gallagher's proposal for Benestar Medicare eligible retiree insurance program and began preparing to present to City Council.
- Began work on the Total Compensation reporting for 2015.
- Met with 5 employees to discuss and plan for retirement.
- With the others, met on Time and Attendance and Applicant tracking.

## Training and Development

- Encouraged employees to take advantage of the free webinar offerings from our Employee Assistance Program with Bensinger, DuPont and Associates (BDA).
- Promoted computer training classes offered by Levi, Ray & Shoup, Inc.
- Created and disseminated bi-monthly employee newsletter, *Inside the City*. The newsletter included articles on health insurance, computer training classes, community programs and events, Employee Assistance Program webinars, new employee hires, and employee birthdays and anniversaries.

## Employee Wellness

- Prepared for the City's Annual Wellness Fair, which will be on Friday, April 24 at the US Cellular Coliseum from 7 a.m. – 12:30 p.m. Employees will have the opportunity to meet with over 30 wellness and benefits vendors, eat breakfast, and obtain free health screenings.
- The Wellness/Health Insurance Committee met for the second time on February 26. The

committee unanimously decided on the name “Wellness Committee”, as it is an umbrella term for health, wellbeing, and benefits. The committee also established a mission statement, and refined member responsibilities.

- Conducted seven CPR/AED classes. Fifty-seven employees were certified through the American Heart Association.

### **Community Relations**

- Continued to support positive Community Relations.
- Hosted monthly Human Relations Commission meeting.



# Interim City Clerk

Renee Gooderham

City Clerk

February 2015 Edition

## The City Clerk's Office

**Strategic Plan Goal 1: Financially Sound City Providing Quality Basic Services; Objective d. City services delivered in the most cost-effective, efficient manner**

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.

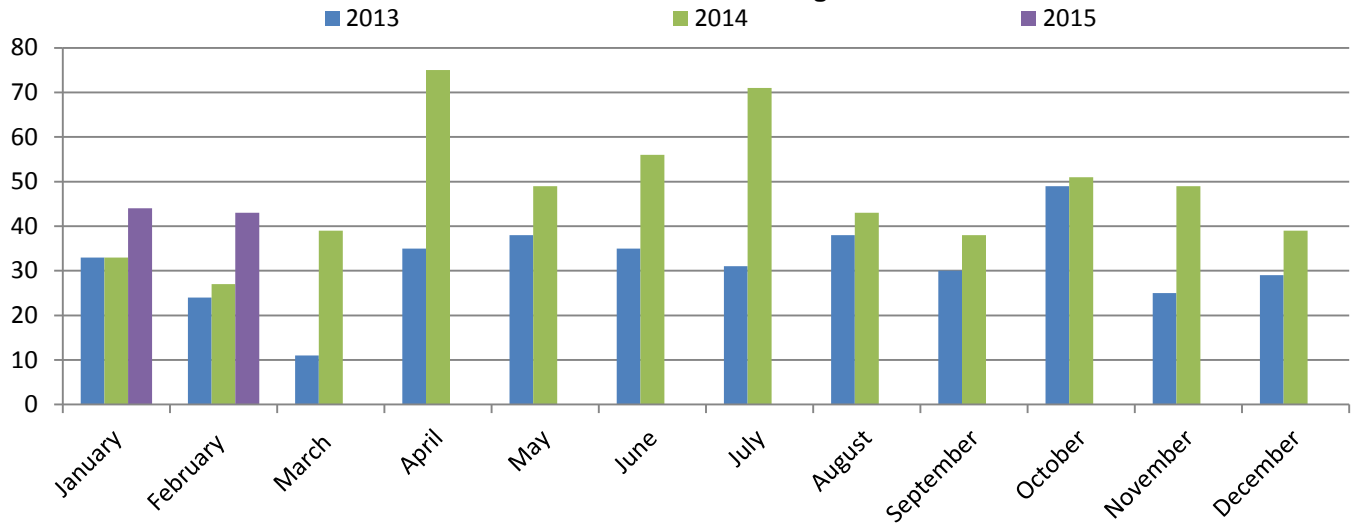
A lot of work of the City Clerk's Office is completed behind the scenes. People often do not realize the support provided to the Council, other City departments and the citizenry.

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.

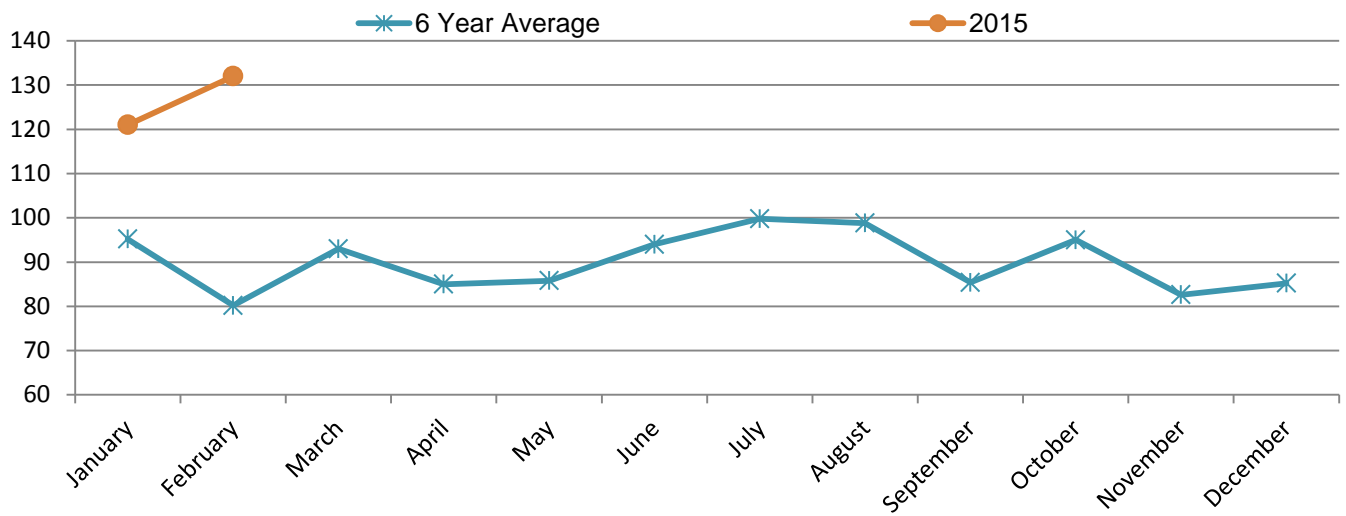
Finally, per statute the City Clerk is the "keeper of the records." Recordkeeping is a critical function. The City Clerk's Office knows the history of issues/items. The Clerk's Office knows what has been done/tried in the past.

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

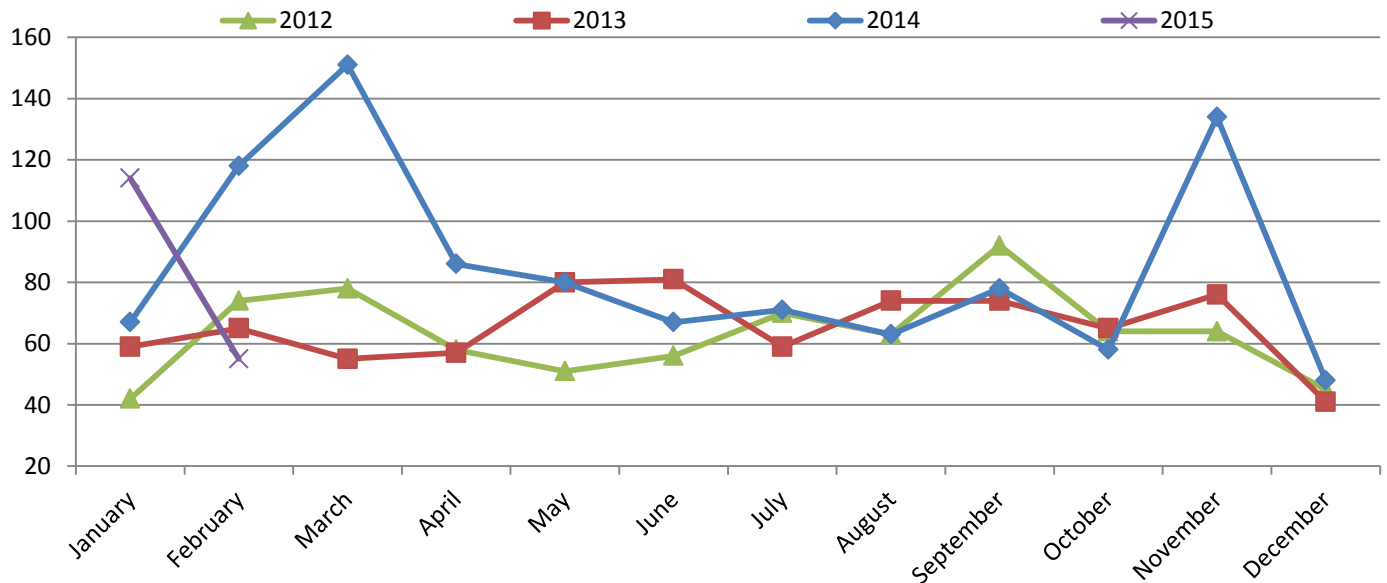
**Number of Items on the Council Agenda**



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



**FOIA Average Staff Time per Request in Minutes**







# Communication Manager



Nora Dukowitz

## Communications and Public Information

February 2015 Edition

### **Bloomington 101**

Applications for the Winter/Spring session of Bloomington 101 were due in February. The program will welcome another full slate of participants beginning in late March.

### **Social Media**

The overarching “City of Bloomington” social media accounts continue to grow. February saw the City’s Facebook fans grow to 2,226 by the end of the month. Twitter followers increased to 1,267. Staff began to work on the Citywide rollout of the Hootsuite platform for social media management.

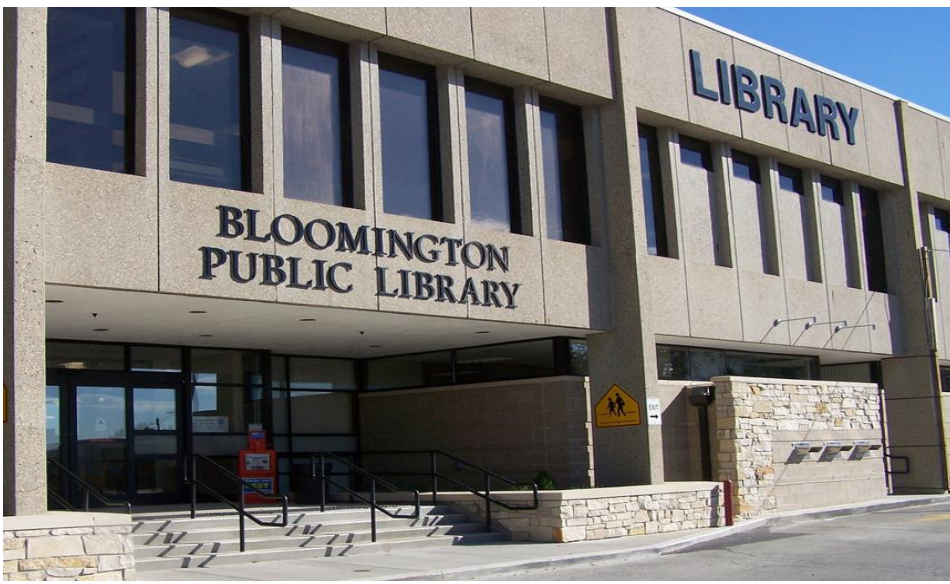
### **News Releases**

Eleven news releases were prepared and distributed in the month of February. Of these, four were related to the Parks, Recreation and Cultural Arts department, four were from Public Works, two were produced by Police and one was from Water.

### **Topics of Interest**

Staff worked with the media, public and others on communicating a wide variety of topics during the month of February, including:

- Special meeting of City Council to discuss Mayor’s remarks
- FY2016 Budget
- Uber launching in Bloomington-Normal
- ewaste solutions
- Golf numbers
- Ovation Cinema



# Library Director



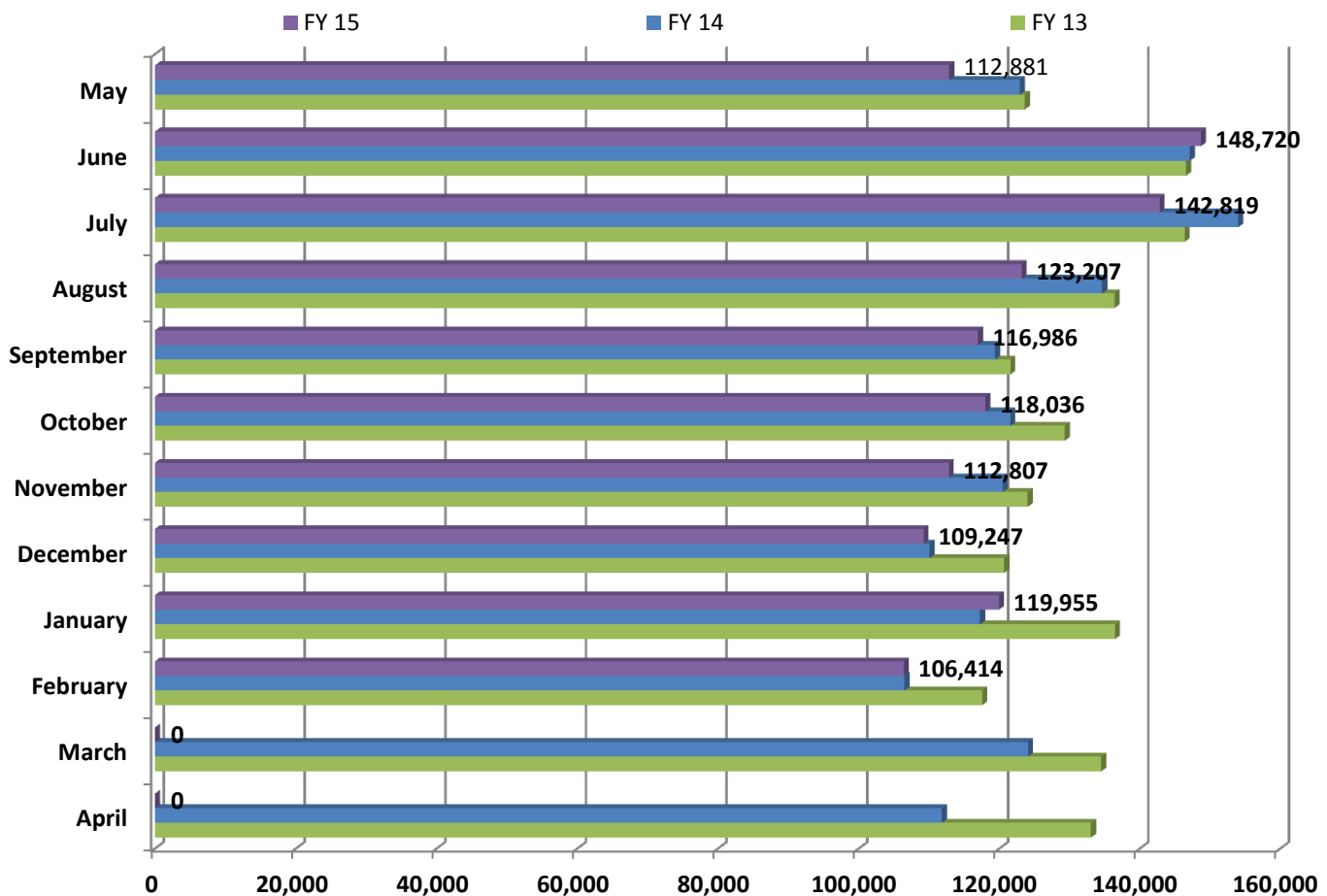
**Georgia Bouda**

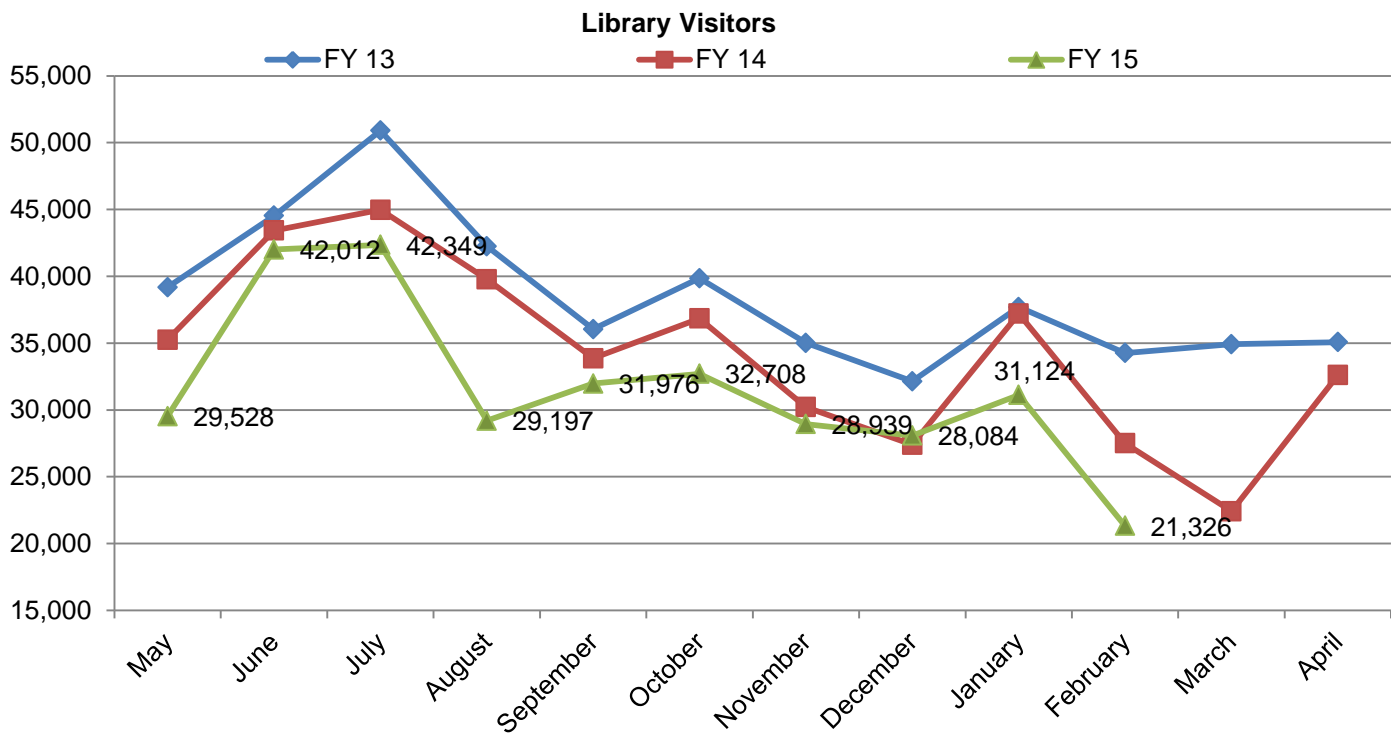
February 2015 Edition

**Library**

Customers borrowed 106,414 items in February, 2015, just about the same as the 106,520 items borrowed in February, 2014. Visitors to the Library were down from 27,510 in February 2014 to 21,326 in February 2015. Staff answered 4222 questions from customers this month compared to 4435 questions answered in February 2014.

**Items Circulated**





**Programs and Attendance in the month of February:**

**Children Programs and Attendance:**

- Mo Willems party – 200 attended (estimated)
- Dr Seuss party – 200 attended (estimated)
- Toddler story time – 11 sessions – 334 attended
- Preschool story time – 4 sessions – 113 attended
- Move and Learn story time – 3 sessions – 72 attended
- Tails for Tales – 4 sessions – 43 attended
- Beginning Reader Book Club – 2 sessions – 11 attended
- 2nd Monday Story Club – 4 attended
- Singing Swinging story time – 2 sessions – 26 attended
- Scott Early Learning Center visit – 7 attended
- Children’s Home and Aid visit – 2 classes – 39 attended
- Wesleyan children’s literature class visit – 10 attended
- Head Start Fun Club visit – 100 attended
- Provided flyers to Kindercare for family literacy event
- Visited Katie’s Kids – 74 attended
- Visited Milestones Preschool – 36 attended
- Visited Brigham Head Start – 87 attended
- Visited Islamic Center of Bloomington Normal preschool – 9 attended
- Visited Little Jewels – 125 attended

### **Teen Programs and Attendance:**

Teen Thursday – 1 sessions – 0 attended

DIY Window/Locker magnets – 1 session -- 10 attended

Unvalentines Day Party, cosponsored with NPL & at NPL – 1 session – 30 attended

FAFSA Financial Aid workshop – 1 session – 17 attended

Schools for Books and Bites: the Teen Librarian and the NPL youth librarian talked with these numbers of teens:

Chiddix: 60; Evans: 55; Kingsley 70 ; Parkside 98

Two librarians did an onsite visit to Tri Valley Middle School 7<sup>th</sup> graders, telling 71 people about the Illinois Collection and pertinent online resources on February 5. The students then do a local history research project.

### **Adult Programs and Attendance:**

Fiction Book Club – 1 session – 7 attended

Mystery Book Club – 1 session – 7 attended

Nonfiction Book Club – 1 session – 3 attended

Books on Tap – 1 session – 11 attended

History Book Club – 1 session – 10 attended

Classic Movie Wednesday – 1 session – 12 attended

Anime Now for Adults – 2 sessions – 7 attended

Living Well Series: Food Patriots Documentary/Green Top Grocery – 1 session – 86 attended

Essentials in Business: Funding Your Small Business – 1 session – 15 attended

Computer Basics, Getting Started – 1 session – 9 attended

Dazzle Camouflage – 1 session – 26 attended

Midwestern Presidents: Truman – 1 session – 31 attended

Harambee, African American Dance – 1 session – 28 attended



**New Bookmobile Arrives March 5th**



Thank You for the Opportunity to Serve You.

3-11-15

David,

I would like to share with you the wonderful experience I have enjoyed being a pass holder of the Bloomington golf courses. At a time when public sentiment tends to be negative in nature I hope a compliment will shed some 'sunshine' around the comments public and press spout.

I have moved to Bloomington recently from Pontiac, Illinois. I am a retired school superintendent who has worked the past eight years for the Flanagan State Bank. During these past few years I have played many rounds at your fine courses and have been treated to outstanding service by many wonderful, caring, and experienced employees of the City of Bloomington. FIRST CLASS at all times. I can only hope our employees are as effective and efficient as yours. Jason, Nancy, Paul, and Phil create a very special climate and leadership for other employees.

I have reached a point in life where I could play my golf anywhere. For my experience I find nowhere better than the Bloomington Public Courses! My compliments on a job well done.

Sincerely,  
Ruth Cotter

FLANAGAN  
124 S. Main St.  
P.O. Box 368  
Flanagan, IL 61740  
Phone 815/796-2264  
Fax 815/796-2624

EL PASO  
111 N. Fayette St.  
P.O. Box 318  
El Paso, IL 61738  
Phone 309/527-7300  
Fax 309/527-7309

BENSON  
403 State St.  
P.O. Box 257  
Benson, IL 61516  
Phone 309/394-2785  
Fax 309/394-2788

BLOOMINGTON  
2401 E. Washington St.  
Bloomington, IL 61704  
Phone 309/661-6333  
Fax 309/661-6338

LE ROY  
500 S. Persimmon Dr.  
P.O. Box 150  
Le Roy, IL 61752  
Phone 309/962-4707  
Fax 309/962-4709

GRIDLEY  
411 N. Center St.  
P.O. Box 487  
Gridley, IL 61744  
Phone 309/747-3600  
Fax 309/747-3259

www.flanaganstatebank.com

To: <engineer@cityblm.org>, <citycouncil@cityblm.org>, <admin@cityblm.org>  
From: "Nicole Fuller"  
Date: 03/12/2015 04:17PM  
Cc: "Clinton Fuller"  
Subject: Customer Service  
Clinton & Nicole Fuller  
603 S. Center St.  
Bloomington IL 61701

To Whom It May Concern (City Manager, City Council, and Engineering):

My husband and I recently purchased a building in Bloomington (603 S. Center St., Bloomington IL 61701). We have been working hard to update the building. In doing so we contacted the City of Bloomington early this week regarding the 50/50 sidewalk program. We have worked with the City of Bloomington several times in the past for several different projects and properties. This was by far, the best experience we have ever had! The response time was the fastest I have ever seen! The same day we called we had someone show up to discuss the program. Jeff Raines was the nicest, most courteous, professional, and all around informative City of Bloomington employee I have ever come across! His customer service was outstanding. We had several questions and he had walked us through them all! I can't stress enough just how pleasant and professional Mr. Raines was while he was here. This was all around a fantastic experience! Kudos to the City of Bloomington for having such a great staff!

Thank you –

Nicole Fuller

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To: Maria Basalay/Cityblm@Cityblm, Megan Horath/Cityblm@Cityblm, Beth Oakley/Cityblm@Cityblm, Katie Stamp/Cityblm@Cityblm, Machel St. Clair/Cityblm@Cityblm, Nancy Tague/Cityblm@Cityblm, Adam Hucek/Cityblm@Cityblm, Misty Shafer/Cityblm@Cityblm, Tina Swanson/Cityblm@Cityblm  
From: Kimberly Givens/Cityblm  
Date: 03/26/2015 07:56AM  
Subject: (Untitled)

I just wanted to take the time out to say Thank You. Your dedication to the Employee Activities Committee not only takes time away from your personal life, It requires a lot of thought and planning. When people feel encouraged, accepted and happy, they become more motivated and perform better. It is nice to know that your team recognizes the importance of Comradery within the work place. Your efforts even if just for a day, Bring out the spirit of friendship and community among the City of Bloomington employees.

I just wanted to say Thank You !

Kimberly A. Givens  
Community Service Officer  
Bloomington Police Department  
(309) 434-2467

To: Kimberly Givens/Cityblm@Cityblm  
From: Maria Basalay/Cityblm  
Date: 03/26/2015 08:12AM  
Cc: Adam Hucek/Cityblm@Cityblm, Beth Oakley/Cityblm@Cityblm, Katie Stamp/Cityblm@Cityblm, Machel St. Clair/Cityblm@Cityblm, Megan Horath/Cityblm@Cityblm, Misty Shafer/Cityblm@Cityblm,

Nancy Tague/Cityblm@Cityblm, Tina Swanson/Cityblm@Cityblm  
Subject: Re:

Kimberly:

Thank you for your e-mail. Our goal is to always recognize the good work our fellow employees perform everyday while serving our Citizens and to keep morale high. Your message is greatly appreciated and just perfect timing, for we the EAC members are re-booting engines for a brand new Fiscal Year!

See you at the April 10th Luncheon,

Maria T. Basalay  
Public Works Office Manager  
(309)434-2644 mbasalay@cityblm.org

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## Letters and Comments of Praise for the Bloomington Parks, Recreation & Cultural Arts Department in February 2015

### Recreation

#### ***After School Basketball Evaluation comments:***

- After School Basketball is a good program that teaches life skills, not just game skills.
- The coaches do a great job on teaching the fundamentals of basketball.
- I participated in this program as a child and loved it. It was great to allow my child the same opportunity now.

#### ***I choose Bloomington Parks Recreation & C.A. because...***

- Inexpensive activities that promote my child's learning and socialization.
- It's a wonderful way to enhance my child's experiences out of the classroom. We enjoyed it very much.
- Wide variety of opportunities in our local community.
- Cost, convenient location, and emphasis on basic skills and development.
- Keeps the kids busy and active at a great price.

#### ***Email that one of the S.O.A.R. Program Managers sent to the seasonal S.O.A.R. staff:***

Just wanted to share a comment that I ran into on Saturday, from a family friend of a S.O.A.R. participant...I was asking this person if they could give me more information regarding a local charity as I knew they had connections to it. Our Volunteer Team had expressed an interest in trying to help that group and I just needed a contact name. When I explained what I needed, this individual looked at me with something akin to shock and said, "Don't you people know how much give to us already?" I wasn't quite sure she understood that our Volunteer Team is under the premise of wanting to **give back** to others, and she repeated, "Don't you understand that you already give SO much to others by doing what you do? We couldn't manage our lives without the gifts you provide to our special needs family members and to the rest of the family!"

## **Bloomington Center for the Performing Arts**

### ***The Un-Valentine's Show***

"I found these folks thoroughly entertaining with a slightly warped sense of humor - 2 pluses for me."

"Have them back!"

"Good singers!"

"Phenomenal Show!"

### ***Mandala Dancers***

"I would love to see more shows like this!"

"Very enjoyable evening."

### ***Franc D'Ambrosio Songs of the Great White Way***

"This concert was even better than my high hopes expected. Fabulous! My sister and niece who were with me loved it too! "

"This show was a bargain-very entertaining."

"LOVED the piano solo!"

"The performance was outstanding."

"Better than "very good"! His talent is amazing! "

"This was a well done performance; it was obvious how comfortable he was on stage. I also enjoyed the piano player from Champaign and would love to hear him again. "

"Great performance, very professional."

"Excellent show!"

"It was just a wonderful concert. Mr. D'Ambrosio was so personable and at ease with the audience. His voice is so beautiful. "

"Wonderful show!"

"Excellent show!"

"One of my all-time favorite concerts!"

"We enjoyed the performance very much. He is an excellent entertainer. "

"The pianist was wonderful!"



“The level of excellence of the shows this season has been excellent.”

### ***Seven Brides for Seven Brothers***

“Excellent show! Loved everything about it and the theater. Very nice, professional, great! ”

“Great Broadway show!”

“Fabulous show really enjoyed it.”

“We enjoyed the performance.”

“We loved the performance and thoroughly enjoyed ourselves!”

“Clean entertainment.”

“Very enjoyable.”

“It was just a great show. The actors, sets, choreography was fantastic. ”

“We had great seats and it was an excellent show.”

“WE WOULD LIKE TO SEE MORE PLAYS LIKE THIS BOOKED FOR THE BCPA!”

“GREAT!!!!”

“Energized and talented performers!”

“We loved our seats, and thought the show was great.”

“Good performances!”

“We loved our seats, and thought the show was great.”

“It was very enjoyable -- excellent talent.”

“Fun. I don't remember having seen it anywhere before.”

“Show was excellent.”

“Good energy and involvement by the cast.”

“The show was awesome wonderful great act.”

“Wonderful show - thoroughly enjoyed it.”

“Excellent!”

“Enjoyed the show very much had a wonderful experience.”

“Thank you for bringing such quality entertainment to our area.”

“Thoroughly enjoyed the show excellent performance.”

“Wonderful show, what a talented group of performers. Enjoyed it very much, was the perfect Valentine's Day date night!”

“Always enjoy attending events at BCPA.”

“Loved the show, almost a full house! Great experience. ”

“Was very impressed. Thanks for a lovely evening. ”

“Comfortable and enjoyable.”

“I love your shows - especially the musicals and the concerts.”

“Loved it! Would love to see more plays brought to the area.”

“Excellent show and great talent!”

“Excellent Performance.”

### ***The King's Singers with Illinois Wesleyan University Collegiate Choir***

“IWU Choir in premiere piece was excellent. A great program to combine these two.”

“World class performers.”

“UNBELIEVABLE!!!! FANTASTIC!!!!!!”

“This was the greatest concert of my life.”

“Thank you, thank you, and thank you for having The King's Singers back. I think they're the finest men's choral ensemble on the planet. To have them in Bloomington for a second time is fantastic! ”

“ABSOLUTELY FABULOUS. The King's Singers were great but I was also impressed by the IWU choir, which I had never heard.”

“The King's Singers have been an outstanding group for years. I hope they will come here again.”

“They are ALWAYS a class act. They blow me away with their excellence. This performance was MARVELOUS.”

“Such beautiful music that can be found nowhere else. Acoustics also lovely.”

“Great show - excellent singer group! Nice IWU co-choir could participate, BRAVO! ”

“It was great!”

“I think it's wonderful to incorporate professional entertainers with local collegiate talent.”

“Please have the King's Singers back as often as possible.”

“Always a pleasure. The King's Singers were first rate as were the Wesleyan choir. Most enjoyable!”

“Excellent performance!”

“Enjoyed the cappella as a change of pace, and the natural sound.”

### ***Ricky Nelson Remembered***

“ABSOLUTELY LOVED THE SHOW!!!”

“The three of us ranged in age from 30-65 and we all just loved it! If you closed your eyes, Matthew and Gunnar sounded like their father!”

“Really enjoyed it. It was a great mix of video, commentary and songs.”

“Loved the show!”

“Loved the show, grew up with Ricky Nelson and his whole family. Had a great time.”

“One of the best shows we have attended.”

“Have seen Matthew and Gunnar many times all over the country and loved this format!”

“Better than expected!”

“Loved the show and the history of the Nelson's!”

“The boys did an amazing job remembering Ricky.”

“Great music and a history lesson about the Nelson family and early rock and roll.”

“A lot of fun!”

“The show was fantastic.”

“We really enjoyed the performance!”

“Ricky's sons were very talented. Also, they were funny and I loved hearing about their father.”

“Hope you will have them back if they have a Christmas show”

“We would come see the Nelson brothers again. They put on a great show.”

“Loved the show.”

“This was one of the best shows we've seen.”

“Top quality place to see a concert!!”

“We enjoy the early days of rock and roll.”

“Nice performance, with personal incites, by the artists.”

“The Nelson brothers are wonderful entertainers. We enjoyed the show even more than we expected.”