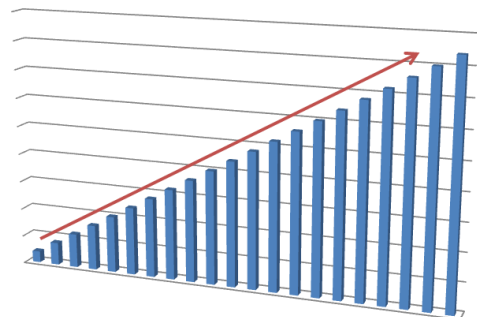




CITY MANAGER'S MONTHLY REPORT

MEASURING PERFORMANCE, TARGETING RESULTS





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Upcoming Community Events

- [Park Quest](#), Lincoln Leisure Center (1206 S. Lee St.), May 1 – October 31
- [Family Fitness Day](#), White Oak Park, May 2, 1:00 pm – 3:00 pm
- [Alan Jackson Keepin' it Country Tour](#) – US Cellular Coliseum, May 9, 7:00 pm
- [Ringling Bros. And Barnum & Bailey Presents Built to Amaze!](#) - Nuts & Boltz Edition, US Cellular Coliseum, May 16, 5:00 pm



Upcoming Meetings

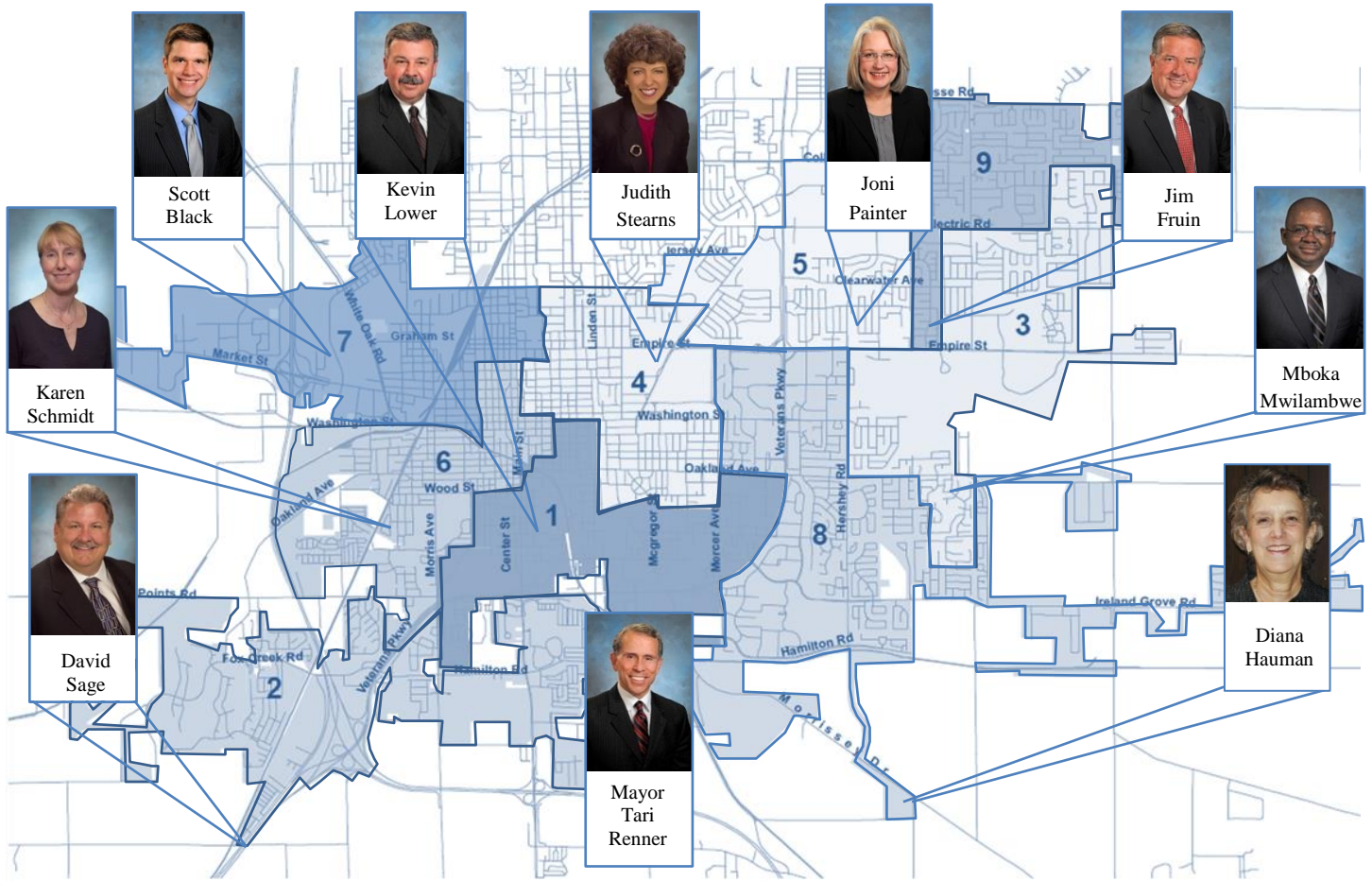
- Liquor Commission meeting, May 12, 4:00 p.m. – 6:00 p.m. City Hall
- Historic Preservation Meeting May 21, 5:00 p.m. – 6:00 p.m. City Hall
- Planning Commission meeting, May 27, 4:00 p.m. – 6:00 p.m. City Hall
- Citizens' Beautification Committee Meeting May 28, 7:00 p.m. – 9:00 p.m.

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

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



City of Bloomington Elected Officials



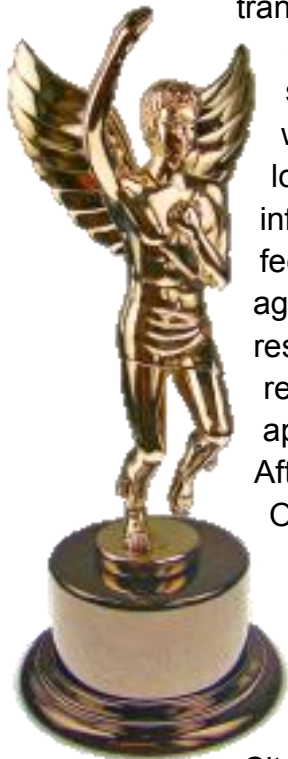
City of Bloomington Administration

- 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
- 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



Continuous Journey Toward Excellence

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



Recent Accolades for Transparency and Open Government:

- The **Illinois Policy Institute (IPI)** rated the City's website with a [transparency score of 89.7](#), placing the City 8th out of the 26 largest cities in Illinois. The average score of the top 26 was 71.4, exactly 18.3 points less than Bloomington.
- The City Manager's Monthly Report was recognized by the **Association of Marketing and Communication Professionals (AMCP)** with the Gold Hermes Creative Award for Communications and Publications (award pictured above). There were over 6,500 submissions with only 19% of the applicants receiving the Gold Award and 11% receiving Honorable Mention.
- 2012, 2013, 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

March 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 March 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



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

Critically Endangered Animal Now on Exhibit at Miller Park Zoo

A critically endangered Sumatran Tiger is the latest arrival at Miller Park Zoo.

A 10 year old (in June) male with the name of Heran arrived on April 18 from Landry's Downtown Aquarium-Denver.

Sumatran Tigers are the smallest of the tiger subspecies. They are found only on the island of Sumatra. Destruction of natural habitat and encroachment has caused the wild population to decrease dramatically.

Breeding programs are an important part of the Miller Park Zoo mission, and play a vital part in the conservation mission of Species Survival Programs (SSP). Zoo Director, Jay Tetzloff, serves on the Tiger SSP steering committee.

Tigers are solitary except for when a pair comes together for breeding and mothers with cubs. Heran is the only tiger at the Miller Park Zoo. Although not in a breeding situation in this circumstance, the Miller Park Zoo participates in the SSP by providing space for the program for Sumatran Tigers that may not be high on the breeding list.

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



Executive Summary

Police Department

- Eight detectives work in CID with an average of 7 working per day. Each detective was assigned approximately ten cases during March. The domestic violence detectives were assigned 53 cases and the detectives assigned to sex crimes and crimes involving children are investigating 26 cases. CID assigned 77 new cases for investigation. 169 incidents of domestic violence were reviewed in March. **(Page 9)**
- Four detectives and one supervisor are assigned to the Vice unit with 3.5 on average working per day. Twenty-five days of training were completed during the month. The Vice unit purchased 15.1 grams of crack cocaine, 62 grams of powder cocaine, 39.5 grams of cannabis, and 22 dosage units of hydrocodone. They seized 9.7 grams of crack cocaine, .06 grams of powder cocaine, and 7 grams of cannabis. **(Page 10)**
- Five officers and one supervisor are assigned to Street Crimes with an average of 6.04 working per day. Officers completed nineteen days of training. Street Crimes unit also participated in a three-day interdiction detail with the Drug Enforcement Administration which resulted in the seizure of over \$77,000. Street Crimes made 18 warrant arrests, 38 probable cause arrests, towed 27 vehicles, seized 117 grams of cannabis, 0.5 grams of heroin, 31 grams of methamphetamine, and issued two ordinance violations. **(Page 10)**
- There were twelve days of Downtown Hireback. A total of 32 pairs of officers including 12 pairs assigned from third shift patrol worked during the month. The week of March 7-15 was ISU's spring break which had an impact on the number of people in the Downtown area over a two week period. During the month, 264 bar checks were made, one DUI arrest was made, 37 OVs were issued totaling \$5,750, 18 parking citations issued, four traffic citations issued, 23 calls for service, six arrests made, and 12 vehicles towed. **(Page 14)**

Fire

- For the month of March, the Fire Department's response time to fire calls was 05:45 and response time to EMS calls was 06:18. The EMS response times were outside of the six minute bench mark. **(Page 15)**
- During the month of March, the Bloomington Fire Department responded to 192 calls of which 7 were confirmed structure fires. **(Page 14)**
- There were no significant fires this month with a total of \$58,300 fire loss between the four structure fires, two brush fires and one dumpster fire. Most of the fire damage occurred at 2019 Tracy Drive when an unattended pan of oil ignited and spread to the cabinets of the kitchen area. Along with the calls for service the members of the Department have also been active doing spring cleaning in the stations and will be moving to hydrant inspections, truck cleaning and other duties in the next month. **(Page 16)**
- As in most months, the majority of the calls were EMS related which accounted for 672 calls for service in March. The 672 calls for service resulted in a total of 656 patients treated and 662 patients transported. **(Page 15)**

Parks, Recreation & Cultural Arts

- The BCPA March 2015 community programming included: the McLean County Diversity Project's – *Laramie Project* rehearsals, NEXT Professionals lunch and program, Piano and Improv classes, Cultural Commission meeting, Luther Oaks University – lunch and learn, a private birthday party, *American Passion Play* – load-in, rehearsals, and three performances (photo left), and Ancient and Accepted Scottish Rite load-in, rehearsals, reunion, luncheon and load-out. (Page 29)
- Attendance for the month at the BCPA was 5,374. The facility was utilized 54 in March for various on-site functions
- This month also brought us the retirement of our Golf Retail Manager, Phil Aldridge. Phil was employed with the city for 15 years and had been in the golf business for over 40 years. Phil grew up just blocks from Highland Park Golf Course and began working there at the age of 14. Phil grew up to be an excellent golfer, playing in two US Opens and was a member of two state championship teams at Bloomington High School. We'd like to thank Phil for his hard work and wish him the best in his well-deserved retirement. (Page 31)
- Attendance for the Miller Park Zoo was up 3.3% for the current fiscal year compared to last year's attendance. Revenue from the gate admission was up 0.9% 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 29.1% for the fiscal year compared to last year. (Page 32)
- Due to the cost of use of the Coliseum from CIAM, operating costs for the Pepsi Ice Center are higher. CIAM charges the city the difference of the Pepsi Ice revenue collected (\$205 an hour) and the CIAM cost per hour (\$375) or \$170 an hour. In March, this was 25 hours or \$4,250. For the year, 410 hours were "rented" from CIAM or \$69,700. This means, the more growth and success that the city run Pepsi Ice Center generates, the more expense is paid back to CIAM because of the disparity in rental charges. It should also be noted that when CIAM hosts PIC rentals, PIC is required to staff the facility adding to the payroll above and beyond the rental costs. (Page 33)



Finance

- On Saturday, March 7th finance attended an all-day budget session with the City Council. Finance presented an overview of the FY2016 proposed budget and each city department presented the major highlights of their department's budget. (Page 38)
- The proposed budget is extremely austere due to dropping sales tax revenues and growing labor costs in the General Fund. The \$5.0 million deficit was balanced through cutting equipment & vehicles, the majority of capital projects, reducing department line items and the use of one time revenues. This budget has been referred to as unsustainable and cannot be repeated in FY2017. This temporary position offers time for a new council seated May 1st, 2015 to make the major policy decisions required to resolve this recurring structural deficit. (Page 39)



Police Chief



Brendan Heffner

March 2015 Edition

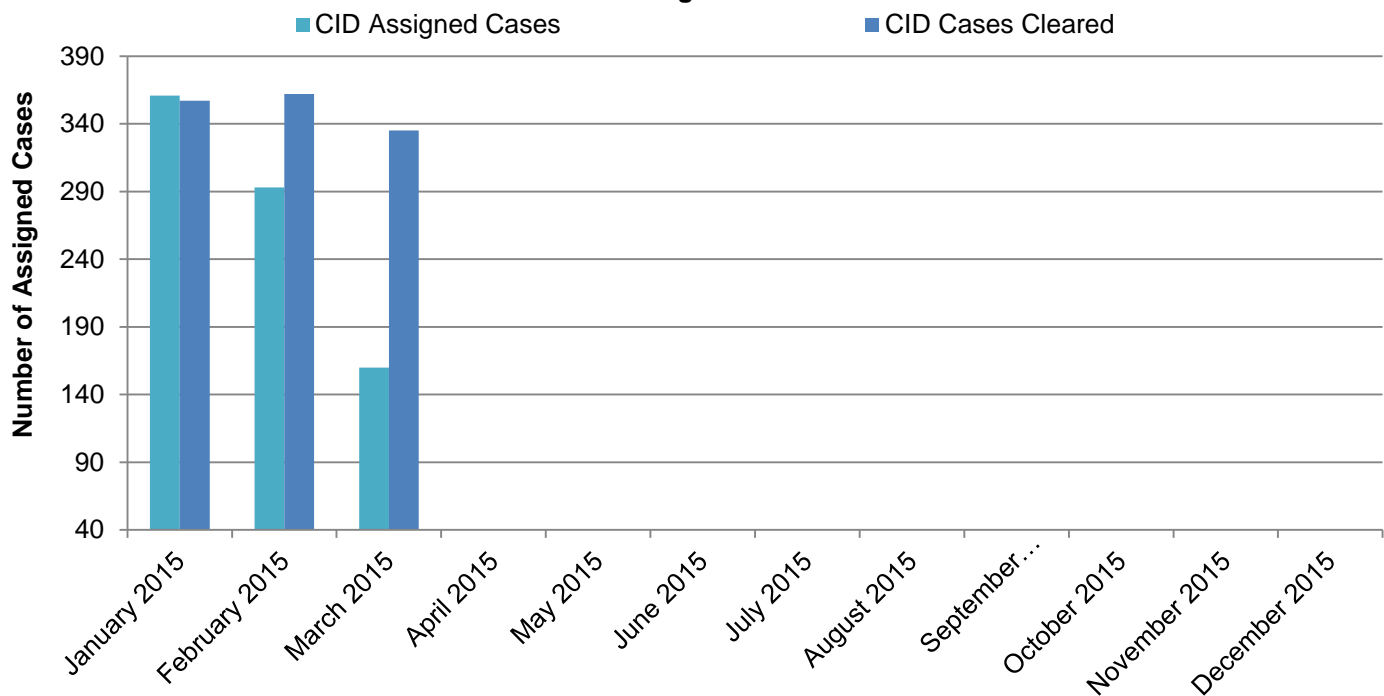
Police Department

Criminal Investigations Division (CID)

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

Eight detectives work in CID with an average of 7 working per day. Each detective was assigned approximately ten cases during March. The domestic violence detectives were assigned 53 cases and the detectives assigned to sex crimes and crimes involving children are investigating 26 cases. CID assigned 77 new cases for investigation. 169 incidents of domestic violence were reviewed in March.

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 14 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 24 felony cases and closed 18 of them. Significant work in March included one arrest after information collected by our Task Force officer was sent to other USMS task force officers to arrest the subject in Louisville, KY. A subject was wanted by IDOC for parole violation and by McLean County for failure to register. Subject had been on the run from IDOC for approximately two months. Our Task Force officer was able to get information to enable the TFOs to locate and arrest him. Another subject was wanted for criminal sexual assault out of McLean County. TFOs spent four hours in Champaign searching for the subject, found him and arrested him without incident.

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 with 3.5 on average working per day. Twenty-five days of training were completed during the month. The Vice unit purchased 15.1 grams of crack cocaine, 62 grams of powder cocaine, 39.5 grams of cannabis, and 22 dosage units of hydrocodone. They seized 9.7 grams of crack cocaine, .06 grams of powder cocaine, and 7 grams of cannabis.

Street Crimes Unit

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

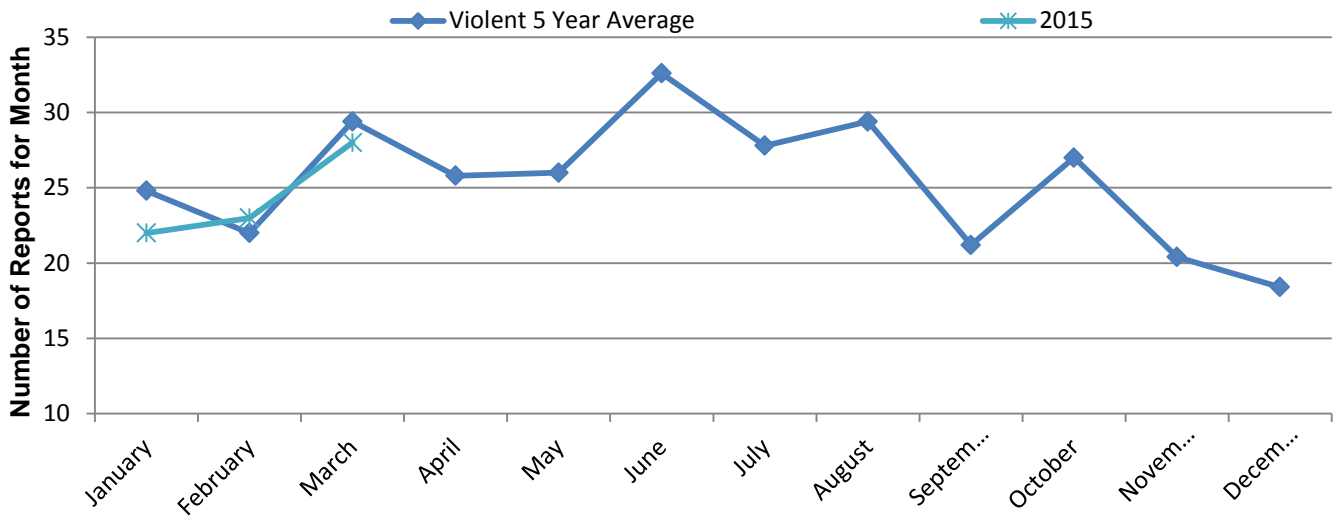
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Criminal Intelligence and Analysis Unit (CIAU)

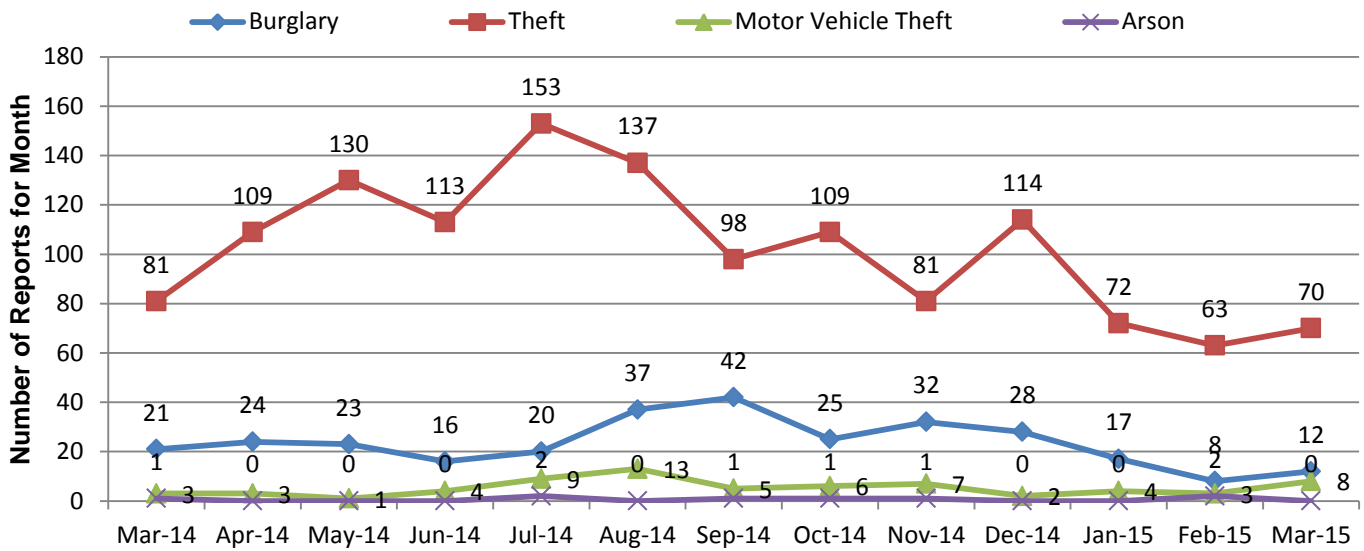
Strategic Plan Goal 3: Strong Neighborhoods; Objective a. Residents feeling safe in their homes and neighborhoods

CIAU staff provided tactical investigative support on a three day deployment by the United States Drug Enforcement Administration. CIAU staff also prepared case material and organized processing meetings for two new Nuisance Abatement properties in Bloomington. CIAU also provided two hours of gang training to all employees at the McLean County Juvenile Detention Center and performed research and evaluation of several recently released studies that examined the state of policing in the United States.

Total Violent Crime



1 Year Property Crime by Categories



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
85.50%	13.80%	0.70%	0.00%	100.00%

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

Management received Administrator training on the new 911 phone system. Detail design of the user interface on the phone system was completed by the Manager. All operators attended end-user training on the new phone system. The new phone system went live on March 26 with a few minor issues during cutover. The first two Emergency Fire Dispatch courses were held in March with nine telecommunicators and the Manager completing the training. The FBI was on-site in March to

complete an Information Technology Security Audit. The audit went well with only a few opportunities for improvement. Communications Staff participated in the full-scale active shooter drill at ISU.

<u>Incoming Phone Calls</u>	
Administrative (non-emergency)	6,552
911 Calls (wireline & wireless) total	2,016
911 Calls - Wireline	441
911 Calls - Wireless	1,620
Total All Calls	8,568
<u>Dispatched Calls</u>	
Police	6,286
Fire and EMS	854
Total Dispatched Calls	7,140
<u>Daily Call Averages</u>	
Administrative (non-emergency)	211
911 Calls – Wireline and Wireless	65
All Calls per day average	276
Police Dispatches	203
Fire and EMS Dispatches	28
Average Dispatches per day	231

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. There are two officers in the FTO program, and one officer on extended military leave. Day shift spent considerable time working on training. Officers attended CIT Training, Police Ethics, Crime Scene, Rifle Training CNU/Swat Training and High Tech Investigations. Officers had extensive focus on speed reduction in the school zone. Officers also patrolled Veterans Parkway in an effort to reduce the number of traffic violations including illegal cell phone use, moving violations and equipment violations.

Sixty-one incidents of sex offender related problems were handled. Seven sex offenders were arrested or charged by Officer Albert. Four offenders were referred for probation and parole violations. One sex offender case was forwarded to the federal prosecutors with a request for prosecution. Approximately 42 offenders were found to be in possible violation. The Offender Watch 500 project now has 369 registered users.

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 19 officers assigned with an average of 10.2 working each day. One officer in the FTO program worked on the shift in March. Officers worked several STEP details around town in response to speed complaints. Significant calls for service during the month: There was an attempted kidnapping on March 8. On March 26, a male called a store stating "There is a bomb in the building. I'm not kidding, get everyone out." The manager chose to evacuate the building, conducted a walk through but nothing was found.

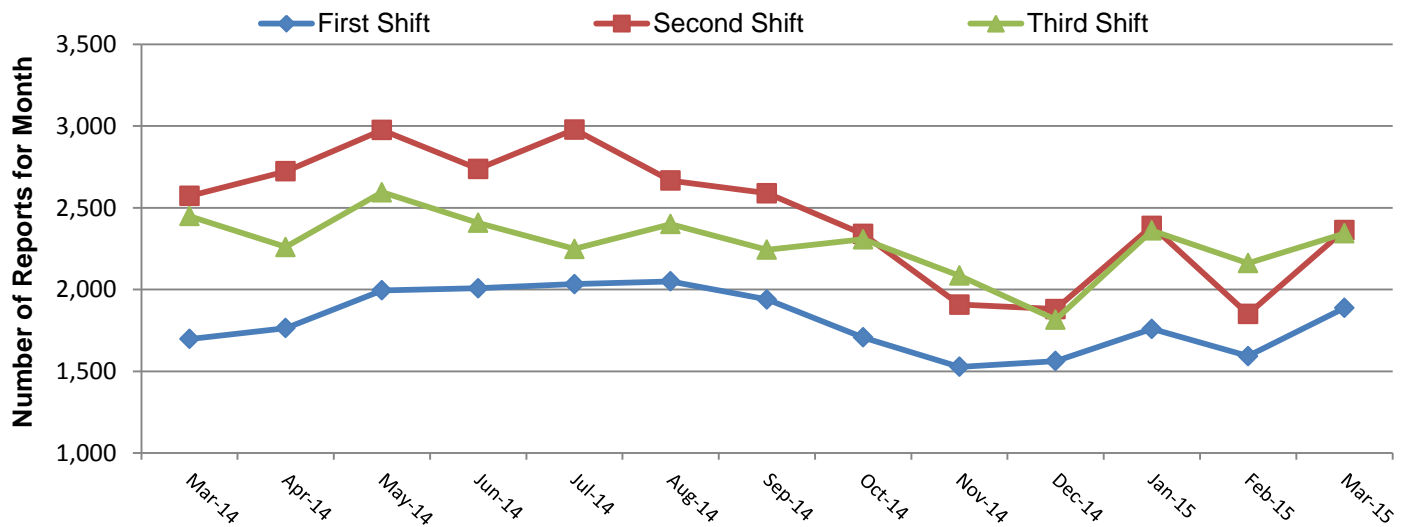
Third Shift 11 p.m. – 7 a.m.

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

There are 17 officers assigned to third shift with 9.25 officers on average working per night. Approximately 367 traffic stops were made in March. On March 16, there was a motor vehicle crash in the 1200 block of Townley. When officers arrived, no drivers were present. Both vehicles were stolen and one contained several stolen items. On May 16, a fatal car vs motorcycle crash occurred at Lincoln and Bunn. Accident Reconstruction was called in. Driver of the car was arrested for DUI. On March 25, a caller reported a residential burglary in progress. Upon arrival, officers discovered forced entry to a basement window. Two juveniles were taken into custody as they were exiting with property.

Violation	Month Total	Year Total
Seat Belt/Child	1	7
Speeding	57	102
All Other Traffic	429	1,246
DUI Arrests	24	78

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 translated for several parents and the Assistant Principal in reference to a student's grades and non-attendance. Day tested and found several problems regarding school safety which were addressed with the principal and fixed. Day also checked on the well-being of a student who had been absent and found the student was moving. A burglary was reported on third shift at the school and SRO Day reviewed 45-50 different cameras as the suspect was in the building almost two hours. SRO Evans investigated twenty theft issues, four order of protection checks, 21 disorderly conduct issues, nine child custody issues, and 19 fights. He also attended two crisis drill meetings, 60 school visits, seven child sex offender checks, and 19 presentations on positive role models. SRO Hirsch spoke with eight parents regarding truancy, theft and poor behavior, met with six students to discuss behavior in and out of school, fighting, threatening and intimidation, presented to 60 eighth grade

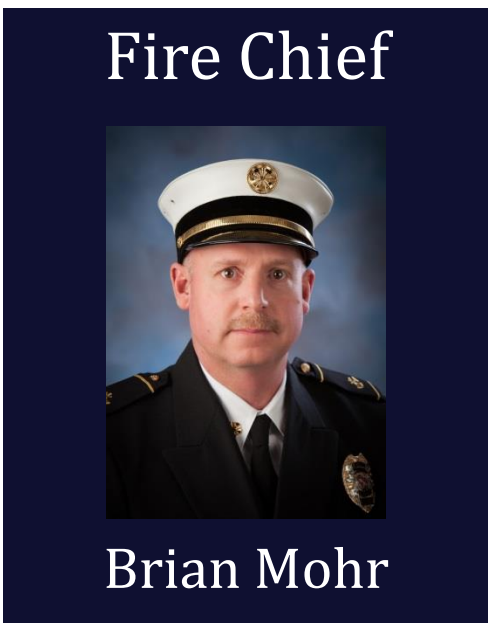
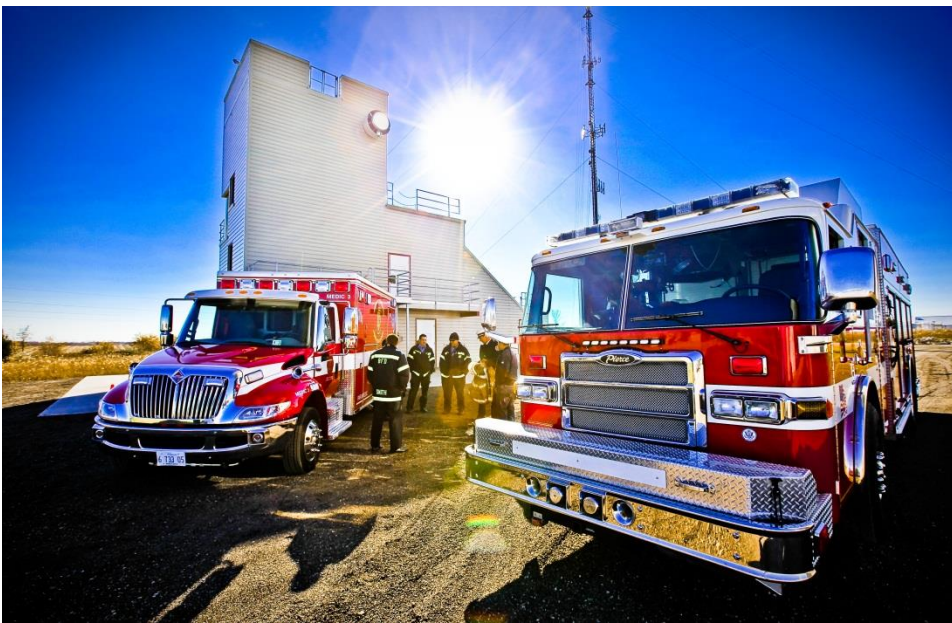
students regarding law enforcement as a profession, removed three students who refused to leave classrooms for poor behavior, removed two uncooperative students from school per Administration and parent of student, and assisted with three locker searches. SRO Wagehoff investigated ten disorderly conduct issues, six thefts, four fights, three drug investigations, and one phone harassment. He also assisted in a kidnapping report, custody dispute, disorderly conduct report with three OV's issued, shots fired call soft lockdown which was a false alarm, and trained with SROs during school spring break with walk through all buildings.

Public Affairs Officer Mayer completed several media releases and social media posts, attended Focus meeting, FISA meeting, Recovery Court, STAC meeting, Neighborhood Watch meeting, ISU Career Fair, Citizen's Academy, and YouthBuild meeting.

Downtown Activity

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

There were twelve days of Downtown Hireback. A total of 32 pairs of officers including 12 pairs assigned from third shift patrol worked during the month. The week of March 7-15 was ISU's spring break which had an impact on the number of people in the Downtown area over a two week period. On March 21, officers observed a man they knew to be wanted for a McLean County warrant. Contact was made with the man and he was told of his active warrant. As officers attempted to take him into custody on the warrant, he began to struggle. Officers were able to take him into custody. While conducting a bar check on March 16, contact was made with four female patrons who were determined to be under the age of 21. Officers believe there were more underage patrons in the establishment as many others quickly left upon Officer's arrival. During the month, 264 bar checks were made, one DUI arrest was made, 37 OV's were issued totaling \$5,750, 18 parking citations issued, four traffic citations issued, 23 calls for service, six arrests made, and 12 vehicles towed.



Fire Chief

Brian Mohr

Fire Department

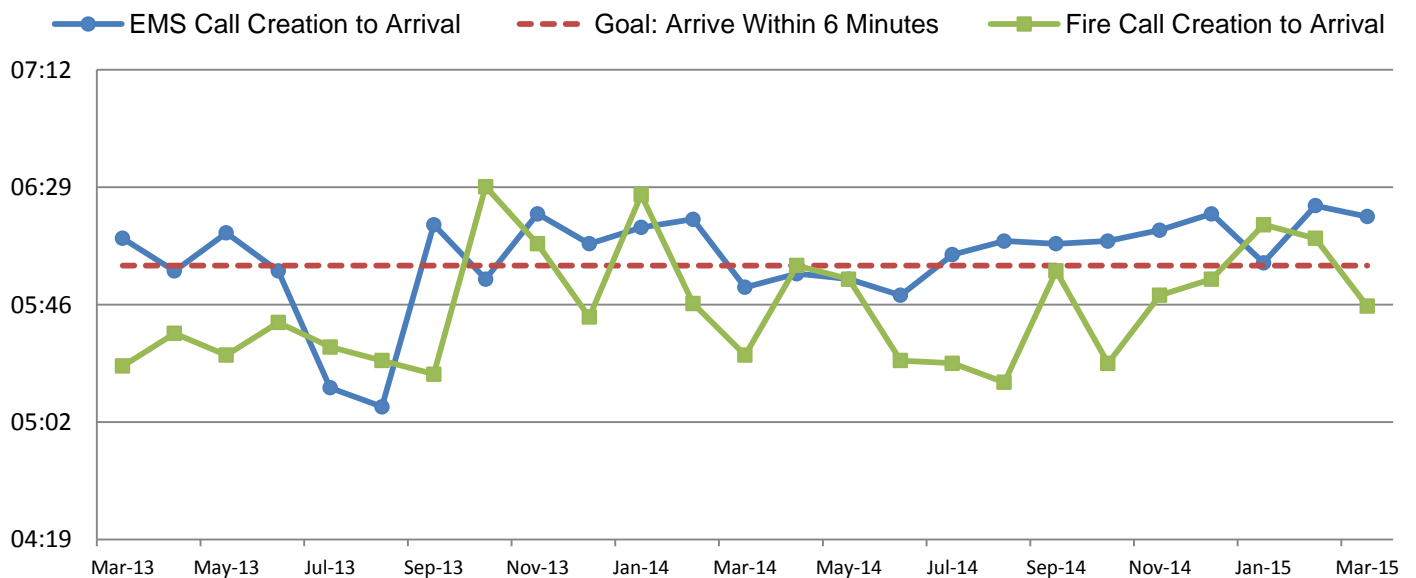
March 2015 Edition

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	March 2015	Previous 12 Month Average
Fire Reponses	192	180
Structural Fires	7	7
Estimated Dollar Losses (Property & Contents)	\$58,350	\$163,533

Fire & EMS Call Response 2 Year Analysis



Top 5 Fire Response Types for March 2015

Response Type

700: False Alarm

746: Carbon monoxide detector activation, no CO

554: Assist invalid

611: Dispatched & cancelled en route

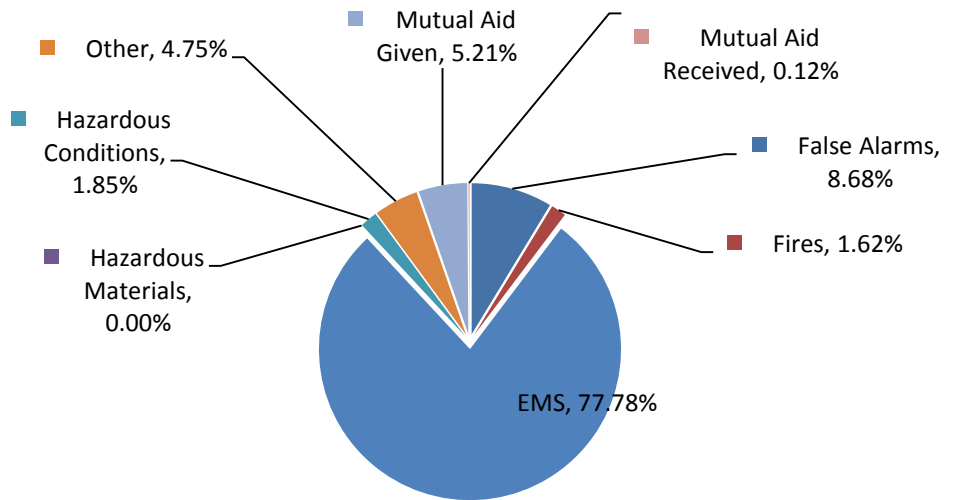
743: Smoke detector activation, no fire - unintentional

The month of March showed no significant increases or decreases in the calls for service that the Fire Department responds. The largest change came in the good intent calls. This decrease is mostly due to the reduced number of responses to false alarms.

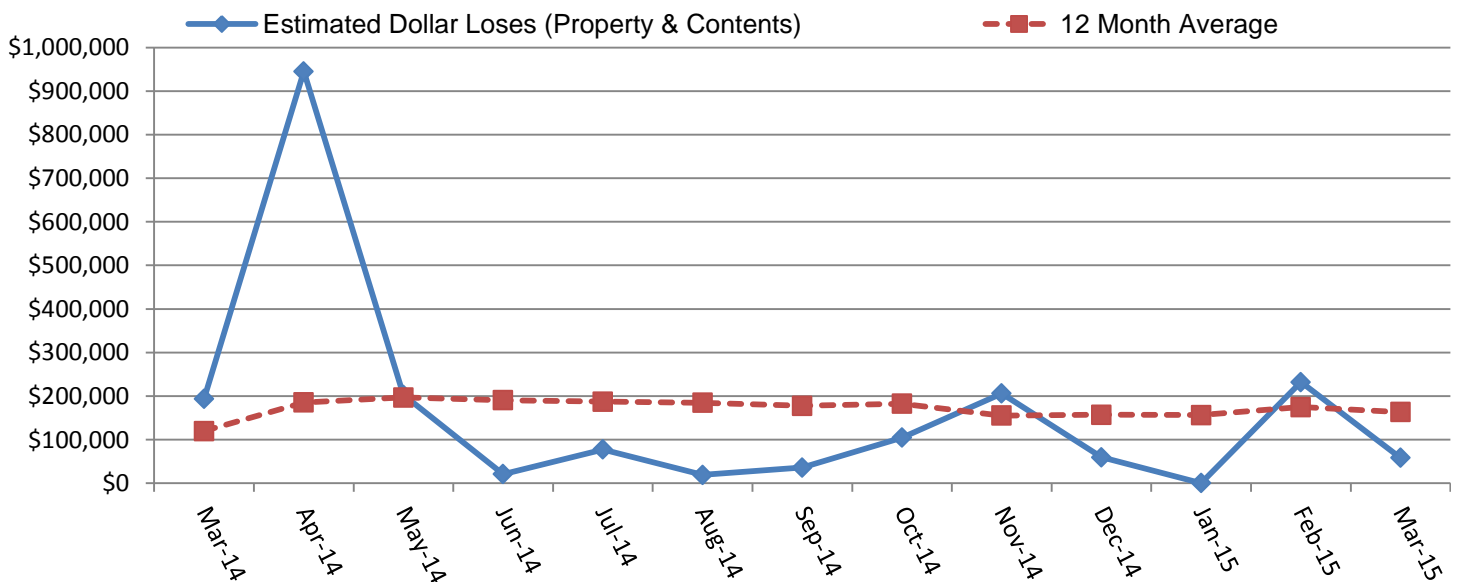
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\$58,300 fire loss between the four structure fires, two brush fires and one dumpster fire. Most of the fire damage occurred at 2019 Tracy Drive when an unattended pan of oil ignited and spread to the cabinets of the kitchen area. Along with the calls for service the members of the Department have also been active doing spring cleaning in the stations and will be moving to hydrant inspections, truck cleaning and other duties in the next month.

Fire Department Types of Calls for Service March 2015



Dollar Loss Due to Fire Damage

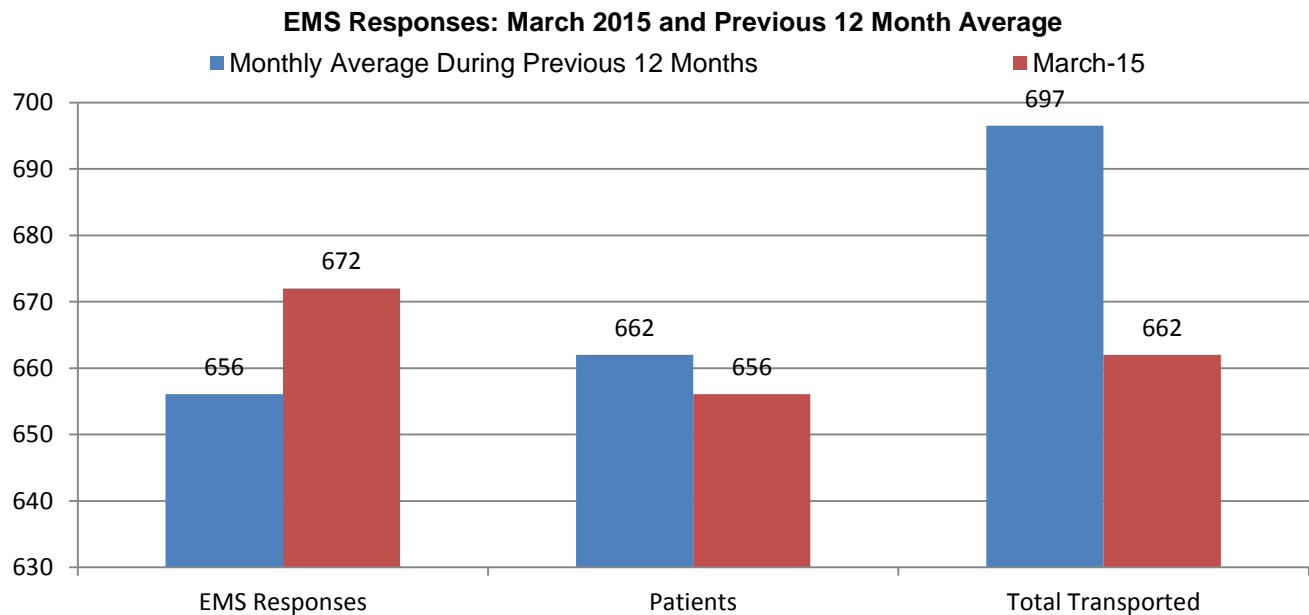


Emergency Medical Services (EMS)

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 672 calls for service in March. The 672 calls for service resulted in a total of 656 patients treated and 662 patients transported. For the month, the three most common EMS report types include Sick Person, Fall Victim and Breathing Problem.

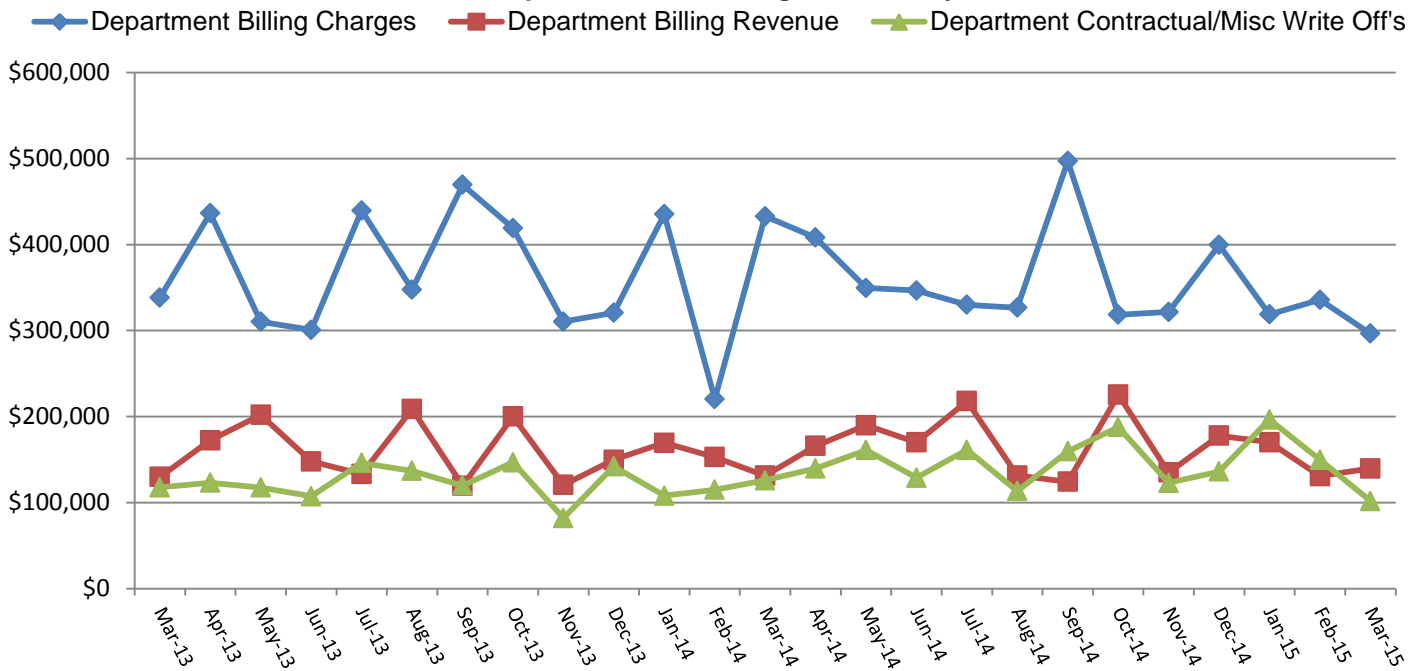


Billing Revenue Summary

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 \$296,510. The total for revenue for the month was \$139,812. The Contractual-Write offs total for the month were \$101,872. Bad Debt transferred to third party collections was \$51,097.

Fire Department EMS Billing 2 Year Analysis



Fire Department Training Reports for March

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

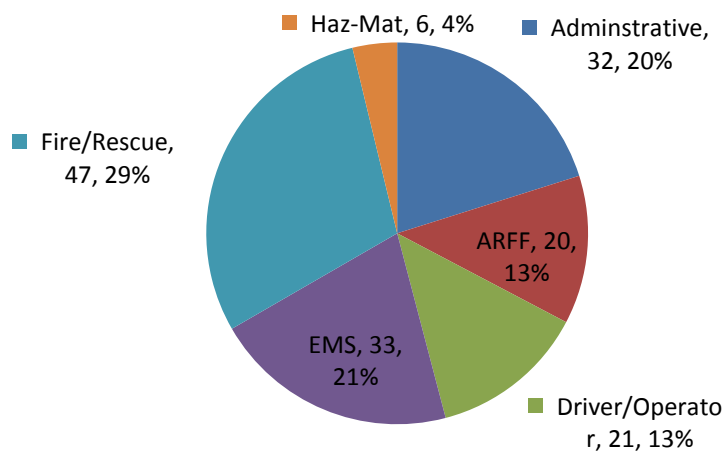
For the month of March 2015 the fire department held 159 training classes which totaled 1115.16 class hours. The class topics have been grouped into six categories. They are Administrative, ARFF, Driver/Operator, EMS, Fire/Rescue, and Hazmat. The chart below represents the proportion of classes held in these six categories for the month of March.

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
 - Truck 3 Stokes Basket Rescue Operations

Total # of Training Classes by Category

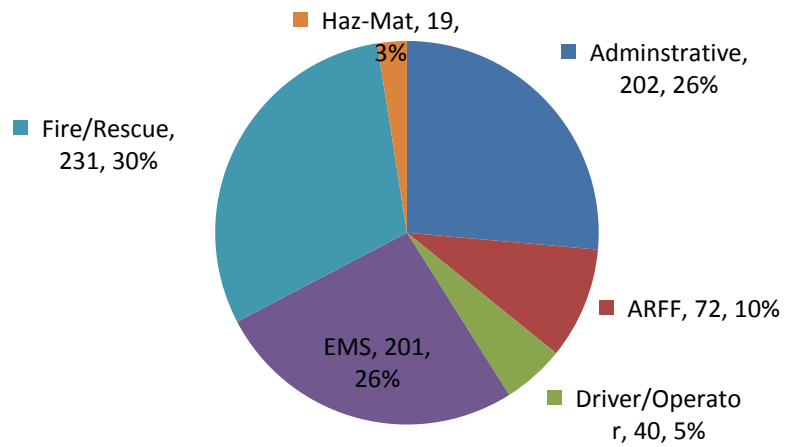


- Hazardous Materials
 - Airgasace online program

- EMS
 - Geriatric Emergencies
 - 2015 Airway Management and Respiratory Emergencies,

- ARFF
 - ARFF 102.08 Firefighter Operations
 - ARFF 102.01 Airport Familiarization

Total # of Hours by Category



Fire Department Training Report

The 159 training classes included 765 participants resulting in a total of 1115.16 hours of training during March. This chart represents the total man hours of training in the six categories.



Public Works Director



Jim Karch

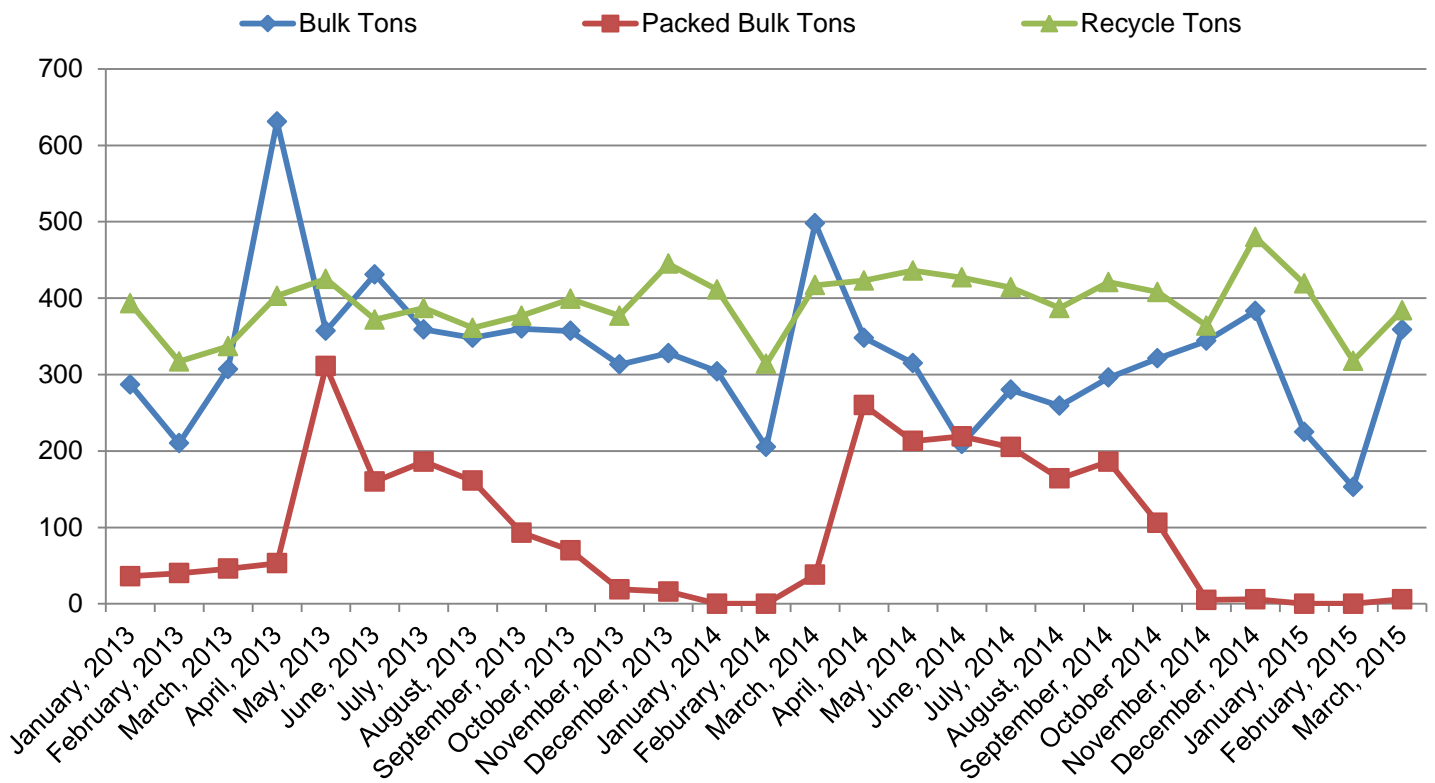
Public Works Department

March 2015 Edition

Solid Waste Division

Approximately 24,500 residences are serviced weekly with an average of 25.39 pounds of household garbage being collected each week at these locations during March 2015.

2 Year Refuse by Month



Public Works Front Office

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

Engineering Permits	
Overweight Loads	15 issued Permits for \$1,535
Dumpster/Traffic Control/Excavation/Erosion	7 Permits - \$285 (Waived \$0)
Erosion Control/Complaints Report	
New/Maintenance Erosion Control Inspections	138
New Erosion/Storm Water Complaints	8
Inspection & Complaint Files Closed	5

The office staff handled 1,233 calls in the month of March 2015.

Streets & Sewers

Measures Reporting	
Mailboxes	108
Water Ditches	20
Manhole Repairs	2
Service Repairs	3
Pavement Repairs	2
Sidewalk Repairs	1
Cave-ins	1

Fleet Division

	March 2014	March 2015
Work Orders	336	472
Total Repair Orders Closed	304	422
Preventative Maintenance	32	50

	March 2014	March 2015
Total No Lead Gallons	15,116	16,453
Total Cost	\$29,190	\$34,361
Avg Price per Gallon	\$1.93	\$2.09

	March 2014	March 2015
Total Diesel Gallons	18,309	16,964
Total Cost	\$44,401	\$40,920
Avg Price per Gallon	\$2.43	\$2.41

	Month	YTD	Budgeted	FY %
Parts	\$37,435	\$445,415	\$552,441	80.62%
Outside Repairs	\$17,824	\$325,826	\$391,915	83.13%
Fuel	\$79,844	\$1,107,776	\$1,509,961	73.36%

Fleet recently put into service



A new van for the Water Department

**A new truck for the Parks
Maintenance Division**



**During the month of March 1,621 phone calls were handled on eight lines in the Fleet
division**





2015 Residential Waste Audit: Bloomington-Normal

Jazmin Roman, Intern
 Ecology Action Center
 202 W. College Ave.
 Normal, IL 61761

The Ecology Action Center has conducted annual residential waste audits with the City of Bloomington and the Town of Normal since 2009. The City and the Town collect a sample of municipal solid waste from ‘average’ neighborhoods, which are taken to a landfill transfer station. This year a team of nine volunteers from the Ecology Action Center and Illinois Wesleyan sorted recyclables from the trash. For the purposes of this study, non-traditional recyclables such as scrap metal, textiles, and food scraps were not classified as recyclables; instead the focus was on traditional curbside recycling materials. The waste was sorted into bins with seven different categories: aluminum/steel, glass, plastic, paper, corrugated cardboard, trash, and other items of interest such as e-waste or hazardous waste. Once a bin was filled, the bin was weighed and recorded on a spreadsheet for further analysis. This process was repeated for about 2.5 hours, so that large samples from Bloomington and Normal were sorted. Each municipality’s pile was sorted separately in order to provide accurate data for each municipality. Collecting this data provides the City, the Town, and the EAC with important information on participation in recycling programs.

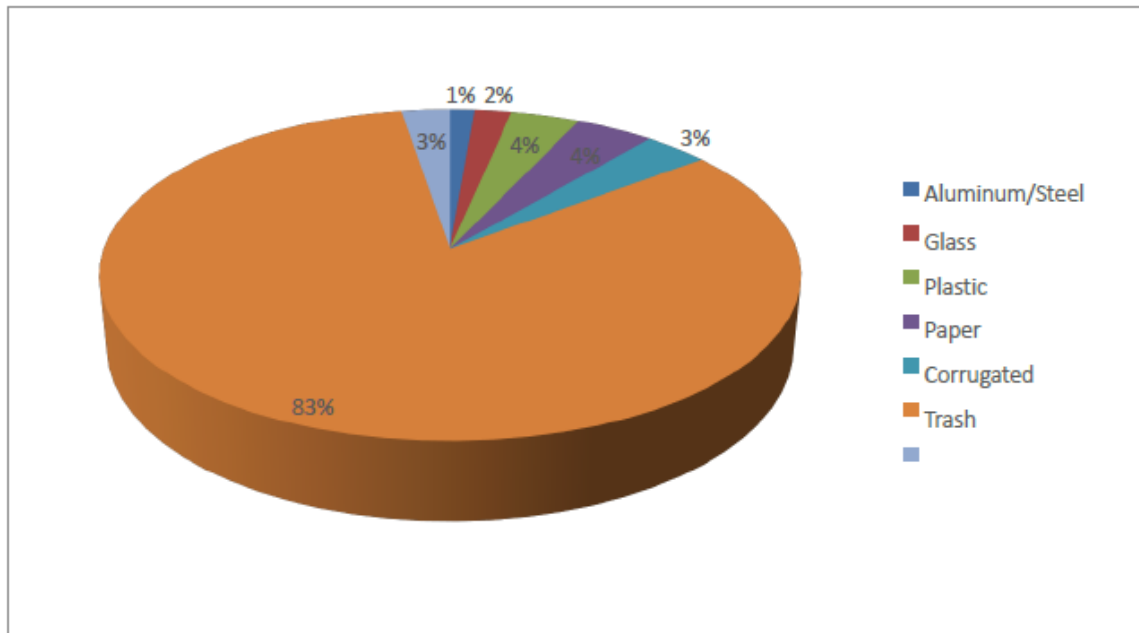
This year the EAC analyzed a total of 266.11 pounds of municipal solid waste, 142.8 pounds from the Town of Normal and 124.15 pounds from the City of Bloomington. Each municipality’s waste was analyzed independently; results are presented in the tables and charts showing separate and combined waste composition and 2015 data compared with results from past years.

Table 1: Bloomington Waste Analysis

	Aluminum/Steel	Glass	Plastic	Paper	Corrugated	Trash	Other/HHW/E-Waste	Total
Total (lbs.)	1.65	2.45	4.6	5.2	4.3	102.75	3.2	124.15
						1 Table	1 Cooking instrument	
						Liquid	Lighters	
							Batteries	

A total of 124.15lbs of waste was sorted from Bloomington’s neighborhoods; trash was made up of liquids, furniture, and other non-recyclables. The category for Other/HHW (Hazardous Household Waste)/E-Waste consisted of a cooking instrument, some lighters, and a few batteries.

Figure 1: Bloomington Waste Composition



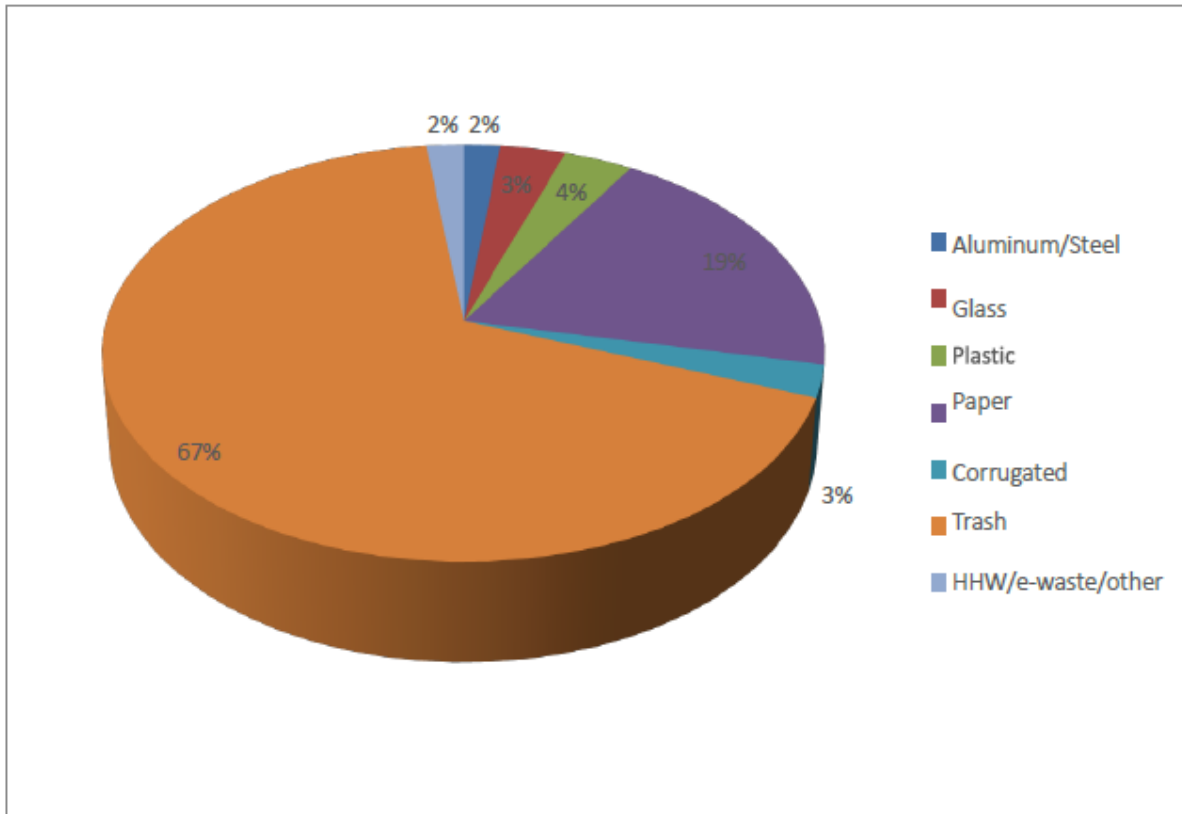
A majority of the waste sorted was comprised of actual trash; about 17% of it was recyclable or should not be in the landfill.

Table 2: Normal Waste Analysis

	Aluminum/Steel	Glass	Plastic	Paper	Corrugated	Trash	Other/HHW/E-Waste	Total
Total (lbs.)	2.7	4.85	5.1	27.8	3.55	96	2.8	142.8
						Carpeting	12 solar panel lights	
						Yard waste	5 pill bottles/pills	
						Clothing/Shoes	Catheters	
						Vacuum	3 syringes	
						Liquid	2 CFLs	

A total of 142.8lbs of waste was sorted from Normal's neighborhoods; trash was made up of liquids, carpeting, yard waste, clothing/shoes, a vacuum, and other non-recyclables. The category for Other/HHW (Hazardous Household Waste)/E-Waste consisted of 12 solar panel lights, 5 bottles of pills/loose pills, catheters, 3 syringes, and 2 CFLs.

Figure 2: Normal Waste Composition



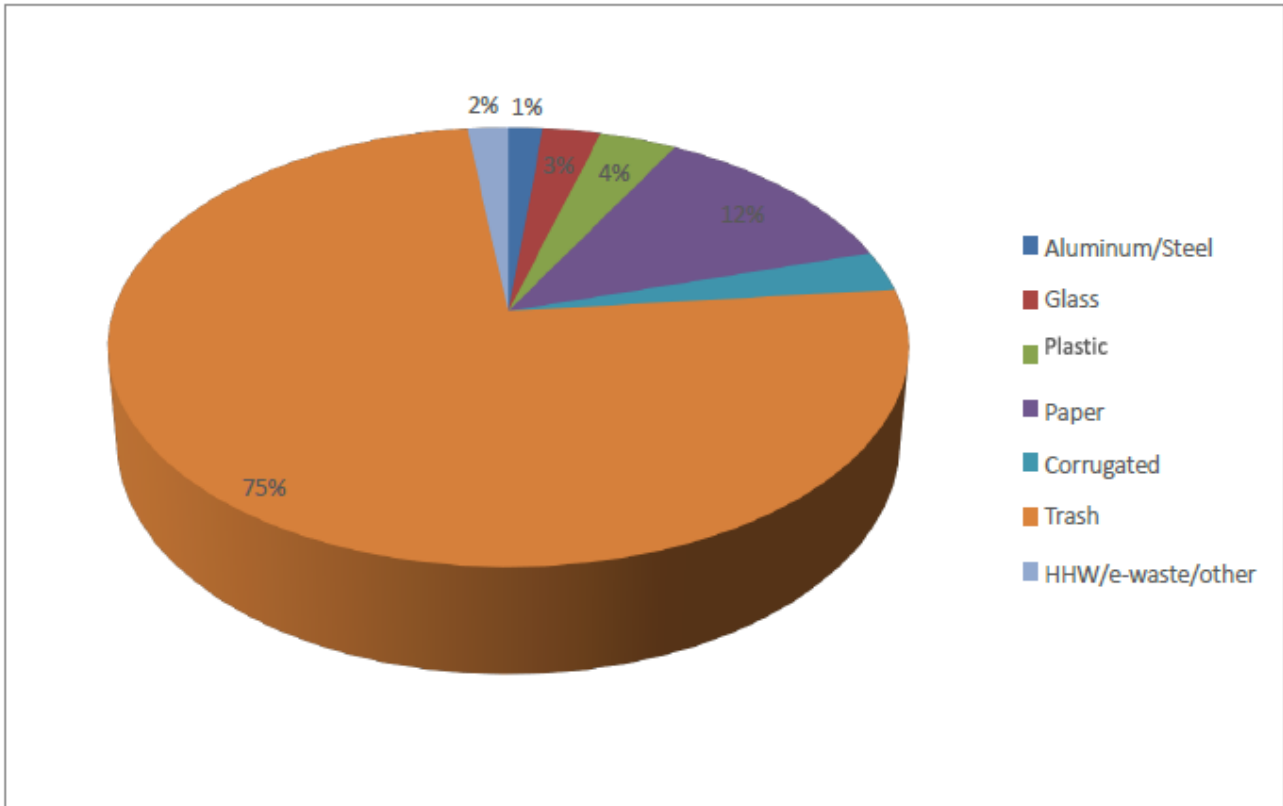
A majority of the waste sorted was comprised of actual trash; about 33% of it was recyclable or should not be in the landfill.

Table 3: Combined Bloomington-Normal Waste Analysis

	Aluminum/Steel	Glass	Plastic	Paper	Corrugated	Trash	Other/HHW/E-Waste	Total
Total (lbs.)	4.35	7.3	9.7	33	7.85	198.75	5.16	266.11
						1 Table	1 Cooking instrument	
						Carpeting	Lighters	
						1 Vacuum	Batteries	
						Yard Waste	12 Solar panel lights	
						Liquid	5 pill bottles/pills	
						Clothing/Shoes	Catheters	
							3 Syringes	
							2 CFLs	

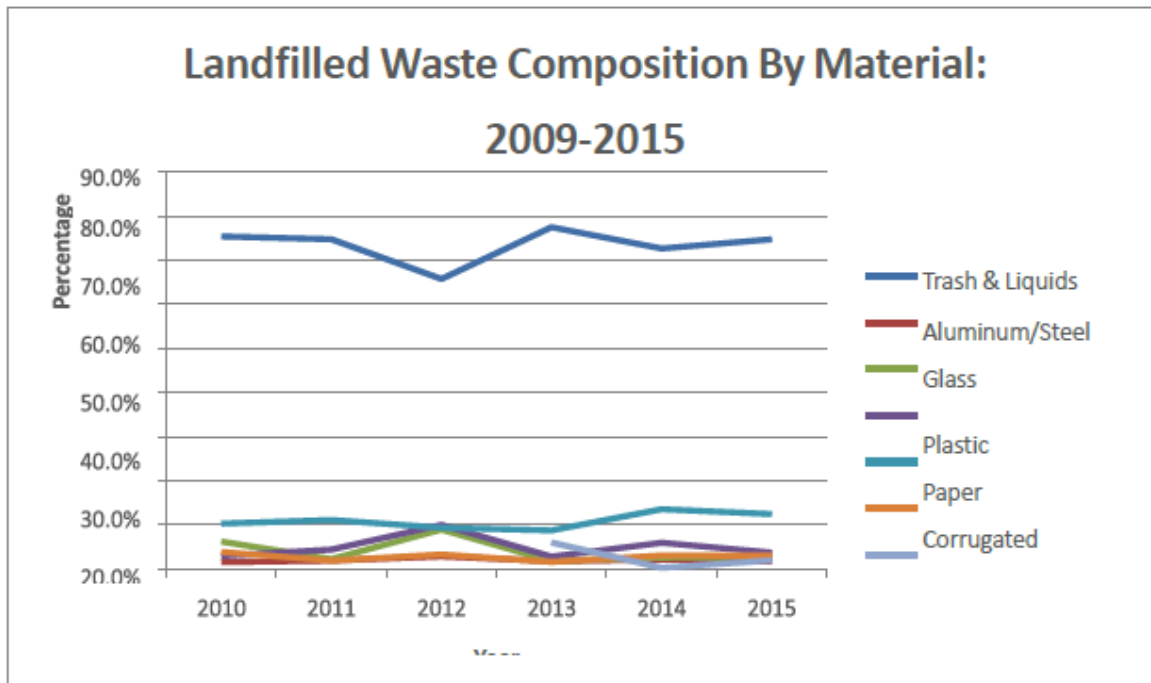
Combined amounts for each category of recyclables, trash, or other between Bloomington and Normal.

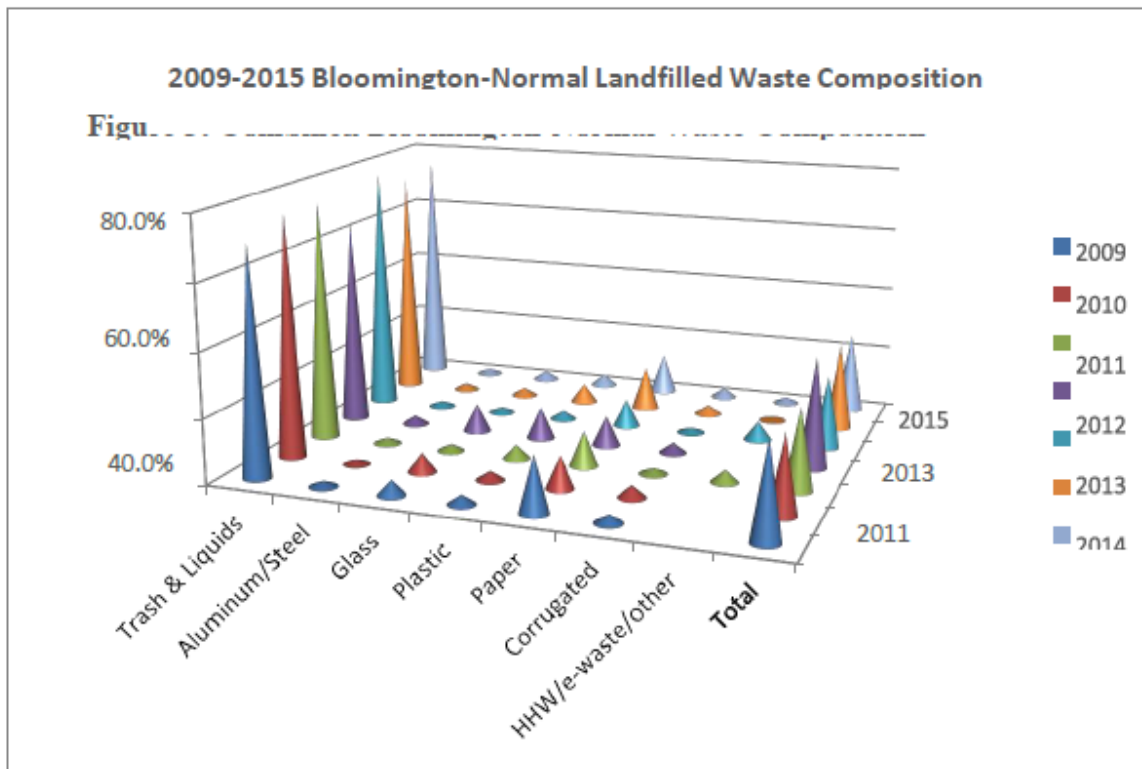
Figure 3: Combined Bloomington-Normal Waste Composition



On average, most of the waste from Bloomington-Normal is composed of actual trash; about 25% of that waste was recyclable.

Figure 4: Bloomington-Normal Waste Analysis 2009-2015





This graph demonstrates the total percentage (last category) of waste that was recyclable.

Conclusion:

To summarize, the 2015 residential waste audit results for the City of Bloomington and the Town of Normal seem to be at about average compared to the previous seven years. For both Bloomington and Normal, the majority of the waste consisted of non-recyclable trash, but the results for Bloomington show that it is recycling a bit more than Normal, only about 17% was recyclable for Bloomington and about 33% was recyclable for Normal. Furthermore, paper and corrugated cardboard, but especially paper, made up most of the items, 15% out of the 25% combined for Bloomington and Normal, which could have been recycled, this has remained consistent throughout the past seven years.

The slight difference between the recycling rates in Bloomington and Normal may be due to the differences of the neighborhoods from which the trash was collected from because this difference can be seen throughout the seven years that residential waste audit has been conducted. The significant result is that about three fourths of the waste from Bloomington- Normal was composed of non-recyclable trash instead of recyclables. Also, there was a great amount of paper and corrugated cardboard that was thrown out and should have been recycled, the reason for this may be that people do not see paper as a high priority item to recycle because it seems to be everywhere. A program that educates people on where paper and corrugated cardboard come from, how they're made, and how much is used and thrown out may be helpful in reducing the amount of these recyclables end up in a landfill.



PR&CA Director



Jay Tetzloff

Parks, Recreation & Cultural Arts Department

March 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

Bloomington Center for the Performing Arts



The BCPA March 2015 community programming included: the McLean County Diversity Project’s – *Laramie Project* rehearsals, NEXT Professionals lunch and program, Piano and Improv classes, Cultural Commission meeting, Luther Oaks University – lunch and learn, a private birthday party, *American Passion Play* – load-in, rehearsals, and three performances (photo left), and Ancient and Accepted Scottish Rite load-in, rehearsals, reunion, luncheon and load-out.

BCPA March presentations included: *One Night of Queen*, *Churchill*, *Los Lonely*

Boys, and *The Lightning Thief* school matinees.

On March 10th, *One Night of Queen* with Gary Mullen (photo right) put on an electrifying performance with special lighting effects and high energy vocals. The audience was up and out of their seats dancing to classic hits like “We Will Rock You,” “Bohemian Rhapsody,” and “We Are The Champions.”



Churchill on March 22nd was an outstanding performance with an afternoon of additional programming related to the show. Luther Oaks hosted, as part of their Luther Oaks University, a lunch and learn in the BCPA ballroom prior to the show. Ronald Keaton who plays Churchill attended the luncheon, spoke briefly about the show, and discussed how it has rapidly become an off-Broadway show. In addition, Dan Myers, who is an International Churchill Scholar, spoke at both the luncheon and during a 30 minute post show talk back with Ron to audience members from

the stage. (photo left) Lastly, there were dramaturgical boards posted around the BCPA for patrons with Churchill facts, quotes, and historical timelines. This completed the afternoon of entertainment and education for BCPA patrons.

The BCPA Student Spotlight Series hosted 783 students in first through sixth grade for *The Lightning Thief*. *The Lightning Thief* is one of the most popular literature based book series for this age range in the market right now. Below are some comments from our post show survey regarding the show and value to our community.



Why did you choose this particular event (*The Lightning Thief*)?

- 1) "I love that I can attend live theatre during the week and during the day with my kids."
- 2) "It's based on a book most of the fourth graders have read and loved. I did a unit on Greek Myths this year and it was a nice tie in. I had the kids compare and contrast the book, movie, and musical versions."
- 3) "D87 4th grade will be reading *The Lightning Thief* and *Wonder* on a regular basis."

Suggestions for future Spotlight Shows:

- 1) "I just love to see what is featured each season and be surprised. We use these as a breakout from our usual curriculum and can always tie them in somehow."
- 2) "I love the stage productions of current and quality literature for the 4th-6th grade levels....myths, traditional literature, etc..."
- 3) "We truly love the Student Spotlight Series and would love to see it continue. What an asset to the community and surrounding communities."

Reporting Measures

Attendance: 5374 for March on-site events, activities, meetings, etc.

Facility Usage: 54 March on-site functions

Community: 8 radio spots at WJBC & WBNQ, NEXT Professionals, McLean County Diversity Project – *Laramie Project*, Luther Oaks, American Passion Play, and Ancient and Accepted Scottish Rite

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

We've learned over the years that the month of March can choose to give or take away in terms of weather. Fortunately, this March proved to be one that chose to give. With some sporadically warm weather, the courses were able to see golfers on the links much earlier than last year. With over 1350 rounds played, we were able to see over 800 more rounds played than last March. The periods of warm weather also allowed us to get on the course and begin rolling greens, raking sand traps and performing other necessary duties. With these duties completed, our golfers are telling us the courses are already playing in very good condition.

While typically a quiet month for outings and tournaments, we were glad to host the Illinois Junior Prep Tour at The Den on Sunday, March 29th. 46 very brave junior golfers from all over the state (along with their family and friends) endured some of the worst golfing conditions a golfer could endure with rainy conditions and wind chill values in the low 20's. Despite the weather, both the contestants and their fans were able to enjoy a successful tournament with many good scores shot.

As we head into March, we will continue to promote our many season pass offerings and hope to capitalize on the excitement created by the Masters Tournament with our 1st ever Green Jacket Open on Saturday, April 11th at The Den. We hope to use this event to create some additional excitement for the golfers at the beginning of the season.



This month also brought us the retirement of our Golf Retail Manager, Phil Aldridge. Phil was employed with the city for 15 years and had been in the golf business for over 40 years. Phil grew up just blocks from Highland Park Golf Course and began working there at the age of 14. Phil grew up to be an excellent golfer, playing in two US Opens and was a member of two state championship teams at Bloomington High School. We'd like to thank Phil for his hard work and wish him the best in his well-deserved retirement.

Reporting Measures

Total Rounds Played: 1,363

Outing Rounds: 46

Junior Rounds: 46

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 3.3% for the current fiscal year compared to last year's attendance. Revenue from the gate admission was up 0.9% 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 29.1% for the fiscal year compared to last year.

Revenue from Concessions, Carousel, and Animal Food Sales was up 6.7% for the current fiscal year compared to last year's numbers. Quarters for Conservation program initiated 1 May 14. A quarter was added to the price of Budgie Bird feedings and Carousel rides. The added quarter is ear marked for the Zoo's Conservation Fund and is not included in this year's numbers.

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, additional parking lot, and renovations to entrance building (including new concession stand.) Unfortunately, the funds for this project were pulled by action of Governor Rauner as a cost saving measure for the State of Illinois. This project will not proceed due to the loss of funding.

Hosted special event, Bunny's Birthday Party. There was a good turnout for the Junior Zookeeper informational meetings. The Miller Park Zoo became a partner with the Seafood Watch program operated by the Monterrey Bay Aquarium. This program informs people in the community of the right way to eat and buy seafood in terms of that particular fishery is sustainable. It is a conservation initiative that the Zoo will launch publicly later this year.

Animal Collection

- Acquisitions—animals added to collection by transaction or birth/hatch
 - Male Callimico Monkey
 - Male Guinea Pig

- Dispositions—animals removed from collection by transaction or death
 - Male Pallas' Cat
 - Male San Clemente Island Goat
 - Hi Finned Banded Shark
 - Male Buderigar
 - Female Red Panda
 - Eastern Newt
 - Male Degu
 - Asian Forest Scorpion

- Two male Mossy Leaf-tailed Geckos cleared quarantine and moved to ZooLab kitchen.

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 March Zoo Attendance: 7,023
2014 March Attendance: 5,564

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

Spring Break Programs were held Monday through Friday of the District #87/Unit #5 spring break. Each day had a different theme with activities from 7:30 am – 5:30 pm. There were 133 individuals who registered for one or more of the days. In 2014, 118 registered. This year had 5 days. Everyday included activities at Lincoln Leisure Center and then an off-site trip, with two of the days being out of town.



Afterschool Basketball had the last games the first Saturday in March. The next session of Afterschool sports is flag football which starts in April. Registration is ongoing.

In March, we offered our first ever Murder Mystery Dinner Party. The party was a large success and attracted people from out of town and even out of state to attend. “School’s out” programs for the youth saw a larger number and we continue to see the need to offer “School’s out” programs.

Total March revenue was down slightly due to a lower number of teens participating in break programs. Total number of programs offered was up by

3, but participation was slightly up from last year.

Softball League sign-up began and ended in March. Twenty six teams registered which is down 1 teams from the 2014. The revenue for adult softball was received in March and is reflected in the total for adults. The number of leagues and number registered will not be entered until May when the leagues start. Softball is on a decline. Every year we continue to evaluate the program and the impact it has on the community.

Pepsi Ice

Total Revenue for the facility in March was the highest in the facilities history. Surpassing last year’s previous record. This has been the trend all year as this will also be the highest revenue generating year for the facility.

Due to the cost of use of the Coliseum from CIAM, operating costs are higher. CIAM charges the city the difference of the Pepsi Ice revenue collected (\$205 an hour) and the CIAM cost per hour (\$375) or \$170 an hour. In March, this was 25 hours or \$4,250. For the year, 410 hours were “rented” from CIAM or \$69,700. This means, the more growth and success that the city run Pepsi Ice Center generates, the more expense is paid back to CIAM because of the disparity in rental charges. It

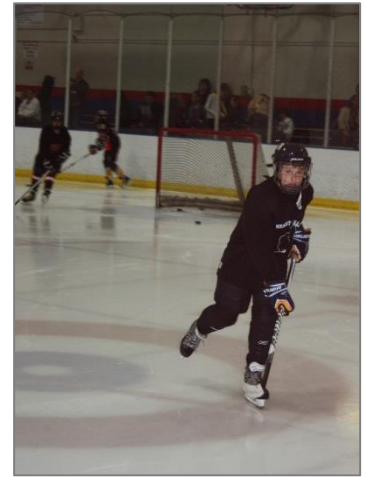
Recreation Income:	2014	2015
55+ Programs	\$2,095	\$3,114
Adult Programs	\$12,855	\$10,913
Teen Programs	\$790	\$310
Youth Programs	\$5,996	\$7,088
Parent/Child & Pre	\$2,215	\$2,146
Special Events	\$0	\$0
Total Activity Fee	\$23,951	\$23,571

should also be noted that when CIAM hosts PIC rentals, PIC is required to staff the facility adding to the payroll above and beyond the rental costs.

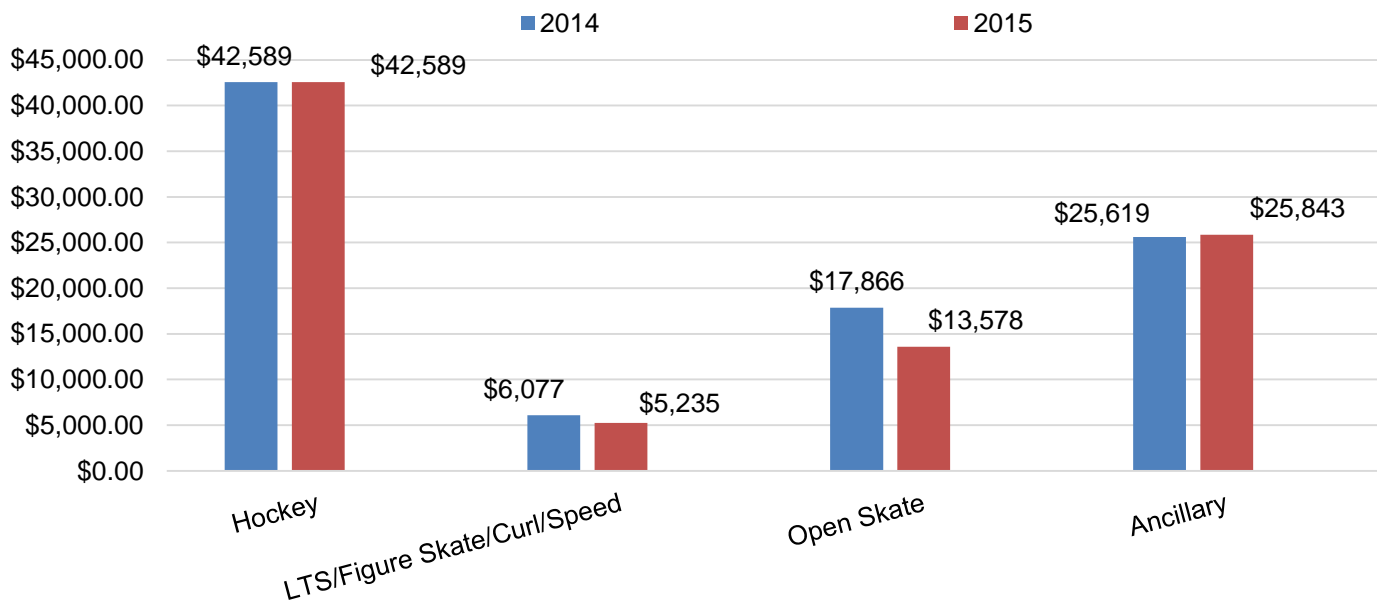
Open Skate numbers were down compared to last year. This drop could be from unseasonably pleasant weather during the Spring Break week.

Registration numbers for youth and adult hockey were up slightly in March while Learn to Skate Numbers were slightly lower. Freestyles, Stick & Puck and Pick up hockey were all up. This points to our regular customers taking advantage of extra practice ice.

Ice Rental was slightly up. The USHL Thunder team rented the ice on this side when the Coliseum was unavailable.



Pepsi Ice 4-Leg March Revenue



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

Special Events:

S.O.A.R. held its first annual Respect Run on March 22 at Miller Park. Over 100 people attended the 5K walk/run. There was also an Open Skate Party & Neon Party Lock In.

Weekly Programs:

A soccer mini-camp for children with Autism Spectrum Disorders ages 5-9 years old was requested from a parent group. The children learned basic soccer skills in a 3 week program teaching fundamentals. This program also gave S.O.A.R. the opportunity to showcase Lincoln Leisure Center, Bloomington Parks, Recreation & Cultural Arts programs and additional opportunities with S.O.A.R. or Special Olympics for this age group.



Community Awareness:

S.O.A.R. also provided disability simulation activities to 4th & 5th graders through the College Mentors for Kids program on Illinois State University campus in March.

The students were from local Bloomington elementary schools and are involved in a college student



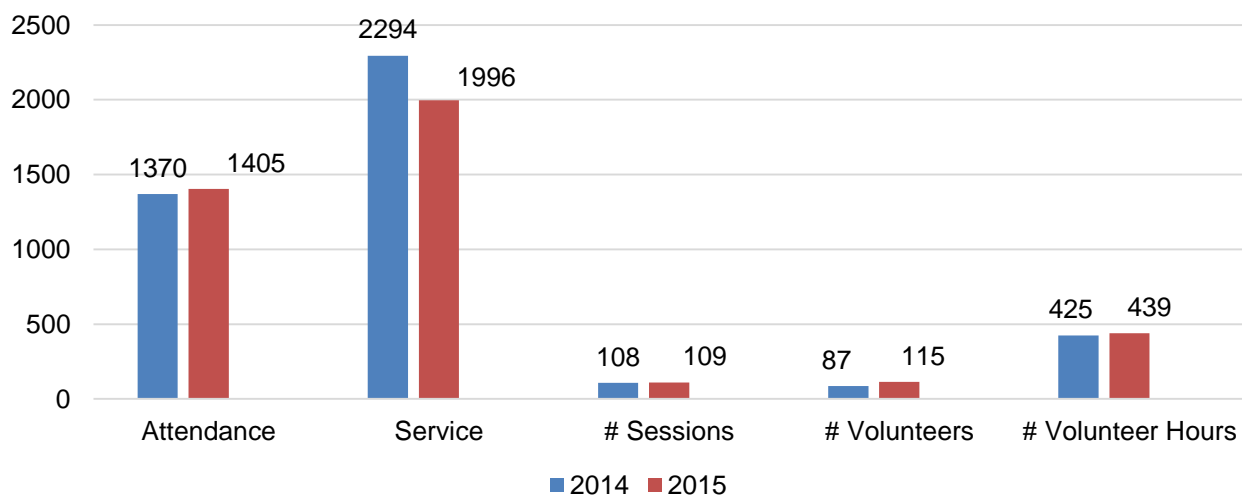
led organization that provides an after school educational experience. The 4th & 5th graders participated in activities that simulated a speech impairment, visual impairment, physical disability and blurred vision. The students also discussed bullying those who are different and learning how to help those in need.

Special Olympics:

Special Olympics Bocce, Athletics, Aquatics & Soccer continued practices both indoors & out, weather dependent.

Weekly programs included crafts, fitness, bowling, cooking, music therapy, dance, adaptive ice skating, a fine art program, youth programs and pickleball open gym.

S.O.A.R March 2015



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

Hours for staff in March 2015 were 293.25 more than those for March 2014. This includes all of the Recreation Division (S.O.A.R., Pepsi Ice, Recreation, and Aquatics). There were 90 more for Pepsi Ice, 53 more for Adult Programs and 111 more for SOAR. Other areas had less hours.

Volunteer Hours

Pepsi Ice uses a large number of volunteers in their youth hockey program as coaches. The season ended in the middle of March so there were lower numbers than in previous months.

S.O.A.R. had a large number of volunteers in March. Most of the volunteers were ISU students fulfilling class requirements. Three volunteers served as coaches for the Afterschool Basketball program which started the last week of January plus we still have 1 sports interns helping with programs.

Program	# Volunteers	# Volunteer Hours
Recreation Programs	8	50
Hockey	67	170
S.O.A.R.	115	439
Interns	1	24

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

Horticulture was able to get into the parks and right of way areas and start the spring cleanup process. All the parks were cleaned up of any trash, debris or limbs from over the winter. In cooperation with Audubon Society, horticulture staff seeded 1 acre of prairie at Ewing III Park along the east side of Jersey Hill. This will be a nice native prairie area and will not affect the winter sledding on Jersey Hill.

Prescribed burning



Prescribed burning is a tool used in prairie management to perpetuate prairie plants and control noxious weeds and woody plants within a prairie. Successful prescribed burning was performed by horticulture and forestry staff under the appropriate approvals from the Fire Department and State of Illinois Environmental Protection Agency. Approximately 80 acres of prairie were successfully burned at The Grove, The Den Golf Course, White Oak Park, and Tipton Park. This was reflected through an excellent article and photographs in the Pantagraph. It is important to note the citizen support of this program. Adjacent property owners have noted the success of prairie burning and the professionalism in which it is carried out.

Triploid Grass Carp

Triploid grass carp are a hybrid carp propagated specifically to feed on overgrown weeds and aquatic vegetation in ponds and lakes. 55 carp were purchased through the local Natural Resource Conservation Service (NRCS) office in Normal and released into 4 lakes: Tipton, Golden Eagle, Eagle Creek, and Gaelic. This is a pilot program. If successful the carp will help keep the aquatic vegetation in check and greatly reduce chemical costs in the future.



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 continues to remove ash



trees infected with Emerald Ash Borer (EAB). 69 trees were removed in March, and 63 of these were ash trees. The City and forestry division was honored again for the 28th year as a Tree City USA recipient. In summary this recognizes the City's ongoing and substantial commitment to proper management of the urban forest in Bloomington.

Utility

The Park Utility staff concentrated on building maintenance at the Zoo, BCPA, Lincoln Leisure Center, Den Golf course and the Coliseum during March. The Utility staff spent a lot of time at the Coliseum on HVAC and building maintenance. Spring start up maintenance was performed on RTU 1 & 2 at the Coliseum. Spring startup was also performed at O'Neil and Holiday pools.

Other Utility projects include:

- Monthly light inspections and repair at all Parks and facilities
- Monthly HVAC inspections and repair at all Parks and facilities
- Monthly HVAC inspections and repair at the Coliseum and the BCPA

- Replace control panel at White Oak scoreboard
- Replace actuator pads at Tipton park
- Installed new bridge in Rainforest at the zoo
- Installed banners in downtown Bloomington
- Began construction on new dirt bin at maintenance facility



Finance Director



Patti-Lynn Silva

Finance Department

March 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.

March 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

On Saturday, March 7th finance attended an all-day budget session with the City Council. Finance presented an overview of the FY2016 proposed budget and each city department presented the major highlights of their department's budget.

The proposed budget is extremely austere due to dropping sales tax revenues and growing labor costs in the General Fund. The \$5.0 million deficit was balanced through cutting equipment & vehicles, the majority of capital projects, reducing department line items and the use of one time revenues. This budget has been referred to as unsustainable **and cannot be repeated in FY2017**. This temporary position offers time for a new council seated May 1st, 2015 to make the major policy decisions required to resolve this **recurring structural deficit**.

The financial overview of the budget can be seen at:

<http://www.cityblm.org/modules/showdocument.aspx?documentid=8289>.

March 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 ⁹	\$ 14,647,149.00	\$10,816,455.08	\$ 11,385,161.77	\$ (568,706.69)	-5.00%
State Sales Tax ⁹	\$ 13,700,672.00	\$10,261,216.88	\$ 10,545,890.63	\$ (284,673.75)	-2.70%
Income Tax ⁹	\$ 7,529,874.00	\$ 5,335,386.60	\$ 5,545,611.28	\$ (210,224.68)	-3.79%
Utility Tax ¹⁰	\$ 6,132,913.00	\$ 4,854,912.33	\$ 3,750,536.49	\$ 1,104,375.84	29.45%
Ambulance Fee ¹⁰	\$ 5,022,998.00	\$ 3,545,453.66	\$ 3,583,896.36	\$ (38,442.70)	-1.07%
Food & Beverage Tax ¹⁰	\$ 4,363,447.00	\$ 3,561,054.15	\$ 3,536,320.09	\$ 24,734.06	0.70%
Franchise Tax ¹⁰	\$ 2,190,809.00	\$ 1,785,617.23	\$ 1,774,244.70	\$ 11,372.53	0.64%
Replacement Tax ¹¹	\$ 1,857,810.00	\$ 1,435,361.95	\$ 1,544,714.16	\$ (109,352.21)	-7.08%
Hotel & Motel Tax ¹⁰	\$ 1,759,003.00	\$ 1,397,161.99	\$ 1,552,103.56	\$ (154,941.57)	-9.98%
Local Use Tax ¹¹	\$ 1,325,600.00	\$ 1,405,206.16	\$ 1,216,318.00	\$ 188,888.16	15.53%
Packaged Liquor ¹⁰	\$ 1,040,000.00	\$ 892,136.28	\$ 867,660.37	\$ 24,475.91	2.82%
Amusement Tax ⁷	\$ 1,000,000.00	\$ 553,335.96	\$ -	\$ 553,335.96	0.00%
Local Motor Fuel ⁷	\$ 1,000,000.00	\$ 1,379,925.38	\$ -	\$ 1,379,925.38	0.00%
Building Permit ¹¹	\$ 897,000.00	\$ 635,752.26	\$ 680,779.65	\$ (45,027.39)	-6.61%
Vehicle Use Tax ¹⁰	\$ 889,463.00	\$ 946,809.12	\$ 880,724.74	\$ 66,084.38	7.50%
Video Gaming ⁹	\$ 306,000.00	\$ 450,947.90	\$ 265,456.68	\$ 185,491.22	69.88%
Auto Rental ⁹	\$ 100,000.00	\$ 65,870.75	\$ 74,407.99	\$ (8,537.24)	-11.47%

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.

March Accomplishments:

- Finance managers enrolled in the Illinois Government Finance Officers monthly online training to remain apprised of current financial issues.
- Finance, legal, and city clerk staff held city-wide training on the new Procurement Policy.
- Finance is participating in weekly meetings for the new T-2 Parking System update
- Facilitating the mandatory LIUNA pension audit.
- Met with key financial institutions on banking/merchant services issues.

DIRECTOR'S CORNER

The Finance Department has been active in preparing for year-end close of FY2015. A year-end training session is planned for departments in April that will cover all aspects pertaining to year-end. A very special thanks to all staff for all of the hard work they have put into the budget and year-end planning.

Procurements– March 2015

<u>TYPE</u>	<u>TITLE</u>	<u>DEPARTMENT</u>
<u>RFP #</u>		
2015-34	Lake Bloomington A&E Services – On Hold	Water
2015-53	Spring Street Trees – Underway	P, R&CA
2015-56	Capital Equipment Financing – Underway	Finance
2015-57	Point of Sale System at US Cellular Coliseum – Underway	IS
<u>BID #</u>		
2015-29	REBID - BPD Training Facility Mold Removal – Underway	BPD
2015-54	Traffic Paint & Beads – Underway	PWD
2015-55	Lincoln Parking Garage Improvements – Underway	Fac. Mang.
2015-58	(1) Truck Mounted Knuckle Boom Loader & Installation on Chassis - Underway	PW
2015-59	Jackson and Catherine Street Sewers – Underway	Eng

UNDER DEVELOPMENT

City Procurement Code & Policies – Training initiated; Policy Guide being finalized & User Guides being commenced

Fiscal Year-End Processes



Community Development Director



Tom Dabareiner

March 2015 Edition

Community Development

Permit Reports

	March 2015	March 2014	YTD 2015 ²	YTD 2014
Construction Permits³	659	498	1,425	1,237
Building Permits⁴	201	146	367	291
New Homes Built	12	10	18	17
Multi Family Built				
Construction Valuation: Total	\$8,654,111	\$10,364,974	\$16,399,508	\$20,587,165
Valuation: Single Family Homes	\$2,000,300	\$1,391,000	\$3,239,894	\$2,681,000
Valuation: Other	\$6,653,811	\$8,973,974	\$13,159,614	\$17,906,165
Permit Fees Collected	\$83,305.63	\$74,973.06	\$169,721.64	\$174,816.73

(1) Dwelling Units

(2) Total of permits issued for Calendar Year to Date

(3) Includes all permits issued

(4) Only Building Permits (Residential & Commercial)

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

<u>Building/Project Description</u>	<u>Address</u>	<u>Value</u>
Health and Wellness Center	1111 Trinity Lane	\$24,395,000

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 March.

Code enforcement saw 70 new complaints in March. This is a significant increase over March of last year. The top new concerns centered on various property maintenance problems at 37%, followed by Garbage, Rubbish and Debris issues at 13%. No new vacant properties were registered.

Progress with Rental Housing inspections continued, with 60 completed in March, up 11% from February. The rental inspector was unavailable during March 2014.

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 March.

Historic Preservation Activity

- Discussion of improvements to the Dodson-Stevenson House; Italianate style, 1869 (Marker), located at 901 North McLean Street in the Franklin Square Historic District. *No action required.*

Planning Commission Activity

- **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 7.98 acres. (Ward 2). *Tabled to April 22, 2015.*
- Public hearing and review of the City of Bloomington Bicycle Master Plan. *Recommend Approval.*



Human Resources Director



Nicole Albertson

March 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

- Staff has been busy processing applications for the following full-time vacant positions

Vacancies	Position Status
Code Enforcement Division Manager	Actively Recruiting
Civil Engineer II	Interviewing Process
Telecommunicator	In Process
Water Director	Filled – Patrick Ryan TBD
Parks Director	Filled – Jay Tetzloff
Support Staff IV- Water (2)	On Hold 2016 Budget (1)(1)- Interviewing
Safety and Risk Coordinator	Filled – Alex Rosas TBD
Utility Worker	Actively Recruiting
Inspector II	Actively Recruiting
Inspector III - HVAC	Actively Recruiting
Ticket Office Manager	Actively Recruiting

Employee and Labor Relations

- The City continues to negotiate with Local 362 Support Staff, Local 362 Parking Enforcement, Local 362 Inspectors and Unit 21. Negotiation dates have yet to be determined for Sergeants and Lieutenants and Local 49. The City continues to meet with Local 699 to discuss Labor Relation issues including the limiting of the number of hours an employee can work. Grievance meetings were held to attempt to resolve employee concerns.

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
Sworn Bargaining Units			
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

- Prepared a Council item for an offering to Medicare eligible retirees which is specifically designed to save money for both retirees and the City while providing excellent benefit levels. The item was present at the March 23rd meeting and was adopted.
- With the assistance of the Finance Department, prepared for and responded to questions for a Laborer's International Union of North America (LIUNA) pension audit.
- With the assistance of Computer Services, initiated a project to compile and send an electronic enrollment file (834) to Vision Service Plan (VSP) directly from the City's payroll system. This will greatly simplify the recordkeeping and bill auditing on 650 plan enrollees.
- Met with one employee concerning retirement.

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 40 wellness and benefits vendors, eat breakfast, and obtain free health screenings.
- One-hundred and eleven employees are participating in the Live Healthy Central Illinois wellness challenge. Participants track physical activity minutes and weight. The 10-week program ends in April.



Interim City Clerk

Renee Gooderham

City Clerk

March 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.

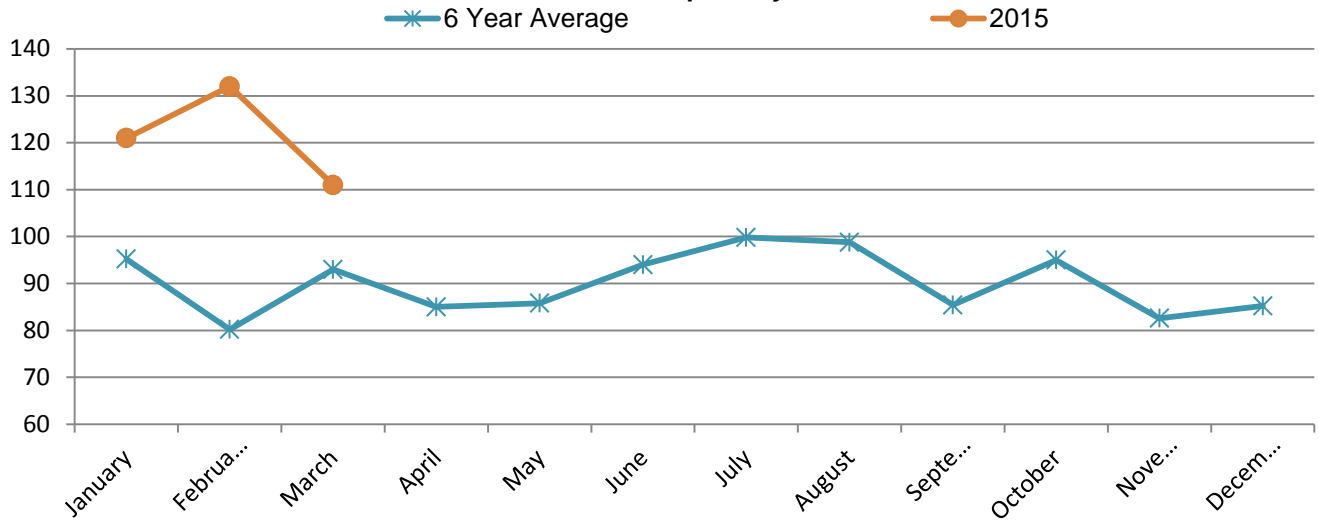
This recordkeeping role also includes service as the City's Freedom of Information Act (FOIA) officer and Opening Meetings Act (OMA) compliance officer.

Monthly Highlight:

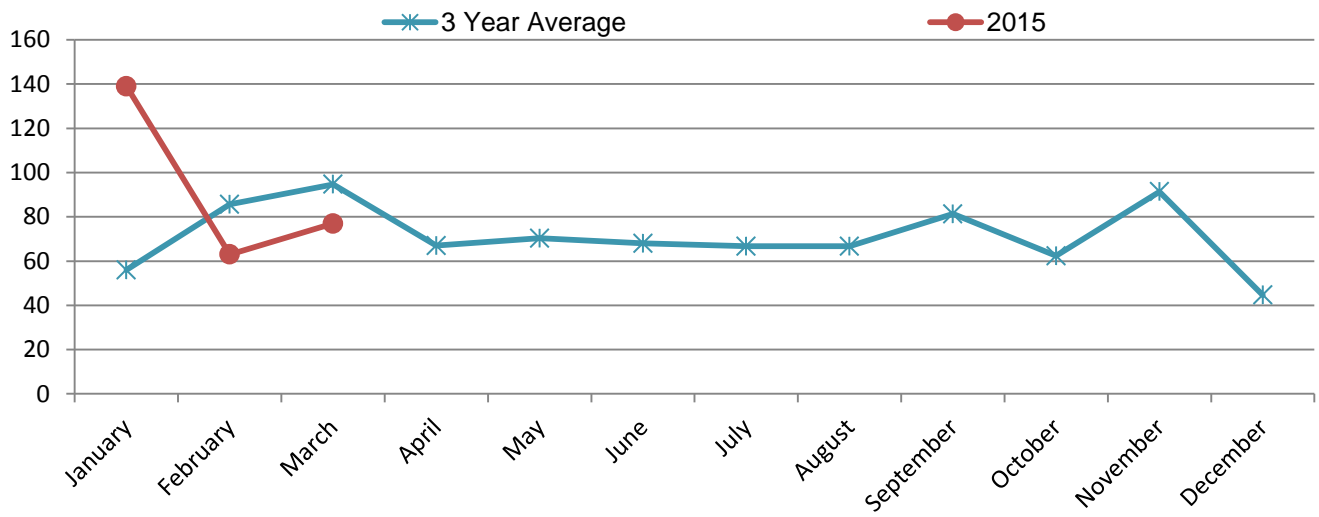
The Clerk's office collaborated with the Finance and Legal Department on the new city-wide Procurement Policy and a quick reference guide training. The Clerk's office also developed a Procurement Memorandum for staff utilization.

Staff received a thank you email from Pamela Eaton for the Department's assistance with a parking issue.

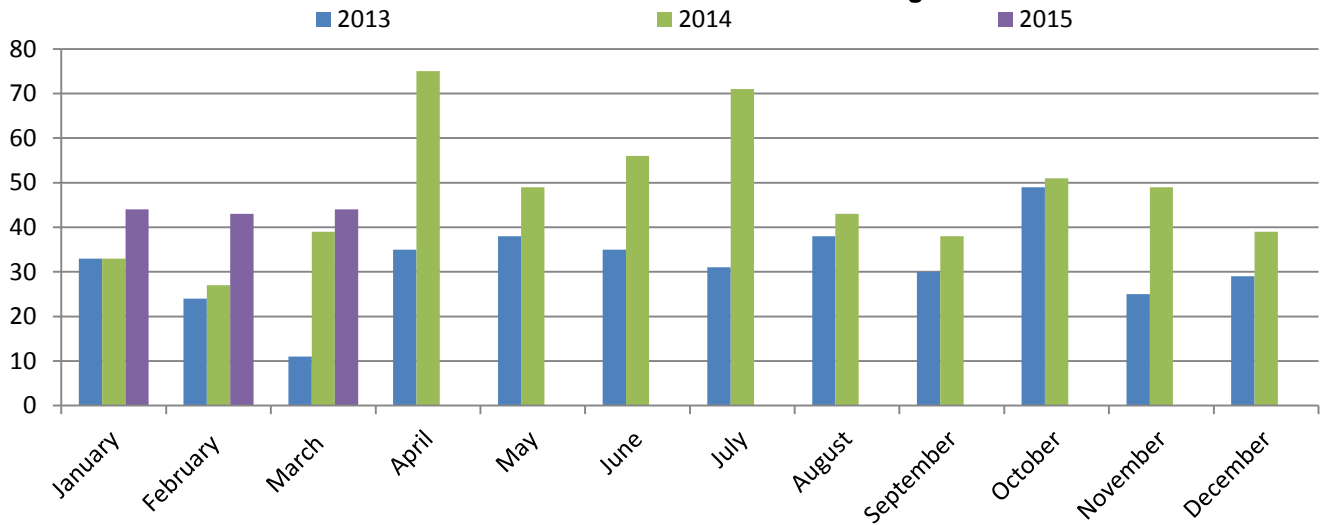
F.O.I.A. Request by Month



F.O.I.A. Average Staff Time per Request in Minutes



Number of Items on the Council Agenda





Communication Manager



Nora Dukowitz

March 2015 Edition

Communications and Public Information

Bloomington 101

The Spring session of Bloomington 101 kicked off on March 26 with another slate of participants ready to learn about the City.

Social Media

The overarching “City of Bloomington” social media accounts continue to grow. March saw the City’s Facebook fans grow to 2,297 by the end of the month. Twitter followers increased to 1,375.

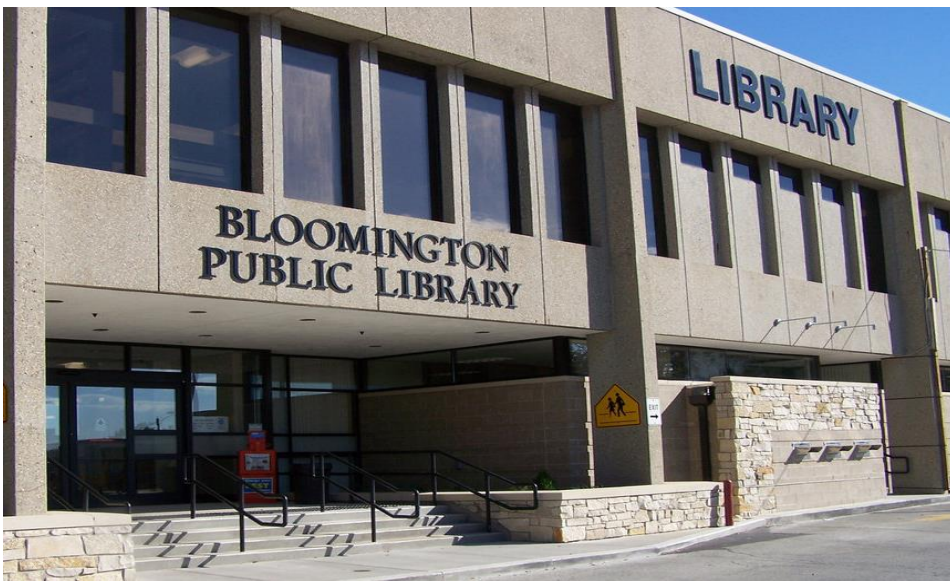
News Releases

Twenty-three news releases were prepared and distributed in the month of March. Of these, eight were related to the Parks, Recreation and Cultural Arts department, six were from Public Works, one was produced by Police, two by Fire, one by Community Development, three from Administration 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 March, including:

- Coffee with a Cop
- Tree City USA designation
- The Consolidated Plan
- Improved ISO ranking
- 2014 Fluoridation Award
- Sales tax dip
- Prescribed prairie burns
- Electrical aggregation
- Otter pup birth



Library Director

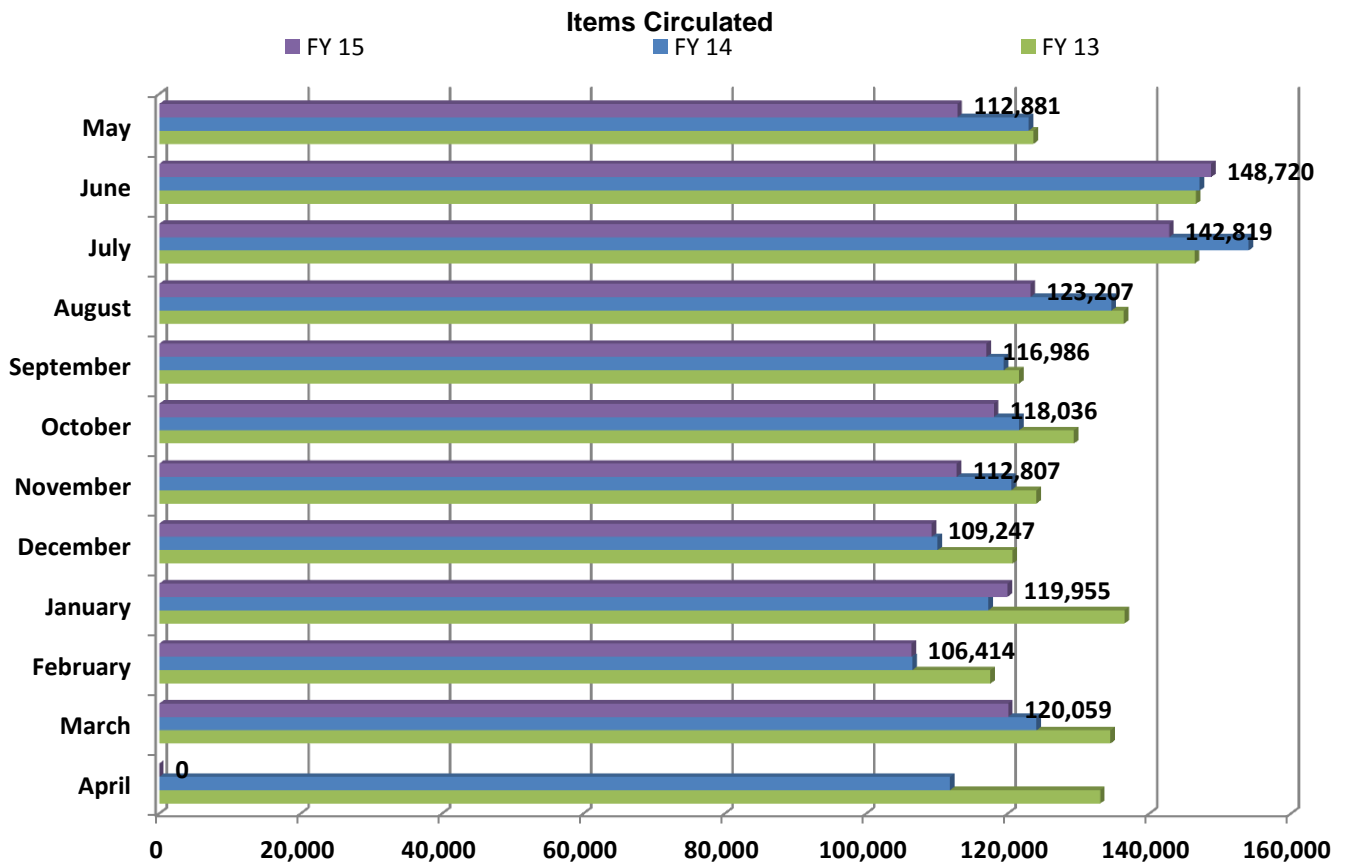


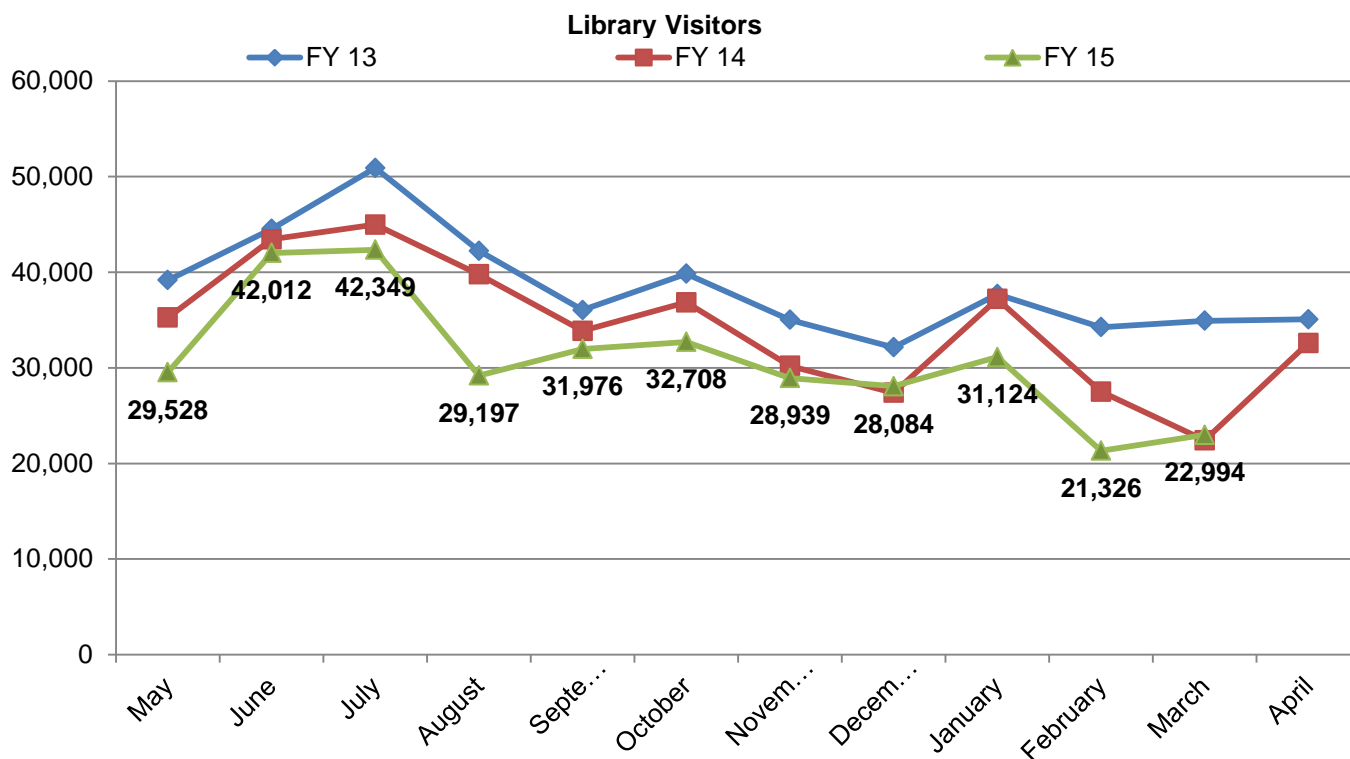
Georgia Bouda

March 2015 Edition

Library

Customers borrowed 120,059 items in March, 2015 which is less than the 124,081 items borrowed in March, 2014. There were 22,994 visitors to the Library in March, 2015 compared to 22,415 in March, 2014. Staff answered 4288 questions from customers this month compared to 5052 questions answered in March, 2014.





Programs and Attendance in the month of March:

Staycation programs

- Lilo and Stitch movie – 19 attended
- Music Makers – 2 sessions – 120 attended
- Beach Bingo – 126 attended
- Indoor Beach Party – 178 attended
- Twin Cities Ballet – 135 attended

Lapsit – 8 sessions – 51 attended

Toddler story time – 10 sessions – 291 attended

Preschool story time – 3 sessions – 66 attended

Move and Lean story time – 3 sessions – 65 attended

Singing Swinging story time – 2 sessions – 37 attended

Tails for Tales – 4 sessions – 72 attended

Beginning Readers Club – 2 sessions – 10 attended

2nd Monday Story Club – 8 attended

Irving K visit – 2 classes – 45 attended

Trinity Lutheran 1st grade visit – 40 attended

Head Start Fun Club – 150 attended

Library table at Read Across America event at Eastland Mall – 35 attended

Library table at International Festival – 200 crafts made

Library table at Kindercare Family Night – 40 attended

Visited Milestones Preschool – 28 attended

Visited Brigham Head Start – 62 attended

Visited Trinity Lutheran Head Start – 70 attended

Teen Programs and Attendance:

Teen Thursday – 1 sessions – 0 attended
DIY Homemade Speakers – 1 session -- 6 attended
Minecraft Tournament – 1 session – 84 attended

Schools for Books and Bites: the Teen Librarian and the NPL youth librarian talked with these numbers of teens: Chiddix: 62; Evans: 59; Kingsley 50 ; Parkside 106

Adult Programs and Attendance:

Fiction Book Club – 1 session – 8 attended
Mystery Book Club – 1 session – 10 attended
Nonfiction Book Club – 1 session – 3 attended
Books on Tap – 1 session – 12 attended
SciFi Movie/Book Club – 1 session – 4 attended
Classic Movie Wednesday – 1 session – 9 attended
Anime Now for Adults – 2 sessions – 7 attended
Living Well Series: Ecothrifty Living – 1 session – 12 attended
Essentials in Business: Forming a Non Profit – 1 session – 19 attended
Computer Basics, Getting Started – 1 session – 2 attended
Computer Basics, The Internet – 1 session – 9 attended
DIY Sharpie Mug – 1 session – 12 attended
Photography: Better Pictures – 1 session – 17 attended
Midwestern Presidents: Eisenhower – 1 session – 35 attended

Adult Winter Reading Cold Toes Cool Prose had 232 registrants and 60 finishers. The program asked participants to either read books or attend library programs. Doing a total of 6 of these from January through early March completed the incentive program.

Twelve college students visiting from Japan toured the library and were quite fascinated by the fact that customers can check out ebooks.

There were 15 requests for individual appointments with a library staffer. Topics included several about ebooks, filling out forms, accessing our music and e-magazine services, setting up an email account, transferring music files from a computer to a flashdrive, and a review of our recent Computer 101 program.

Compliments to the City

To: jkarch@cityblm.org
From: "Ruth Haney"
Date: 03/27/2015 07:53AM
Subject: Sidewalk

Jim,

I wanted to send you a big Thank You for getting the sidewalk repair taken care of in front of our building at 407-409 W. Washington. We already have a possible tenant looking at the commercial space to lease. I'm sure it helped having the sidewalk repairs made when they looked at the building.

Thanks again,

Ruth Haney
Haney Plumbing and Rental

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

Recreation

To: Maggie Rutenbeck <mrutenbeck@cityblm.org>
From: Tricia XXXX
Date: 03/18/2015 10:19AM
Subject: SOAR

Maggie,

Just wanted to take a minute to thank you and Miranda for helping Leslie this past weekend. He had so much fun. I still have to laugh at how he came out to shoot his shots and ran up to the hoop and jumped up to touch the top of the hoop just like the ISU basketball team does. He thought he was big stuff. What a hoot. As parents, Eric and I were so proud of him how he sat out there and waited his turn (which is not the norm for him). Our hearts just swelled watching him do what he loves the most. This has been such a great opportunity for Les. It also was a great opportunity for my parents to see Leslie and the other athletes. My parents don't quite understand Leslie and his needs. So for them to see Leslie in his element and all of the other kids enjoying themselves, along with the fact that they do have special needs and can't always help what they do, was just a great experience for them. I am hoping that my Dad especially may have a little more understanding of Leslie. Thanks for making all this happen!!

Tricia

To: "mrutenbeck@cityblm.org" <mrutenbeck@cityblm.org>
From: "eardley.triplets " <eardley.triplets >
Date: 03/29/2015 07:06PM
Subject: Thank you for soccer! And now another question

Hello,

I wanted to thank you again for the soccer skills. It far exceeded what I was hoping for! You and your staff are incredible.

To: Denise Balagna <dbalagna@cityblm.org>
From: Doug West
Date: 03/19/2015 09:22AM
Subject: Re: Softball Registration

Hi Denise,

Our team name will be Central Illinois Orthopedic Surgery or CIOS for short. I will get the roster over to you as soon I get it finalized with everyone's signature. We are very excited for the start of the season and look forward to having a great season. Thanks so much for all that you and your staff do to make this such a great program. It is very appreciated!

Doug West

I appreciate all your help today. You all really have a great program. -Morgan H.

Bloomington Center for the Performing Arts

One Night of Queen

“The concert was awesome and amazing!!!!!!”

“Had a great time! We loved it! ”

“A fantastic show!”

“Had a blast!!!!!!”

“Really great time.”

“Loved it!! Thanks for bringing them to Bloomington!”

“High energy and great performance from star of show.”

“Had a great time.”

“Very fun show! Thanks for bringing them!”

“One of the best we have attended at the BCPA.”

“Showmanship and entertainment in the highest form!”

“Fantastic show!”

“They did a great job of impersonating Queen in their music and the lead singer.”

“Show well worth the ticket price.”

“Good show!”

“Awesome show! Gary Mullen autographed my tickets and came out to talk to us for a while after the show.”

“Great job by everyone.”

Churchill

“Fantastic performance and value!”

“Excellent!”

“Could have listened for another 2 hrs.”

“Ronald Keaton was captivating as Churchill!”

“Most excellent program. We loved it. The performer was AWESOME.”

“Excellent portrayal, enjoyed every minute of it.”

“Very well done. Educational as well as entertaining.”

“Fantastic performance! So happy that we attended!”

“It was an excellent interpretation of Churchill and a very enjoyable performance.”

“I loved this program. We were fortunate to have Ron Keaton come to Bloomington to give his presentation.”

“Superb! This was as good as events get.”

“Truly excellent!!!”

“Ronald Keaton is amazing!”

“Very enjoyable!”

“I enjoyed the question/answer session afterward with the Churchill expert from Chicago.”

“Wonderful performance.”

Los Lonely Boys

“The band rocked and did not stop.”

“I liked the music and the relaxed atmosphere.”

“AWESOME!! AWESOME AWESOME AWSOME!!!”

“LOVE Los Lonely Boys - bring them back!”

“Enjoyed it thoroughly!”

“OUTSTANDING guitarists! Tremendous stage presence!”

“Los Lonely Boys is a very good band and they put on a very good show.”

“It was AMAZING!! I have been to many shows, Los Lonely Boys was fantastic!!! Bring them back!”

“One of the best bands ever.”

“Great band!! Loved the concert, and the pre-concert musical event in the ballroom. All around great event!”

“AWESOME!”

“Los Lonely Boys were excellent!”

“They were great!”

“Loved the concert. I would come Las Lonely Boys again.”

“It was wonderful to be able to see such a talented band - a long time favorite of ours - in Bloomington!!! Loved it!”

“All - only wish they would have played all night!!”

“This was a great show!”

“Los Lonely Boys did an excellent show and the price point was reasonable.”

“Great show!”

“Loved this show! Thanks for bringing Los Lonely Boys to Bloomington!”

“Loved every part of it! Facility, show, staff!!!”

“Great quality performance!”

“I didn't know anything about Los Lonely Boys, and I was blown away by the show.”

“One of the best live rock shows I have ever attended!”

“Los Lonely Boys were better than awesome!!”